



Grandstream GXP2200 IP Phone Quick User Guide

Basic Phone Operation

For detailed information please consult the GXP2200 User Manual available at:
www.grandstream.com

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USING THE HEADSET OR SPEAKER

- 1) Use the Speaker Button  to turn speaker ON/OFF.
- 2) Use the Headset button  to use the headset once it had been connected.

MAKING A CALL

- 1) Take Handset/Headset off-hook or press Speaker button (activates speakerphone) .
- 2) The line will have dial tone and bring up the call screen, user could select account on the right panel.
- 3) If you wish, select another account on the right panel (alternative SIP account).
- 4) Enter the phone number.
- 5) Press the SEND button  or press  (audio call) or  (video call) to send the call.

REDIAL

- 1) Take the phone off-hook.
- 2) Press the SEND  button.

Note: The phone will redial using the same SIP account as was used for the last call.

ANSWERING CALLS

Single Incoming Call:

Answer call by taking Handset/Headset off hook or pressing SPEAKER or by pressing “Accept audio” or “accept video” to answer the call via Speaker.

Multiple Incoming Calls:

- 1) When there is a call waiting, users will hear a Call Waiting tone .
- 2) The LCD will display the caller name and ID. The current active call is in blue bar, and the green bar is the ringing call.
- 3) Answer the incoming call by pressing “Audio Answer”/ “Video Answer” on LCD.
- 4) The current call will be put on hold.
- 5) Toggle between the calls using the callers information bars on the right panel.

ENDING A CALL

End a call by pressing the “End” button on LCD or hang up the phone.

CALL HOLD/RESUME

- 1) Hold: Place a call on ‘hold’ by pressing the hold button. 
- 2) Resume: Resume call by pressing the ‘hold’ button again.

CALL TRANSFER

Assuming that you are in a call and wish to transfer the call to another party.

Blind Transfer:

- 1) Press transfer button. 
- 2) Dial the number and press the send button  to complete transfer of active call.

Attended Transfer:

- 1) During the active call, press transfer button  to bring up the transfer screen.
- 2) Select attended transfer mode by tapping on the mode selection bar.
- 3) Enter the digits and then press the “Send” soft key on the right.

5-WAY CONFERENCE

Initiate a Conference Call:

Assuming that you are already in a conversation and wish to bring a fifth party together in a 5-way conference.

- 1) Press conference button  to bring up conference dialing screen.
- 2) Tap on  to start adding party in conference.
- 3) Users could manually select account, enter digits and then tap on the  Invite icon, or select the call (on hold or active) to add to the conference.
- 4) Repeat the above step to add more parties in.

Cancel a Conference Call:

Tap on the  on the right top corner for the corresponding party to remove party from conference.

Hold The Conference:

Press hold button  to hold/resume the conference call with all parties are on hold.

End The Conference:

Tap on the  to disconnect all the parties from the conference.

VOICEMAIL MESSAGE

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

- 1) Press the Message button to retrieve the message. An IVR will prompt the user through the process of message retrieval.
- 2) Press a specific account to retrieve messages for a specific line account.

Note: Each account requires a voicemail portal number to be configured in the “voicemail user id” field.

MUTE/DELETE

- 1) Press the MUTE button  to mute/unmute the microphone.
- 2) The Mute icon  indicates whether the microphone is muted.

VOLUME ADJUSTMENTS

Use the volume button  to adjust the ring volume when the phone is idle.

Press the volume button during an active call to adjust the call volume.