SACS-Samsung Phone System Basic Operating Instructions

1. OUTBOUND CALL

Press 7 then dial the number.

2. INTERNAL CALL:

Dial the 4-digit extension.

3. CALL ON HOLD:

Press the red <u>HOLD</u> key once.

 To place a call on hold at another extension, while on the phone with someone, press the <u>TRANSFER</u> key, enter the 4-digit extension. When that extension rings, press the red <u>HOLD</u> key. To retrieve the call when at that extension, press the <u>PICKUP</u> key. You can also get a call that is on hold at another extension by dialing *12 then enter the 4-digit extension of the phone where the call is on hold.

4. TRANSFER A CALL:

Press the <u>TRANSFER</u> key and enter the 4-digit extension. You can stay on the line and announce the call or you can just hang up. Once you hang up, the other extension has the call. You can get the call back if you have not hung up by pressing the <u>TRANSFER</u> key again. If the extension you are transferring to hangs up before you do, you will automatically get the call back.

5. CONFERENCE CALL:

While on a call, press the <u>CONFERENCE</u> key. The call is automatically put on hold and you will receive dial tone. Place your next call as normal. Press the <u>CONFERENCE</u> key again to add additional parties to the call (up to 5). Press the <u>CONFERENCE</u> key twice when you are done adding parties to connect all.

6. ANSWER CALLS FROM ANOTHER RINGING EXTENSION:

Press *65 then enter the 4-digit extension of the ringing phone.

VOICEMAIL SETUP

* Number's 13 & 14 are your main voicemail greetings and should be the same recorded message for both.

1. **13. RECORD YOUR MAILBOX GREETING (Required):**

    a. Press the <u>VM MSG</u> key then enter your password (default is 0000). Then press 057 then follow the prompts (3 to record and 2 to stop and # to save). Hang up when finished. This message plays to callers when a Primary Greeting is not recorded and/or a call is transferred directly into your mailbox.

2. **14. RECORD YOUR PRIMARY (NO-ANSWER) GREETING (Recommended):**

    a. Press the <u>VM MSG</u> key then enter your password (default is 0000). Then press 051 then follow the prompts (3 to record and 2 to stop and # to save). Hang up when finished. This message plays to callers when you do not answer your phone.

3. **15. RECORD YOUR NAME (NAME ONLY):**

    a. Press the <u>VM MSG</u> key then enter your password (default is 0000). Then press #72 then follow the prompts. Hang up when finished. This recorded name plays when callers are transferred through the Auto Attendant.

4. **16. CHANGE YOUR PASSWORD:**

    a. Press the <u>VM MSG</u> key then enter your password (default is 0000). Then press #71 and follow the prompts. Default password is 0000.

5. **17. ENTER YOUR DIAL-BY-NAME DIRECTORY NAME:**

    a. Press the <u>VM MSG</u> key then enter your password (default is 0000). Then enter #73 and follow the prompts.

Voicemail Instructions

To change primary greeting:
1. Dial from outside Dial your full extension (431-xxxx)
2. Press # when the message begins
3. Enter your Password
4. Press 051 to enter their recording mode
5. Press 2 to edit greeting
6. Record the greeting
7. Press # to save

To Change Passcode:
1. Enter extension number (or dial from outside 431-09xx)
2. Press # when the person is talking
3. Enter Passcode = 0000 [note how to change this below]
4. Note: press * to exit out of another area, recording primary greeting for example, to change this setting
5. Press 0#71
6. Follow directions provided on the phone

To Change Name
[what someone will hear when a call is transferred to you and before primary greeting]
1. Enter extension number (or dial from outside 431-09xx)
2. Press # when the person is talking
3. Enter Passcode = 0000 [note how to change this below]
4. Note: press * to exit out of another area, recording primary greeting for example, to change this setting
5. Press 0#72
6. Follow directions provided on the phone

To get your voice-mail outside the district
1. Dial 431-2000 or 260-431-2000 if out of the local area
2. When you hear Cathy Slater's voice
3. Dial # and your extension (0861)
4. It will prompt you to enter your password.... (0000 until you change it)

Instructions for the 21 Button Teacher Phones:

Select a Ring Tone:

1. **While on-hook, press TRANSFER and dial 111.**
2. **Dial 1-8 or press the UP and DOWN buttons to hear each ring tone.**
3. **Press TRANSFER to save.**

Select a Ring Volume:

1. **While on-hook press TRANSFER and dial 114.**
2. **Using the UP and DOWN keys select the volume you want to adjust.**
3. **Press the RIGHT SOFT KEY and change the volume lever with the UP and DOWN keys.**
4. **Press TRANSFER to save.**

VOICEMAIL FEATURES

1. **RETREVING YOUR VOICEMAIL MESSAGES:**

   a. IF you have a voice message, your <u>VM MSG</u> key will be flashing. Press the <u>VM MSG</u> key then enter your password. The default password is 0000. Voicemail Box Numbers are the same number as your 4-digit extension.

2. **LEAVE AN INTERNAL VM MESSAGE FOR SOMEONE:**

   a. Press the # key and enter the 4-digit extension number then wait for the tone. This will not ring the person's phone.

3. **LEAVE A VOICEMAIL REMINDER FOR YOURSELF:**

   a. Press ## and record after the tone.

4. **TRANFER A CALL DIRECTLY TO VOICEMAIL AT ANOTHER EXTENSION:**

   a. Press the <u>VM XFER</u> key then enter the 4-digit extension and hang up. This will put a call directly into voicemail without ringing their phone.

5. **ACCESS VOICEMAIL FROM OTHER EXTENSIONS:**

   a. Press the <u>VM MSG</u> key then the * key. When the main menu plays, press the # key and enter your 4-digit extension. Enter your pass code and follow the prompts.

6. **PLACE A STAFF MEMBER INTO THE VOICEMAIL SYSTEM FROM AN**

7. **EXTERNAL CALL:**

    a. While on the phone with the person, press the <u>VM XFER</u> key and hang up. Then the person just enters # and their 4-digit extension to get to their mailbox.