Attorney & Business Staff Phone Instructions

iLearn@GT
Your Path to Training & Development

IMPORTANT BUTTONS ON THE PHONE						
Menu	Call Log	Home	Nav Keys	Mute	Volume	Voicemail
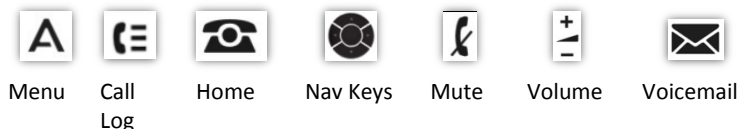
ICONS ACROSS THE TOP OF YOUR PHONE				
Missed	Ring My Cell Active	Call Forward	Ringer Off	Volume Off

ANSWERING CALLS

- <u>Answer</u> - pick up your **handset or press** ❚◀ .
- <u>Send call to Voicemail</u> - press **ToVmail**.
- <u>Silence the ringing</u> – press **Ignore** and the call will ring on only your assistant's phone**.**
- <u>If you are on a call</u> – Press **Ans Hold** to hold your current call and answer the new call or press **Ans Drop** to drop your current call and answer the new call.
- Your first line will ring for 10 seconds on your phone only, then on both yours and your assistant's for the next 10 seconds. The second line will ring immediately on your assistant's phone.

MAKING CALLS & USING THE SPEAKERPHONE

- <u>To make a call</u>, pick up the handset and dial the 5-digit extension, pick up the handset and dial 9 + number, or use the speakerphone and live keypad to start dialing.
- To transfers calls from <u>speakerphone to handset</u>, pick up the **handset**.
- To transfer a call from <u>handset to speakerphone</u>, **press** ❚◀ and **hang up the handset**.
- To <u>block sending Caller ID</u>, dial ***67** before dialing **"9".**

TRANSFERRING CALLS TO ANOTHER PHONE

1. Press the **Transfer** key.
2. **Dial the number** where you wish to transfer the call.
3. Remain on the line to **announce the call**, or **hang up** or press **"Complete"** to complete the transfer.
   a. <u>Drop</u> - Press **Drop** to cancel the call you dialed and **dial another.**
   b. <u>Cancel</u> - Press **Cancel** to return to your original call.

ACCESSING VOICEMAIL – INSIDE THE OFFICE

The bright red light at the top-right corner of your phone indicates a message is waiting.

- <u>From your phone</u> - Press ✉, enter your passcode, then #.
- <u>From someone else's phone</u> - Press ✉, press *, then enter your mailbox, press #, enter your passcode, press #.
- <u>From a convenience phone</u> (without its own mailbox) - Press ✉, enter your mailbox, press #, enter your passcode, press #.

ACCESSING VOICEMAIL – OUTSIDE THE OFFICE

- Dial your own number.
- When you hear your greeting, press * then enter your password + #

Alternatively, you can dial your office's voicemail access number, enter your 5-digit mailbox + #, then your password + #.

CONFERENCE CALLS

1. While on a call, press the **Conf.**
2. Dial the **number** of the person you want to add.
3. When the call is answered, you can talk privately. Press **Join** to add them to the call.
   a) Press **Cancel** if the line is not answered or the person does not want to be added. This will release that call and return to the original call.
   b) Press **Drop** to drop the dialed call and dial another number.
4. Press **More**, then **Details** to display a list of participants. Scroll down using the **NAV** keys to a specific participant and Drop them from the conference.

NOTE: You can set up a conference call for up to six parties, including yourself. Your phone will display the number of conference participants besides you.

JOINING AN INCOMING CALL TO A CONFERENCE

If you are on a call and another line rings. You can:

- Press **AnsHold** to HOLD your first call and answer the second.
- To join the second call with the holding first call, press the **Conf** key, then the slowly flashing Line key, then press **Add.**

CONTACTING YOUR ASSISTANT

- The upper right key (labeled **"Busy xxxxx"**, where xxxxx=your assistant's number) lights when your Assistant is on the phone.
- Press the **"Busy xxxxx"** key to call your Assistant.

GT DIRECTORY

Press the **GT Directory** key, speak the name of any GT employee when prompted, and the system will call them. (The first time you call into this line, you'll be prompted to record your name for better identification.)

