

CloudTalk

Professional Telephony Services

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How to Setup Phone Desktop Phone

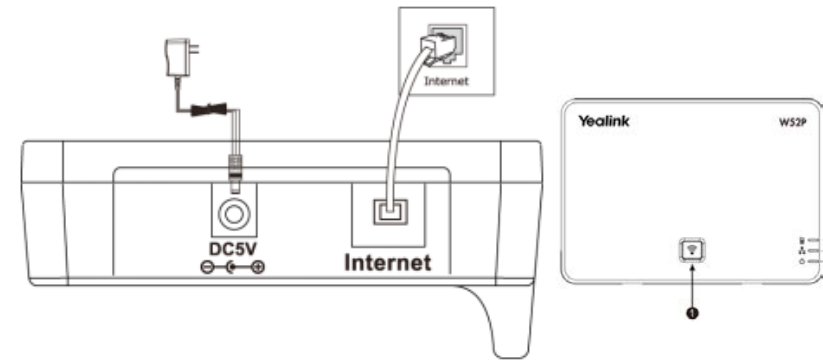
1. Unbox your new phone
2. Insert one end of the curly handset cord into the bottom of the phone where it is labeled "Handset" and the other end into the actual Handset itself.
3. Use the other cable included (the Ethernet Cable) to connect your new phone to your local area network connection / Internet connection. One end of this cable goes into your wall jack or Ethernet switch and the other end into the bottom of the phone where it is labeled "LAN".
**Alternatively you can use your phone as a pass through if you have limited network cabling available. Connect your phone "LAN" port to your wall jack. Next cable from your phone's "PC" port to your computer's Ethernet port.
4. If the Ethernet switch that your new phone is plugged into provides power, has POE, then the phone should already be powering itself up. If not you will need to use the included power supply.



How to Setup Phone Cordless Phone

1. Unbox your new phone
2. Use the cable included (the Ethernet Cable) to connect your new phone to your local area network connection / Internet connection. One end of this cable goes into your wall jack or Ethernet switch and the other end into the side of the W52P Base Station. If the Ethernet switch that your Base Station is plugged into provides power, has POE, then the Base Station should already be powering itself up. If not you will need to use the included power supply.
3. Next install the Batteries into the Cordless Handset; open the Battery cover, Insert the Batteries in the correct polarity, Close the Battery cover.
4. The Cordless Handset charges when inserted into its Charging Cradle. Please use one of the power packs included to power the Charging Cradle.

Your Handset will normally be delivered already “Paired” to the Base Station. If you need to perform the pairing operation please see “Handset Registration” in the W52P Users Guide (PG 15).



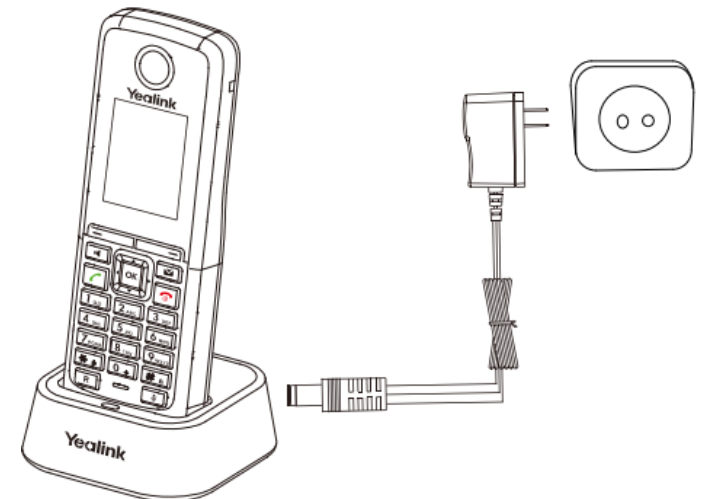
Charging time: approximately 6 hours (fully discharged to full capacity).

Standby time: up to 100 hours when the backlight is disabled.

Talk time: up to 10 hours active talk time (with full charged batteries).



