



This manual is a step-by-step guide on the basic and most common features of OrenCloud hosted IP-PBX Service.

NOTE: This phone has “soft buttons” on the screen. These buttons change depending on what you’re doing. For example, the options you see during a call are different from when the phone is idle

In this manual covers the following:-

- a. Make calls, local, national, mobile & International.
- b. Transfer – Attended
- c. Transfer - Blind / unattended
- d. On-hold and Off-hold (Take back line)
- e. 3 Way conference
- f. Enable / Disable DND (Do-Not-Disturb)
- g. Enable / Disable Follow-me / Forward
- h. Call History (Missed calls, received calls, made calls)
- i. Mute call during conversation
- j. Pick-up (other extensions)
- k. Redial number
- l. Voicemail

TIP: We’ll use simple scenarios to explain each feature. John (extension 1000) and Bob (extension 1001) will act out the examples so it’s easier to follow.

NOTE: This guide uses the GrandStream GXP1628 for screenshots, but all feature codes (like *97#) and functions work the same on any GrandStream phone.

Make calls, local, national, mobile, International & Toll-Free:

Below are various examples on call patterns to make local, national, mobile & International calls.

Local (KL) call:

You must include the 03 when dialling the number.

e.g. KL Hilton: **03**22642264

National (MY) call:

You must include the area code 0X when dialling the number.

e.g. KL Johor Bahru: **07**2686868

Mobile (MY) call:

You must include the 01 when dialling the number.

e.g. John Doe HP: **01**21234567

International call:

You must include 00 follow by the country code and phone number.

e.g. Bangkok Hilton Thailand: **0066**24422000 (00 for international access, 66 Thailand country code, 24422000 Bangkok Hilton number)

Toll free, etc. (1800/1300):

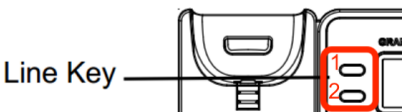
Dial the number as shown, e.g.

PizzaHut Malaysia Order: 1300882525

Dell Support: 1800882888.


Transfer – Attended:

An attended transfer you do if you want to verify if the remote party is available and/or wants to take the call.
Scenario: Calls comes in, John (Ext1000) picks up call but caller wants to talk to Bob (ext1001). Before transferring John will check with Bob if he wants to take the call or not.



- 1) When call comes in pickup call
- 2) Press an **idle Line Key** (likely Line2) to make a new call to the requested extension. The active call will be set to on-hold.
- 3) Other party/number will pick up and you can ask him if he wants the call.

IF YES:

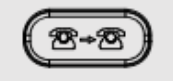
- a. Press  (**Transfer**) button followed by the **line** that is **on-hold** and the call is transferred

Note: After you transfer the call your phone will become free again.

IF NO:

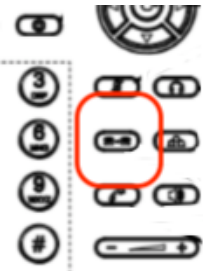
- a. Press **EndCall** (Or ask other party to hang up) and press the **line** button that is **on-hold** to get the caller back on the line.

Transfer button



Transfer – Blind / unattended:

A Blind / unattended transfer will forward the caller to the remote party without any confirmation or interaction.
Scenario: Calls comes in, John (Ext1000) picks up call but caller wants to talk to Bob (ext1001). John blind transfer the caller to Bob without asking him if he want to take the call or not.



- 1) When call comes in pickup call
- 2) Press **Transfer** and the caller will be put on-hold
- 3) Dial the number you want to transfer to and press **Softkey BlindTmf** and the caller will be transferred

Note: After transferred the LINE-X is free again.

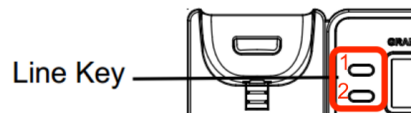
Transfer button



On-hold and Off-hold (Take back line):

During a conversation you can put the caller “on-hold” at which point the caller will hear music-on-hold, at any point you can take back the call “off-hold”

Scenario: John (Ext1000) is talking to customer, at one point a colleague comes into John office and want to quick ask something P&C, John inform the caller he will put him on-hold for a minute and after John finish his colleague question he takes back the call.



- 1) During the call press the **LINE 2** button and the **LINE1** will be on-hold (line 1 green light will blink)

Note: When the call is on-hold the caller will hear a music-on-hold

- 2) To take back the call press the blinking **LINE1** button.

TIP: If you put any line ON-HOLD you can call out via the other (**LINE1 -or 2**) line.

- 1) During the call press the free **LINE X** (e.g. **LINE 2**)
- 2) The caller on **LINE 1** will automatically be put on-hold and you will hear a dial tone.
- 3) Dial the number you want to call and after finishing your call hang up.
- 4) **LINE 1** green light will still blink and to take back the call press the **LINE 1**

TIP: Sometimes you need to press the blinking **LINE X** button twice to take back the call.

3 Way Conference

During a conversation you can invite a 3rd participant in the call and have a 3 way conference.

Scenario: John (Ext1000) is talking to customer and would like to invoice Bob (ext1001) into the call so all three parties can talk.



Conference button



Green Call button



- 1) During a call press the **Conference Key**
- 2) The original caller will be put on hold (**Line1** will blink).
- 3) Dial the number you want to invite in the conference followed by the Green Call Key, the call will be established via Line2.