AUTO HOLD

Your phone will now automatically place calls on hold when you switch to another line. Press **Drop** to end a call and place another.

REDIAL

Redial calls the last number you dialed. You can also make the Redial button display a list of the last 10 calls made:

1. Press ⋀.
2. Press "**OK**" (for Options & Settings),
3. Press "**OK**" (for Call Settings),
4. Scroll down to "**Redial**."
5. Press **CHANGE** (to change to LIST), Press **Save** to confirm.
6. Press to **Exit**.

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DO NOT DISTURB

Turn the ringer all the way down with $-$.

You may also use **SendAll**. This will send all calls immediately to voicemail without ringing on a phone; including your assistant.

RING MY CELL

This feature causes your cellphone to ring simultaneously with your desk phone when your line is called.

- Press **Ring My Cell** to activate.

If you answer such a call on cell, you can walk to your desk while talking on your cell, pick up your extension, hang up the cell, and continue talking uninterrupted.

To move a call from your Desk phone to your cell.

1. Press **Transfer to Cell** while talking on your desk phone.
2. Your cell will ring.
3. Answer it, hang up your Desk phone

To activate or deactivate this feature *from your cell phone*:

- Dial (678) 420-4122 to activate
- Dial (678) 420-4123 to deactivate

Calls to these numbers will ring once and hang up.

TRANSFER A CALL TO SOMEONE'S VOICEMAIL

1. Press **Transfer**.
2. Dial **33333** or press "**Express Messaging.**"
   When Voicemail answers, dial the desired **5 digit mailbox** number (<u>without</u> a "#"), then hang up.

FORWARD YOUR CALLS TO ANOTHER NUMBER

- Press **Call Forward**, then dial the number where you want to send your calls, including "9" if external.
- **Call Forward** key will display an arrow when activated.
- Press the key again to Cancel Forwarding.
- (Activating Call Forward will prevent your calls from ringing your Assistant, as well as negate your Ring My Cell feature.)

PRIVACY ON YOUR LINES

To block your Assistant from picking up one of your lines while you are on a call:

1. Use the ► to get to Page 2,
2. Press "Privacy", which will block such access for the current call.

CALL PARK

To put a call on hold and pick it up from another phone,

1. From your phone, press **Transfer**
2. Then dial *66 and hang up.

To retrieve the call from any phone, dial #66 plus your extension.

CALL LOGS

The ☰ key will be lit if you missed a call. To view a list, press it. You can use the navigation ◄ ► keys to see different types of calls and automatically dial them from the list.

- To see more information about a specific call, press **Details.**
- Press **+Contacts** to add a number from a call list to Contacts.

To turn off the ☰ indicator key, press ☰ then ☎.

"SD" ONE-TOUCH AUTO/SPEED DIAL BUTTONS

"Autodial" or "Speed-dial" buttons are now one-touch buttons and identified as "SD" keys.

To Program:

1. Dial ***14**
2. Press the **SD** button you want to program.
3. Dial desired **number** (include 9 if appropriate),
4. Press **SD** button again.

To Use: Press the programmed **SD key** and your call will be dialed.

EDIT BUTTON LABELS

You can customize most button labels.

1. Press Λ, then "**OK**" (Options & Settings)
2. Scroll down to "**Application Settings,**" Press **OK**
3. Press **OK** (Personalize Labels),
4. Scroll to locate and select the **label** to edit. (You may have to use the ►key to scroll to next page.
5. Press **Edit.**
6. Edit the label, press **Save.**
7. Press Λ to exit.

CONTACTS/PHONE DIRECTORY

You can program numbers in an alphanumeric Directory.

1. Press 📖
2. Press **New** and follow instructions to program.

PAIR CONTACTS TO IDENTIFY INCOMING CALLS

Use this capability to enable your phone to display the NAME of frequent incoming callers.

1. Press Λ,
2. Press "**OK**" (for Options & Settings),
3. Press "**O**K" (for Call Settings)
4. Scroll down to "**Pair Contacts to Calls**"
5. Press **OK** (to change to ON), Press Save to confirm,
6. Press ☎ to **Exit**

CHANGE RING TONE

Press Λ, then **OK** (Options & Settings), then scroll down to "**Screen & Sound**", **OK**, scroll to "**Personalized Ringing**", **OK**, scroll down to hear options, press **Save** to set.