



## **Marple Newtown School District**

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Avaya IP Phone User Guide

## Overview

This document is designed to provide detailed information regarding the use of the Avaya IP telephony system at the Marple Newtown School District. The focus of this document will be the use of the phones and their related functions, including voicemail.

## Terminology

The following terminology will be used throughout this document. While every effort will be made to keep the terminology consistent, some terms may be used interchangeably. For example, a classroom phone may be referenced as a “classroom phone” or a “9620c”.

**Classroom Phone:** Avaya 9620c IP phone. This phone is identified by the lack of selectable buttons along the right side of the screen.

**Administrator Phone:** Avaya 9640 IP phone. This phone is identified by its slightly larger screen and a vertical row of selectable buttons along the right side of the screen.

**Extension:** This is a 4-digit phone number that is used to reach a room or person. An extension is only useful within the district.

**D.I.D. (DID):** Refers to a full 10-digit phone number. For example, the DID for the MNSD main number is 610-359-4200.

## Additional Information

For additional information regarding the use of the Avaya IP telephony system, please refer to the additional documentation provided. These documents are not customized for MNSD, but are general references from Avaya, the manufacturer of the phone system.

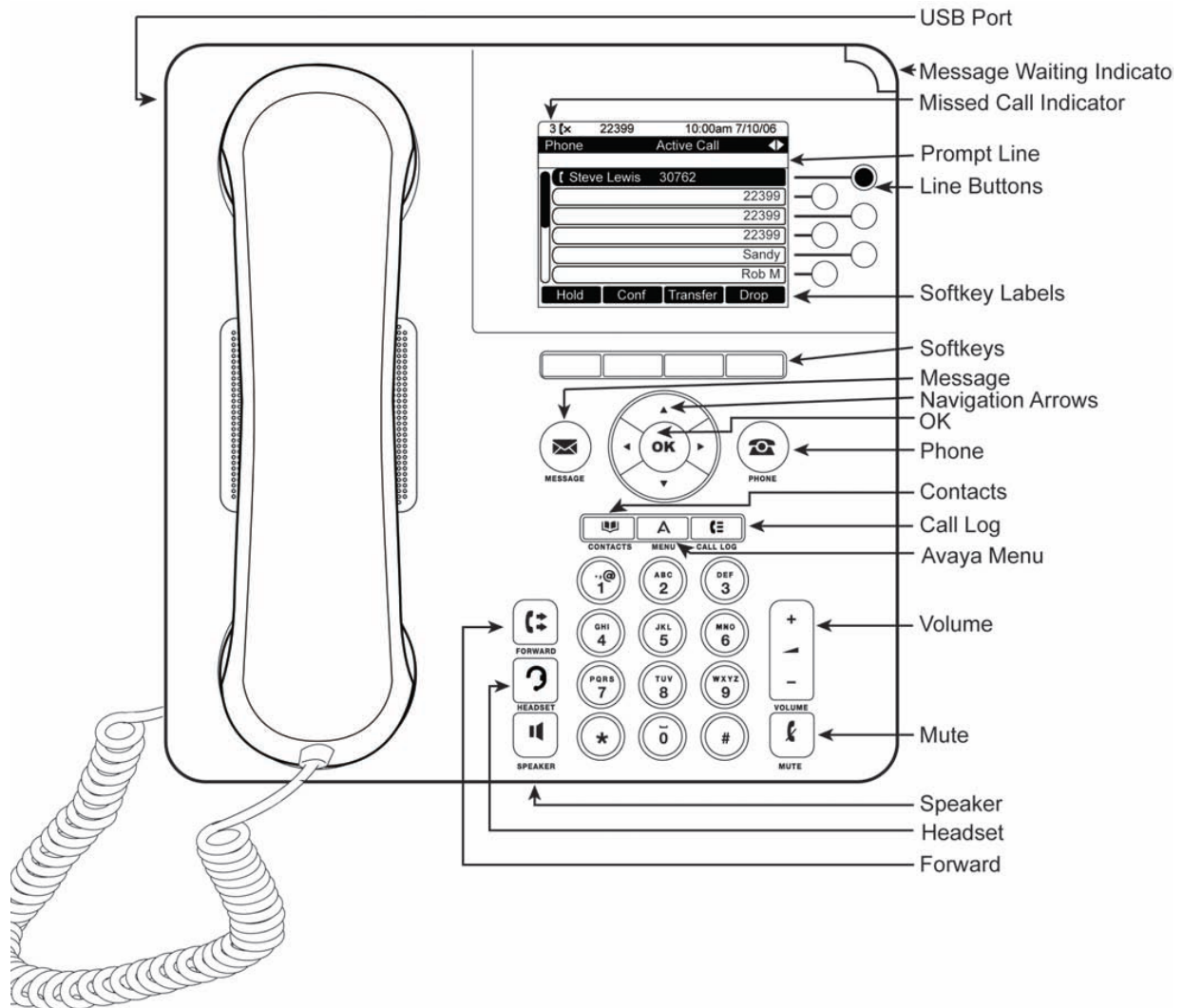
These documents provide additional information which identifies the names and uses for all buttons on the phones. In addition, the Avaya Communication Manager Messaging document provides information regarding the use of the voicemail system.

