# Grandstream Networks, Inc.

GRP260x Series
Virtual Extension User Guide

GRP260x Virtual Extension User Guide

Introduction

Grandstream's GRP260x series introduces an innovative "Virtual Extension" feature, enabling users to establish additional virtual Extension associated with their physical IP phones. These extensions function similarly to separate accounts within a single device, enhancing communication by allowing the management of multiple accounts concurrently. Notably, these Virtual Extension can be conveniently controlled via the dedicated "GS EXT" app on the phone or through a web interface, offering enhanced flexibility. This feature combines cost efficiency, easy central management, and smooth integration with different functions, all improving communication and meeting the changing needs of modern workplaces.
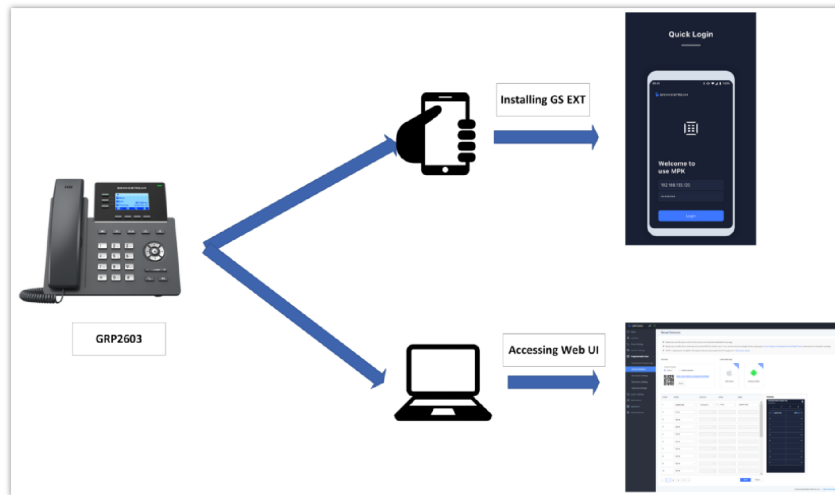
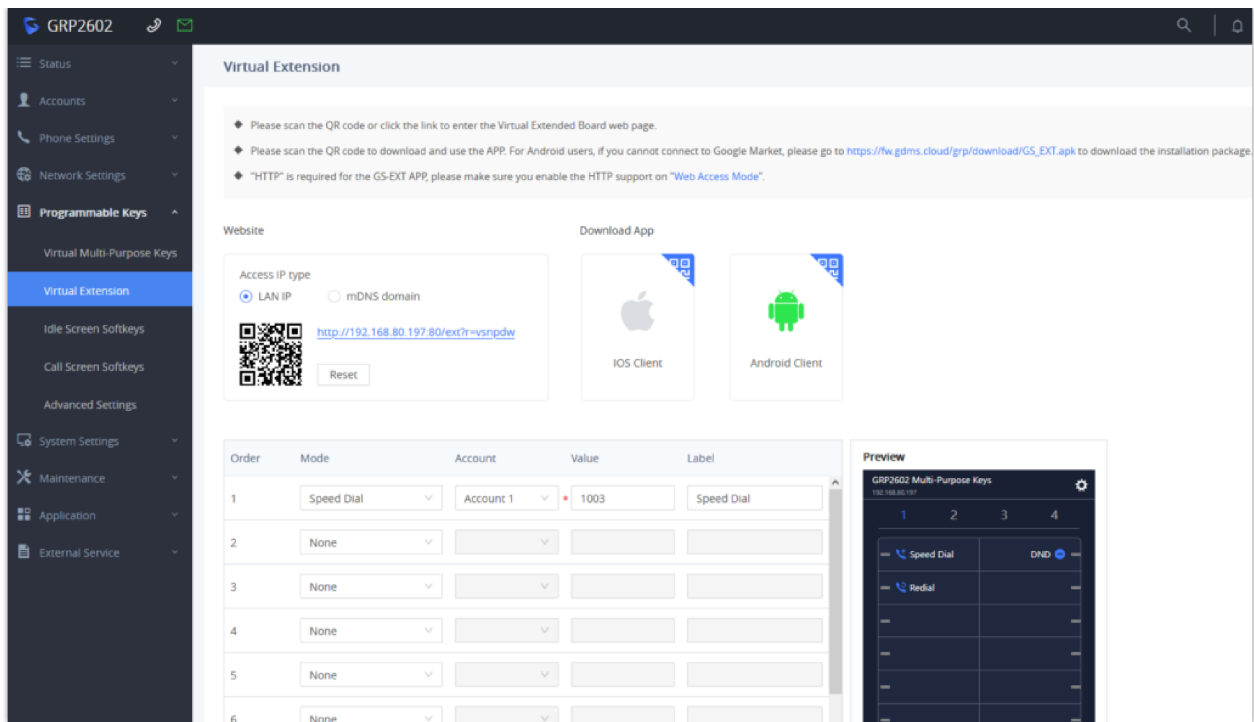*Using the Virtual Extension feature*

Prerequisites

In order to set the Virtual Extension feature to work, you will need the following criteria:

○ Use a GRP260x unit running firmware version 1.0.5.19 or higher.

