

# Grandstream GRP2612, GRP2613, GRP2614, GRP2615 & GRP2616 Quick Reference Sheet



GRP2612



GRP2613



GRP2614












GRP2615



GRP2616

## What are these keys on my handset for?

	<b>Message</b>	Press to view voicemail messages.
	<b>Contacts</b>	Press to view and edit personal address book.
	<b>Transfer</b>	Press to blind transfer a call to another extension.
	<b>Hold</b>	Press to put a call on hold or resume the call.
	<b>Headset</b>	Press to switch to headset mode.
	<b>Mute</b>	Press to mute or un-mute the call.
	<b>Speaker</b>	
	<b>Send/Redial</b>	
	<b>Volume</b>	

## **Making Phone Calls**

To an extension: Dial the required extension and press #.

To an external number: Dial the required number, then press #.

## **Answering Calls**

Lift the handset or press the flashing line button.

## **Answering a Waiting Call**

If you are on a call and receive a second call, a second line key on your phone will start flashing. To answer the call you may press the flashing line key - your first call will be placed on hold and you will be connected to the call that is waiting.

You can toggle between calls by pressing the flashing line key.

If you wish to end a call, press the relevant line key to connect to that caller and press the End Call softkey.

## **Hold**

To place a call on hold press the hold key. To retrieve a call on hold, press the hold key again or press the flashing line key.

## **Transferring a Call**

There are two ways to complete a call transfer depending on your needs. Calls can be transferred to internal extensions and external numbers.

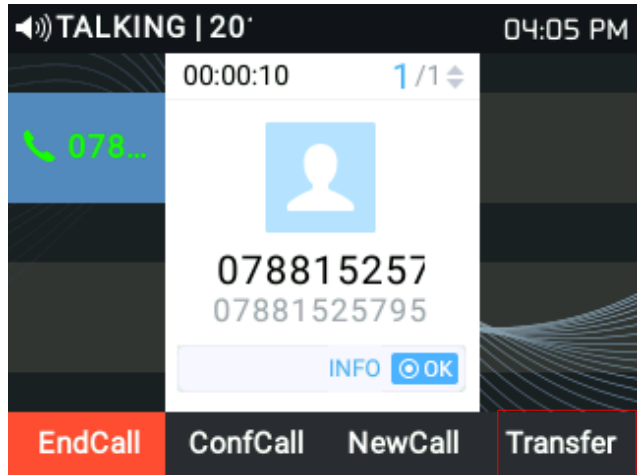
**Blind/Unannounced Transfer** You transfer the call to the target number and hang up.

**Attended/Announced Transfer** You transfer the call to the target number, talk to the target and announce the call and complete the transfer.

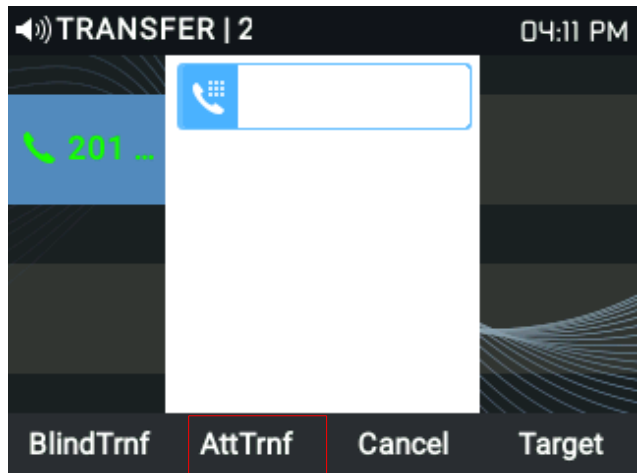
Please see the illustrated section below for the relevant transfer method

## Attended Transfer

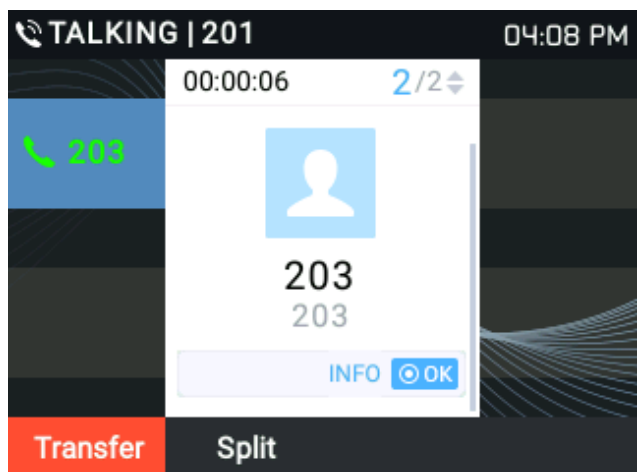
Whilst on a call press the Transfer softkey



