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Introduction

Overview:

The purpose of this user guide is to provide instruction for the most commonly used telephone features provided by the QTX telephone system while using Grandstream IP telephones.

Related Documentation:

TODO: List additional resources and information here.

Buttons

Figure 1 – Grandstream GXP2130 Telephone.

> **NOTE:** *Other models of Grandstream phones have their buttons laid out differently. The button labels are consistent and the instructions in this manual applies to them as well.*

Call: Initiates outgoing calls after dialing a phone number.

Conference: Sets up calls between multiple parties.

Dial Pad: Enter number to be dialed.

Feature/Park: Programmable Buttons that can perform a variety of functions.

Headset: Toggles the use of a headset. Remains illuminated when in use.

Hold: Places call on exclusive hold.

Line/Intercom Buttons: Where active calls appear on the telephone.

Menu/Navigation Keys: Navigates on screen menus.

Mute/Do Not Disturb: Mutes the outgoing audio when on a call. Activates Do Not Disturb when the phone is idle.

Phone Book: Accesses the on screen Phone Book/Directory.

Soft Keys: Provides access to a variety functions that change depending on the current activity being performed on the phone.

Speaker: Toggles speakerphone mode.

Transfer: Initiates the transfer of an active call.

Voice Mail: Accesses Voice Mail system.

Volume: Adjusts Ringer, Speaker, Handset, Volume.

Phone Calls

Outbound calls

Make an outgoing call:

Dial an extension or phone number.

Press **Call** button.

NOTE: *You do not need to lift the handset or press any buttons before dialing out. Just start entering digits to dial.*

*If the phone number is dialed with the handset still in the cradle, **lifting the handset**, pressing the **Speaker** or **Headset** button, or dialing **#** will also initiate the outbound call without the need to press the **Call** button.*

There is no need to dial an outgoing line access code for external calls.

Redial

Redial the last number you dialed:

Redial   Press the **Redial** soft key.

NOTE: *Some of the programmable feature buttons on the phone function by dialing feature codes. The redial button may try to dial one of these codes if they were the last button pressed.*

Answering calls

Answer phone while the phone is ringing:

Lift the handset.

- or -

Press any of the following keys:

Blinking **Line/Intercom** button

Answer **Answer** Soft Key

Speaker Button

Headset Button

Reject a call that is ringing:

Reject   Press the **Reject** soft key.

The caller will be immediately sent to voice mail if it is active.

Answer calls ringing another phone

A call that is ringing on another phone can be answered in a variety of ways depending on available features:

Answer using BLF Feature button:

Press the blinking **Feature** Button of the phone that is ringing.

Answer by dialing an extension pickup code:

Dial **

Dial the **Extension** number that is ringing.

Press **Call** button.

Group Pickup:

Press the **Group Pickup** feature button.

- Or -

Dial ***79**.

Press **Call** Button.

Hold (Exclusive)

Place an active call on hold:

Press the **Hold** Button.

The Line/Intercom button for that call will start to blink green.

To resume the call:

Press the blinking **Line/Intercom** button.

NOTE: *Calls that are placed on hold using the normal hold button can NOT be picked up by another extension.*

Call Park (Shared Hold)

Place an active call on park hold:

Press an available (g*reen*) **Park** feature button.

*The **Park** button will begin flashing red on all phones that have this button programmed on them.*

To retrieve a parked call:

Press the flashing red **Park** feature button on any telephone.

NOTE: *Call park buttons are the easiest method of sharing phone calls between users.*

It is acceptable to use the Park buttons in stead of the fixed hold button.

Transfer

A Transferred call will ring on the other phone then forward to the phone's voice mail box if it is not answered.

Transfer an active call:

Press the **Transfer** button.

Dial the extension or phone number you wish to transfer the call to.

Press the **Call** button.

Transfer to Voice Mail

Te following procedure will send the caller to someone's voice mail box without ringing their phone first.

To transfer an active call directly to a voice mail box:

Press the **Transfer** button.

Dial an extension number.

Dial **8.**

Press the **Call** button.

EXAMPLE: *To transfer a caller into mailbox 103, press* **Transfer 1038 Call***.*

Conferencing

You can create a conference call with multiple parties depending on the number of **'Line/Intercom'** keys available.

