

Grandstream Networks, Inc.

GRP26XX Carrier-Grade IP Phones

VPK (Virtual Multi-Purpose Keys) Guide





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SUPPORTED DEVICES

Following table shows Grandstream products supporting VPK feature:

Table 1: Grandstream products supporting VPK feature

Model	Supported Firmware						
Carrier-Grade IP Phones GRP26XX Series							
GRP2612/GRP2612P/GRP2612W	Yes	1.0.0.31 or higher					
GRP2613	Yes	1.0.0.31 or higher					
GRP2614	Yes	1.0.0.31 or higher					
GRP2615	Yes	1.0.0.31 or higher					
GRP2616	Yes	1.0.0.31 or higher					
GRP2604/GRP2604P	Yes	1.0.1.18 or higher					
GRP2624	Yes	1.0.5.48 or higher					
GRP2634	Yes	1.0.5.48 or higher					





INTRODUCTION

Grandstream GRP26XX Carrier-Grade IP phones support the VPK ("Virtual Multi-Purpose Keys") feature to add more flexibility and provide better user experience using Multi-Purpose Keys modes.

With the VPK feature design, line keys can be assigned with multiple functions. Users have also the ability to add more VPKs which will be displayed on different screens. The screens are dynamically added to match the extra VPKs, and incrementally indexed on the top of the main screen (1 to 4) until reaching the maximum number of supported VPKs.

Using VPK, users will be able to monitor extensions, use speed dial numbers, send DTMF during calls and more from their phone screens directly; switching between screens will show configured VPK and bring more flexibility to user's experience.

If using standard MPK on a GRP2613 IP phone, for instance, which supports 6-line keys, customers can use 1 LINE key for the main SIP accounts and the 5 others (not including built-in MPKs) can be used for monitoring/speed dial or any other available features using that account. While using VPK feature on the same GRP2613, customers can configure the same LINE key with up to 4 features virtually mapped on different screens, as an example, Line 1 key can be configured as LINE on the first screen, Speed Dial on screen 2, BLF on screen 3 and Call Park on screen 4.

Below screenshot shows the 3rd screen page of the GRP2613.

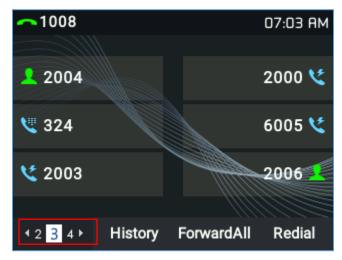


Figure 1: VPK Pages





FIXED AND DYNAMIC VPK

Fixed VPK

Fixed VPKs are the hard line keys on each phone model; their default mode is "Line" and support all other modes (BLF, Speed Dial...).

Each phone model has a specific number of hard line keys limiting the number of supported Fixed VPK. For example, GRP2613 has 6 Line keys allowing to support 6 Fixed VPKs.

Dynamic VPK

Dynamic VPK are virtual keys that can be added by users.

Each phone model has a specific number of allowed Dynamic VPK, depending on number of hard line keys and screens. For instance, GRP2613 has 6 hard keys, number of supported VPKs (Fixed and Dynamic) is 24 VPK = 6 (Fixed VPK) x 4 (screens), available Dynamic VPKs is 18 VPK = 24 VPK – 6 hard keys.

The screens are dynamically added to match the extra VPKs, and incrementally indexed on the top of the main screen (1 to 4) until reaching the maximum number of supported VPKs.

Note: Dynamic VPKs support all available modes (BLF, Speed Dial, Call Park, transfer...) except **LINE**, **Shared Line** and **NONE** modes.

Fixed/Dynamic VPK per Phone Model

The table below shows how many Fixed/Dynamic VPKs each GRP model support.

