

gTalk® PBX USER GUIDE

How to Use Grandstream GXP2170 HD IP Phone



No	Features	Description
1.	Handset	Pick up to place or answer a call.
2.	Line keys	Indicates phone line status. When lit: Green: Line is idle. Red (steady): Line is active or in use. Red (blinking): Ringing the line.
3.	Message waiting indicator	Displays message icon top right corner of the set when you have voice mail message.
4.	Messages button	Press to access voice mail.
5.	Phone directory	Press to access phone directory.
6.	Hold button	Press to place a call on hold.
7.	Soft-key buttons	Press a soft-key button to perform the action shown on the label on the screen above.
8.	Transfer button	Press to place call transfer.
9.	Conference button	Press to place a call on conference.
10.	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
11.	Mute button	Press to mute/unmute an ongoing phone call. While idle press the button to lock/unlock the phone (DND).

12.	Multiple function keys	These keys may be used or configured as BLF, Speed Dial, Call Park keys and more.
13.	Keypad	Use to dial outbound calls, enter letters, and choose menu items.
14.	Speaker button	Push to turn the speaker on or off.
15.	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone), or ringer volume (when the handset is on the phone).
16.	Navigation button	Press an arrow to scroll left, right, up, or down through items shown on the screen.

Answering and Placing a Call

Basic techniques to answer a call:

- Pick up the handset. or
- Press the **Speaker** button. or
- If you are using a headset, press the **Headset** button.

Basic techniques to call an internal extension:

- Dial the extension number using keypad, then pick up the handset. or
- Dial the extension number using keypad, then press the **Speaker** button.

Basic techniques to make outbound calls:

- You can make outbound calls by simply dialing the destination phone number. Or press the line button next to the extension number on screen. The line button will turn green and you will hear dial tone.

Place a call to the last caller without dialing:

- Press the **Redial** soft-key to redial the last call.

Hold Incoming Call/ Remove Hold

Press  button. One of the right hand side buttons will start blinking Green. The caller is now placed on hold. Press the blinking Green button next to the caller you want to unhold.

Ending a Call

To end a call:

- If you are using the handset, just hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using a headset, press the **Headset**.

Ignoring an Incoming Call:

- When call lands press **Reject** soft-key button. The call will be auto forwarded to voice mail.

Viewing and Returning Missed Calls

The screen on your IP phone will notify you if a call has been missed.

To dial a missed call:

- If the screen shows a missed call, press the **Missed Call** soft-key to view a list of missed calls. Select a number and press **Dial**.

Lock/Unlock Incoming Calls

Use the lock/unlock feature to control incoming calls ringing your phone.

- To activate this feature, press the  button. You will see the screen on right:



- To deactivate press the  button again.

Transferring a Call

While on a call -

- Press the  button.
- Dial the extension number to transfer the call to and then Press ' #' or . After the call to the extension is received press the  button again.
- Once the call is transferred simply hang up.

Placing a Three-Way Conference Call

To initiate a conference call:

Step 1 - During an active call, press the  button. The first call is placed on hold, a second line is opened i.e. you hear a dial tone.

Step 2 - Dial the second person's telephone number.

Step 3 - When the second person answers, press the  button again. All three are now in the conference call session. To end the conference, simply hang up.

Call Pickup

The Call Pickup feature allows users to pick up incoming calls within their own pre-designated zone.

- To pickup an incoming call within the your own pre-designated zone simply dial ***7** and then #

Call Pickup by using BLF key

- Press the blinking BLF key to pickup call from specific extension.

Voice mail

A Red light at the top right hand corner of the set indicates arrival of new voice mail(s). To Access voice mail:

- Press the line button next to the word VM on the screen. Then press the  button.
- Enter your voice mail pass code (if any).
- To hear new voice mail press 1.
- To hear old voice mail press 2.
- To delete a voice mail press 3.

Transfer to Voice mail

This feature allows you to transfer someone (either a caller or a called person) to leave a voice mail to a specific extension.

- To transfer to specific extension to leave voice mail: Press  button, then dial *6<ext. number>, and after that immediately press the  button again.
- To leave a voice mail to a specific extension: Dial *6<ext. number>.

Call Forward

Activating Call Forwarding: Activate Call Forwarding feature whenever you want your calls to be forwarded to another phone. Once activated, all incoming calls will be forwarded to the number you specified.

- Dial *41 + Number + # - To forward incoming calls to a specific telephone number for any reason.
- Dial *42 + Number + # - To forward incoming calls to a specific telephone number when unreachable.
- Dial *43 + Number + # - To forward incoming calls to a specific telephone number after Ring-Timeout.

Deactivating Call Forwarding:

- Dial *44# - To cancel call Forwarding .

Note: You may also configure your Call Forwarding feature by login to your account panel.

Block Caller ID

This feature allows you to block your phone number along with your name i.e. CNAM information associated with your phone number.

To set Block Caller ID: *31#

To remove: *32#

Note: You may also configure your Block Caller ID feature by login to your account panel.

Anonymous Call Block

With Anonymous Call Block, all incoming calls from unknown callers will hear a busy tone. So you may no longer want to receive calls from the caller's phone numbers.

Dial *33# -- To block anonymous calls.

Dial *34# -- To cancel anonymous call block.

Note: Also you may enable this feature by login on to your account panel.