



Grandstream GXP2130/2140/2160/2170 & 2135

User Guide

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Connecting your new handset

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

GXP 2130/2140/2160/2170/2135 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@vivvoip.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

There are three different versions of this handset, with slight changes in where the keys are on what they do.. Below is the layout of the GXP 2130, on the next page the layout for the 2140, and on page 9 there is the layout for the GXP2160.

The Grandstream GXP2130 layout



The Grandstream GXP2140 layout



The Grandstream GXP2160 layout



The Grandstream GXP2170 layout



The Grandstream GXP2135 layout



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 phonebook
	Volume; 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>Menu. When you are not in active call press on the Menu/OK button to access the menu.</p> <p>While in the menu; 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 IP address</p>

Handset, Speaker phone and Headset mode

The Grandstream GXP 2130,2140,2160, 2170 and 2135 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 speaker phone 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 between 3 and 6 active lines on your handset, depending on the model you have. If you take the phone off the hook the LCD display will show you which account is active.

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 both 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. The other line will remain open for you to start another call or begin a transfer.

The LCD Coloured display

Your new Grandstream phone has a colourful LCD display which each series has a different screen display depending if your phone is idle or active, your new Grandstream phone does have few icons that you may want to get familiarise to yourself and also a few soft key menus that may help you if you need to redial or if you need to find IP address for your handset etc.

Below is what your screen would look like when the phone is idle. Please note that the line keys on the right hand will show your active accounts, If the account is connected it will show green on the screen and if it's disconnected then it will show red. Also at the bottom are the softkey options for each handset when the phone is idle.

Phone Model	Idle Screen
2130	
2140	
2160	

Phone Model	Idle Screen
2170	
2135	

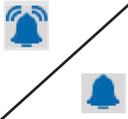
LCD Buttons	Definition
Date and Time	This will show the date and time when the phone is Idle - The phone date and time will be configured to your web server on your system.
Name	On the left hand side you should see your name of your handset
Network/Phone Status	The network status will show of the status if the handset is down or has an issues. If you received a missed call this will show on here also.
Status Bar	This will show the status of the phone please look at LCD Icons table to identify the issue with your handset
Soft keys when phone is Idle	<p>The soft keys on the bottom of the screen will change if the phone is active on a call or in idle, Some of the menus you will be able to choose form are:</p> <p>ForwardAll - This makes all calls that come to your handset be forward- ed to another number or handset</p> <p>History - This will show all call history and all answered calls, dialled calls, missed calls and transferred calls.</p> <p>NextSCR - On all Grandstream 2100 series phones this will show you your IP address on the handset, account information and weather infor- mation etc and upcoming events.</p> <p>Redial - This will redial the previous number</p>

LCD Buttons	Definition
Soft keys when on a call	<p>Please note the soft key is context sensitive and will change depending on call status</p> <p>Redial - This will redial the previous number</p> <p>Dial - Dials the call out when off hook and entering the number</p> <p>Answer - Answers the inbound call when phone is ringing</p> <p>Reject - If phone is ringing it will reject incoming call and will go to voicemail</p> <p>End Call - This will end the active call that you are on</p> <p>Transfer - This show when you are on a active call, pressing the TRAN button and dial the number. Once you have added the number you can press the key again to do a blind transfer.</p> <p>Split - This will redial the previous number</p> <p>ConfCall - This will redial the previous number</p> <p>Backspace - Will delete the last digit</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 Status - All calls that come to your handset be forwarded to another number or handset
	Call Forward Busy Status - All calls that come to your handset be forwarded to another number or handset when your phone is busy (for example, on another call).
	Call Forward No Answer Status - All calls that come to your handset be forwarded to another number or handset if not answered
	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

LCD Icon	Definition
	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 - Your internet connection is down. You may need to reboot the handset/router/network switch to get the handset to connect again.
	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.
	Bluetooth - Please see page 26 to connect a bluetooth device to the handset, If bluetooth is on the icon will appear, and will then be highlighted once it connects to a device.
	USB Status - This is for models 2140 and 2160, If the USB is connected this icon will show
 	Incoming and Outgoing Call - If you have an incoming call then the icon in top left will appear and if you make an outgoing call the icon in top right will show
	Call on Hold - if you press the hold button on the phone the call on hold icon will show. This will only work when you are on a call.
 	LCD Brightness - If you increase the brightness then the icon in the top left will be displayed, and if you decrease it, the icon in the top right will show.
 	Speaker Volume - If you press the volume key while on a call using the speaker-phone, this indicator will show.
 	Handset Volume - If you press the volume key while on a call using the handset, this indicator will show.

LCD Icon	Definition
	Ringtone Volume - If you press the volume key while not on a call, this indicator will show the volume incoming calls will ring on the handset.

