FAIRFIELD PUBLIC SCHOOLS

Telephone & Voice Mail End User Training

If you **cannot** hear the music or the person training when logged into the Webex session via your computer, you'll need to also call into the bridge. The next session starts at 9:30am.

TOTAL COMMUNICATIONS

WebEx Info

- Participants will be muted for training sessions.

- Please use the CHAT window to ask questions.

- Questions will be answered at the end of each session.

- Additional questions or issues should be forwarded to the IT Help Desk.

Overview

- Cutover to the new Cisco system is Thursday, 02/14/19 at 2:30pm.
  - The Town buildings are scheduled to cutover to the system on 02/26/19 @ 4am.
- Outside telephone numbers, including fax numbers are not changing.
- Intercom phones (classroom handsets) will be left in place.
- New Cisco telephones will have 4-digit extensions and if applicable, voice mailboxes, that match the direct line of the user.   These 4-digit extensions are used for both internal calls, external calls and voice mail.
  - For example, a user who has the direct line of: 203-255-8277 can be reached internally (from a Cisco phone) by dialing 8277.
  - The same user can be reached by callers outside of the Cisco system by dialing the entire telephone number: 203-255-8277.
  - The same user has a voice mailbox number of 8277.
- Users who did not have a direct number or phone before who have them now will be assigned numbers that were already Fairfield Public School numbers or assigned numbers from a new block of numbers from Frontier. All direct lines are area code/exchange: 203-255-xxxx.
- New voice mailboxes will need to be set up. See user guide for instructions. Messages in old system should be deleted before 2/14/19.

New Features…

- Caller ID – all phones will have caller ID for internal and external calls.

- Call Waiting <u>without</u> rollover lines – a second call can come in on the same outside line even if it is busy. The phone will audibly ring once to draw a user's attention to the display and will show the caller ID of the second caller. The user can answer the call by pressing the flashing key or let it go to voice mail.

- When dialing a long distance number, you will not need to prefix with a "1." Users will dial 9 and area code and number for long distance.

- Message Waiting Indicator – all phones have a message waiting light on the handset of the telephone for the primary line on the phone and an indicator on each additional line that appears on the phone when the line is selected.

Cisco Model 8811

Message waiting indicator

Top bar shows outgoing caller ID and date/time.

5 Line keys to show lines/speed dials.
The top left key is the primary line on all phones.

5 session keys to show calls waiting for a line.

Note: Most extensions are set to allow 2 calls to stack up.

Hold, Transfer & Conference

Foot stand behind phone can be adjusted to change angle.

Volume key

Speaker, mute and headset. All phones are speakerphones.

Soft Keys vs. Fixed Keys

Soft Keys are 4 buttons below the display. Soft keys **change** depending on the state of the phone. Soft keys can be used for features such as: **Call Pickup, Redial, Divert, Call Forward** & to show **MORE** available features.

Fixed keys functions never change.

Transfer, Hold, Conference

Applications, Messages, Contacts

Speaker, Headset, Mute

Navigation Key is used to scroll through menus on the phone display.

Need to know…

- **Dialing out** – *Select the line to use on the left and..* Dial **9** and number for outside calls. *Remember that no "1" is needed for long distance calls.*

  OR

  Dial the **4-digit extension** for internal calls.

- **Answering calls** – Lift receiver <u>or</u> press speaker <u>or</u> press **Answer** soft key to answer on speakerphone.

- **Answering a 2ⁿᵈ call** – While on a call, press the flashing session key (right row of buttons) to answer the 2ⁿᵈ call and automatically place the 1ˢᵗ caller on hold.

- **Hold** – Press **HOLD** key <u>or</u> soft key labeled "HOLD" to put a call on hold.

- **Hold Retrieve** – Press **Resume** soft key <u>or</u> flashing **session** key on the right hand side of the display.

- **Transferring calls** – While on a call, press **Transfer** key , dial a 4-digit extension and hang up **OR** press **Transfer** <u>again</u> to complete the transfer.

- **Transfer to VM** – While on a call, press **Transfer** key , press *****, dial extension/mailbox number & hang up **OR** press **Transfer** again to complete the transfer.

- **Call Pickup** – Press **PICKUP** soft key to answer a call ringing in your group. Groups are pre-programmed. <u>Example</u>: Main/house offices & counseling offices are in pickup groups.

Refer to the complete quick reference guide for features.

