

## VOIP User Documentation (Grandstream GXP-2000)

### Dialing Instructions:

### Notes:

#### Placing A Call

- Lift handset **OR**
- Press desired line key **OR**
- press SPEAKER button

Once you have dial-tone, simply dial the 10-digit number you are calling (**There is no need to dial a 1**).

International calls are made by dialing 011 + the number.

#### Answering A Call

- Lift handset **OR**
- press desired link key **OR**
- press the SPEAKER button

#### Ending A Call

- Hang up **OR**
- if using the speakerphone, press the SPEAKER button

#### Placing A Call On Hold

- Press the HOLD button

To return to a held call press the flashing line button.

#### Mute

- press the MUTE key

While a call is muted the other party can not hear you. To return to a conversation press the MUTE key again. The mute key applies to both the handset and speakerphone.

#### Last Number Redial

- Lift the handset and press the SEND button **OR**
- Press the SPEAKER button and press the SEND button.

#### Call Forwarding

- Lift the handset and dial \*72
- Dial the number you wish to forward to
- Press SEND

While Call Forward is in effect you can call out from your telephone but can not receive incoming calls. To cancel Call Forwarding dial \*73.

Dialing Instructions:

Notes:

**Page (If your system is programmed with this feature)**

- Press the Page line key (usually LINE 2)
  - Dial the extension you wish to page
  - Begin speaking
- Not all systems have this feature in place. Check with your PBX administrator for information on this feature

**Transferring A Call – (With Announcement)**

- While on a call, press HOLD
  - Press a non-paging line (usually 3 or 4)
  - Dial the extension you wish to transfer the call to
  - When the person answers, let them know they have a call
  - Press TRNF
  - Press original line number
- You can press the SEND softkey after dialing the extension to speed up the time it takes to dial the number.
- Pressing the # key will accomplish the same.

**Transferring A Call – (Blind Transfer)**

- Press TRNF
- Dial the extension you wish to transfer the call to
- Press SEND

**Conference**

- While on a call press an available non-paging line (usually 3 or 4)
- This will place caller on hold
- Dial the telephone number you wish to add to the call
- When the called party answers you can talk privately
- To complete the conference call press the CONF button followed by the original line button

## Other Options/Features

### Messages (Checking Voice Mail)

- Lift the handset and press the MSG button to access your voice mail **OR**
- Simply press MSG

For details, see the TRACI.net VOIP Voice Mail Road Map.

### Ring Type

- Press the round MENU button
- Down arrow until you get to Ringtone
- Press round MENU button
- Use the UP and DOWN keys to select a ring
- Press round MENU button to select
- Press SPEAKER button twice to exit

### Volume Adjustment - Ringer

- Press the round MENU button
- Down arrow until you get to Ring Volume
- Press round MENU button
- Use the UP and DOWN keys to select a ring volume
- Press round MENU button to select
- Press SPEAKER button twice to exit

### Volume Adjustment - Handset/Speaker

- While on a call, press the UP and DOWN keys until desired volume is reached.

Be careful not to increase the volume too much as it may introduce echo to the person you are talking to.

### Setting Your Phone on Do Not Disturb

- Press the round MENU button 3 times
- Press SPEAKER button twice

To deactivate Do Not Disturb, simply repeat the steps.