

# Advanced Networking, Inc.

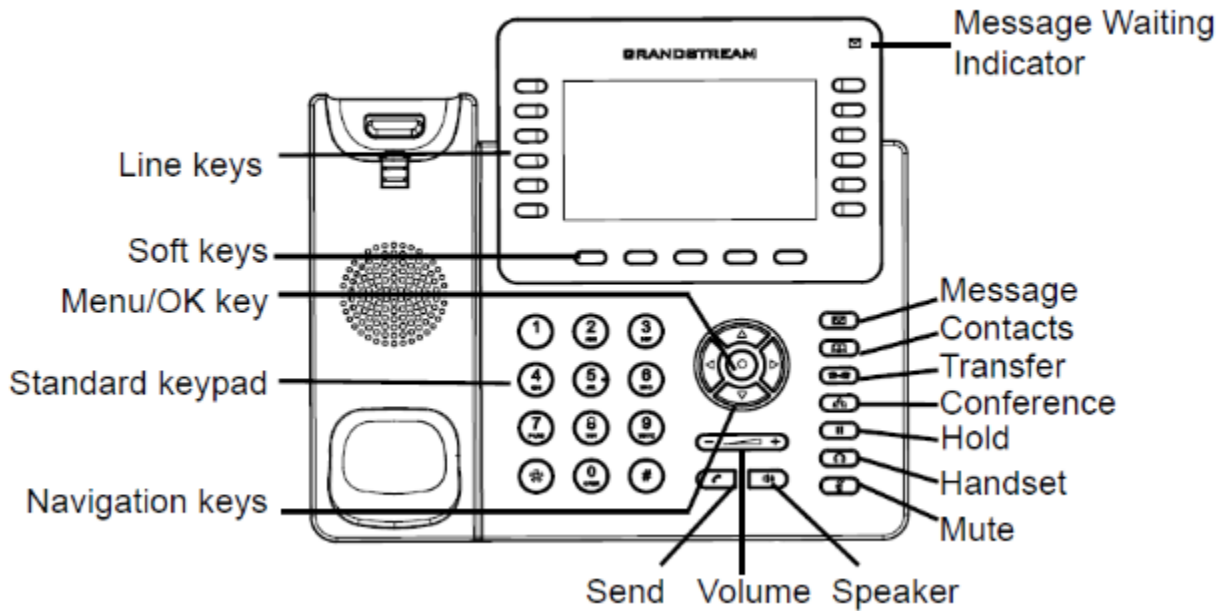
Telephone 302-792-9200

Facsimile 302-792-9294

[www.advnetwork.com](http://www.advnetwork.com)

## Basic Instructions for Your Grandstream GXP2170 IP Phone

### Visual Overview of the Phone



Member: DE State Chamber of Commerce

***Connecting Your World Since 1987***

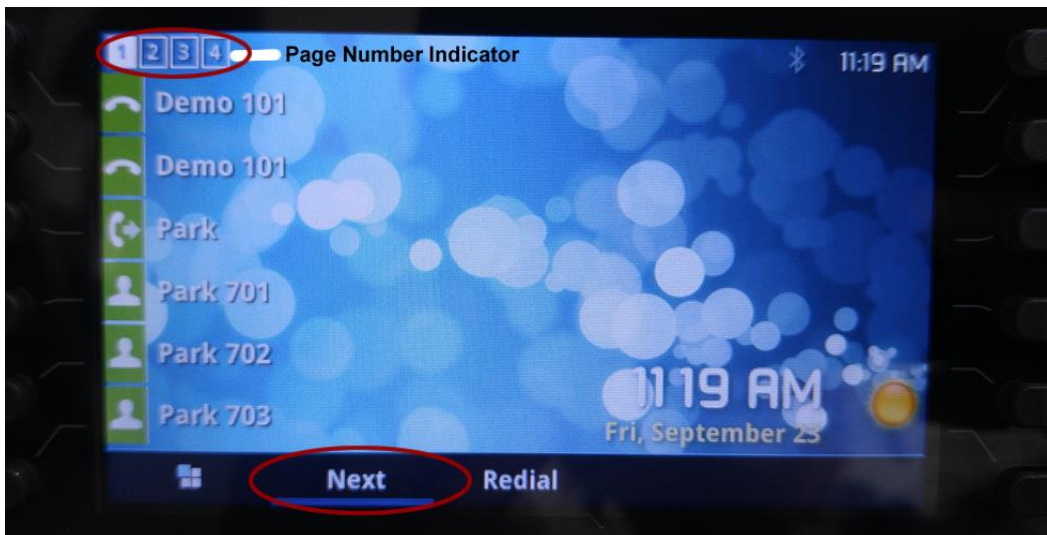
Telephone and Voice Mail Systems • E-Fax • Network Wiring  
Hosted Phone System and Dial Tone Services • Voice Mail Rental Boxes

1316 Philadelphia Pike Wilmington, DE 19809

## Operation of the Screen and Soft Keys

The GXP2160 has a dynamic display, which means it changes, depending on what the phone is doing at the time.

