



Grandstream User Guide

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1-Basic Operations

● Making Calls

Pick up receiver or press the speaker button to activate speaker phone, dial the number you wish to call, and press the DIAL soft key button below the display.

To make a long distance call, dial 1 before dialing the number you wish to call.

To make Intercom/Inter office calls, pick up the receiver or use the speaker function, dial 1 plus extension you wish to call, and press the DIAL soft key below the display.

● Answering Calls

To answer a call pick up the receiver or press the speaker button.

To answer a call from another telephone, use the Direct Call Pickup Code ** plus the extension you wish to answer.

To answer a call if you are in a General Call Group dial the group code *80 to answer any call ringing to any telephone in your group (first ring is first answered).

2-Advanced Features

●Transferring and Parking Calls

To transfer a call to another extension, press XFER during the call and dial the extension you wish to transfer the call to, then press XFER again or simply hang up to complete the transfer.

To transfer a call to an outside number, press XFER during the call, dial the number, and press XFER or hang up to complete the transfer.

To Park a call so it can be picked up from any telephone station, during the call press one of the four PARK zones and your call will be placed on Park Hold on that zone. You can then call or page someone to pick up the parked call by simply pressing the ZONE number where the call is on Park Hold.

●Calling or Transferring a Call to a Voice Mail Box

You can call directly to someone's mail box by dialing * plus the extension number.

To transfer a call to someone's mail box, during the call press XFER and dial * plus the extension number then press XFER or hang up the call to complete the transfer.

●Conference Calling

To set up a 3-party conference from your telephone, dial the first party or use the answered call as your first party, press the CONF button on your phone, dial the next party and press the CONF button again to complete the conference.

If any party wishes to leave the conference (except the originator of the call) they can simply hang up.

You can also split the conference between parties by pressing the SPLIT soft key button below the display and then select the party with which you wish to have a private conversation. You can change to the other party by pressing the SWAP soft key below the display or rejoin all parties in the conference by pressing the CONF button.

●Conference Bridge

To enter into Conference Bridge, if Conference Bridge is available on your system, dial the Conference Bridge number (example 500) then enter the conference code (example 1234) and press the # key. You will be asked to state your name and press # key, you will then be entered into the conference.

To transfer a call into a conference, while on the call, press the TRAN button, then dial the Conference Bridge number and press the TRAN button or hang up. (Make sure the person you transfer has the conference code.)

3-Other Useful Features

●Call Hold

Call Hold is for your telephone only. To place a call on hold, during the call press the HOLD button. Press the HOLD button again and you will be returned to your caller.

NOTE: If you have two calls on hold, pressing the HOLD button will return you to the first call you placed on hold and pressing the HOLD button again will take you to your second call.

●Station Call Forwarding

Dial *72 plus the SEND soft key to set up Station Call Forwarding (you will be asked to enter your extension number then the number you are forwarding to). You can forward to another extension number or an outside number.

Dial *73 plus SEND to cancel the forward.

NOTE: This function can be preset to a button for quick on and off control.

●Do-Not-Disturb (DND)

Press the DND button to not receive calls and forward all calls to your voicemail.

●Number History and Re-Dial

To access the history of numbers you have called or that have called you, press the HISTORY soft key under the display.

To Re-Dial a number from the Number History, press the RD button, then use the up and down arrow keys to select the number you wish to call, and press the RD button again.

●Speed Dial

To setup a speed dial number, dial *75, the speed dial code (100 through 109), then the system will prompt you to enter the number you wish to store in speed dial, and enter the number.

To call a stored speed dial number, dial *0 then the speed dial code where the number is stored (100 through 109).