

Monroe Township School District Alcatel-Lucent Classroom 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)

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.


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 then see the on-hold icon  next to the name of the caller. You will press the line key next to the on-hold icon in order to return to the caller placed on hold.

REDIAL

Press and hold the Take call/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 wish to call back.

ACCESS VOICE MAIL INTERNALLY

From any phone - Either dial *##, 6440, or press the Messaging button  followed by the Voice mail softkey in the phone's display. If prompted to enter "your" password, press * or #. Otherwise, press 1, when prompted, 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 .

OPENTOUCH VOICE MAIL FLOW CHART

