

### Types of Phones at Shenendehowa

There are two types of phones used throughout the Shenendehowa School District.

**Analog** – These phones are white and have a single user capacity. They are primarily located in classrooms. Features of this phone are described in the analog section of this help card, as well as being in **red type**.



**Digital** – These phones are primarily located in office space and are multi-line capable. They are black and are user customizable to a greater degree. Features of this phone are described in the digital section of this help card, as well as being in **blue type**.

### Retrieving VoiceMail

**From Office** – If you have messages currently waiting for you the red light will be blinking. It will **flash** on the analog phone and **stay steady** on the digital phones.

- Dial 7000 or press the **Message / Retrieve VMail** button(s)
- Enter your 5 digit extension number and press #
- Enter your Password and press #
- Press 2 to hear your first message, to delete it press 76.

**From Home** – Call 518.881.0699

- Enter your 5 digit extension number and press #
- Enter your Password and press #
- Press 2 to hear your first message, to delete it press 76.

### Setting up Voicemail

**Step One – Set up Voicemail Box** (new users only)

- Dial 7000 or press the **Message / Retrieve VMail** button(s)
- Enter your 5 digit extension number and press #
- Enter the Temporary Password (12000) and press #
- Setup a new password (see step Two)

**Step Two – Change Your Voicemail Password**

- Login to you mailbox and press **8** then choice **4**.
- Enter your current password (12000 if it's your first time) and press #.
- If you have forgotten your password IMS will reset it to 12000 upon receiving a helpdesk ticket in helpdesk request; be sure to include your extension.
- When prompted enter your **new** password and press #.
- Enter your **new** password again and press # (this check to make sure the same password was entered both times)

**Step Three – Record Your Greetings**

- Make sure you are logged in to your mailbox. You now need to record three greetings: the first is simply your name, the 2<sup>nd</sup> is a greeting for external callers (outside Shen), and finally you internal greeting (calls from other extensions)
- PERSONAL VERIFICATION** – Press 8\* then choice 2 then choice 9. Press 5 and speak your name after the tone, press # to end recording. Press 4 to return to main menu.
- INTERNAL GREETING** - Press 8\* then choice 2 then choice 2 Press 5 and speak your internal greeting after the tone, press # to end recording. Press 4 to return to main menu. This is a less formal greeting than your external and is only heard by your colleagues here at Shen.
- EXTERNAL GREETING** - Press 8\* then choice 2, press 1, press 5 and speak your external greeting after the tone, press # to end recording. Press 4 to return to main menu.

## Analog Phones

**Transfer a Call** – Press the flash button, dial the extension, hang up the phone.

**Pick up another extension in the same office area** – Lift receiver, Press 13, greet the caller.

**Pick up another extension**– Lift receiver, Press 195, Dial extension number you wish to pick up

**To call back a busy extension** – While hearing the busy signal press the flash key, dial 11 and hang up. As soon it is available your phone will ring.

**Redial** – Lift handset, Dial 189

**3-way Conference Call** – While on the phone with one party, press Flash. Dial the number of the third party, Press the flash key.

**Forward all incoming calls directly to voicemail** – (Phone won't ring) Lift the handset and press the FWD V-mail On/OFF button. To cancel just repeat process.

**To leave a voice mail without ringing an extension** – Dial 7002, Dial Mailbox/extension number. Leave message by following prompts.

**To Retrieve Voicemail** – Press Retrieve V-Mail button on phone, type extension, type password. Follow prompts to navigate through messages.

## Digital Phones

**Transfer a Call** – Press the **Trans** button, dial the extension, you may now announce the call and press the connect button.

**Pick up another extension**– Lift receiver, Press 195, Dial extension number you wish to pick up.

**Pick up an extension within your group** – Lift handset and press **Pick up** key.

**To call back a busy extension** – While hearing the busy signal press the Ring again key and hang up. As soon it is available your phone will ring, press the ring Call key.

**Redial** – Lift handset, Press **extension** key.

**3-way Conference Call** – While on the phone with one party, press **Conf**. Dial the number of the third party, Press the **Connect** key.

**To leave a voice mail without ringing an extension** – Dial 7002, Dial Mailbox/extension number. Leave message by following prompts.

**To Retrieve Voicemail** – Press **message** button on phone. Follow prompts to navigate through messages.

NOTE SOME OF THESE KEYS ONLY APPEAR AS OPTIONS IN THE LCD SCREEN WHEN THEY ARE AVAILABLE, THEY ARE NOT PERMANENT KEYS ON THE PHONE.

### Dial Outside Line

To dial a non-Shen extension, Dial 9 and wait for a dial tone, dial phone number. If you hear a quick repeating signal, it means that extension is outside a local calling exchange (long distance) or it is a new exchange that has yet to be added to the Shen system (in this case, send in a help desk ticket to have that extension added). As always, long distance calls can be made through the building main office or the district operator by dialing 0 or 881-0600.

### Forward a message to another Mailbox

- Listen to message, then press 7, 3 to forward.
- Enter the mailbox/extension number to forward the message to., then press #. You may repeat this step to forward to multiple users. Press # an additional time after all mailbox numbers have been entered.
- To record an introduction, press 5, after the beep, record your forwarding message, press # to end recording.
- Press 7,9 to send the message.

### To leave a message in multiple mailboxes

- Log in to your mailbox, from the main menu press 7, 5.
- Enter the mailbox (extension) of the person you want to leave a message for, press #
- Repeat this step to leave the same message for multiple users.
- Press 5, record your message after the beep, press # to stop recording.
- Press 7,9 to send the message to all the mailboxes.