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



Once the receiver 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 by taking off the hook.



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 the call history on the menu (highlighted in red) using the arrow keys and press OK.

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) The phone book button



2) Press the menu/OK button, and scroll down to “Phone book”.

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 show the number or extension of the caller. To answer a call, lift the handset off the hook.



You can also answer calls by pressing the speaker button, and then the line button that is ringing

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 - Press the HOLD key (highlighted in blue) to place the active call 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.

How to mute the microphone



To mute the microphone during the active call you need to press the Mute key.

After this, the caller will not be able to hear you. Press the button again to unmute.

Please note, this does not place the call on hold, just prevents the other party hearing you.

To transfer a caller



Blind - To transfer the caller to another extension without speaking to the other person first, press the Transfer Key highlighted in blue, dial the number or extension you want to transfer to, and then press the Transfer Key again to send the caller to that destination.



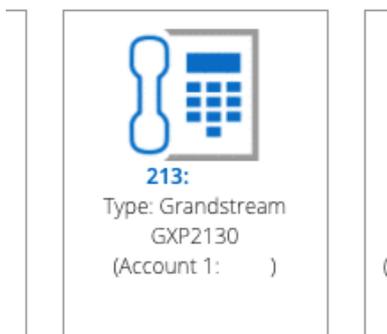
Attended - To transfer the caller to another extension or number and speak to the other person first before transferring the call, first press either the Hold key or Line x Key highlighted in purple then press on the second Line key below highlighted in red. Now dial the number or extension you want to transfer to, and wait for them to answer.

If they are happy to take the call, then press the Transfer Key highlighted in blue and then press the Line Key of the original call, and the call will be connected.

How to setup BLF on your phone



To setup the BLF on your phone first go to the VIVI portal and then go to Speed Dial



Then choose the extension that you want to add busy lights too.

	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"/>

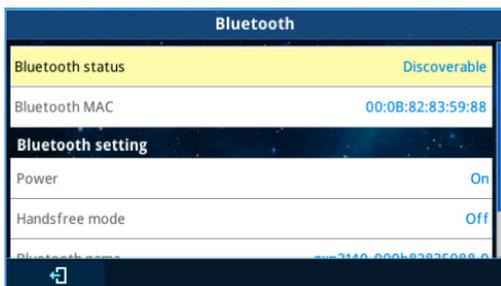
Then type in the name and extension for each field you want and then click on Save and then you need to reboot the handset to see the changes.



Once you have rebooted the phone you should see on the right hand side the BLF working and should be either Green that they are available or red if they are in a call.

How to setup bluetooth on your new handset

On your Grandstream GXP2130/GXP2140/GXP2160/GXP2170 and GXP2135, you have the ability to connect a bluetooth headset to your phone so you can take calls wireless. Follow the step by step guide below to find how to connect your device to your phone

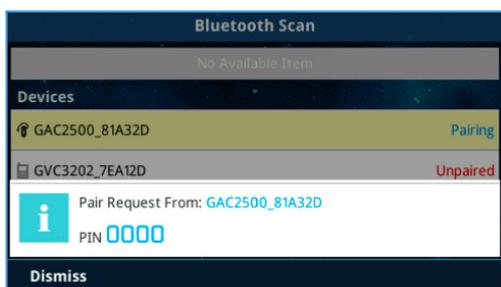


Open the Menu and go to System, and then Bluetooth. You need to make sure that the Bluetooth Status is “Discoverable” and Bluetooth is on

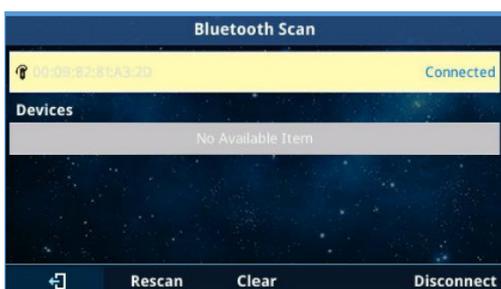


Start scanning for devices to connect to..

When it has found the device you are looking, for highlight it with the arrow keys (nav keys) and choose “Pair”



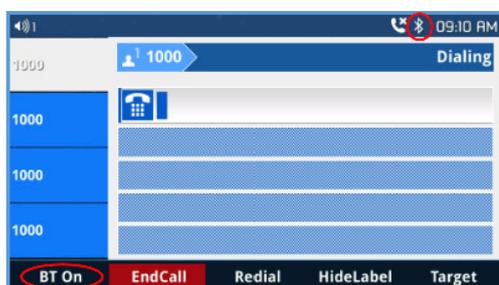
Once you have chosen Pair, you may need to enter a PIN for the device you are connecting. Enter the PIN displayed on the connecting device, or if one is not displayed, use 0000.



