

Objectworld™

Objectworld Unified Communications Server®

Grandstream GXV-3000 IP Video Phone User Guide

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Table of Contents

1	Grandstream GXV-3000 IP Video Phone Overview	1
	Overview	1
	Display Features	2
	Key Descriptions	4
2	Using GXV-3000 IP Video Phone Features	7
	Using the GXV-3000 IP Video Phone Call Feature Access Codes	7
	Making Calls	9
	Answering Calls	12
	Holding and Resuming Calls	12
	Muting and Unmuting Calls	13
	Conferencing	13
	Transferring Calls	14
	Ending Calls	15
	Redialing	15
	Forwarding Calls	15
	Changing the Volume	16
	Setting Do Not Disturb	17
	Selecting a Ring Tone	17
	Accessing Call Lists	18
	Accessing Voice Mail	18
3	Using UC Server Features	21
	Using the UC Server Call Feature Access Codes	21
	Parking Calls and Picking up Parked Calls	24
	Picking up Calls Ringing at Another Extension	25
	Using the UC Server Conference Bridge	26
	Queuing Calls	27
	Paging	29

1 Grandstream GXV-3000 IP Video Phone Overview

This document is designed to outline the features and functions of the Grandstream GXV-3000 IP Video phone in relation to the Objectworld Unified Communications Server™. This chapter covers the following topics:

- [Overview](#)
- [Display Features](#)
- [Key Descriptions](#)

1.1 Overview

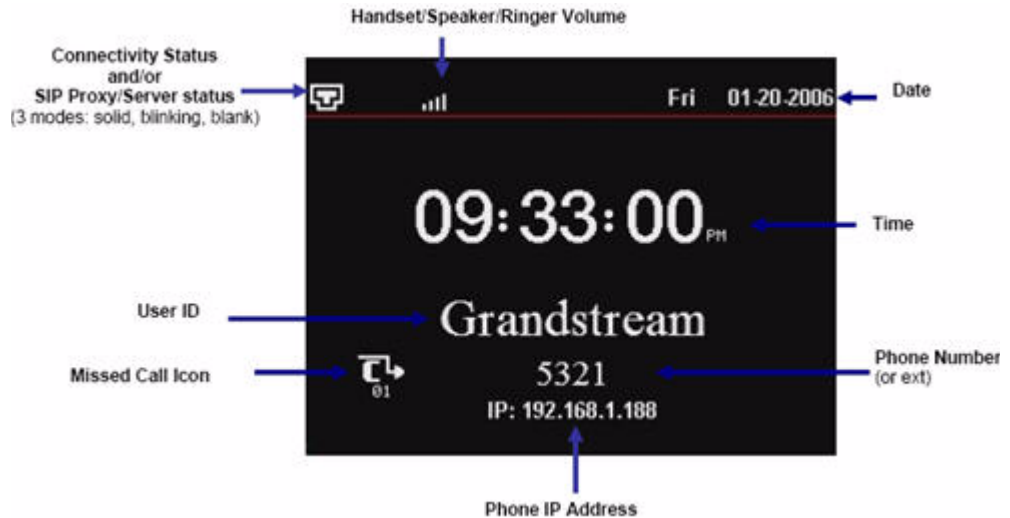
This document is not intended to replace the Grandstream GXV-3000 IP Video Phone User Manual. For more detailed information about the product, particularly its operation in the absence of UC Server, please refer to the Grandstream User Manual.



NOTE: For information on using your telephone mailbox see the *Quick Reference Card* available on the Objectworld web site at www.objectworld.com/support/documentation.aspx.

1.2 Display Features

The LCD display disappears when the screensaver is on. If you do not want the LCD display, you can turn it off.



Icon

LCD Icon Definitions



Connectivity Status / SIP Proxy/Server Icon

Solid – Connected to SIP Server/IP address received
 Blinking – Physical connection failed
 Blank – SIP Proxy/Server not registered



Phone Status Icon

Off – When the handset is on-hook
 On – When the handset is off-hook



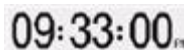
Speakerphone Status Icon

Flash – When phone rings or a call is pending
 Off – When the speakerphone is off
 On – When the speakerphone is on



Handset, Speakerphone, and Ring Volume Icon

Each icon appears next to the volume icon.
 To adjust the volume, use the up/down button.



