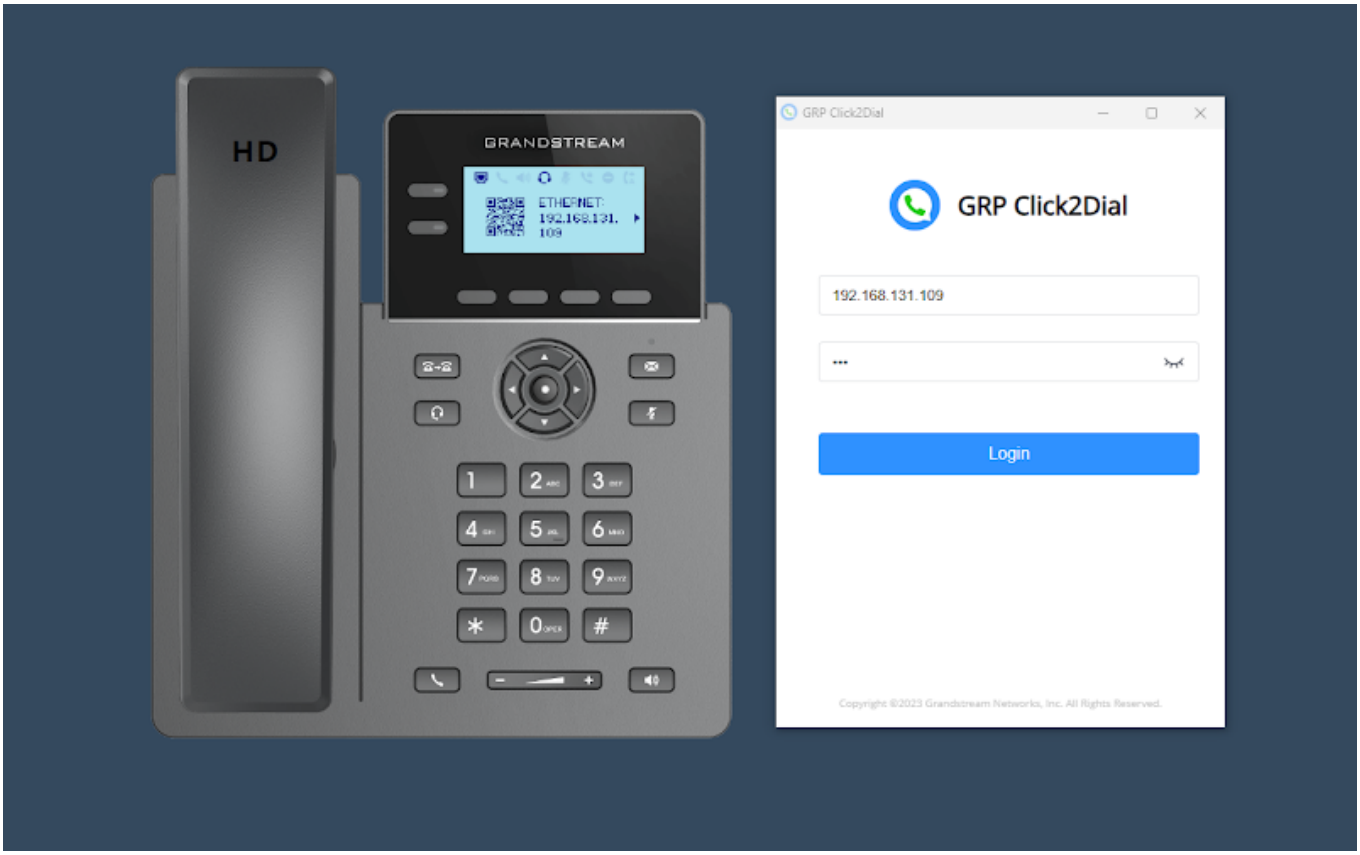
Grandstream Networks, Inc.

GRP260x and GRP260x Lite Series
Click2Dial Guide

Overview

GRP Click2Dial is a lightweight add-on which integrates with Grandstream GRP260x and GRP260x Lite series seamlessly. It allows users to access via its IP address to click-to-dial, search for contacts, make calls and answer calls quickly. The GRP Click2Dial add-on helps reduce manual operations on the physical phone, improves work productivity and efficiency.



GRP Click2Dial

Some of the highlighted features are:

- Access the device for click-to-dial from web browser.
- Click to call phone numbers from any web pages.
- Search contacts by name, phone number or email, view presence status and make calls.
- Incoming call pop-up notifications.
- Diverse call functions: call establishment, hangup, call hold and resume, line selection, etc.

Installing GRP Click2Dial Add-on

Grandstream GRP260x and GRP260x Lite IP phones support Click2Dial Add-on on various web browsers.

Here are the Add-on links for each web browser:

- **Chrome**
- **Firefox**

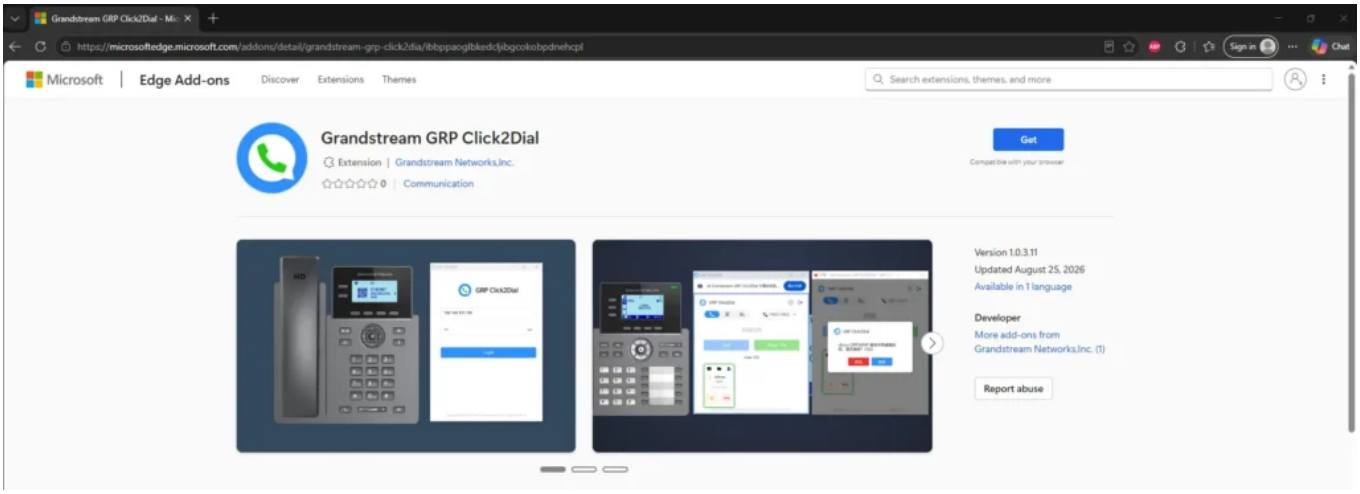
- **Edge**

The steps to install Click2Dial Add-on are shown below:

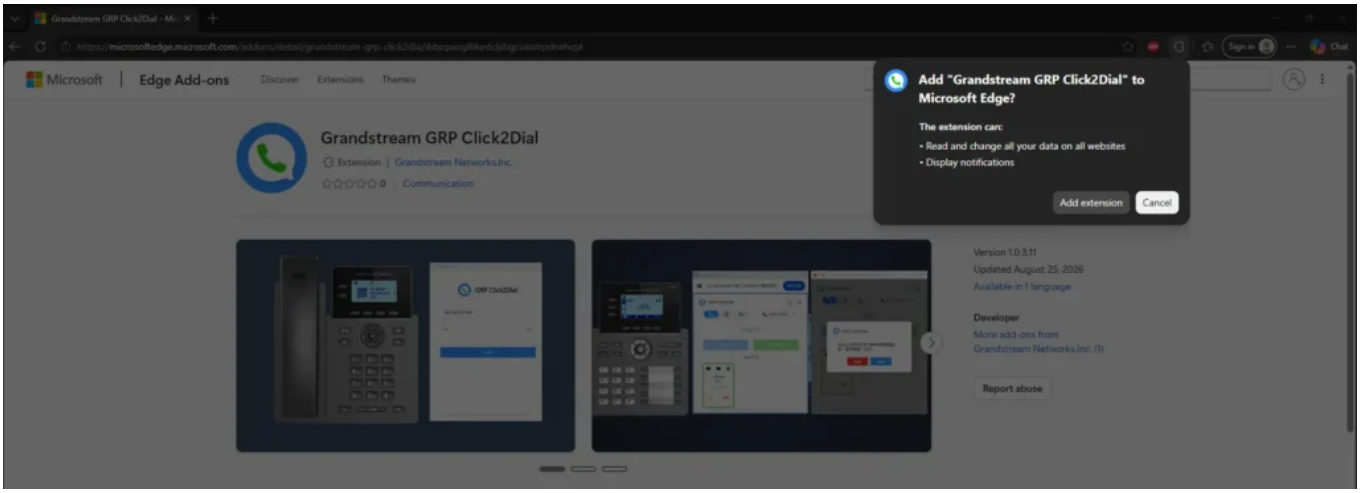
1. Click one of the link above for the Grandstream GRP Click2Dial Add-on for your browser.

(E.g.,Edge: https://microsoftedge.microsoft.com/addons/detail/grandstream-grp-click2dia/ibbppaoglbkedcljibgcokobpdnehcpl)

2. Click the "Get" button on the web page.



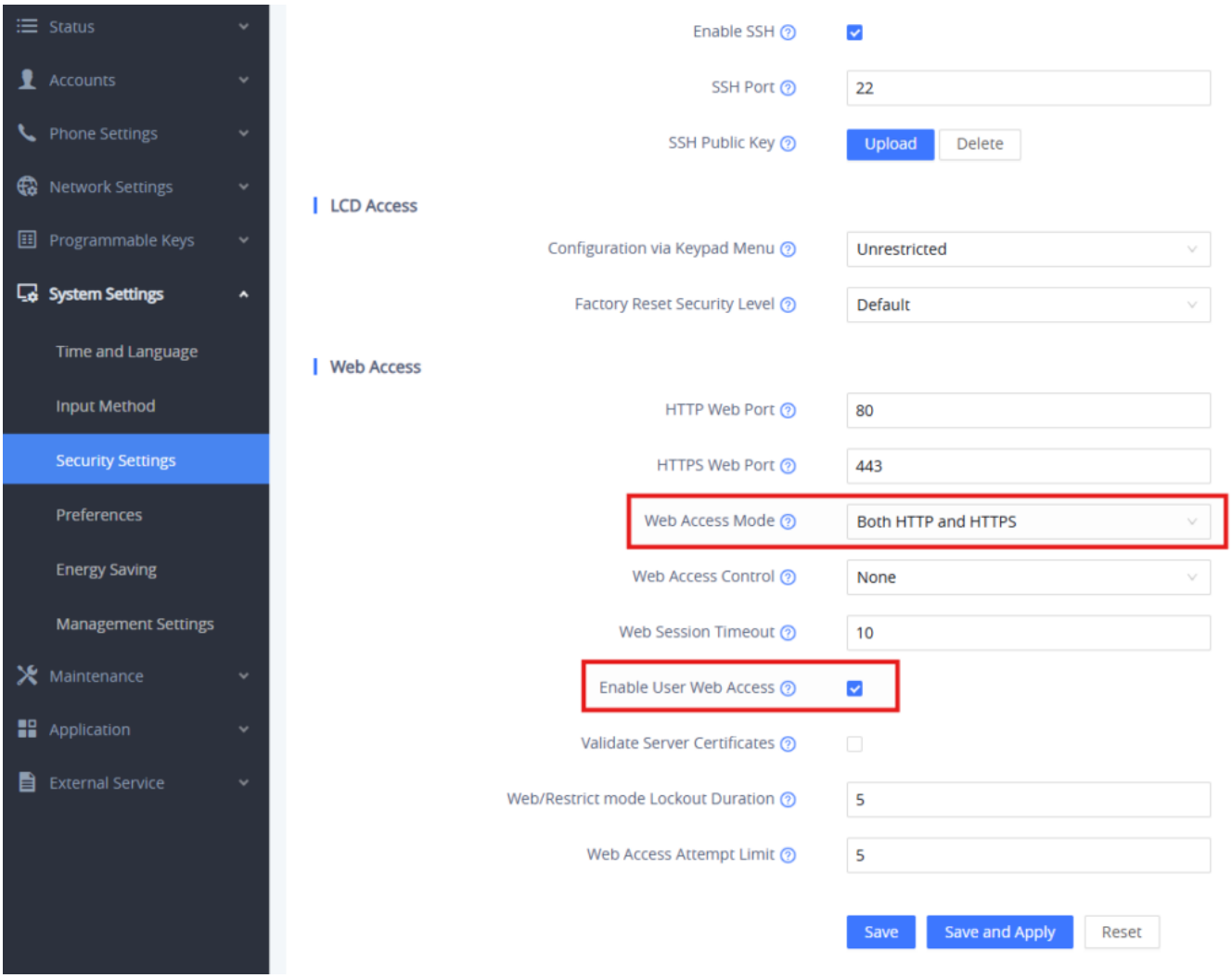
3. Click "Add extension" on the prompt to install the Add-on successfully.



Configuring the GRP Device

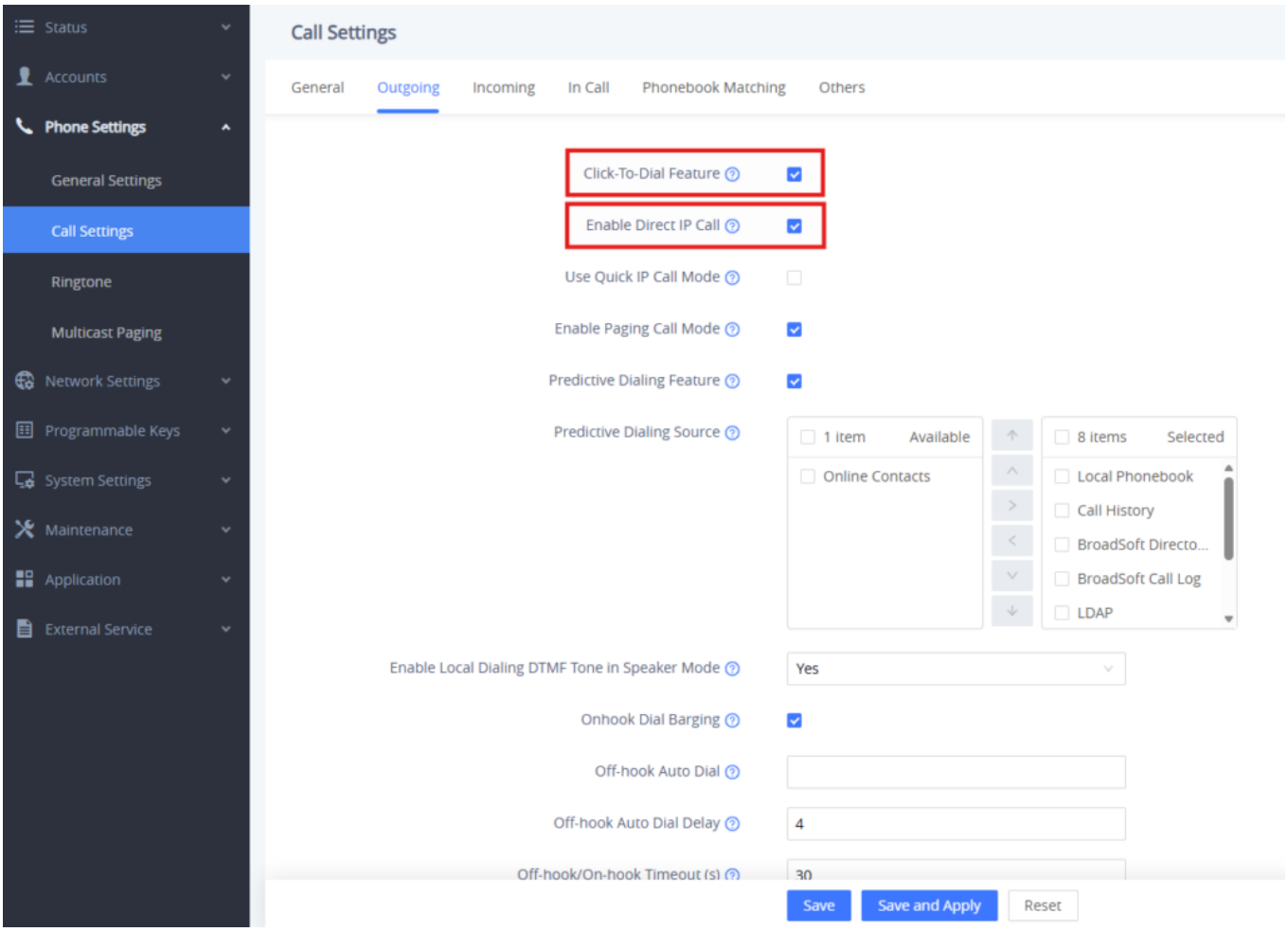
On the device, configure the following settings to use the Click2Dial Add-on:

- Set **Web Access Mode** to "HTTP" or "Both HTTP and HTTPS" and enable **Enable User Web Access** under **System Settings -> Security Settings -> Web/SSH Access -> Web Access**.