○ Have access to a laptop or smartphone connected to the same local area network (LAN) as the GRP260x unit, or alternatively, install the GS EXT mobile application from either the App Store or Google Play Store.

Accessing Virtual Extension from the Web UI

To configure Virtual Extension for your GRP260x IP phone, you have the option to use either your laptop or smartphone. Here's how to do it:

○ Access the web User Interface (UI) of your GRP260x IP phone from your laptop or smartphone.

○ Navigate to "Programmable keys" and select "Virtual Extension" from the options.

○ Open the configuration panel within this section.

Accessing Virtual Extension

- ○ From here, you can:
    1. Access the virtual extension web page by scanning the provided QR code.

    2. Alternatively, use the LAN IP link or mDNS domain to access the virtual extension page.

    3. Depending on your smartphone's operating system, you might also have the option to scan the QR code to install the GS EXT web application.
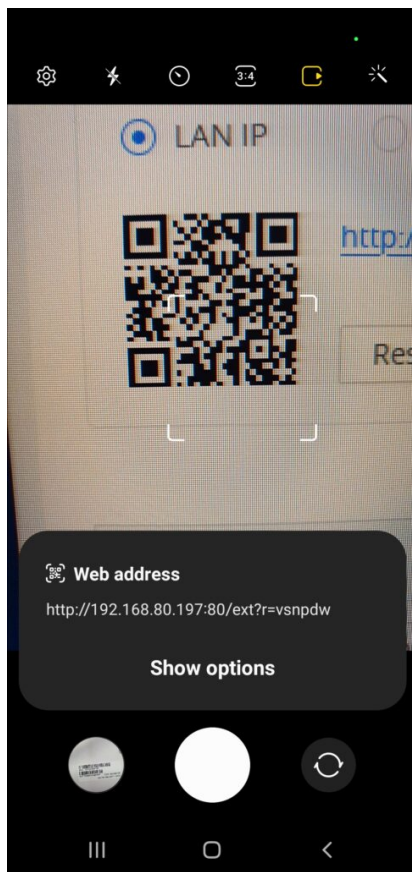
Access the Web Page by scanning the QR code

In case you want to access the virtual extension feature from your smartphone, you can simply scan the QR code highlighted below:
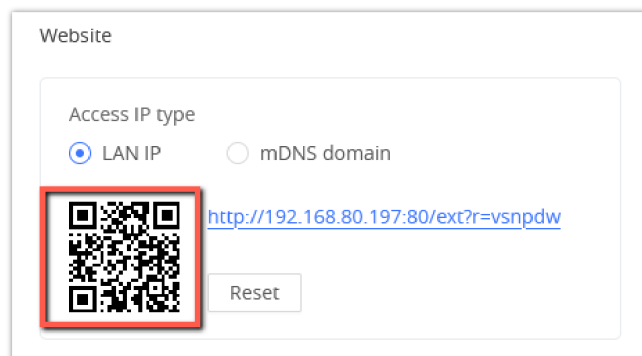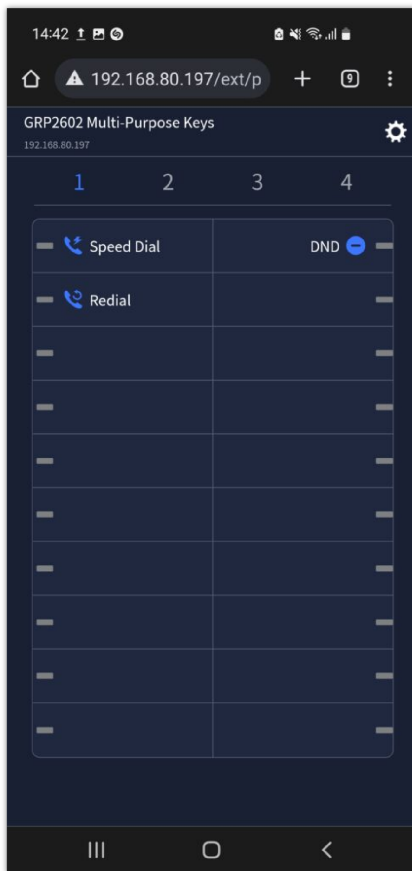

Scanning QR code for WEB Access

You can scan the QR code using the built-in Camera app on your smartphone.

Scanning QR Code using a Smartphone

You will be automatically redirected to the web page on your smartphone.

