Grandstream
GXP1100/GXP1105 Small Business IP Phone
Quick User Guide

Basic Phone Operation

For detailed information please consult the GXP1100/GXP1105 User Manual available at:
www.grandstream.com

MAKING A CALL

2 CALLS WITH 1 SIP ACCOUNT

1) To make a call, dial out the number with the current line.

2) During the call, users can press the [FLASH] key to hold the current call and make/answer another call. If they are 2 calls established, users can switch the two lines by pressing the [FLASH] key.

COMPLETING CALLS

The GXP1100/GXP1105 allows you to make phone calls after picking up the handset. There are four ways to complete calls.

- **Dial.** Enter the number and send out.
1) Take handset off hook. You shall hear dial tone from the handset;
2) Enter the number;
3) Press [SEND] key or # to dial out.

- **Redial.** Redial the last dialed number.
1) Take handset off hook. You shall hear dial tone from the handset;
2) Press [SEND] key.

- **Speed Dial.** Dial the number configured as Speed Dial on Multi Purpose Key.

Go to GXP1100/GXP1105 Web GUI->Basic Settings, configure the Multi-Purpose Key's Key Mode as Speed Dial. Enter the Name and User ID (the number to be dialed out) for the Multi-Purpose Key. Click on "Update" at the bottom of the Web GUI page;

1) Take handset off hook. You shall hear dial tone from the handset;
2) Press the configured Speed Dial key.

- **Call Return.** Dial the last answered call.
Go to GXP1100/GXP1105 Web GUI->Basic Settings, configure the Multi Purpose Key's Key Mode as Call Return. No Name or User ID has to be set on the Multi Purpose Key for Call Return;
1) Take handset off hook. You shall hear dial tone from the handset;
2) Press the configured Call Return key to dial out.

MAKING CALLS USING IP ADDRESSES

Direct IP Call allows two phones to talk to each other in an ad-hoc fashion without a SIP proxy. VoIP calls can be made between two phones if:

- Both phones have public IP addresses; or
- Both phones are on the same LAN/VPN using private or public IP addresses; or
- Both phones can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

To make a direct IP call or a quick IP call mode, please refer to GXP1100/GXP1105 User Manual.

ANSWERING PHONE CALLS

RECEIVING CALLS

- **Single incoming call**. Phone rings with selected ring tone. Answer call by taking handset off hook;

- **Multiple incoming calls**. When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). Answer the incoming call by pressing the [FLASH] key. The current active call will be put on hold.

DURING A PHONE CALL

CALL WAITING/CALL HOLD

- **Hold**. Place a call on hold by pressing the [HOLD] key;

- **Resume**. Press the [HOLD] key again to resume;

- **Multiple calls**. Automatically place active call on hold or switch between two calls by pressing the [FLASH] key. Call waiting tone (stutter tone) will be audible when the line is in use.

MUTE

During an active call, press the [🎤] key to mute/unmute the microphone.

CALL TRANSFER

GXP1100/GXP1105 supports Blind Transfer, Attended Transfer and Auto-Attended Transfer.

- **Blind Transfer**.

1) During the first active call, press [TRAN] key and dial the number to transfer to;

2) Press [SEND] key or # to complete transfer of active call.

- **Attended Transfer**.

1) During the first active call, press [FLASH] key. The first call will be put on hold;

2) Enter the number for the second call and establish the call;

3) Press [TRAN] key;

4) Press [FLASH] key to transfer the call.

- **Auto-Attended Transfer**.

Set "Auto-Attended Transfer" to "Yes" under Web GUI->Advanced Settings page. And then click "Update" on the bottom of the page;

1) Establish one call first;

2) During the call, press [TRAN] key. A new line will be brought up and the first call will be automatically placed on hold;

3) Enter the number and press [SEND] key to establish the second call;

4) After the second call is established, press [TRAN] key again. The call will be transferred.

3-WAY CONFERENCING

GXP1100/GXP1105 can host 3-way conference call by using Multi Purpose Key or [FLASH] key.

To use Multi-Purpose Key to establish 3-way conference call, go to GXP1100/GXP1105 Web GUI->Settings->Basic Settings, configure the 3-way conference as the Multi Purpose Key mode. Click "Update" on the bottom of the page. Then follow the steps below for 3-way conferencing.

- **Initiate a conference call**.
Establish two active calls with two parties respectively;
Press the Multi Purpose Key previously configured as "3-way Conference" already from Web GUI;
3-way conference will be established.

- **Split call in conference**.

1) During the 3-way conference, press [HOLD] key. The conference call will be split and both calls will be put on hold separately;

2) Press [HOLD] key again and it will resume the 2-way conversation with the line when establishing the conference call;

3) Press [FLASH] key to toggle between the 2 lines;
4) Users could re-establish conference call by pressing the Multi Purpose Key again.

- **End Conference**.

1) Press [HOLD] key to split the conference call. The conference call will be ended with both calls on hold; Or
2) Users could simply hang up the call to terminate the conference call.

To use Flash key to establish 3-way conference call, go to GXP1100/GXP1105 Web GUI->Settings->Advanced Settings, set "Enable FLASH key as CONF" to "Yes". Click on "Update" on the bottom of the Web GUI page and then reboot the phone. Follow the steps below to host the 3-way conference.

- **Initiate a conference call**.

1) Initiate and establish two active calls with two parties from GXP1100/GXP1105;

2) Press the [FLASH] Key;
3) 3-way conference will be established.

- **Split call in conference**.

1) During the 3-way conference, press [HOLD] key. The conference call will be split and both calls will be put on hold separately;

2) Press [HOLD] key again and it will resume the 2-way conversation with the line when establishing the conference call;

3) Users could re-establish conference call by pressing the Multi-Purpose Key again.

- **End Conference**.

1) Press [HOLD] key to split the conference call. The conference call will be ended with both calls on hold; Or
2) Users could simply hang up the call to terminate the conference call.

VOICE MESSAGES (MESSAGE WAITING INDICATOR)

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting. Dial into the voicemail box to retrieve the message by entering the voice mail number of the server or pressing the [MSG] key (Voice Mail User ID has to be properly configured as the voice mail number under Web GUI->Account page). An IVR will prompt the user through the process of message retrieval.

Note: Users can press *** to the IVR menu and then enter 86 to hear the number of new voice messages.