Classroom Troubleshooting

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Display/Projector

Display Modes

Overview

Display modes determine how your computer handles the various displays connected to it. This includes monitors, projectors, etc...

There are four basic display modes.

PC screen only

Video will only show on the **main** screen. The name is somewhat misleading as this could be your monitor or your projector. This is the screen where all desktop icons are displayed by default.

Duplicate

Both displays will show the same image. This should be the most familiar mode of operation. Depending on size variances between displays this mode may cause letter boxing.

Extend

Displays are treated as separate and display different things. This is similar to a dual-monitor setup.

Second screen only

Video will only show on the **secondary** screen. The name is somewhat misleading as this could be your monitor or your projector. This is the screen where all desktop icons are displayed by default.

In most cases, only **duplicate** or **extend** modes will be used. In some cases the computer may default to one of the other modes so it is important to be familiar with them.

Troubleshooting Display Issues

Monitor is black but the computer is on (or vice versa).

If the cables are firmly seated between the display and the computer, the computer is probably in **PC screen only** or **Second screen only** mode.

1. Turn on the projector. (This should allow you to see what is happening)

2. Use **Windows Logo + P** on the keyboard to cycle through display modes to select either **Duplicate** or **Extend**.

Document Camera

Information about the document cameras provided by the district and instructions on how to use them.

Document Camera Overview

> Only document cameras that connect to the computer via USB are listed here. For older style passthrough document cameras, simply power on the document camera to use it. Passthrough document cameras will usually have three cables connected to them whereas USB document cameras usually have only one or two.

Document Camera Types



Aver U50 (KB Article)



IPEVO Ziggy-HD (KB Article)



Aver CP135 (KB Article)



Aver 300AF (KB Article)



Lumens LadiBug DC-120 (KB Article)



Lumens LadiBug DC-158 (KB Article)

Using the Aver 300AF Document Camera



Installing the Required Software

In order to use the Aver 300AF document camera, the Sphere 2 software must be installed. If the Sphere 2 software is missing, complete the following steps to install it.

1. Click on the App Portal icon in the taskbar.
2. From the left column, select Document Camera.
3. Click the Install button to the right of the Sphere 2 software.
4. Once the Install button is replaced with an Uninstall button the software is installed.

Starting the Aver 300AF Document Camera

To begin using the Aver 300AF document camera, please follow the steps below.

1. Click on the Start button in the lower-left corner of the screen.
2. Type "Sphere" in the search bar.

3. Click Sphere2 in the search results.

Troubleshooting

"Visualizer is not connected!"

1. Check that the USB cable is connected to the document camera.
2. Check that the USB cable is connected to the computer.
3. Disconnect and reconnect the USB cable.
4. If these steps to not resolve the issue please create a ticket in Eduphoria.

Incorrect video displayed

If multiple cameras are connected to the computer the software might display the wrong video feed. To correct this issue, please complete the following steps.

1. Click the orange sphere2 button in the top-left corner of the window
2. Click Options
3. Click on the Camera Setting tab
4. Select the Aver camera from the list

Using the Aver CP135 Document Camera



Installing the Required Software

In order to use the Aver CP135 document camera, the Sphere 2 software must be installed. If the Sphere 2 software is missing, complete the following steps to install it.

1. Click on the App Portal icon in the taskbar.
2. From the left column, select Document Camera.
3. Click the Install button to the right of the Sphere 2 software.
4. Once the Install button is replaced with an Uninstall button the software is installed.

Starting the Aver CP135 Document Camera

To begin using the Aver CP135 document camera, please follow the steps below.

1. Click on the Start button in the lower-left corner of the screen.
2. Type "Sphere" in the search bar.
3. Click Sphere2 in the search results.

Troubleshooting

"Visualizer is not connected!"

1. Check that the USB cable is connected to the document camera.
2. Check that the USB cable is connected to the computer.
3. Disconnect and reconnect the USB cable.
4. If these steps to not resolve the issue please create a ticket in Eduphoria.

Incorrect video displayed

If multiple cameras are connected to the computer the software might display the wrong video feed. To correct this issue, please complete the following steps.

1. Click the orange sphere2 button in the top-left corner of the window
2. Click Options
3. Click on the Camera Setting tab
4. Select the Aver camera from the list

Using the Aver U50 Document Camera



Installing the Required Software

In order to use the Aver U50 document camera, the Sphere 2 software must be installed. If the Sphere 2 software is missing, complete the following steps to install it.

1. Click on the App Portal icon in the taskbar.
2. From the left column, select Document Camera.
3. Click the Install button to the right of the Sphere 2 software.
4. Once the Install button is replaced with an Uninstall button the software is installed.

Starting the Aver U50 Document Camera

To begin using the Aver U50 document camera, please follow the steps below.

1. Click on the Start button in the lower-left corner of the screen.
2. Type "Sphere" in the search bar.
3. Click Sphere2 in the search results.

Troubleshooting

"Visualizer is not connected!"

1. Check that the USB cable is connected to the document camera.
2. Check that the USB cable is connected to the computer.
3. Disconnect and reconnect the USB cable.
4. If these steps to not resolve the issue please create a ticket in Eduphoria.

Incorrect video displayed

If multiple cameras are connected to the computer the software might display the wrong video feed. To correct this issue, please complete the following steps.

1. Click the orange sphere2 button in the top-left corner of the window
2. Click Options
3. Click on the Camera Setting tab
4. Select the Aver camera from the list

Using the IPEVO Ziggy-HD Document Camera



Installing the Required Software

In order to use the IPEVO Ziggy-HD document camera, the IPEVO Presenter software must be installed. If the IPEVO Presenter software is missing, complete the following steps to install it.

