

T31 Basics



1: History:

Press the button below to display call history. The arrow keys on the phone can be used to navigate.

2: Dir (Directory):

This displays all of the extensions on the system and any contacts that are shared between the phones. Scroll through or search and press Send to call that contact.

3: DND (Do Not Disturb):

Sets phone to Do Not Disturb. By default this will send all calls directly to voicemail.

4: Voicemail Notification:

The indicator light at the top of the phone will flash red if you have a voicemail. A label will show at the top of the screen as well.

5: BLFs (also called Speed Dial Keys):

Press the button to call or transfer a caller to that extension. The BLF will flash red if that extension is receiving a call and will be solid red if they are on a call.

7: Transfer:

While on a call press the transfer key followed by the destination to transfer the call. If transferring to an extension that is also a BLF on the phone, there is no need for this key, you can simply press their BLF.

8: Redial:

Will bring up previously placed calls. Scroll to the call that you want to place again and press the Redial key again.

9: Message Key:

Press this key to access your voicemail. You will be prompted to enter your voicemail PIN.

10: Headset:

Press this button to toggle between using the handset and headset. If it is green, it is set for headset mode.

11: Speaker:

Press this key to answer a call directly to speakerphone. Or while using your handset on a call and you wish to move to speakerphone, press the speaker key and put the handset back on the phone.

6: Mute Key:

Will mute the audio sent to the caller from your extension. Press again to un-mute.

Questions?

Please call 833-832-4033 or email support@atgfw.com



Common Functions

- **Answer a call:** Pick up the handset, press the speaker key, or press answer.
- **Answer calls from another phone:** Press the BLF key of the ringing phone. It will be flashing red.
- **End a call:** Place the handset back on the base or press End.
- **Transfer a call:** While on a call, press the BLF (speed dial key) that you want to transfer the call to and hang up. Or press Transfer followed by the extension then hang up.
- **Transfer a call to voicemail:** Press the TRANSFER key, *4, then press their BLF (or enter their 3 or 4 digit extension). *Be aware that there is a timeout after entering the *4, so it is best practice to know the extension number or location of the BLF key prior to beginning the transfer.*
- **Conference Calls - 3 Total Users:** Connect to one of the other parties. Once connected, press the conference key and make your second call. Once that second call is connected, press the conference key again to combine the two.
- **Conference Calls with more than three users (using the conference bridge):** Dial 700 (or 7000 if system is 4 digit extensions). The system will prompt you for the conference ID. Enter a number of your choice, press *, enter the Conference Bridge PIN, then press #. Follow the prompts to create the new conference. External callers need to be notified of the conference ID and transferred to extension 700/7000 or call the direct phone number for the conference bridge (if applicable). The conference ID will be automatically generated if the conference is created using the computer portion of the system.

Voicemail:

- **Retrieving messages:** If there is a new unheard message, the indicator light at the top of the phone will be flashing and there will be an envelope at the top of the display. Press the Message key and enter your PIN. Press * to play.
 - **Delete voicemail:** While listening or after listening to a message, press 3 to delete then press * to confirm.
 - **Leave an internal message for extension:** Press *4 and press the BLF (or enter the 3 or 4 digit extension number). This will not ring the person's phone. This can also be done for your own extension to leave yourself a voicemail reminder.
 - **Record your mailbox greeting:** Press the Message key and enter your PIN. Press 9 for options. Press 8 for your personal greeting. Follow the prompts.
 - **Record your Self Identification Message. (Required for Dial by Name Directory):** Press the Message key and enter your PIN. Press 9 for options. Press 5 for Self-Identification message. Follow the prompts. Record your first and last name.
 - **Change your voicemail PIN:** Press the Message key and enter your PIN. Press 9 for options. Follow the prompts.
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