



Grandstream DP750/720 Series Quick Reference Guide

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Grandstream DP750/DP720

Description

Grandstream DP750

- Base station
- PoE supported
- 300m outdoor range/50m indoor range
- LED patterns

Grandstream DP720

- Wireless handset, pairs to DP750 base station (up to 5 wireless devices)
- 1.8 inch color LCD display
- Up to 10 lines
- 5 ring modes

Device overview

Handset features

1. **Power/Charging**—green indicates charged, red indicates charging.
2. **Ear Phone**—enables you to hear the active party.
3. **Display**—LCD color display.
4. **Soft Keys**—press to access calling features and menu options.
5. **Navigation**—up/down/left/right arrows.
6. **OK/Selection**—press to make option and menu selections.
7. **Off Hook**—press to make or answer calls.
8. **On Hook**—press to disconnect an active call.
9. **Key Pad**—alpha/numeric keypad.
10. **Speakerphone**—press to make or answer a call using handsfree.
11. **Mute**—press to mute your end of the conversation, press again to unmute.
12. **Microphone**—allows the active party to hear you.

Handset hardware



Base unit features

1. **ON/OFF**—power indicator.
2. **Network Access**—network indicator, remains ON when there is access to the network.
3. **SIP Registered**—indicates if a SIP account is registered to the base unit.
4. **Line Status**—line status indicator, blinking indicates a line is in use, solid ON indicates all lines are free.
5. **Radio Icon**—if the radio button (on the back of the device) is pressed, the button blinks indicating pairing is being attempted.

Base unit hardware

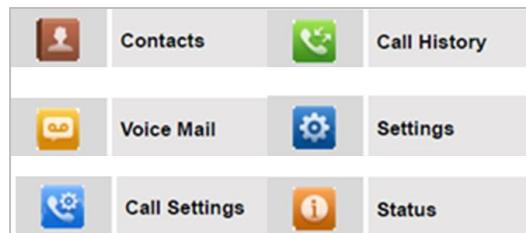


Menu

Press the **Menu** soft key to display icons for the following features:

- Contacts
- Call History
- Voice Mail
- Settings
- Call Settings
- Status

Display





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DP720 registration/pairing

Pairing	Pairing flow
<p>Registering a DP720 handset to a DP750 base unit:</p> <ol style="list-style-type: none"> On the DP750 base station, press and hold the Radio button on the back of the device, for 7 seconds until the Radio LED icon begins to blink. On the DP720 handset, press Menu > Settings > Registration > Register while the radio LED icon is blinking. Select BaseX (X=1-4) corresponding to the desired base station DP750 you need to register/pair to. Press the Subscribe soft key. The DP720 searches for nearby base stations and displays the base station name of the discovered DP750. Press Subscribe to pair with the displayed DP750. The DP720 displays Easy Pairing on the LCD and plays an audible buzz when successful. You're returned to the home screen, displaying the handset name and number assigned by the registered base station. 	<pre> graph LR A[Settings 1.Registration 2.Handset Name 3.Phone Language 4.Date/Time 5.Audio 6.Display Select Back] --> B[Registration 1.Register 2.Deregister 3.Select Base Select Back] B --> C[Subscribe Base Base1 Base2 Base3 Subscribe Back] C --> D[Searching Scanning Back] D --> E[Home Screen 14 Default Line 05:47AM 12-01-2017 Menu Contacts] E --> F[Info Handset subscribed Back] F --> G[Easy Pairing Back] G --> H[Searching Easy Pairing Back] H --> I[Subscribe Base DP750_870880 0204-4ED6A8 Subscribe Back] </pre>