System Settings -> Security Settings -> Web/SSH Access -> Web Access

- Enable **Click-To-Dial Feature**. To allow direct IP calling with Click2Dial, enable **Enable Direct IP Call**. Both options are available under **Phone Settings -> Call Settings -> Outgoing**.



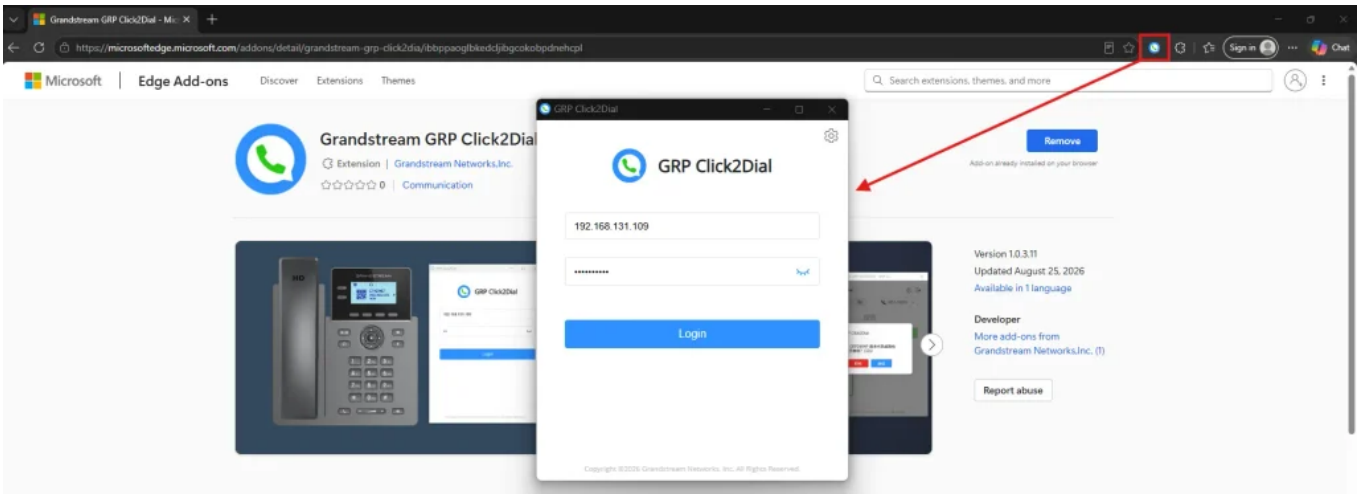
Phone Settings -> Call Settings -> Outgoing

Using GRP Click2Dial

Login

On the web browser, follow the steps below:

- Click the Click2Dial Add-on icon in the web browser's toolbar to display the login prompt. Enter the device's IP address or MAC address, then enter the corresponding password.

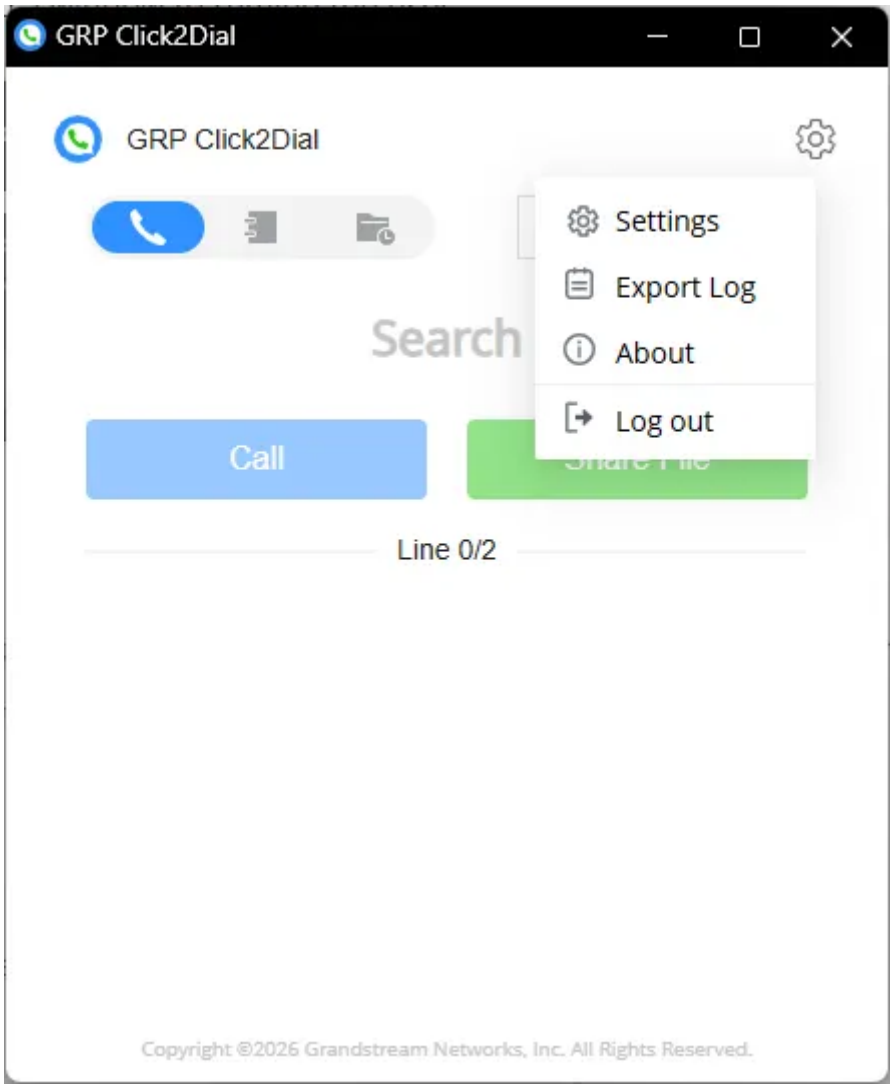


GRP Click2Dial Login

- Logging in with the device's default password is not supported by Click2Dial. The default password must be changed before using the Add-on.
- The Click2Dial Add-on is supported only by the GRP260x and GRP260x Lite series phones. Other phone models cannot log in to the Add-on.
- Only one Add-on account can be logged in at a time. Multiple Add-on accounts cannot be logged in simultaneously.

Settings

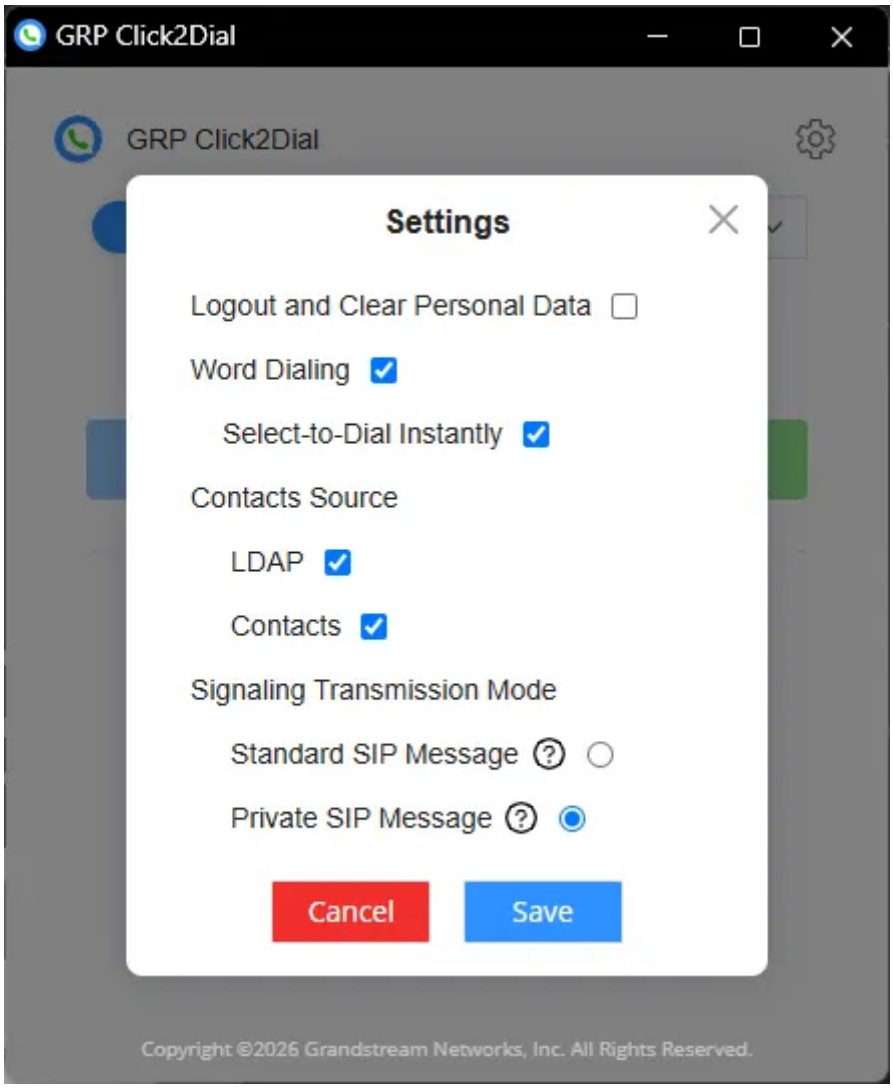
After successfully logging in, the main interface of the GRP Click2Dial Add-on is displayed. Clicking the **Settings** icon in the upper-right corner of the window displays the Settings menu, which provides access to the Add-on settings, log export, version information, and logout options.



GRP Click2Dial Settings

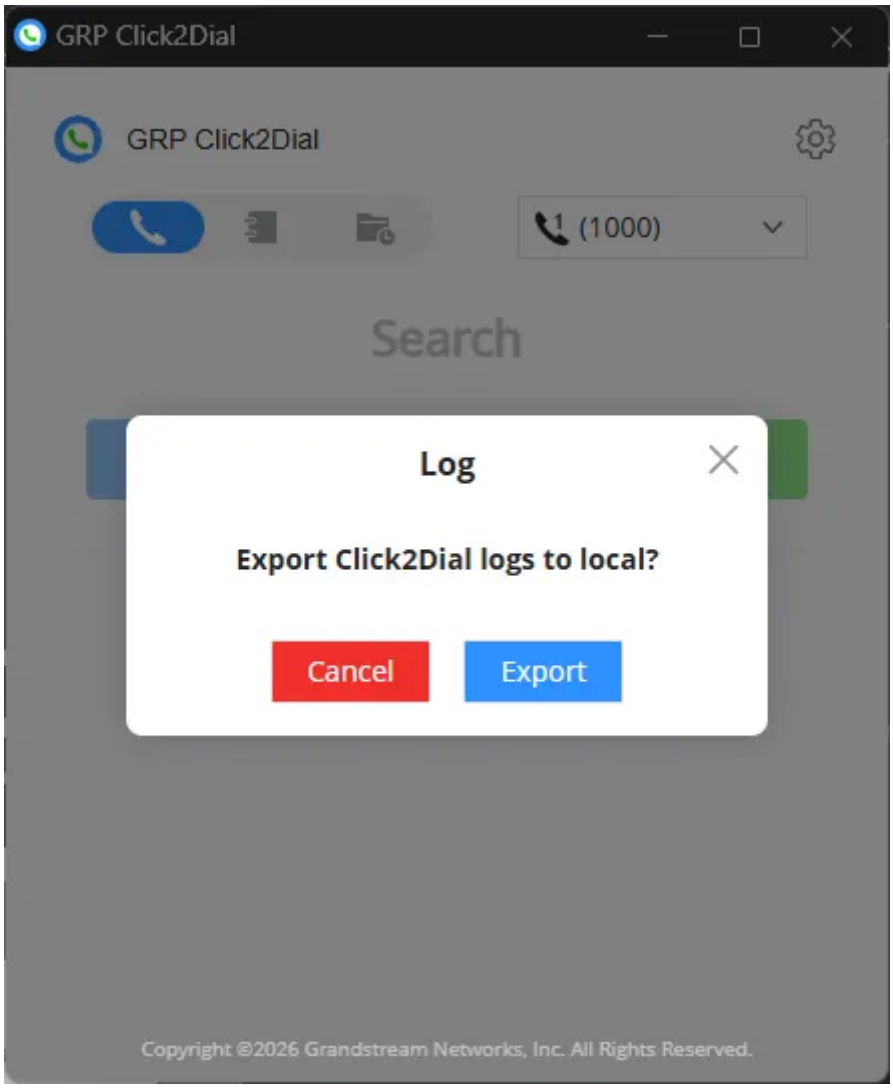
- **Settings** provides access to the following options:

  - **Logout and Clear Personal Data:** When checked, clears all personal data upon logout.
  - **Word Dialing:** Enables dialing by selecting a phone number or contact name on any web page in the browser. When enabled, the call window appears upon selecting a phone number or contact name. If **Select-to-Dial Instantly** is also enabled, the call is initiated without requiring confirmation. Refer to the Call section for more information.
  - **Contact Source:** Selects the contact sources used when dialing through GRP Click2Dial. The available options are **LDAP** and **Contacts**.
  - **Signaling and Transmission Mode:** Selects the signaling mode used during dialing. **Standard SIP Message** may cause incompatible phones to display the message as garbled text. **Private SIP Message** can prevent garbled text display but may not be recognized by the IPPBX server, potentially affecting the functionality of the GRP Click2Dial Add-on.



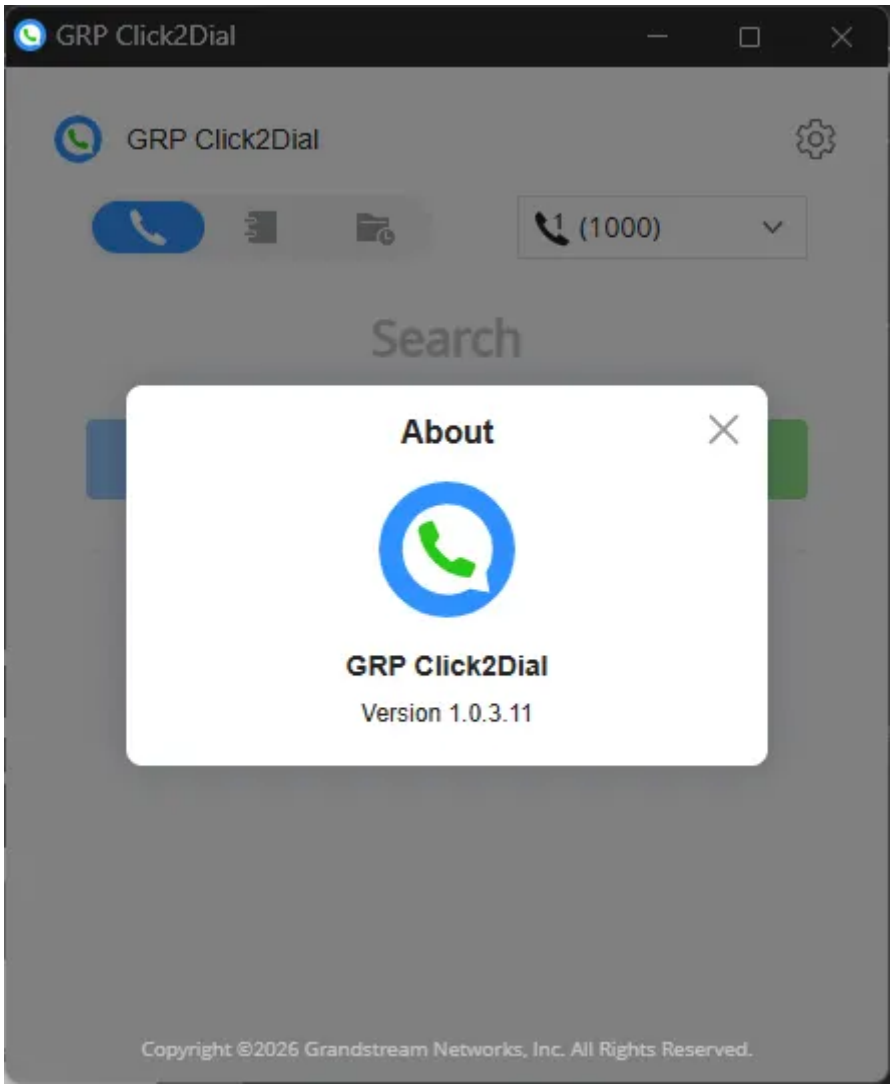
GRP Click2Dial Settings

- **Export Logs** downloads the Add-on's call logs as a .zip file for troubleshooting and diagnostic purposes.



