

# GRANDSTREAM GXP USER GUIDE





**1. Call Buttons**

- a. Transfer
- b. Conference
- c. Headset
- d. Mute
- e. DND = Do Not Disturb
- f. Intercom **This dose not work yet**

**2. Line Buttons**

These buttons are used to make outgoing phone calls.

**3. Display Screen**

**4. Speed Buttons**

- a. New Call
- b. Redial
- c. Dial
- d. End Call
- e. Forward All "Do Not Use"

- 5. **Voice Mail Notification Light.** This light will flash when you have new messages
- 6. **Direct Voice Mail Dial.** Press this button and it will take you directly to your voicemail
- 7. **Navigation Button** "Use this button for advance navigational features".
- 8. Phone Directory "This button is not yet active it will be in future releases of the software"
- 9. **Hold** "To place a call on hold simply press this button"
- 10. **Speaker Phone** "Press this button to activate the speaker phone option of the phone"
- 11. **Send** "After dialing a number press this button to start the call just as you would do on your cell phone"

12. **Keypad** “Use this to dial phone numbers”
13. **Direct Dial Buttons** “This feature will show you the status of different users. If there light is red then that means they are on the phone. If it is green then that means they are available”

Below you will find a list of commonly asked questions along with the corresponding definition number. This will help you to visualize the button with its function.

### **Commonly Asked Questions**

#### **How do I transfer a call to another extension?**

Place the current call on-hold

Press a line button

Dial the location in which the caller is looking for. Ask the recipient if they can take the call. If so hang-up; Pickup the call in which you have placed on hold and press the blue transfer button followed by the users speed dial button on the lower right.

#### **How to make an outgoing call?**

Simply pickup the phone and dial the number in which you want to call.

Press the blue send button.

#### **How to login to your voicemail from a different phone?**

From any phone in the company, simply pickup the phone and dial \*98 followed by the send button. They system will prompt you for your mailbox and password

#### **How can I access my voicemail?**

Simply pickup the phone and press the blue button with the envelop on it.

#### **What dose the flashing light mean?**

This means you have voice mail messages

#### **How do I keep messages in my old message box & search thru them?**

Simply login to your voice mail, go to the old message box, when messages start playing simply press 6 to skip thru messages.

**How do I transfer a call directly to a persons voicemail directly without ringing there extension?**

Simply press the transfer button followed by a 2 and there extension, along with the send button. So if you wanted to transfer a call to John Simth and he was at extension 101 you would transfer the call to 2101.

**What is DND?**

This is do not disturb if you press it no one will be able to call your phone!

**How do I intercom another person?**

Simply pickup the phone or press the speaker button. Press the persons speed dial button on the lower right.

**Can I pickup a call from my headset using the button on the headset?**

No unfortunately this function is not yet active. We do Howe ever anticipate in future releases this will work

**People are telling my that my voice is breaking up!**

A lot of times this has to do with the gain on your handset or headset. Simply turn Down the volume of the phone using the up and down arrow "While on the phone" Turn it down will lower the feedback the customer hears. If you have a loud or deep voice this will help you allot

**Troubleshooting**

I can not make outgoing phone calls and I can not receive any incoming phone calls!  
*Try to unplug the power to your phone for 30 seconds and then plug it back in. Sometimes your ISP will update its routers software during the evening and your phone will not correctly re sync up.*

**I have my headset button on, however I can not hear anything!**

*Check to make sure the headset cradle has a green light on the top of it. This means it's on. If not simply press the button on your headset to turn it on.*

**How do I request support?**

Simply pickup the phone and press 0. If your phone is not working you can call 1-866-357-9953 option 1 this will connect you with the operator.

### Useful Numbers

Person	Extension	Direct VM	