






Grandstream GRP260X Essential IP Phone Quick User Guide

[Video Tutorial](#)


USING THE HEADSET OR SPEAKER

- 1) Use the Speaker  Button to turn speaker ON/OFF.
- 2) Use the Headset  button to use the headset once it had been connected.

MAKING A CALL

- 1) Take Handset/Headset off-hook or press Speaker button or an available LINE key (activates speakerphone).
- 2) The line will have dial tone and the corresponding line's LED will turn green.
- 3) If you wish, select another LINE key or another alternative SIP account.
- 4) Enter the phone number.
- 5) Press the SEND  button or press the "DIAL" soft key.

REDIAL

Press the SEND  button when the phone is in idle state to call the last dialed number.

Note: The phone will redial using the same SIP account as was used for the last call.

ANSWERING CALLS


Single Incoming Call:

Answer call by taking Handset/Headset off hook or pressing SPEAKER or by pressing the corresponding account LINE button.



Multiple Incoming Calls:

- 1) When there is a call waiting, users will hear a Call Waiting tone.
- 2) The next incoming call will appear on screen.
- 3) Answer the incoming call by pressing the Answer softkey.
- 4) The current call will be put on hold.
- 5) Toggle between the calls using the UP or down button.

ENDING A CALL

End a call by pressing the end call  softkey or hang up the phone.



CALL HOLD/RESUME

- 1) Hold: Place a call on 'hold' by pressing the hold  Softkey.
- 2) Resume call by pressing the the unhold  softkey or corresponding blinking line.





CALL TRANSFER

Assuming that you are in a call and wish to transfer the call to another party.

Blind Transfer:

- 1) press TRANSFER  button and choose Blind Transfer.
- 2) Dial the transfer destination.
- 3) Press on transfer  softkey.



Attended Transfer:

- 1) press TRANSFER  button and choose Attended transfer.
- 2) Dial Transfer destination  number and press on dial softkey
- 3) The first call will be put on Hold and a new call will be initiated with the transfer destination.
- 4) When the second call is answered, Users could press on Switch  softkey to switch to the initial call (The second call will be put on hold) or press on transfer  softkey to complete the transfer.


5-WAY CONFERENCE

The GRP260x can host up to 5-way conference calls.



Initiate a Conference Call:

- 1) Establish the first call.
- 2) While 1 call is active, press on conference/ Invite  softkey and dial the second conference number.
- 3) The conference will be established as soon as the dialed number answers the call.
- 4) During the conference, The host can add other conference members by pressing on Invite  Softkey.


View Conference members.


Users can view conference members by pressing on the group members  softkey, Information related to conference members will then be shown

Kick Conference members.


During conference, press on conference info  softkey to view conference members. Then use UP/DOWN softkey to select a member and press on kick  softkey.

Hold The Conference:



- 1) During active conference, press on hold  softkey to hold all conference parties.

- 2) Press on Unhold  softkey to resume the conference call.

End The Conference:


The conference will be terminated for all parties if the conference initiator hangs up or presses end call  softkey

Forward Calls

When there is an incoming call, users could choose to not take call and forward it to another number instead by pressing on the Forward/ Transfer  softkey and then dial the forward target number and press on  again, the call will be then immediately forwarded to that number.


VOICEMAIL MESSAGE



A blinking green MWI (Message Waiting Indicator) indicates a message is waiting.

- 1) Press the Message  button to retrieve the message.
- 2) Use UP/Down keys to choose the account you want to access its voicemail and then dial the voicemail access number.
- 3) An IVR will prompt the user through the process of message retrieval.


Note: Each account requires a voicemail portal number to be configured in the "voicemail access number" field in WEB interface.

MUTE/DND

The mute button can be used to either set the phone on mute or on DND depending on how "Mute key function while idle" option is configured on the web interface. If it's set to "DND", clicking the mute button  while

idle will put the phone in DND mode and DND  icon will be displayed on top of LCD screen. If set to "Idle Mute", Pressing on mute key will set the phone on mute. DND can be enabled when the phone is on idle state by pressing the DND  softkey

VOLUME ADJUSTMENTS

Use the volume button  to adjust the ring volume when the phone is idle. Press the volume button during an active call to adjust the call volume.



Initial Voicemail Set-up:

To properly greet callers, you must record three things.

You need to record your “Name”, your “Unavailable”, and your “Busy” greetings. By doing this, you will ensure that every caller gets a professional experience during their call to you.

On your new Grandstream phone, locate the “Mail Envelope” button on the top right side of your phone (This may vary depending on your phone model).

Press the “Mail Envelope” button and you should hear “Password”. Enter your password and the system will tell you about your messages. Press “0”, to get to your mailbox admin area and you will hear the menu below. Just follow the prompts to get your recordings set up and your password.

How to record your Personal Greetings:

To record your personal greetings, you need to:

- Go to voice mail system by pressing the Mail Envelope button on your phone
- Press 0 for Options
- Press 1 for greeting and name option
- Press 2 for Greeting Options
- Press 2 for Record Greeting
- Press 1 for Personal Greetings (then follow the prompts to record their greetings)
- Record your greeting

Then to instruct the system to play the personal greeting instead of the system greeting by:

- 1- Go to voice mail system by pressing the Mail Envelope button on your phone
- 2- Press 0 for Options
- 3- Press 1 for greeting and name Option
- 4- Press 2 for Greeting Options
- 5- Press 0 for Select Greeting
- 6- Press 1 to select Personal Greeting.

Remote Initial Voicemail Set-up:

To access the voicemail system remotely, dial your main number, when Auto Attendant is playing press 9.

How to record your Personal Greetings:

To record your personal greetings, you need to:

- Go to voice mail system by pressing the button on your phone
- press 0 for Options
- Press 1 for greeting and name option
- Press 2 for Greeting Options
- Press 2 for Record Greeting
- Press 1 for Personal Greetings (then follow the prompts to record their greetings)
- Record your greeting

Then to instruct the system to play the personal greeting instead of the system greeting by:

- Go to voice mail system by pressing the button on your phone
- Press 0 for Options
- Press 1 for greeting and name Option
- Press 2 for Greeting Options
- Press 0 for Select Greeting
- Press 1 to select Personal Greeting

Voicemail notification via E-mail

Ark Telecom’s administrator can configure your voicemail account to automatically send an email with your voicemail attached as a digital audio file. As soon as the caller leaves the message you will get notified via email. After the email is sent, the voicemail message will remain in your voicemail box on the phone system.

You may save or delete voicemails once you are finished with them.

Please bear in mind that you can only store up to 100 voicemails before the voicemail box is full.

We recommend that you delete periodically your messages by selecting the option to “Delete after notification” to avoid having a full voicemail box.

Cheat Sheet Direction for Using the Phone

Setting up your voice mail:

1. Go to voice mail system by pressing the Mail Envelope button on your phone
2. The temporary password is the same number as your phone extension
3. Record your greeting by following the prompts

Volume Control:

1. To turn the volume up or down, push the volume key.

Speaker Call:

1. To place a call on speaker, press on the speaker button.

Incoming Message:

A red blinking light on the message waiting indicator located in the upper right corner of the telephone will alert you when you have an incoming voicemail. To retrieve your message press on the message button and follow the prompts.

To Place a call:

To reach a colleague on campus:

Dial the extension

To reach an off-campus number:

Dial 9-1- and the number.