PHONE USER GUIDE
GLOBAL DATA TECHNOLOGIES

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Thank You For Trusting Us With Your Phone Needs.

Opening our doors in 2014, we have provided phone service, internet, and multi-line VoIP phone solutions to clients near and far. Our family-focused business environment and commitment to detail have allowed us to grow by leaps and bounds. Small businesses are the backbone of our economy, and we thank you for trusting us with your businesses' needs.

If you still have questions concerning your phone system after reading this manual, feel free to reach out to us at **325.340.4032.**

Answer A Call
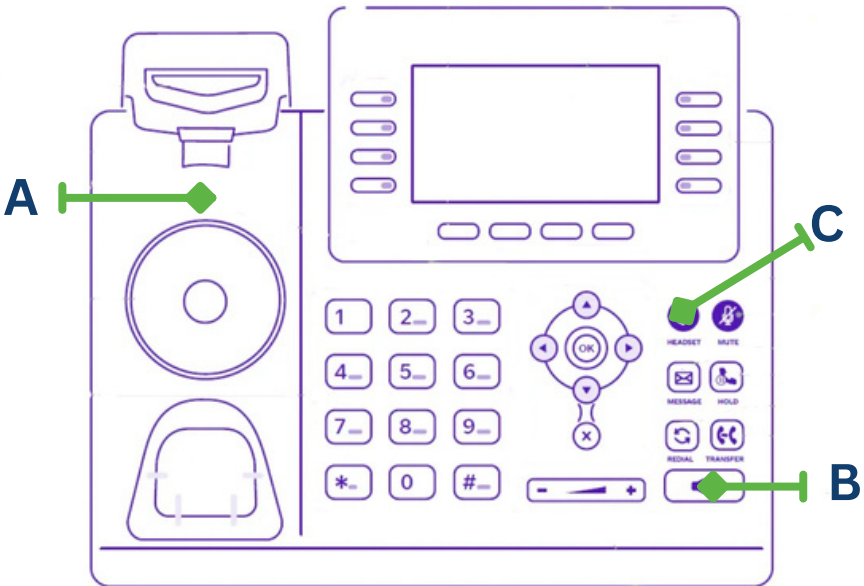
Use one of three ways to answer a call:

Handset

Pick up Handset **A**.

Speaker Phone

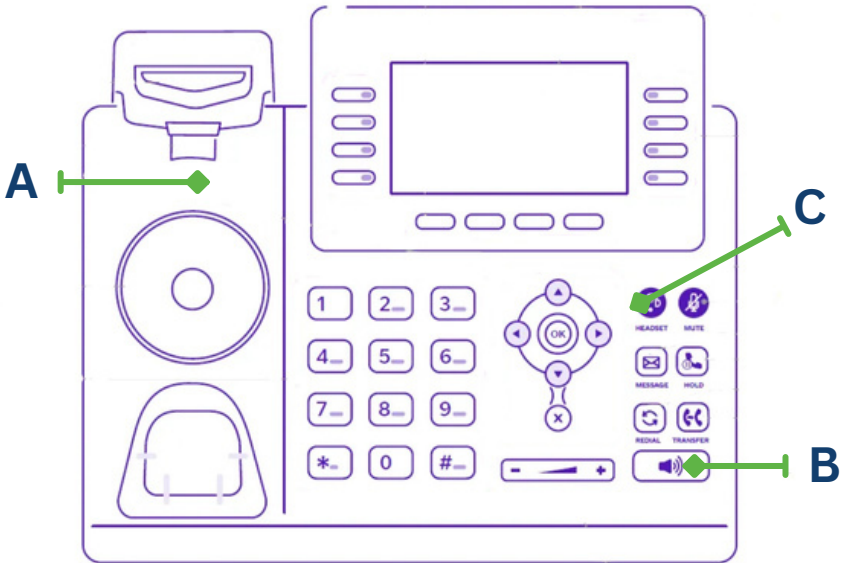Press Speaker Phone button **B** on phone.

Headset

Press Headset button **C**.

Extension Pickup

Answer a Call that is ringing on another extension.

Dial ***35** + Extension Number.

