

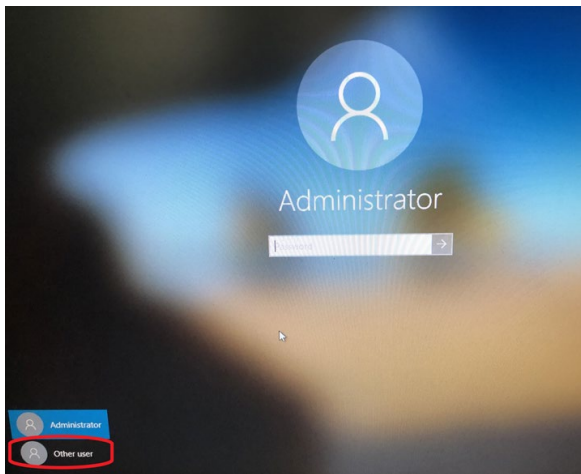
Technology FAQ:

How Do I Login to Windows 10?	2
How Do I Access Email?	3
How Do I Access Instant Messenger (IM)?	6
Office Hub:	8
Office 365 Online	9
One Drive:	10
Sticky Notes:.....	10
How Do I Access PowerSchool From Home?	11
How Do Parents/Students Access PowerSchool?	13
How Do I Access My Home Drive (H:) From Home?	14
How Do I Access The Library Catalog?	15
How Do I Access My School Bucks?	16
How Do I Enter a Leave Request?	16
How to Check Spam in Real Time	17
How Do I Connect My Personal Device To Wi-Fi?.....	18
How Do I Forget a Wi-Fi Network?	20
Installing the SSL Certificate on Personal Devices.....	21
Installing SSL Certificate on a Windows Computer:.....	22
Installing SSL Certificate for Firefox:	23
Installing SSL Certificate on a Macs OS X:.....	24
Installing SSL Certificate on a IOS device (iPhone or iPad)	25
How Do I Backup My Files?	26
How Do I Restore My Files?	27
How Do I Report A Technology Issue?	27
How Do I Report A Maintenance Issue?	27
How Do I Setup Voicemail on a Cisco Phone for the First Time?	28
How Do I Listen to Voicemails?	28
How Do I Access the Phone Directories?.....	29
How Do I View the Call History on a Cisco Phone?	29
How Do I View Called Numbers on a Cisco Phone?	29
How Do I Change the Ringtone on a Cisco Phone?.....	29
How Do I Change the Background on a Cisco Phone?	30
How Do I Change the Brightness / Contrast on a Cisco Phone?	30

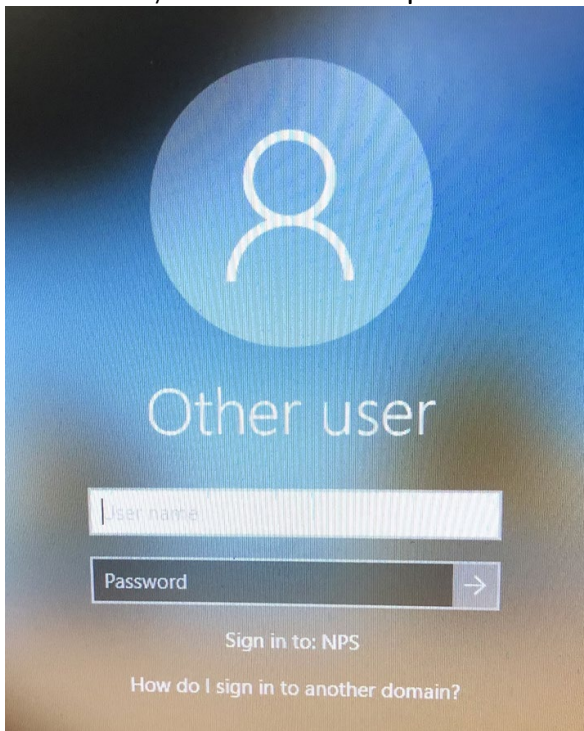
How Do I Login to Windows 10?

On your Primary School Computer:

1. On Windows 10, you no longer need to press Ctrl+Alt+Del to get to the sign in screen. Any key will take you to the sign in (login) screen. Don't be alarmed if it shows another user's name on the sign in screen. That is just the most recent person to sign into the computer.
2. In order to first sign in to your computer you will need to *click* on **Other user** at the bottom left corner of the sign in screen.



3. Then *enter* your **username** and **password** to sign in to the computer.

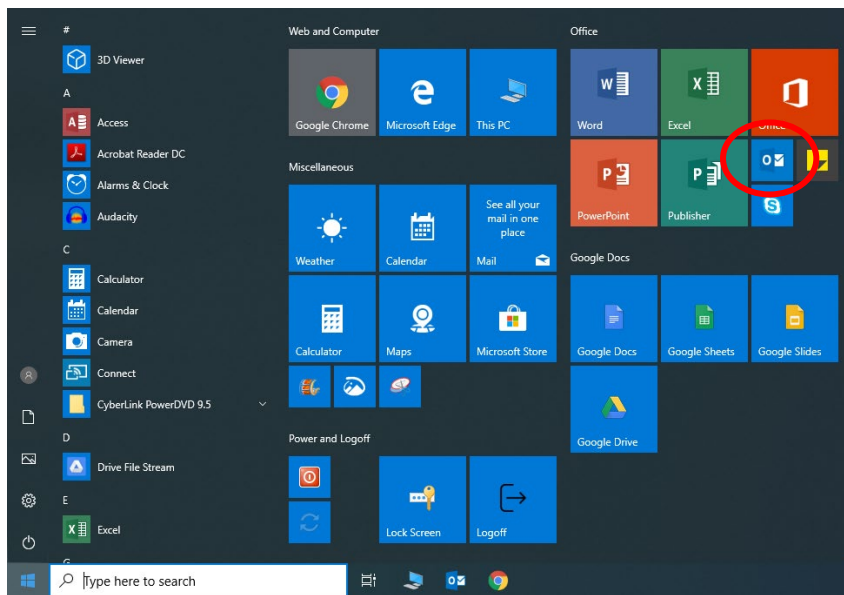


How Do I Access Email?

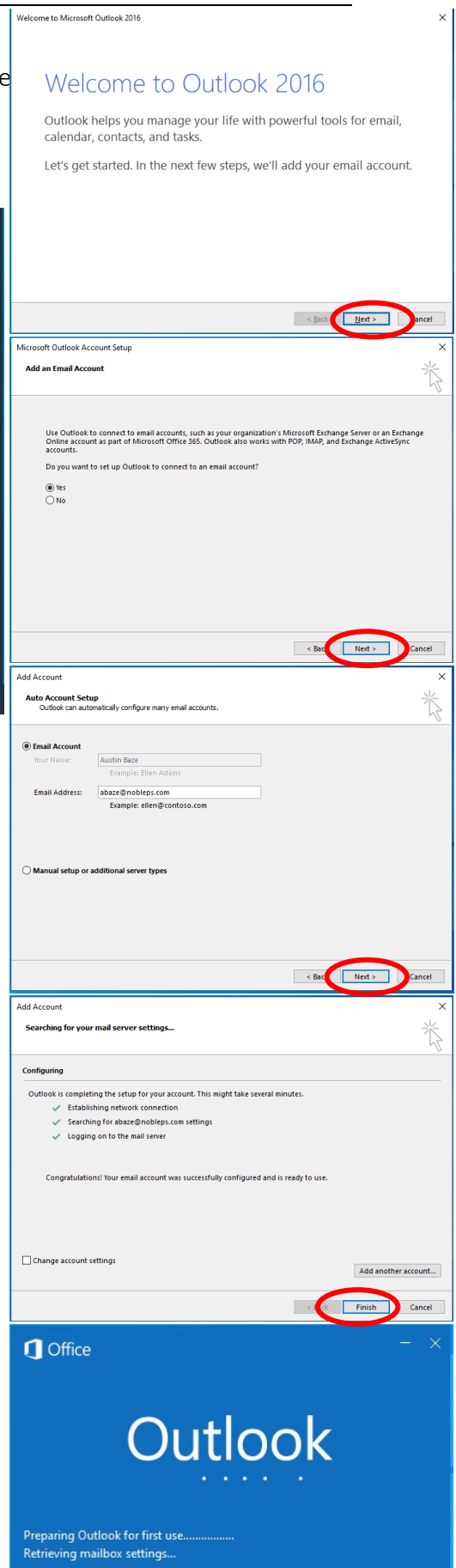
On your Primary School Computer:

When at your Primary work computer, you use outlook to access e

1. Go to Start > click on the Outlook Tile



2. Click **Next** on the Welcome Screen
3. Click **Next** on the Add an Email Account Screen
4. Verify it shows your email address and click **Next**
5. Verify it shows 3 green check and click **Finish**
6. It will now load outlook with your Email



Any Computer:

When not at your primary work computer, you can use the web portal to send and receive school emails.

