gTalk® PBX USER GUIDE

How to Use Grandstream GXP2135 IP Phone

	Contacts. Press to view and edit contact information.
	Hold. Press to put call on hold or resume the call.
	Mute. Press to mute or unmute the call.
	Headset. Press to switch to headset mode.
	Message. Press to view voicemail messages.
	Transfer. Press to transfer call.
	Conference. Press to conference call.
	Speaker.
	Send/Redial.
	Volume.
	Up Navigation key. In idle screen, press to see the IP.

Answering and Placing a Call

Basic techniques to answer a call:
• Pick up the handset. or
• Press the Speaker button. or
• If you are using a headset, press the Headset button.

Basic techniques to call an internal extension:
• Dial the extension number using keypad, then pick up the handset. or
• Dial the extension number using keypad, then press the Speaker button.

Basic techniques to make outbound calls:
• You can make outbound calls by simply dialing the destination phone number. Or press the line button next to the extension number on screen. The line button will turn green and you will hear dial tone.

Place a call to the last caller without dialing:
• Press the Redial soft-key to redial the last call.

Hold Incoming Call/ Remove Hold

Press button. One of the right hand side buttons will start blinking Green. The caller is now placed on hold. Press the blinking Green button next to the caller you want to unhold.

Ending a Call

To end a call:

• If you are using the handset, just hang up.

• If you are using the speakerphone, press the Speaker button.

• If you are using a headset, press the Headset.

Ignoring an Incoming Call:

• When call lands press Reject soft-key button. The call will be auto forwarded to voice mail.

Viewing and Returning Missed Calls

The screen on your IP phone will notify you if a call has been missed.

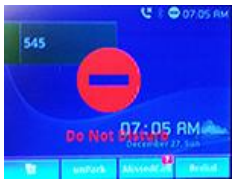
To dial a missed call:

• If the screen shows a missed call, press the Missed Call soft-key to view a list of missed calls. Select a number and press Dial.

Lock/Unlock Incoming Calls

Use the lock/unlock feature to control incoming calls ringing your phone.

• To activate this feature, press the button. You will see the screen on right:



• To deactivate press the button again.

Transferring a Call

While on a call -

• Press the button.

• Dial the extension number to transfer the call to and then Press ‘ # ’ or . After the call to the extension is received press the button again.

• Once the call is transferred simply hang up.

Placing a Three-Way Conference Call

To initiate a conference call:

Step 1 - During an active call, press the button. The first call is placed on hold, a second line is opened i.e. you hear a dial tone.

Step 2 - Dial the second person’s telephone number.

Step 3 - When the second person answers, press the button again. All three are now in the conference call session. To end the conference, simply hang up.

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Call Pickup

The Call Pickup feature allows users to pick up incoming calls within their own pre-designated zone.

- To pickup an incoming call within the your own pre-designated zone simply dial ***7** and then **#**

Voice mail

A Red light at the top right hand corner of the set indicates arrival of new voice mail(s). To Access voice mail:

• Press the line button next to the word VM on the screen. Then press the button.
• Enter your voice mail pass code (if any).
• To hear new voice mail press 1.
• To hear old voice mail press 2.
• To delete a voice mail press 3.

Transfer to Voice mail

This feature allows you to transfer someone (either a caller or a called person) to leave a voice mail to a specific extension.

• To transfer to specific extension to leave voice mail: Press button, then dial *6<ext. number>, and after that immediately press the button again.

• To leave a voice mail to a specific extension: Dial *6<ext. number>**.**

Call Forward

Activating Call Forwarding: Activate Call Forwarding feature whenever you want your calls to be forwarded to another phone. Once activated, all incoming calls will be forwarded to the number you specified.

• Dial *41 + Number + # - To forward incoming calls to a specific telephone number for any reason.

• Dial *42 + Number + # - To forward incoming calls to a specific telephone number when unreachable.

• Dial *43 + Number + # - To forward incoming calls to a specific telephone number after Ring-Timeout.

Deactivating Call Forwarding:

• Dial *44# - To cancel call Forwarding .

