GRANDSTREAM GRP2616
Quick Reference Guide
Basic Phone Operation

USING THE HEADSET OR SPEAKER

1) Use the Speaker button [◄»)] to turn the speakerphone ON or OFF.

2) Use the Headset button [⌒] to use a headset once one has been connected.

MAKING A CALL

1) Take the Handset/Headset off the hook or press Speaker button [◄»)] or an available LINE key (which activates speakerphone).

2) The line will have a dial tone and the corresponding line's LED light will turn green.

3) Enter the phone number. (Note: You do NOT need to enter a "9" or "1" when dialing.)

4) Alternatively, you may also dial the number first, then press the SEND [☎] button or press the "Dial" soft key (along the bottom of the Top Display screen).

ENDING A CALL

End a call by pressing the "End Call" soft key or hanging up the phone.

REDIAL

Press the "Redial" soft key to call the last dialed number.

ANSWERING CALLS

Single Incoming Call:

1) Answer a call by taking the Handset off the hook or pressing the "Answer" soft key or by pressing the Speaker button [◄»)] .

(You can also press the Headset button [⌒] if a headset is connected.)

Multiple Incoming Calls:

1) When there is a second incoming call, users will hear a Call Waiting tone.

2) The second incoming call info will also appear on the display screen.

3) Answer the incoming call by pressing the "Answer" soft key along the bottom of Top Display screen.

4) The first/current call will be put on hold.

5) Toggle between the calls using the UP or DOWN buttons or pressing "Swap" soft key.

CALL HOLD/RESUME

1) Hold: To place a call on Hold, press the Hold button [II] .

2) Resume: To resume a call, press the corresponding LINE button or the "Resume" soft key.

CALL MUTE/RESUME

1) During an active call, press the Mute button [⚡] to mute your handset, headset, or microphone. The LCD will show the Mute icon on the screen when the call is muted and the button will glow RED.

2) Resume: To resume speaking, press the Mute button [⚡] again to unmute. The Mute icon will disappear and the button will stop glowing RED.

VOLUME ADJUSTMENTS

Use the Volume button [− ◄ +] to adjust the ring volume when the phone is idle/not in use.

Pressing the Volume button during an active call will adjust the call volume.

CALL TRANSFER

Transferring a call to another party can be done multiple ways.

Blind Transfer:

1) While on an active call, press the Transfer button [☎-☎] or press the "Transfer" soft key. This will place the call on hold automatically.

2) Dial the extension number or press the corresponding Line Key/Multi-Purpose Key of the person you are transferring the call to.

3) Press the "BlindTrnf" soft key to complete the transfer of the active call.

4) Once the call is transferred, you will be disconnected and the phone display will return to the idle screen.

Note: Blind Transfer is also how you would transfer a call to a colleague's voicemail.

Call Park Transfer:

1) While on an active call, press the "Park 1" or "Park 2" Line Key on the Top Display screen (Page 1) to park the caller.

2) Intercom the other party.

3) Advise who is on the parked call and which Park # Line Key. If they agree to take the call, hang up and colleague will then pick up the parked call.

4) If colleague is unable to take the call, repeat steps 2 & 3 to intercom a different person or pick up the call again by pressing the Park button where the call is parked to take a message or to transfer to voicemail using the Blind Transfer method.

VOICEMAIL MESSAGE

A blinking green Message Waiting Indicator Light indicates you have a message waiting.

1) Press the Message button [✉] to retrieve the message. The phone system auto-attendant will prompt the user through the message retrieval process.

DND/DO NOT DISTURB

1) Press the DND button [⚡] to turn Do Not Disturb ON or OFF. (Note: System will dial *77 to turn ON and *78 to turn OFF)

2) The DND icon will appear on the display screen when Do Not Disturb is turned ON.

Note: When turning DND ON or OFF, do not "End Call" until the system finishes dialing otherwise the system will not show your correct DND status.

3-WAY CONFERENCE

To Initiate a Conference Call:

1) While on an active call, press the Conference Button [ஃஃ] .

2) Dial the third party number followed by the Send Button [☎] or press the "Dial" soft key.

3) When the call is established to the third party, press the Conference button again to initiate the conference call.

4) If third party does not pick up, press "Resume" soft key to resume first call.

To Cancel a Conference Call:

1) Press the "Kick" soft key on the conference call screen to remove one party and resume a two-way conversation.

To Place a Conference Call on Hold:

1) Press the Hold Button [II] to place all parties on the conference call on hold.

2) To resume the conference call, press the "ReConf" soft key to resume the call with all parties or select the corresponding LINE key to speak to an individual party.

To End the Conference Call:

The conference call will be terminated for all parties if the conference initiator hangs up or presses the "EndCall" soft key.