

# GRANDSTREAM PHONE SYSTEM GUIDE

Version 0.8

Office Pros LLC  
775-600-4520

How to use your new  
phone solution

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## Welcome to your new phone system

Thank you for using the [Grandstream](#) Unified Communications Manager (UCM) solution installed and maintained by their factory trained and authorized partner [Office Pros LLC](#). This solution is based on the Asterisk open source phone system and has many modern and highly customizable features.

This is VOIP (Voice Over IP) system based system that can use the Internet or plain old phone lines from AT&T and Charter/Spectrum if required. VOIP will work over Wi-Fi, hard wired and cellular networks. If you need a Wi-fi desk or cordless phone those are readily available and can be configured to work anywhere in the world with high speed Internet access. There are apps for Android and Apple phones too.

The base phone system will handle up to 30 simultaneous calls and can have up to 500 extensions. Anywhere you have a computer it's possible to place a phone extension there. All the phones we install can tap into the network cable, so no extra cabling or data ports are required. The phones are tied to the person, so you can take your phone with you wherever you are in the building or even home, if it's setup for that.

If your prior system had "lines" those are no longer used. Just pick up a phone and dial the number, no 9 or 1+ area code is required, it will route the call as required. If your system is set up using our SIP service (most companies) all calls you dial will come from your main company phone number so people will know it's from you by the caller ID. If you called out using a roll-over phone line in the past and that they did not recognize the number most people will let it go to voicemail. This should cut down on your having to leave voicemails.

Since there are no "lines" incoming calls can be transferred to extensions, voicemails, departments or even cell phones. If you don't know where to send a call you can park it. Call parking is where you place the caller in a "parking lot" with a button press, it announces, "Call parked at 701" and your caller gets to listen to some music on hold. From there, you or anybody, can go to any extension and dial 701 to resume the call. It can do this from 701-720 so you can park up to 20 calls.

Transferring is as easy as pressing the transfer key and then pressing programmed extension key, dialing an extension number or even dialing a cell phone/home number. Your extension can be customized to your daily usage for one button pressing by the phone installer or administrator. The biggest benefit is that you can transfer callers to cell phones. You do not have to give out any cell phone numbers to clients and then be interrupted by them over the weekend or off-hours because they now have a cell phone number to call. Great way to deal with those nuisance clients.

You can customize how calls are handled by accessing your Extension Portal on the UCM. You should have an email in your inbox with the Subject "Your Account on the UCM". Please read the following chapters for how to use this message.

**Important notice.** Since the phones can be used anywhere in the world, Emergency 911 will not always work as intended. If the phone system is in Reno and the desk phone is in Phoenix and you dial 911, Reno will get the ambulance. In those cases, we try to have stickers on phone that say "No 911" but they wear off or may not have been applied by end users. Since almost everyone has cell phones we strongly encourage using them in an emergency to avoid any emergency dispatch confusion and/or delays in response.

## Description of the Grandstream UCM6200 series

Designed to provide a centralized solution for the communication needs of businesses, the UCM6200 series IP PBX appliance combines enterprise-grade voice, video, data, and mobility features in an easy-to-manage solution. This IP PBX series allows businesses to unify multiple communication technologies, such as voice, video calling, video conferencing, video surveillance, data tools, mobility options and facility access management onto one common network that can be managed and/or accessed remotely. The secure and reliable UCM6200 series delivers enterprise-grade features without any licensing fees, costs-per-feature or recurring fees.

The same industry-leading platform that we designed for the UCM6100 series, which continues to be enhanced month by month with more and more features and functionalities, will be extended to the UCM6200 series. Looking for a more powerful upgrade? We have redesigned our 8 FXO port model, the UCM6208, to offer the ability to support more users and more concurrent calls, as it supports up to 800 users and up to 100 concurrent calls.

