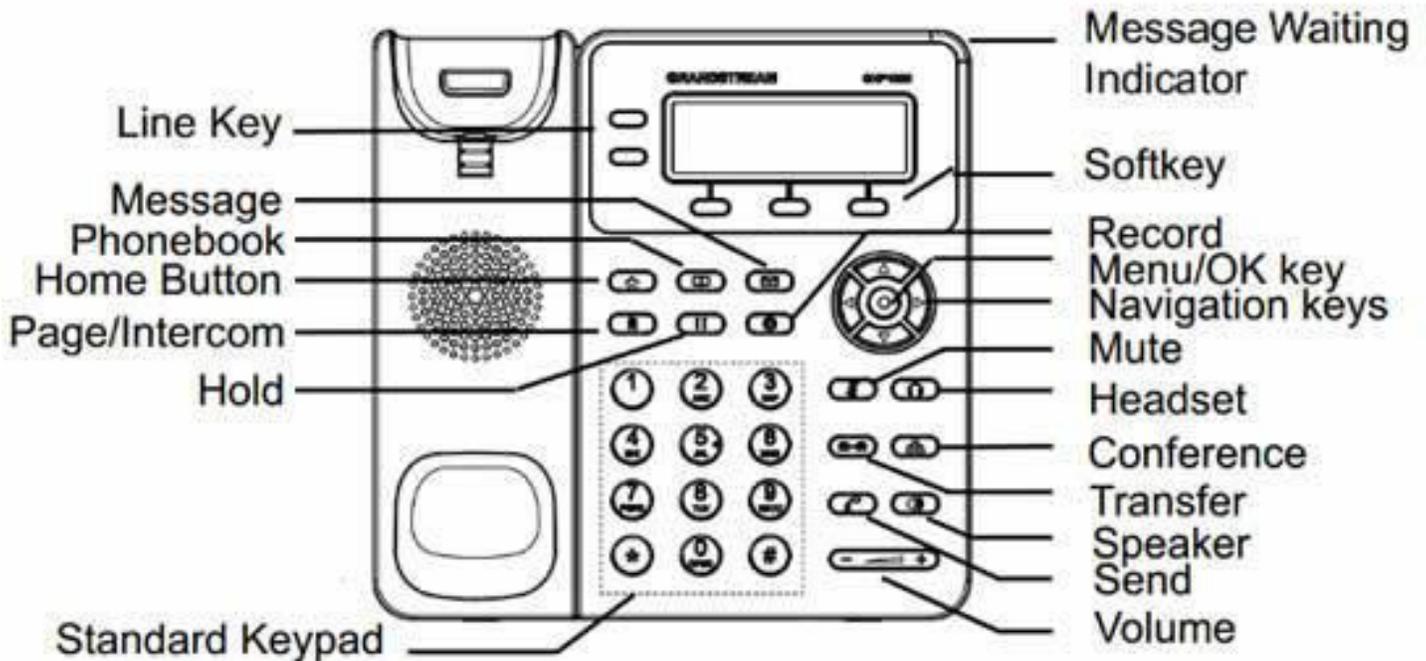




Grandstream Hosted Telephone & Voicemail Guide



This quick set-up guide will assist you on how to use your new phone and configure your voicemail. Make sure you have your PIN available that was sent to you in your “Welcome to your new phone system” E-Mail

Using your Grandstream phone

The 2 line keys on the left should be blank at all times until you pick up the receiver or speakerphone or if a call is coming in, then 1 key turns/flashes green. If there is NOT an icon in the display to the left of the extension number, please verify you can reach the internet by opening your internet browser on your computer, search on any topic and ensure you get search results, if you do not get results then the Internet is unavailable at your location, contact your carrier, if you do get results and the icon is still not there please contact dais support at: support@daiscorp.com

Placing a Call:

Pick up the Receiver or Press **Speaker**, Dial the number, press # (Pressing # at the end of a number will route your call faster) You dial # at the end of any call to dial the phone (or the dial key in the display), dial the 3 or 4 digits for a co-worker's extension, seven digits for the local pizza shop, or 10 digits for a long distance call. You do not have to dial 9 or the local area code you are in. Again, always dial # or the dial button that appears on the screen to complete the dialing process.

Answering Calls ringing on your phone:

When your phone is ringing simply pick up the receiver or press the Speaker button to answer the call.

Intercom and Transfers (Transfer videos are available to watch over and over again at www.daiscorp.com, under Videos)

This intercom feature allows you to make an announcement to another extension without requiring the other party to pick up the handset. The message will be played via the other phone's speaker. The audio is two way, and the called party can respond immediately without picking up the handset.

1. Press Speaker key or lift handset
2. Dial *9 + your parties extension number, Press #

Transferring a call to a co-worker: (Blind transfer)

1. Answer the call, press the transfer key(Phone to phone icon)
2. Enter the number you want the call to be transferred to and press the transfer key again or the Transfer button on the display

Transferring a call to a co-worker: (Attended transfer)

1. Answer the call, press the second line key
2. Dial the extension and ask if the person wants the call
3. If Yes, Press transfer then press the line 1 button
4. Hang-up the handset

Transferring a call to a co-workers VOICE MAIL:

1. Press transfer key
2. Dial *4 + the extension number and #
3. Hang up

Do Not Disturb ON/OFF To specify DND (Do Not Disturb) for a particular extension:

Toggle the DND soft button on your display

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VOICE MAIL QUICK SETUP- Please do this ASAP

To setup your voice mail:

1. Press the Envelope/Message key on your phone.
2. Enter the password (Found in your welcome email)
3. A prompt will be played with the number of read and unread messages in your voice
4. Press 9 for Options
5. Press 5 for Greeting Name(name only for directory listing)
6. Press 0 to record
7. Press # when finished
8. Press 0 to save
9. Next record your Greeting
10. Press the Envelope/Message key on your phone. Enter your extension number and when prompted your pin number.
11. Press # (PIN was sent to you in the Welcome E-Mail)
12. A prompt will be played with the number of read and unread messages in your voice
13. Press 9 for Options
14. Press 8 for Greeting (Greeting people will hear when they get your voicemail)
15. Press 0 to record
16. Press # when finished
17. Press 0 to save

Going forward, if your red light is lit on the top of your phone, you have a voicemail message. Simply follow the next steps:

To listen to your voice mail:

1. Press the Envelope/Message key on your phone.
2. Enter your pin number. Press # (PIN was sent to you in the Welcome E-Mail)
3. A prompt will be played with the number of read and unread messages in your voice
4. Press * to Play messages
5. To delete message press 3

Placing calls on Personal HOLD

1. Press the HOLD/MessageKey.
2. Hang up

Picking up calls from Personal HOLD

Press the Flashing line key.

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Remote call pick-up *20* + <extension number>

If you hear a particular extension ringing, and you know that person is not able to take the call, you can take the call using the 'Call Pickup' feature.

For example, *20*100, will leave answer the ringing phone at extension 100.

Using Park keys (If available):

1. While on a call, Press an available Park key
2. Hang up
3. To pick up the call, Press the Flashing Park key

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Please send all Support/Service issues to Support@daiscorp.com only

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