



Grandstream Desktop Phone User Training

ALL WEST COMMUNICATIONS



8/2018



High-end IP 2100 Series Phone—Models

GXP2170

12 lines, 6 SIP accounts, dual Gigabit ports, PoE, 48 digital BLF/speed dial keys, Bluetooth

GXP2160

6 lines, 6 SIP accounts, dual Gigabit ports, PoE, 24 BLF/speed dial keys, Bluetooth

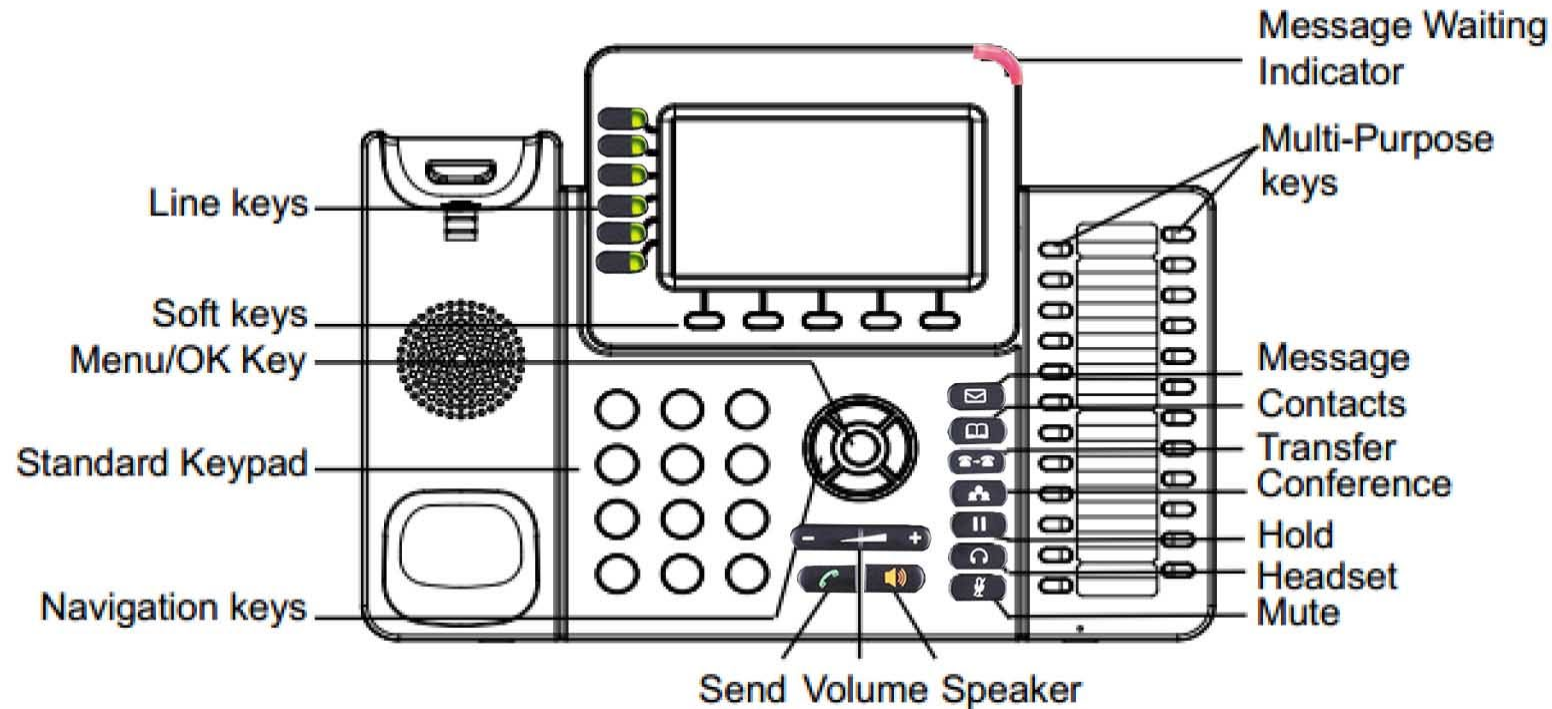
GXP2140

4 lines, 4 SIP accounts, dual Gigabit ports, PoE, Bluetooth

GXP2130

3 lines, 3 SIP accounts, dual Gigabit ports, PoE, 8 BLF/speed dial keys, Bluetooth

High-end IP 2100 Series Phone—Overview




2100 Series Phones— Basic Operations

Using the Speaker and Making a Call

USING the SPEAKER

1) Use the SPEAKER button  to turn speaker ON/OFF.



