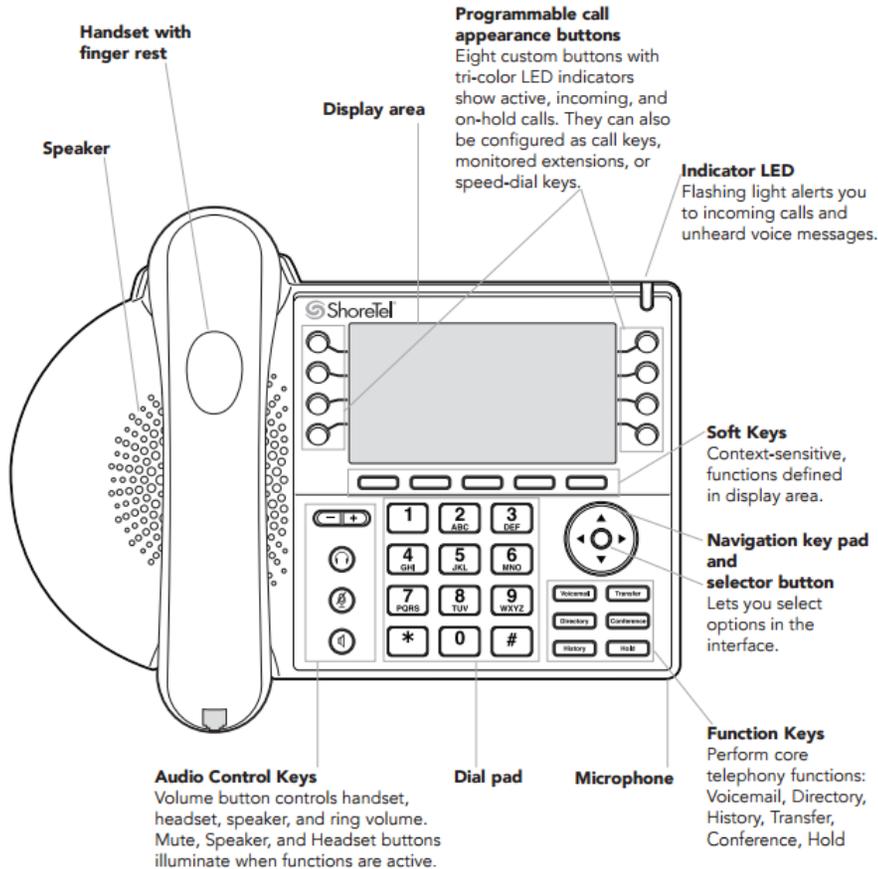


# Jordan School District Quick Reference

Additional resources can be found at <http://is.jordan.k12.ut.us> and clicking "Tutorials".



## Color LED Indicators

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green: Incoming call
- Blinking Orange: On hold or call parked
- Steady Orange: Extension's call handling mode set to Do Not Disturb
- Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

## Status Icons for Directory and History

- ✓ Available
- Non-standard call-handling mode
- ⌚ On hold or has a call parked
- Do not disturb
- ☎ On a Call

## To Place a Call

Use the handset or speakerphone      Lift handset or or + Extension  
*Dial 9 + 10-digit phone number or 5-digit extension.*

Use the Directory      + to select +   
*Use the key pad to scroll through the list or enter the first few letters of the name.*

Make a call from History      + to select +   
*Use the History button to view incoming, outgoing and missed calls.*

Make a conference call      + Extension +   
*Use the Show soft key to display conference parties. Drop soft key to disconnect a party.*

## To Answer a Call

Answer a call      Lift handset or or or

Send a call to voicemail      or   
*The call will go to voicemail without answering.*

Divert an incoming call      + Extension +   
*The call will be transferred without answering.*

Answer additional calls      Press blinking call appearance button or   
*The current call will automatically be placed on hold.*

Pick up a call for another extension      + Extension

## To Interact With a Call

Place a call on/off hold      or press call appearance button  
*You will hear a hold reminder tone after 10 seconds and then at one minute intervals.*

Transfer a call to another extension      + Extension +   
*Use the Cancel soft key to abandon the transfer and return to the original call.*

Transfer a call to another voicemail      + Extension + More Soft Key +

Park a call on another extension      + Extension  
*The call will be moved to another extension and be on hold.*

Unpark a call      + Extension  
*To unpark a call it must be on hold on the other extension.*

## To Check Voicemail

Check visual voicemail      + Password +   
*Use visual voicemail to see details about your messages and listen to them in any order.*

Login to voicemail      + + Password + #  
*Indicator LED on top of phone flashes when you have new messages.*

### Customizing Phone

Options Soft Key



Use to change availability state, auto off hook, ring settings & program custom buttons.