1. Click on the App Portal icon in the taskbar.
2. From the left column, select Document Camera.
3. Click the Install button to the right of the IPEVO Presenter software.
4. Once the Install button is replaced with an Uninstall button the software is installed.

Starting the IPEVO Ziggy-HD Document Camera

To begin using the IPEVO Ziggy-HD document camera, please follow the steps below.

1. Click on the Start button in the lower-left corner of the screen.
2. Type "Presenter" in the search bar.
3. Click Presenter in the search results.

Troubleshooting

Black screen displayed (no video)

1. Check that the USB cable is connected to the computer.
2. Disconnect and reconnect the USB cable.
3. Restart the IPEVO Presenter application
4. Make sure that the correct video device is selected in the lower-left corner of the window
5. If these steps to not resolve the issue please create a ticket in Eduphoria.

Incorrect video displayed

If multiple cameras are connected to the computer the software might display the wrong video feed. To correct this issue, please complete the following steps.

1. Click on the Select Video Device dropdown in the lower-left section of the window
2. Select the IPEVO camera from the list

Using the LadiBug DC-120 Document Camera



Installing the Required Software

In order to use the LadiBug DC-120 document camera, the Ladibug 2.0 software must be installed. If the Ladibug 2.0 software is missing, complete the following steps to install it.

1. Click on the App Portal icon in the taskbar.
2. From the left column, select Document Camera.
3. Click the Install button to the right of the Lumens Ladibug 2 software.
4. Once the Install button is replaced with an Uninstall button the software is installed.

Starting the LadiBug DC-120 Document Camera

To begin using the LadiBug DC-120 document camera, please follow the steps below.

1. Click on the Start button in the lower-left corner of the screen.
2. Type "Ladibug" in the search bar.
3. Click Ladibug 2.0 in the search results.

Troubleshooting

Black screen displayed (no video)

1. Check that the USB cable is connected to the computer.
2. Check that the USB cable is connected to the camera.
3. Disconnect and reconnect the USB cable.
4. Restart the Ladibug 2.0 application.
5. Click on the floating Ladybug icon.
6. Click the button in the top-left corner of the floating buttons so that it appears to be indented.
7. If these steps to not resolve the issue please create a ticket in Eduphoria.

Using the LadiBug DC-158 Document Camera



> The below procedure is for USB operation only. If the document camera has more than two cables connected to it, use the power button to toggle it on and off.

Installing the Required Software

In order to use the LadiBug DC-158 document camera, the Ladibug 2.0 software must be installed. If the Ladibug 2.0 software is missing, complete the following steps to install it.

1. Click on the App Portal icon in the taskbar.
2. From the left column, select Document Camera.
3. Click the Install button to the right of the Lumens Ladibug 2 software.
4. Once the Install button is replaced with an Uninstall button the software is installed.

Starting the LadiBug DC-158 Document Camera

To begin using the LadiBug DC-158 document camera, please follow the steps below.

1. Click on the Start button in the lower-left corner of the screen.
2. Type "Ladibug" in the search bar.
3. Click Ladibug 2.0 in the search results.

Troubleshooting

Black screen displayed (no video)

1. Check that the USB cable is connected to the computer.
2. Check that the USB cable is connected to the camera.
3. Disconnect and reconnect the USB cable.
4. Check that the document camera is powered on (the LED at the front should be blue)
5. Restart the Ladibug 2.0 application.
6. Click on the floating Ladybug icon.
7. Click the button in the top-left corner of the floating buttons so that it appears to be indented.
8. If these steps to not resolve the issue please create a ticket in Eduphoria.

Phone

Information related to district desk phones and voicemail.

Phones Overview

Please select the your phone from the list below to access the user guide for your phone.



Grandstream GXP2170 (User Guide)



Grandstream GXP2135 (User Guide)

Grandstream GXP2170 User Guide

> We are currently working on the new phone system, so please check back for updates to the user experience.

> If you have trouble or encounter an error with the instructions below, please place a helpdesk ticket, so we can look into the issue. Thank you in advance for your patience!



Calling

Internal Dialing

1. Enter the extension
2. Pickup the handset to make the call
    1. For speaker phone, press the red speaker icon just below the volume up button

External Dialing

1. Enter the number 10 digit external number
2. Pickup the handset to make the call
    1. For speaker phone, press the red speaker icon just below the volume up button

> You are no longer required to enter a 8 or 1 before the external number.

Call History

1. Press the button directly below the word *History* on the screen
2. Use the Up and Down arrow buttons around the circle to navigate the call history list
3. Use the Left and Right arrow buttons around the circle to navigate between the different history filters:
    1. All Calls
    2. Answered Calls
    3. Outbound Calls
    4. Missed Calls
    5. Transferred Calls
4. Press the buttons below the screen text to:
    1. Delete a call from the history
    2. Clear all call history from the device
    3. Dial a number from the call history
5. Press the button under the door icon to return to the main screen
    1. The phone will return to the main screen on its own if there's no interaction

Internal Phone Directory

Phone Directory Webpage

The PISD Phone Directory Webpage is the primary means to search for a person's extension. This webpage is continuously updated, so the information is always accurate. Please refer to this page if you are having trouble reaching a person or room as their extension may have changed.

1. Login to the Classlink Launchpad
2. Select the *PHONE DIRECTORY* application
    1. 

    2. Alternatively, you can enter https://phones.princetonisd.net/staff-directory into your web broswer and use the sign-in with Classlink option
3. Select the Campus where you wish to search
    1. This will list all the phones and their extensions for the chosen campus
    2. You can narrow the results by entering information in the filter fields above each column

Phone Local Directory

The phone contains a local copy of the directory in the event you are unable to access the Phone Directory Webpage.

