

**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

NOTES: _____



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
VoIP/Telephony Ext. 725500



**Quick Reference Guide
Teachers & School Staff
IP Phone Model
794X & 796X**



**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 **Conf rn**. 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 **Conf rn** 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 numbers
- Press the Dial softkey to place a call.

Voicemail Functions

Voicemail Set-up: -

Name: _____

Voicemail # : _____

- Press the Message Envelope Key 
- Press the * Key
- Key in your voicemail number followed by the “#” key
- Key in the Default pin number 612345 followed by the “#” key
- Follow Instructions

Accessing Voicemail:

- Press the Message Envelope Key
- Press the * key
- Key in your voicemail number followed by the # key
- Key in your pin number followed by the “#” key
- Follow Instructions

Or: Simply log into your GCS Email account — open any emails containing voice messages. Double-click wavfile (.wav) attachment. You may be required to re-enter your GCS username and password.

Voicemail Main Menu:

- Press Message Envelope Key
- Enter Voicemail pin number (Default—612345#)
 1. Listen to New Message
 2. Send a Message
 3. Review Old Messages
 4. Setup
 5. Help
 - * Exit

Voicemail Main Menu:

- Press Message Envelope Key
- Enter Voicemail pin number (Default—612345#)
Press 4-Setup Options
 1. Greetings and Transfers-Alternate Greetings and Transfer Options.
 2. Message Settings-Notifications, Playback (full or brief menus), Private lists
 3. Personal Settings—Password, directory name, recorded name
 4. Transfer Settings
 0. Help
 - * Exit

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

After Hours Staff Access:

After normal school operating hours, family members can reach staff by calling the main school number and waiting for the automated greeting to pick up. At this point, press the pound (#) key and follow the instructions. The caller will need the six (6) digit phone extension of the person they are trying to reach.