Opening the link from the smartphone

Note

It is important to make sure your smartphone is connected to the same LAN as the GRP260x for you to have access to the web UI.
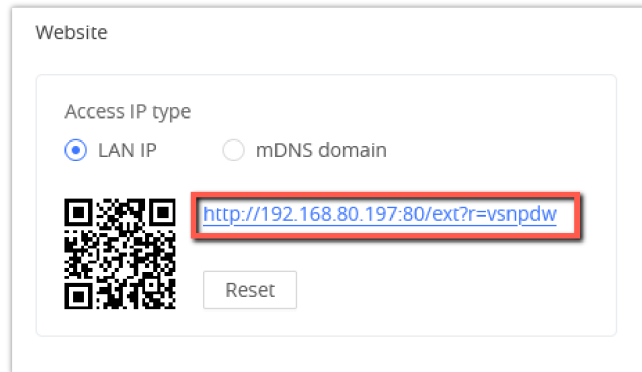
Use LAN IP or Multicast DNS domain

An additional option for accessing the configuration of virtual Extension is to directly click on the link provided within the virtual extension panel's website section or use the multicast DNS domain given:
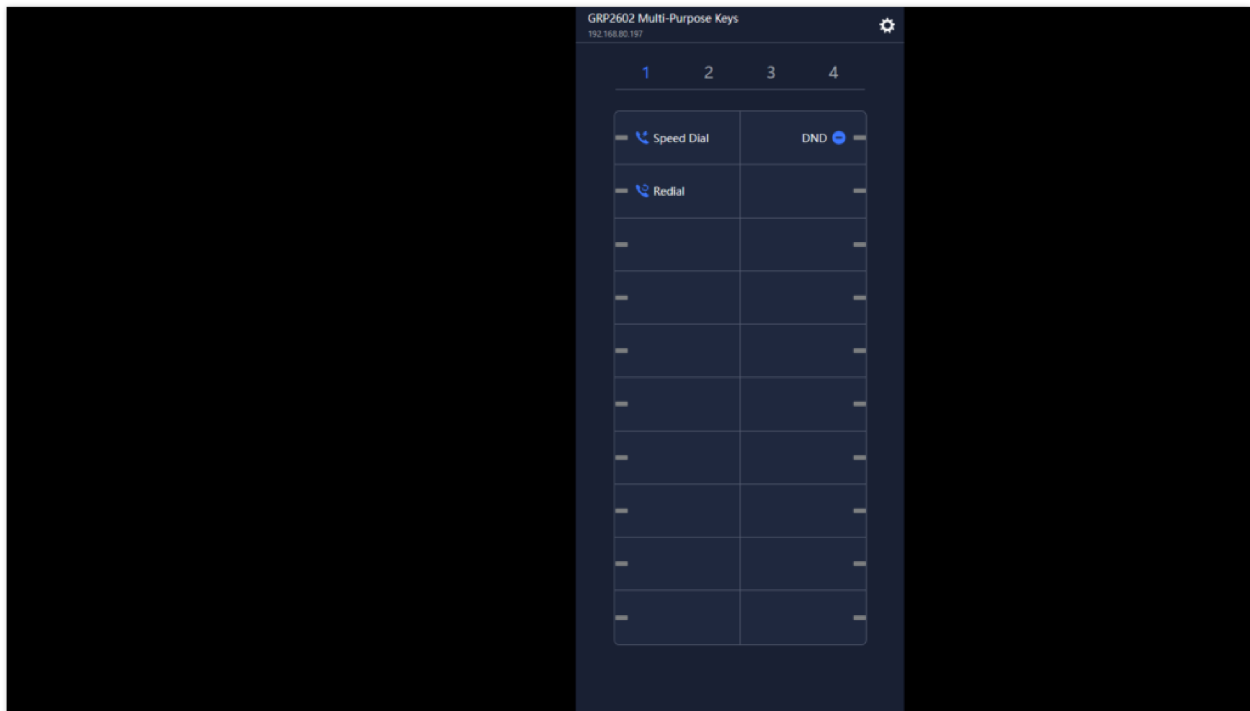
LAN IP

In GRP260x web UI , and Under Access IP type:

- Click the link that appears on the screenshot below .

