



ENA SmartVoice Training

Polycom IP 550/650

PGCPS



ENA



enaSM

Education Networks of America



Getting to know your phone

TRANSFORM





Buttons versus Soft Keys

Throughout this training and in the user guides, we will refer to both Buttons and Soft Keys

Buttons: Refers to the physical buttons on the phone. These vary depending on the phone model, but are labeled with the name of the function they perform. They always perform the same function.

Soft Keys: Refers to the keys that appear below the LCD screen on your IP Phone. These are called “soft” because the function they perform changes depending on the state of the phone. You will notice different options appearing on the soft keys when you are on-hook versus on a call, as well as when you are using the soft keys to perform certain tasks.



Preferred Method (like a cell phone)

- Enter number, with handset still in cradle, and
- Pick up handset (you will be in handset mode),

OR

- Press “Dial” soft key or button (you will be in speakerphone mode)

Option 2:

- Pick up handset and dial the number
- NOTE: Dialing this way, there is an **inter-digit timeout**. If you wait too long between entering the digits for the number you want to call, the system will think you are done entering digits and attempt to dial the numbers you have entered so far



Placing a Call (cont'd)

You do **not need to dial “9” to get an outside line**

You do **not need to dial “1” before making a long distance call**

You no longer need to enter a long distance code

Once fully deployed you will be able to 5 digit dial other PGCPS employees throughout the district



Answering a call

- **Pick up the Handset**
- **Press the Speaker button**
- **Press the Headset button**
- **Press the Line key for the line that is ringing (this will activate the speakerphone)**
- **Answer or Reject soft key**
 - Answer soft key will answer the ringing line and put your phone in speakerphone mode
 - Reject soft key will send the call to voicemail



Answering multiple calls

- **If you are on line 1 and another call comes in, it will rollover to line 2**
 - You will hear a beep only in your ear and the LED next to line 2 will flash
- **Press the Line 2 button to answer that call. *This will automatically put the party on line 1 on hold***
 - If you are done with the party on Line 1, you can press the “End Call” soft key before answering the second call
- **Use the Line Buttons to toggle back and forth between the active calls you have. The LCD screen will update to show you who is on each line**
- **When you are done with a call, press the “End Call” soft key to disconnect that call.**



Call Lists

- **Can access call lists from navigation arrows**

- Bottom = Missed
- Left = Received
- Right = Placed





Calling from your Call Lists

- **Use the arrows on the silver disk to access the desired call list**
 - Down Arrow: Missed Calls
 - Left Arrow: Received Calls
 - Right Arrow: Placed Calls
- **Then use the arrows to scroll to find the caller you want to call**
- **Press the “Dial” Soft Key, which will activate your speaker phone**
 - You can then pick up the handset if you prefer to be in handset mode



Setting Up Your Voicemail

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- **The first time you call into your voicemail, you will be asked to:**
 - Create a PIN
 - Your PIN can be between 4 and 20 digits
 - Record Your Name
 - Record Your Greeting
- **Please do ALL THREE!**
 - If you don't record your name, then callers will not be able to access you in the Dial By Name directory of the Auto Attendant
 - You can change your name or personal greeting at any time by logging into your mailbox, choose option 3, then select option 1 for Personal Greeting or option 3 to record your name





Checking Voicemail

- **How to know you have new Messages:**

- Red Indicator light will blink
- An Envelope icon will appear next to your extension number on the LCD screen
- When you pick up the handset will hear stutter dial tone

- **To check messages**

- From your ENA SmartVoice phone, press the *Messages* button
- From another ENA SmartVoice phone in your organization, press the *Messages* button, press * when asked for that user's PIN, then enter your full number and PIN
- From a phone outside your ENA SmartVoice system, dial 1-877-675-1152 and enter your full number and PIN.





When listening to your Messages

- Option 1 = Repeat the message
- Option 2 = Save the message (messages will be saved for 30 days)
- Option 3 = Delete the Message (messages will stay in trash folder for 14 days)
- Option 4 = Reply to Message
- Option 5 = Send a Copy



4-way Conference

You can Conference 4 people (including yourself)

- During an active call, press the *Conference* button or the *more then confrnc* soft keys
- Enter the number of person you want to bridge in
 - Note: the first person is on hold during this time
- When that person answers, hit the *conference* button or *confrnc* soft key to join all parties together
 - You can add another person by performing the above steps again
- If you would like to “split” the conference into separate calls, you can press the *split* soft key.



Transferring a call – Blind Transfer

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Using the *Transfer* Hard Button:

- Answer call
- Press *Transfer* 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 your phone, you can:

- Press the *Transfer* button
- Press the *Blind* Soft key
- Press the button associated with the user you want to transfer to

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



Transferring - Consultative

Consultative

- Answer call
- Press *Transfer* 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 *Transfer* button again to complete the transfer

Note: if you have an appearance of the person you want to transfer to on your phone, you can:

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



Transferring – Directly to Voicemail

Using Transfer hard button:

- Answer call
- Press *Transfer* Button
- Press *Blind* soft key
- Dial *90 and dial the extension
- Press *Send* soft key

Using VMxfer Soft Key:

- Answer Call
- Press the *VMxfer* Soft Key
- Enter the number you want to transfer to
- Press the *Enter* Soft Key





Call Forwarding – From the Phone

Call Forwarding Options

- ***72** – Unconditional Call Forward
(*73 to reset)
- ***92** – Call Forward on No Answer
(*93 to reset)



Directed Call Pick-Up: *53

- Lets a user retrieve a call that is ringing at another extension by dialing *53 followed by the extension number

Group Call Pick-Up: *54

- Lets a user pick up a call currently ringing at any extension in their Call Group, by dialing *54.
- You can also use the “GrpPkp” soft key that appears on the LCD screen of the phone to perform this function
 - Your administrator can tell you which extensions are in your Call Group

Note: These features are only available in certain feature packages



Applications Button

Weather

- Current weather
- Weather forecast
- Weather alerts





Paging over the Phones

ENA SmartVoice phones provide the ability to page over the speakerphone of the phones

ENA has created an “All Call” zone which allows approved users to initiate a page from their phone, in the event of an emergency

- This will broadcast the page to all other phones in the building

To initiate a page:

- Press the “Paging” soft key
- Select the zone you want to page to
- Press the “Page” soft key (you will hear a beep)
- When you are done speaking, press the “End Page” soft key

Q&A



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