Clean the Phone Screen
If your phone screen gets dirty, **wipe it with a soft, dry cloth**.

**CAUTION:** Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Get Notified When a Contact is Available:
If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.
1) Press **CALLBACK** while you are listening to the busy tone or ring sound.
2) Press **EXIT** to exit the confirmation screen
3) When you hear the ringtone that the person is available and see the message, press **DIAL** to place the call again.

Dial an International Number
1) Press and hold **STAR** (*) for at least 1 second. (The plus (+) sign is displayed as the first digit in the phone number.
2) Enter the **phone number**
3) Press **CALL** or wait 10 seconds after the last key press to automatically place the call.

Have a phone question or issue?
Call/email Jean Mazzaro
jmazzaro@mayfieldschools.org
x6784
Or Chris Thomas
x6783
Basic Phone Features

TO PLACE A CALL OPTIONS:
1) To place a call, pick up the handset and enter a number, or
2) With handset in place, enter a number > Press CALL softkey, or
3) Select NEW CALL softkey (engages speaker phone), or
4) Select Speakerphone button and dial number, or
5) REDIAL last number (Press the Redial Softkey)

ANSWERING CALL OPTIONS:
When a new call comes in, Caller identification such as a phone number, name, or other descriptive text appears on the phone display.
1) Lift the handset if call is on your primary line, or
2) Press the flashing amber session for the line ringing, or
3) Press the ANSWER button, or
4) Press the speakerphone button
5) When talking on the phone, and you receive another call, Press the ANSWER button, which will put the first call on hold automatically and answers the new call. When done with the new call, simply Press RESUME to go back to the original call.
6) Press DECLINE when a call is ringing that you are not able to answer and it sends it directly to voicemail.
7) If you do not want to be disturbed, you can ignore an incoming call. While number is ringing, press IGNORE.

TRANSFER CALL:
1) From an active call, press TRANSFER
2) Enter the transfer recipient’s phone number
3) Press TRANSFER again (before or after the party answers). The transfer completes.
4) To transfer a call to someone’s voicemail, press TRANSFER, then *, enter the extension, press TRANSFER again.

FORWARD ALL CALLS:
1) To forward calls received on your primary line to another number, press Softkey FORWARD ALL
2) Enter a phone number or press MESSAGES to forward all calls to voicemail. Look for the confirmation on your phone screen
3) To receive calls again, Press Softkey FORWARD OFF

Basic Phone Features

PUT A CALL ON HOLD:
1) Press the HOLD Softkey or the HOLD button. The hold icon appears and the session button flashes green.
2) To resume a call from hold, press the flashing green session button, or press Softkey RESUME

ADD ANOTHER PERSON TO A CALL: (6 MAX)
1) From a connected call that is NOT on hold, press CONFERENCE
2) Dial a new number
3) Press CONFERENCE button again (before or after the party answers). The conference begins and the phone displays “Conference”.
4) Repeat these steps to add more participants. The conference ends when all participants hang up.
5) To view and remove participants > During a conference, press SHOW DETAILS. To remove a participant from the conference, scroll to the participant and press REMOVE.
6) Press Update softkey to update list of participants

LISTEN TO YOUR VOICE MESSAGES:
1) A solid red light on your handset indicates a voicemail.
2) Press MESSAGES and follow the voice prompts. Be sure to press the correct line button first.
3) To answer your voicemail from another phone, dial x6789, enter your extension #, then your PIN #
4) To retrieve your voicemail from home: Dial 440-995-6789, enter your extension #, then your PIN #

CONTACTS:
1) Press CONTACTS
2) Select Corporate Directory
3) Enter search criteria and press SUBMIT

1) VIEW RECENT CALLS:
2) Select the line
3) Press Applications button
4) Select RECENTS (When phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up).