What is Grandstream Affinity

Introduction

Creating an intuitive and powerful connection across your desktop and workstation is easy. Grandstream Affinity links your computer and GXP endpoint in one Computer Telephony Integration (CTI) solution. Utilizing a fluid connection between a computer and phone increases call efficiency and overall work productivity. Users will gain access to smooth call management with their Grandstream GXP2100 or GXP1700 series phone via a desktop running Grandstream Affinity.

Feature Overview

Grandstream Affinity's features provide powerful management capabilities. The application's users can take advantage of complete call control, such as call hold, do not disturb, call forward, conferencing, call transfer, call history management and easy contact synchronization.

Incoming calls to the GXP phones are displayed on the desktop, showing phone numbers and caller ID. Outbound calls can be initiated directly from the computer through either the built in contact book or virtual keypad. Grandstream Affinity is also capable of communicating with any of Grandstream's UCM series of IP PBX, for fast discovery and configuration.

Setup

Peering the Grandstream Affinity CTI software with a GXP series IP phone is quick and easy. After downloading the application through our Tools page on Grandstream.com, the user can choose between the Simple, Advanced and Discovery setup modes. Each provide convenient configuration possibilities to any deployment.

Simple

The simple setup mode is best for a fast integration between the computer and desktop phone. Pairing is convenient, with only the phone extension and phone display code needed to make a connection.

Advanced

Utilizing the advanced setup mode enables users to discover Grandstream Affinity capable phones within the same network. You can also connect with a specific GXP phone if the IP address of the phone is already known.

Discovery

Pairing GXP phones with CTI functionality enabled that broadcasts their IP addresses using mDNS is possible through the Discovery mode.