Phone System: Frequently Asked Questions

Q: I can see the incoming call on my computer but never hear it ring.

A: First, check the computer's sound. Make sure that it is not muted. This can be verified by looking in the bottom right of your computer screen. If the symbol looks like this: 🔇 The device is muted. There is a key on the keyboard that looks similar that can be used to turn up that volume. Second, where the ringer sound comes from may need to be adjusted. In which case, please refer to this document for instructions. We advise setting it to the computer's speakers instead of the headset.

Q: People are calling me but they're saying it is going straight to voicemail.

A: It's very likely that GoTo hasn't been opened on the computer yet today. Whenever the device is restarted or the user is signed out, GoTo will need to be manually opened again. There is a setting that can be activated so that it runs automatically whenever a user is signed in which should help avoid missed calls. On Page 4 of this document, there are instructions that show where this setting is located.

Q: Calls are coming in but they immediately drop when I try and answer. I also get an error when I try to make calls.

A: This can sometimes be cause by complications with the headset. It may even give a strange error that is not helpful. Check the sound settings and make sure that the headset is selected (details on where the settings are can be found here), if the headset is not an option – unplug the USB or AUX and try both plugging it back in and then a different USB port. See if it is then an option in the 'Speaker' and 'Microphone' settings.

Q: How do I transfer calls?

A: This instruction can be found [here](). GoTo describes how transferring a call is done. The 'Transfer' button they mention is located here:
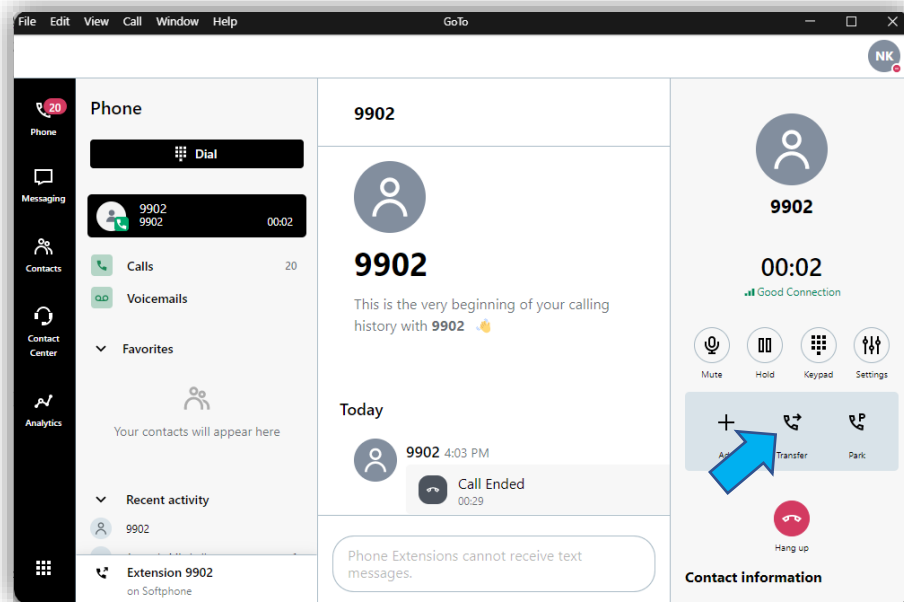
If there are any further questions or issues, GoTo is also a great resource. Their startup guide has even more information, it may be worth doing a quick read through on anything that seems unfamiliar. That is linked [here]().

As always, if there are any technical problems that cannot be solved by one of these troubleshooting points please reach out to the Help Desk.

helpdesk@game-one.com

Thank you!

- Enterprise Infrastructure Team