Real-time Clock

Synchronized to Internet time server (Internet required)
 Time zone configurable via web browser
 AM/PM indicator

Icon









LCD Icon Definitions

Missed Call Icon

The icon appears when you miss a call.

The number indicates the number of missed calls.

1.3 Key Descriptions

Key Button	Key Button Definitions
LINE 1 - LINE 3	Three line keys with LED, which can be configured to different SIP profiles or providers.
	Use button to select the next menu item when phone is in keypad configuration mode. Increase the handset/speakerphone volume when phone is active. Increase the ring volume when phone is idle.
	Use button to select previous menu item when phone is in keypad configuration mode. Decrease handset/speakerphone volume when phone is active. Decrease ring volume when phone is idle.
	Shift cursor to left.
	Shift cursor to right. Also functions as shortcut to bring up Call History when phone is in idle state. For more information see “Accessing Call Lists” on page 18 .
OK	Enter keypad configuration menu mode when phone is idle. Use as Enter key when in keypad configuration.
TRNF	Transfers an active call to another number. For more information see “Transferring Calls” on page 14 .
CONF	Press CONF to connect Calling/Called party into conference. For more information see “Conferencing” on page 13 .
	Enter to retrieve (video) voice mails or other messages. For more information see “Accessing Voice Mail” on page 18 .
	Enable/disable camera video during a call. The video is disabled but the audio remains enabled. Block camera to make a call without video. When the button is activated, a red camera icon flashes on the LCD to indicate the call is not in video mode, the camera is blocked for privacy, and the phone functions as a normal IP phone.

Key Button**Key Button Definitions**

Enable/disable mute.

On an active call, press Mute to mute the call. For more information see [“Muting and Unmuting Calls” on page 13.](#)

When using in keypad configuration, functions as a Delete key.

Activate/deactivate Do Not Disturb (DND) when idle. For more information see [“Setting Do Not Disturb” on page 17.](#)

Reject an incoming ringing call and send directly to voice mail.



Enable/disable camera local loopback display and On screen display (OSD). This key functions in loop switch when pressed continuously, the camera local loop back, OSD display, Picture-in-Picture (PIP), PIP swap will appear or happen on the LCD screen continuously in a loop mode.



XML based Video Phone Address Book



Enable/disable hands-free speakerphone mode.

HOLD

Place active call on hold. For more information see [“Holding and Resuming Calls” on page 12.](#)

SEND

Press SEND to dial a new number or redial the last number dialed. For more information see [“Making Calls” on page 9.](#)

Functions as an Enter key when using Mini Web Browser, combined with four arrow keys to use keypad to navigate web page if no USB keyboard/mouse.

2 Using GXV-3000 IP Video Phone Features

This chapter outlines the features that are available on the Grandstream GXV-3000 IP Video phone. UC Server supports the following main features of the Grandstream GXV-3000 IP unless otherwise noted.

- [Using the GXV-3000 IP Video Phone Call Feature Access Codes](#)
- [Making Calls](#)
- [Answering Calls](#)
- [Holding and Resuming Calls](#)
- [Muting and Unmuting Calls](#)
- [Conferencing](#)
- [Transferring Calls](#)
- [Ending Calls](#)
- [Redialing](#)
- [Forwarding Calls](#)
- [Changing the Volume](#)
- [Setting Do Not Disturb](#)
- [Selecting a Ring Tone](#)
- [Accessing Call Lists](#)
- [Accessing Voice Mail](#)

2.1 Using the GXV-3000 IP Video Phone Call Feature Access Codes

To access various call features, key press sequences are provided by the GXV-3000.



NOTE: The Grandstream feature access codes listed below are disabled by default, due to a conflict with one of the UC Server feature access codes. Therefore, the codes below will only work if the system administrator has enabled the Grandstream feature access codes.

The GXV-3000 supports traditional and advanced telephony features provided the server supports them.

