PRESIDIO™

South Bend Schools

Admin Reference Guide
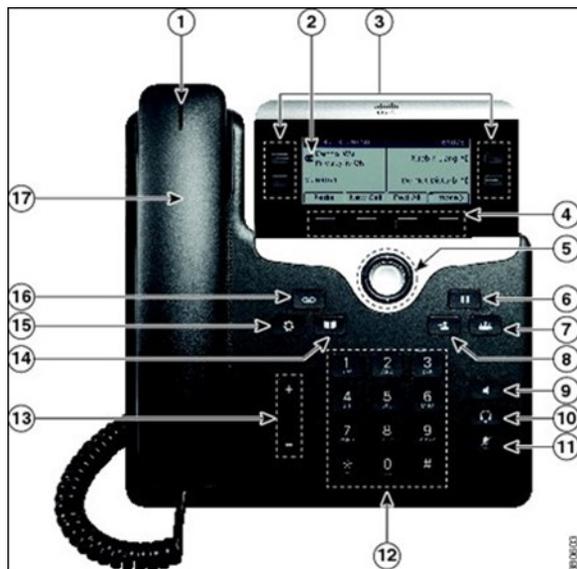
7821 IP Phone Button Key

1	Handset Light Strip
2	Phone Screen
3	Programmable Feature Buttons
4	Soft Key Buttons
5	Navigation Pad and Select button
6	Hold/Resume Button
7	Conference Button
8	Transfer Button
9	Speakerphone Button
10	Headset Button
11	Mute Button
12	Keypad
13	Volume Button
14	Contacts Button
15	Applications Button
16	Messages button
17	Handset

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IP Phone Functions

To Place, Answer and End Calls:
- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use softkeys: **Redial**, **New Call**, **Call**, **Answer** or **EndCall**, where appropriate.
- External Local Numbers: Dial **8 + 7-digit number**
- External LD Numbers: Dial **81+ 10-digit number**
- Dial **8-911** or **911** for the emergency services.

Hold and Resume a Call
- While on a call, press the **Hold** button. (The Hold icon displays and the line button flashes green).
- To return to the call, press the **Resume** soft-key or the flashing green line button.

Transferring Calls:
1. With an active call, press the **Transfer** button. Your phone will automatically put your original call on hold and open a new line.
2. Dial the extension to which you want to transfer your caller. You will now connect to this phone.
3. Hang up or press the **Transfer** button again. You are now disconnecting yourself from the call and connecting the other callers.
- To cancel a transfer, press the **EndCall** soft-key in step 3. Then press the **Resume** soft-key to reconnect with the original caller.
- You cannot use Transfer to redirect a call on hold. Press **Resume** and then restart the transfer.

Transfer Options:
- *Blind*
  - ◊ Press the **Transfer** button, dial number, hang up or press **Transfer** button again.
- *Consult*
  - ◊ Press **Transfer** button, dial number, wait on the line, announce call, hang up or press Transfer button again.
- *Direct to voicemail*
  - ◊ Press the **Transfer** button, press ***** (Asterisk/Star) key, dial extension, hang up or press Transfer button again.

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Conference Calls:
- While on an active call press the **Conference** button. Your phone will automatically put your original call on hold and open a new line.
- Dial the number that you would like to conference.
- Optional: Before the next step, you may press the **Swap** soft-key to toggle between the new caller and the existing callers.
- Press the **Conference** button again to join new caller with the other parties already in conference
- Repeat to add additional callers (up to six total).
- To add caller held on other line, press **Conference** and then press the other line button.
- Press **Details** soft-key to view list of participants
Conferencing phone only may press **Remove** soft-key to remove highlighted caller on Details

Features Menu/ User Options:
- Press the Applications Menu button and select Preferences
  - ◊ Ring type
    - ⇒ **Play**, **Set, Apply or Cancel**.
  - ◊ Contrast
    - ⇒ Use the **Navigation bar** to change the contrast on your screen.
    - ⇒ Press the **Save** softkey or press **Cancel** to exit
- Press the Applications button for Call History
  - ◊ Select Call History
    - ⇒ Missed Calls
    - ⇒ Received Calls
    - ⇒ Placed Calls
- Press the Contacts button for the Corporate Directory
  - ◊ Select Corporate   ← Directory
    - ⇒ Search for   extensions or people by first   name, last name, or extension.
    - ⇒ Search   parameters are not case sensitive.
    - ⇒ Note: Users will only be in the directory if they have a VoIP phone and if they have a direct line.

Voicemail Functions

First Time Enrollment:
- Press the **Messages** button on your phone.
- Enter your default PIN: **643125**
- Follow the prompts, you will:
  - ◊ Record your name
  - ◊ Record a personal greeting
  - ◊ Change your PIN

Check Messages *from your phone*:
- Press the **Messages** button
- Enter your PIN

Check Messages *from another network phone*:
- Press the **Messages** button
- Press * when you hear the recording
- Enter your ID (**10-digit** DID)
- Enter your PIN

Check Messages *remotely*:
- Dial your Direct Inward Dial (DID) number
- Press * when you hear your greeting
- Enter your ID (**10-digit** DID)
- Enter your PIN

Voice Mail Options and Shortcuts

While listening to the Main menu, press...
- **1** to hear new messages
- **3** to review old messages (31-saved, 32-deleted)
- **4** to change set-up options
- **411** to change your Standard Greeting
- **412** to turn on/off Alternate Greeting
- **431** to change your password
- **432** to change your recorded name

During message playback, press...
- **1** to restart message
- **2** to save message
- **3** to delete message
- **4** for slow playback
- **6** for fast playback
- **7** to rewind 5 seconds
- **8** to pause/resume
- **9** to fast-forward 5 seconds
- **#** to skip to next message (## to skip and save)

After message Playback, press...
- **1** to restart message
- **2** to save message
- **3** to delete message
- **4** to reply
- **5** to forward to another user (ext + #)
- **7** to rewind 5 seconds

Anytime...
- **0** for Help
- ***** Cancel, Exit, or Back-up
- **#** Skip, Confirm, Accept, Start-Stop