While on an active call:

Press the **Conference** button.

Dial another extension or phone number.

Press **Call** button.

Press the **Conference** button to join both calls.

Repeat this process to add another party.

NOTE: *Instead of dialing a another phone number, you can pick up another call that is already on hold or park.*

Paging

If allowed, you can page to an individual phone.

Page to a single phone:

⠿   **Dial** an extension number.

②   Dial **2.**

📞   Press the **Call** button.

EXAMPLE: *To page through extension103, dial* **1032** *then press* **Call***.*

Page to all phones:

＊⑧⑨   Dial ***98.**

📞   Press the **Call** button.

Phone Operation

Speakerphone

The phone will go into speakerphone mode automatically any time you dial a number or answer a call by pressing a button before lifting the handset.

Switch from speakerphone to the handset:

Lift the handset.

To switch from the handset to speakerphone:

Press the **Speaker** button.

Place the handset in the cradle.

Mute

Mute all outgoing audio:

Press the **Mute** button.

When the phone is muted, the mute button will be illuminated.

Headset

Grandstream phones are able to work with wired and several Blue Tooth headsets.

TODO: Get a headset and document how to use it.

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Volume

The volume keys will adjust the volume of the current activity of the phone as follows:

Idle (Not in use):

Adjusts **ringer** volume.

While using Speakerphone:

Adjusts volume of the speaker.

While using Handset:

Adjusts volume of handset earpiece.

While using Headset:

Adjusts volume of headset earpiece.

Forwarding Options

Call Forwarding

The phone can be forwarded to either another internal extension or to an outside number such as a cell phone.

If the phone had been previously forwarded, the last number it was forwarded to will be saved.

Forward all calls to a new number:

`ForwardAll`   Press the **ForwardAll** soft key.

`BackSpace`   Press **BackSpace** if needed to erase the number showing on the display.

⠿   Dial a new number to forward the phone to. (see note)

📞   Press the **Call** button.

Forward all calls to the previously used number:

`ForwardAll`   Press the **ForwardAll** soft key.

Verify the number shown is correct.

📞   Press the **Call** button.

NOTE: *While entering a new number, the phone will also display a list of matching numbers from the call history and phone book below the partially entered number. Use the navigation keys to scroll through the list to select a number then press the* `Dial` *soft key to activate forwarding to that number.*

Forward all calls to a number stored the phone book:

ForwardAll	Press the **ForwardAll** soft key.
📖	Press the **Phone Book** button.
⊙	Use the **Navigation** buttons to navigate through the phone book. (*See Phone Book section.*)
Dial	Press the **Dial** soft key to activate forwarding to the selected number.

TIP: *Hold the **BackSpace** soft key down for a little over a second then release it to clear the entire number shown on the display.*

To cancel Call Forwarding:

CancelFwd	Press the **CancelFwd** soft key.

Do Not Disturb

Activate Do Not Disturb:

🔇	Press the **Mute** button while you are NOT on an active call.

A large Do Not Disturb graphic will be displayed on the screen when DND is active.

Inbound callers will forward directly to voice mail if it is active.

Display Features

While accessing features on the display, use the **Navigation** arrow keys to highlight choices and the round button in the center of the navigation keys to select choices.

The **Soft Keys** will provide additional choices that change depending on the current activity.

The left most soft key is generally used to go back to the previous screen or back to the home screen.

Active Call display:

While on an active call, the display will show information about the call such as the phone number and duration of the call.

Weather and Currency App:

Press the **Display Page** soft key to switch between the main phone display, the Weather App, and the Currency App.

Phone settings menu:

Press the **Menu** button (center button of **Menu/Navigation** keys) to access the phone settings menu.

NOTE: *Many functions accessible from the phone settings menu can also be accessed using other fixed buttons on the phone.*

Some settings in the menu are protected in order to make sure end users do not change settings that are needed for the phone to function correctly.

Call History

The phone keeps a log of all calls made to and from it. The call history will also show access codes that are dialed when some feature buttons are pressed.

Access the Call History screen:

History   Press the **History** soft key.

Navigate Call History:

Use the **Left** and **Right** menu navigation keys to switch between call types (All, Answered, Dialed, Missed, and Transferred)

Use the **Up** and **Down** menu navigation keys to highlight a recent call.

