

Goodnow Library's Quick Guide:

Wireless Phones (created 3.21.18)

Wireless phone should stay on this charging base when not in use! Green lights mean it's charging and all is well. If you're having a problem with the phone, find your supervisor or call Brian or Mark at extension: 3305 or 3306. You can also try basic troubleshooting yourself (covered later in this tutorial).



Phone Button Basics!

When someone is calling, you can answer by either clicking the green phone button or the button under "answer." To hang up, press the red phone button.

To dial out, enter a phone number like you would at regular phones, with the 85 before it. For example, to call the Wayland Public Library you would dial: 8515083582311 and then press the green phone key to place the call.

Good to Know: Standing and wireless phones have their own numbers/extensions. General extensions make both phones ring. Most common extensions are:

5530: Circulation

5540 : Children's

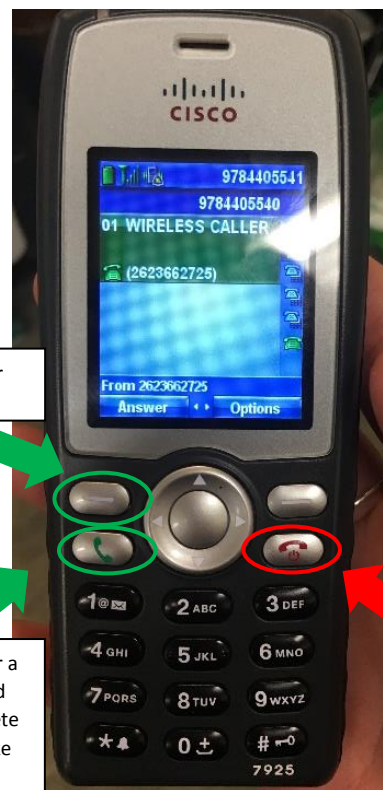
5520: Reference

Wireless phones in both departments will often "configure" or "open" or say "call manager fallback" and during those times will not receive calls. If you've missed a call on the wireless, this might be why! Department Heads know about this issue and will work on it. I will talk about this more in the advanced troubleshooting section.

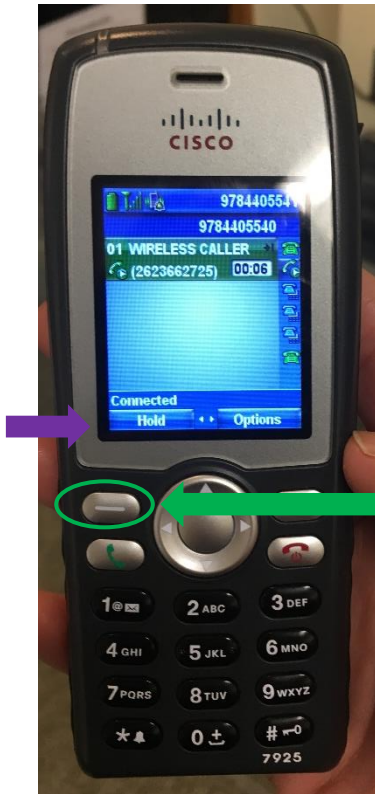
Use to answer phone calls

Use to answer a phone call and use to complete a call you'd like to make.

Use to hang up!

