GXP21xx Series – User Guide

Thank you for purchasing Grandstream GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 Enterprise IP Phone. GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 is a state-of-the-art enterprise grade IP phone. GXP2170 features 12 dual-color line keys (can be digitally programmed as up to 48 provisionable BLF/fast-dial keys). GXP2135 features 8 dual-color line keys (can be programmed as up to 32 provisionable BLF/fast-dial keys). GXP2140/GXP2160/GXP2170 features 4.3 inch TFT Color LCD, 5 programmable context-sensitive softkeys, dual Gigabit network ports, integrated PoE and Bluetooth, 5-way conference, and Electronic Hook Switch (EHS). GXP2135 supports 2.8 inch TFT Color LCD, 4 programmable context-sensitive softkeys, 4-way voice conference, and EHS with Plantronics headsets. GXP2130 supports 2.8-inch TFT Color LCD, 4 programmable context-sensitive softkeys, 4-way voice conference, and EHS with Plantronics headsets. Also, this series can support up to 3 lines for GXP2130, 4 lines for GXP2140, 6 lines for GXP2160, 12 lines for GXP2170, and 8 lines for GXP2135. The GXP2130 / GXP2140 / GXP2160 / GXP2170 / GXP2135 delivers superior HD audio quality, rich and leading-edge telephony features, personalized information and customizable application service, automated provisioning for easy deployment, advanced security protection for privacy, and broad interoperability with most 3rd party SIP devices and leading SIP/NGN/IMS platforms.

The GXP2130/GXP2160/GXP2170/GXP2135 supports presence and Busy Lamp Field (BLF) in the Multi-Purpose Keys as well. The GXP2140/GXP2170 is expandable with one to 4 expansion modules. The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 is the perfect choice for enterprise users looking for a high-quality, feature-rich multi-line executive IP phone with advanced functionalities and performance.

PRODUCT OVERVIEW

Feature Highlights

The following tables contain the major features of GXP21xx.

	**GXP2130**	○ 4 lines ○ 4.3-inch (480×272) TFT color LCD ○ 5 programmable softkeys ○ Bluetooth ○ 5-way conference ○ Expansion board
	**GXP2140**	○ 6 lines ○ 4.3-inch (480×272) TFT color LCD ○ 5 programmable softkeys ○ Bluetooth ○ 5-way conference ○ 24 programmable Multi-Purpose Keys
	**GXP2160**	○ 12 dual-color line keys that can be digitally programmed as up to 48 provisionable BLF/fast-dial keys ○ 4.3-inch (480×272) TFT color LCD ○ 5 programmable softkeys ○ Bluetooth ○ 5-way conference ○ Expansion board
	**GXP2170**	○ 8 dual-color line keys that can be digitally programmed as up to 32 provisionable BLF/fast-dial keys ○ 2.8-inch (320×240) TFT color LCD ○ 4 programmable softkeys ○ Bluetooth ○ 4-way conference

	**GXP2135**	○ 8 dual-color line keys that can be digitally programmed as up to 32 provisionable BLF/fast-dial keys ○ 2.8 inch (320×240) TFT color LCD ○ 4 programmable softkeys ○ Bluetooth ○ 4-way conference

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 Features in A Glance

Features	GXP2130	GXP2140	GXP2160	GXP2170	GXP2135
LCD Display	320×240	480 x 272	480 x 272	480 x 272	320×240
LCD Backlight	Yes	Yes	Yes	Yes	Yes
Number of Lines	3	4	6	12	8
Programmable Hard Keys	8	N/A	24	48	32
Programmable Softkeys	4	5	5	5	4
Extension Module	N/A	Yes, up to 4 EXT Boards	N/A	Yes, up to 4 EXT Boards	N/A

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 Comparison Guide

Technical Specifications

The following table summarizes all the technical specifications, including the protocols/standards supported, voice codecs, telephony features, languages, and upgrade/provisioning settings for the GXP21xx series.

Protocols/ Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, FTP/FTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6
Network Interfaces	2.8-inch (320×240) TFT color LCD
Graphic Display	3 line keys with up to 3 SIP accounts, 8 speed-dial/BLF extension keys with dual-color LED, 4 programmable context-sensitive softkeys, 5 navigation/menu keys, 11 dedicated function keys for: MESSAGE (with LED indicator), PHONEBOOK, TRANSFER, CONFERENCE, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOLUME+, VOLUME –
Bluetooth	Bluetooth supported (GXP2130v2 only, GXP2130v1 does not support Bluetooth)
Feature Keys	Yes, both on the handset and full-duplex handsfree speakerphone
Voice Codec	Support for G.729A/B, G.711μ/a-law, G.726, G.722 (wide-band), and in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets)

Telephony Features	Hold, transfer, forward, 4-way conference, call park, call pickup, shared-call-appearance (SCA), bridged-line-appearance (BLA), downloadable phonebook (XML, LDAP, up to 2000 items), call waiting, call log (up to 500 records), customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones and music on hold, server redundancy and fail-over
HD audio	Yes, allow 2 angle positions.
Base Stand	User and administrator level passwords, MD5 and MD5-sess based authentication, AES-based secure configuration file, SRTP, TLS, 802.1x media access control
Wall Mountable	Yes
QoS	Layer 2 (808.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069, or encrypted XML configuration file
Multi-language	**LCD Language:** العربية (Arabic) Català (Catalan) Czech Deutsch (German) English Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Latviešu valoda (Latvian) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Svenska (Swedish) Türkçe (Turkish) Ukrainian 正體中文 (Traditional Chinese) 简体中文 (Simplified Chinese) **WebUI Language:** English 简体中文 (Simplified Chinese) 繁體中文 (Traditional Chinese) العربية (Arabic) Czech Deutsch (German) Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Türkçe (Turkish)
Upgrade/ Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069 or encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input:100-240 VAC; Output: +12VDC, 0.5A; Integrated Power-over-Ethernet (802.3af)
Physical	Dimension: 193mm (W) x 211mm (L) x 84.5 mm (H) Unit weight: 0.78kg Package weight: 1.3kg
Temperature and Humidity	32-104°F / 0～40°C, 10-90% (non-condensing)
Package Content	GXP2130 phone, handset with cord, base stand, universal power supply, network cable, Quick Start Guide
Compliance	FCC Part15 Class B, EN55022 ClassB, EN61000-3-2, EN61000-3-3, EN55024, EN60950-1, AS/NZS CISPR22 Class B

Protocols/ Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, FTP/FTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6
Network Interfaces	4.3-inch (480×272) TFT color LCD
Graphic Display	4 line keys with up to 4 SIP accounts, 5 programmable context-sensitive softkeys, 5 navigation/menu keys, 11 dedicated function keys for: MESSAGE (with LED indicator), PHONEBOOK, TRANSFER, CONFERENCE, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOLUME+, VOLUME –
Bluetooth	Bluetooth supported
Feature Keys	Support for G.723.1, G.729A/B, G.711μ/a-law, G.726, G.722 (wide-band), OPUS, iLBC, and in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Voice Codec	Yes, both on handset and full-duplex hands-free speakerphone
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB, extension module port
Telephony Features	Hold, transfer, forward, 5-way conference, call park, call pickup, shared-call-appearance (SCA)/bridged-line-appearance (BLA), downloadable phonebook (XML, LDAP, up to 2000 items), call waiting, call log (up to 500 records), customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, Hot Desking, personalized music ringtones and music on hold, server redundancy and fail-over
HD audio	Yes, can power up to 4 GXP2200EXT modules, which features a 128×384 graphic LCD, 20 quick-dial/BLF keys which dual-color LED, 2 navigation keys, and less than 1.2W power consumption per unit.
Extension Module	Yes, allow 2 angle positions.
Base Stand	User and administrator level passwords, MD5 and MD5-sess based authentication, AES-based secure configuration file, SRTP, TLS, 802.1x media access control
Wall Mountable	Yes
QoS	Layer 2 (808.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	Firmware upgrade via TFTP/HTTP/HTTPS, FTP/FTPS, mass provisioning using TR-069, or encrypted XML configuration file
Multi-language	**LCD Language:** العربية (Arabic) Català (Catalan) Czech Deutsch (German) English Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Latviešu valoda (Latvian) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Svenska (Swedish) Türkçe (Turkish) Ukrainian 正體中文 (Traditional Chinese) 简体中文 (Simplified Chinese) **WebUI Language:** English 简体中文 (Simplified Chinese) 繁體中文 (Traditional Chinese) العربية (Arabic) Czech Deutsch (German) Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Türkçe (Turkish)

Upgrade/ Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS, FTP/FTPS, mass provisioning using TR-069 or encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input:100-240 VAC; Output: +12VDC, 1.0A; Integrated Power-over-Ethernet (802.3af). Max power consumption 6W (without GXP2200EXT), 10W (with 4 cascaded GXP2200EXTs)
Physical	Dimension: 222mm (W) x 210mm (L) x 93mm (H); Unit weight: 0.98kg; Package weight: 1.55kg
Temperature and Humidity	32-104°F / 0～40°C, 10-90% (non- condensing)
Package Content	GXP2140 phone, handset with cord, base stand, universal power supply, network cable, Quick Start Guide
Compliance	FCC Part15 Class B, EN55022 ClassB, EN61000-3-2, EN61000-3-3, EN55024, EN60950-1, AS/NZS CISPR22 Class B

GXP2140 Technical Specifications

Protocols/ Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, FTP/FTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6
Network Interfaces	4.3-inch (480×272) TFT color LCD
Graphic Display	6 line keys with up to 6 SIP accounts, 24 speed-dial/BLF extension keys with dual-color LED, 5 programmable context-sensitive softkeys, 5 navigation/menu keys, 11 dedicated function keys for: MESSAGE (with LED indicator), PHONEBOOK, TRANSFER, CONFERENCE, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOLUME+, VOLUME –
Bluetooth	Bluetooth supported
Feature Keys	Support for G.729A/B, G.711μ/a-law, G.726, G.722 (wide-band), iLBC(pending), and in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Voice Codec	Yes, both on the handset and full-duplex handsfree speakerphone
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB
Telephony Features	Hold, transfer, forward, 5-way conference, call park, call pickup, shared-call-appearance (SCA)/bridged-line-appearance (BLA), downloadable phonebook (XML, LDAP, up to 2000 items), call waiting, call log (up to 500 records), customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, Hot Desking, personalized music ringtones and music on hold, server redundancy and fail-over
HD audio	Yes, allow 2 angle positions.

Base Stand	User and administrator level passwords, MD5 and MD5-sess based authentication, AES-based secure configuration file, SRTP, TLS, 802.1x media access control
Wall Mountable	Yes
QoS	Layer 2 (808.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069, or encrypted XML configuration file
Multi-language	**LCD Language:** العربية (Arabic) Català (Catalan) Czech Deutsch (German) English Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Latviešu valoda (Latvian) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Svenska (Swedish) Türkçe (Turkish) Ukrainian 正體中文 (Traditional Chinese) 简体中文 (Simplified Chinese) **WebUI Language:** English 简体中文 (Simplified Chinese) 繁體中文 (Traditional Chinese) العربية (Arabic) Czech Deutsch (German) Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Türkçe (Turkish)
Upgrade/ Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069 or encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input:100-240V; Output: +12V, 1.0A. Integrated Power-over-Ethernet (802.3af) Max power consumption: 6W
Physical	Dimension: 222mm (W) x 210mm (L) x 93mm (H). Unit weight: 0.98kg; Package weight: 1.62kg
Temperature and Humidity	32-104°F / 0～40°C, 10-90% (non- condensing)
Package Content	GXP2160 phone, handset with cord, base stand, universal power supply, network cable, Quick Start Guide
Compliance	FCC Part15 Class B, EN55022 ClassB, EN61000-3-2, EN61000-3-3, EN55024, EN60950-1, AS/NZS CISPR22 Class B

GXP2160 Technical Specifications

Protocols/ Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, FTP/FTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6
Network Interfaces	4.3-inchh (480×272) TFT color LCD

Graphic Display	Yes, can power up to 4 GXP2200EXT modules, which features a 128×384 graphic LCD, 20 quick-dial/BLF keys with dual-color LED, 2 navigation keys, and less than 1.2W power consumption per unit.
Bluetooth	Bluetooth supported
Feature Keys	Yes, both on handset and full-duplex hands-free speakerphone
Voice Codec	Support for G.729A/B, G.711μ/a-law, G.726, G.722 (wide-band), in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB, extension module port
Telephony Features	Hold, transfer, forward, 5-way conference, call park, call pickup, shared-call-appearance (SCA)/bridged-line-appearance (BLA), downloadable phonebook (XML, LDAP, up to 2000 items), call waiting, call log (up to 500 records), customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, Hot Desking, personalized music ringtones and music on hold, server redundancy and fail-over
HD audio	Yes, can power up to 4 GXP2200EXT modules, which feature a 128×384 graphic LCD, 20 quick-dial/BLF keys with dual-color LED, 2 navigation keys, and less than 1.2W power consumption per unit.
Extension Module	Yes, allow 2 angle positions.
Base Stand / Wall Mountable	User and administrator level passwords, MD5 and MD5-sess based authentication, AES-based secure configuration file, SRTP, TLS, 802.1x media access control
QoS	Layer 2 (808.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069, or encrypted XML configuration file
Multi-language	**LCD Language:** العربية (Arabic) Català (Catalan) Czech Deutsch (German) English Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Latviešu valoda (Latvian) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Svenska (Swedish) Türkçe (Turkish) Ukrainian 正體中文 (Traditional Chinese) 简体中文 (Simplified Chinese) **WebUI Language:** English 简体中文 (Simplified Chinese) 繁體中文 (Traditional Chinese) العربية (Arabic) Czech Deutsch (German) Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Türkçe (Turkish)
Upgrade/ Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069 or encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input:100-240V; Output: +12V, 1.0A; Integrated Power-over-Ethernet (802.3af) Max power consumption: 5.4W (without GXP2200EXT) or 9.2W (with 4 cascaded GXP2200EXTs)

Physical	Dimension: 228mm (W) x 206mm (L) x 46.5mm (H). Unit weight: 0.98kg Package weight: 1.55kg
Temperature and Humidity	0 ~ 40ºC (32 ~ 104ºF) 10 ~ 90% (non-condensing)
Package Content	GXP2170 phone, handset with cord, base stand, universal power supply, network cable, Quick Start Guide
Compliance	FCC Part 15 (CFR 47) Class B; EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN 60950-1, EN62479, AS/NZS CISPR 22 Class B, AS/NZS CISPR 24, RoHS; UL 60950 (power adapter)

GXP2170 Technical Specifications

Protocols/ Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, FTP/FTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6
Network Interfaces	2.8-inch (320×240) TFT color LCD
Graphic Display	8 line keys with up to 4 SIP accounts or 32 provisionable BLF/fast-dial keys, 4 programmable context-sensitive softkeys, 5 navigation/menu keys, 11 dedicated function keys for: MESSAGE (with LED indicator), PHONEBOOK, TRANSFER, CONFERENCE, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOLUME+, VOLUME –
Bluetooth	Bluetooth supported
Feature Keys	Yes, both on the handset and full-duplex handsfree speakerphone
Voice Codec	Support for G.729A/B, G.711μ/a-law, G.726, G.722 (wide-band), in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets)
Telephony Features	Hold, transfer, forward, 4-way conference, call park, call pickup, shared-call-appearance (SCA)/bridged-line-appearance (BLA), downloadable phonebook (XML, LDAP, up to 2000 items), call waiting, call log (up to 500 records), customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, Hot Desking, personalized music ringtones and music on hold, server redundancy and fail-over
HD audio	Yes, allow 2 angle positions.
Base Stand / Wall Mountable	User and administrator level passwords, MD5 and MD5-sess based authentication, AES-based secure configuration file, SRTP, TLS, 802.1x media access control
QoS	Layer 2 (808.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS

Security	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069, or encrypted XML configuration file
Multi-language	**LCD Language:** العربية (Arabic) Català (Catalan) Czech Deutsch (German) English Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Latviešu valoda (Latvian) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Svenska (Swedish) Türkçe (Turkish) Ukrainian 正體中文 (Traditional Chinese) 简体中文 (Simplified Chinese) **WebUI Language:** English 简体中文 (Simplified Chinese) 繁體中文 (Traditional Chinese) العربية (Arabic) Czech Deutsch (German) Español (Spanish) Français (French) עברית (Hebrew) Hrvatski (Croatian) Magyar (Hungarian) Italiano (Italian) 日本語 (Japanese) 한국어 (Korean) Nederlands (Dutch) Polski (Polish) Português (Portuguese) Русский (Russian) Slovenščina (Slovenian) Türkçe (Turkish)
Upgrade/ Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS/FTP/FTPS, mass provisioning using TR-069 or encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input:100-240VAC; Output: +12VDC, 0.5A; Integrated Power-over-Ethernet (802.3af) Max power consumption 3W
Physical	Dimension: 228mm (W) x 206mm (L) x 46.5mm (H). Unit weight: 0.98kg Package weight: 1.55kg
Temperature and Humidity	0 ~ 40ºC (32 ~ 104ºF), 10 ~ 90% (non-condensing)
Package Content	GXP2135 phone, handset with cord, base stand, universal power supply, network cable, Quick Start Guide
Compliance	FCC Part 15 (CFR 47) Class B; EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN 60950-1, EN62479, AS/NZS CISPR 22 Class B, AS/NZS CISPR 24, RoHS; UL 60950 (power adapter)

GXP2135 Technical Specifications

INSTALLATION

Equipment Packaging

Main Case	Yes	1
Handset	Yes	1
Phone Cord	Yes	1
Power Adaptor	Yes	1
Ethernet Cable	Yes	1
Phone Stand	Yes	1

Wall Mount	Yes	1
Quick Start Guide	Yes	1

Equipment Packaging

Connecting Your Phone

Handset Port	RJ9 handset connector port
Headset Port	RJ9 headset connector port (supporting EHS with Plantronics headset)
USB Port	USB port connecting a USB flash drive. (only on GXP2140/GXP2160/GXP2170)
LAN Port	10/100/1000Mbps RJ-45 port connecting to Ethernet
PC Port	10/100/1000Mbps RJ-45 port connecting to PC
EXT Port	RJ11 connector port to connect the GXP2200EXT Board (only on GXP2140/GXP2170)
Power Jack	12V DC Power connector port

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 Connectors

To set up the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135, follow the steps below:

1. Attach the phone stand or wall mount to the back of the phone where there are slots.
2. Connect the handset and main phone case with the phone cord.
3. Connect the LAN port of the phone to the RJ45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable.
4. Connect the 12V DC output plug to the power jack on the phone and plug the power adapter into an electrical outlet. If a PoE switch is used in step 3, this step could be skipped.
5. The LCD will display provisioning or firmware upgrade information. Before continuing, please wait for the date/time display to show up.
6. Using the keypad configuration menu or the phone's embedded web server (Web GUI) by entering the IP address in a web browser, you can further configure the phone.

GXP2200EXT Module

The GXP2140/GXP2170 is expandable with GXP2200EXT modules. GXP2140/GXP2170 supports up to 4 extension modules, adding 160 fully programmable phone extensions to the phone.

GXP2200EXT board package contains:

GXP2200EXT Main Case	Yes (1)
GXP2200EXT Stand	Yes (1)
RJ11-RJ11 Cable	Yes (1)
Connector Plate	Yes (1)
Screws	Yes (4)

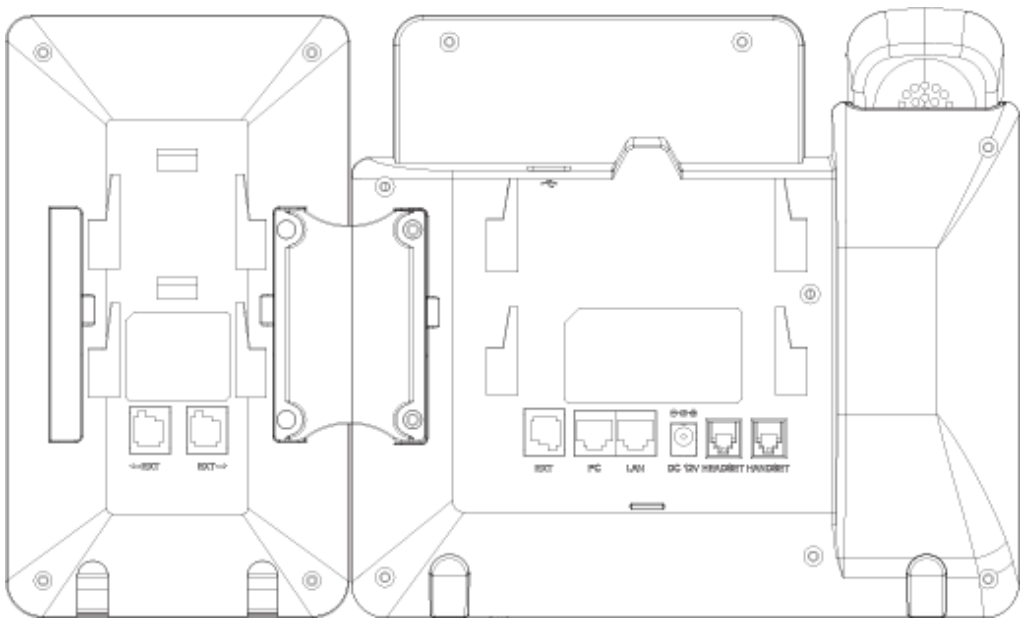
Quick Installation Guide	Yes (1)

GXP2200EXT Packaging

The GXP2200EXT board is an additional accessory for the GXP2140/GXP2170 and is not included in the GXP2140/GXP2170 box.

To set up the GXP2200EXT board with the GXP2140/GXP2170, please follow the steps below:

1. On the back of the GXP2140/GXP2170 and the GXP2200EXT, there are slots for a connector plate. Attach the connector plate between the slots for GXP2140/GXP2170 and the GXP2200EXT;
2. Apply the screws provided and securely tighten them in (See **GXP2140/GXP2170 Back View with GXP2200EXT)**.
3. Connect the GXP2200EXT board to the GXP2140/GXP2170 via EXT port using the RJ11-RJ11 cable provided;
4. Install the phone stand on the GXP2140/GXP2170 and the GXP2200EXT board;
5. Power up the GXP2140/GXP2170. The GXP2200EXT board will show the booting up screen with version information and connecting status.
6. After successfully booting up, the GXP2200EXT board will stay in idle. Press and hold the Left button for 3 to 5 seconds to check the version information and status.



GXP2140GXP2170 Back View with GXP2200EXT

The GXP2200EXT board can be configured via the web GUI of the GXP2140/GXP2170 connected. After being successfully configured, press the Left or Right button on the GXP2200EXT board, and users can browse all the MPK's status in different pages.

For more information on installing, connecting and configuring the GXP2200EXT board with GXP2140/GXP2170, please refer to the GXP2200EXT board user manual: https://www.grandstream.com/support

Safety Compliances

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 phone complies with FCC/CE and various safety standards. The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 power adapter is compliant with the UL standard. Use the universal power adapter provided with the GXP2130 / GXP2140 / GXP2160 / GXP2170/GXP2135 package only.

The manufacturer's warranty does not cover damage to the phone caused by unsupported power adapters.

Warranty

If the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 phone was purchased from a reseller, please contact the company where the phone was purchased for replacement, repair, or refund. If the phone was purchased directly from Grandstream, contact the Grandstream Support for an RMA (Return Materials Authorization) number before the product is returned. Grandstream reserves the right to remedy the warranty policy without prior notification.

Warning

Use the power adapter provided with the phone. Do not use a different power adapter, as this may damage the phone. This type of damage is not covered under warranty.

GETTING STARTED

Idle Screen

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 screen displays differently depending on whether the phone is idle or in use (active). The following figures show the idle screen of GXP2130 / GXP2140 / GXP2160 / GXP2170 / GXP2135.



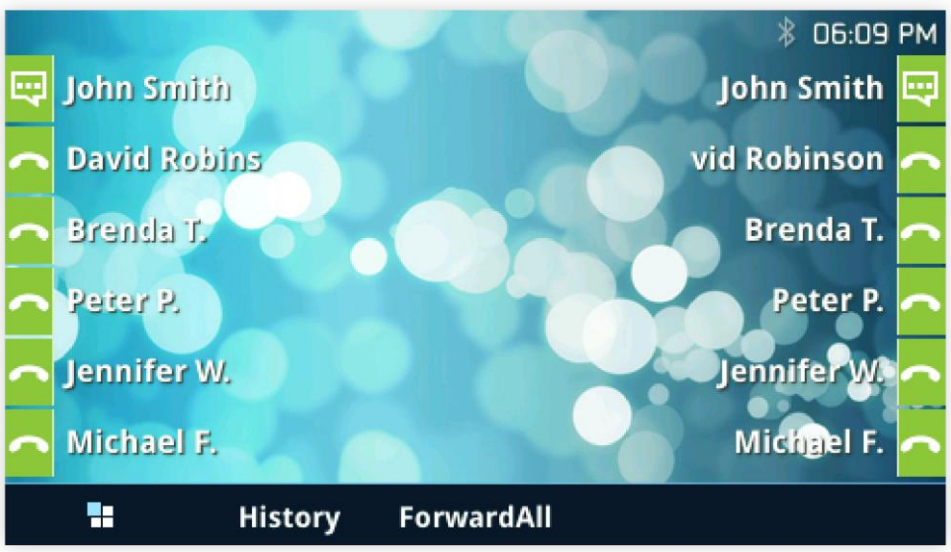
GXP2130 Idle Screen



GXP2140 Idle Screen



GXP2160 Idle Screen



GXP2170 Idle Screen



GXP2135 Idle Screen

The following table describes the items displayed on the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 idle screen.

Date and Time	Displays the current date and time. It can be synchronized with Internet time servers. **Note**: For GXP2135 and GXP2170, if there's no VPK configured with the first VPK on the right side of the LCD screen, users can display time and date on the top of the LCD screen (status bar) by enabling the option "Show Date On Status Bar" under Web GUI→**Settings→Date and Time**. **Note:** Under Settings => Preferences => Date& Time in Web UI configuration, you can enable the option to show the clock widget on LCD
Network icon	**Softkeys in the idle screen**
Status icon	The softkeys are context sensitive and will change depending on the status of the phone. Typical functions assigned to softkeys are: **SwitchSCR/NEXTSCR** Toggles between different idle screens. For example, for GXP2130/GXP2140/GXP2160/GXP2170/GXP2135, pressing the most left softkey (switch screen) will toggle between the default idle screen and Grandstream Upcoming Events; History shows up all the call history, including "All", "Answered Calls", "Dialed Calls", "Missed Calls", and "Transferred Calls". ForwardAll Unconditionally forwards the phone line (account 1) to another phone. Redial Redials the last dialed number when there is an existing dialed call log.
Line status indicator	Displays the name of the account that is in use.

Softkeys in the call screen	**Call Parking:** Please refer to the UCM6xxx Online User Manual for more information. **CallPark** When the phone dials out, the Call Park softkey will display on the screen. To park the call, press the “CallPark” softkey and select a green MPK to park the call on an available parking lot. **Features:** On UCM, users need to enable the “Keep-alive” option for the registered account. • **Features** When enabled, Do Not Disturb, Call Forwarding, and other call features can be used via the local feature codes on the phone. Otherwise, the provisioned feature codes from the server will be used. User-configured feature codes will be used only if server provisioned feature codes are not provided. And once feature codes are configured, either via server provisioning or local settings, a softkey named “Features” will show on the LCD screen.
The softkeys are context sensitive and will change depending on the status of the phone. Typical functions assigned to softkeys are: **SwitchSCR/NEXTSCR** Toggles between different idle screens. For example, for GXP2130/GXP2140/GXP2160/GXP2170/GXP2135, pressing the most left softkey (switch screen) will toggle between the default idle screen and Grandstream Upcoming Events. **History** Shows up all the call history, including “All”, “Answered Calls”, “Dialed Calls”, “Missed Calls”, and “Transferred Calls”. **ForwardAll** Unconditionally forwards the phone line (account 1) to another phone. **Redial** Redials the last dialed number when there is an existing dialed call log.	**Call Parking:** Please refer to the UCM6xxx Online User Manual for more information. • **CallPark** When the phone dials out, the Call Park softkey will display on the screen. To park the call, press the “CallPark” softkey and select a green MPK to park the call on an available parking lot. **Features:** On UCM, users need to enable the “Keep-alive” option for the registered account. • **Features** When enabled, Do Not Disturb, Call Forwarding, and other call features can be used via the local feature codes on the phone. Otherwise, the provisioned feature codes from the server will be used. User-configured feature codes will be used only if server provisioned feature codes are not provided. And once feature codes are configured, either via server provisioning or local settings, a softkey named “Features” will show on the LCD screen.

