




## Grandstream GXP Series IP Phone Quick User Guide

### Basic Phone Operation

For detailed information please consult the GXP Series User Manual available at:  
[www.grandstream.com](http://www.grandstream.com)

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### USING THE HEADSET OR SPEAKER

- 1) Use the Speaker Button  to turn speaker ON/OFF
  - 2) Use the "Headset" button to use the headset once it had been connected.
- Note:** The GXP2000 uses the speaker button to toggle to the headset once it is connected.

### MAKING A CALL

- 1) Take Handset/SPEAKER/Headset off-hook or press an available LINE key (activates speakerphone) or press the NEW CALL soft-key.
- 2) The line will have a dial tone and the primary line (LINE1) LED will turn red.
- 3) If you wish, select another LINE key (alternative SIP account).
- 4) Enter the phone number
- 5) Press the SEND key or press the "DIAL" softkey.

### REDIAL

- 1) Take the phone off-hook
- 2) Press the SEND button or press the REDIAL soft-key.

**Note:** The phone will redial using the same SIP account as was used for the last call.

### ANSWERING CALLS

#### Single Incoming Call:

- 1) Answer call by taking Handset/SPEAKER/Headset off hook or pressing SPEAKER or by pressing the corresponding account LINE button.

#### Multiple Incoming calls:

- 1) When there is a call waiting, users will hear a Call Waiting tone .
- 2) The next available line will flash red.
- 3) Answer the incoming call by pressing its corresponding LINE button.
- 4) The current call will be put on hold.
- 5) Toggle between the calls using the LINE button.

### ENDING A CALL

End a call by pressing the "End" softkey or hang up the phone.

### CALL HOLD/RESUME

- 1) **Hold:** Place a call on 'hold' by pressing the "HOLD" button.
- 2) **Resume:** Resume call by pressing the corresponding blinking LINE.

### CALL TRANSFER

Assuming that you are in a call and wish to transfer the call to another party

#### BLIND TRANSFER:

- 1) Press "TRANSFER (or TRNF for GXP-2000)" button,
- 2) Dial the number and press the "SEND" button to complete transfer of active call.

#### ATTENDED TRANSFER:

- 1) Press "LINEx" button to make a call and automatically place the ACTIVE LINE on HOLD.
- 2) Once the call is established, press "TRANSFER (or TRNF)" key followed by the LINE button of the waiting line to transfer the call.
- 3) Hang up the phone call after "Transfer Successful" is displayed in the screen.

### 3-WAY CONFERENCE

#### INITIATE A CONFERENCE CALL:

Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference.

- 1) Place the first call on hold
- 2) Select another line to initiate a call to the third party by pressing the LINE button
- 3) Toggle to the correct account used to dial out.
- 3) Dial the number followed by SEND key.
- 3) When the call is established between the third party, press the CONF button
- 4) Choose the desired line to join the conference by pressing the corresponding LINE button.

#### CANCEL A CONFERENCE CALL:

- 1) Press CONF again or the original LINE button to resume the two-way conversation if after pressing the "CONF" button, a user decides not to conference anyone.

#### END THE CONFERENCE:

- 1) Press HOLD to end the conference call and put all parties on hold;
- 2) To speak with an individual party, select the corresponding blinking LINE.

**Note :** The conference will be terminated for all three parties if the conference initiator hangs up.

### VOICEMAIL MESSAGE

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

- 1) Press the MSG button to retrieve the message. An IVR will prompt the user through the process of message retrieval.
- 2) Press a specific LINE to retrieve messages for a specific line account.

**Note :** Each account requires a voicemail portal number to be configured in the "voicemail user id" field.

### MUTE/ DELETE

1. Press the MUTE button to mute/unmute the microphone.
2. The "Line Status Indicator" will show "LINEx: SPEAKING" or "LINEx: MUTE" to indicate whether the microphone is muted.

**Note :** Pressing MUTE button for an incoming call will reject the call. MUTE button also functions as delete key when user wishes to delete the last entered digit.

### VOLUME ADJUSTMENTS

Use the Up/Down arrow keys to adjust the ring volume when the phone is idle. Use the Up/Down arrow keys to adjust the call volume during the call.