The Grandstream GXP 1610
User Guide

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The Grandstream GXP1610 IP Phone User Manual

INTRODUCTION

Thank you for choosing Birchills Telecom. This is the simplest and most powerful system on the market today.

The system consists of two main elements - your IP Phone Handset and Cloud PBX and Portal– which are connected together by the power of the Internet. Your phone translates your voice into digital packets of information which are transported by the Internet to the Switchboard which then passes them on to the recipient who may be using an old fashioned telephone.

This means that geography is no longer relevant and telephones are liberated from only staying in one building. Your phone will work when plugged into any internet connection anywhere.

Your phone will arrive pre–programmed which is also called provisioned. So all you need to do is to clip it together and plug it into the Internet. This manual will tell you how to use the phone to it's full extent. There is another manual describing the functioning and programming of the Cloud PBX and Portal—on a page which is here https://www.birchills.net/cloud-pbx-and-portal.html or you can access the document directly here https://www.birchills.net/Docs/portalNEW.pdf

There are a number of services which are set up by default including voice recording and voicemail. To protect us both from possible misuse of the system, your account has a credit limit which we are happy to review at any time. If you approach the limit we will let you know. This system is subject to terms and conditions and an acceptable use policy which are here https://www.birchills.net/terms-and-conditions.html

We are genuinely not like other telephone service providers. We do want you to be a satisfied customer for years.

I hope you will be very happy with your new phone and system.

David Hill
Chairman, Birchills Telecom

KEYS AND LAYOUT

2 Line Keys

Home

Phone Book

Message

Page Intercom
(no function)

Hold

Record
(no function)

Message Waiting
Indicator

3 Soft Keys
Functions Displayed
Above

Menu Keys

Mute

Headset

Transfer

Conference

Send

Speaker

Volume

GETTING STARTED

Plug the phone's power supply into the mains and an Ethernet cable into the socket marked LAN (not PC)

The phone boots and then it displays "Booting, starting DHCP"

Once operational, it displays the date and time, Grandstream, and 2 soft keys. Your handset is ready for use.

If the connection to the Internet is not present "NETWORK DOWN" is displayed. If this happens please check your connections and Internet status. If this does not solve the problem please call technical support during normal office hours on 01922 21 33 33 Option2 or email Techsupport@Birchills.net

ACCEPTING A CALL

You can pick up the handset to accept an incoming call or press the speaker key to answer hands free.

If you want to swap from the handset to hands free press the speaker key and replace the handset.

If you want to swap from hands free to the handset pick up the handset.

MAKING A CALL

The simplest method of making a call is to pick up the handset and dial the number you desire, or;

You can input the number to call and press the # key or the send key or;

You can use a hands-free mode by pressing the speaker, you will hear the dial tone, then input the phone number you wish to call followed by the # key or the send key or;

You can use the address book which is described later in this manual or;

You can use the navigation keys to display a previously made or received call and dial that number by pressing the # key or the send key once your chosen number is displayed.

ENDING A CALL

If you are using the handset then replace the handset.

If you are using handsfree then pressing the Speaker key ends the call.

If there are two calls on the telephone, you can end the current one by pressing #.

TRANSFERRING A CALL

There are multiple ways of transferring calls to different extensions we consider the most common here.
The simplest way to describe call transfers is to consider 3 parties A, B and C.

Announced Transfer

This is where the call is announced to the recipient. It is also called attended transfer.

If A receives a call and wants to transfer it to B then
A places selects the second line by pressing the 2nd line key
A dials the extension or telephone number to transfer the call to.
Once this call is answered A tells B about the call.
If B is happy to accept the call then:
A then presses the line 1 key followed by the Transfer key and the call connects
If B does not wish to take the call then
A presses the line 1 key and talks to the caller again.

You can see an announced transfer video on our GXP 1610 page here:
https://www.birchills.net/grandstream-gxp-1610.html

Blind Transfer

This is where the call is not announced to the recipient.

