


St. Paul Public Schools

IP Phone Quick Reference Guide



Phone Operations


Place a Call

- Internal call: dial the 5-digit extension number External call: dial **9** + the number
- Pick up the **Handset**, press the **line button** to begin to make the call or
- Press the  **Speaker** button to begin to make the call or
- Press the **NewCall** soft key to begin to make the call (this will open the Speakerphone)
- Dial phone number and press the **Dial** soft key


Answer a Call or Calls

- If your phone is ringing, pick up the **Handset** or press the **Answer** soft key and you will be automatically connected to the call, the line button will turn **green**
- To answer a call while you are already on another call, press the **Answer** soft key and doing so answers the new call and automatically places the first call on hold

End a Call

- Hang up the **Handset** or
- Press the  **Speaker** button or
- Press the **EndCall** soft key and hang up or
- Press the Line Button to end the call

Using Hold and Resume

- While on a call, press the **Hold** soft key
- To return to a call, press the **Resume** soft key
- All calls on hold will have the  icon next to them and all held calls will be flashing **green**

Transfer a Call

- While on the call, press the **Trnsfer** soft key (this places the caller on hold)
- Dial the extension number you wish to transfer the caller to.
- You may immediately press the **Trnsfer** soft key to complete the transfer or when the party answers, announce the call and press the **Trnsfer** soft key again.
- If the person refuses the call or if the phone rings without an answer, press the **EndCall** soft key, then press the **Resume** soft key to return to the original call.

- To transfer a caller directly into someone's Voice Mail Box, press the **Transfer** soft key, enter ***1** + the extension number of the user's Voice Mail Box, then press the **Transfer** soft key again.


iDivert – Transfer a ringing call automatically to Voice Mail

- When your phone is ringing, you can choose to send the call immediately to Voice Mail by pressing the **iDivert** soft key. This soft key can be pressed at any time while the call is ringing on the IP Phone.

Do Not Disturb – DND

- You can choose to activate the **DND** feature for those times that you wish to turn the ringing of your telephone off. You can still see the call ringing in, and answer if desired. The phone may also be used for all outgoing calls as normal.
 - Press the **DND** soft key to activate, a short notice in the display indicates this
 - Press the **DND** soft key again, to deactivate, a short notice in the display reflects this
- Note:** Calls that come in after **DND** has been turned on, and are not answered, will follow their forwarding pattern to voicemail.

Forward All Calls

- Press the **CFwdALL** or **Forward** soft key (you will hear two beeps)
- Dial the extension or **9 + 1 +** number to which all calls will be forwarded
- Or, press the Messages button  to forward your calls to your voicemail box
- A flashing right arrow/telephone icon will appear on the top right line of the LCD display, and a banner will appear at the bottom of the display showing the number you've forwarded to

Note: You can only forward the top line of the Phone. If you want to forward another extension number which appears on your phone, use the **CCM User Web Browser** to do this.

Cancel Forward All Calls

- Press the **CFwdAll** or **Forward** soft key (you will hear one beep)
- The flashing right arrow/telephone icon on the **LCD** display will disappear indicating that forward all calls has been deactivated




Conference Calls

To establish a conference call

- Call the first party.
- Press the **More** soft key and then press the **Confrn** soft key (this will automatically select a new line and place the other party on hold)
- Dial the extension or **9** + the local number or **9** + 1 + the long distance number of another party
- When the party answers, press the **Confrn** soft key again and the party will be added to the conference call.

Repeat the above steps to add additional parties to the conference call up, up to **15** total.

Conference call options

- To place a conference call on hold, press the **Hold** soft key (the other parties can talk among themselves but they cannot hear you)
- To place a conference call on speakerphone, press the  **Speaker** button and then place the handset in its cradle
- To **Mute** a conference call on speakerphone, press the  **Mute** button to turn off the microphone
- **Things to remember:** Only one person is allowed to activate the **Confrn** soft key. From that moment on they will act as the conference initiator, and only that person will be allowed to add participants. If the conference initiator drops out of the call, all parties will remain connected or drop depending on how the system is set up.
- To view a list of conference participants, press the **ConfList** soft key. You will want to press the **Update** soft key periodically to update the screen status of the list of conferees.
- To drop a particular conferee, use the  **Scroll** button to hi-light the conferee you wish to drop and press the **Remove** soft key. You can remove participants **only** if you are the conference initiator.
- Who started the Conference? While viewing the Conference List, locate the person listed at the bottom of the list with an (*) next to the name.

Meet-Me Conference Calls

In addition to the individual or "AD-HOC" conferencing capability, a conferencing bridge is available for use. Up to 10 parties may join into a "Meet-Me" conference. Numbers are preassigned in the system and available through your system administrator.