It is suggested that those documents be reviewed before proceeding with reading this document.

# Basic Phone Functions

## Basic Buttons

Below is a picture of the basic buttons on a 9640 (administrator) phone. The 9620 (classroom) phone has the same basic buttons except for the “Line Buttons” along the right side of the screen. Please refer to the “Admin Phone User Guide” and “Classroom Phone User Guide” for further information.



# Logging into a Phone

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## Logging-in Explained

Logging into a phone provides you with a few key features that would otherwise be unavailable with the default or classroom extension. Most importantly logging into a phone allows you to place calls to phone numbers outside of the district. When you approach a classroom phone, it will be logged in as a default extension that corresponds to the particular room in which the phone is located; this is referred to as a room extension.

Room extensions only have the ability to make and receive calls to and from other district extensions. If you try to call a 10-digit phone number while a room extension is present on the phone you will receive an error tone (similar to a busy tone or signal). Logging into a phone will allow you to place calls to local area codes (610, 484), local-extended area codes (215, 267), and toll-free numbers.

Please note: For safety reasons, all MNSD IP phones extensions can place a call to 911. If there is an emergency and you or anyone else needs to dial 911, you do not need to sign into a phone first. See the section later in this document on emergency calls for further information.

## When to Log-in

You should only log into a phone when you need to place a call to an external number, or when you wish to check your voicemail.

## Logging-in

Logging into an Avaya IP phone is a simple process. The technology department will present you with a USB flash drive that has been programmed with your extension.

In order to log into any IP phone, you plug the flash drive into the USB port that is located on the left side of any phone. This activates your extension on the phone, which allows people to reach you directly regardless of your current location.

When using your USB key for the first time, the phone may go through a short reboot process, which will last less than one minute.

## Multiple Logins

A situation that may occur is when an extension may be logged in at one phone while you are attempting to log into another phone. The phone system will not allow a single extension to be logged in at two places.

If this situation occurs, you will be informed that your extension is already logged in elsewhere as you attempt to log into the second phone. At this time you will be presented with two options. You can press the button below the “Login” label on the screen, to log your extension in at the current location. This will force your extension to be logged out at the second location.

Optionally, you can choose to remain logged in at the first phone by pressing “Continue”. This will cancel the login process on the current phone.

## **Logging-out**

Logging out is as simple as logging in. When you are leaving a room, simply unplug your USB flash drive from the left side of the phone.

Once you have been logged out of the phone, the original extension that was on the phone will return. Normally, the associated room extension will be the extension that will return.

### **Checking Voicemail (While you are logged into a phone)**

The following section assumes that you are logged into a phone using your personal extension. If you are not logged into the phone using your extension, please see the next section.

Start by pressing the messages button on the front of the phone. This will bring you to the main voicemail prompt. Once you hear the prompt asking you to enter your extension, immediately press the “#” (pound) button (There is no need to enter your extension if you are logged in using your personal extension). You will then be asked to enter your voicemail password followed by “#”.

Note: If this is the first time you are logging into your voicemail box, your default password is 1357.

At this point you are now logged into your voicemail box. Refer to page two of the “Avaya Communication Manager Messaging Quick Reference” document for a detailed breakdown of the voicemail menu structure.

### **Checking Voicemail (While another extension is logged in)**

The following section assumes that another extension is currently logged into the phone. If you are logged into the phone using your personal extension, please refer to the previous section.

Start by pressing the messages button on the front of the phone. At the main voicemail prompt you will be asked to enter your extension followed by “#” (pound). Next, you will be prompted to enter your voicemail password followed by “#”. Once you have successfully logged in, you will be presented with the main voicemail box menu.

