

DIALING QUICK REFERENCE

DIALING PLAN:

On Post: Dial 7 Digit Number

- Example: 791-XXXX

Long Distance: Dial (99) + 1+ 10 Digit Number

- Example: 99 + 1+ 757-623-XXXX

Toll Free (800/888/866): Dial 99 +1+10 Digit Number

- Example: 99 + 1 + 800-555-XXXX

Local Commercial Off Post: Dial 99 + 10 Digit Number

- Example: 99 + 706-863-XXXX

International: Dial 99 + 011+Country Code+
International Number

- Example: 99 + 011 + 49+XXXXXXXXXX

DSN OCONUS: Dial 94+DSN Country Code + 7 Digit
Number

- Example: 94+314+578-XXXX

DSN CONUS: Dial 94+7 Digit DSN Number

- Example: 94+780-XXXX

(AS 5300) VOICE MAIL:

Dial the following to Access Voice Mail:

From a CONUS Long Distance Number:706-787-4450

From an On Post Number:787-4450

From an OCONUS DSN Number:312-780-4450

From a CONUS DSN Number:780-4450

Dial the following to Access Express Messaging:

From a CONUS Long Distance Number:706-787-4451

From an On Post Number:787-4451

From an OCONUS DSN Number:312-780-4451

From a CONUS DSN Number:780-4451

FEATURE ACCESS CODES:

Feature

Access Code

Call Forward All Calls

*52+7 or 10 Digit Nbr

+”Send” key

Call Forward Cancel

#52+”Send” key

Malicious Call Trace (MCT)

***99**

Do-Not-Disturb (DND):

The DND feature is used to block new calls, instant messages, and collaborations. Press the “More” soft key to access DND.

- To activate **Do-Not-Disturb (DND):**
- Select: **DND**
- Press “Enable” and then select the “OK” soft key
- **DND** will appear when activated.
- To deactivate **Do Not Disturb:**
- Select: **DND**; Press “Enable” and then select the “OK” soft key

United States Army FORT GORDON, GEORGIA

Telephone Network

OPERATOR ASSISTANCE:

Commercial: (706) 791-0110

DSN: 780-0110

7th Signal Command

Army Enterprise Service Desk:

Operating Hours: 24x7x365

Dial: 99-1-866-335-2769

Avaya VOIP

FORT GORDON

LET’S TALK

1120E IP Desk Phone

Quick Reference Guide



FEATURE DESCRIPTIONS

CALL FORWARD (All Calls) – Call Forward All Calls allows the user to forward all incoming calls on their extension to another extension on base. Outgoing calls can still be placed from the telephone when call forward is active. Call Forward is activated by using a feature activation code.

CALL HOLD – This feature allows a user to place an active call on hold. The party on hold will hear music. The subscriber may retrieve the call by lifting the handset or selecting the “**Hands Free**” or “**HOLD**” key.

CALL PICK-UP – Call Pickup allows subscribers that are part of a common Call Pickup group to answer calls/ringing devices belonging to other members in the group.

CALL TRANSFER – The Call Transfer feature allows the user to send a call to another extension. Subscribers can select destination addresses from their address book, inbox, or outbox (where applicable).

ADHOC CONFERENCE SERVICE– The Adhoc Conference Service allows the user to add up to six (6) additional numbers to a single conversation.

MALICIOUS CALL TRACE (MCT) - If a user receives a malicious call (**bomb threat or threat to harm the call taker or others on the installation**), call tracing enables the identification of nuisance or threatening calls. **Press *99 to start the call trace.**

QUICK REFERENCE NUMBERS

- Post Information: 791-0110
- Eisenhower Army Medical Center: 787-5811
- IOC Darling Hall: 791-9747
- Guest House/Billeting Office: 706-790-3676
- American Red Cross: 787-6311
- Army Community Service: 791-3579
- **Signal Corps, Military Intel & Tenants:**
- 791-XXXX (DSN 780) (AREA CODE 706)
- 787-XXXX (DSN 773) (AREA CODE 706)
- 849-XXXX (DSN 502) (AREA CODE 706)
- 206-XXXX (DSN 248) (AREA CODE 762)

FEATURE ACTIVATION

CALL FORWARD (All Calls)

ACTIVATE:

- Lift the handset and dial “*52”
- Dial the 7 or 10 digit number where calls are to be forwarded.
- Select the “**Send**” soft key. You will hear two beeps.

CANCEL:

- Lift the handset and dial “#52”
- Select the “**Send**” soft key. You will hear two beeps.

CALL HOLD:

- While on an active call, press the “**HOLD**” key. The icon next to the Line key will change to indicate the call is on “**HOLD**”
- Press the “**HOLD**” or “**Hands Free**” button to retrieve the held call.

CALL PICK UP (CPU):

- Subscribers who have “**CPU**” assigned can use two methods:
 - 1) Lift the handset and select the “**CPU**” key on your phone. [**Note:** Use when retrieving calls from your assigned telephone.]
 - 2) Lift the Handset and enter “*63” + assigned 3-digit “**CPU**” code followed by the “#” key. [**Note:** Use when retrieving calls from another telephone that is not assigned to you.]

CALL TRANSFER:

- Lift the handset and place a call from your phone to the designated number.
- When the number is answered, place your phone on hold with the “**Conference**” soft key.
- Place the call to the designated number. When the call is answered, press the “**Transfer**” soft key.

ADHOC CONCERENCING:

ORIGINATE AN ADHOC CONFERENCE:

- Lift the handset and place a call to the first designated conference number.
- When the call is answered, place your phone on hold by pressing the “**Conference**” soft key.
- Place the call to the second designated number. When the call is answered, press the “**JOIN**” soft key. You may repeat this process for up to six (6) telephone numbers per Adhoc conference.

FEATURE ACTIVATION CONT.

JOINING INCOMING CALLS TO THE ADHOC CONFERENCE:

- When you are on a call and you receive another call, press the “**UP Arrow**” and then the “**ANSWER**” soft key. Your first call is placed on “**Hold**” with music.
- To conference both calls, press the “**JOIN**” soft key and then press “**OK**” to add callers to the Adhoc conference.

VOICE MAIL (AS 5300):

FIRST TIME SETUP ONLY:

- Dial **787-4450** and enter your mailbox number (**seven digit telephone number**). When prompted for your **temporary password**, dial **1234** + “#” key.
- Follow the system prompts to set up your voice mailbox: Passwords must have six (6) to ten (10) digits. The password assigned **cannot** be a previously used password.

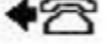
RETRIEVE VOICMAIL:

- If accessing voice mail from your telephone, press the “**Message**” soft key and follow the prompts.
- If accessing voice mail from another telephone, dial the Voice Mail number and enter your 7 digit mailbox number + “#” then enter your mailbox “**PIN**” + “#” key.

MESSAGE WAITING INDICATORS:

- Voice Message Waiting – The Red Light is on when there are voice messages waiting.

1120E IP DESKPHONE ICONS CALL STATES:

Call state	Icon
On hook	
On the phone	
On hold	
Call Forward	
Do Not Disturb	
Outgoing call, Incoming call (ringing)	
Missed call	