



Managing Multiple Calls

1. **Answering Incoming Calls:**
 - When receiving an incoming call, you can typically answer it by pressing the "Answer" button or picking up the handset.
 - Some Grandstream phones may also have options to answer calls by pressing a soft key on the screen or using the navigation buttons.
2. **Placing Calls on Hold:**
 - To place an active call on hold, press the "Hold" button on your Grandstream phone.
 - The caller will be placed on hold, and you can answer or make another call.
3. **Switching Between Calls:**
 - If you have multiple active calls, you can switch between them by pressing the corresponding call appearance button or navigating through the call list on the phone's screen.
 - Typically, pressing the call appearance button of the desired call will bring it to the foreground, allowing you to speak with that caller.
4. **Ending Calls:**
 - To end a call, simply press the "End" button or hang up the handset.
 - If you're on a headset or speakerphone, you may also have options to end the call directly from the phone's interface.
5. **Merging Calls into a Conference:**
 - To merge two or more calls into a conference call, initiate or answer the first call.
 - While on the first call, press the "Conference" or "Conf" button on your Grandstream phone.
 - Dial the number of the second participant and wait for them to answer.
 - Once the second participant answers, press the "Conference" or "Conf" button again to merge the calls into a conference.
 - You can continue adding participants in the same way.
6. **Handling Call Waiting:**
 - If you receive a new incoming call while already on a call, you'll typically hear a call waiting tone.
 - You can answer the new call by pressing the "Answer" button or handling it based on your preferences (e.g., putting the current call on hold to answer the new call, rejecting the new call, or sending it to voicemail).
7. **Using the Call Log:**
 - Some Grandstream phones allow you to access a call log, which shows a list of recent incoming, outgoing, and missed calls.
 - You can use the call log to quickly redial numbers, return missed calls, or view call details.