The first time you use your mailbox, you must create a password and record your name.
You do not have a password initially.

### CREATE PASSWORD:  REQUIRED

Press **MESSAGE** Key  (if your phone does not have a Message Key, Dial *17)
Enter mailbox number (your ext) and Press **#**
When prompted for password Press **#**     **you do not yet have a password, so                     just press #**
   **when prompted**
Enter your new password and Press **#**      **must be 4—15 numbers and must be secure (can't use 1234,**
   **etc)**
Re-enter your new password again and Press **#**
**Stay on the line**

### RECORD NAME:  REQUIRED

**NOTE:  pressing 1 always starts and ends the record process**

If you hung up, Log in to your mailbox (See page 1)
Press **1** and *at the tone*     Record your name  (and/or Title, Dept. and/or Ext Number)
Press **1**   to end Recording     *System will replay your Name*
Press **#**   to Approve     **OR**
Press **1**   to Rerecord
**NOTE:**  When recording the name for a general or group mailbox, use the Group name ie:  Operator
   or Receptionist

### RECORD and ACTIVATE GREETINGS:  OPTIONAL BUT RECOMMENDED

**If you hung up, log in to your mailbox** (See page 1)

Press **3**   to access greeting menu
Press **1**   To create change delete a greeting
Enter **Greeting number (1-9)**    *It is easiest to match your greeting number to the call type you will use as listed*
   *below.*
Begin speaking after the tone
Press **1** to end recording
Press **23** to listen
     If you don't like the greeting: Press **\*3 to delete** then
         Press **1** to rerecord
Press **#** to APPROVE your greeting     **STAY ON THE LINE TO ACTIVATE GREETING**

**IMPORTANT:**  A greeting must be activated in order for it to play to callers.
**Stay on the line to activate your greeting by following voice prompts**

**Voice prompt will tell you "*to use this greeting for*":**
**ALL CALL     Press 1** Plays to ALL callers and overrides all other greetings except Temporary
**INTERNAL     Press 2** plays to callers inside your organization     *Use in conjunction with* **EXTERNAL**

**EXTERNAL     Press 3** plays to callers from outside your organization
**BUSY     Press 4** Plays when **ALL** extensions are busy     *use in conjunction with* **NO REPLY**
**NO REPLY     Press 5** Plays when you do not answer your phone
**Default     Press 8** System greeting in synthesized voice (your recorded name is inserted into this greeting)

**TEMPORARY Press 9** Takes over for **ALL** active greetings and can be deactivated by system (see page 2)

**NOTE:     It is recommended you record your ALL CALL or an Internal and External Greeting, it is not
         necessary to record all of the greetings.**

**Sample Greeting:**
   You have reached the voicemail of [NAME] . I am not available to take your call right now please leave me a
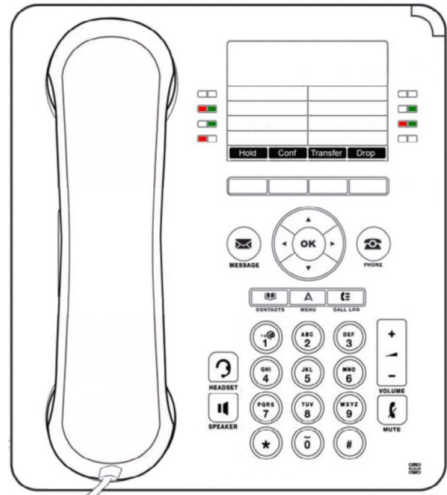   brief message and I will return your phone call as soon as possible.  Thank you.

# WESTHILL
## Central School District

## AVAYA

## *Teacher Quick Reference Guide*
## *Phone and Voicemail*

## Northland
COMMUNICATIONS

**MESSAGE LAMP /RINGING INDICATOR: ON:** Indicates new messages in your voicemail box. **FLASHING:** indicates a ringing call

**DISPLAY** shows call information, details on system features and call appearance Keys

**CALL APPEARANCE OR FEATURE KEYS (24)  Press left/right arrow keys to see 2 additional screens**– *These Keys have four roles*
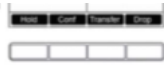
**SOFTKEY LABELS:** appear on the display to indicate features that can be activated by pressing the keys directly below.

