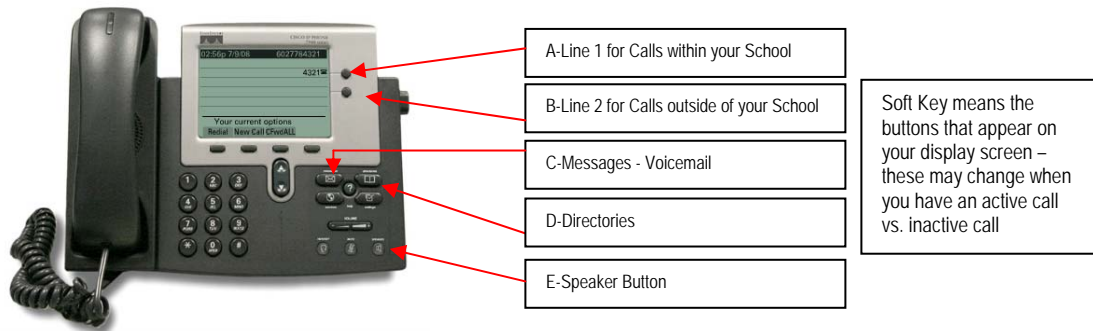




**OFFICE OF TECHNOLOGY  
ELMORE COUNTY SCHOOLS**

**CISCO IP PHONE INFO SHEET FOR TEACHERS**



- I. How to set up your voice mail.
  - a. While on line 2 (B) press Message Button (C)
  - b. Enter your password followed by the # (because it is a new setup it will always be 123789#)
  - c. Follow the menu driven prompts to setup your voicemail
  - d. Once the system tells you that you have completed enrollment process you may hang-up the phone
  
- II. When you have a NEW Voicemail

A **RED** light is illuminated on the back of your handset  
AND  
“You Have Voicemail” will be displayed on the screen

  - a. While on line 2 (B) press Message Button (C)
  - b. Enter your password followed by the #
  - c. If you have forgotten the password it will require it to be reset – there are no records kept as to your personal password – so please remember what you enter as your password – if for some reason it does need to be reset please contact the Office of Technology – this may take a couple of days to reset.
  
- III. How to place a call.
  - a. Pick up handset and place a call as you would with any other phone.
  - b. All internal calls (4-digit calls - your school building) use line 1 (A)
  - c. To check voice mail or external calls (5-digit calls – to other ECBOE facilities) use line 2 (B)
  
- IV. How to place a call (Speaker Phone Mode)
  - a. Press “Speaker” button (E)
  - b. Dial your number
  - c. To hang-up just hit the “Speaker” button (E) again

- V. How to place a call on hold
  - a. Place caller on hold by pressing the “hold” soft key (“hold” will only show up on an active call)
  - b. Press “Resume” soft key to take a caller off hold
  - Or
  - c. Press corresponding line button (A or B) to take caller off hold
  
- VI. How to transfer a call – (Unsupervised - without talking to the receiver of the transferred call)
  - a. Transfer a call by pressing the “transfer” soft key (only shows during an active call)
  - b. Dial the extension of the person you wish to transfer the call to
  - c. Press the “Transfer” soft key a second time to complete the transfer
  - d. Then Hang up
  
- VII. How to transfer a call – (Supervised - and talk to the receiver of the transferred call)
  - a. Transfer a call by pressing the “transfer” soft key (only shows during an active call)
  - b. Dial the extension of the person you wish to transfer the call to
  - c. Talk to the person you are transferring the call first THEN
  - d. Press the “Transfer” soft key a second time to complete the transfer
  - e. Then Hang up
  
- VIII. How to transfer the call directly to voicemail
  - a. Transfer a call by pressing the “transfer” soft key (only shows during an active call)
  - b. Dial \* + the extension of the person’s extension you wish to transfer the call to
  - c. Press the “transfer” soft key a second time to complete the transfer
  - d. Then Hang up
  
- IX. How to dial for emergency
  - a. Dial 911
    - 1. Dialing 9 for an outside line is not necessary when dialing 911
    - 2. Dialing 9 + 911 will also work during emergencies
  - b. If the network is down your CISCO IP phone will not work
  - c. At least one analog phone should be available for emergency use if the network is down