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LCD Display Definitions

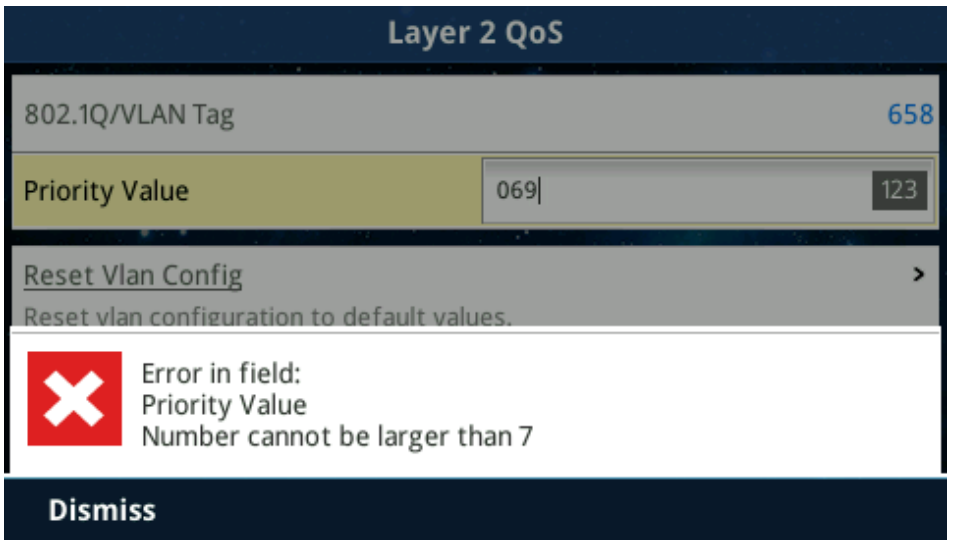
	**Network Status.** OFF – Network connection is up ON – Network connection is down
	**DND Status.** OFF – Do Not Disturb disabled ON – Do Not Disturb enabled
	**Call Forward All Status.** OFF – Call Forward All feature disabled ON – Call Forward All feature enabled
	Call Forward Busy Status. OFF – Call Forward Busy feature disabled ON – Call Forward Busy feature enabled
	**Call Forward No Answer Status.** OFF – Call Forward No Answer feature disabled ON – Call Forward No Answer feature enabled
	**Handset Status.** OFF – Handset is not in use ON – Handset is in use.
	**Handset Status.** OFF – Handset is not in use ON – Handset is in use
	**Speaker Volume Up** Call screen icon. Speaker volume is increasing.
	**Microphone MUTE Status**. OFF – No muted ON – Muted
	**Bluetooth Status.** (GXP2130v2/GX2140/GXP2160/GXP2170/GXP2135) OFF – Bluetooth icon disappears ON – Bluetooth icon appears Paired – Bluetooth icon turns bright

	USB Status. (GX2140/GXP2160/GXP2170) OFF – No USB connection ON - USB connected
	Ringtone Volume Up Call screen icon. The volume of ringtones is increasing
	Click Hand In the call screen, this icon shows on the line available for transfer or conference.
	Call on Hold. OFF – No call on hold ON – Call on hold
	Call Connect. OFF – No call ON – Call connected
	Call Conference. OFF – No Conference call ON – Conference call is established
	SIP Call Enter the number for initiate call. The current call is a SIP call.
	IP Call Status The current call is an IP call.
	Incoming Call. The current call is incoming.
	Call Time During an active call, this icon shows the call time.
	LCD Brightness Up Brightness is increasing
	LCD Brightness Down Brightness is decreasing
	Speaker Volume Down Call screen icon. Speaker volume is decreasing.
	Handset Volume Up Call screen icon. Handset volume is increasing.
	Handset Volume Down Call screen icon. Handset volume is decreasing.
	Ringtone Volume Down Call screen icon. The volume of the ringtone is decreasing
	Outgoing Call. The current call is outgoing.
	Ringtone Volume Up Call screen icon. The volume of ringtones is increasing.
	VOC status Call screen icon. OFF – VOC is off. ON – VOC is on.
	Job Title and/or Company Name Displays the Job title and company name of the caller

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 LCD Icons

Error Message Indicator

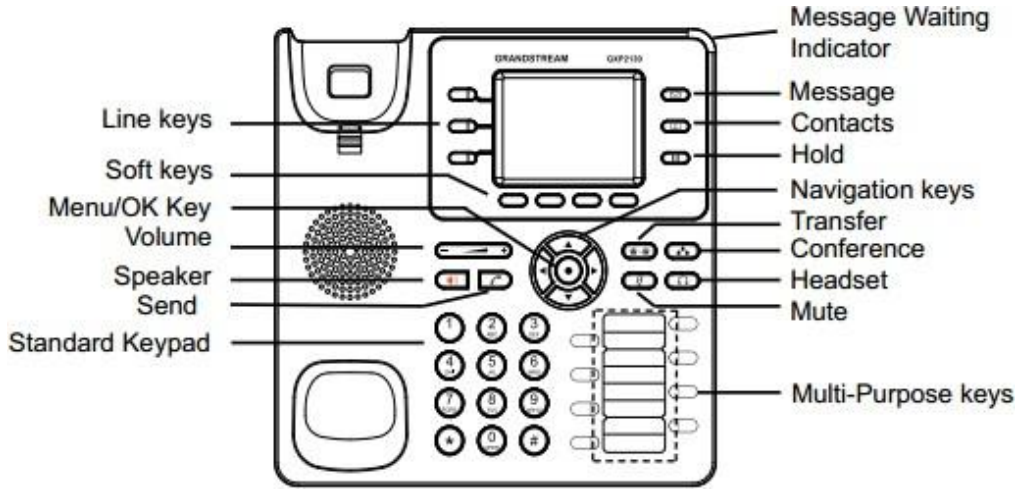
When a user changes configuration settings on the LCD and the configuration cannot be applied for any reason, the LCD screen will pop up a window displaying an error message with information explaining why the configuration couldn't be saved.



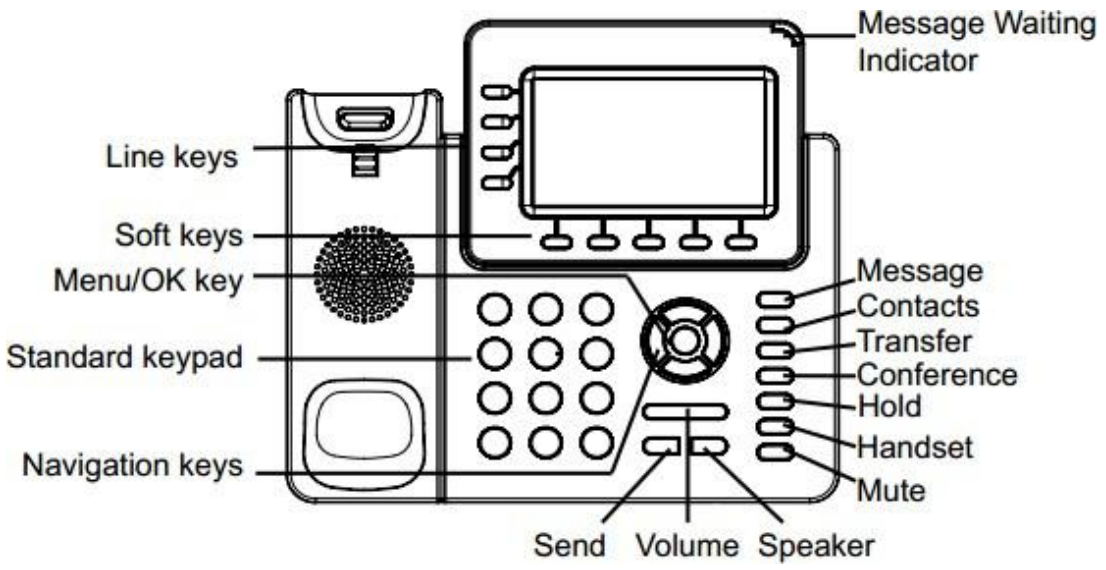
Error message Example

Note: Possible error types could be Security, Privilege, PValue Validation, etc

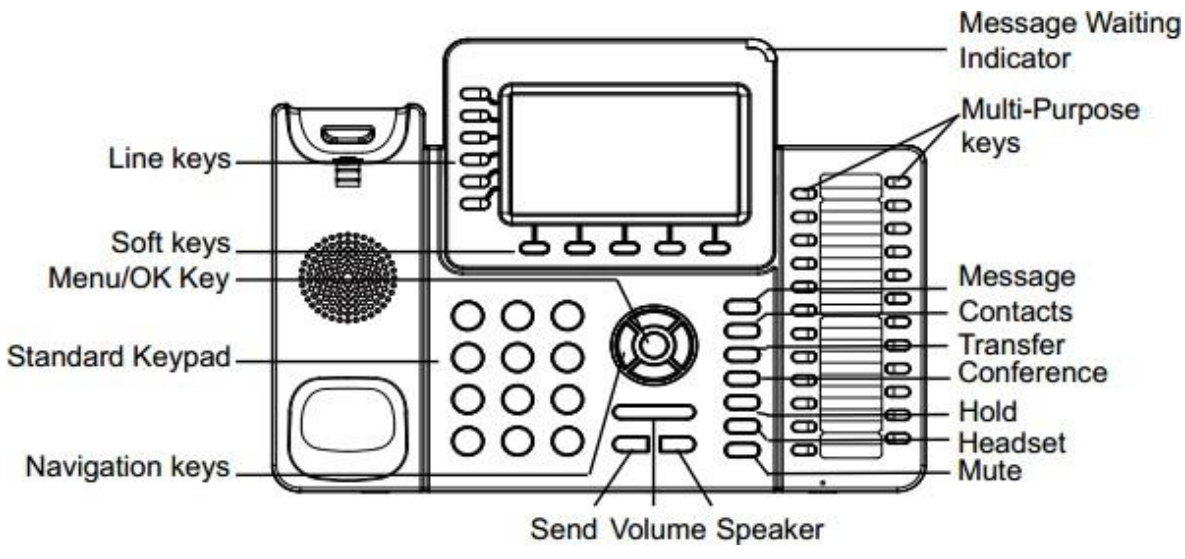
Using the Keypad



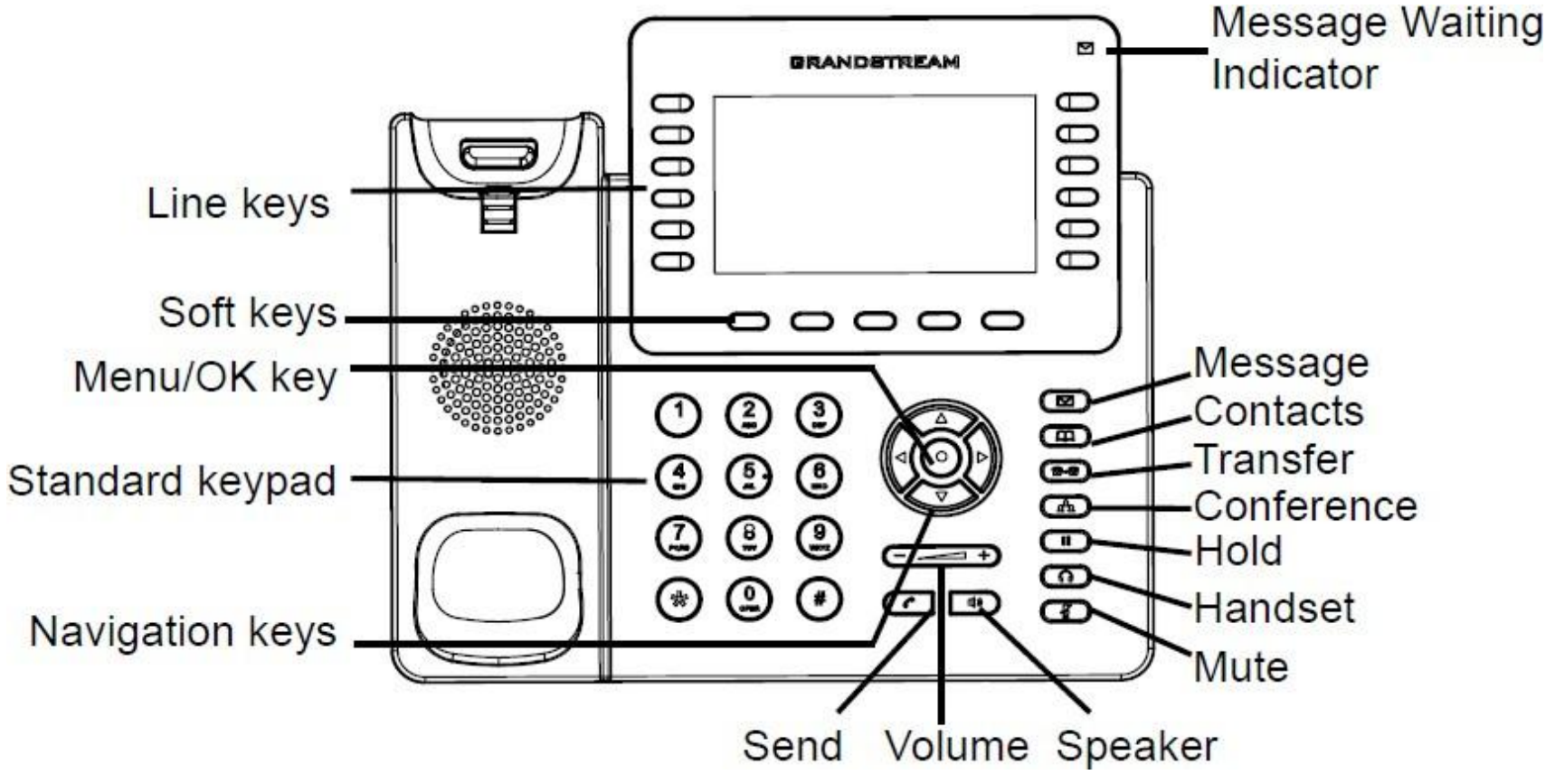
GXP2130 Keyboard



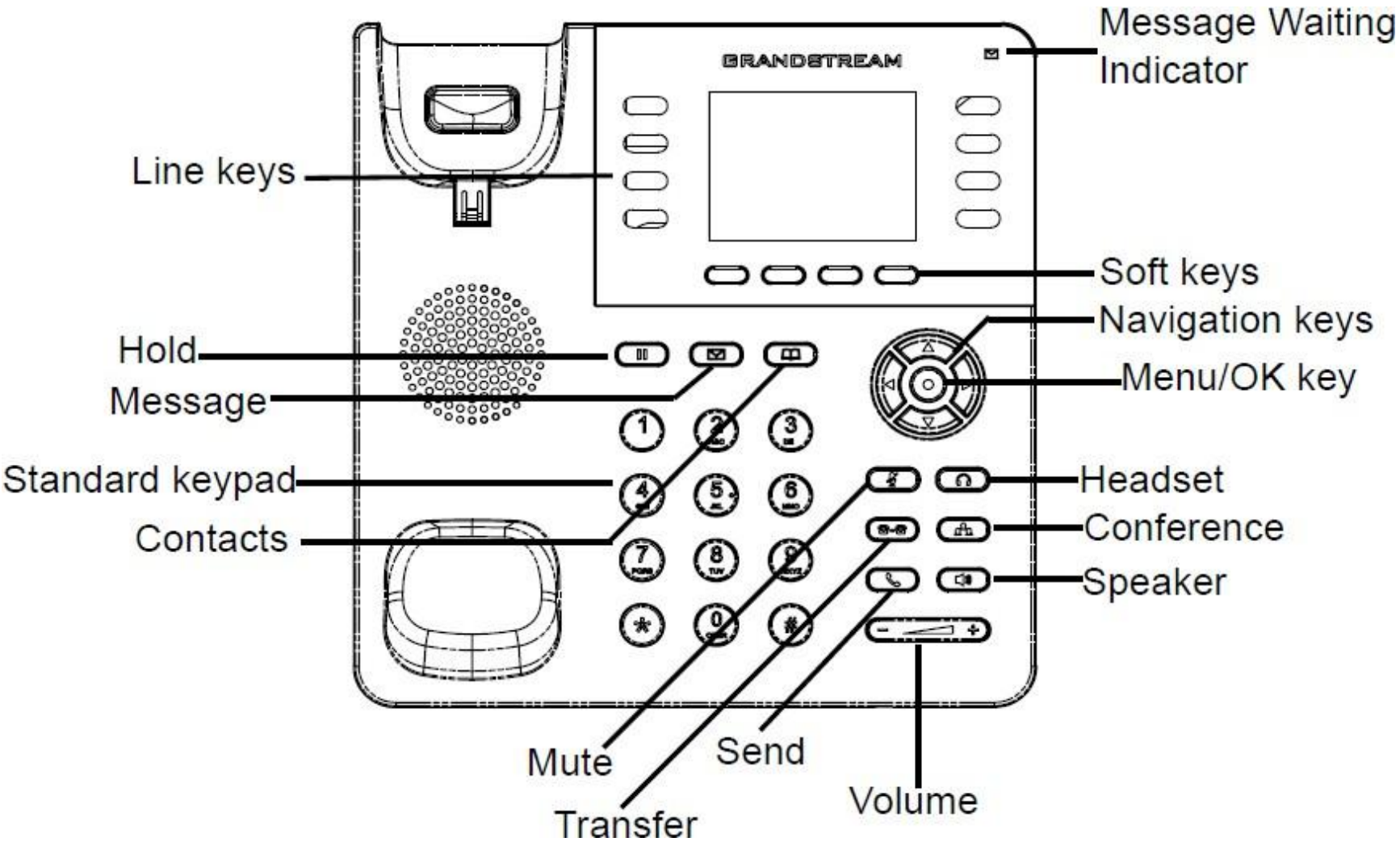
GXP2140 Keyboard



GXP2160 Keyboard



GXP2170 Keyboard



GXP2135 Keyboard

	**Contacts**. Press to view and edit contact information.
	**Up Navigation key.** In the idle screen, press to see the IP.
	**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.

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 Keypad Buttons

Configuration via Keypad

To configure the LCD menu using the phone's keypad, follow the instructions below:

- **Enter MENU options**. When the phone is in idle, press the round MENU button to enter the configuration menu.
- **Navigate in the menu options**. Press the arrow keys up/down/left/right to navigate in the menu options.
- **Enter/Confirm selection**. Press the round MENU button or "Select" Softkey to enter the selected option.
- **Exit**. Press "Exit" Softkey to exit to the previous menu.
- **Return to the Home page**.

In the Main menu, press Home Softkey to return home screen.

In the sub menu, press and hold the "Exit" Softkey until the Exit Softkey changes to the Home Softkey, then release the Softkey.

- The phone automatically exits MENU mode with an incoming call, when the phone is off hook, or the MENU mode if left idle for more than 60 seconds.
- When the phone is in idle, pressing the UP-navigation key can see the phone's IP address, IP setting, MAC address, and software address.

The MENU options are listed in the following table.

Call History	Displays Local call logs: All Calls/Answered Calls/Dialed Calls/Missed Calls/Transferred Calls
Status	**The Contacts** sub menu includes the following options: ◆ **Local Phonebook** ◆ **Local Group** ◆ **LDAP Directory** The Contacts sub menu is for Local Phonebook, Local Group, LDAP Directory and Broadsoft Phonebooks. The user could configure phonebooks/groups/LDAP options here, download phonebook XML to the phone and search phonebook/LDAP directory.

Contacts	The **Contacts** sub menu includes the following options: Local Phonebook Local Group LDAP Directory The Contacts sub menu is for Local Phonebook, Local Group, LDAP Directory, and Broadsoft Phonebooks. The user could configure phonebooks/groups/LDAP options here, download phonebook XML to the phone, and search phonebook/LDAP directory.

Messages	**System** sub menu includes the following options: • **Network** ○ **IP Setting** Selects IP mode (DHCP/Static IP/PPPoE); Configures PPPoE account ID and password; Configures static IP address, Netmask, Gateway, DNS Server 1 and DNS Server 2. • **802.1X** Enables/Disables 802.1X mode; Configures 802.1x identity and MD5 password. • **Layer 2 QoS** Configures 802.1Q/VLAN Tag and priority value. Select “Reset VLAN Config” to reset VLAN configuration. • **Bluetooth Settings (GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135)** ○ **Bluetooth Status** Displays the status of Bluetooth • **Bluetooth MAC** Displays the GXP phone’s MAC address • **Power** Turns on/off the Bluetooth feature. • **Handsfree Mode** Enables/Disables Handsfree mode • **Bluetooth Name** Specifies GXP phone name when discovered by other Bluetooth devices. • **Start Scan** Starts to scan other Bluetooth devices around the phone. If found, user could press “Pair” Softkey, and enter Pin code to pair to other Bluetooth devices. • **Upgrade**

- **Firmware Server**

Configures firmware server for upgrading the phone.

- **Config Server**

Configures config server for provisioning the phone.

- **Upgrade Via**

Specifies upgrade/provisioning via TFTP/HTTP/HTTPS/FTP/FTPS.

- **Start Provision**

Starts Provision immediately.

- **Language Download**
  - **Auto Language Download**
  - **Language Download**

- **Factory Functions**
  - **Diagnostic Mode**

    All LEDs will light up. All keys' name will display in red on LCD screen before diagnosing. Press any key on the keypad to diagnose the key's function. When done, the key's name will display in blue on LCD. Lift and put back the handset to exit diagnostic mode.

  - **Audio Loopback**

    Speak to the phone using speaker/handset/headset. If you can hear your voice, your audio is working fine. Press "Exit" Softkey to exit audio loopback mode.

- **LCD on/off**

Selects this option to turn off LCD. Press any button to turn on LCD.

- **LCD Diagnostic**

Enters this option and press Left/Right Navigation key to do LCD Diagnostic. Press "Exit" Softkey to quit.

- **Certificate Verification**

This is used to validate certificate chain for the server's certificate.

- **UCM Detect**

  Detect/connect the UCM server to process auto-provision. Manually input the IP and port of the UCM server phone wants to bind with; Or select from the available UCM server in network.

- **Authentication**
  - **Admin Password**

    This is used to change the admin password for Web UI access.

- **End User Password**

  This is used to change end user password for Web UI access.

- **Settings**

  Turns on/off Test Password Strength feature. This will allow only passwords with some constraints to ensure better security.

- **Operations**
  - **Factory Reset**

    It is used to restore the phone to factory default settings.

Preference	**Preference** sub menu includes the following options: ○ **Do Not Disturb** Enables/disables Do Not Disturb on the phone. ○ **Star Key Lock** Turns on/off keypad lock feature and configures keypad lock password. The default keypad lock password is null. If user enabled Star Key lock without configuring password, user can unlock keypad by holding * key 4 seconds and pressing “OK” button. ○ **Sounds** ○ **Ring Tone** Configures different ring tones for incoming call. ○ **Ring Volume** Adjusts ring volume by pressing left/right arrow key. ○ **Appearance** ○ **Active LCD Brightness** Adjusts active LCD brightness by pressing left/right arrow key ○ **Idle LCD Brightness** Adjusts idle LCD brightness by pressing left/right arrow key ○ **Active LCD Timeout** Adjusts the minute of active backlight timeout. ○ **Screensaver** Enables/Disables Screensaver ○ **Screensaver Timeout** Configures the minutes of idle before the screensaver activates. Valid range is 3 to 6. ○ **Language and Input** ○ **Display Language** Selects the language to be displayed on the phone’s LCD. Users could select Automatic for local language based on IP location if available. By default, it is Auto. ○ **Default Input Selection** Selects the Input mode from **Multi-Tap** (default) and **Shiftable**. **Multi-Tap**: User may tap the same key multiple times to switch to the desired character. **Shiftable**: After pressing the number button, user will see the IDs of the characters that matching to the button. User can select the desired character by entering the corresponding ID on keypad. ○ **Date Time** ○ **Allow DHCP Option 42 to override NTP server** ○ **Allow DHCP Option 2 to override Time Zone setting** ○ **Time Settings** It is used to configure date and time on the phone. ○ **Search Mode**

	Specifies the phonebook search mode to **QuickMatch** or **ExactMatch**. By default, it is **QuickMatch**.
Phone	**Phone** sub menu includes the following options: ○ **SIP** Configures SIP Proxy, Outbound Proxy, SIP User ID, SIP Auth ID, SIP Password, SIP Transport and Audio information to register SIP account on the phone. ○ **Call Features** Configures call forward features for Forward All, Forward Busy, Forward No Answer and No Answer Timeout.

System	**System** sub menu includes the following options:
	
	• **Network**
	  ○ **IP Setting**
	
	Selects IP mode (DHCP/Static IP/PPPoE); Configures PPPoE account ID and password; Configures static IP address, Netmask, Gateway, DNS Server 1 and DNS Server 2.
	
	• **802.1X**
	
	Enables/Disables 802.1X mode; Configures 802.1x identity and MD5 password.
	
	• **Layer 2 QoS**
	
	Configures 802.1Q/VLAN Tag and priority value. Select “Reset VLAN Config” to reset VLAN configuration.
	
	• **Bluetooth Settings (GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135)**
	  ○ **Bluetooth Status**
	
	Displays the status of Bluetooth
	
	• **Bluetooth MAC**
	
	Displays the GXP phone’s MAC address
	
	• **Power**
	
	Turns on/off the Bluetooth feature.
	
	• **Handsfree Mode**
	
	Enables/Disables Handsfree mode
	
	• **Bluetooth Name**
	
	Specifies GXP phone name when discovered by other Bluetooth devices.
	
	• **Start Scan**
	
	Starts to scan other Bluetooth devices around the phone. If found, user could press “Pair” Softkey, and enter Pin code to pair to other Bluetooth devices.
	
	• **Upgrade**

- **Firmware Server**

Configures firmware server for upgrading the phone.

- **Config Server**

Configures config server for provisioning the phone.

- **Upgrade Via**

Specifies upgrade/provisioning via TFTP/HTTP/HTTPS/FTP/FTPS.

- **Start Provision**

Starts Provision immediately.

- **Language Download**
  - **Auto Language Download**
  - **Language Download**

- **Factory Functions**
  - **Diagnostic Mode**

    All LEDs will light up. All keys' name will display in red on LCD screen before diagnosing. Press any key on the keypad to diagnose the key's function. When done, the key's name will display in blue on LCD. Lift and put back the handset to exit diagnostic mode.

  - **Audio Loopback**

Speak to the phone using speaker/handset/headset. If you can hear your voice, your audio is working fine. Press "Exit" Softkey to exit audio loopback mode.

- **LCD on/off**

Select

this option to turn off the LCD. Press any button to turn on the LCD.