IF 3rd Party answers call:

- a. If the 3rd Party Answers press soft button **ConfCall** and the 3way conference is established (both LINE buttons are green).

IF 3rd Party DOES NOT answer call:

- a. Press soft button **EndCall** and then green blinking **LINE1** and you will take back the call with the initial caller.

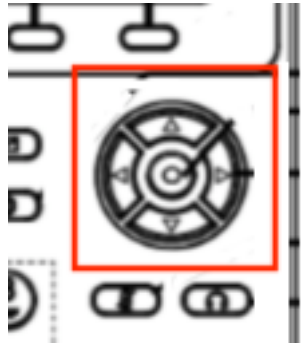
TIP: You can invite anybody as 3rd party, can be another extension, mobile number, fixed line, etc.

Note: If the user who initiated the conference hang-up the conference will be over, invitees can leave

Enable / Disable Follow-me / Forward aka FMFM) You can set a number in the phone that when you receive a call the call will forward it to that number. <i>Scenario:</i> Customer Jake calls John and John has set the FMFM to his mobile number 012-3451234 hence John HP will ring		Enable / Disable DND (Do-Not-Disturb) If you do not want to be disturbed, any incoming call will be diverted to the follow-me destination and/or to voicemail.	
	Enable FWD We recommend configuring these settings through your User Panel on the IPPBX rather than directly on the IP phone. For instructions on logging in to your User Panel and setting up FMFM, please contact us at support@orencloud.com.		Enable DND We recommend configuring these settings through your User Panel on the IPPBX rather than directly on the IP phone. For instructions on logging in to your User Panel and setting up FMFM, please contact us at support@orencloud.com.

Call History (Missed calls, received calls, made calls):

This option lets you browse through the MISSED CALLS as well as MADE and RECEIVED CALLS.



Missed calls

- 1) On the idle display it will show "MISSED" or if you want to browse through the call history press the **Call Log** as the idle screen.
- 2) Press the **up and down** button on the keypad to walk through the various options.
- 3) Press the **right and left** button to **View** more details of the particular call.
- 4) Press **Dial** to dial back the number



Indicates MISSED CALLS

Note: At any moment you can press the soft button **Redial** to quickly show the last number and redial

Mute call during conversation:

Mute the microphone during a call so the caller is not able to hear what you are saying but you can hear the caller.



- 1) During the conversation press the **MUTE** button to mute the call
- 2) On the display the it will show MUTE indicating the caller is on mute
- 3) Press the **MUTE** button again to un-mute

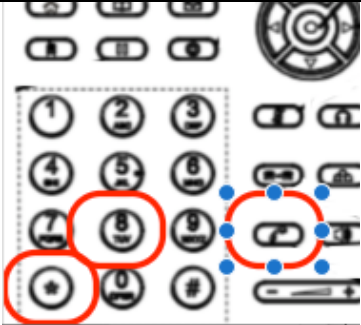
Mute button



Pick-Up (Other extensions):

When a call comes on another extension then yours you want to be able to pickup the call from the ringing extension.

Scenario: John (Ext1000) phone is ringing, Bob want to pick up John (Ext 1000) with his phone (Ext1001)



- 1) While other phone is ringing
- 2) Press key combination * (star) follow by **8 (eight)** follow by **Green CALL** key
- 3) Now you have pick up the call.

Voicemail;

The most common voicemail features are described below.

Note: there are many more features but those are outside of this manual and will not be used by the average user.

New voicemail: How-to detect if you have a new voicemail

Listen to your voicemail: How-to listen to your voicemail

Set/Change personal voicemail greetings: How-to Set and/or Change your Voicemail

Delete personal voicemail greetings: How-to delete your personal voicemail greetings

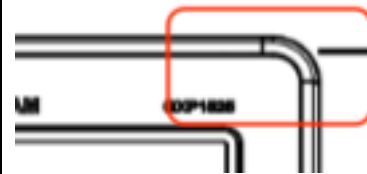
Change voicemail password: How-to change your voicemail password

Redial number:

Redial the last number you called and/or browse through the last numbers you have dialled and then redial.

- 1) Press the **Redial** soft button on the idle screen
- 2) On the display it will show the last number dialled
- 3) Press soft button **Dial** to redial the last number or use the up and down key on the keypad to walk through historical call i.e. call history.

TIP: Picking up the receiver or pressing the speaker button will establish the call to the shown number at the display. to redial press **OK**



New voicemail

- 1) The **RED message** light will blink @ top right corner
- 2) Press the **voicemail button** -or- dial ***97** to enter the voicemail options
- 3) System will ask for password, key in your password
- 4) The system will present all the options, to listen to you new voicemail press **1**

Set/Change personal voicemail greeting

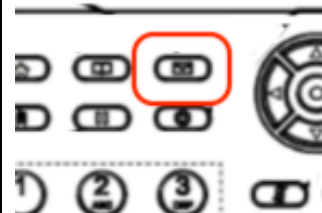
- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** and follow the instructions

Delete personal voicemail greeting

- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** to enter mailbox options
- 3) Select which greeting you want to delete and after to record your message press **#**
- 4) Press **1** to accept the new (empty) recording

Change Voicemail password

- 1) Press **message** button to login to your voicemail
 - 2) Press **0 (zero)** to enter mailbox options
- Press **5** change password and follow the instructions



Voicemail button

