FIRST TIME SET UP

The Phone Manager System will prompt you to enter a new security code, record your name and a personal greeting.

The default security code for accessing your mailbox for the first time is **4321**.

1. Dial **8282** to call the auto-attended system.
2. When the system greets you, **dial 4321**.
3. Enter new security code and **press #** *(code can be 4-15 numbers long)*.
4. To confirm new security code, you need to enter it again and **press #**.
5. **Press 2** to record your first and last name.
6. **Press 2** to stop recording.
7. **Press 5** to save.
8. **Press 2** to record your standard greeting.
9. **Press 2** to start recording required greeting:

> Hello, this is **(your name, school/ department)**, Roseburg Public Schools. I am unavailable to receive your call. Please leave a message and I will return your call **as soon as possible**. If you do not care to leave a message, please dial **(school/department main number)** for further assistance. Thank you.

10. **Press 2** to stop recording.
11. **Press 5** to save.

NOTE: The call indicator light will be RED when you have a new message; messages are saved for 14 days.

ACCESS PHONE MANAGER FROM YOUR DPS PHONE

1. Dial **8282** *(Auto-Attendant)*
2. Enter your security code; follow the prompts.
3. **Press 1** to listen to new messages
4. **Press 2** to record and send a message
5. **Press 3** to access Phone Manager functions
6. **Press 5** to listen to saved messages
7. **Press * * *** to quit or just hang up.

NOTE: Option 3 provides access to set user options, e.g., security code, name and greeting.

ACCESS FROM OTHER DPS DESK PHONE

1. Dial **8282** (Auto-Attendant)
2. **Press * ~ press # ~ enter mailbox number**
3. Enter your security code
4. Follow system prompts

ACCESS FROM OUTSIDE THE DISTRICT

1. Dial **541-440-8282**.
2. **Press #** then enter your mailbox number.
3. Enter your security code.
4. Follow the system prompts.

NOTE: To access your mailbox from outside DPS, call your DID. When you hear the personal greeting, **press *** then **press #**; you will be prompted for mailbox number and security code.

WORKING WITH MESSAGES...

AFTER MESSAGE PLAYBACK, you may use any of these commands during message playback without waiting for system prompts:

1. **Press 2** to forward the message.
2. **Press 4** to delete the message.
3. **Press 5** to save the message.
4. **Press 8** to reply to the message.
5. **Press 0** then **press 0** again to replay the date/time stamp.
6. **Press * * *** to quit or just hang up.

WHILE LISTENING TO A MESSAGE, you may dial one of the following commands:

1. **Press 1** to pause then **press 1** to resume.
2. **Press 2** to forward the message.
3. **Press 3** to back up message – 5 seconds
4. **Press 4** to delete the message.
5. **Press 5** to save the message.
6. **Press 6** to review the message.
7. **Press 7** to skip to the next message.
8. **Press 8** to reply to the message.
9. **Press 9** to advance message – 5 seconds
10. **Press 0** then **press 0** again to replay the date/time stamp.
11. **Press * * *** to quit or just hang up.

CHANGE YOUR SECURITY CODE

1. Dial **8282** and enter your security code.
2. **Press 3** for Phone Manager.
3. **Press 1** for Personal Options.
4. **Press 4** to change your security code.
5. Enter new security code followed by # *(code can be 4-15 numbers long)*.
6. To confirm your new security code, you need to enter it again and **press #**.

CHANGE YOUR RECORDED NAME

1. Dial **8282** and enter your security code.
2. **Press 3** for Phone Manager.
3. **Press 1** for Personal Options.
4. **Press 5** to change your first and last name.
5. **Press 2** to start recording.
6. **Press 2** to stop recording.
7. **Press 5** to save.
8. **Press 6** to review recorded name.
9. **Press 4** to delete name and re-record.
10. **Press *** to cancel and quit the system.

