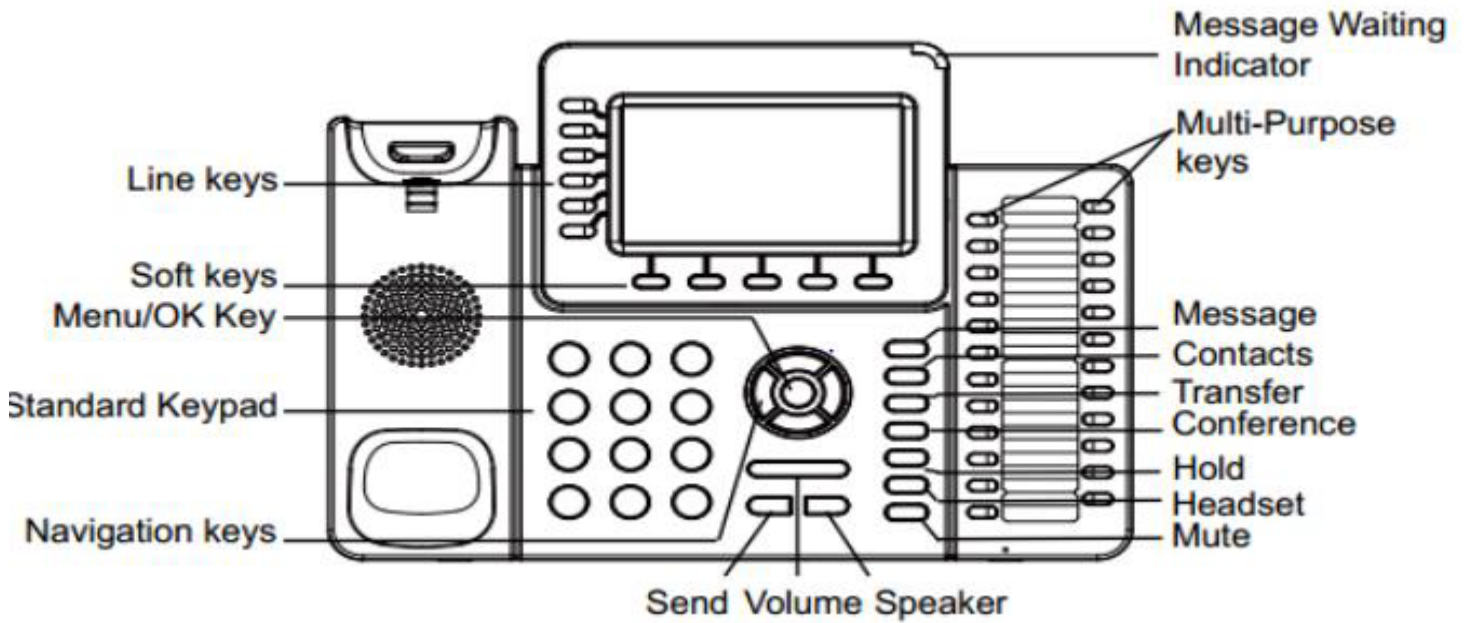


Advanced Telecom


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Basic Instructions for your Grandstream GXP2160 Phone



Conference calls

1. Make the first call as usual.
2. Press the **Conference** key. 
3. Dial the **second number**.
4. Wait for the second party to answer.
5. To bring all three parties together, hit the **Conf** key again.
6. If you make a mistake while dialing or the second party is not there, press the **Cancel** soft key and press the blinking Line key to return to the previous caller.

You can only add up to 4 parties including yourself to the Conference Call. If you need to add more, you can have a conference bridge set up.

Using the speakerphone

1. Dial the number and then press the Speaker button.
2. To hang up, press the Speaker button.
3. You may also pick up the handset to take the phone out of speakerphone mode.

Volume controls


The volume keys change the volume of the ringer, the handset, and the speakerphone. To change the volume of the ringer, press up or down when the phone is not off-hook.

Voicemail System


Setting Up Your Voicemail

The first time you access your mailbox, the system will walk you through setting up your password, name recordings, and greetings. Please follow this all the way through and it will not play the tutorial again. The following instructions are for when you need to change something after the initial setup.


