

TELNET
WORLDWIDE

Grandstream GHP631W
User Guide

Table of Contents

Dialing 2
Dial phone number or extension 2
Your Phone Calling Features 2
Basics 2
Answer Calls 2
End Calls 2
Hold Calls 2
Transfer Calls 2
Forward Calls 3
Do Not Disturb 3
Redial 3
Directed Call Pickup 3
Additional Phone Features 3
Muting the Microphone 3
Change Volume 3
Access Voice Messages 3
Quick Dial Calling Features 4
Call Forwarding 4
Activate Call Forwarding 4
Deactivate Call Forwarding 4
Call Waiting 4
Activate Call Waiting for All Calls 4
Deactivate Call Waiting for All Calls 4
Cancel Call Waiting for a Single Call 4
Speed Dial 8 (1-digit codes) 4
Set Up/Update Speed Dial 8 (1-Digit Codes) 4
Place Call Using Speed Dial 8 4
Speed Dial 100 (If Enabled) 4
Set Up/Update Speed Dial 100 (2-Digit Codes) 4
Place Call Using Speed Dial 100 4
Quick Dial Guide 5
Access Voicemail and Your Voice Portal 5
Initial Voicemail Set Up 5
Access Voicemail and Voice Portal 5
From Your Own Phone 5
From Another Phone Within Your Group 5
From a Phone Outside of Your Group 6
Voice Messaging Main Menu 6
“Play Message” options 6
Voice Portal Main Menu 6

Grandstream GHP631W
User Guide

Dialing

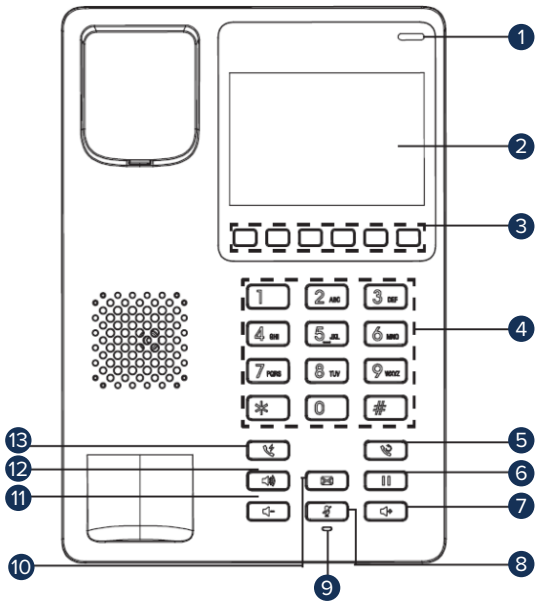
Dial phone number or extension

Lift your handset and dial the phone number, (OR, with handset on-hook, dial number and press ***Dial***). For:

- **Local and Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

NOTE:

- Be sure to use a surge protector with your phone.



1. Message Waiting Indicator
2. LCD Screen
3. Soft Keys
4. Alphanumeric Keypad
5. REDIAL Key
6. HOLD Key
7. Volume UP Key
8. Mute Key
9. Mute Indicator
10. MESSAGE Key
11. Volume Down Key
12. Speaker
13. Flash

Your Phone Calling Features

Basics

Answer Calls

- To answer a ringing call, pick up the handset or press the ***Answer*** softkey to put call on speakerphone
- To answer a second call while on an active call, simply press the ***Answer*** softkey. Toggle back and forth between calls by pressing ***Swap*** followed by ***Resume***.

End Calls

- Press to end an active call, replace the handset, or press ***End Call*** .
- For multiple calls, press ***End Call*** to hang up active call and then press corresponding line key to resume held call

Hold Calls

- While on an active call, press the ***Hold*** key and the call will be held. Press the ***Hold*** key again to resume the call. The Hold key is located near bottom right side of keypad.
- Or press ***Hold*** to place caller on hold while on an active call to resume the held call.

Transfer Calls

Attended Transfer

1. Press ***Transfer*** then dial the other party and press ***Dial*** . Active call is held. Press ***AttTran***.
2. When you hear the ring back sound, or after you talk with the other party, press ***Transfer*** again.

Blind Transfer

1. Press ***Transfer*** , dial the other party and press ***Dial***, then press ***BlindTrnf***.

Forward Calls

NOTE:

Please see Quick Dial section of this guide for Call Forwarding options and methods.

Do Not Disturb

- To disable ringing, press the ***Mute*** button and then press the down arrow to select the DND option. Press the ***Enable*** button. The LCD display will show that incoming calls will be blocked.
- Press ***Mute*** again to re-enable ringing.

Redial

- To redial the last call placed, press the ***Redial*** button. This button is near the lower right side of keypad, just below the ***#*** button.

Directed Call Pickup

- To pickup an incoming call that is ringing on another phone, dial ****97*** + ***extension*** + ***#***

Important Note About 911:

Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at:

www.telnetww.com/TelNet911Advisory.pdf

VoIP 911 Alert

Emergency 911 service on this device may be limited or unavailable and DOES NOT function during a power or broadband outage.

