



Welcome to PhoneGuide LIVE!

PhoneGuide LIVE! is your personal tutor for learning how to use your new phone and voice mail box. You will receive instruction specific to your own phone through a feature called My Phone. Multimedia based, PhoneGuide LIVE! provides video clips, online text and printable documents. PhoneGuide LIVE! lets you choose the training option that is most effective for you.

PhoneGuide LIVE! is at your fingertips and ready to help you whenever you need it. You can use it now to get an introduction to your new phone and voice mail box. Later you can use PhoneGuide LIVE! to address specific questions as they arise.

Let's get started!

Getting Started

1. To log-in copy and paste the web page listed into your browser: <http://phoneguide.famu.edu/phoneguidelive/phoneguide.aspx?aid=1>. You will be presented a log-in screen. (For quick and easy future access, save the link in your Favorites or Bookmarks now!)
2. Type in your 10 or 11 digit extension and press the **Log-In** button. After log-in, a video overview (Phones Getting Started) automatically starts explaining basic phone operation and highlights the hold, transfer and conference features. (Note: The next time you launch PhoneGuide LIVE!, you will be automatically directed to the My Phone page.)
3. When the video completes, click the **My Phone** option in the left menu list. My Phone includes a picture of your phone with the telephone features indicated for each button as it is configured in the switch. Clicking on any feature label directs you to an explanation of how to use the feature. When finished on the page, press **Return to Menu** in the lower right corner of the screen.
4. The **Phones Features** menu directs you to a page listing features by category. By clicking on a feature name, you are directed to a page with video and/or text explanation of how to use the feature. When finished on the page, press **Return to Menu** in the lower right corner of the screen. This provides the same instruction as the My Phone page but may include features that are not programmed on your phone.

Instruction for Xpressions Setup and Use

PhoneGuide LIVE! also helps you set up your Xpression for first time use, including step-by-step instructions for recording greetings. Voice mail feature instructions are a click away too!

5. Under the Voice Mail menu, click on the **Getting Started** menu option to learn how to access your voice mail, change the password and record your name.
6. The **Overview** and **Record Greeting** options provide additional key information on using Xpressions.
7. The **Voice Mail Features** menu option directs you to a page listing voice mail features by category. By clicking on a feature name, you are directed to a page with video and/or text explanation of how to use the feature. When finished on the page, press **Return to Menu** in the lower right corner of the screen.

Online Reference Documents

Helpful online documents provide information you can review and print. Examples include Quick Reference Guides, User Guides and Decision Tree documentation. View the **Documents** menu options under both Phones and Voice Mail.