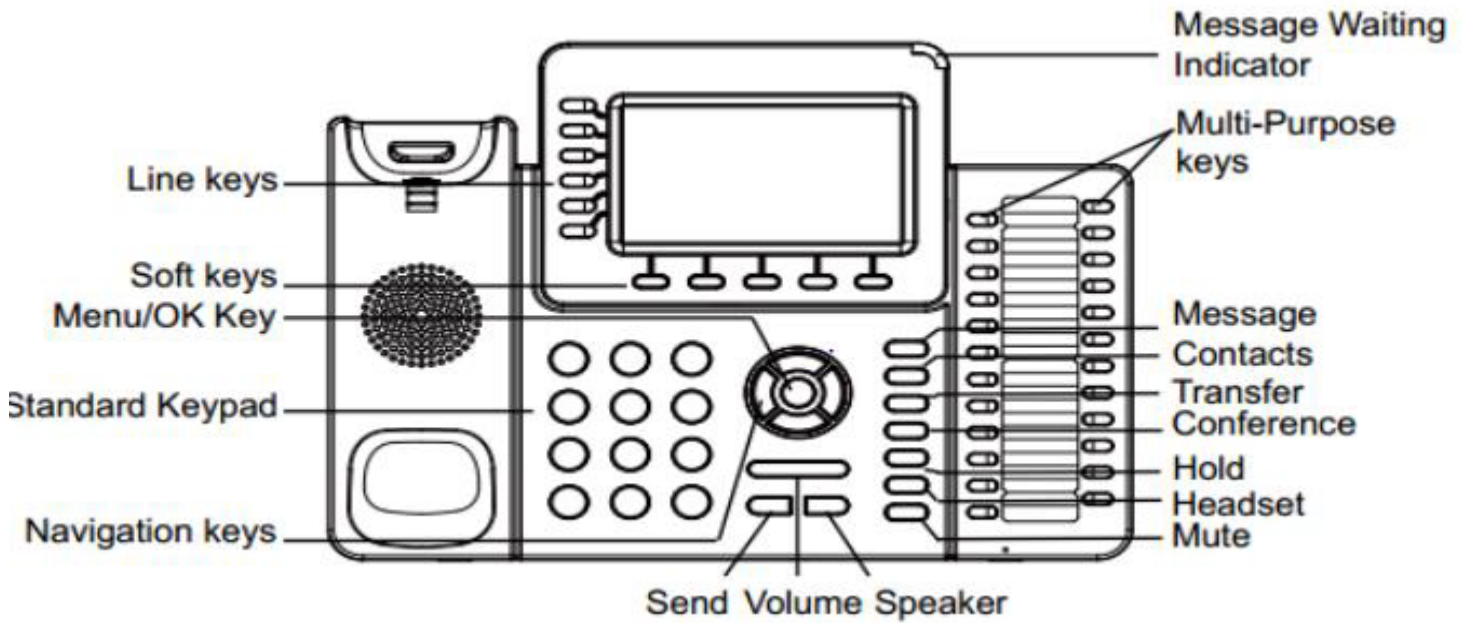


Advanced Telecom


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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. In default, it is 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**, followed by the **#** key.
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**, followed by the **#** key.
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 retrieve messages from another extension or for another extension (on-site)

1. Dial *98 for the Voicemail Directory.
2. Enter your mailbox number or the number of the mailbox you are trying to access.
3. Enter your password.

To retrieve messages remotely (Off-Site)

If your system is answered by an auto-attendant.

1. Dial the **main number**.
2. Press preprogrammed extension number for the Voicemail Directory.
3. You will be prompted to enter your mailbox number, then your password.
4. Follow the prompts to listen to messages.


If you call your own direct-dial(private)number:

1. Dial your direct-dial (private number)
2. Wait for the voicemail to pick up with your personal greeting.
3. Press **2** for the voicemail gateway.
4. Follow the prompts to listen to your messages.

To “Page” an extension

For intercom paging, press ***80** and then enter the **extension number** or press the MPK of the party or group you want to page. This feature will call an extension or group of extensions, allowing you to speak immediately over the speaker in the telephone without ringing the phone itself.

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

Transfer.

1. During the first 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.