LAN IP
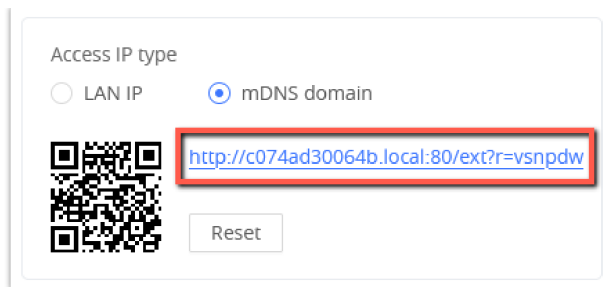
- This will redirect you to the following page:
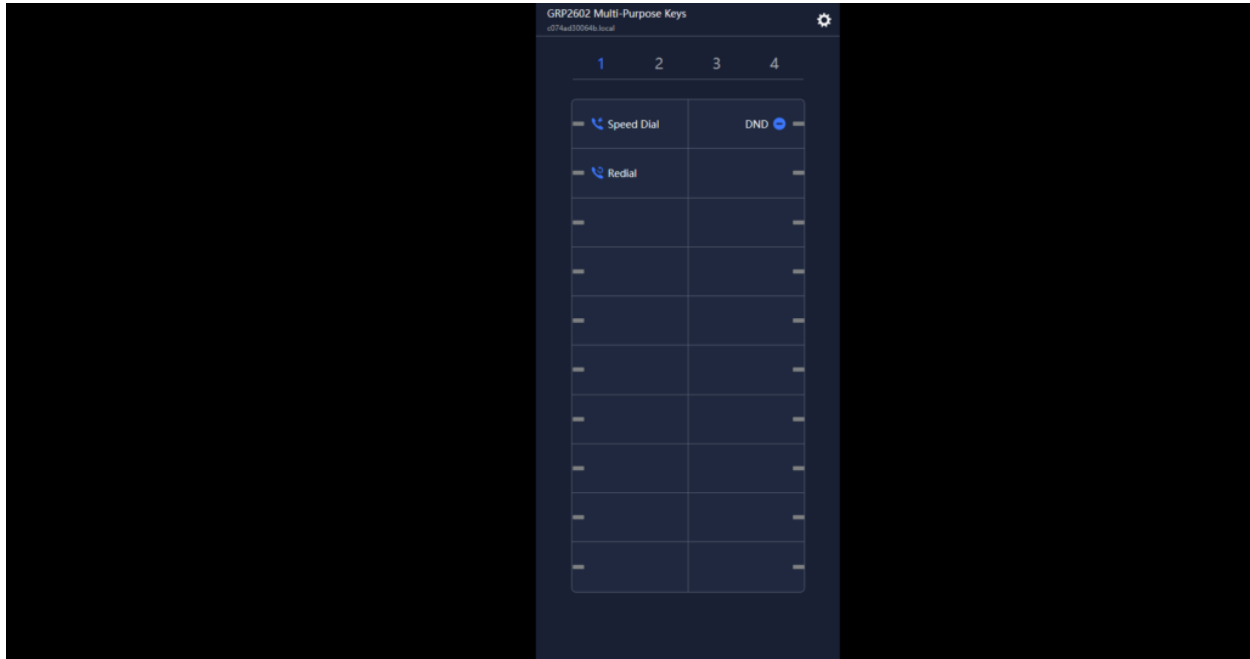

Results

Multicast DNS

In GRP260x web UI , and Under Access IP type:

- Click the link that appears on the screenshot below.

Multicast DNS

- This will redirect you to the following page:

Multicast Page redirection

Accessing Virtual Extension from GS EXT

GS EXT is a mobile client used in conjunction with the Grandstream GRP260X series phones, providing simple and fast programmable buttons to record various communication needs in office scenarios, making it convenient for users to operate communication functions with one click.

Installing the Application

To install the application on your smartphone, you can:

- Search for the application name in App store or Google play store, then download it.
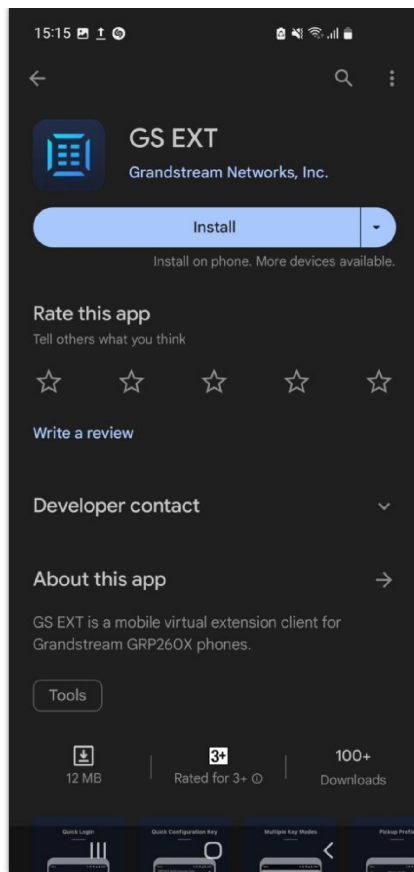
GS EXT installation from Play store

