

## **TELEPHONE INSTRUCTIONS AND TIPS**

### **Sweet Home School District NEC 2000IP Series I Phones (DO, HS, Transp)**

#### **PLACING A CALL**

- Lift handset or press speaker
- Dial 9 – for calls outside the District
- Dial the 3 digit extension number – for calls within District buildings

#### **RECEIVING A CALL**

- Lift handset or press speaker – you will be automatically connected to your main line, if you have more than one line appearance, press the ringing line (flashing red)

#### **TO PLACE A CALL ON HOLD**

- Press HOLD. The held line flashes green
- To retrieve
- Lift handset or press speaker
  - Press held line – any phone with this line appearance can retrieve the call

#### **Tips:**

- After a preprogrammed time, a hold reminder will activate. The held line will flash rapidly and a tone will sound on the phone that put the call on hold
- Pressing the HOLD button twice, prevents any other phone from picking up your held call

#### **TO TRANSFER A CALL**

- Press the TRANSFER button – you will hear an interrupted dial tone
- Dial the extension number that you want to transfer the call to
- Hang up if the call is transferred to a phone within your building, or remain on the line and announce the call, then hang up

If the call is transferred to a phone outside of your building, it is best to wait for the called party to answer, announce the call, then hang up

#### **Tip:**

- If the extension you are transferring the call to is busy and/or you want to retrieve the caller to talk to them again, push the TRANSFER button again

#### **USING THE SPEAKER FOR A HANDS FREE CALL**

- Touch the MIC button to turn on the microphone for outgoing speech, a red light on the MIC button will indicate that it is on
- Press the SPEAKER button - you will receive dial tone

#### **Tips:**

- It's a good idea to leave your microphone (MIC) on at all times. During a hands free conversation, if the MIC light is off – your called party cannot hear you.
- Lift the receiver to turn off the speaker and continue a private call
- When using the handset during a call, you can convert to hands free by pressing the SPEAKER button and then hang up the handset (make sure your MIC light is on)

#### **MAKING A CONFERENCE CALL**

- While connected to a second party, Press TRANSFER button, receive interrupted dial tone
- Dial desired number of third party
- After call is answered, press CONF – a light will appear on that button
- Three way conference is established

## **LAST NUMBER REDIAL**

- Press REDIAL button
- The last number dialed will appear on the display
- Press # key and the number will be dialed

### Tips:

- Each time the REDIAL key is pressed, the numbers dialed for the last 5 calls will display sequentially, press the # key when you find the one you want to call

## **CALL FORWARD ALL CALLS**

### To Set:

- Press SPEAKER or lift the handset – receive dial tone
- Press the CFA button (if you don't have a CFA button, push \*, 3)
- Dial the destination number (for voice mail dial 190)
- Wait for a steady tone and hang up – the light on the CFA button will turn on (red)

### To Cancel:

- Press SPEAKER or lift the handset
- Press the CFA button
- Press the \* key
- Hang up – the light on the CFA button will turn off  
(without a CFA button, push speaker, \*, \*, 3, speaker)

## **ONE TOUCH SPEED DIALING**

### To Set:

- Press CONF button
- Press a SPEED DIAL storage button
- Dial number you wish to save (remember to include 9 for outside calls)
- Press CONF button again to save the number

### To Place a Call to a Programmed Number

- Lift handset or press speaker to receive dial tone
- Push desired SPEED DIAL button

## **RECALL BUTTON**

- Press RECALL to terminate established call and obtain new dial tone

## **UP/DOWN ARROW BUTTON**

These buttons have several functions

- With the handset down – they adjust the brightness of the display
- With the SPEAKER button pressed – they adjust the volume of the speaker
- With the handset lifted – they adjust the volume of incoming speech
- When the phone is ringing – they adjust the ring volume

You may also press FEATURE and 0 to activate the ringing tone, then press the up/down buttons to increase or decrease the ring volume

## **FEATURE BUTTON**

This button has several functions

- Press FEATURE and 1 = Turns the microphone (MIC) on or off
- Press FEATURE and 4 = Presets preferred transmission and receiving volume
- Press FEATURE and 3 = Allows you to select one of 8 ringer tones

Display will show the current selected tone

- Press FEATURE and 0 - ringer will activate

Each time you Press 3 a different tone will sound

### **TO CHECK YOUR VOICE MAIL FROM YOUR PHONE:**

- When you have a message, the message light on top of the phone will be on and the display will say “New Msg”.
- If you have a “VM” button on your phone, you can just push this button and it will dial the voice mail box for you.
- If you do not have a “VM” button, pick up the handset or push the speaker button
- Dial 190 -- a voice will ask you for your security code. (This is the code you set up during the wizard.)

### **TO CHECK YOUR VOICE MAIL FROM HOME:**

- Dial 367-7190
- When the voice mail attendant answers, enter your ID number (this is a 9 and your extension number, such as 9106).
- Enter your security code when prompted.

### **TO FORWARD ALL CALLS TO YOUR VOICE MAIL:**

- **If you have a “CFA” button:** push speaker, CFA, 190, speaker. The CFA button will light up red to let you know that your calls are forwarded.
- To cancel CFA using this method, push speaker, CFA, \*, speaker.
- **If you do not have a “CFA” button:** push speaker, \*, 3, 190, speaker.
- To cancel CFA using this method, push speaker, \*, \*, 3, speaker.

### **TO GET RID OF THE MESSAGE LIGHT (when there really isn't a message there):**

- Push speaker, #, #, 3
- In the display you will see the word “Search, Call Back (CB), Erase”
- Push the soft key under the word “Erase”
- Push speaker

### **TO CALL A BLOCKED PHONE NUMBER:**

- \*, 82, then phone number

### **TO CANCEL CALL BACKS: (restrict)**

- Speaker, \*, 0, speaker

### **TO CANCEL CALL FORWARD BUSY:**

- Speaker, \*, \*, 2, speaker

### **TO CANCEL DO NOT DISTURB (DND):**

- Speaker, #, #, 4, speaker

### **TO TRANSFER A CALL TO SOMEONE'S VM AFTER YOU HAVE ANSWERED THEIR LINE:**

- Hit transfer, the person's extension number and hang up. The call will go directly to their VM box. (Example: I answer a call coming in on Sharon's phone (124) from my phone. The caller asks for her voicemail. Even though I am talking on 124, I can hit transfer and 124 and then the caller will get her voicemail box without having the listen to it ring a bunch of times.)