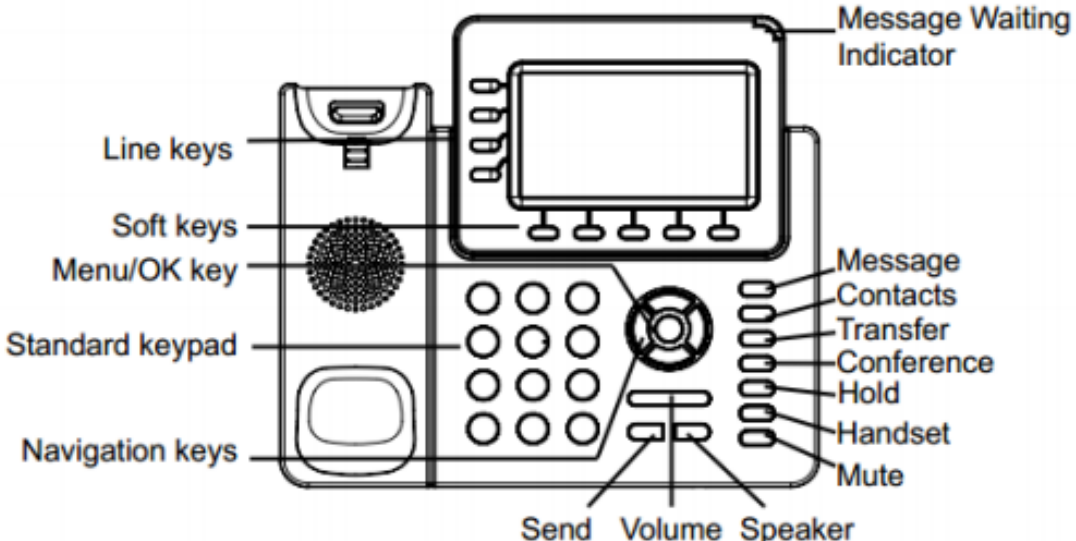
Connect the DC plug on the power adapter to the DC5V port on the charger cradle. Connect the other end of the power adapter into an electrical power outlet.



New Phone Overview

Desktop Phone

1. 6 Line keys – Line Keys are used for Incoming and Outgoing call Status and Control.
2. Soft Keys – Provide specific options that are dynamically available based on the current operation.
3. To enter the Phones options please use the Navigation Keys, start out by selecting the center “Circle” button to begin.
4. The Send button (alternatively the # Pound Key) is used to tell the phone that you have completed entering information. IE ... after dialing a phone number hit the Send button or press the # key to tell the phone that you are done.
5. When you have a voicemail the Message Waiting Indicator will Flash.
6. To enter your VoiceMail Box simply press the Message button.








	Contacts. Press to view and edit contact information.
	Hold. Press to put call on hold or resume the call.
	Mute. Press to mute or unmute the call.
	Headset. Press to switch to headset mode.
	Message. Press to view voicemail messages.
	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.
	Up Navigation key. In idle screen, press to see the IP.



How to Make a Call Handset, Headset or Speaker Phone

1. Take the Handset off-hook, the Headset off-hook by selecting the Headset button or press the Speaker button to use the Speakerphone.
2. The Line will be activated with a Green Light and you will hear a dial tone.
3. Dial the number using the Numeric Keypad and press the Send button, or use a Pre-Programmed button from the 24 programmable buttons on the right of the phone.
4. When you are ready to disconnect the call, hang up the Handset, if you had used your Headset press the Headset button or if you had used your Speakerphone then simply press the Speaker button. You may also use the “EndCall” soft button that will be shown on your Call Display, no matter how the call was made.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Answer Calls Single or Multiple






Assuming a Single incoming call is currently ringing.

1. Answer the call by taking the Handset or Headset off-hook or press the Speaker button to activate the Speakerphone function. You can also press the corresponding ringing Line button in the upper left of the color display.

Assuming Multiple incoming calls are currently ringing.

1. Answer the first call as shown in step 1 above. To toggle between multiple incoming calls use the Line buttons. Pressing the Line button of an incoming call will automatically put the current call on hold.




	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Transfer a Call Blind Transfer






Assuming that you are in a call and wish to transfer the call to another party.

- 1. Press the Transfer button. 
- 2. Select "BlindTrnf" from the bottom of your LCD display and then Dial the number you would like to transfer the call to.

The number can be outright dialed on the numeric keypad or it can be a pre-programmed button on the right side of the phone.

The number dialed can be an extension number to a phone or a feature number for a function like a Conference Room or even an External Phone number.




	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Transfer a Call Attended Transfer






Assuming that you are in a call and wish to transfer the call to another party.

1. Press the Transfer button. 
2. Dial the number and Announce the Call. If the party called accepts the call then press the Transfer button once again to complete the transfer process.

