

# 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](mailto: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](mailto: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.
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.
7	Mute Key	Toggles the microphone on or off.
	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 3<sup>rd</sup> party.
4. Once the 3<sup>rd</sup> 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 3<sup>rd</sup> party followed by **Send** key or **Dial** soft key.
3. When the 3<sup>rd</sup> 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)**