

astervox

USER MANUAL

Grandstream GXP1400/1405



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About this Guide

Thank you for choosing astervox cloud telephony service.

astervox is a next generation (NGN) business telephone service that provides your office with enterprise communication features over your existing broadband connection. astervox uses the internet to route calls anywhere in the world to reduce your communication costs. You can connect all of your office locations and enjoy unlimited free calls between your employees. astervox support's access on multiple devices and allows you to be reachable on your phone extension wherever you are.

In this guide we will explain the features and functions of the Grandstream GXP1400 IP-Phone, a high quality business phone with excellent features and HD call quality.

In this Guide

in this guide we will give you an overview of the phone features and functionalities. The topics include:

- Chapter 1 - Phone Overview
- Chapter 2 - Basic Call Features

Chapter 1 - Phone Overview












Getting Familiar with the LDC Screen

GXP1400/1405 has a dynamic and customizable screen. The screen displays differently depending on whether the phone is idle or in use (active screen).


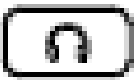

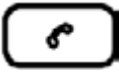

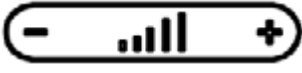
LCD Display Definitions

Display Item	DESCRIPTION
DATE AND TIME	Displays the current date and time. It can be synchronized with Internet time servers
NETWORK STATUS	Shows the status of network in the middle of the screen. It will indicate whether the network is down or starting
STATUS BAR	Shows the status of the phone, using icons as shown in the next table
SOFTKEYS	<p>The softkeys are context sensitive and will change depending on the status of the phone. Typical functions assigned to soft-buttons are:</p> <p>FORWARD ALL Unconditionally forwards the phone line to another phone</p> <p>MISSED CALL his option shows unanswered calls to this phone.</p> <p>NEXTSCR Press this button to toggle between idle screen, weather and IP Address.</p> <p>REDIAL Redials the last dialed-out number</p> <p>END CALL Hangs up the call</p>

LCD ICONS

ICON	DESCRIPTION
	SIP Registration Status Icon: Solid – connected to SIP Server/IP address received
	SIP Registration Status Icon: Blank – SIP Proxy/Server not registered
	Speaker Phone Status Icon: OFF - speakerphone off ON - speakerphone on
	Handset Status Icon: OFF - handset on-hook ON - handset off-hook
	Headset Status Icon: OFF - headset off ON - headset on
	DND Icon: OFF - "Do Not Disturb" disabled ON - "Do Not Disturb" enabled IMPORTANT: When DND is enabled you will not receive any calls
	Calls Forwarded Icon: INDICATES all calls are forwarded. Please refer to the call forwarding procedures
	MUTE Icon: INDICATES call is on MUTE during the call
	SRTP Icon: INDICATES SRTP is enabled for the call

LCD ICONS

ICON	DESCRIPTION
HOLD	Place active call on hold
TRANSFER	Transfer an active call to another number
CONF	Press CONF button to connect Calling/Called party into conference
LINE 1 / LINE 2	Switch between Line 1 and Line 2
	Mute an active call; or use as DND button when the phone is in idle state.
	Press HEADSET key to answer/hang up phone calls when using headset. It also allows user to toggle between headset and speaker
	Enable/Disable hands-free speaker
	Enable/Disable handset mode; or used as SEND/REDIAL
	Press the four navigation keys to move up/down/left/right Press the round button in the center to enter Keypad Configuration "MENU" mode when phone is idle. Or use it as ENTER key when in Keypad Configuration
	Adjust volume by pressing "–" or "+"
0 - 9, *, #	Standard phone keypad; press # key to send call; press * key to for IVR functions

MAKING PHONE CALLS

Handset, Headset and Speakerphone

The GXP1400/1405 allows you to make phone calls via handset, headset or speakerphone. During the active calls the user can switch between the handset, headset and the speakerphone by pressing the corresponding keys on the phone.

Dual Lines with SIP Account

GXP1400/1405 can support up to two lines "virtually" mapped to a 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 user can switch lines before dialing any number by pressing the LINE button.

Chapter 2 - Basic Call Features

Completing Calls

There are FOUR ways to complete a call:

- 1. DIAL:** To make a phone call. • Take Handset off hook
or press SPEAKER button
or press HEADSET button or press an available LINE key to activate speakerphone
 - The line will have a dial tone
 - Enter the phone number
 - Press “#” or HANDSET button to send
- 2. REDIAL:** To redial the last dialed phone number. • Take Handset off-hook
or press the SPEAKER button or press an available LINE key to activate speakerphone
or on idle screen
 - Press the REDIAL soft-key
- 3. VIA CALL HISTORY:** To call a phone number in the phone’s history. • Press the MENU button to bring up the Main Menu.
 - Select Call History and then “Answered Calls”, “Missed Calls” or “Dialed Calls” or etc depending on your needs
 - Select phone number using the arrow keys
 - Press OK to select
 - Select and press “Dial” to dial out
- 4. VIA PHONEBOOK:** To Call a phone in from the phone’s phonebook. • Go to the phonebook by pressing the DOWN arrow key or pressing the menu button and selecting “Phone Book”
 - Select the phone number by using the arrow keys
 - Press OK to select
 - Select and press “Dial” to dial out

NOTE:

Dial-tone and dialed number display occurs after the handset is off-hook, or handset button is pressed, or speaker button is pressed, or the line key is selected. After dialing the number, the phone waits 4 seconds (by default; No key Entry Timeout) before sending and initiating the call. Press “#” button to override the 4 second delay.

