

## GS-hosted Handset User Guide



# User Guide

# GS-hosted Handset User Guide

## Contents

<b>Introduction</b> .....	<b>4</b>
<b>Safety Notices</b> .....	<b>4</b>
<b>Connections</b> .....	<b>5</b>
<b>Location of Controls</b> .....	<b>6</b>
GS-6200.....	6
GS-5800.....	7
GS-5200.....	8
<b>Keypad</b> .....	<b>9</b>
<b>Buttons</b> .....	<b>10</b>
<b>Making Calls</b> .....	<b>11</b>
Make a Call.....	11
Save a Call Number.....	11
<b>Receiving Calls</b> .....	<b>12</b>
Incoming Call.....	12
Reject a Call.....	12
Divert a Call.....	12
<b>Whilst on a Call</b> .....	<b>13</b>
Hold.....	13
Hold a Call.....	13
Retrieve a Held Call.....	13
Multiple Calls on Hold.....	13
Call Transfer.....	14
Supervised Transfer.....	14
Blind Transfer.....	14
<b>Call Features</b> .....	<b>15</b>
Call Pickup.....	15
Call Waiting.....	15
Do Not Disturb (DND).....	16
Page.....	16

## GS-hosted Handset User Guide

<b>When your phone is idle .....</b>	<b>17</b>
Soft Buttons .....	17
History .....	17
Generic Call Log .....	17
Icons.....	17
Directory .....	18
To Access The Directory.....	18
To Add A Contact .....	18
Call Forwarding (Phone).....	18
Missed Calls.....	19
Answering Mode .....	19
Ring Volume .....	19
Busy Lamp Field (BLF) Key - GS-6200 handset .....	20
Busy Lamp Field (BLF) Key - GS-1000 console .....	21
Using the simple BLF feature .....	22
<b>Voicemail .....</b>	<b>23</b>
New Voicemail Indication .....	23
Set Up Your Voicemail.....	23
1 <sup>st</sup> Time Voicemail Setup.....	23
DEFAULT PASSWORD .....	23
Change Password.....	23
Record Greeting.....	23
Using Your Voicemail .....	24
<b>Appendix.....</b>	<b>25</b>
Appendix I: Menu Short codes .....	25
Account ID View.....	25
Display Contrast.....	25
Factory Clear .....	25
Forward (Handset) .....	25
IP Address View .....	25
MAC Address View.....	25
Reboot Phone .....	25
Ringer Volume .....	25
Appendix II: Troubleshooting .....	26

## GS-hosted Handset User Guide

### Introduction

The GS-hosted handsets are fully-featured IP phones, to be used on the GS-hosted platform. The aim of this guide is to help you easily use the various features and services available on the GS-5200, GS-5800 or GS-6200 models.

### Safety Notices

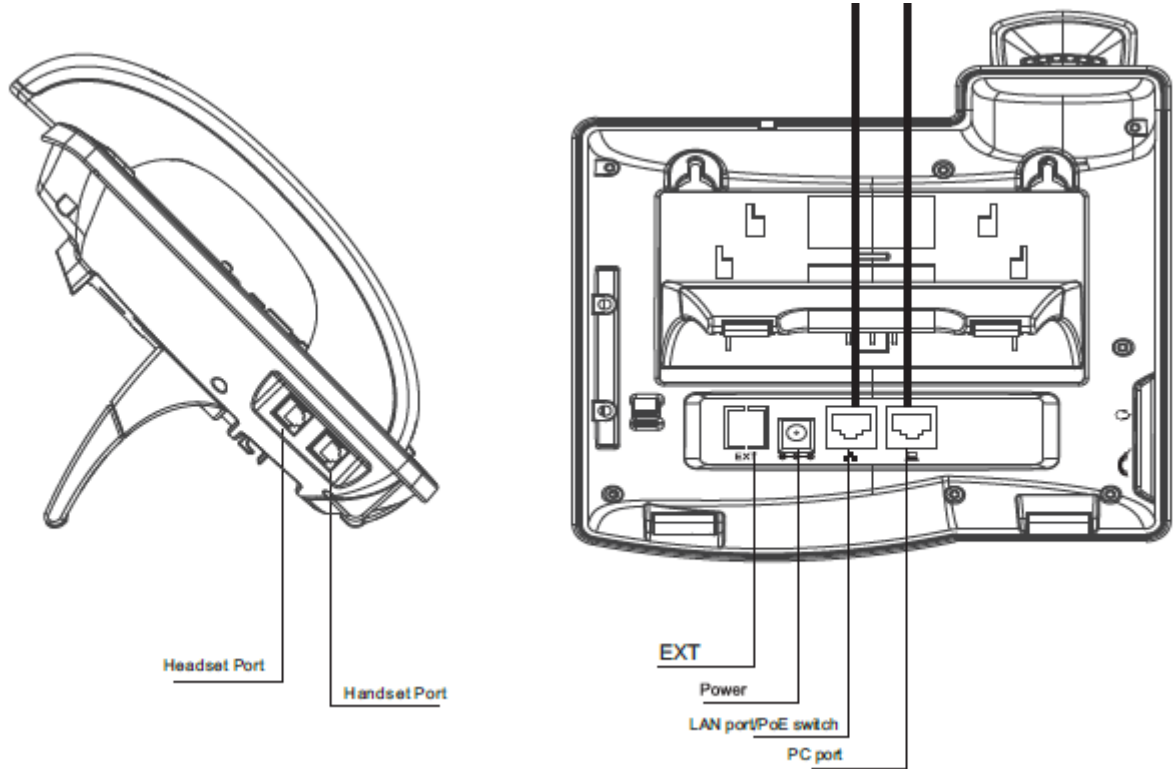
Please read the following safety notices before installing or using this phone. They are crucial for the safe and reliable operation of the device.

