



## Grandstream GXP2140/GXP2160 IP Phone Quick User Guide



### Basic Phone Operation

For detailed information please consult the GXP2140/GXP2160 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.

#### 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 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 "EndCall" soft key 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 button .
- 2) Dial the number and press the send button  to complete transfer of active call.


##### 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.

#### 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 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 "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.

##### Hold The Conference:

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

##### End The Conference:

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



#### 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/DELETE

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

#### VOLUME ADJUSTMENTS

Use the volume button  to adjust the ring volume when the phone is idle. Press the volume button during an active call to adjust the call volume.