

Mifflin County School District


Teacher Cisco Phone Instructions

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Fall 2013

To reach a classroom or office from outside, the caller must dial one of the School District's building's outside general numbers. The automated answer message will allow the caller to directly dial any administrative school extension at that time. They will be able to connect to any phone using the extension on the new Cisco phone. To call a teacher room, dial a zero for the operator and they will transfer your call to the classroom if appropriate.


1. General Phone Settings Setup – e.g. Greeting, Voicemail, Personal Settings, etc. from your phone

- a. Press the Messages  button on the phone
- b. Enter 12345# which is the pre-assigned temporary password (press # to confirm)
- c. Follow operator instructions (remember to select # to confirm)

2. The Cisco voice will instruct you to record your name to identify you to other callers

- a. To record your name, in a pleasant voice, say your first and last name, or your professional name (such as 'Mrs. Jones' or 'Sharon Jones') after the tone
- b. When finished saying your name, IMMEDIATELY press the # key
- c. To keep the recorded name, press the # again

3. To Change Password

- a. Press the Messages  button on the phone
- b. Enter your old pin (press # to confirm)
- c. Press 4 for Setup Options
- d. Press 3 for Personal Settings
- e. Press 1 to Change Password
- f. Enter new password (press #)
- g. Enter new password (press #)

4. Recording Your Greetings

This must be done in the **general phone settings**

You MUST set up the **STANDARD** Greeting


a. Standard – Greeting plays during School Hours

You have reached "Mrs. Smith's voicemail", I am currently away from my desk, please leave a message.....

- b. Closed – Message to be set up for after school hours
- c. Alternate – Overrides Standard and Closed greetings

Message can be set up when you are on vacation.

5. Checking Voice Mail from your own desk phone

- a. Press the Messages  Button
- b. Enter your pin
- c. Follow Operator Options – e.g. To hear new messages press 1
- d. To skip to next message without finishing current message enter # key
- e. To speed up a message playback press 6 repeatedly... to slow down press 4
- f. Press the 8 key to pause & resume message playback
- g. To delete messages press 3
- h. To save for later press 2
- i. To reply to a voicemail from a Cisco phone, press 4
- j. To forward a copy of the message press 5 – to switch from alpha directory to numeric press **##**


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6. Checking Voice Mail from Another Extension other than your own

- Select the Messages  Button
- Press the * button
- You are prompted to enter your id # (which is your voicemail box # e.g. x4304)
- Select the pound # key to confirm
- After the prompt, enter your pin, select the pound # key to confirm
- Follow Operator Options – e.g. To hear new messages press 1



7. Checking Voice Mail from Outside Line

- Dial the School District's main phone #, **717-248-0148** enter your extension, wait until you hear the message
- Select the asterisk * key
- You are prompted to enter your id # (which is your school voicemail box # such as x4304)
- Select the pound # key to confirm
- When prompted, enter your pin, then select the pound # key to confirm
- Follow Operator Options – e.g. To hear new messages press 1, etc.

8. Call Forwarding – All Calls To another extension

- Press the **FwdAll** softkey button
- Listen for 2 beeps
- Press another extension number, then hear confirming tone
- The phone will automatically hang up
- Confirm completion of forwarding by looking at animated icon in upper right corner next to your extension number
- To Remove Call Forwarding – press **Fwd OFF** softkey button
- The phone will automatically hang up after canceling the forwarding
- Note:** You can't forward or un-forward your phone from remote location.

9. Call Transfer – To Another Extension

- While the call is active... Press the  button or **Transfer** softkey
 - Dial the extension # you want to transfer the call to and hit **Transfer** softkey again
 - You can hang up immediately, and the destination # will ring, and the call is transferred – if not answered, it will ring several times and bounce to voicemail
 - or wait for an answer, then
 - You tell the recipient who is calling (they're on hold)
 - Press the  button or **Transfer** softkey again and hang up your phone
 - The call is now connected.
- If the recipient doesn't want to speak to the caller, you must Press **EndCall** (which ends Transfer sequence)
You must then Press **Resume** (to resume the call), and handle the call.



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10. Call Transfer – To Another Person's Voicemail

- While the call is active... Press the  button or **Transfer** softkey
- Dial the * key, then the Voicemailbox to receive the call, then the  button or **Transfer** softkey
- The call will then go to their voicemail


11. Conference Call – To Another Person or persons

- While the call is active... Press  button, or **More** then the **Confrn** softkey
- Dial the extension # you want to transfer the call to,
- Select the  button or **Confrn** softkey again.... He is now conferenced in to the call
- Repeat to add another person (up to 12 total participants). Outside numbers like cell phones may be conferenced in, too!
- Anyone, even the originator, can hang up and the rest stay connected
- If you're not talking, use your local mute button  to keep extra noise under control

12. Missed and Placed Calls

- Select the  button or **directories** or **call history**
- Select the number that is highlighted on the display screen by either selecting the number keypad or hitting the word **select**
- You now have the option to dial a missed call by scrolling through your calls with your arrow keys and then selecting the Dial button

13. Corporate Directory

- Select the  button or **directories** button
- Select either down-arrow scroll button until Corporate Directory shows in the LCD display and then press the square select button in the middle of the scroll arrows.
- Search Fields shows by First Name, Last or by Number
- To search by first name, select the number keypad that has the alpha letters of the person's name.
e.g. S H E R R I
7 4 3 7 7 4
(For the letter S, the number 7 would be selected 4 times)
(For the letter H, the number 4 would be selected 2 times)
- Then press the Search softkey
- Use the scroll arrows to view the results of the directory search
- Lift the handset, press the speakerphone button, or press the softkey to make the call

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14. Placing a Call Directly into Users Voice Mail – their phone won't ring

- a. Press the asterisk key and then their voicemail box number...
- b. Record the message - their extension won't ring

15. Place a Call to an Outside Line (local cell phone # i.e 256-7643)

- a. Dial # plus the 7 digit number if local

16. Transferring Voice Mail Message from your voicemail to another user

- a. Listen to voice mail message
- b. Press 5 to Forward
- c. By default the system wants you to spell the user you want to forward the message to
>>>Press ## to switch to extension numbers, if desired
- d. Enter the extension of the user you want to forward the message to
- e. After forwarding you can save or delete your copy of the call

17. Making Long Distance Calls

- a. Dial the long distance number (Dial “#” for an outside line, dial “1” and the number)

18. Meet Me Conference – up to 16 School District Cisco phones and outside phones can conference together

- a. One person must act as the host –
 - I. Contact your participants somehow, and notify them of the date & time & MeetMe conference number you'll be using. Currently 9300-9309
 - II. To have the conference, Pick up handset, select more soft button, then MeetMe soft button, hear 2 beeps, then dial the MeetMe conference number you're using.
 - III. A meet-me conference continues even if the conference controller hangs up.
 - IV. To join a MeetMe conference from outside the district, dial the secretary and have them transfer you to the meet me conference call.