

Grandstream Networks, Inc.

DP750/DP720

DECT Cordless IP Phones

User Guide



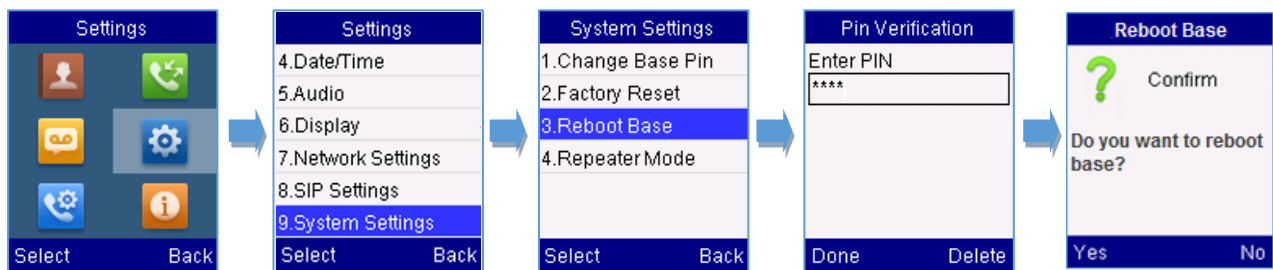







Figure 35: Rebooting the Base Station

Reset DP720 Handset

The users can reset the new settings made on the handset after performing factory reset. To reset your handset to the default settings:

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Use arrow keys to reach **Settings**  .
3. Navigate to select **Settings** → **System Settings** and choose **Factory Reset**.
4. The LCD screen will display a prompt message to confirm restoring factory settings, press “Yes” (left softkey ) to confirm and then the handset will reboot to apply the default settings or press “No” (right softkey ) to cancel.

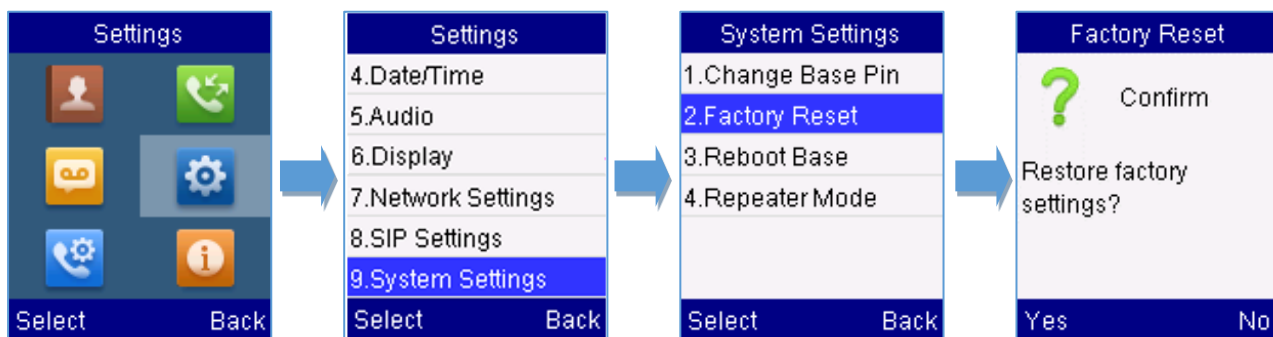


Figure 36: Resetting the Base Station



CALL OPERATIONS

This chapter will guide you to place calls, transferring and holding the incoming calls.

Placing calls

To place calls, you can use the following mode:

- **Earpiece mode:** pressing the off-hook key to dial out.
- **Speakerphone mode:** pressing the speakerphone key to dial out.
- **Headset mode:** pressing the off-hook key to dial out using connected headset.




During the call, you can switch the call mode by pressing the corresponding keys or connecting a headset.

Make a Call using a Line



Making calls require the use of SIP lines. So, you should first register the SIP account to the handset beforehand, after registering the sip lines, you can assign one or more outgoing lines for the handset. The handset can only use the assigned outgoing line(s) to place calls.

