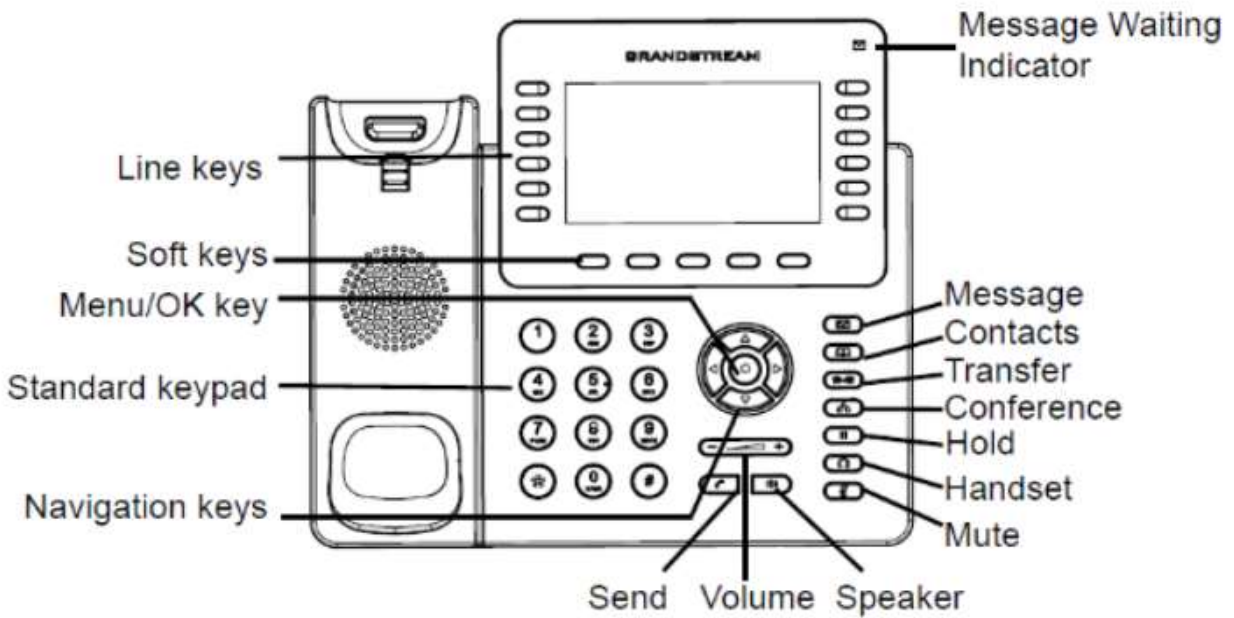
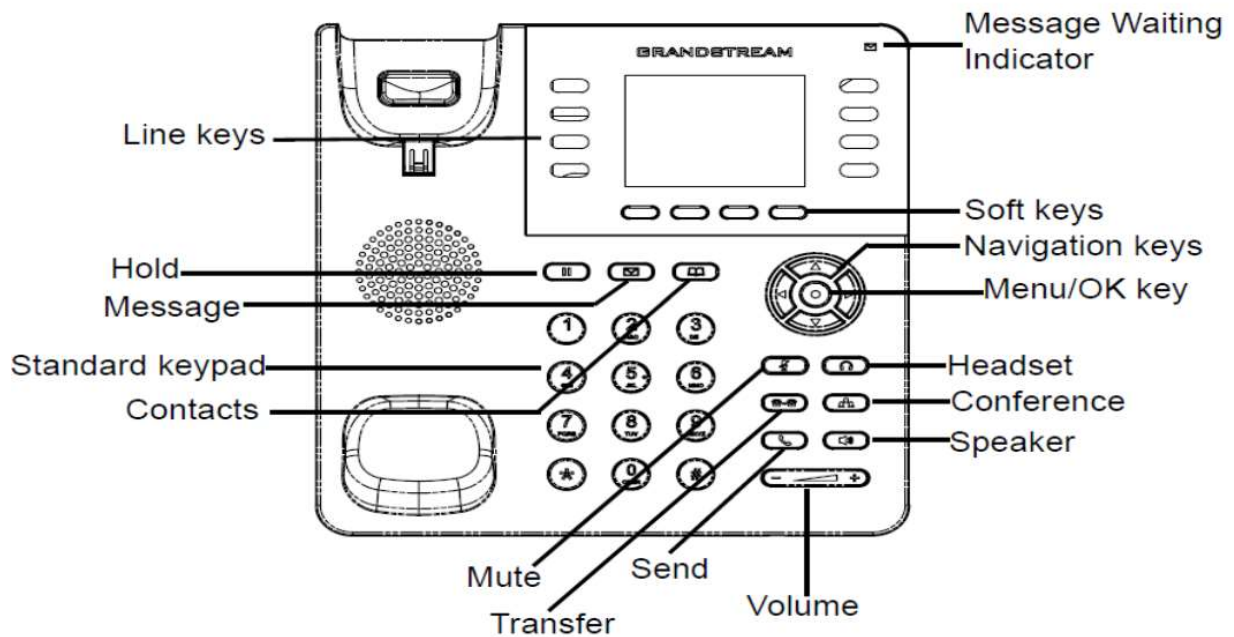