- Before using the external power supply, please check the voltage. Inaccurate power voltage may cause fire and damage.
- Please do not damage the power cord. If the power cord or plug is impaired, do not use it, it may cause fire or electric shock.
- The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.
- Do not drop, knock or shake it. Rough handling can break internal circuit boards.
- Do not install the device in places where there is direct sunlight. Also do not put the device on carpets or cushions. It may cause fire or breakdown.
- Avoid exposing the phone to high temperature, below 0°C or high humidity. Avoid wetting the unit with any liquid.
- Do not attempt to open. Non-expert handling of the device could damage it. Consult your authorized dealer for help, or else it may cause fire, electric shock and breakdown.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth that has been slightly dampened in a mild soap and water solution.
- Do not install this phone in an ill-ventilated place.

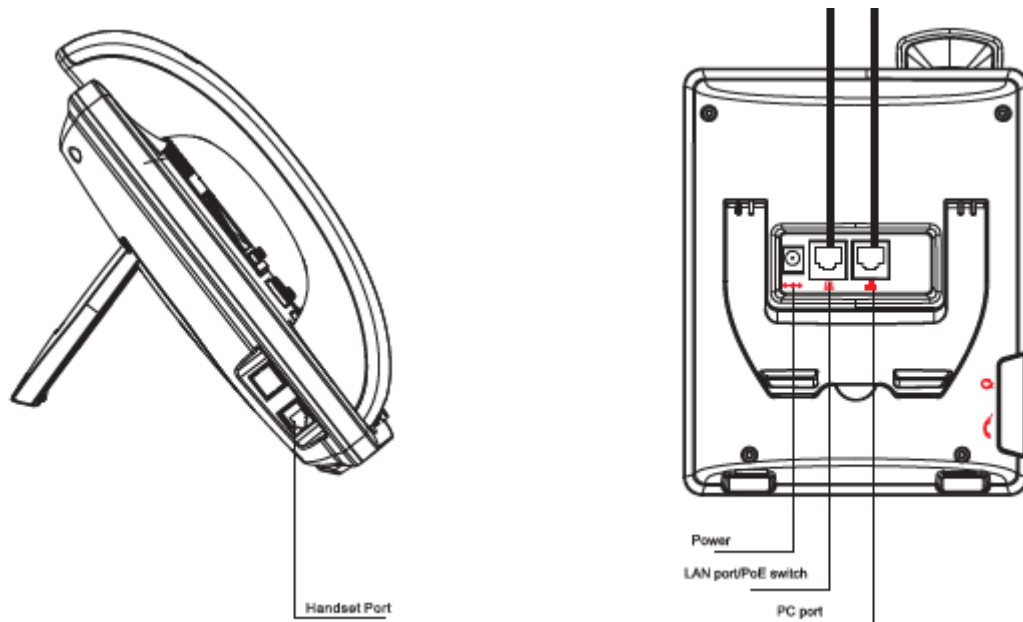
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### Connections

