



Grandstream GXP1600 series

User Guide

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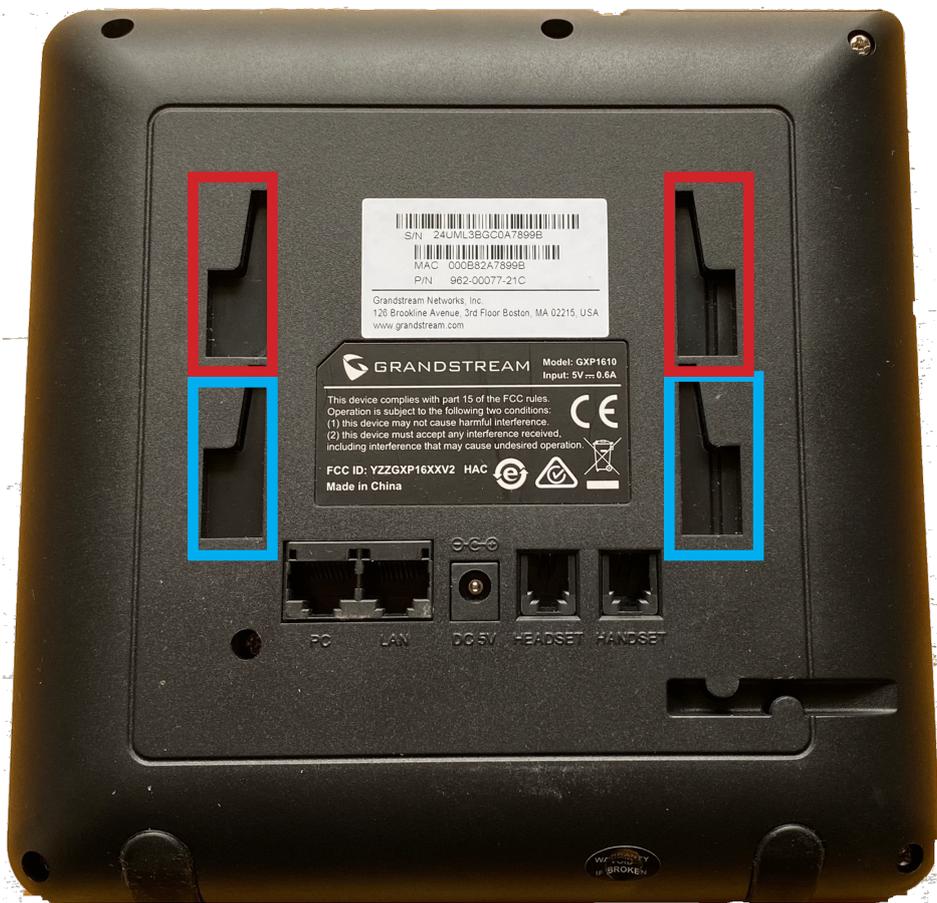
Connecting your new handset

When your phone arrives, please make sure that everything listed below is included.

GXP 1600 phone	In the box
Base unit	
Receiver	
Curly Cord	
Power Adaptor	
Ethernet Cable	
Base Stand	
Grandstream Quick Start Guide	

If anything is missing, email customerservices@vivivoip.co.uk who will look into this..

Firstly, insert the stand into the highlighted slots on the back of the phone. You can have the stand two different ways. Either slide the hooks into the slots highlighted in red, or for a more upright position, insert them in the slots highlighted in blue. Once you've inserted the stand, slide it up to lock it in place.



Now you need to connect the Ethernet cable from your Router/Switch to the LAN port on the back of the phone, highlighted in red below. If you are limited on network ports, and need a connection for your computer, then you connect an ethernet cable from the PC port of the phone to your PC. The phone will then pass it's connection through to your computer.



Next, connect the receiver to the red highlighted handset port. If you are connecting a headset then use the port highlighted blue. The receiver and headsets ports use the same connector, so make sure you use the correct ports otherwise they won't work.



Once the receiver is connected you can power up your new handset. Insert the power cable into the base unit and plug it in. The handset will power up and show a loading screen on the display



Getting to know your new handset

Below is the keypad layout of your new Grandstream GXP1450. There are four different versions of this phone. Below is the layout of the GXP 1610/1615/1620/1625 and on the next page is the layout for the 1628 and 1630. Page 9 will show you what each key does on the handset

The Grandstream GXP1610/1615/1620/1625 layout



The Grandstream GXP1628/1630 layout



Please note that the 1628 and 1630 only differ in the number of BLF keys they have. Go to page 20 to see how to set up the BLF keys on the phone.