GRP Click2Dial Export Logs

- **About** displays the current version of the GRP Click2Dial Add-on.

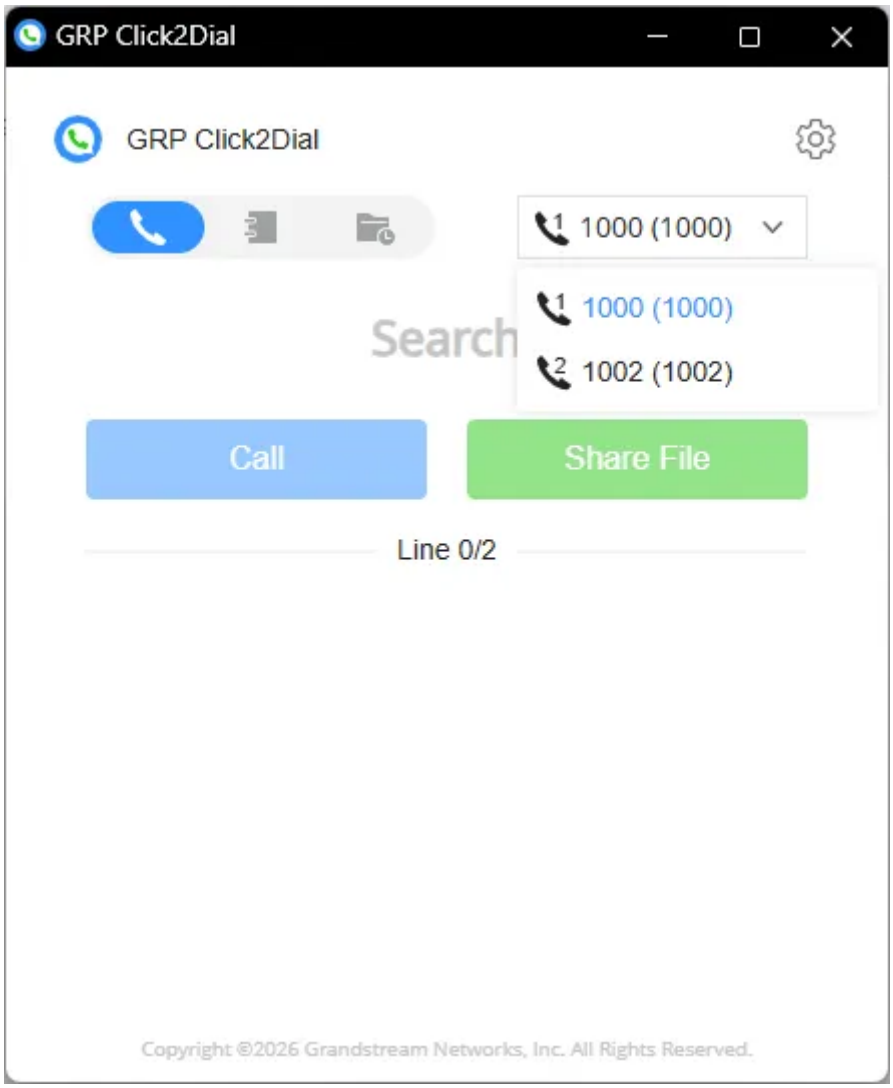


GRP Click2Dial About

- **Logout** logs out of the GRP Click2Dial Add-on and returns the user to the login interface. If **Logout and Clear Personal Data** is enabled, personal data is also cleared upon logout.

Initiating Calls

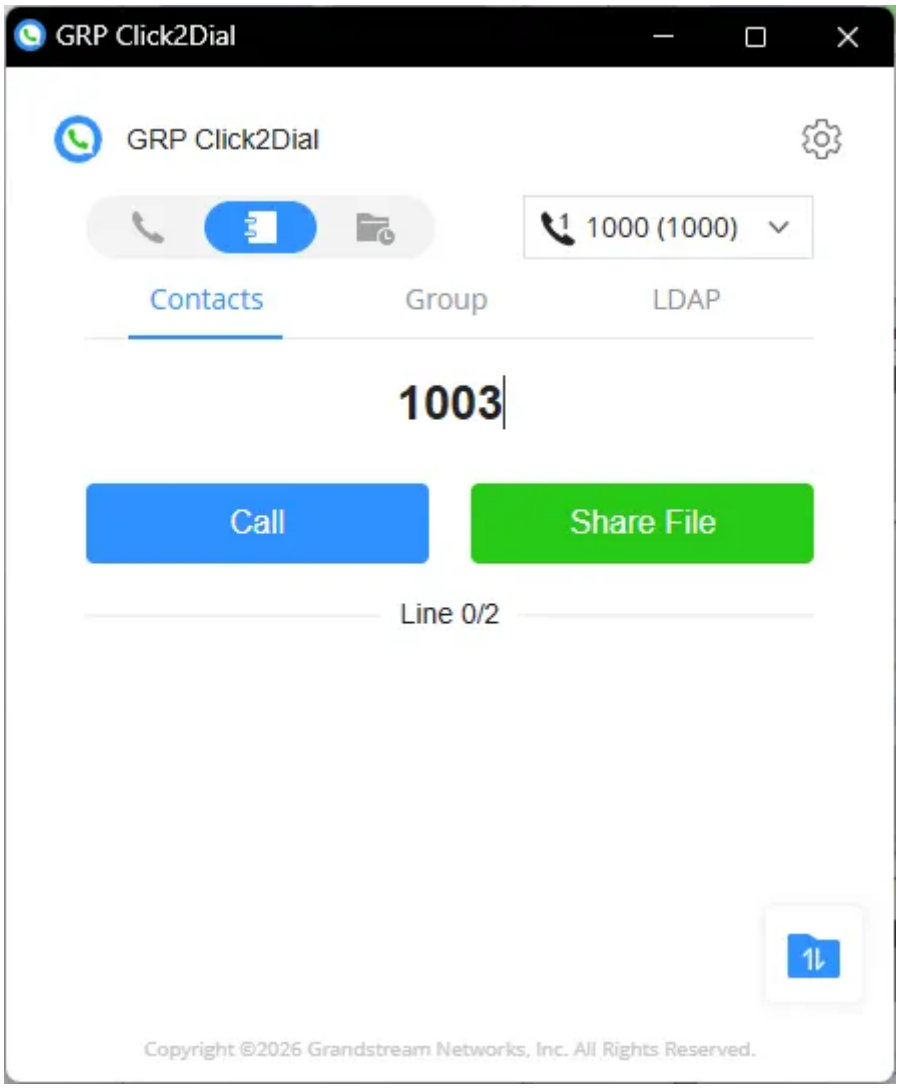
The main interface of the GRP Click2Dial Add-on allows users to select an account registered on the phone. The selected account is used to place outgoing calls.



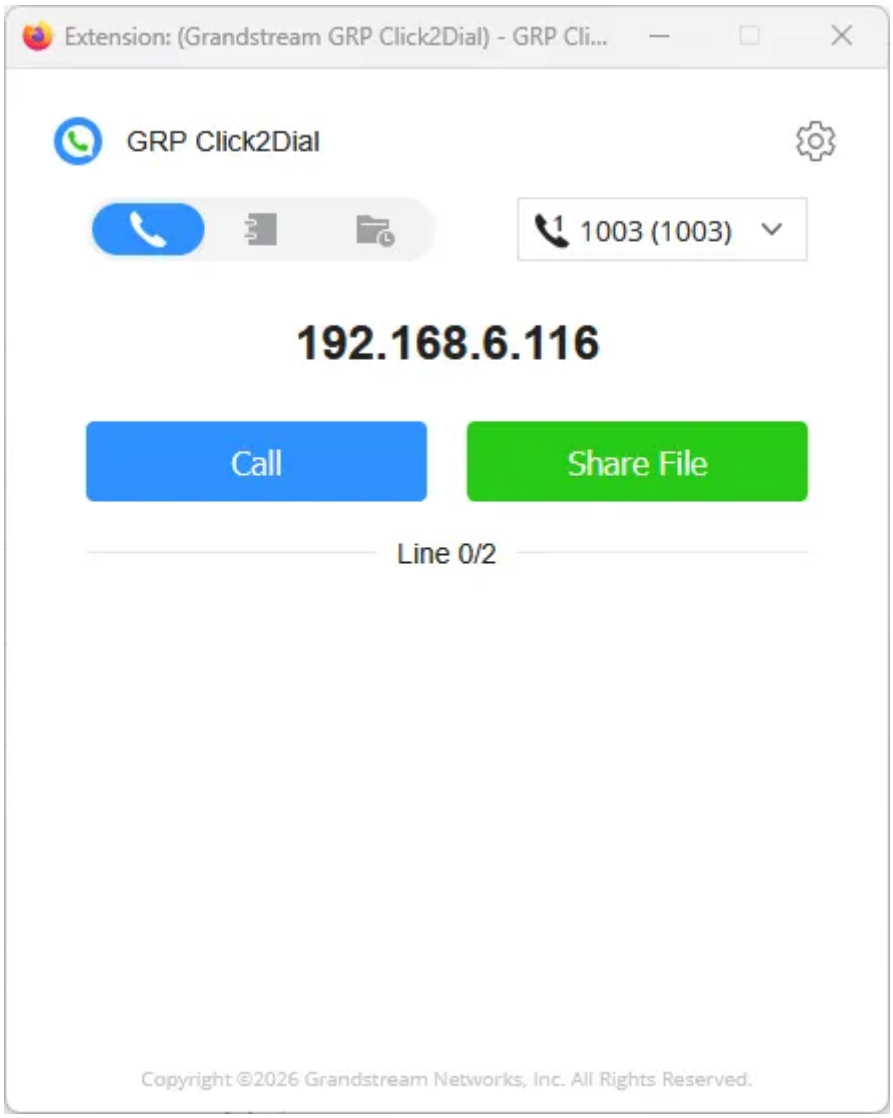
GRP Click2Dial Select Account

Manually Initiating a Call

Users can manually initiate calls from the main interface by entering an extension number, phone number, contact name, or email address in the **Search** field and clicking **Call**. The search covers all enabled contact sources, as well as unsaved phone numbers.



GRP Click2Dial Manual Dialing with an Extension Number

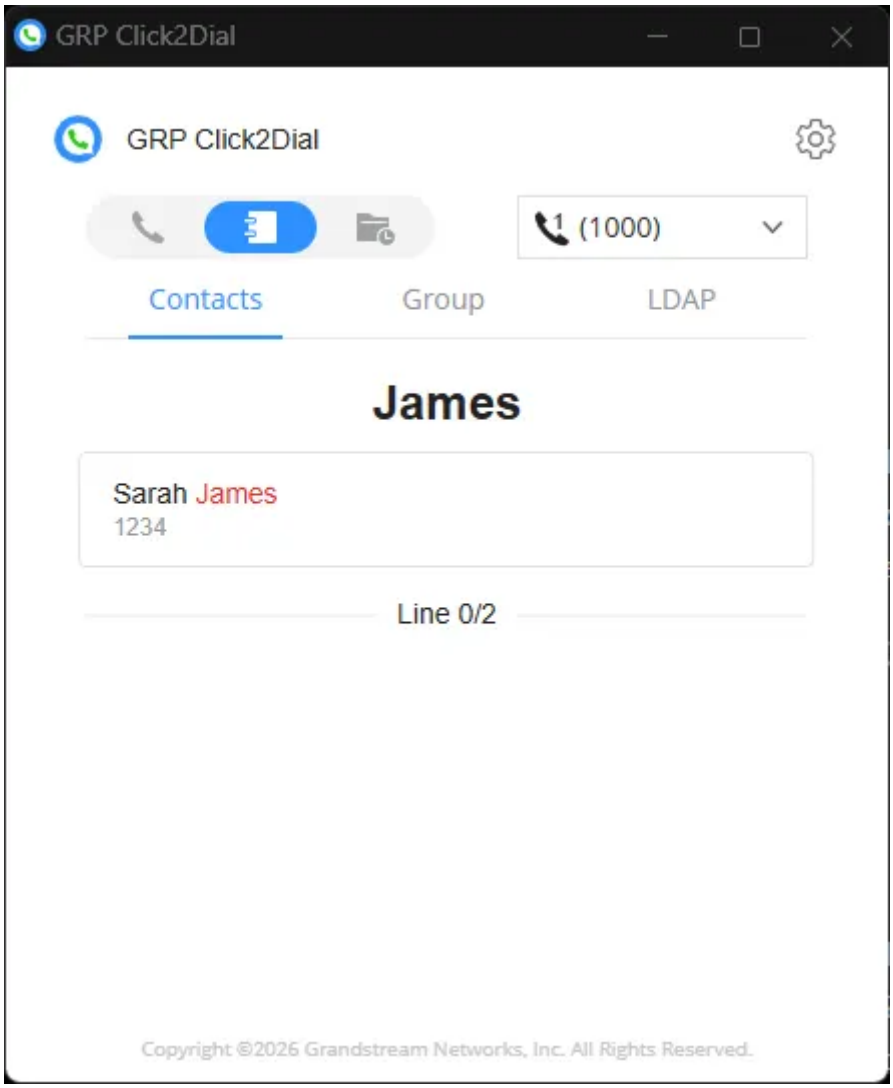


GRP Click2Dial Manual Dialing with Direct IP

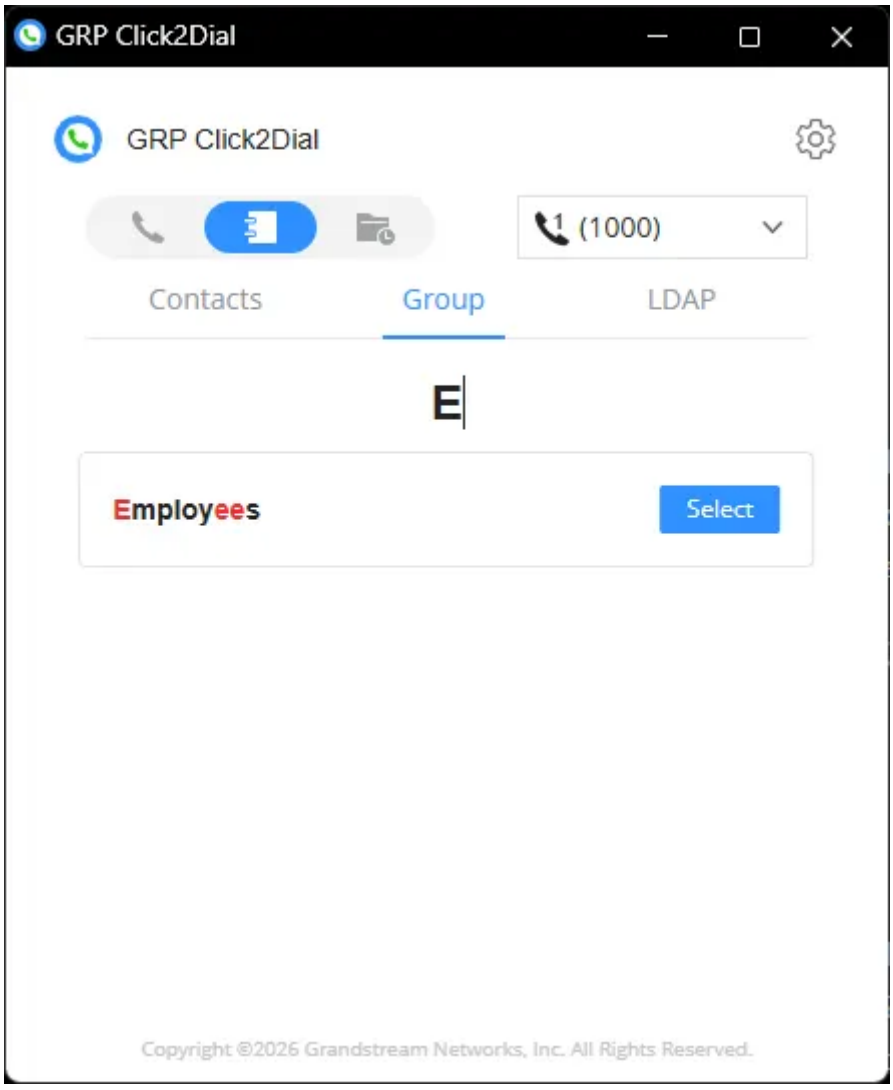
Initiating a Call from Contacts

The **Contacts** interface organizes entries into separate tabs: **Contacts**, **Groups**, and **LDAP**. Each tab displays entries from its respective source, provided it is enabled under **Contact Source** in the Settings menu. Users can search within each tab by extension number, phone number, contact name, or email address, then select the desired entry and click **Call** to initiate a call.