Availability State



Use to forward incoming calls to another number or voicemail. Default is Standard.

- Availability state: Available      Availability state: Custom
- Availability state: In a meeting or Do not disturb      Missed call
- Availability state: Out of office      Voicemail message
- Availability state: Vacation

Adjust display contrast on IP480 phone



### Customizing Call Appearance Buttons

Buttons can be configured as call keys, monitored extensions or speed-dial keys.

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key. The Options menu opens.
3. Press the navigation key to scroll to the **Program buttons** option.
4. With the **Program buttons** option highlighted, press the **Edit** soft key.
5. Press the call appearance button that you'd like to program.
6. With the **Dial number** option highlighted, press the **Select** soft key.
7. Enter the number that you want to program the button to dial.
8. Press the **Next** soft key.
9. Enter the label that you want displayed next to the button for that number.
10. Press the **Done** soft key.
11. Repeat steps 4-10 to program another button, or press the **Exit** soft key.

### 5-Digit Extensions

Your new 5-digit extension is a 1-digit building code followed by your current 4-digit number.

First Digit of My New Extension	My Building
1	Elementary school buildings
4	Middle school buildings
7	High school buildings (includes JATC North and JATC South)
8	All other buildings (includes District Office, Auxiliary Services, Transportation, Kauri Sue Hamilton, River's Edge, South Valley)

### Voicemail Options

A blinking red light in the upper right corner of your phone and the icon at the top of your phone's display screen indicate that you have unheard voicemail messages. If you are logging in for the first time, the system prompts you for a new password and asks you to record your name. The default password is 1234. The phone number to access voicemail remotely is 801-567-8111. You can access your voicemail messages using either of the following methods:

#### Visual Voicemail

Available using your phone's interface lets you see details about your messages and listen to messages in any order you choose. To interact with your voice messages, you use soft keys on the phone, rather than relying on audio prompts as you would in traditional voicemail.

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password. Your voicemail inbox is displayed.
3. Press the up/down navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Do one of the following to listen to your messages. (You will not hear dial tone.)
  - If you want to listen to your messages with the handset, pick up the handset.
  - If you want to listen to your messages through your headset, press the headset button. (For wireless headset, take your headset off hook.)
  - If you want to listen to your messages through the speakerphone, you do not have to do anything. By default, messages are played over the speaker phone.
5. Choose one of the following actions:
  - To play the message, press the **Play** soft key.
    - To pause while listening to the message, press the **Pause** soft key.
    - To rewind the message a few seconds, press the **Skip Back** soft key.
    - To move a few seconds ahead in the message, press the **Skip Fwd** soft key.
    - To stop playing the message, press the **Stop** soft key.
  - To delete the message, press the **Delete** soft key.
  - To call the person who left the message, press the **Call back** soft key.
  - To save the message, press the **More** soft key and then press the **Save** soft key.
  - To see details about the person who sent the message, press the **More** soft key and then press the **Open** soft key.
6. When you're finished, press the **Exit** soft key.

### Voicemail System

Accessed by dialing into the system and provides traditional voicemail that you navigate through a series of audio prompts. The voicemail buttons in the new system are different.

#### Voicemail Message Playback

Button	Old System	New System
1	Move Back	Replay
2	Pause	Save
3	Move Forward	Erase
4	Replay	Send a Copy
5	Envelope Information	Reply
6	Send a Copy	Envelope Information
7	Erase	Move Back
8	Reply	Pause
9	Save	Move Forward
#	Skip	Skip
*	Cancel	Cancel