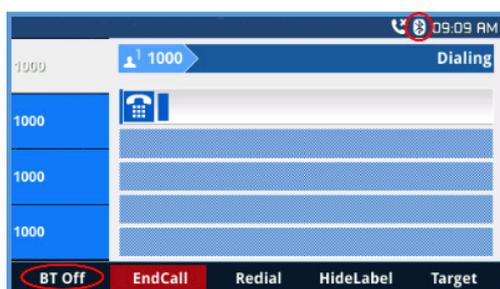
After a few seconds, the phone will show “Connected” on the screen.

If you want to disconnect the device from the phone, go to the Bluetooth Scan section again, choose the device, and press the disconnect softkey to remove it from the handset.

How to use bluetooth device to answer calls on your new handset



Once everything is connected, you will see the bluetooth icon at the top of the screen. When you dial a number, you will see a softkey labelled “BT On”. Press this key to change it to “BT Off”. This means that your Bluetooth headset or device is connected and ready to use.



Please note that the “BT On” mode will still alert you for incoming calls to the headset and you can answer a call by pressing the answer button on your headset, If you want to switch the audio from bluetooth device to the receiver then you would need to press the “BT OFF/BT ON” soft key to switch it to the receiver.

How to connect your hands free device (mobile phone) to access the phone book.



You can connect your mobile phone to your new Grandstream handset to share it's saved contacts. Follow the steps for connecting a bluetooth device, and select your phone.

Once connected, to access your mobile phone book on your handset, go to Menu > Contacts > Bluetooth Phone book.

