**Grandstream
GHP61x/GHP62x
IP Hotel Phones**

Quick User Guide

For detailed information, please consult the GHP6xx User Manual available at
www.grandstream.com

HANDSET AND SPEAKER MODE

1) The GHP6XX allows switching between the handset and the speaker when making calls. Please press the speaker button 🔊 to start using the speaker . If you wish to switch to the handset after activating the speaker, just unhook the handset and the audio will be emitted through the handset's speaker.

2) Dial the number that you wish to call and press # to send the call, or wait for a second for the number to be sent.

MAKING A CALL

There are several ways to complete a call.

On-hook dialing. Enter the number when the phone is on-hook and then send it out.

1) When the phone is idle, enter the number to be dialed out;
2) Press the key "#" or wait for a 3s.
3) The call will be dialed out.

Off-hook and dial. Off-hook the phone, enter the number, and send it out.

1) Take handset off-hook
2) Compose the number to be dialed out.
3) Press the key "#" or wait for a 3s for the call to be performed.

RECEIVING A CALL

The phone rings with the selected ringtone. take the handset off-hook or press the speaker button 🔊 to answer the call.

Note: Please note that due to the nature of the environment that this phone is deployed on, it's not possible to reject a call.

REDIAL

Take handset off-hook

1) Press the Speaker button, or
2) Press the Headset button with the headset plugged in,
3) Press an available LINE key to activate the speaker, or
4) When the phone is in an idle state

In Order to redial a number you can either :

1) press the redial key 📞 ,this will compose the last entered number
2) Press the # key, this will trigger a DTMF call to the last composed number

SET UP MULTI-PURPOSE KEYS

Multi-purpose keys can be configured to quickly dial a certain extension. When the MPK has been pressed the number will be quickly dialed and the call sent out.

This can be done in the web UI of the IP Phone, under the section "Programmable keys", the multipurpose key can be set either as Speed Dial , DTMF, or GDS Opendoor.

CALL HOLD

- User can use the hold button ⏸ to put the call on hold, And then press the button ⏸ again to unhold the call.

- When receiving a call on the second line, the user can use the Flash 📞 key to hold the call on the first line and switch to the call on the second line. If the user wants to unhold the first call, the user may press the Flash 📞 key again to recover the call.

CALL TRANSFER

Attended Transfer Before Answer:

1) Alice is talking with Bob.
2) Alice presses Flash to initiate a new call to Carl, and Bob is held automatically.
3) Carl answers the call, and Alice talks with Carl, then Alice hangs up the call, and Bob will be transferred to Carl.
4) If Carl rejects or does not answer the call, Alice could press Flash to retrieve the call with Bob.
5) If the call is still ringing, Alice could cancel the new call by pressing "FLASH", and retrieve the call with Bob automatically. If Alice hangs up the call while the call to Carl is still ringing, the call will be transferred to Carl before Carl answers. This explains why it is an attended transfer "before answer".

Attended Transfer:

1) Alice is talking with Bob.

2) Alice presses Flash to initiate a new call to Carl, and Bob is held automatically.
3) Carl answers the call, and Alice talks with Carl about Bob, then Alice hangs up the call, and Bob will be transferred to Carl.
4) If Carl rejects or does not answer the call, Alice could press Flash to retrieve the call with Bob.
5) If the call is still ringing, Alice could cancel the new call by pressing "FLASH", and retrieve the call with Bob automatically.

Note: For these Transfer processes to work, the "Enable Recovery on Blind Transfer" feature needs to be disabled in the web UI under Account => Call Settings => Transfer.

SWITCH LINE

When there are multiple calls connected, Press the Key 📞 to switch between lines simultaneously.

END CALL

To end a call, off-hook the handset.

THREE-WAY CONFERENCE

Initiate a conference

if there is one line in use, press the Flash button to start a new call, and long-press Flash to set up a conference after the new call is answered:

1) Alice is talking with Bob
2) Alice starts a new call with Carl by pressing Flash, and Bob is held
3) There are three situations:
   - If Carl does not answer the call, Alice could press Flash to retrieve Bob.
   - Alice also could press Flash to cancel the call, and back to the call with Bob.
   - Once Carl answer the call, Alice could long-press Flash to set up the conference
4) If Alice wants to end to call with Carl on the conference, she could press Flash.
5) If Alice wants to end the conference and keep calls, she could long press Flash, then Bob will be held, and Alice will back to the call with Carl.
6) If Bob or Carl hangs up his call, Alice will back to the call with whoever stayed on the line.

7) Once Alice hangs up the phone, all calls and the conference are ended.

- If there are two lines in use, to set up a conference: Alice holds Bob and is talking with Carl then Alice could press Flash to switch lines, and also could long press Flash to set up a conference.

- If Alice holds Bob and Carl's calls Alice could press Flash to switch the line, and also could long press Flash to set up a conference. Bob and Carl will be unheld automatically

End a conference

To end the conference, off-hook the handset.

Remove a Member from the Conference

The last added member to the conference can be removed by pressing the key 📞 .

VOICEMAIL

The Waiting Message Indicator will blink in a green color when there is a new voicemail. To listen to the voicemail, press the Voicemail button ✉ on the phone and enter the voicemail password if configured.

MUTE

1) Press the MUTE button 🔇 to mute/unmute the microphone.

2) The Mute LED indicates whether the microphone is muted.

VOLUME ADJUSTMENTS

- Press 🔉 key to decrease the volume.
- Press 🔊 key to increase the volume.