

VoiceMail Access

- If there is an active voice mail on your phone, the Green Envelop on the top right of the phone will be Flashing
- Dial *98 or press the Envelop button on the phone.
- Enter your password followed by the # key, contact your system administrator to acquire your password. Default is 10xx (extension)
- You will hear directions to listen to the message.
- While listening to a message, you may save it by pressing 2 or delete it by pressing 7.

Call Park

- Call Park places a call on public hold making it accessible to others.
- Each phone is equipped with park buttons
- To park a call, while conversing, press a green park key, it changes to red on all associated phones to mark it in use..
- To pick up a parked call, on any phone press the red park key.

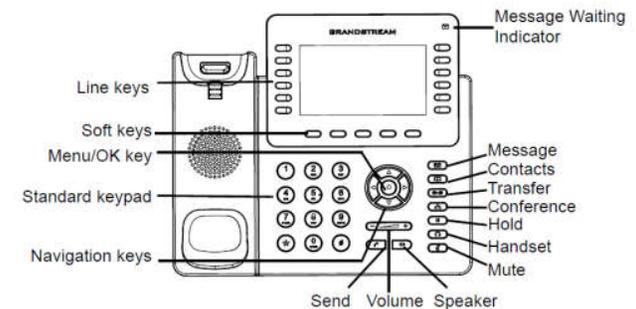
Do Not Disturb

- Press the Menu button and select "Preference" using navigation keys;
- Press the Menu Button again to get into Preference options.
- When "Do Not Disturb" is highlighted, press Left/Right key to disable/enable DND
- Press "Save" soft key to save the change
- When Do Not Disturb feature is turned on, the DND icon will appear on the top of the LCD. The incoming call will not be accepted or the call will directly go into voicemail.

WEB Access

- To access the web for your Telephone to view call history enter the URL specific to your Service; i.e.: company.voice2net.ca
The user name will be you telephones extension number, contact your system administrator for the password.
- You may view the call history for your telephone by pressing the History Button on the left. Once on this page, select the month and day you would like to view, select day 00 for the complete month. You may go back 1 year in history.
- You may view the Voice Mails saved on the system by pressing the voice mail button on the left. You will get a list of all voice mails on your extension. If your computer is equipped with a speaker, you may listen to the voice mails by pressing the Little blue screen beside the voicemail
- You may delete voice mails by checking the box beside the voicemail you wish to delete, then press the delete button at the bottom of the list.
- A very popular feature of Voice over IP service is Voice Mail to Email. On the extension configuration page, enter your email in the Slot beside Email Address, the n select Send Voice Mail to Email to True. On the bottom of the page press the submit key.
- You may now test the email address entered by pressing the Test Email Button, this will not work until you press the Submit Key on the bottom after you enter your email address. You may enter multiple Email addresses by separating them with a coma.

GXP2170 User Guide



Soft Keys

- The buttons immediately below the LCD display are called “soft keys”
- Each soft key will perform the action that is described immediately above it on the display.
- The behavior of soft keys is context sensitive -- the action associated with each soft key will change depending on the phone’s current state.

To Place A Call

- Dial the internal extension or external number you want to reach.
- Pick up the receiver or press the speakerphone button to start the call.
- Alternatively, you may lift the handset and dial after receiving dial tone. You may have to press the send button to complete the call if it is to an extension.

Last Number Redial

- Press the Redial soft key or the redial key.
- Lift handset or use the speaker phone to converse.

Call Hold

- Press the Hold key. Press the blinking line key to resume call.
- This places the call on private hold and can only be retrieved on this phone.

Call Transfer

- With call in progress, press the Transfer key.
- You now have two options, press a program extension button on the phone and the call will transfer to that location
- Or Dial the destination number and press the send button . The Call is blind transferred to the destination.
- The Same process can be used to transfer to an external number.

Button Assignment and usage

- The GXP 2170 has 12 programmable buttons.
- Using the Next Soft key, these expand to 32.
- The buttons may be assigned as either extensions or external speed dial numbers.
- To program these buttons, use the web interface button tab.
- Buttons assigned as extensions serve a dual purpose, they also double as monitor keys giving a status of in use (red) or idle (green).
- To make a call using these buttons, simply press the button.
- To Transfer a call using these buttons, while conversing, press the transfer key and then press the button.
- Call Pickup, if Button is flashing indicating a ringing phone another extension may answer this call by pressing the flashing line key. You do not have to be in the same pickup group for this to work.

Group Paging

- The GXP 2170 supports multicast paging which allows users to perform a one way page to a pre selected group of phones.
- To Page a group, one of the 8 buttons will be assigned to page. Press the page key before lifting the handset.
- Now lift the handset and make your announcement, remember to press the End Call soft button to end the page.

Mute

- To Mute your handset or microphone on the phone, press the mute key

Call Forwarding

- To enable call forwarding, lift the handset or press the speaker key and dial *72. You may have to press the send button.
- You will hear dialtone, dial your destination followed by the # key. You will receive verbal confirmation call forwarding is active.
- To disable: lift the handset and dial *73.

Ad-Hoc Conference / 3 Way Calling

- With a call on the line, press the conference key.
- Dial the second party and press the conf button after voice communications is established to establish the conference.
- Press hold-key to put both parties on hold (which ends the conference).

Ringer and Handset Volume

- To change the ringer volume, press the menu button and scroll down until you reach Preference. Press the menu button and scroll to Ring Volume. Use the left and right arrow keys to adjust the volume. Press ok when done.
- During an active call, use the up and down arrow keys to increase or reduce the volume of the call. This also applies to the speaker phone volume.

Directories

- Press directory button on the phone
- Use up/down arrows to scroll through the list of contacts.
- Press to the dial soft key to dial the number.
- Consult the web quick start guide for assistance setting up your directory.