A presses Transfer key and then dials B's number and then presses the Transfer key again.

You can see a blind transfer video on our GXP 1610 page here:
https://www.birchills.net/grandstream-gxp-1610.html

Transfer Call To A Voice Mail Box

Prefix the 3-digit extension number with 0 and you'll go straight to their voicemail. So if you need to transfer a caller to A's voicemail on extension 123, for example, perform a transfer in the usual way but use 0123 instead of 123.
This will also work with call forwarding rules and indeed anywhere else you can dial or specify a destination number.

EASY CONFERENCE MODE

Grandstream provide multiple ways of establishing and running a conference call. Here we concentrate on the easy conference mode. The GXP 1610 can support up to a 3 way conference which means that you and two others can conference.

Initiate a conference call.

You establish the first call by calling the first person.
Then press CONF key and a new line will be brought up using the same account.
Dial another number and press SEND key to establish the second call.
Press CONF key to establish the conference.

Split and Re-conference

During the conference, press HOLD key.
The conference call will be split and both calls will be put on hold separately with 2 LINE keys blinking in green.
Select one LINE key and press to resume the 2-way conversation.

Cancel Conference

If you decide not to conference after establishing the second call, press EndCall softkey instead of the CONF key.
This will end the second call and the screen will show the first call on hold.

End Conference

You can hang up the call to terminate the conference call. If a person in the conference hangs up they will be disconnected from the conference but other person on GXP1610 will stay in the conference.

CALL HISTORY

The phone maintains lists of received and dialled calls. If the call list capacity is full then the new call will replace the first call.

To access the list press the central menu key and then select Call History. You can then select Answered Calls, Dialled Calls, or Transferred Calls.   You choose a list by pressing the Enter key and then cycle through the list by using the Navigation keys.

Once a phone number is displayed it can be dialled by pressing the Dial soft key.

Note: The phone uses the American spelling of dialed.

PHONE BOOK

The Phone Book maintains a list of phone numbers and names.

To access the phone book press the phone book key.

Navigate using the arrow keys, select phone book and add new entry. The name is entered using the key pad with each letter being represented by pressing the keys on the key pad repeatedly. So keying 2 brings up 2, A, B, C in sequence.

The Del key deletes keys mistakenly pressed. Pressing Enter brings up INPUT NUMBER and the number is then entered by keying in the telephone number using the key pad. Pressing Enter then cycles round to the ADD prompts again.

When a caller who is registered in the Phone Book calls the phone, their name is displayed on the main display.

Once a person's name is registered in the Phone Book they can be dialled by pressing the Phone Book key followed by Enter when the word current appears, cycle down to the name required using the Navigation keys and then press send to dial the number.

VOICEMAIL

Voicemail Access

Voicemail is enabled by default on all extensions.
To access the facility press the Mail key Or
*95 - access own mailbox Or
*95xxx - access specific mailbox (where xxx is the 3-digit mailbox number) Or
0 - access any voicemail (will prompt for mailbox/password)

If you have Voicemail enabled for your extension and you want to disable it, or if it is disabled and you wish to enable it, dial *950 from you extension phone keypad in order to change the status of your Voicemail.

Voicemail Configure

Once access to Voicemail has been successful dial 0 to access the mail box configuration, it will then give you the following options:
1 – Record unavailable message
2 – Record busy message
3 – Record name
4 – Record temporary greeting
5 – To change password
#– To exit

Voicemail Menu

When you access Voicemail it will then notify you how many voicemails you have; it will also give you a range of other options from the main menu as follows:

1 for new messages:
By pressing 1 you can listen to your new messages once the message is played you can listen to another range of options.
By default you will receive an email notifying you when a new message has been received.

2 to change folders:
Enables you listen to other messages stored in other folders. It is possible to search for names using the SEARCH facility.

3 for Advanced Options:
There are currently no advanced options available.

EASY DIAL+ CHROME EXTENSION

What is EasyDial+ ?