Please refer to the following methods to make calls using a line:



Method 1:

- **Via default outgoing line:**
 1. Enter the desired number using the keypad.
 2. Press **Dial key**  or **Speaker key**  . The handset will use the default outgoing line to dial out.
 3. To terminate the call, press **Hang-Up key**  .



Note: To change the default outgoing line, please refer to [Outgoing Default line](#).

- **Selecting the outgoing line:**
 1. Enter the desired number using the keypad.
 2. Press the left softkey  "Call".
 3. Select the desired line to dial out.
 4. To terminate the call, press **Hang-Up key**  .

Method 2:


1. Press **Dial key**  or **Speaker key**  to enter the pre-dialing screen.
2. Enter the number to dial using the keypad.



3. Press **Dial key**  , # (Use # as dial key” must be configured in web configuration) or wait for 4 seconds and the call will be initiated automatically.
4. To terminate the call, press **Hang-Up key**  .






During the call, you can switch the call mode by pressing the corresponding keys and cancel the dialing operation by pressing the on-hook key. During the call conversations, you can press the left and right navigation keys to adjust the volume. The call duration is displayed on the LCD screen while the call is in progress and call summary will be displayed once the call is terminated.

Notes: - To dial “+” please keep pressing “0” key for about 2 seconds.

- To dial from contacts list, choose a contact using navigation keys and press **Dial key** .

Dialing from Call history

Users may use their call history entries to initiate calls.



1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Use arrow keys to reach **Call History** Icon  and then press “Select” (left softkey ).
3. Select the desired entry, then press **Dial key**  to establish the call.

Note: In step 3, users can press “Options” softkey followed by “Edit Dial” option to initiate the call.

The call history list stores the last dialed phone numbers. When the memory of the redial number list is full, the handset will automatically erase the oldest dialed number when a new number is dialed

Dialing from Phonebook

Users may use their private or shared contacts to initiate calls.






1. Press **Contacts** (right softkey ) to access phonebook menu.
2. Select **Private** or **Shared** phonebook.
3. Select the contact to call.
4. Press **Dial Key**  to initiate the call.

Note: In step 3, users can press “Options” softkey followed by “Edit Dial” option to initiate the call.





Answering Calls

When receiving an incoming call, you can answer the call using following steps:

- **Earpiece mode:**
Press **Dial Key**  to pick up the call, or “Accept” softkey (left softkey ).
- **Speakerphone mode:**
Press **Speaker Key**  to pick up the call.
- **Headset mode:**
Press **Dial Key**  to pick up the call, or “Accept” softkey (left softkey ) using a connected headset.

Note:




- To answer an incoming call during an established call, press **Dial Key**  , or the **Speaker Key**  , or the “Answer” softkey. The incoming call is answered, and the original call is placed on hold.
- You can switch off the ringer temporarily by pressing **Silent** softkey.

Auto Answer

Users can enable Auto Answer feature to accept and automatically answer incoming calls.

If enabled, DP720 Handset will automatically answer incoming calls using speaker mode.

To activate / deactivate the auto answer feature:

- **Using DP720 Handset Menu**
 1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
 2. Use arrow keys to reach **Settings**  → **User Settings** and navigate to **Auto Answer** using the up/down arrow keys.
 3. Switch between Enabled/Disabled using left/right arrow keys and “Save” after **Enabling / Disabling** the option.
- **Using DP750 Base Station Web Interface**
 1. Access DP750 Base Station Web Interface.
 2. Go to DECT → Handset Settings → HS# Settings.
 3. Set “Enable Auto Answer” to “Yes”. (By default, set to “No”).



Off-Cradle Pickup




Users can enable Off-Cradle Pickup feature to automatically answer incoming calls after picking up DP720 Handset from its cradle. Incoming calls will be automatically answered using earpiece mode.

Notes:

- DP720 Handset should be resting on its cradling and then picked up for this feature to work.
- “Auto Answer” feature should be set to “No” to work properly.

To activate / deactivate the off-cradle pickup:


• Using DP720 Handset Menu

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Use arrow keys to reach **Settings**  → **User Settings** and navigate to **Off-Cradle Pickup** using the up/down arrow keys.
3. Switch between Enabled/Disabled using left/right arrow keys and “Save” after **Enabling / Disabling** the option.

