Using Your Phone (Cont.)

VOICEMAIL MESSAGE

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

- Press the Message button to retrieve the message. An IVR will prompt the user through the process of message retrieval.
- Press a specific LINE to retrieve messages for a specific line account

    Note: Each account requires a voicemail portal number to be configured in the "voicemail user id" field.

MUTE/DELETE

- Press the MUTE button to mute/unmute the microphone.
- The Mute icon indicates whether the microphone is muted.

VOLUME ADJUSTMENTS

Use the volume button to adjust the ring volume when the phone is idle.

Press the volume button during an active call to adjust the call volume.

ATG|voice HD

Support: 877.747.4284

help@atgvoice.com

GRANDSTREAM
CONNECTING THE WORLD

GXP1610/1620/1625/1628 IP Phone
Quick Reference

Using Your Phone

USING THE HEADSET OR SPEAKER

- Use the Speaker Button (🔊) to turn speaker ON/OFF.
- Use the Headset button (🎧) to use the headset once it had been connected.

MAKING A CALL

- Take Handset/Headset off-hook or press Speaker button or an available LINE key (activates speakerphone).
- The line will have dial tone and the corresponding line's LED will turn green.
- If you wish, select another LINE key (alternative SIP account).
- Enter the phone number.
- Press the SEND button (📞) or press the "#" key.

REDIAL

- Take the phone off-hook.
- Press the SEND button (📞) or press the "REDIAL" soft key.

  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:

- When there is a call waiting, users will hear a Call Waiting tone.
- The next available line will flash red.
- Answer the incoming call by pressing its corresponding LINE button.
- The current call will be put on hold.
- Toggle between the calls using the LINE button.

ENDING A CALL

- End a call by pressing the "EndCall" soft key or hang up the phone.

CALL HOLD/RESUME

- Hold: Place a call on 'hold by pressing the hold button (⏸).
- Resume: Resume call by pressing the corresponding blinking LINE.

CALL TRANSFER

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

Blind Transfer:

- Press transfer button (☎-☎).
- Dial the number and press the send button (📞) to complete transfer of active call.

Attended Transfer:

- Press an idle line key to make a new call and the active LINE will be placed on hold automatically.
- Once the call is established, press transfer button (☎-☎) followed by the LINE button of the held line to transfer the call.
- After the call is transferred, phone will display idle screen.

Auto-Attended Transfer:

- Set "Auto-Attended Transfer" to "Yes" on Web GUI.
- Establish one call first.
- Press transfer key (☎-☎) to bring up a new line, and the first call will be placed on hold automatically.
- Dial the number and press SEND button (📞) to make a second call.
- Press transfer key again to make the transfer.

3-WAY CONFERENCE

Initiate a Conference Call:

Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference.

- Press conference button (👥) to bring up conference dialing screen.
- Dial the third party number followed by SEND key.
- When the call is established to the third party, press the "ConfCall" soft key to initiate 3 -way conference.

Cancel a Conference Call:

- Press "Cancel" soft key in conference dialing screen to resume the two-way conversation.

Hold The Conference:

- Press hold button (⏸) to hold the conference call with all parties are on hold;
- Press "ReConf" soft key to resume conference call; or select the corresponding blinking LINE to speak with an individual party.

End The Conference:

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