Managing your Desk Phone while Offsite

When you're offsite, there are a number ways to handle incoming calls to your Getty desk phone, as well as calls that you may need to make.

Recording a Greeting Stating that you are Unavailable

Consider including your e-mail address in your message.

1. Log in to the voice mail system
2. Press **3** (to change personal greetings)
3. Press **1** (to record a greeting)
4. Press **1** (for personal greeting)
5. Press **1** (to re-record personal greeting)
6. Press **#** to approve
7. Press **5** to activate
8. Press **1**
9. Hang up

Receiving e-Mail Notification of a Voice Mail on your Getty Phone

By default, when you receive a message in your voice mail box, the Getty voice mail system will send an e-mail to your Getty e-mail address noting the name, extension or external phone number, and duration of the voice mail message. A .wav file is attached to this e-mail, so that you can listen to the message immediately.

To request to have this feature turned off, or back on, contact Getty Digital Help.

Note: The message alert light will remain lit on your Getty desk phone until you access the message on that phone by dialing in to extension 6555.

Requesting and Using Voice Mail "Notify Me"

The Getty voice mail system can be set up to notify you (at an alternate number, or via a text message, or numeric pager) if you receive a voice mail message on your Getty phone. When you activate this feature – called "notify me" -- the messaging system will call you on the number you have designated.

To designate your notify me number, contact Getty Digital Help at ext. 1199. Once setup is complete, you may turn the notify me feature on and off, as follows:
1. Log in to your voice mail account.
2. When you hear the main menu, press 6 for Notify Me.
3. Press 3 for Notify Me options.
4. Press y (9) to turn the feature on.
5. Press n (6) to turn the feature off.

Making Long Distance Calls while Offsite

While teleworking or traveling, you may need to make long distance outgoing calls. ***Business calls charged to your personal phone are not reimbursable.*** You can make audio or video calls using **Zoom** web conferencing software or, if you have one, use a **Getty-provided iPhone**.

Forwarding Calls to an Offsite Number

The Getty phone system enables you to forward calls from your extension to your cell or home phone. If you do not answer, the call is routed to your Getty voice mail box so that the caller can leave a message. When Forward Calls is enabled, your Getty phone will ring once before the call is routed to your alternate (cell, home) phone. The settings on your cell or home phone will control how many times that phone will ring, unanswered, before the call is routed back to your Getty voice mail box.

Forwarding Calls
Set up with Getty Digital Help Desk.
1. Route Call using Access #.
2. Unanswered Call Forwarded
3. If Missed, Call Bounces Back to Getty Voicemail or Coverage Path

Note: If you choose to forward calls to an alternative offsite number, you override any onsite Coverage Path you may have set up.

A Coverage Path forwards your call to another Getty phone when an incoming call goes unanswered after three rings. Forwarding is a type of Coverage Path, and when you activate it, it replaces other Coverage Paths. When you deactivate Forwarding, you may choose to reactivate any other Coverage Path (to voice mail) or another personalized path (for instance, one that routes your unanswered calls to a staff assistant).

You must contact the Getty Digital Help Desk to request that this option be enabled for you, and give the Help Desk agent the alternate phone number. Once it is enabled, you may activate or deactivate it from any phone, as follows:

1. Dial the forwarding number: (310) 440-7771, or extension 7771 if you are calling from a Getty phone. You will hear a dial tone.
2. Enter the change coverage access code: ***33**
3. Enter your *extension number*, followed by the **#** sign.
4. Enter your *Security Code* (provided by the Getty Digital Help Desk when forwarding is set up), followed by the **#** sign. You will hear a dial tone.
5. Enter one of these Coverage Path numbers:
   a. Press **2** to route all calls to the number you requested (cell/home phone)
   b. Press **1** to restore the default (typically, an unanswered call routes to voice mail)
6. You will hear a "broken" dial tone, and then silence. You may hang up.

Note: If you want to change the phone number to which calls are forwarded, you must contact the Getty Digital Help Desk.

The advantage of forwarding calls to an offsite phone is that you will be reached directly by the caller, just as if you were sitting at your desk. *However, note that if you're at your desk and your Getty phone rings only once before routing a call, you've probably forgotten to deactivate this feature.*

Forwarding Calls to Other Staff Members

Do you want to be sure that your calls are answered by a Getty staff member? You can set up either of the methods below by contacting Getty Digital Help at extension 1199.

CALLER PRESSES ZERO TO REACH ANOTHER EXTENSION

In your greeting, you may direct callers to press zero to be transferred to a specific staff member.

SEND CALLS TO OTHER EXTENSIONS WITH A COVERAGE PATH

A Coverage Path forwards your call to another Getty phone when an incoming call goes unanswered after three rings. You can even set up a path that routes the call to multiple Getty phones in sequential order.

Coverage Path
Set up with Getty Digital Help Desk.

❶ After 3 rings your call is forwarded to another Getty Phone.

❷ If unavailable, call is forwarded to next phone in your coverage path.

And so on.