1. Go to <https://email.nobleps.com>
2. Enter your **username** and **password**.
3. Click **Sign in**

Smartphone:

You can use your smartphones built in email app to send and receive school email.

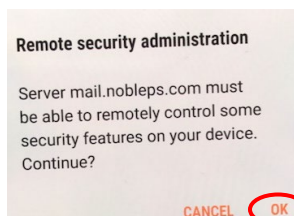


iPhone Email Setup Instructions:

1. Go to: **Settings > Mail, Contacts, Calendars > Add Account...**
2. Select **Exchange**
3. Enter:
 - a. **Email:** (Enter your full email address)
 - b. **Password:** (Enter your windows password)
4. Select **Next**
5. Select what you would like to have synced with your device.
6. Select **Save**
Email should now be setup.

Android Email Setup Instructions:

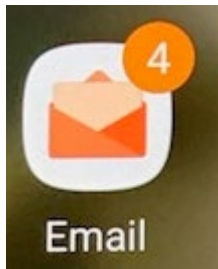
1. Go to: **Settings > Accounts > Add Account >**
2. Select **Microsoft Exchange Active Sync**
3. Enter:
 - a. **Email:** (Enter your full email address)
 - b. **Password:** (Enter your windows password)
4. Select **Sign in**
5. Select **Ok** on Remote Security administration



6. Select **Next** on Manual setup
7. Select **Activate** on Phone Administration



8. *Select Done on Edit Names*
9. To locate your email go back Apps > Email



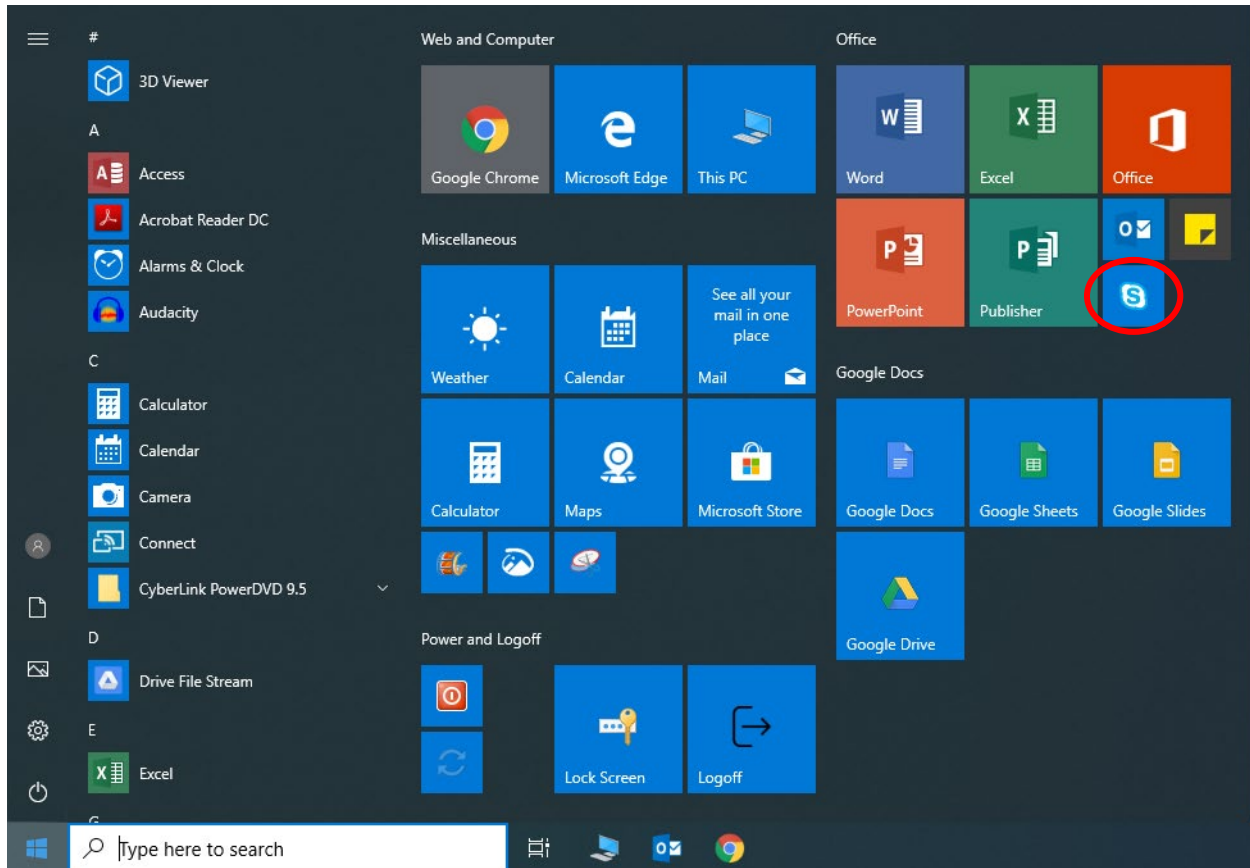
[\(Back to Top\)](#)

How Do I Access Instant Messenger (IM)?

On your Primary School Computer:

When at your primary desk, you use Skype for Business 2019 to access IM. You must launch Skype for Business once before it will auto launch at login. Skype for Business Address Book can take up to 24 hours to fully populate




Go to **Start** > click on the **Skype for Business** Tile



Any Computer:

When not at your primary work computer you can use webmail to also access IM. Go to <https://email.nobleps.com> and login with your username and password. At the top right of the page it should show your status after about a minute.

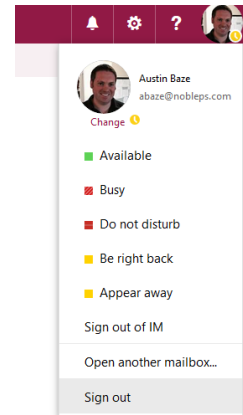
To send an IM using webmail:

1. Click on the  icon at the top right and then click 
2. Click on  **Directory** on the left menu
3. Find user in list and click on their name. Note it will also show you their IM status.