Table 2: Fixed/Dynamic VPK per Phone Model for GRP26xx

	GRP2612(P/W)	GRP2613	GRP2614	GRP2615	GRP2616	GRP2604(P)	GRP2624	GRP2634
Fixed VPK	4	6	4	10	6	6	8	8
Dynamic VPK	12	18	12	30	18	6	24	24
Total VPK	16	24	16	40	24	12	32	32

Note: Even if a fixed VPK has mode set to "None", the number of allowed Dynamic VPKs will not change.





VPK CONFIGURATION

To configure/add/edit or delete VPK, follow below steps:

- 1. Access Web GUI of GRP phone.
- 2. Go to Settings → Programmable Keys → Virtual Multi-Purpose Keys.

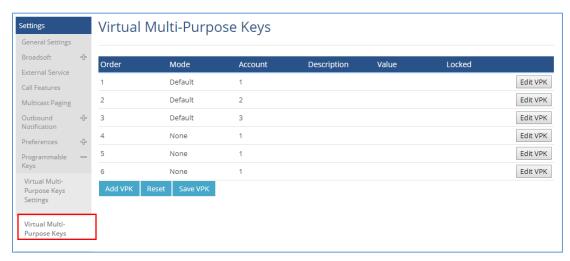


Figure 2: Virtual Multi-Purpose Keys page

- 3. Configure Fixed or Dynamic VPKs as follow:
 - a. Fixed VPK:
 - Press Edit VPK button
 - Select mode to use from Mode dropdown list.
 - Select Account# from Accounts dropdown list.
 - Enter a description text in **Description** field (optional).
 - Enter the value sequence for each mode in Value field if required.
 - Press Save button to save your configuration (Reset button allows to reset all fields to default values).
 - Press Save VPK to apply changes to VPK.

Note: Fixed VPKs can only be edited. Adding or deleting Fixed VPK is not allowed.





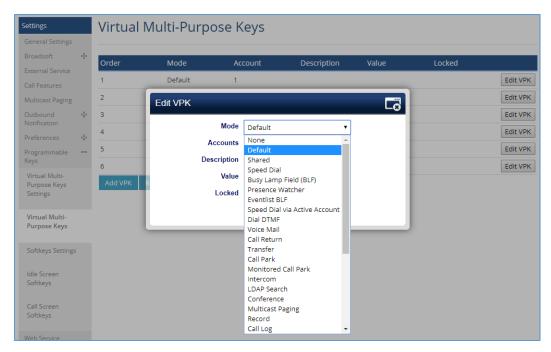


Figure 3: Fixed VPK - Edit

Example:

Customer's GRP2613 has a SIP account registered on Account 1 and needs to monitor extension 1000.

Below values needs to be used:

Mode: Busy Lamp Field (BLF)

Accounts: Account 1 (selected)

Description: BLF_1000 (optional)

Value: 1000

b. **Dynamic VPK**

Press Add VPK to create a new Dynamic VPK.

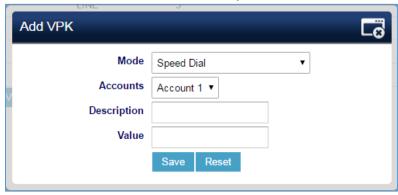


Figure 4: Add VPK





- Select mode to use from Mode dropdown list.
- Select Account# from Accounts dropdown list.
- Enter a description text in **Description** field (optional).
- Enter the value sequence for each mode in Value field if required.
- Press Save button to save your configuration (Reset button allows to reset the VPK to default value).
- Press Save VPK to apply changes to VPK.

Note: Once added and saved, **Edit VPK** and **Delete VPK** buttons will appear. Customers can press **Edit VPK** button to edit or **Delete VPK** to remove selected VPK.