GS-6200/GS-5800



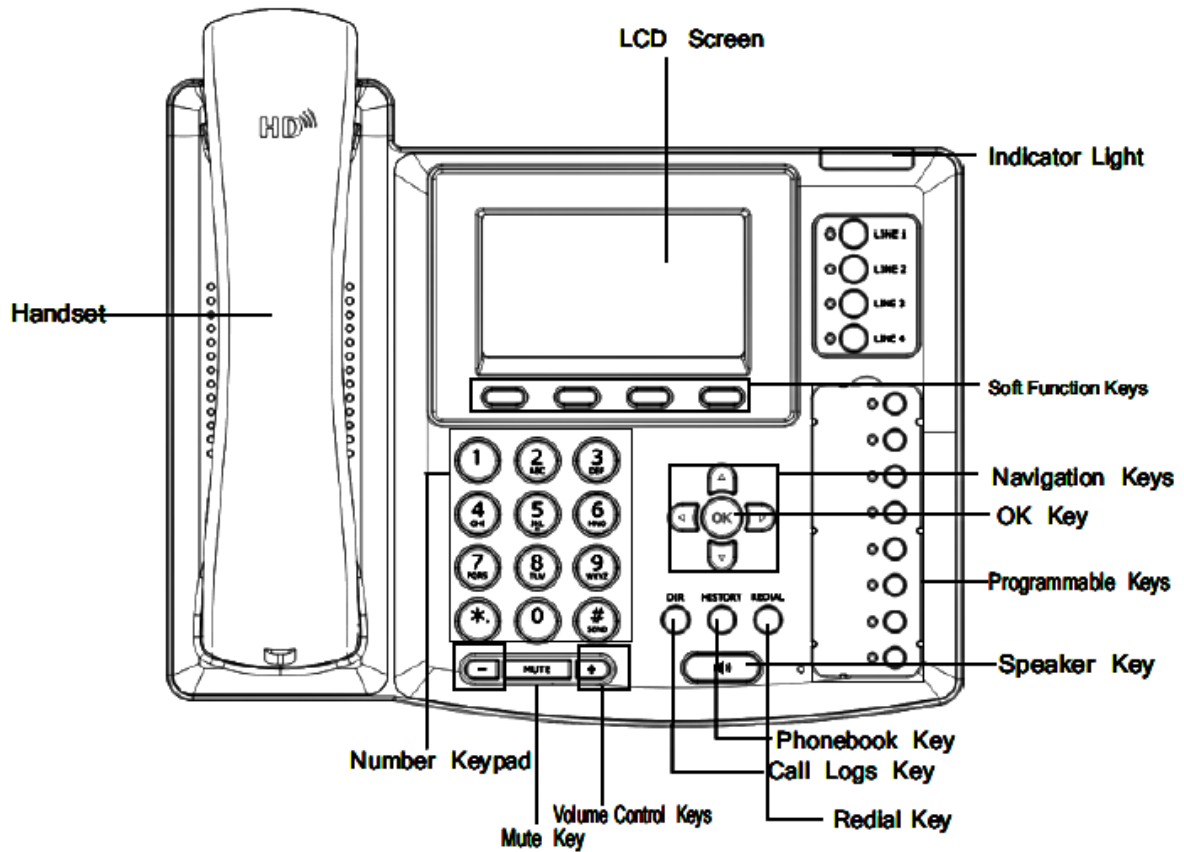
GS-5200



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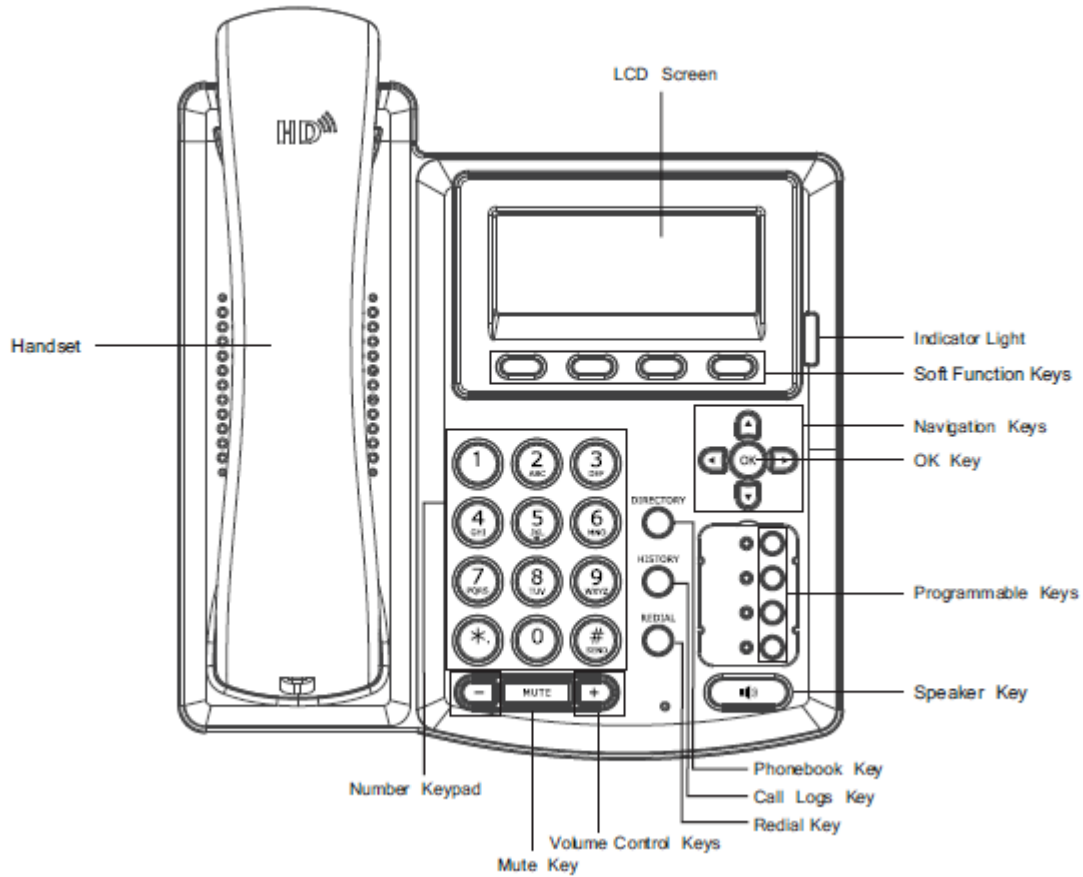
### Location of Controls