**SOFTKEYS:** Keys below the Softkey labels on display to access features displayed on the label above them.  These features change based on the current state of the phone.  IE:  ringing, on an active call, idle,  etc.

**NAVIGATION KEYS**: Scrolls through Call Appearance, Feature Keys, menus, call logs and speed dial lists
*Use Up/Down Arrow Keys to Scroll one key at a time or Left/Right arrows to scroll one Screen at a time*
**OK KEY:**  Confirms menu choices

**PHONE KEY:**  Exits any menu, list and returns display to main screen

**MESSAGE KEY:**  Accesses your mailbox

**CONTACTS KEY:**  Accesses personal and shared directories

**HOME/MENU KEY:**  Accesses a menu for phone settings and information (see page 7 for menu details)

**CALL LOG (HISTORY) KEY:**  Displays a record of most recent answered, missed and outgoing calls.  The key Illuminates when  you  have *new* missed calls.

**HEADSET KEY:**  Switches calls from handset to headset.  Key is illuminated when headset is active.

**SPEAKER KEY:**  Used to *make **or** answer* call *without* lifting Handset. Key is illuminated when speaker is active.

**VOLUME KEYS:** Controls Ringer, Speaker, & Incoming Voice Levels over Handset/Headset.

**MUTE KEY:** Turns the Microphone *off **or** on* when you are on a call.  Key is illuminated when in use, caller cannot hear you.

## BASIC PHONE AND VOICE MAIL FEATURES

### DIALING PROCEDURES AND PHONE FEATURES

**TO MAKE ANY CALL WITHIN THE DISTRICT** – Dial 4 Digit Extension Number

**TO MAKE A CALL OUTSIDE THE DISTRICT:** Dial 6 and the Number

**HOLD:**   Press HOLD Softkey directly under the display  *appears when connected to a call*

TO RETURN TO CALLER:  Press *Flashing* EXTENSION key

**TRANSFER:**        (*With call on line*)  Press TRANSFER Softkey      *appears when connected to a call*
Enter EXTENSION Number
Press COMPLETE Softkey         *Call is connected*

**CALL PARK:**      Allows you to place a call on *hold in the system* and assign it to a Call Park Slot. The call can be retrieved from *any telephone in the system* by pressing the associated Call Park Slot Key.

**\*\*You may need to scroll by pressing the right and left arrow keys to see PARK SLOTS**

TO PARK:          *With caller on line* Press Available CALL PARK Key, Key lights green on your phone, red on others
Advise person of Call Park Slot Number
TO RETRIEVE:     Lift Handset or Press SPEAKER Key
Press Applicable CALL PARK Key     *caller ID of held call is displayed*
Press CONNECT Softkey              *you are connected to call, begin speaking*

NOTES:  If parked call is *not retrieved* within a predetermined number of seconds, call will "*Callback*" to the phone it was parked from.

### VOICE MAIL

Your mailbox is a virtual number in the system. You will receive your mailbox number from the District Office.  Calls will be transferred to mailboxes from the main office and you will receive both a voicemail on your telephone and an email with the voicemail attached.  You must delete the voicemail from your telephone.

#### TO CHECK FOR MESSAGES

**LOG ON** *from Any District Phone*
Press MESSAGE Key
**When Answered**
Enter your assigned MAILBOX Number
Press #
Enter Your PASSWORD
Press #
Press 2 to listen to message immediately
Press 0 to bypass the header

**LOG ON** *From Any Phone Outside the District*
Dial: 315-426-3099  press 1
**When Answered**
Enter your assigned MAILBOX Number
Press #
Enter Your PASSWORD
Press #
Press 2 to listen to message immediately
Press 0 to bypass the header

Note**:**       *Delete* Press \*3     *Save* Press #     *Skip Back 5 Seconds* Press 5     *Help* Press \*4

**IMPORTANT NOTE:  PLEASE SEE PAGE 3 FOR FIRST TIME MAILBOX SETUP INSTRUCTIONS**