



**Quick Reference Guide** 

GrandStream GXP2130 GrandStream GXP2140 GrandStream GXP2160

**Enterprise IP Phone** 



# **Quick Reference Guide**

USING The Keypad GXP2130



USING The Keypad GXP2140



USING The Keypad GXP2160







## **COMPLETING CALLS**

There are several ways to complete a call. You should note to make an extension to extension call you dial the 4 digits extension number and to make a call to an outside number you will dial 91+ <10 digit phone #>

On hook dialing. Enter the number when the phone is on hook and then send out.

- > When the phone is in idle, enter the number to be dialed out;
- > Take handset off hook; or

Press Speaker button; or
Press Headset button with headset plugged in; or
Select an available LINE key;
The call will be dialed out.

Off hook and dial. Off hook the phone, enter the number and send out.

Take handset off hook; or
 Press Speaker button; or
 Press Headset button with headset plugged in; or
 Press an available LINE key to activate speaker;
 You shall hear dial tone after off hook;

- Enter the number:
- Press SEND key or # to dial out.

**Predictive dialing.** When dialing numbers, based on the entered digit or digits, the phone will predict and list the candidates of target number. If the target number already saved in phonebook, when enter the first several digits, phone will display a list of the matched numbers. If the target number appears on the list, user could select the number by Up/Down key and dialout.GXP2130/GXP2140/GXP2160haspredefined call feature code (the first digit is \*). When user enter \* as the first digit of target number, the phone will list all feature codes as candidates.

Redial. Redial the last dialed number.

Take handset off hook; or

Press Speaker button; or Press Headset button with headset plugged in; or Press an available LINE key to activate speaker; or When the phone is in idle;

Press SEND key, or the REDIAL soft key.

Via Call History. Dial the number logged in phone's call history.

- Press MENU button to bring up the main menu;
- Enter Call History;
- Select the entry you would like to call using the navigation arrow keys;

Press SEND button to dial out.

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Via Phonebook. Dial the number from the phonebook.

- Press Contacts button;
- > Under Contacts, enter Local Phonebook using the navigation arrow key;
- Select the contact you would like to call using the navigation arrow key;
- > Press SEND button to dial the selected contact.

Speed Dial from Line Key. Dial the number configured as Speed Dial on Line Key.

> Off hook the phone, or directly press the Speed Dial key to dial out.

Call Return. Dial the last answered call.

> Off hook the phone, or directly press the Call Return key to dial out.

## ANSWERING PHONE CALLS RECEIVING CALLS

#### **RECEIVING CALLS**

**Single incoming call**. Phone rings with selected ring tone. The corresponding LINE key will flash in red. Answer call by taking handset off hook, or using Speaker/Headset, or pressing the flashing LINE key;

**Multiple incoming calls**. When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). The other LINE key will flash in red. Answer the incoming call by pressing the flashing LINE key. The current active call will be put on hold automatically.

### **DO NOT DISTURB**

Do Not Disturb can be enabled/disabled from phone's LCD by following the steps below:

- Press the Menu button and select "Preference" using navigation keys;
- Press Menu button again to get into Preference options
- When "Do Not Disturb" is highlighted, press Left/Right key to disable/enable DND;
- Press "Save" soft key to save the change.

When Do Not Disturb feature is turned on, the DND icon will appear on the top of the LCD. The incoming call will not be accepted or the call will directly go into voicemail.

## DURING A PHONE CALL

## CALL WAITING/CALL HOLD

• Hold. Place a call on hold by pressing the HOLD soft key. The active LINE key will blink in green;

• **Resume**. Resume call by pressing the blinking LINE key



• **Multiple calls**. Automatically place active call on hold or switch between calls by pressing the LINE key. Call waiting tone (stutter tone) will be audible on incoming call during the active call.

#### MUTE

During an active call, press the MUTE button for to mute/unmute the microphone. The LCD will show "Talking" or "MUTE" to indicate the mute status, with Mute icon displayed on the screen.

#### CALL TRANSFER

GXP2130/GXP2140/GXP2160supports Blind Transfer, Attended Transfer and Auto-Attended Transfer.

- Blind Transfer.
  - > During the first active call, press TRANSFER and dial the number to transfer to;
  - Press SEND key or # to complete transfer of active call.

#### • Transfer Call Directly to vm:

To transfer calls directly to a user voicemail box, you should prefix the extension number with "07\*".

For example to transfer a call to extension 1001 voicemail box you should transfer the call to "07\*1001"

#### • Attended Transfer.

- > During the first active call, press LINE key. The first call will be put on hold;
- > Enter the number for the second call in the new line and establish the call;
- Press TRANSFER;
- > Press the other LINE key which is on hold to transfer the call.

