Trikon

Trikon GRP261X/GRP2624/ GRP2634 IP Phone

Quick User Guide Basic

Phone Operation

Please note your handsets would have been programmed slightly different.

For any further queries, contact Trikon Support

By email : support@trikon.com.au

By phone : 1300 880 687

USING THE HEADSET OR SPEAKER

1) Use the Speaker 🔊 Button to turn speaker ON/OFF.

2) Use the Headset 🎧 button to use the headset once it had been connected.

MAKING A CALL

1) Take Handset/Headset off-hook or press Speaker button or an available LINE key

(activates speakerphone) .

2) The line will have dial tone and the

corresponding line's LED will turn green.

3) If you wish, select another LINE key

(alternative SIP account).

4) Enter the phone number.

5) Press the SEND 📞 button or press the "DIAL" soft key.

REDIAL

Press the Redial softkey to call the last dialed number.

Note: The phone will redial using the same SIP account as was used for the last call.

ANSWERING CALLS

Single Incoming Call:

c pressing SPEAKER or by pressing the corresponding account LINE button.

Multiple Incoming Calls:

1) When there is a call waiting, users will hear a Call Waiting tone .

2) The next incoming call will appear on screen.

3) Answer the incoming call by pressing the Answer softkey.

4) The current call will be put on hold.

5) Toggle between the calls using the UP or down button.

ALTERNATIVELY

1) Call Park the active call on the Call Park orbits

2) Answer the second call

ENDING A CALL

End a call by pressing the "EndCall" soft key or hang up the phone.

CALL HOLD/RESUME

1) Hold: Place a call on 'hold' by pressing the hold ⏸ button

2) Resume: Resume call by pressing the corresponding blinking LINE/ Call Park.

CALL TRANSFER

Assuming that you are in a call and wish to transfer the call to another party.

Blind Transfer:

1) Press transfer button.

2) Dial the number and press the "BlindTrnf" softkey to complete transfer of active call. (or choose the extension from the programmed buttons)

Attended Transfer:

1) Press transfer button and the active LINE will be placed on hold automatically.

2) Dial the number and press Once the call is established, press the "AttTrnf" softkey. (or choose the extension from the programmed buttons)

3) Once the call is answered press Transfer softkey.

4) After the call is transferred, phone will display idle screen.

3-WAY CONFERENCE

Initiate a Conference Call:

Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference.

1) Press conference 👥 button (on GRP2614/ GRP2616) or softkey (on GRP2612/GRP2613/ GRP2615/GRP2623/GRP2634) to bring up conference dialing screen.

2) Dial the third party number followed by SEND key.

3) When the call is established to the third party, press the "ConfCall" softkey (or "Conference" button on GRP2614/GRP2616) to initiate 3-way conference.

Cancel a Conference Call:

1) Press "Kick" soft key in conference dialing screen to remove one party and resume the two-way conversation.

Hold The Conference:

1) Press hold button ⏸ to hold the conference call with all parties are on hold;

2) Press "ReConf" soft key to resume conference call; or select the corresponding blinking LINE to speak with an individual party.

End The Conference:

The conference will be terminated for all three parties if the conference initiator hangs up or presses "EndCall" soft key.

VOICEMAIL MESSAGE

A blinking green MWI (Message Waiting Indicator) indicates a message is waiting.

1) Press the Message button ✉ to retrieve the message. An IVR will prompt the user

through the process of message retrieval.

Note: This is a programmed feature, default PIN Code is 1357(enter this before the beep tone to login to the mailbox)

VOICEMAIL MESSAGE BANK OPERATIONS

The following instructions are applicable for Day,Night and Individual mailboxes.

1) Dial/press the relevant mailbox button
2) You will hear the greeting prompting to leave a message, enter your PIN when hearing the message (Default is 1357)
3) Once in the mailbox, refer to below operations
   1. Hear messages
   2. Change your access code
   3. Record your name
   4. Record personal logger message (Greeting)
   5. Record a message
   9. Select mailbox greeting

MUTE/DELETE

1) Press the MUTE button 🔇 to mute/ unmute the microphone.

2) The Mute icon indicates whether the microphone is muted.

VOLUME ADJUSTMENTS

Use the volume button ➖━➕ to

adjust the ring volume when the phone is idle.

Press the volume button during an active call to adjust the call volume.

Multiple-Purpose Keys (MPKs)

Conference Call

Message

Contacts

Hold

Soft Keys

Transfer

Volume

Headset

Speaker

Send

Mute

Multiple-Purpose Keys (MPKs)

Standard Keypad

Navigation Keys

MENU/OK

Navigation Keys