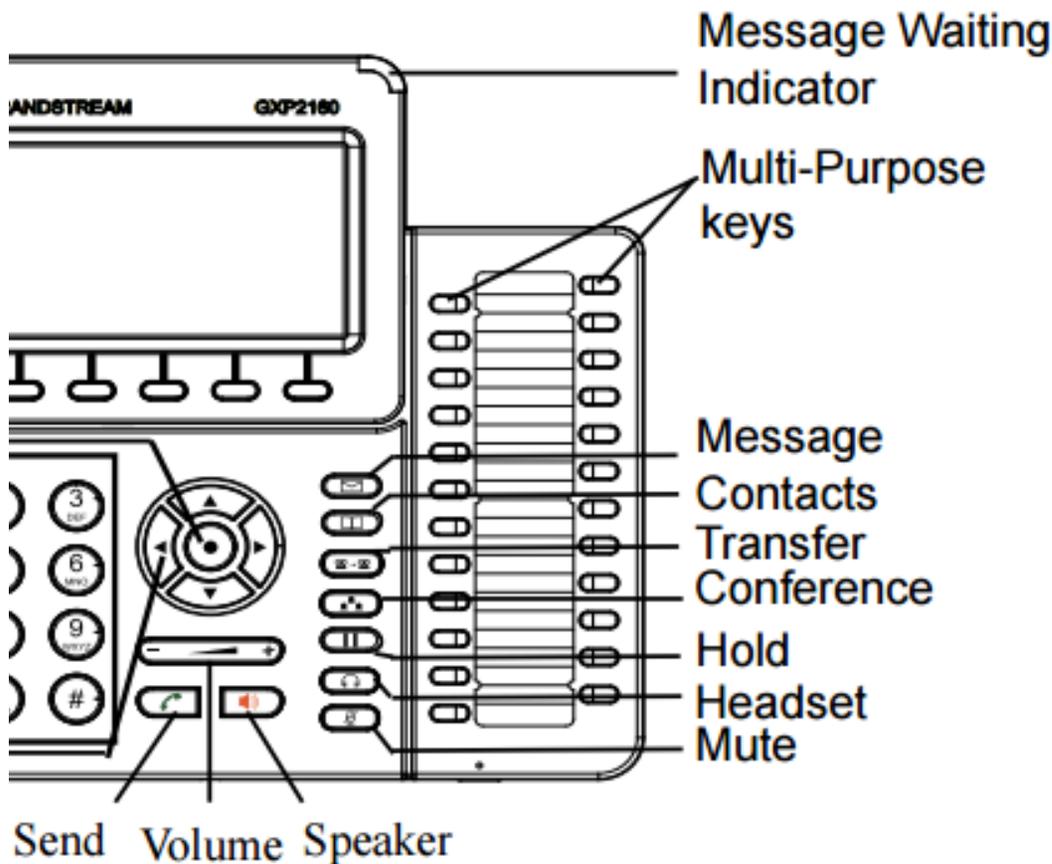
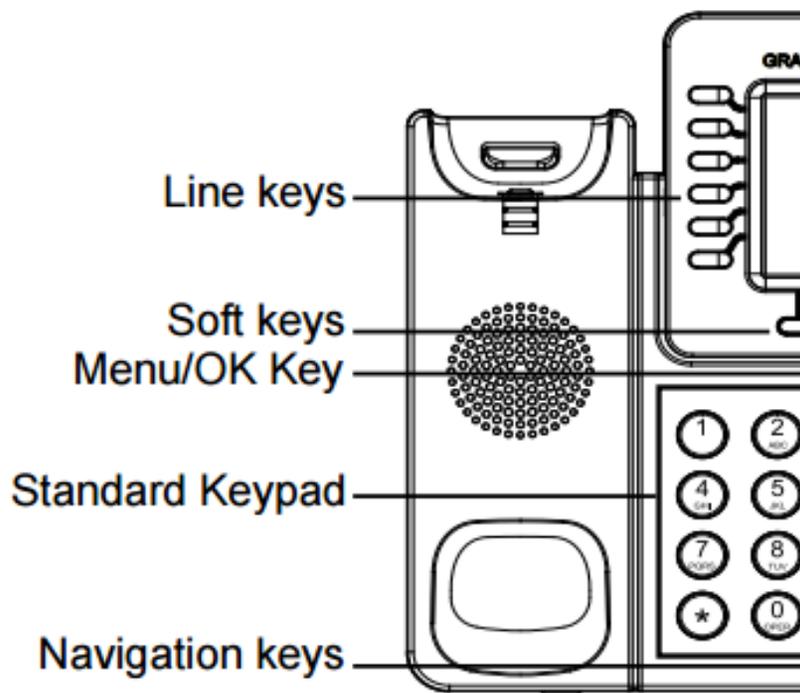




USER'S GUIDE

GRANDSTREAM

GXP2160



602-368-6400

Dialing an outside number

- Dial the area code and number
- Press [Dial], [Speaker], [Headset], or lift the handset

Dialing another extension

- Dial the extension number
- Press [Dial], [Speaker], [Headset], or lift the handset

Redialing previous calls

- Press the [Redial] soft key
- Use the navigation button to select
- Press [Dial], [Speaker], [Headset], or lift the handset

Dialing an international call

- Dial 011, country code, number
- Press [Dial], [Speaker], [Headset], or lift the handset

Transferring a call—announced (attended transfer)

- Press the [Transfer] key
 - Dial the extension or outside number
 - Announce the call
 - Press the [Transfer] soft key to complete
- OR**
- Press the [Split] then [End Call] soft keys to return to the original call

Transferring a call—unannounced (blind transfer)

- Press the [Transfer] key
- Dial the extension or outside number
- Press the [Transfer] soft key to complete

Calling or transferring directly to voicemail

- Press the [Transfer] soft key
- Dial * plus the extension number
- Press the [Transfer] soft key to complete

Retrieving voicemail

- Press the messages key (envelope icon) or dial *99

Retrieving voicemail from another phone (not your own)

- Dial * plus your extension
- Press * during your greeting message

Retrieving voicemail remotely

- Dial your main phone number and wait for the Auto Attendant to answer
- Dial * plus your extension
- During the greeting press * again

Voicemail Features

After accessing the voicemail system, press...

Feature	Button
Play messages	1
Change folders	2
Advanced features	3
Play previous message	4
Reply to current message	5
Play next message	6
Delete current message	7
Forward current message	8
Save current message	9
Mailbox options	0
Record your name	0,3
Record unavailable greeting	0,1
Record busy greeting	0,2

Multi-call Outbound Conference

- While on the first call, press the [Conference] key
- Dial the next call and press [Dial]
- Press the [ConfCall] soft key
- To leave the call but keep the other parties connected, press the [Join] soft key
- NOTE: To conference more than five people or for inbound conference calls, see our conference bridge info card.

Adjusting ring volume

- While the phone is not being used press the [+] or [-] keys

Adjusting handset/headset volume

- While on a call, press the [+] or [-] keys

Changing your incoming ring tone

- Press the [Menu/Select] key
- Select the **Preferences** menu option (5) and then [Menu/Select] key
- Select the “Sounds” menu
- Use the navigation pad to select tones
- Press the [Save] soft key then the [Exit] soft key to save and exit the menus
- Press the [Exit] soft key to exit without saving your changes

Installing and using a headset

- Obtain a headset with a standard RJ-9 headset connector and plug it into the jack on the back of the phone
- Use the headset key when desired

Contact customer service/support

- Dial *611 from your Initiatel handset
- Dial 602-368-6400 from any phone
- E-mail support@initiatel.com
- Web: support.initiatel.com