Quick Start User Guide

LIVERMORE SCHOOL DISTRICT

Use this guide to familiarize yourself with the phone system.

Call Features

Important: Dial 8 for Outside Calls

In case of Emergency dial 911 or 8-911

Voicemail Setup

- Enter default password**
- Record first and last name
- Record standard greeting
- Reset your password – minimum 4 digits

** If you don't know the default password, submit a help desk request under IT Dept Request - Phones

Voicemail Access

Directly from your phone:

- Press Messages button and enter your password

From another district phone:

- Press Messages button or dial 1000
- Enter your mailbox number then press #
- Enter your passcode then press #

From outside the district:

- Call your site main number or 925 960-2900
- Press * when you hear the greeting
- Enter your mailbox number then press #
- Enter your password then press #

Phone System (VoIP) FAQs

Q: How do I dial out?
A: To reach an outside line press 8 then the number. If you are calling long distance press 8 + 1 then the area code and number. To call someone within the district simply dial the four digit extension.

Q: How do I dial 911?
A: You may dial 911 or 8-911 to reach the emergency dispatch.

Q: How do I reach the main office?
A: Dial zero from any phone on the site and you will connect directly to the school main office.

Q: Do VoIP phones have caller ID?
A: Yes, the Caller ID function is available on in-bound and out-bound calls. The number in the top right hand corner of the LCD display on your phone is the number callers see when you call outside the district.

Q: Will I still have the same extension?
A: Yes, your current extension will remain the same.

Q: Can ring tones be downloaded from the Internet to a VoIP phone?
A: No. Additional ring tones cannot be downloaded to a VoIP phone from the internet.

Q: Can I share my fax line with my VoIP phone?
A: No. Fax lines are analog lines and cannot share voice traffic; we will not be touching any fax lines during deployment.

Q: Can I move my phone?
A: No, because the data port has to be programmed for VoIP access. It is VERY IMPORTANT to notify the Information Technology Department by submitting a Help Desk request at: http://helpdesk.lvjusd.k12.ca.us

If you have any questions, submit a Help Desk request at: *https://helpdesk.lvjusd.k12.ca.us*