



Grandstream Networks, Inc.

GXP1400/GXP1405

Small-Medium Business IP Phone



GXP1400/GXP1405 USER MANUAL

GXP1400/GXP1405 User Manual

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GUI Interface Examples GXP1400/GXP1405 User Manual

http://www.grandstream.com/products/gxp_series/general/documents/gxp21xx_gui.zip

1. Screenshot of Configuration Login Page
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GNU GPL INFORMATION

GXP1400/GXP1405 firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.

Grandstream GNU GPL related source code can be downloaded from Grandstream web site from:
http://www.grandstream.com/support/faq/gnu_gpl.

CHANGE LOG

This section documents significant changes from previous versions of GXP1400/GXP1405 user manuals. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

FIRMWARE VERSION 1.0.4.13

- Added instructions for connecting the phone. [CONNECTING YOUR PHONE]
- Updated Keypad MENU options and Keypad configuration flow. [CONFIGURATION VIA KEYPAD]
- Added Line Key options Speed Dial, Dial DTMF, Call Return, Transfer, VMsg, Intercom, Call Park, LDAP Search, and etc. [SETTINGS/BASIC SETTINGS PAGE]
- Added IPv6 configuration options. [SETTINGS/BASIC SETTINGS PAGE]
- Added LDAP options information. [SETTINGS/ADVANCED SETTINGS PAGE]
- Added Public Mode information for hot desking feature. [PUBLIC MODE]
- Added NAT setting information. [NAT SETTINGS]
- Added Matching Incoming Caller ID function in Account Setting. [ACCOUNT PAGE DEFINITIONS]
- Added Editing Contacts and Click-to-Dial information. [EDITING CONTACTS AND CLICK-TO-DIAL]
- Added GNU GPL information. [GNU GPL INFORMATION]
- Added Change Log for this user manual. [CHANGE LOG]

WELCOME

Thank you for purchasing Grandstream GXP1400/GXP1405 Small-Medium Business IP Phone. GXP1400/1405 is a next generation small-to-medium business IP phone that features 2 lines with 2 SIP accounts, a 128x40 graphical LCD, 3 XML programmable context-sensitive soft keys, dual network ports with integrated PoE (GXP1405 only), and 3-way conference. The GXP1400/1405 delivers superior HD audio quality, rich and leading edge telephony features, personalized information and customizable application service, automated provisioning for easy deployment, advanced security protection for privacy, and broad interoperability with most 3rd party SIP devices and leading SIP/NGN/IMS platforms. It is a perfect choice for small-to-medium businesses looking for a high quality, feature rich IP phone with affordable cost.

Caution:

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this User Manual, could void your manufacturer warranty.

Warning:

Please do not use a different power adaptor with the GXP1400 as it may cause damage to the products and void the manufacturer warranty.

This document is subject to change without notice. The latest electronic version of this user manual is available for download here:

<http://www.grandstream.com/support>

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PRODUCT OVERVIEW

FEATURE HIGHLIGHTS

- 128x40 pixel graphical LCD display;
- 2 line keys with dual-color LED (2 SIP accounts and up to 2 call appearances), 3 XML programmable context-sensitive soft keys, 3-way conference;
- HD wideband handset, hands-free speakerphone with advanced acoustic echo cancellation;
- Phonebook with up to 500 contacts and call history with up to 200 records;
- Automated personal information service (e.g., local weather), personalized music ring tone/ring back tone;
- Dual switched auto-sensing 10/100Mbps network port, integrated PoE (GXP1405 only);
- Automated provisioning using TR-069 or AES encrypted XML configuration file, SRTP and TLS for advanced security and privacy protection, 802.1x for media access control, LLDP, IPv6.