• Using DP750 Base Station Web Interface

1. Access DP750 Base Station Web Interface.
2. Go to DECT → Handset Settings → HS# Settings.
3. Set “Enable Onhook on Cradle Reposition” to “Yes”. (By default, set to “No”).

Ending Calls

To terminate the calls, press **Hang-Up key** .

On-Cradle Hang-up


Users can enable On-Cradle Hang-up feature to automatically end ongoing calls after placing DP720 Handset on its cradle.

To activate / deactivate the on-cradle hang-up feature:

• Using DP720 Handset Menu

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.



2. Use arrow keys to reach **Settings**  → **User Settings**, and navigate to **On-Cradle Hang-up** using the up/down arrow keys.
3. Switch between Enabled/Disabled using left/right arrow keys and “Save” after **Enabling / Disabling** the option.

- **Using DP750 Base Station Web Interface**

1. Access DP750 Base Station Web Interface.
2. Go to DECT → Handset Settings → HS# Settings.
3. Set “Enable Off hook on Cradle Pickup” to “Yes”. (By default, set to “No”).

Rejecting Calls

To reject an incoming call, press **Hang-Up key**  or “Reject” softkey (right softkey )


Direct IP Call

Direct IP calling allows two parties, that is, a handset and another VoIP device, to talk to each other in an ad hoc fashion without a SIP proxy.

Elements necessary to complete a Direct IP Call:

- Both DP720 and other VoIP Device, have public IP addresses, or
- Both DP720 and other VoIP Device are on the same LAN using private IP addresses, or
- Both DP720 and other VoIP Device can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

Users can perform IP calls using Star code following the below steps:

1. Pick up the handset and press **Dial key**  .
2. Dial ***47** followed by the target IP Address.

Note: You can enter directly *47 + target IP address, and then press the dial key to initiate the call.

Examples of direct IP calls

- a) If the target IP address is 192.168.0.160, the dialing convention is ***47 then 192*168*0*160**, followed by pressing the “#” key if it is configured as a send key or wait 4 seconds. In this case, the default destination port 5060 is used if no port is specified.







- b) If the target IP address/port is 192.168.1.20:5062, then the dialing convention would be:
***47 or Voice Prompt with option 47, then 192*168*0*160*5062** followed by pressing the “#” key if it is configured as a send key or wait for 4 seconds.

Note: To accept incoming direct IP call, **Use Random Port** setting should be set to **NO**. If set to **YES**, it can only dial out. The setting is available on DP750 web interface → Profile → SIP Settings → Basic Settings.

Call Hold/Resume

During an established call, you can put the call on hold and resume following below steps:

1. Press the left softkey  to access the call **Options** and then navigate to **Hold**.
2. Press “Select”, left softkey  to put the call on hold.
3. To resume the call, access the options menu again and navigate to **Resume**, then press **Select**.





If you press  during the call, the first call will be on hold, and you can establish a new call; to resume the initial call, press .

Call Waiting



This feature will notify you of a new incoming call during an established call, and display the incoming call information visually on the LCD screen and a call waiting tone will be heard. If this feature is disabled, the new incoming call will be automatically rejected.

There are 2 ways to activate call waiting feature either using DP720 Handset Menu or using DP750 Base Station Web Interface.

- **Using DP720 Handset Menu**

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Access to **Call settings**  and then to **Call waiting** sub-menu.
3. Select the account for which you want to enable the Call waiting feature, and then press left softkey “Select” .
4. Choose between **Enabled** and **Disabled** options and press the softkey “Save”, a prompt message will be displayed to confirm that the call waiting is enabled / disabled.



5. During an established call, press  (dial key) to put first call on hold and answers second incoming call. If no second incoming call, pressing  will give the ability to initiate another call while first one is on hold.

Note: You can switch between active/on-hold calls by pressing **Options → Swap**.




- **Using DP750 Base Station Web Interface**

1. Access DP750 Base Station Web Interface.
2. Go to DECT → Handset Settings → HS# Settings.
3. Set “Disable Call Waiting Tone” to “No”. (Default is No).
4. Press “Save and Apply” button to confirm.