IM


4. Under IM click on Sip:email@nobleps.com sip:abaze@nobleps.com
5. Then just type your message in the box that pops up

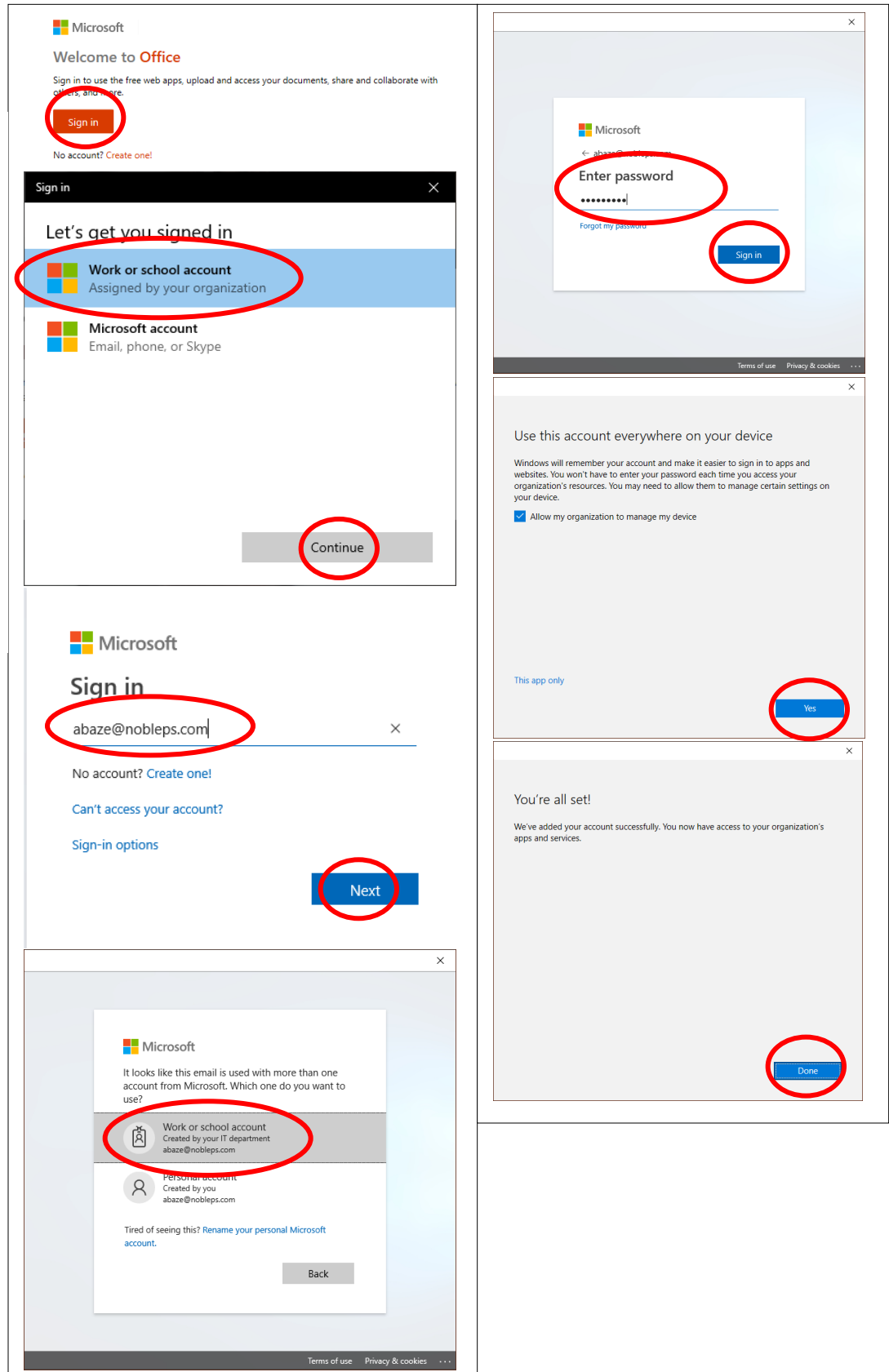
[\(Back to Top\)](#)



Office Hub:

To sign in to office hub:

1. Click 
2. Select **Work or school account** and click **Continue**
3. Enter Your Email Address and Click **Next**
4. Click **Work or school account**
5. Enter Your Password
6. Click **Yes**
7. Click **Done**




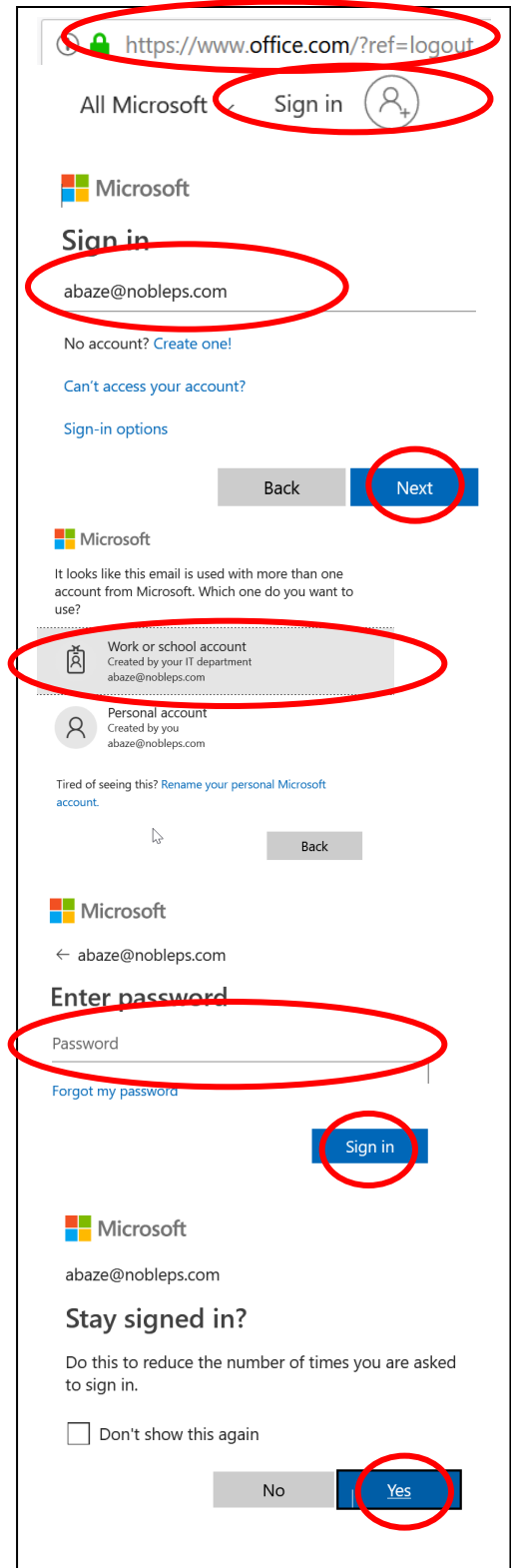
The screenshots illustrate the following steps:

- Welcome to Office**: The initial screen with a "Sign in" button highlighted.
- Let's get you signed in**: A screen showing two options: "Work or school account" (highlighted) and "Microsoft account". A "Continue" button is at the bottom.
- Sign in**: A screen where the email "abaze@nobleps.com" is entered in the input field. A "Next" button is at the bottom.
- Enter password**: A screen where the password is entered in the input field. A "Sign in" button is at the bottom.
- Use this account everywhere on your device**: A screen with a checkbox "Allow my organization to manage my device" (checked) and a "Yes" button.
- You're all set!**: A final confirmation screen with a "Done" button.

Office 365 Online:

You have access to office 365 web apps.

1. Go to <https://www.office.com/>
2. Click  at the top left
3. Select **Work or school account** and click **Continue**
4. Enter **Your Email Address** and Click **Next**
5. Click **Work or school account**
6. Enter **Your Password**
7. Click **Yes**
8. It will then take you to the online office hub



The screenshot shows the Office 365 sign-in process with several elements highlighted by red circles:

- The URL bar showing <https://www.office.com/?ref=logout>.
- The "Sign in" link and icon at the top right.
- The "Sign in" heading and the email address field containing "abaze@nobleps.com".
- The "Next" button.
- The "Work or school account" selection option, which is highlighted with a red circle.
- The "Enter password" heading and the password field.
- The "Sign in" button.
- The "Yes" button for the "Stay signed in?" prompt.

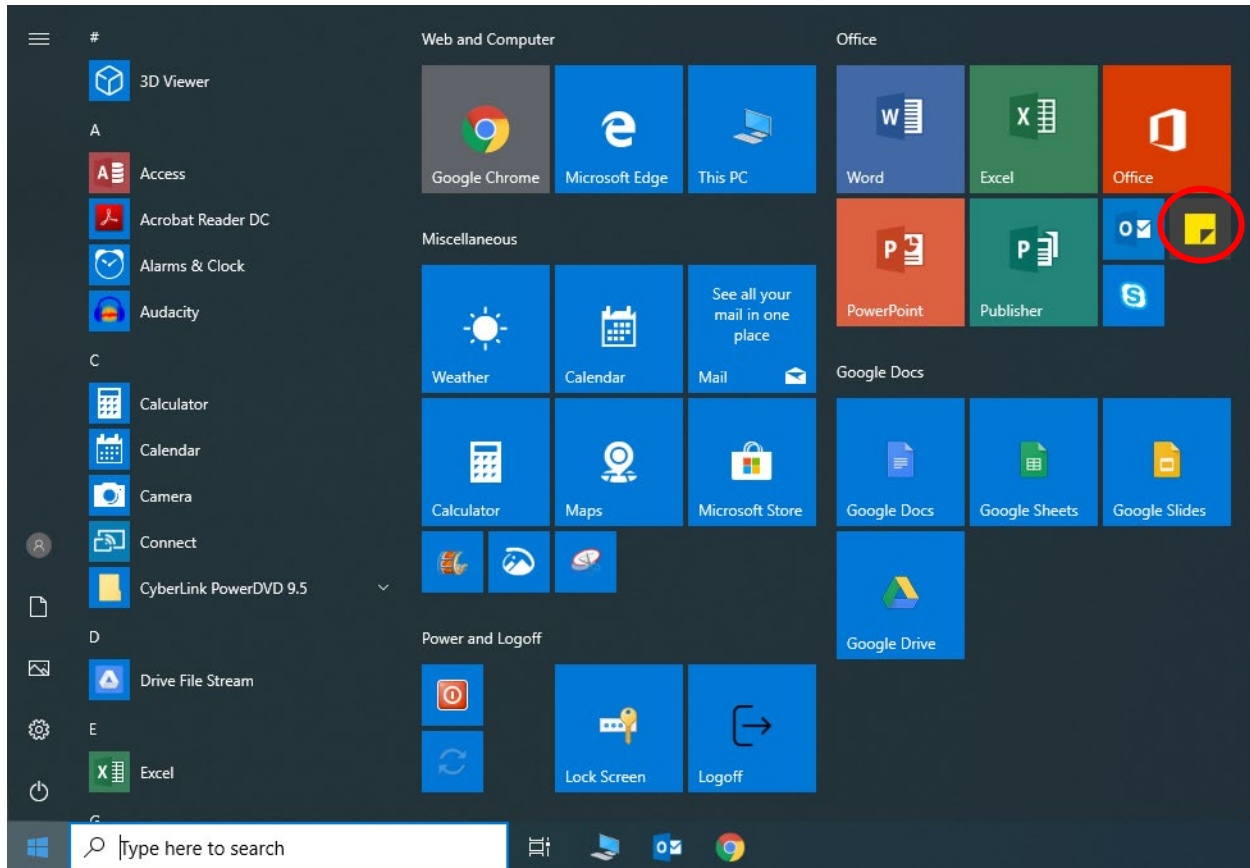
The sign-in process includes the following steps and options:

- Microsoft logo and "Sign in" heading.
- Email address field: abaze@nobleps.com.
- Options: "No account? Create one!", "Can't access your account?", "Sign-in options".
- Buttons: "Back", "Next".
- Account selection screen: "It looks like this email is used with more than one account from Microsoft. Which one do you want to use?"
- Account options: "Work or school account" (highlighted), "Personal account".
- Options: "Tired of seeing this? Rename your personal Microsoft account.", "Back".
- Microsoft logo and email address: abaze@nobleps.com.
- Heading: "Enter password".
- Password field.
- Options: "Forgot my password", "Sign in".
- Microsoft logo and email address: abaze@nobleps.com.
- Heading: "Stay signed in?".
- Text: "Do this to reduce the number of times you are asked to sign in."
- Options: "Don't show this again", "No", "Yes" (highlighted).

One Drive:

Sticky Notes:

Start > Click on the **Sticky Tile**



How Do I Access PowerSchool From Home?

Teachers:

Go to <https://powerschool.nobleps.com/teachers> and login with your windows username and password. Please use Chrome when accessing PowerSchool from a Desktop.



When on a Mobile Device the website <https://powerschool.nobleps.com/teachers> will automatically adapt for that device.

powerschool.nobleps.com

Home **Logout**

- 08/31/2017 (A)

Noble High School ▶

NHS Full Day ▶

Menu

PowerTeacher Pro ▶

Attendance ▶

Rosters ▶

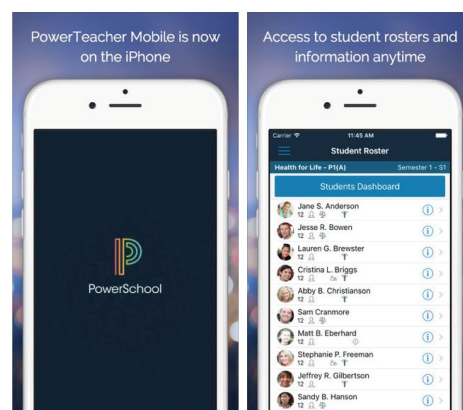
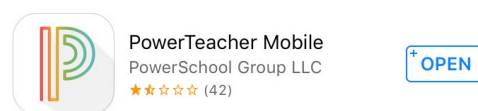
Birthdays ▶

Daily Bulletin ▶

Lunch Counts ▶

Exit to Main PS site ▶

There is a **PowerTeacher Mobile App** but it will just redirect you to the website once you login. District Code is RXKH for the APP.



PowerTeacher Pro

Chemistry II is a PowerTeacher Pro section and must be managed in PowerTeacher Pro.

Open

Cancel

Office Staff:

Go to <https://powerschool.nobleps.com/admin> and login with your windows username and password.
Please use Chrome when accessing PowerSchool from a Desktop.

When on a Mobile Device the website <https://powerschool.nobleps.com/admin> will automatically adapt for that device.

powerschool.nobleps.com

HomeLogout

- 08/31/2017 ()

District Office

No schedule defined for today

Menu

Students

Teachers

Attendance

Activities

Birthdays

Daily Bulletin

Exit to Main PS site

[\(Back to Top\)](#)

How Do Parents/Students Access PowerSchool?

Website:

Go to <https://powerschool.nobleps.com>

Parents will need to **Create an Account** using their student's access ID and Password which is provided by the school.

Students can just login with their **Student Access Account** info provided by the school. When students sign in they will need to know their Student Username and Student password (**not** their Access ID).

Mobile App:



Parents and Students can use the PowerSchool Mobile App which is available to Parents and Students to download for free as a combined Parent and Student App from the App Store for the iPhone®, iPad®, iPod touch® and Apple Watch, and on

Google Play for Android devices. **District Code is RXKH.**

PowerSchool Mobile app gives **parents and students** access to real-time information on grades, attendance, assignments, scores, and comments. With a clean, easy-to-use interface and intuitive design, the app allows parents to monitor their child's proficiency on standards and register to receive immediate alerts specific to their child. Parents must already have a Parent Portal Account before they can sign in to the PowerSchool Mobile app. **District Code is RXKH.**

More information about the parent portal:

http://www.nobleps.com/files/user/1/file/PowerSchool_Parent_Portal_User_Guide.pdf

[\(Back to Top\)](#)

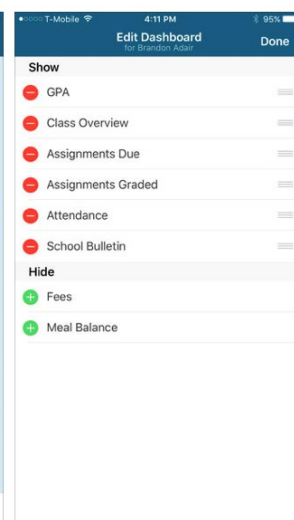
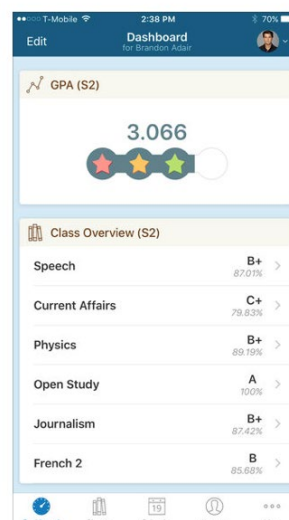


PowerSchool Mobile
PowerSchool Group LLC

[+ OPEN](#)



Offers Apple Watch App



How Do I Access My Home Drive (H:) From Home?

You now have the ability to access your Home Drive (H:) from any computer that has an active internet connection. This website allows you to download and upload documents to your H: drive as well as access other resources.

1. Open the internet and go to: <http://locker.nobleps.com/>
2. Login with your windows login and password.
3. After logging in it will display any files that are stored on your home drive (H: Drive).

Note: In order to modify a document it is best to download the file to the computer you are working from. Then open the downloaded file, make the changes you want and then upload the modified document. [\(Back to Top\)](#)

How Do I Access The Library Catalog?

Website:

Go to <http://library.nobleps.com/> and then click on your school. You can then search the catalog.

Mobile App:



Go beyond the walls of your library with the Destiny Quest Mobile App! Search your library catalog -- anytime, anywhere! Available for the iPhone, iPod Touch, iPad or android device, this app puts the powerful searching capabilities of Destiny Quest -- in the palm of your hand.

An intuitive, easy to use app allows you to:

- Search for resources in your library
- Submit and read ratings and reviews
- Place holds and add items to My List
- Discover the Top 10 Most Popular titles and New Books at your library
- Maintain lists of books you're Now Reading, Want to Read and Have Read
- View your Account information including checkouts, holds and outstanding fines
- Use the Resource Lists posted by Teachers & Librarians, to find resources on the topics discussed in class.

iTunes App Store:

<http://itunes.apple.com/us/app/destiny-quest/id472689459?mt=8&ls=1>

Google Play Store:

<https://market.android.com/details?id=com.follett.fsc.mobile.quest>

Note: Enter: **library.nobleps.com** when it asks for their server info.