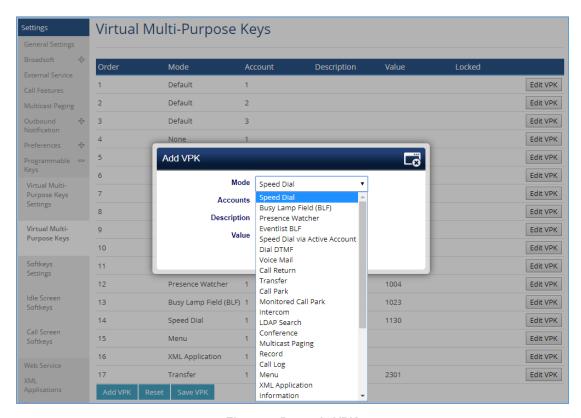


Figure 5: Dynamic VPK

Example:

Customer's GRP2613 has a SIP account registered on Account 1 and wants to add a Speed Dial for extension 1001.

Below values needs to be used:

Mode: Speed Dial

Accounts: Account 1 (selected)Description: SP_1001 (optional)

Value: 1001





On GRP2604(P) Only:

To configure/add/edit or delete VPK, follow below steps:

- 4. Access Web GUI of GRP2604 phone.
- 5. Go to Programmable Keys → Virtual Multi-Purpose Keys.

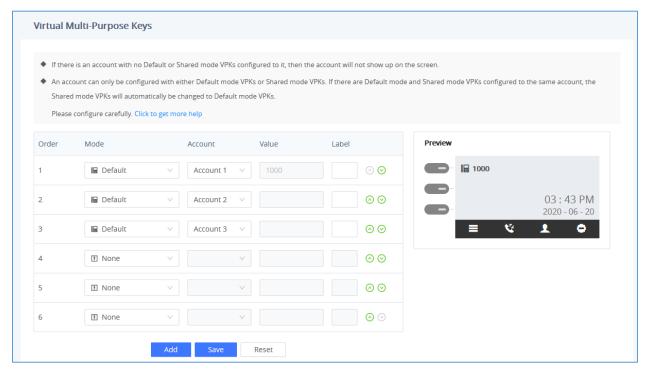


Figure 6: Virtual Multi-Purpose Keys page on GRP2604(P)

6. Configure Fixed or Dynamic VPKs as follow:

a. Fixed VPK:

- Select mode to use from **Mode** dropdown list.
- Select Account# from Accounts dropdown list.
- Enter the value sequence for each mode in **Value** field if required.
- Enter the name to be associated with the MPK in **Label** field.
- Press Save button to save your configuration (Reset button allows to reset all fields to default values).
- Press Save VPK to apply changes to VPK.

Note: Fixed VPKs can only be edited. Adding or deleting Fixed VPK is not allowed.





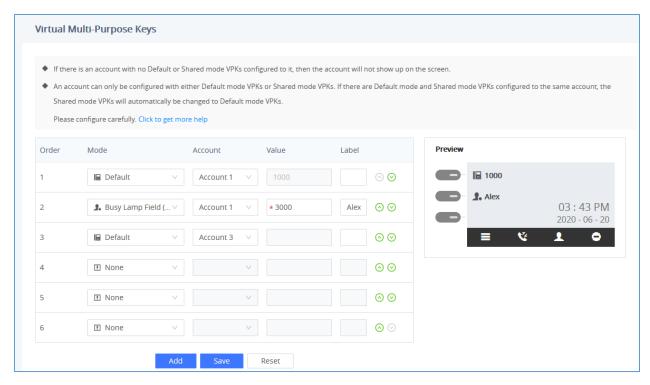


Figure 7: Fixed VPK - Edit on GRP2604(P)

Example:

Customer's GRP2604(P) has a SIP account registered on Account 1 and needs to monitor extension 3000.

Below values needs to be used:

• Mode: Busy Lamp Field (BLF)

• Accounts: Account 1 (selected)

Value: 3000

Label: Alex (optional)

b. Dynamic VPK

Press Add VPK to create a new Dynamic VPK.