Note: If this is the first time you are logging into your voicemail box, your default password is 1357.

Refer to page two of the “Avaya Communication Manager Messaging Quick Reference” document for a detailed breakdown of the voicemail menu structure.

### **Changing Your Voicemail Password**

The following section describes the process of changing the voicemail password for your personal extension. This process makes use of some voicemail options that are not presented audibly at the main voicemail box menu. Refer to page two of the “Avaya Communication Manager Messaging Quick Reference” document for a detailed breakdown of the voicemail menu structure.

Start by logging into your voicemail box using either of the processes above. When presented with the main voicemail box menu, press “5” for the “Personal Options” sub-menu. When presented with the “Personal Options” sub-menu, press “4” for password management.

After pressing “4” you will be prompted to enter your new password followed by pound. You will then be instructed to repeat this process to confirm your new password. When you are finished, you can hang up or press pound to return to the main menu.

## **Checking Voicemail from Home**

In order to check your voicemail from home, or any location outside of the district, you must first dial into the voicemail system using the phone number 610-359-4201.

This will bring you to the main voicemail prompt which will ask you for your extension and password. Refer to the “Checking Voicemail (While another extension is logged in)” section for instructions on logging in.

Once you have logged in you will be presented with the same mailbox menu you would be presented with when you are in the office.

## Placing an Emergency Call

With safety as a priority, all MNSD IP phones are able to place a call to 911 without having to log in. If there is an emergency in any part of the building, the closest phone can be used by anyone to place an emergency call.

In the event of an emergency, someone may not know to dial “9” to dial an external number. For this reason the Avaya phone system has been programmed to route calls for “911” and “9911” to emergency services.

## Emergency Call Best Practices

Should you have to place a call to 911, the best practices below should be followed.

First, remain calm. This will allow you to provide accurate information to the dispatcher in a clear a quick fashion.

Second, provide as much information to the dispatcher as possible. Additional information can include, floor, room, your name, etc. This will aid the first responders in quickly locating you when they arrive to the building.

Finally, stay on the phone with the dispatcher and follow any and all instructions they give you.

Please contact your building administrator for any building or district level policies and procedures that should be followed in the event of an emergency.

## Crisis Alert

The Avaya phone system has a feature that will alert district personnel when an emergency call is placed. This feature, called crisis alert, displays the name and extension of the caller on a phone in the main office. This allows the main office staff to be aware of any emergencies in the buildings.

Often when emergency services arrive to a building they will go to the main office. The crisis alert feature will allow the front office staff to quickly escort the emergency responders to the correct area (if needed).

## Accidental Emergency Calls

In the event that you accidentally dial 911, follow these instructions.

First, remain on the line until you reach a dispatcher. Hanging up will not solve the issue. When a call is placed to 911 a dispatcher receives the location name and address before the call is connected. A 911 hang-up call will force the dispatcher to send a police officer to the building to investigate.

When you speak with the dispatcher, first explain that this is not an emergency. Next tell them your name and location. Finally, explain to them that you were trying to dial out and accidentally dialed 911.

After you get off the phone with the dispatcher, alert the main office of what just happened. In rare cases the dispatcher may still send a police officer to the building to investigate. Alerting the main office staff will allow them to greet the police and explain to them the situation, should they arrive.

## General Information

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### How do people outside of the district call me?

The way someone outside of the district reaches you via telephone depends on your 4-digit extension.

If you have an extension that starts with 4 (Ex: 4200), then you can be reached via your D.I.D. Your D.I.D. is 610-359-xxxx. You replace “xxxx” with your 4-digit extension. For example, if your extension is 4379, then someone outside the district can reach you by dialing 610-359-4379.

If your extension starts with anything other than “4”, someone outside the district can reach you through the main office in your building. During regular business hours, someone will answer the main office line and be able to manually transfer the call.

After business hours the main office number will go directly to voicemail. While the voicemail greeting is playing, the caller will have the option to press “1” if they know your extension. Below is an example of this process (6600 is being used as an example extension)

- Call 610-359-4320 (Paxon Hollow’s Main Office Number)
- Press “1” at the main prompt for “dial by extension”
- When the dial by extension prompt plays enter “6600”

### Support

Any issues related to Avaya phone system will be handled by the technology department. Should you experience a problem or have a request pertaining to the Avaya system, please enter a helpdesk request using the category of “Telephony Services”.

If you have a general question about the Avaya system you can contact Chris Burwell via email.