



GXP2170

User Guide

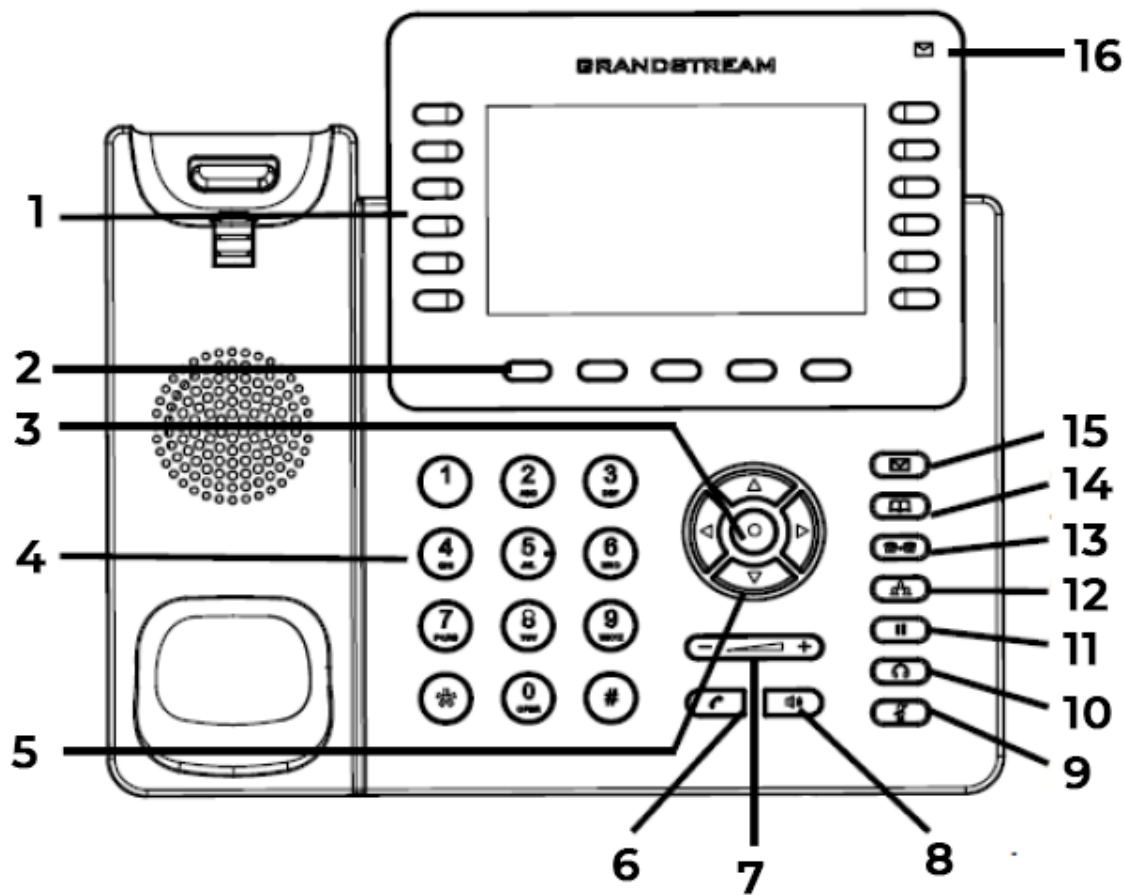
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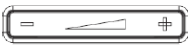
1. INTRODUCTION

GXP2170 IP Phone is for busy users handling high heavy call volumes, offering 12 line keys, 6 SIP accounts, 4.3-inch color display, and full HD audio. It supports fast connectivity and easy pairing with mobile devices and headsets.