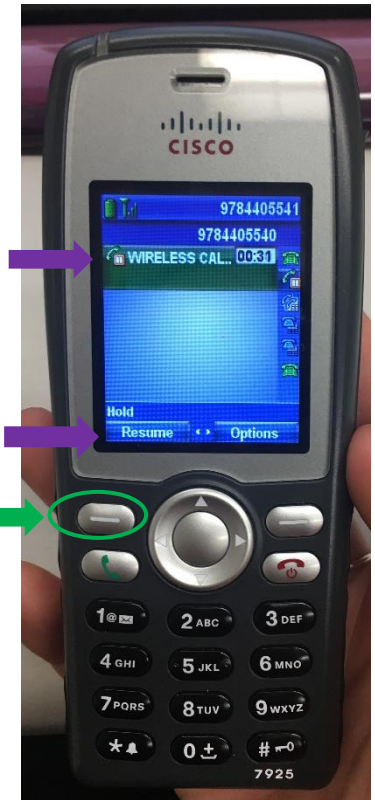


Putting a Call on Hold

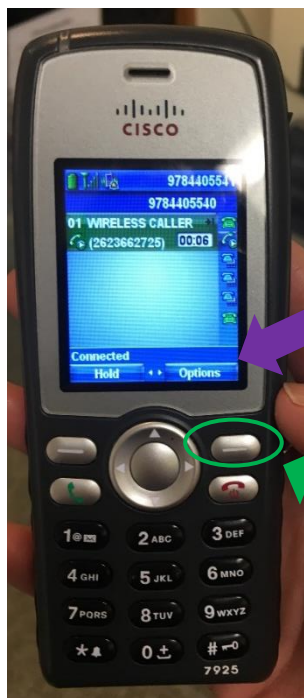


Once you've answered a phone call, you'll see the option to put that call on hold. To put the call on hold, press the button below the the word "hold."

When a call is on hold, you'll see a pause button next to the call. To take the caller off hold, press the button under the word "resume."



Transferring a Call

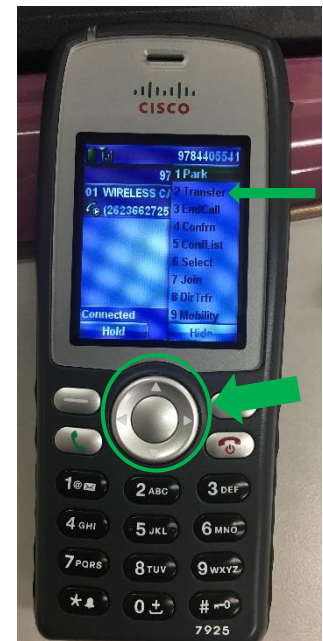


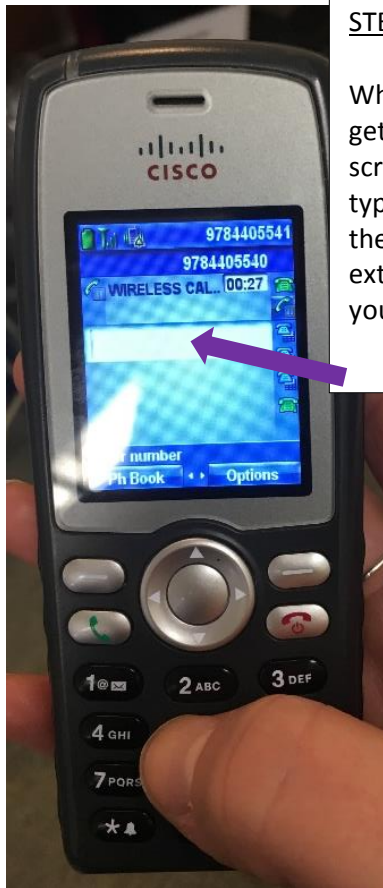
STEP 1:

After you've answered the phone, click on the button under the word "options."

STEP 2:

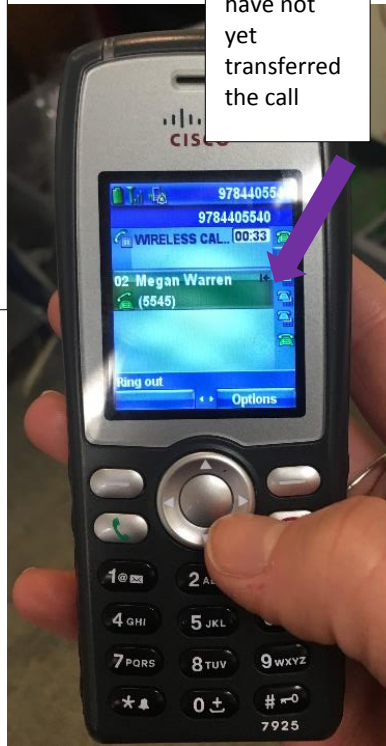
This screen will pop up. Use the middle button to scroll down to "transfer" or hit the number "2."



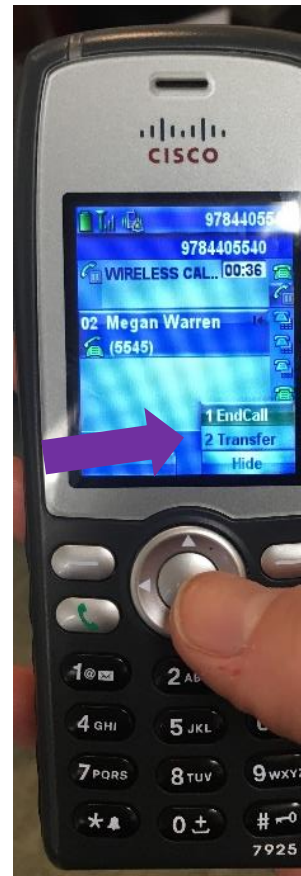


STEP 3:

When you get to this screen, type in the extension you want.



