



# **GRANDSTREAM GRP2616**

## **PRESENCE SETTINGS, BLF, & VOICEMAIL** (v2.5)

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### **I. SUMMARY**

Unlike our previous phone system, the concept of our “presence” (including DND), along with the color of the lights to indicate if your phone is in use, and the voicemail messages system are not very closely aligned. There are some advantages to the new system, but these features *in particular* will require some adaptation.

## II. PRESENCE SETTINGS

There are three presence settings that are important to us:

1. **AVAILABLE** (GREEN Phone Icon): when you are available to take calls.
2. **UNAVAILABLE** (GRAY Phone Icon): when away from your desk or otherwise not available, however, please note that the phone will continue to ring and missed calls will show in your Call History.
3. **DND / DO NOT DISTURB** (RED Phone Icon): when you do not wish to be disturbed because you are working on a project or other reason when you do not wish your phone to ring (e.g. Zoom meeting) and at the end of the day.

NOTE: Please don't use the other presence settings in the system. We will not be using the "Chat" or "Custom" or "Away" presence modes.

### TO CHANGE YOUR PRESENCE:

1. Press \*48 then the "Dial" soft key on the Top display
2. Enter your Presence status:
  - Press 1 – To set the Unavailable state
  - Press 2 – To set the Available state
  - Press 5 – To set the DND state

NOTE: You can more easily turn DND on or off by pressing the DND/Mute button when your phone is idle and not in an active call (just be sure to let the system message finish).



### III. BUSY LAMP FIELDS (BLF)

A Busy Lamp Field or BLF is the colored light on the button next to a person's name that indicates if a person is:

- Not Busy/Available (Green)
- On the Phone (Red)
- Phone is Ringing (Blinking Red)
- Unplugged/Not Connected (Off/No Light)

It's easy to become confused about the concept of your Presence (i.e. available to take a call) and the concept of your phone being in use (BLF). This is why the new phone system requires two buttons to do the job the old phone system did with one. For the people in your department (and others shown in the Bottom display window of your phone), this is also why there are two buttons for the same person.


#### BLF INDICATOR ICON MEANINGS

Available	
Unavailable	
Busy	
DND	
Ringing	
Connect	
Unknown	

## IV. VOICEMAIL

All accounts have voicemail to email enabled, so retrieving your voicemail messages could be as easy as opening your email and clicking on the sound file attachment that is sent. However, the phone system does not know that you are retrieving your messages this way so it will neither delete the message in your voicemail account nor will it clear the voicemail waiting indicator light. You will need to u

### INITIAL SETUP

1. Push the Message Button  in the Top right corner of the phone
2. When you hear the Auto-Attendant's voice, Press "0"
3. System will then list which buttons to press to record your messages/name and to change your password:
  - **PRESS 1** – To record your *Unavailable Message* – This is the message callers will hear when your phone RINGS to voicemail.
  - **PRESS 2** – To record your *Busy Message* – This is the message callers will hear when a call is REJECTED to voicemail, or when DND/Do Not Disturb is turned on, or when a call is transferred to voicemail via the Blind Transfer method.
  - **PRESS 3** – To record your *Name*– This is the name the system will use for various features when using the system.
  - **PRESS 4** – To manage your *Temporary Greeting* – This is the message you would use if you will be out of the office for vacation, holiday, sick day, etc.
  - **PRESS 5** – *To Change your Password* – Please change your password to something long and hard to guess, but something you will remember!


Minimum Requirements: 4 Numbers, Non-Sequential (e.g. no 1-2-3-4)

NOTE: Passwords are stored in the phone system, so you will not need to enter them when retrieving messages from your phone. You will need to enter your password if you are retrieving messages from an outside line such as your home phone or cell phone. This can be done by calling the PG Calc main phone number (617-497-4970) and pressing #6.


(Please note there is no prompt for Option #6 on the auto-attendant)

## CHANGING RECORDINGS AFTER INITIAL SETUP


### TO RECORD UNAVAILABLE MESSAGE

1. Press the Message button (Top Right Corner) 
2. Press "0" for Mailbox Options
3. Press "1" to record your Unavailable Message
4. Record the message after the tone and press pound (#) when done
5. To save the message, Press "1"  
To review the message recording, Press "2"  
To delete and re-record the message, Press "3" and repeat steps 4 and 5 until satisfied with the message you recorded.


