



Quick Start Guide - Grandstream GXP2170

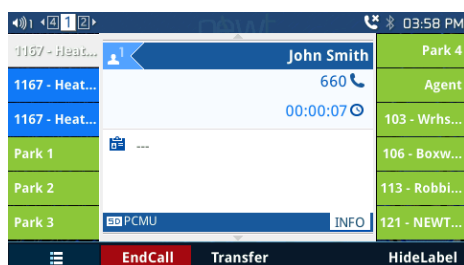
Phone View

The main screen will display the extension name number and the current time.



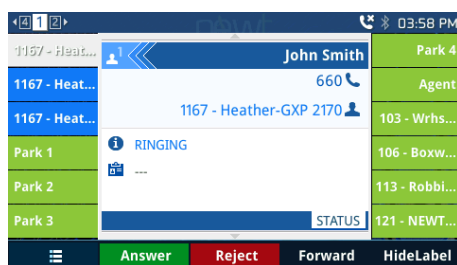
Call View

If your phone has one or more calls active, they will be displayed on the screen.









To move between active calls, press the line key that is associated with the call. If there are multiple calls, pressing a line key will automatically place the previous call on hold.

Incoming Call Display




Placing Calls



To place a call, either:

1. Pick up the handset, enter the phone number, and press the **Send**  button or **Dial** soft key
2. Press the speaker  button, enter the phone number, and press the **Send**  button or **Dial** soft key
3. Activate the headset by pressing the **Headset**  toggle button to on, press the call control button on the headset, enter the phone number, and press the **Send**  button or **Dial** soft key
4. Press an available line key, enter the phone number, and press the **Send**  button or **Dial** soft key


Redial

1. Take the phone off-hook, press the **Send**  button, scroll to the number you wish to dial, and press the **Dial** soft key
2. To redial the last number called, press the **.. (more)** soft key followed by the **Redial** soft key

Answering Calls


To answer a call, either pick up the handset receiver, press the **Speakerphone**  button, press the **Headset**  button, or press the **Answer** soft key.

Ending Calls

To end a call, hang up the handset, press the **Speaker**  button, press the call control button on the headset, or press the **End Call** soft key.

To end a call that was placed on hold, press the line key for the caller that is on hold, followed by the **End Call** soft key.



Contact Directory

To view your Directory, press the **Contacts**  button, or press the **Menu** button, scroll to **Contacts**, press the **Menu** button again, and select **Local Phonebook**.


To add a contact, press the **Menu** button, scroll to the **Contacts**, press the **Menu** button again, and select **Local Phonebook**. Press the **New** soft key. Enter the contact information and press **Save**.


To delete a contact, press the **Menu** button, scroll to the **Contacts**, and press the **Menu** button again. Select **Local Phonebook**, and scroll to the contact that you would like to delete. Press the **Delete** soft key followed by **YES** to confirm the deletion.

Muting the Microphone

During a call, press the **Mute**  button so that the other party cannot hear you. To disable Mute, press the **Mute**  button again.

Adjusting Volume

To change the call volume, press the **Volume**  button while on a call.



To change the ringer volume, press the **Volume**  button while the phone is either in an idle state or ringing.




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Blind Transfer

During an active call, press the **Transfer**  button or the **Transfer** soft key and enter the extension number of the person you want to transfer the call to, followed by **Blind-Trnf** or **Send** .



Attended Transfer

During an active call, press the **Transfer**  button and enter the extension number of the person you want to transfer the call to, then select the **..** Soft key followed by **AttnTrnf**. If the recipient accepts the call press the **Transfer** soft key.

Call Park

During an active call, press a **Park** button, **OR** enter *5 and listen for the call park position. To unpark the call, press the **Park** button again **OR** enter the call park position number followed by the **Dial** soft key.


Place a Call on Hold

During an active call, press the **Hold**  button. To resume the call, press the **Hold**  button again or press the flashing line key of the call you wish to take off hold.