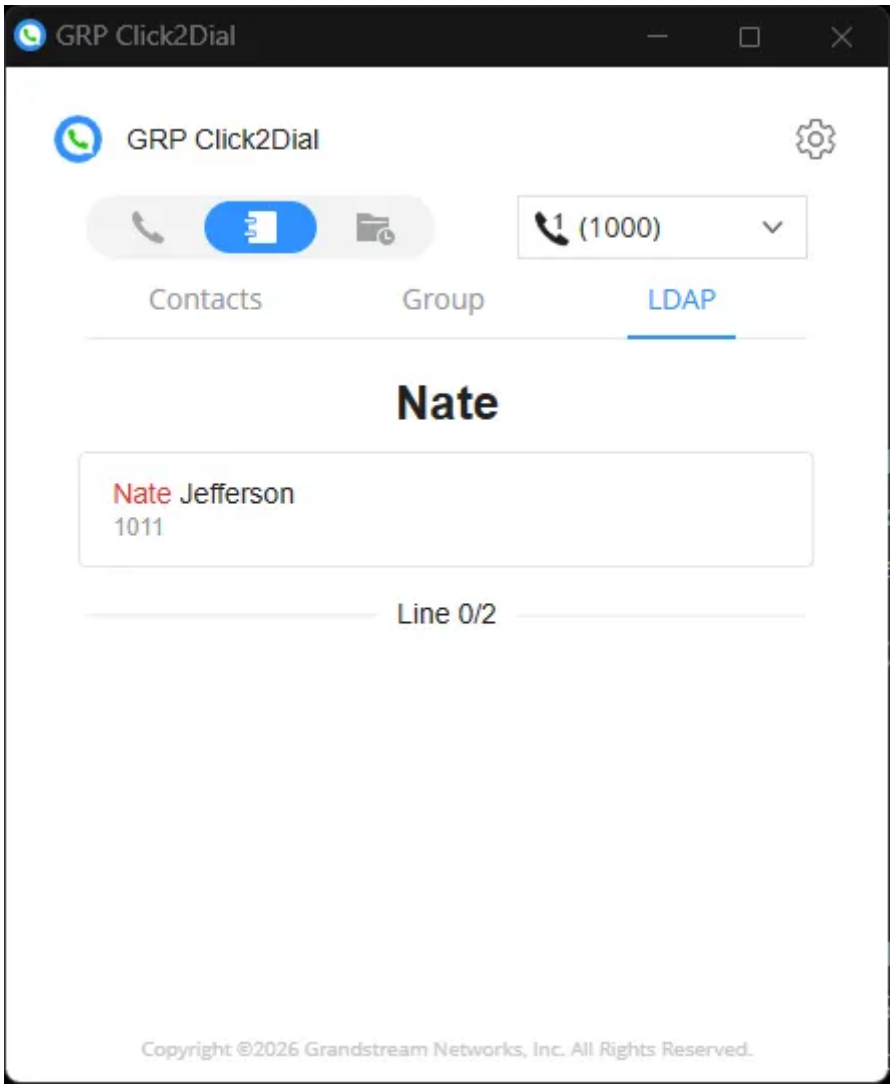
For more information about LDAP configuration, refer to the LDAP Guide.



GRP Click2Dial Contacts Dialing



GRP Click2Dial Group Dialing



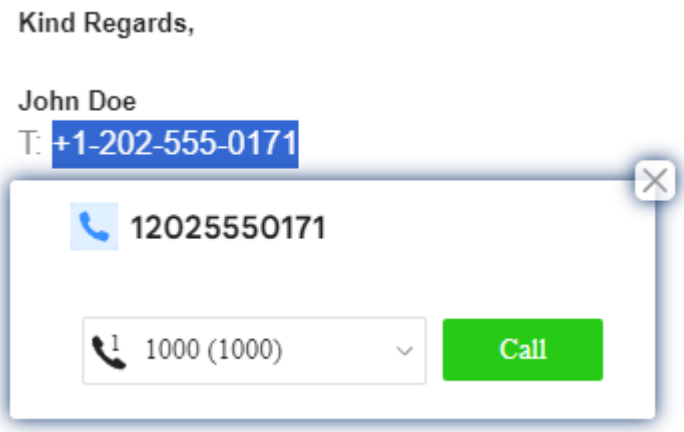
GRP Click2Dial LDAP Dialing

Word Dialing and Select-to-Dial Instantly

Users can dial phone numbers or contacts by selecting their text on any web page in the browser. To enable this feature, open the **Settings** menu, check **Word Dialing**, and click **Save**.

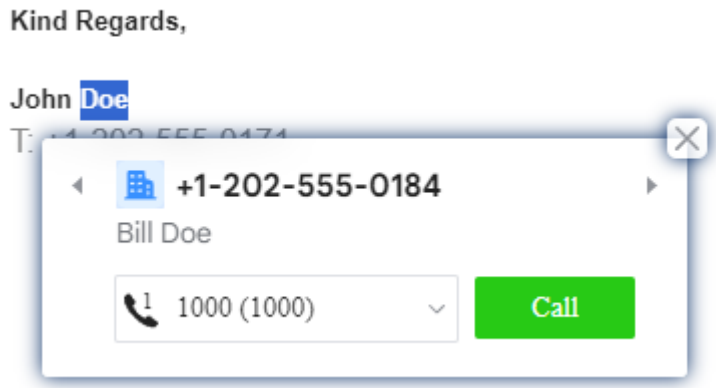
Once enabled, users can select phone numbers or contact names on any web page to display the call window. To initiate calls immediately without displaying the confirmation window, also enable **Select-to-Dial Instantly**.

- **Initiating a Call by Selecting a Phone Number:** Select a phone number on a web page. The Click2Dial window appears, allowing users to select the account to dial from and click **Call** to initiate the call.



GRP Click2Dial Word Dialing by Selecting a Phone Number

- **Initiating a Call by Selecting a Contact Name:** Select a contact name on a web page. If multiple contacts match the selected name, use the navigation arrows to browse the matching entries. Select the desired contact and account, then click **Call** to initiate the call.

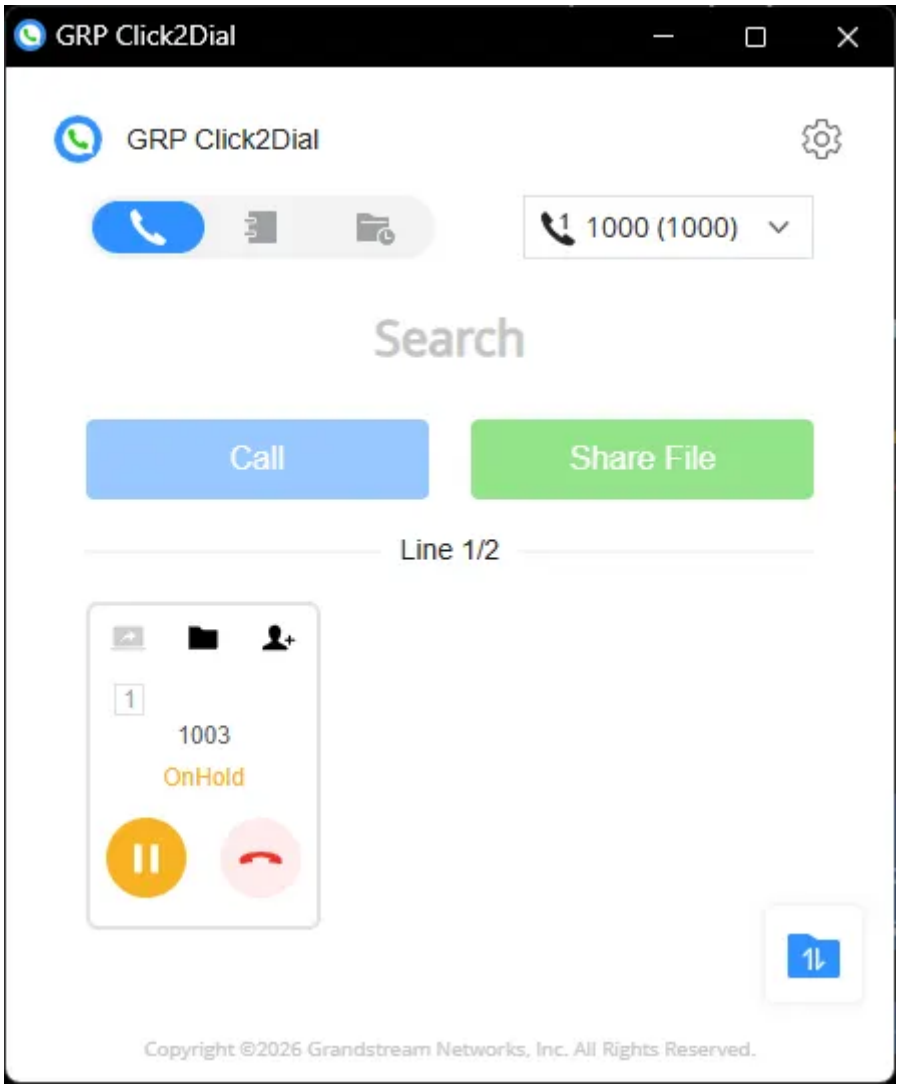


GRP Click2Dial Word Dialing by Selecting a Contact Name

- For name selection to work, the selected name must be saved as a contact in the phone's phonebook.
- If the selected name matches multiple entries in the phonebook, the Click2Dial window displays an arrow that allows users to select the desired entry.

Placing a Call on Hold

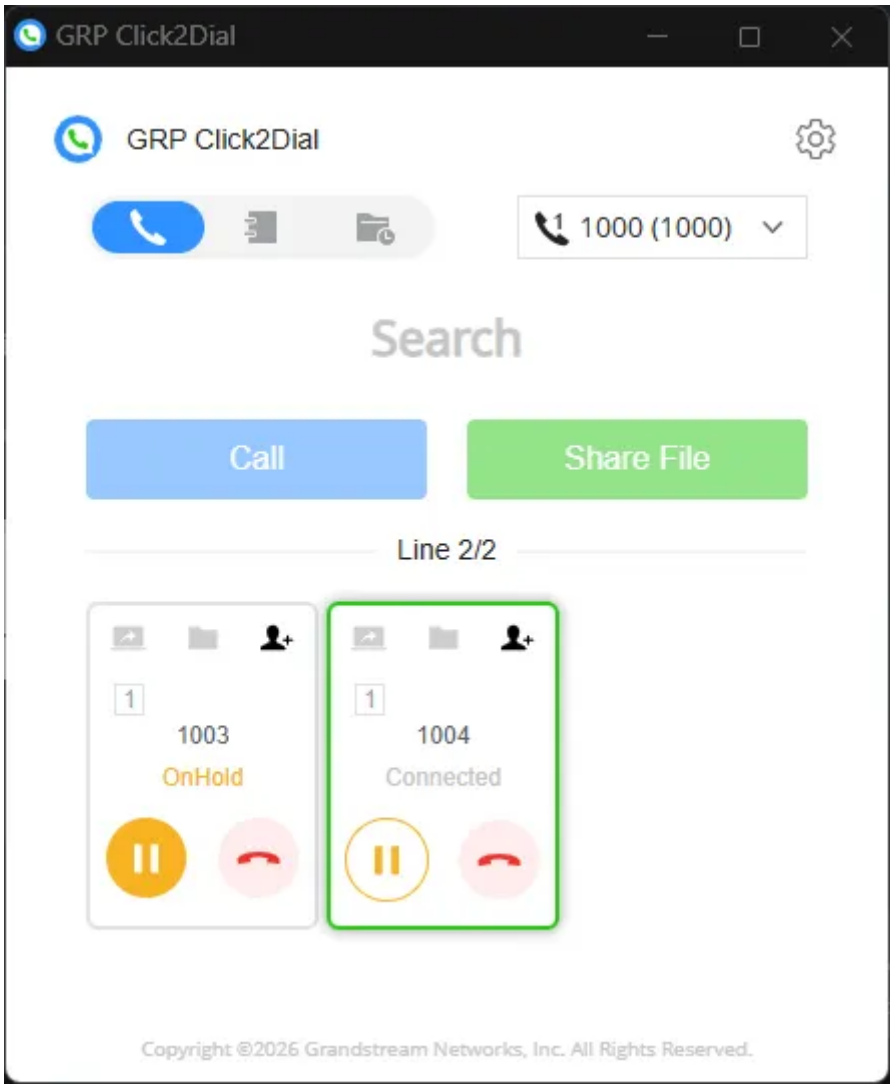
Users can place an ongoing call on hold by clicking the **Hold** button in the call window. Click the same button again to resume the call.



GRP Click2Dial Placing a Call on Hold

Managing Multiple Ongoing Calls

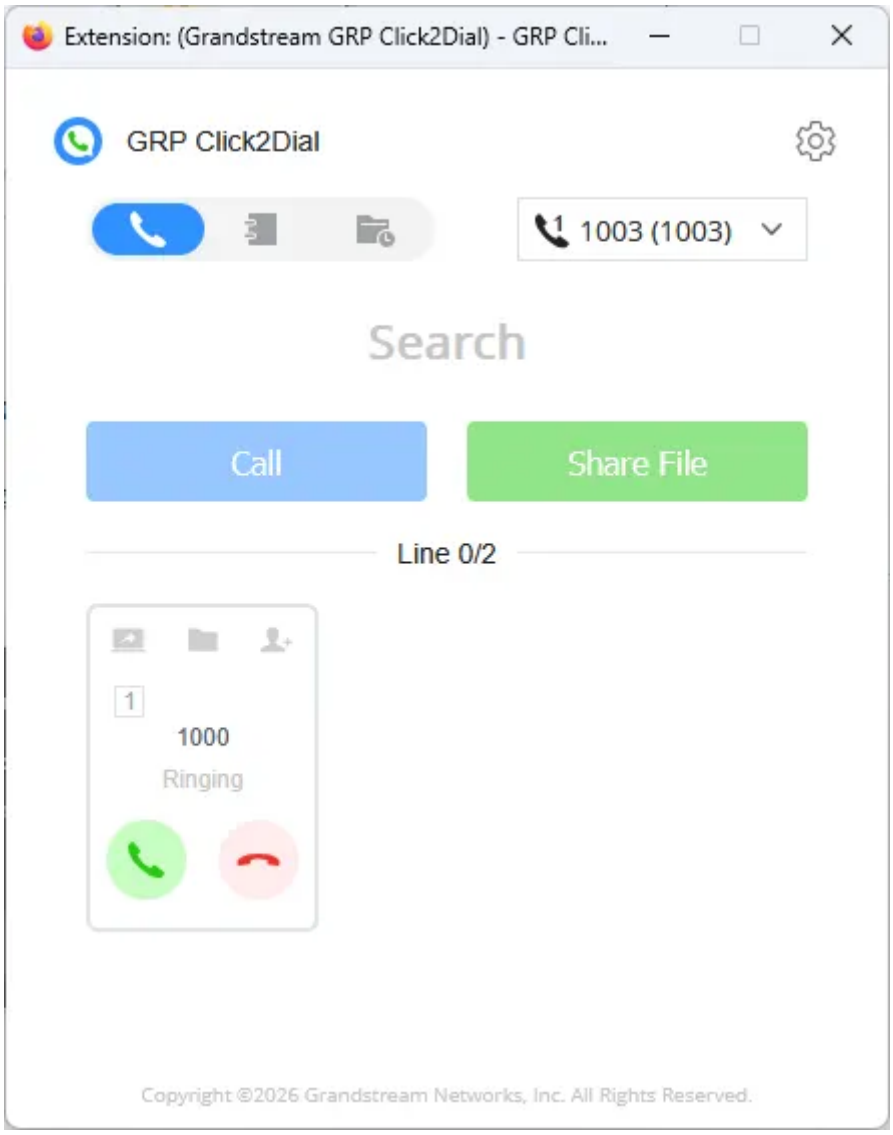
GRP Click2Dial supports multiple simultaneous calls. When a new call is answered while another call is ongoing, the previous call is automatically placed on hold. The interface displays each call and its status, allowing users to switch between calls, as shown below.