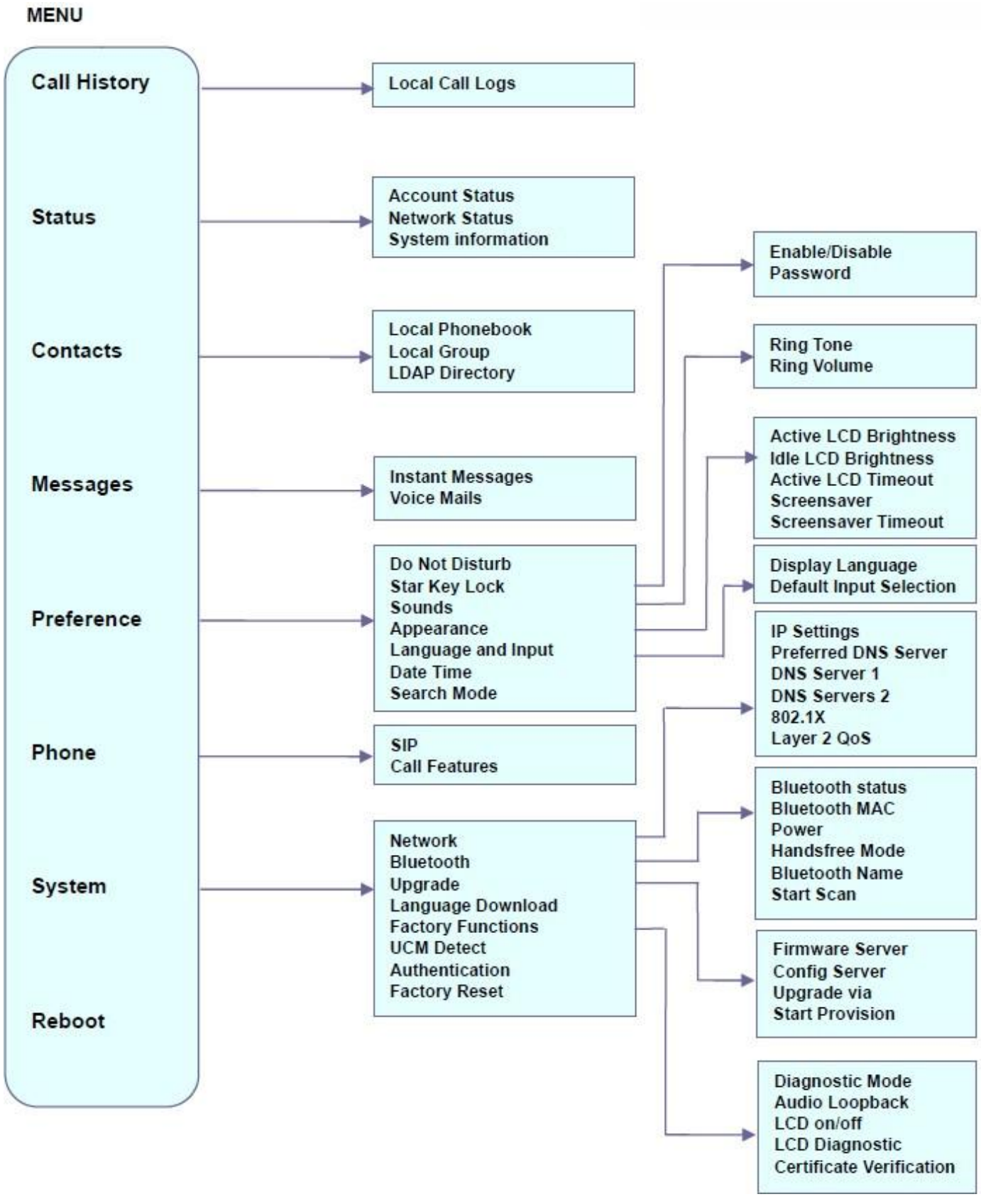
LCD Diagnostic

Enter
this option and press Left/Right Navigation key to do LCD Diagnostic. Press "Exit" Softkey to quit.

	• **Certificate Verification** This is used to validate the certificate chain for the server's certificate. UCM Detect Detect/connect the UCM server to process auto-provision. Manually input the IP and port of the UCM server phone you want to bind with; Or select from the available UCM server in the network. Authentication Admin Password This is used to change the admin password for Web UI access. End User Password This is used to change end end-user password for Web UI access. Settings Turns on/off the Test Password Strength feature. This will allow only passwords with some constraints to ensure better security. • **Operations** ◦ **Factory Reset** It is used to restore the phone to factory default settings.
Reboot	Reboots the phone.

Configuration Menu

The following picture shows the keypad MENU configuration flow:



Keypad MENU Configuration

Configuration via Web Browser

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow a user to configure the IP phone through a Web browser such as Google Chrome, Mozilla Firefox, and Microsoft Edge.

To access the Web GUI:

1. Connect the computer to the same network as the phone.
2. Make sure the phone is turned on and shows its IP address. You may check the IP address by pressing the Up arrow button when the phone is in an idle state.
3. Open a Web browser on your computer.
4. Enter the phone's IP address in the address bar of the browser.
5. Enter the administrator's login and password to access the Web Configuration Menu.

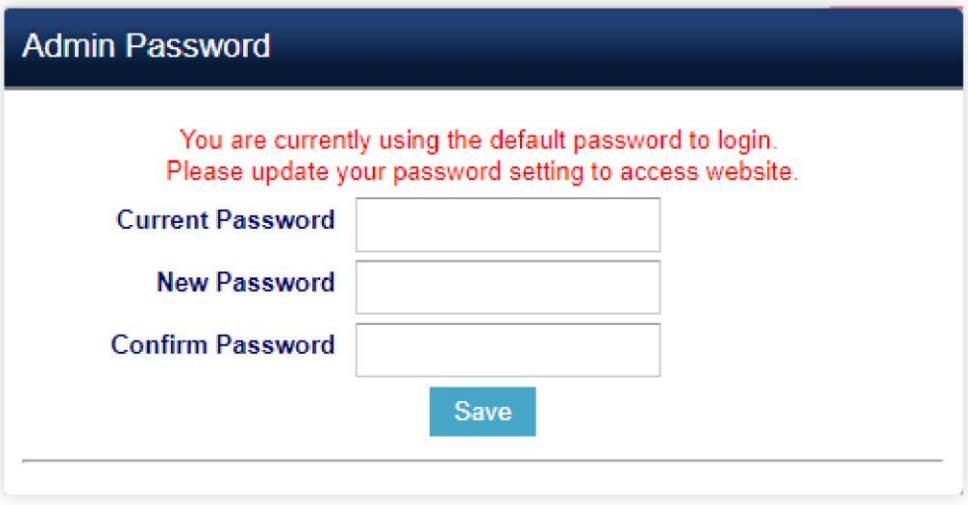
Notes:

- The computer must be connected to the same sub-network as the phone. This can be easily done by connecting the computer to the same hub or switch as the phone is connected to. In the absence of a hub/switch (or free ports on the hub/switch), please connect the computer directly to the PC port on the back of the phone.
- If the phone is properly connected to a working Internet connection, the IP address of the phone will display in MENU → Status → Network Status. This address has the format: xxx.xxx.xxx.xxx, where xxx stands for a number from 0-255. Users will need this number to access the Web GUI. For example, if the phone has an IP address 192.168.40.154, please enter "http://192.168.40.154" in the address bar of the browser.

- There are two access levels for the login page:

User Level	User	Password	Web Pages Allowed
End User Level	user	Set by admin	Only Status and Basic Settings
Administrator Level	admin	admin	Browse all pages

- When accessing the GXP2130/2140/2160/2170/2135 for the first time or after a factory reset, users will be asked to change the default administrator password before accessing the GXP21xx Web interface.
- The new password field is case sensitive with a maximum length of 25 characters. Using a strong password including letters, digits, and special characters is recommended for better security.
- Since end-user level access is disabled by default, administrators will have to enable user web access under Maintenance → Web Access and set a new user password on the same page to enable users to access the Web UI.



Change Password on First Boot

- When changing any settings, always SUBMIT them by pressing the "Save" or "Save and Apply" button at the bottom of the page. If the change is saved but not applied, after making all the changes, click on the "APPLY" button at the top of the page to submit. After submitting the changes in all the Web GUI pages, reboot the phone to have the changes take effect if necessary (All the options under the "Accounts" page and "Phonebook" page do not require reboot. Most of the options under the "Settings" page do not require reboot).

Characters Input

The GXP21xx keypad can be used by tapping on an input field. GXP21xx keypad has 4 modes "123", "ABC", "abc", and "1Bc". Default mode is "1Bc". Note: If the input field accepts only digits, only "123" mode will be available.

- **"123" Mode:** This mode allows you to enter digits and . only.
- **"ABC" Mode:** This mode allows to enter capital letters, digits, and symbolic characters.
- **"abc" Mode:** This mode allows to enter small letters, digits, and symbolic characters.
- **"1Bc" Mode:** This mode allows to enter capital letters, small letters, digits, and symbolic characters.

The following table describes allowed characters for each key.

Key	Description	Key	Description	Key	Description
1	1 **Space** . : / ' ` @ * + – = , | & ? ! % ( ) ~ _ < > { } [ ] ^	**2**	2 A B C a b c	**3**	3 D E F d e f
4	4 G H I g h i	**5**	5 J K L j k l	**6**	6 M N O m n o
7	7 P Q R S p q r s	**8**	8 T U V t u v	**9**	9 W X Y Z w x y z
*****	*	**0**	0	**#**	#

Making Phone Calls

Handset, Speaker, and Headset Mode

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 allows users to switch among handset, speaker, or headset when making calls. Press the Hook Switch to switch to the handset; press the Headset button to switch to the headset; or press the Speaker button to switch to the speaker.

Multiple SIP Accounts and Lines

GXP2160/GXP2170 can support up to 6 independent SIP accounts; GXP2140 can support up to 4 independent SIP accounts; GXP2130 can support up to 3 independent SIP accounts. Each account is capable of independent SIP server, user, and NAT settings. Each of the line buttons is “virtually” mapped to an individual SIP account. In off-hook state, select an idle line, and the dial tone will be heard.

To make a call, select the line you wish to use. The corresponding LINE LED will light up in green. The user can switch lines before dialing any number by pressing the LINE buttons.

For example: If 2 independent accounts are registered on GXP2130 / GXP2140 / GXP2160 / GXP2170/GXP2135, when LINE 1 is pressed, the LINE 1 LED will light up in green. If LINE 2 is pressed, the LINE 2 LED will light up in green, and the subsequent call will be made through SIP account 2.

Incoming calls to a specific account will attempt to use its corresponding LINE if it is not in use. When the “virtually” mapped line is in use, the phone will flash the other available LINE in red. A line is ACTIVE when it is in use and the corresponding LED is red.

Completing Calls

There are several ways to complete a call.

- **On hook dialing.** Enter the number when the phone is on hook and then send out.
- When the phone is in idle, enter the number to be dialed.
- Take the handset off the hook, or press the Speaker button, or press the Headset button with the headset plugged in, or select an available LINE key.
- The call will be dialed out.
- **Off hook and dial.** Off-hook the phone, enter the number, and send out.
  - Take the handset off hook; or
  - Press the Speaker button; or
  - Press the Headset button with the headset plugged in; or
  - Press an available LINE key to activate the speaker.
  - You shall hear dial tone after off-hook.
  - Enter the number.
  - Press SEND, *, or # keys to dial out.
  - **Predictive dialing.** When dialing numbers, based on the entered digit or digits, the phone will predict and list the candidates of the target number.

If the target number is already saved in the phonebook, when you enter the first several digits, the phone will display a list of the matched numbers. If the target number appears on the list, the user could select the number by the Up/Down key and dial out.
GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 has a predefined call feature code (the first digit is *). When the user enters * as the first digit of the target number, the phone will list all feature codes as candidates.

- **Redial.** Redial the last dialed number.
  - Take the handset off the hook, or
  - Press the Speaker button; or
  - Press the Headset button with the headset plugged in; or
  - Press an available LINE key to activate the speaker; or
  - When the phone is in idle, press the SEND key or the REDIAL softkey.

- **Via Call History.** Dial the number logged in the phone's call history.
- Press the MENU button to bring up the main menu.
- Enter Call History;
- Select the entry you would like to call using the navigation arrow keys.
- Press the SEND button to dial out.
- **Via Phonebook.** Dial the number from the phonebook.
- Press the Contacts button.
- Under Contacts, enter Local Phonebook/ Broadsoft Phonebook using the navigation arrow key;
- Select the contact you would like to call using the navigation arrow key.

Note: Users can press on "Edit / Dial" to edit the phone number and choose one account to dial that number.

- Press the SEND button to dial the selected contact.
- **Speed Dial from Line Key.** Dial the number configured as Speed Dial on Line Key.
- Go to the phone's Web GUI → **Settings** → Programmable Keys, configure the Line Key's Key Mode as Speed Dial. Select the account to dial from, enter the Name and User ID (the number to be dialed out) for the Line Key. Click on "Update" at the bottom of the Web GUI page.
- Off-hook the phone, or directly press the Speed Dial key to dial out.
- **Call Return.** Dial the last answered call.
- Go to the phone's Web GUI → **Settings** → Programmable Keys, configure the Line Key's Key Mode as Call Return. Select the account to dial from; no Name or User ID must be set for Call Return.
- Off hook the phone, or directly press the Call Return key to dial out.
- **Via Paging/Intercom.**
  - Take the handset off hook; or
  - Press the Speaker button; or
  - Press the Headset button with the headset plugged in
  - or Press an available LINE key to activate the speaker.
- You shall hear a dial tone after off-hook.
- Press the MENU button to switch the call screen from "Dialing" to "Paging";
- Enter the number.
- Press SEND, *, or # keys to dial out.

Notes:

- After entering the number, the phone waits for the No Key Entry Timeout (Default timeout is 4 seconds, configurable via Web GUI) before dialing out. Press SEND or # key to override the No Key Entry Timeout.
- If digits have been entered after the handset is off-hook, the SEND key will work as SEND instead of REDIAL;
- By default, # can be used as SEND to dial the number out. Users could disable it by setting "User # as Dial Key" to "No" from Web GUI → **Account X** → **Call Settings**.
- For Paging/Intercom, if the SIP Server/PBX supports the feature and has the Paging/Intercom feature code set up already, users do not necessarily need to toggle to paging mode in the call screen. Simply dial the feature code with the extension as a normal call.
- Users can enable the PTT (**Push-To-Talk**) feature, which allows them to initiate a 2-way intercom or paging with other parties by long pressing on an Intercom VPK to start the call and releasing the key to end the call. This feature can be found on Web GUI→**Settings→Programmable Keys→Virtual Multi-Purpose Keys Settings**.
- When dialing out via paging, the user can see that the "call-info" header contains "answer-after=0" and the "alert-info" header contains "info=alert-autoanswer;delay=0" in the outgoing INVITE.
- During an active call, the user can see call info on the LCD:

  shows the call lasting time;

shows contact information if the number is already saved in the phonebook. When dialing DTMF, the user can press the round OK button to switch to the call info page.

- It is possible to mute the call at the dialing stage by composing a number, dialing the call, and pressing the mute button before the call is answered.

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, please follow the steps below:

- When the phone is in the idle state, press any number key or * key to bring up the “Onhook Dialing” page.
- Press the round menu key or the “DirectIP” softkey.
- Input the target IP address (Please see example below);
- Press the “OK” softkey to dial.

For example:

If the target IP address is 192.168.1.60 and the port is 5062 (i.e., 192.168.1.60:5062), input the following: 192*168*1*60#5062. The * key represents the dot (.), the # key represents the colon (:). Wait for about 4 seconds, and the phone will initiate the call.

Quick IP Call Mode:

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 also supports Quick IP Call mode. This enables the phone to make direct IP calls using only the last few digits (last octet) of the target phone’s IP address. This is possible only if both phones are under the same LAN/VPN. This simulates a PBX function using the CSMA/CD without a SIP server. Controlled static IP usage is recommended.

To enable Quick IP Call Mode, go to the phone’s Web GUI → Settings → Call Features, set “Use Quick IP Call Mode” to “Yes”. Clicking on “Save and Apply” at the bottom of the Web GUI page to take the change. To make a Quick IP Call, take the phone off the hook first. Then dial #xxx where x is 0-9 and xxx<255. Press # or SEND and a direct IP call to aaa.bbb.ccc.XXX will be completed. “aaa.bbb.ccc” is from the local IP address, regardless of subnet mask. The numbers #xx or #x are also valid. The leading 0 is not required (but it’s OK).

For example:

- 192.168.0.2 calling 192.168.0.3 — dial #3 followed by # or “SEND”;
- 192.168.0.2 calling 192.168.0.23 — dial #23 followed by # “SEND”;
- 192.168.0.2 calling 192.168.0.123 — dial #123 followed by # “SEND”;
- 192.168.0.2: dial #3 and #03 and #003 results in the same call — call 192.168.0.3.

Note:

- The # will represent colon “:” in a direct IP call rather than the SEND key as in a normal phone call;
- If you have a SIP server configured, a direct IP call still works. If you are using STUN, a direct IP call will also use STUN.
- Configure the “User Random Port” to “No” when completing direct IP calls.

Making Calls Using Hostname/SIP URI

The GXP21xx series supports peer-to-peer calling using **hostnames** or **SIP URIs**, allowing users to dial contacts directly via domain names or SIP addresses. This feature eliminates the need to rely on static IP addresses, making it ideal for environments where IP addresses change frequently or where DNS resolution is preferred.

Notes:

- Users can dial contacts using domain names (e.g., sip:phoneA.example.com) or SIP URIs (e.g., sip:user@example.com).
- The phone automatically resolves the hostname or SIP URI to an IP address before initiating the call.
- Hostnames and SIP URIs can be added to the contact book under the Work, Home, or Mobile fields, making it easy to store and dial contacts without needing to remember IP addresses.

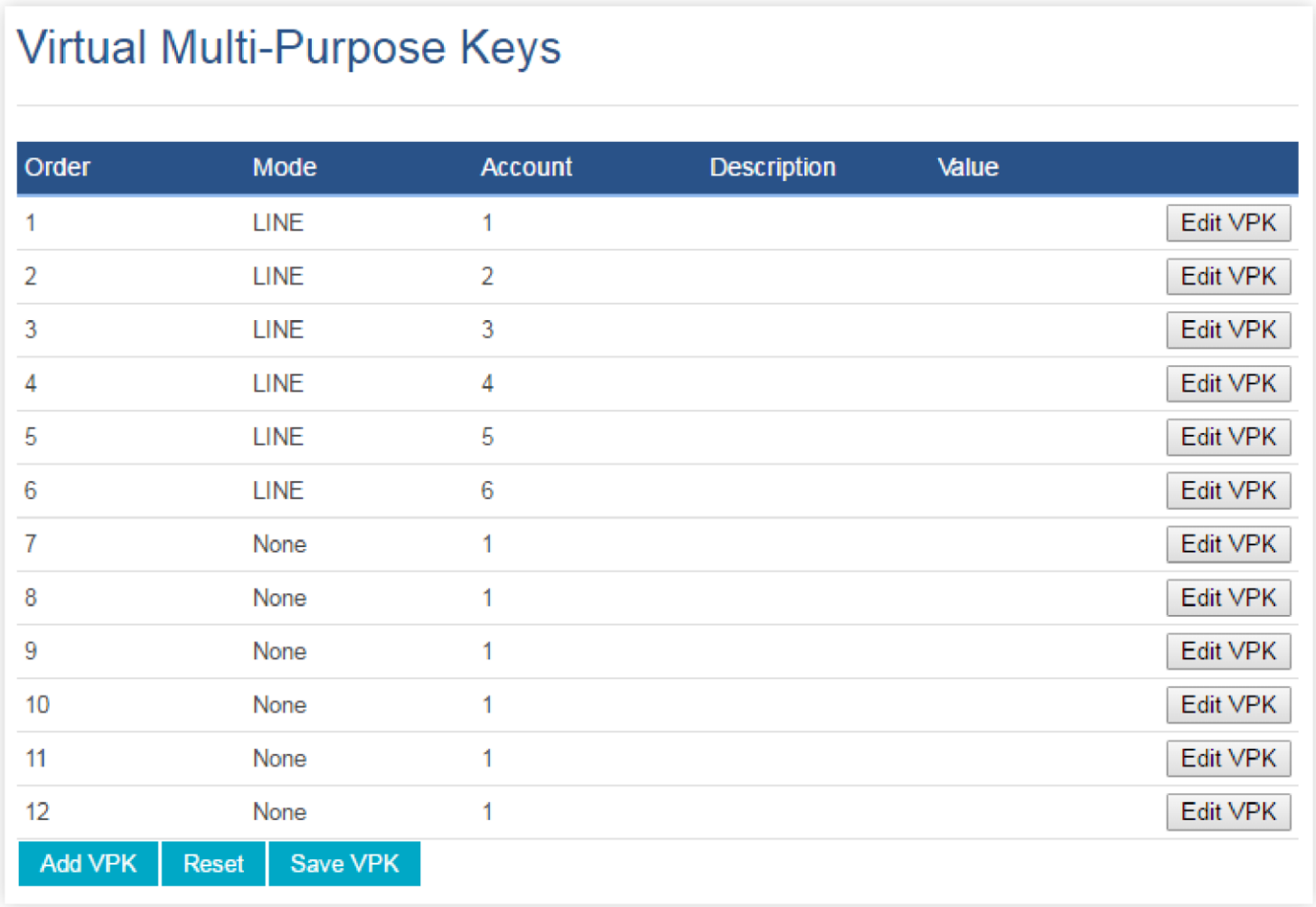
Configuration:

1. **Adding Hostnames/SIP URIs to Contacts:**
   - Navigate to **Phonebook** → **Contacts** in the web UI or LCD menu.
   - Add the hostname or SIP URI in the **Work**, **Home**, or **Mobile** field.
   - Save the contact.
2. **Dialing via Hostname/SIP URI:**
   - Select the contact with the hostname or SIP URI from the phonebook.
   - Initiate the call. The phone will resolve the domain name to an IP address and establish the connection.

Virtual Multi-Purpose Keys

Web UI Configuration

Users can find the Virtual Multi-Purpose Keys (VPK) configuration under the phone's web UI → **Settings** → **Programmable Keys** → **Virtual Multi-Purpose Keys** tab. It is recommended to select "Reset" on this page before configuring VPK here. By default, all fixed VPKs are listed.

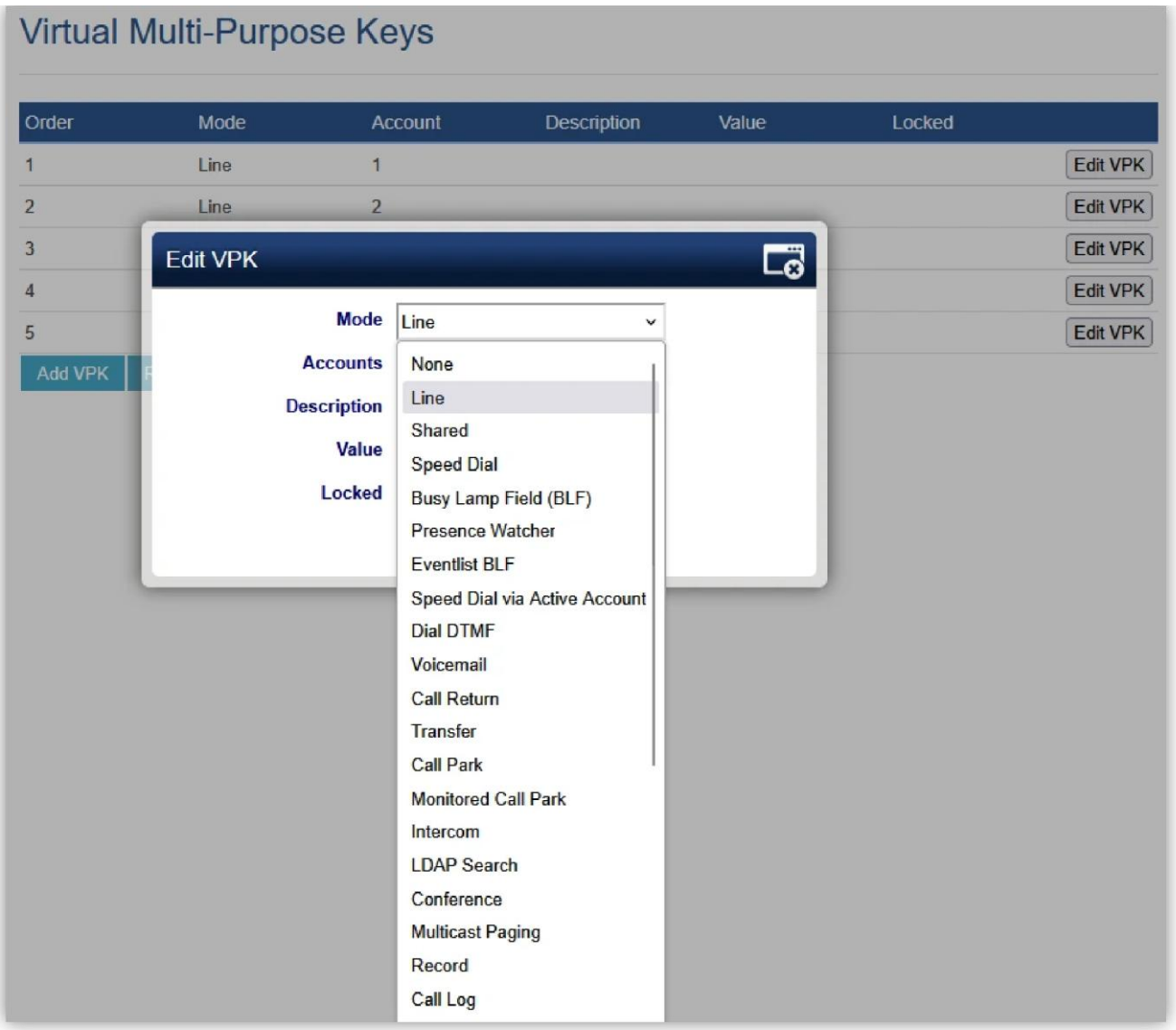


VPK Page

Click on "Edit VPK" for the line (fixed VPK) you would like to configure. A new window will pop up for VPK configuration. Users can configure Mode, Account, Description, and Value for the VPK.

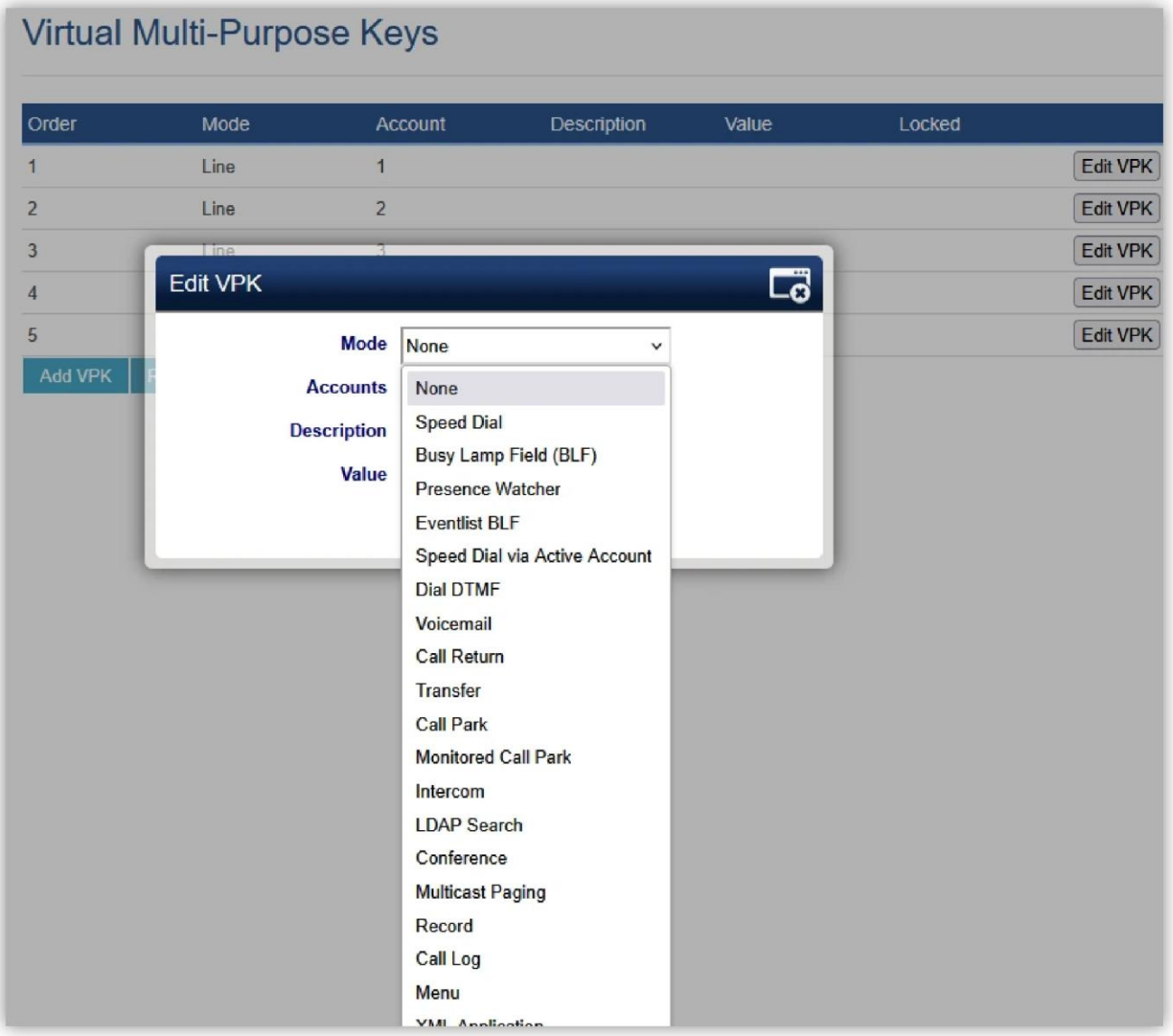
If the VPK Description is set, it will show the description on the LCD screen. If the Description is left empty, the Default value will be the Account name.

