

Phone and Voice Mail Procedures

Eastern Howard School Corporation
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Eastern Schools facilitates communication by providing a speakerphone in every classroom and office. The phone may be used to contact parents, call other staff, or make personal calls with a phone card. Additionally, each certified staff and secretary receives a voice mailbox.

Phone use Guidelines:

- Use the phones primarily for business purposes.
- **Do not make calls to other staff members when they are in the instructional process!**
- Check your voicemail at least once a day.
- Students should be directed to use the pay phones or office phones during the school day. After hours calls should be limited to communicating with family on pick-up or other school issues.
- Threatening voicemail messages should be saved. You may save any voicemail message by pressing SA (72) before hanging up the phone.
- If you need the ability to record a phone conversation, talk to the Technology Director.

All phones share a pool of phone lines. You must select an outgoing phone line and then dial 9 to make a call. A simple way of automating this process is to follow the directions below to make calls:

To Dial:

- Emergency 911 - dial 911.
- Another School Phone - dial the 3 digit extension #.
- The Corporation Office - dial 9 and then 3391.
- A Local Number - dial 99 and the local number.
- School Related Long Distance - use office phones or call the building operator and have them place the call and forward you the line.
- Personal Long Distance - dial 99 and follow your calling card directions.
- **Private Line Holders should use their private line first.**

All **NEW** staff members and **veterans whose extension has changed** should perform the following tasks on their phone:

- Setup Voice Mail security**
- Record a Greeting**
- Optionally – Record Your Name**

These steps can be accomplished by following the guidelines on the next page.

Since each voice mailbox is tied to a phone and could contain private or sensitive information, it is important to activate security on each phone set. If you are a returning staff member using the same room, no security changes are necessary. New staff or those staff members who have switched classrooms will need to setup security on their phone system.

Each phone has had the #12 or #18 key (right above the 'Nitsuko' brand name) programmed to act as a voicemail button. This button will act as the key to sending and receiving voice mails from staff and parents.

To Setup Security on a Phone:

1. Pick up the handset and press the Voicemail Button.
2. When the automatic operator responds, press OP (67) for the options menu.
3. Press the S (7) key and follow along with the automated attendant.
4. It is recommended that you use at least a (4) four-digit security number.

Once security is set, every occurrence of using the voicemail button will now require you to respond with your four-digit number, preventing students or other staff from accessing your private messages.



When originally set, voicemail identifies you by extension...

' Extension 308 is not answering, please leave a message'

Your voicemail may be personalized either by use of your name or through a greeting. These options are exclusive of one another and if both are recorded, the greeting takes precedence.

The system administrator may record your name in the system, but you can record your own name to give your voicemail a more personal touch

To Program Your Name:

1. Pick up the handset and press the Voicemail Button.
2. Answer the attendant with your security code.
3. When the automatic operator responds, press RN (76) and follow the prompts.

To fully personalize the voicemail system, it is best to program a greeting. Greetings allow you to give a quick message to those calling you before they leave you their message. A typical greeting is 'Hello, I'm either in the teaching process or away from my room, please leave a message and I will return your call as soon as I can.'

To Program a Greeting:

1. Pick up the handset and press the Voicemail Button.
2. Answer the attendant with your security code.
3. When the automatic operator responds, press the G (4) key and follow the prompts.

ADVANCED PHONE OPTIONS:

You can listen to your messages after you call your voice mailbox. If you listen to the messages all the way through, the system will automatically erase it. If you listen to only part of the message and hang-up the phone, the system will classify the message as 'Held' and keep the message in your mailbox.

To Listen to Your Messages:

1. Pick up the handset and press the Voicemail Button.
2. Answer the attendant with your security code.
3. When the automatic operator responds, press the L (5) key and follow the prompts.

To get the most out of the voicemail system, there are many options available to you before or during listening to messages. The following list is not intended to be all-inclusive, but should help in managing voicemails.

Listening Options:

TO	PRESS
Select message lists:	
All messages (automatic)	1A (12)
New messages only	1N (16)
Saved messages only	1S (17)
Held messages only	1H (14)
Reverse the order of listing	RL (75)
While listening you may:	
Save the message	SA (72)
Erase the message	E (3)
Exit Listening Mode	# key
Listen the next message	L (5)
Pause/Unpause listening	* key
Backup a few seconds and listen	B (2)
Backup to listen from the beginning	BB (22)
Go ahead (fast forward) a few seconds	G (4)
Reply to an internal message	RE (73)
Forward a message	MF (63)
Hear Time and Date Information*	TI (84)
Volume Up	VU (88)
Volume Down	VD (83)
Volume Normal	VN (86)

You can listen to your messages from any phone in the world! If you are a traveling teacher (around the world or from classroom to classroom) you may still access your messages from anywhere. The process to get your messages is a bit different depending on if you are inside the school buildings or calling from an outside line. The following processes will give you guidance on getting to your messages at anytime, anywhere.

Listening to Messages from any Internal Phone:

1. Pick up the handset and dial extension 600
 2. Enter your mailbox number when prompted
 3. Enter your security code when prompted
 4. Use any of the listening options as desired
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Listening to Messages from an Outside Phone:

1. Dial (765) 628-5000
 2. Press the # key when you hear the message
 3. Enter your mailbox number when prompted
 4. Enter your security code when prompted
 5. Use any of the listening options as desired
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*To hear the Time and Date information that a message was left, you must first turn Time Stamping on in the options menu.

To turn time stamping on or off:

1. Pick up the handset and press the Voicemail Button.
2. Answer the attendant with your security code.
3. When the automatic operator responds, press OP (67) for the options menu.
4. Press AT (28) and follow along with the automated attendant.

Hands Free Operation and using the MIC option can allow you to use the phone as a speakerphone for discussions or classroom presentations. Using the phone in hands-free mode allows for a two-way conversation, however, the conversation is unidirectional or one-way at a time. The individual(s) on the other line(s) will hear all activity in the room unless the MIC option is selected.

Using the Hands Free Option:

1. Press the SPK button instead of using the handset to answer or place a call
 2. Press the SPK button to hang-up after the call
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Using the MIC Option:

1. Press the MIC button to prevent your microphone from sending audio during a hands free call
 2. Press the MIC button to enable the microphone when done or when needing to speak
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Conferencing lets you add other callers (inside and outside) to your conversations. With Conferencing, you can set up a multiple-party telephone meeting without leaving your phone. The system allows either 8 four-party or 4 eight-party Conferences at one time

Making a Conference Call:

1. Place or answer a call
2. Press the CONF button on the left side of the phone
3. Place or answer the next call
4. Press the CONF button and repeat for up to eight callers
(only two of which may be outside callers)
5. After adding all parties, press the CONF button one final time

Potential Problems:

Flashing MW light:

1. Pick up the handset and dial 873
2. Hang Up



Dial Pad Confirmation Tone:

1. Pick up the handset and dial 824
2. Hang Up



Using the DND (Do Not Disturb) Capabilities:

The use of Do Not Disturb forbids anyone from calling your phone. **DO NOT** use this capability unless it is absolutely essential and only after you have notified the office that you are planning to place your phone in DND mode since they will be unable to make any calls to your room, including emergency calls.

1. **DO NOT** Pick up the handset
2. Press the DND button and one of the following options:
 - 1 – Block outside calls
 - 2 – Block internal calls
 - 3 – Block ALL calls
 - 4 – Block forwarded calls
3. To turn off DND, press DND - 0