What do the keypad buttons do

Key Button	What it does
0 - 9, * & #	Standard phone keypad, You can use # to start a call after dialling a number.
Line Keys	2 Line keys with LED lights can be configured with your SIP accounts
	Places the active call on hold
	Transfer an active call to another number/handset
	Press CONF to initiate a conference call
	Check your Voicemail (if message waiting indicator is flashing)
	Access the saved phone book
	Increase or decrease the volume on an active call either on a receiver/speaker phone/headset, or the ring volume when not on a call
	If using a headset press this key to answer or hang up calls. This also allows the user to toggle between using a headset and the speaker.
	Mute the active call
	Enable/Disable hands-free speaker
	Enable/Disable receiver mode - this mode can be used to dial
	<p>When you are not in active call press on the Menu/OK button to access the menu.</p> <p>Press the UP/DOWN key to scroll through the options. Press the LEFT key to go back to the previous menu</p> <p>When phone is idle, you can use the Navigation keypad to access missed calls, dialled calls and answered calls:</p> <p>Press the UP key to view missed calls Press Down to view Dialed calls Press RIGHT to view answered calls</p>
	To enable/disable call recording during an active call - This feature is not available with our service
	Page/Intercom feature - This feature is not available with our service

Handset, Speakerphone and Headset mode

The Grandstream GXP 16xx series has the ability to make/receive calls via handset, speakerphone or headset mode. When on a call, you can switch from using the receiver to speakerphone by pressing the speaker button. If you are using the speaker already, press the button again with the receiver off the hook to switch back to using the receiver.

Sip Accounts and Lines

Your new Grandstream phone will have 2/3 active lines.

If you have a 1620/1625/1628 or 1630, you can press the relevant line key before making a call to specify which line you would like to make the call from.

If you have accounts on multiple lines, when an inbound call comes through the line that is ringing will flash red. When you answer the call, the line will then turn solid red. Any other lines will remain open for you to start another call or begin a transfer.

The LCD display

Your new Grandstream phone has a few icons that you may want to familiarise yourself with, as well as a few menus that may help you if you need to redial or access other features.

LCD Buttons	Definition
Date and Time	This will show the date and time when the phone is Idle
Name	On the left hand side you'll the name of your extension/handset
Network/Phone Status	The network status will show if the handsets internet connection is down or has an issue. Missed calls will also show here.
Status Bar	This will show the status of the phone. Look at LCD Icons table to identify the issue with your handset

LCD Buttons	Definition
Soft keys when phone is Idle	<p>The soft keys on the bottom will change if the phone is on a call or idle, Some of the menus you will be able to choose from include:</p> <p>Forward All - This makes all calls that come to your handset be forwarded to another number or handset</p> <p>Missed Call - If you get a missed call on your handset, this will show the details of the call and allow you to call back</p> <p>NextSCR - This will display the IP address of the handset</p> <p>Redial - the previously dialled number</p>
Soft keys when on a call	<p><i>Please note the soft keys are context sensitive and will change if you are on a call</i></p> <p>Redial - the previously dialled number</p> <p>Dial - Dials the number you've entered or selected.</p> <p>Answer - Answers the inbound call when phone is ringing</p> <p>Reject - If the phone is ringing, it will reject the call and send it to voicemail or other members of the call group.</p> <p>End Call - Ends the active call</p> <p>Transfer - Pressing the TRAN button and dial a number or extension. Then press the key again to do a blind transfer.</p>

On the next page are the LCD icons that may appear on your phone,

LCD Icon	Definition
	DND - 'Do Not Disturb' is enabled and no calls will come to your handset
	Call Forward - All calls that come to your handset be forwarded to another number or handset
	Handset Status - If you answer a call with the handset, this icon will show on the right hand side of the screen. If the phone is idle this icon will show if the receiver is off the hook
	Headset Status - If you answer a call with a headset, this icon will show on the right hand side of the screen. If the phone is idle this icon will show if the headset is off the hook
	Network Status - If your phone is connected to your network, this icon will be solid. If it's hollow, there is a problem with your network, which could include your internet connection being down, or the phone not being connected to the router.
	Speaker Status - If you dial a number and press the speaker, this icon will show on the right hand side.
	Missed Call - You've had a missed call. Press the soft key to see who called you.
	Mute - if you press the mute button on the phone, the mute icon will show. This will only work when you are on a call.

Turn over the page to see how to make calls with your new handset.

How to make calls with your new handset

To dial from your new handset



First pick up the receiver by taking off the hook.

If you are using a headset then please press the headset icon or if you want to use the speaker then press the speaker button.



Once the receiver/headset/speaker is picked up the first line will go active - If you need to dial from the second VOIP account then press the second line button below



Dial the number and then press the send key or dial key to start the call.