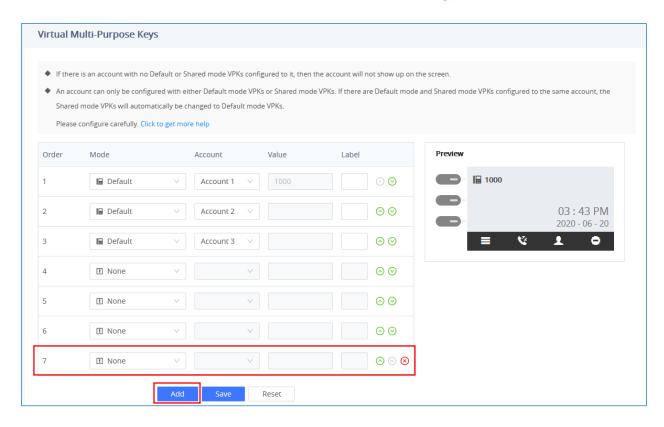


Figure 8: Add VPK on GRP2604(P)

- Select mode to use from Mode dropdown list.
- Select Account# from Accounts dropdown list.
- Enter the value sequence for each mode in **Value** field if required.
- Enter the name to be associated with the MPK in Label field.
- Press Save button to save your configuration (Reset button allows to reset all fields to default values).
- Press Save VPK to apply changes to VPK.

Note: Customers can Edit VPK button or Delete VPK.





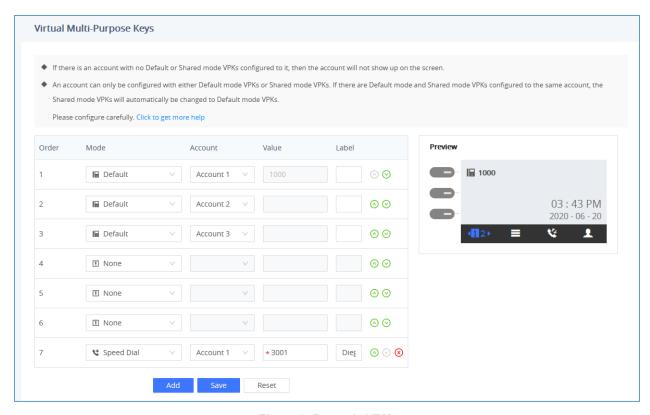


Figure 9: Dynamic VPK

Example:

Customer's GRP2604 has a SIP account registered on Account 1 and wants to add a Speed Dial for extension 3001.

Below values needs to be used:

Mode: Speed Dial

• Accounts: Account 1 (selected)

Value: 3001

Label: Diego (optional)





VPK MODES AND INDICATION FOR GRP26XX

Fixed VPK support all available modes (32 modes), while Dynamic VPK doesn't support **Default, Shared** and **None** modes (30 modes). The following table provides a description of each mode as well as state, icon, and LED status.

Table 3: VPK Modes and Indications for the GRP26xx (Except GRP2604(P))

VPK Mode	Description	State	lcon	LED Status
Speed Dial	Speed Dial mode allows to set a key for one touch dialing; configured number will be dialed once VPK is pressed.	Account Unregistered	4	OFF
	Select the Account to dial from and enter the Speed Dial number to be dialed in the Value field or enter the IP address to set the Direct IP call as Speed Dial.	Account Registered	4	ON
Busy Lamp Field (BLF)	Busy Lamp Field (BLF) mode allows to monitor status (available, ringing, busy) of an extension.	Offline, Unknown	20	OFF
,	Select the Account to monitor the BLF status. Enter the extension number in the Value field to be monitored.	Terminated	1	GREEN
		Ringing (Early)	₽	Flashing RED
		Trying	₽ €	Flashing RED
		Confirmed	1ce	RED
Speed Dial Via Active Account	Speed Dial via active account mode allows to set a key for one touch dialing; configured number will be dialed once VPK is pressed using specified account if available, otherwise, first available account will be used to dial out.	No state changes	٤	OFF
	Select the Account to dial from and enter the Speed Dial number to be dialed in the Value field or enter the IP address to set the Direct IP call as Speed Dial.			
Dial DTMF	Dial DTMF allows customers to send digits while in communication, for instance, when dialing to an IVR, users can set Dial DTMF Key to send digits to the IVR.	No state changes	U	OFF
	Enter a series of DTMF digits in the Value field to be dialed during the call.			
Voice Mail	Allows access to user's voice mail by pressing configured VPK.	Account not registered	<u>oo</u>	OFF
	Select Account and enter the Voice Mail access number in the Value field.	Account Registered (No new voice mail)	<u>ö</u>	OFF
	in the value field.	Account Registered (voice mail available)	50	OFF





Call Return	Allows users to dial last answered call by pressing configured VPK.	No state changes		
	The Value field should be left blank.		ę	OFF
	This option is not binding to the account and the call will be returned based on the account with the last answered call.	re state shariges		
Transfer	Allows to set a destination number to transfer calls to it (blind transfer) by pressing configured VPK.	Account Unregistered	(-(OFF
	Select Account , and enter the number in the Value field to be transferred during the call.	Account Registered	(-(OFF
Call Park	This feature allows to park/pick up the call, and can be also used to monitor parking lots via VPK button's LED.	Account Unregistered	V.	OFF
	Select Account , and enter the call park extension in the Value field to park/pick up the call.			
	Notes:			
	 If Value field has leading star code like *xx, the phone will not send SUBSCRIBE to the server, and VPK will be used to only park/retrieve calls; 	Account Registered	۳	OFF
	 If Value field is set with parking lots (for example: 701, 702), VPK will be used as Monitored Call Park; the phone will send SUBSCRIBE to monitor configured parking lots and park/retrieve calls. 			
Intercom	Allows to set a VPK as intercom button to a specific destination with auto-answer instruction.	Account Unregistered		OFF
	When the call is initiated, SIP INVITE sent towards destination extension (via SIP server) will include Alert-info header with Auto-answer=0 parameter.	Account Registered		OFF
	Select Account , and enter the extension number in the Value field to do the intercom.		•	
LDAP	This option is to narrow the LDAP search scope.			
Search	 Enter the LDAP search base in the Description field. It could be the same or different from the Base in LDAP configuration under Advanced Settings. The Base in LDAP configuration will be used if the Description field is left blank. 			
	Enter the LDAP Name/Number filter in the Value field.	No State		OFF
	For example: If users set VPK as "LDAP Search" for "Account 1", and set filters: Description -> ou=video,ou=SZ,dc=grandstream,dc=com Value -> on=Li			
	sn=Li			





	Since the Base for LDAP server configuration is "dc=grandstream,dc=com", "ou=video,ou=SZ" is added to narrow the LDAP search scope. "sn=Li" is the example to filter the last name.			
Multicast Paging	Multicast paging is a feature that allows the user to make calls to a group of phones listening to the same Paging IP address.			
	Multicast paging calls will be automatically answered on listening phones and conversation will be in one-way audio path (originator can speak, while listening phones will be able to hear only).	No State	116	OFF
	Enter Line key description in Description field and multicast sending address in Value field.			
Record	Allows users to record ongoing calls. Recording needs to be supported on the server to use this feature.	Idle		OFF
	to accompletion on the control to accomplete	Recording		OFF
Call Log	This Key is a shortcut to Call History.	No state	<u>V</u>	OFF
Menu	This Key is a shortcut to the Menu button.	No state		OFF
Information	Select this feature in order to display the Information popup to show the firmware version, MAC address, IP address and IP Settings from the MPK buttons.	No state	0	OFF
Presence Watcher	Presence watcher allows to monitor presence / registration status of an extension. this feature needs to be supported by SIP server to use it.	Offline, Unknown	20	OFF
	Select the Account to monitor the presence status. Enter the extension number in the Value field to be monitored.	Available	1	GREEN
Monitored Call Park	This feature allows to park/pick up the call, and monitor the parked call via VPK button's LED.	Offline, Unknown	۳	OFF
	Select account from Account field, and enter the call park extension in the Value field.	Available	Y.	GREEN
	Note: The phone sends SUBSCRIBE to the server to retrieve status of monitored parking lot.	Call Parked	Ľ	Flashing RED
Eventlist BLF	Eventlist BLF allows to monitor a list of extension similar to BLF, administrator needs to configure Eventlist BLF	Offline, Unknown	20	OFF
	on server side and provide Eventlist BLF URI on the phone.	Terminated	1	GREEN
	Select the Account to monitor the Eventlist BLF status.	Ringing (Early)	20	Flashing RED
	Enter the extension number in the Value field to be	Trying	₽ €	Flashing RED
	monitored and make sure to specify "Eventlist BLF URI" (Account $X \rightarrow SIP$ Settings \rightarrow Advanced Features).	Confirmed	₽ €	RED