Up to 38 mode options can be selected for the VPK. Once done, press "Save" on this window and press "Save VPK" at the bottom of the Virtual Multi-Purpose Keys page again to apply the change.



Edit VPK Fixed VPK

If users would like to configure more VPKs than the ones displayed on the page, users can click on “Add VPK” to configure a dynamic VPK. The dynamic VPK supports up to 28 mode options.



Edit VPK Dynamic VPK

Please note:

1. Dynamic VPK does not support LINE and Shared LINE mode. These two mode options are only available for fixed VPKs.
2. Dynamic VPK does not support the NONE mode. If users do not need this VPK, click on “Edit VPK” for it and select “Delete” to remove this VPK.
3. All settings require the user to click on “Save” on the prompted window and the “Save VPK” button at the bottom of the Virtual Multi-Purpose Keys page to take effect.

P-Value for VPK Mode in String Format

Mode Name	Mode String	Mode P-Value
None	None	-1
Line	Line	0
Shared Line	Shared line	1
Speed Dial	Speed dial	10
Busy Lamp Field	BLF	11
Presence Watcher	presencewatcher	12
Eventlist BLF	eventlistblf	13
Speed Dial via Active Account	speeddialaa	14
Dial DTMF	dialdtmf	15
Voicemail	voicemail	16
Call Return	callreturn	17
Transfer	transfer	18
Call Park	callpark	19
Intercom	Intercom	20
LDAP search	Ldap Search	21
Conference	Conference	22
Multicast Paging	Multicast paging	23
Record	Record	24
Call Log	Call log	25
Monitored Call Park	Monitoredcp	26
Menu	Menu	27
XML Application	Xmlapp	28
Information	Information	29
Message	message	30
Forward	forward	31
DND	dnd	32

Redial	redial	33
Instant Messages	Instant Messages	34
Multicast Listen Address	Multicast Listen Address	35
Keypad Lock	Keypad Lock	36

The string could be capital or lowercase letters, but there must be no “space” in between. For example, in the cfg.xml, “Transfer” or “transfer” is the same as “18”, it will configure Virtual Multi-Purpose Key 3 as transfer mode.

```
<?xml version="1.0" encoding="UTF-8" ?>

<gs_provision version="1">
  <config version="1">

    <P1363>transfer</P1363>
    <P1364>2</P1364>
    <P1465>TEST</P1465>
    <P1466>7777</P1466>

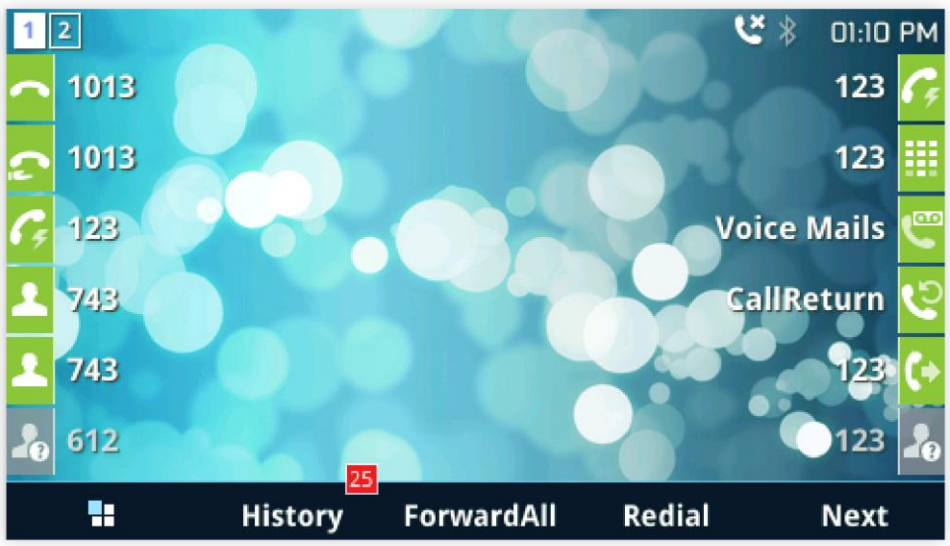
    </config>
</gs_provision>
```

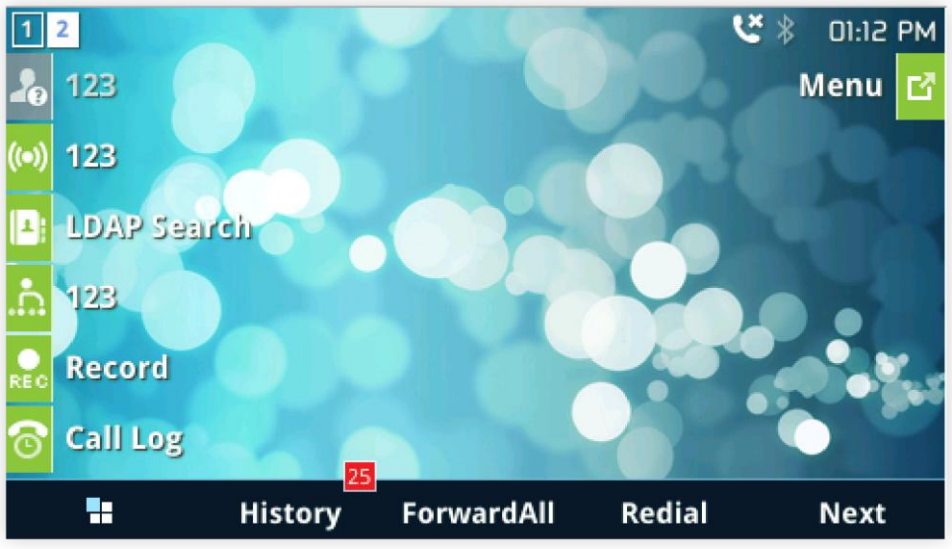
Line Key as Transfer Mode

LCD Indication and Configuration

The configured fixed VPKs are displayed next to the corresponding line. If dynamic VPKs are configured, the users can see a page number shown in the upper left corner of the LCD.

The following figures show page 1 and page 2 of the VPKs on the LCD. Pressing the “RIGHT” arrow key or “Next” softkey will switch to the next page; pressing the “LEFT” arrow key will switch back to the previous page.





VPK LCD Indication

Note

Starting from firmware version 1.0.11.71, the Voicemail VPK can display a corresponding description.

The users could also edit and add VPK from the LCD.

1. To edit (fixed) VPK, press and hold the line key for about 4 seconds; a configuration window will pop up for the user to configure.

2. To add (dynamic) VPK, press and hold the RIGHT arrow key for about 4 seconds; a configuration window will pop up for the user to configure.

Up to 20 modes can be supported on fixed VPK, and up to 17 modes can be supported on dynamic VPK. Each mode is indicated by a different icon on the LCD, and the icon will be different when in a different status.

Please find the icon indications below for different modes of VPK.

VPK Mode	State	Icon	LED Status
LINE	Unregistered (No IM, Voice mail, No Call Forward)		OFF
Registered + Idle (No IM, Voice mail, No Call Forward)		OFF	
Unregistered + IM + Voice mail		OFF	
Registered + IM + Voice mail		OFF	
Unregistered + IM (No Voice mail)		OFF	
Registered + IM (No Voice mail)		OFF	
Unregistered + Voice Mail (No IM)		OFF	
Registered + Voice Mail (No IM)		OFF	
Unregistered + Call Forward All (No IM, No Voice Mail)		OFF	
Registered + Call Forward All (No IM, No Voice Mail)		OFF	
Unregistered + Call Forward Delay + Call Forward Busy (No IM, No Voice Mail)		OFF	
Registered + Call Forward Delay + Call Forward Busy (No IM, No Voice Mail)		OFF	
Unregistered + Call Forward Delay (No IM, No Voice Mail, No Call Forward Busy)		OFF	
Registered + Call Forward Delay (No IM, No Voice Mail, No Call Forward Busy)		OFF	
Unregistered + Call Forward Busy (No IM, No Voice Mail, No Call Forward Delay)		OFF	
Registered + Call Forward Busy (No IM, No Voice Mail, No Call Forward Delay)		OFF	
Registered + Ringing		Flashing RED	

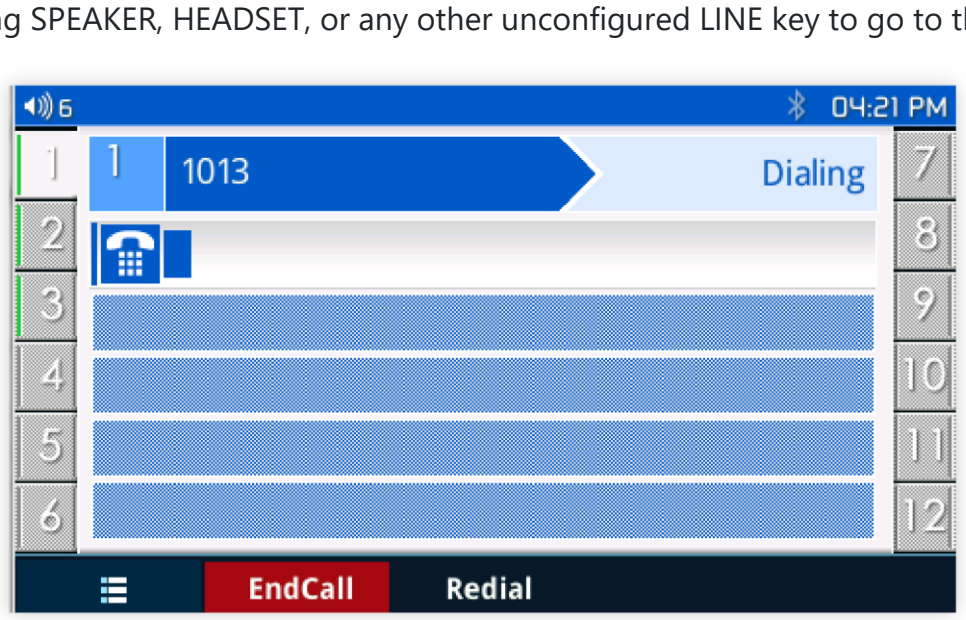
VPK Mode	State	Icon	LED Status
Registered + On Hold		Flashing GREEN	
Registered + Connected + Incoming Call		GREEN	
Registered + Connected + Outgoing Call		GREEN	
Shared Line	Unregistered		OFF
Registered + Not support SCA Call-info header		OFF	
Registered + Not support SCA or SCA Failed		OFF	
Registered + Idle		OFF	
Registered + Seized		RED(Alternate DUT)	
Registered + Processing		Flashing GREEN(Alternate DUT)	
Registered + Alert		Flashing RED	
Registered + Hold by user		Flashing GREEN	
Registered + Hold by the other party		Flashing RED	
Registered + Connected		GREEN	
BLF/ Eventlist BLF	Offline, Unknown		OFF
Terminated		GREEN	
Proceeding		RED	
Ringing (Early)		Flashing RED	
Trying		Flashing GREEN	
Confirmed		RED	
Presence Watcher	Offline, Unknown		OFF

VPK Mode	State	Icon	LED Status
Available		GREEN	
Handsfree	Unpair		OFF
Paired, but not connected		OFF	
Connected		OFF	
Speed Dial	Account Unregistered		OFF
Account Registered		OFF	
Speed Dial Via Active Account			OFF
Dial DTMF			OFF
Call Return			OFF
Transfer	Account Unregistered		OFF
Account Registered		OFF	
Call Park	Account Unregistered		OFF
Account Registered		OFF	
Intercom	Account Unregistered		OFF
Account Registered		OFF	
LDAP Search			OFF
Multicast Paging			OFF
Record	Idle		OFF
Recording		Flashing	
Call Log			OFF

VPK Mode	State	Icon	LED Status
Menu			OFF
Voice Mail	Account not registered		OFF
Account Registered (No new voice mail)		OFF	
Account Registered (Have new voice mail)		OFF	

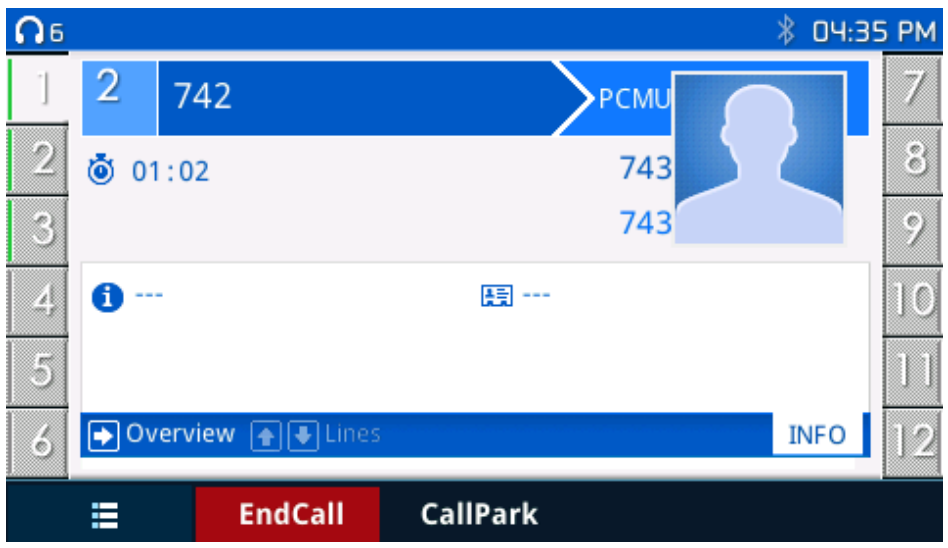
VPK Modes Icon Indications

Please note that no matter how each line is configured on the idle screen, all the lines in the call screen will keep the line or shared line displayed for the corresponding accounts. For example, even if the user has configured all lines as VPK (with non-LINE mode), he/she can still use the configured account to dial out by Offhook or pressing SPEAKER, HEADSET, or any other unconfigured LINE key to go to the call screen.



Dial Screen

When the user is in the call screen (during a call), he/she can press softkey to switch back to VPK screen.



Making Call

When the user is in the VPK screen during a call, he/she can press the softkey or the corresponding line key to switch back to the call screen.

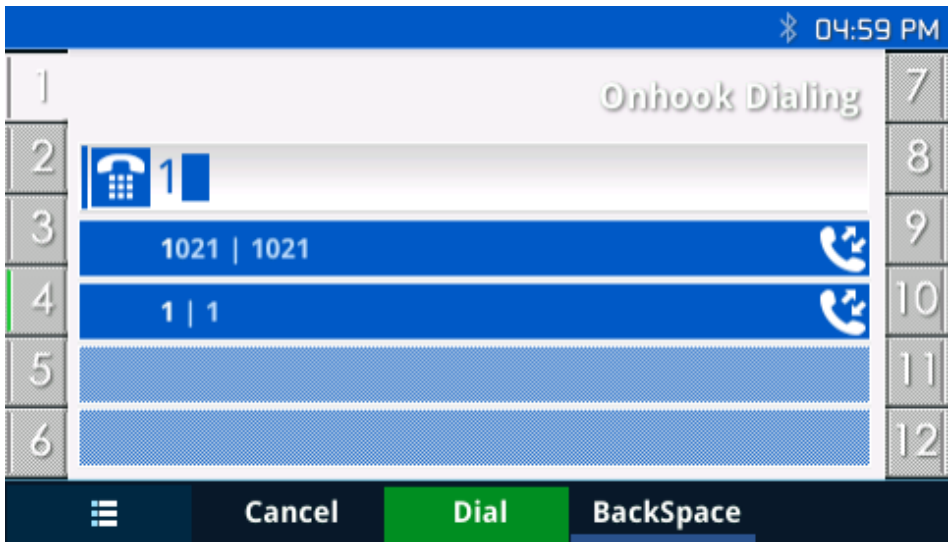
Notes :

- If a call is parked via VPK call park, the display on the VPK will change between the CID of the active call and the parking number.
- When changing the VPK information that requires a subscription, the phone will perform unsubscribe first, then perform a new subscription. This way server will know that the previous subscription has been voided.

Predictive Dialing from Call History

Functionality

Phone search in call history entries, and if the entered digits match some call history entries, a list of entries should be displayed with corresponding names.

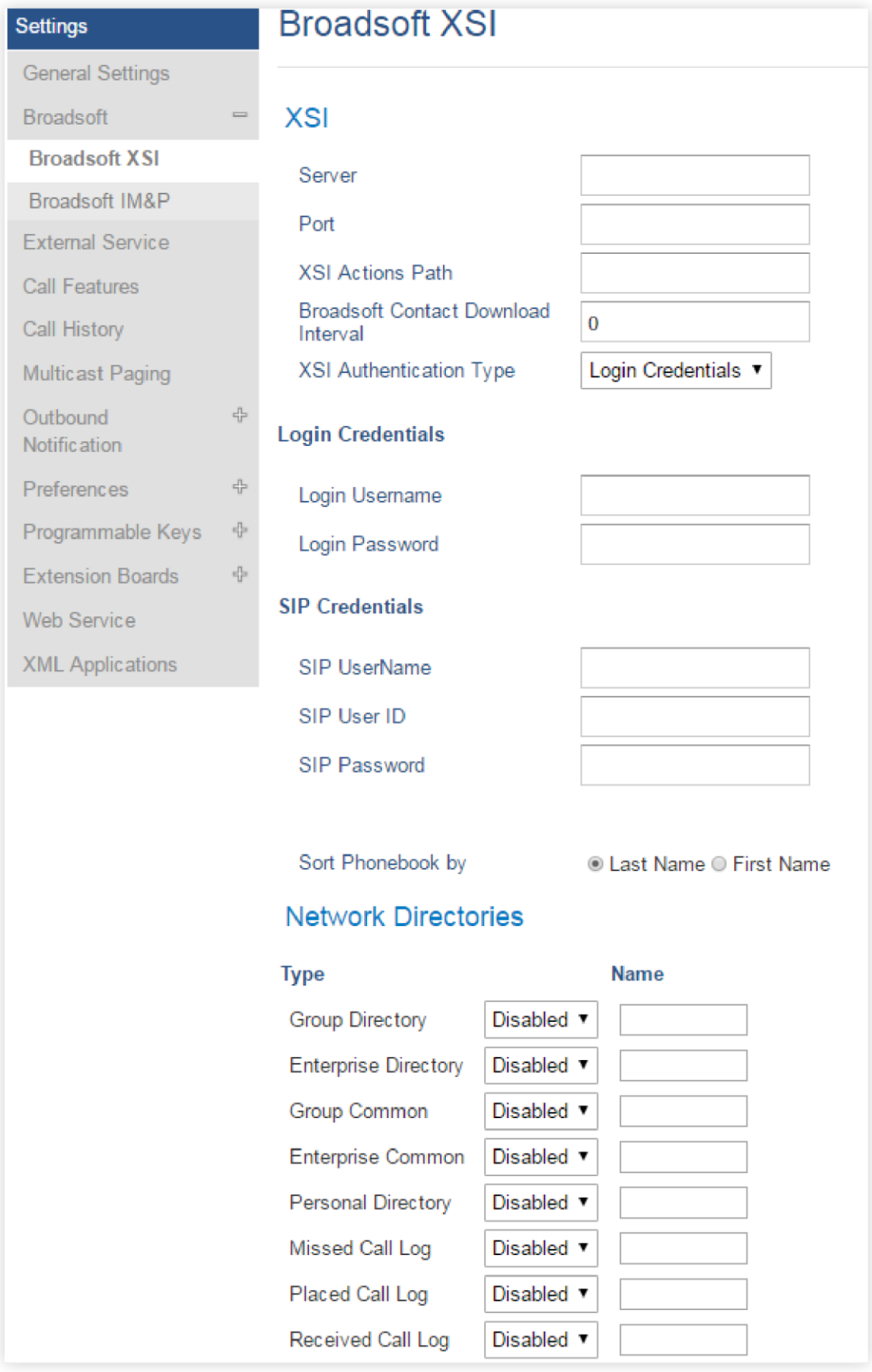


Predictive Dialing

Predictive Dialing Search including Broadsoft Directories

Web configuration

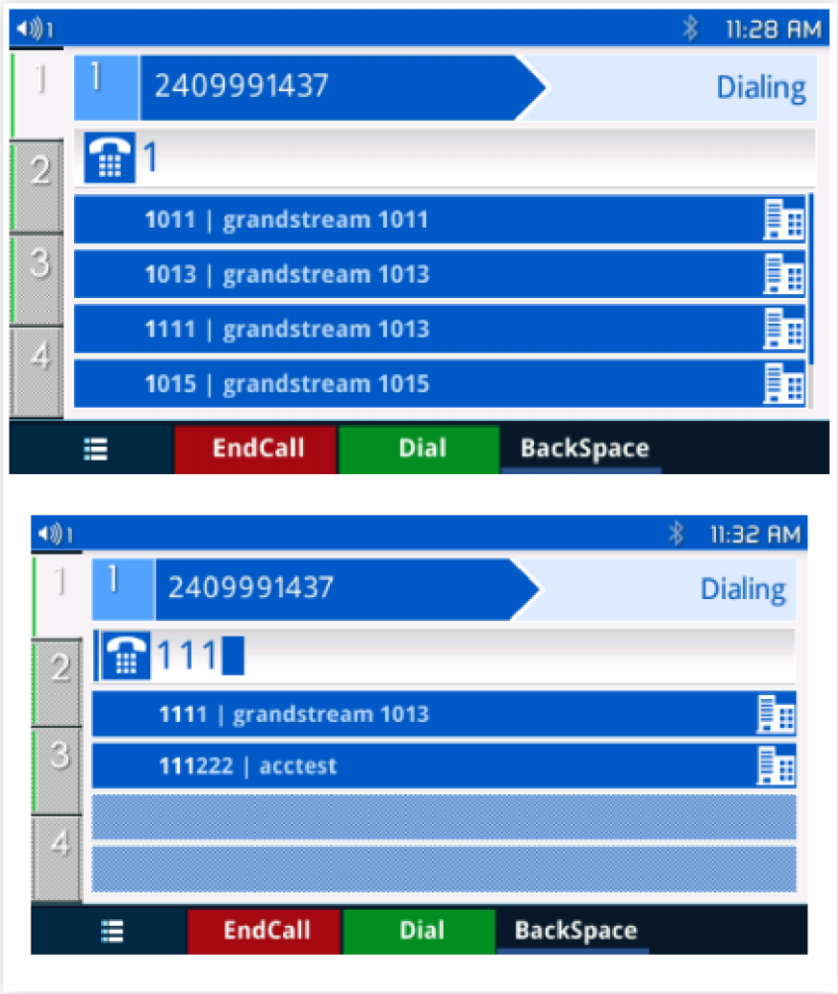
Users can configure Broadsoft XSI directories correctly from the Web GUI under **Settings** → **Broadsoft** → **Broadsoft Directories**.



Predictive Dialing Search

Functionality

Phone can predict possible contact information from Broadsoft XSI directories when users dial a number. Users can select the predictive dialing number to dial out even complete number is not typed. Predictive numbers will be shown if Broadsoft XSI directory information is loaded after pressing the related number.



Predictive Dialing from BS XSI Directories

Multiple Numbers and Other Info for One Contact in Phonebook

Functionality

The user can add Phone types in phonebook.xml to add other phone types besides the existing “Work”, ”Home”, and “Cell”. Here is an example for the phonebook.xml:

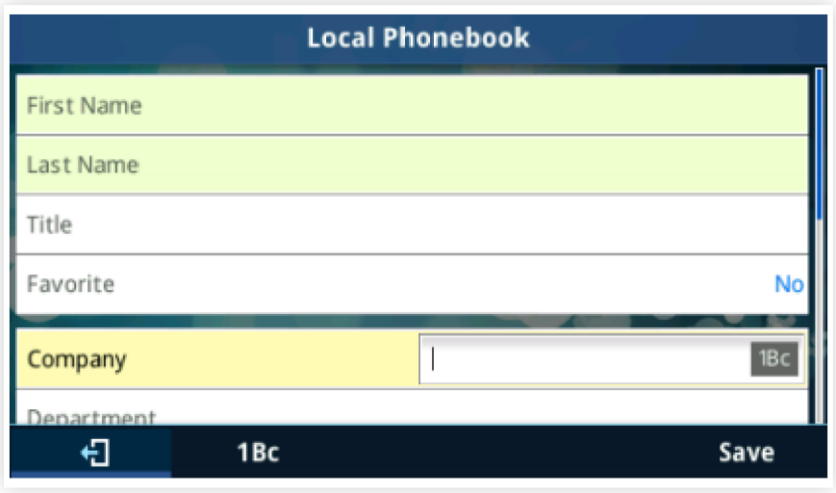
```
<AddressBook>
<Contact>
<id>1</id>
<FirstName>abc</FirstName>
<LastName>def</LastName>
<JobTitle>jobtitle</JobTitle>
<Frequent>0</Frequent>
<Phone type="type">
<phonenumber>4444</phonenumber>
<accountindex>0</accountindex>
</Phone>
<Phone type="type">
<phonenumber>5555</phonenumber>
<accountindex>0</accountindex>
</Phone>
<Phone type="Work">
<phonenumber>1111</phonenumber>
<accountindex>0</accountindex>
</Phone>
<Phone type="Home">
<phonenumber>2222</phonenumber>
<accountindex>0</accountindex>
</Phone>
<Phone type="Cell">
<phonenumber>3333</phonenumber>
<accountindex>0</accountindex>
</Phone>
<Primary>1</Primary>
<Department>department</Department>
<Job>job</Job>
<Title>title</Title>
<Company>company</Company>
</Contact>
</AddressBook>
```

On the display of the contact on LCD of the phone will shows as follows:



Local Phonebook Contact Information

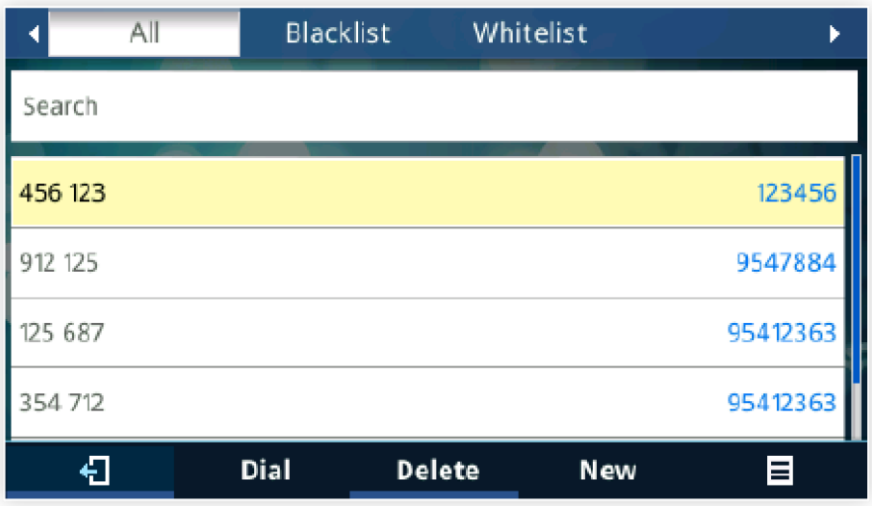
The user can also input the “Company”, “Title”, “Job” fields through the phonebook.xml in the previous example or on the LCD of the phone, like the following example:



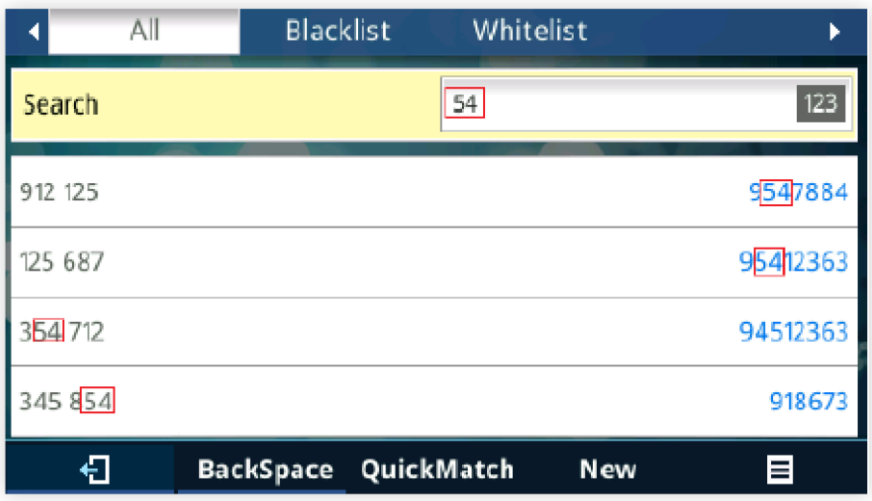
Local Phonebook CompanyTitleJob Fields

Search a String using Quick Search

The quick search feature allows users to be able to search parts and strings of the entries and get the search result from it. For instance, if users only remember the first name, last name or parts of the name / phone number, they can use the string in the search bar as displayed on the following screenshots:



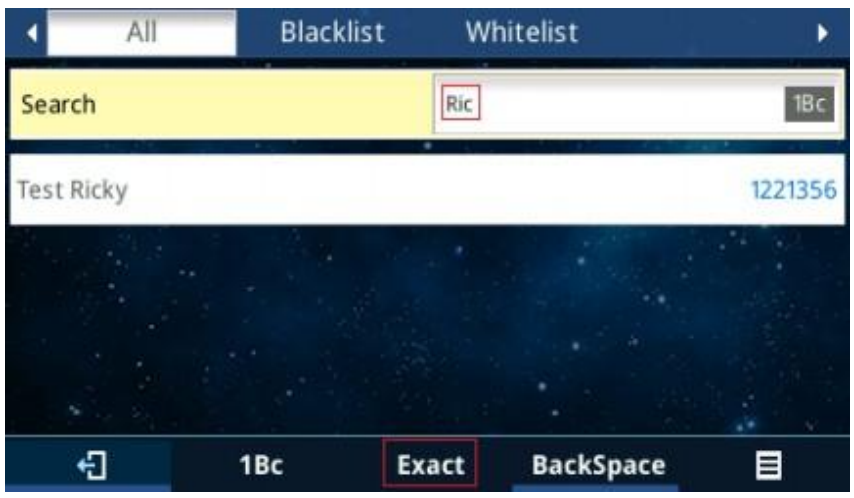
Before Search



After Search

Search a String with Exact Matching mode

Now the users can search their contacts using alphabet in the exact mode, which allows them to find their contacts even if they forget the numbers. To perform this type of search, make sure that the search type is set to Exact, as shown in the following figure, and then you can enter the exact name of the contact for lookup.