Dial A Call

First, enter the number or extension you would like to call. Include the area code for ten digit local calls. Then, use one of the following to connect:

Handset
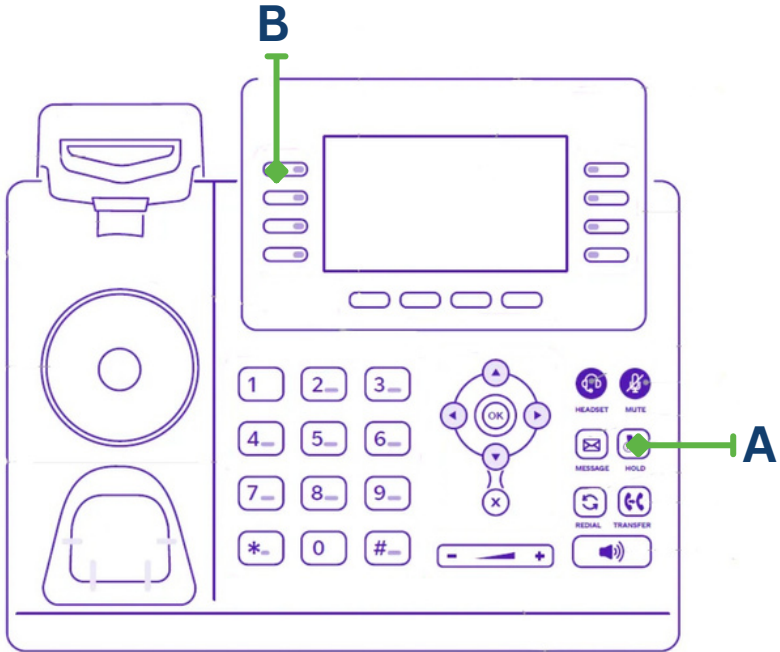
Pick up Handset **A**.

Speaker Phone

Press Speaker Phone button **B** on phone.

Headset

Make sure the headset light **C** is illuminated, then press the Send button **B**.

Place A Call On Hold

When you place a call on hold, you are now only able to resume that call on the **same phone** that initially placed the hold.
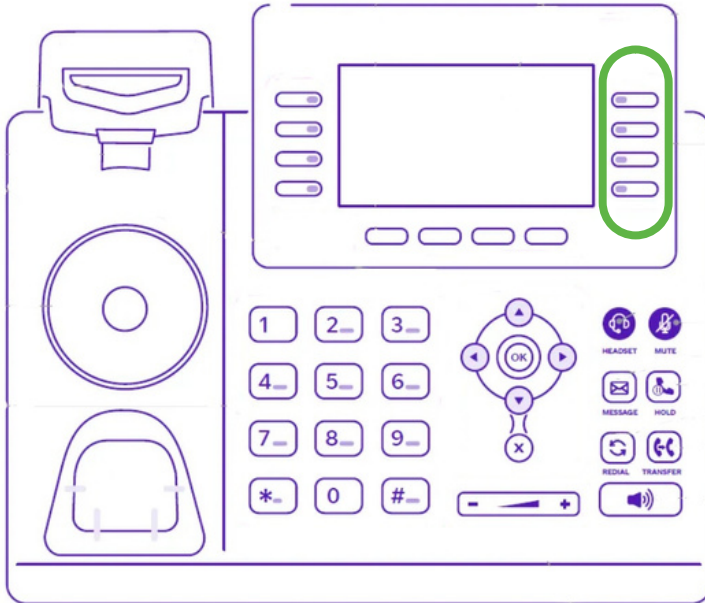
B

While on a call, press the **Hold** button **A** on the phone or the **Hold** button on the screen.

To return to the held call, either press the **Blinking Line** button **B**, or press the **Hold/Resume** button A again.

Parking (Public Hold)

When you place a call on park, the call can be picked up from **any other phone** within the building.

To Park a Call:

Press any idle (green) **Park** button **A**.

