


Handset Overview



For a complete breakdown of all buttons and their functions, please refer to the Grandstream User's Guide.

Placing a Call on Hold

Press the hold button  - the caller will hear hold music. The corresponding line key will start flashing to indicate the call is now on hold. To reconnect the call, press the flashing line key.

Transferring a Call Internally (Blind Transfer)

With a call in progress, press the transfer key  - the caller is placed on hold.

Press the BLF key for the extension you want to transfer to, (if you wish to transfer to an external number, dial it as normal).

Press the transfer key  again (or press the *Transfer* soft key which appears on the display), to complete the transfer.

Transferring a Call Internally (Auto-Attended Transfer— if enabled on your phone)


With a call in progress, press the transfer key  - the caller is placed on hold and a second line is connected.

Press the BLF key for the extension you want to transfer to, (if you wish to transfer to an external number, dial it as normal). Announce the call to the other extension.

To transfer the call, press the transfer key  again, or the *Transfer* soft key on the display. If you no longer wish to transfer the call, press the *Cancel* soft key on the display.

Start a Conference Call

With the first call in progress, establish a second call on one of the spare line keys. You can establish a third call using the remaining line key if required. Other calls will be placed on hold as you switch calls using the line keys.

Press the conference key  followed by the line key corresponding to one of your on-hold calls. The conference will be established. Repeat this step if you have a third call on hold.

Accessing Voicemail (individual user voicemail, if enabled)

If voicemail has been activated on your extension, press the voicemail key  to access your mailbox and follow the spoken instructions.

Accessing Voicemail (shared mailbox, if enabled)

If your VirtEx system includes a shared mailbox, dial *95 followed by the three-digit mailbox number, and follow the spoken instructions.

Record a Call On Demand (if enabled)

If your extension is configured to allow on-demand call record, dial *1 during a call to enable or disable it. You can access your recorded calls on the VirtEx control panel.