

GRP261X Quick User Guide



Different Keys & Functions.

- **Line Keys** – These keys typically show a green light when programmed and represent different extensions within your business phone system. Simply press the desired line key to call the corresponding extension.
- **Soft Keys** – The four soft keys provide different options depending on the phone's status (idle, on a call, or transferring a call). Their functionality changes dynamically based on what you are doing at the time.
- **Hold Key** – Press the hold button (looks like a pause symbol) to place a caller on hold. While on hold, the caller will hear music. Press the hold button again to resume the call.
- **Message Key** – This key is used to access your voicemail. If a voicemail is waiting, you can press the message button to follow the system prompts and listen to your messages. *Note: This feature is only available if activated. If the customer has chosen to receive voice messages via email, the voicemail function on the phone will not be available.*

- **Message Waiting Indicator** - Located at the top-right corner, this light turns red when you have a voicemail. After all voicemails have been listened to and deleted, the indicator will revert to green.
- **Transfer Key** - Use this key to initiate a call transfer. It functions similarly to the hold button but is specifically for transferring calls to another extension or number.
- **Standard Keypad** - The standard number keypad is used to dial numbers. For interstate calls, include the appropriate area code (e.g., 03 for Victoria, 02 for New South Wales). Be aware of the phone's automatic dialling delay; if you pause too long between digits, the phone might dial the incomplete number. This delay can be adjusted in the settings.
- **Headset Key** - Press this key to enable or disable your headset.
- **Mute/Do Not Disturb Key** - Press to mute your microphone during a call. Press when the phone is idle to activate Do Not Disturb mode. A red icon will appear on the screen, indicating that the phone won't accept incoming calls. Press again to deactivate.
- **Navigation Keys** - Use the arrow keys to navigate through the menu or adjust settings. Press the center button to open the main menu.
- **Volume Button** - In idle mode, this button adjusts the ringer volume. During a call, it adjusts the speaker or headset volume.
- **Speaker Key** - Press to activate the speakerphone mode.
- **Answering Calls**
 - **Single Incoming Call**
Answer call by taking Handset/Headset off hook or pressing SPEAKER.
 - **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.
- **Pick-up a call**

When any Desktop Phone is ringing you can pick-up the call:
On a desktop phone, **TAP** * * and then lift the handset.

- **Transferring a Call**

- **Blind Transfer**

To transfer a call without staying on the line:

1. Press the **transfer** button.
2. Enter the extension or **number** to transfer the call.
3. Press the "**BlindTrnf**" soft key.
4. **Hang up** to complete the transfer.

- **Attended Transfer**

To speak with the recipient before transferring the call:

1. Press the **transfer** button.
2. Enter the extension or **number** of the person you want to speak with.
3. Press the "**AttTrnf**" soft key.
4. After speaking, press the **transfer** soft key to complete the transfer.

- **Cancel an Attended Transfer**

To cancel an attended transfer (incorrect recipient)

1. Press the **transfer** button.
2. Enter the extension or **number** of the person you want to speak with.
3. Press the "**AttTrnf**" soft key.
4. Ask the recipient to end the call, press the **Resume** soft key to get the call back.

- **Factory Reset [How to]** - To perform a factory reset on your phone:

1. Press the Menu/OK button.
2. Navigate to **System** using the right arrow, then press OK.
3. Scroll down to **Factory Reset** and press OK.
4. Confirm by selecting **YES**.

Your phone will now reboot and reset to its factory settings. Ensure that you select the "Factory Reset" option, not "Factory Functions."

- **Change Ringtones [How to]** - To customize your ringtone:

1. Press the **Menu/OK** button.
2. Navigate to **Preferences** using the right and down arrows, then press OK.
3. Scroll to **Sounds** and press OK.
4. Select **Ringtone** and press OK.
5. Use the **left** and **right** arrows to cycle through available ringtones.
6. Once you've chosen a ringtone, press **OK** to confirm.