

## VoIP Telephone Guide

Grandstream GXP 2140 shown with Extension Module



### TO PLACE A CALL

It is not necessary to lift the handset to place a call. You can use the orange speaker button to toggle between speakerphone and handset modes.

1. Intercom call – Dial the 3 digit extension and press the # key.
2. Local call - Dial the 7 digit local number and press the # key.
3. Long distance call – Dial the 10 digit number and press the # key. It is not necessary to dial a 1.
4. Hang up the handset or press the orange speaker key to end the call when finished

### ANSWER ANOTHER RINGING EXTENSION

**The hard way:** Dial \*\* plus the 5 digit extension number of the ringing phone

**The easy way:** Dial \*8 to answer the ringing phone. You must request a call group for this feature to work.

**The easiest way:** Press the blinking red key on your extension module, if equipped.

CONTINUED ON THE NEXT PAGE...

## TO TRANSFER A CALL

- A. Manual Procedure
  1. Answer an incoming call by lifting the handset or pressing the orange speaker key
  2. Press the "Transfer" key
  3. Dial all five (5) digits of the extension you are transferring to
  4. You may wait for the called party to answer and announce the call
  5. Press the "Transfer" key again to complete the transfer
  
- B. Transfer with Extension Module
  1. Answer an incoming call by lifting the handset or pressing the orange speaker key
  2. Press the "Transfer" key
  3. Press the lighted key on the extension module corresponding to the extension you are transferring to
  4. You may wait for the called party to answer and announce the call
  5. Press the "Transfer" key again to complete the transfer
  
- C. Blind Transfer Procedure
  1. Answer an incoming call by lifting the handset or pressing the orange speaker key
  2. Dial # # followed by the five (5) digit extension number, followed by #

## VOICEMAIL

Separate voicemail instructions are available for setup. There are three methods of voicemail notification:

1. The indicator lamp will flash red
2. A stuttered dial tone is presented when placing calls
3. An email is sent with the message attached as a .wav file
4. To retrieve your messages, press the "voicemail" key
5. Enter your password followed by the pound (#) key
6. Follow the voice prompts

## FORWARD ALL CALLS

To forward your calls to another extension, home phone or cell phone, use the following procedure:

1. Press the "Forward All" softkey
2. Dial the number to forward to. Use all five (5) digits if forwarding to an extension.
3. Press the "OK" soft key
4. To cancel call forwarding, press the "CancelFwd" softkey
5. IF you forward calls, any voicemail will be left on the phone or extension you forwarded to

## MICROPHONE MUTE or DO NOT DISTURB (DND)

This is a dual function key

1. When the phone is idle, pressing the Microphone Mute key puts the phone in DND mode
2. All calls go directly to voicemail without ringing when in DND mode
3. Press the key again to exit DND mode
4. When the phone is on a call, pressing this key mutes the microphone.
5. Press the key again to enable the microphone

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### CONFERENCE CALLS

Conference calls should be limited to no more than two (2) outside calls. If you need to conference more than one (1) outside call, please request a conference bridge extension. To place a conference call: Answer or place a call to the first party

1. Press the conference key. You will hear dial tone
2. Dial the second party. When they answer, press the conference key again.
3. Add additional parties by repeating steps 2 and 3 above
4. Either called party may leave the call without ending the call
5. When you hang up, all parties are disconnected

Note: The conference bridge access number is local to Durant, 580-916-9022. Only use this number if you have been given a conference bridge extension. This number is not related to the instructions above.