Objectworld

™

Objectworld Unified Communications Server®

Grandstream GXP Series SIP Phone User Guide

Table of Contents

1   Grandstream GXP Series SIP Phone Overview

This document is designed to outline the features and functions of the Grandstream GXP Series SIP phones in relation to the Objectworld Unified Communications Server™. This chapter covers the following topics:

- Overview
- Display Features
- GXP Product Models
- Key Descriptions

1.1 Overview

This document is not intended to replace the Grandstream GXP Series SIP Phone User Manual. For more detailed information about the product, particularly its operation in the absence of UC Server, please refer to the Grandstream User Manual available from the Grandstream web site at www.grandstream.com.

> **NOTE:** For information on using your telephone mailbox see the Quick Reference Card available on the Objectworld web site at www.objectworld.com/support/documentation.aspx.

1.2 Display Features

The GXP Series SIP phones have a dynamic and customizable screen. The screen displays differently depending on whether the phone is idle or in use (active screen).

Icon	LCD Icon Definitions
	Connectivity Status / SIP Proxy/Server Icon
	Solid – Connected to SIP Server/IP address received
	Blinking – Physical connection failed
	Blank – SIP Proxy/Server not registered

Icon	LCD Icon Definitions
	Phone Status Icon Off – When the handset is on-hook On – When the handset is off-hook
	Speakerphone Status Icon Flash – When phone rings or a call is pending Off – When the speakerphone is off On – When the speakerphone is on
	DND Icon On – When the "do not disturb" is activated Activate by pressing MUTE/DEL button twice
	Calls Forwarded Icon Indicates calls are forwarded. Follow call forwarding procedures.
	Handset, Speakerphone, and Ring Volume Icon Each icon appears next to the volume icon. To adjust the volume, use the up/down button.
	Real–time Clock Synchronized to Internet time server Time zone configurable via web browser AM/PM indicator

1.3 GXP Product Models

Model	Picture	Overview
GXP-280		The GXP280 is an entry-level SIP phone. It features: • A single line • Three soft keys
GXP-1200		The GXP1200 is an entry-level SIP phone. It features: • Two lines • Three XML programmable soft keys

Model	Picture	Overview
GXP-2000		The GXP2000 is a mainstream SIP phone. It features: • Four lines • Seven programmable hard keys
GXP-2010		The GXP2010 is a key system SIP phone. It features: • Four lines • Eighteen programmable hard keys • Three XML programmable soft keys

Model	Picture	Overview
GXP-2020		The GXP2020 is an executive SIP phone. It features: • Six lines • Seven programmable hard keys • Four XML programmable soft keys

1.4 Key Descriptions

Key Button	Key Button Definitions
LINE BUTTONS	Line keys with LED can be configured to different SIP profiles.
TRANSFER	Transfer an active call to another number. For more information see <u>"Transferring Calls" on page 15</u>.
CONF	Press CONF to connect Calling/Called party into conference. For more information see <u>"Conferencing" on page 15</u>.
MUTE	Mute an active call; or Delete a key entry. . Also used to 'REJECT' an incoming call. For more information see <u>"Muting and Unmuting Calls" on page 14</u>.
HOLD	Place active call on hold. For more information see <u>"Holding and Resuming Calls" on page 13</u>.
MSG	Enter to retrieve voice mails or other messages, For more information see <u>"Accessing Voice Mail" on page 21</u>.
	Enable/Disable hands-free speaker mode.
SEND	Press SEND to dial a new number or redial the last number dialed. Press SEND to send a call immediately before "no key entry timeout" value expires. For more information see <u>"Making Calls" on page 11</u>.
	Enter to retrieve voice mails or other messages. For more information see <u>"Accessing Voice Mail" on page 21</u>.
MENU	Enter keypad configuration MENU mode when phone is in IDLE mode. Use as the ENTER key when in Keypad Configuration. Navigate the menu using the arrow keys. Press the OK button confirm a menu selection. Delete an entry by pressing the MUTE/DEL button.
0-9, *, #	Standard phone keypad; press # key to send call; press * key for interactive voice response (IVR) functions.
DND	Do Not Disturb key; press DND to turn the Do not disturb function on or off. For more information see <u>"Setting Do Not Disturb" on page 18</u>.
HEADSET	Toggle between headset and speakerphone mode when in hands free mode.
INTERCOM	The INTERCOM button is disabled. For information on using the paging function see <u>"Paging" on page 31</u>.