### Features

- UCM6202 and UCM6204 support up to 500 users and 30/45 concurrent calls, UCM6208 supports up to 800 users and 100 concurrent calls
- Auto Discovery and Zero Configuration of Grandstream SIP endpoints
- Integrated 2/4/8 PSTN trunk FXO ports, 2 analog telephone FXS ports with lifeline capability and up to 50 SIP trunk accounts
- Gigabit network ports with Integrates PoE, USB, SD card
- Supports up to a 5-level IVR (Interactive Voice Response)
- Built-in Call Detail Records (CDR) for tracking phone usage by line, date, etc.
- Supports multi-language auto-attendant and call queue to efficiently handle incoming calls
- Strongest possible security protection using SRTP, TLS and HTTPS encryption
- Supports any SIP video endpoint that uses the H.264, H.263 or H.263+ codecs

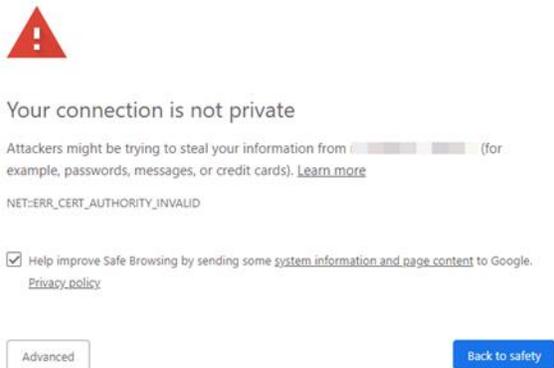
## Desk Phone Manuals

Here's a short list of our most popular phones where you can find manuals for your desk phone. To search for models not listed click [here](#).

Model	Data Sheet	Quick Install Guide	Quick User Guide	User Guide
<a href="#">GXP2170</a>	<a href="#">Data</a>	<a href="#">QIG</a>	<a href="#">QUG</a>	<a href="#">UG</a>
<a href="#">GXP2140</a>	<a href="#">Data</a>	<a href="#">QIG</a>	<a href="#">QUG</a>	<a href="#">UG</a>
<a href="#">GXP1625</a>	<a href="#">Data</a>	<a href="#">QIG</a>	<a href="#">QUG</a>	<a href="#">UG</a>

FIGURE 1 - DESK PHONE MANUALS

## Important Notice Regarding Web Browser Warnings



**FIGURE 2 - GOOGLE CHROME BROWSER WARNING**

When accessing the UCM or your desk phone with a web browser you may get **“Your connection is not private”** or similar. This is because the PBX is using the standard encryption certificate from the manufacturer. Please click the **Advanced** button, then **Proceed to .....** at bottom to get to the next page if using the Google Chrome browser.

Explanation: Assigned encryption certificates, like the one your online bank uses, do two important things, they make sure you are at the right website and that the connection is encrypted. In this instance you are entering an IP address and not URL (for example ,https://www.mybank.com) so you are certainly at the right place (your PBX, there can be only one device on the Internet assigned that IP, mybank.com could go to any IP hence the “right website” part) and the connection is fully encrypted so no bad actors can see what you are doing. It is just a warning and you can disregard it. Your connection is safe.

## “Your Account on UCM” Email

One of the first emails you may receive from the phone system is an email containing all the important details about your extension with the Subject line “Your Account on UCM”. It has your passwords in it so please keep it in a safe place. Please retain this email unless you are sent an upgraded message with this title in the future. If you did not receive this message, please check your Spam folder and enable all messages to your Inbox from that address since voicemails will come from that email sender too. If you still don’t have it, please contact your phone administrator to have it re/sent.

## Accessing your Extension User Portal

You can log into the phone system to manage your extension using the information in the “Your Account on UCM” email. Under the **User Settings** type the IP address **User Portal Login URL** into your web browser window. You may have to use `https://< User Portal Login URL>:8089` ( ie `https://192.168.1.1:8089` ) if that does not work correctly. If enabled, you can use the **User Portal Login URL for Public** in any web browser on the Internet. Again, you may have to use `https://< User Portal Login URL for Public>:8089` ( ie `https://200.20.20.1:8089` ) if that does not work correctly. In the Username field on the webpage enter your **User Portal Login Name**. In the Password field type the **User Portal Login Password**. It’s a good idea to bookmark this in your browser for easy access in the future. See the [UCM User Portal Guide](#) for reference.