GRANDSTREAM GXP2170 DESKPHONE



GRANDSTREAM GXP2135 DESKPHONE





## GXP21XX BUTTONS

BUTTONS	NAME	DESCRIPTION
	<b>CONTACTS</b>	Press to view and edit contact information.
	<b>HOLD</b>	Press to put call on hold or resume the call.
	<b>MUTE</b>	Press to mute or unmute the call.
	<b>HEADSET</b>	Press to switch to headset mode (if installed).
	<b>MESSAGE</b>	Press to view voicemail messages.
	<b>TRANSFER</b>	Press to transfer call.
	<b>CONFERENCE</b>	Press to conference call.
	<b>SEND / REDIAL</b>	Press to switch to speaker mode.
	<b>SPEAKER</b>	Press to dial or redial a number.
	<b>VOLUME</b>	Press to adjust volume up or down.
	<b>NAVIGATION,</b>	Press the Center key for Menu or OK. Press the Arrow keys to navigation menus items.

## BASIC PHONE OPERATION – HARD KEYS


**PLACE A CALL**

1. Take Handset/Headset off-hook or press **SPEAKER**  button (activates speakerphone).
2. Dial the phone number.
3. Press the **SEND**  button or press the “**DIAL**” soft key.


**ENDING A CALL**

Hang up the phone to press the “**End Call**” soft key.

**CALL HOLD/RESUME**


1. Hold: Place a call on ‘hold’ by pressing the **HOLD**  button.
2. Resume: Resume call by pressing the corresponding blinking **LINE KEY**.

**MUTE A CALL**

In an active call, press the **MUTE**  button to mute/unmute the microphone.

**DO NOT DISTURB MODE**



When “**Do Not Disturb**” mode is activated, incoming call will be sent to voicemail automatically.

In **idle mode**, press on the **MUTE**  button to enable / disable the do not disturb mode.





The icon indicates that the phone is in “**Do Not Disturb**” mode.

**CALL TRANSFER****Blind Transfer:**

1. Press **TRANSFERT**  button.
2. Dial the number and press the **SEND**  button to complete transfer of active call.

**Attended Transfer:**

1. Press an idle **LINE KEY** to make a new call and the active call will be placed on hold automatically.
2. Dial the phone number and press the **SEND**  button or press the “**DIAL**” soft key.
3. Once the new call is established, announce the call and then press **TRANSFER**  button followed by the **LINE KEY** button of the held line to transfer the call.

**CALL PARKING**

A **LINE KEY** with this icon is configured as a call parking zone.


