

Grandstream 3CX Handset Quick Reference Guide





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Sunco is your Trusted Telecom Systems Integrator

Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.



Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357

After-hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding invoicing, please call Tammy Klemmer at (780) 809-1786 or tammy.klemmer@sunco.ca

GXP2170



Key	Name	Description
1	Message Indicator	Indicates a message is waiting when flashing red.
2	Line Keys with LED Indicator	Accesses your phone lines and features.
3	Phone Screen	Shows a screen with backlight that enables you to view menus and data.
4	Soft Keys	Accesses the functions displayed on the screen, context sensitive.
5	Navigation Keys	Scroll through information or options displayed on the screen.
	Menu/OK Key	Accesses menu, confirms actions or answers incoming calls.
6	Message Key	Accesses your message.
	Contacts Key	Accesses contacts.
	Transfer Key	Transfers a call.
	Conference Key	Initiates a conference call.
	Hold Key	Places a call on hold or resumes a held call.
	Headset Key	Toggles the headset mode on or off.
	Mute Key	Toggles the microphone on or off.
7	Volume Key	Adjusts the volume of handset, headset, and speaker.
8	Speaker Key	Toggles the speaker (hands-free) mode on or off.
	Send Key	Dials number out.
9	Speaker	Provides hands-free audio output.
10	Handset	Provides audio output, answers or ends calls.
11	Keypad	Allows you to enter numbers, letters, and special characters.

GXP2135



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Calling & Programming

MAKING A CALL

1. Lift the handset or press the **Speaker** or **Headset** key for handsfree.
2. At the dial tone, enter the number you wish to call.
3. Press the **Send** key or **Dial** soft key.

ENDING A CALL

1. Place the handset on its cradle or press the **EndCall** softkey.

REDIALING A NUMBER

1. Take the phone off-hook.
2. Press the **Redial** soft key to dial the most recent number. Or press **Send** key to view the call history and select the desired number and press **Send** key again to dial out.

ANSWERING THE INCOMING CALL

Single Incoming Call:

1. Lift the handset off hook for handset operation, or press the **Speaker** key to access handsfree mode, or **Headset** key to use the headset.

Multiple Incoming Calls:

1. When there is a call waiting, users will hear a call waiting tone.
2. The next available line will flash red.
3. Press the corresponding **Line** key to answer the call. The current call will be put on hold.

HOLDING A CALL

1. Press the **Hold** key to place a call on hold.

RESUMING A CALL

1. Press the **Resume** soft key or **Hold** key again to resume a held call.

TRANSFERRING A CALL

To complete a blind transfer:

1. Press the **Transfer** key.
2. Enter the desired number you want to transfer to.
3. Press the **BlindTrnf** soft key to complete the blind transfer.

To complete an attended transfer:

1. Press the **Transfer** key.
2. Enter the desired number you want to transfer to.
3. Press the **AttTrnf** soft key to talk to the 3rd party.
4. Once the 3rd party agrees to take the call, press the **Transfer** soft key or **Transfer** key to complete the attended transfer.

CONFERENCE CALL

To create a conference call when on an active call:

1. Press the **Conference** key to bring up conference dialing screen.
2. Dial the 3rd party followed by **Send** key or **Dial** soft key.
3. When the 3rd party answers the call, press the **ConfCall** soft key to create a conference.

To cancel a conference call:

1. Press **EndCall** soft key.

CHECKING VOICEMAIL

Press **Message** key, enter your personal ID number (**2580** as default) followed by the **#**, then you will have the following options:

- Press ***** to play.
- Press **9** for options.
- Press **#** to exit.

If you press **9**, the following prompts will play:

- To play message, press *****.
- To change your profile status, press **1**.
- To dial a number, press **3**.
- To delete all read message, press **4**.
- To change your identification message, press **5**.
- To play mailbox information, press **6**.
- To change voicemail pin number, press **7**.
- To change your greeting message, press **8**.
- To repeat this prompt, press **9**.
- To exit, press **#**.

Your trusted telecom systems integrator

We do the right thing

We embrace change

We do what it takes

We are accountable to the outcome

We bring out the best in each other

DIALED INTO YOUR BUSINESS [SUNCO.CA](https://www.sunco.ca)