



GRANDSTREAM

GRP2624 IP Phone



GRP2616 Phones
Feature



➤ **DIALING CALLS:** Dial the external or extension number, then press the **Dial** softkey. You can also press the dedicated Multi-Purpose key. You can also use *Phonebook* or *History* to find the number you want, then press the **Dial** softkey.

➤ **RECEIVING CALLS:**

SINGLE INCOMING – Phone rings with the selected ring tone and the corresponding LINE key will flash in **Red**. Answer call by taking handset off hook, using Speaker/Headset, or pressing the flashing LINE key.

MULTIPLE INCOMING – When another call comes in while you are on an active call, the phone will produce a Call Waiting tone (stutter tone) and the other LINE key will flash in **Red**. Answer the incoming call by pressing the flashing LINE key. (The current active call will be put on hold automatically.)

➤ **HOLD:** During a call, press **Hold** button. The line key flashes **Red**. Resume call by pressing the corresponding blinking LINE.

➤ **REDIAL:** Press the **Send** button to open your *Dialed Call History*. The last call you made will be highlighted. Press the **Send** button again to redial.

➤ **MUTE:** Press the **MUTE** button to mute/unmute the microphone. (The Mute icon indicates whether the microphone is muted.)

➤ **TRANSFER:**

ATTENDED – Press the **Transfer** button or **Transfer Softkey**. (The caller will be placed on hold.) Dial the extension number and press the **AttTrnf** softkey. you will then dial your coworker's extension. (You can also press the **Send** button). Once answered and confirmed, complete the transfer by pressing the **transfer** softkey. The caller will be transferred to the extension. You can also press the Transfer button/softkey and press the coworker's speed dial (if applicable).

BLIND - Press the **Transfer** button or Transfer Softkey. (The caller will be placed on hold.) Dial the extension number and press the **BlindTrnf** softkey. The call will automatically be sent to the coworker's extension. You can also dial the extension number then press **#** or the **Send** soft key. (The caller will automatically be transferred to the extension.)

TRANSFER TO VOICEMAIL – While speaking to the caller press the **[Transfer]** button or soft key. Dial star (*) then the mailbox number to be transferred to. Press Send or **[Transfer]**.

➤ **CONFERENCE: (3-WAY CALLS).**

INITIATE CONFERENCE CALL - Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference. Press the Conference button and dial the third party. You may speak privately to this person before pressing the **"ConfCall"** softkey to initiate the 3-party conference.

LEAVE A CONFERENCE CALL - Press **"Cancel"** soft key in conference dialing screen to resume the two-way conversation.

HOLD THE CONFERENCE CALL - Press hold button to hold the conference call with all parties. (places everyone on hold) Press **"Conf"** soft key to resume conference call.

END THE CONFERENCE CALL - The conference will be terminated for all three parties if the conference initiator hangs up or presses the "End Call" soft key.

➤ **VOLUME:** 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 in-call volume.