



Grandstream 3CX Handset Quick Reference Guide



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Sunco is your **trusted independent** business telecom and managed IT systems integrator

At Sunco, our passion is to make business communication **easier** for our clients.

We are your trusted independent business telecom and managed IT systems integrator, with more than 20 years of experience helping companies get more from their telecommunications and IT services. Our focus on becoming a long-term strategic partner to each of our clients is second to none.

We help clients of all sizes find areas of cost savings, increased protection and improved performance. Our experience with both the fundamental and cutting-edge of business communications and managed IT services allow us to work with businesses to determine the best solutions to support their ongoing success and provide added peace of mind.

From everyday business telecom services to implementing fully managed, customized cloud, networking and security solutions that can scale as a business grows, we help our clients identify, adopt and implement the secure, flexible, scalable and personalized services they need to succeed. And we deliver high-quality, integrated business communications and managed IT solutions with the employee-level commitment and collaborative approach every client relationship **deserves**.



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, email billing@sunco.ca or please call (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 accounting, please call (780) 809-1786 or email billing@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.
6	Menu/OK Key	Accesses menu, confirms actions or answers incoming calls.
	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.

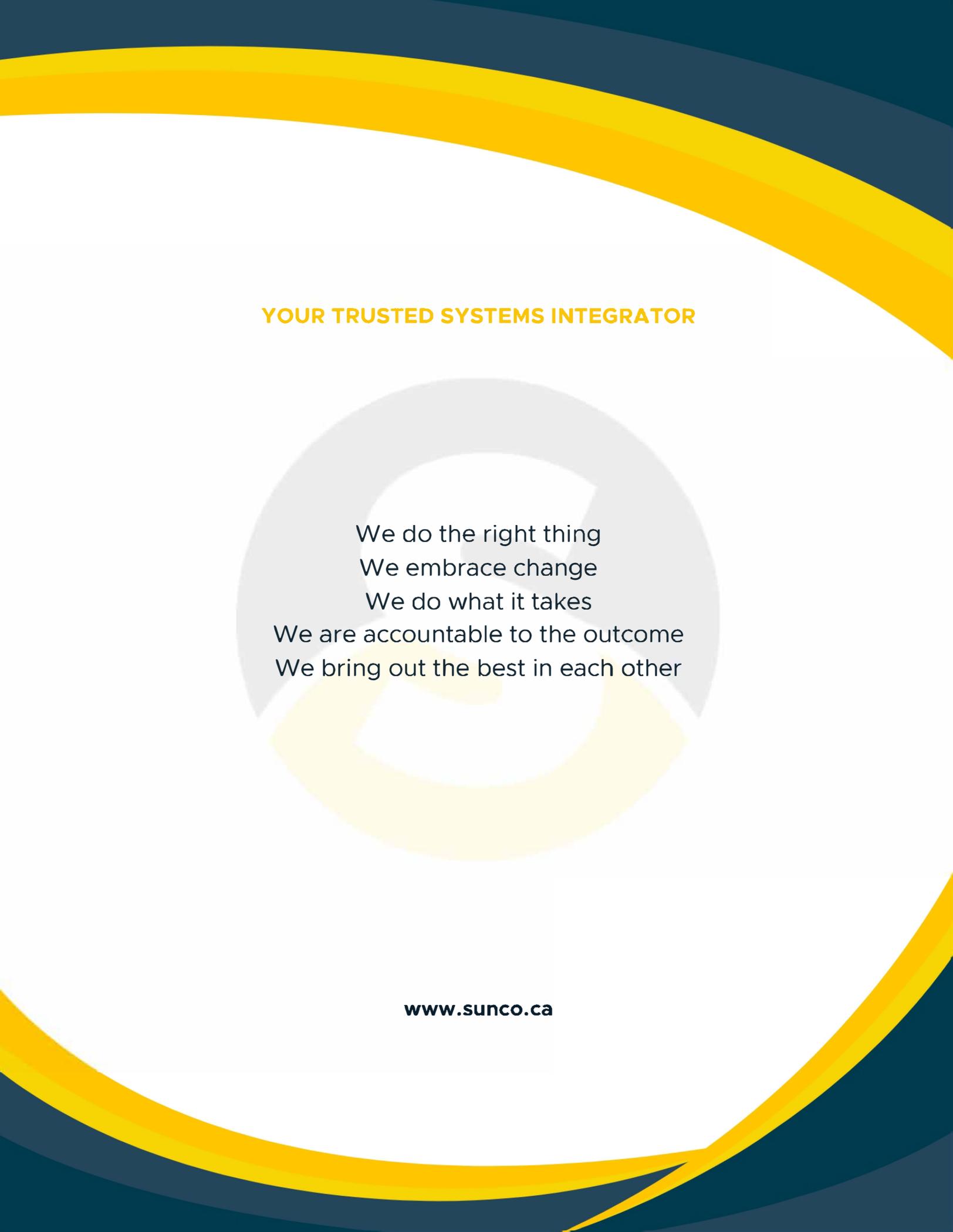
CHECKING VOICEMAIL

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

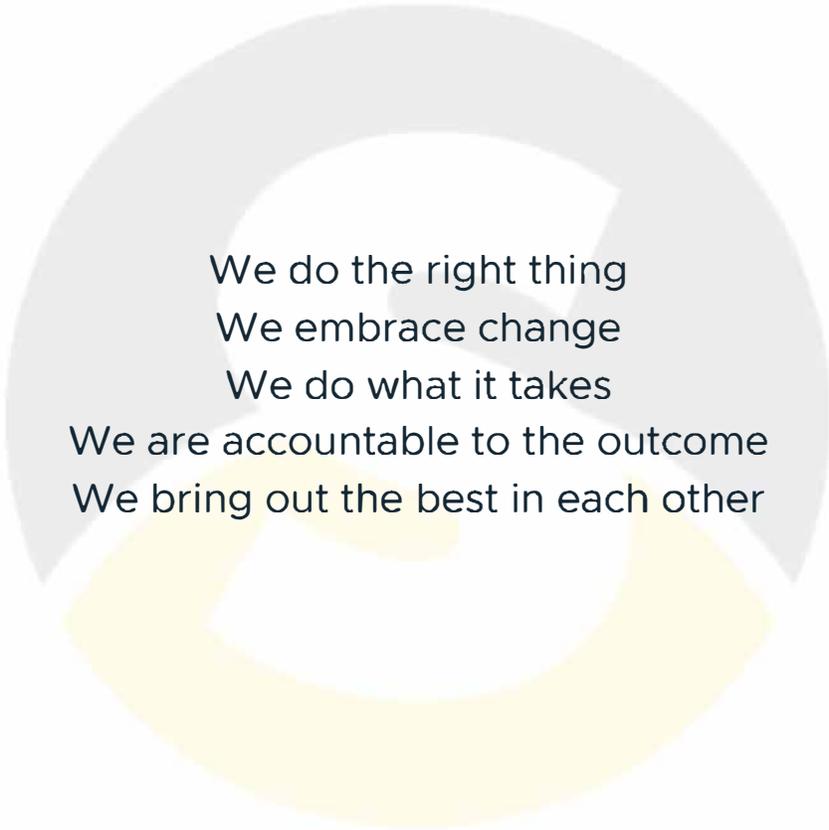
- Press ***** to play.
- Press **9** for options.
- Press **#** to exit.

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 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

www.sunco.ca