To redial a number



First pick up the receiver



Press the redial softkey and the number or extension you last dialed will start to ring.

To call a number from call history



To view your call history please press the Menu/OK button



Scroll to Call History using the arrow keys.

Then go to either 'Received calls', 'Missed Calls' or 'Dialled Calls' using the arrow keys.

You can scroll through this list and press OK to select one of the call records.

Press OK again to redial that number

Calling from the phone book



To call a number from the phone book you need to access it one of three ways

1) Press the phone book button

2) Press the menu/OK button highlighted in red and scroll down to “Phone book”. Then press the menu button again

Once you have accessed the phone book, scroll up or down to find the number you are looking for. Press the OK button to select the number, then press OK again to call the selected number.

How to answer calls with your new handset

When a call comes in to your phone



The LCD display will display the number or extension on the screen, To answer a call you need to take handset off the hook to answer the caller



Or you can answer calls by pressing the speaker button and then the line button to answer a call

Multiple Incoming Calls



If you are already on a call and another call comes through, then your phone will play a beeping tone to inform you that you have a call waiting.

Press the flashing line key to switch to and answer the new call. The original call you were on will now be placed on hold.

You can press the first line key to swap back to the original call.

Putting the phone on DND mode



To enable DND (do not disturb) mode, follow these steps;

Press the menu/OK button highlighted in red and then using the arrow keys, go to Preference and select “Do Not Disturb”. Press the OK button to either enable or disable DND mode.



If the DND feature is enabled then you will see this icon on your screen and any calls that come to you won't ring, and instead be sent to your voicemail or other extensions in the call group.

Phone function during a call

Call Waiting / Call Hold



Hold - To put the active caller on hold you would need to press the HOLD key highlighted in blue to put the line on hold



Resume - When you put somebody on hold the line key will flash green, when you are ready to resume the call press the flashing line key to resume the call.



Multiple Calls - If another call comes in the second line key highlighted in red will flash green, If you click on that second line it will put line one active caller on hold and you will be able to talk to second line caller

To resume the line 1 caller press on Line Key one that is flashing on the phone to resume the call.

How to mute the microphone



To mute the microphone during the active call you need to press the Mute key which the button is highlighted in orange.

When you press that the caller will not hear you from the microphone to unmute press the button again

This will not put the caller on hold and only would mute the caller please see Call Waiting/Call Hold to see how to hold the active caller during a call.

To transfer a caller



Blind - To transfer the caller to another extension without speaking to the other person press the Transfer Key highlighted in blue and then press the Transfer Key again to send the caller to that destination



Attend - To transfer the caller to another extension or number and speak to the other person first before transferring the caller you need to press the active line key to put the call on hold. Click on the second Line key which is not in use and dial the extension/number and wait for the person to speak to you.

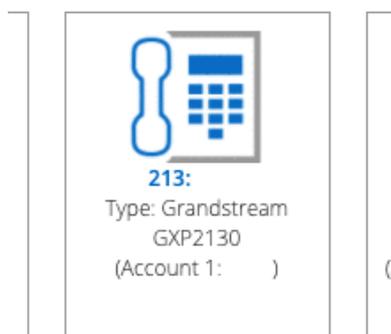
If they are happy to be passed through then press the Transfer Key and then the line key that is on hold to transfer the call.

How to setup BLF on your phone

Only for 1628/1630



To setup the Busy Lights on your phone, go to the VIVI portal and select Speed Dial



Choose the extension you would like to set up the busy lights for

	Name	Number
Key 1	<input type="text" value="Sales"/>	<input type="text" value="207"/>
Key 2	<input type="text" value="Joe"/>	<input type="text" value="201"/>
Key 3	<input type="text"/>	<input type="text"/>
Key 4	<input type="text"/>	<input type="text"/>