To logout, click your extension number in the top right-hand corner and select “Logout” from the menu.

Please keep in mind the fax sections will show in the user portal but will not work unless setup by the phone installer. Do not use unless you have been told they are active by your phone administrator.

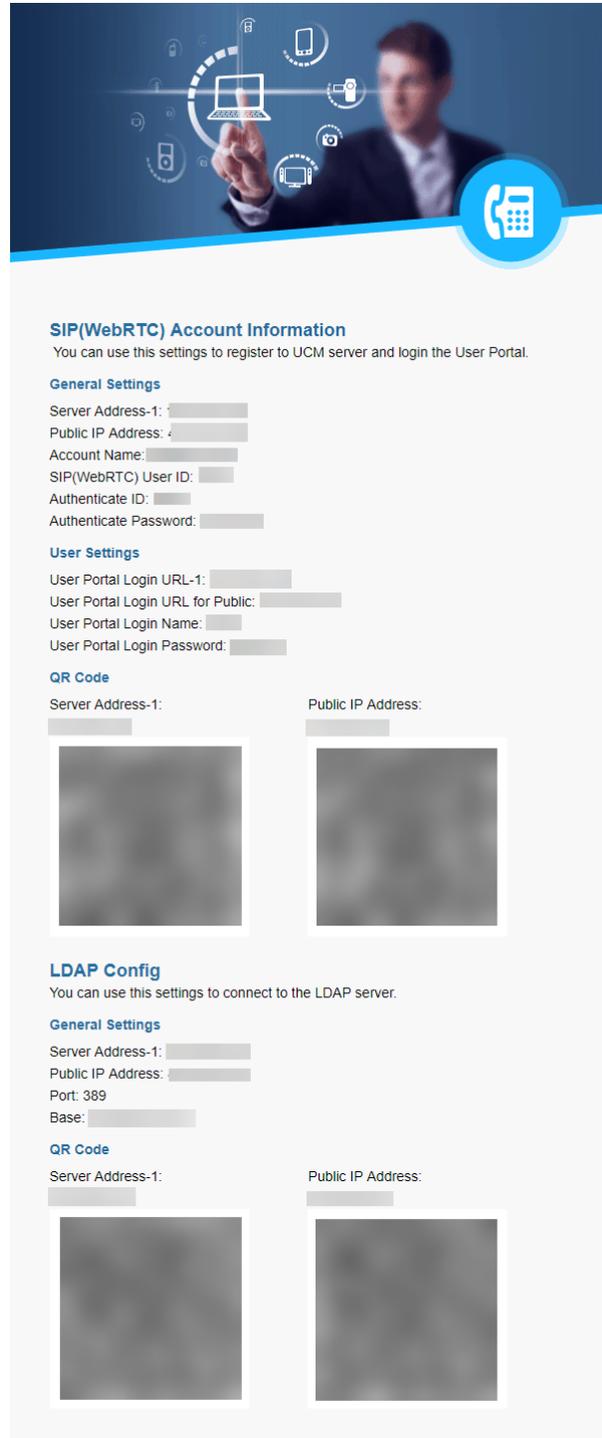


FIGURE 3- "YOUR ACCOUNT ON UCM" EMAIL

## Accessing your extension using Google Chrome or Mozilla Firefox Browser (WebRTC)



FIGURE 4- UCM WEBRTC LOGIN SCREEN

If enabled, using the “Your Account on UCM” email message information you can use your web browser to make and receive calls using your extension. A computer or laptop with microphone and speakers is required. A video camera is required for video calls. By default put the following URL **https://<Public IP Address>:8089/gswave** in your Chrome or Firefox browser. In the user field enter **SIP(WebRTC) User ID**. In the password field enter the **Authenticate Password**. It is possible to have a video conference from browser to browser, browser to smartphone Wave app or Grandstream video desk phone but is not encouraged especially during regular business hours. Video calls are very CPU and bandwidth intensive for the PBX and may affect other users of the system. Voice calls do not have this impact. See the [GS Wave WebRTC Video Calling & Conferencing Guide](#) for details.