#### GS-6200



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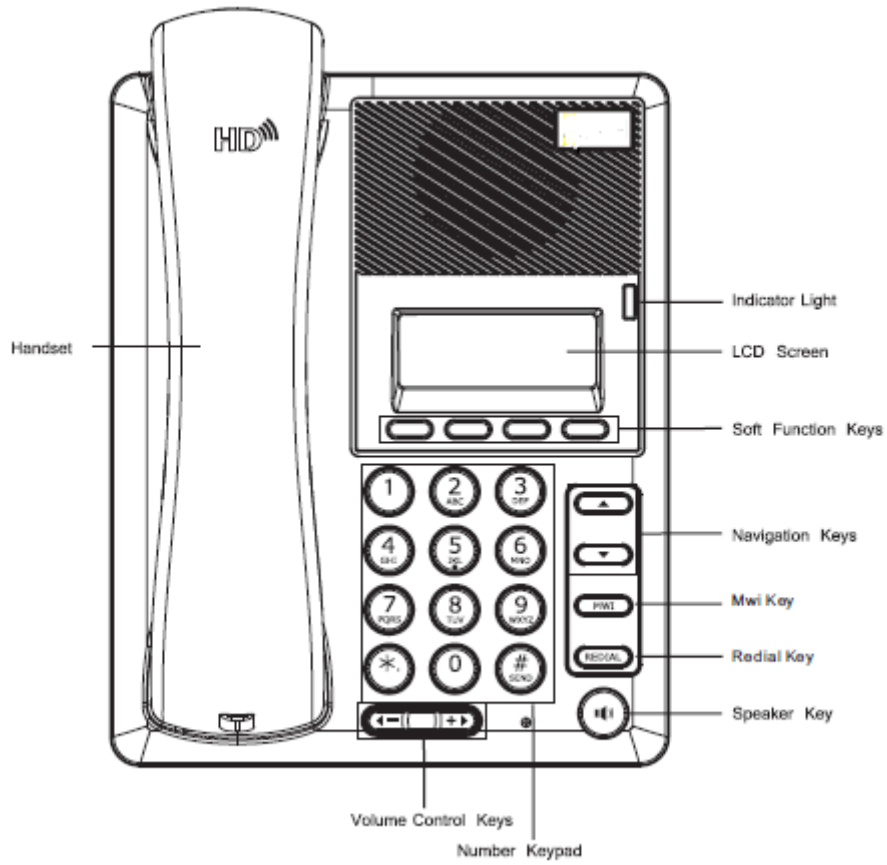
### GS-5800



Key	Text Mode		Key	Text Mode	
	Normal(ABC)	Numeric(0-9)		Normal(ABC)	Numeric(0-9)
1		1	7	PQRSpqrs	7
2	ABCabc	2	8	TUVtuv	8
3	DEFdef	3	9	WXYZwxyz	9
4	GHIghi	4	0		0
5	JKLjkl	5	*	#@,./\$%& ( ) < > [ ] ~ ! _ = + - ?	*
6	MNOmno	6	#		#

## GS-hosted Handset User Guide

### GS-5200








## GS-hosted Handset User Guide



### Keypad

Note that some features may vary slightly in their operation due to the button layout on the GS-5200 and GS-5800 handsets being slightly different to the GS-6200 handset used in the following examples, but all work in fundamentally the same way.