The home screen shows the lines, the parks, and the other buttons that are programmed. There can be multiple levels to this page, which are indicated by the page numbers up in the left corner of the screen. More than one level can be programmed to accommodate more DSS keys. To move to the next page, press the Next soft key.



## To "PAGE" AN EXTENSION (INTERCOM CALLING)


For intercom paging, press \*\* and then enter the **extension** or **group number** of the party or group you want to page. This feature will call an extension or group of extensions, allowing you to speak immediately over the speaker in the telephone without ringing the phone itself.

## PARKING A CALL (SYSTEM-WIDE HOLD)

*It is best to use the Park orbits when placing a call on hold for someone else.*

1. While on the call, press the **Park** key.
2. The status of orbits 701, 702, and 703 are usually displayed on every phone.
3. One of the Park Orbit buttons will then light up, indicating where the call is Parked. .
4. To retrieve the parked call, press the red **Park 70X** button.
5. If the call is on Park orbit 704 or higher, the user will then have to manually dial 7XX number to retrieve the call.

## PLACING A CALL ON HOLD (EXCLUSIVE HOLD)

1. While on the call, press the **Hold**  key. This will place the call on hold on one of the **Line** keys.
2. If you need to place another call after you put the call on hold, you will have to hit the **Line 2** key to get another line. Dial as needed and press the **Dial** soft key to send the digits.

### PLACING A CALL ON HOLD AUTOMATICALLY TO ANSWER A SECOND CALL

1. When you're on the first call, the second **Line** key will blink Red. To answer the second call, press the blinking red **Line** key.
2. This will automatically put the first call on hold.
3. To switch between the lines, just press the appropriate **Line** Key. (There is no need to put the calls on hold as this is done automatically).
4. To drop one of the calls, make sure you are on that line that you wish to drop and press the **End Call** soft key or hang up.

### PICKING UP A CALL ON HOLD

1. Press the **Line** button that is blinking where the call is on hold.
2. Or Press the **Pickup** soft key to pick up the last call you placed on hold.

### PICKING UP A CALL THAT IS RINGING ON ANOTHER PHONE

1. Dial the digits **99**
2. Pick up the handset or press the speaker button. You have now picked up that call.

### TRANSFERRING A CALL

#### Supervised Transfer



1. While on the call, press the **Transfer** key .
2. Enter the **extension** number or outside number.
3. Press the **# (pound)** key.
4. Wait for the person to answer and **announce** the call.
5. If they want it, press the **Transfer** key again and **hang up**.
6. If the person does not want the call or does not answer, press the **Split** soft key.
7. Press the **End** soft key to end the call.
8. Press **the blinking Line** key which still has the original caller on hold to get the caller back.

#### Supervised Transfer Using a Programmable Key as the Destination



1. While on the call, press the **Transfer** key
2. Press the **programmable DSS/BLF button** of the person to whom you wish to transfer the call.
3. Announce the call.
4. If they want it, press the **Transfer** key again and **hang up**.
5. If the person does not want the call or does not answer, press the **Split** soft key.
6. Press the **End** soft key to end the call.
7. Press **the blinking Line** key which still has the original caller on hold to get the caller back.

#### Unsupervised Transfer




1. While on the call, press the **Transfer** key.
2. Enter the **extension** number, press the **Transfer** key again and then **hang up**.
3. The user still has the option to take or reject the call once it is transferred to them.

### TRANSFERRING A CALL DIRECTLY TO VOICEMAIL



1. While on the call, press the **Transfer** key.
2. Press \* and the **extension** number.
3. Press the **Blind Transfer** key below the display and the call is directly routed to the user's voicemail.

### MAKING CONFERENCE CALLS

1. Make the first call as usual.
2. Press the **Conference** key. 
3. Dial the **second number**.
4. Wait for the second party to answer.
5. To bring all three parties together, hit the **Conf** key again.
6. If you make a mistake while dialing or the second party is not there, press the **Cancel** soft key and press the blinking Line key to return to the previous caller.  
*You can only add up to 3 parties including yourself to the Conference Call. If you need to add more, you can use the Meet-Me-Conferencing Feature.*

### USING THE SPEAKERPHONE

1. Dial the number and then press the Speakerphone/Headset button.
2. To hang up, press the Speaker button.
3. You may also pick up the handset to take the phone out of speakerphone mode.

