# Plano Independent School District
# VOIP Quick Reference

## * PISD Voice Mail Numbers
From district phone: 22189
From outside phone: 469-752-2189
### Express Messaging
From district phone: 22190
From outside phone: 469 752-2190

## * Change Voice Mail Password
1. Login to your voice mail box.
2. Press 0 (mailbox options)
3. Press 5
4. Enter new password followed by the # Key
5. Enter your new password to verify

## * Change Your Greetings
2. Login to your voice mail box.
3. Press 0 (mailbox options)
4. Press 1 for unavailable
5. Press 2 for Busy
6. Press 3 for Name
7. Press 4 to record a temporary greeting.

## * Conference Call
**To set up a conference:**
1. Call the first party
2. Press the conference button or the soft key menu.
3. Call the 2nd party
4. When 2nd caller answers the phone press the conference soft menu key to join all parties.

## * Accessing Your Voice Mail Box
**Login From Your Phone (Short Cut)**
1. Press the message button on your 650 model phone, or Press the more button/VM on the 330 model phone.
2. Press the # key when asked for Mailbox
3. Enter your password followed by the # Key

**Login From Another Phone**
1. Press the message button on the phone or dial ext: 22189 or 469 752-2189.
2. Enter your voice mail box number followed by the # key.
3. Enter your password followed by the # key

**Listen or Send a Voice Mail Message**
- Press 1 to listen to a new message
- Press 2 to listen to other messages
- Press 3 for Advanced Options
  - Press 1 to Reply
- Press 5 to Repeat the message
- Press 7 to delete the message
- Press 8 to forward to another user
  - Enter the voice mail box #
  - Press 1 to prepend the message and # to send
  - Press 2 to send without a prepend message and # to send
- Press 9 to save the message

**While listening to a message**

- Press # to fast forward
- Press * to reverse
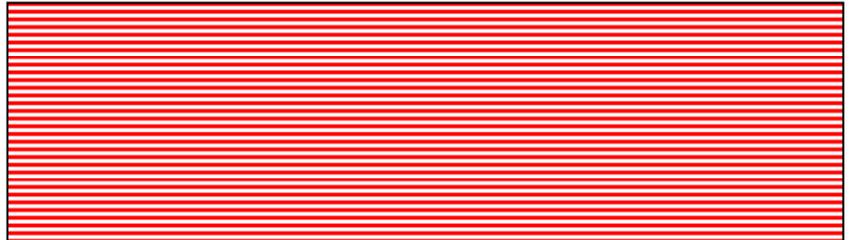
## * Transfer a Call
**Consulting Transfer**
**(to speak to the party before you complete the transfer, caller id will indicate you as the caller)**
1. During a call, Press the transfer key.
2. Enter the number to which you want to transfer the call.
3. As soon as you hear the ring-back or after the partner answers (and you speak to the party), press transfer key.

**Blind Transfer**
**(to transfer directly to the desired number, caller id of the caller will appear)**
1. During a call, Press the transfer key.
2. Press the blind key.
3. Enter the number you would like to transfer the call to

**\* Forward a Call on Model 650**

**All calls forwarding**
1. Press the Menu key and select features
2. Select the forward (soft key)
3. Select the type of forward using down arrow keys.
   a. **Always**: all incoming calls,
   b. **No Answer**: (√)
4. Enter the desired number to forward all future incoming calls.
5. Press the enable key to confirm call forwarding.

**Disable call forwarding**
1. Press the Menu key and select features
2. Select the forward (soft key)
3. Press the disable key to turn off call forwarding.
The idle display returns and the regular icon appear as the line indicator.

**Forward an incoming call to another party:**
1. With the phone ringing, press the Forward soft key.
2. Enter a number to forward the incoming call to.
3. Press the Enable soft key.
The incoming call is forwarded to the other party. If call forwarding is
disabled, all future calls will not be forwarded and forwarding will remain

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**\* Forward a Call on Model 335**

**All calls forwarding**
1. Press the Menu and Select Features/ Forward/ (√)
2. Select the type of forward using down arrow keys.
   c. **Always**: all incoming calls, Enter the desired number to forward all calls. (√)
   d. **No Answer**: (√) Enter number to forward and press the down arrow key enable. Press down arrow key to enter number of rings before forwarding.  Set to no more than 2.
3. Press the (√) contact.
4. Enter the number to forward (√)
5. Select ok
6. Press the down arrow key ↓
7. Select (disabled) (√)
8. Press the up arrow key ↑
9. Select enable
10. Select ok
11. Press the left arrow key to save ←
12. Select yes to save

**Disable call forwarding**
1. Press the Menu and Select Features/Forward (√)
2. Select the type of forward using down arrow keys
3. Press the (√) contact.
4. Press the down arrow key ↓ to the enable
5. Select disable (√)
6. Select ok
7. Press left arrow key to save ←
8. Select yes to save

**Forward an incoming call to another party**:
1. With the phone ringing, press the Forward soft key.
2. Enter a number to forward the incoming call to.
3. Press the Enable soft key.
The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain