



Grandstream GXW Series FXS Gateway Quick User Guide

Basic Phone Operation

For detailed information please consult the GXW400X and GXW42XX Series User Manual available at:
www.grandstream.com

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Basic Features

In order to make calls, answer calls, and hold/resume calls, please refer to the User Manual of your analog phone. Usually there are two ways to end your digit input and dial out the number: 1) wait for time out 2) using “#” key.

CALL TRANSFER

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

BLIND TRANSFER:

- 1) Use “Flash” button on the analog phone to hold the current call.
- 2) After dial tone is played, you can use star code 87 to make the transfer: press “*87” + the transfer target number.
- 3) End your dialing with “#” or wait for time out.
- 4) You will be disconnected after transfer is finished.

ATTENDED TRANSFER:

- 1) Use “Flash” button on the analog phone to hold the current call.
- 2) After dial tone is played, you can input the transfer target number and dial out.
- 3) After your transfer target answers, You can simply hang up your call, and the ATA will complete the transfer automatically.
- 4) If your target does not answer the call, you can press “Flash” to resume the original call.

3-WAY CONFERENCE

Assuming that you are in a call and wish to bring a third party into conference:

- 1) Press “Flash” to hold the current call.
- 2) After dial tone is played, you can input the third party’s number and dial out.
- 3) If the third party answers, press “Flash” to bring both parties into the conference.
- 4) If the third party does not answer the call, you can press “Flash” to resume the original call.

5) If “Flash” is pressed during conference, the third party will be dropped out.

6) If you hang up you phone, the conference will be terminated for all three parties. If the “Transfer on Conference Hang-up” feature is enabled by your service provider, then after you hang up, the rest parties will still remain on the line for further conversation.

Advanced Features

DND

To setup “Do Not Disturb”:

- 1) Off-hook your phone.
- 2) After hearing the dial tone, input “*78”, and follow by “#” or wait for time out.
- 3) When DND is successfully enabled, you will hear dial tone again. Then you can hang up.

To disable “Do Not Disturb”:

- 1) Off-hook your phone.
- 2) After hearing the dial tone, input “*79”, and then press “#” or wait for time out.
- 3) When DND is successfully disabled, you will hear dial tone again. Then you can hang up.

CALL FORWARD

UNCONDITIONAL FORWARD:

All incoming calls will be forwarded.

- 1) Off-hook your phone.
- 2) After hearing the dial tone, input “*72”+ forwarding number and follow by “#” or wait for time out.
- 3) Wait for dial tone and hang up.
- 4) Dial “*73” to cancel Unconditional Forward.

BUSY FORWARD:

Incoming calls will be forwarded when your phone is busy.

- 1) Off-hook your phone.
- 2) After hearing the dial tone, input “*90”+ forwarding number and follow by “#” or wait for time out.
- 3) Wait for dial tone and hang up.

4) Dial “*91” to cancel Busy Forward.

DELAY FORWARD:

Incoming calls will be forwarded after ring time out without being answered.

- 1) Off-hook your phone.
- 2) After hearing the dial tone, input “*92”+ forwarding number and follow by “#” or wait for time out.
- 3) Wait for dial tone and hang up.
- 4) Dial “*93” to cancel Busy Forward.

CALL RETURN

In order to call back to the latest incoming number.

- 1) Off-hook your phone.
- 2) After hearing the dial tone, input “*69”, and follow by “#” or wait for time out.
- 3) Your phone will automatically call back to the latest incoming number.

Note

All star code (*XX) related features are supported by ATA default settings. If your service provider provides different feature codes, please contact them for instructions.