

Monroe Township School District Alcatel-Lucent Telephone Features Training Guide



MAKING AN INTERNAL CALL

Lift the Handset and dial the 4-digit extension number or 5-digit teacher mailbox number, or just dial the extension number to make a hands-free call without lifting the handset (speaker phone will automatically enable)

District numbering plan –

- 1xxxx ~ Mailbox only users
- 2000 – 2999 ~ Monroe Township Middle School
- 3000 – 3499 ~ Oak Tree Elementary
- 3500 – 3999 ~ Applegarth Elementary
- 4000 – 4099 ~ Pupil Personnel Services
- 4100 – 4499 ~ Central Office and Transportation
- 4500 – 4599 ~ Mill Lake Annex
- 6000 – 6999 ~ Monroe Township High School
- 7000 – 7499 ~ Barclay Brook Elementary
- 7500 – 7999 ~ Brookside Elementary
- 8000 – 8499 ~ Mill Lake Elementary
- 8500 – 8999 ~ Woodland Elementary

DIAL-BY-NAME

You may search for an associate's name using the QWERTY keyboard on your telephone. After searching for a name, the name and extension number will appear in the phone's display. Type the first few letters of your associate's first or last name and then press the soft key next to **Name** on your display. To search by initials, type in an associate's first and last name initials then press the soft key next to **Initials** on your display.

MAKING AN EXTERNAL CALL

Lift the Handset and dial **5**, or just dial **5** to make a hands-free call


EMERGENCY 911 CALL


Dial 911


Note: You may also dial 5-911

You will be connected to 911 Public Safety Answering Point (PSAP) after dialing 911. While you are speaking with the 911 dispatcher there are predetermined respondents that will be notified that 911 has been dialed which will provide information such the extension number that called 911, user's name, and the street address of the building from where 911 was called.


ANSWERING A CALL


Lift the handset or press the speaker button  for a hands-free call. You may also press the button next to the flashing line or choose the soft key **Take call** on your display. **Reject call** also appears as a soft key and can be used to send the caller directly to voice mail in the event that you are unable to answer and need to stop the phone from ringing.

 Incoming Call Icon will be flashing at the top right or top left corners of your phone's display when receiving an incoming call.

 Call in progress Icon will be displayed when in active conversation.

ANSWERING A SECOND CALL DURING A CONVERSATION


When you are on a call and a second call comes in, you will hear a beep and see the incoming call icon  in the opposite corner of your phone's display. Press the corresponding soft key to answer the call. **The first call will**


automatically be placed on hold and you will see a hold icon  **appear next to that soft key.** To return to the original call simply press the soft key next to the hold icon. The second call will be placed on hold and you will be reconnected to the original call. You can toggle back and forth between your calls.

PUTTING A CALL ON HOLD


To place an active call on hold simply press the **hold** button  or press the soft key next to your active call icon . You will see a flashing on hold icon  next to the name of the caller when successfully placing the caller on hold. You will press the line key next to the on-hold icon in order to return to the caller placed on hold.

PUTTING A CALL ON COMMON HOLD

To place an active call on Common hold, press the "Comm hold" softkey. The hold icon  will appear on all "Comm hold" softkeys within the Common hold group. The active call will be placed into Common Hold where another user in your pick-up group may press their "Comm hold" softkey to pick up the caller placed on Common hold.

Note: press the Back/Exit  button to get back to the main screen where the Comm hold button is located.

TRANSFERRING A CALL

While you are on an active call, you may press the **transfer** button  and then dial the extension number you desire to transfer the caller (you may also use the QWERTY keyboard attached to your phone in order to look up the user in the directory). The caller is placed into the transfer queue once the **transfer** button is pressed.

For a Blind Transfer: Either just simply hang up or press the **transfer** button or the **Transfer** soft key on your display and hang up.


For an Announced Transfer: Wait for the user to answer for whom you are transferring the call, announce the call and then either hang up or press the **transfer** button or the **Transfer** soft key on your display and hang up.


TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

While you are on an active call, press the **transfer** button and then dial ##. Dial the extension number, and then either hang up or press **transfer** button (or **Transfer** soft key) to complete the transfer.

Note: This transfer method will not ring the user's phone and will transfer the caller directly to the voice mailbox

ACCESS VOICE MAIL INTERNALLY

From your own phone- Either dial *##, 6440, or press the Messaging button  followed by the Voice Mail softkey in the phone's display. Enter your password when prompted (default password is 1234)

From a phone other than your own- Either dial *##, 6440, or press the Messaging button  followed by the Voice Mail softkey in the phone's display. When prompted to enter "your" password, press * or #; press 1 followed by your mailbox number and password (default password is 1234)

ACCESS VOICE MAIL EXTERNALLY


Dial your building's main telephone number followed by # after the automated attendant answers your call:

- Press 1 when prompted "If you have a mailbox within the system, press 1"
- When prompted, enter your voice mailbox number
- When prompted, enter your password (default password is 1234)


Note: After accessing your voice mail for the first time, be sure to record your personal greeting by pressing Option 4 for Greeting Management, and then Option 2 for Personal Greeting. You must activate the personal greeting after recording it. To activate your personal greeting, choose Option 4 for Greeting Management and then Option 6 to select your personal greeting. The system will prompt you that your personal greeting is activated.

VOICE MAIL NOTIFICATION

All users are configured to receive voice mail notifications via email with the voice mail message attached to the email. Users who have a voice mailbox that is associated to their phone's extension will also receive a blue message

light that will appear on the message button .

REDIAL

Press and hold the Hang up/Redial button  for 2-seconds to access the Redial feature. A list of up to the last 8 numbers dialed will appear in the phone's display. Press the soft key on the phone's display next to the number you desire to call back.

CALL PICK UP

To pick up a specific ringing extension from your phone you will dial the direct call pickup feature code *72 and then enter the extension of the phone you would like to answer. Note: you must pick up the call before it is forwarded to voicemail – typically four rings. For example, to pick up extension 211 you would dial *72 then 211.

If you are part of a **Group Pick-up** you may answer any ringing phone in the group by dialing *73 or by pressing the Group Pick-up button softkey.

OPENTOUCH VOICE MAIL FLOW CHART

