MMSD Cisco Telephone **USER GUIDE**

The Basics

Place a call
To place a call, lift the handset and dial the 5 digit MMSD extension or **8 + number** for any outside call.

End a call
Hang up or press the End Call soft key

Answer a call
Lift the handset or press the speaker phone button

Decline a call
Press decline and the call will be sent to voice mail.

Transfer a call
While on a call, press the transfer key and dial the 5 digit MMSD

What's the same?

- Phone numbers have not changed
- You can call anywhere in MMSD with a 5 digit number
- The security button for emergencies still rings in your office and then the central office if no answer.
- You can record a threatening conversation by pressing the record button
- Outside calls to classrooms still go straight to voice mail during the instructional day
- You can still transfer calls anywhere in MMSD

More Useful information

Place a call on hold
Press the hold button.
Press the button again to resume the call.

Mute while on a call
Press the mute button to toggle mute off and on. The mute button flashes red when a call is on hold.

To adjust volume
Use this button to adjust the ring volume or the handset or speaker volume if you are on a call.

Adjust settings
Used to adjust the ringtone, wallpaper, brightness, etc. Use the navigation pad to select choices.

Conference call
1. When on a phone call, press the conference button.
2. Make a new phone call. Press the conference button again to connect the calls.

Record a call
When on a phone call, press the Record button. Contact your school office for directions on how to forward the message.

Dial 911
Police • Fire • Medical
EMERGENCY
Or press the Security Button on your phone to call your office. Be sure to contact your office if you have called 911!

Power Users
For more detailed information or to learn about more functions go to https://buildings.madison.k12.wi.us/phones

LINE BUTTON

INDICATOR LIGHT

LCD SCREEN

ACTION BUTTONS

SOFTKEY BUTTONS

NAVIGATION PAD

END CALL

HOLD

CONFERENCE

SPEAKER

MUTE

RETURN

VOLUME

APPLICATIONS

MESSAGES

DIRECTORIES

TRANSFER

HEADSET

515 333 0000   Jan 27 09:30 AM
Jim Nadal   10   1 Edward Molina 408 555 1234   42:03
Martin Bell   2 Stacy Mathews 415 888 2345   0:45
                 3 Tom Woodrow 972 659 2004   10:28
                 4 David Shu 214 787 3435   2:07
End call   Do not disturb   Show detail

First Time Set Up

- Press the Messages button 📟
- Enter the first-time enrollment password (your 5-digit extension)
- Follow voice prompts to setup voicemail. Remember you need to set up your name and your greeting.
- You will need to create a 5 digit PIN to set up your voice mail. (not your extension, or a pattern like 12121, or repeated numbers like 33333 or a simple password like 12345)
- Your greeting must include a "zero out" statement such as "For immediate assistance, please press "0" to reach the office."

> **Smile** when you are talking on the phone so that your message will be positively received!

New Message Indicators

- A solid red light on your handset. 📟
- A voicemail icon next to the line button 📟
- A voicemail icon next to the session button on the right side of the screen

Listen to your Messages

- Press the Messages button 📟 or the session button ⬭ next to the 📟 icon and follow the voice prompts.

6086635208	Jul 20 8:12 PM
📟 1 Chris Smith 35208	

MADISON METROPOLITAN SCHOOL DISTRICT

Ⓢ Security

Redial   New call   Forward all

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Access voicemail from an outside phone
- Dial 608-204-4444 or 4-4444 from any MMSD phone
- Press the * key when your greeting begins
- Enter your 5-digit DN followed by the # key
- Enter your passcode followed by the # key

What's the same?
- You can access your voicemail from outside the system (by dialing 204-4444)
- You can forward a message to any other phone in MMSD.

During Message Menu

When listening to a message, press:

1	Repeat Message
15	Play message properties
2	Save
3	Delete
5	Forward Message
6	Save as new
64	Slow playback
65	Change volume
66	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
#	Skip to after message menu
*	Cancel or back up

After Message Menu

After listening to a message, press:

1	Repeat Message
15	lay message properties
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the sender
5	Forward Message
6	Save as new
68	Send to fax machine for printing
7	Rewind
#	Save as is