



Link

Business Communications

Quick Reference Guide for Connecting and Using Your New Grandstream GXP2170

For complete instructions, please refer to the Quick Installation Guide and the complete Grandstream User Guide at www.grandstream.com.

- 1) Unpack the phone and save all the packing material for reuse if the telephone ever needs to be shipped back.

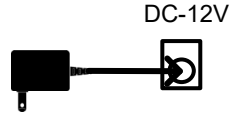
- 3) Connect the coiled cord to the handset (short end) and the handset jack on the back of the phone (long end)



- 2) Attach the stand.

If your network employs a POE (Power Over Ethernet) switch, skip this step. If not sure, check with your network ADMIN.

- 4) Connect the power pack to the telephone DC jack. At this time DO NOT plug the power pack into a nearby outlet.



If you are sharing a LAN connection with your desktop computer:

- 5) Unplug the LAN jack on the rear of your computer and plug it into the LAN port on the back of the phone.



- 6) Connect the patch cord provided from the PC port on the rear of the phone to the LAN port on the rear of your desktop computer.



If you have a LAN port available that is not shared with your computer:

- 7) Connect the provided patch cable from an available LAN jack or connection to the LAN port on the rear of the phone.



- 8) **If not using a POE Network switch,** plug the power pack into a nearby wall outlet or power strip.

Your new phone will now go through it's start up and login procedure. This may take a few minutes. When the phone is properly logged in it will display the correct time. If the start up procedure stalls and the phone does not show the correct time after a few minutes, please contact us at ticket.voipccg.com or call 866-362-0705.



Once your phone is set up, you'll be able to use it to make outgoing calls. The person you call will see your company telephone number as the caller ID.

Make your first call


Using the handset:

1. With the handset on-hook enter the number you wish to dial (1 + area code + number)
2. Pick up the handset.

Using Speakerphone:

With the phone on hook, enter the number, and then press the DIAL soft key, the DIAL key  or the speakerphone button. 

Using a headset:

1. With a headset connected, press  to activate the headset mode.
2. Enter the number, and then press the Send soft key.



Please make a call to an outside number and make sure the called party can hear you and that you can hear them. Make additional calls to other phones inside your organization as well.

If you have difficulty or issues with the sound Contact us right away at:

www.phonetechsupport.net

Making a call

Using the handset:

1. With the handset on-hook enter the number you wish to dial.
2. Pick up the handset.

Using Speakerphone:

1. Enter the number, and then press the **Dial** soft key or the **SPEAKERPHONE** button.

Using a headset:

1. With a headset connected, press the **HEADSET** key to activate the headset mode.
2. Enter the number, and then press the **Dial** soft key.

Receiving a call

Using the handset Pick up the handset.

Using Speakerphone: Press the **SPEAKERPHONE** button.

Using a headset: With a headset connected, press **HEADSET** key to activate the headset mode.

Put a call on hold

When answering a second or third call **DO NOT** use the **HOLD** key. Just press the ringing line button. The original call will be placed on hold. You can also switch back and forth just by pressing the line key you want to access. **Use the HOLD button only when needed to keep an individual call at your station.**

Transferring Calls

Managed Transfer:

When on a live call, press an idle line key. You will hear a dial tone. Dial the 4 digit extension press the correct intercom key or dial an outside number and wait until the call is answered. When the other user answers, and it's agreed to transfer the call, press **TRANSFER** and the line key for the caller.


Blind Transfer:

On a live call, press **TRANSFER**. When you hear the dial tone enter the four digit extension number, the complete outside telephone number or press the correct intercom button. Press **TRANSFER** or **OK** to complete the transfer. (Skip if pressing intercom key)

Transfer Direct to VM:

When you see that the person you need to transfer to is on the phone, you can transfer the call directly to that users voice mail box. If the phone is programmed with a dedicated key on the right side of the screen, press that key, enter the extension number of the destination and then press **#**. If the phone is **not** programmed with a dedicated key, press **#3**, wait for the voice prompt, enter the extension number then press **#**.

Voice mail

To access the voicemail system, press  on the phone or *95. When prompted, enter your password. (default is 1234#) Follow prompts if there is a message to review. To change your personal greetings, press **0** after entering your password. Follow continuing prompts to record your personal greetings.

From an outside line, dial your extension. When your voicemail answers, press *. Follow above voicemail instructions.

Paging

If Paging has been enabled on your system you may be able to page an individual extension, all extensions or access a Public Address system to announce a page over that system.

To page through your PA system, press the dedicated key on your phone. Hint: When paging all phones or paging through your PA system, wait a second or so after engaging to be sure the system is engaged.

To page a specific extension only dial 5556 + the extension number then press * Example: 55561101*

To page all extensions press 5555 then pick up receiver.

Conference calls

On a live call, press the **CONFERENCE** key. You will hear dial tone. Either dial the 4 digit extension destination or the complete phone number of the third party in the conference followed by the **Dial** key. When the third party of the conference is on line, press the **CONFERENCE** key soft key to begin the conference call.

Hold the Conference

Press the **Hold** key and all parties will be placed on hold. To resume, press the **ReConf** soft key. To end the conference, hang up or press the **EndCall** soft key.

Call Park and Un-Park (if programmed)

PARK and **UN-PARK** are special features of VoIP phones that allow multiple calls to be kept in a call QUEUE for retrieval in the order they were received. A good example is a call center where there is a main phone or automated attendant that answers all calls and several agents then handling all the calls in QUEUE.

Another popular use of **PARK** and **UN-PARK** is if you pick up a call at another desk and want to move that call to your desk. Call **PARK** allows you to put the caller on hold so that you can **UN-PARK** the call once you are back at your desk.

To **PARK** a call press the special key labeled **PARK**

To **UN-PARK** a call press the special DSS key labeled **UN-PARK**

If there are no dedicated **PARK** or **UN-PARK** keys, do the following:


To **PARK** a call press **#2** and listen for the **PARK** location.


To **UN-PARK** the last call **PARKED** press ***221**

To **UN-PARK** a call from a specific location press ***225** plus the location. Example: ***2253 UN-PARKS** a call **PARKED** in location 3.

Volume Adjustment

To adjust the volume of the ringer:

Press the  key while the phone is on hook.

To adjust the volume in the handset, press  while on a call.

Speed Dial

Speed Dial Set Up:

1. Press and hold an unused DSS key while the phone is idle.
2. Use the navigation keys to scroll left until **SPEED DIAL** is highlighted.
3. Make sure your extension number is correct in the Account window.
4. Scroll down to **DESCRIPTION** and enter the name.
5. Scroll down to **VALUE** and enter the telephone number. Don't forget the "1" which must precede all numbers.
6. Press **SAVE**

Network Problems and Technical Support for your phones:

VoIP telephone service depends upon two things: **A reliable internet connection and a healthy internal network.**

Occasionally you may experience network issues like scratchy voice quality or slow to respond keys. These issues should be reported directly to your network administrator, your Internet Service Provider and to us.

Just as you occasionally have to turn your computer off and restart it if it's responding slowly to your commands, it may also be necessary, once in a while, to **RESET** your phone. This is done safely by using the navigation keys. Press the center button and scroll to "Reboot" Then follow the prompts.

All technical support questions should be to:

www.phonetechsupport.net

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Go to: www.phonetechsupport.net