Feature overview

Using navigation and soft keys	Voicemail
<ul style="list-style-type: none"> Press the Menu soft key, then use the Up/Down/Left/Right Navigation keys to scroll through various options. With an option highlighted, press the OK button in the center of the navigation keys or the Select soft key, to make your selection. Use the Navigation keys, the OK button, and Soft Keys at the bottom of the display, to manage features within Menu while on active calls for call processing functionality. 	Accessing voicemail: <ol style="list-style-type: none"> Press the Menu soft key. Navigate to Voice Mail, then press the Select soft key. With Play Message highlighted, press the Select soft key. With the correct Line highlighted, press the Select soft key. When prompted, enter your passcode followed by #. Listen to new and saved messages, and access mailbox options.
Making/ending calls	Answering incoming calls
Making a call: <ol style="list-style-type: none"> Enter a 10-digit number, or extension, on the keypad. To use the handset: press the Green handset button to send your call. To use the speakerphone: press the Speakerphone to send your call. Ending an active call: <ol style="list-style-type: none"> Press the Red handset button to end any active call. 	Answering a call: <ol style="list-style-type: none"> Press the Green handset button or the Speakerphone button. Answering an incoming call while on an active call: <ol style="list-style-type: none"> You'll hear a tone when receiving an incoming call. Press the Answer soft key. This automatically places your existing caller on hold.
Hold/resume/disconnect	Conference (3-way calling)
Placing an active call on hold: <ol style="list-style-type: none"> Press the Hold soft key. Returning to a held call: <ol style="list-style-type: none"> Press the Resume soft key. Ending an active call: <ol style="list-style-type: none"> Press the Red handset button to end any active call. 	Placing a 3-way conference call: <ol style="list-style-type: none"> While on an active call, press the Options soft key. Navigate down to New Call and press the Select soft key, which places your existing call on hold. Enter a 10-digit number or extension, then press the Send soft key. Announce the conference call, then press the Options soft key. Navigate down to Conference, then press the Select soft key to join all parties into one call. Ending a conference call: <ol style="list-style-type: none"> Press the Red handset button to drop all parties and end the conference call.



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Feature overview—continued

Transfer (blind/unsupervised)

Blind-unsupervised transfer does not allow you to announce the call:

Blind transfer:

1. While on an active call, press the **Options** soft key.
2. With **Transfer** highlighted, press the **Select** soft key.
3. Enter a **10-digit number** or **extension** to transfer to.
4. Press the **Transfer** soft key.

You're dropped from the call and the transfer completes with no opportunity to announce the caller.

Transfer (consultative/supervised)

Consultative transfer allows you to announce the call before completing the transfer:

Consultative transfer:

1. While on an active call, press the **Options** soft key.
2. Navigate down to **New Call** and press the **Select** soft key.
3. Enter a **10-digit number** or **extension** to transfer to and press the **Send** soft key.
4. When the party answers, announce the transfer.
5. Press the **Options** soft key.
6. With **Transfer** highlighted, press the **Select** soft key.
7. You're dropped from the call after announcing the transfer, completing the transfer.

Cancel consultative transfer:

1. If the party chooses not to accept the transfer, press the **Red handset** button to disconnect that call.
2. Press the **Resume** soft key to return to your caller.

Call forwarding

Enabling and disabling call forward always must be accomplished using FAC's (feature access codes). You cannot use the forwarding option under **Menu > Call Settings > Forward**:

To enable forwarding:

1. On the keypad, enter *72+**10-digit number or extension** you want to forward to.
2. Press the **Green handset** button or the **Speakerphone** button to send the call.
3. Receive an audible that your call forwarding service has been activated successfully.

To disable forwarding:

1. On the keypad, enter *73.
2. Press the **Green handset** button or the **Speakerphone** button to send the call.
3. Receive an audible that your call forwarding always service has been deactivated successfully.

Do not disturb (DND)

From the handset, place any line appearing on the device in DND mode; incoming calls roll to voicemail when with DND enabled:

To enable DND:

1. Press the **Menu** soft key.
2. Navigate down to **Call Settings**, then press the **Select** soft key.
3. With **Do Not Disturb** highlighted, press the **Select** soft key.
4. With the correct **Line** highlighted, press the **Select** soft key.
5. Navigate up to highlight **Enabled**, press the **Save** soft key.

To disable DND:

1. Press the **Menu** soft key.
2. Navigate down to **Call Settings**, then press the **Select** soft key.
3. With **Do Not Disturb** highlighted, press the **Select** soft key.
4. With the correct **Line** highlighted, press the **Select** soft key.
5. Navigate down to highlight **Disabled**, press the **Save** soft key.

Contact—add new contacts

Manually add private or shared contacts. Private contacts appear within contacts on your handset only, shared contacts appear within contacts on every handset paired to the same base unit:

To add a new contact:

1. Press the **Menu** soft key.
2. With **Contacts** highlighted, press the **Select** soft key.
3. Use the up/down navigation key to select **Private** or **Shared**, then press the **Select** soft key.
4. Press the **Options** soft key.
5. Navigate down to highlight **New Contact**, press the **Select** soft key.
6. Using the letters on the keypad, enter a **First Name**, **Last Name** for your contact
7. Enter at least one number in the **Home**, **Work** or **Mobile** fields (only one number is required, but if numbers are added to each field, each number can be dialed for that contact).
8. Use the left/right navigation keys to assign a unique **Melody** for that contact.
9. Press the **Save** soft key.