## Software

### Windows

#### GS Affinity

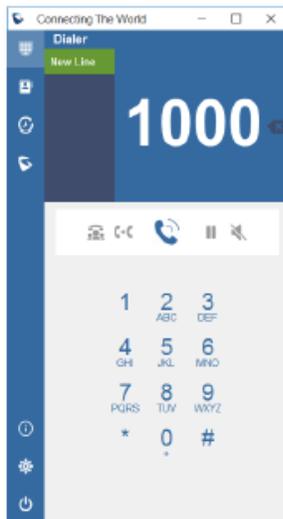


FIGURE 5- GS AFFINITY SCREEN

This application is usually used by call centers and not regular users. If your system has had this feature enabled, you can use the [GS Affinity](#) application in Windows. [GS Affinity](#) is a Grandstream CTI application that offers a smooth call management and control interaction between the GXP17xx/GXP21xx color phone series and the computer running the application. The [GS Affinity User Guide](#) can show you how to use it.

### Universal Phonebook Editor

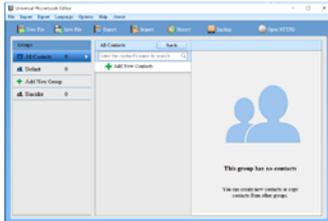


FIGURE 6 - UNIVERSAL PHONEBOOK EDITOR

This is usually used by receptionists and not regular users. If your system has this feature enabled, you can use the [Universal Phonebook Editor](#) which is the latest software from Grandstream to help users manage their Phonebook easier. The phonebook has many functions. Users can add contacts by clicking on the import button and save the phonebook by using the export button. Users can also add a new phonebook, batch add contacts and groups, and move contacts into different groups. The phonebook can be also be uploaded to the phone through Httpd. The Universal Phonebook Editor is a convenient, compact and powerful tool. The [UPE User Guide](#) can show you how to use it.

### Third Party: CounterPath X-Lite



FIGURE 7 - COUNTERPATH X-LITE

For users needing a soft-phone application on their Windows 7-10 or Apple OSx 10.11-10.14 CounterPath offers [X-Lite](#) which is a stripped-down version of their full Bria application. If you need more than one extension or more features the Bria application is suggested but requires the purchasing of a license. Use the Public IP Address, SIP(WebRTC) User ID and Authenticate Password found under General Settings in your "Your Account on UCM" email to setup.

## Android Software

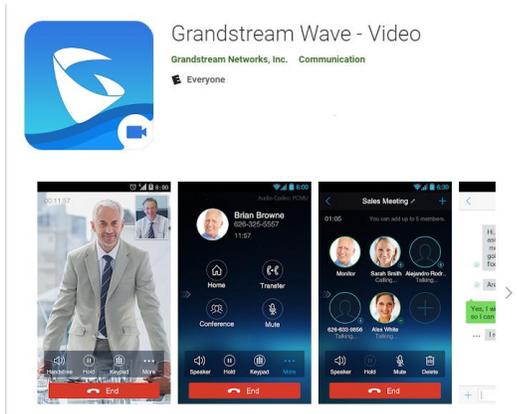


FIGURE 8 - WAVE AT GOOGLE PLAY STORE

[Grandstream Wave](#) is a FREE softphone application which allows users to make and receive voice/video calls through their business or residential SIP accounts on any Android™ device (version 4.1+) Grandstream Wave is a FREE softphone application which allows users to make and receive voice/video calls through their business or residential SIP accounts on any Android™ device (version 4.1+) from anywhere in the world, via either cellular data or WiFi. This application supports integration of up to 6 SIP accounts, 6-way voice conferencing, and allows users to monitor their IP PBX (such as Grandstream's UCM6200 series IP PBX & UCM6510 IP PBX) while utilizing speed dial with up to 24 virtual BLF keys. Grandstream Wave also supports advanced SIP telephony features including call transfer, LDAP phonebook integration and more. With Grandstream Wave, business and residential users always have access to their SIP lines and can easily keep in touch with business or personal contacts without using expensive cellular data plans.

