



A HIGHER STANDARD



Grandstream 3370 Telephone User Guide

THE BASICS:



=Volume down (for speaker, handset, & ringer)



= Dial icon



=Volume up (for speaker, handset, & ringer)



=Home key (takes you back to home screen)



=View Call History



=will access wallpapers and editing widgets



=VM access



=back

MAKING A CALL:

- Select the dial icon
- Dial the person's extension/external number (local calls dial 10 digits/ long distance 1+ ten digit number)

ANSWERING A CALL:

- Incoming calls will have options to answer or reject call
- **SECONDARY CALLS coming in** will show up on screen.
- You can tap outside of box to return to original caller to mute (shown on left column) then click on incoming call in same column to then answer.

REDIAL

- to redial a previously dialed number, select the dial icon
- Your recent calls list will be on a left column next to the dial pad
- Simply press the number you wish to dial, or you can keep scrolling to bottom of list to get to your contacts.

PLACING CALLS ON HOLD:

- Place a call on hold by pressing **More** and then **Hold** on the call screen
(screen will change from blue to orange when caller is on Hold)
- Press **Unhold** to take caller off of hold

MICROPHONE/MUTE:

- Press the **MUTE** button to mute/ unmute the microphone.
- Press **Unmute** to unmute caller.

TRANSFERRING CALLS:

ATTENDED TRANSFER:

- Press **More** key on call screen
 - Select **Transfer**
 - Dial the extension/number of the person you wish to transfer to and hit send
 - Once they pick up select **End** on the pop up to complete
- IF CALLER DOES NOT WANT TO TAKE THE TRANSFERRED CALL*
- Have the called extension hang up and you can resume to outside caller
 - **OR to cancel transfer** select the back key

BLIND TRANSFER:

- Press **More** key on call screen
- Select **Transfer**
- Select **Blind** option from drop down on the upper left
- Dial the extension number (or external #) and press **SEND**
- **OR** you can transfer to any of the Contacts by pressing the **Home button**, and selecting from the widget

CONFERENCE CALLS:

- Select **Conference**
- Dial external/internal number (as soon as caller answers they will be connected in conference)
- To add in more parties simply press the **add member** button

CALL PARK: *Putting a call on hold to be picked up from any other phone*

- To Park a call, press **Home**
- Press **Call Park** on the widget
- The call will then be put on hold starting at Call Park 1
- **To pick up call** (from any phone) Select the widget then the Call Park 1-4 marked red.

CALL PICKUP:

- If a phone is ringing other than your own you can pick up that call
- **Dial * * + the extension** you wish to pick up.

TRANSFER TO VOICEMAIL:

- To transfer callers directly into a user's voicemail, select **More**
- Select **Transfer**
- Dial *** + the extension**

Voicemail:

SETTING UP YOUR VOICEMAIL

- Press the Voicemail Widget
- When prompted for password, enter **2468#**
- Select 0 for mailbox options
- Press 1 to record your "Unavailable Message" (Your default message)
- When finished recording greeting, press 3 to record your name
- Press 5 to record your password

Once your greeting, name, and password have been changed, your voicemail will be set up.

ACCESSING VOICEMAIL/TO LISTEN TO MESSAGES:

- Press the envelope button, then enter your 4-digit password.
- Enter 1 for new messages, follow prompts accordingly.

LISTENING TO VOICEMAILS:

- When you get a voicemail, a green envelope icon will appear in the upper right-hand side above your display.
- **To listen**, press the voicemail button, then enter your password followed by #.

OPTIONS IN VOICEMAIL:

- After you listen to your voicemail(s), the options are as follows: 2 to change folders (you can organize voicemails into folders if you'd like), 3 for advanced options, 5 to repeat message, 7 to delete, 8 to forward, 9 to save.

CHANGING YOUR GREETING:

- If you want to change your greeting, it will be option 0 for mailbox options (same as setting up for the first time)
- Select 1 for Unavailable Greeting
***NOTE:** There will be an option 2 for recording a "Busy" greeting, disregard this greeting, it will not be used with your current set up.*

VOICEMAIL TO EMAIL:

- For users with voicemail, they will also get voicemails sent to their email
- It will show up as a WAV file attachment on the email that will also include: duration, Caller ID, and when voicemail came in
- If deleted, voicemail will still appear on phone.

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