Key	Key Name	Function Description
	<b>Navigation Keys</b>  UP DOWN LEFT RIGHT OK	The navigation key assists users in operating the phone.  In an idle state they have special functions:  Call Logs Phone Status Received Calls Menu
	<b>Fixed Function Keys</b>  DIR HISTORY REDIAL SPEAKER	The fixed function keys assist with quick feature access.  Access to the internal Phonebook. Access to Call Logs Access to Dialed Calls List Hands free operation
	<b>Numeric Dial Pad</b>  Including Volume Keys Mute	Numeric dialling and alpha-numeric dialling (with the assistance of the LCD display)  - Lowers Volume + Increases Volume Turns off the phone microphone

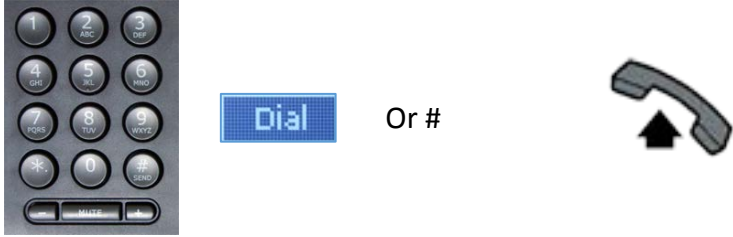

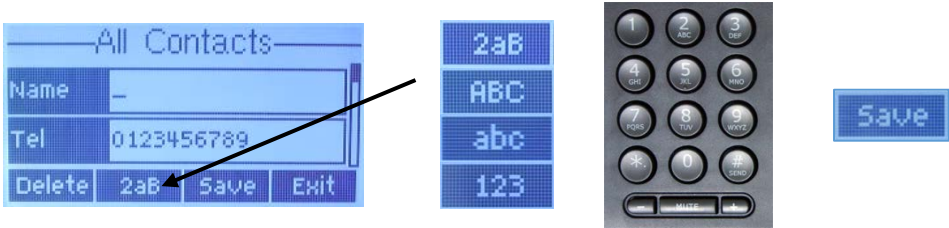
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### Buttons

Key	Key Name	Function Description
	<p><b>Line Keys</b></p> <p>Line 1 Line 2 Line 3 Line 4</p>	<p>Line keys are pre-programmed to show call status and to allow the selection of specific calls depending on configuration of the account.</p>
	<p><b>Function Keys</b></p> <p>RLS MAIL H/SET — — — — —</p>	<p>The first 3 function keys are fixed.</p> <p>Release – ends the current process. Access to the voicemail facility. Turn on/off headset functionality Free flexible button Free flexible button Free flexible button Free flexible button Free flexible button</p>

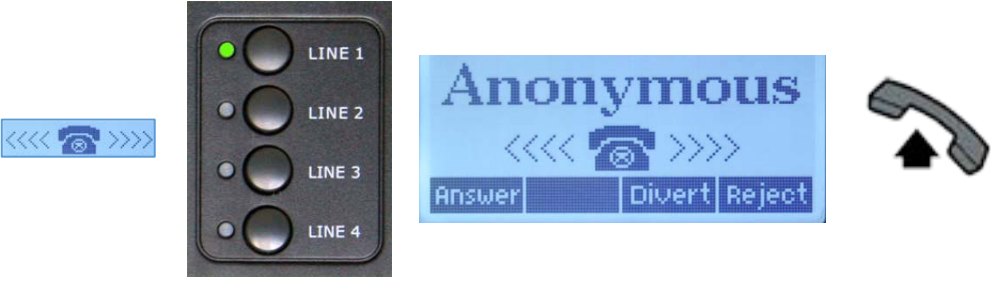
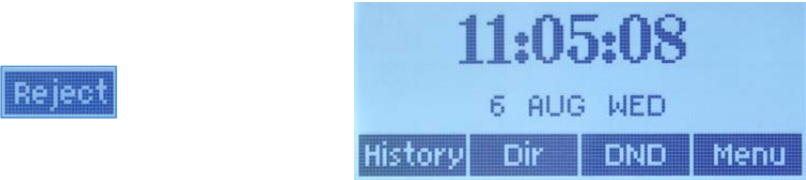

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### Making Calls

	<p>Dial the number on the keypad (This can be an extension number or outside line number). There is no need to dial 9 for a line. Edit or save the number in the phonebook</p>
<p><b>Make a Call</b></p>	<p>Enter the number</p> 
<p><b>Save a Call Number</b></p> <p>Stored in the contact list.</p>	<p>Do not lift handset</p> 
	 <p>Enter a Name for the contact and/or scroll down to edit or add further details. Note: * = Punctuation and 0 = space</p>




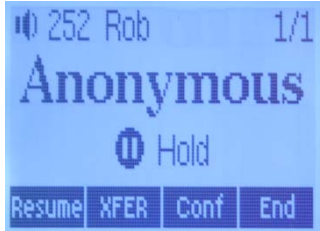
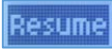










## GS-hosted Handset User Guide

### Receiving Calls

	<p>When you receive a call, your line key together with the indicator light will flash. The LCD Screen will give call information when possible.</p>
<p><b>Incoming Call</b></p>	
<p><b>Reject a Call</b></p> <p>Send the call to your next answer option</p>	
<p><b>Divert a Call</b></p> <p>Pass the call to a colleague without answering</p>	