### TO RECORD BUSY MESSAGE

1. Press the Message button (Top Right Corner) 
2. Press "0" for Mailbox Options
3. Press "2" to record your Busy Message
4. Record the message after the tone and press pound (#) when done
5. To save the message, Press "1"  
To review the message recording, Press "2"  
To delete and re-record the message, Press "3" and repeat steps 4 and 5 until satisfied with the message you recorded.

### TO RECORD YOUR NAME

1. Press the Message button (Top Right Corner) 
2. Press "0" for Mailbox Options
3. Press "3" to record your NAME
4. Record the name after the tone and press pound (#) when done
5. To save the name recording, Press "1"  
To review the name recorded, Press "2"  
To delete and re-record the name recording, Press "3" and repeat steps 4 and 5 until satisfied with the name you recorded.

## **TO RECORD TEMPORARY GREETING**


1. Press the Message button (Top Right Corner) 
2. Press "0" for Mailbox Options
3. Press "4" to record your Temporary Message
4. Record the message after the tone and press pound (#) when done
5. To save the message, Press "1"

To review the message recording, Press "2"

To delete and re-record the message, Press "3" and repeat steps 4 and 5 until satisfied with the message you recorded.

## **DELETING TEMPORARY GREETING**

NOTE: To revert back to your Unavailable/Busy greetings when you are back in the office or available, you must delete your temporary greeting.

1. Press the Message button (Top Right Corner) 
2. Press "0" for Mailbox Options
3. Press "4" to record your Temporary Message
4. Press "2" to delete your Temporary greeting
5. Hang up/End Call

## RETRIEVING YOUR VOICEMAIL MESSAGES VIA YOUR PHONE

### TO RETRIEVE MESSAGES FROM YOUR PHONE


1. Press the Message button (Top Right Corner) 
2. Press “1” to listen to new messages
3. After listening to the message, follow the prompts for additional options:
  - Press 3 – For Advanced Options:
    - THEN, Press 1 - To send a reply
    - THEN, Press 2 - To call the person who sent the message
    - THEN, Press 3 - To hear the message envelope
    - THEN, Press 5 - To leave a message
    - OR, Press \* - To return to the main menu
  - Press 5 - To Repeat the Current Message
  - Press 7 - To Delete the Message
  - Press 8 - To Forward the Message to another user
  - Press 9 - To Save the Message
  - Press \* - For Help
  - Press # - To Exit

## **TO RETRIEVE MESSAGES FROM AN OUTSIDE PHONE**

1. Dial the PG Calc Main Phone number (617-497-4970)
2. Press “6” (NOTE: there is no prompt for Option #6 on the Auto-Attendant)
3. You will be prompted for “Mailbox”: enter your extension
4. You will be prompted for “Password”: enter your password
5. Press “1” for new messages
6. After listening to the message, follow the prompts for additional options:
  - Press 3 – For Advanced Options:
    - THEN, Press 1 - To send a reply
    - THEN, Press 2 - To call the person who sent the message
    - THEN, Press 3 - To hear the message envelope
    - THEN, Press 5 - To leave a message
    - OR, Press \* - To return to the main menu
  - Press 5 - To Repeat the Current Message
  - Press 7 - To Delete the Message
  - Press 8 - To Forward the Message to another user
  - Press 9 - To Save the Message
  - Press \* - For Help
  - Press # - To Exit



## **TO LISTEN TO OLD MESSAGES FROM YOUR PHONE**

1. Press the Message button (Top Right Corner) 
2. Press “2” to change folders
3. Press “1” for Old messages (or listen to the prompts to select a different folder)

Other Folder Options (that PG Calc uses):

- 0 – New messages
  - 1 – Old messages
  - # – To Cancel
4. Then follow the system prompts to listen to your Old messages and repeat, delete, forward, save, etc.

## **TO LISTEN TO OLD MESSAGES FROM OUTSIDE THE OFFICE**

1. Dial the PG Calc Main Phone number (617-497-4970)
2. Press “6” (NOTE: there is no prompt for Option #6 on the Auto-Attendant)
3. You will be prompted for “Mailbox”: enter your extension
4. You will be prompted for “Password”: enter your password
5. Press “2” to change folders
6. Press “1” for Old messages (or listen to the prompts to select a different folder)

Other Folder Options (that PG Calc uses):

- 0 – New messages
  - 1 – Old messages
  - # – To Cancel
7. Then follow the system prompts to listen to your Old messages and repeat, delete, forward, save, etc.