Contacts—dialing from

Numbers can be dialed for contacts saved to either the private or shared contacts list:

To dial from a contracts list:

1. Press the **Menu** soft key.
2. With **Contacts** highlighted, press the **Select** soft key.
3. Use the up/down navigation key to select **Private** or **Shared**, then press the **Select** soft key.
4. Use the up/down navigation keys to locate your contact, and press the **Options** soft key.
5. Navigate down to **Edit Dial**, and press the **Select** soft key.
6. With the number displayed, click the **Call** soft key to place a call to that individual.



Feature overview—continued

Call history logs

The DP720 handset contains call history logs for missed, accepted and outgoing call records. Records can be deleted on an individual basis, or delete all call records from all call logs at once.

To access call history logs:

1. Press the **Menu** soft key.
2. Navigate to **Call History**, and press the **Select** soft key.
3. Use the up/down navigation keys to select the call record type you wish to review.
4. Once highlighted, press the **Select** soft key.
5. Use the up/down navigation keys to roll through records for that call type.

To delete all call history logs from all call types:

1. Press the **Menu** soft key.
2. Navigate to **Call History**, then press the **Select** soft key.
3. Navigate down to **All Calls**, then press the **Select** soft key.
4. Press the **Options** soft key, navigate down to **Delete All**, and press the **Select** soft key.
5. Press the **Yes** soft key to confirm the deletion, press the **No** soft key to cancel the deletion.

Call history logs—save to contacts

Contacts can be added manually from the handset, but call records can also be saved from the call history logs:

To save a call history record to contacts:

1. Press the **Menu** soft key.
2. Navigate to **Call History**, then press the **Select** soft key.
3. Navigate to the appropriate call record type (missed, accepted or outgoing).
4. Use the up/down navigation keys to highlight **Add To Contacts [P]** or **Add to Contacts [S]****, and press the **Select** soft key.
5. Retain prepopulated first name/last name information, or use the letters on the keypad to enter a new first/last name.
6. Confirm the number is correct, and add addition numbers if necessary.
7. Use the left/right navigation keys to assign a unique **Melody** for that contact.
8. Press the **Save** soft key.

**[P] = Private Contact list, [S] = Shared – all contacts added to shared appear on all cordless handsets associated to the same base unit.

Call history logs—dialing from

In addition to reviewing call information, outbound calls can be made from history logs, if the telephone number recorded within the record is valid:

To dial from call history logs:

1. Press the **Menu** soft key.
2. Navigate to the appropriate call record type (missed, accepted or outgoing).
3. Use the up/down navigation keys to locate your record.
4. Once found, press the **Options** soft key.
5. Navigate down to highlight **Edit Dial**, then press the **Select** soft key.
6. With the number displayed, click the **Call** soft key which places a call that number.

Park/retrieve

Park/retrieve allows you to place a call on hold in the cloud, then retrieve it from another device:

To park an active call:

1. While on an active call, press the **Options** soft key.
2. Navigate down to **New Call**, then press the **Select** soft key.
3. On the keypad, enter *68.
4. When prompted, enter a valid **extension followed by the # key** to park the call.

To retrieve a parked call:

1. Enter *88 on the keypad, then press the **Call** soft key.
2. When prompted, enter the **extension+#** the call was parked on.

Ring tones

Choose from 9 different ring tones for incoming calls:

Reviewing/changing ring tone:

1. Press the **Menu** soft key.
2. Navigate to **Settings**, then press the **Select** soft key.
3. Navigate down to **Audio**, then press the **Select** soft key.
4. Navigate down to **Ringtones**, then press the **Select** soft key.
5. Choose from **Ring 1-8** or **System Ring**.
6. Navigate down to listen to each ring type, pressing the **Select** soft key when you decide on your ring tone.

Handset name

Each handset can be assigned a unique name, so if more than one handset is registered/paired to a DP750 base unit, it can be easily identified if misplaced:

Defining handset name:

1. Press the **Menu** soft key.
2. Navigate to **Settings**, then press the **Select** soft key.
3. Navigate to **Handset Name**, then press the **Select** soft key.
4. Delete the default name in the **Handset Name** field, by pressing the **Delete** soft key.
5. Using letters on the key pad, enter the new name, and press the **Rename** soft key when completed.
6. The new handset name appears in the upper right corner of the display for easy identification.