Select your **School**.

On the Get Started Screen, log in or Click "**Try Destiny Quest**" to browse the catalog.

[\(Back to Top\)](#)

How Do I Access My School Bucks?

My School Bucks site allows for updating and managing your child's school meal expenses. Access online account, deposit funds and conveniently and securely maintain your family's school-time budget and spending.

- Setup Auto Payments
 - View student meal purchases
 - Low Balance Emails
1. Go to: <https://www.myschoolbucks.com/>
 2. You will have to **register** for an account and you must have your **student's 6 digit Student ID #**.
 3. Use the drop down to select the state **Oklahoma**.
 4. Use the drop downs to select the desired school **Noble Public Schools**.
 5. Setup your parent account.

[\(Back to Top\)](#)

How Do I Enter a Leave Request?



Noble Schools is now using an automated service that greatly simplifies and streamlines the process of recording and managing absences and finding substitutes. This service is called Frontline Absence Management. The Frontline Absence Management (Aesop) service will be available to you 24 hours a day, 7 days a week and can be accessed via internet and phone.

How do I interact with Frontline Absence Management?

1. You can interact with Frontline Absence Management on the internet at <http://www.aesoponline.com>. Here, you will be able to enter absences, check your absence schedule, update personal information, and exercise other features such as uploading your lesson plans for substitutes to view online.
2. You can also call Aesop toll free at **1-800-942-3767**. Simply follow the voice menu to enter and manage absences and access other features. We recommend that you call in to check the computer recording of your name and title. To do this, press Option 5 and follow the prompts.

[\(Back to Top\)](#)

How to Check Spam in Real Time

1. Go to <https://admin.securrence.com/index.php>

Or, open the Quarantine Digest Email and *click* [Login to Securrence](#)



2. If it's the first time you have logged in you will need to *click* **Forgot Password?**



3. Enter your full **Email Address** and *click* **Verify**

4. Click the drop down and select your **Email address** then click **Send**. It will email you a **6 digit passcode** from DoNotreply@Securrence.com, with the subject Your One Time Use Password for Securrence.

5. Check your **email** to retrieve the passcode. Type the passcode into the website and click **Verify**

You should receive an email from Securrence with a one time use passcode. You will need to enter this passcode in the below textbox. You can resend the email by clicking the button below.

Resend Passcode

6. Enter the **password** you want to use twice and *click* **Save My Password**. On the next page *Click* **Finished**

7. You should now be able to login. Your Username is your email address and password is what you set in forgot password. ([Back to Top](#))

How Do I Connect My Personal Device To Wi-Fi?

You can now connect personal devices, such as your phone, to the Internet utilizing the school's wireless by connecting to the User Network. Just use the same username and password you use to access a computer on the network. The user network is designed for you to only use your own personal devices. **Under No circumstances should you login anyone else's devices or a district owned device to the user network with your login.** When you connect a device with your login it links that device to your account. It will pass your login information to Lightspeed for tracking and correct filtering level. So if a teacher connects a student device with the teacher's log-in credentials then that device will filter the internet at the teacher level. Further, everything done on the device will be shown as if you did it. Please only connect your own devices with your login.

When connecting to the User network you will only be able to access the Internet, PowerSchool and Webmail. All other network locations including printing will be blocked. This is to help protect our systems from virus and intrusions.

Note that some apps such as Facebook will be blocked. Also remember that all Acceptable Use Policies apply to the User network and that all network traffic is filtered and logged.

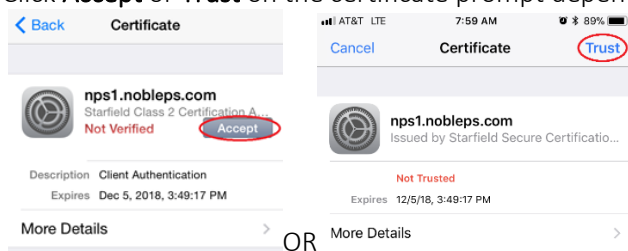
If you have district owned devices that are not connected to the wireless, please send in a Workorder and we will join them to the wireless NPS-Labs network for you.

You must also install our SSL certificate on your device in order for it to work. See [Installing the SSL Certificate on Personal Devices](#)

How to Connect a Personal Device to the User Network on Apple Devices:

The wireless network **User** will require each user to login with their Windows username and password.

1. Go to **Settings > Wi-Fi > Select the wireless network User**
2. Enter your **Username and Password**
3. Click **Accept** or **Trust** on the certificate prompt depending on your version.

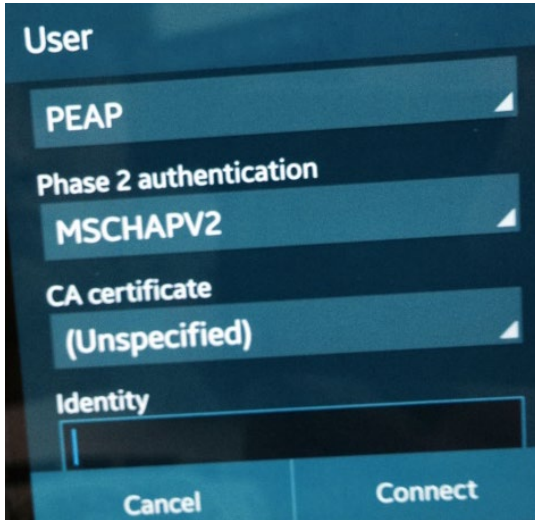


4. You will then be connected to the network.
5. You must now install the SSL Cert on your device. See [Installing the SSL Certificate on Personal Devices](#)

How to Connect a Personal Device to the User Network on Android Devices:

The wireless network **User** will require each user to login with their Windows username and password.

1. Select the wireless network **User**
2. Select **MSCHAPV2** on Phase 2 authentication



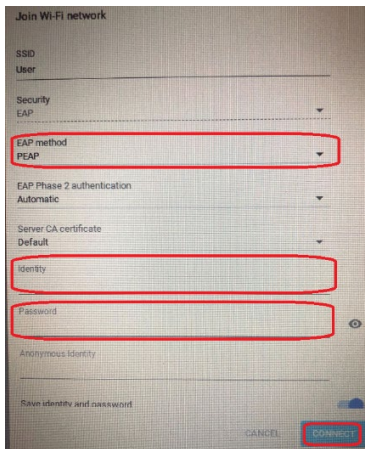
3. Enter your **Username** in Identity (leave Anonymous Identity blank)
4. Enter **Password** and click **Connect**
5. You will then be connected to the network.
6. You must now install the SSL Cert on your device. See [Installing the SSL Certificate on Personal Devices](#)

[\(Back to Top\)](#)

How to Connect a Personal Device to the User Network on a Chromebook:

The wireless network **User** will require each user to login with their Windows username and password.

1. *Select the wireless network **User***
2. *Change EAP Method to **PEAP***
3. *Enter your **Username** in Identity (without the @nobleps.com)*
4. *Enter your **Password***
5. *(leave Anonymous Identity blank)*
6. *Click **Connect***



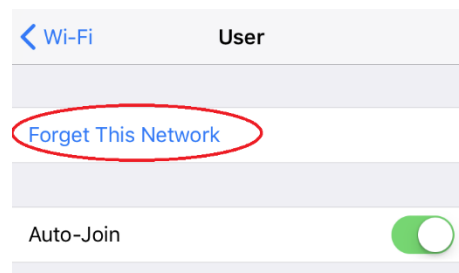
7. You will then be connected to the network.
8. You must now install the SSL Cert on your device. See [Installing the SSL Certificate on Personal Devices](#)

[\(Back to Top\)](#)

How Do I Forget a Wi-Fi Network?