Key Button   **Key Button Definitions**

Brings the phone book on screen.

2 Using GXP Series Features

This chapter outlines the features that are available on the Grandstream GXP Series SIP telephones. UC Server supports the following main features of the Grandstream GXP Series SIP unless otherwise noted.

- Using the GXP Series Call Feature Access Codes
- Making Calls
- Answering Calls
- Holding and Resuming Calls
- Muting and Unmuting Calls
- Conferencing
- Transferring Calls
- Ending Calls
- Redialing
- Forwarding Calls
- Changing the Volume
- Selecting a Ring Tone
- Accessing Call Lists
- Speed Dialing

2.1 Using the GXP Series Call Feature Access Codes

To access various call features, key press sequences are provided by the GXP.

> **NOTE:** The Grandstream feature access codes listed below are disabled by default, due to a conflict with one of the UC Server feature access codes. Therefore, the codes below will only work if the system administrator has enabled the Grandstream feature access codes.

The GXP supports traditional and advanced telephony features including:

- Caller ID
- Caller ID with name
- Call forward/transfer/park/hold
- Busy Lamp Field (BLF)

GXP Call Features	Key Codes	Examples and Notes
Block Caller ID (for all subsequent calls)	*30	
Send Caller ID (for all subsequent calls)	*31	
Block Caller ID (per call)	*67	
Send Caller ID (per call)	*82	**Note**: This feature code conflicts with the *Call Queuing* feature code of UC Server. Therefore, your system administrator may have changed the *Send Caller ID* feature code number. See your system administrator for more information.
Disable Call Waiting (per Call)	*70	
Enable Call Waiting (per Call)	*71	
Forward all Calls Forwards all calls unconditionally.	*72 + Forward Number + #	To forward all calls to extension 300: 1. Dial: *72 2. At the dial tone, dial: 300 3. Press # 4. Wait for dial tone. LCD will display "Call FWD Activated."
Cancel Forwarding all Calls Cancels forwarding all calls unconditionally.	*73	1. Dial: *73 2. At the dial tone, hang up.

GXP Call Features	Key Codes	Examples and Notes
Forward Calls when Busy	*90 + Forward Number + #	To forward calls when busy to extension 300: 1. Dial: *90 2. At the dial tone, dial: 300 3. Press # 4. At the dial tone, hang up.
Cancel Forwarding Calls when Busy	*91	1. Dial: *91 2. At the dial tone, hang up.
Forward Calls when Delayed	*92 + Forward Number + #	To forward calls when delayed to extension 300: 1. Dial: *92 2. At the dial tone, dial: 300 3. Press # 4. At the dial tone, hang up. LCD will display "Call FWD Activated."
Cancel Forwarding Calls when Delayed	*93	1. Dial: *93 2. At the dial tone, hang up.

2.2 Making Calls

For information on making calls, see the following sections:

- Handset, speakerphone and headset mode
- Making a call using a phone numberMaking a call using a phone number
- Making a call using multiple SIP accounts and lines

Handset, speakerphone and headset mode

Handset mode can be toggled between Speaker and Headset

Speakerphone status icon

To switch between Handset and Speaker/Headset

- Press the Hook Flash in the Handset cradle or the SPEAKER button.

Making a call using a phone number

There are several ways to make phone calls that include entering the number, using redial, or call return.

To make a call

1 Pick up the handset or press **SPEAKER/Headset**.

Other methods of making calls are:

• Press an available **LINE** key (activates the speakerphone).
• Press the **NEW CALL** soft key.

The line will have a dial tone and the primary line (LINE 1) LED is red. If you wish, select another LINE key.

2 Enter the phone number.

3 Press the **SEND** key, or the press the **DIAL** soft key.

To redial the last phone number dialed

1 Pick up the handset or press **SPEAKER/Headset**.

Alternatively:

• Press an available **LINE** key (activates the speakerphone).

The corresponding LED will be red.

2 Press the **SEND** button or press the **REDIAL** soft key.

To call the last phone number that called your phone

1 Pickup the handset.

For the hands free option, skip this step and move to step 2.