MAKING a CALL

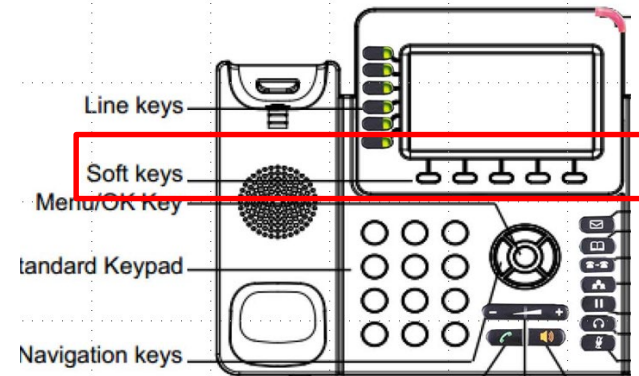
- 1) Take handset off-hook or press SPEAKER button or an available LINE key (activates speakerphone).
- 2) The line will have dial tone and the corresponding line's LED will turn green.
- 3) If you wish, select another LINE key.
- 4) Enter the phone number.
- 5) Press the SEND button  or press the DIAL soft key.

2100 Series Phones— Basic Operations

Redialing and Answering a Single Call

REDIAL

- 1) Take the phone off-hook or press SPEAKER button .
- 2) Press the SEND button  or press the REDIAL soft key. (Soft keys are the rectangular buttons under the phone's screen.)



ANSWERING CALLS

Single Incoming Call:

- 1) Answer call by taking handset off hook, by pressing SPEAKER or by pressing the corresponding account LINE button.

2100 Series Phones— Basic Operations

Answering Multiple Calls and Ending a Call

ANSWERING CALLS

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 CALL soft key or hang up the phone.

2100 Series Phones— Basic Operations

Call Hold/Resume and Blind Call Transfer



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 TRANSFERS

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

Blind Transfer:

- 1) Press TRANSFER button  or Transfer soft key.
- 2) Dial the number and press the SEND button  or Blind Transfer soft key to complete transfer of active call.

2100 Series Phones— Basic Operations

Call Park

When a Call Comes In

- 1) Select the CALL PARK soft key or line key at the bottom of the phone screen*
- 2) This will change the LINE key—associated with that parked call—from green to flashing red
- 3) Everyone within the same phone system will see the line flashing red and can press that LINE key and pick up the call (Once picked up, the flashing red light will go off on all other phones.)

**The caller will hear hold music (if this is configured for the Business Group) or silence.*

2100 Series Phones— Basic Operations

Call Park

If Timed Recall is in Use

- 1) If the parked call is not picked up within the Timed Recall timeout, the call is presented to the line from which the call was originally parked. (This call uses a distinctive ring tone and the parked caller's Caller ID is provided, if the phone supports this.*)
- 2) The light indicating the parked call is turned off on all subscribers' phones.
- 3) If the subscriber picks up the phone, he or she is connected to the parked caller.

**Any call services that apply to incoming calls on this line are applied to the call. See [Interactions with other services](#) for more information.*

If Timed Recall is NOT in Use or the Caller Hangs Up

- If parked call is not picked up within the Call Park timeout, the call is ended and the light indicating the parked call is turned off on all subscribers' phones.
- If the parked subscriber hangs up before the appropriate timeout expires, the call is ended and the light indicating the parked call is turned off on all subscribers' phones.




2100 Series Phones— Basic Operations

Attended Transfers

CALL TRANSFERS

Attended Transfer:


- 1) Press an idle LINE key to make a new call and the active LINE will be placed on hold automatically.
- 2) Once the call is established, press TRANSFER  button followed by the LINE button of the held line to transfer the call.
- 3) After the call is transferred, phone will display idle screen.

2100 Series Phones— Basic Operations

3-Way Conference Calling: Initiating

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 bring up 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 CONFERENCE button again or the CONF CALL soft key to initiate 3-way conference.

2100 Series Phones— Basic Operations

3-Way Conference Calling: Putting on Hold and Ending

PUTTING the CONFERENCE on HOLD:

- 1) Press HOLD button  to hold the conference call with all parties are on hold
- 2) Press RE CONF soft key to resume conference call; or select the corresponding blinking LINE to speak with an individual party.

ENDING the CONFERENCE:


The conference will be terminated for all three parties if the conference initiator hangs up or presses END CALL soft key.

2100 Series Phones— Basic Operations

Voicemail Message

RETRIEVING VM from DESKPHONE:

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting—unless your voicemail is set to send to email—then no message indicator will appear.

- 1) Press the MESSAGE button  to retrieve the message. An IVR (Interactive Voice Response) will prompt the user through the process of message retrieval.



RETRIEVING VM from MOBILE PHONE:

- 1) Call your office phone number.
- 2) When your voicemail message begins, hit * and follow the IVR prompts.

2100 Series Phones— Basic Operations


Mute/Delete and Volume Adjustments

MUTE/DELETE

- 1) Press the MUTE button*  to mute/ unmute the microphone.
- 2) The mute icon  indicates whether the microphone is muted.

**When not in a call, this button also activates DO NOT DISTURB.*

VOLUME ADJUSTMENTS

- 1) Use the VOLUME button  to adjust the ring volume when the phone is idle.
- 2) Press the VOLUME button during an active call to adjust the call volume.