



Document: Phone Group / Group Extensions
Released: Thursday, April 16, 2009 Revised: 4/20/2009
Helpdesk: Thinkhelpdesk.com/kishwaukeecollege
Location: Faculty Staff Links http://www.kishwaukeecollege.edu/staff_access/
Contact: Helpdesk@kishwaukeecollege.edu Extension 4357

Phone Group / Group Extension

Phone Group:

If you are a member of a Phone group, you will have special abilities to interact with the phones in your group.

- Answer another members phone.
- Park calls for pickup by another user.
- Access group extension voicemail.

Group Extensions:

Group extensions are public use extensions. All users within the group can see when the group extension is called. Based on user preferences, their phone can flash or ring when a group extension is called.

All users within the group with a MWI light can access the group extension voicemail.

Preprogrammed Keys:

Preprogrammed keys are created by the administrator to simplify phone usage. All users have a different setup.



Phone Group Preprogrammed Keys:

DSS/BLF (Extension #)

- Lights up if the extension is in use.
- One touch direct dial to the listed extension.
- Flashes when extension is called, press to pickup.

Park (Space #)

1. With caller on the phone, press park.
2. Caller will be placed on hold.
3. Dial extension to announce caller to second user.
4. Announce park # to second user.
5. Hang up, second user can access park at any time.

Park is specific to each department. While most departments will have a Park 1, only members of the specific Call Group will be able to access their department's Park 1.

MWI (Extension #)

Lights up when a voicemail is received on a group extension number. Press key to access group extension voicemails. (See Voicemail Guide for more information)

When a user presses the voicemail button on their phone, they will always be taken to their personal voicemail.

Transfer Caller Directly To Voicemail:

To send a caller to directly to another users voicemail:

- Press the Transfer button.
- Dial 7000 (voice mail).
- Press *.
- Enter the extension to transfer to.
- Hang up.

Group Extension Voicemail:

A blinking MWI button indicates you have a message. To access voice mail system directly, press the button. Enter your pass code when prompted. You will hear your personal name greeting followed by an auto-attendant greeting announcing the number of messages in your mailbox.

Message Options:

- Press "P" key to play messages.
- press 'P' to play the current message again.
- M" to make a new message.
- G" to give the message to another user.
- K" to keep the message.
- D" to discard messages.
- Press "X" to exit the system.

Users can leave the message on the group extension for another group extension user to pickup or they can send the message to another user's phone/voicemail.

Voicemail Recording

1. Access your voice mailbox .
2. Press M (6) to make a message.
3. Enter the recipient's extension or a distribution list number.
4. Press the pound (#) key.
5. Record your message.
6. Press the pound (#) key.
7. Press R (7) to review your message before sending .
8. After reviewing your message:
 - a. Press D (3) to delete your message.
 - b. Press A (2) to append your message.
 - c. Press M (6) to access message addressing options (see below).
 - d. Press X (9) to send your message and exit.

Press the star (*) key to pause and resume during recording.