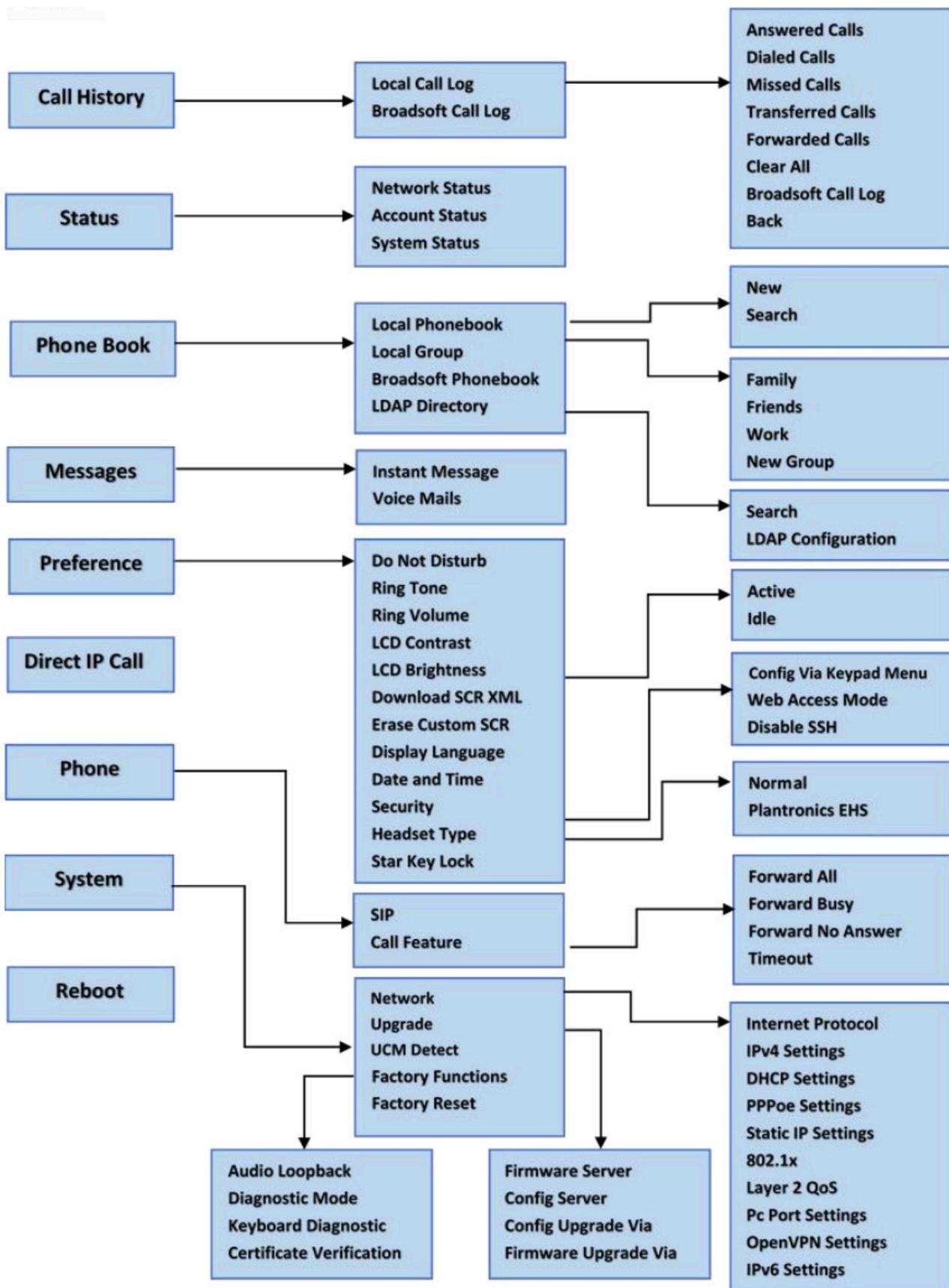
Here you can add a name and number. Click in the number box to see a list of your extensions to choose from. You can also enter an external number here to use as a speed dial. Click save when you're done.



You then need to reboot the phone. Once this is done, the busy lights should appear.

The Phone menu system

Below is a guide to the phone's menu. You can access this by pressing the Menu key on the phone.



The Phone menu system - Keypad Configuration Menu

Item	Description
Call History	Displays all dialled, answered, missed, and forwarded calls
Status	<p>Show information on the phone's network connection, account status, and hardware information.</p> <p>Network Status - Shows the IP address information like DHCP/Static IP/PPOE, IPv4 and IPv6 addresses, subnet mask, gateway and DNS Server.</p> <p>Account Status - The account registration status</p> <p>System Status -</p> <ul style="list-style-type: none"> Hardware Menu - Hardware version and P/N number Software Version Menu - MAC-address, and other software versions. IP Geographic information Menu - City, Language and time-zone
Phone book	Displays the phone book
Messages	Instant messages on the phone (this feature is unavailable with our service)
Preference	<p>Press the Menu/OK button to access the sub menu for Preference:</p> <p>Do Not Disturb - DND can be turned on or off. See page 15 to see how to enable this feature</p> <p>Ringtone - Choose different ringtones</p> <p>Ring Volume - Use the left or right arrow keys to change the ring volume.</p> <p>LCD Contrast - Use the left or right arrow keys to increase or decrease the LCD contrast</p> <p>LCD Brightness - Use the left or right arrow keys to increase or decrease the LCD brightness</p> <p>Display Language - You can choose English, Simplified Chinese, Traditional Chinese, Korean, Japanese, Italian, Spanish, French, German, Portuguese, Russian, Croatian, Hungarian, Polish, Slovenian which are built in the Phone.</p> <p>Date and Time - Here you can change the time that is displayed on the hand-set</p> <p>Security - Configure the type of access available for the phone</p> <p>Headset Type - Select Normal or Plantronics EHS headset type.</p> <p>Star Key Lock - Enable the keypad lock feature and configure a keypad lock password</p>

