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The  
**West Windsor Regional  
School District**

**Pretty Much Everything You Need to  
Know About the Phone System  
All in One Place  
Manual**

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## **Introduction**

The phone system recently installed into the West Windsor Regional School District is the latest technology in telephony provided by Cisco Systems. The phones themselves are small computers, where more functionality can be added simply by adding software. This system allows the entire district to communicate amongst themselves for free, and to share common resources so that both cost and busy signals are greatly reduced.

Take a little time now to read through this document and spend some time playing with your phone, so you too can discover what a happy, helpful friend your new phone system can be.

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## Chapter 1

# Meet the Phone



All phones have an **LCD display screen**. When receiving a call, the screen will show you the person calling either by name if an internal call, or by caller id if an external call. Most all phones have a large LCD display screen and resemble the phone pictured above. However, there are a few single line phones that have a smaller display screen and do not have all of the features of the larger display screen phones, such as Corporate Directory (explained later in this manual), and a 2-way speakerphone. The rest of this document refers only to the large LCD display screen phones unless otherwise noted.

The **extension buttons** are directly to the right of the display screen. Each button picks up on a different extension. A phone can have up to 6 extensions depending upon the model and configuration of the phone.

The phone has four buttons under the display screen. These buttons control the **soft keys**. The function of these four buttons change depending upon what the phone expects you might want to do. You will see the function of a particular soft key button displayed just above that button on the display screen.

The softkeys will try to guide you. If unsure on how to handle a call, look at which softkeys appear. For example, if you are on a call and another call comes in, a softkey will appear for you to answer the incoming call and simultaneously put the current caller on hold. Then when finished with the second call, a softkey will appear to end the call and resume the original call.

On the lower left of the phone is the **number pad**.

On the right is the **volume** button. It controls three different volume settings:

1. By just pressing the volume button, you are controlling the volume of the ringer.
2. At the lowest most right position on the phone there is the speaker button. When depressed it lights green and engages the speakerphone. Now you can adjust the volume of the speakerphone. When adjusting the speakerphone volume, a “Save” soft key will appear. You will need to press this if you want to keep this setting for subsequent phone calls.
3. When you pick up the handset, you can then adjust the handset volume. Again, when adjusting the handset volume, a “Save” soft key will appear and you will need to press this if you want to keep this setting for subsequent phone calls.

On the right side of the phone just above the volume button are 4 additional buttons surrounding a **circular blue ?** button. The functions of these buttons are as follows:

- **Messages** Button - Connects to the voicemail system
- **Services** Button - Allows for future features with added software upgrades.
- **Directories** Button - Shows you that phone’s call history and the Corporate Directory.
- **Settings** Button - Allows you to change the phone ringer and screen contrast settings.
- **Circular Blue ?** Button - Displays help information and phone statistics

Lastly, there is a **navigation** button right in the center of the phone. This is an elongated, blue button with an up arrow on top and a down arrow at the bottom. This button allows you to scroll through text and menu items on the display screen. You would use this to scroll through names in the Corporate Directory or move between calls on hold.

Read Chapter 6, **Additional Phone Information** for the answers to common questions about using the phone.

For yet additional information including a web-based tutorial on the phone, you can go to the following link from Cisco’s web site:

[http://www.cisco.com/warp/public/779/largeent/avid/products/7960a/index\\_1020.htm](http://www.cisco.com/warp/public/779/largeent/avid/products/7960a/index_1020.htm)

For a web-based tutorial on the 1-line, smaller display screen phone, you can go to the following link from Cisco’s web site:

[http://www.cisco.com/warp/public/779/largeent/avid/products/7910/index\\_1020.htm](http://www.cisco.com/warp/public/779/largeent/avid/products/7910/index_1020.htm)

## Chapter 2

# Using the Phone

- Phone Characteristics

A phone can call any phone within the school district by using a 4-digit extension. To call outside the district on a phone, dial a 9 followed by the number. You can call anywhere within the 609 area code by dialing 9 plus the 7-digit number. Dialing 9, plus 1 then the area code and number must be used to make all other calls.