Note: You may also configure your Call Forwarding feature by login to your account panel.

Block Caller ID

This feature allows you to block your phone number along with your name i.e. CNAM information associated with your phone number.

To set Block Caller ID: *31#
To remove: *32#

Note: You may also configure your Block Caller ID feature by login to your account panel.

Anonymous Call Block

With Anonymous Call Block, all incoming calls from unknown callers will hear a busy tone. So you may no longer want to receive calls from the caller's phone numbers.

Dial *33# -- To block anonymous calls.
Dial *34# -- To cancel anonymous call block.
Note: Also you may enable this feature by login on to your account panel.

Selective Call Blocking

This feature allows you to block incoming calls that you have placed on a list of phone numbers you wish to be blocked.

Dial *35 + number# -- To add a specific telephone number to block list.
Dial *36 + number# -- To delete a specific telephone number from block list.

Note: Also you may configure this feature by login to your account panel. You may Add/Edit/Delete any number which you want to block/unblock.

Speed Dial

A speed dial number is a numeric number to which a destination telephone number is pre-set by a caller. This allows the caller to avoid dialing the full destination number. gTalk PBX providing 99 (1-99) speed dial facility.

gTalk PBX provides 99 (1-99) Speed Dial facility. To set speed dial

01. Login to your gTalk PBX account

02. Go to Speed Dial under User Menu

Follow onscreen instructions to Add/Edit/Delete Speed Dial number.

Benefits of BLF keys

BLF is the convenient way to view status of other extensions.

• Each key represents status of designated extension.

For example If the key is green, it indicates the extension is **idle**. Red indicates **busy** and Red blinks means the extension is **ringing**.

BLF Keys allow user to pick up calls, dial extensions, and transfer calls easily.

Call Parking

- How it Works:

a. You will see four Green lights on the right hand side (RHS) of the phone screen with the labels **PRK-1**, **PRK-2**, **PRK-3**, and **PRK-4**. These are call Parking Spots.

b. **Parking an Incoming Call:** Once you pick up an inbound call and want to park it for someone else to pick up do the followings:

(i) Press the home button (Left most button on the bottom of screen). This will clear the screen and call Parking Spots will be visible.

(ii) Press any one of the green Parking Spot buttons. That specific parking button will turn RED in all the IP phones in the premise including yours.

The call is now parked and the caller will hear music on hold.

c. **Un-Parking a Call:**

(i) Press the button below the word **unPark** on the screen of any of your IP phones. The longest waiting parked call will get un-parked.

OR

(ii) Any office staffs may press any of the RED Parking Spot buttons to pick up that specific parked call.

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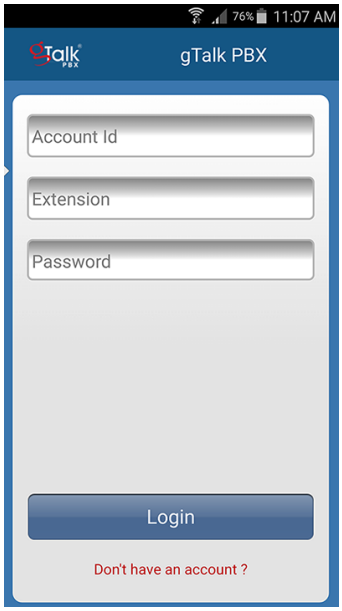
How to Install gTalk PBX Mobile App

With every Extension gTalk PBX offers a feature rich App compatible with Android and iPhone sets.

- **Android:** To install gTalk PBX App for Android sets, download the App on your smart phone by browsing the Google Play Store. Search for gTalk PBX, and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.

- **iPhone:** To install gTalk PBX App for iPhone sets download the App on your smart phone by visiting the Apple Store, search for gTalk PBX, and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.



Use of gTalk PBX Mobile App

Use of the gTalk mobile App is user friendly and intuitive. Most of the functions of your gTalk IP Phone sets may be performed by using gTalk Mobile App. Some of the important functions are: **Make or receive calls, check voice mail or missed calls, set call receive preferences, line preference, see extension directory and make direct calls, make call using speed dial etc.**

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