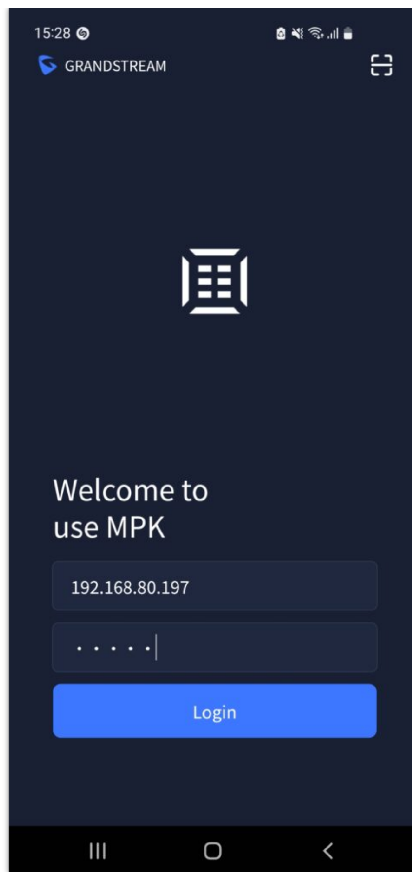○ Install the application by scanning the QR code from the GRP260x Web UI, For either IOS client or Android client.
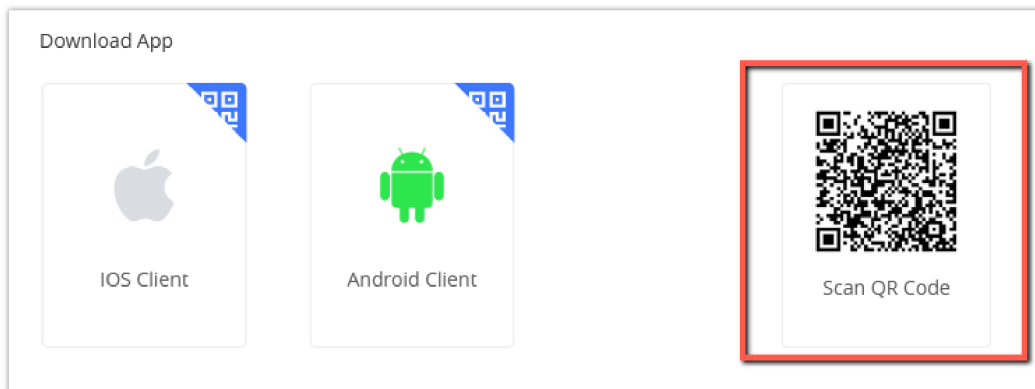
GS EXT installation from Web UI

Once installed, you can access it by entering the IP Address of the GRP260x ,and its user level password:

Accessing GS EXT

Configuring Virtual Extension

After installing the application on your smartphone or accessing it via the web, you can begin utilizing it by setting up virtual Extension associated with the designated IP phone. It's important to recognize that the configuration remains consistent across all platforms, whether accessed through the web, the application, or the GRP260x web UI – changes made on one platform will synchronize seamlessly across all others.

The configuration parameters are the following :

Order	Sets the order of the Virtual Extension.
Virtual Extension Mode	**Speed Dial:** Select the Account to dial from. And enter the Speed Dial number in the Value field to be dialed or enter the IP address to set the Direct IP call as Speed Dial. **Busy Lamp Field (BLF):** Select the Account to monitor the BLF status. Enter the extension number in the Value field to be monitored. **Presence Watcher:** This option has to be supported by a presence server and it is tied to the "Do Not Disturb" status of the phone's extension. **Eventlist BLF:** This option is similar to the BLF option but in this case, the PBX collects the information from the phones and sends it out in one single notification message. PBX server has to support this feature. **Speed Dial via active account:** Similar to Speed Dial but it will dial based on the current active account. For example, if the phone is off-hook and account 2 is active, it will call the configured Speed Dial number using account 2 **Dial DTMF:** Enter a series of DTMF digits in the Value field to be dialed during the call. "Enable MPK Sending DTMF" has to be set to "Yes" first. **Voicemail:** Select Account and enter the Voicemail access number in the Value field. **Call Return:**

The last answered calls can be dialed out by using Call Return. The Value field should be left blank. Also, this option is not binding to the account and the call will be returned based on the account with the last answered call.

Transfer:

Select Account and enter the number in the Value field to be transferred (blind transfer) during the call.

Call Park: Select Account and enter the call park extension in the Value field to park/pick up the call.

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.

For example:

If users set MPK 1 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.

Conference:

Allow user to set their Multi-Purpose Key to "Conference" mode to trigger a conference. By setting the extension number in the value box, the users will be able to activate a 3-way conference by simply pressing the assigned MPK button.

Multicast Paging:

Allows the user to configure the address to send a multicast page to.

Call Log:

Select Account and enter the account number in the Value field to allow the configuration of the call log for another extension.

Monitored Call Park:

Select the account from the Account field and enter the call park extension in the Value field to park/pick up the call, and also monitor the parked call via Line Key's light.

Menu:

Select this feature in order to display the Menu from the MPK buttons, no field is required for configuration.

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 field is required for configuration.

Message:

Select this feature in order to display the Message menu from the MPK buttons, no field is required for configuration.

Forward:

Set the MPK Button to perform call forwarding to the destination number configured on the "Value Field". During ringing press the button to perform the call forward.

DND:

Press the configured key to enable/Disable DND.

Redial:

In this mode, the configured key can be used to redial numbers.

Presence Eventlist:

This option is similar to the Presence Watcher option but in this case, the PBX collects the information from the phones and sends it out in one single notification message.

Note: The PBX server has to support this feature.

Provision:

Select this feature in order to make the phone trigger an instant provisioning

Opendoor:

Select this feature in order to make the phone trigger an open-door action in conjunction with a GDS37xx

Multicast Listen to Address:

This feature sets up a multicast listening address for the IP Phone.

Multicast Paging Address:

This Feature sets up a Multicast paging address for paging purposes.

Note: An MPK configuration tutorial video link can be found on the MPK configuration page.

HTTP Command:

This Feature sets up a call through an HTTP command

Call Flip:

Dial this code to move the call of the same extension from a device to another.