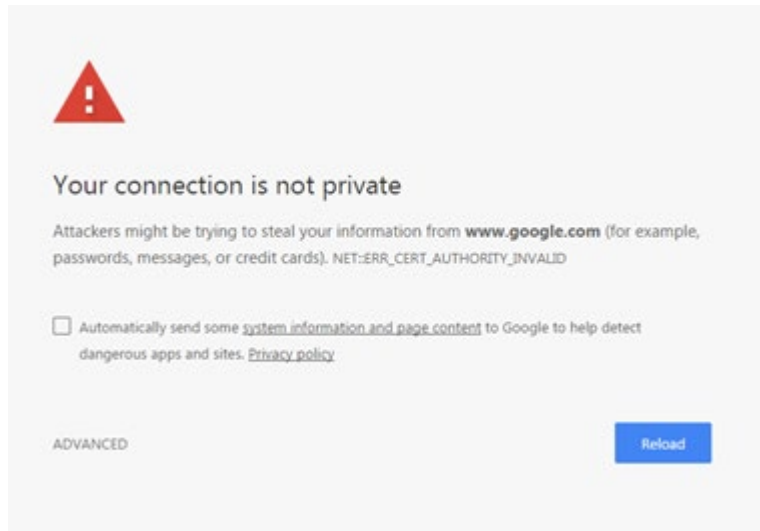
Go to **Settings** > Select **Wi-Fi** > Click on the **i** at the end of **User** > Click on **Forget This Network** > Click **Forget**

Then rejoin the User Wi-Fi network.



Installing the SSL Certificate on Personal Devices

You may see a warning “**Your Connection is not private**” OR "Secure Connection has been reset or terminated unexpectedly" when using Google.com and Youtube.com



If you see the error you will need to install the certificate for the web filter.

The Certificate Must Be Manually Installed On:

- [Firefox web browser](#)
- [Any Mac computers](#)
- [Phones \(iphones / Ipad\)](#)
- Any non-managed devices
- Any personal devices

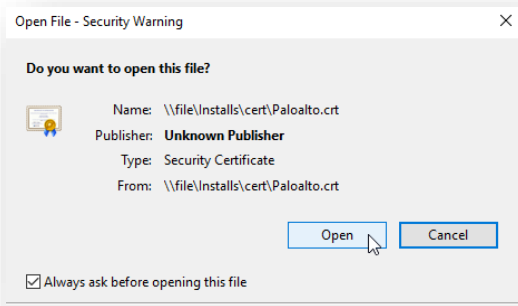
The Certificate Should Be Auto Installed On:

- Domain computers using GPO (only if joined to domain).
- Chromebooks using Google Admin (only if they are enterprise enrolled devices).
- iPads using MDM (only if they are managed devices)

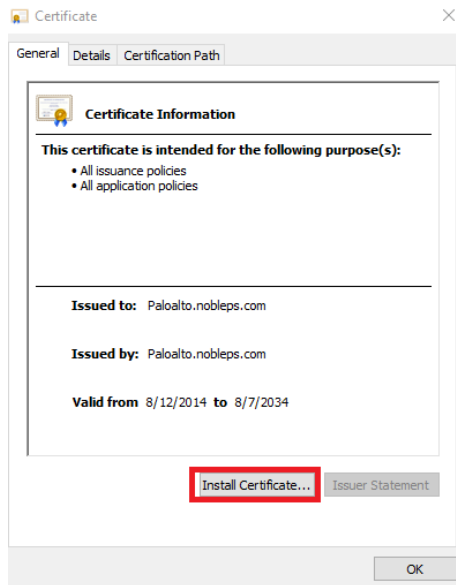
How Do I Do Stuff?

Installing SSL Certificate on a Windows Computer:

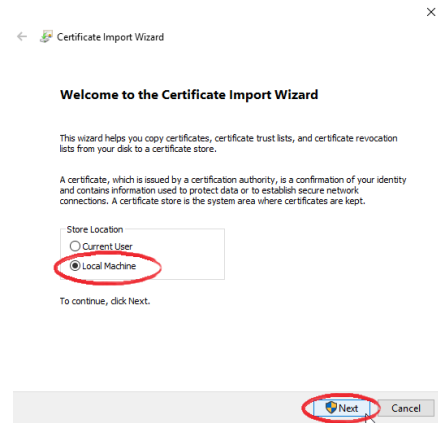
1. Go to <http://support.nobleps.com/ssl.crt>
2. Click **Open** on the save dialog box
3. Click on **Open** on the Security warning



4. Click **Install Certificate**



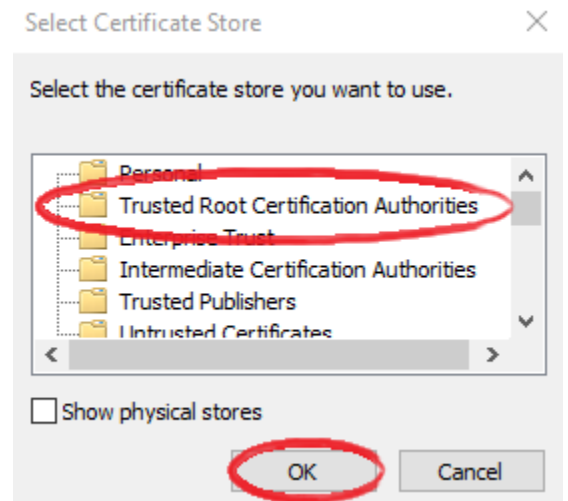
5. Select **Local Machine** and **Next**



6. Click **Yes** on the Access Console Window
7. Select **Place all Certificates in the following store** and click **Browse**



8. Select **Trusted Root Certification Authorities** and Click **OK**

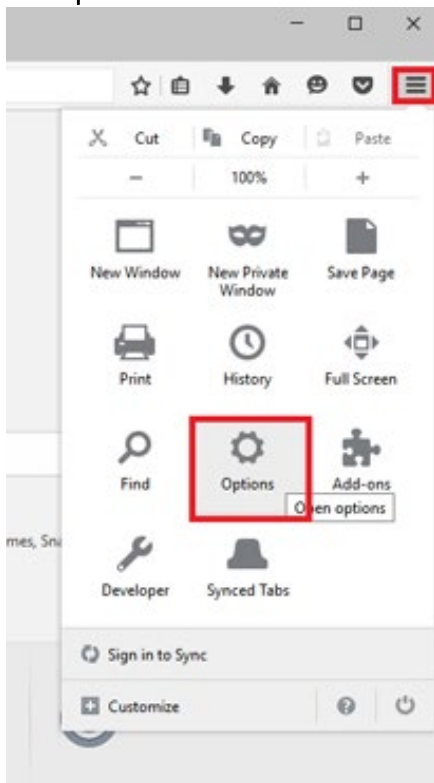


9. Click **Next** on the Import Wizard
10. Click **Finish**
11. You should get an "The import was successful" message
12. Click **Ok**
13. *Restart the computer*

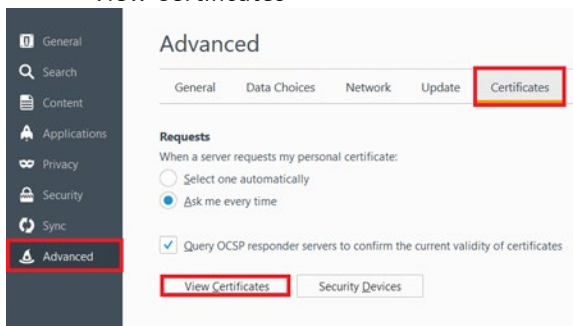
How Do I Do Stuff?

Installing SSL Certificate for Firefox:

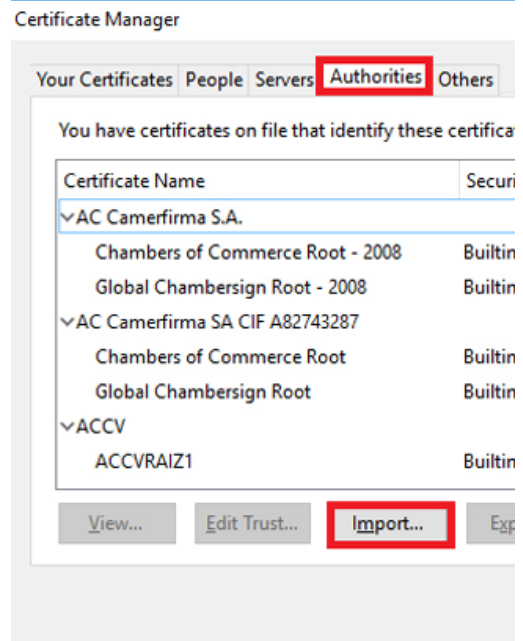
1. Save the attached certificate **Paloalto.crt** to your computer.
 - a. Go to <http://support.nobleps.com/ssl.crt>
 - b. Click **Save** on the save dialog box
2. *Open Firefox*
3. Click on the **Menu** button and select **Options**.