### VOLUME CONTROLS

The volume keys change the volume of the ringer, the handset, and the speakerphone. To change the volume of the ringer, press up or down when the phone is not off-hook.

### TO PROGRAM A STATION/EXTENSION KEY (TO INTERCOM ANOTHER PHONE)

1. **Press and hold down** the **key** you wish to program until the screen shows the programming info on it.
2. Select the **Mode** by pressing the right arrow until you see **Busy Lamp Field (BLF)**
3. Scroll Down by pressing the down arrow twice to the **Description** field.
4. Enter the **Name** of key by using your dial pad to enter in the letters or numbers.
  - a. There is a soft key that says **1Bc**. You may press this button and it will change the input mode of the keypad.
    - i. **1Bc** – is both alpha and numeric in upper case and lower case. We do not recommend you use this mode.
    - ii. **ABC** – is all caps
    - iii. **abc** – is all lower case
    - iv. **123** – is all numeric
  - b. For example, to enter a lower case "s", you'd be **abc** mode, and then hit the **seven** key four times.
  - c. To move on to the next character, or move back, use the arrow keys.
5. When the name is complete, press the **down** arrow again to the Value field.
6. Enter in the extension number of the button.
  - a. If you want to be able to "intercom" (page) the extension, enter a \* \* (two stars) before the extension number.
  - b. If you want it to just ring, just enter the extension number.
7. Press the soft key with the word **Save** above it to save your settings.

## VOICEMAIL SYSTEM

### SETTING UP YOUR VOICEMAIL

*The first time you access your mailbox, the system will walk you through setting up your password, name recordings, and greetings. Please follow this all the way through and it will not play the tutorial again. The following instructions are for when you need to change something after the initial setup.*

#### Recording Your Greetings



1. Press the **Message** key .
2. Enter your password. In default, this your extension number, followed by the # key.
3. Press **0** for Mailbox Options.
4. You have the option of recording up to three greetings. At the very least, record an Unavailable Message. Press **1** to record the Unavailable Message.
5. Record the message after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

#### Recording name



1. Press the **Message** key.
2. Enter your **password**, followed by the # key.
3. Press **0** for Mailbox Options.
4. Press **3** to record your name.
5. Record the name after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

#### Setting Your Mailbox Passwords


*We strongly recommend you change your voicemail password as soon as possible. By default, it is your extension number. Anyone who knows this can access your mailbox through the web and listen to and delete your messages, see your call logs, and modify settings on your extension.*



1. Press the **Message** key.
2. Enter your **password**, followed by the # key.
3. Press **0** for Mailbox Options.
4. Press **5** to change your password.
5. Please enter your new **password**, followed by the **pound** key.
6. Re-enter your **password** followed by the **pound** key for confirmation.
7. If everything is correct, the system will tell you your password has been changed.


### Recording a Temporary Greeting

Use the Temporary Greeting when you want to record a greeting that you plan to use for a limited time (for example an out-of-office greeting).

1. Press the **Message** Key. 
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **4** to record your Temporary Greeting
5. After the tone, record your temporary greeting.
6. Press **#** when finished.
7. Follow the prompts to confirm or record the greeting again.


### Deleting Temporary Greeting

When you want to use your original greeting, delete your temporary greeting. To do this:


1. Press the **Message** Key. 
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options
4. Press **4** to record your Temporary greeting.
5. Press **2** to delete your Temporary Greeting.
6. Hang up

### Listening To Messages

#### New messages

1. Press the **Message** key. 
2. Enter your **password**, followed by the **#** key.
3. Press **1** to listen to new messages.
4. Follow the prompts to save, delete, etc.

#### Old messages

1. Press the **Message** key. 
2. Enter your **password**, followed by the **#** key.
3. Press **2** to change folders.
4. Press **1** for old messages (or listen to the prompts to select another folder).
5. Follow the prompts.

#### To retrieve messages from another extension (on-site)

1. Dial 924 for the Voicemail Gateway.
2. Enter your extension or mailbox number.
3. Enter your password.

**To retrieve messages remotely (Off-Site)**

*If your system is answered by an auto-attendant or a Voicemail "Backdoor" number:*

1. Dial the **main number** or **backdoor number**.
2. Press # for the Voicemail Gateway.
3. You will be prompted to enter your mailbox number, then your password.
4. Follow the prompts to listen to messages.

*If you call your own direct-dial number:*

1. Dial your direct-dial (private number)
2. Wait for the voicemail to pick up with your personal greeting.
3. Press \* (star) for the voicemail gateway.
4. You will be prompted to enter your mailbox number and then your password.
5. Follow the prompts to listen to your messages.

Further on-line help:

Visit our website at <http://www.advnetwork.com/support.html>