Using Your Sharyland ISD IP Phone
Basic Instructions for all Models

Please note that for information specific for your phone model, you will need to refer to the specific quick start guide for that phone.

To find your model number, check the upper right-hand corner of your IP Phone (see picture)

Once you have your model number, you can go to your phone's Quick Start Guide on the following pages.

Sharyland ISD Inter-District Dialing:
- To place an internal call, simply dial the 4 digit extension

Dialing Outside the District:
- Local calls: dial 9 + the 7 digit phone number – **do not** dial (956) area code
- Long Distance calls: dial 9 + 1 + Area Code + 7 digit phone number
    - ○ You will hear 3 beeps after the number is dialed
    - ○ After the 3 beeps, enter your 3 digit long distance code
    - ○ Note – you do not need a code for 800 numbers

Placing a Call (6 methods):
1. Lift the *Handset* and dial the number.
2. Enter the number with the phone on hook and press *Dial*.
3. Press the *NewCall* softkey and dial the number.
4. Press the *Redial* softkey.
5. Press the *Speaker* button and dial the number. (7940 and 7960 only)
6. Enter the number with the phone on hook and press *Speaker*. (7940 and 7960 only)

Using the Speaker:
- To switch from the handset to the speaker so that you can listen to a call hands-free, press the *Monitor* softkey or *Speaker* button on the front of your phone during a call, then hang up the handset.
- On 7910 and 7912 models, you will be able to hear the call, but you will not be able to talk on the call.
- To turn off the speaker and continue talking on the call, pick up the *handset*.
- To turn off the speaker and hang up, press the *EndCall* softkey or *Speaker* button.

Hold:
- When on a call press the *Hold* button or Softkey. The Hold button will turn red, or the word *Hold* will be displayed on your screen.
- To retrieve a call placed on Hold, press the *Hold* button or Softkey again.
    - ○ On 7940 and 7960 models, you may need to scroll to the call first, if you have picked up a second call while on hold.
- With someone on Hold you can initiate a second call by pressing the *NewCall* button or Softkey.

Call Transfer:
- To transfer a call to another extension or an outside number, find the *Transfer* soft key on the screen.
- Press the *Transfer* button and dial the number to which you wish to transfer the call.
- Wait for the person to answer and announce the call to them. To complete the call touch the *Transfer* button again and you are done.

Call Forward:
- To use Call Forward find the *CFwdALL* Softkey on your screen and press it.
- You will hear two (2) beeps. Dial the number where you want to forward your calls.
- Call Forward will work to any extension or phone number. You must use a 9 to forward to an external number.
  - See section for *dialing outside number* for additional detail
- To cancel Call Forwarding, press the *CFwdALL* button.
- Forwarding calls to extension 6499 will send all calls directly to voicemail.

Conference Calls:
- A normal call is placed, and you decide you want to add another person to the call.
  - Find the *Confrn* Softkey and press it
  - Dial the number that you wish to add to the call
    - You can speak to this person privately prior to adding them to the conference call
  - Press the Confrn button again. All parties will be connected, you may add additional people to the original call.

Using Directories:
- Press the *Menu* button and select *Directories*.
  - On 7940 and 7960 models, you can press the *Directories* button.
- Use the *Scroll* key highlight the desired option, or press the option number directly.
- Press the *Select* soft key to display the desired call history, or press the option number directly.
- To speed dial a number, scroll to highlight the desired number and press the *Dial* soft key.

Changing the Ringer Type:
- Push the *Settings* Button.
- Select Ring.
- Scroll down and press *Play* to hear a sample of each ring.
- Find the ring you prefer and press *Exit*.
- Press *Save* to save the ring type.

Changing the Volume:
- Ringer Volume – While not in a call, press the *Volume Up / Volume Down* buttons.
- Headset Volume – Pick up *Headset*, press the *Volume Up / Volume Down* buttons, then press the *Save* Softkey.
- Speaker Volume – Press the *Speaker* button (or the *Monitor* Softkey), press the *Volume Up / Volume Down* buttons, then press the *Save* Softkey.