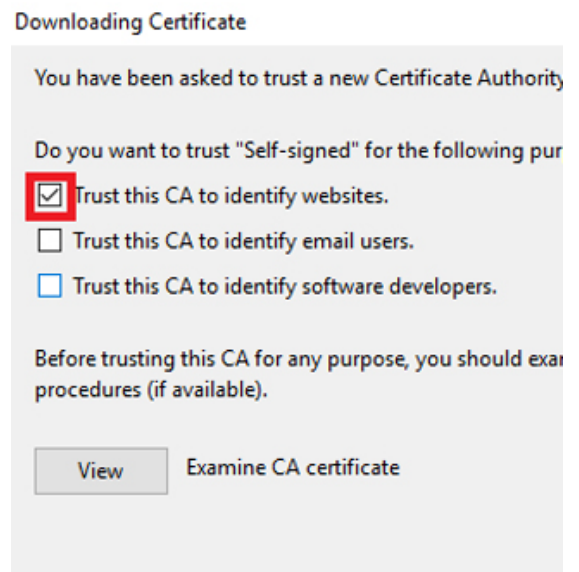
4. Click on **Advanced** on the left-hand menu and then select **Certificates**. Click on **View Certificates**



5. Click on the **Authorities** tab and then Click **Import**.



6. **Browse** to the location where you saved the certificate. *Select SSL.crt* certificate and *click Open*.
7. In the Downloading Certificate dialog box, *check Trust this CA to identify websites* and *Click OK*



8. Click **OK** on the Certificate Manager box.
9. **Restart Firefox**.

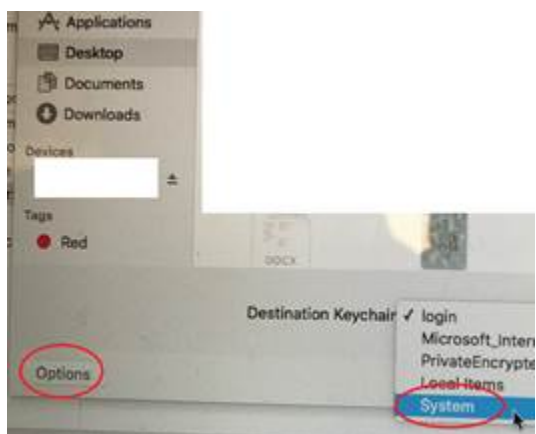
How Do I Do Stuff?

Installing SSL Certificate on a Macs OS X:

You will need to do this on your Mac to get it working with the filter.

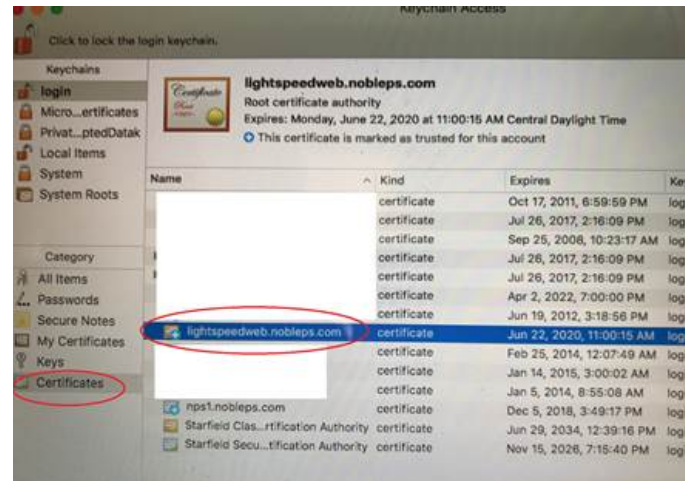
Here are the steps to install a proxy cert on a Mac. You can import it to the Keychain with the steps below.

1. Save the attached certificate to your computer.
 1. Go to <http://support.nobleps.com/ssl.crt>
 2. Click Save on the save dialog box
2. Open the **Keychain Access** app, which is located in **/Applications/Utilities** folder.
3. Select **File**
4. Click **Import Items**
5. Browse to the location that you downloaded the certificate in Step 1
6. Select the **SSL.crt** file
7. Click the **Options** button
8. Select **System** for the Destination Keychain drop down
9. Click the **Open** button



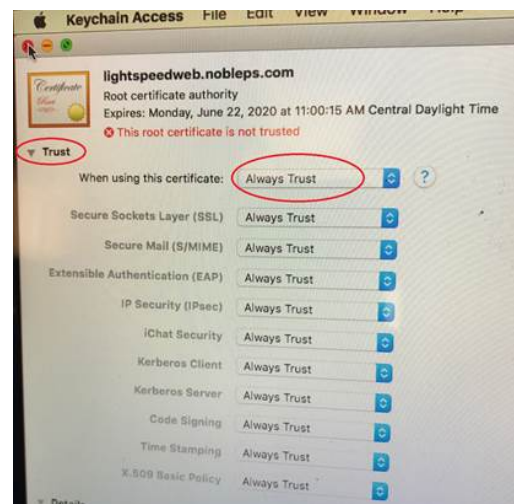
10. Click the **Always Trust** button if prompted
11. If not prompted then go back to the **Keychain Access** app,

1. Click **Certificates** on the Left Menu
2. Double Click on **Paloalto.nobleps.com**



Note: pic shows lightspeed, but you want the one that says Paloalto.nobleps.com

3. Expand **Trust**
4. Change **When using this certificate** to **Always Trust**

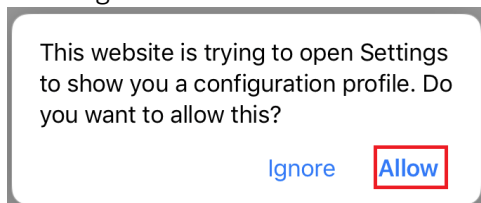


5. Save and exit
12. Restart the computer.

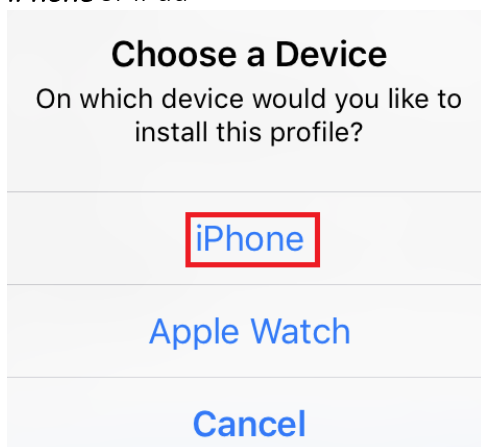
How Do I Do Stuff?

Installing SSL Certificate on a iOS device (iPhone or iPad)

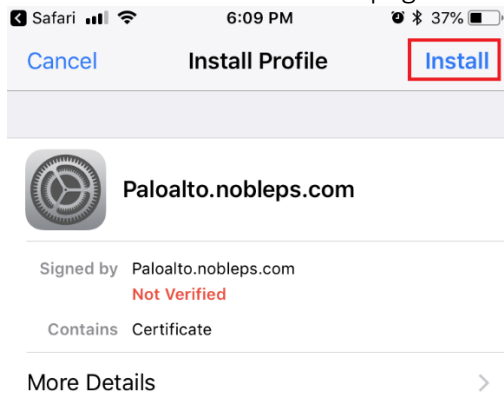
1. Go to <http://support.nobleps.com/ssl.crt>
2. Click **Open** on the save dialog box
3. Click on **Open** on the Security warning



4. If asked choose a Device, select *iPhone* or iPad



5. Click **Install** on Install Profile page



6. Enter Device Passcode
7. Click **Install** on the warning page

How Do I Do Stuff?

How Do I Backup My Files?

All Teachers/Staff/Students Are Responsible for Backing up Their Documents


The easiest way to back up your documents is to copy them to a USB drive (External Hard Drive or Flash Drive). It is critical you keep a current backup of your important documents and have two copies (the original and a backup). Data loss can occur for any number of reasons and without warning. If you use Firefox or Chrome and have bookmarked websites that you would like to keep, you need to export the bookmarks to your backup location. These bookmarks are not saved when you copy the favorite's folder from your profile which is from Internet Explorer only.

All Teachers Are Responsible For Any Personally Installed Software

Be sure to find all downloads or disks for any software you installed after Technology originally set up your computer. This software will not be automatically reloaded. You will need to reload the software after the computer has been erased. We will provide assistance where needed in this process.

Exporting Bookmarks from the Chrome Web Browser for Backup

If you use Chrome and have Bookmarked websites that you would like to keep, you need to export the bookmarks to your backup disc or USB drive. These Bookmarks are not saved when you copy the favorite's folder from your profile which is from Internet Explorer only.