Account	Defines the account extension.
Value	Enter the value to be associated with the configured MPK depending on the Virtual MPK mode. (Extension, Multicast Address....)
Label	Defines the name of the VPK.

Virtual Extension Configuratin

From GRP260x Web UI

To configure Virtual MPK from the GRP260x Web UI:

- Access **Programmable keys => Virtual Extension**.
- Choose an available Virtual MPK, Select the mode of Virtual MPK you want to set : Speed dial , Redial , DND ....
- Select the account on which the Virtual MPK will be applied.
- Define the value to be associated with the MPK depending on the Virtual MOK mode.
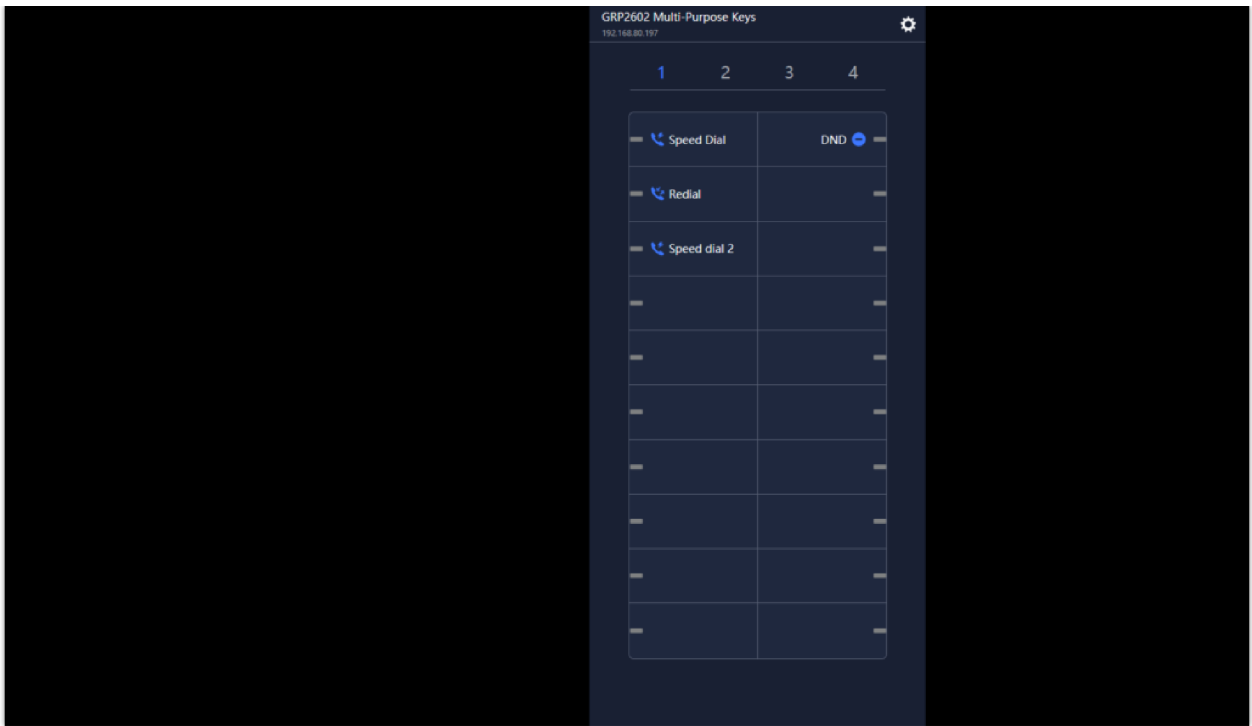- Set a label or a name for the Virtual MPK.