2 Press the **CALL Return** soft key.

Making a call using multiple SIP accounts and lines

GXP can support up to six independent SIP accounts depending on the product model. Each of the line buttons is "virtually" mapped to an individual SIP account. The name of each account is conveniently printed next to its corresponding button. In off-hook state, select an idle line and the name of the account (as configured in the web interface) is displayed on the LCD and a dial tone is heard.

To make a call

• Select the line you wish to use.

The corresponding LINE LED will light up in green.

To switch lines before dialing

- Press the same LINE button one or more times.

If you continue to press a LINE button, the selected account will circulate among the registered accounts.

For example: when LINE1 is pressed, the LCD displays the account name, such as "VoIP 1"; If LINE1 is pressed twice, the LCD displays the second account name, such as "VoIP 2" and the subsequent call will be made through SIP account 2.

2.3 Answering Calls

NOTE: To send an incoming call directly to voice mail, press **MUTE/ DEL** to reject the call and forward it to voice mail.

To answer a call

- Pick up the handset to answer the call normally.

TIP: Alternatively, press the **SPEAKER** button to answer a call in either speakerphone or headset mode, or press the corresponding **LINE** button.

Using call waiting to answer another call

If you are on a call, and another call comes in, then you will hear a stutter tone.

To answer an incoming call while on another call

- Press the corresponding **LINE** button to put the current caller on hold and switch to the incoming call.

2.4 Holding and Resuming Calls

To place a call on hold

- While on a call, press the **HOLD** button to put the caller on hold.

To resume a call on hold

- Press the **HOLD** button again to resume the call.

3 Note the **hold position** that plays over the telephone.

The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

4 Press **DIAL**.

The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

1 Put the current call on hold.

> **NOTE:** If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial ***99**.

3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

1 Typically, a company announcement informs you that a call is on hold for you.

2 Dial ***98**.

The system prompts you for the park hold position.

3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

4 Answer the new call to speak to the parked caller.

> **NOTE:** If nobody answers the parked call, the call rings the extension that originally put the call on system park.

2.5 Muting and Unmuting Calls

You can mute an active call so that the other party cannot hear you.

To mute a call

1 Press **MUTE/DEL** to mute a call.

2 Press **MUTE/DEL** again to resume the conversation.

> **NOTE:** When dialing a number, pressing MUTE/DEL deletes the last digit entered. Pressing MUTE/DEL can also be used to delete a call log.When receiving an incoming call, pressing MUTE/DEL rejects the call and forwards it to voice mail.

2.6 Conferencing

GXP Series SIP phones can host conference calls, and supports 5-way conference calling.

To initiate a conference call

1 Establish a connection with two or more parties.

2 Press the **CONF** button.

3 Choose the desired line to join the conference by pressing the corresponding **LINE** button.

4 Repeat steps 2 and 3 above for all parties that you want to join the conference. This can be done at any time.

To cancel establishing a conference call

• If after pressing the CONF button you decide not to conference anyone, press **CONF** again or the original **LINE** button.

This resumes two-way conversation.

To end a conference

1 Press **HOLD** to end the conference call and put all parties on hold.

2 To speak with an individual party, select the corresponding blinking **LINE**.

> **NOTE:** For information on the UC Server conference bridge see <u>"Using the UC Server Conference Bridge" on page 28</u>.

2.7 Transferring Calls

Two transfer operations are supported, blind and attended transfers.

Blind Transfer   Transfers an active call to a third party without announcing the call.

Attended Transfer Transfers an active call to a third party with an announcement.

To transfer a call blindly

1 Press the **TRANSFER** button (or **TRNF** for GXP-2000).

2 Dial the number and then press **SEND** to complete the transfer.

To make an attended transfer

1 Press the **LINEx** button to make a call, and automatically place the active line on hold.

2 Dial the phone number and then press **SEND**.

3 If the call is answered, speak to the recipient, and then press **TRANSFER** (or **TRNF**) to complete the transfer and hang up.

2.8 Ending Calls

Phone status icon

To end a call

• To end a call, hang up the phone.

The phone status icon on the display will be off, when the handset is on-hook.

To end a call on speakerphone

• Press the SPEAKER button.

2.9 Redialing

To redial the last number dialed

1 Take the Handset/SPEAKER/Headset off-hook.

Alternatively, press an available line key (this activates speakerphone). The corresponding LED will be red.