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### Whilst on a Call

	<p><b>Hold</b></p> <p>A caller on hold will hear hold music and not overhear conversations in the work place.</p>
<p><b>Hold a Call</b></p>	<p>The line the call is on will flash. Whilst a call is on hold any other waiting call will display on the LCD Screen and flash on one of the other line keys, but will not ring the phone.</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">  </div> <div style="margin-right: 20px;"> <p>Line 1 Flashing</p>  </div> <div>  </div> </div>
<p><b>Retrieve a Held Call</b></p>	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">  </div> <div style="margin-right: 20px;">  </div> <div> <p>The Line stops flashing</p> </div> </div>
<p><b>Multiple Calls on Hold</b></p>	<div style="display: flex; flex-direction: column;"> <div style="display: flex; align-items: center; margin-bottom: 20px;"> <div style="margin-right: 20px;"> <p>1<sup>st</sup> Call on hold</p>  </div> <div style="margin-right: 20px;"> <p>Line 1 Flashing</p>  </div> <div style="margin-right: 20px;"> <p>2<sup>nd</sup> Incoming Call (Phone does not ring)</p>  </div> <div style="margin-right: 20px;"> <p>Answer 2<sup>nd</sup> Line (Press Twice)</p>  </div> <div style="margin-right: 20px;"> <p>2<sup>nd</sup> Call on Hold</p>  </div> </div> <p style="text-align: center;">Lines 1 &amp; 2 flashing</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Answer Line 1</p>  </div> <div style="text-align: center;"> <p>Answer Line 2</p>  </div> </div> <p style="text-align: center;">The call is automatically held</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;"> <p>Swap between calls by pressing the relevant line key twice</p>  </div> <div style="text-align: center;">  </div> </div> </div>

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### Call Transfer

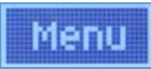




Please note that calls placed on hold cannot be transferred. The transfer function is used in this scenario.

	<p><b>Transfer</b> There are two methods of transferring calls. A supervised transfer allows you to announce the caller before they are connected. A blind transfer sends the call directly without the ability to announce the call.</p>
<p><b>Supervised Transfer</b></p>	
<p><b>Blind Transfer</b></p>	

## GS-hosted Handset User Guide

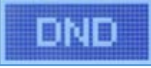



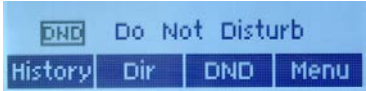


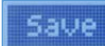


### Call Features



	<p><b>Call Pickup</b> Answer a ringing phone in your group without leaving your desk</p>
<b>Pick Up a Call</b>	<p>[Optional Group Number or Extension Number]</p> <p><b>*5 9</b>  </p>

	<p><b>Call Waiting</b> With “call waiting” set any incoming call, alerting your phone when you are already on a call will wait a pre-determined time before following further call routing. If the “Call Waiting” feature is disabled callers will either follow your call routing or get a busy tone. Default is enabled with no tone.</p>
<b>To Change Call Waiting (Phone)</b>	<p> <b>24</b>  “Enabled” Calls queue on your phone</p> <p> “Disabled” Calls follow forwarding or get busy tone</p> <p> Tone: “Enabled” “Disabled”</p> <p> To exit, lift and replace the handset.</p>

\* If call waiting has been disabled by your system administrator, changing this setting will have no effect.

## GS-hosted Handset User Guide

	<p><b>Do Not Disturb (DND)</b></p> <p>Setting the Do Not Disturb feature effectively makes your phone busy whilst still allowing you to make calls. Any received calls will follow your normal call routing and be forwarded, directed to your voicemail or given busy tone dependant on programming.</p>
<p><b>To Enable DND</b></p>	  <p>“Phone”</p>  
<p><b>To Disable DND</b></p>	  <p>“Disabled”</p>   

	<p><b>Page</b></p> <p>Allows placing a speaker call directly to another internal phone</p>
<p><b>Paging a Phone</b></p>	<p><b>* 8 0</b></p>  <p><b>Dial</b> Extension</p> 



## GS-hosted Handset User Guide

### When your phone is idle


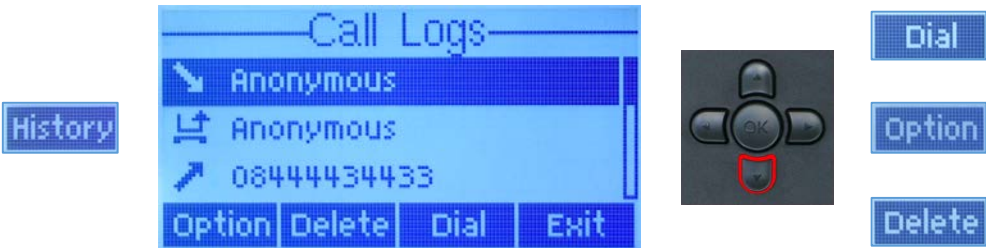





The LCD screen will show the current time and extra information such as whether features are set or messages and missed calls received. The soft buttons vary dependant on the information displayed.