Good to know…

- **PARK:** **Park is a feature that allows you to put a call on hold and have any user with a Cisco phone on the Cisco system pick it up.**

  While on a call, press the soft key labeled: **PARK** & note the number the call is parked on in the display.

  Valid numbers are **6000 – 6029**.

- **RETRIEVE PARKED CALLS:**

  Go to another Cisco phone <u>or</u> tell the person who you'd like to pick up the call to dial the <u>4-digit number</u> that call is parked on.

- **CONFERENCE CALLS**

  While on a call, press the **CONFERENCE key**

  Dial **4-digit** extension <u>or</u> dial **9** and an outside number.

  Press the **CONFERENCE** key again to join parties together.   You may repeat the steps above to have a total of 16 parties, including yourself, on a conference call.

Refer to the complete quick reference guide for features.

Need to know…

- **Accessing voice mail from <u>your</u> office phone/line**

  Press the line key (on the left) associated with the mailbox being checked or set up.

  Press **MESSAGES** [🔘] key.

  Enter your **PIN** followed by **#**.

  AS A NEW USER, your default PIN is: **<u>2580#</u>**

  New users will be taken through a tutorial.
  You will be instructed to:
      Record your <u>name</u> for the directory
      Record your standard <u>greeting</u>
      Enter a new <u>PIN</u> *(Minimum is 4-digits.)*

  Messages Key

- **Accessing voice mail from any phone when away from your desk or checking a general VM**

  Press **MESSAGES** [🔘] key and press *** (star)**

  Enter your ID, which is the <u>4-digit mailbox number</u> followed by **#**.

  Enter your **PIN** followed by **#**.

- **Access voice mail from outside of the system**

  Call **203-255-7333** <u>or</u> any number answered by a greeting at FPS. *(Note: 203-255-7333 will not be accessible for this feature until the Town buildings are cutover to the Cisco system on 2/26/19. Until then, 203-255-7333 will answer with the old voice mail system.)*

  Press ***** when you hear the greeting.

  Enter your **ID**, which is the <u>4-digit extension/mailbox number</u>, followed by **#**.

  Enter your **PIN** followed by **#**.

Refer to the complete quick reference guide for features.

Other features

- **Volume Control** key controls the volume on the ringer, speaker and handset.

- **Applications** key used to customize ring tone or access call history (up to 150 records.) Use the navigation key to scroll and select. Use soft keys to view "Details" about a call record. Press the Applications key again to exit.

- **Contacts** key is to access the corporate directory on office phones. Search by first name or last name. Use the navigation key to scroll and select person to dial. Press Contacts key again to exit.

