Quick User Guide - GXP Series



Making a Call

1) Hands Free Call
Dial the phone number or extension then press the **SEND** key. When the call completes talk normally hands free, or You may pick up the handset for privacy.

2) Using the Handset
Lift the handset, Dial the number then press the **SEND** key.

Voice Mail

If you have voice mail the red light will flash on the top right on the phone.

To pick up voice mail press the **MSG** button and follow the prompts.

You may also record your name and a personal message by pressing the **MSG** button then press “0” and following the instructions.

Placing a Call on Hold

While on a call simply press the **HOLD** button, this will place the caller on hold. You may pick another line and make another call at this point.

To take the call off **HOLD** simply press the **LINE** you placed on hold.

Group Pickup

When you want to pickup a call that is ringing at another extension, dial the code provided for your office and the call gets transferred to you.

Conference Calling

While on a call place the caller on hold, select the next free line, dial the other parties number, establish the second call then press the **CONF** button and the Line you wish to conference in.

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How to Transfer a Call

The phone supports both Blind and Attended (or supervised) transfer:

1) ***Blind Transfer:***
While on the call Press the **TRNF** button, then dial the E**xtension Number** of the person you want to transfer to and press the **SEND** button to complete transfer of the active call.

2) ***Attended (or Supervised) Transfer:***
While on the call.....

A. Select a free line by Pressing the **LINE** (Line1,Line2,Line3 or Line4) button this will automatically place the ACTIVE LINE on HOLD.

B. Dial the E**xtension Number** of the person you want to transfer to, Get confirmation to transfer the call,

C. If the person accepts the call, then Press the **TRNF** button and the **LINE** on which the original came through. Hang up when your done.

If your having trouble....

1) Make sure that there is power to the phone and the phone is working.

2) Make sure you have internet access by checking a computer nearby. If you don't have internet access try rebooting your Cable / DSL modem, Router and firewall if you have any of these. Restore Internet access before trying the rest of these steps.

3) Make sure the data or Ethernet cable is properly connected to the LAN port of the phone. If you have a cable from the PC port of the phone then make sure this too is connected properly to the computer.

4) Power off each phone by unplugging the power from the rear of the phone. Wait 30 seconds plug the power back and wait until the phone reboots and displays the name, extension and IP address.

5) After the phone boots up you should see the data port indicator filled in. If this data port is not filled in then the phone is not connecting to the internet.