All phones can make a call to anywhere within the New Jersey, New York, and Pennsylvania areas. Some phones have access to 411 Information as well as Domestic and International Long Distance.

By picking up the handset or pressing the speakerphone button, you engage the first line extension on the phone for an outbound call. For those who share extensions, such as the main office personnel at each school, get in the habit of pressing the extension button of the extension you want to make an outbound call on rather than just picking up the handset or pressing the speakerphone button. Pressing an extension button automatically engages the speakerphone or pick up the handset and then press an extension button. This will prevent using the lines dedicated for inbound calls when making an outbound call.

To be reached by an outside caller, the outside caller must either dial 1-609-716-5000, which is the main number for the West Windsor Regional School District, or dial the individual school or West Windsor location number shown at the top of the phone display within the black background. An Automated Attendant will greet the caller. At any time during the Automated Greeting the outside caller can enter your 4-digit extension or access the Spell-by-Name Directory by pressing 1.

### **(Important)**

**Every phone has the capability of dialing 911. You NEED to dial 9 first to get an outside line dial tone, and then dial 911**

Follow up on any 911 Emergency call by calling the main office during school hours so that the main office knows where to send the emergency personnel when they arrive.

## Chapter 3

# Checking Your Voicemail

Everyone can access the voicemail system from any phone in the school district simply by pressing the **Messages button** (envelope icon) on the phone (See chapter 1, **Meet the Phone**, for details). What you do next depends on how the phone prompts you. The phone prompts you two different ways based on whether a voice mailbox is configured for the first extension on the phone. The following are the prompts you might hear and what your reaction should be.

*Callers cannot start leaving you messages until after you have gone through the initial setup of your voicemail box. Please see chapter 4, **Voicemail Initial Setup** for details.*

1. If you hear your **recorded name** followed by the **“Please enter your password or if you’ve entered the wrong mailbox number press star (\*)”** greeting, then either enter your password or press the asterisk (\*) button or pound (#) button on the number pad and then enter your mailbox number. *Note: Pressing the pound (#) key again after entering your mailbox number or password tells the system not to wait for any more digits and will get you to the next prompt more quickly. However, the system will continue automatically after a short pause if the pound (#) key is not pressed.*
2. If you hear **“Please check the password assigned to you by the System Manager and enter it now”** greeting, that means that there is not a mailbox assigned to that phone. Your only choice is to press the asterisk (\*) button on the number pad and then enter your mailbox number.

**To access your voicemail from outside the school, call the number 609-716-5170, press the pound key (#), enter your personal 4-digit mailbox number, and then follow the prompts.**

***NOTE: If a phone has your voice mailbox number as the top line appearance extension, then when you receive a voicemail the red MWI (Message Waiting Indicator) light on the top of the handset will glow red and there will be an envelope icon flashing by your extension number. Additionally, the LCD screen will state that you have a voicemail. For those that have phones with multiple extensions and where those additional extensions have voice mailboxes, then the red MWI light will only light for the first extension line appearance. However, there will still be an envelope icon flashing by the other extension numbers to show that there is voicemail for those extensions. The LCD screen will state that you have a voicemail if any extension on your phone has a voicemail regardless if it is the first extension or not.***

## Chapter 4

# Voicemail Initial Setup

*Everyone with a voice mailbox must go through the initial setup. Callers cannot start leaving you messages until after you have gone through the initial setup of your voice mailbox.*

- Press the **messages** button (envelope icon). If the phone you are accessing the initial setup from is a phone with your voice mailbox extension as the top line appearance, then the system will start prompting you through the initial setup. If the phone is not a phone with your extension as the top line appearance, then you will need to press the asterisk (\*) key and enter your 4-digit voice mailbox number.
- The system will ask you for a temporary password. **Everyone's temporary password is the same as the voice mailbox 4-digit extension.**
- The system will prompt you through the rest of the set up. It will ask you to:
  - Enter a new password. The new password cannot be a simple password such as the same as the extension, or 12345, or 54321, or all identical numbers like 5555. The system will ask repeat the password back to you to make sure it was entered correctly. See Chapter 5, **Additional Voicemail Information** for details on changing your password.
  - Record your name. **(After stating your name, press the pound (#) key).** See Chapter 5, **Additional Voicemail Information** for details on changing your recorded name.
  - Choose a greeting. You can either use the pre-recorded standard greeting by pressing 1, or record your own personal greeting by pressing 2. See Chapter 5, **Additional Voicemail Information** for details on changing your greeting.
- The system will now give you a few pointers and put you into your voice mailbox.