Exact Search Mode

Exact Match Search in LDAP

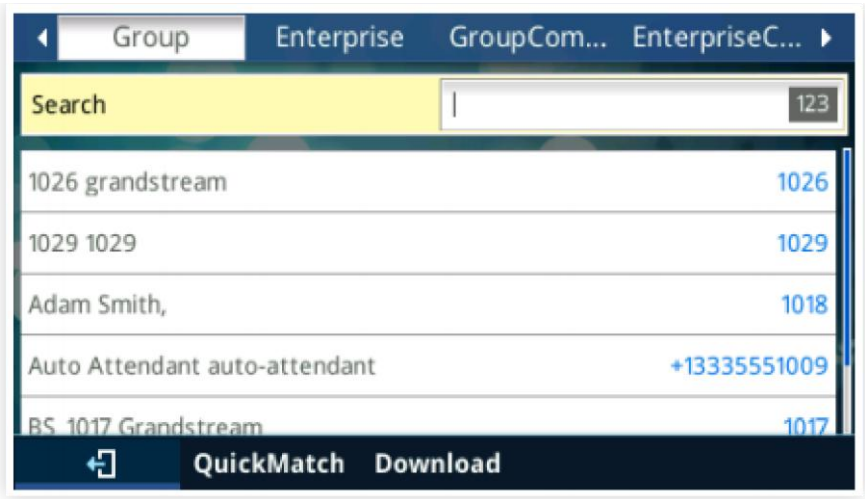
Functionality

With LDAP Lookup, Incoming call, and outgoing call selected, the phone will perform an LDAP search during incoming and outgoing calls. If exact match search is enabled, during the LDAP search, the phone will only get the result that matches the search input exactly. i.e., if 100 is the incoming/outgoing number, only 100 will get searched, *100* will not. This option can be found under the device web UI → Phonebook → LDAP. For further information, please refer to the admin guide.

Search in Broadsoft Directories

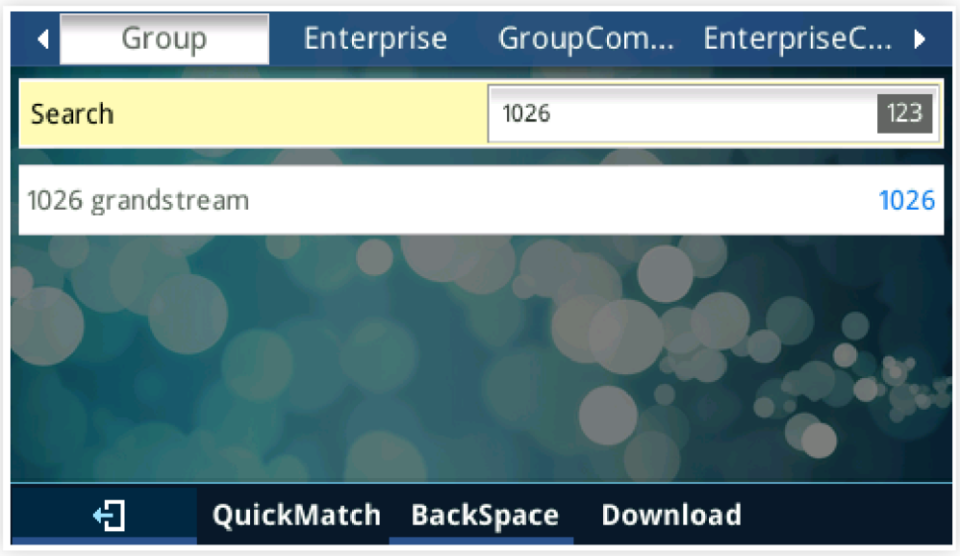
Functionality

The user can search from the Broadsoft directories when the user inputs the search content in the search form.



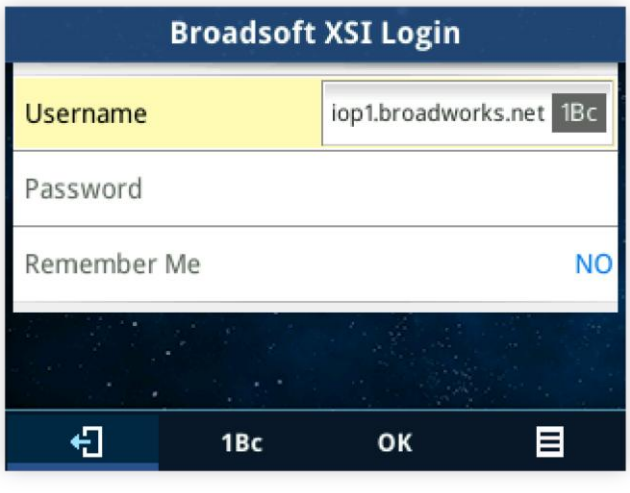
Search in Broadsoft Directories

The matching list will show as follows:



Search in Broadsoft Directories Matching List

Note: If the "XSI Authentication" Type is set to "Login Credentials" and the credentials are left empty or the login fails, the phone will show the login window when users try to make a search on BroadSoft Phonebook.



Broadsoft Login Window

Sort Broadsoft Phonebook by Last/First Name

Users can either search in Broadsoft phonebook by first/last name, phone number, or extension number.

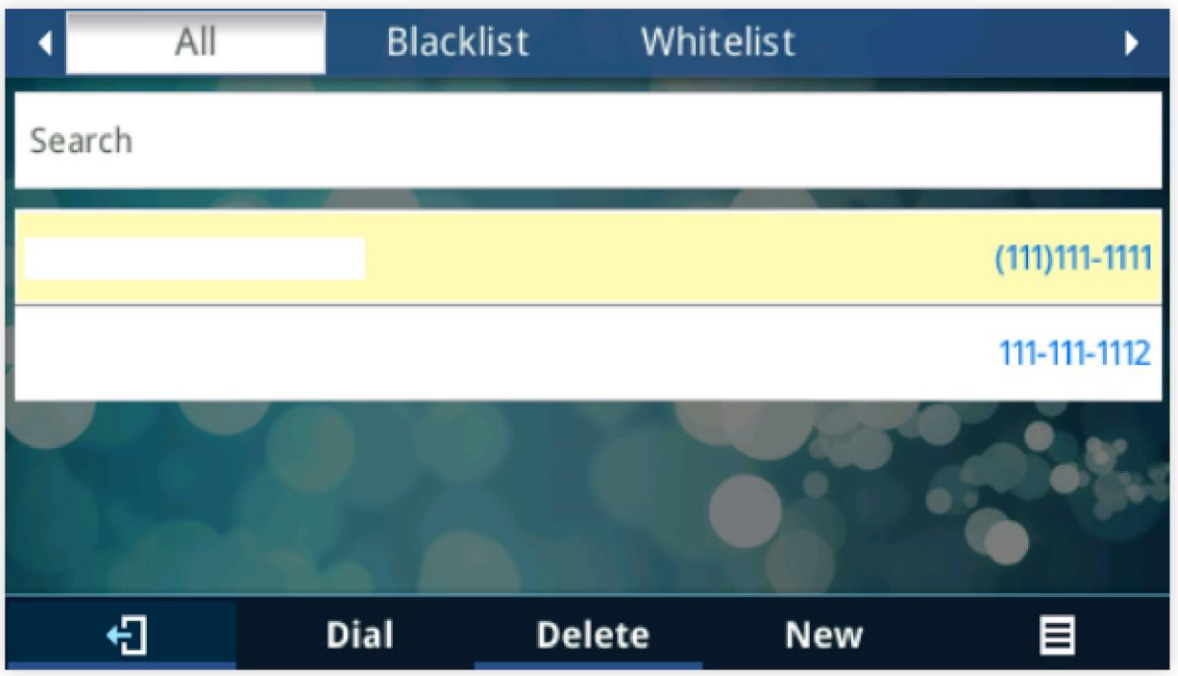


Sort Broadsoft Phonebook Entries

Note: Users can select the sorting style when performing a search on the LCD. This option can be found under device web UI → Phonebook → Phonebook Management.

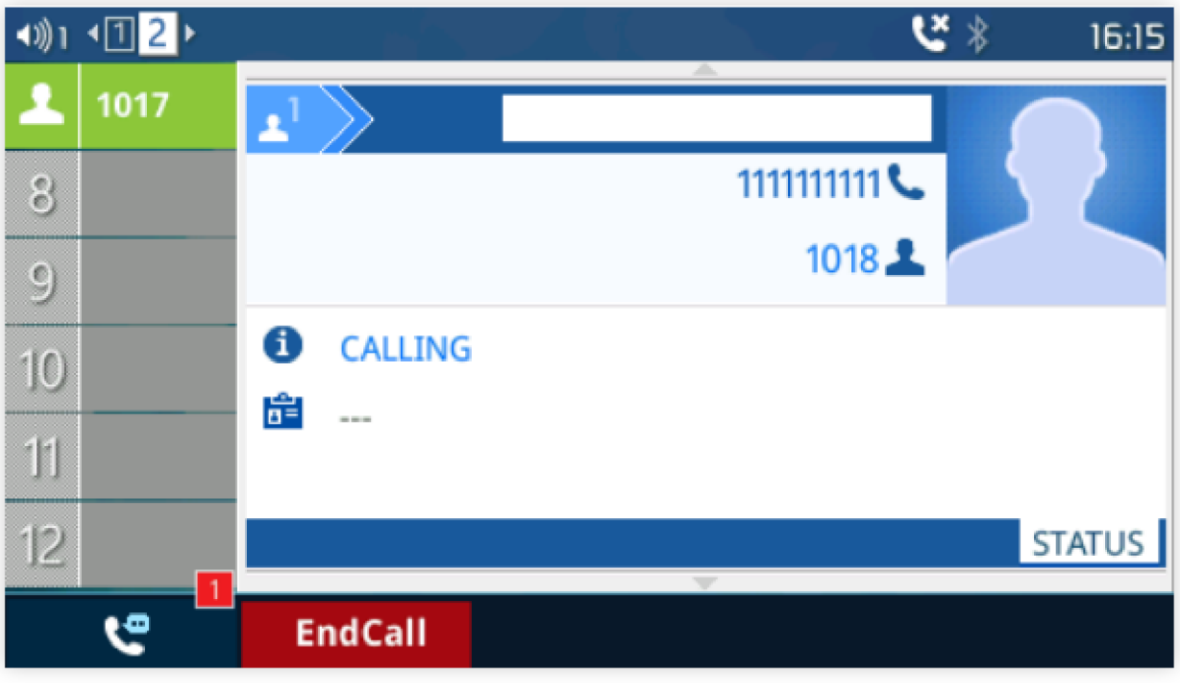
Filter Characters from Dialed Numbers

After downloading the phonebook, when dialing a number from the contacts, the number may include special characters such as ",", "- ", or a space in between numbers.



Contact Numbers With Special Characters

When pressing the Dial softkey directly, the phone will filter out the special characters and make the calls go out properly.

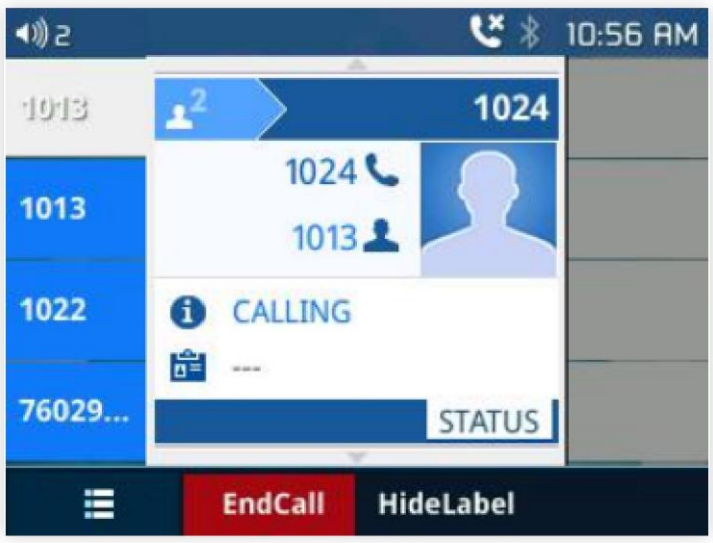


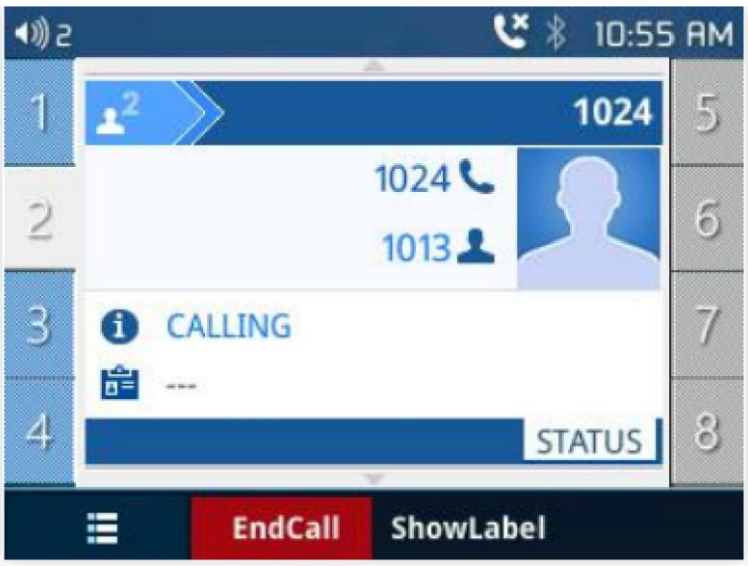
Call with Filtered Characters

Show/Hide Label Support

Labels shown on the side of the LCD screen take up space and, in some cases, narrow the information displayed on the screen. Using the "Show/Hide Label", users can hide the entire label to free up more space on the screen to see more display of either phone numbers or names.

The result should look like the following:





ShowHidden Labels

Predictive Dialing

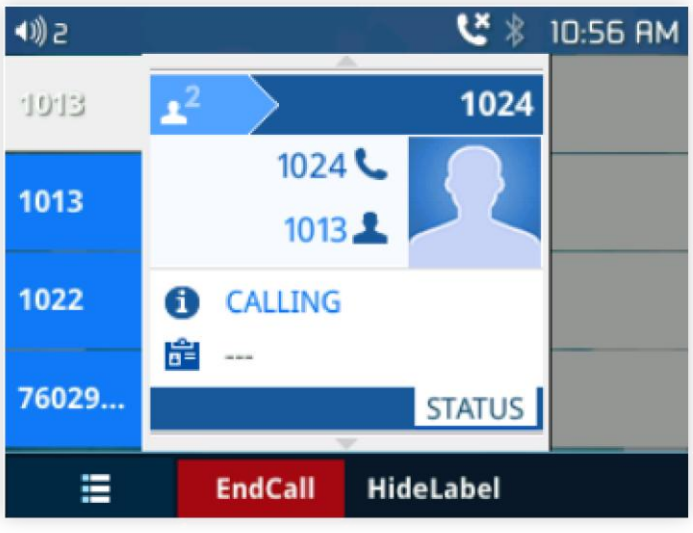
This feature allows users to enable/disable predictive dialing. When it is disabled, the user will not see and predictive number while dialing, as shown in the figures below.

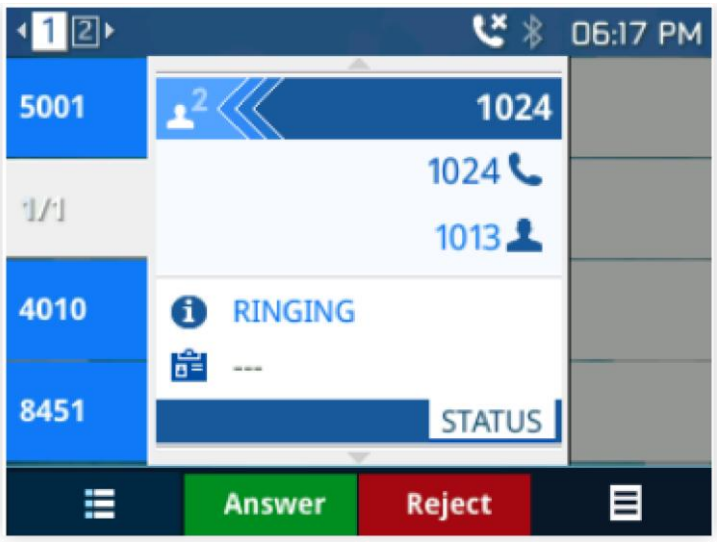


Predictive Dialing

Hide Profile Picture

When the contact picture is not set, the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 will remove the picture from the LCD screen to leave more space for the number and name displayed.





Hide Profile Picture

Answering Phone Calls

Receiving Calls

- **Single incoming call**. Phone rings with selected ringtone. The corresponding LINE key will flash in red. Answer call by taking the handset off hook, or using Speaker/Headset, or pressing flashing LINE key;

Note:

- Users can choose when receiving a call to either ring from their headset, ring from both headset and the speaker, or only ring from the speaker. This option can be enabled from the Web GUI under **Settings** → **Preferences** → **Audio Control** and set "**Always Ring Speaker".**
- **Multiple incoming calls**. When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). The other LINE key will flash in red. Answer the incoming call by pressing the flashing LINE key. The current active call will be put on hold automatically.

Note:

- When there is an ongoing call, users can disable the incoming call notification pop-up. This way, users will not get disrupted by an unexpected pop-up call but still get notified by the flashing line LED. This option can be enabled from the Web GUI under **Settings** → **Call Features.** For further information, please refer to the admin guide.
- **Ring Group Call**. If the phone is a member of a Ring Group, when the SIP server receives a call to the Ring Group, all phones will start ringing. Once a phone answers the call, a missed call notification will pop up on all phones. The GXP21XX Series supports the reason header, which allows the phones not to log a missed call if it is answered elsewhere. The following message will be included in the CANCEL SIP message received by the phone to notify it that another user has answered the call.

Reason: SIP; cause=200;text="Call completed elsewhere"

Call Screen Improvement

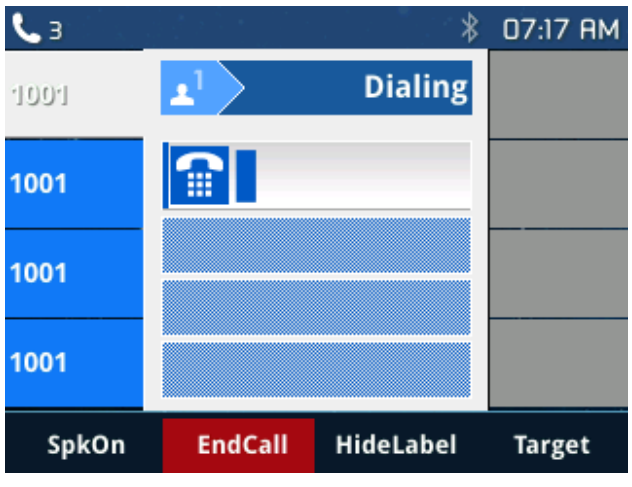
If a text contains more than one line, it will slide from right to left to display the full information without being cut, as shown in the figure below.



Text sliding

Group Listening

Group Listening will give the users the ability to enable speaker sound while the handset/headset is still in use. This option can be enabled from the Web GUI under **Settings** → **Preferences** → Audio Control. Users can press SpkOn softkey to activate the speaker sound or press SpkOff softkey to deactivate it**.**



Group listening

Do Not Disturb

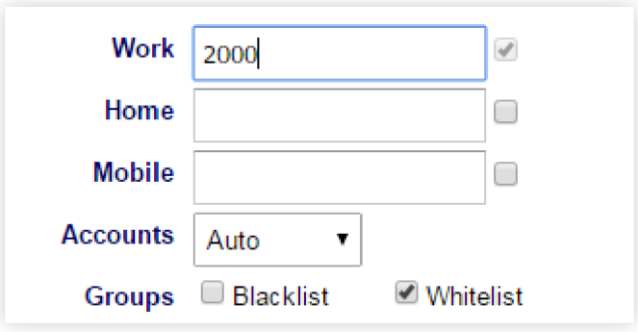
Do Not Disturb can be enabled/disabled from the phone's LCD by following the steps below:

- Press the Menu button and select "Preference" using navigation keys.
- Press the Menu button again to get into the Preference options.
- When "Do Not Disturb" is highlighted, press the Left/Right key to disable/enable DND;
- Press the "Save" softkey to save the change

Users could also enable/disable DND quickly by pressing the Mute button. Note also that the mute button function can also be set to Idle Mute, or be disabled under the web GUI option **Settings** → **Call features** → **Mute Key Function While Idle**.

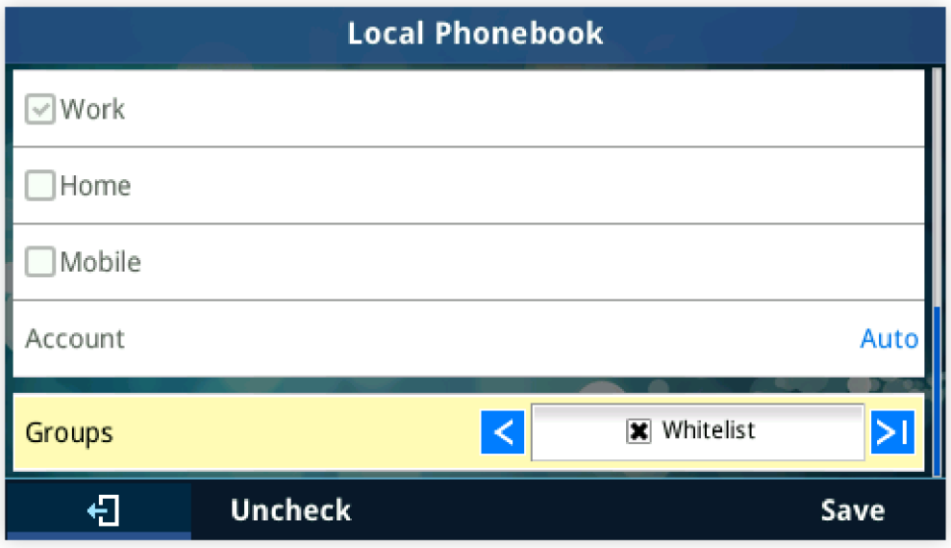
If the contact number belongs to the Blacklist group, the call from this number will be blocked. If the contact number belongs to the Whitelist group, when the phone is in DND mode, the call from the whitelist number will be allowed.

This can be done from the web GUI or under "Phonebook → Contacts" by adding a user to either the "Blacklist" or "whitelist" as shown below.



BlackWhite List

Or users can add a contact to "Blacklist" or "Whitelist" from the phone LCD under "Menu → Contact → Local Phonebook" as shown below.



BlackWhite List

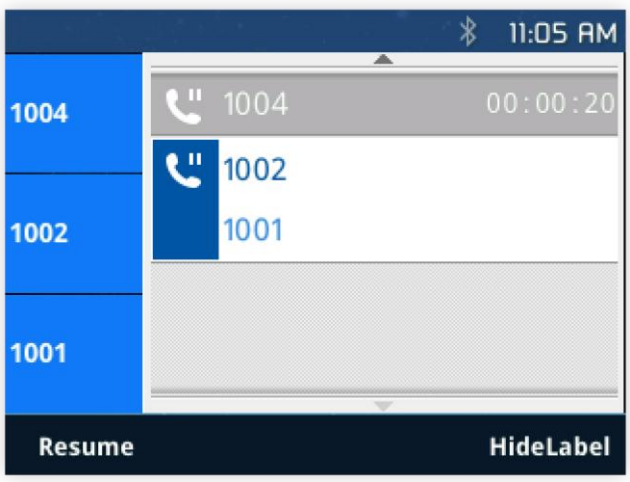
Note:

The GXP21xx series supports retrieving the Do Not Disturb (DND) status via CTI (Computer Telephony Integration) functions. This allows administrators to monitor the DND status, enabling better integration with third-party applications and call management systems.

Call Waiting/Call Hold

- **Call Waiting:** This feature allows users to receive calls while they are already engaged in an ongoing conversation; in such a case, the phone will start ringing, OR a call waiting tone will be played if enabled from the web GUI under the "**Call Features**" menu. After this, the phone will pop up the waiting call and give the user the choice to either accept or refuse the call. It can be configured from the web GUI → Account X → Call Settings → Call waiting, or using the feature codes as mentioned on the Call Features table.
- **Hold.** Place a call on hold by pressing the HOLD button. The active LINE key will blink in green, and if configured under web GUI "**Account X → Call Settings → On Hold Reminder Tone**", then a reminder tone will be played to notify the user that he has a call on hold.
- **Resume**. Resume call by pressing the blinking LINE key.
- **Multiple calls**. Automatically place an active call on hold or switch between calls by pressing the LINE key. The call waiting tone (stutter tone) will be audible on a new incoming call during the active call.
- **Call hold duration.** The phone will show the call hold duration as shown in the figure below. The hold duration will be displayed only if there are two calls on hold or more, and the user can use the up/down arrows to check the hold duration of each call.

