

LET'S TALK

For Single Line Users
A Quick Reference
for
Gillem Enclave, GA
Telephone Network

Ft Gordon Main Number(706) 791-0110
7th Signal Command Enterprise Service Desk:
Operating Hours: 24x7x365
Dial: 99-1-866-335-2769
POLICE, FIRE, AMBULANCE911

GILLEM ENCLAVE Telephone Numbers:

Post Information0 or 469-0110
MEPS..... 469-3090
ID CARD GA NG.....678-569-5368
USACIL.....469-4631
3rd MEDCOM.....557-6700
345th MI TSB.....469-4323
347th 469-4304
81st RSC.....469-4185/293-2662
GA NATIONAL GUARD.....295-8148
EUCOM JAG.....469-4393/4395
MAIN GATE BLDG 702.....469-7900
DPW469-3559
DPW WORK ORDERS.....469-3577/3569
MAIL RM.....469-3771
SEARISC Bldg 839.....469-5460
South Eastern DDC469-5923
DFAS.....469-7984

CPAC.....469-7922
OREGA-S.....460-3136
MORALE CALLS.....DSN ONLY 797-1803

DIALING PLANS

On Post:

Dial the 7-digit number
• Example: 469-XXXX

Local & Commercial on post:

Dial (99) + 10-digits
• Example: 99 + 404 - 469-XXXX

Long Distance :

Dial (99) + 1+ 10 digits
• Example: 99 + 1+ 781-455-XXXX

800/888/866 Toll-Free:

Dial (99) +1+ 10-digit toll free number
• Example: 99 + 1 + 800-555-XXXX

International:

Dial (99) + 011+ int'l number
• Example: 99 + 011 + 49-65462215XXXX + XXXXXX

DSN:

Dial (94) + 7 or 10-digit DSN
• Example: 94+ 539-XXXX

International DSN:

Dial (94) + country code + 7-digit number
• Example: 94+ 013+ 539-XXXX

FEATURE CODES:

<u>Access Code</u>	<u>Feature</u>
*2	Call Forward All Calls
#2	Call Forward All Calls (cancel)
*4Call Hold	
*7Call Pickup	
Hook switch	Transfer and 3-Way Conference
#9	Last Number Redial

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.

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Outgoing calls can still be placed from the telephone when call forward is active.

CALL HOLD – This feature allows a user to place an active call on hold and then hang up returning the handset to the cradle if the user chooses. The party on hold will hear music. The subscriber may retrieve the call by lifting the handset.

CALL PICK-UP – This feature allows the user to answer, from their phone, any call made to an extension within the individual's call pick-up group.

CALL TRANSFER – The Call Transfer feature allows the user to send a call to another extension.

3-WAY CONFERENCE – The 3-Way Conference feature allows the user to add a third person to a call in progress.

LAST NUMBER RE--DIAL – This feature allows the subscriber to automatically call the last number dialed from their extension.

VOICE MAIL (Avaya CMM)

Voice Mail Access.....469-5678

FIRST TIME SETUP ONLY:

What is the telephone number to Voice mail and how do the customer setup voice mails pass word?

- Dial Voice Mail Access (469-5678) and enter your mailbox number and “#”(your mailbox number is your seven digit extension) and when prompted for your **temporary password:** dial (3050); you will be prompted to change your password.
- Follow system prompts to set up your voice mailbox: Passwords must have 6 to 10 digits. The password assigned **CAN NOT** be the same six numbers or numbers in succession. Security of the system will not allow these types of passwords.

REGULAR USE:

- If accessing voice mail from your telephone, press“#” and follow prompts.
- If accessing voice mail from another

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- telephone, dial the Voice Mail Access (469-5678) and enter your 7 digit telephone number and “#”.
- When prompted for “Password”, enter your 6 to 10 digit password and “#”.

FEATURE ACTIVATION

CALL HOLD

While on an active call

- Press the HOOKSWITCH (2500 set). You will hear a special dial tone.
- DIAL (*4). You will hear confirmation tone.
- HANG UP. Call is on hold. You will hear ringing periodically as a reminder that the call is being held.
- LIFT THE HANDSET to retrieve the held call.

You will receive a special dial tone. Next, dial the 7-digit extension at which the call is parked. You will be re-connected with the call.

CALL PICKUP

To answer a call within your call pick-up group

- When you hear a phone ringing within your call pickup group, pick up your phone and dial (*7) to be connected to the caller.

CALL TRANSFER

On an active call

- Press the HOOKSWITCH (2500 set). You will hear a special dial tone.
- Dial the 7-digit extension of the number you wish to transfer the call. You will hear ringing.
- If you wish to announce the call, you may stay on the line until the person answers the phone. Once you have announced the call, you hang up and the two individuals will be connected.
- If you do not wish to announce the call, you may hang up and the call will be transferred to the extension.

- If the called party is busy or does not answer the phone, you may press the HOOKSWITCH (2500 set) twice, each time momentarily, to be reconnected to the original call.

3-WAY CONFERENCE

On an active call:

- Press the HOOKSWITCH (2500 set). You will hear a special dial tone. The caller is automatically placed on hold.
- Dial the 7-digit number you want to add into a 3-way conference.
- When the person answers, press the HOOKSWITCH (2500 set). All three parties will be connected in a 3-way conference call.
- If the extension that you are trying to conference in is busy or does not answer, press the HOOKSWITCH (2500 set) twice, to be reconnected to the call.

CALL FORWARD (All Calls)

ACTIVATE

- Lift the handset and dial (*2).
- DIAL the 7-digit number where calls are to be forwarded. You will receive confirmation tone.
- Hang up.

CANCEL

- Lift the handset and dial (#2). You will receive confirmation tone.
- Hang up.

LAST NUMBER REDIAL

- Lift the handset and dial (#9). The last number called will be automatically dialed by the system.