Now dial the extension or number to which you want to transfer the call and press AttTrnf

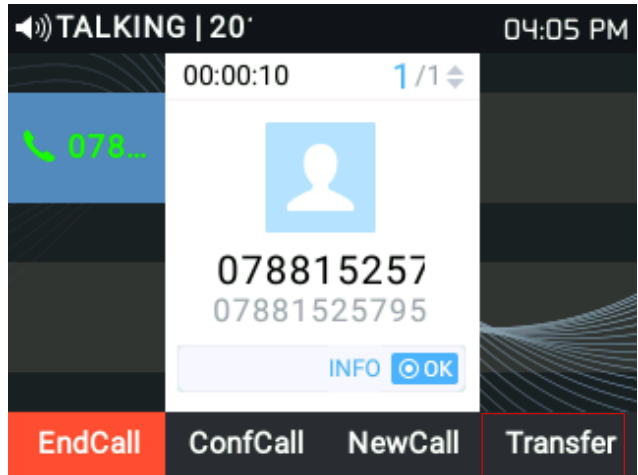


Once the call has been answered you can introduce the call. Finally press the Transfer button to complete the transfer and hang up the call

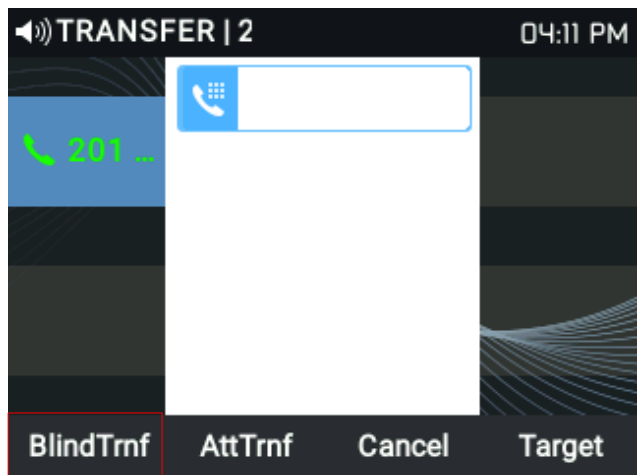


## Blind Transfer

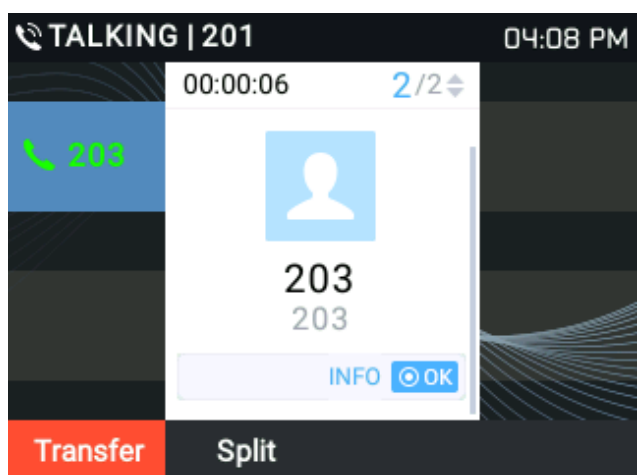
Whilst on a call press the Transfer softkey



Now dial the extension or number to which you want to transfer the call and press BlindTrnf



Once the call has been answered you can hang up



## **Call Pick Up**

Dial \*8# or press the flashing extension key (if there is one) to answer a call that is not ringing on your phone.

## **Missed Calls**

The Missed Call soft key will appear on your screen if you have any missed calls. To view them, press the “MissedCall” soft key and a list will be displayed with the date and time. Use the arrows on the keypad to navigate and the soft keys to Dial or Delete.

*Note: If your phone is part of a ring group, calls answered by other users in the ring group may show as a missed call on your phone.*

## **Call History**

Press the menu key (the dot in the centre of the arrows on the keypad). Select Call History. You can use the left and right keys to navigate between All Calls, Answered, Dialed, Missed, and Transferred.

Use the up and down keys to select numbers and the soft keys to dial or delete.

## **Voicemail**

To access your voicemail press the Voicemail key or dial \*97#.

You will be asked to enter your password, which is in the welcome email you were sent when your extension was set up.

Follow the voice prompts to check or delete your voicemails, set up a greeting or change your status.

## **Do not Disturb (DND)**

To set your extension to Do not Disturb dial \*77#

To remove DND from your extension dial \*78#