## Chapter 5

# **Additional Voicemail Information**

### **MWI (Message Waiting Indicator) Light**

If a phone has your voice mailbox number as the top line appearance extension, then when you receive a voicemail the red MWI (Message Waiting Indicator) light on the top of the handset will glow red and there will be an envelope icon flashing by your extension number. Additionally, the LCD screen will state that you have a voicemail. For those that have phones with multiple extensions and where those additional extensions have voice mailboxes, then the red MWI light will only light for the first extension line appearance. However, there will still be an envelope icon flashing by the other extension numbers to show that there is voicemail for those extensions. The LCD screen will state that you have a voicemail if any extension on your phone has a voicemail regardless if it is the first extension or not.

### **Getting help with Voicemail**

When in your voicemail box, pressing 0 will start a help menu stating every option available to you. Pressing 0 before a greeting will give you different options than pressing 0 during a greeting. When in your voice mailbox and you are in doubt, press 0.

### **Checking messages by phone**

**Step 1** Press the Messages button and follow prompts to enter voice mailbox.  
**Step 2** Press 1 to hear messages.

### **To Change Your Recorded Name**

**Step 1** Press the Messages button and follow prompts to enter voicemail box.  
**Step 2** Press 4 >3 >3.  
**Step 3** At the tone, record your name, and then press the pound key (#).  
**Step 3** Press the pound (#) key to keep the current recording or press the asterisk (\*) key to re-record.

## **To Change Your Personal Password**

**Step 1** Press the Messages button and follow prompts to enter voicemail box.

**Step 2** Press 4 >2 >1>1.

**Step 3** Enter a new password and press #.

## **To Record a Greeting**

**Step 1** Press the Messages button and enter your password.

**Step 2** Press 4>3 >1>2.

**Step 3** After the tone, record your greeting followed by the pound (#) key.

**Step 4** Press pound (#) to keep the recording.

Press star (\*) to re-record.

Press 1 to listen to the greeting

**Step 5** To record a greeting to play when you are on the phone press 1, otherwise press 2

If you pressed 1 to record a greeting when you are on the phone, when finished

Press pound (#) to keep the recording.

Press star (\*) to re-record.

Press 1 to listen to the greeting.

## **To Change to an Extended Absence Greeting**

You can enable or disable an extended absence greeting by phone. This is good for when you are out on vacation or for personal reasons.

**Step 1** Press the Messages button and enter your password.

**Step 2** Press 4 >3 >2.

**Step 3** After the tone, record your greeting followed by the pound (#) key.

**Step 4** Press pound (#) to keep the recording.

Press star (\*) to re-record.

Press 1 to listen to the greeting

**Note:** Every time you enter your voice mailbox after you have recorded an extended absence greeting, the system will remind you that you currently have an extended absence greeting, and then prompt you as to whether you wish to retain your extended absence greeting by pressing 1, you wish to delete it by pressing 2, or to listen to your extended absence greeting by pressing 0.

## Chapter 6

# Additional Phone Information

*Note: If you are on the phone when you receive a call, the phone will not ring, but rather play a call-waiting beep through the handset. Follow the directions on the LCD display screen to know what to do for the incoming call.*

### • Directories Button

One of the 4 hard keys surrounding the blue, circular ? button is the directories button, which shows you that particular phone's call history and the Corporate Directory. Press the **directories** button. You will see four choices displayed on the LCD display screen. You can either just press the corresponding number on the **number pad** or you can scroll through the choices using the elongated, blue **navigation** button. As you scroll through the choices, you will see a darker contrasted background highlight your choice. Press the **Select** soft key when your choice is highlighted.

1. **Missed Calls:** This is a history of all incoming calls that were not answered.
2. **Received Calls:** This is a history of all incoming calls that were answered.
3. **Placed Calls:** This is a history of all outbound calls that were made from that phone.
4. **Corporate Directory:** This is a search engine that will allow you to match the names of anyone in the district to their 4-digit extension.