Note: Users can see how long their call has been held if the option "Show on Hold Duration" under Web GUI → Settings → Call Features is set to YES. Please refer to the admin guide for further details.



Call Hold duration

Mute

During an active call, press the MUTE button to mute/unmute the microphone. The LCD will show the Mute icon at the top of the screen when the call is muted.

Call Transfer

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 supports Blind Transfer and Attended Transfer. This feature can be disabled from the web GUI menu under "**Settings → Call features → Disable Transfer**".

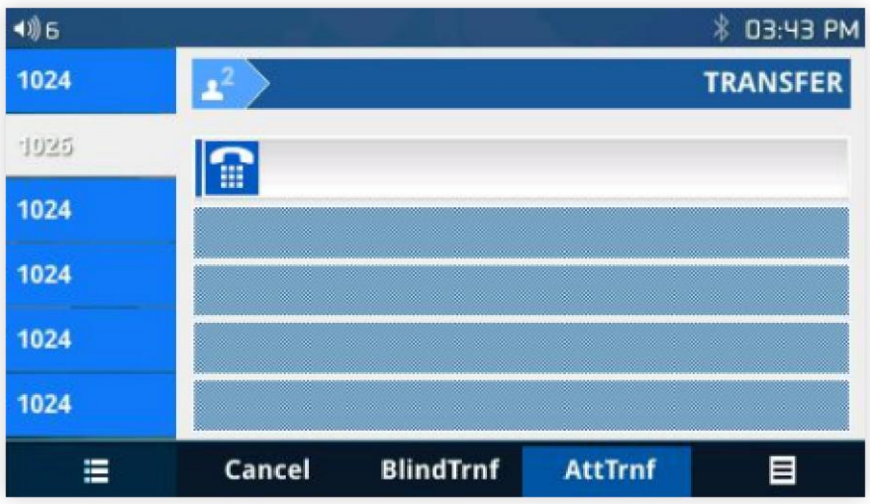
- **Blind Transfer**.
- During the first active call, press TRANSFER and dial the number to transfer to.
- Press the SEND key or # to complete the transfer of the active call.
- **Attended Transfer**.
- **When set to "Static"**
- During the first active call, press the LINE key. The first call will be put on hold.
- Enter the number for the second call in the new line and establish the call.
- Press TRANSFER;
- Press the other LINE key, which is on hold, to transfer the call.
- **When set to "Dynamic"**
- Establish one call first.
- During the call, press TRANSFER. A new line will be brought up, and the first call will be automatically placed on hold.

- Dial the number and press SEND or # to make a second call. (Once the number is entered, a “Transfer” soft key will show. If the “Transfer” soft key is pressed instead of SEND or #, a blind transfer will be performed.;
- Press TRANSFER again. The call will be transferred.
- For Attended Transfer, after dialing out the number for the second call, a “Split” soft key will show. If the second call is not established yet (ringing), pressing “Split” will hang up the second call. If the second call is established (answered), pressing “Split” will resume the second call and keep the first call on hold.

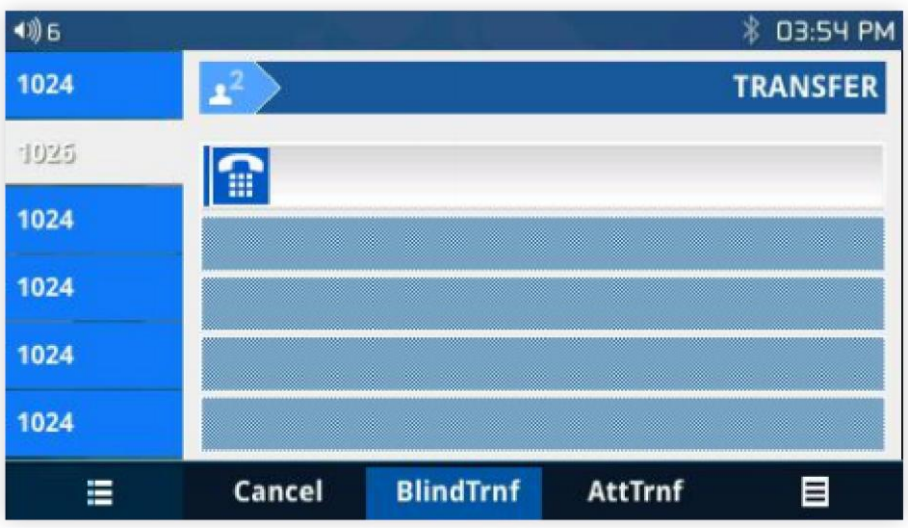
Note:

- To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains.

When choosing “Dynamic”, press Transfer softkey, you will enter this page:



Dynamic Attended Transfer



Static Attended Transfer

- **Call Transfer – Target Selection**

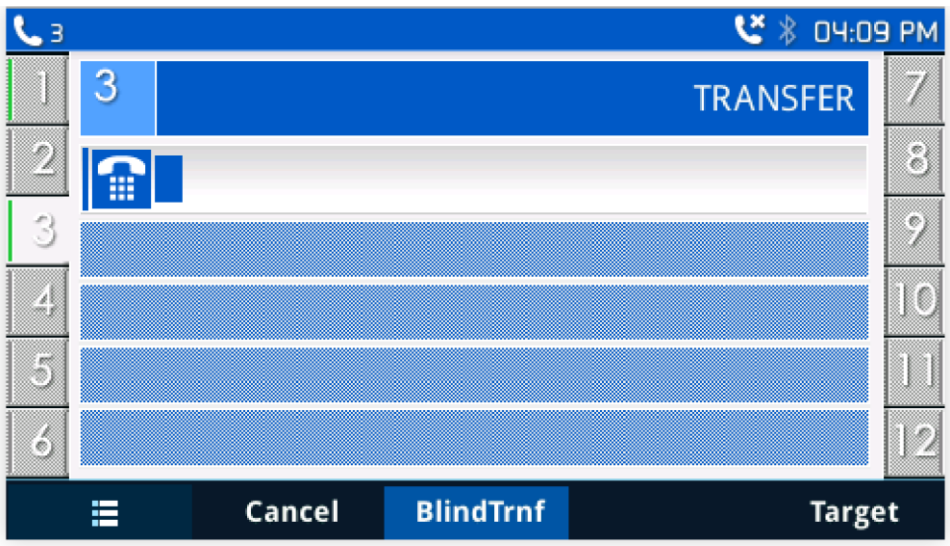
Using the target selection feature, users can realize the following function:

1. Add a new softkey “Target” under the transfer/conference action page.
2. When clicking on the softkey, it will take the user to a target selection page in which the user can choose other possible transfer/conference targets (e.g., Local/BS Phonebook, Local/BS Call History, LDAP, Smart VPK List, or connected lines)
3. When accessing the Local/BS Phonebook and Local/BS Call History page, the softkey will show limited options (e.g., Dial) when the phone is in a busy state to make it easier for the user to perform the dialing task.
4. When accessing Smart VPK List, the phone will display the list of the VPK targets that are allowed to be used as the transfer/conference target based on the current account.
5. When accessing Line, the phone will list the lines that are available to be used for transfer/conference.

- **Examples**

1. Under the Transfer/Conference screen

A new softkey “Target” is added under the transfer/conference action page.



Transfer Action Page

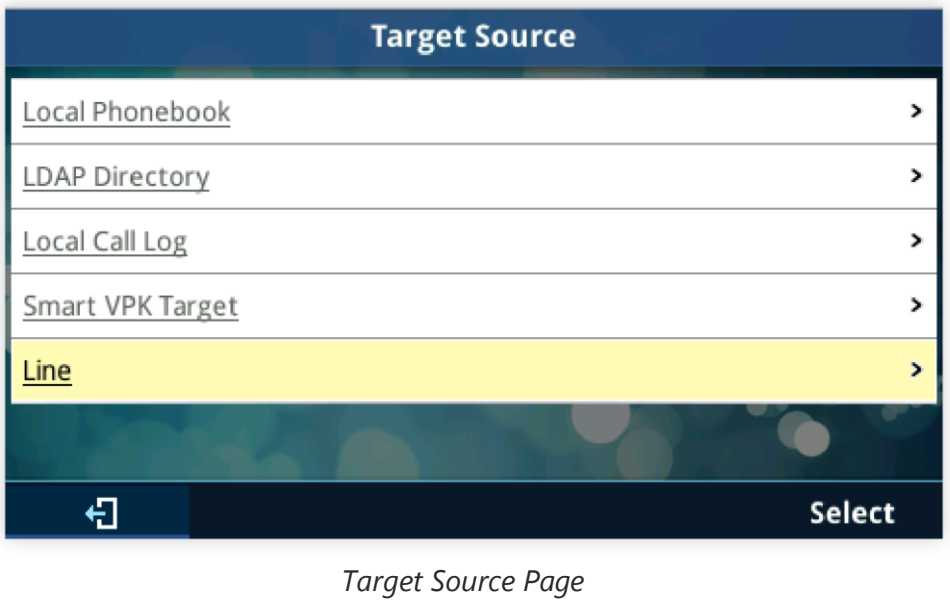


Conference Action Page

When clicking on the softkey, it will take the user to a target selection page in which the user can choose other possible transfer/conference targets.

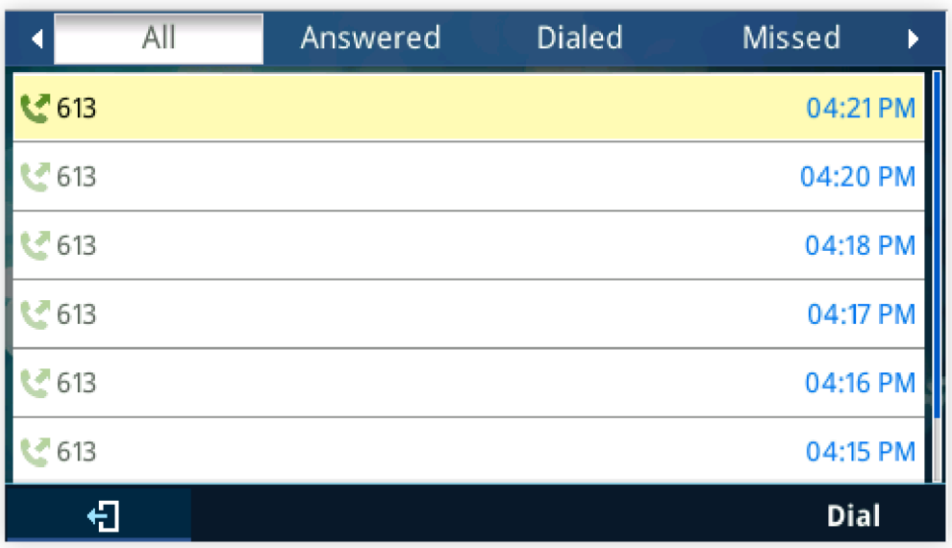
2. Under the target selection page screen

The target selection page provides a list of possible transfer/conference targets.



Target Source Page

The user can use the up/down key to select the target from the list and use the menu key or “Select” softkey to choose the target. By selecting Local/Broadsoft Phonebook, Local/Broadsoft Call Log, and LDAP Directory,
LCD will display according menu page. Also, in these pages, the softkey will show limited options (e.g., Dial) to make it easier for the user to perform the dialing task.



Call History Page

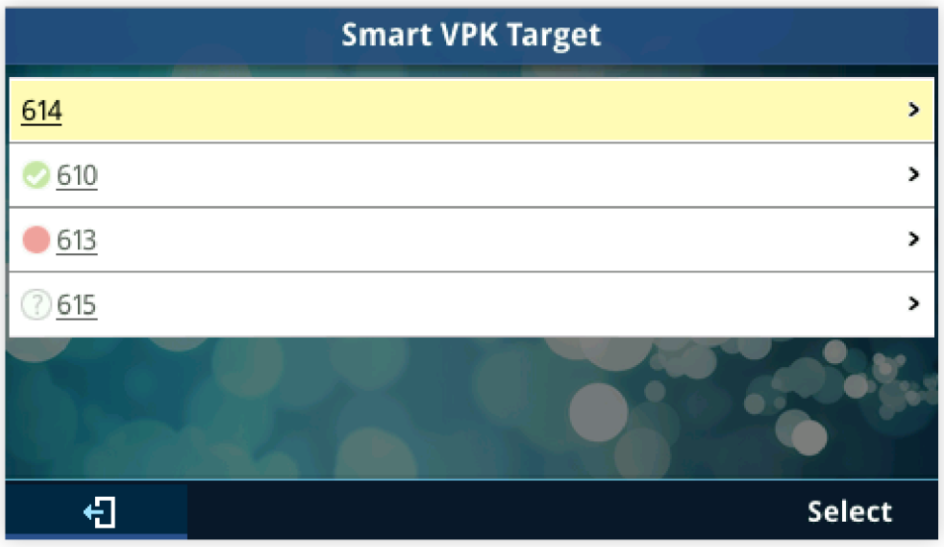
By selecting “Smart VPK Target”, a list of available VPK for transfer/conference will be shown as below. The user can use the up/down key or “select” softkey to choose the item to use.

Available VPK contains VPK with the mode as below:

- Speed Dial (current account)
- Speed Dial via Active Account (any account)
- BLF or Eventlist BLF (current account)
- Presence (current account)

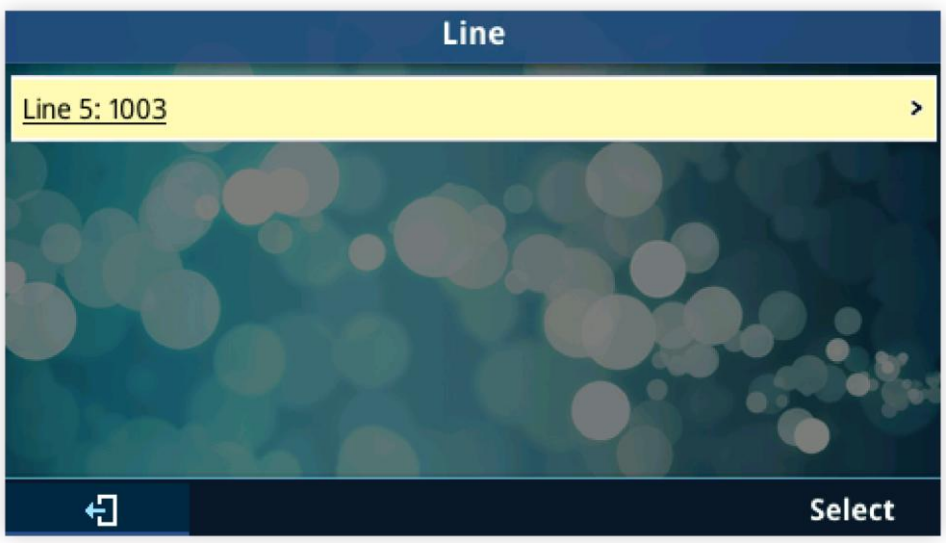
Specifically, for BLF/Eventlist BLF/Presence, an icon with status will be shown on the left side of the item. The icon here contains 3 types based on the monitoring state:

- Unknown: Question Mark
- Busy: RED
- Available: GREEN



Smart VPK Target Page

By selecting “line”, a list of available lines for transfer/conference will be shown as below. The user can use the up/down key or the “select” softkey to choose the item to use.



List of Available Lines Page

- **Transfer from Information**

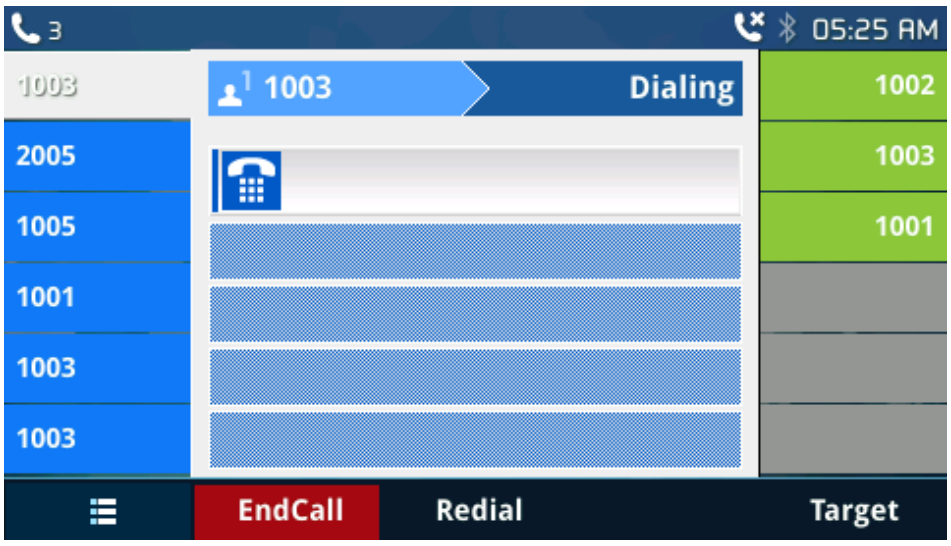
Using the transfer from information, users can see who transferred the call to them. Example shows below:



Transfer from Information While Ringing and During Incoming Call

VPK Paging Support inside Call Screen

Users can use their VPK mode preconfigured while in the call screen. Such as Speed Dial, BLF, dial DTMF..., as shown in the figure below.

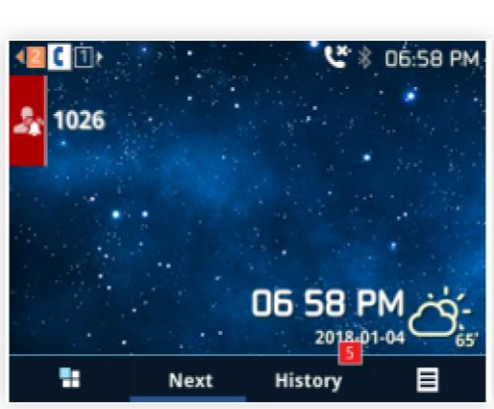


VPK Paging

Active VPK Page

If the active VPK page is enabled, when the monitored BLF number is called, the screen will generate the VPK Page that shows which VPK key(s) is/are active, as below, where you can see the page number is a handset icon, which indicates that this page is an active VPK page. The original VPK pages are still navigable by pressing the Next softkey

This option can be found under device web UI → Settings → Call Features → Enable Active VPK Page.



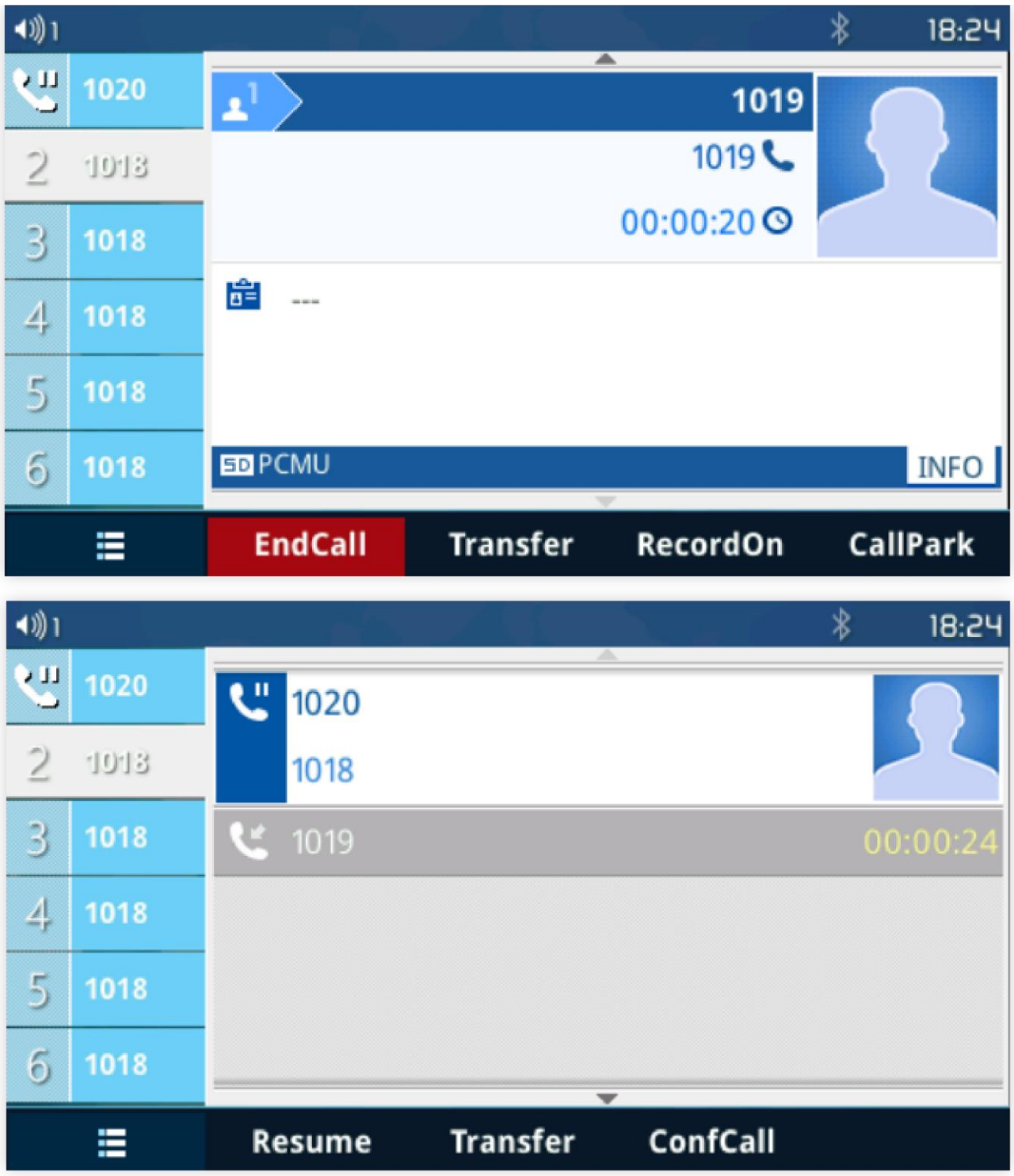
Active VPK Page

Outbound Notification

The GXP2130/GXP2140/GXP2160/GXP2135/GXP2170 allows users to align the outbound notification with the call log change if the same account is registered in multiple phones.

Line Switching in Call Screen

When having two lines (or more), active users will be able to switch between the calls by pressing up/down, arrow keys. This will allow users to manipulate calls through the phone's arrow keys, as shown in the figures below:

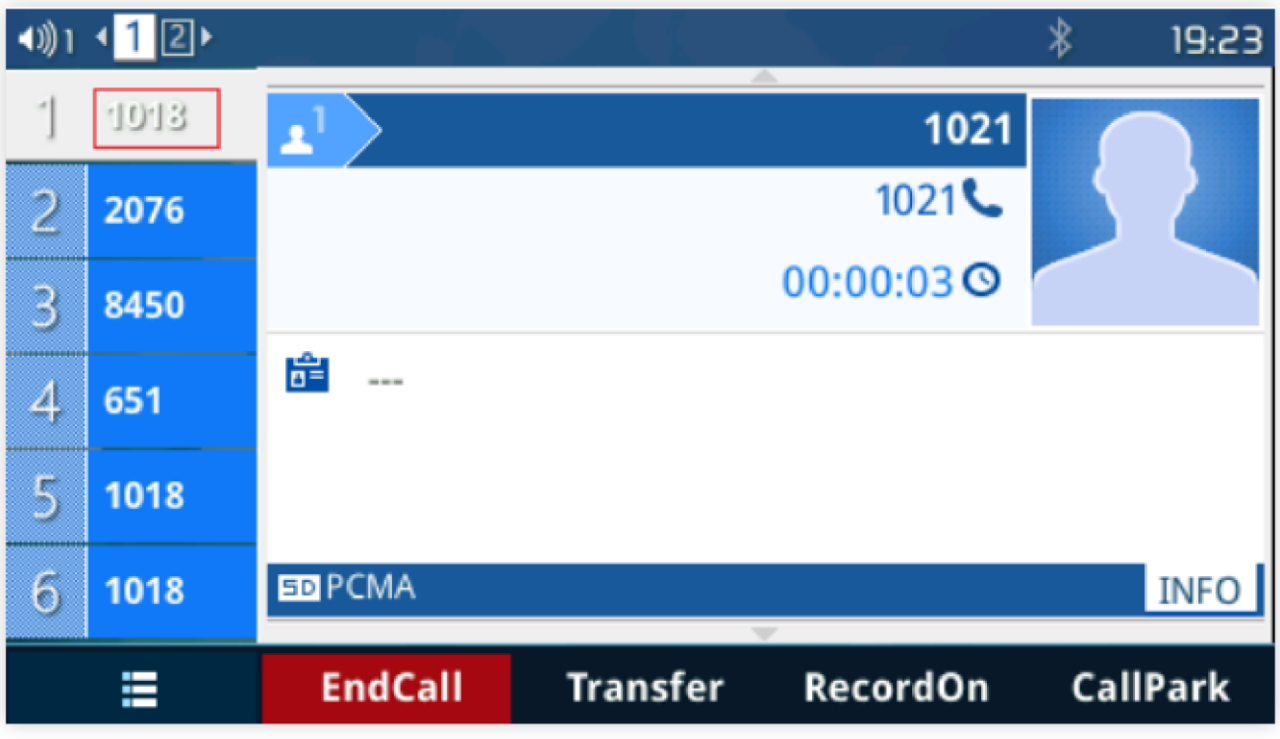


Line Switching

Line Key Mode Support

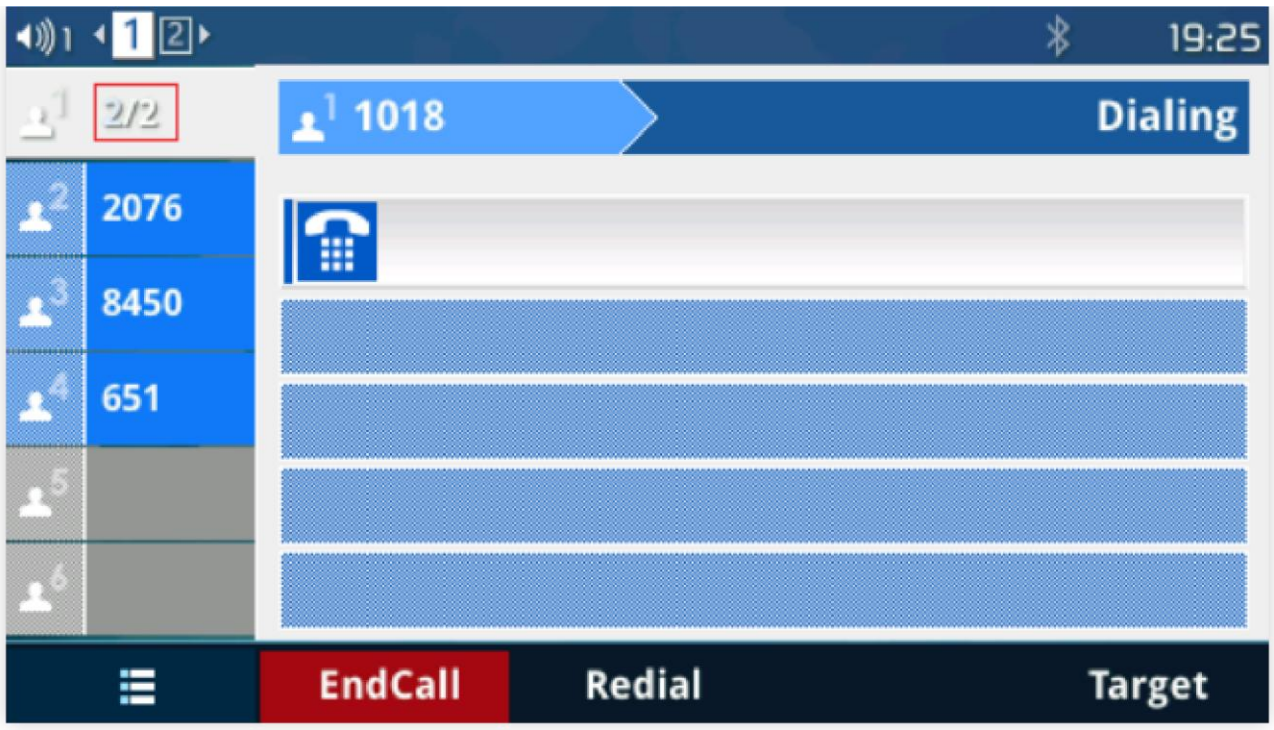
Allow users to change between Line Mode and Account Mode.