Do Not Disturb

You can activate or deactivate the DND mode for your accounts registered on the handset under the call settings. If DND mode is activated for a specific line, all incoming calls will receive busy treatment depending on your configuration (forward to voice mail, busy tone...)

To enable or disable the DND mode, follow the next steps

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Access **Call settings**  and then to **Do Not Disturb** sub-menu.
3. Select the account on which you want to enable / disable the DND mode and then press “Select”
4. Choose between **Enabled** and **Disabled** options and press softkey “Save” to accept the changes, a prompt message will be displayed to confirm that the DND is enabled / disabled.

You can check the line status if the DND mode is enabled on the base station.





Call Forward

The call forward feature will allow you to forward all the incoming calls to the desired number. Three possible call forward types are available on the DP720.

- **Forward all:** All the incoming calls are immediately forwarded.
- **Busy Forward:** Incoming calls are immediately forwarded if the line is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.



To enable the call forward, please refer to the following steps:



1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Access to **Call settings**  and then to **Call Forward** sub-menu.
3. Select the account on which you want to enable/disable the call forward feature and press “Select”.
4. Select the type of call forwarding and enter the number to forward the calls, and then press “Save” (left softkey ) to apply the settings, a prompt message will be displayed to confirm that the new settings have been saved successfully.

Call Transfer




The DP720 supports the call transfer feature, you can transfer a call to another party using one of the following ways:

- **Blind transfer:** Transfer a call directly to another party without consulting
- **Attended transfer:** Transfer a call with prior consulting.

Blind Transfer

1. Press the “Options” softkey (Left softkey ) during a call, and then select **Transfer**.
2. The initial call will be on hold, enter the number you want to transfer the call to.
3. Press **Dial key**  . The call is connected to the number or the handset you specified, and the LCD screen prompts **Call Transferred**.

Attended Transfer

1. Press Left softkey “Options”  during a call, and then select **New call**.
2. Choose the line and enter the number you want to transfer the call to, then press **Dial key**  .
3. Once the second call is established, press left softkey “Option”  and select **Transfer**.




Speed Dial

Speed dial allows users to perform single-digit dialing to predefined numbers. This feature is particularly useful to speed up dialing frequently used or hard to remember numbers. A maximum of 8 speed dial numbers is allowed. Allowed

For example, the digit key 2 is configured as a speed dial key and assigned the number 2000, the phone will dial out the number 2000 directly when you long press digit key 2.



❑ **To assign the frequently used numbers as speed dial keys:**

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu. And access to **Call settings**  and then to **Speed Dial** sub-menu.

Or;

Long press the representative number from 2 to 9 to set. (Note: The Speed dial number should not be set on chosen representative number, otherwise long press will initiate a call to configured speed dial number).

2. Choose the digit key (2-9) to set and press **Options** or **OK** button. Three options will be available:
 - **Edit:** To configure manually a contact as speed dial. Users need to enter “First Name”, “Last Name” and “Number”. (Note: First Name + Number or Last Name + Number are accepted).
 - **From Contacts [P]:** To set a contact from the private directory to be as speed dial.
 - **From Contacts [S]:** To set a contact from the shared directory to be as speed dial

❑ **To Modify a Speed Dial:**

Repeat above 2 steps.

At step 2, re-edit /re-assign a contact from the shared or private directory as speed dial on selected key.

❑ **To Delete a Speed Dial:**




Repeat above 2 steps.


At step 2, select **Clear Entry** option and press **OK** or **Select** to confirm.

3-Way Conference

The DP720 supports creating a local conference with other parties (including handset starting the conference).

To start a 3 Way conference, follow below steps:

1. Press the **Dial key**  to place a call to the first party.
2. Press left softkey “Options” , then select **Conference**
3. Enter the number of the second party you want to add to the conference and press **Dial Key** .

To drop the conference call, press  or “End” softkey.

Note: Conference can be bridged before third party answers.



