

Voice Mail Guide

To access your mailbox from your phone:

Press the  VOICE MAIL key or Dial *97 on the dial pad

Message Center Menus

Press 1 to Listen to new Messages

Press **3** for Advanced Options
- Press **1** to send a reply
- Press **3** to hear the message envelope
- Press ***** to return to the main menu

Press **5** to repeat the message

Press **6** to play the next message

Press **7** to delete the message

Press **8** to forward the message
- Enter the EXT number and press #
- Press **1** to prepend the message being forwarded
- Press **2** to forward without prepending message

Press **9** to save message
- Press **0** to save to New Messages
- Press **1** to save to Old Messages
- Press **2** to save to Work Messages
- Press **3** to save to Family Messages
- Press **4** to save to Friends Messages

Press ***** for Help
Press **#** to Cancel or to Exit to Main Menu

Press 2 to Change Folders

Press **0** for New Messages
Press **1** for Old Messages
Press **2** for Work Messages
Press **3** for Family Messages
Press **4** for Friends Messages

Press 3 for Advanced Options

Press **5** to leave a message
Press ***** to return to the Main Menu

Press 4 for the Previous Message

Press 0 for Mailbox options

Press **1** to Record your Unavailable message
Press **2** to Record your Busy message
Press **3** to Record your Name
Press **4** to Record your Temporary Greeting (vacation or daily greeting)
Press **5** to Change your mailbox password




For more information:
603-622-0500

Grandstream GRP2615 w/GBX20 Side Panel Basic Features Guide



Answering an Incoming Call

1) Pick up Handset to be connected to the incoming call or press the

 **SPEAKERPHONE** key to answer the call on the telephone's Speakerphone.

Placing a Call on Hold

1) Press the  **HOLD** key during an active call.

NOTE: Using HOLD key places the caller on hold at your phone only. Use "PARK" to place the call on system wide hold.

Checking Messages From Another Extension:

Dial *98 to enter Message Center (asks for extension/mailbox and password)

Checking Messages Outside Office:

From any phone, dial your assigned DID number. When your voice greeting plays, press "*" (STAR key), the system will ask you for your pin/password.

Placing a Call on Park (System Wide Hold)

1) Press one of the  Park keys on the right side of the main display.

The Light on the Park key will change from GREEN to RED when there is an active call Parked.

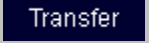
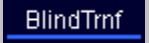
Your assigned Parking Locations are:

Picking up a Parked Call

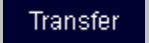
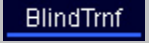
- 1) Press the RED active Park key located on the right side of the main display or dial the assigned parking spot number on the keypad.
- 2) Resume talking.

NOTE: When picking up a parked call. Please wait for the beep before speaking. This signifies the call is connected.

Transferring a Call (Blind Transfer)

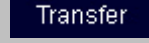


- 1) Press the  Transfer key on the display.
- 2) Dial the extension using the keypad.
- 3) Press the  BlindTrnf key on the display to complete the transfer.

To transfer a call to an extension with an assigned BLF key:



- 1) Press the  Transfer key on the display.
- 2) Press the  BlindTrnf key on the display.
- 3) Press the person's BLF button listed on the side panel's display.

NOTE: This may require pressing the left or right arrows.

Transferring a Call (Attended/Announced Transfer)



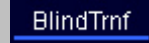
- 1) Press the  Transfer key on the display.
- 2) Dial the extension using the keypad.
- 3) Press the  AttTrnf key on the display.
- 4) When the party answers, announce the call.
- 5) Press the  Transfer key on the display to complete the transfer.

To transfer a call to an extension with an assigned BLF key:

- 1) Press the  Transfer key on the display.
- 2) Press the person's button listed on the display.
- 3) When the party answers, announce the call.
- 4) Press the  Transfer key on the display to complete the transfer.

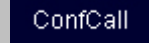
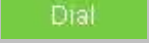
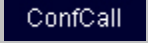
NOTE: This may require pressing the left or right arrows.

Transferring a Call to Voice Mail (Without Ringing Phone)

- 1) Press the  Transfer key on the display.
- 2) Press the  STAR key then dial the extension number.
- 3) Press the  BlindTrnf key on the display.

Creating a Call Conference

When on a call:

- 1) Press the  ConfCall Softkey below the display.
- 2) Dial the next extension or phone number then press  Dial
- 3) When connected, press the  ConfCall Softkey below the display,
- 4) Repeat steps 1-3 to add another party.