Default	Regular line key to open up a line and switch line. The Description and Value fields can be left blank.	Unregistered (No IM, Voice mail, No Call Forward)	×	OFF
	Note: Default mode is supported on Fixed VPK only.	Registered + Idle (No IM, Voice mail, No Call Forward)		OFF
		Registered + IM + Voice mail	- =	OFF
		Registered + Voice Mail (No IM)	- =	OFF
		Unregistered + Call Forward All (No IM, No Voice Mail)	×	OFF
		Registered + Call Forward All (No IM, No Voice Mail)	<u>V</u>	OFF
		Unregistered + Call Forward Delay + Call Forward Busy (No IM, No Voice Mail)	×	OFF
		Registered + Call Forward Delay + Call Forward Busy (No IM, No Voice Mail)	<u>V</u>	OFF
		Unregistered + Call Forward Delay (No IM, No Voice Mail, No Call Forward Busy)	×	OFF
		Registered + Call Forward Delay (No IM, No Voice Mail, No Call Forward Busy)	<u>u</u>	OFF
		Unregistered + Call Forward Busy (No IM, No Voice Mail, No Call Forward Delay)	*	OFF
		Registered + Call Forward Busy (No IM, No Voice Mail, No Call	<u>V</u>	OFF





	Registered + Ringing	%	Flashing RED
	Registered + On Hold	4	Flashing GREEN
	Registered + Connected + Incoming Call	9	GREEN
	Registered + Connected + Outgoing Call	<u>\</u>	GREEN
Share line for Shared Line Appearance feature. Select the Account registered as Shared line for the line key.	Unregistered	2	OFF
The Description and Value fields can be left blank. Note: You may refer to this guide for more detail about	Registered + Idle	~	OFF
	the Account registered as Shared line for the line key.	Registered + On Hold Registered + Connected + Incoming Call Registered + Connected + Outgoing Call Share line for Shared Line Appearance feature. Select the Account registered as Shared line for the line key. The Description and Value fields can be left blank. Registered + Outgoing Call Unregistered Unregistered Registered + Idle	Registered + On Hold Registered + Connected + Incoming Call Registered + Connected + Outgoing Call Share line for Shared Line Appearance feature. Select the Account registered as Shared line for the line key. The Description and Value fields can be left blank. Registered + Connected + Outgoing Call Unregistered Registered + Connected + Outgoing Call Unregistered Registered + Idle

Table 4: VPK Modes and Indications for the GRP2604(P)

VPK Mode	Description	State	lcon	LED Status
Speed Dial	dialing; configured number will be dialed once VPK is pressed. Select the Account to dial from and enter the Speed Diale	Account Unregistered	4	OFF
		Account Registered	ų	ON
Busy Lamp	Busy Lamp Field (BLF) mode allows to monitor status (available, ringing, busy) of an extension. Select the Account to monitor the BLF status. Enter the extension number in the Value field to be monitored.	Offline, Unknown	2.	OFF
r leid (DLI)		Terminated	2.	GREEN
		Ringing (Early)	2.	Flashing RED
		Trying	2.	Flashing RED
		Confirmed	1.	RED