In the “Line Mode”, the number of VPKs will be the number of lines you can have, as shown below.



Line Mode

In the “Account Mode”, the lines will be grouped by account so the VPKs can hold more lines in one account, as shown below.

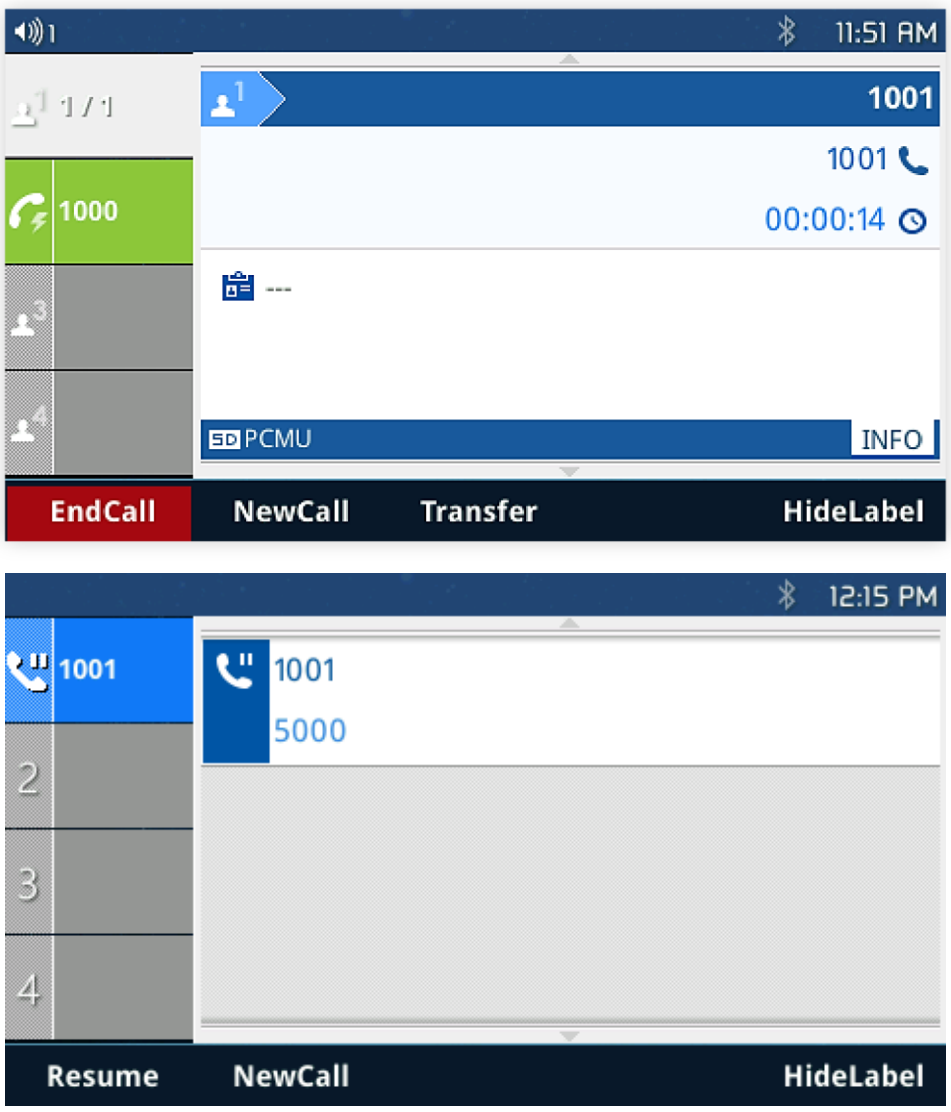


Account Mode

For example, with line mode, when the line is in use, by pressing the VPK, nothing is going to happen. In Account Mode, when the line is in use, by pressing the VPK, a new line will be initiated.

Note:

In “account mode”, the phone adds the “NewCall” softkey, and the user is able to make a second call directly using this softkey, whether available or on hold.



NewCall Softkey during the call and on Hold

4-Way/ 5-Way Conferencing

GXP2130 can host up to a 4-way conference call with other parties (PCMU/PCMA). GXP2140/GXP2160 /GXP2170/GXP2135 can host up to a 5-way conference call. Users can disable/enable the conference call feature from the web GUI of the phone under the menu **Settings → Call features → Disable Conference**.

- **Initiate a conference call**.
- Establish calls with 2 or more parties respectively;
- While 1 call is active, the other call will be put on hold with its LINE key blinking in green;
- Press CONF key;

- Press the desired LINE key on hold, and the conference will be established.
- Repeat the previous 2 steps for all the other parties on hold to join the conference.
- **Cancel Conference**.
- If after pressing the CONF key, the user decides not to conference, press Cancel softkey or the current active LINE key (LED in solid green);
- This will resume the 2-way conversation with the current line.
- **Split and Re-conference**.
- During the conference, press the HOLD key. The conference call will be split, and the calls will be put on hold separately with the LINE keys blinking in green.
- Select 1 LINE key and press to resume the 2-way conversation;
- If users would like to re-establish a conference call, before 1 separate LINE is selected, press the ReConf softkey right after the conference call is held/split;
- **End Conference**.
- Press the HOLD key to split the conference call. The conference call will end with both calls on hold; Or
- Users could press the EndCall softkey or simply hang up the call to terminate the conference call.

GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 supports **Easy Conference Mode**, which can be used in combination with the traditional way to establish the conference.

- **Initiate a conference call**.
- Establish 1 call;
- Press the CONF key, and a new line will be brought up using the same account.
- Dial the number and press the SEND key to establish the second call.
- Press the CONF key or press the ConfCall softkey to establish the conference.
- **Join more parties in an established conference call**.
- Establish conference call.
- Press the CONF key, and a new line will be brought up using the same account.
- Dial the number and press the SEND key to establish the second call.
- Press the CONF key or press the ConfCall softkey to join the new party in the established conference.
- **Split and Re-conference**.
- During the conference, press the HOLD key. The conference call will be split, and both calls will be put on hold separately with 2 LINE keys blinking in green.
- Select 1 LINE key and press to resume the 2-way conversation;
- If users would like to re-establish a conference call, before 1 separate LINE is selected, press the ReConf softkey right after the conference call is split.
- **Cancel Conference**.
- If the user decides not to conference after establishing the second call, press EndCall softkey instead of the ConfCall softkey/CONF key;
- This will end the second call, and the screen will show the first call on hold.
- **End Conference**.
- Press the HOLD key to split the conference call. The conference call will end with both calls on hold; Or
- Users could press the EndCall softkey or simply hang up the call to terminate the conference call.

Notes:

- The party that starts the conference call must remain in the conference for its entire duration. You can put the party on mute, but it must remain in the conversation. In addition, this is not applicable when the feature “Transfer on Conference Hang-up” is turned on.
- The option “Disable Conference” must be set to “No” to establish a conference.

Only the Same Account in the Conference

Now users can limit the ability for the phone to cross-conferencing different accounts. This option can be found under Device Web UI → Settings → Call Features. For further information, please refer to the admin guide.

Conference Event Indicator (CEI)

- **Regular Conference Room**
- If CEI is detected, there will be a new tab called “CEI” next to “INFO”. Pressing the “Menu” hard key will switch between the tabs.
- In the CEI tab, conference events will be shown chronologically (as shown below).



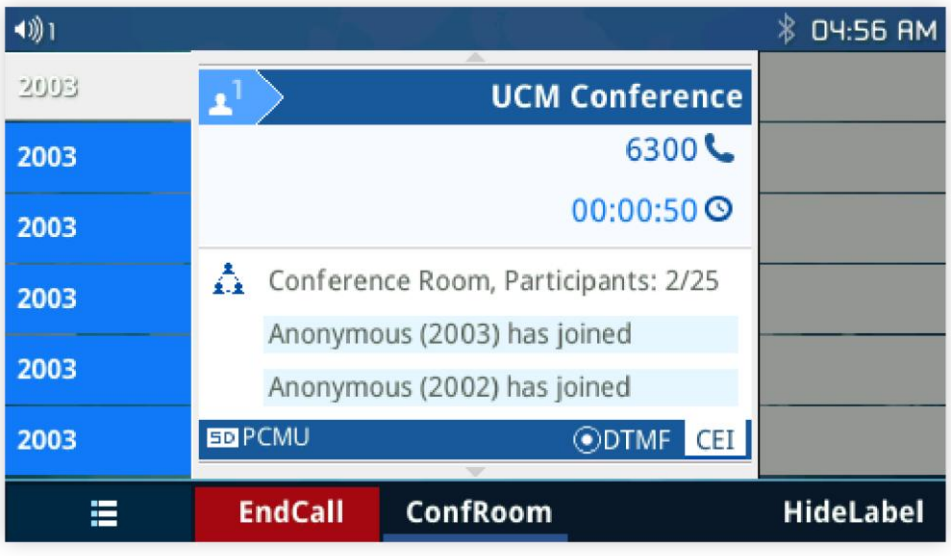
Conference Event Indicator

- A “ConfRoom” softkey should also appear to access the list of conference room users (as shown below).



List of Conference Room Users

- **Conference Room with User Invite Enabled**
- If “Enable User Invite” is checked for a conference room, ALL users will have the ability to invite other users or bridge other conference rooms.
- The “ConfRoom” softkey will have a secondary action called “ConfMenu”. Please hold the softkey for a few seconds to use. A bottom line under the softkey name will usually indicate if a secondary action is available.



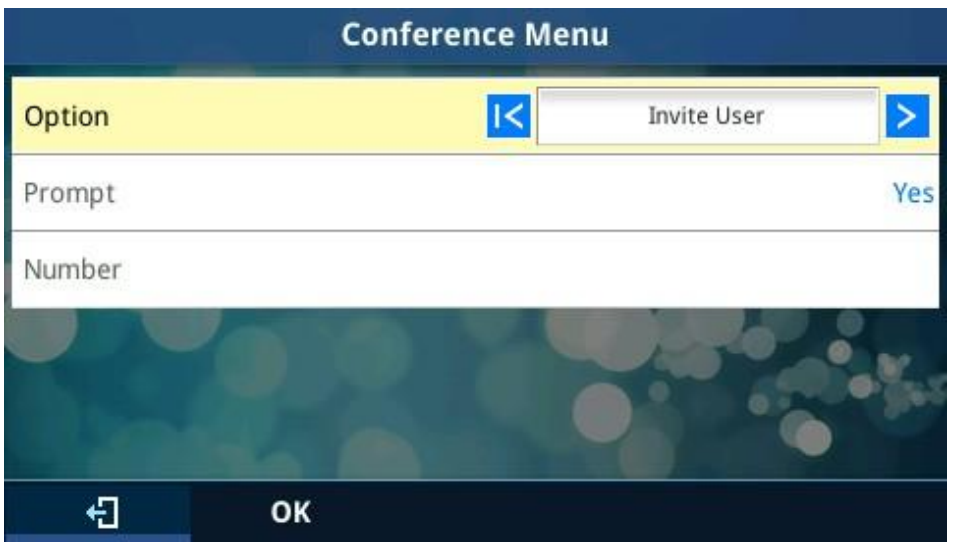
ConfRoom Softkey

- The “ConfMenu” softkey will also be displayed in the conference room.



ConfMenu Softkey

- An example of the conference menu is shown below:



Conference Menu

- **Conference Room as an Admin**
- As an admin in a conference room, the admin may choose to kick and mute/unmute all users that is not in another conference room or him/her-self. An admin will also have more options in the conference menu page, such as lock/unlock.
- **New Display Information**

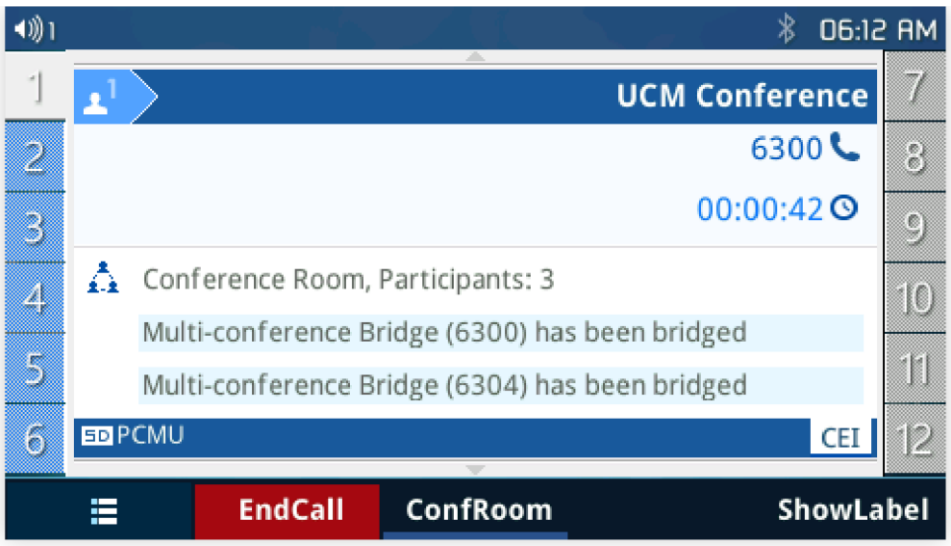
With UCM running firmware version 1.0.13.14 and beyond, new display information, besides a user joining and leaving a conference room, can now be displayed.

- Mute/Unmute



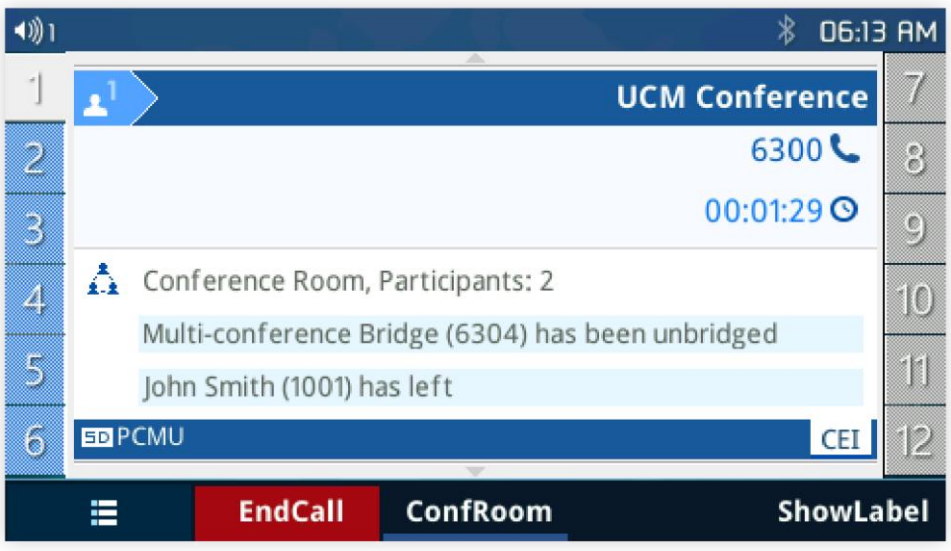
MuteUnmute Conference

- Conference Bridge



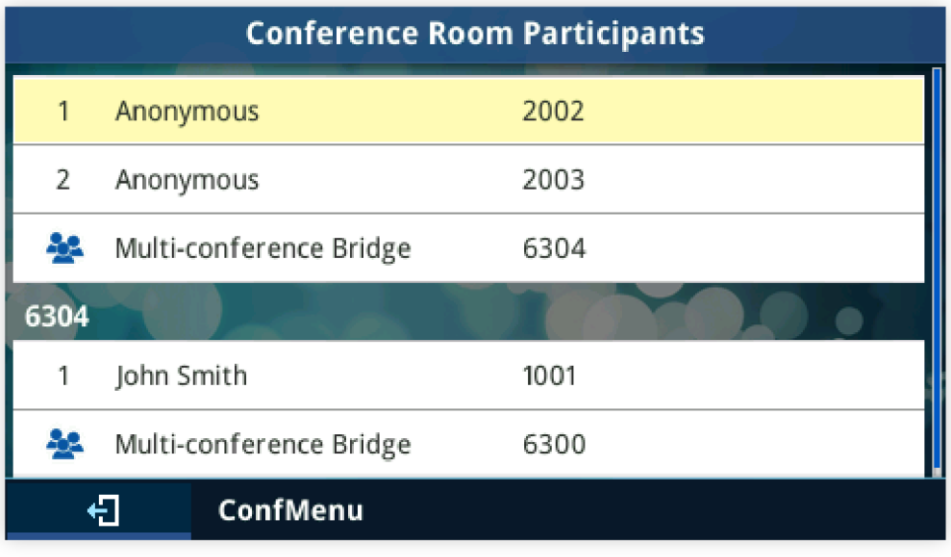
Conference Bridge

- Conference Unbridge



Conference Unbridge

- MCB Identification



Conference MCB Identification

Voice Messages (Message Waiting Indicator)

A blinking red MWI (Message Waiting Indicator) on the top right corner of the phone indicates a message is waiting. Meanwhile, a message box symbol will show in front of the specific account. Dial into the voicemail box to retrieve the message by entering the voice mail number of the server or pressing the Voicemail button (Voice Mail User ID must be properly configured as the voice mail number under Web GUI→**Account X→General Settings**. An IVR will prompt the user through the process of message retrieval.

> **Note:**
>
> In addition to the LED indicator that notifies users of the voicemail status, users can also obtain the status by using an API, enabling integration with third-party applications for voicemail management.

Virtual Voice Mail

Functionality

With this feature, the phone downloads the voicemail into a .wav file and stores it on the phone for the user. Users don't have to dial feature codes and go to the BroadSoft server to listen to their voice mails. Also, users can pause/resume their voicemail message at any time they want.

Note: Currently, this feature works with Broadsoft server.

Shared Call Appearance (SCA)

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 phone supports shared call appearance according to the Broadsoft standard. This feature allows members of the SCA group to share SIP lines and provides status monitoring (idle, active, progressing, hold) of the shared line. When there is an incoming call designated for the SCA group, all the members of the group will be notified of an incoming call and will be able to answer the call from the phone with the SCA extension registered.

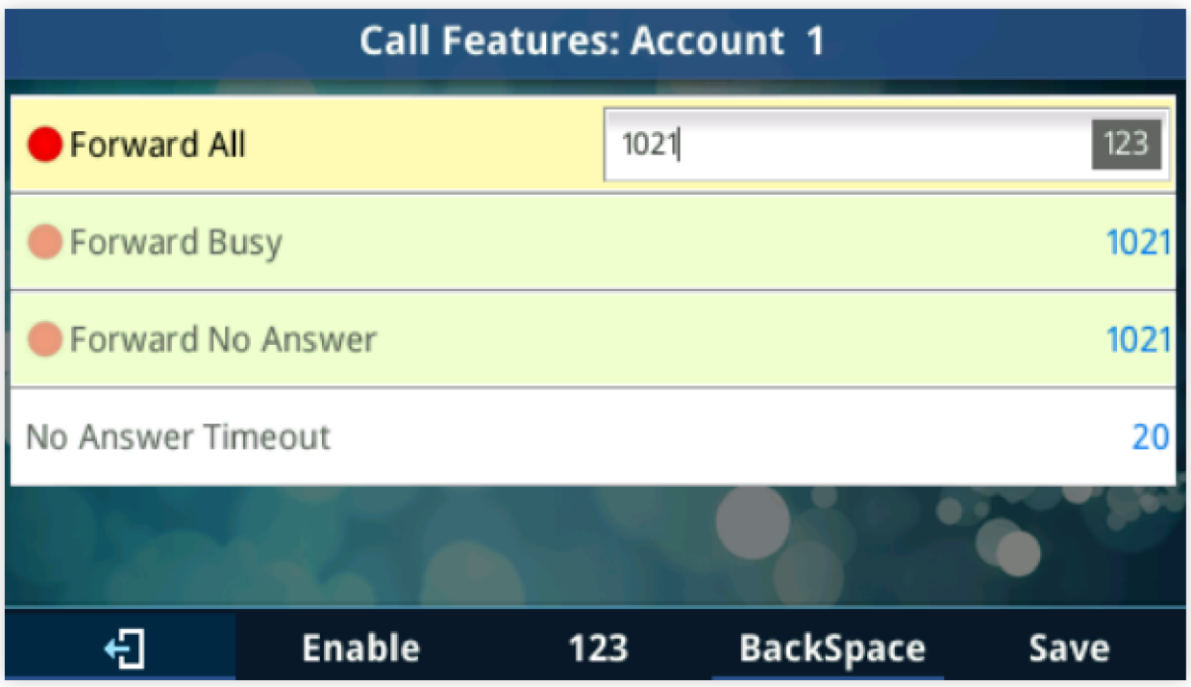
All the users that belong to the same SCA group will be notified by visual indicator when a user seizes the line and places an outgoing call, and all the users of this group will not be able to seize the line until the line goes back to an idle state or when the call is placed on hold (except for when multiple call appearances are enabled on the server side).

In the middle of the conversation, there are two types of holds: Public Hold and Private Hold. When a member of the group places the call on public hold, the other users of the SCA group will be notified of this by the red-flashing button, and they will be able to resume the call from their phone by pressing the line button. However, if this call is placed on private hold, no other member of the SCA group will be able to resume that call.

To enable shared call appearance, the user would need to register the shared line account on the phone. In addition, they would need to navigate to "Settings → Programmable Keys" on the web UI and set the line key mode as "Shared Line". If the user requires more shared call appearances, the user can configure multiple line buttons to be "shared line" buttons associated with the account.

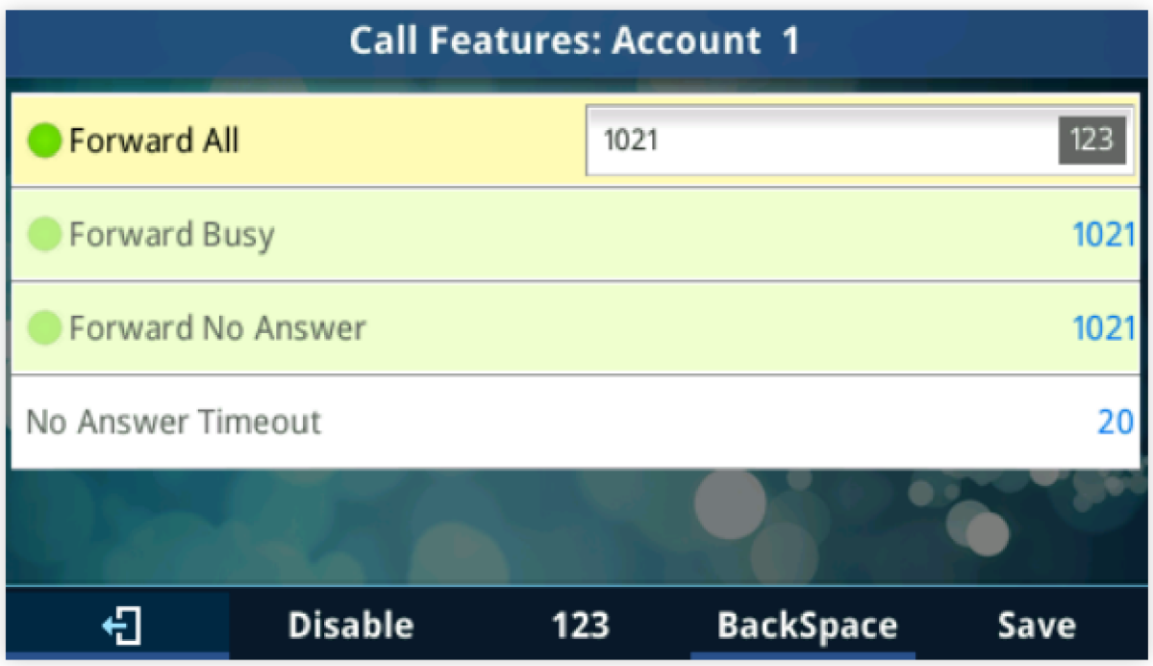
Call Forwarding Rules Enhancement

- Users can access their call forwarding from the phone without erasing the configured numbers. On the phone, you can access through "**Menu→phone→Call Features→Account X**". When disabled, the LCD screen will look like the following figure.



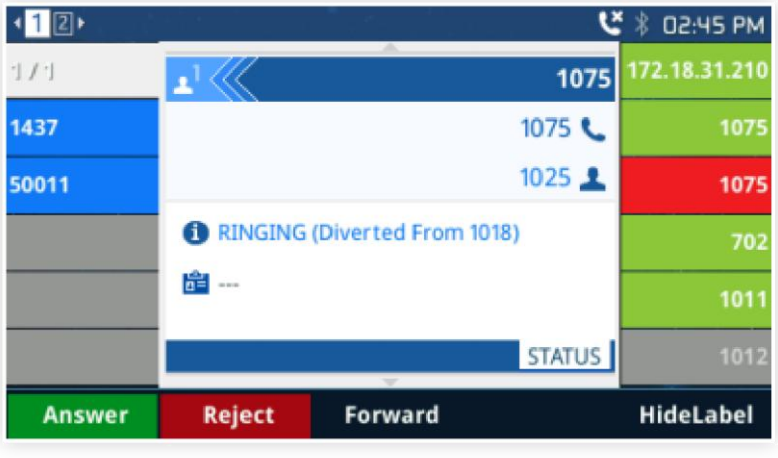
Disabled Call Forward

When the feature is enabled, the phone's LCD screen will show the following figure.



Enable Call Forward

- When forwarding a call, the recipient will display a "diverted from" message if the option "Enable diversion information display" is set to "Yes", which can be found under web **GUI** → **Settings** → Call Features. If the user selects No, when the phone receives a forwarded call, the phone will not display the "diverted from" message. "Diverted From" message:



Enable diversion information

- A Call Forward using BLF can also be performed by pressing the BLF key set on VPK or MPK as a forward destination. You only need to subscribe to a valid BLF and press the Forward Key, then the BLF key to perform the call forward.

Note:

Users can monitor the Call Forward status by enabling "Call Forward Status Indicator" on the GXP21xx web UI under **Settings→Preferences→LED Control**. If call forwarding is enabled, the line LED will switch to red. If call forwarding is disabled, the line LED will turn green.

Missed Calls Indication

When users miss a call, the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 will show the notification on the LCD screen as shown below.



Missed Calls

Note: Users can set the phone to turn off the LCD backlight while having a missed call. This option can be found under device web UI → Settings → Preferences → LCD Display → disable missed call backlight. If users want to have a missed call notification, select yes, bug flash MWI LED, so when a missed call exists, MWI will not be deemed.

LCD Banner

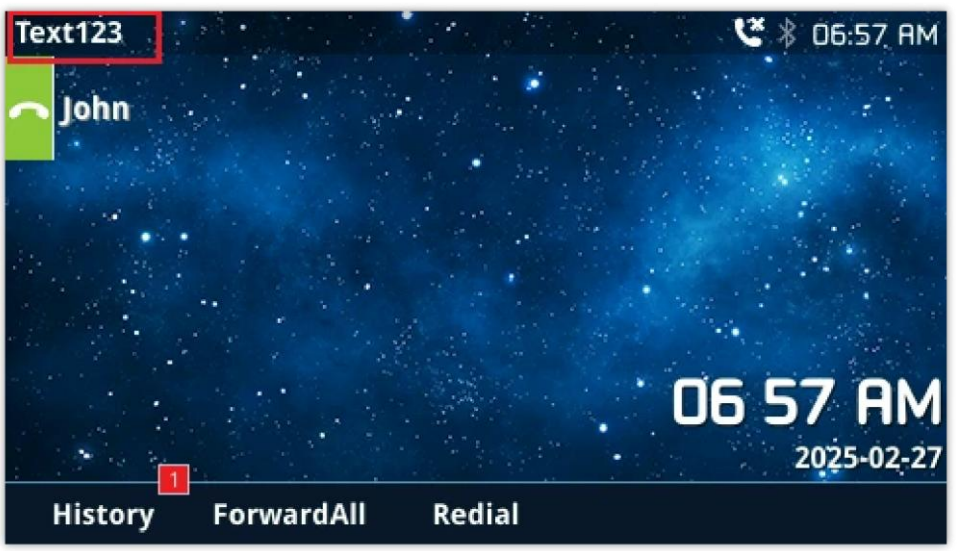
The GXP21xx series supports a configurable station name label, allowing users to customize the display name shown on the LCD screen banner. This feature is useful for identifying the phone's user or specific information in a multi-device environment.

