



Grandstream GRP261X/GRP2624/GRP2634 Carrier-Grade IP Phone Quick User Guide

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 has 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) If you wish, select another LINE key (alternative SIP account).
- 4) Enter the phone number.
- 5) Press the SEND button or press the "DIAL" soft key.

REDIAL

Press the Redial softkey to call the last dialed number.

Single Incoming Call:

- 1) 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.
- 4) The current call will be put on hold.
- 5) Toggle between the calls using the UP or down button.

ENDING A CALL

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

CALL HOLD/RESUME

- 1) Hold: Place a call on 'hold' by pressing the hold button (on GRP2615/2624) or softkey (on GRP2614/2616/2634).
- 2) 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:

- 1) Press transfer button.
- 2) Dial the number and press the "BlindTrnf" softkey to complete transfer of active call.

Attended Transfer:

- 1) Press transfer button and the active LINE will be placed on hold automatically.
- 2) Dial the number and press Once the call is established, press the "AttTrnf" softkey.
- 3) Once the call is answered press Transfer softkey.
- 4) After the call is transferred, phone will display idle screen.

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.

- 1) Press conference button (on GRP2614/GRP2616) or softkey (on GRP2612/GRP2613/GRP2615/GRP2623) to bring up conference dialing screen.
- 2) Dial the third-party number followed by SEND key.
- 3) When the call is established to the third party, press the "ConfCall" softkey (or "Conference" button on GRP2614/GRP2616) to initiate 3-way conference.
- 2) Dial the third-party number followed by SEND key.
- 3) When the call is established to the third party, press the "ConfCall" softkey (or "Conference" button on GRP2614/GRP2616) to initiate 3-way conference.

Cancel a Conference Call:

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

Hold The Conference:

- 1) Press hold button to hold the conference call with all parties are on hold;
- 2) 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.

VOICEMAIL MESSAGE

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

- 1) Press the Message button to retrieve the message. An IVR will prompt the user through the process of message retrieval.

MUTE/DELETE

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

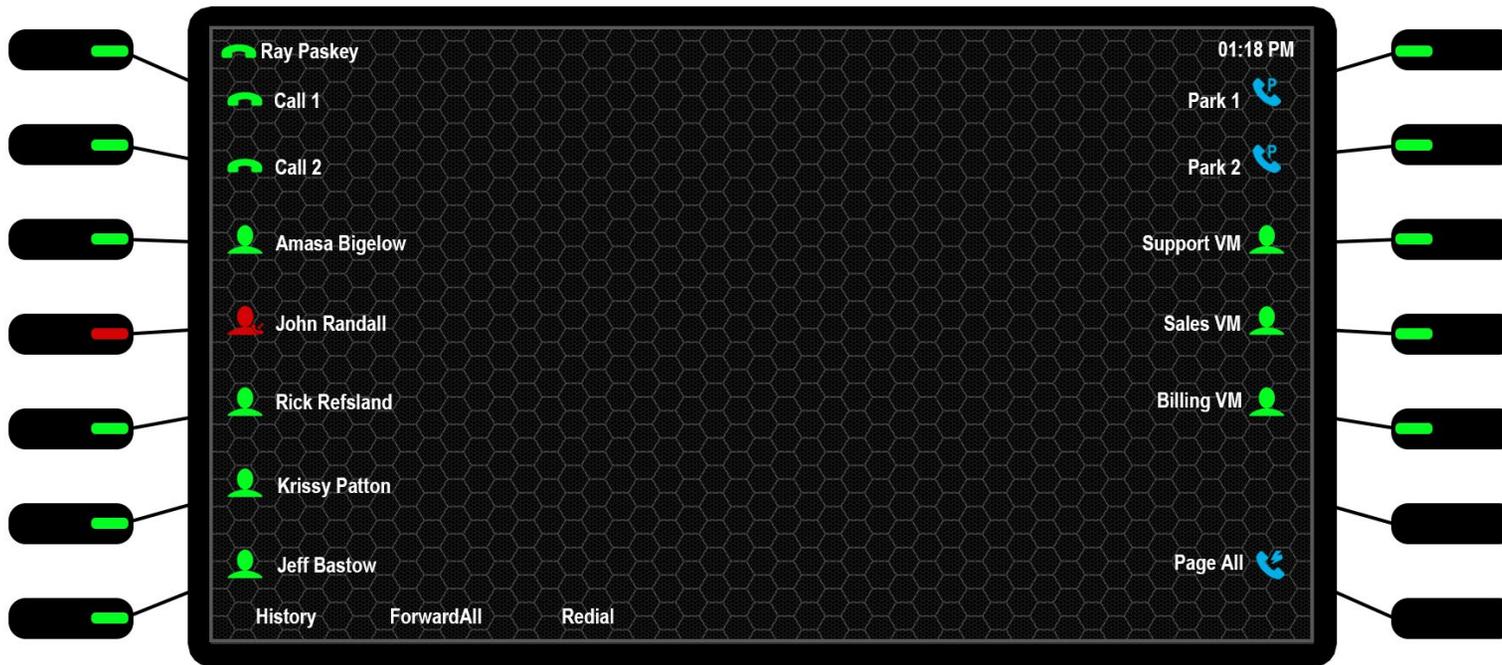
VOLUME ADJUSTMENTS

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.

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Line Keys

- Call 1
- Call 2

Use to make outbound calls and answer incoming calls.

Green: Available

Red: In use

Blinking Red: Ringing

DSS/BLF Keys

- Amasa
- John
- Rick
- Krissy
- Jeff

Use to view status and make or transfer calls.

Green: Idle, available

Red: Busy

Blinking Red: Ringing

Push to call User

When in a call push to transfer caller

Park keys

- Park 1
- Park 2

Use to place callers on hold that can be answered at other extensions

Green: Available

Red: In Use with caller

Push when red to pick up a caller on Park
to place a caller on Park

Shared Voicemail Keys

- Support VM
- Sales VM
- Billing VM

Use to record greetings and access department group voicemails.

Green: Idle, no New Voicemails

Red: at least 1 new Voicemail

A PIN may be required to login and retrieve messages

Page All Key

- Page All

Use to invoke paging of a group of phones or overhead paging

Push to execute a page/all; wait for a tone and then talk; hang up when complete