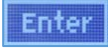



### Soft Buttons

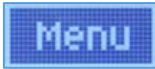

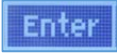

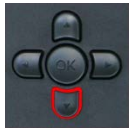


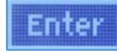


The 4 soft buttons function varies in different scenarios



	<p><b>History</b></p> <p>Access to the generic call log. This gives a list of outgoing, incoming and missed calls.</p>
<p><b>Generic Call Log</b></p>	
<p><b>Icons</b></p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Incoming Call         </div> <div style="text-align: center;">               Missed Call         </div> <div style="text-align: center;">               Outgoing Call         </div> </div>


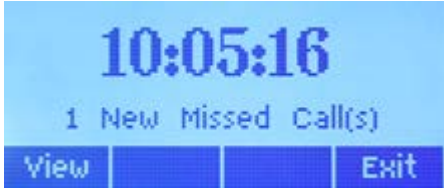
## GS-hosted Handset User Guide



	<p><b>Directory</b></p> <p>You can store names and numbers in the phone directory. Each entry can be assigned a group for easy access A black list is available to ban calls from specific numbers</p>
<p><b>To Access The Directory</b></p>	   
<p><b>To Add A Contact</b></p>	    

	<p><b>Call Forwarding (Phone)</b></p> <p>If your account is authorised you may forward calls directly from your phone. Any forwarding programmed on your account will still take place so caution should be used when applying this feature as unexpected call routing can occur.</p>
<p><b>To Enable Forwarding</b></p>	 <p><b>2 1</b></p>   <ul style="list-style-type: none"> <li>- Forwarding Off</li> <li>- All Calls Forwarded</li> <li>- On Busy (Call Waiting Off)</li> <li>- After no answer timeout *</li> </ul>  <p>Enter forward destination</p>  <p>To exit lift and replace the handset.</p>
<p><b>To Disable Forwarding</b></p>	 <p><b>21</b></p>    <p>To exit lift and replace the handset.</p>

\* If the forward time is greater than the time set on your account then the account forward will take precedence.

## GS-hosted Handset User Guide

	<p><b>Missed Calls</b></p> <p>If there are missed calls, the LCD display shows how many and the soft keys indicate available options.</p>
<p><b>To View Missed Calls</b></p>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>If a caller hangs up without speaking to anyone or leaving a message, the call logs in your missed call list.</p> </div> </div> <p>The missed call log will store up to 10 entries. Any new missed calls will list at the top and the 10<sup>th</sup> entry will be erased if the list is full. Once you have looked at the missed call list, the notification will disappear from the LCD display but you can still view your call logs by using the navigation button</p>

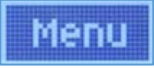
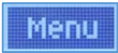










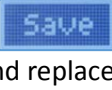



	<p><b>Answering Mode</b></p> <p>Allows you to change the answering mode on your account</p>
<p><b>Changing the Default Answering</b></p>	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> <p><b>* 9 2</b></p> <p>Enter Voicemail Password + #</p> </div> <div style="margin-right: 20px;">  </div> <div style="margin-right: 20px;">  </div> <div> <p>1: Ring, Forward Voicemail 2: Ring then Forward 3: Ring then Voicemail 4: Forward then Voicemail 5: Ring Only 6: Forward Only 7: Voicemail Only 8: Reject All Calls</p> </div> </div> <p style="text-align: center;">If there are no forward destinations then the “Forward” step is skipped.</p>

### Ring Volume

	<p><b>Setting the ringer volume</b></p> <p>To adjust the ring volume use the plus/minus keys</p>
<p><b>To change the ring volume</b></p>	<p style="text-align: center;">- / +</p>

## GS-hosted Handset User Guide


### Busy Lamp Field (BLF) Key - GS-6200 handset

	<p><b>Programing a Simple BLF Key</b></p> <p>A simple BLF Key is used to show the status of an account as well as allowing easy pickup of their calls. *Note, the first 3 BLF keys are pre provisioned and should therefore not be changed.</p>
<p><b>To Program a BLF Key (GS-6200)</b></p>	<p style="text-align: center;">Select the key you wish to program*</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>31112</b></p> </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div>
	
	
Set <b>Type</b> to “Memory Key”	
	
Set <b>Tel</b> to the full account of the phone you wish to see	
	
Set <b>Line</b> to your own account ID	
	
Set <b>Subtype</b> to BLF	
	
Set <b>Pickup</b> to *59 [Extension or Account Number]	
	<p>(To exit lift and replace the handset)</p>

## GS-hosted Handset User Guide

### Busy Lamp Field (BLF) Key - GS-1000 console

Up to 5 GS-1000 add on consoles can be fitted to the GS-6200 and GS-5800 handsets to provide extra keys.