Do Not Disturb

Press the **Mute/Do Not Disturb**  button.

Page all Phones Only

Dial **77007**, press **Send** .

Page Overhead Only

Dial **77009**, press **Send** .

Page all Phones and Overhead

Press the **Page** soft key.

Page an Extension

Dial **6xxxx** (xxxx=4-digit extension) or **60xxx** (xxx=3-digit extension), press **Send** .


Zone Paging

Dial **7800x** (x being the page zone).



Answer Ringing Extension from a Different Handset

Dial **4xxx** (xxx=ringing extension).

Call Queue Agent Login/Logout

Dial **88008**, press **Send** .

Send Call Directly to Voicemail

Press the **Transfer**  button, enter **31xxx** (xxx=extension), and press the **Transfer**  button.

Manage Voicemail from Another Handset

Dial **21xxx** (xxx=extension), **Send** .


Leave Voicemail Directly at Another Handset

Dial **31xxx** (xxx=extension), **Send** .



Retrieve Voicemail


Press the **Messages**  button and follow the prompts.

Record Unavailable Message

Press the **Messages**  button, select option **0**, then option **1**, and follow the prompts.

Three-way Conference Call

During an active call, press the **Conference**  button, and dial the third party number followed by the **Send**  button or **Dial** soft key. When the third party answers, press the **ConfCall** soft key to begin the three-way conference.

To hold the conference, press the **Hold**  button. To resume the conference, press the **Reconf** soft key.

Conference Bridge

Dial **88001**, press **Send** .

Hot Desking/Hoteling

Dial **87xxx** (xxx=extension), press **Send** .

Viewing Call Lists

Press the **History** soft key on the home screen to access the call history. A label at the top of the screen identifies the type of call, from **All** calls to **Answered**, **Dialed**, **Missed**, or **Transferred** calls only. Use the navigation arrow keys to scroll vertically and horizontally through the lists.

Forward All Calls

Press the **..** (more) soft key followed by the **ForwardAll** soft key. Enter the extension or telephone number where you would like calls forwarded to and press the **Ok** soft key. To cancel call forwarding, press the **..** (more) soft key, followed by the **CancelFwd** soft key.



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Dial Codes

Enter the code (and extension where applicable) followed by the **Dial** or **Send** soft key. Except where noted, the **xxx** in all codes below represents a 3-digit extension number.

611 – NEWT Support

911 - Emergency

38000 – Manage alternate dial sequence (Alt DS)

77007 – Page all phones only

77008 – Page all phones and overhead

77009 – Page overhead only

60xxx – Page an extension

xxx – Dial an extension

5xxx – Intercom to an extension

4xxx – Answer a ringing extension from a different phone

88008 – Call queue agent login/logout

21xxx – Manage voicemail from another phone

31xxx – Leave voicemail at another extension

88001 – Access to conference bridge

7800x – Zone paging, if enabled (**x**=page zone)

89xxx – Remote call queue agent login/logout

86000 – Cell phone to Polycom handset transfer. The extension must have the “Find me Follow me” feature enabled.

Star Codes

The following star codes are used during an active call. Enter the applicable code (and extension where applicable) followed by the **Dial** or **Send** soft key. Except where noted, the **xxx** in all codes below represents a 3-digit extension number.

***6xxx** – Attended transfer

***7xxx** – Blind transfer

***731xxx** – Voicemail transfer

***5** – Park a call. To unpark the call, press the number of the position where the call is parked followed by the **Dial** soft key.

***67 xxx-xxx-xxxx** – Call blocking (**xxx-xxx-xxxx**=phone number being blocked)

NEWT Support Resources

To reach NEWT Technical Support:

- Dial **611** from a NEWT PBX phone
- Call Toll Free **877-777-7118**
- Email newtsupport@fibernetics.ca

For access to NEWT PBX documentation and FAQs, remember to sign up for Customer Portal access at fbs.fibernetics.ca.



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