gTalk® PBX USER GUIDE

How to Use Grandstream GXP2160 IP Phone

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

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.

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.

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.

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.

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.

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 [icon] button, then dial *6<ext. number>, and after that   immediately press the [icon] button again.

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

Hold Incoming Call/ Remove Hold

Press [icon] 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.

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 .

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.
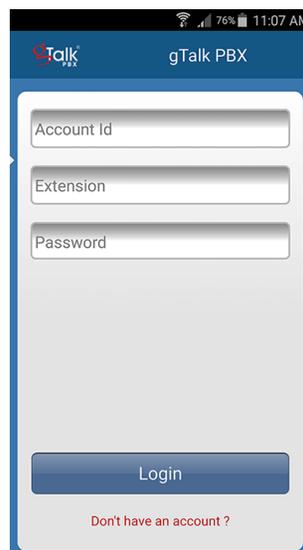
Use of gTalk PBX Mobile App

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.**