2 Press the **SEND** button.

Alternatively, press the **REDIAL** soft key.

2.10 Forwarding Calls

> **NOTE:** The Grandstream call feature codes are disabled by default. Only if the call feature codes have been enabled by your system administrator will the call forwarding features work as per the instructions below. If the Grandstream call feature codes are enabled, then you can forward all calls, or forward only those calls when busy or delayed.

You can forward all calls, or forward only those calls when busy or delayed.

To forward all calls

1   Dial ***72**.

2   At the dial tone dial the number that you want to forward your calls to.

3   Press #.

4   At the dial tone hang up.
    The LCD will display "Call FWD Activated."

To cancel forwarding all calls

1   Dial ***73**.

2   At the dial tone hang up.

To forward calls when busy

1   Dial ***90**.

2   At the dial tone dial that the number that you want to forward your calls to.

3   Press #.

4   At the dial tone hang up.

To cancel forwarding calls when busy

1   Dial ***91**.

2   At the dial tone hang up.

To forward calls when delayed

1   Dial ***92**.

2   At the dial tone dial the number that you want to forward your calls to.

3   Press #.

4   At the dial tone hang up.
    The LCD will display "Call FWD Activated."

To cancel forwarding calls when delayed

1 Dial ***93**.

2 At the dial tone hang up.

To forward an incoming call directly to voice mail

• When receiving an incoming call, press **MUTE/DEL** to reject the call and forward it to voice mail.

2.11 Changing the Volume

Use the Menu and arrow keys to adjust the volume.

To change the ring volume

1 Press **MENU** to hear the selected ring volume.

2 Press the arrow keys to hear and adjust the ring tone volume.

Handset and Speakerphone/Headset volume icon

To adjust the handset, speakerphone, and headset volume

• On the LCD screen, use the up/down button beside the corresponding icon to adjust the volume.

2.12 Setting Do Not Disturb

The Do Not Disturb (DND) function can be turned on or off using the menu.

To turn Do Not Disturb On

1 Press **MENU** to enter the sub menu.

2 Select **Preference**.

3 Select **Enable DND**.

To turn Do Not Disturb Off

1 Press **MENU** to enter the sub menu.

2 Select **Preference**.

3 Select **Disable DND**.

2.13 Selecting a Ring Tone

Different ring tone options are available from the GXP phone menu. You may want to select a different ring tone to distinguish between your phone and a co-worker's phone when ringing.

To select a ring tone

1   Press the **MENU** button.

2   Select **Preference**.

3   Select **Ring Tone**.

4   Select a ring tone.

2.14 Accessing Call Lists

You can view a list of received, dialed, and missed calls, and you can call a number in the phone's history. You can also delete an entry from a call list.

To call a number from a call list

1   Press the **MENU** button.

2   Using the arrow keys navigate to **Call History**.

3   Select **Received Calls**, **Missed Calls**, or **Dialed Calls**.

4   Use the arrow keys to select a phone number.

5   Press **OK** to select.

6   Press **OK** again to dial.

To call a number using the phone book

1   Access the phone book by pressing the phone book button, on the bottom, left-hand side of the phone).
    Alternatively, you can access the phone book using the following methods:
    • Press the **DOWN** arrow key.
    • Press the **MENU** button, select **Phone book**, and press **MENU**.

2   Use the arrow keys to select a phone number.

3   Press **OK** to select.

4   Press **OK** again to dial.

5   To delete an entry press the **MUTE/DEL** button.

To delete an entry from a call list

1 Press the **MENU** button.

2 Using the arrow keys navigate to **Call History**.

3 Select **Received Calls**, **Missed Calls**, or **Dialed Calls**.

4 Use the arrow keys to select a phone number.

5 Press the **MUTE/DEL** button.

To delete a number from the phone book

1 Access the phone book by pressing the phone book button, on the bottom, left-hand side of the phone).

Alternatively, you can access the phone book using the following methods:
- Press the **DOWN** arrow key.
- Press the **MENU** button, select **Phone book**, and press **MENU**.

2 Use the arrow keys to select a phone number.

3 Press the **MUTE/DEL** button.

2.15 Speed Dialing

You can configure the multi purpose key buttons on the right-hand-side of the phone for speed dialing.