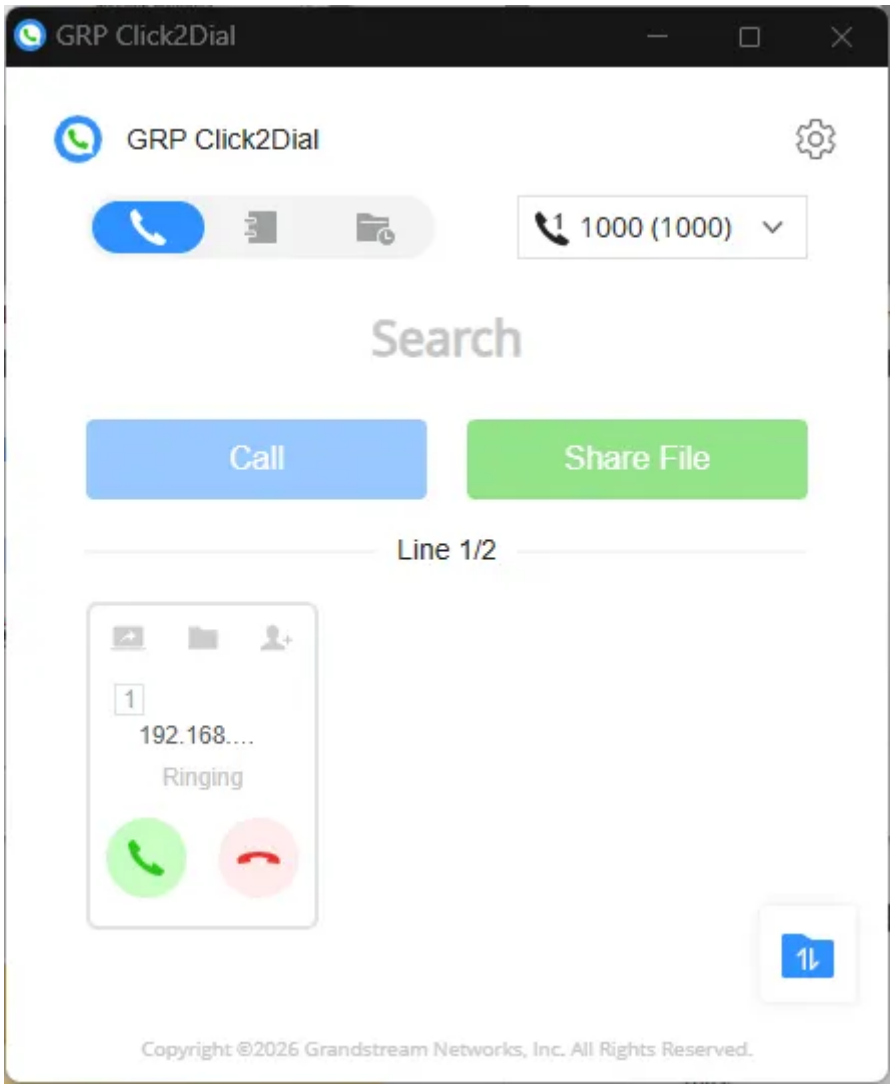
GRP Click2Dial Managing Multiple Ongoing Calls

Receiving Calls

When receiving an incoming call, the GRP Click2Dial main interface displays the caller information and provides options to answer or reject the call.



GRP Click2Dial Incoming Call via Extension Number

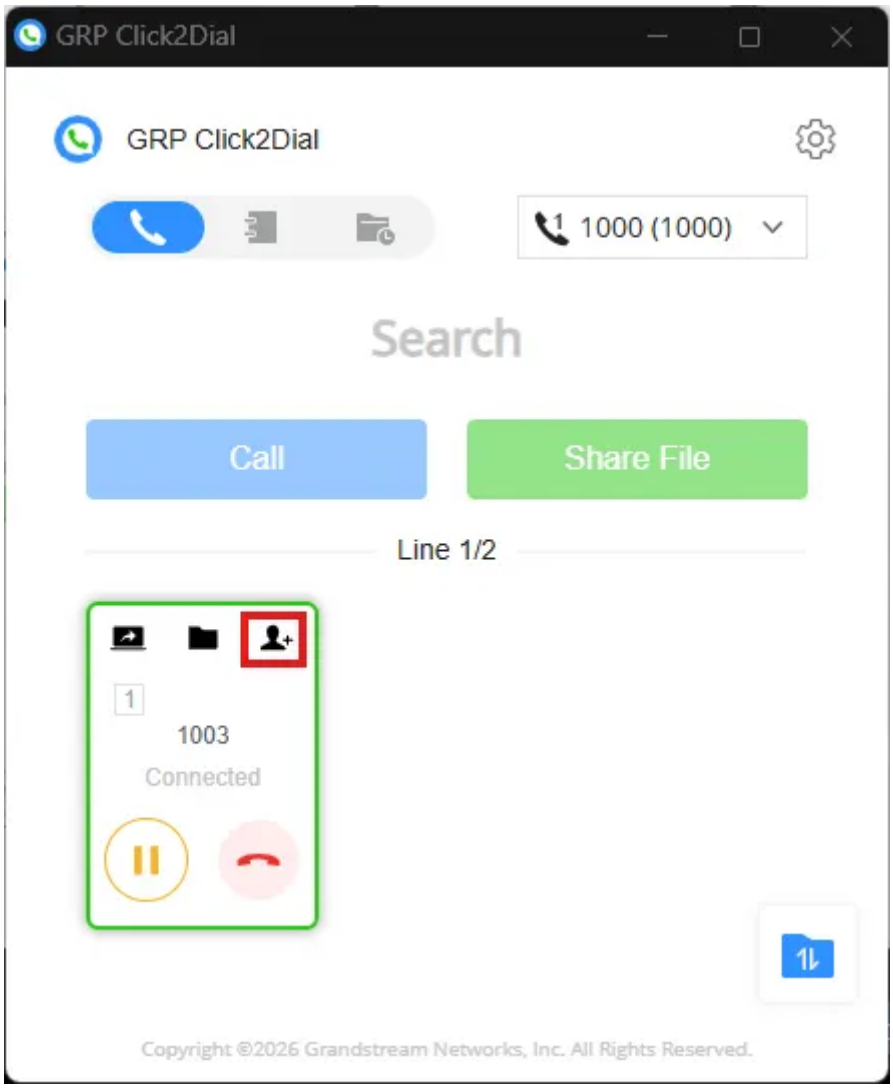


GRP Click2Dial Incoming Call via Direct IP

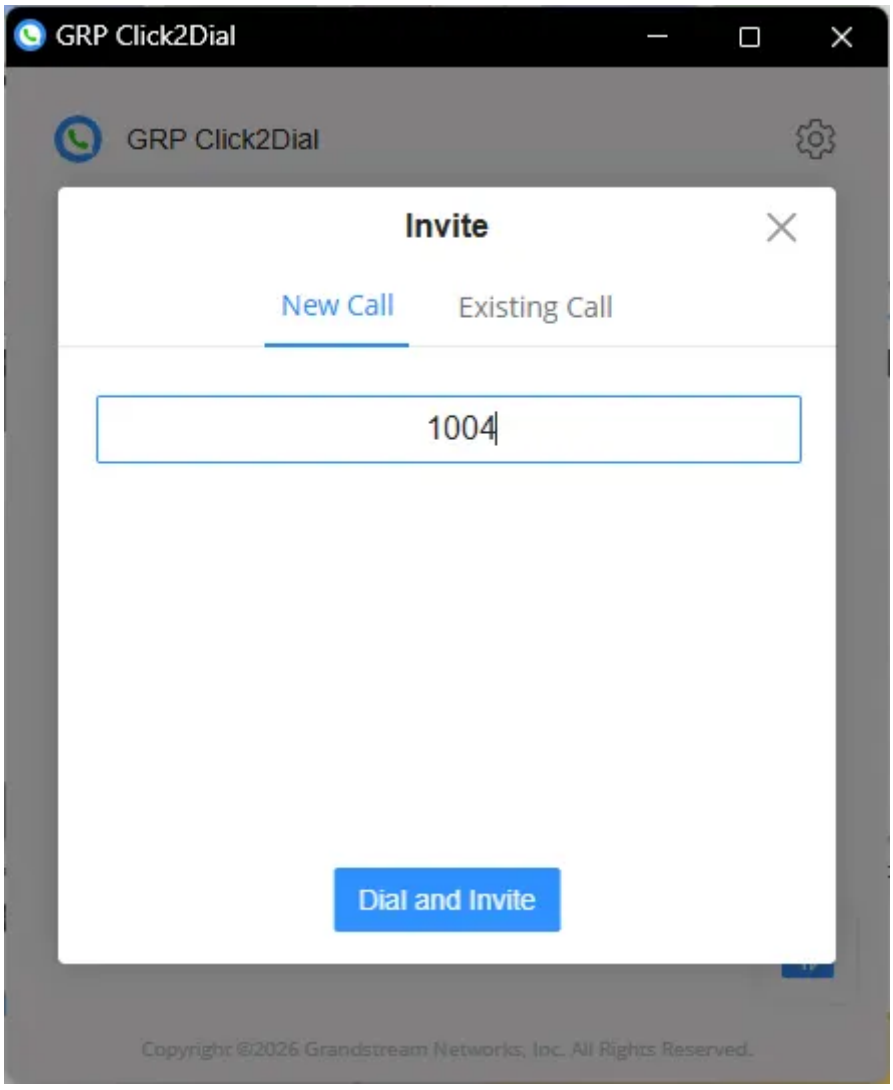
Initiating Meetings

GRP Click2Dial allows users to initiate a meeting with up to five members. Members can be added in the following methods:

- **From an Ongoing Call:** During an ongoing call, click the **Add Member** icon and manually enter the member's details to add them to the meeting.

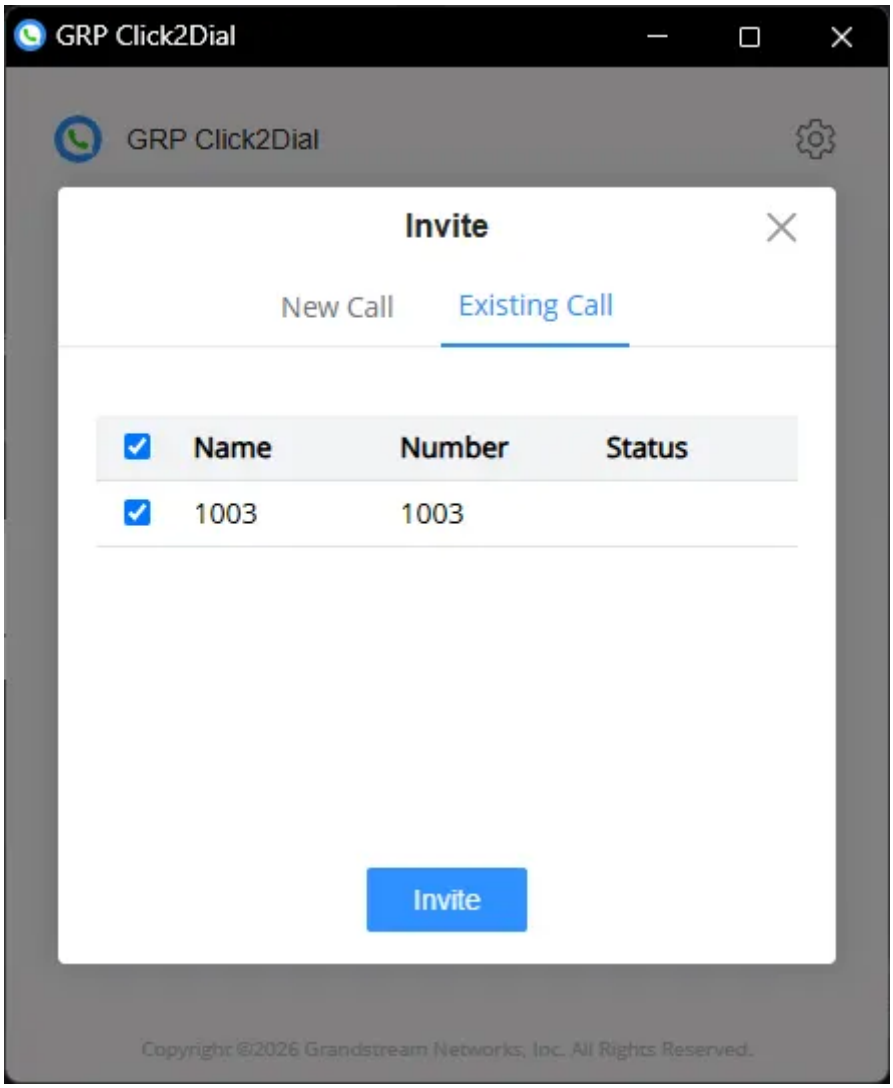


GRP Click2Dial Initiate Meeting from Ongoing Call



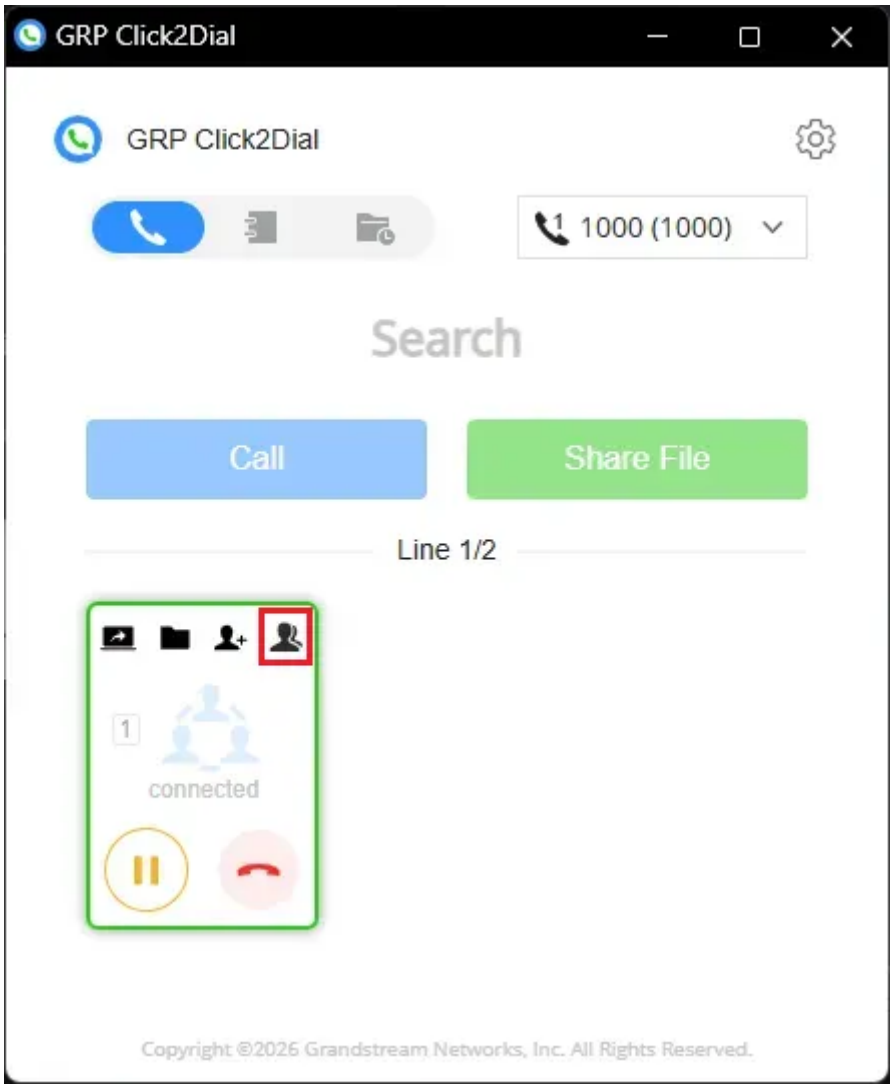
GRP Click2Dial Initiate Meeting Add Member from New Call

- **From Existing Calls:** When multiple calls are ongoing, users can add member from existing calls to the meeting without manually entering their details.