1. Press the button with the Book icon
    1. 
2. Press the Up arrow button in the navigation circle until you enter the Search Field
3. Press the button directly below the phrase *QuickMatch* on the screen
4. Use number keys 2 through 9 to search by name
    1. Pressing each number key will cycle through the alphanumeric characters
    2. The results will automatically update when a new character has been entered
    3. Press the button directly below the phrase *ExactMatch* on the screen to reset the search
5. Use the Up and Down arrow buttons around the circle to navigate the results
6. Navigate to the desired person
7. Press the button directly below the phrase *Dial* on the screen to call them

Voicemail

Voicemail Setup

1. Dial *98 + your extension
    1. EX: If your extension is 1234, you will enter *981234 then place the call
2. Once prompted, enter your passcode followed by #
    1. The default passcode is 1000
3. Once prompted, use option 0 to enter the voicemail setup menu
4. Follow the prompts to customize your voicemail

Checking Voicemail by Email

All voicemail messages left by a caller will be emailed to your Princeton ISD email account. The email will be from noreply@princetonisd.net , and it will contain an audio file of the voicemail message. Simply open the email to view the call details, and play the audio file to listen to the voicemail message.

Checking Voicemail By Phone

> Email is the primary means to access voicemail messages. Most extensions will not have voicemail messages sent to their phone. This section is only for special-use extensions that have the ability to check voicemails through their phone.

1. Dial *98
2. When you hear the auto-attendant's voice, enter your extension followed by #
3. Once prompted, enter your passcode followed by #
4. Follow the prompts to navigate your voicemail box

Transferring Calls

Blind Transfer

> Blind transfer will not give the person at the destination extension any notice they are about to receive a call.

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Enter the extension that you want to transfer the caller to
3. Press the button directly below the phrase *BlindTrnf* on the screen

4. The caller has now been transferred

Using Contact Buttons on the phone's screen

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Press the *BlindTrnf* button
3. Press the button for the contact on your screen
4. The caller has now been transferred

Attended Transfer

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Enter the extension that you want to transfer the caller to
3. Press the button directly below the phrase *AttTrnf* on the screen
4. The other extension will need to answer your call
    1. If the other extension isn't answering:
        1. Press *Cancel*
        2. Press *Resume* to take the caller off hold
    2. If you get the voicemail for the other extension:
        1. Press *Split*
        2. Press *End Call*
        3. Press *Resume* to take the caller off hold
    3. If the other extension answers, but is not able to accept the caller:
        1. Press *Split*
        2. Press *End Call*
        3. Press *Resume* to take the caller off hold
5. Once you are ready to transfer the caller, press the button directly below the word *Transfer* on the screen
6. The caller has now been transferred to the other extension

Using Contact Buttons on the phone's screen

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Press the *AttTrnf* button
3. Press the button for the contact on your screen
4. The other extension will need to answer your call
    1. If the other extension isn't answering:
        1. Press *Cancel*
        2. Press *Resume* to take the caller off hold
    2. If you get the voicemail for the other extension:
        1. Press *Split*
        2. Press *End Call*
        3. Press *Resume* to take the caller off hold

3. If the other extension answers, but is not able to accept the caller:
    1. Press *Split*
    2. Press *End Call*
    3. Press *Resume* to take the caller off hold
5. Once you are ready to transfer the caller, press the button directly below the word *Transfer* on the screen
6. The caller has now been transferred to the other extension

Transfer Directly to Voicemail

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Enter * + the extension to send the caller to
3. Press the button directly below the phrase *BlindTrnf* on the screen
4. The caller has now been transferred to the voicemail box for that extension

Using Contact Buttons on the phone's screen

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Press the *BlindTrnf* button
3. Enter *
4. Press the button for the contact on your screen
5. The caller has now been transferred to the voicemail box for that extension

Holding Calls

1. Press the pause button to the right of the volume up and down buttons
    1. This will place the caller on hold
2. Press the resume button to continue the call

> Calls on hold are only held for 5 minutes. Please do not keep calls on hold for an extended period of time.

Do Not Disturb (DND)

> DND sends ALL calls straight to voicemail.

> DND does not record missed calls in the call history.

Do Not Disturb (DND) mode is used to block all incoming calls. To enable/disable DND, press the mute icon ( ). While enabled, a red sign with Do Not Disturb text is displayed over the screen. Additionally, DND sends ALL calls sent straight to voicemail, and it does not retain a record of missed calls! To disable DND, press the mute icon again ( ).

Forward All Calls

Enable Call Forwarding

1. Press the button directly below the word *Features* on the screen
2. Navigate to the account with your name
    1. This will be Account 1 for most people
    2. Use the up and down arrows in the navigation circle to change the selected account
3. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
4. Navigate to the *Forward All (*72)* option
5. Press the center button in the navigation circle
6. Enter the number to forward your calls to
    1. Enter the number exactly as you would normally dial it to make the call
7. Press the button directly below the word *OK* on the screen
8. The phone should beep and begin forwarding all calls from your extension
    1. Call Forwarding is enabled if you see a phone handset icon with a right-pointing arrow in the upper-right corner of the screen

Disable Call Forwarding

1. Press the button directly below the word *Features* on the screen
2. Navigate to the account with your name
    1. This will be Account 1 for most people
    2. Use the up and down arrows in the navigation circle to change the selected account
3. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
4. Navigate to the *Canceled Call Forward Always (*73)* option

5. Press the center button in the navigation circle
6. The phone should beep and stop forwarding calls
    1. Call Forwarding is still enabled if you see a phone handset icon with a right-pointing arrow in the upper-right corner of the screen

Pairing Bluetooth Devices

> If your campus is looking to purchase a bluetooth device for calling, please have them contact the Technology department for a list of recommended devices.

This phone can be connected to a bluetooth device (such as a headset or ear buds) for hands-free calling. The interoperability of features between the phone and the bluetooth device will vary depending on the bluetooth device being used. This section will show the steps that need to be taken on the phone to pair a bluetooth device.

1. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
2. Navigate to the *System* icon
    1. Use the arrow buttons in the navigation circle to get there
    2. When navigating, the selected icon will be brighter than the other icons
3. Press the center button in the navigation circle
4. Navigate to the *Bluetooth* option
5. Press the center button in the navigation circle
    1. The Bluetooth screen may take a few seconds before you can navigate on the screen
6. Navigate to the *Start Scan* option
7. Press the button directly below the word *Select* on the screen
8. Place your Bluetooth device into pairing mode
    1. Please follow your manufacturer's instructions to do this
9. Press the button directly below the word *Rescan* on the screen
10. Navigate to your Bluetooth device
11. Press the button directly below the word *Pair* on the screen
    1. A PIN will appear on the Phone's screen in case your device requires a PIN to connect

Reset Phone

There are several issues that can be resolved by resetting the phone. These instructions will guide you through the process. This is a great way to troubleshoot a phone issue before placing a ticket with the technology helpdesk.

1. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
2. Navigate to the *System* icon
    1. Use the arrow buttons in the navigation circle to get there
    2. When navigating, the selected icon will be brighter than the other icons
3. Press the center button in the navigation circle
4. Navigate to the *Factory Reset* option
    1. This should be the last option in the list
5. Press the center button in the navigation circle
6. You will be prompted to *Start factory reset now?*
7. Press the button directly below the word *Yes* on the screen
8. The phone will begin to reboot
    1. The phone should reboot and return to normal within 2-3 minutes
    2. If you're still having issues with your phone, please place a ticket with the technology helpdesk

Grandstream GXP2135 User Guide

> We are currently working on the new phone system, so please check back for updates to the user experience.

> If you have trouble or encounter an error with the instructions below, please place a helpdesk ticket, so we can look into the issue. Thank you in advance for your patience!



Calling

Internal Dialing

1. Enter the extension

2. Pickup the handset to make the call
    1. For speaker phone, press the red speaker icon just above the volume up button

External Dialing

1. Enter the number 10 digit external number
2. Pickup the handset to make the call
    1. For speaker phone, press the red speaker icon just above the volume up button

> You are no longer required to enter a 8 or 1 before the external number.

Call History

1. Press the button directly below the word *History* on the screen
2. Use the Up and Down arrow buttons around the circle to navigate the call history list
3. Use the Left and Right arrow buttons around the circle to navigate between the different history filters:
    1. All Calls
    2. Answered Calls
    3. Outbound Calls
    4. Missed Calls
    5. Transferred Calls
4. Press the buttons below the screen text to:
    1. Delete a call from the history
    2. Clear all call history from the device
    3. Dial a number from the call history
5. Press the button under the door icon to return to the main screen
    1. The phone will return to the main screen on its own if there's no interaction

Internal Phone Directory

Phone Directory Webpage

The PISD Phone Directory Webpage is the primary means to search for a person's extension. This webpage is continuously updated, so the information is always accurate. Please refer to this page if you are having trouble reaching a person or room as their extension may have changed.

1. Login to the Classlink Launchpad
2. Select the *PHONE DIRECTORY* application
    1. 

    2. Alternatively, you can enter https://phones.princetonisd.net/staff-directory into your web broswer and use the sign-in with Classlink option
3. Select the Campus where you wish to search
    1. This will list all the phones and their extensions for the chosen campus
    2. You can narrow the results by entering information in the filter fields above each column

Phone Local Directory

The phone contains a local copy of the directory in the event you are unable to access the Phone Directory Webpage.

1. Press the button with the Book icon
    1. 
2. Press the Up arrow button in the navigation circle until you enter the Search Field
3. Press the button directly below the phrase *Quick* on the screen
4. Use number keys 2 through 9 to search by name
    1. Pressing each number key will cycle through the alphanumeric characters
    2. The results will automatically update when a new character has been entered
    3. Press the button directly below the phrase *Exact* on the screen to reset the search
5. Use the Up and Down arrow buttons around the circle to navigate the results
6. Navigate to the desired person
7. Press the button directly below the phrase *Dial* on the screen to call them

Voicemail

Voicemail Setup

1. Dial *98 + your extension
    1. EX: If your extension is 1234, you will enter *981234 then place the call
2. Once prompted, enter your passcode followed by #
    1. The default passcode is 1000
3. Once prompted, use option 0 to enter the voicemail setup menu
4. Follow the prompts to customize your voicemail

Checking Voicemail by Email

All voicemail messages left by a caller will be emailed to your Princeton ISD email account. The email will be from noreply@princetonisd.net , and it will contain an audio file of the voicemail message. Simply open the email to view the call details, and play the audio file to listen to the voicemail message.

Checking Voicemail By Phone

> Email is the primary means to access voicemail messages. Most extensions will not have voicemail messages sent to their phone. This section is only for special-use extensions that have the ability to check voicemails through their phone.

1. Dial *98
2. When you hear the auto-attendant's voice, enter your extension followed by #
3. Once prompted, enter your passcode followed by #
4. Follow the prompts to navigate your voicemail box

Transferring Calls

Blind Transfer

> Blind transfer will not give the person at the destination extension any notice they are about to receive a call.