Setting up Virtual MPK from the WEB
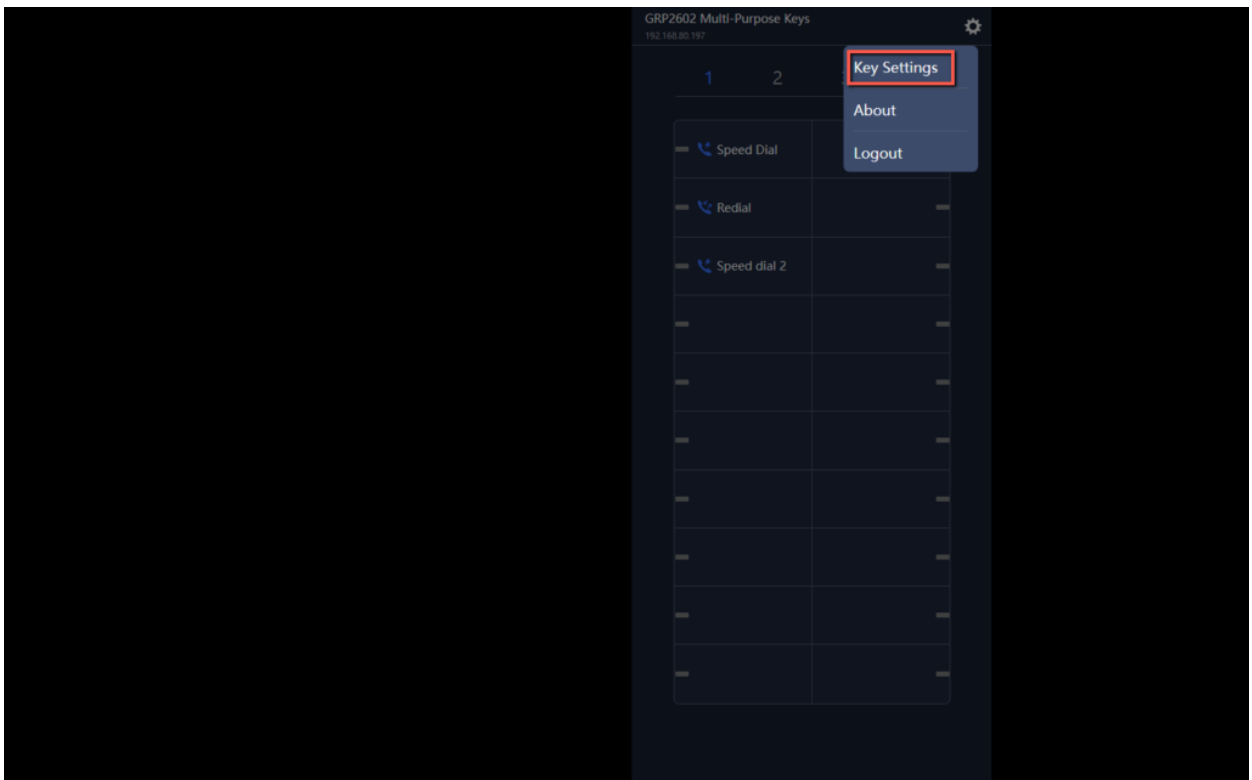
From Virtual Extension App

To configure Virtual MPK from the Local IP, Multicast DNS or GS EXT App, Follow the below steps:

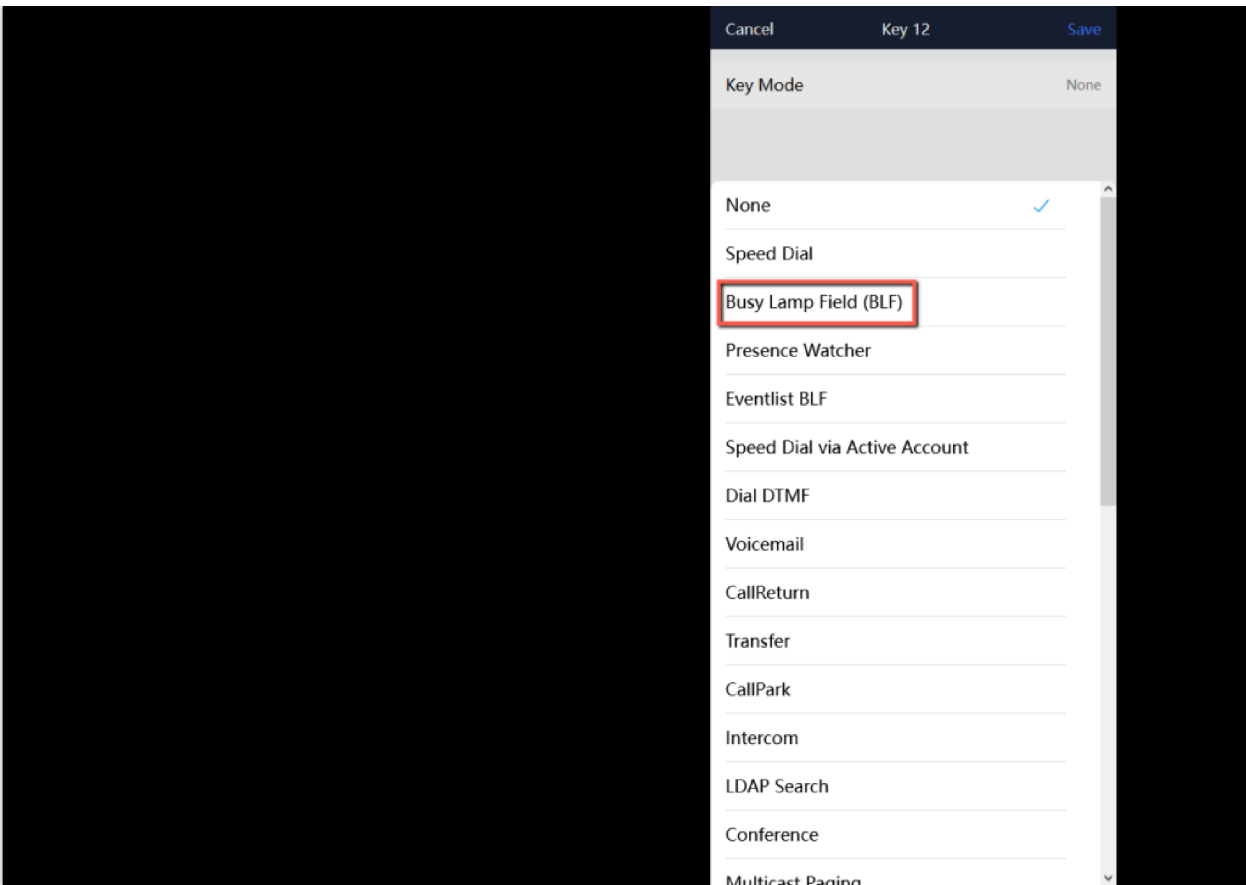- Access the corresponding link to land on the below page:

Open virtual MPK on web

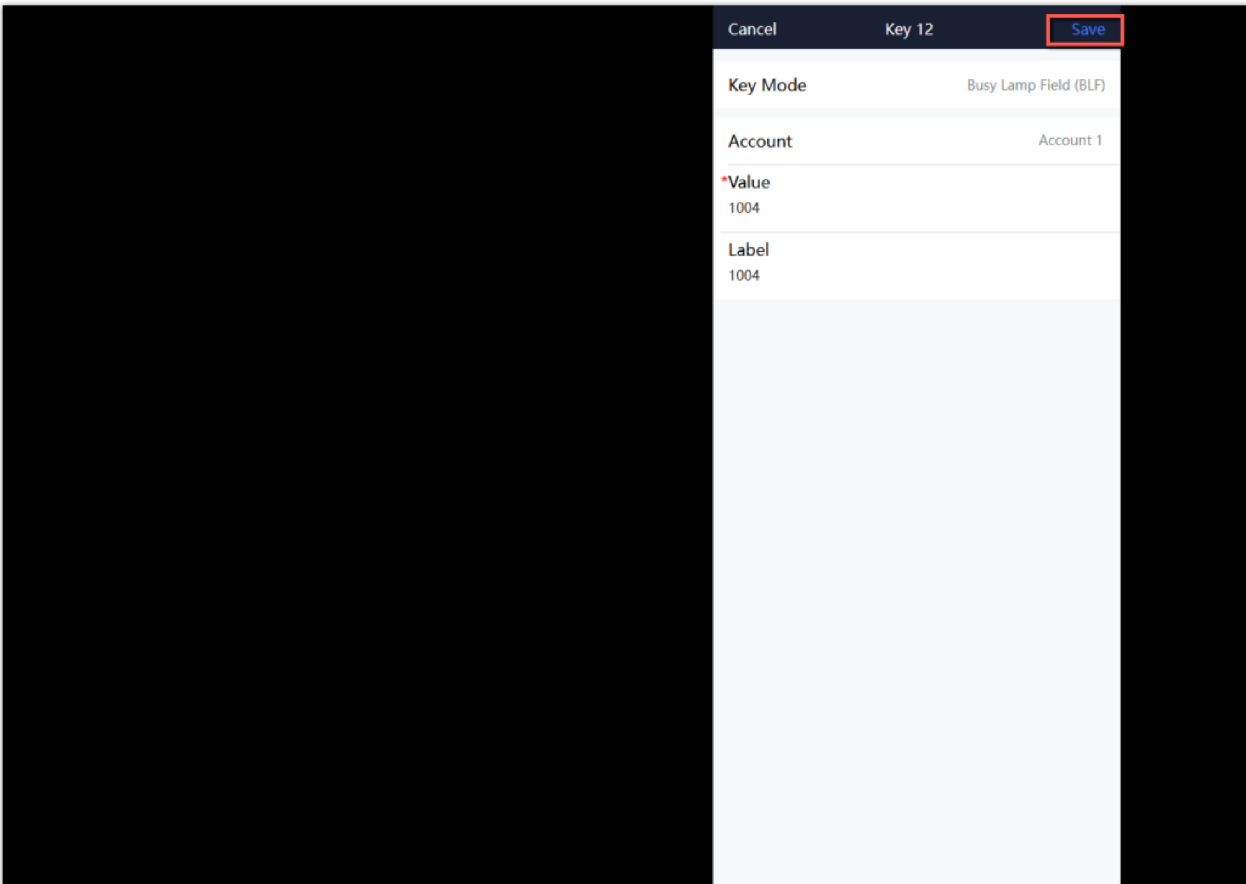- Click the icon 🔧 to access settings then click on Key settings.

Access Key Settings

- Click on the virtual button you want to configure, then select the key mode.

Setting up the Virtual Button

- Configure the Account,Value, and Label then Click "Save"

Saving the configuration of Virtual MPK

Supported devices

Supprted device	Firmware required
GRP2601	1.0.5.19 or Higher
GRP2601P	1.0.5.19 or Higher
GRP2601W	1.0.5.19 or Higher
GRP2602	1.0.5.19 or Higher
GRP2601P	1.0.5.19 or Higher
GRP2601W	1.0.5.19 or Higher
GRP2603	1.0.5.19 or Higher
GRP2603P	1.0.5.19 or Higher
GRP2604	1.0.5.19 or Higher
GRP2604P	1.0.5.19 or Higher

List of supported devices

Need Support?

Can't find the answer you're looking for? Don't worry we're here to help!

CONTACT SUPPORT