

# GRANDSTREAM

## GRP260X Essential IP Phone

### Quick User Guide For VQ OneVoice™

#### Basic Phone Operation

Note: Some phone features may not available for ViewQwest OneVoice™ Platform. All Information in this document is subject to change without notice.



#### USING THE HEADSET OR SPEAKER

1. Use the Speaker  button to turn speaker ON/OFF.
2. Use the Headset  button to use the headset once it had been connected.

#### MAKING A CALL

1. Take Handset/Headset off-hook or press Speaker button or an available LINE key (activates speakerphone).
2. The line will have dial tone and the corresponding line's LED will turn green.
3. You are able to select another LINE key or another alternative SIP account.
4. Enter the phone number.
5. Press the SEND  button or press the "DIAL" soft key.

#### REDIAL

Press the SEND  button when the phone is in idle state to call the last dialled number.

**Note:** The phone will redial using the same SIP account as was used for the last call.

#### ANSWERING CALLS

##### Single Incoming Call:

Answer call by taking Handset/Headset off hook or pressing SPEAKER or by pressing the corresponding account LINE button.

##### Multiple Incoming Calls:

1. When there is a call waiting, users will hear a Call Waiting tone.
2. The next incoming call will appear on screen.
3. Answer the incoming call by pressing the Answer softkey, the current call will be put on hold.
4. Toggle between the calls using the UP or down button.

##### ENDING A CALL

End a call by pressing the end call  softkey or hang up the phone.

##### CALL HOLD/RESUME

1. Hold: Place a call on 'hold' by pressing the hold  softkey.
2. Resume call by pressing the the unhold  softkey or corresponding blinking line.

##### CALL TRANSFER

Assuming that you are in a call and wish to transfer the call to another party.

##### Blind Transfer:

1. Press TRANSFER  button and dial the transfer destination.
2. Press on transfer  softkey

##### Attended Transfer:

1. Enter short code: **##2 + number + #**
2. The first call will be put on Hold and a new call will be initiated with the transfer destination.
3. When the second call is answered, Users could hang-up the call to complete the transfer.

#### CONFERENCE

1. Establish the first call.
2. While 1 call is active, press on conference/ Invite  softkey and dial the second conference number.
3. The conference will be established as soon as the dialed number answers the call.

##### View Conference members:

Users can view conference members by pressing on the group members'  softkey. Information related to conference members will then be shown.

##### Kick Conference members:

During conference, press on conference info  softkey to view conference members. Then use UP/DOWN softkey to select a member and press on kick  softkey.

##### Hold The Conference:

1. During active conference, press on hold  softkey to hold all conference parties.
2. Press on Unhold  softkey to resume the conference call.

##### End The Conference:

The conference will be terminated for all parties if the conference initiator hangs up or presses end call  softkey.

#### Forward Calls

1. Press MENU  button and select Settings
2. Press Call Settings and choose the LINE
3. Press Call Forward > Forward Always To
4. Enable the call forward function by pressing right arrow  button on navigation keys.
5. Enter the phone number:
  - i. External number: adding country code with number, e.g. SG mobile number: 6591234567
  - ii. Internal number: 4 digits phone extension, e.g. 1234
6. Press OK/Save  button. Call Forward icon  will be shown on the main page.

##### Disable Forward Calls:

1. Repeat Steps 1 to 3. Disable the call forward function by pressing left arrow  button.
2. Press OK/Save  button. Call Forward icon will be disappeared on the main page.

#### VOICEMAIL MESSAGE

*This phone feature incompatible with VQ OneVoice™ Platform. Users able to retrieve voicemail via OneVoice™ User Web Portal and OneVoice™ app (for Premium Line Plan Only)*

#### Common Use icons

	Mute button
	DND softkey
	Volume button