1. Click the **Chrome menu**  on the browser toolbar.
2. Select **Bookmarks**.
3. Select **Bookmark manager**.


4. Click the **Organize** menu in the manager.
5. Select **Export Bookmarks**. Chrome will export your Bookmarks as a file, which you can then import into another browser.
6. Move the Bookmarks file you created to your backup location such as an External Hard Drive or Flash Drive.

Additional Chrome Resources:

<https://support.google.com/chrome/answer/96816?hl=en>

How to Back Up Your Documents on Windows 7

On Windows 7 to manually copy your files to removable media such as a CD, DVD, or a USB memory device, follow these steps:

- 1) Click **Start** 
- 2) Click **Computer**, and then *double-click* on **Local Disc (C:)**
- 3) *Open* the **Users** folder
- 4) *Open* the folder with your **login name**
- 5) **Copy: Contacts, Desktop, Documents, Downloads, Favorites, Music, Pictures, Videos**
- 6) **Paste** the copied folders to the USB drive
 - a. *Double Click* on **My Computer**
 - b. *Double click* on the **USB drive** you wish to back up the documents to
 - c. **Make a new folder** and call it **School Backup** (Right click the white space and click New > Folder)
 - d. *Go into* the **School Backup** folder
 - e. *Right click* in the white space and select **Paste**
- 7) Next Backup Your H: Drive
 - a. *Open* **My Computer** and go to the **H: drive**
 - b. **Select all documents** and **copy**
 - c. *Go to* your **USB drive**


How Do I Do Stuff?

- d. *Go into* your **School Backup** folder and create a new Folder called **H Backup**. (Right click the white space and click New > Folder)
- e. *Go into* the **H Backup** folder
- f. *Right click* in the white space and select **Paste**.

Tip:

- To determine the size of all the files in the user folder: Open the folder > Select all the files > Right-click those selected folders > Click Properties. This should tell you the size of the backup.
- A CD holds 700 MB of data. A DVD holds 4.7 GB of data. Depending on the size, you may find it necessary to split your backup over several cds.
- Please verify the files are backed up properly by trying to open them on another computer.
- Don't forget to take the CD, flash drive or USB hard drive home with you.
- Not all applications save their files to the user folder. You should make sure that you check other applications and the location of their saved files, and then copy those files to the removable media.

How Do I Restore My Files?

1. Open your backup
2. Copy: **Contacts, Desktop, Documents, Downloads, Favorites, Music, Pictures, Videos**
3. Click **Start** 

4. Click **Computer**, and then double-click on **Local Disc (C:)**
5. Open the **Users** folder
6. Open the folder with your **login name**
7. Right click in the folder's white space and click **Paste**.
8. You want to overwrite the files, so when prompted select **Yes**.
9. When the copying is completed, you have finished restoring your documents.

How Do I Report A Technology Issue?

Go to <http://support.nobleps.com> and click on **IT Workorder** on the menu on the left-hand side of the page. Then fill out the form.
([Back to Top](#))


How Do I Report A Maintenance Issue?

Go to <http://support.nobleps.com> and click on **School Maintenance Workorder** on the left-hand side of the page. Then fill out the form.
([Back to Top](#))

How Do I Do Stuff?

How Do I Setup Voicemail on a Cisco Phone for the First Time?

If you have a phone:

1. *Select* the line with your name on it.
2. *Press* the **Messages** button  (Envelope Icon).
3. When prompted for your pin, *enter* **159357** followed by **#**.
4. Go through the set-up prompts. Your password has to be at least 3 non-consecutive numbers.
5. Please go all the way through the process until you completed the enrollment process.

If you don't have a phone:


1. Go to an office phone and *dial* your extension.
2. During the greeting *Press* ***** then dial your **Extension** followed by **#**.
3. When prompted for your pin, *enter* **159357** followed by **#**.
4. Go through the set-up prompts. Your password has to be at least 3 non-consecutive numbers.
5. Please go all the way through the process until you completed the enrollment process.

[\(Back to Top\)](#)

How Do I Listen to Voicemails?


Voicemails will be delivered as both an Email and on the phone. You can listen or delete a Voicemail from either location.

- 🔍 On the phone, a **New** Voicemail is indicated by a **Red Light** on the

hand set and an **Envelope**  on the line with the Voicemail.

- 🔍 If you open (listen) or delete an email containing a Voicemail that action will be reflected on the phone.
- 🔍 The emails containing the Voicemail will be from “**Cisco Unity Connection Messaging System <unityconnection@cuc-pub>**”.
- 🔍 The Voicemail will **Never** be in your Lightspeed Spam Summary.

[Access Voicemails from the Phone:](#)

1. *Select* the line with your name on it.
2. *Press* the **Messages** button  (Envelope Icon).
3. When prompted *enter* your **Pin** followed by **#** (Default pin is **159357**).
4. *Press* **1** to Listen to **New** messages.
Or
9. *Press* **3** to Listen to **Old** messages.


[\(Back to Top\)](#)

How Do I Do Stuff?

How Do I Access the Phone Directories?

You can find an extension for someone from the phone or through Outlook.

Find a Person's Extension from Your Phone:

1. Press the **Directories** Button  (Book Icon).
2. Scroll down to **Corporate Directory** and Press **Select**.
3. Enter part or all of the first or last name of the person and Press **Search**.
4. Select the person you wish to dial and Press **Dial**.

Find a Persons Extension from Outlook:


1. Open **Outlook**.
2. Click in the **Find a Contact** or **Search People** field in the top-right corner on the Home Tab and type in the name of the person.
3. Once you have found your contact, click on their name to open up more details.
4. Look under **Call Work** or **Business Phone** for their extension.

Note: Another way of searching is to click on the **Address Book** button in the top-right corner on the Home Tab. You'll need to search by first name.

Note: Another way is to hover over their name in an email and click the drop arrow at the bottom right of the handset icon.

[\(Back to Top\)](#)

How Do I View the Call History on a Cisco Phone?


1. Press the **Directories** Button  (Book Icon).
 - ? Select **Missed Call** for any calls that were not answered.
 - ? Select **Received Calls** for any calls that were answered.
 - ? Select **Placed Calls** for any dialed number.

[\(Back to Top\)](#)

How Do I View Called Numbers on a Cisco Phone?


1. Press the **Down** button to access placed Calls.

Or

1. Press the **Directories** Button  (Book Icon).
2. Select **Placed Calls** for any dialed number.

[\(Back to Top\)](#)


How Do I Change the Ringtone on a Cisco Phone?

1. Press the **Settings** button  (Checkbox Icon).
2. Go to **User Preferences > Rings**.
3. Choose a phone line extension or the default ring setting.
4. Highlight a **Ringtone** and press **Play** to hear a sample.
5. Press **Select** and **Save** to set the ringtone.

How Do I Do Stuff?


[\(Back to Top\)](#)

How Do I Change the Background on a Cisco Phone?

1. Press the **Settings** button  (Checkbox Icon).
2. Go to **User Preferences > Background Images**.
3. *Highlight* a Background Image and Press **Select**. Note: you must **Select** an image before you can **Preview** or **Save** it.
4. Press **Preview** to see what the image will look like then Press **Exit** to go back.
5. Press **Save** to set the background or you can **Select** another image.

[\(Back to Top\)](#)

How Do I Change the Brightness / Contrast on a Cisco Phone?

1. Press the **Settings** button  (Checkbox Icon).
2. Go to **User Preferences > Brightness or Contrast**.
3. **Select Down** or **Up** to adjust the brightness level.
4. Press **Save** to set the level.

Please note that some phones may have different steps and options.

[\(Back to Top\)](#)

How Do I Do Stuff?

Reminders

- Outlook is the recommended way to access email while at your teacher computer. Go to **Start > All Programs > Microsoft Office > Microsoft Outlook 2010**. Just select **next** all the way through the setup wizard and it should auto fill in the info.
- In **Outlook**, the email **To...** field will not drop down until you send an email to that person one time.
- Teachers will need to login to **YouTube** (with your school email address and password) in order to access some videos.
- If you are unable to login to **Google Apps**, then reset your password on a school computer. This goes for Teachers or Students who have logins. Be sure to use your username + @nobleps.com when logging into Google Apps.
- Teachers should have admin rights on their computers but it can take 3 logins before it fully applies.
- Personal printers are allowed but Technology does not support them in any way.