

# GXP 2135 Basics



**Applied  
Technology  
Group**



- **1: Hold:** Will place a caller on hold on your extension. Can only be picked up from the same extension.
- **2: Message Key:** Press this key to access your voicemail. You will be prompted to enter your voicemail PIN.
- **3: Directory:** This displays all of the extensions on the system and any contacts that are shared between the phones. Scroll through or search and press Send to call that contact.
- **4: Mute Key:** Will mute the audio sent to the caller from your extension. Press again to un-mute.
- **5: Transfer:** While on a call press the transfer key followed by the destination to transfer the call. If transferring to an extension that is also a BLF on the phone, there is no need for this key, you can simply press their BLF.
- **6: Redial:** Press once to view call history. Press again to dial the previous call that is selected
- **7: Arrow keys:** Press the left and right arrow keys to cycle through the multiple pages of BLFs (if applicable)
- **8: Headset:** Press this button to toggle between using the handset and headset. If it is green, it is set for headset mode.
- **9: Conference Key:** While on a call, press this key to place a second call. Once the second call is connected, press the conference key again to merge the calls.
- **10: Speaker Key:** Press this key to answer a call into speakerphone or move a current call to speakerphone. While on a call and using the handset, press the speaker key and set the handset back on the phone base. While using the phone on speakerphone, press this key again to end the call.



- **1: Line Keys:** Line keys allow for easy use of multiple lines on your same extension. The light will be green to show which Line key you are currently using. The light will be flashing green if that call is on Hold on your phone. This is different than Park. Using the hold key or switching between your two line keys places the call on hold on your phone. This can only be picked up by pressing the line key that is flashing green.
- **2: SP (Shared Park) keys:** Shared Park Keys are used as a global hold for the phone system. When a call is transferred to an available Park key the light will change from green to red on all of the phones and the caller is placed on hold. That call can then be picked up from any phone by pressing that same Park key. To place a call on park, press an available park key that is green. To pick up a parked call, press the red key that the call is parked on.
- **3: BLFs:** Busy Lamp Field keys (Speed dial keys). Press the button to call or transfer to that extension. The button will flash red if that extension is receiving a call and will be solid red if they are on a call.

### Common Functions

- **Answer a call:** Pick up the handset, press the speaker key, or press answer.
- **End a call:** Place the handset back on the base or press End.
- **Transfer a call:** While on a call, press the BLF (speed dial key) that you want to transfer the call to and hang up.
- **Transfer a call to voicemail:** To transfer somebody directly to voicemail, press the **TRANSFER** key, \*4, and press their BLF (or enter their 3-digit extension). *Be aware that there is a timeout after entering the (\*4), so it is best practice to know the extension number or location of the BLF key prior to beginning the transfer.*
- **Answer calls from another phone:** Press the BLF key of the ringing phone. It will be flashing red.
- **Conference Calls - 3 Total Users:** Make one of the calls. Once connected, press the conference key and make your second call. Once that call is connected, press the conference key again.
- **Conference Calls with more than three users (using the conference bridge):** Dial 700. The system will prompt you for the conference ID. Enter a number of your choice, \*, and the Conference Bridge PIN, and press #. Follow the prompts to create the new conference. External callers need to be notified of the conference ID and transferred to ext.700. The conference ID will be automatically generated if the conference is created using the desktop client.
- **Voicemail:**
  - **Retrieving messages:** When you have a voicemail, the indicator light will be flashing and there will be an envelope at the top of the display. Press the Message key and enter your PIN. Press \* to play.
  - **Leave an internal message for extension:** Press \*4 and press the BLF (or enter the 3-digit extension number). This will not ring the person's phone. This can also be done for your own extension to leave yourself a voicemail reminder.
  - **Delete voicemail:** Press the Message key and enter your PIN. Press \* to play the new message. Press 3 to delete then press \* to confirm.
  - **Record your mailbox greeting:** Press the Message key and enter your PIN. Press 9 for options. Press 8 for your personal greeting. Follow the prompts.
  - **Record your Self Identification Message.** Your name. (Required for Dial by Name Directory): Press the Message key and enter your PIN. Press 9 for options. Press 5 for Self-Identification message. Follow the prompts. Record you first and last name.
  - **Change your voicemail PIN:** Press the Message key and enter your PIN. Press 9 for options. Follow the prompts.