*NOTE: If you discover that someone is not listed, please advise the appropriate school front office so that name can be added.*

The Directory Search allows you to search for an extension using one of three search parameters.

- First Name
- Last Name
- Number

*NOTE: If no search parameter is entered, the system will grab only 64 entries at random rather than pulling down every name in the entire district, so the name you are looking for may not appear.*

## For best results when using the Corporate Directory:

- Press the **directories** button.
- Press **4** for Corporate Directory.
- Press the down arrow on the elongated, blue **navigation** button. This will move the cursor down in front of Last Name:.
- Type in the first one or two letters of a person's last name using the number pad.
- Press the **Search** soft key.

(For example, you would do the following to search for Bill Smith)

Press the **directories** button. Press **4**. Press the **down arrow on the navigation button to move the cursor to Last Name:**. Pressing the number key now scrolls through the letters associated with that button. Watch the screen and press the number key from the number pad as many times as necessary to reach the letter you need. Then, wait for the cursor to move one character to the right to enter the next letter is you want to narrow the search. For example, to enter sm:

Press the **2** key two times quickly and wait for the cursor to move.  
Press the **7** key four times quickly and wait for the cursor to move.

Watch the display screen for what is getting entered. If you make a mistake you can move the cursor back by pressing the “<<” soft key located at the second button from the left just below the display screen.

Press the **Search** soft key.

## • **Edit Dial:**

The phones save the call history of all incoming calls to that phone. However, when you want to call a number back from either the missed or received call options, you will need to use edit dial. The incoming call history does not know that you have to enter a 9 for an outside line and then add a 1 to call that number back.

## To use Edit Dial:

- Press the **directories** hard key button.
- Choose option **1 Missed Calls** or Option **2 Received Calls**.
- Select number by using the elongated, blue **navigation** button.
- Press **Edit Dial**.
- Press **9**.
- Press **1**.
- Press **Dial**.

## • Clear Call History

- Press the **directories** hard key button.
- Press the **Clear** soft key button. *The LCD Display will show Call History Cleared.*
- Press **Exit**.

## • How to Transfer a Call

When you receive a call, the **Trnsfer** soft key will appear as the third soft key button from the left. To transfer a call, do the following:

- Press the **Trnsfer** soft key once. This will put the current caller on hold and open a new line. You will hear a dial tone.
- Dial the **extension** of the party you wish to transfer the call to.
- Press the **Trnsfer** soft key again to complete the transfer. The call will disappear from your phone.

*Note: This system allows you to establish the call and talk to the receiving party first before transferring the call.*

## • How to Transfer a Call to Voicemail

If a person only has a voice mailbox or you wish to transfer a call directly into a person's voicemail box without ringing their phone, do the following:

When you receive a call, the **Trnsfer** soft key will appear as the third soft key button from the left.

- Press the **Trnsfer** soft key once. This will put the current caller on hold and open a new line. You will hear a dial tone.
- Dial **22**. You will hear the "Welcome to Octel Voice Information Processing..." greeting.
- Dial the **extension** of the voice mailbox you wish to transfer the call to.
- Press the **Trnsfer** soft key again to complete the transfer. The call will disappear from your phone.

## • How to Conference a Call

The Cisco Phone System allows for two types of conference calls. The first type is called an Ad-Hoc conference call and simply allows a caller to conference in participants one at a time. The Meet-Me conference call, however, allows one person to set up a conference call in advance, and then all participants can dial an extension and immediately be part of that conference call.

To set up an Ad-Hoc Conference, do the following:

1. Establish a call with the first party.
2. Press the **more** soft key once.
3. Press the **Confrn** soft key. This will put the current caller on hold and open a new line. You will hear a dial tone.
4. Dial the **extension** of the next party you wish to conference with.
5. Press the **Confrn** soft key again.

Now both parties will be conferenced in with you and **To Conference** will be displayed at the top of the LCD display screen.