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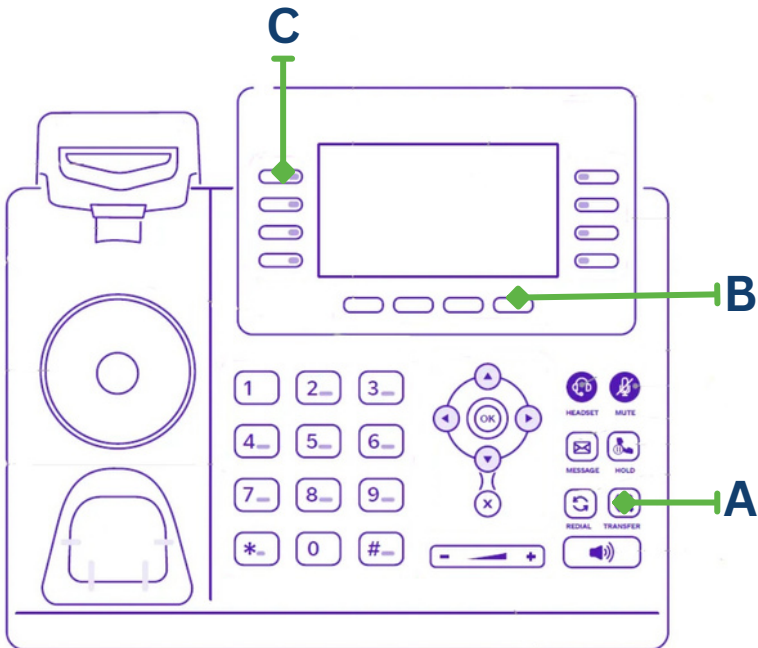To retrieve the parked call from any phone, press the corresponding **Park** button **A**.

Transfer

Blind Transfers (Unannounced)

Press the **Transfer** button **A** to initiate (this automatically places the call on hold).

Enter the destination number or press a speed dial button.

Press the **Transfer** button **A** a second time, or hang up to execute the transfer.

Advanced Transfers

Supervised Transfers (Announced)

A Supervised Transfer allows you to inform the receiving party on the call before you transfer it to them. You can also cancel the transfer and go back to the caller if the destination is not available to take the call.

Press the **Transfer** button **A** to initiate (this places the call on hold).

Enter the destination number or press a speed dial key. Wait for the call to connect - this allows you to speak with the person to whom you are transferring and inform them about the call.

Press the **Transfer** button **A** a second time, or hang up to execute the transfer.

To cancel the transfer, press the **End Call / Cancel B** and then the **Flashing Line** button **C** to return to the original call.

Transfer Directly To Voicemail

Press the **Transfer** button **A** to initiate.

Enter 07 + the extension.

Press the **Transfer** button **A** a second time, or hang up to complete the transfer.

Conference Calling / 3-Way Calling

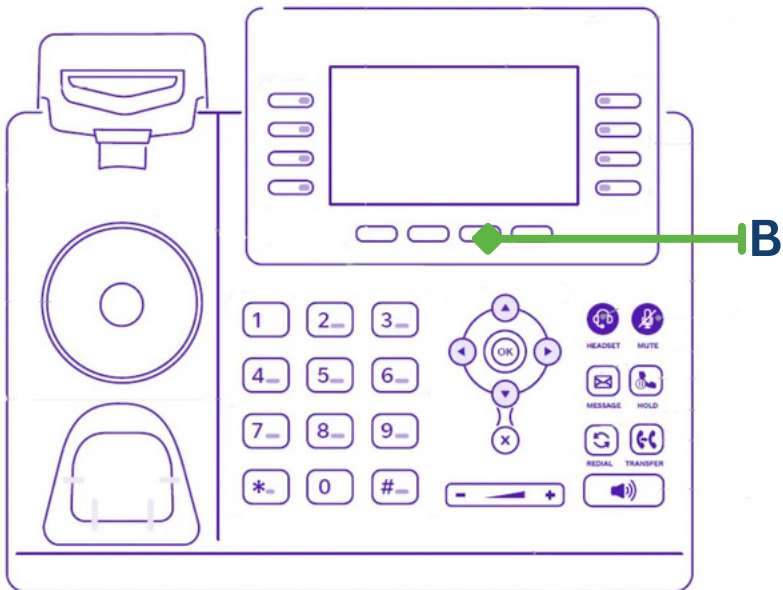While on a current call, press the **Conf / Conference** button **B**.

Dial the extension or outside number with which you want to conference and wait for the call to connect.

When the third party answers, press the **Conf / Conference** button **B** again to connect all callers.

Intercom

The intercom feature initiates a two-way audio to a specific extension.

Dial ***50** + the extension.

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Call Forwarding

Calls can be forwarded at the user level in the web portal, or with the phone using the following method. You can forward your extension to an external number or even another extension.

Dial ***40** + external number or internal extension.

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Press the **Send** button. Listen for the audio cue "call forwarding always."

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Your calls will be forwarded to alternate destination.

Cancel Call Forwarding

Dial ***73** from your Global Data phone.

