

**Guilford County Schools
Technology Services
Striving, Achieving, Excelling**

If you have questions or concerns regarding your newly installed VoIP / IP Telephony Phone System, please do not hesitate to contact us at 379-2300 or simply dial our extension at 725210.

Unlike your previous phone system, this new phone system is supported and maintained by Technology Services. Therefore, if you ever need technical assistance please call the Technology Helpdesk at 370-8179 or 725500 to create a Helpdesk Ticket. We will resolve your issues as soon as we can.



Notes

Name : _____

Voicemail ID #: _____



*Quick Reference Guide
Teachers & School Staff
IP Phone Model
7941 & 7961*



Guilford County Schools

Technology Services
425 Prescott Street
Greensboro, NC 27401
VoIP/Telephony Group
Phone: 336-379-2300
Fax: 336-378-8812
VoIP/Telephony Ext: 725210

Technology Helpdesk: 370-8179
Helpdesk Ext. 725500
VoIP/Telephony Ext. 725500

*Guilford County Schools
Technology Services
VoIP/Telephony Group*

Phone: 336-379-2300
Fax: 336-378-8812
VoIP/Telephony Group: 725210

Basic Phone Functions

Placing a Call:

- Lift Handset and Dial Number
- Press Line Button and Dial Number
- Press the Speaker Button and Dial Number
- Press the New Call softkey and Dial Number

Answer a Call:

- Lift Handset
- Press the Answer softkey
- Press the Speaker Button

Ending a Call:

- Hang up Handset
- Press the End Call softkey
- Press the Speaker button

Ringer Volume:

While phone is idle, press the Up/Down volume keys to desired volume level.

Handset, Speakerphone Volume:

During a call press the Up/Down volume keys to control the volume of the device in use. Once the desired volume level is reached, press the Save softkey.

Mute:

Press Mute button to activate Muting. Press Mute again to cancel.

Redial:

Lift handset and press the redial softkey. Press the redial key alone to make a call from the Speakerphone.

Manual Reset:

A Manual Reset of your phone will correct many of the common issues which may arise from power loss/surges.

- Press the Services Button
- Press **#**

This will force the phone to Manually Reset. If you continue to have an issue, contact GCS Technology Helpdesk to submit a repair ticket.

Advanced Phone Functions

Transferring a Call:

- Press the Transfer Softkey followed by the destination number
- When the destination number begins to ring, press Transfer again and hang-up.

Announced Transfer:

- Press the Transfer Softkey followed by the destination number
- When the destination number begins to ring, wait until it's answered, announce the caller, press Transfer again and Hang-up.

Place a call on hold:

- Press the Hold Key

Retrieve a call on hold:

- Press the Resume Key

Call Pickup: (If available)

- To answer a call to your extension from any other extension in your call group—Press Pickup softkey, then answer the call.

Placing a Conference Call: (If available)

- Place a call to one of the participants. Once a connection is made, press the More softkey and then press **Confrn**. This will place the called party on hold and give you a dial tone to place a call to additional participants.
- Call the next party. When a connection is made press the **Confrn** softkey to join all parties to the conference call.
- Repeat the above steps for all involved parties.

Call History:

- Press the Directories Button to display the directory Menu.
- Use the Scroll keys to highlight the desired call history option.
- Press the Select softkey.
- To speed dial a number in the list, use the scroll keys to highlight, press the Dial softkey.

Using the Corporate Directory:

- Press the Directories Button. Use the scroll key to select Corporate Directory.
- Press the Select Softkey.
- Use the scroll key to select search by first name, last name, or number.
- Use the keypad to enter letters and/or numbers.
- Press the Dial softkey to place a call.

Voicemail Functions

Voicemail Account Set-up:

- Press the Message Envelope Key
- Key in your six (6) digit Voicemail ID number followed by the “#” key
- Key in the Default password 612345 followed by the “#” key
- Follow Instructions

Retrieving Voicemail:

- Press the Message Envelope Key
- Key in your six (6) digit Voicemail ID number followed by the “#” key
- Key in your password followed by the “#” key
- Follow Instructions

Or: Simply Log into your Email account—open any emails containing voice messages. Double-click the wavfile (.wav) attachment and listen to your message thru the Media Player installed on your computer. You may be required to re-enter your GCS username and password before the message will play.

Voicemail - External Access:

Dial 379-2309 and Select option 1

Enter your Voicemail ID number followed by the # key

Enter your Voicemail Password followed by the # key

Follow instructions

Alternate Voicemail Greetings:

If you plan to be out of the office for any period of time (ie. on vacation) you may record a “temporary” greeting to inform callers of your expected return date and whom they can contact in your absence. Similar to an “Out of Office” you can set on your email account.

To activate your Alternate Greeting:

- Log into your voicemail account as outlined above.
- Press Option 4— Setup Options
- Press Option 1—Greetings
- Press Option 3— Edit other Greetings
- Press Option 3—Alternate Greeting
- Press Option 1—Record your Alternate Greeting
- Press Option 3—Turn **on** your Alternate Greeting
- Press Option 1—Set End Date
- Once you have set your end time/date—simply hang up. Since you have set an end time, your Alternate Greeting will automatically turn off and revert back to your Standard Greeting.

If however, you did not set an end time/date, you must remember to manually turn off your Alternate Greeting upon returning.

- Log into your voicemail account as outlined above.
- Press Option 4— Setup Options.
- Press Option 1—Greetings.
- Press Option 3— Edit other Greetings.
- Press Option 3—Alternate Greeting.
- Press Option 3—Turn **off** your Alternate Greeting.
- Hang up.

Your Standard Greeting will now be active.