

# gTalk® PBX USER GUIDE

## How to Use Grandstream GXP1620/1625 IP Phone



| No | Features                  | Description   |
|----|---------------------------|---|
| 1. | Handset                   | Pick up to place or answer a call.  |
| 2. | Line keys                 | Indicates phone line status. When lit:<br>Green: Line is idle.<br>Red (steady): Line is active or in use.<br>Red (blinking): Line is on hold. |
| 3. | Message Waiting Indicator | Displays solid red when you have a new voice mail message.  |
| 4. | Soft-key buttons          | Press a soft-key button to perform the action shown on the label on the screen above.   |
| 5. | Messages button           | Press to access voice mail.   |
| 6. | Navigation button         | Press an arrow to scroll left, right, up, or down through items shown on the screen.  |
| 7. | Mute button               | Press to mute or unmute the phone. When phone is muted, the button glows green.   |
| 8. | Headset button            | Push to turn the headset on or off. When the headset is on, the button glows green.   |

|     |                   |   |
|-----|-------------------|---|
| 9.  | Conference button | Press to place a call on conference.  |
| 10. | Transfer button   | Press to place call transfer.   |
| 11. | Speaker button    | Push to turn the speaker on or off. When the speaker is on, the button glows green.   |
| 12. | Volume button     | Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone), or ringer volume (when the handset is on the phone). |
| 13. | Keypad            | Use to dial outbound calls, enter letters, and choose menu items.   |
| 14. | Hold button       | Press to place a call on hold.  |
| 15. | Phone directory   | Press to access phone directory.  |

## Answering and Placing a Call

Basic techniques to answer a call:

- Pick up the handset. or
- Press the **Speaker** button. or
- If you are using a headset, press the **Headset** button.

Basic techniques to call an internal extension:

- Dial the extension number using keypad, then pick up the handset. or
- Dial the extension number using keypad, then press the **Speaker** button.

Basic techniques to make outbound calls:

- You can make outbound calls by simply dialing the destination phone number. Or press the line button next to the extension number on screen. The line button will turn green and you will hear dial tone.

Place a call to the last caller without dialing:

- Press the **Redial** soft-key to redial the last call.

## Ending a Call

To end a call:




- If you are using the handset, just hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using a headset, press the **Headset**.

## Ignoring an Incoming Call:

- When call lands press **Reject** soft-key button. The call will be auto forwarded to voice mail.

## Transferring a Call

While on a call -

- Press the  button.
- Dial the extension number to transfer the call to and then Press ‘ # ’ or . After the call to the extension is received press the  button again.
- Once the call is transferred simply hang up.

## Viewing and Returning Missed Calls


The screen on your IP phone will notify you if a call has been missed.

To dial a missed call:


- If the screen shows a missed call, press the **Missed Call** soft-key to view a list of missed calls. Select a number and press **Dial**.

## Placing a Three-Way Conference Call

To initiate a conference call:

Step 1 - During an active call, press the  button. The first call is placed on hold, a second line is opened i.e. you hear a dial tone.

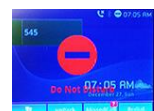
Step 2 - Dial the second person's telephone number.


Step 3 - When the second person answers, press the  button again. All three are now in the conference call session. To end the conference simply hang up.

## Lock/Unlock Incoming Calls

Use the lock/unlock feature to control incoming calls ringing your phone.


- To activate this feature, press the  button. You will see the screen on right:



- To deactivate press the  button again.



## Voice mail

A Red light at the top right hand corner of the set indicates arrival of new voice mail(s). To Access voice mail:


- Press the line button next to the word VM on the screen. Then press the  button.
- Enter your voice mail pass code (if any).
- To hear new voice mail press 1.
- To hear old voice mail press 2.
- To delete a voice mail press 3.

## Transfer to Voice mail

This feature allows you to transfer someone (either a caller or a called person) to leave a voice mail to a specific extension.

- To transfer to specific extension to leave voice mail: Press  button, then dial \*6<ext. number>, and after that immediately press the  button again.
- To leave a voice mail to a specific extension: Dial \*6<ext. number>.

## Hold Incoming Call/ Remove Hold

Press  button. One of the right hand side buttons will start blinking Green. The caller is now placed on hold. Press the blinking Green button next to the caller you want to unhold.

## Call Forward

**Activating Call Forwarding:** Activate Call Forwarding feature whenever you want your calls to be forwarded to another phone. Once activated, all incoming calls will be forwarded to the number you specified.

- Dial \*41 + Number + # - To forward incoming calls to a specific telephone number for any reason.
- Dial \*42 + Number + # - To forward incoming calls to a specific telephone number when unreachable.
- Dial \*43 + Number + # - To forward incoming calls to a specific telephone number after Ring-Timeout.

### Deactivating Call Forwarding:

- Dial \*44# - To cancel call Forwarding .