GXV-3000 Call Features	Key Codes	Examples and Notes
Block Caller ID (for all subsequent calls)	*30	
Send Caller ID (for all subsequent calls)	*31	
Block Caller ID (per call)	*67	
Send Caller ID (per call)	*82	Note: This feature code conflicts with the <i>Call Queuing</i> feature code of UC Server. Therefore, your system administrator may have changed the <i>Send Caller ID</i> feature code number. See your system administrator for more information.
Disable Call Waiting (per Call)	*70	
Enable Call Waiting (per Call)	*71	
Forward all Calls	*72 +	To forward all calls to extension 300:
Forwards all calls unconditionally.	Forward Number + #	1. Dial: *72 2. At the dial tone, dial: 300 3. Press # 4. Wait for dial tone. LCD will display "Call FWD Activated."
Cancel Forwarding all Calls	*73	1. Dial:
Cancels forwarding all calls unconditionally.		*73 2. At the dial tone, hang up. "Call FWD Activated" disappears.
Forward Calls when Busy	*90 +	To forward calls when busy to extension 300:
	Forward Number + #	1. Dial: *90 2. At the dial tone, dial: 300 3. Press # 4. At the dial tone, hang up.
Cancel Forwarding Calls when Busy	*91	1. Dial: *91 2. At the dial tone, hang up.

GXV-3000 Call Features	Key Codes	Examples and Notes
Forward Calls when Delayed	*92 + Forward Number + #	To forward calls when delayed to extension 300: 1. Dial: *92 2. At the dial tone, dial: 300 3. Press # 4. At the dial tone, hang up. LCD will display "Call FWD Activated."
Cancel Forwarding Calls when Delayed	*93	1. Dial: *93 2. At the dial tone, hang up.

2.2 Making Calls

For information on making calls, see the following sections:

- [Handset, speakerphone and headset mode](#)
- [Making a call using a phone number](#)
- [Making a call using multiple SIP accounts and lines](#)
- [Making a call using an IP address](#)

Handset, speakerphone and headset mode

Handset mode can be toggled between Speaker and Headset

To switch between Handset and Speaker/Headset,

- Press the Hook Flash in the handset cradle or press the SPEAKER button.

Making a call using a phone number

There are several ways to make phone calls that include entering the number, using redial, or the menu.

To make a call

- 1 Pick up the handset or press **SPEAKER/Headset**.
Other methods of making calls are:
 - Press an available **LINE** key (activates the speakerphone).
- 2 Enter the phone number.
- 3 Press the **SEND** key.

To redial the last phone number dialed

- 1 Pick up the handset or press **SPEAKER/Headset**.
Alternatively:
 - Press an available **LINE** key (activates the speakerphone).
The corresponding LED will be red.
- 2 Press the **SEND** button to redial the last number called.

To make a call using the menu

- 1 Press the **OK** button to bring up the Main Menu.
- 2 Select **Phone Book** and select a phone number.
- 3 Press **OK** to select the number.
- 4 Press **OK** again to dial the number.
The call will dial out in speaker mode.

Making a call using multiple SIP accounts and lines

The GXV-3000 can support up to three independent SIP accounts. Each of the three line buttons (Line 1 - Line 3) is “virtually” mapped to an individual SIP account. The name of each account is conveniently printed next to its corresponding button. In off-hook state, select an idle line and the name of the account (as configured in the web interface) is displayed on the LCD and a dial tone is heard. Alternatively, press the selected line continuously until the related SIP profile shows up on the LCD.

To make a call

- Select the line you wish to use.
The LED lights up in solid red.

To switch lines before dialing

- Press the same **LINE** button one or more times.

If you continue to press a **LINE** button, the selected account will circulate among the registered accounts.

For example: when **LINE1** is pressed, the LCD displays the account name, such as “VoIP 1”; If **LINE1** is pressed twice, the LCD displays the second account name, such as “VoIP 2” and the subsequent call will be made through SIP account 2.

Making a call using an IP address

Direct IP calling allows two parties to talk to each other in an ad hoc fashion without a SIP proxy. This kind of VoIP call can be made between two phones if:

- Both phones have public IP addresses, or
- Both phones are on the same LAN/VPN using private or public IP addresses, or
- Both phones can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

To make a direct IP call

- 1 Press **OK** to bring up the Main Menu.
- 2 Select **Direct IP Call**.
- 3 Press **OK** to select.
- 4 Enter a 12-digit target IP address.

For example:

If the target IP address is 192.168.1.60, and the port is 5062 (for example, 192.168.1.60:5062), enter the following:

192*168*1*60#5062 -

Where the “*” key represents “.” and the “#” key represents “:”

- 5 Press **OK** to initiate the call.