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Press the **Send** button. Listen for the audio cue "call forwarding is now disabled."

Voicemail Features

**Note: The first time you access your voicemail, the system will require you to record your voicemail greeting.

Record Voicemail Greeting

Press the **Message / Envelope** button or dial **5001**.

Enter your voicemail password (**1478** is the default password), followed by the **#** button. Dial **6** for the greeting menu.

Press **1** for the first greeting. Follow the auto prompts to record your message.

Check Voicemail

Press the **Message / Envelope** button or dial **5001**.

Enter your voicemail password (**1478** is the default password), followed by the **#** button.

Follow the prompts to listen to your messages.

Check Voicemail Remotely
(Only applicable if auto-attendant is set-up.)

Call in to your extension so that you hear your voicemail greeting.

Press the ***** button.

Enter your voicemail password (**1478** is the default voicemail password). Followed by the **#** key.

Follow the prompts to listen to your message.

Call History

Call history is a call log on your phone similar to a cell phone. Calls are sorted by All Calls, Missed Calls, Placed Calls, Received Calls, and Forwarded Calls.
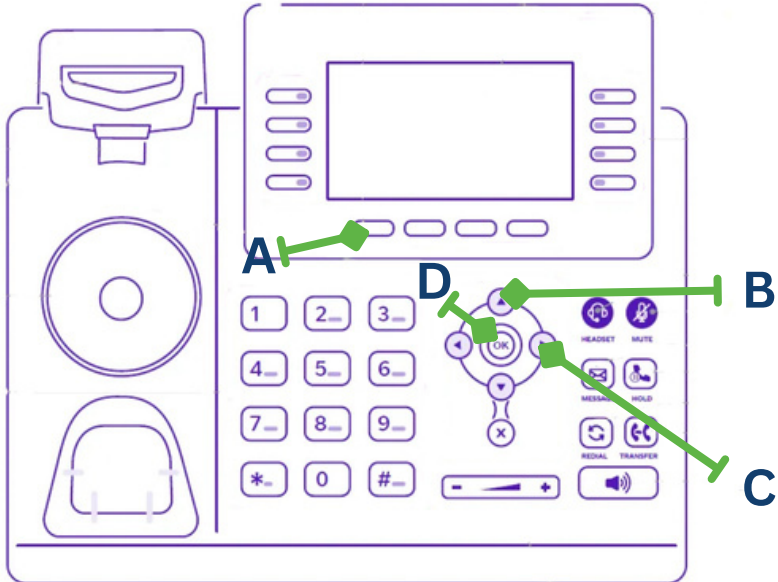
Press the **History** button **A**.

Using the **up** and **down arrow** buttons **B** you can scroll through what is displayed on the screen.

Using the **left** and **right arrow** buttons **C** you can sort by All Calls, Missed Calls, Placed Calls, Received Calls, and Forwarded Calls.

Press the **OK** button **D** to select a call for more details.

Accessing the Portal

Go to the following link:

http://customer.portal.gdtnow.com/

Login: [Your Extension] @ your domain name

Password: Customer123!

EXAMPLE:

Extension 555

Login: 555@GlobalOffice

Password: Customer123!

Download the App

Open up your App or Google Play Store and download the app "ReachUC."

Once downloaded, follow the instructions above to log-in.

Please Note: Make sure to **Allow All Permissions** in the App for best use.

Faxing Solutions

*Please note these instructions are **only applicable** to customers who have a faxing solution through Global Data Technologies.*

Fax ATA

Continue to use your fax machine as normal.

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Fax to Email

To send a fax, you will need to send an email to:

[10-digit fax #]@instant-fax.com

Subject: ATTN: Whomever / or subject of fax content.

Email Body: This will become the fax cover page and is optional. Remove anything from the body if you do not want a cover page.

Attach what you would like to fax as a **PDF File Format.**

EXAMPLE:

If sending a fax to 917-555-7224, the outbound email address would be:

9175557224@instant-fax.com

Welcome to **Our Platform**

To access our customer portal, use the link and credentials below. An example of a portal login can be found on page 12.

http://customer.portal.gdtnow.com/

Domain: _____

Username: _____

Password: _____

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An online version of this user guide can be found on our website: **https://www.globaldatatechnology.com/**

Having trouble with your phones?

Submit a Trouble Ticket! Click the "Trouble Ticket" tab at the top of our website's homepage. Fill out all necessary fields and a technican will be in contact with you.