Recording greetings

1. Press the **Message** key. 
2. Enter your password. I set it to 1212.
3. Press **0** for Mailbox Options.
4. You have the option of recording up to three greetings. At the very least, record an Unavailable Message. Press **1** to record the Unavailable Message.
5. Record the message after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

Recording name


1. Press the **Message** key. 
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **3** to record your name.
5. Record the name after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

Setting your mailbox password


1. Press the **Message** key. 
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **5** to change your password.
5. Please enter your new **password**, followed by the **pound** key.
6. Re-enter your **password** followed by the **pound** key for confirmation.
7. If everything is correct, the system will tell you your password has been changed.

Listening To Messages

New messages

1. Press the **Message** key. 
2. Enter your **password**.
3. Press **1** to listen to new messages.
4. Follow the prompts to save, delete, etc.

Old messages

1. Press the **Message** key. 
2. Enter your **password**.
3. Press **2** to change folders.
4. Press **1** for old messages (or listen to the prompts to select another folder).
5. Follow the prompts.


To forward a voicemail to another extension:

1. Press the envelope button
2. Enter your password
3. Press 1 to listen to the message
4. Press 8 to forward the message
5. Press 1 to enter an extension # to forward to
6. Enter extension #
7. Press 2 to complete process

To check the voicemail of another extension:

1. Dial * plus the extension # of the mailbox you wanna check
2. Enter the password(should be 1212)
3. From this point the process is the same as checking your own mailbox

Placing a call on hold (we tend to discourage this feature as it is not as practical as placing a call on Call Park)

1. While on the call, press the **Hold**  key. This will place the call on hold on one of the **Line** keys.
2. If you need to place another call after you put the call on hold, you will have to hit the **Line 2** key to get another line. Dial as needed and press the **Dial** soft key to send the digits. .

Picking up a call on hold

1. Press the **Line** button that is blinking where the call is on hold.

2. Or Press the **Pickup** soft key to pick up the last call you placed on hold.

Parking calls

It is best to use the Call Park when placing a call on hold for someone else.

1. While on the call, press an available **Call Park** MPK.
2. The status of the Call Parks are displayed on every phone.
3. To retrieve the parked call, press the blinking Call Park button

Extension+* will go directly to the voicemail box for the extension without ringing the phone first. This can be used in conjunction with the transfer feature to send a called right to VM.

Transfer a Call

1. During an active call, press TRANSFER and dial the number to transfer to. You can also transfer to an extension by dialing the extension number or pressing a programmed extension key.

2. Press *blind transfer* softkey to complete transfer of active call.

To transfer a call to someone's voicemail:

During an active call, press TRANSFER and dial the extension + *, the call will go directly to the voicemail box for the extension without ringing the phone first.

Bluetooth

To connect to a Bluetooth device, turn on GXP2160's Bluetooth radio first. The first time when using a new Bluetooth device with the GXP2160, "pair" the device with the phone so that both devices know how to connect securely to each other. After that, users could simply connect to a paired device. Turn off Bluetooth if it is not used. Bluetooth related settings are under GXP2160's LCD Menu>◇System>◇Bluetooth.

Auto Attendant

To record the greeting for the Daytime Auto Attendant dial *321 from any phone and follow the prompts. To listen to the greeting for the Daytime Auto Attendant dial *331 from any phone.

To record the greeting for the After Hours Auto Attendant dial *322 from any phone and follow the prompts. To listen to the greeting for the After Hours Auto Attendant dial *332 from any phone.

Affinity

Go to <http://www.grandstream.com/support/tools>

Scroll down til you see GS Affinity. Click on it to download. Install it and the other app that comes with it. (I think it Bonjour or something). Once its finished installing, Click on the windows icon and scroll down till you see a Grandstream folder. Open the folder and you'll see Grandstream Affinity. Launch it. It'll ask for an extension number to connect to. below that you'll see a tab that says ADVANCED, click that. Enter the IP Address of the phone. There will be a 4 digit number on the screen of your phone, enter it in the prompt box on your computer. That's it. It'll automatically sync the call history. It should automatically sync any numbers already stored in the phone's directory. When you're done, minimize the Affinity app, don't close it. When an incoming call comes in you'll see the pop up in the bottom right corner.