CHANGE YOUR STANDARD GREETING

1. Dial **8282** and enter your security code.
2. **Press 3** for Phone Manager.
3. **Press 1** for Personal Options.
4. **Press 3** to access your personal greetings.
5. **Press 2** to record your standard greeting.
6. **Press 2** to start recording required greeting:

> Hello, this is **(your name, your school/ department)**, Roseburg Public Schools. I am unavailable to receive your call. Please leave a message and I will return your call **as soon as possible**. If you do not care to leave a message, please dial **(school/department main number)** for further assistance. Thank you.

7. **Press 2** to stop recording.
8. **Press 5** to save.
9. **Press 6** to review your greeting.
10. **Press 4** to discard and re-record.
11. **Press *** to quit without saving or recording.

CHANGE YOUR OUT-OF-OFFICE GREETING

1. Dial **8282** and enter your security code.
2. **Press 3** for Phone Manager.
3. **Press 1** for Personal Options.
4. **Press 3** to access your personal greetings.
5. **Press 3** to record your out-of-office greeting.
6. **Press 2** to start recording required greeting:

> Hello, this is **(insert name, school/ department)**, Roseburg Public Schools. I am out of the **(school building/school district)** and will return **(day/date)**. Please leave a message or dial **(school/ department main number)** for further assistance. Thank you.

7. **Press 2** to stop recording.
8. **Press 5** to save your recording.
9. **Press 6** to review your greeting.
10. **Press 4** to discard and re-record.
11. **Press *** to quit without saving or recording.

QUICK ACCESS FROM MAIN MENU

CHANGE YOUR PERSONAL SETTINGS
1. **Press 314** to change your security code.
2. **Press 315** to record your name.
3. **Press 3132** to change standard greeting.
4. **Press 3133** to change out-of-office greeting.

TRANSFER DIRECTLY TO VOICE MAIL

1. **Press** the **Transfer** key
2. Dial **8282**, when automated system answers
3. Enter the person's mailbox number, **press #**

TYPES OF TRANSFERS

A **BLIND transfer** is when you transfer a call to someone and hang up when you hear their phone ring or voicemail greeting.

A **SUPERVISED transfer** is when you transfer a call to someone and wait for the person to answer in order to 'announce' the caller.

NOTE: During a **Supervised transfer**, if you need to bring the caller back on the line, instead of having them go into the person's voicemail, **Press * * *** (three times) to get the caller back.

THINGS TO NOTE

- When sending a message, **press 9** to access the **Dial-By-Name Directory**.
- Each time you **press *** you back up one level in the voicemail system
- To exit completely out of the voicemail system, **press * * *** (three times).
- You can always dial ahead of the system, and not wait for the system prompts

Superintendent's Required STANDARD GREETING

Hello, this is **(your name, your school/ department)**, Roseburg Public Schools.

I am unavailable to receive your call. Please leave a message and I will return your call **as soon as possible**.

If you do not care to leave a message, please dial **(school/department main number)** for further assistance. Thank you.

Superintendent's Required OUT OF OFFICE GREETING

Hello, this is **(insert name, school/ department)**, Roseburg Public Schools.

I am out of the **(school building/school district)** and will return **(day/date)**.

Please leave a message or dial **(school/ department main number)** for further assistance. Thank you.

Roseburg Public Schools

CallXpress

VOICEMAIL USER GUIDE

BLACK BOX
NETWORK SERVICES

USING YOUR TELEPHONE

CALL INDICATOR LAMP:
. Located in the upper right corner of the telephone, the lamp flashes for an incoming call and is lit solid when a voicemail message has been left.

LCD (UQUID CRYSTAL DISPLAY):
- Displays current date & time, soft key options & caller ID information.

EXIT:
You may exit from a screen mode by pressing this key.

SOFT KEYS:
Round, grey keys underneath the LCD that when pressed, activates the feature displayed above it.

NOTE: The features displayed on the screen may change according to call handling status.

NOTE: Not all soft key features are programmed for use.