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Enter the extension that you want to transfer the caller to
3. Press the button directly below the phrase *BlindTrnf* on the screen

4. The caller has now been transferred

Using Contact Buttons on the phone's screen

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Press the *BlindTrnf* button
3. Press the button for the contact on your screen
4. The caller has now been transferred

Attended Transfer

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Enter the extension that you want to transfer the caller to
3. Press the button directly below the phrase *AttTrnf* on the screen
4. The other extension will need to answer your call
    1. If the other extension isn't answering:
        1. Press *Cancel*
        2. Press *Resume* to take the caller off hold
    2. If you get the voicemail for the other extension:
        1. Press *Split*
        2. Press *End Call*
        3. Press *Resume* to take the caller off hold
    3. If the other extension answers, but is not able to accept the caller:
        1. Press *Split*
        2. Press *End Call*
        3. Press *Resume* to take the caller off hold
5. Once you are ready to transfer the caller, press the button directly below the word *Transfer* on the screen
6. The caller has now been transferred to the other extension

Using Contact Buttons on the phone's screen

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Press the *AttTrnf* button
3. Press the button for the contact on your screen
4. The other extension will need to answer your call
    1. If the other extension isn't answering:
        1. Press *Cancel*
        2. Press *Resume* to take the caller off hold
    2. If you get the voicemail for the other extension:
        1. Press *Split*
        2. Press *End Call*
        3. Press *Resume* to take the caller off hold

3. If the other extension answers, but is not able to accept the caller:
    1. Press *Split*
    2. Press *End Call*
    3. Press *Resume* to take the caller off hold
5. Once you are ready to transfer the caller, press the button directly below the word *Transfer* on the screen
6. The caller has now been transferred to the other extension

Transfer Directly to Voicemail

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Enter * + the extension to send the caller to
3. Press the button directly below the phrase *BlindTrnf* on the screen
4. The caller has now been transferred to the voicemail box for that extension

Using Contact Buttons on the phone's screen

1. Press the button directly below the word *Transfer* on the screen
    1. The caller will be placed on hold when the transfer button is pressed
2. Press the *BlindTrnf* button
3. Enter *
4. Press the button for the contact on your screen
5. The caller has now been transferred to the voicemail box for that extension

Holding Calls

1. Press the pause button directly above the number 1
    1. This will place the caller on hold
2. Press the resume button to continue the call

> Calls on hold are only held for 5 minutes. Please do not keep calls on hold for an extended period of time.

Do Not Disturb (DND)

> DND sends ALL calls straight to voicemail.

> DND does not record missed calls in the call history.

Do Not Disturb (DND) mode is used to block all incoming calls. To enable/disable DND, press the mute icon ( ). While enabled, a red sign with Do Not Disturb text is displayed over the screen. Additionally, DND sends ALL calls sent straight to voicemail, and it does not retain a record of missed calls! To disable DND, press the mute icon again ( ).

Forward All Calls

Enable Call Forwarding

1. Press the button directly below the word *Features* on the screen
2. Navigate to the account with your name
    1. This will be Account 1 for most people
    2. Use the up and down arrows in the navigation circle to change the selected account
3. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
4. Navigate to the *Forward All (*72)* option
5. Press the center button in the navigation circle
6. Enter the number to forward your calls to
    1. Enter the number exactly as you would normally dial it to make the call
7. Press the button directly below the word *OK* on the screen
8. The phone should beep and begin forwarding all calls from your extension
    1. Call Forwarding is enabled if you see a phone handset icon with a right-pointing arrow in the upper-right corner of the screen

Disable Call Forwarding

1. Press the button directly below the word *Features* on the screen
2. Navigate to the account with your name
    1. This will be Account 1 for most people
    2. Use the up and down arrows in the navigation circle to change the selected account
3. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
4. Navigate to the *Canceled Call Forward Always (*73)* option

5. Press the center button in the navigation circle
6. The phone should beep and stop forwarding calls
    1. Call Forwarding is still enabled if you see a phone handset icon with a right-pointing arrow in the upper-right corner of the screen

Pairing Bluetooth Devices

> If your campus is looking to purchase a bluetooth device for calling, please have them contact the Technology department for a list of recommended devices.

This phone can be connected to a bluetooth device (such as a headset or ear buds) for hands-free calling. The interoperability of features between the phone and the bluetooth device will vary depending on the bluetooth device being used. This section will show the steps that need to be taken on the phone to pair a bluetooth device.

1. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
2. Navigate to the *System* icon
    1. Press the right arrow button 3 times to get there
    2. When navigating, the selected icon will be brighter than the other icons
3. Press the center button in the navigation circle
4. Navigate to the *Bluetooth* option
5. Press the center button in the navigation circle
    1. The Bluetooth screen may take a few seconds before you can navigate on the screen
6. Navigate to the *Start Scan* option
7. Press the button directly below the word *Select* on the screen
8. Place your Bluetooth device into pairing mode
    1. Please follow your manufacturer's instructions to do this
9. Press the button directly below the word *Rescan* on the screen
10. Navigate to your Bluetooth device
11. Press the button directly below the word *Pair* on the screen
    1. A PIN will appear on the Phone's screen in case your device requires a PIN to connect

Reset Phone

There are several issues that can be resolved by resetting the phone. These instructions will guide you through the process. This is a great way to troubleshoot a phone issue before placing a ticket with the technology helpdesk.

1. Press the center button in the navigation circle
    1. This is the circular button surrounded by arrow buttons
2. Navigate to the *System* icon
    1. Press the right arrow button 3 times to get there
    2. When navigating, the selected icon will be brighter than the other icons
3. Press the center button in the navigation circle
4. Navigate to the *Factory Reset* option
    1. Use the up and down arrow buttons in the navigation circle
    2. This should be the last option in the list
5. Press the center button in the navigation circle
6. You will be prompted to *Start factory reset now?*
7. Press the button directly below the word *Yes* on the screen
8. The phone will begin to reboot
    1. The phone should reboot and return to normal within 2-3 minutes
    2. If you're still having issues with your phone, please place a ticket with the technology helpdesk

Printer

Printer

Brother HL-L2300D Toner Reset

The Brother HL-L2300D printer may report low toner when there is still toner left in the cartridge. This error will not always be resolved by replacing the toner. Complete the following steps to reset the toner counter.