By default, the LCD banner will show the display name of the preferred account/first available account.



LCD Banner with Preferred Account

To configure a customized station name label, navigate to **Settings → General Settings → Customized Station Label** in the web UI.



Customized Station Label

Dial Plan

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 supports alphanumeric characters in dial plan. Two cases can be set to handle alphanumeric characters in the dial plan.

- Capital X can be used to represent digits from 0-9, and letters a-z / A-Z.

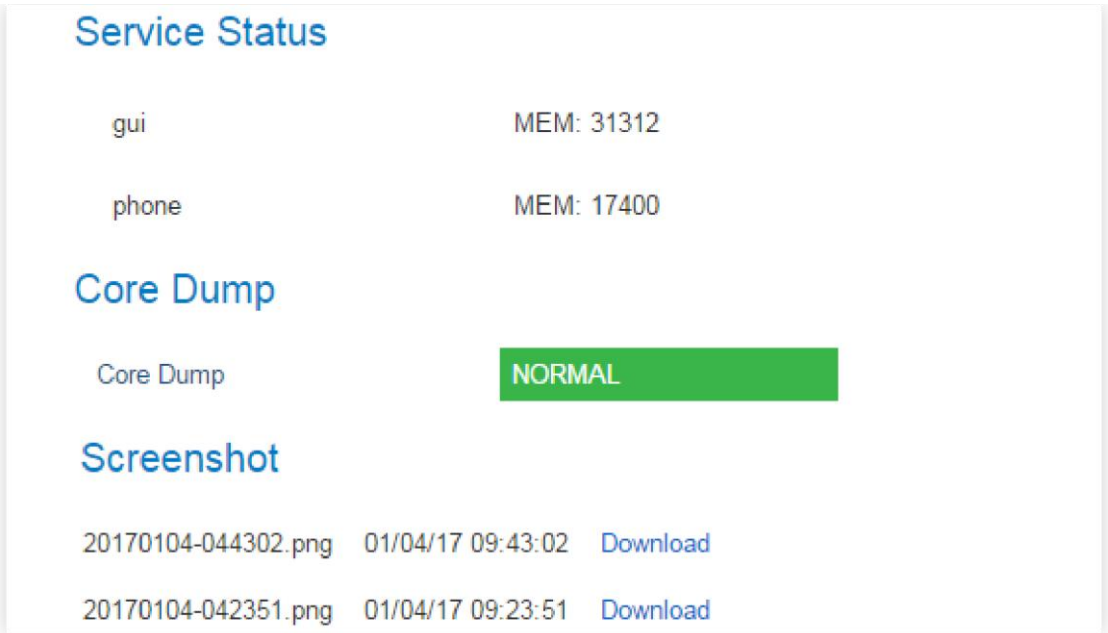
For instance, if the following pattern is set on the dial plan {X123}, this means that any string that starts with a letter/digit followed by 123 will pass the dial plan check (F123, a123, 5123).

- "\" character can be used to indicate a specific letter.

For instance, if users want to allow only one alphanumeric character, the dial plan should be as follows:
{\t\e\s\t}, when users dial "test", it will pass the dial plan check.

Screenshots

Users can take screenshots of the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 phones by holding the key HOLD and then pressing the MENU key. The output will be shown on the phone web GUI under "Status → System Info" as shown in the figure below.



Screenshots

Users need to click on “Download” to view the screenshot

Call Features

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 supports traditional and advanced telephony features, including caller ID, caller ID with caller Name, call forward, etc.

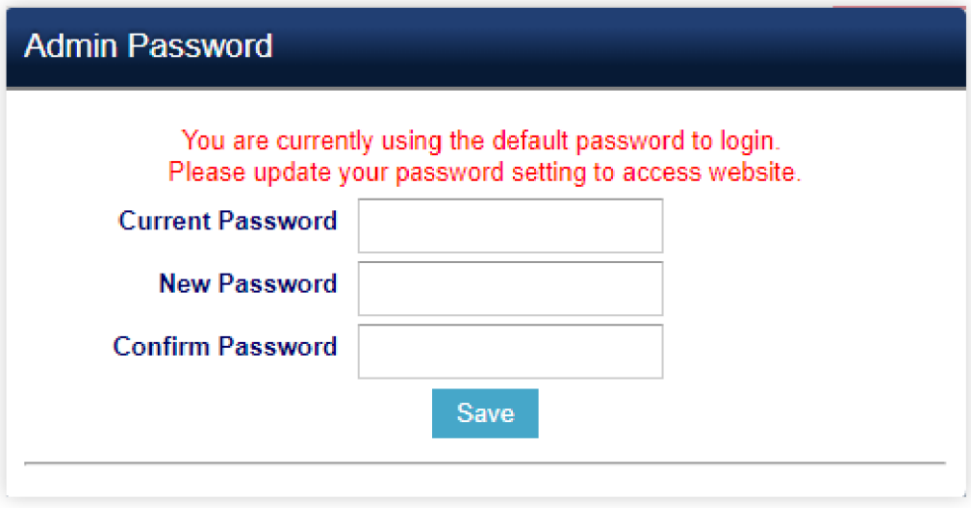
	Block Caller ID (for all subsequent calls)
***30**	• Off hook the phone; • Dial *30.
	Send Caller ID (for all subsequent calls)
***31**	• Off hook the phone; • Dial *31.
	Disable Call Waiting
***50**	• Off hook the phone; • Dial *50.
	Enable Call Waiting
***51**	• Off hook the phone; • Dial *51.

***67**	**Call with Caller ID Blocked** (per call) • Off hook the phone; • Dial *67 and then enter the number to dial out.
***82**	**Call with Caller ID Enabled** (per call) • Off hook the phone; • Dial *82 and then enter the number to dial out.
***70**	**Call with Call Waiting Disable** (per call) • Off hook the phone; • Dial *70 and then enter the number to dial out.
***71**	**Call with Call Waiting Enabled** (per call) • Off hook the phone; • Dial *71 and then enter the number to dial out.
***72**	**Unconditional Call Forward**. To set up unconditional call forward: • Off hook the phone; • Dial *72 and then enter the number to forward the call; • Press OK softkey or SEND key.
***73**	**Cancel Unconditional Call Forward**. To cancel the unconditional call forward: • Off hook the phone; • Dial *73; • Hang up the call.

***90**	**Busy Call Forward**. To set up busy call forward: • Off hook the phone; • Dial *90 and then enter the number to forward the call; • Press OK softkey or SEND key.
***91**	**Cancel Busy Call Forward**. To cancel the busy call forward: • Off hook the phone; • Dial *91; • Hang up the call.
***92**	**Delayed Call Forward**. To set up delayed call forward: • Off hook the phone; • Dial *92 and then enter the number to forward the call; • Press OK softkey or SEND key.
***93**	**Cancel Delayed Call Forward**. To cancel the delayed call forward: • Off hook the phone; • Dial *93; • Hang up the call.

Changing Default Password on First Boot

When accessing the GXP2130/2140/2160/2170/2135 for the first time or after a factory reset, users will be asked to change the default administrator password before accessing the GXP21xx Web interface. The new password field is case sensitive with a maximum length of 25 characters. Using a strong password including letters, digits, and special characters is recommended for better security.



Change Password on first boot

Diagnosis

Users could access the factory functions menu to diagnose the phone's hardware/software. To do so, please access to LDC menu under "**System → Factory Functions**" or use the shortcut by pressing at the same time the Hold Key and the Up-arrow key.

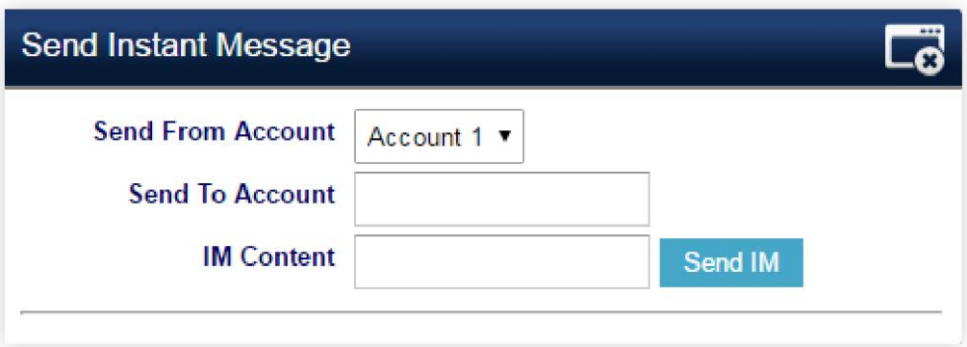


Factory Functions

These tools can be used to check the hardware and software status of the phone, like verifying the LED, keypad buttons, LCD, and certificate verification, etc.

Instant Messages

The GXP2130/2140/2160/2170/2135 allows users to send instant messages not only through the phone but also from the Web GUI. This can be done by clicking on the top left of the web GUI. The following figure shows up to send messages to the specified number.



Send Instant Message

Note: Users can choose either to get a pop-up window on their LCD or not when receiving an instant message by enabling/disabling the "ENABLE IM POPUP" option from the Web-UI → Settings → Call Features → Enable IM Popup.

Configuring Eventlist BLF

Grandstream GXP2130/2140/2160/2170/2135 Enterprise IP Phones support both Grandstream UCM Busy Lamp Field and Event List BLF features and allow end users, such as attendants, to monitor the call status of users in the list. GXP2130/2140/2160/2170/2135 supports this feature by sending out the subscription request to the UCM and changing the indicator status of the Line keys, MPKs, or virtual MPKs that are associated with the monitored users.
Additionally, the phone is also able to display the original caller's call ID and to pick up the calls to the monitored extensions by using a pre-defined feature code called BLF- Call-pickup Prefix.

For more details on the Eventlist BLF configuration guide, please refer to:

https://documentation.grandstream.com/knowledge-base/how-to-configure-eventlist-blf/

CONNECTING TO DEVICES

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 supports the EHS headset (Plantronics). GXP2140/2160 /GXP2170 is also capable of connecting to USB and Bluetooth devices.

EHS Headset

The GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 supports normal RJ11 headset and Plantronics EHS headset. To use Plantronics EHS headset, go to the GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 web GUI→**Settings→Audio Control**: Headset Type. Select "Plantronics EHS" and reboot the phone to take effect.

1. Connect EHS Headset (Plantronics) to GXP2130/GXP2140/GXP2160/GXP2170/GXP2135. Insert headset connector into the RJ11 headset port on the back of GXP2130/GXP2140/GXP2160/GXP2170/GXP2135.
2. To use headset mode, press headset button on the GXP2130 / GXP2140 / GXP2160 / GXP2170/GXP2135. A headset icon

   will show on the GXP2130 / GXP2140 / GXP2160 / GXP2170 / GXP2135 status bar.

Bluetooth

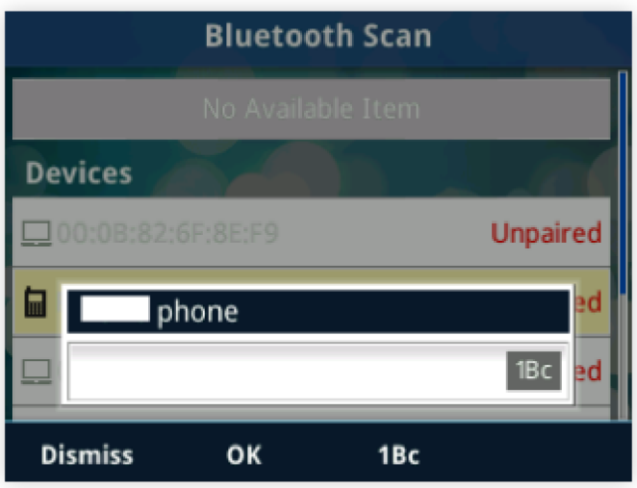
Bluetooth is a proprietary, open wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks with high levels of security. GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135 supports Bluetooth. On GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135, users could connect to cellphones (supporting Bluetooth) via hands-free mode or use a Bluetooth headset for making calls.

To connect to a Bluetooth device, turn on GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135's Bluetooth radio first. The first time when use a new Bluetooth device with the GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135, "pair the device with the phone so that both devices know how to connect securely to each other. After that, users could simply connect to a paired device. Turn off Bluetooth if it is not used.

Bluetooth-related settings are under GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135's LCD **Menu → System → Bluetooth.**

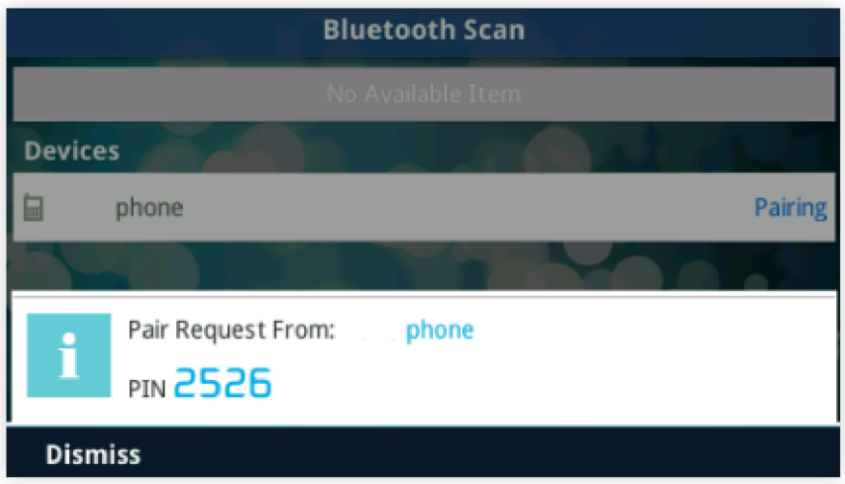
Two ways of pairing a device to the GXP2130v2/GXP2140/GXP2160/GXP2170/GXP2135 exist.

- If the phone sends out the pairing PIN, the user will need to enter this code using the keypad on the phone.



Entering PIN Code

- If the phone generated the pairing PIN, it will be displayed on the LCD. The users need to input this PIN on the Bluetooth device to finish pairing.



Entering PIN Code 2

GXP2130v1 does not support Bluetooth; only GXP2130v2 supports Bluetooth on the phone. You could differentiate by P/N as well as by FCC ID.

For more details on Bluetooth features, please refer to:

https://documentation.grandstream.com/knowledge-base/how-to-use-bluetooth-functionality/

USB Connection (GXP2140/GXP2160/GXP2170 Only)

GXP2140/GXP2160/GXP2170 is capable of connecting to a USB drive for importing wallpaper files and saving packet capture files. The basic and advanced features of the wallpaper application and packet capture are described in "GXP2130/GXP2140/GXP2160/GXP2170/GXP2135 Administration Guide".

Starting from firmware version 1.0.11.35, the following GXP phone models, GXP2140/GXP2160/GXP2170, added USB headset support. For more details, please refer to our official Headset Compatibility list Guide here:
https://www.grandstream.com/sites/default/files/Resources/gxp21xx_17xx_headsetcompatibility.pdf

Please visit https://www.grandstream.com/support to download the latest GXP2130 / GXP2140 / GXP2160 / GXP2170/GXP2135 Administration Guide".

CONNECTING GXP21XX TO GDS371x DOOR SYSTEM

The GXP21xx offers a powerful integration with the GDS371x Door System and allows users to remotely open the door, initiate a call to the GDS371x, and get a real-time audio/video stream.

The GXP21xx can be connected with the GDS371x in two different ways, either using peering mode (without a SIP server) or through a SIP server.



GDS371x Video Stream and Open Door Softkey

Note

GDS open door button can be displayed in idle state.

For more details, refer to:

https://documentation.grandstream.com/knowledge-base/connecting-gds37xx-with-gxp-phones/

RESTORE FACTORY DEFAULT SETTINGS

> Restoring the Factory Default Settings will delete all configuration information on the phone. Please back up or print all the settings before you restore to the factory default settings. Grandstream is not responsible for restoring lost parameters and cannot connect your device to your VoIP service provider.

There are two methods to perform a factory reset on the GXP21XX IP phone series, which are described below.

Restore to factory using hard keys

To perform a hard reset of the phone using the keypad buttons, please follow the steps below:

1. Power cycle the phone.
2. Wait till you see "booting".

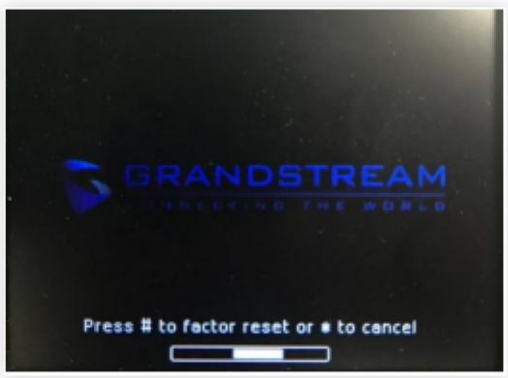
3. When the phone is “booting”, press KEY 1 + Key 9 immediately and hold it until the LCD factory reset message or if a password is required.

4. If it is required, enter the correct admin password to factory reset.

> The admin password will not be required to perform factory reset when the option “Configuration via Keypad menu” under web UI → Maintenance → Security is set to “Unrestricted”, otherwise if it’s set to “Basic Settings Only”, or “Constraint Mode”, or “Locked Mode”, the admin password will be requested. If the password input is correct, the phone will perform a factory reset; if not, the phone will reboot without a factory reset.

5. Factory reset is complete.

> When users try to factory reset from the keypad while booting, the phone will prompt confirmation information to make sure the action (Press # to Factory Reset or * to cancel). This will prevent people from accidentally resetting the phone.



Confirmation for Factory Reset

Restore to factory using the LCD menu

Please follow the instructions below to reset the phone:

1. Press the MENU button to bring up the keypad configuration menu.
2. Select “System” and enter.
3. Select “Operations – Factory Reset”.
4. A warning window will pop out to make sure a reset is requested and confirmed.
5. Press the “Yes” Softkey to confirm, and the phone will reboot. To cancel the Reset, press “No” Softkey instead.

CHANGE LOG

This section documents significant changes from previous versions of user manuals for GXP2130/GXP2140/GXP2160/GXP2170/GXP2135. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Firmware version 1.0.11.103

- No major change.

Firmware version 1.0.11.98

- Added Support to display the security firmware version on the LCD. [System Information]

Firmware version 1.0.11.93

- Added Support to get DND status via the CTI function. [Do Not Disturb]
- Added support for the Push-To-Talk feature. [Push-To-Talk]
- Added support for a configurable station name label. [Customized Station Label]
- Add Support for a banner on the LCD screen to show the preferred account/first available account’s display name. [LCD Banner]
- Added support for the Call Forward status LED indicator. [Call Forward Status Indicator]
- Updated “Default” to “Line” mode on web UI and LCD. [Virtual Multi-Purpose Keys]
- Added support for adding hostname in contact book [Making Calls Using Hostname/SIP URI]

- Added Support for the API to obtain voicemail status. [Voice Messages (Message Waiting Indicator)]

Firmware version 1.0.11.85

- No major changes.

Firmware version 1.0.11.84

- Disabled User Web Access by default. [Configuration via Web Browser]

Firmware version 1.0.11.79

- Added Support to display or hide the clock and weather widget on the LCD. [Date and time]
- Added Support for the GDS open door button in the idle state. [GDS OPENDOOR]

Firmware version 1.0.11.74

- No Major changes.

Firmware version 1.0.11.71

- Added Support to show “Description” for Voicemail VPK. [voicemail vpk]

Firmware version 1.0.11.64

- Removed Weather service.

Firmware version 1.0.11.57

- No major changes.

Firmware version 1.0.11.56

- Added Support to configure two passwords for the same GDS “System Number” and display both“Open Door “softkeys on the device LCD. [Connecting GXP21xx with GDS]

Firmware version 1.0.11.48

- No major changes

Firmware version 1.0.11.39

- No major changes

Firmware version 1.0.11.35

- Added USB headset support for GXP2140/GXP2160/GXP2170. [USB Connection (GXP2140/GXP2160/GXP2170 Only)]
- Added Support to display the string entered in the “System Identification” field when communicating with GDS. [CONNECTING GXP21XX TO GDS371x DOOR SYSTEM]

Firmware version 1.0.11.16

- No major changes

Firmware version 1.0.11.10

- No major changes.

Firmware Version 1.0.11.6

- No major changes.

Firmware Version 1.0.11.3

- No major changes.

Firmware Version 1.0.11.2

- Added Support to accept P-value in string format for MPKs, Extension board, and softkey mode configuration [Mode String]
- Added Support for the Ukrainian language. [Technical Specifications]

Firmware Version 1.0.9.135

- No major changes.

Firmware Version 1.0.9.132

- No major changes.

Firmware Version 1.0.9.127

- Added the Ability to press the BLF key as a forward destination [Call Forwarding Rules Enhancement]

Firmware Version 1.0.9.121

- Added support to disable/enable ringtone on headset [Receiving Calls]
- Added support to show both call session timer and hold duration timer on LCD during call hold [Call Waiting/Call Hold]
- Added support to set only the same account in conference [Only Same Account in Conference]
- Added support to turn off LCD even if there is a missed call notification and flash MWI LED [Missed Calls Indication]
- Added support to park call real number [Virtual Multi-Purpose Keys]
- Added option to disable incoming call popup [Receiving Calls]
- Added support of exact match lookup method for LDAP search [Exact Match Search in LDAP]
- Added support to display or hide Diversion info [forwarding a call]
- Removed subscription then changing subscribe information [Virtual Multi-Purpose Keys]

Firmware Version 1.0.9.108

- No major changes.

Firmware Version 1.0.9.102

- Updated Korean LCD and web UI display translations. [Korean]

Firmware Version 1.0.9.96

- Added more characters for password input from the LCD
- Added support for Group Listening softkey [Group Listening]
- Added FTP support for provisioning and firmware upgrade [FTP/FTPS]
- Added Catalan Language support [Technical Specifications]
- Added option to enable/disable instant messages on LCD screen [Enable IM Popup]
- Added support to see how long a call has been on hold from the phone LCD [Call hold duration]
- Supported Mute function during dialing outgoing call phase [mute the call at dialing]
- Added login window to access Broadsoft XSI directory if set as login credential when the credential is empty, or login failed [Broadsoft Login Window]

Firmware Version 1.0.9.71

- No major changes.

Firmware Version 1.0.9.69

- No major changes.

Firmware Version 1.0.9.63

- Added support for Password change upon initial login [Changing Default Password on First Boot]
- Added test strength of admin/user password [Test Password Strength]
- Added the Authentication section in the LCD menu [Authentication]
- Added confirmation for factory reset from the Keypad while booting [Confirmation for Factory Reset]
- Added support for display of Active VPK page [Active VPK Page]

Firmware Version 1.0.9.32

- No major changes.

Firmware Version 1.0.9.26

- No major changes.

Firmware Version 1.0.9.25

- Added support for hard keys reset [Restore to factory using hard keys]
- Added Shortcut HOLD+UP to the factory functions page [Diagnosis]
- Added exact search mode for contacts lookup in phonebook [Search a String with Exact Matching mode]
- Added virtual voicemail feature for BroadSoft [Virtual Voice Mail]
- Added support for error message popup [Error Message Indicator]
- Added the ability to display the original caller's ID for BLF call pick-up calls. If the user performs a BLF pickup, the phone will display the original caller's call ID instead of the extension's call ID [BLF- Call-pickup]
- Added "NewCall" softkey when on hold in Account Mode so that users do not need to go back to the call to access NewCall softkey ["NewCall" softkey]

Firmware Version 1.0.8.53

- No major changes

Firmware Version 1.0.8.50

- No major changes

Firmware Version 1.0.8.49

- Added ability to search a string in any position using Quick search [Search a String using Quick Search]
- Added Date in the top panel on the phone LCD Screen [Date and Time]
- Added option to sort Broadsoft phonebook by Last/First Name [Sort Broadsoft Phonebook by Last/First Name]
- Added show GDS Open Door softkey as long as the remote number matches [CONNECTING GXP21XX TO GDS3710 DOOR SYSTEM]

Firmware Version 1.0.8.47

- No major changes

Firmware Version 1.0.8.46

- Added support for disabling predictive dial feature [Predictive Dialing]
- Added support for the missing call indication popup window [Missed Calls Indication]
- Added the ability to hide the picture icon on all screens if not set [Hide Profile Picture]
- Added softkey to show/hide VPK label in call screen [Show/Hide Label Support]
- Improved the layout for smaller LCD phones' call screen [Call Screen Improvement]
- Improved attended transfer feature [Call Transfer]
- Added VPK paging support inside the call screen [VPK Paging Support inside Call Screen]

- Added support for Up/Down line switching when the call screen is under active/overview state [Line Switching in Call Screen]
- Added transfer destination should display who the call was referred by [Call Transfer]
- Enhance Instant Message List page display to match the rest of the menu pages [Instant Messages]
- Added LINE key mode support, coexisting with legacy mode [Line Key Mode Support]
- Added Attended Transfer softkey (AttTrnf) when Blind Transfer is processed [Call Transfer]
- Added ability to take screenshots from the phone [Screenshots]
- Added DND Authorized Number (Whitelist) & Blacklist and other enhancements [Do Not Disturb]
- Improve Bluetooth handsfree device connecting process [Bluetooth]
- Added ability to filter characters from dialed numbers [Filter Characters from Dialed Numbers]
- Added ability to enable/disable local call forwarding rules without erasing configured numbers [Call Forwarding Rules Enhancement]

Firmware Version 1.0.7.97

- Added support for more keys (* and #) as send keys. [Completing Calls]
- Added the ability to choose the dialing account to dial a contact from the local phonebook. [Completing Calls]
- Added the ability to use MPK to trigger a conference [Virtual Multi-Purpose Keys].
- Added the ability to display mobile and home numbers when searching in the local phonebook.
- Added option to enable Plantronics EHS headset ringtone [EHS Headset].

Firmware Version 1.0.7.81

- Added target softkey for dialing status [Call Transfer].
- Added target selection for transfer and conference in the call screen [Call Transfer].
- Added: Transfer destination should display who the call was referred by.
- Added support to accept P-value in string format for VPK mode configuration XML [P-Value for VPK Mode in String Format].
- Added predictive dialing using call history entries [Predictive Dialing from Call History].
- Added more numbers per contact and “Company”,” Title,”” Job” Field on the Phonebook [Multiple Numbers and Other Info for One Contact in Phonebook].
- Added Capability to allow the DIAL softkey to dial the selected predictive dialing number under dialing state.
- Added pre-Dialing search to include Broadsoft directories [Predictive Dialing Search including Broadsoft Directories].
- Added search feature on Broadsoft directories [Exact Match Search in LDAP].

Firmware Version 1.0.7.25

- Added support to stop the Screensaver when VPK is active.
- Improve Auto-provision for Vonage server.
- Change default Dial Plan to { x+ | \+x+ | *x+ | *xx*x+ }.
- Added Conference CEI to support the UCM conference change.
- Added support to display status detail on the LCD screen when Ethernet is not connected, the account is not registered, or configured.

Firmware Version 1.0.7.15

- Added support for Virtual Multi-Purpose Keys.
- Changed the default provisioning protocol to HTTPS.
- Added support for iLBC and G723.
- Added support to show programmable keys’ status on the web UI.
- Added Blind and Attended Transfer softkey options.

Firmware Version 1.0.6.9

- For GXP2135 only.

Firmware Version 1.0.6.2

- For GXP2170 only.

Firmware Version 1.0.1.19

- Added GXP2130.

Firmware Version 1.0.0.17

- This is the initial version for GXP2140/GXP2160.