

Admin Phones

The following is a guide that will walk you through setting up your personal voicemail box and provide basic instruction for typical phone operation. A video tutorial is available at <http://www.alltelnetworks.com/CSUSA>

Voicemail Setup-

- 1) To setup your voicemail box, press the "Message" button located on the right hand side of your phone.
- 2) The system will first ask you to enter your PIN. Your PIN will be the password used to access your mailbox. By default, your initial PIN is set to match your extension number (which is displayed in the upper left hand corner of the display window). When prompted to enter your PIN, enter your extension number followed by pressing the "#" key. Press 5 to enter options menu.
- 3) Press "3" to record your mailbox name which will be your First & Last name. Start recording at the tone then press any key or stop talking to end recording. Press "2" to save or "3" to rerecord (Hint: For best results, do not record using the speakerphone. Please use your handset instead)
- 4) Press "6" to change your pin. Enter your new 4 digit pin, then press "#" to save.
- 5) Press "1" to record your external greeting. This is the greeting callers will hear when calls to your extension go to voicemail. Select a number slot between 1-9 for your greeting. Record after the tone then press any key to end recording. Press "2" to save or "3" to rerecord (Hint: For best results, do not record using the speakerphone. Please use your handset instead)
- 6) Press "2" to choose your prerecorded greeting. Select the greeting number you would like to make active.

Phone Features-

Volume Settings- Located directly below the arrow keys are "- +" keys. These are volume adjustment buttons. When the phone is in an idle state, these volume buttons modify the phone's ring volume. While on an active call, these buttons adjust the handset volume (when using the handset), and they adjust the speakerphone volume (when using speakerphone.)

Mute- Located on the right hand side of your phone is the Mute button. Press this button while on a live call. The button will turn Red in color when active. To disable mute, press the mute button again.

Menu Button- Press the menu button to access various phone features.

Directory- This button lists a directory of users for your school.

External Overhead Page- Dial 7001 from your phone. At the sound of the tone enter your zone number to page to. (Zone numbers are provided by your intercom vendor and are not part of your phone system)

Call Handling-

Making Inside Calls – To make a call to another internal extension, dial the 4 digit extension. If using handset or speaker phone, simply, dial the 4 digit extension.

Making Outside Calls- To make an outside call, you must first dial a "8" followed by the full 10 digit number. If using handset or speaker phone, simply, dial 8 followed by the full 10 digit number for local calls and 8+1 followed by the full 10 digit number for long distance calls.

Transferring Calls- To perform a **direct** transfer, (1) Press the "Transfer" HardKey. (2) Enter the extension in which to transfer call to. (3) Press "Transfer" to complete transfer.

To perform an **announced** transfer, (1) Press the "Transfer" HardKey. (2) Enter the extension in which to transfer call to. (3) Once you announce the transfer, press transfer again or simply hang up to complete the transfer or press cancel to stop the transfer.

Conference Call- You can create a 3 way conference call using your phone. (1) While on an active call, press the "Conference" SoftKey located on the bottom of the screen. (2) Dial the 3rd party. (3) Once the 3rd party has answered, press the "Conference" key again to join all parties.

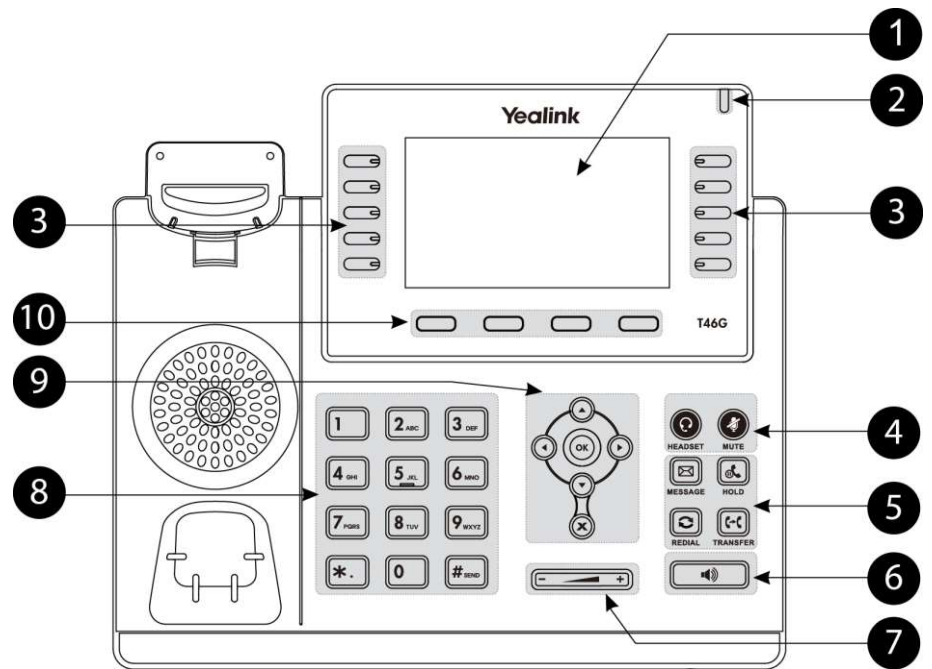
Hold- To place an active call on hold, press the "Hold" HardKey located to the right of the dial pad. To resume the call, press the "Resume" SoftKey presented in the display window.








Reject Call- To reject an incoming call ringing on your phone, press the "Reject" SoftKey presented in the display window. The call is immediately sent to your personal voicemail box.

Dynamic Call Forward- While a call is ringing on your phone, (1) press the "FWD" SoftKey presented in the display window. (2) Enter the internal extension to forward call to. (This only forwards the immediate call.)

Parking a Call – To park a live call, press an open "Park 1, 2, or, 3" SoftKey presented in the display window. Once call is parked it can be identified by a red light next to the park button. If parked call is not answered within 1 minutes, call will ring back to extension that initiated park. To pick up a park, simply press the park softkey you would like to retrieve a call from.

Voicemail Cheat Sheet	
1	New Messages
1	Listen
2	Save
5	Return Call
7	Delete
8	Forward
9	Fwd To Email
2	Saved Messages
1	Listen
2	Save
5	Return Call
7	Delete
8	Forward
9	Fwd To Email
5	Advance Options
1	Record Greetings 1-9
2	Select Greetings 1-9
3	Record Name
6	Change Password
0	Main Menu
*	Exit



Item	Description
① LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> • Call information—caller ID, call duration • Icons (for example, ) • Missed call text or second incoming caller information • Prompt text (for example, "Saving file, please wait") • Time and date
② Power Indicator LED	Indicates phone power and some feature statuses.
③ Line Keys	Use these keys to activate up to six accounts and assign various features.
④ HEADSET Key	Toggles and indicates the headset mode.
MUTE Key	Toggles and indicates mute feature.
⑤ MESSAGE Key	Accesses voice messages.
HOLD Key	Places a call on hold or resumes a held call.
⑤ REDIAL Key	Redials a previously dialed number.
TRANSFER Key	Transfers a call to another party.
⑥ Speakerphone Key	Toggles the hands-free speakerphone mode.
⑦ Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑧ Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑨    	Scroll through the displayed information.
	Confirms actions or answers incoming calls.
	Cancels actions or rejects incoming calls.
⑩ Soft Keys	Label automatically to identify their context-sensitive features.