Quick IP Call Mode

Dial an IP address under the same LAN/VPN by keying in the last octet in the IP address. This partially simulates a PBX function using the CMSA/CD without a SIP server. Static IP usage is recommended.



NOTE: See your system administrator regarding how to access the web setup function.

To set up the phone to make Quick IP calls

- 1 Access the web-setup function.
- 2 In the Advanced Settings page, set the Use Quick IP-call mode to **YES**. When #xxx# is dialed, where x is 0-9 and xxx <=255, a direct IP call to aaa.bbb.ccc.XXX is completed. “aaa.bbb.ccc” is from the local IP address *regardless* of the subnet mask.

The numbers #xx or #x are also valid. The leading 0 is not required, but is okay.

For example:

192.168.0.2 calling 192.168.0.3 -- dial #3 follow by SEND or #

192.168.0.2 calling 192.168.0.23 -- dial #23 follow by SEND or #

192.168.0.2 calling 192.168.0.123 -- dial #123 follow by SEND or #
192.168.0.2: dial #3 and #03 and #003 results in the same call -- call 192.168.0.3

2.3 Answering Calls



NOTE: To send an incoming call directly to voice mail, press **MUTE/DEL** to reject the call and forward it to voice mail.

To answer a call

- Pick up the handset to answer the call normally.



TIP: Alternatively, press the **SPEAKER** button to answer a call in either speakerphone or headset mode.

Using call waiting to answer another call

If you are on a call and another call comes in, then you will hear a call waiting tone, and the next available line will flash red.

To answer an incoming call while on another call

- Press the corresponding **LINE** button to put the current caller on hold and switch to the incoming call.

2.4 Holding and Resuming Calls

To place a call on hold

- While on a call, press the **HOLD** button to put the caller on hold.

To resume a call on hold

- Press the corresponding blinking **LINE** key to resume the call.

To answer or place a call while on another call

- Press a **LINE** key to answer or place another call.

This automatically puts the current caller on hold. The Call Waiting tone is audible when the line is in use and there is a call that is waiting to be answered.

3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

- 4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

- 1 Typically, a company announcement informs you that a call is on hold for you.
- 2 Dial ***98**.
The system prompts you for the park hold position.
- 3 Dial the number of the park hold position.
The system disconnects the current call and presents a new call.
- 4 Answer the new call to speak to the parked caller.



NOTE: If nobody answers the parked call, the call rings the extension that originally put the call on system park.

2.5 Muting and Unmuting Calls

You can mute an active call so that the other party cannot hear you.

To mute a call

- 1 Press **MUTE/DEL** to mute a call.
The red Mute/Delete icon (muted microphone) will flash on the LCD.
- 2 Press **MUTE/DEL** again to resume audio.



NOTE: To delete wrong entries while using the keypad Menu operation, use the arrows to move the cursor before the entry, and press **MUTE/DEL** to delete the last digit or letter. When receiving an incoming call, pressing **MUTE/DEL** rejects the call and forwards it to voice mail.

2.6 Conferencing

The GXV-3000 supports 3-way conferencing.

To initiate a conference call

- 1 Place the first call on hold by pressing the **LINE** key to call the second party, and establish the call.
- 2 Press the **CONF** button then press the line on hold (blinking), to bring the three parties together.

To toggle a video conference

- Once a 3-way conference is established, press the **CONF** key to toggle between two video users for video.

To cancel a conference

- If after pressing the **CONF** button you decide not to conference anyone, press **CONF** again to cancel the operation.

To end a conference

- 1 Press **HOLD** to end the conference and put both parties on hold.
- 2 To speak with an individual party, select the corresponding blinking **LINE**.
- 3 Alternatively, hang up to terminate the call.



NOTE: For information on the UC Server conference bridge see [“Using the UC Server Conference Bridge” on page 26](#).

2.7 Transferring Calls

Two transfer operations are supported, blind and attended (or supervised) transfers.

Blind Transfer Transfers an active call to a third party without announcing the call.

Attended Transfer Transfers an active call to a third party with an announcement.

To transfer a call blindly

- 1 Press the **TRNF** button.
- 2 Dial the number and then press **SEND** to complete the transfer.

