

The PGCPs Getting Started Guide for Phones

An ENA SmartVoice Guide for PGCPs



When making a call: Do not dial 9 for an outside line Do not dial 1 for long distance

Blind Transfer

When you don't need to give the person a heads-up that you are transferring a call to them

Option 1: Using the *Transfer* hard button:

- Answer call
- Press the *Transfer* hard button
- Press the *Blind* soft key
- Enter the number you want to transfer to
- Press *Send* soft key

Note: If you have an appearance of the person you want to transfer to on a hard button on your phone, you can simply press the button associated with that user, to transfer the call directly to them.

Option 2: Using the *Blindxfer* soft key:

- Answer call
- Press the *Blindxfer* soft key
- Enter the number you want to transfer to
- Press the *Enter* soft key

Consultative Transfer

When you want to “announce” the caller and make sure the user is available to accept the transfer

- Answer call
- Press the *Transfer* hard button
- Enter the number you want to transfer to
- When the person answers, announce the caller (the caller is on hold during this time)
 - If the user you are transferring to cannot take the call, press the *Cancel* soft key to return to the original caller
- Press the *Transfer* hard button again to complete the transfer

Note: If you have an appearance of the person you want to transfer to on a hard button on your phone, you can:

- Press the *Transfer* hard button
- Press the hard button associated with the user you want to transfer to
- When the person answers, announce the caller
- Press the *Transfer* hard button again to complete the transfer

Important: You will not be able to complete the transfer until the user you are transferring to answers the phone

Transfer Directly to Voicemail

When a caller calls in for someone you know is out of the office or is not available to take the call, and asks to be transferred to that user's voicemail so they can leave a message

Using the *VMxfer* soft key:

- Answer call
- Press the *VMxfer* soft key
- Enter the number you want to transfer to
- Press the *Enter* soft key

Conference

- During an active call, press the *Conference* hard button
- Enter the number of person you want to bridge in
Note: The first person is on hold during this time
- When that person answers, press the *Conference* hard button to join all parties together
- If you would like to “split” the conference into separate calls, you can press the *Split* soft key.

Note: Principals’ and main office staff’s phones can conference up to four parties; simply repeat the steps above to add the fourth party.

Redial

Option 1: Press the *Redial* hard button

Option 2: Press the right arrow on your silver disk to access your “Placed Calls” list. Use the up and down arrows to find the person you want to call back. Once you have that person highlighted, press the *Dial* soft key

Intercom (Abbreviated Dialing)

You can dial all users within the district using just their five-digit extension

Paging Over the Phones

If your phone has been enabled for zone paging, you will see a *Paging* soft key appear on the main screen

- Press the *Paging* soft key; you will see a list of zones you are allowed to page/transmit to
- Use the up and down arrows on the silver disk to select the zone you want to page to
- Press the *Page* soft key
- You will hear a beep and then you may begin speaking
- When you are done speaking, press the *End Page* soft key

Checking Voicemail on the General Mailbox

If your phone shows an appearance of another extension, besides your own, you have the ability to check voicemail for both numbers

- With the handset in the cradle, press the *Messages* button
- Press the *Select* soft key for Message Center . . .
- The screen will display all numbers you have the ability to check voicemail for (“new messages” will appear after the extension that has new voicemails)
- Select the number of the mailbox you want to check
- Enter the PIN for that mailbox

Note: The red light on your phone will blink if Any of the extensions on your phone have a voicemail. To know which mailbox has the message, look for the envelop icon next to the extension number

For phone support, please contact:

Telephone Services: 301-925-2890

Helpdesk: 301-386-1549

E-mail: Supervisor of the Office of Telephone and Wiring Services,
Robin Evans at revans@pgcps.org

About ENA

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