2. GXP2170 KEYPAD



No	Feature	Description
1	Line keys Indicates the phone line status. • Green: Line is idle. • Red (steady): Line is active or in use. • Red (blinking): Line is ringing.	
2	Soft keys Context-sensitive buttons below the screen that perform different functions depending on the label on the screen.	
3	Menu/OK key Press an arrow to scroll up, down, left, or right through the items on the screen.	
4	Standard keypad Use to dial numbers, enter letters, or choose menu items.	
5	Navigation key Press an arrow key to scroll up, down, left, or right through the items on the screen.	

No	Feature	
6		Send Press to place a call.
7		Volume Press + to increase or - to decrease the volume.
8		Speaker Press to turn the speaker on or off.
9		Mute Press to mute or unmute an active call.
10		Headset Press to turn the headset on or off. The button lights green when the headset is active.
11		Hold Press to put an active call on hold or resume the call.
12		Conference Press to initiate a conference call.
13		Transfer Press to transfer a call.
14		Contacts Press to view and edit contact details.
15		Message Press to access voicemail messages.
16	Message Waiting Indicator Indicates that there are new voicemail messages.	

3. USING THE CALL FEATURES

Answering calls

Follow any of these three (3) steps to answer a call:

- Lift the handset.
- Press  (**Speaker** button).
- If you're using a headset, press  (**Headset** button).

Calling extension numbers

To call an extension number, you can do any of these two (2) steps:

- Dial the extension number on the keypad, then lift the handset.
- Dial the extension number, then press  (**Speaker** button).

Placing outbound/external calls

You can follow any of these two (2) steps to make an outbound/external call:

- Dial the phone number directly.
- Press the line button beside your extension on the screen. The line button turns green, and you'll hear a dial tone.

Calling last dialled numbers

- Press the **Redial** soft key to call the last dialled number.

Holding & resuming calls

Follow these steps to put a call on hold or resuming a call:

- Press the **Hold** button to place the call on hold. A button on the right side will start blinking green.
- To resume the call, press the blinking green button associated with that call.

Ending calls

Do any of these three (3) steps to end a call:

- If using the handset, simply hang up.
- If on speakerphone, press  (**Speaker** button).
- If using a headset, press  (**Headset** button).

Ignoring incoming calls

- Press the **Reject** soft key to ignore the call. It will automatically be forwarded to voicemail.

Returning missed calls

Do this step to call back a missed call:

- Your phone screen will display a missed call notification. To return a missed call, press the **Missed Call** soft key, select the number from the list, and press the **Dial** soft key.

Transferring calls

Follow these steps to transfer a call:

1. While on an active call, press  (**Transfer** button).
2. Dial the target extension number and press # or  (**Send** button). Once the call is picked up, press  (**Send** button) again.
3. Hang up the phone.

Initiating three-way conference calls

Perform these steps to place a three-way conference call:

1. During an active call, press  (**Conference** button). The first call is put on hold and a second line opens with a dial tone.
2. Dial the second participant's phone or extension number.
3. When the second participant answers, press  (**Conference** button) again to join all parties in the call.
4. To end the conference call, simply hang up the phone.

Accessing voicemail messages

The message waiting indicator lights red indicating the arrival of new voicemail message(s). To access the voicemail, follow these steps:

1. Press the line key labelled **VM** on the screen, then press  (**Message** button).
2. Enter your voicemail passcode, if any.
3. To listen to your new voicemail, press **1**.
4. To listen to your old voicemail, press **2**.
5. To delete your old voicemail, press **3**.

Transferring to voicemail

This feature allows you to transfer a caller directly to the voicemail of a specific extension.

- To use this feature, press  (**Transfer** button), dial ***6 followed by the extension number**, and press the **Transfer** button again.

Forwarding calls

Activating call forwarding

Activate the call forwarding feature when you want to redirect all incoming calls to another phone number.

Dial	Description
*41 + Number + #	Forwards all calls to a specific number for any reason.
*42 + Number + #	Forwards calls to a specific number when your line is unreachable.
*43 + Number + #	Forwards calls to a specific number after the ring timeout.

Deactivating call forwarding

- To deactivate the call forwarding feature, dial ***44 + Number + #**.