To make an attended transfer

- 1 Press the **LINEx** button to make a call, and automatically place the active line on hold.
- 2 Dial the phone number and then press **SEND**.
- 3 Once the call is established, press **TRNF**.
- 4 Press the blinking line key to transfer the call and hang up.

To cancel a transfer

- Press **TRNF** again to cancel the transfer.
Alternatively, press **HOLD** to hold the line.

2.8 Ending Calls

To end a call

- To end a call, hang up the phone.
The phone status icon on the display will be off, when the handset is on-hook.

To end a call on speakerphone

- Press the **SPEAKER** button.

2.9 Redialing

To redial the last number dialed

- 1 Take the Handset/SPEAKER/Headset off-hook.
Alternatively, press an available line key (this activates speakerphone). The corresponding LED will be red.
- 2 Press the **SEND** button.
Alternatively, press the **REDIAL** soft key.

2.10 Forwarding Calls



NOTE: The Grandstream call feature codes are disabled by default. Only if the call feature codes have been enabled by your system administrator will the call forwarding features work as per the instructions below. If the Grandstream call feature codes are enabled, then you can forward all calls, or forward only those calls when busy or delayed.

You can forward all calls, or forward only those calls when busy or delayed. The default delay time is 20 seconds before the call is forwarded to another number, or to voice mail if call forwarding when delayed is not enabled.

To forward all calls

- 1 Dial ***72**.
- 2 At the dial tone dial the number that you want to forward your calls to.
- 3 Press **#**.

- 4 At the dial tone hang up.
The LCD will display “Call FWD Activated.”

To cancel forwarding all calls

- 1 Dial *73.
- 2 At the dial tone hang up.
“Call FWD Activated” will disappear.

To forward calls when busy

- 1 Dial *90.
- 2 At the dial tone dial that the number that you want to forward your calls to.
- 3 Press #.
- 4 At the dial tone hang up.

To cancel forwarding calls when busy

- 1 Dial *91.
- 2 At the dial tone hang up.

To forward calls when delayed

- 1 Dial *92.
- 2 At the dial tone dial the number that you want to forward your calls to.
- 3 Press #.
- 4 At the dial tone hang up.
The LCD will display “Call FWD Activated.”

To cancel forwarding calls when delayed

- 1 Dial *93.
- 2 At the dial tone hang up.

To forward an incoming call directly to voice mail

- When receiving an incoming call, press **MUTE/DEL** to reject the call and forward it to voice mail.

2.11 Changing the Volume

Use the Main Menu to adjust the ring volume. Use the LCD display to adjust the handset, speakerphone, and headset volume.

To change the ring volume

- 1 Press **OK** to enter the Main Menu.
- 2 Using the arrow keys navigate to **User Preferences**, and press **OK**.
- 3 Select **Ring Volume**.
- 4 Press the arrow keys to hear and adjust the ring tone volume.
- 5 Press **OK** to select.

To adjust the handset, speakerphone, and headset volume

- On the LCD screen, use the up/down buttons beside the corresponding icon to adjust the volume.

2.12 Setting Do Not Disturb

The Do Not Disturb (DND) function can be turned on or off using the menu.

To turn Do Not Disturb On

- Press **Mute/Delete** when the phone is idle to set the phone to DND.

An icon will flash on the screen. The phone will not ring and will send callers directly to voice mail.

To send a ringing call directly to voice mail

- Press the **Mute/Delete** button to reject an incoming call and send it directly to voice mail.

2.13 Selecting a Ring Tone

Different ring tone options are available from the GXV-3000 phone menu. You may want to select a different ring tone to distinguish between your phone and a co-worker's phone when ringing.

To select a ring tone

- 1 Press **OK** to enter the Main Menu.
- 2 Using the arrow keys navigate to **User Preferences**, and press **OK**.
- 3 Select **Ring Tone**.
- 4 Press the arrow keys to hear the ring tones available.
- 5 Press **OK** to select.

2.14 Accessing Call Lists

You can view a list of incoming, outgoing, and missed calls. You can also delete an entry from a call list.

To call a number from a call list

- 1 Press **OK** to enter the Main Menu.
- 2 Using the arrow keys navigate to **Call History**, and press **OK**.
- 3 Select **Incoming Calls**, **Outgoing Calls**, or **Missed Calls**.
- 4 Use the arrow keys to select a phone number.
- 5 Press **OK** to select.
- 6 Press **OK** again to dial.

