CHANGING THE PROGRAMMABLE KEYS

SAANICH SCHOOL'S NEW PHONE SYSTEM

USER PROGRAMMABLE KEYS

Please note: Classroom/Shared phones cannot have their on-screen programmable keys changed. This feature is only available to users of hot-desk or dedicated phones.

If you are logged into a hot-desk phone, or use a dedicated phone, your name will be in the top left corner of the phone.
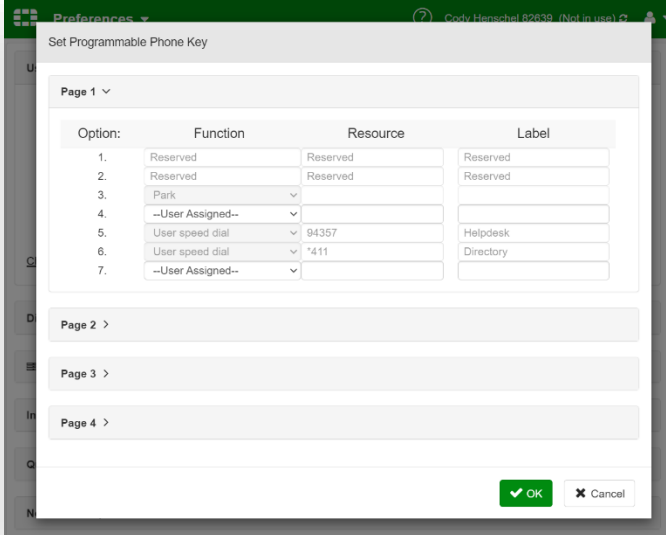
WHAT CAN BE CHANGED?

On the main screen of your phone, there will be two user-configurable keys (key 4 and key 7.)

The other keys on the main screen are reserved.

You also have 3 additional pages of configurable options for a total of 23 total custom keys.

Through the user portal, you can configure the following options by going to **Preferences** and clicking **Programmable Key …** Once you are done configuring your keys, it may take up to 30 seconds to update your phone.

COMMON OPTIONS

EXTENSION APPEARANCE

This will give you a short-cut to dialing the extension you configure on the button. The light will also indicate if they are available (green) on a call (red) or in do not disturb mode (amber)

1. Choose **Extension Appearance** in the Function column
2. Select a **person or room's extension** in the Resource column
3. Choose to edit the label if you like

USER SPEED DIAL

This allows you to enter any number to act as a speed-dial. This would be used if the number is a cellphone, or outside of the district.

1. Choose **User Speed Dial** in the Function column

2. Type the **number** (no spaces or formatting) in the Resource column. It looks like a drop-down menu but it isn't.
3. Give it an appropriate label

PARK APPEARANCE

There is an existing Park option on your phone. This will allow you to park (place on hold for anyone to pick up) a caller in the pool of available "Park" locations, starting with the first available.

If you would like to use a consistent park location, you can use Park Appearance.

1. Choose **Park Appearance** in the Function column
2. Choose a **Park slot** from the drop down menu in the Resource column
3. Give it an appropriate label

When you are in a call, you can press the key you assigned to **Park Appearance** and you will see a "**success**" message on your phone screen. The light will be amber if someone is already in that Park slot. There is no way to *reserve* a Park slot for your personal use.

RESERVED FOR LINE

This phone system pulls from a pool of available "lines" across the entire school district. We equip phones with two buttons to act as a short-cut to grab a line from the pool. These buttons also allow you to switch between current calls with the press of the button.

Even with only two buttons configured, phones can manage up to 6 calls using the on-screen list and the arrow pad.

If you would like additional "Line Pool" buttons you can add them with the Reserved for line option.

1. Choose **Reserved for line** from the Function column
2. Leave **Account 1** in the Resource column
3. Ignore the label (it does not work right now)