

# GRANDSTREAM GXP PHONES

## QUICK REFERENCE GUIDE

### CONFERENCE CALLING

With one line active and another line on hold, press the **CONF** button then the line that is on hold to place all three parties into a conference call.

To end the conference simply hang up.

Or, to end the conference but continue speaking to one or both parties individually, press the **HOLD** button which discontinues the conference and places both parties on hold. Either party can then be spoken to individually by selecting the corresponding line.

### BLIND TRANSFER

While on an active call, press the **TRNF** button, enter the destination phone number, and press the **SEND** button to complete the transfer.

### ATTENDED TRANSFER

Place the active call on hold.

Press an inactive **LINE** button to get a dial tone on a new line, and dial the phone number you wish to transfer the call to. After announcing the call to the party being transferred to, press the **TRNF** button then the line on hold to transfer the call. The call will be transferred to the intended party as a new call.

### **HOLD**

Puts a call on hold. Pressing the **LINE** button a second time takes the call off hold.

### PARK/PICK UP

Placing a call on hold automatically 'parks' the call at that extension.

### # + EXT # + DID

Pickup call on hold.

A call on hold can be 'Picked Up' at another station by dialing pound (#) and the extension (or DID number) to pickup the call from.

Ex: #100 - Picks up a call on hold at extension 100  
#7635551000 - Picks up a call on hold at DID 7635551100 .

### CALL RECORDING

#### **\*5 - Recording ON**

During a call press \*5 to begin recording the conversation (the other party will not hear the touch tones).

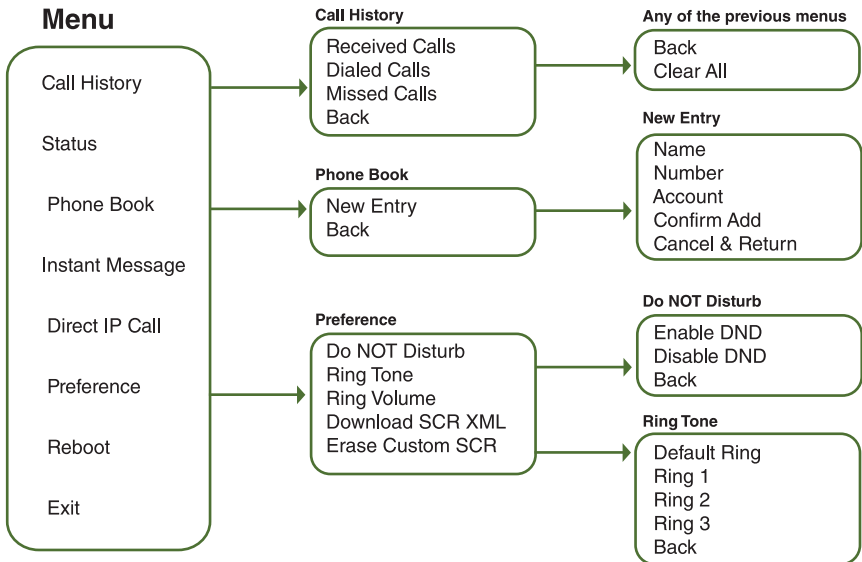
#### **\*6 - Recording OFF**

Stops and saves the recording (the other party will not hear the touch tones).

## CALL FEATURES / BUTTON FUNCTIONS

<b>*72</b>	<p><b>Unconditional Call Forward</b> Dial “*72”; wait for the short tone, then dial the forwarding number followed by <b>[SEND]</b>.</p>
<b>*73</b>	<p><b>Cancel Unconditional Call Forward</b> Dial “*73”; wait for the short tone, then hang up.</p>
<b>MSG</b>	<p><b>Message Button</b> Dials straight into your voicemail.</p>
<b>MUTE/DEL</b>	<p><b>Mute/Delete Button</b> While ON the phone, functions as mute. When phone is IDLE, turns Do Not Disturb on/off.</p>
<b>REDIAL</b>	<p>To redial, take the phone off the hook and press the <b>[SEND]</b> button.</p>

## PHONE MENU FLOW CHART



Technical Support Hours: Monday-Friday 7am-8pm (CST) Saturday 10am-6pm (CST)  
[www.velocitytelephone.com](http://www.velocitytelephone.com) • (763) 222-1000 • [sales@velocitytelephone.com](mailto:sales@velocitytelephone.com)