To delete an entry from a call list

- 1 Press **OK** to enter the Main Menu.
- 2 Using the arrow keys navigate to **Call History**, and press **OK**.
- 3 Select **Incoming Calls**, **Outgoing Calls**, or **Missed Calls**.
- 4 Use the arrow keys to select a phone number.
- 5 Press the **MUTE/DEL** button.

2.15 Accessing Voice Mail

A blinking red message waiting indicator (MWI) indicates that a message is waiting.



NOTE: Each line has a separate voice mail account.

To access voice mail

- 1 Press the **MSG** button.
An interactive voice response (IVR) will prompt you through the process of message retrieval.
- 2 Press a specific **LINE** to retrieve messages for a specific line account.

To check which line account has a message

- 1 Press the **MSG** button.
This always checks the primary account.
- 2 Check each line for stutter tone.

- 3** Check missed calls using the menu.

3 Using UC Server Features

This chapter outlines the phone features that are available with UC Server. The UC Server call feature access codes are summarized in the following section:

- [Using the UC Server Call Feature Access Codes](#)

UC Server supports the following features listed below.

- [Parking Calls and Picking up Parked Calls](#)
- [Picking up Calls Ringing at Another Extension](#)
- [Using the UC Server Conference Bridge](#)
- [Queuing Calls](#)
- [Paging](#)

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC Server.



NOTE: Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.

UC Server Call Features	Key Codes	Examples and Notes
Transferring Calls		
<i>Transfer a call to another user's voice mail</i> Allows you to transfer a current call to another user's voice mail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. Note: The extension dialed must be at least 3 digits long.	*86 + extension	To transfer to extension 300's voice mail, dial: *86300

UC Server Call Features

Transfer a call to a call queue
 Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.

Key Codes

*80 + queue#

Examples and Notes

To enter queue 500, dial:
*80500

To transfer a caller to queue 500:
 1. Press **Transfer**
 2. Dial *80500
 3. Press **Send**

Queuing Calls

Log into a call queue
 Allows you to start receiving calls for the specified queue.

*81 + queue#

To login as an agent to receive calls directed to queue 500, dial:
*81500

Log out of a call queue
 Allows you to stop receiving calls for the specified queue.

*82 + queue#

To logout as an agent to no longer receive calls for queue 500, dial:
*82500 **Note:** If you are using a Grandstream phone, then this feature code may conflict with the *Caller ID* feature code of Grandstream, if your system administrator has enabled the Grandstream feature access codes. If this is the case, then your system administrator may have changed the *Log out of a call queue* feature code number. See your system administrator for more information.

Temporarily Stop Accepting Queued Calls
 Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.

*83 + <1 - 9>

Dial:
*83
 Press a number from 1 to 9 to indicate your reason for being unavailable.

Reset agent status to available
 Make yourself available again to accept queued calls

*83 + 0

Dial:
*83
 Press "0" at the prompt.

Check agent status in a call queue
 Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.

*84 + queue#

To check your agent status in a call queue with queue number 500, dial:
*84500

UC Server Call Features	Key Codes	Examples and Notes
Picking up Other Calls		
<p><u>Picking up Calls Ringing at Another Extension</u> Ringing call pickup allows you to pickup a call that is ringing at a different extension.</p>	*78 + extension	To pickup a call that is ringing at extension 300, dial: *78300
<p><i>Pickup a connected call</i> Connected call pickup allows you to pickup a call that is currently connected to a different extension.</p>	*27 + extension	To pickup a call that is currently connected to extension 300, dial: *27300
<u>Using the UC Server Conference Bridge</u>		
<p><i>Conference Server</i> Note: The bridge number must be 4 digits long.</p>	7050 + bridge#	To automatically connect to the conference server bridge number 1234, dial: 70501234
<p><i>Conference Server - Prompt Caller</i> This feature is used for external callers to connect to a conference bridge.</p>	7050	To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number.
<u>Parking Calls and Picking up Parked Calls</u>		
<p><i>Park a call using a specific park number</i> Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.</p>	*99 + park#	To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234.
<p><i>Park a call at a park number selected by UC Server</i> This feature is the same as above, except that the call is parked at a number chosen by UC Server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.</p>	*99	To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at.
<p><i>Pickup a parked call</i> Enables a user to pick up a parked call</p>	*98 + park#	To pickup a call parked at 1234, dial: *981234

UC Server Call Features

Key Codes

Examples and Notes

[Paging](#)

Sending a Live Page
You can send a live page.

