

# Shaker Heights City Schools Phone System

## QUICK REFERENCE GUIDE



### Parts of your Phone

- LCD Display: Used to display your number and other information such as the district phone directory
- Line Selector
- Soft Key Menu
- Soft Key Buttons
- Rocker Button (for moving up and down the display)
- Directory (search the District phone directory)
- Volume for speaker

**Note: Phones in classrooms do not ring during class hours. Building secretaries can contact classrooms if necessary.**

### Voicemail

**Check voicemail daily. Return calls within 24 hours if possible.**

#### To Check Voicemail from Within the District:

- Press the messages button. Enter your ID and PIN as prompted. If calling from a phone other than yours in district, press \* during the greeting.
- When prompted, enter your ID, if required, then press #.
- When prompted, enter your PIN (password).
- Press 1 to hear new messages, or press 3 to review old messages.

#### To Check Voicemail from Outside the District:

- Dial 216/295-5555. Press \* to access your voicemail.
- When prompted, enter your ID (extension number), followed by #.
- At the prompt, enter your password, followed by #.
- Press 1 to hear new messages, or press 3 to review old messages.

#### Use the following keys to manage your messages and to control playback:

- |                   |                       |
|-------------------|-----------------------|
| 1 Restart message | 7 Rewind, small       |
| 2 Save            | 8 Pause or resume     |
| 3 Delete          | 9 Fast-forward to end |
| 5 Change volume   |                       |

**To change voicemail:** Access your voicemail, press 4 and follow prompts.

#### For your voicemail greeting, the standard script is:

Hello, you have reached the voicemail of [name] [your title & building or department]. Please leave a message and I will return your call. Thank you.

### Making Calls

#### TO ANSWER A CALL

Pick up the receiver and talk. Always answer with your name and building or department.

#### TO MAKE A CALL WITHIN THE DISTRICT

Dial the 4-digit extension

#### TO MAKE A CALL OUTSIDE THE DISTRICT

Dial 9, then the 7-digit number if within area code 216, or 9+1+area code+7-digit number.

The calling area is limited to area codes 216, 330, 440 and toll-free numbers.

### Getting Help

Call 295-4844

E-mail [HelpDesk@shaker.org](mailto:HelpDesk@shaker.org)

On the web: [www.shaker.org/staff](http://www.shaker.org/staff)

# ADVANCED FEATURES

## Place Call on Hold

Press **Hold** soft key. To retrieve a held call, press the **Resume** soft key.

## Dial from Shaker Directory

1. Press the **Directories** button
2. Press the up or down arrows on the rocker button to navigate to the directory you want, or press **5** to select the Corporate Directory.
3. Press the up or down arrows on the rocker button to select the search field option you want. You can search by last name, first name, or extension number.
4. Using the keypad, enter the last name or first name for the entry.
5. Press the **Search** soft key to find your selection.
6. If your search results in multiple listings, use the up or down arrows on the rocker button to select the correct number.
7. Press the **Dial** soft key to dial the selected number.

## Conference Calls

1. During a call, press the **More** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call

## Mute /Speaker

1. While on a call, press the **Mute** button to mute your voice on calls. Button will light up. Press **Mute** again to resume your conversation.
2. To use Speaker/hands-free: While on a call press the Speaker button. Button will light up. Press **Speaker** again to go back to handset only sound.

# USAGE GUIDELINES

- Check voicemail daily. Return calls within 24 hours. Change your voicemail message during breaks/vacation. To change your message, access voicemail and press 4 for setup. Follow prompts to change greeting.
- Office staff will direct incoming staff calls to voicemail unless caller requests a written message.
- Do not unplug the phone from the wall or at the phone. Do not add any devices to the phone.
- Do not move phone from its assigned location. If a phone needs to be moved, contact the help desk.
- Students may use the phone only under adult supervision.
- The calling area is limited to area codes 216, 330 and 440, and toll-free numbers.
- Use of telephones is governed by the School District's Information Technology Acceptable Use Policy. The policy is available at <http://www.shaker.org/InformationTechnologyAcceptableUsePolicy.aspx>