ANSWERING PHONE CALLS

Receiving Calls

1. **Incoming single call:** Phone rings with selected ring-tone. The corresponding LINE flashes red. Answer call by taking Handset off hook or pressing SPEAKER or HEADSET or by pressing the corresponding account LINE button.
2. **Incoming multiple calls:** When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). Answer the incoming call by pressing its corresponding LINE button. The current active call will be put on hold.

Do Not Disturb

1. Press the MENU button and scroll down to "Preference".
2. Select "Do Not Disturb" by pressing menu button.
3. Use arrow keys to either enable or disable "Do Not Disturb" feature.
4. When enabled, there will be a special 'Do Not Disturb' icon appearing on the display. This will send the incoming caller directly to voicemail.

PHONE FUNCTIONS DURING A PHONE CALL

Call Waiting/Call Hold

1. **Hold:** Place a call on 'hold' by pressing the "HOLD" button.
2. **Resume:** Resume call by pressing the corresponding blinking LINE.
3. **Multiple Calls:** Automatically place ACTIVE call on 'HOLD' by selecting another available LINE to place or receive another call. Call Waiting tone (stutter tone) audible when line is in use.

Mute

1. Press the MUTE button to enable/disable muting the microphone.
2. The "Line Status Indicator" will show "LINE: TALKING" or "LINE: MUTE" to indicate whether the microphone is muted.

Call Transfer

GXP1400/1405 supports both *Blind* and *Attended* transfer:

1. **Blind Transfer:** Press "TRANSFER" button, then dial the number and press the # button to complete transfer of active call.
2. **Attended Transfer:** Press "LINE" button to make a call and automatically place the ACTIVE LINE on HOLD. Once the call is established, press "TRANSFER" key then the LINE button of the waiting line to transfer the call. Hang up the phone call after the call is transferred.

3-Way Conferencing

GXP1400/1405 can host conference calls and supports up to 3-way conference calling.

Initiate a Conference Call:

1. Establish a connection with two parties
2. Press CONF button
3. Choose the desired line to join the conference by pressing the corresponding LINE button

Cancel Conference:

1. If after pressing the "CONF" button, a user decides not to conference anyone, press HOLD or the original LINE button
2. This will resume two-way conversation

End Conference:

1. Press HOLD to end the conference call and put all parties on hold
2. To speak with an individual party, select the corresponding LINE key

NOTE:

The party that starts the conference call has to remain in the conference for its entire duration, you can put the party on mute but it must remain in the conversation. Also, this is not applicable when the feature "Transfer on call hangup" is turned on.

Voice Messages (Message Waiting Indicator)

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting. Dial into the voicemail box to retrieve the message. An IVR will prompt the user through the process of message retrieval.

ASTERVOX

In this part of the Manual we will explain you the basic call features of astervox and the IP-Phone and how to access them;

Making a Call;

Local Calls

To make calls to any landline, mobile or international destination from your extension, you just dial the number eg Malaysia Mobile: 013123456# (the # button will execute the call immediately otherwise the system will wait for 4 seconds then execute the dial automatically

International Calls

For International calls there is a pin code protection installed for security reason, if you need to do international calls please log a ticket via <http://support.astervox.com> or email to support@astervox.com to request a pin number for your organization.

to dial international calls: press 00 + country code + number and press the send / # button to initiate the call. The system will ask you for your Pin Code. Please key in your six-digit Pin Code followed by the send / # key.

e.g: 00 1 23456789 # (wait for the voice) 123456#

Voicemail;

New voicemail: How-to detect if you have a new voicemail

Listen to your voicemail: How-to listen to your voicemail

Set/Change personal voicemail greetings: How-to Set and/or Change your voicemail

Delete personal voicemail greetings: How-to delete your personal voicemail greetings

Change voicemail password: How-to change your voicemail password

New voicemail

- 1) The **message** light will blink
- 2) Press **message** button
- 3) System will ask for password, key in your password
- 4) The system will present all the options, to listen to your new voicemail press **1**

Set/Change personal voicemail greeting

- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** and follow the instructions

Delete personal voicemail greeting

- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** to enter mailbox options
- 3)** Select which greeting you want to delete and after to record your message press **#**
- 4) Press **1** to accept the new (empty) recording

Change Voicemail password

- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** to enter mailbox options
- 3) Press **5** change password and follow the instructions

If you have questions or face any issues please go to: <http://support.astervox.com>