- Lift handset
- Press the **Meet- Me** soft key, dial the number you have been assigned
- Once the bridge is open, anyone can dial into the Meet-Me bridge using your assigned number.

Call Pickup

This feature can be used to answer incoming calls that is ringing within a pre-defined call pickup group.

- Lift handset
- Press the **Pickup** soft key, immediately speak to answer the call

Call Park

This feature can be used to place a call into Hold, so that it may be retrieved by any telephone on the system. The system will automatically assign a Park slot number, from **520 – 539** •

While on the call, press the **More** soft key

- Press the **Park** soft key (the **LCD** display will show the slot to which the call is parked)
- Hang up the handset


Note: Write down the displayed phone number-it remains on your display for 20 seconds. The call will remain parked for a total of 60 seconds. If the call should not be picked up within this time frame, the call will ring back to the phone that initiated the call park feature and state "Call Park Reversion **52x**".

Redial the Last Number Called


- Lift the handset and press the **Redial** soft key or
- Press the **Redial** soft key to simultaneously activate the speakerphone and redial the last number called

Phone Settings

Ring Volume

- With the handset in the cradle, press the  **Volume** button to adjust how loud or soft you would like your phone to ring. It will adjust the volume automatically.

Handset Volume

- Hold the **Handset** to your ear, press the  **Volume** button to adjust the volume
- Press the **Save** soft key
- The **Handset** volume has been reset

Speaker Volume




- With the **Handset** on the cradle hit the  **Speaker** button, press the  **Volume** button to adjust the volume

- Press the **Save** soft key
- The **Speaker** volume has been reset

Mute Button



- Press the  **Mute** button to prevent the party from hearing you although you can hear them, it will light **red**
- To turn off **Mute**, press the  **Mute** button again

Ring Tone

- Press the  **Settings** button.
- Press the **Select** soft key to display **User Preferences**.
- Use the  **Scroll** button to select the **Ring Type** option on the **Settings** menu or press the number **2** key
- Press the **Select** soft key for the **Default** setting that is highlighted to display the list of available ring types
- Use the  **Scroll** button to select a ring type
- Press the **Play** soft key to hear a sample of the selected ring type
- To change your ring type to the desired hi-lighted choice, press the **Select** soft key, this will put a check in the box indicating your new ring sound
- Press the **Ok** soft key to save your selection
- Press the **Exit** soft key
- Press the **Save** soft key to save your selection and **Exit** the **Settings** menu




LCD

Display Contrast

- Press  the **Settings** button
- Use  the **Scroll** button to select the **Contrast** option on the **Settings** menu or press the number **1** key
- Press the **Select** soft key to display the **Contrast** settings
- Use the **Up** and **Down** soft keys to set the desired intensity of the LCD display and press the **OK** soft key to save your settings
- Press **Exit** soft key to exit the **Settings** menu

Directory Features

To select the missed, received or placed call history directory




- Press  the **Directories** button
- Use  the **Scroll** button to highlight the **Missed Calls, Received Calls or Placed Calls** option on the **Directory** menu
- Press the **Select** soft key to choose the directory desired
- You may also choose to press **(1)** for Missed Calls, **(2)** for Received Calls or **(3)** for Placed Calls
- Use the  **Scroll** button to view and hi-light the entries in directory selected, data stored will include the extension or external number, internal name and the date & time
- If the number is an extension in your office, press the **Dial** soft key to speed dial the selected number
- If the number is a call from the outside, press the **EditDial** softkey and enter 9 or 9 + 1, then press the **Dial** soft key
- When you are finished, press the **Exit** soft key to exit the **Directories** menu

Note: Each Directory will hold up to **32** call records. The **33rd call** will then replace call one, the **34th call** will then replace call two and so on. Calls are listed in order by the most recent call.

Note: By pressing the **Clear** soft key, it will clear **ALL** call history information for Missed, Placed and Received calls.

Making Calls from the Corporate Directory

To find a name and phone number in the IP Phone Corporate Directory:

- Press  the **Directories** button
- Use  the **Scroll** key to hi-light and select the Corporate Directory option on the menu
- Press the **Select** soft key to display the directory search options
- Use the  **Scroll** key to select the search option: First Name, Last Name or Number
- Use the numbers corresponding to the letters on the dial pad to enter a name or number to find it in the directory. It is not necessary to enter a complete query to conduct a search
- Or, press the **Submit** soft key – without entering any search criteria (up to 64 entries will be returned)

- Then press the **Search** soft key to display all names that begin with the letters you chose



- If more than one name appears, use the **Scroll** key to highlight the number you wish to reach



- Use the **Scroll** key to highlight the branch office you wish to reach
- Press the **Dial** soft key to speed dial your selection