Phone System Phantom Number Programming Instructions

Some staff members in the district (mainly Teaching staff) are assigned what we call a PHANTOM phone number. This number is not physically attached to any phone and can be programmed by the user to ring any phone in the district network. Some business users call this a virtual office phone number. Staff members with Phantom phone numbers are notified when they receive their number, as well as in the fall when message waiting lamps are activated (a list is sent to all staff in each building, indicating the type of phone number they are assigned).

Please keep in mind that it's part of the *Anoka-Hennepin Technology Acceptable Use Policy* that phantom phone numbers are not programmed to ring a classroom phone during student contact hours.

Instructions for ACTIVATING a phantom phone number to ring a phone are:
1.	Lift handset
2.	Dial 170
3.	Dial 724665 (this spells "school" on your phone keypad)
4.	Dial YOUR 5-digit extension (this can be either 6xxxx or 3xxxx, depending on your location)
5.	Dial the extension on the physical phone where you want your phone number to ring.
6.	After the confirmation tones, hang up

    EXAMPLE: I'm activating phantom phone number 61234 to physical phone 41234:
    1.	Lift handset
    2.	Dial 170
    3.	Dial 724665
    4.	Dial 61234 (wait for dial tone)
    5.	Dial 41234
    6.	After confirmation tones, hang up

    EXAMPLE: I'm activating phantom phone number 61234 to physical phone 61599:
    1.	Lift handset
    2.	Dial 170
    3.	Dial 724665
    4.	Dial 61234 (wait for dial tone)
    5.	Dial 61599
    6.	After confirmation tones, hang up

These instructions take up about 15 seconds or less of your time. You can easily program the number to ring when you are free to take calls and deactivate the programming when you have students in your room.

Instructions for DEACTIVATING a phantom number that has been programmed to ring:
1.	Lift handset
2.	Dial 171
3.	Dial 724665
4.	Dial YOUR 5-digit extension. You will hear a dial tone.
5.	Hang up.

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FAQs:

Question: I can't get my phantom number to ring a phone
Answer: Try DEACTIVATING your number first. Then use the activation instructions.
OR – verify that you actually have a phantom number (you may be assigned to a physical phone)

Question: Why can't we program our phantom number to ring in the classroom during student contact hours?
Answer: Here's the history: Back in 1995 when we were determining the system requirements, a committee comprised of parents, teachers, and district administrators were very concerned that, if we installed a phone in every classroom, students would be interrupted by the phone constantly ringing with calls from parents, family members, etc. We knew that we wanted to give all staff a direct line of their own. The phantom number was the solution because it gives staff a way to take calls when they can, but also assures parents that their children are in an environment that allows fewer interruptions.

Question: My phone number is ringing in the wrong room (or, _____'s calls are ringing on my phone…)
Answer: Deactivate the phone number in question. Reprogram it to the right phone.

Question: Do I have to use a specific phone to program my phantom number to ring?
Answer: No. You can use any phone in the district network (even one that isn't in your building) to program your phantom number.