Speed Dial Via Active Account	Speed Dial via active account mode allows to set a key for one touch dialing; configured number will be dialed once VPK is pressed using specified account if available, otherwise, first available account will be used to dial out. Select the Account to dial from and enter the Speed Dial number to be dialed in the Value field or enter the IP address to set the Direct IP call as Speed Dial.	No state changes	٧	OFF
Dial DTMF	Dial DTMF allows customers to send digits while in communication, for instance, when dialing to an IVR, users can set Dial DTMF Key to send digits to the IVR. Enter a series of DTMF digits in the Value field to be dialed during the call.	No state changes	۳	OFF
Voice Mail	Allows access to user's voice mail by pressing configured VPK.	Account not registered	4.0	OFF
	Select Account and enter the Voice Mail access number in the Value field.	Account Registered (No new voice mail)	•	OFF
		Account Registered (voice mail available)	4.2	OFF
Call Return	Allows users to dial last answered call by pressing configured VPK. The Value field should be left blank. This option is not binding to the account and the call will be returned based on the account with the last answered call.	No state changes	(5)	OFF
Transfer	Allows to set a destination number to transfer calls to it (blind transfer) by pressing configured VPK.	Account Unregistered	00	OFF
	Select Account , and enter the number in the Value field to be transferred during the call.	Account Registered	00	OFF
Call Park	This feature allows to park/pick up the call, and can be also used to monitor parking lots via VPK button's LED.	Account Unregistered	벁	OFF
	 Select Account, and enter the call park extension in the Value field to park/pick up the call. Notes: If Value field has leading star code like *xx, the phone will not send SUBSCRIBE to the server, and VPK will be used to only park/retrieve calls; If Value field is set with parking lots (for example: 701, 702), VPK will be used as Monitored Call Park; the phone will send SUBSCRIBE to monitor configured parking lots and park/retrieve calls. 	Account Registered	ų.	OFF





Intercom	Allows to get a VDV as intersem button to a specific	Account		
Intercom	Allows to set a VPK as intercom button to a specific destination with auto-answer instruction.	Account Unregistered		OFF
	When the call is initiated, SIP INVITE sent towards destination extension (via SIP server) will include Alert-info header with Auto-answer=0 parameter.	Account Registered	自	OFF
	Select Account and enter the extension number in the Value field to do the intercom.			
LDAP Search	This option is to narrow the LDAP search scope.			
	 Enter the LDAP search base in the Description field. It could be the same or different from the Base in LDAP configuration under Advanced Settings. The Base in LDAP configuration will be used if the Description field is left blank. 			
	 Enter the LDAP Name/Number filter in the Value field. 	No State	Q	OFF
	For example: If users set VPK as "LDAP Search" for "Account 1", and set filters: Description -> ou=video,ou=SZ,dc=grandstream,dc=com Value -> sn=Li Since the Base for LDAP server configuration is "dc=grandstream,dc=com", "ou=video,ou=SZ" is added to narrow the LDAP search scope. "sn=Li" is the example to filter the last name.			
Multicast Paging	Multicast paging is a feature that allows the user to make calls to a group of phones listening to the same Paging IP address.			
	Multicast paging calls will be automatically answered on listening phones and conversation will be in one-way audio path (originator can speak, while listening phones will be able to hear only).	No State	Ā	OFF
	Enter Line key description in Description field and multicast sending address in Value field.			
Record	Allows users to record ongoing calls. Recording needs to be supported on the server to use this feature.	Idle	•	OFF
		Recording	•	OFF
Call Log	This Key is a shortcut to Call History.	No state	₹2	OFF
Menu	This Key is a shortcut to the Menu button.	No state	■	OFF
Information	Select this feature in order to display the Information popup to show the firmware version, MAC address, IP address and IP Settings from the MPK buttons.	No state	0	OFF





