

VoxECall



IP Phone GXP Series Quick User Guide

Grandstream Networks, Inc.

GXP Series Enterprise IP Phones

MAKING PHONE CALLS

Handset, Speakerphone and Headset Mode

The GXP series phones allow you make phone calls via handset, speakerphone, or headset mode. During an active call the user can switch between the handset and the speaker by pressing the speaker key. For headsets to operate, the user must plug the headset to an RJ22 or 2.5mm port on the phone, which allows the user to pick-up, speak, or hang-up calls.

Multiple Extensions and Lines

GXP can support up to six independent VoxECall extensions depending on the product model. Each of the line buttons is “virtually” mapped to an individual account on the phone and then to a VoxECall extension.

To make a call, select the line you wish to use. The corresponding LINE LED will light up in green. User can switch lines before dialing any number by pressing the same LINE button one or more times. If you continue to press a LINE button, the selected account will circulate among the registered extensions.

For example: when LINE1 is pressed, the LCD displays “VoIP 1”; If LINE1 is pressed twice, the LCD displays “VoIP 2” and the subsequent call will be made through LINE 2.

Incoming calls to a specific account will attempt to use its corresponding LINE if it is not in use. When the “virtually” mapped line is in use, the GXP will flash the next available LINE (from left to right or from top to bottom for Multi Purpose Keys) in red. A line is ACTIVE when it is in use and the corresponding LED is red.

Completing Calls

There are six ways to complete a call:

1. **DIAL:** To make a phone call.

- Take Handset/SPEAKER/Headset off-hook
 - or press an available LINE key (activates speakerphone)
 - or press the NEW CALL soft-key.
 - The line will have a dial tone and the primary line (LINE1) LED is red.
- If you wish, select another LINE key.
- Enter the phone number
 - Press the SEND key
 - or press the “DIAL” soft-key.

2. **REDIAL:** To redial the last dialed phone number.

When redialing, the phone will use the same account as was used for the last call. Thus, when the third account was made for the last call/call attempt, the phone will use the third account to redial.

- Take Handset/SPEAKER/Headset off-hook or
- press an available LINE key (activates speakerphone), the corresponding LED will be red.
- Press the SEND button
- or press the REDIAL soft-key.

3. **CALL RETURN:** To call the last phone number that called your phone.

When returning a call, the phone will use the same account as the call was made to. Thus, when returning a call made to the third account, the phone will use the third account return the call.

i. Hand-free option

1. Press the CALL RETURN soft-key

ii. Hand-set option

1. Take the Handset off-hook

2. Press the CALL RETURN soft-key

4. **USING THE CALL HISTORY:** To call a phone number in the phone's history

When using the call history, the phone will use the same account as was used for the last call/call attempt. Thus, when returning a call made to the third account, the phone will use the third account return the call.

- Press the MENU button to bring up the Main Menu.
- Select Call History and then "Received Calls", "Missed Calls" or "Dialed Calls" depending on your needs
- Select phone number using the arrow keys
- Press OK to select
- Press OK again to dial.

5. **PAGING/INTERCOM:**

The paging/intercom function can only be used if the SERVER/PBX supports this feature and both the phones and PBX are correctly configured.

- Take the Handset/SPEAKER/Headset off-hook,
- Select the LINE key associated with account
- Press OK key to display LCD: **LINEx: PAGE USING.**
- Dial the phone number you want to Page/Intercom
- Press SEND key.

NOTE: Dial-tone and dialed number display occurs after the handset is off-hook and the line key is selected. The phone waits 4 seconds (by default; No key Entry Timeout) before sending and initiating the call. Press the "SEND" or "#" button to override the 4 second delay.

Speed Dial

The Multi Purpose Key buttons, located on the right-hand-side of the phone, can be configured for speed dial. Press the speed dial button to automatically call the assigned extension

ANSWERING PHONE CALLS

Receiving Calls

1. **Incoming single call:** Phone rings with selected ring-tone. The corresponding account LINE flashes red. Answer call by taking Handset/SPEAKER/Headset off hook or pressing SPEAKER or by pressing the corresponding account LINE button.

2. **Incoming multiple calls:** When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). Next available lines will flash red (as described in section 4.3.2). Answer the incoming call by pressing its corresponding LINE button. The current active call will be put on hold.

3. **Paging/Intercom Enabled:** Phone beeps once and automatically establishes the call via SPEAKER. (PBX (or Server) must also supports this feature)

Do Not Disturb

1. Press the "DND" or "MUTE" button if you do not want to take a call. This will send the caller directly to voicemail.

2. Press the "DND" or "MUTE" button to set phone to 'do not disturb' (icon will be on the screen). The phone will not ring and send caller directly to voicemail. (see note above)

PHONE FUNCTIONS DURING A PHONE CALL

Call Waiting/ Call Hold

1. **Hold:** Place a call on 'hold' by pressing the "HOLD" button.
2. **Resume:** Resume call by pressing the corresponding blinking LINE.
3. **Multiple Calls:** Automatically place ACTIVE call on 'HOLD' by selecting another available LINE to place or receive another call. Call Waiting tone (stutter tone) audible when line is in use.

Mute/Delete

1. Press the MUTE button to enable/disable muting the microphone.
2. The "Line Status Indicator" will show "LINEx: SPEAKING" or "LINEx: MUTE" to indicate whether the microphone is muted.

NOTE: Pressing MUTE button for an incoming call will reject the call. MUTE button also functions as delete key when user wishes to delete the last entered digit.

Call Transfer

GXP supports both *Blind* and *Attended* (or supervised) transfer:

1. **Blind Transfer:** Press "TRANSFER (or TRNF for GXP-2000)" button, then dial the number and press the "SEND" button to complete transfer of active call.
2. **Attended (or Supervised) Transfer:** Press "LINEx" button to make a call and automatically place the ACTIVE LINE on HOLD. Once the call is established, press "TRANSFER (or TRNF)" key then the LINE button of the waiting line to transfer the call. Hang up the phone call after "Transfer Successful" is displayed in the screen.

5-Way Conferencing

GXP can host conference calls and supports up to 5-way conference calling.

1. Initiate a Conference Call:

- Establish a connection with two or more parties
- Press CONF button
- Choose the desired line to join the conference by pressing the corresponding LINE button.
- Repeat previous two steps for all other parties that would like to join the conference. This can be done at any time. However, if a new call comes in, the other calls will be placed on hold and the host will have to individually re-join the held lines back into the conference by repeating the previous two steps again.

2. Cancel Conference: Canceling establishing conference call.

- If after pressing the "CONF" button, a user decides not to conference anyone, press CONF again or the original LINE button.

- This will resume two-way conversation.

3. End Conference:

- Press HOLD to end the conference call and put all parties on hold;
- To speak with an individual party, select the corresponding blinking LINE.

NOTE: The party that starts the conference call has to remain in the conference for its entire duration, you can put the party on mute but it must remain in the conversation.

Voice Messages (Message Waiting Indicator)

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting. Press the MSG button to retrieve the message. An IVR will prompt the user through the process of message retrieval. Press a specific LINE to retrieve messages for a specific line account.

NOTE:

- Each line has a separate voicemail account. Each account requires a voicemail portal number to be configured in the "voicemail user id" field.
- To check which line account has a message 1) press the message button (this always checks the primary account), 2) check each line for stutter tone or 3) check missed calls using the menu.

Busy Lamp Field

The Multi Purpose Key buttons can be configured for Busy Lamp Field function with a specified account. When BLF is configured on one of the multi-functional buttons, the Speed Dial function will work when that line is not in use. Call Pick Up is supported when user presses a flashing BLF key.