1. **Press** and **Hold** the **Power** button until the machine turns off
2. **Open** the **Toner Door**
3. **Press** and **Hold** the **Go** button until **step 5**
4. **Press** the **Power** button
5. **Release** the **Go** button when the **Toner**, **Paper**, and **Drum** lights are lit
6. **Press** the **Go** button **9 times**
7. **Wait** for the **Toner**, **Paper**, and **Drum** lights to be lit
8. **Press** the **Go** button **5 times**
9. **Close** the **Toner Door**

Software

Software

Playing DVDs with VLC

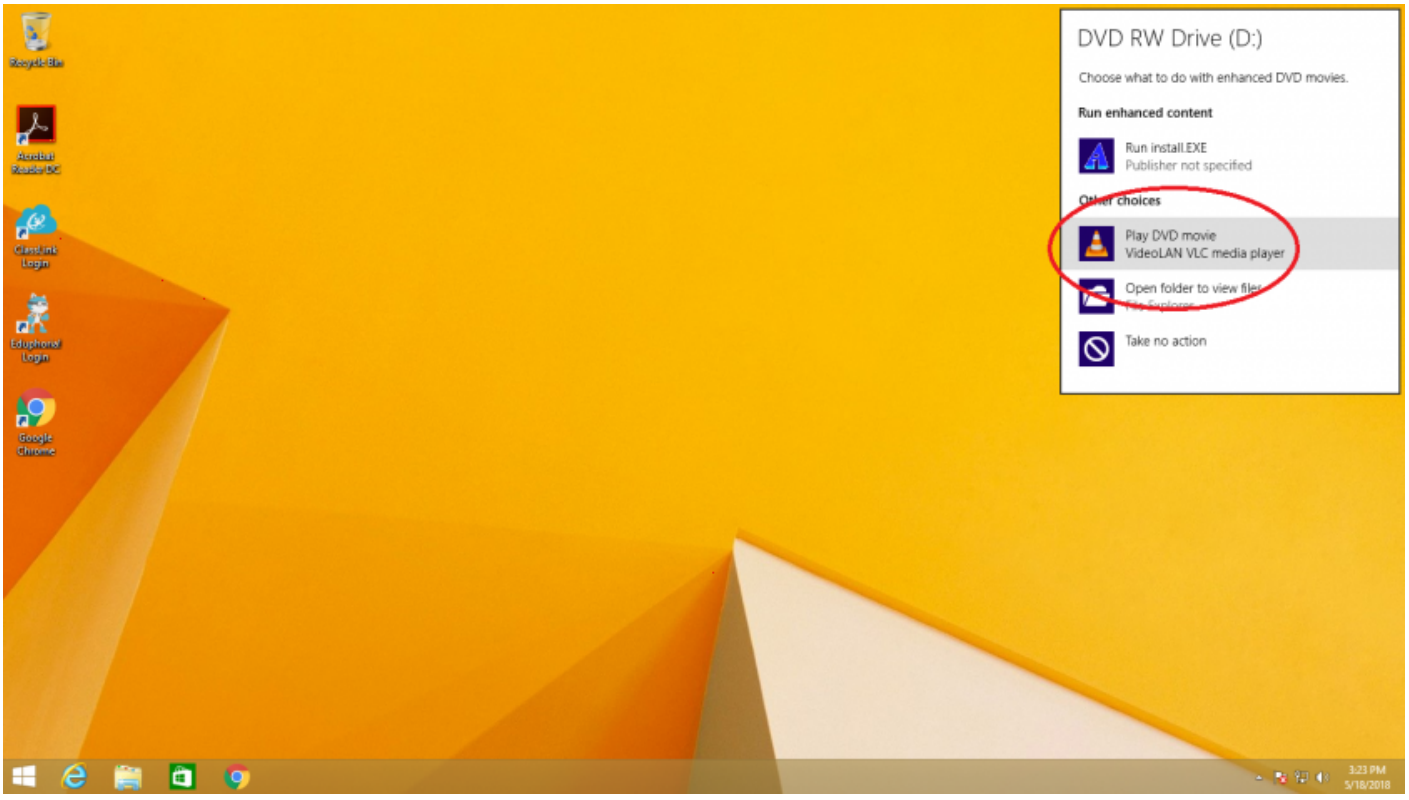
Summary

At this time, we recommend using the **VLC media player** to play all video and DVD content. If a DVD offers to use or install any additional software, such as the InterActual or Real player, **please do not run or install these as they are apt to cause playback issues.**

