



Grandstream GXP 2100 Series Quick Reference Guide

For Models 2130, 2140, 2160, 2135 & 2170

Call Handling

Blind Transfer

1. During an active call, press the **Transfer** button. The call is placed on hold.
2. Dial the number/extension you would like to transfer the call to.
3. Press the **Send** button

Attended Transfer

1. During an active call, press an idle **Line Key** and the call is placed on hold.
2. Dial the second party (press **Send**).
3. When the second party answers, announce the call then press the **Transfer** button.

Park

1. To Park: During an active call, press a Park soft key that is not occupied and the call will be transferred to that Lot number. An occupied Parking Lot will have a solid red light on.
2. To Resume: Press the Parking Lot key where the call was placed.

Three-Way Conference Call

1. During an active call, press the **Three Way Call** button.
2. Enter the extension or external number of the second party, then press the **Send** key.
3. Press the **ConfCall** soft key when the second party answers. All parties are now joined in the conference.

Do Not Disturb (DND)

1. **To activate or deactivate DND:** Press the **Menu/OK** button in the center of the directional pad and select **Preference** using the directional pad and **OK** button
2. Select **Do Not Disturb** and press the **OK** button again.
3. Use the directional pad to enable or disable DND.

Keys

Key Description



Press this key to use the **speakerphone**.



Press this key to activate **headset** mode.



Press this key to **mute** the microphone or a call.



Press this key to **transfer** a call



Press this button to **send** a call after dialing or to redial



Press this key to place an active call on a local **hold** or pick it back up



Press this key to start a **three-way call**



Press this button to access **voicemail**

Press during a call to adjust receiver **volume** of the handset/speakerphone/headset.



Press when the phone is idle or ringing to adjust the ringing volume.

Call Handling (cont.)

Call History

While the phone is idle:

1. Press the **Up** key on the **Directional Pad** to view missed calls.
2. Press the **Down** key to view dialed calls.
3. Press the **Right** key to view answered calls.

Voicemail

A blinking red message waiting indicator on the idle screen indicates that one or more voice messages are waiting.

Retrieving Your Voicemail Messages

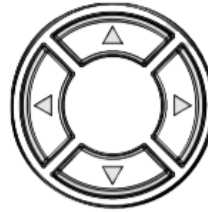
1. Press the **Voicemail** button.
2. Enter your voicemail password when prompted. By default, this will be your extension twice.
3. To listen to your voice messages, press **1**. By default, new voicemails will play automatically.
4. Listen to each prompt for the different voicemail options.
5. When finished, hang up.

Recording Your Voicemail Greetings

1. Call into your voicemail (see above steps).
2. Press **0** for Mailbox Options.
3. Follow the prompts to record your Busy (for when you are on another line or DND) and Unavailable messages (for when you do not answer) as well as your Name.

Keys

Key Description



Use the **Directional Pad** to scroll through Menu options

The left key can be used as a back button to return to the previous menu.



Use the **Menu/OK** button to open up the menu when the phone is idle or to select an item when in a menu.