Voice Mail Flow Chart
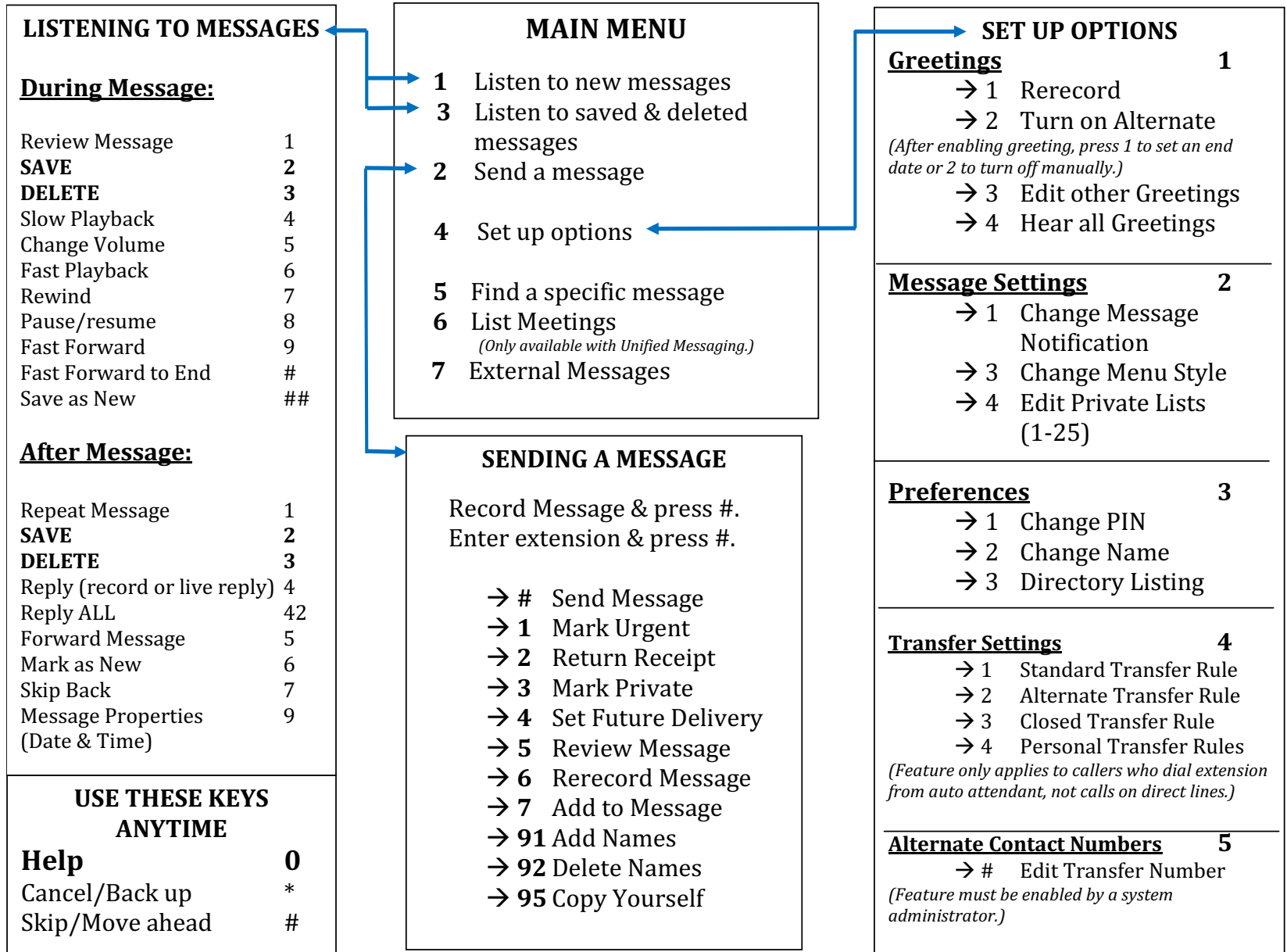
LISTENING TO MESSAGES

During Message:

Review Message	1
SAVE	**2**
DELETE	**3**
Slow Playback	4
Change Volume	5
Fast Playback	6
Rewind	7
Pause/resume	8
Fast Forward	9
Fast Forward to End	#
Save as New	##

After Message:

Repeat Message	1
SAVE	**2**
DELETE	**3**
Reply (record or live reply)	4
Reply ALL	42
Forward Message	5
Mark as New	6
Skip Back	7
Message Properties	9
(Date & Time)	

USE THESE KEYS ANYTIME

Help	**0**
Cancel/Back up	*
Skip/Move ahead	#

MAIN MENU

1   Listen to new messages
3   Listen to saved & deleted messages
2   Send a message

4   Set up options

5   Find a specific message
6   List Meetings
     (Only available with Unified Messaging.)
7   External Messages

SENDING A MESSAGE

Record Message & press #.
Enter extension & press #.

→ **#**   Send Message
→ **1**   Mark Urgent
→ **2**   Return Receipt
→ **3**   Mark Private
→ **4**   Set Future Delivery
→ **5**   Review Message
→ **6**   Rerecord Message
→ **7**   Add to Message
→ **91** Add Names
→ **92** Delete Names
→ **95** Copy Yourself

SET UP OPTIONS

Greetings   1
→ 1   Rerecord
→ 2   Turn on Alternate
(After enabling greeting, press 1 to set an end date or 2 to turn off manually.)
→ 3   Edit other Greetings
→ 4   Hear all Greetings

Message Settings   2
→ 1   Change Message Notification
→ 3   Change Menu Style
→ 4   Edit Private Lists (1-25)

Preferences   3
→ 1   Change PIN
→ 2   Change Name
→ 3   Directory Listing

Transfer Settings   4
→ 1   Standard Transfer Rule
→ 2   Alternate Transfer Rule
→ 3   Closed Transfer Rule
→ 4   Personal Transfer Rules
(Feature only applies to callers who dial extension from auto attendant, not calls on direct lines.)

Alternate Contact Numbers   5
→ #   Edit Transfer Number
(Feature must be enabled by a system administrator.)

QUESTIONS?

http://www.totalcomm.com/ciscotraining/8800Series/

http://fairfieldschools.org/information-technology/voip-phone-systems/