



Grandstream IP Phones

Cheat Sheet



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GXP2130/2160

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.

MAKING A CALL

- 1) Take Handset/Headset off-hook or press Speaker button or an available LINE key (activates speakerphone).

- 2) The line will have dial tone and the corresponding line's LED will turn green.
- 3) If you wish, select another LINE key (alternative SIP account).
- 4) Enter the phone number.
- 5) Press the SEND button  or press the "DIAL" soft key.

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/Headset off hook or pressing SPEAKER or by pressing the 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 "EndCall" soft key or hang up the phone.

CALL HOLD/RESUME– Only holds on your individual extension

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

CALL PARK – Used to hold and pick up on another extension

1.) Establish a call, Hit the Transfer button.



; Select Call Park Key (P1, P2 etc.)

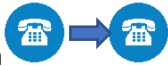
2) Retrieve a call from another extension: Hit same Park key (P1, P2 etc.)

CALL TRANSFER

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

Blind Transfer:

1) Press transfer button



2) Dial the number and press the send button




to complete transfer of active call.

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) Press conference button  to bringup conference dialing screen.

2) Dial the third party number followed by SEND key.

3) When the call is established to the third party, press the “ConfCall” soft key to initiate 3-way conference.


Cancel a Conference Call:

1) Press “Cancel” soft key in conference dialing screen to resume the two-way conversation.

End the Conference:

The conference will be terminated for all three parties if the conference initiator hangs up or presses “EndCall” soft key.


VOICEMAIL Set-up

1. Press the Message Key  and wait for prompts. If pin code is required enter pin code supplied by Anchor. If not, press option 0 or 5 (depending on system configuration) follow voice prompts to set-up.

2. Follow Prompts to record voicemail and set up mailbox.

VOICEMAIL MESSAGE


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

1) Press the Message 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/DND

1) Press the MUTE button  to mute/unmute the microphone.

2) The Mute icon indicates whether the microphone is muted.

3) Pressing this key with the idle will put the phone into DND mode

(Do Not Disturb)