## iOS Software



FIGURE 9 - WAVE AT APPLE APP STORE

[Grandstream Wave](#) is a FREE softphone application which allows users to make and receive voice/video calls through their business or residential SIP accounts on any iOS device (version 8.0+) from anywhere in the world, via either cellular data or WiFi. This application supports integration of up to 6 SIP accounts, 6-way voice conferencing, and allows users to monitor their IP PBX (such as Grandstream's UCM6200 series IP PBX & UCM6510 IP PBX) while

utilizing speed dial with up to 24 virtual BLF keys. Grandstream Wave also supports advanced SIP telephony features including call transfer, LDAP phonebook integration and more. With Grandstream Wave, business and residential users always have access to their SIP lines and can easily keep in touch with business or personal contacts without using expensive cellular data plans.

## Adding your Smart Phone to the PBX

For this section to work you must have your phone administrator allow an extra connection to your extension. Please contact your phone administrator to add a connection if you were not informed one was available.

Using the “Your Account on UCM” email message information you can add your smartphone to your extension. The QR codes in that email message make setup very easy. There are 4 QR codes. The top two are for the quick SIP phone extension account setup. The bottom two are for LDAP Config (phonebooks) and may not be enabled on your system. The left ones are for internal network only (inside the building) and the right one is for anywhere on Internet access. The right ones may exist in the message but may be disabled by your administrator for security purposes. After installing the GS Wave application on your phone go to **Settings** in the Wave application, then **Account Settings**, press the **Plus (+)** button and select **UCM Account (Scan QR Code)**. Scan the top right QR code in your email on your computer screen or printed page and then press **Done** when recognized. Wait for up to a minute for the light to change from red to green.

When there is a green button next to your extension number you are registered with the phone system and can make calls using the Wave application. If it stays gray or red you may not be permitted to use the application, or it has not been enabled on your extension. Contact your phone administrator for guidance. This application will consume battery power, so it is suggested you use it only when needed it to make calls using your company phone extension. You can always use the Follow Me feature in the User Portal to forward calls to your cell without using the application or just review voicemails sent to your email and return calls using the GS Wave application.

To close the application, go to **Settings**, then **Exit**.

## Feature Codes for Extensions (including cordless phones)

These default feature codes can be used by any extension but is published here for usage by users of any regular cordless phones that are attached to the UCM. Not all the codes will work since some features have to be enabled. More details are available in the UCM6202/4/8 user manual.

Code	Description	Notes
#1	Blind Transfer	Enter the code during active call. After hearing "Transfer", you will hear dial tone. Enter the number to transfer to. Then the user will be disconnected, and transfer is completed
*2	Attended Transfer	Enter the code during active call. After hearing "Transfer", you will hear the dial tone. Enter the number to transfer to and the user will be connected to this number. Hang up the call to complete the attended transfer. In case of the called party doesn't answer, users could press *0 to cancel the call and retrieve the first call leg
*0	Disconnect	Enter the code during active call. It will disconnect the call.
#72	Call Park	Enter the code during active call to park the call.
*77	Do Not Disturb (DND) Activate	
*78	Do Not Disturb (DND) Deactivate	
*90	Call Forward Busy Activate	Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.
*91	Call Forward Busy Deactivate	
*92	Call Forward No Answer Activate	Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call
*93	Call Forward No Answer Deactivate	
*72	Call Forward Unconditional Activate	Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.
*73	Call Forward Unconditional Deactivate	
*98	General Voicemail Access Code	Enter *98 and follow the voice prompt. Or dial *98 followed by the extension # to access the entered extension's voicemail box.