EasyDial+ is an extension which works within the Chrome browser from Google. When Easydial+ is running it works with the Cloud PBX and Portal and your phone to provide added services and features.

It allows you to make calls on your extension, send SMS messages, access your company phone book and view recent calls. It also allows you to call from the webpages or your address book, send SMS messages and much more and you can even cut and paste to dial.

There is much more documentation on our website including videos here:
 https://www.birchills.net/easy-dial--.html

How To Get EasyDial+

To get Birchills EasyDial+ on your computer you will need to add it to your Chrome extensions. To do this go to the Google Chrome store by clicking here. Once you've added EasyDial+ to your extensions you will need to configure it.

Open easyDial by clicking the icon at the top left of the screen. You will be asked for a username and password. This is the same username and password you use to access your Birchills Cloud PBX and Portal. Once entered you will then be asked to choose an extension that you wish to set EasyDial+ up on. One you've selected your extension you're ready to go.

Dialling

You can dial by typing the number into the number dialler, by clicking on any number on the web or by right clicking on any other number and selecting the EasyDial+. Once you hit dial your phone will ring. As soon as you pick it up the system will then dial out the number you selected and connect the call as normal.

Receiving Calls

Once EasyDial+ is set up, any calls coming in to the extension will be presented on your screen. This will include any caller ID. Incoming text messages will also be presented.

You can view all recent calls in real time using EasyDial+. Bring up the dialler in the normal way and then press the white list button next to the dial button. It will then display all recent calls made to and from that extension as well as if the call was answered or not.

SMS Messages

Access the dialler in the top right of your browser and click the messaging icon at the top. This will bring up a list of recently received messages if you have any. To send a message simply hit new. You can then enter a number to send the message to, a number to send it from and enter the message. Then when your done just press send. All messages are charged at 10p each.

Phonebook

If you have any contacts saved in your phonebook these are also accessible through EasyDial+. Access EasyDial+ through the icon in the top right of the screen and click the phonebook icon at the top. From here you can call or text your contacts as well as being able to update and add new ones too.

NETWORK SERVICES

These are services provided by the Birchills Telecom Cloud PBX and Portal network and are accessed by a sequence of * followed by a number.

Shared Phone Book With Speed Dial

To add numbers to your phone book log in to the Birchills Cloud PBX and Portal and select the Phone Book item from the main menu. You can click Add Entry, enter the contact's name, number and specify a speed-dial (1-999) before clicking save.

To call a contact from any extension, dial ***0** followed by the speed-dial specified for that contact. So for speed-dial 1, dial ***01**.

Call recording *1

You can select in the Birchills Cloud PBX and Portal how recording works. You can select no recording, recording on demand or record all calls. If you select recording on demand then to start recording a call Press *1 at any time. To access your recordings you need to use the Birchills Cloud PBX and Portal.

Call Pickup

Pickup calls on any ringing extension - *21#
Directed pickup to pickup designated extension - **(extn number) e.g **104

Access Group Mailbox

To access recorded calls via handset dial 0 to access then enter mailbox no e.g 701 then password. The default password is 0000.

Access Personal Mailbox

*95 or on Grandstream phones press MSG key.

Queue Login

*98 logout of queue
*96 login to queue

Withhold CLI

*67<number>

NETWORK SERVICES CONTINUED

HotDesk—Receive calls on another extension

To use the feature, you must already have your own extension on the system. Then, from another extension simply dial *78xxx, where xxx is your own 3-digit extension number. You will be prompted for your PIN, which can be set in the web portal, and immediately your calls will start ringing on this new extension. Any other features such as voicemail, call recording or forwarding will continue to operate as normal.

When you return to your own extension, dial *79xxx from any extension (or simply *79 from your own) and your incoming calls will return with you.

So, to recap:
To activate hotdesk– dial *78xxx from your new temporary location
To deactivate hotdesk – dial *79xxx from any extension or *79 from your own

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