**To Park a call:**

1. Press a **LINE KEY**, configured as a “**Parking Zone**”, to park the active call.
2. Inform the intended recipient by dialing an extension or using the intercom function and inform them of a call parked in a specific zone.

**To retrieve a Parked call:**

Press the **LINE KEY** of the corresponding “**Parking Zone**” to retrieve the call.


**ANSWERING CALLS****Single Incoming Call:**

Answer call by taking Handset/Headset off hook or pressing **SPEAKER**  button.


**Multiple Incoming Calls:**

1. When there is a call waiting, users will hear a Call Waiting tone.
2. The next available **LINE KEY** will flash red.
3. Answer the incoming call by pressing its corresponding **LINE KEY** button.
4. The current call will be put on hold.
5. Toggle between the calls using the **LINE KEY** button.



**CALL VOLUME CONTROL**

In an active call, press the **VOLUME**  button to adjust the volume of the call.

**RING VOLUME CONTROL**


1. In **idle mode**, press the **VOLUME**  button to adjust the ring volume.

**REDIAL**

1. Take Handset/Headset off-hook or press **SPEAKER**  button (activates speakerphone).
2. Press the **SEND**  button or press the “**REDIAL**” soft key.

**VOICEMAIL MESSAGE**

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

1. Press the **MESSAGE**  button to retrieve the message. An IVR will prompt the user through the process of message retrieval.
2. Press a specific **LINE KEY** to retrieve messages for a specific line account.


**To access the voicemail of another extension:**

1. Press \*98.
2. Enter the extension number.  
Enter the voicemail box password.

**INTERCOM**

A **LINE KEY** with this icon is configured as an intercom call button.



**To make an Intercom announcement:**

1. Lift the handset or press the **SPEAKER**  button.
2. Press the **LINE KEY** configured as “**Intercom**”.
3. The speakers of all the phones will be activated.
4. Talk in the handset or thru the speaker.
5. To end the intercom announcement, press on the “**End Call**” soft key or hang up the handset.

## BASIC PHONE OPERATION – HARD KEYS (CONTINUED)

**3-WAY CONFERENCE**
**Initiate a Conference Call:**


Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference.

1. In an active call, press **CONFERENCE**  button to bring up conference dialing screen.
2. Dial the third-party phone number followed by **SEND**  key.
3. When the call is established to the third party, press the “**ConfCall**” soft key to initiate way conference.

**Cancel a Conference Call:**

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 KEY** 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 “**End Call**” soft key.

## FUNCTION CODES (STAR CODES)

Code	Name	Description
*67	Anonymous Calling (no Caller ID info sent)	Hides Caller ID information of the caller.
*69	Redial the last number	Dial the last outbound called number.
*732	Recording	To record a voice prompt for the IVR function.
*8	Call intercept	To intercept a call from an extension of the same group.
*9170	Hour	Say the current system Time.
*9171	Date	Say the current system Date.
*9172	Date and Hour	Say the current system Date and Time.
*97	Voicemail	Access the voicemail box of the extension assigned to the phone.
*98	Voicemail	Access the any voicemail box. You will be prompted for the voicemail box number and password.
*99<ext>	Transfer to an extension’s voicemail box	To transfer directly to an extension’s voicemail box.

**S2T TECHNICAL SUPPORT**

S2T’s mission is to provide small businesses with scalable, efficient, and state-of-the-art business communication solutions. We support our customers by taking the time to fully understand their work environment, their expectations as well as making sure all their employees understand and all the features of our solutions.

To speak to a S2T representative, dial **611** on any phone.

**911 Emergency Service**

911 VoIP telephone service (“VoIP 911 Service”) has certain limitations compared to traditional telephone service. It is important that you understand and accept the conditions and restrictions regarding 911 emergency service before using VoIP telephone service. See [s2t.ca/en/legal/911](http://s2t.ca/en/legal/911) for full details.