*72

Contact your system administrator for instructions on sending recorded pages.

- To send a live page
1. Dial *72 (or *PA)
 2. After you hear the tone, begin speaking.
 3. When you are finished with the page, hang up or use the end call function on your phone.

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is useful if you want to change phones during a call.



NOTE: Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.

There are two methods of parking calls. In one method, UC Server selects the next available park number. Alternatively, you can select your own park number. Having UC Server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.



NOTE: If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.

To park a call at the next available park number

- 1 Put the current call on hold.



NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

- 2 Dial *99.
- 3 Note the **hold position** that plays over the telephone.

The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

4 Press DIAL.

The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number**1 Put the current call on hold.**

NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial *99.**3 Enter the number that you want to use as the park number.**

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

4 Press DIAL.

The call is removed from the hold position, and put in the park position.

To answer a parked call**1 Typically, a company announcement informs you that a call is on hold for you.****2 Dial *98.**

The system prompts you for the park hold position.

3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

4 Answer the new call to speak to the parked caller.

NOTE: If nobody answers the parked call, the call rings the extension that originally put the call on system park.

3.3 Picking up Calls Ringing at Another Extension

Ringling call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringling call pick up, you must know the extension of the phone that is ringling.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.



NOTE: To use ringing call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are *not* enabled on the phone.

To answer a call on another user's phone

- 1 When you hear a phone that you want to answer, dial ***78<Extension>**.
Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.
- 2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.



NOTE: If the pickup ID that you enter is invalid, the system prompts you with "That is not a valid pickup ID," and asks you to enter a valid pickup ID.

3.4 Using the UC Server Conference Bridge

UC Server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

- 1 From an internal telephone, dial **7050**.



TIP: You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.

- 2 Enter the 4-digit **conference ID**.
- 3 Follow the prompts to access the conference bridge.



TIP: To access the list of options, you can **press *** while the conference is in progress.

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: “You are now muted.”
- **Press 2** to unmute yourself. Response: “You are now unmuted.”
- **Press 3** to disable entry and exit notifications. Response: “Entry and exit notifications have been disabled.”
- **Press 4** to mute all other participants. Response: “All others have been muted.”



NOTE: When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.

-
- **Press 5** to unmute all other participants. Response: “All others have been unmuted.”
 - **Press 7** to toggle between closing and opening the conference to additional participants. Response: “The conference is now closed to additional participants.” Response: “The conference is now reopened to additional participants.”
 - **Press 9** to end the conference.
 - **Press 0** to report the number of participants. Response: “Including yourself, there are x participants.”
 - **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls see the following sections:

- [Logging in and out of a call queue](#)
- [Temporarily stop accepting queued calls](#)
- [Checking your agent status in a call queue](#)

Logging in and out of a call queue



NOTE: The call queuing codes, in particular, the code to *Log out of a call queue* (*82) conflicts with one of the Grandstream feature codes, *Send Caller ID*. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.

To log in to a queue as an agent

- 1 Dial *81<QueueNumber>.
- 2 Hang up.

To log out of a queue as an agent

- 1 Dial *82<QueueNumber>.

As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

- 2 Hang up.

To dial directly into a queue as a caller

- 1 Dial *80<QueueNumber>.
- 2 Hang up.



NOTE: Contact your system administrator to obtain the queue number for your queue.

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

- 1 Dial *83.
- 2 Press a number from 1 to 9 to indicate your reason for being unavailable.

- 3 Hang up.

To set your agent status to available

- 1 Dial *83.
- 2 Press "0" at the prompt.
- 3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

- 1 Dial *84<QueueNumber>.
- 2 Ensure that you enter the correct queue number.
The system will indicate your current status as:
 - Logged in
 - The agent is not available, service code <#>
 - Not Logged in
- 3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page.



NOTE: For instructions on sending recorded pages, contact your system administrator.

Sending a live page

To send a live page

- 1 From your phone, dial *72 (or *PA).
- 2 After you hear the tone, begin speaking.
- 3 When you are finished with the page, hang up or use the end call function on your phone.

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