*97	My Extension's Voicemail	To access the extension voicemail box.
*83	Agent Pause	Pause the agent in all call queues.
*84	Agent Unpause	Unpause the agent in all call queues.
*81	Paging Prefix	To page an extension, enter the code followed by the extension number
*80	Intercom Prefix	To intercom an extension, enter the code followed by the extension number
*40	Blacklist Add	To add a number to blacklist for inbound route, dial *40 and follow the voice prompt to enter the number.
*41	Remove Blacklist	To remove a number from current blacklist for inbound route, dial *41 and follow the voice prompt to remove the number.
**	Call Pickup on Ringing	To pick up a call for any extension xxxx, enter the code followed by the extension number xxxx.
*8	Pickup Extension	This code is for the pickup group, which can be assigned for each extension on the extension configuration page. If there is an incoming call to an extension, the other extensions within the same pickup group can dial *8 directly to pick up the call.
*	Direct Dial Voicemail Prefix	This code is for the user to directly dial or transfer to an extension's voicemail. For example, directly dial *5000 will have to call go into the extension 5000's voicemail. If the user would like to transfer the call to the extension 5000's voicemail, enter *5000 as the transfer target number
*88	Direct Dial Mobile Phone Prefix	If you have the permission to call mobile phone number, use this prefix plus the extension number can dial the mobile phone number of this extension directly
*11	Call Completion Request	This code is for the user who wants to use Call Completion to complete a call.
*12	Call Completion Cancel	This code is for the user who wants to cancel Call Completion request.

*36	Wakeup Service	Dial this code to access UCM wakeup service, you can add, update, activate or deactivate wakeup service.
*35	PMS Wakeup Service	Dial this code to access UCM PMS wakeup service, you can add, update, activate or deactivate PMS wakeup service
*23	Update PMS Room Status	Use this code with maid code to update PMS room status. Choose the status to set after hearing the prompt, for example: for maid 001 dial *23001 and then 1 after hearing the prompt
*48	Presence Status	Dial this code to set the presence status of the extension. Possible options are: 1:"unavailable" 2:"available" 3:"away" 4:"chat" 5:"dnd" 6:"userdef"
*85	Dynamic Agent Logout	Use this code to logout the dynamic agent from all queues

FIGURE 10 - DEFAULT FEATURE CODES

## Adding Bluetooth devices to GXP2170 Phone (Step-by-Step)

You can follow these steps to add Bluetooth enabled cell phones and headsets to your Grandstream GXP2170 desk phone. This is not available on any other model phones.

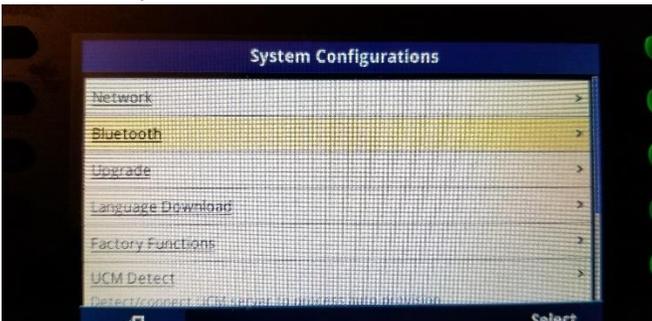
1. From the default screen press the Menu/OK key to enter the menu.



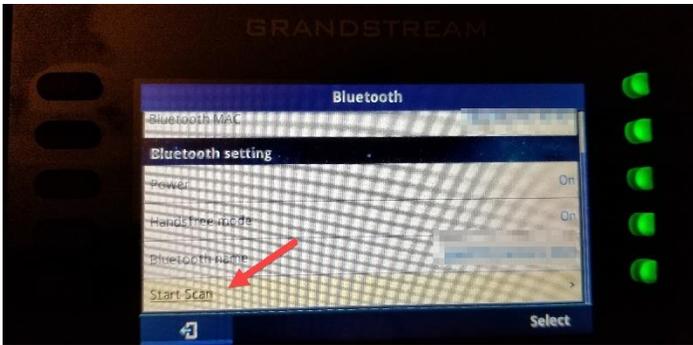
2. Next press # 7, then "System" should be highlighted. Press the Menu/OK key again to enter.