The extension should start ringing. You have not yet transferred the call

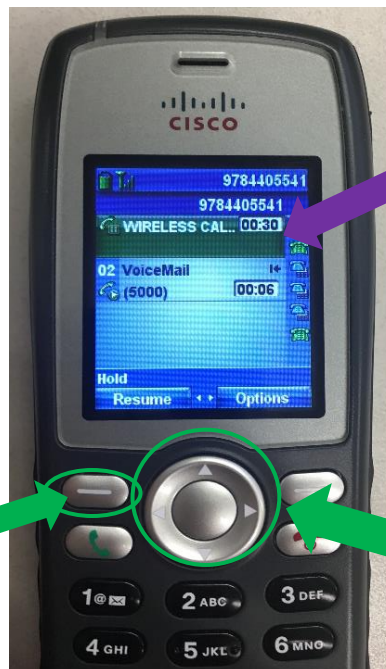


STEP 4:

Talk to the person on the extension or just transfer right away. To complete a transfer, click the button under "options" and then click "2" to transfer or use the middle button to scroll down to transfer. If you've successfully transferred, the screen should return to normal.

Bonus Transferring Info!

If you're transferring and want to get back to the original call (can happen if the extension doesn't answer), you can use the middle button to scroll up to the original call. Then hit "resume" and you'll be reconnected with the original call!



Click to resume call!

See how this is highlighted green? That means you're working with this call.

Use this to scroll!

Checking Voicemail!

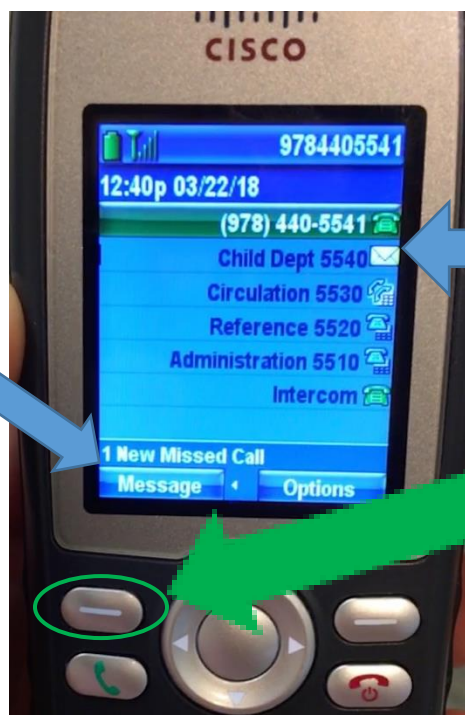
Checking voicemail is much easier from the standard phones. I recommend you do it that way!
Please see the guide to checking voicemail.

If you must check voicemail on the wireless phones, here's how you do it:

In *some* departments, if there is a voicemail the green light at the top of the phone will turn solid red. Bonus fact: When the phone is ringing it flashes red, just like the standard phones.

If you have a recent missed call, the phone will tell you on the bottom left of the screen. This is a good hint that you should check for a voicemail

To just see if there is a voicemail, press the right arrow on the middle button to highlight the phone icon.



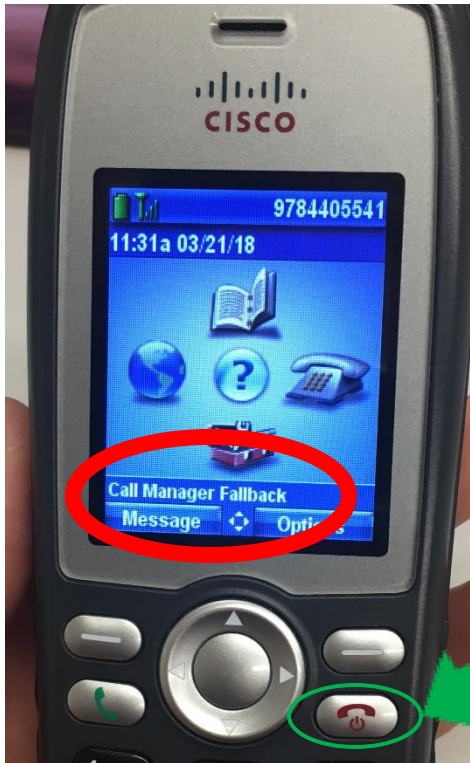
If there is a voicemail, you'll see a flashing envelope next to the line that has a voicemail.