To access the web interface

1 Press the **Menu** button.

2 Select the **Status** option.

3 Note the IP address on the top line.

4 Open an Internet browser and enter the IP address as the URL.

To assign a number to a speed dial key

1 On the Phone web page select **Basic Settings**.

2 Ensure that Key Mode is set to **Speed Dial**.

3 Under **Multi Purpose Key X** (where X is the key #), enter the name and the number of the person you wish to have on speed dial.

To call a number assigned to a speed dial key

- Press the speed dial button (the multi purpose key assigned to a particular number) to automatically call the assigned number.

> **NOTE:** The multi purpose key buttons function as LINE keys when all lines are busy. If any of the multi purpose keys are associated with a call, then the button's speed dial function will not work.

2.16 Accessing Voice Mail

A blinking red message waiting indicator (MWI) indicates that a message is waiting.

> **NOTE:** Each line has a separate voice mail account. Press a specific LINE to retrieve messages for a specific line account.

To access voice mail

- Press the **MSG** button.

An interactive voice response (IVR) will prompt you through the process of message retrieval.

To check which line account has a message

1 Press the **MSG** button.

This always checks the primary account.

2 Check each line for stutter tone.

3 Check missed calls using the menu.

3 Using UC Server Features

This chapter outlines the phone features that are available with UC Server. The UC Server call feature access codes are summarized in the following section:

- [Using the UC Server Call Feature Access Codes](#)

UC Server supports the following features listed below.

- [Parking Calls and Picking up Parked Calls](#)
- [Picking up Calls Ringing at Another Extension](#)
- [Using the UC Server Conference Bridge](#)
- [Queuing Calls](#)
- [Paging](#)

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC Server.

> **NOTE:** Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.

UC Server Call Features	Key Codes	Examples and Notes
Transferring Calls		
Transfer a call to another user's voice mail Allows you to transfer a current call to another user's voice mail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. **Note**: The extension dialed must be at least 3 digits long.	*86 + extension	To transfer to extension 300's voice mail, dial: *86300

UC Server Call Features	Key Codes	Examples and Notes
Transfer a call to a call queue Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.	*80 + queue#	To enter queue 500, dial: *80500 To transfer a caller to queue 500: 1. Press **Transfer** 2. Dial *80500 3. Press **Send**

Queuing Calls

Log into a call queue Allows you to start receiving calls for the specified queue.	*81 + queue#	To login as an agent to receive calls directed to queue 500, dial: *81500
Log out of a call queue Allows you to stop receiving calls for the specified queue.	*82 + queue#	To logout as an agent to no longer receive calls for queue 500, dial: *82500 **Note**: If you are using a Grandstream phone, then this feature code may conflict with the *Caller ID* feature code of Grandstream, if your system administrator has enabled the Grandstream feature access codes. If this is the case, then your system administrator may have changed the *Log out of a call queue* feature code number. See your system administrator for more information.
Temporarily Stop Accepting Queued Calls Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.	*83 + <1 - 9>	Dial: *83 Press a number from 1 to 9 to indicate your reason for being unavailable.
Reset agent status to available Make yourself available again to accept queued calls	*83 + 0	Dial: *83 Press "0" at the prompt.
Check agent status in a call queue Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.	*84 + queue#	To check your agent status in a call queue with queue number 500, dial: *84500

UC Server Call Features	Key Codes	Examples and Notes
Picking up Other Calls		
Picking up Calls Ringing at Another Extension Ringing call pickup allows you to pickup a call that is ringing at a different extension.	*78 + extension	To pickup a call that is ringing at extension 300, dial: *78300
Pickup a connected call Connected call pickup allows you to pickup a call that is currently connected to a different extension.	*27 + extension	To pickup a call that is currently connected to extension 300, dial: *27300
Using the UC Server Conference Bridge		
Conference Server Note: The bridge number must be 4 digits long.	7050 + bridge#	To automatically connect to the conference server bridge number 1234, dial: 70501234
Conference Server - Prompt Caller This feature is used for external callers to connect to a conference bridge.	7050	To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number.
Parking Calls and Picking up Parked Calls		
Park a call using a specific park number Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.	*99 + park#	To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234.
Park a call at a park number selected by UC Server This feature is the same as above, except that the call is parked at a number chosen by UC Server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.	*99	To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at.
Pickup a parked call Enables a user to pick up a parked call	*98 + park#	To pickup a call parked at 1234, dial: *981234

UC Server Call Features	Key Codes	Examples and Notes
Paging		Contact your system administrator for instructions on sending recorded pages.
Sending a Live Page You can send a live page.	*72	To send a live page 1. Dial *72 (or *PA) 2. After you hear the tone, begin speaking. 3. When you are finished with the page, hang up or use the end call function on your phone.