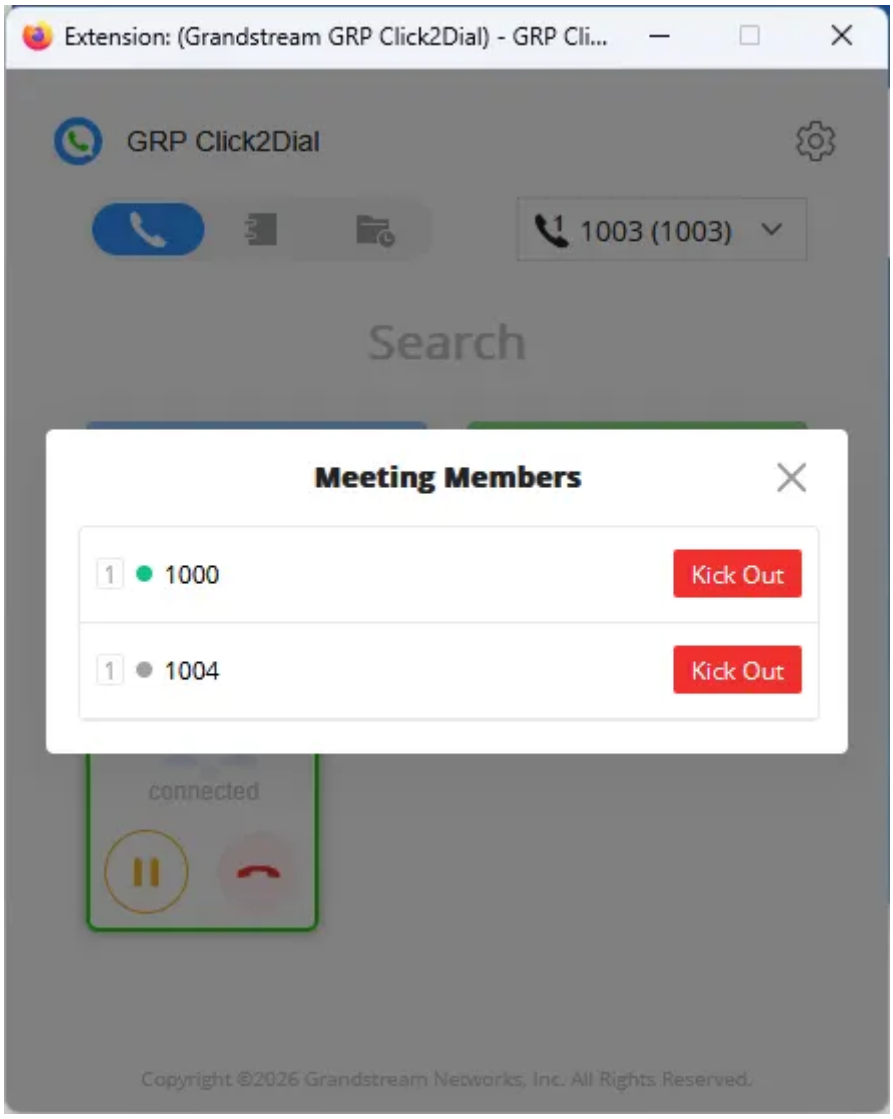


GRP Click2Dial Initiate Meeting Add Member from Existing Call

Once the meeting is established, users can click **Meeting Members** to view and manage members.



GRP Click2Dial Established Meeting



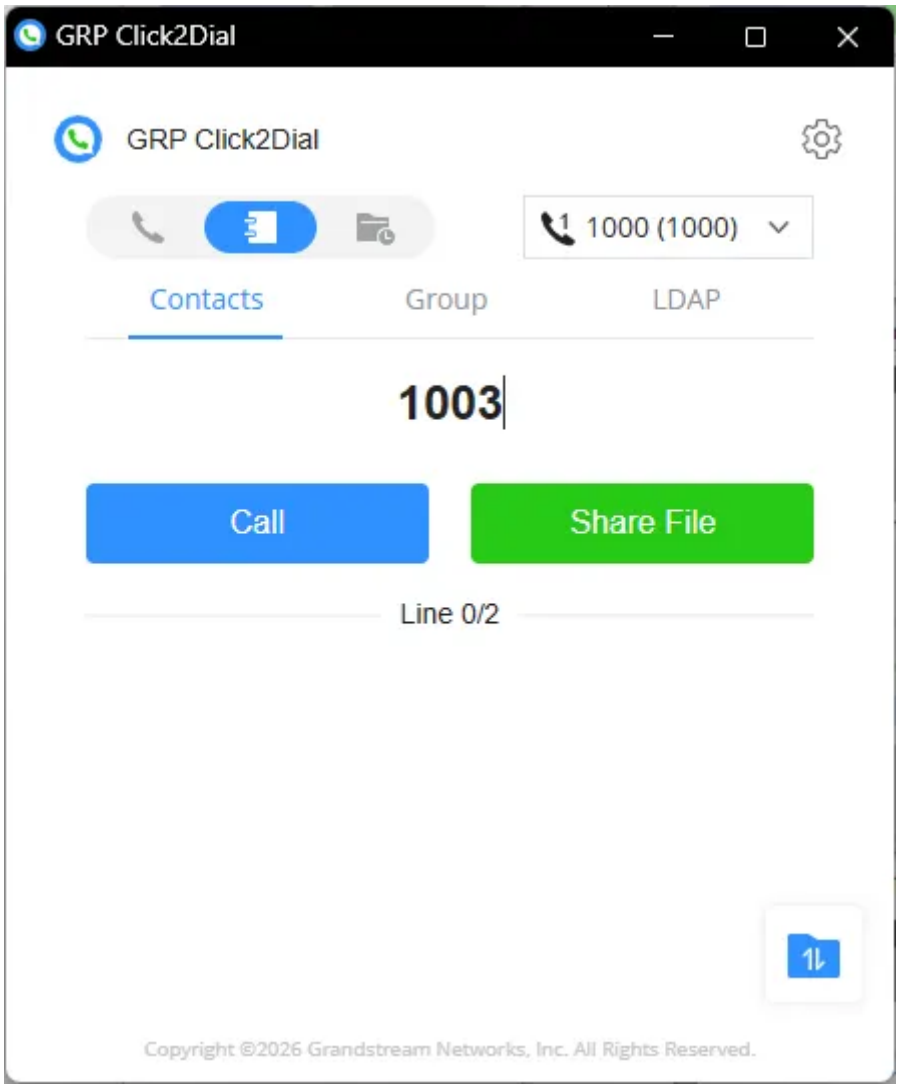
GRP Click2Dial Manage Meeting Members

Sharing Files

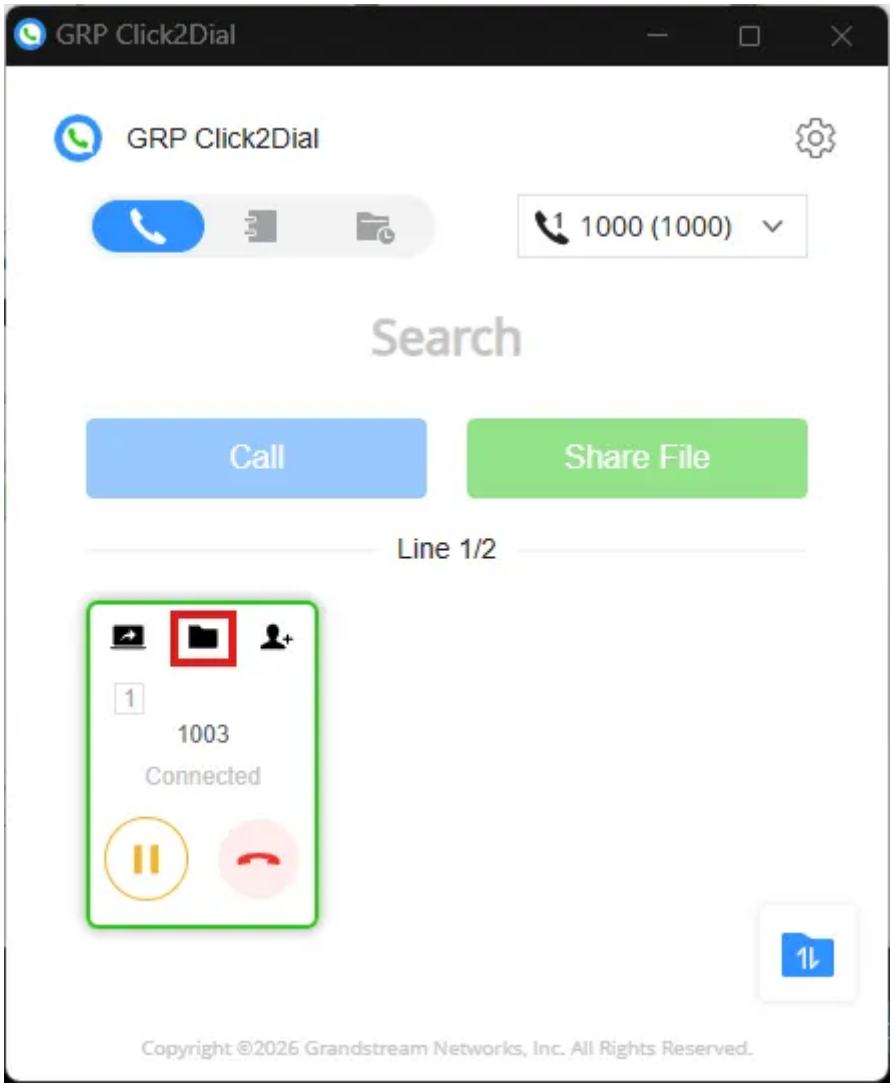
GRP Click2Dial allows users to send and receive files through the Add-on. File transfers require the receiving party to accept the transfer request before the file is sent.

Sending Files

Users can send files from either the main interface or the **Contacts** interface by entering an extension number, phone number, contact name, or email address in the **Search** field and clicking **Share File**. Alternatively, users can click the **Share File** icon during an ongoing call and meetings to share files.

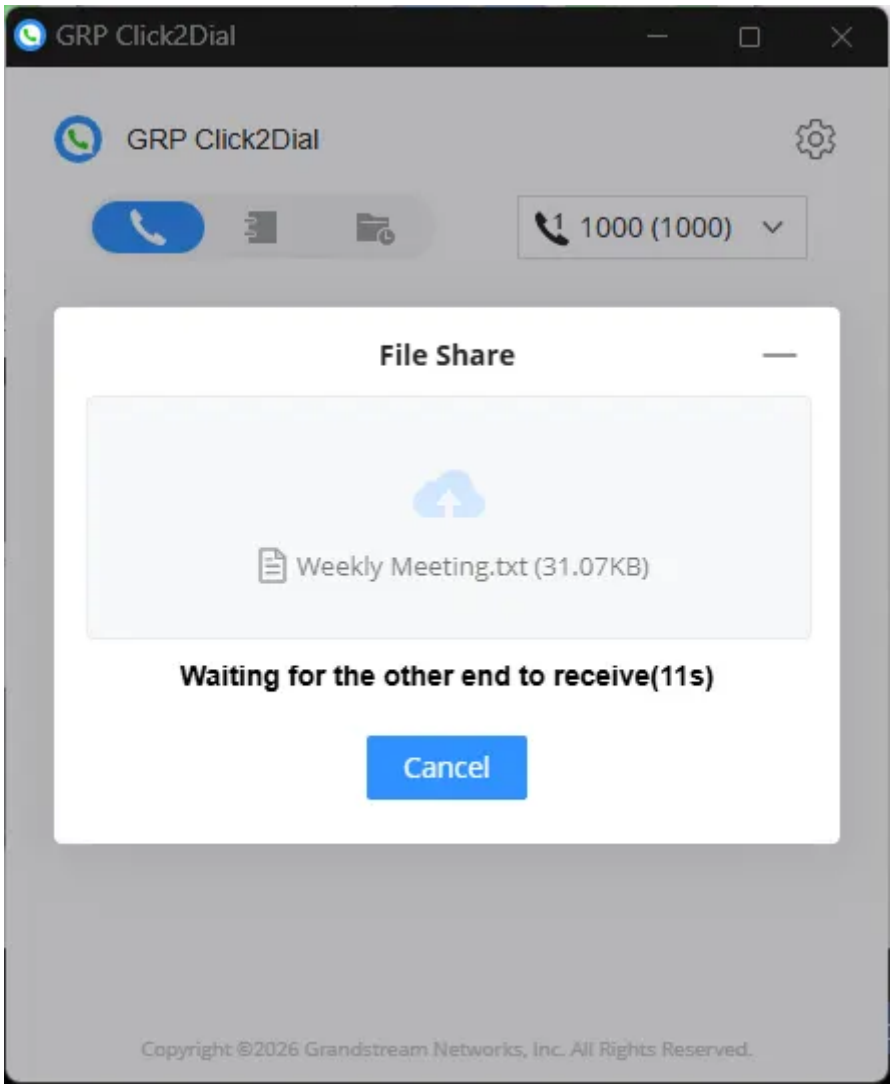


GRP Click2Dial Share File



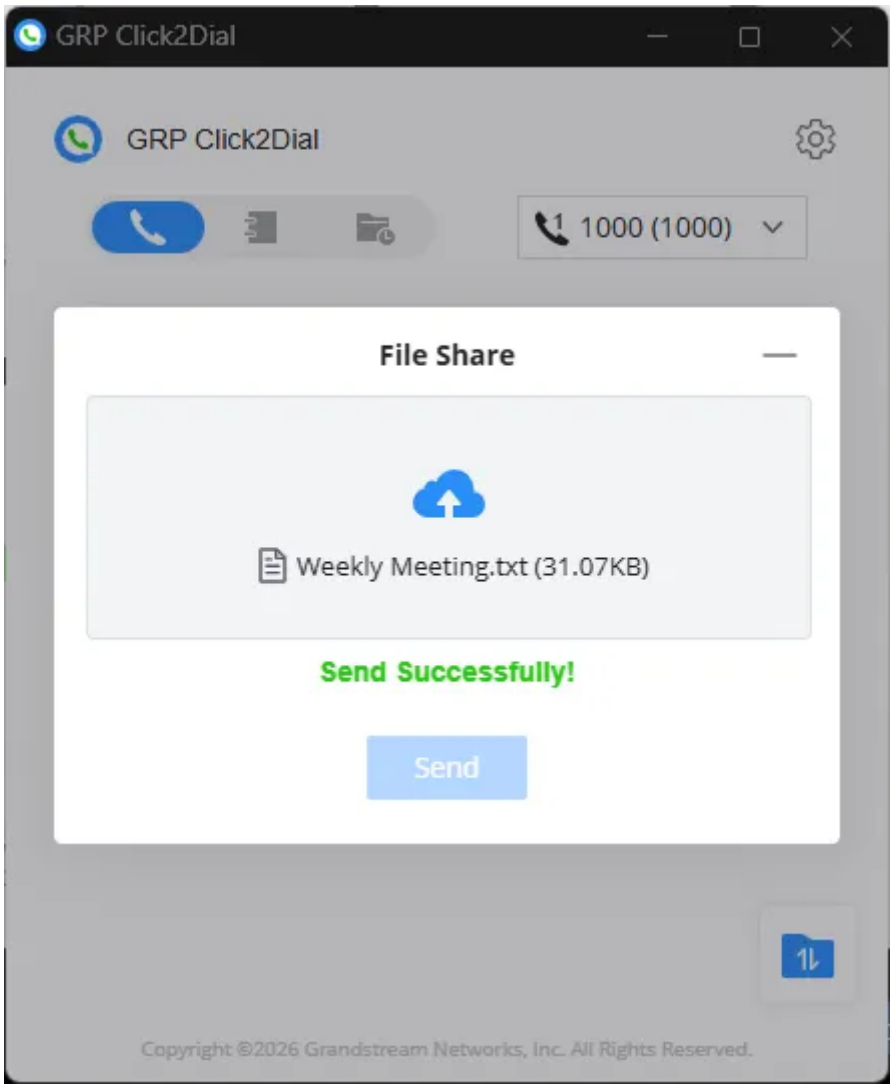
GRP Click2Dial Share File During Ongoing Call

When the sharing request is initiated, a waiting window appears with a 15-second countdown while awaiting the other party's response.



