GRANDSTREAM
CONNECTING THE WORLD

Grandstream
GAC2500
Audio Conference Phone for
Android™

Quick User Guide

For detailed information, please consult the GAC2500 User Manual available at www.grandstream.com

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.

Notice: Redial via # key needs configuration on web UI.

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.

CALL TRANSFER

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.

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.

7-WAY CONFERENCE

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 callee will be added to the conference when answers.

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.
2. Tap on Lock softkey to unlock the conference.

More Operation

Tap on "More" on bottom left in a conference to bring up more options. Host can record, mute, block the conference, open the DTMF dial pad and MPK, etc.

End Conference

Tap on "End" on bottom right to end the conference.

CONTACTS

To open Contacts app, please tap on 👤 icon.

CALL HISTORY

To enter Call History, swipe the screen left and right and tap on 📞 icon.

ANSWER A CALL

Account Incoming Call

- Tap on "Answer" or "Reject" softkey to operate the call.
- Answer the second or later calls will hold all the former calls.

Conference Incoming Call

- 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.
- Please choose the number first when there are multiple incoming calls.
- 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.

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.

CONFERENCE SCHEDULE

1. Login to GAC2500 web UI -> Contacts -> Schedule, or tap on Schedule app.
2. On LCD, tap on the softkey on upper right, or click "New Conference" to create a new schedule.
3. Fill the conference name, conference members, date, start time, duration, reminder, etc.
- If "Auto Conference" is checked, GAC2500 would automatically call other participants to initiate the conference.

MIXED CONFERENCE (Third-party app and SIP account lines Conference)

Please make sure the device has installed and logged in the third-party apps, such as Skype, Skype for Business (Lync 2013), etc.
1. Use the SIP account to initiate a conference.
2. Use dial pad to call the third-party app numbers.
3. When the call with third-party app is established, it will join the SIP account conference.
4. Tap on the third-party app participant to open the app for more operations.

CONFERENCE ASSISTANCE (Bluetooth/3.5mm AUX and SIP account lines Conference)

Please 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, please make sure the 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.

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.

CASCADE MODE

Two GAC2500 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.

REQUIREMENTS

To make sure the best use of GAC2500, the following requirements are necessary:
1. Please do not move the device during a call.
2. Please do not cover the device.
3. Please face to the device when speaking.
4. Please avoid an electric fan next to the device.
5. To avoid any possible noise, please do not put the laptop, projector, etc. next to the device.
6. Unplug the power supply before cleaning. Do not use spray or corrosive liquids.

CONNEX
CLOUD OFFICE