Phones

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About your phone

Grandstream GXP2130

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1. **Line keys**
   - We have 2 line keys, you can have 2 separate conversations of which one is on hold
2. **Soft keys**
   - depending on what you are doing, different menus will appear on these soft keys
3. **Menu/OK key**
   - Unordered List Item displays menu of information such as call history, status, contacts, etc.
4. **Speaker**
   - Allows switching between handset and speaker
5. **Volume**
   - Volume control for speaker and handset
6. **Send**
   - Place call after dialing number
7. **Message Waiting**
   - Flashes red when there is a new voicemail
8. **Message**
   - Dials your voicemail box
9. **Contacts**
   - Displays your phone books. The *LDAP* Directory has the MLC extensions preprogrammed
10. **Hold**
    - Places a call on hold
11. **Navigation keys**
    - Navigate through menu options
12. **Transfer**
    - Transfer call to another number or parking lot
13. **Conference**
    - Use to create a 3-way conference
14. **Headset**
    - Switch to headset if connected
15. **Mute**
    - Mute your speaker, handset or headset
    - If pressed when you are not in a call, this places your phone in the 'do not disturb' mode and sends all call immediately to voicemail

16. **Multi-Purpose keys**
    - These keys have been preprogrammed as call appearance buttons or busy lamp field (BLF) for office groups allowing you to pick up calls for each other. They are unprogrammed for indidividuals.
    - On classroom phones they have been pre-programmed as speed dial buttons for IT Services, HR, Nurse, etc.

Dialing

Internal extension information

Faculty and staff have 3 digit extensions in the range 100-399. You can use the LDAP Directory on the phone to search for extensions of faculty and staff, or use the phone link on portal

- **Note** - To leave a voicemail for faculty or staff, without ringing their phone, dial * then their extension. i.e. *XXX

Classrooms are all 4 digit extensions:

- On campus classrooms begin with the digit 4 followed by the room number i.e. 4XXX. For example to call WCC287, dial 4287
- ECLC classrooms begin with the digit 5 followed by the room number i.e. 5XXX

Local Calls

Calls to the exchanges below are considered to be local. All phones are allowed to place local calls. To place a local call dial 9 followed by the 7 digit number. (9 XXX XXXX)

- 217, 228, 233, 240, 276, 354, 359, 404, 441, 543, 601, 766

Long Distance Calls

Long distance calls are only allowed on faculty and staff phones. Phones in common areas or classrooms cannot place long distance calls. No long distance access codes are needed. To place a long distance call dial 9 then 1 followed by the area code and 7 digit number. (9 1 XXX XXX XXXX)

Voicemail

Faculty and staff phones are configured for voicemail. Phones in common areas and classrooms do not have voicemail boxes.

- To access your voicemail from your phone, press the message button on your phone or dial *97, enter the password
- To access your voicemail from someone else's phone dial *98, enter the extension, enter the password
- To access from outside the building, call your DID, if you have one, 233-9156 or have the receptionist transfer you to your extension if you called 345-8221. When the voicemail greeting answers, press *, enter your password.

All voicemail messages are also emailed as a .wav file to your MLC email address. You can listen to your voicemail messages on any computer or smart device with audio capabilities. (**Note**- deleting the email does not delete the message from your voicemail box.)

Voicemail guide and setup

Use this printable guide

Transferring Calls

When in an active call...

1. Press the transfer button or the soft key labeled **Transfer** on the display
2. Dial the extension number of the receiving party. (*Note: dial * then the extension to send the caller directly to voicemail*)
3. Choose between the soft keys **BlindTrnf** (blind transfer) or **AttTrnf** (attended transfer)
4. If **BlindTrnf** was selected, the call was transferred and you may hang up
5. If **AttTrnf** was selected, the caller is placed on hold while you call the extension. Use this in a situation where you want to screen callers. If the person does not answer, press **Cancel** then **Resume** on the soft key label to be connected back with the caller. If the person does answer, press the **Transfer** soft key to complete the transfer, or the **Split** soft key to go back to the caller when the transfer is refused.

User Control Panel (UCP)

1. The User control panel (UCP) is a web based GUI that allows you to set up dashboards and customize widgets that allow you to view and control call events, forwarding, history, conferences, fax, and voicemail to name a few.
2. If you are a first time user, request access from IT Services by email at support@mlc-wels.edu

3. To access your UCP (currently accessible only from campus) follow this link https://pbx.mlc-wels.edu/ucp/

Initial login
Adding a widget
Call Forward
Call History
Voicemail

Call Recording

If you feel that you have a need to record conversations, contact IT Services for access.

Once given permission (request permission from IT Services), you can record any call that you are on by pressing ***1** while on the call. Call recordings are accessed through your User Control Panel (UCP)

Feature Codes

Managing Call Forwarding Feature Codes

A phone user can dial feature codes in conjunction with forwarding numbers to turn call forwarding on or off for different conditions. Forwarding numbers can be local extensions or remote phone numbers.

Code	Action
*72	Activate call forward **ALL** - extension will not ring, call is immediately forwarded. If the call is not answered, voicemail is handled by the *forwarding number* i.e. cell phone voicemail
*73	Deactivate call forward **ALL**
*90	Activate call forward **BUSY** - call is forwarded if the line is busy
*91	Deactivate call forward **BUSY**
*52	Activate call forward **NO ANSWER** -extension will ring 3 times, then call is forwarded for 3 rings. If call is not answered, voicemail for the *extension* is engaged.
*53	Deactivate call forward **NO ANSWER**

Voice Mail

Voicemail can also be accessed by pressing the key with the envelope on your phone.

Code	Action
*97	Access voicemail from your extension.
*98	Access voicemail from *selected* extension. Allows you to access your voicemail, or someone else's from *any* extension

Managing Do Not Disturb

This feature can also be toggled by pressing the *mute* button.

Code	Action
*78	DND Activate
*79	DND Deactivate
*76	DND Toggle

Managing Call Recording

Code	Action
*1	Toggle In-Call Recording

Information Services

Code	Action
*69	Call trace
*65	Speak your extension
*60	Speaking clock

Speed Dial Programming

You can program multiple speed dial numbers on your phone. When prompted, enter the speed dial location, followed by the telephone number

Code	Action
*75	Set up the speed dial location and number
*0X or *0XX	Access and dial the number stored in location X or XX, etc

Ringtones

Our phones are capable of using the default system ringtone and 3 additional ringtones that can be customized by the administrator (IT Services). We are currently experimenting with ringtones, trying to find professional sounding ringtones. Each of you may select any one of the four available ringtones. The video below walks you through the process.

Note: You may need to set these each day until I figure out how to keep it from resetting each day.

Create a Phonebook

View the video below to create a phonebook of frequently called numbers. Feel free to experiment with the fields that are available. Use as many or few as you wish.