Voice Mail




The voice mail feature ensures that you will never miss any important messages. It permits either to leave voice mails to someone else or receive and listen to voice mails via the handset

Set Voice Mail Feature Code

There are 2 ways to set Voice Mail Feature Code, either using DP720 Handset Menu or using DP750 Base Station Web Interface.

Note: The Voice Mail Feature Code depends on the service provider or IP-PBX used. For example, if UCM6xxx as SIP server, the Voice Mail Feature Code is ***97**.




- **Using DP720 Handset Menu**

1. Press **Menu** (left softkey  or the selection key ) to bring up operation menu.
2. Access to **Voice Mail**  and then select **Set Voice Mail** sub menu.
3. Select the account and enter the voice mail code feature, then press “Save” softkey.

- **Using DP750 Base Station Web Interface**

1. Access DP750 Base Station Web Interface.
2. Go to Profiles → Profile X → General Settings.
3. Configure **Voice Mail Access Number**.


Play Voice Mail Messages

1. Press “Menu” (left softkey  or the selection key ) to bring up operation menu.
2. Access to **Voice Mail**  and then select **Play Message** sub menu.
3. Select the account to retrieve your voice messages saved on your voice mail.

Or;

Long press digit “1” key to dial configured Voice Mail feature code using Default Line.

Notes:

- Users can access directly voicemail menu to play messages, by clicking on “View” (left softkey ) when the notification of a new voicemail pops up on the DP720’s LCD screen.
- If VM is protected by a password, users can enter the password using DP720 keypad after reaching Voice Mail system. The password is defined on the service provider or IP-PBX side.



Call Features

The DP750/DP720 supports traditional and advanced telephony features including call forward and etc.

Table 10: Call Features

*72	Unconditional Call Forward. To set up unconditional call forward: <ul style="list-style-type: none">• Off hook the phone;• Dial *72 and then enter the number to forward the call;• Press OK softkey or SEND key.
*73	Cancel Unconditional Call Forward. To cancel the unconditional call forward: <ul style="list-style-type: none">• Off hook the phone;• Dial *73;• Hang up the call.
*90	Busy Call Forward. To set up busy call forward: <ul style="list-style-type: none">• Off hook the phone;• Dial *90 and then enter the number to forward the call;• Press OK softkey or SEND key.
*91	Cancel Busy Call Forward. To cancel the busy call forward: <ul style="list-style-type: none">• Off hook the phone;• Dial *91;• Hang up the call.
*92	Delayed Call Forward. To set up delayed call forward: <ul style="list-style-type: none">• Off hook the phone;• Dial *92 and then enter the number to forward the call;• Press OK softkey or SEND key.
*93	Cancel Delayed Call Forward. To cancel the delayed call forward: <ul style="list-style-type: none">• Off hook the phone;• Dial *93;• Hang up the call.



RESTORE FACTORY DEFAULT SETTINGS



Warning:

Restoring the factory default settings will delete all configuration information on the phone. Please backup or print all the settings before you restore to the factory default settings. Grandstream is not responsible for restoring lost parameters and cannot connect your device to your VoIP service provider.

Please follow the instructions below to reset the phone:

1. Press **MENU** button to bring up the keypad configuration menu;
2. Select **Settings** and enter;
3. Select **System Settings → Factory Reset**;
4. A warning window will pop out to make sure a reset is requested and confirmed;
5. Press **Yes** softkey to confirm and the phone will reboot.
6. To cancel the Reset, press **No** softkey instead.

Users also can perform factory reset using combo keys on DP720 during booting up prior it's fully booted, to give DP720 the ability to recover from some extreme cases like self-reboot or stuck right after booted up.

Please refer to following procedure for DP720 factory reset using combo key:

1. Connect the USB cable and power off DP720.
2. Power on DP720 and wait for Green LED.
3. Press 3 times Central Key (OK/Selection Key) quickly after Green LED on.
4. Press Speaker Key (left bottom) first and then Mute Key (right bottom) after Red LED on.
5. DP720 LED will start blinking in 3 colors: Green, Red and Orange if factory reset successful triggered.
6. Wait for about 1-3 minutes, the DP720 will boot up with setup wizard for initial language and date format settings.