RECALL:
Press this key to finish an outside call & receive dial tone.

MIC:
Press to turn on/off the MIC for speakerphone calls. •
LED on MIC key lights when active

VOLUME (UP/DOWN):
Volume (Up/Down) will allow you to do the following:
- Change the contrast of the LCD while the phone is idle.
- Change the ringer volume while the phone is ringing.
- Control the volume of the person speaking during conversation.

HOLD:
Press this key to place a call on hold.

TRANSFER:
Allows you to transfer calls to another station or outside number.

SPEAKER:
Controls the built-in speaker on the phone, which can be used for hands free dialing/conversation.
• LED on SPEAKER key lights when active.

REDIAL:
- Press REDIAL. *(Last phone number dialed will appear in the LCD.)*
  Press the * key or # key to activate dialing.

PLACE OUTSIDE CALL:
- Lift the HANDSET or press SPEAKER.
- Dial 9 and then the phone number.

NOTE: In some instances you may have a programmed speed dial to an individual or an outside phone number.

• Lift the HANDSET or press SPEAKER.

NOTE: If you have more than one call coming in, press HOLD to place the first call on hold, and then press the FLASHING line key to answer the second call.

GROUP CALL PICK-UP:
To pick-up/answer someone else's phone when ringing: •
Press the PICK UP soft key to answer.

USING SPEAKER PHONE:
- Press SPEAKER & dial desired phone number.
- To disconnect from the call, press SPEAKER again.

NOTE: Make sure the MIC button is on (Lit Red) for callers to hear you when using Speakerphone.

TRANSFER A CALL:
- With the caller on the line, press TRANSFER.
- Dial the station number or press a speed dial.
- Remain on the line to announce the call - or-
- Hang up to release the call from your set.

NOTE: Before you hang up, listen for the phone to ring or for their voicemail to pick up.

NOTE: If transferring to an outside number, remember to dial 9 first.

- With the caller on the line, press the TRANSFER button, you will hear an interrupted dial tone.
  Dial 1 000 and it will prompt you for the 4 digit extension number.
-. Hang up - the call will automatically transfer to the extensions voice mail.

TO PLACE A CALL ON HOLD:
- With a call in progress, press HOLD - *The call will remain on hold for approx. 60 seconds before recalling your extension.*
- To retrieve the call on hold, press the FLASHING line key.

- With your first call in progress, press TRANSFER.
- Dial the second phone number.
- When the second party answers, press CONF to connect all callers.

NOTE: If dialing an outside phone number, remember to dial 9 first.

CALL FORWARD ALL:
When activated, your main line will NOT ring; all calls will go directly to voice mail.
- Press speaker, or lift handset, make sure you are on your line
  Press the CFA button (located on the buttons above your dial pad) or dial *3
- Dial 8282 or press the button marked VM
- Wait for a steady tone, then hang up

NOTE: a light will turn on under your CFA button to remind you that this feature is in effect.

TO REMOVE CALL FORWARD ALL (CFA):
Press speaker, the CFA button or dial * 3, then press the * key - the light will turn off.

CALL FORWARD NO ANSWER:
Will allow your phone to ring 3-4 times before calls transfer to voice mail.
- Lift handset or press speaker, make sure you are on your line
- Dial * 6 8282
  Wait for a steady tone, then hang up

CALL FORWARD ON BUSY:
Will send caller directly to voice mail if you are already on your line.
- Lift the handset or press speaker, make sure you are on your line
- Dial * 8 8282
- Wait for a steady tone, then hang up

PROGRAMMING A SPEED DIAL – USING A PROGRAMMABLE PHONE KEY:
- Press FEATURE.
- Press the key you would like to program as a speed dial.
- Enter the phone number exactly as you'd dial it.
- Press FEATURE again to save.

NOTE: You can't delete a speed dial, but you can program a new phone number over it.

NOTE: You can program any key as a speed dial that isn't already programmed for use. (Keys that don't have a typed/written label above it.)