Pressing any of these extensions will call the extension, not voicemail. In order to check voicemail, you'll need to press the button under "messages," which you can find on this screen or the home screen.

When you call "messages" it will ask for your pin. Your pin is the same as the extension of the voicemailbox you want to check. For example, if you wanted to check the children's voice mail, you would type in 5540#

After you type in the pin, follow the voice directions! Reminder that voicemails that have been resolved should be deleted.

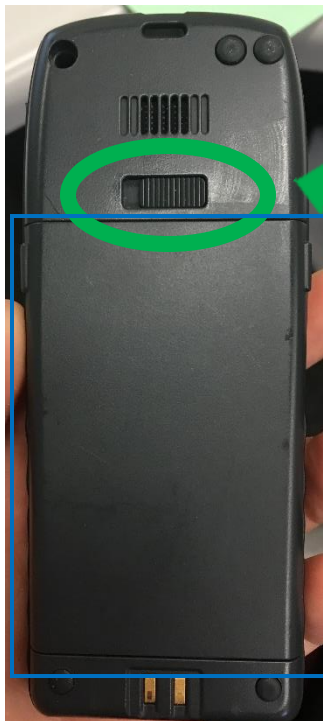
Troubleshooting



The screen on the wireless phone should either say “your current options” or tell you how many missed calls you have. If you see a different message (most commonly “Call Manager Fallback”) or the time and date is wrong, the phone is not working. The easiest way to fix this is by turning the phone off and back on and/or removing the battery. Please try this if the phone is not working.

To turn the phone off, press and hold the “hang up” button until you see the word “Cisco” on the screen. To turn the phone back on, press and hold the “hang up” button until you see Cisco on the screen.

If the phone is still having problems, take out the battery. To take out the battery, look at the back of the phone. You’ll see a little switch. Slide the switch and pull the back off. Then remove the battery. There’s a little ledge by the battery for easy removal. Put the battery back in and then **turn on the phone**. If the phone still isn’t working, tell a Department Head and/or call Brian or Mark.



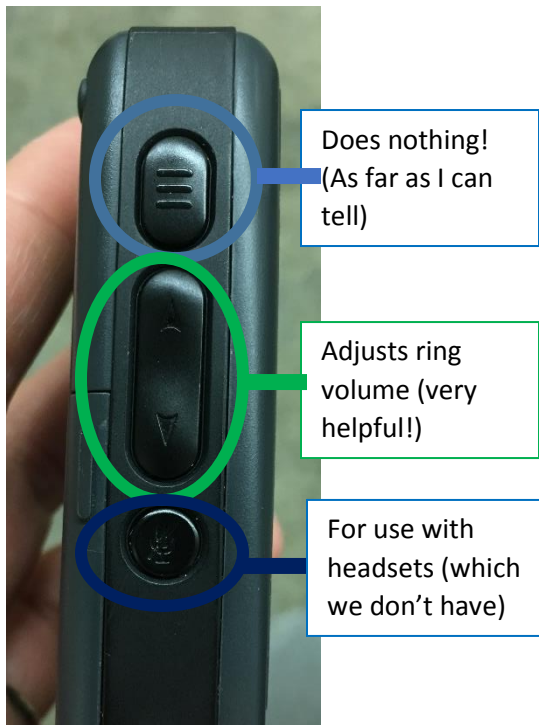
Slide this switch!

Helpful little ledge.

This part comes off.



Advanced Button Pushing



You can use the middle scroll button to look at different phone features. Pressing left will get you nothing (we don't have that feature), pressing up will show you missed/received calls (useful!), down will get you settings (please don't mess with too much) and right will allow you to quickly call certain extensions and show you if there are voicemails. (Please see voicemail tutorial). Pressing the center button will get you to a tutorial and commonly asked questions. Once you're in any of the features, use the center button to highlight what you want to do. When what you want to do is highlighted, press the middle button.



Thanks for reading this guide! Let us know if you have questions! 😊