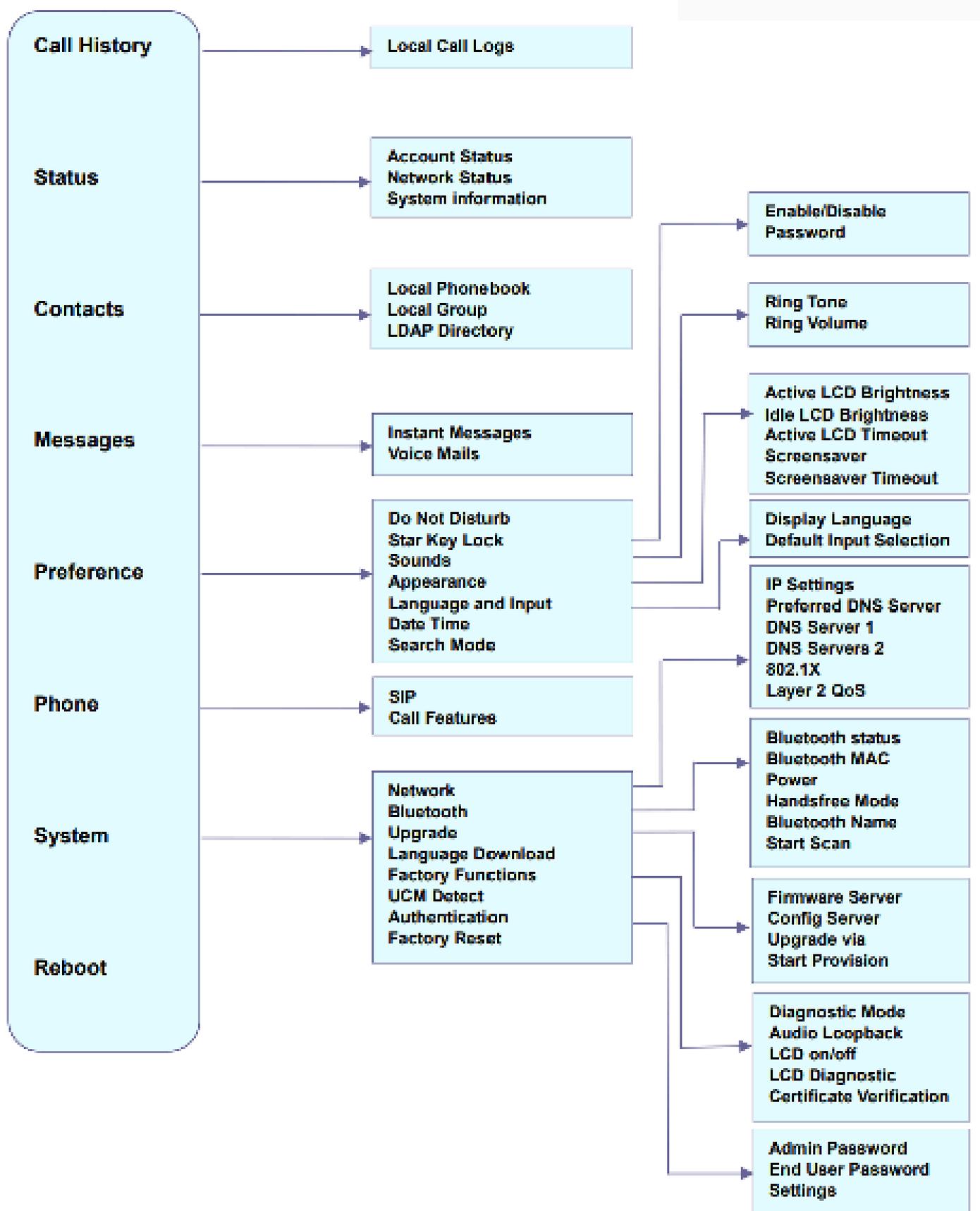


Here you will see all the contacts from your connected device. You can begin dialling a number to search for a particular entry. Press OK to show the full details for the contact.

We sadly do not sell any bluetooth headsets however we can recommend some headsets for your handset, If you have any issues connecting your device to the handset then please contact the support team

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 such as the MAC address</p> <p>Account Status - The account registration status</p> <p>Network Status - Shows IP setting information including, DHCP/Static IP/ PPOE, IPv4 and IPv6 addresses, etc</p> <p>System Information -</p> <ul style="list-style-type: none"> Hardware Menu - Hardware version and P/N number Software Version Menu - MAC-address, and software versions IP Geographic information Menu - City, Language and time-zone
Contacts	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 including:</p> <p>Do Not Disturb - DND can be turned on or off</p> <p>Star Key Lock - Enable or disable the keypad lock feature and keypad lock password</p> <p>Sounds -</p> <ul style="list-style-type: none"> Ringtone - Choose different ringtones Ring Volume - Use the left or right arrow keys to change the ring volume. <p>Appearance -</p> <ul style="list-style-type: none"> Active LCD Brightness - Adjusts the LCD screen brightness while in use. Use the left or right arrow keys to change the value LCD Brightness - Adjusts idle LCD screen brightness while idle. Use the left or right arrow keys to change the value Active LCD Timeout - Change how long the screen backlight stays active for. Screen saver - Enabled or Disable screen saver on the phone. Screen saver timeout - Configures the minutes of idle before screen saver activates <p>Language and Input -</p> <ul style="list-style-type: none"> 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 into the Phone. <p>Date and Time - Here you can change the time that is displayed on the handset</p>

Item	Description
Phone	<p>SIP - Change SIP account settings</p> <p>Call Features - Configure features such as call forwarding.</p>
System	<p>Network</p> <ul style="list-style-type: none"> IP Settings - Select preferred Internet Protocol (IPv4 or IPv6) and configure IP address settings. 802.1X - Enable or Disable 802.1X mode Layer 2 QoS - Configure 802.1Q/VLAN tag and priority values. <p>Bluetooth Settings</p> <ul style="list-style-type: none"> Bluetooth Status - Displays Bluetooth Status Bluetooth MAC - Display the Bluetooth MAC address Power - Enable or disable Bluetooth Handsfree mode - Enable or Disable handsfree mode Bluetooth Name - Displays the phones Bluetooth name Start Scan - Search for Bluetooth enabled devices <p>Upgrade</p> <ul style="list-style-type: none"> Firmware server - Firmware server for upgrading the phones software Config server - Provisioning server address for account setup Upgrade Via - Upgrade/provisioning via TFTP/HTTP/HTTPS/FTP/FTPS Start Provision - This will provision phone immediately without needing to reboot it. <p>Language</p> <ul style="list-style-type: none"> Auto Language Download Language Download

Item	Description
System (cont)	<p>Factory Functions</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 mod</p> <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>LCD on/off - To turn off the LCD screen. Press any button to turn the screen back on</p> <p>LCD Diagnostic - Completes an LCD screen diagnostic test.</p> <p>Factory Functions</p> <p>Admin Password - Change the admin password for the Web UI</p> <p>End User Password - Change the user password for the Web UI</p> <p>Operations</p> <p>Factory Reset - Enter the MAC address from the back of the handset. 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 setting</p>
Reboot	Press the Menu/OK Button again to reboot the device

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 if you need to access the phone. 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

Please note - to return to main menu on any function please press the left arrow key to go back on the menu

Faults and Solutions

Issue	Solution
<p>Receiver is not picking up any sound</p>	<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>
<p>Phone is not ringing</p>	<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>
<p>Phone says Network Down</p>	<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>
<p>Busy Lights are not green</p>	<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>
<p>I have changed my name on the phone and it is not showing up</p>	<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

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.

To change the Date format, go to Preference > Date and Time > Date Display Format and choose the format you prefer.