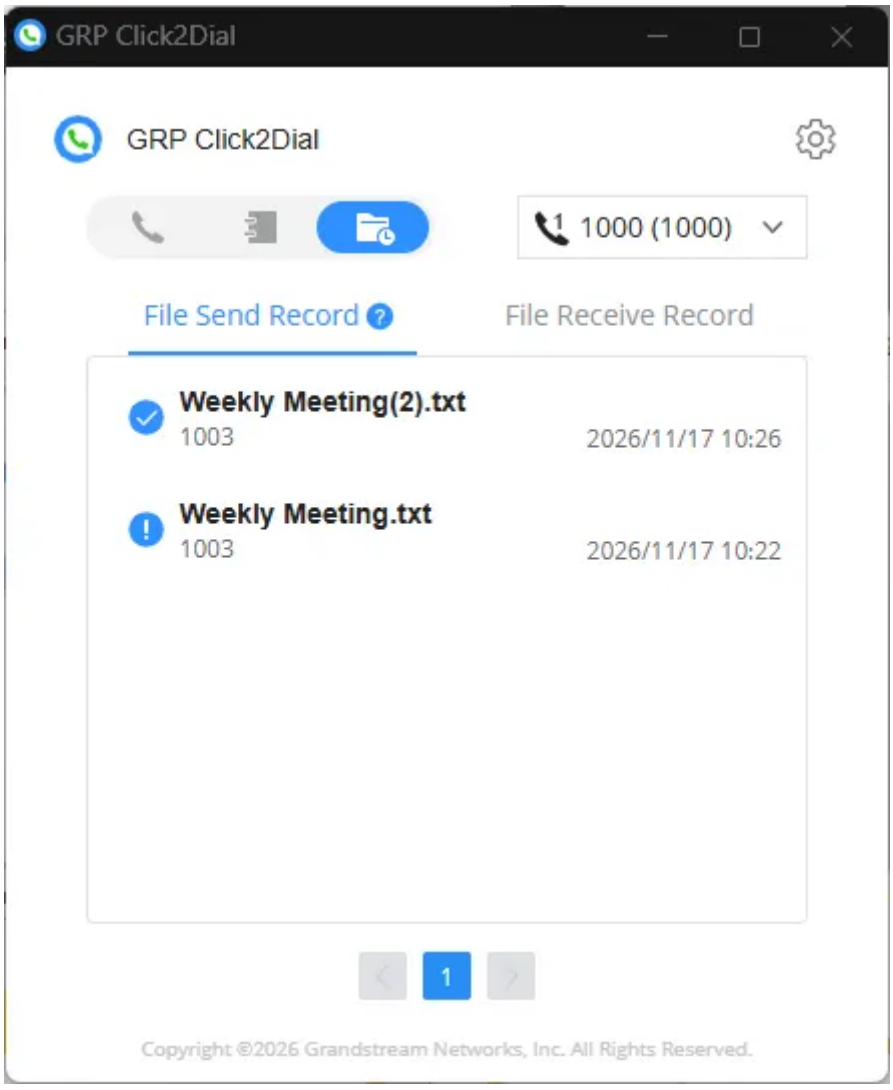
GRP Click2Dial File Sending Request

Once the recipient accepts the request, the file transfer proceeds, and a success message is displayed upon completion.



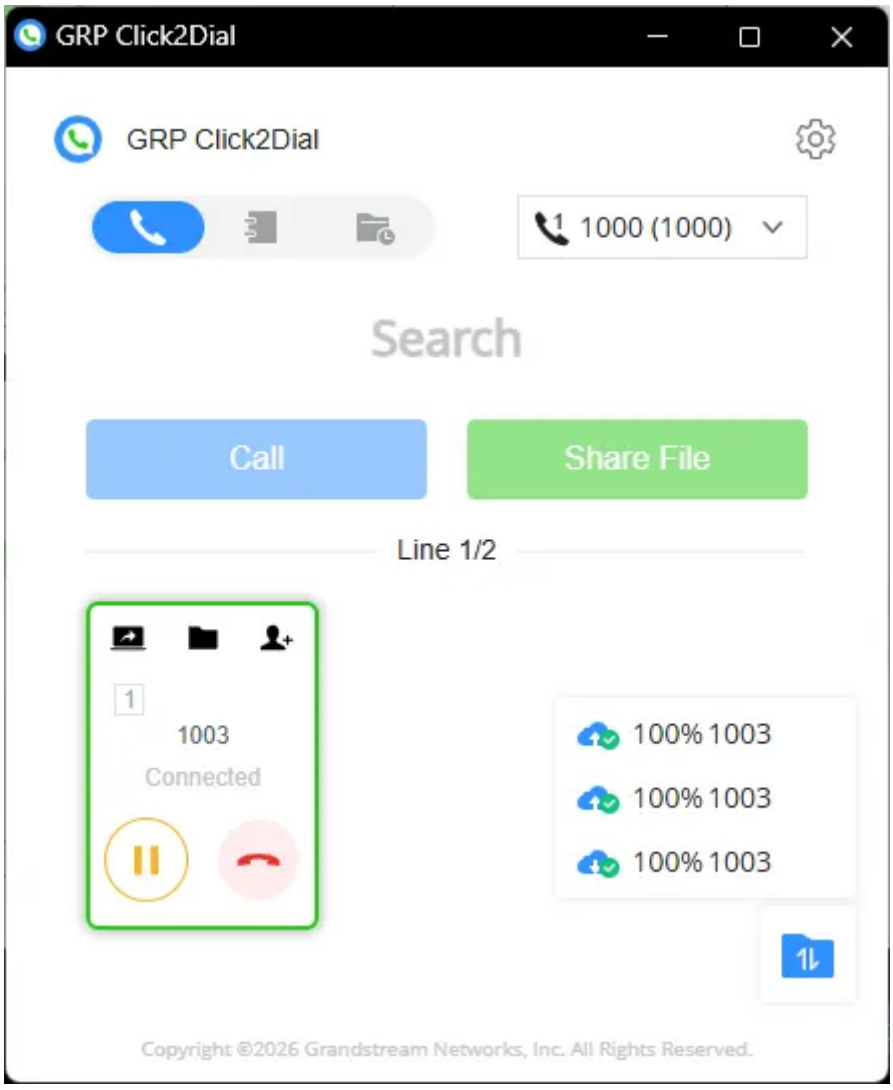
GRP Click2Dial File Sent Successfully

Users can view the previous transfers under **File Send Record**. The list displays file-sending records stored in the current browser for the past seven days. Successfully sent files are marked with a check mark, while failed transfers are indicated by an exclamation mark.



File Send Record

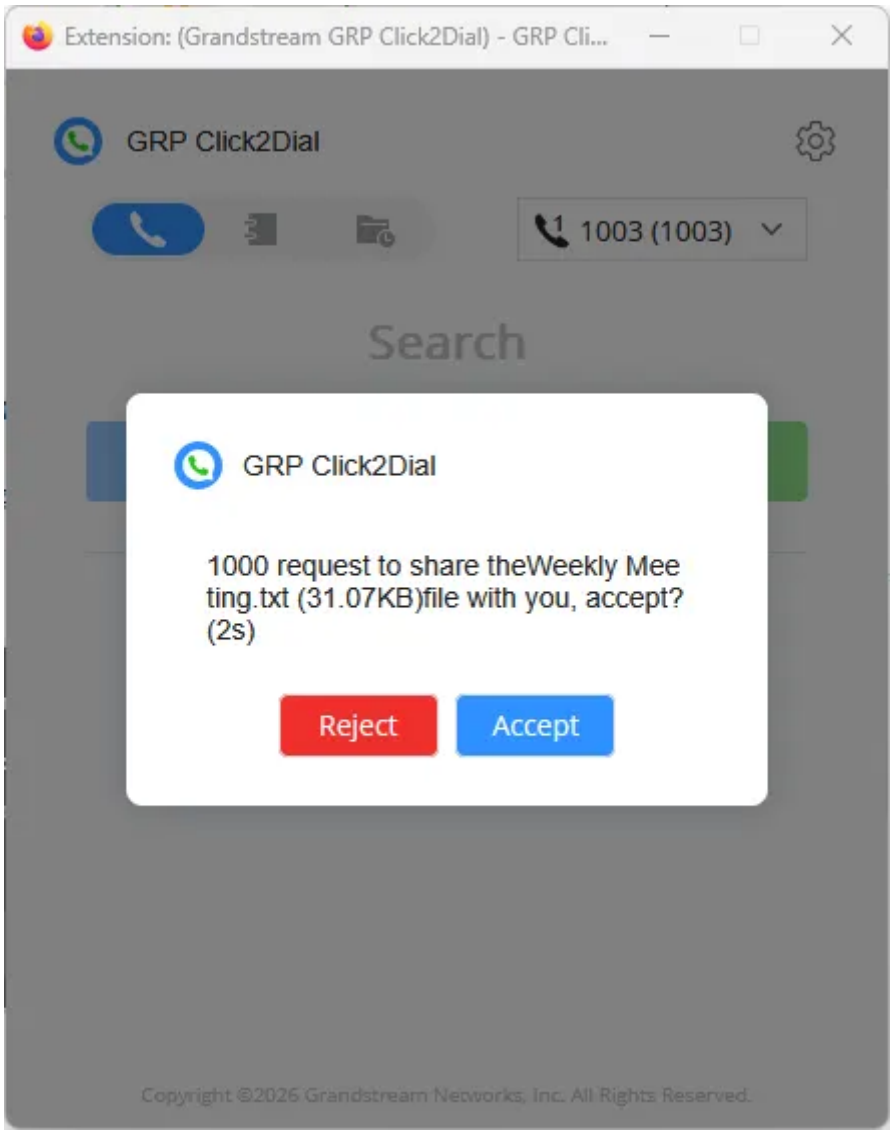
Clicking the **File Sharing** icon on the main interface displays the transfer progress, direction (sent or received), and the corresponding recipient or sender for each file.



GRP Click2Dial File Sharing Status

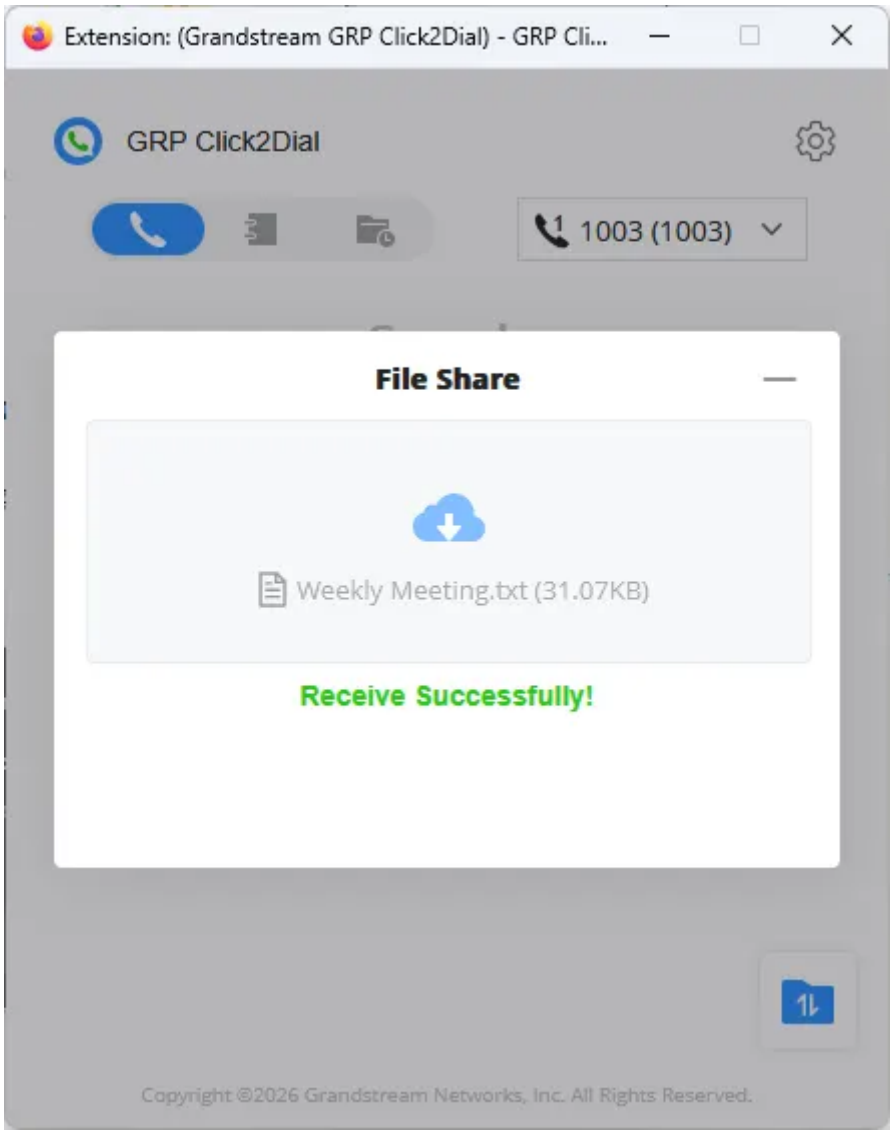
Receiving Files

When another user initiates a file transfer, a receiving request appears with options to **Accept** or **Reject** the request. The recipient has 15 seconds to respond before the request expires.



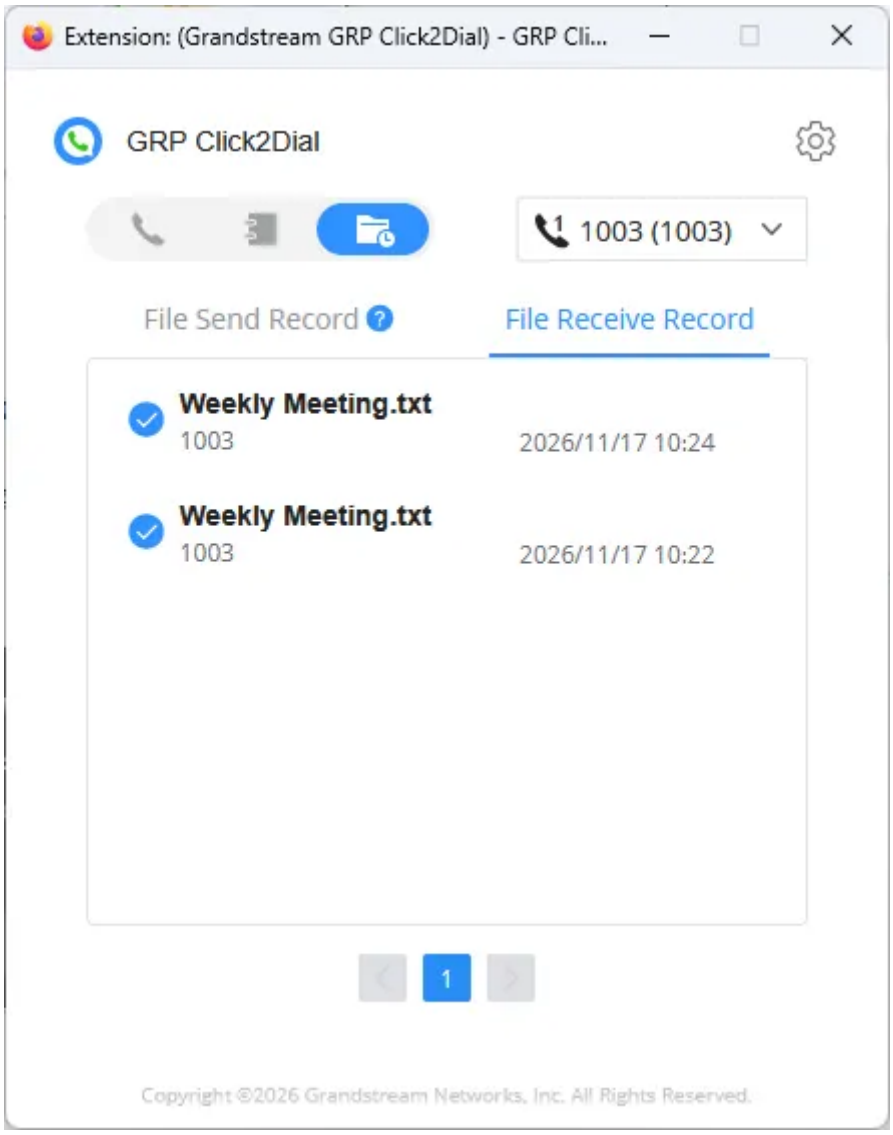
GRP Click2Dial File Receiving Request

After accepting the request, the file is received, and a success message is displayed upon completion.