Item	Description
Direct IP Call	Dials IP addresses for direct IP calls (this feature is unavailable with our service)
SIP	Change your SIP Account settings for the registered account.
Call Features	Configures various feature such as call forwarding
Network	Change network settings. Recommended for advanced users only.
Upgrade	Firmware and Auto Provisioning server addresses are here.
Factory Functions	<p>Audio Loop-back - This will repeat anything you say back to you. You can use this to test your audio quality, but we recommend dialling 121 to use our service to do this, which can also check your connection to us.</p> <p>Diagnostic Mode - ALL LEDs will light up. You can press any key on the keypad to display the button name on the screen. Lift and put back the receiver to make sure the phone responds to this. Press the Menu/OK to exit this mode</p> <p>Keypad Diagnostic Mode - Press all keys to see if the phone responds. Once this is done, lift the receiver from the hook to exit this mode</p>
Factory Reset	Type in the physical/MAC address on the back of the handset and then press Menu/OK to reset the phone back to factory default settings. DO NOT USE this unless you want the handset to return to factory settings, with no account loaded.
Reboot	Select this to reboot the device
Exit	Closes the menu

Please note - to return to the main menu, please press the left arrow key.

To Access the Web configuration

You can access the web configuration UI of your handset by typing its IP address into the URL bar of a web browser. The login details for the handset will be sent to you by our team. Contact the support team if you need access, and we'll arrange this for you.

If you are unsure what you need to do then you can arrange a remote session with our support team who can investigate any issues and change settings as needed..

Faulty Handset or replacement parts

If your handset develops a fault then we will need to do a remote session with you to see what the issue is. You may be asked to move the handset to another ethernet port or swap some parts with another phone that is working to see if the issue persists. You'll also need to reboot the handset, and possibly any networking equipment such as your router or network switches. If the handset is faulty we will email you instructions on where to return the handset..

If your phone needs a replacement part like a PSU, Receiver or Curly Cord etc, then please get in touch with the customer service team or our support team who will place an order for you after some testing. You may be charged for the part.

If you are experiencing any issues on the next page we have given you some helpful tips on how to resolve some issues you may be facing

Faults and Solutions

Issue you are facing	Solution
Receiver is not picking up any sound	<p>First, check if the phone cable is in the Handset port and not the Headset port (page 4)</p> <p>Then, dial 121 to do an echo test. While on the call, press the volume key and make sure the volume hasn't been turned down.</p> <p>Check if the speaker phone is working.</p> <p>The receiver or curly cord may be faulty. If possibly, swap these with any others you have to confirm if it is the receiver/ curly cord.</p>
Phone is not ringing	<p>You may have DND on the handset. If you do, you'll see an icon on the LCD display. See Page 15 - 'Putting the phone on DND mode'</p>
Phone says Network Down	<p>If the phone LCD display says Network Down or the network status is hollow then it means that your IT network may be experiencing issues. First, check if your computer and other devices have a working internet connection and can load up web pages.</p> <p>If you do have an internet connection, you may need to reboot your router or any network switches that you have. If this doesn't help, contact the support team.</p> <p>If you have no internet connection on any device, you may need to contact your ISP or building manager.</p>
Busy Lights are not green	<p>Only other extensions can show as green. If you enter a number as a speed dial, the key will not light up.</p> <p>If you have rebooted the handset and the Busy Lights have not come back on please make sure you have typed in the correct extension number for the busy light and try again</p>

I have changed my name on the phone and it is not showing up	<p>Login to the portal and go to 'Change Handset Name' to check if the correct name is listed. If it isn't, change the name and click save.</p> <p>If it is correct here, then go to System Editor > Extensions, and change the name from here. Click on save and apply. Now reboot your handset to update the name</p>
Time and Date are not in UK format	<p>Open the menu and go to Preference > 'Date and Time' > Time Zone. Choose GMT London, or the location you are based from, and press OK to set the time zone.</p> <p>To change the Date format, go to Preference > Date and Time > Date Display Format and choose the format you prefer.</p>



the IP phone network