If the party called does not accept the transferred call, the call will be returned to your phones Line 1 automatically. Press Line 1 to be returned with the calling party.

Note: The number dialed above can be the same types that were provided in the Blind Transfer information.




	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.








How to Transfer a Call Directly to Voicemail

Assuming that you are in a call and wish to transfer the call directly to a voicemail.

1. Press the Transfer button. 
2. Press "Blind Transfer" at the bottom of the LCD panel.
3. Press the "Direct VM +" button in the upper right corner of the 24 pre-programmed buttons, and then press the Extension button of the persons voicemail or dial their extension number.




	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Hold a Call Hold and Resume






Assuming that you are in a call and wish to place the call on hold.

1. Press the Hold button. 

2. To Resume the call press the Hold button once again.

When a call is placed on hold only the phone that placed the call on hold can resume the call. If your goal is to pick the call up on a different phone please use the Transfer or Park Call feature.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Park a Call Parking Lot

Assuming that you are in a call and wish to use the Park Call feature so that the call may be picked up from any phone.

1. Press the "Park Call" button in the bottom right corner of the 24 pre-programmed buttons.
2. Listen to the Parking Extension your call has been transferred to.

Once the call has been parked, the call can be picked up from any phone by pressing the corresponding Parking button (active Parking buttons will be Red).



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Page All Page or Page Individual Extension

It is assumed that you would like to page all phones.






1. Press the “Page All” button on the right side of the phone.

It is assumed that you would like to page a specific phone.

1. Press the “Intercom +” button from the Left of your LCD display.
2. Next dial the number of the extension you desire to page.

You may use the numeric keypad to dial the number or use a pre-programmed extension quick button.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.








How to Setup a Conference Call

Assuming that you would like to setup a Conference Call between 3 or more parties.

1. Have a participant on the phone.
2. Press the Transfer button and then a **“Conf RM”** button from the right side of the phone.
3. Press the Transfer button once again to complete the process.

Repeat steps 1 – 3 as many times required based on the number of participants in the conference. If you would like to join the conference yourself, simply press the same **“Conf RM”** button.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Mute a Call

Mute / Un-Mute

Assuming that you are in a call and would like to mute your voice.






1. Press the Mute button.



2. To Un-Mute the call, press the Mute button once again.

Muting a call will make it so that you can hear the Party on the Phone however they will not be able to hear you.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to use DND Do Not Disturb

Assuming that you are NOT in a call and would like to activate the DND (Do Not Disturb) feature.

- 1. Press the Mute button.



- 2. To deactivate the DND feature, press the Mute button once again.

Using the Mute button when the phone is in an idle state will activate / deactivate the DND Do Not Disturb feature.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Record Call Start / Stop Recording






Assuming that you are in a call and would like to begin recording the call.

1. Press the “Record Call” button in the upper right side of the phones programmable keys to begin recording a call.

Assuming that you are currently recording a call and would like to stop the recording process.

1. Press the “Record Call” button in the upper right side of the phones programmable keys to stop recording a call.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.








How to View Logs Call History

Assuming that you are not in a call and would like to view previous Call History.

1. Press the “History” button located at the bottom of your LCD display.
2. Use the Up and Down Arrows to navigate through the call records.
3. Use the Dial button to perform an outbound call to this number.
4. Use the Menu / OK key (circle in the middle of the arrows) to view all details regarding a specific call record.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.



How to Voicemail Internal / External

Assuming that you are not in a call and would like to access your Voicemail account.

1. Internal –
 - (1) Press the Message (envelope) Button on your phone.
 - (2) Walk up to any phone and dial *98#
 Enter your Extension Number
 Enter your Password (default 9955)
2. External –
 - (1) Email, yes ... your Voicemail can be sent to you via Email.
 - (2) Call the external phone number that was provided to you, you will be prompted for your extension number and your password.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.








How to Phone Book

Assuming that you are not in a call and would like to access your Phone Book.

1. Press the Book button
2. Use your up and down arrow keys to navigate through the list.
3. Use the Menu / OK button to select an entry.
4. Use the Dial button to Call the phone number you have selected.

Note: You may manually enter entries into your phone book however these entries may be lost after major software updates. You may use the Grandstream Universal Phone Book application to maintain your contact list. To update your phone you will need to export your list from this software and email it to help@vtjoliet.com for upload into your phone.



	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.