Click to visit www.telnetww.com/911info

Additional Phone Features

Muting the Microphone

- During a call, press to mute your audio
- To disable Mute, press again

Change Volume

- To change call volume, press during a call
- To change the ringer volume, press when the phone is idle or ringing

Access Voice Messages

1. Press the voicemail button
2. Follow prompts to play messages, record greetings, etc. (See Voice Messaging section for more options)

Quick Dial Calling Features

Call Forwarding

Forward all incoming calls to another number or voicemail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

Activate Call Forwarding

1. Lift handset. Press the * code (noted below)
2. Enter phone number to which calls will be forwarded, or forward to Voicemail
3. Press # and replace handset to activate service

Deactivate Call Forwarding

1. Lift handset. Press the * or # code (below)
2. Replace handset to deactivate service

Call Forwarding	Activate	Deactivate
All Calls	*72	*73
All Calls to Voicemail	*21	#21
*When Busy	*90	*91
*Busy to Voicemail	*40	#40
When No Answer to Voicemail	*41	#41
Not Reachable (for business continuity plan – requires set up)	*94	*95

NOTE:

- Call forwarding options marked with * require call waiting to be disabled to function properly.

Call Waiting

Be notified of other calls coming in while you are on the line.

Activate Call Waiting for All Calls

1. Lift handset. Press *43, and then press #
2. The Call Waiting service is turned on for all calls

Deactivate Call Waiting for All Calls

1. Lift handset. Press #43, and then press #
2. The Call Waiting service is turned off for all calls

Cancel Call Waiting for a Single Call

1. Lift handset. Press *70, and then press #
2. The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on for the next phone call

Speed Dial 8 (1-digit codes)

Set up and update 1-digit speed dial codes for frequently dialed numbers

Set Up/Update Speed Dial 8 (1-Digit Codes)

1. Dial *74, and listen for tone
2. Enter the 1-digit code plus the 10-digit phone number you would like assigned followed by #. (Recorded message confirms code was programmed)

Place Call Using Speed Dial 8

1. Press the 1-digit *speed dial code*, then press *Call*

Speed Dial 100 (If Enabled)

Set up and update 2-digit speed dial codes for frequently dialed numbers.

Set Up/Update Speed Dial 100 (2-Digit Codes)

1. Dial *75, press # and listen for tone
2. Enter the 2-digit code plus the 10-digit phone number you would like assigned followed by #. (Recorded message confirms code was programmed)

Place Call Using Speed Dial 100

1. Press # plus the 2-digit speed dial code, then press *Call*

TELNET WORLDWIDE

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User Guide

Quick Dial Guide

	On	Off
Call Forward		
All Calls	Forward or ✱72	Forward or ✱73
All Calls to Voicemail	✱21	#21
When Busy	✱90	✱91
Busy to Voicemail	✱40	#40
When No Answer to Voicemail	✱41	#41
Not Reachable (for business continuity plan – requires set up)	✱94	✱95
Check Not Reachable Status	✱63✱	
Call Waiting	✱43	#43
Cancel for single call		✱70
Call Return (last inbound number)	✱69	
Directed Call Pickup (intercept)	✱97	
Redial (last outbound number)	✱66	or Redial
Access Voicemail	✱86	or MESSAGE
Transfer Call	Transfer	
Call Hold	Hold	Resume
Do Not Disturb	DND or ✱78	DND or ✱79
Three-way Call	Conference	(repeat to add)
Speakerphone	Speaker	(again for off)
Mute	Mute	(again for off)
Music On Hold Deactivation (per-call deactivation)	✱60	(music returns next call
Clear Message Waiting Indicator	✱99	
Change Number of Rings before voicemail picks up	✱610	

Accessing Voicemail and Your Voice Portal

Access your voicemail and personal voice portal using your own phone:

- Press ✉
- Or dial ✱86 and *Call* from your phone

Your administrator provides you with the phone number/ extension for the group Voice Portal (referred to as the Voice Portal general access number/extension)

Initial Voicemail Set Up

1. First time logging in, press ✉ and then:
2. Enter a new passcode at the prompt, followed by #
3. Re-enter your passcode at the prompt followed by #
4. Record your name at the prompt and press #. Your Voicemail is setup and ready for use.

NOTE:

- Your voicemail passcode must be 6 digits in length and cannot be your phone number. Do not use weak passcodes (e.g., not sequential or repeating digits).

Access Voicemail and Voice Portal

From Your Own Phone

1. First time logging in, press ✉
2. Enter your passcode followed by #. (Skip step if auto login is enabled)
3. Follow prompts of the *Voice Messaging Main Menu*

From Another Phone Within Your Group

1. Dial your phone number or extension
2. Press ✱ while greeting plays to reach the login prompt
3. Enter your passcode followed by # to reach *Voice Messaging* main menu
4. At the *Voice Messaging* menu, make selection, (or press ✱ to reach the *Voice Portal* main menu)

From a Phone Outside of Your Group

1. Dial the Voice Portal general access phone number/ extension
2. Enter your mailbox number (typically your phone number)
3. Enter your passcode followed by *#*
4. Follow prompts of the *Voice Portal Main Menu*

Voice Messaging Main Menu

1	Listen to Messages
2	Busy Greeting Menu
3	No Answer Greeting Menu
4	Extended Away Greeting Menu
5	Compose Message Menu
7	Delete All Messages
8	Message Deposit Settings Menu
*	Voice Portal Main Menu
#	Repeat Menu

"Play Message" options

While listening to message		Between messages	
1	Skip Back	#	Save
2	Pause/Resume	7	Delete
3	Skip Forward	2	Repeat
4	Jump to Beginning	5	Envelope Info
6	Jump to End	6	Play Next Message
Any time		8	Callback Caller
*	Return to Previous Menu	9	Additional Options 1 Reply to Message 2 Forward Message * Return to Previous Menu # Repeat

Voice Portal Main Menu

1	Access Voice Mailbox
3	Greetings Menu – Record Name
5	Change Passcode
6	Exit
#	Repeat