

Gerald Jones Auto Group phone instructions

Volume Adjustment

To adjust ring volume, speakerphone volume, or handset volume, use the +/- keys at the bottom of the phone while in the mode you want to adjust. For instance, when the phone is ringing, the +/- keys adjust the ring volume, but when you are on the speakerphone, the +/- keys adjust the speakerphone volume.

Placing a call

To place a call, first dial the desired extension or phone number, then lift the handset. To use speakerphone, press the "send" key.

Placing a call on hold

To place a call on hold, press the ' **Hold** ' key while on a call. You can now hang up the handset.

To retrieve the call, lift the handset and press the ' **Hold** ' key again.

HOLD IS PRIVATE ON THIS SYSTEM Utilize Call Hold only if you want to put the call on hold and you will be the one picking it up off of hold. You will use call "PARK" if another party needs to pick up the caller.**

Call Parking (Separate for "sales", "service", and "parts")

To park a call, press the ' **Park Call** ' button while on a call. The PBX will read out to you the parking lot number that the call is parked on (for example, 451), you can then hang up. The corresponding key will turn RED when someone has been parked. To retrieve a parked call, press the appropriate parking lot key (if a call is parked on that key, the light will be RED).

Parking lot keys are programmed to match the "shared line keys" on the old system.

Reception Park and Announce

Calls parked for sales staff by **reception** and by **other dealership's receptionists** will be auto announced by the system, along with the parked location. This announcement will repeat until the call is retrieved. To pick up a sales call from any sales area phone, use the "**Pick up page**" button.

Transferring a call

To perform a transfer, press the "transfer to" button for the other dealership or button "BLF" for the individual while on a call.

"BLF" keys will be green when user is not on the phone, and red when the phone is in use.

Reception phones have BLF keys for all users in their dealership, and also group transfer keys for the 5 other dealerships on the last page of their expansion panels.

Normal users have one touch transfers on their 3rd page for sending calls to other dealerships when necessary, those calls will ring in just like outside callers.

All sets also have a BLF key for the receptionist in their dealership.

Voicemail

To access voicemail for greeting setup, press the message button . You do not need a password from your telephone.

The first time that you access your voicemail the system will lead you through setting up your voice mailbox. Record your **name** and your **unavailable greeting**.

All voicemail messages will be delivered by email, and will not be stored or checked on the telephone.

To access additional keys on your phone, use the bottom button near the right side of your phone's screen. After viewing buttons on page 2 or 3, always return to screen 1 for normal operation. Reception phones have "expansion panels" with physical buttons for the page 1,2,3 option. The page you are on will remain lit.

To pair a Bluetooth headset with your phone, press the "**menu**" softkey at the bottom of the screen on the right side, select "**basic**", and then "**Bluetooth**". You can then scan for devices and pair.

Missed calls will count at the top of the screen, to clear them, press the "**history**" softkey to view missed calls. Use the arrow and OK keys to scroll and select.

To save a contact in your directory via history, scroll to the call using the arrow keys, and select "**option**" softkey, choose "add contact", edit and save. The phone will hold over 1000 entries, which can then be accessed using the "**directory**" softkey.