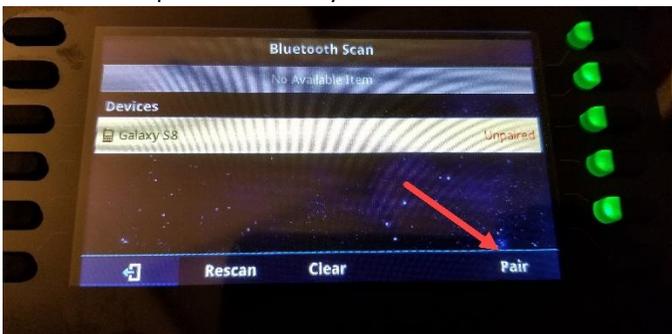
3. Use the down arrow navigation key below the Menu/OK key to highlight "Bluetooth". Then press the Menu/OK key.



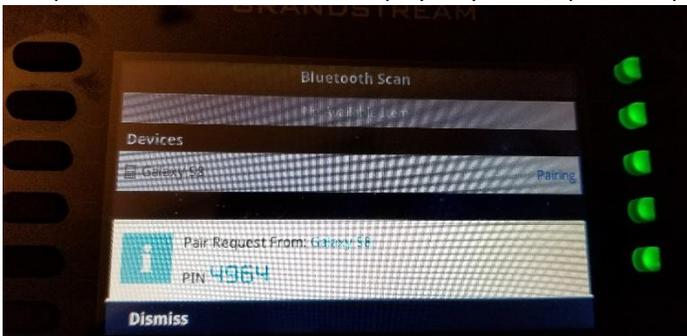
4. Scroll down using the down arrow navigation key below the Menu/OK key on the next screen to "Start Scan" then press Menu/OK key. This will start the Bluetooth scan process.



5. Make sure your smartphone's Bluetooth is in discovery mode and it should be listed. When it is found highlight your phone. If more than one Bluetooth device is discovered press the up/down navigation keys to select then press the softkey button under the label "Pair".



6. If required, enter the PIN on the display on your cell phone to pair with your desk phone.



7. Once it's successful your cell phone is now paired to your desk phone and you can press the button next to it (In this case "Galaxy S8") to make calls using your cell phone.

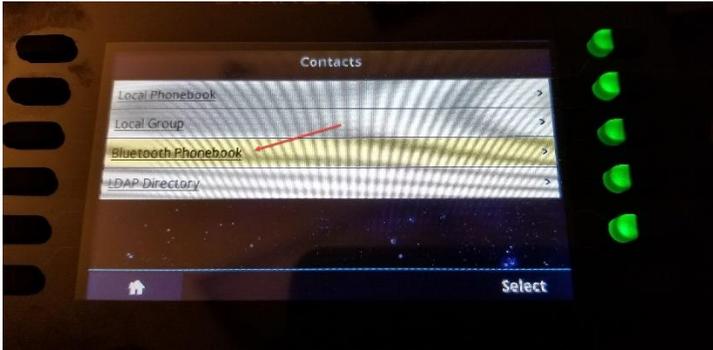


8. Your desk phone now treats your cell phone as an extra line. You can answer incoming cell phone calls. The desk phone is a hands-free device for you cell phone. You cannot transfer cell phone calls to the

phone system. You can access your cell phone's Phone book by pressing the phonebook icon.



9. Scroll down to the "Bluetooth Phonebook" using the arrow below the round key, then press the Menu/OK key to enter your cell phone's phonebook.



10. Press the up arrow above the Menu/OK key to enter search parameters (Pressing the Quick Match softkey will allow you to enter alpha characters) or use the up/down navigation keys arrows to scroll through the cell phone phonebook. When you find the contact you want to call press the Menu/OK key to dial, or press the Dial softkey below the screen.