GRP Click2Dial File Received Successfully

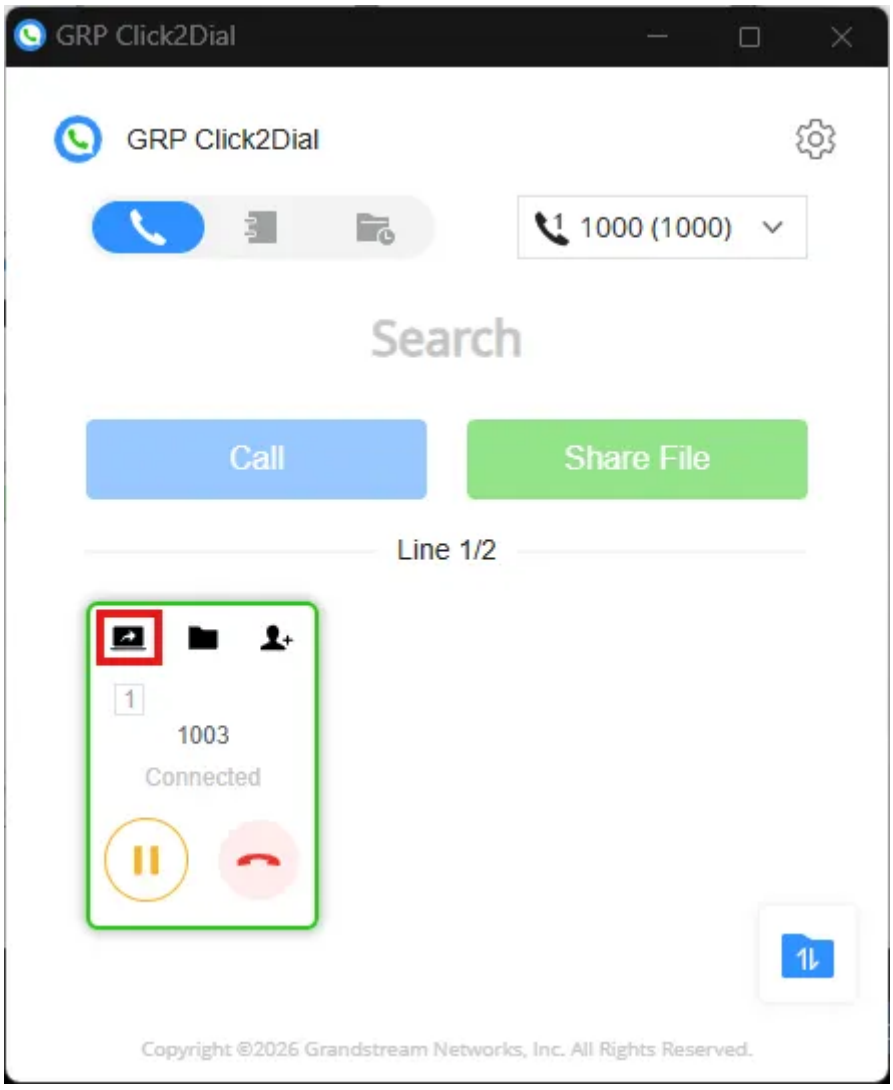
Users can view received file transfer history under **File Receive Record**.



File Receive Record

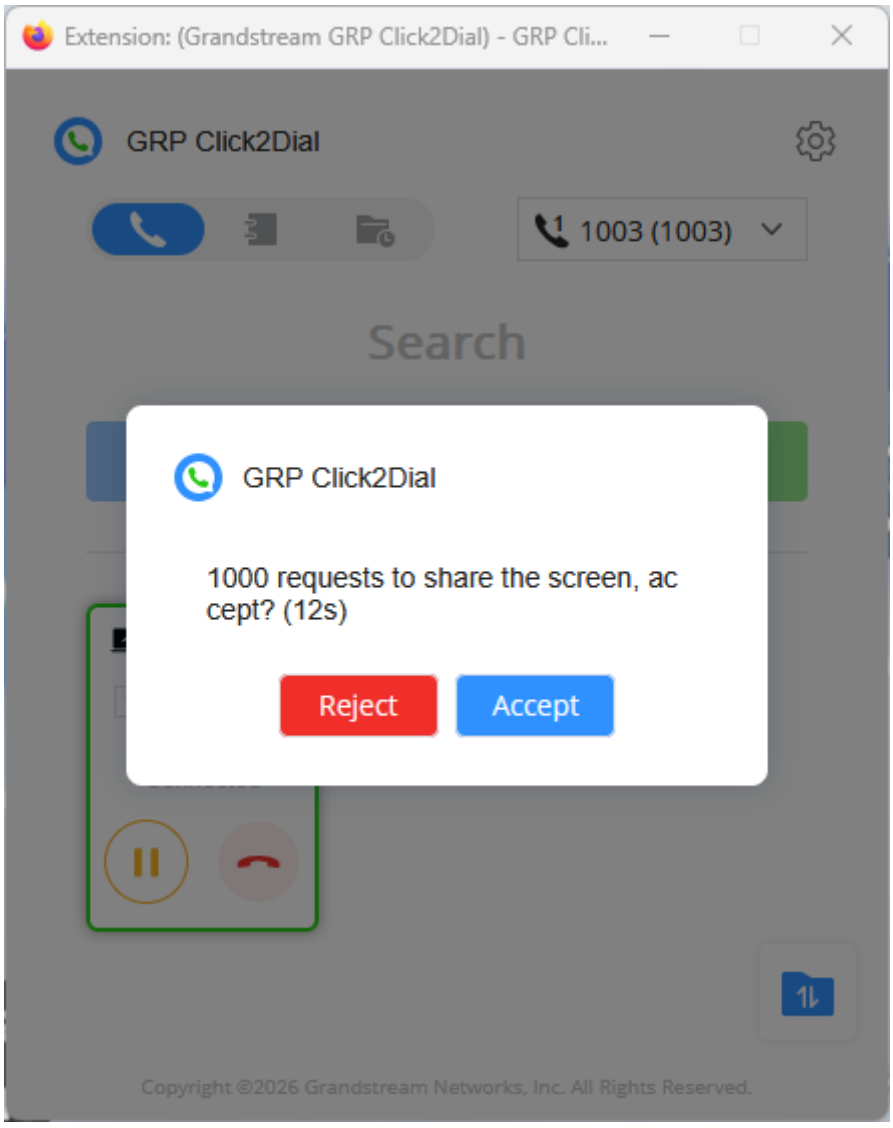
Sharing Screen

Users can share their screens during ongoing calls and meetings by clicking the **Share Screen** icon.



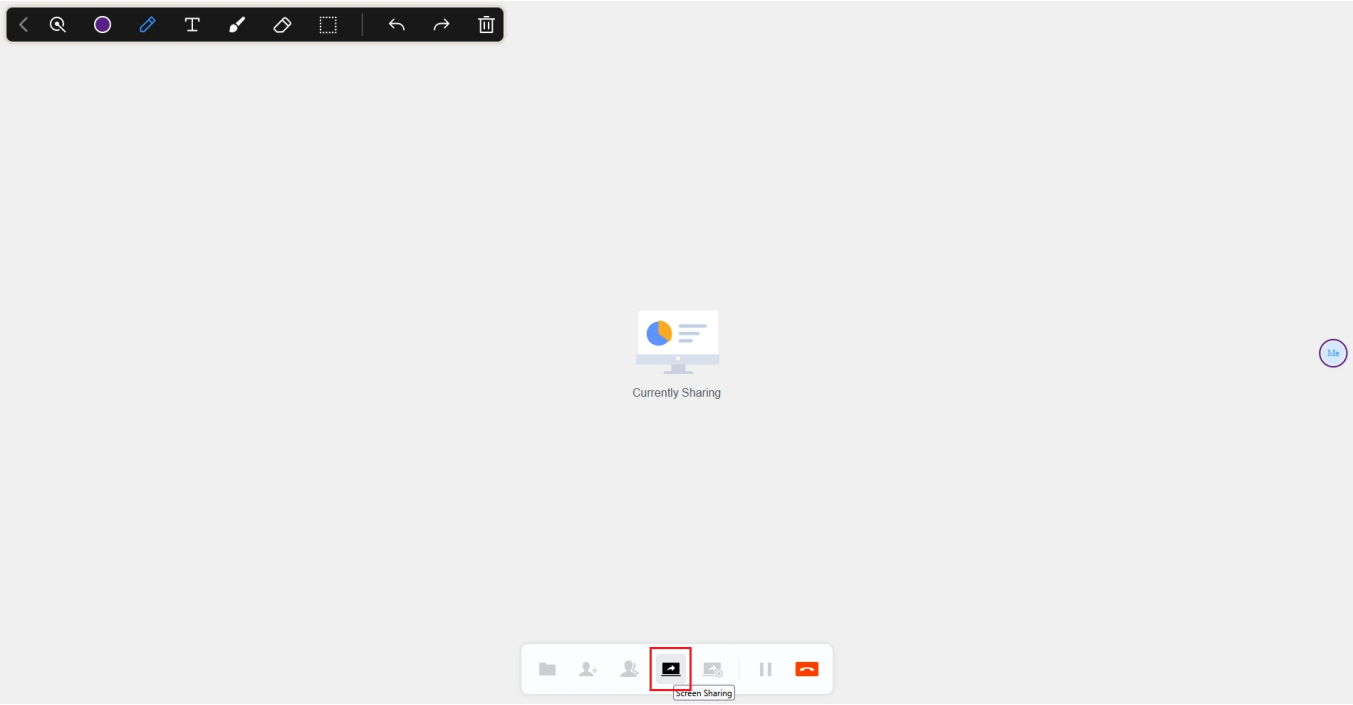
GRP Click2Dial Share Screen

Before screen sharing begins, a request is sent to the other party, who has 15 seconds to accept the request to view the shared screen.



GRP Click2Dial Screen Sharing Request

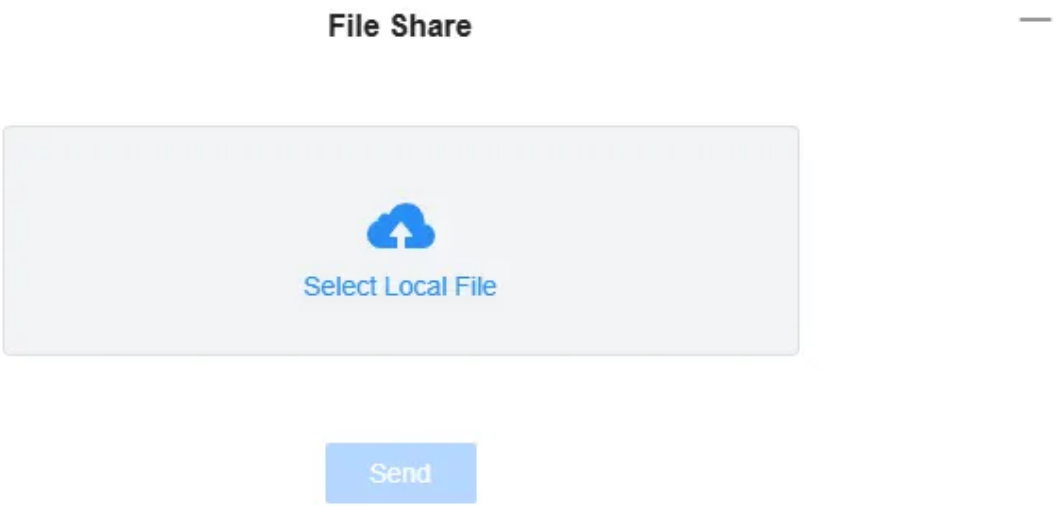
On the screen-sharing window user can click **Share Screen** to select the screen, application window, or browser tab to share. The available options depend on the browser. Confirm the selection to start sharing.



GRP Click2Dial Share Screen Window

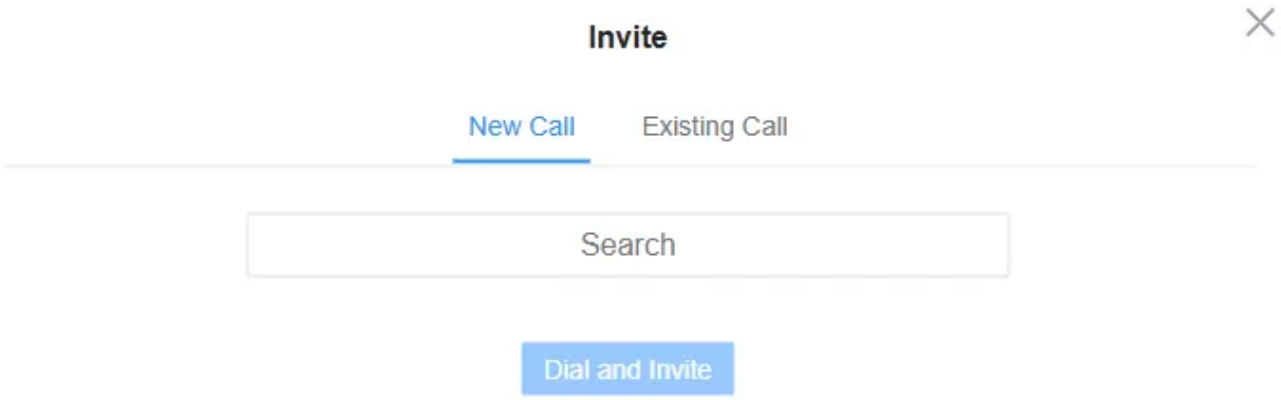
The screen-sharing window also provides the following controls at the bottom of the screen, arranged from right to left:

- **Share File:** Opens the file-sharing interface to send files to other members.



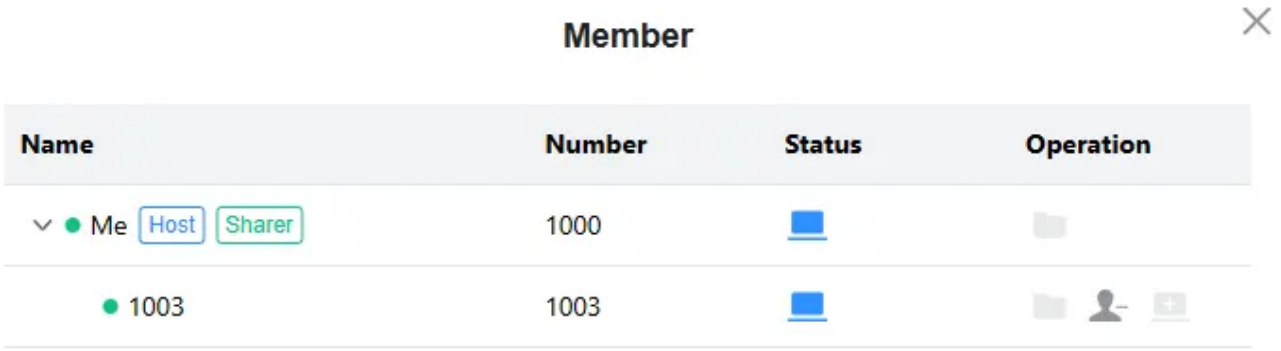
GRP Click2Dial Sharing File During Screen Sharing

- **Add Member:** Adds another member to the ongoing call or meeting.



GRP Click2Dial Adding a Member During Screen Sharing

- **Manage Members:** Displays the meeting members and provides options to manage them.

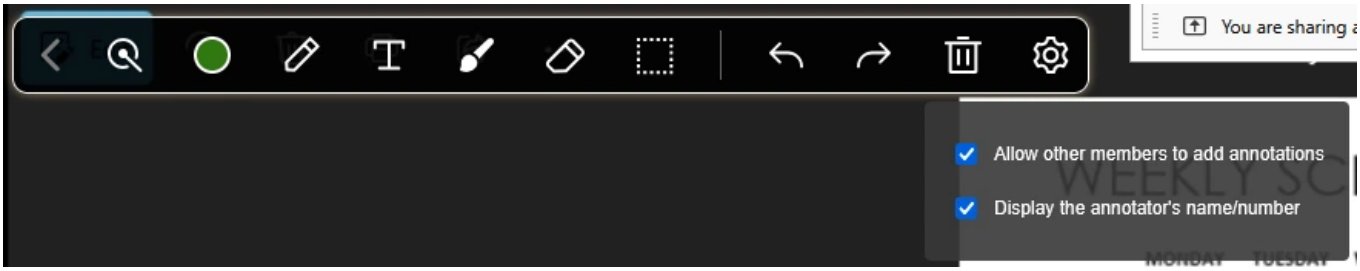


GRP Click2Dial Managing Members During Screen Sharing

- **End Screen Sharing:** Stops sharing the screen without ending the call.
- **Call Hold:** Places the ongoing call on hold.
- **End Call:** Ends the ongoing call.

The screen-sharing window provides annotation settings, allowing members to interact with the shared content by adding text, drawing, and using other annotation tools in the upper-right corner on the window. The host can configure the following options:

- **Allow Other Members to Add Annotation to Screen:** Enables other members to annotate the shared screen.
- **Display the Annotator's Name/Number:** Displays the name or number of the member making annotations.



GRP Click2Dial Screen Sharing Annotation Settings

File sharing and screen sharing are only supported between users of the GRP Click2Dial Add-on. Both the sender and recipient must be using the Add-on.

Supported Devices

Device Name	Click2Dial Support	Share Features Support
GRP260x Series	1.0.5.25 or higher	1.0.7.10 or higher
GRP260x Lite Series	1.0.1.29 or higher	1.0.1.29 or higher

Click2Dial Supported Devices