



## Quick User Guide

Grandstream GXP 21XX series



### Place a call

Take Handset/Headset off-hook, press SPEAKER button or press a LINE key (activates speakerphone). Enter the phone number.

Press the SEND button or press the "DIAL" soft key.

### Answer a call

#### Select any of this options:

Handset/Headset (off hook), Press SPEAKER or press the blinking LINE button.

#### Multiple Incoming Calls:

The next available line will flash red. Answer an incoming call by pressing its corresponding LINE button. The current call will be put on hold.

Toggle between the calls using the LINE button.

### Call Hold

Place a call on 'hold' by pressing the hold button Resume call by pressing the corresponding blinking LINE.

### Redial

Take the phone off-hook then press the SEND button or press the "REDIAL" soft key.

**Note:** *The phone will redial using the same SIP account as was used for the last call.*

### Voicemail Message

Press the MESSAGE or press a specific LINE to retrieve messages for a specific line account.

### One Phone Paging/Intercom

To page one phone:  
Call **800 + Ext. number**

### Announce Transfer

1. Press an idle line key to make a new call, the active call will be placed on hold automatically.

2. Once the second call is established, press TRANSFER button

3. Press the line button with first call. After the call is transferred, phone will display idle screen.

### Blind Transfer

1. Press TRANSFER button

2. Dial the number and press the SEND button to complete transfer of active call.

### Three-Way Conference Call

#### Initiate a Conference Call:

1. Press CONFERENCE button to bring up conference dialing screen.

2. Dial the third party number followed by SEND key.

3. When the call is established to the third party, press the "ConfCall" soft key to initiate 3-way conference.

Press "Cancel" soft key in conference dialing screen to resume the two-way conversation.

#### Hold The Conference:

1. Press HOLD button to hold the conference call with all parties are on hold;

2. Press "ReConf" soft key to resume conference call; or select the corresponding blinking LINE to speak with an individual party.

#### End The Conference:

The conference will be terminated for all three parties if the conference initiator hangs up or presses "EndCall" soft key.

### MUTE/DELETE

1) Press the MUTE button to mute/unmute the microphone.

2) The Mute icon indicates whether the microphone is muted.

### EXT Call forward

1. Call **\*72**

2. The system will ask to input the number, dial the phone number you wish to forward to.

#### To deactivate Call \*73

### Call Pick-Up

This feature allows you to answer a call that is ringing on another Extension.

Option 1: Call **801** to pick-up any call.

Option 2: Call **801 + Ext number** to pick-up a call on a specific extension.

### Using the Headset or Speaker

Press the SPEAKER Button to turn speaker ON/OFF.

Press HEADSET button to use the headset once it had been connected.

### Volume Adjustments

Use the VOLUME button to adjust the ring volume when the phone is idle.

Press the volume button during an active call to adjust the call volume.

### 911 Emergency Service Alert

This Phone is VoIP enable.

911 Emergency services may not be available from this phone during power outages and other disruptions in broadband services. When calling 911 from this phone, confirm phone number and address of the location where you are with the emergency service operator. If your present location is different from the registered address, your 911 call will be routed, but not to the nearest emergency service location

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