#### • Auto-Attended Transfer.

Establish one call first;

> During the call, press TRANSFER. A new line will be brought up and the first call will be automatically placed on hold;

Dial the number and press SEND or # to make a second call. (Once the number is entered, a "Transfer" soft key will show. If "Transfer" soft key is pressed instead of SEND or #, a blind transfer will be performed);

> Press TRANSFER again. The call will be transferred.



➤ For Auto-Attended Transfer, after dialing out the number for the second call, a "Split" soft key will show. If the second call is not established yet (ringing), pressing "Split" will hang up the second call. If the second call is established (answered), pressing "Split" will resume the second call and keep the first call on hold.

### CALL Park

GXP2130/GXP2140/GXP2160 supports Call Park. Call Park is usually programmed as one of your MFK. Typically the last key is programmed as Call Park.

## • To Park a Call.

> During an active call, press Call Park button at this point the caller is placed on hold and the system will announce a 2 digits Call Park ID. At this point you can hand up your phone and communicate the Call Park ID to the user that the call is for. You can park as many calls as your system concurrent call setting allows. (Contact Ark support for more information on your current system setting)

## • To Pick up a Parked Call.

 Parked call can be picked up on any extension by dialing the Call Park ID followed by # sign.

### • Un-park a Call. (this is a useful feature should you forget the Parked ID).

➢ Press a line key on the phone that was originally used to park the call, once you hear a dial tone press <sup>\*\*</sup> to un-park a call. At this point you are connected back to the caller. If there are multiple parked calls on the same phone, Un-Parking a call will retrieve the oldest parked call first. You can park as many calls as your system concurrent call setting allows. (Contact Ark support for more information on your current system setting)

> Press SEND key or # to complete transfer of active call.

### 4-Way/5-WAY CONFERENCING

GXP2130 can host up to 4-way conference call with other parties (PCMU/PCMA). GXP2140/GXP2160can host up to 5-way conference call.

- Initiate a conference call.
  - Establish calls with 2 or more parties respectively;

While 1 call is active, the other call will be put on hold with its LINE key blinking in green;

- > Press CONFERENCE key (
- > Press the desired LINE key on hold, the conference will be established;
- > Repeat the previous 2 steps for all the other parties to join the conference.
- Cancel Conference.



If after pressing the CONFERENCE key , the user decides not to conference, press Cancel softkey or the current active LINE key (LED in solid green);
 This will resume the 2-way conversation with the current line.



## • Split and Re-conference.

> During the conference, press HOLD soft key. The conference call will be split and the calls will be put on hold separately with the LINE keys blinking in green;

Select 1 LINE key and press to resume the 2-way conversation;

> If users would like to re-establish conference call, before 1 separate LINE is selected, press the ReConf soft key right after the conference call is held/split;

## • End Conference.

> Press HOLD soft key to split the conference call. The conference call will be ended with both calls on hold; Or

> Users could press the EndCall soft key or simply hang up the call to terminate the conference call.

GXP2124 supports **Easy Conference Mode**, which can be used combined with the traditional way to establish the conference.

## • Initiate a conference call.

Establish 1 call;

Press CONFERENCE key and a new line will be brought up using the same account;

- > Dial the number and press SEND key \_\_\_\_\_to establish the second call;
- > Press CONFERENCE key or press the ConfCall softkey to establish the conference.

### • Join more parties in established conference call.

Establish conference call;

Press CONFERENCE key and a new line will be brought up using the same account;

Dial the number and press SEND key for establish the second call;

> Press CONFERENCE key or press the ConfCall softkey to join the new party in the established conference.

### • Split and Re-conference.

> During the conference, press HOLD softkey. The conference call will be split and both calls will be put on hold separately with 2 LINE keys blinking in green;

Select 1 LINE key and press to resume the 2-way conversation;

> If users would like to re-establish conference call, before 1 separate LINE is selected, press the ReConf softkey right after the conference call is split.

## • Cancel Conference.

If users decides not to conference after establishing the second call, press EndCall softkey instead of the ConfCall softkey/CONFERENCE key;

> This will end the second call and the screen will show the first call on hold.



## • End Conference.

> Press HOLD softkey to split the conference call. The conference call will be ended with both calls on hold; Or

> Users could press the EndCall softkey or simply hang up the call to terminate the conference call.

Note:

The party that starts the conference call has to remain in the conference for its entire duration, you can put the party on mute but it must remain in the conversation. Also, this is not applicable when the feature "Transfer on Conference Hangup" is turned on.
The option "Disable Conference" has to be set to "No" to establish conference.

□ When using **Easy Conference Mode**, use SEND key to dial out the second call instead of using #, even when # could be used as SEND in normal phone calls.

## VOICE MESSAGES (MESSAGE WAITING INDICATOR)

A blinking red MWI (Message Waiting Indicator) on the top right corner of the phone indicates a message is waiting. Dial into the voicemail box to retrieve the message by entering the voice mail number of the server. An IVR will prompt the user through the process of message retrieval.