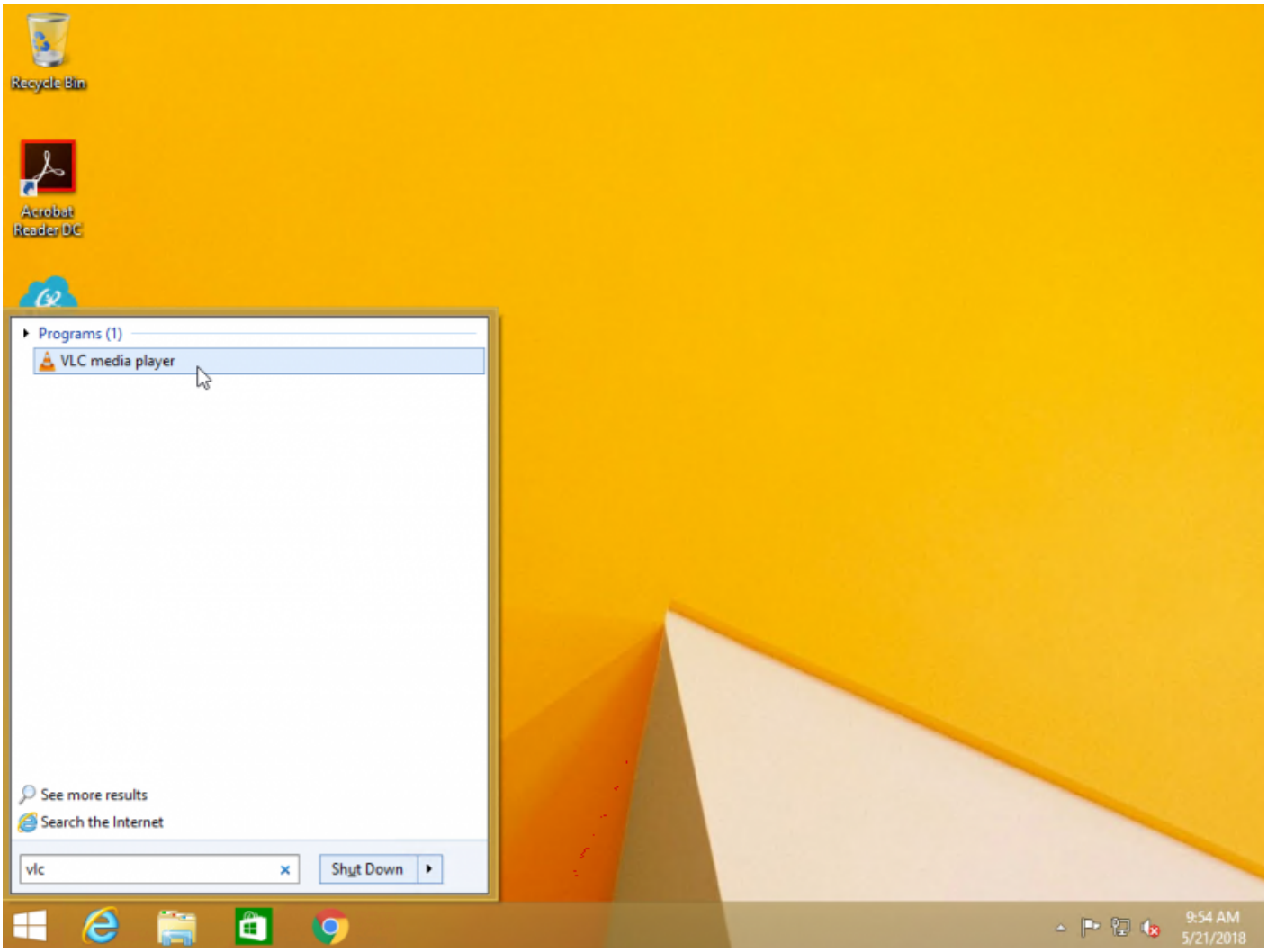
Directions

1. Insert your DVD. If your computer asks how to play this dvd, click the banner and select **VLC media player**

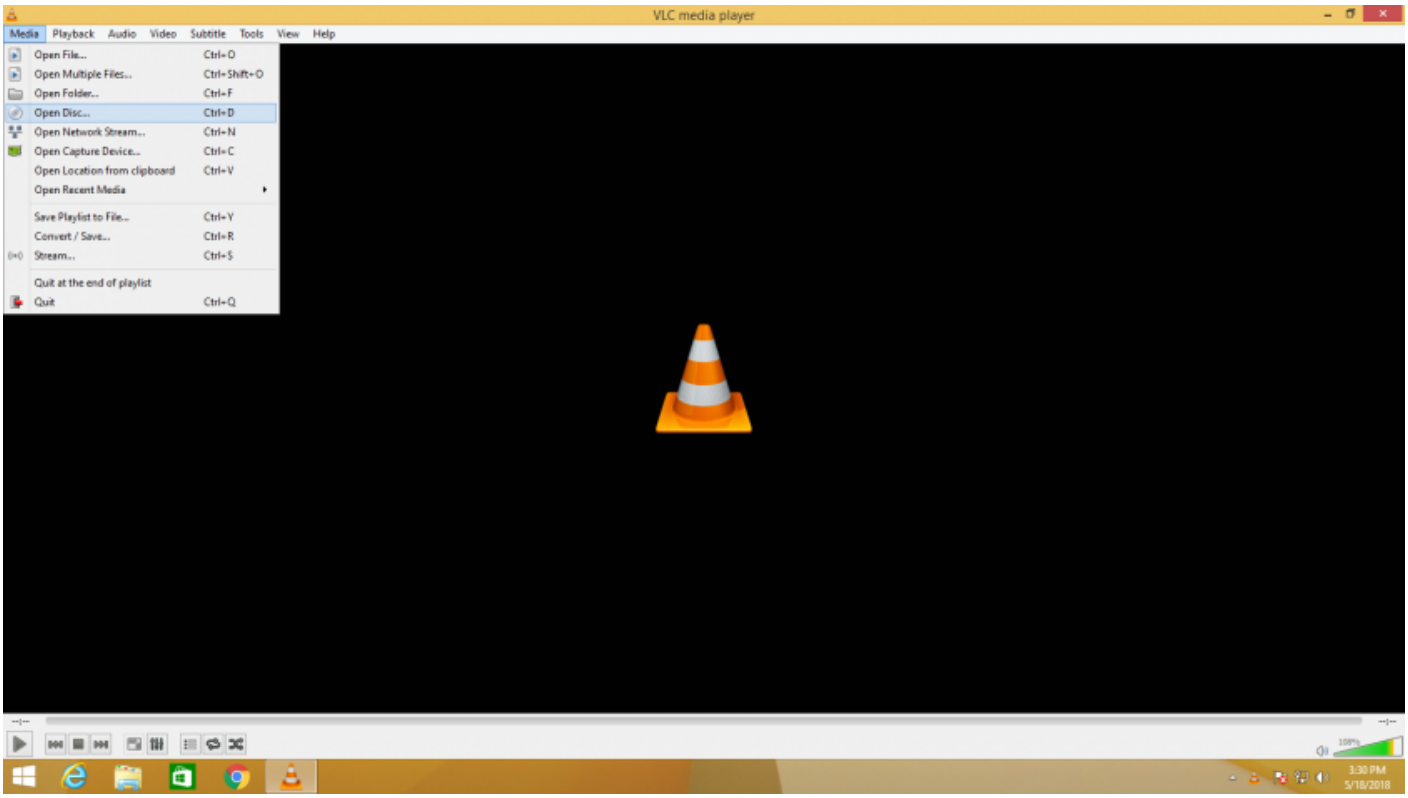


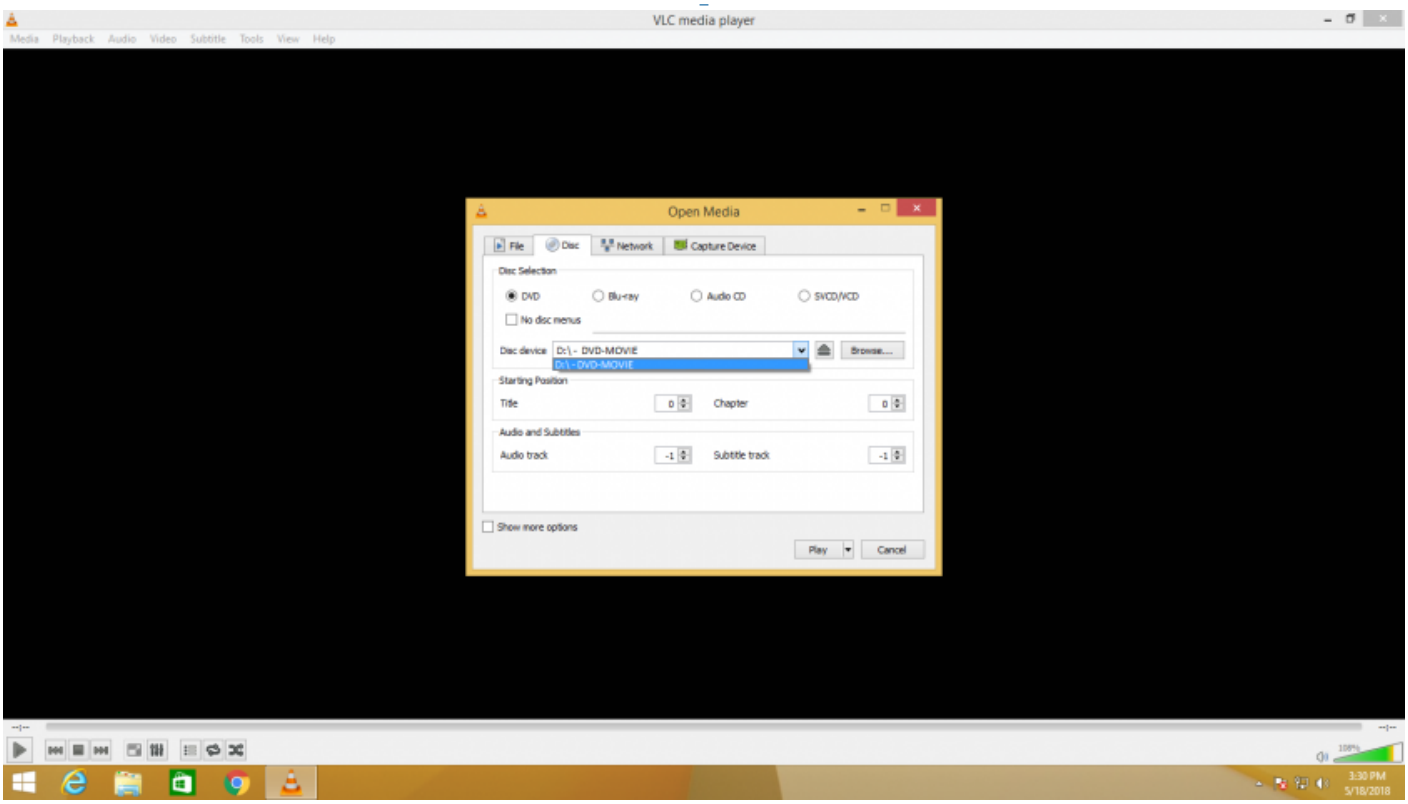


2. If your computer does not ask how to open and does not open VLC media player, you will need to manually open VLC and play the DVD. Click the start button and search for VLC. Click **VLC media player**.



3. Once VLC is open, click the **Media** button in the top left and then click **Open Disc...** . When the Open Media window appears, ensure that your DVD is selected on the **Disc Device** menu and then click **Play** at the bottom. VLC will now start to read and play your DVD.





Troubleshooting

1. Allow your computer one minute to decode the DVD. Disney DVDs and other big picture movies are stored on the DVD in an encoded format to prevent piracy. Decoding a movie to play it is a CPU intensive process that may take some time. Please allow your computer up to a minute to decode the disk before it starts playing.

2. **Close other running software.** To help your computer decode the DVD faster, please ensure other programs are closed when playing DVDs. The process is very CPU intensive and running other programs such as Chrome can slow down the decoding process.

3. Check your dvd for smudges and scratches. A quick wipe with a glasses cleaning cloth can remove most smudges and defects that will prevent a DVD player from reading your DVD

4. Submit a Helpdesk ticket. Please let us know if a DVD is still unable to play after trying these steps. We want to hear about issues like this to help prevent classroom delays and interruptions.

All requests for help playing a DVD should be entered into Eduphoria so that your campus tech can help fix the issue.