

This SUSD Phone User Guide:



This guide includes information about phone features and functions that are used on an everyday basis and in some cases are specific to the phone system in SUSD. Because we are not using all features of the phones covered in the Cisco user guide, we have included only those pages that pertain to our phones. To obtain the complete copy of the Cisco IP Phone 7940 Series User Guide, please go to the district website at: <http://www.saratogausd.org/techNew.html> and choose the user guide that pertains to you.

Is it possible to adjust/change this on my phone or should I contact the network administrator?

You are able to adjust/change the following (via feature button, navigation and soft-keys) on your own:

- LCD Screen contrast (see pg. 4 of this guide or pg 2/5 of the Cisco User Guide)
- Ring Tone Type (see pg. 2/3 of the Cisco User Guide)
- Ring Volume (see pg. 2/2 of the Cisco User Guide)
- Change Voicemail settings (see pg. 5 of this guide)

You will need to contact the network administrator (Howard) to do the following:

- Increase or decrease the number of times your phone rings before going to voicemail
- If phone lines or internet lines are down
- If you are experiencing “echoing” during a phone call
- If you are experiencing a large number of dropped calls

Inter-campus Dialing FAQs



Q: How do I access inter-campus dialing?

Currently, SUSD campus codes are as follows:

Argonaut Elementary School:	61
Redwood Middle School:	62
Foothill Elementary School:	63
Saratoga Elementary School:	64
District Office:	65

- Dial the **campus code** and the **three digit extension** of your party. (For example, if you are trying to reach Amy at the DO from any campus phones *except* phones at the DO, you would dial 65 + 200)
- Your name will also show up on the person you are trying to reach's LCD phone screen, identifying you to the person you are trying to reach.

Q: How do I transfer calls using inter-campus dialing?

- Push the transfer key on your digital screen.
- Dial the campus code number.

Argonaut:	61
Redwood:	62
Foothill:	63
Saratoga:	64
District Office:	65
- Dial the person's extension you want to transfer the call to.

Q: How do I access voicemail from a remote location?



- Dial your "home base" phone number (Example: district office is 867-3424)
- Wait for the Automated Attendant to answer
- Press 1
- Type in your extension and then press #
- After you hear your message answer, press *
- Type in your extension and then press #
- Type in your password and then press #
- You should be able to access your messages

Phone Function FAQs

Q: How do I put a call on hold? (pg. 3/6 of Cisco User Guide)

- Press the **HOLD** softkey on your LCD screen
- To resume the call, press the **RESUME** softkey on the LCD

Q: How do I change the contrast on the phone LCD screen? (pg. 2/5 of Cisco User Guide)

- Press the **Settings** button. (It looks like this: )
- From the Settings menu, use the Navigation button to select Contrast. Navigation Button: 

Q: How do I transfer calls? (pg. 3/7 of Cisco User Guide)

- During a call, press the **transfer softkey**. This puts a call on hold.
- Dial the extension to which you want to transfer the call.
- Press **transfer** again.
- Hang up the handset.

Q: How do I forward calls to a different extension? (pg. 3/14 of Cisco User Guide)

- Press the **CFwdAll** softkey. You should hear two beeps.
- Enter the number to which you want to forward all of your calls, exactly as you would if you were placing a call to that number.
- Press “**end call**” softkey.
- An animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD screen also displays a message confirming the number of the extension to which your calls are being forwarded.

Q: How do I cancel a call forward? (pg. 3/16 of Cisco User Guide)

- To cancel call forwarding, just press the **CFwdAll** softkey again. LCD display should return to normal settings.

Q: How do I suspend my phone ringing? (Using Do Not Disturb (DND) feature)

- On the LCD screen, press “more”
- You will see three more options. Choose DND (Do Not Disturb)
- DND will be listed on your LCD screen and your phone will not ring though you will see an “answer” button when a call is coming in.

Q: How do I cancel the Do Not Disturb (DND) feature?

- To take off the DND, simply press “more” on your LCD screen again and press DND. You’ll see the DND notification on your LCD screen disappear

VoiceMail FAQs

Q: How do I access voicemail? (pg. 3/21 of Cisco User Guide)

Press the  button to listen to new and saved messages.

Q: How do I change my personal voicemail settings?

- Dial 8 plus your extension (example 8200)
- Press the * key during the voice prompt
- Enter user id (extension number) followed by the # (example 200#)
- Enter your password #
- Press 4 to enter setup options
- Press 1 to record or modify main greeting
- Press 2 to record or modify message settings
- Press 3 to change personal settings—passwords, name, etc.
- Press 0 for help
- Press * to exit

Q: How do I access voicemail from a remote location?

- Dial your “home base” phone number (Example: district office is 867-3424)
- Wait for the Automated Attendant to answer
- Press 1
- Type in your extension and then press #
- After you hear your message answer, press *
- Type in your extension and then press #
- Type in your password and then press #
- You should be able to access your messages

Q: How do I dial directly to another person’s voicemail?

- Press 8 and then the person’s extension
- You will be delivered directly to voicemail without the phone ringing in an office or classroom
- If you are dialing off campus directly to voicemail, dial the campus two digit number, then 8, then your party’s extension (example using district office campus code: 65 + 8 + 200).
- If you want to transfer a call directly to somebody’s voicemail:
 - Press the transfer key
 - Press 8
 - Dial the party’s extension

Changing the Auto Attendant Greeting

Q: How do I change the auto attendant greeting?

- Dial 6002
- Enter your extension
- Press #
- Enter your password (prompted as PIN)
- Press #
- To administer automated attendant alternate greeting, press 1
- Press 1 to hear the current greeting
- Press 2 to re-record the alternate greeting
- Press 1 to save and activate new alternate greeting
- Use the softkey “end call” to hang up