Grandstream GXP1760W, GXP1760 & GXP1780 Quick Reference Sheet

GXP1760W   GXP1760   GXP1780

What Do These Keys Do?

	Message	Line Keys to view voicemail messages.
	Contacts	Press to view and edit personal address book.
	Blind Transfer	Press to blind transfer a call to another extension. Soft Keys
	Hold	Press to put a call on hold or resume the call.
	Headset	Press to switch to headset mode.
	Mute	Press to mute or unmute the call.
	Speaker	
	Send/Redial	
	Volume	

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

Blind/Unannounced Transfer   While on a call, press the Transfer key, and dial the extension number.

The caller will automatically be transferred to the extension.

Attended/Announced Transfer   While on a call, press a free line key and dial the extension number. The caller will be placed on hold. You can now speak privately to the extension.

To complete the transfer, press the Transfer key followed by the flashing line key. The caller will be transferred to the extension.

Call Pick Up

Dial ***20*#** or press the flashing extension key 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, Dialled, 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 250#.

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 *61#

To remove DND from your extension to Do not Disturb dial *61#

The 3CX WebClient

The 3CX web client gives you easy access to all features of 3CX, including presence, video conferencing, chat and the switchboard from a web browser. It also allows you to easily make calls from your IP Phone, desktop or smartphone.

When your extension was set up you received a welcome email which contains the address for your webclient along with your username and password.

Copy and paste this address into your web browser, enter the username and password and you're away!

You can see more about the webclient here https://www.3cx.com/user-manual/web-client.