Presence Watcher	Presence watcher allows to monitor presence / registration status of an extension. this feature needs to be supported by SIP server to use it.	Offline, Unknown	2.	OFF
	Select the Account to monitor the presence status. Enter the extension number in the Value field to be monitored.	Available	2.	GREEN
Monitored Call Park	This feature allows to park/pick up the call, and monitor the parked call via VPK button's LED. Select account from Account field, and enter the call park extension in the Value field. Note: The phone sends SUBSCRIBE to the server to retrieve status of monitored parking lot.	Offline, Unknown	45	OFF
		Available	€.	GREEN
		Call Parked	ve.	Flashing RED
Eventlist BLF	Eventlist BLF allows to monitor a list of extension similar to BLF, administrator needs to configure Eventlist BLF on server side and provide Eventlist BLF URI on the phone. Select the Account to monitor the Eventlist BLF status. Enter the extension number in the Value field to be monitored and make sure to specify " Eventlist BLF URI " (Account X → SIP Settings → Advanced Features).	Offline, Unknown	1.	OFF
		Terminated	1.	GREEN
		Ringing (Early)	2.	Flashing RED
		Trying	1.	Flashing RED
		Confirmed	1.	RED
Default	Regular line key to open up a line and switch line. The Description and Value fields can be left blank.	Unregistered (No IM, Voice mail, No Call Forward)	Ŀ	OFF
	Note: Default mode is supported on Fixed VPK only.	Registered + Idle (No IM, Voice mail, No Call Forward)		OFF
		Registered + IM + Voice mail	4.2	OFF
		Registered + Voice Mail (No IM)	42	OFF
		Unregistered + Call Forward All (No IM, No Voice Mail)	Ī	OFF
		Registered + Call Forward All (No IM, No Voice Mail)	I	OFF
		Unregistered + Call Forward Delay + Call Forward Busy (No IM, No Voice Mail)	!	OFF





		Registered + Call Forward Delay + Call Forward Busy (No IM, No Voice Mail) Unregistered + Call	I	OFF
		Forward Delay (No IM, No Voice Mail, No Call Forward Busy)	Ţ.	OFF
		Registered + Call Forward Delay (No IM, No Voice Mail, No Call Forward Busy)	I	OFF
		Unregistered + Call Forward Busy (No IM, No Voice Mail, No Call Forward Delay)	!	OFF
		Registered + Call Forward Busy (No IM, No Voice Mail, No Call Forward Delay)	I	OFF
		Registered + Ringing		Flashing RED
		Registered + On Hold	42	Flashing GREEN
		Registered + Connected + Incoming Call	₹.	GREEN
		Registered + Connected + Outgoing Call	I	GREEN
Shared Line	Share line for Shared Line Appearance feature. Select the Account registered as Shared line for the line key. The Description and Value fields can be left blank.	Unregistered	37	OFF
		Registered + Idle	ų	OFF
	Note: You may refer to this guide for more detail about Shared Line configuration: BS SCA conf Guide			





SCREEN EXAMPLES FOR GRP2613 and GRP2604

The following screenshots show the GRP2613 screen's first two pages:

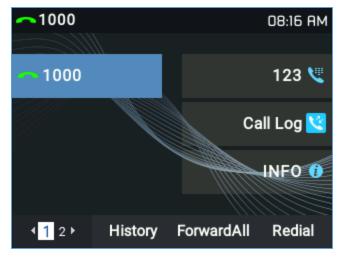


Figure 10: Screen Example - Page 1



Figure 11: Screen Example - Page 2





The following screenshots show the GRP2604(P) screen's pages (1, 3 and 4):

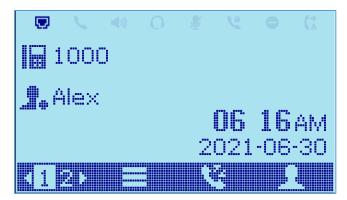


Figure 12: Screen Example - Page 1 (GRP2604P)



Figure 13: Screen Example - Page 3 (GRP2604P)



Figure 14: Screen Example - Page 4 (GRP2604P)