	<p><b>Programming a Simple BLF Key (GS-1000 console)</b> Simple BLF Keys can only be programmed on the optional GS-1000 Extension Module which has 26 programmable keys.</p>
<p><b>To Program a BLF Key (E50)</b></p>	<p>The E50 extension keys are only programmable through the web interface. Please refer to the separate user guide for programming these functions.</p>

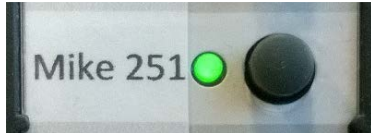


## GS-hosted Handset User Guide

### Using the simple BLF feature

When a simple BLF key is assigned correctly it will display certain information relating to the phone in question and give different light indication depending upon the status of the account.

#### Lamp Indication



BLF lamp green indicates that the key is programmed to an account. It does not indicate that the phone is idle or even registered.



BLF key red indicates the user is in an active call

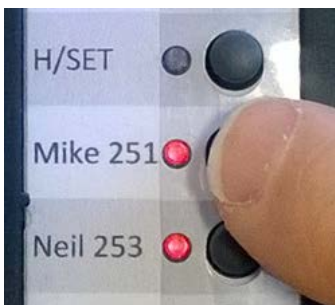


BLF key flashing indicates call in progress (ringing incoming or alerting outgoing)

#### BLF function







Pressing the BLF key when green will attempt to call the user. If available the phone will ring.





Pressing the BLF key when flashing red due to an incoming call the call will be answered. If the flashing is due to an outgoing call the button press will have no effect.

## GS-hosted Handset User Guide

### VoiceMail



	<p><b>New Voicemail Indication</b></p> <p>Your phone has a voicemail facility and if enabled any missed calls will be directed to your voicemail box after a pre-determined time.          Note: If you are using email notification or voicemail to email you will not get any notification on your handset.</p>
<p><b>Voicemail Indication</b></p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 45%;"> <p>When you have a message in your voicemail the LCD screen informs you with an icon &amp; text. On GS-5800 and GS-6200 handsets your message lamp will light.</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%;">  </div> <div style="width: 60%;"> <p>The icons displayed are “Missed Call” and “Voicemail Message”</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 20%;">  </div> <div style="width: 75%;"> <p>Opens the missed call log. To listen to the message press your message key or dial *98</p> </div> </div>

### Set Up Your Voicemail

	<p><b>1<sup>st</sup> Time Voicemail Setup</b></p>	
		<p>Or <b>* 9 8</b></p>
	<p><b>DEFAULT PASSWORD</b></p>	<p><b>777 #</b> (Pound = #)</p>
<p><b>Change Password</b></p>	<p>Wait Until “Personal Options” is heard</p> <p>Press * to go to the Personal Options Menu</p>	<p><b>321</b> Enter New Password followed by #</p>
<p><b>Record Greeting</b></p>	<p>Wait Until “Personal Options” is heard</p>	<p><b>322</b> Record greeting after tone. # to finish and # to accept</p>

## GS-hosted Handset User Guide

### Using Your Voicemail

	<b>Voicemail Access from your own phone</b>		
	 or <b>* 9 8</b>  <b>Enter Password #</b> (Pound = #)		
	<b>1</b> Listen to Messages	<b>4</b> Replay Message  <b>5</b> Date and Time of Message  <b>7</b> Delete Message  <b>9</b> Save Message  <b>*</b> Return to main Menu	
	<b>3</b> Personal Options	<b>2</b> Administrative Options  <b>3</b> Greetings	<b>1</b> Change Password  <b>2</b> Personal Greeting

To setup a voicemail that isn't associated with your own phone e.g. a voice mailbox belonging to a hunt group or to access your own mailbox from someone else's phone on the same system.

Use the code \*99 instead of \*98 and follow the same process as explained above, with the exception that you will be asked for the \*AccountID of the voice mailbox you wish to check.

You can also dial in from outside on 0844 443 9999






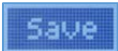


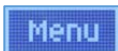
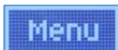

\*Please ask you system administrator for the AccountID in question.



## GS-hosted Handset User Guide

### Appendix

#### Appendix I: Menu Short codes

Account ID View		<b>1 4 2</b>
Display Contrast		<b>3 2 1</b>
Factory Clear		<b>3 2 123</b>  <b>5</b>  
Forward (Handset)		<b>2 1</b> 
IP Address View		<b>1 4 1</b>
MAC Address View		<b>1 4 1</b>
Reboot Phone		<b>8</b>
Ringer Volume	<b>- / +</b>	

## GS-hosted Handset User Guide

### Appendix II: Troubleshooting