*Note: You can have up to 4 people on a conference call. To add each new party repeat steps 3,4, and 5. If you need more than 4 people on a conference call, look into using a Meet-Me conference.*

## • How to set up a Meet-Me Conference Call

There are 10 Meet-Me Conference call extensions. Please contact the front office of your particular school for the procedure of procuring an available 4-digit Meet-Me Conference number.

To set up a Meet-Me Conference call, one person must do the following:

1. Take the phone off hook by either pressing the speaker button or picking up the handset. You will hear a dial tone.
2. Press the **more** soft key once.
3. Press the **MeetMe** soft key. You will hear two beeps.
4. Dial the appropriate **4-digit extension** and **To Conference** will then be displayed at the top of the LCD display screen.

**One and only one person** needs to set up the Meet-Me Conference call. Once that has been done, then all other participants just need to dial the 4-digit extension and they immediately become part of the conference call. Anyone within the school district can dial the appropriate 4-digit extension directly. Anyone from outside the school district will need to call the main West Windsor number of 609-716-5000, and then enter the selected Meet-Me 4-digit extension.

*Note: You can have up to 10 people on a Meet-Me conference call.*

## • How to Call Forward your Extension

From the phone, you can only call forward the top line appearance/extension. To forward the top line appearance/extension:

- Press the **CfwdAll** soft key. (You will hear two beeps)
- Type in extension you want calls forwarded to. (You will hear one beep)

Now all calls destined for the top line appearance/extension will be forwarded to the new extension or number.

*Note: You can tell your phone is call forwarding by looking at the icon in the upper right in contrast background on the LCD display screen. You will see an animated phone handset turning into a right-moving arrow and the phone. Additionally, at the bottom of the LCD Display screen the phone will state that it is forwarded to the new number.*

### **To Turn off Call Forwarding**

- Press the **CfwdAll** soft key once.

Note: It is possible to call forward the remaining line appearances/extensions on the phone. This cannot be done from the phone, however, but by using your Internet browser. If you have a need to call forward an extension that is not the top line appearance/extension on your phone, please contact the front office of your particular school for the procedure.

## • How to use Call Pick-Up

Call Pick-Up is the ability to pick up on a line ringing on another person's phone. You can only use call pick-up if your phone has been configured to do so.

To use Call Pick-Up, you must do the following:

1. Take the phone off hook by either pressing the speaker button or picking up the handset. You will hear a dial tone.
2. Press the **more** soft key once.
3. Press the **PickUp** soft key.
4. The line that was ringing on the other person's phone will now be ringing on your phone. Press the **Answer** soft key.

## ● **Setting the Ring Type**

One of the 4 hard keys surrounding the blue, circular ? button is the Settings button, which allows you to change parameters for the phone. Press the **Settings** button. You will see four choices displayed on the LCD display screen. You can either just press the corresponding number on the **number pad** or you can scroll through the choices using the elongated, blue **navigation** button. As you scroll through the choices, you will see a darker contrasted background highlight your choice. Press the **Select** soft key when the ring type choice is highlighted.

For best results for changing ring type:

- Press the **settings** button.
- Press **2** for Ring Type.
- Press the down arrow on the elongated, blue **navigation** button. This will allow you to highlight your selection.
- To hear your choice press the **play** soft key.
- To select your choice, press the **select** soft key. *A checkmark will appear in the box just after the number.*
- Press **OK**.
- Press **Save**.
- Test that the ringer is set by pressing the **volume** button.

## ● **Adjusting the Contrast on the LCD Screen**

The large LCD display screen may be difficult to see. You can change the angle of the phone by pressing the large button on the right side of the phone that disengages the stand and allows you to change the angle. (Phones with sidecars require you unhook the stand by pressing down on the circular depression in the middle of the stand, and then physically moving the stand to another position. The other step you may take to better see the LCD screen is to adjust the contrast.

For best results for changing the contrast:

- Press the **settings** button.
- Press **1** for **contrast**.
- If your phone has a sidecar expansion module, then you will be presented with a choice of **1** for adjusting the **phone** or **2** for adjusting the sidecar **expansion module**. Otherwise, you will immediately be presented with the contrast screen.
- Press either the **down or up softkey** until the display contrast is to your liking, and then press **Save**.