More Details:

Press the **Menu** button (the round button in the center of the **Menu/Navigation** keys) to bring up the detail view for the highlighted call.

Contact   Press the **Contact** soft key to add the number to the local Phone book.

Dial a number from Call History:

-or-
Dial

Press either the **Call** button or the **Dial** soft key to call the phone number that is currently highlighted.

Phone book

Access phone book(s):

Press the **Phone Book** key to access the Phone Book.

Use the **Navigation** buttons to select the phone book to view/edit:

- Local Phonebook: List contacts that are available on your phone only.

- Local Group: Manage group names that can be used to filter the local phone book.

- LDAP Directory: List Phone book entries from a centralized server that are available to multiple users.

NOTE: *LADP Directory requires additional resources that are not provided by the phone system and may not be available to all users.*

Navigate Phonebook:

Use the **Left** and **Right** menu navigation keys to view phone book entries by group.

Use the **Up** and **Down** menu navigation keys to highlight a contact.

More Details:

Press the **Menu** button (the round button in the center of the **Menu/Navigation** keys) to bring up the detail view for the contact.

Dial a contact:

Press the **Call** button or use the **Dial** soft key to call the contact that is currently highlighted.

-or-

Dial

Editing Phonebook contacts:

Edit   Press the **Edit** soft key while in the detailed contact view.

Use the **Navigation**, **Soft keys**, and **Dial Pad** to edit the contact information.

Alphanumeric input is accomplished using the dial pad along with the soft key to switches between input modes:
   ABC , **abc** , **123** , and **1Bc**

Save   Press the **Save** soft key to save the contact.

NOTE: *Contacts can be placed into one or more groups.*

*Contacts added to the **Blacklist** group will be forwarded directly to voice mail or given a busy signal or when they call your phone.*

*Contacts added to the **Whitelist** group will ring through to your phone even when it is in Do Not Disturb mode.*

Voice Mail

When a new voice mail message is left on your phone, the red light at the top right of the phone will blink.

The first time you access your voice mail, you will be required to record your name and change your password. Your new password can not be the same as your extension otherwise the voice mail will continue ask you to change it every time you log in.

The default password for your voice mail is the same as your extension number. (i.e. extension 103's voice mail password is 103.)

Access voice mail (from your own phone):

Press **Voice Mail** Button.

Enter **Password** when prompted.

Press **Pound**.

Access voice mail (from another extension):

Dial ***86.**

Press the **Call** button.

Enter **Mail Box** number when prompted.

Press **Pound**.

Enter **Password** when prompted.

Press **Pound**.

Access voice mail from outside (live answer):

⠿ Call into the office.

Ask the person who answered to transfer you to voice mail log in code (***86.**)

Enter mailbox and password when instructed.

Access voice mail from outside (Auto Attendant):

⠿ Call into the office.

⊛ Dial * after the Auto Attendant answers.

Enter mailbox and password when instructed.

After logging into the voice mail system. Follow the prompts to manage you mailbox and listen to messages.

Main Menu options

After logging into your mailbox, the following options are available:

1 Play Messages

2 Change Folder (Switch between New/Old)

0 Mailbox Options

Playback control

While listening to a voice mail message, use the following digits to control playback:

1 Skip message envelope (Caller ID, Date, etc..)

* Rewind (3 seconds)

0 Pause

Fast Forward (3 seconds)

Message actions

While a voice mail message is playing, or after it has finished, use the following digits to mange the message:

- ③ Advanced Options
  - ① Send Reply
  - ③ Hear Message Envelope
  - ⁎ Main Menu
- ⑤ Repeat Current Message
- ⑥ Play Next Message
- ⑦ Delete Current message (Press again to un-delete)
- ⑧ Forward current message to another user
- ⑨ Save Message

Mailbox Options

After dialing 0 at the main menu you will be presented with the following mailbox configuration options:

- ① Record Unavailable Message
- ② Record Busy Message
- ③ Record Name
- ④ Manage Temporary Greeting
  - ① Record Temporary Greeting
  - ② Erase Temporary Greeting
- ⑤ Change Password
- ⁎ Main Menu