



Grandstream Conference Phone User Training

ALL WEST COMMUNICATIONS



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Audio Conference Phone—Overview

GAC2500

HD IP Conference Phone

Android based, 6 lines, 4.3" color screen, 7-way conference bridge, Gigabit LAN port, PoE, integrated Wi-Fi and Bluetooth



Audio Conference Phone—Best Practices

To make sure the best use of GAC2500, the following requirements are necessary:

- 1) Do not move the device during a call.
- 2) Do not cover the device.
- 3) Face the device when speaking.
- 4) Avoid an electric fan next to the device.
- 5) To avoid any possible noise, please do not put laptop, projector, etc. next to the device.
- 6) Unplug the power supply before cleaning. Do not use spray or corrosive liquids.

Audio Conference Phone—Basic Operations

Make a Call, Redial and Call Hold

MAKE a CALL

- 1) Use the leftmost screen or click PHONE APP to enter dial pad.
- 2) Select a call mode on the left panel.
- 3) Select account on the left panel.
- 4) Enter the number to dial out and tap on dial softkey.

REDIAL

When the phone has call history, click # key to redial.

CALL HOLD

Hold: During an active call, tap on softkey HOLD on the screen.

Resume: When the call is on hold, tap on softkey UNHOLD on the screen to resume the call.

Audio Conference Phone—Basic Operations

Call Transfer—Blind and Attended

BLIND TRANSFER

- 1) During an active call, tap on MORE softkey and select TRANSFER to bring up the transfer screen.
- 2) Select BLIND on the upper left of the screen.
- 3) Enter the digits and tap on SEND softkey.

ATTENDED TRANSFER

- 1) In a call, click HOME key to dial screen. Dial second number to establish another phone call. The first call is on hold.
- 2) When second call is established, tap on MORE softkey and select TRANSFER to bring up the transfer screen. The first call would display on the left panel.
- 3) Click the dropdown on upper left and choose ATTENDED mode. Then click the on hold call from left panel.
- 4) The call is transferred, and it will hang up.



Audio Conference Phone—Basic Operations

Switch Line, Add to Conference, End and Record Call

SWITCH LINE

When there are multiple calls, tap to tag on the top of LCD to switch current to another.

ADD to CONFERENCE

In a call, tap on ADD TO CONF to bring all calls to a conference.

END CALL

End a call by tapping on END softkey.

RECORD CALL

- 1) Tap on START RECORDING in a call to start recording.
- 2) Tap on END RECORDING to end recording.
- 3) On LCD, open RECORDER APP to access the recording.




Audio Conference Phone—Basic Operations

7-Way Conference—Initiate Conference and Add Party

INITIATE CONFERENCE

- 1) Use the leftmost screen or click PHONE APP to enter dial pad.
- 2) Select a call mode on the left panel.
- 3) Select account on the left panel.
- 4) Enter the number to dial out.
- 5) Tap on the number from the list on the left, or choose a number from CONTACTS.
- 6) Repeat steps 4 and 5 to add up to 6 numbers.
- 7) Tap on DIAL softkey and initiate the conference.

ADD PARTY

- 1) Tap on the ADD  icon in Conference app to open a dial pad.
- 2) Choose the call mode, account, and enter the number.
- 3) Tap on CALL softkey.
- 4) The caller will be added to the conference when answers.





Audio Conference Phone—Basic Operations



7-Way Conference—Participants Operation—Hold and Lock Conference

Participants Operation Tap on PARTICIPANT icon to bring up more operations. Host can mute, block, delete a participant and check his information including whether to use SRTP or codec.

HOLD CONFERENCE

- 1) Tap on HOLD  softkey to hold the conference.
- 2) Tap on HOLD  softkey again to resume conference.

LOCK CONFERENCE

- 1) Tap on LOCK  softkey to lock the conference. When the conference is locked, others cannot join it.
- 1) Tap on LOCK  softkey to unlock the conference.

Audio Conference Phone—Basic Operations

Contacts and Call History

CONTACTS

To open CONTACTS app, tap on  icon.

CALL HISTORY

To enter CALL HISTORY, swipe the screen left and right and tap on  icon.

Audio Conference Phone—Basic Operations

Answer a Call

ACCOUNT INCOMING CALL

- 1) Tap on ANSWER or REJECT softkey to operate the call.
- 2) Answer the second or later calls will hold all the former calls.

CONFERENCE INCOMING CALL

- 1) During the conference, the participants will hear a call waiting tone when there is an conference incoming call. The caller's name and number would be shown on LCD.
- 2) Please choose the number first when there are multiple incoming calls.
- 3) The new call will be added to the conference.

MISSED CALL

If a call is not answered, LCD would display MISSED CALL list. LED becomes flashing red. Users can open CALL HISTORY app to check missed calls.



Audio Conference Phone—Basic Operations

Voicemail and Volume Adjustment

VOICEMAIL

- 1) Swipe the LCD and tap on Voice Mail app.
- 2) Select the account to access voice mails.

Notice: The voice mail for an account is in LCD Settings > Advanced settings > Account (select the account)

VOLUME ADJUSTMENT

On LCD, drag up from bottom to display menu bar. Tap on VOLUME UP or VOLUME DOWN to adjust the volume.

Audio Conference Phone—Basic Operations

Conference Assistance (Bluetooth/3.5MM AUX and SIP Account Lines)

AUX AND SIP ACCOUNT LINES CONFERENCE

Make sure the device has enabled Bluetooth and connected with the cellphone. In GAC2500 Bluetooth settings, please enable headset mode.

- 1) Please use GAC2500 or cellphone to make a call.
- 2) On GAC, open CONFERENCE APP.
- 3) Tap on Add Member softkey, choose a SIP account and call the conference members.
- 4) Then SIP accounts and cell phone would join the conference.

Or, ensure cellphone is connected to GAC2500 via 3.5mm aux cable.

- 1) Use cellphone to make a call.
- 2) Tap on CONFERENCE APP.
- 3) Tap on Add Member softkey, choose a SIP account and call the conference members.
- 4) Then SIP accounts and cell phone would join the conference.



Audio Conference Phone—Basic Operations

Conference Assistance (Bluetooth/3.5MM AUX and SIP Account Lines)

Notice:

- *During a conference, turning off Bluetooth or unplugging 3.5mm AUX cable would cause communication error.*
- *Please choose the right line sequence when using 3.5mm AUX cable, otherwise GAC would not have audio.*
- *When using the 3.5mm AUX cable with a cellphone, GAC2500 cannot make a cellphone call from LCD dial pad.*
- *The audio quality may vary based on the 3.5mm AUX cable or the connecting device.*
- *When connected via 3.5mm AUX cable, some cellphone would be detected after the call is established.*

Audio Conference Phone—Basic Operations

Cascade Mode

CASCADE MODE

Two GAC2500s with cascade mode can be used in a larger room.

- 1) Connect the 2 GAC2500 grey cascade interface with the RJ48 cable.
- 2) Choose one device as a master from the popup.
- 3) Use any device to operate the conference.