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is useful if you want to change phones during a call.

> **NOTE:** Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.

There are two methods of parking calls. In one method, UC Server selects the next available park number. Alternatively, you can select your own park number. Having UC Server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.

> **NOTE:** If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.

To park a call at the next available park number

1 Put the current call on hold.

> **NOTE:** If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial ***99**.

3 Note the **hold position** that plays over the telephone.

The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

4 Press **DIAL**.

The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

1 Put the current call on hold.

NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

---

2 Dial ***99**.

3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

1 Typically, a company announcement informs you that a call is on hold for you.

2 Dial ***98**.

The system prompts you for the park hold position.

3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

4 Answer the new call to speak to the parked caller.

NOTE: If nobody answers the parked call, the call rings the extension that originally put the call on system park.

3.3 Picking up Calls Ringing at Another Extension

Ringing call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringing call pick up, you must know the extension of the phone that is ringing.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.

NOTE: To use ringing call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are *not* enabled on the phone.

To answer a call on another user's phone

1 When you hear a phone that you want to answer, dial ***78<Extension>**.

Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.

2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.

NOTE: If the pickup ID that you enter is invalid, the system prompts you with "That is not a valid pickup ID," and asks you to enter a valid pickup ID.

3.4 Using the UC Server Conference Bridge

UC Server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

1 From an internal telephone, dial **7050**.

TIP: You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.

2 Enter the 4-digit **conference ID**.

3 Follow the prompts to access the conference bridge.

TIP: To access the list of options, you can **press *** while the conference is in progress.

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: "You are now muted."
- **Press 2** to unmute yourself. Response: "You are now unmuted."
- **Press 3** to disable entry and exit notifications. Response: "Entry and exit notifications have been disabled."
- **Press 4** to mute all other participants. Response: "All others have been muted."

NOTE: When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.

- **Press 5** to unmute all other participants. Response: "All others have been unmuted."
- **Press 7** to toggle between closing and opening the conference to additional participants. Response: "The conference is now closed to additional participants." Response: "The conference is now reopened to additional participants."
- **Press 9** to end the conference.
- **Press 0** to report the number of participants. Response: "Including yourself, there are x participants."
- **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls see the following sections:

- Logging in and out of a call queue
- Temporarily stop accepting queued calls
- Checking your agent status in a call queue

Logging in and out of a call queue

> **NOTE:** The call queuing codes, in particular, the code to *Log out of a call queue* (*82) conflicts with one of the Grandstream feature codes, *Send Caller ID*. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.

To log in to a queue as an agent

1 Dial *81<QueueNumber>.

2 Hang up.

To log out of a queue as an agent

1 Dial *82<QueueNumber>.

As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

2 Hang up.

To dial directly into a queue as a caller

1 Dial *80<QueueNumber>.

2 Hang up.

> **NOTE:** Contact your system administrator to obtain the queue number for your queue.

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

1 Dial *83.

2 Press a number from 1 to 9 to indicate your reason for being unavailable.

3 Hang up.

To set your agent status to available

1 Dial *83.

2 Press "0" at the prompt.

3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

1 Dial *84<QueueNumber>.

2 Ensure that you enter the correct queue number.

The system will indicate your current status as:

- Logged in
- The agent is not available, service code <#>
- Not Logged in

3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page.

> **NOTE:** For instructions on sending recorded pages, contact your system administrator.

Sending a live page

To send a live page

1 From your phone, dial ***72** (or ***PA**).

2 After you hear the tone, begin speaking.

3 When you are finished with the page, hang up or use the end call function on your phone.

Objectworld™

308 Legget Drive
Ottawa, Ontario
K2K 1Y6 Canada

Voice: (613) 599-9698
Fax: (613) 599-7457