GXP1400/GXP1405 TECHNICAL SPECIFICATIONS

Table 1: GXP1400/GXP1405 TECHNICAL SPECIFICATIONS

Protocols and Standards	SIP RFC3261, TCP/IP/UDP, RTP, HTTP/HTTPS, ARP/RARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, TELNET, TFTP, NTP, STUN, SIMPLE, TR-069, 802.1x, LLDP, IPv6, TLS, SRTP
Network Interfaces	Dual switched 10/100Mbps port, integrated PoE (GXP1405 only)
Graphic Display	128x40 graphical LCD display
Feature Keys	2 line keys with dual-color LED and 2 SIP accounts, 3 XML programmable context sensitive soft keys, 5 navigation/menu keys, 8 dedicated function keys for HOLD, TRANSFER, CONFERENCE, VOLUME, HEADSET, MUTE, SPEAKERPHONE, SEND/REDIAL
Voice Codec	Support for G.723.1, G.729A/B, G.711u/a, G.726-32, G.722 (wide-band), iLBC, in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Telephony Features	Hold, transfer, forward, 3-way conference, call park, pickup, shared-call-appearance (SCA)/bridged-line-appearance (BLA), downloadable phone book (XML, LDAP, up to 500 items), call waiting, call log (up to 200 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones, server redundancy and fail-over
HD Audio	Yes, HD handset with support for wideband audio
Headset Jack	RJ9 headset jack

Base Stand	Yes, 2-angle positions available
Wall Mountable	Yes
QoS	Layer 2 (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, 802.1x media access control
Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Simplified Chinese, traditional Chinese, Korean, Japanese, and etc
Upgrade and Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS, mass provisioning using TR-069 or AES encrypted XML configuration file
Power and Green Energy Efficiency	Universal power adapter: Input: 100-240VAC 50-60Hz; Output: 5VDC, 800mA Integrated Power-over-Ethernet (802.3af, GXP1405 only); Max power consumption 2.5W (power adapter) or 3W (PoE)
Physical	Unit dimension: 186mm (W) x 210mm (H) x 81mm (D) Unit weight: 0.7kg Package weight: 1.1kg
Operating Temperature and Humidity	32-104 °F / 0-40 °C, 10-90% (non-condensing)
Package Content	GXP1400/GXP1405 phone, handset with cord, base stand, wall mount spacers, universal power supply, network cable, quick start guide
Compliance	FCC Part 15 (CFR 47) Class B; EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1; AS/NZS CISPR 22 Class B, AS/NZS CISPR 24, RoHS; UL 60950 (power adapter)

INSTALLATION

EQUIPMENT PACKAGING

Table 2: GXP1400/GXP1405 EQUIPMENT PACKAGING

Main Case	Yes (1)
Handset	Yes (1)
Phone Cord	Yes (1)
Power Adaptor	Yes (1)
Ethernet Cable	Yes (1)
Phone Stand	Yes (1)
Quick Start Guide	Yes (1)
Wall Mount Spacers	Yes (2)

CONNECTING YOUR PHONE

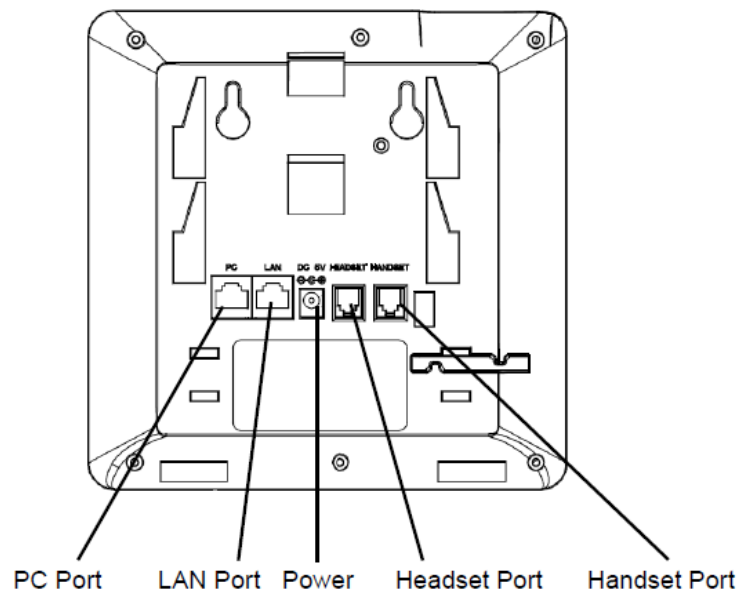


Figure 1: GXP1400/GXP1405 Ports

Table 3: GXP1400/GXP1405 CONNECTORS

Handset Port	RJ9 handset connector port
Headset Port	RJ9 headset connector port
LAN Port	10/100Mbps RJ-45 port connecting to Ethernet, integrated PoE (GXP1405 only)
PC Port	10/100Mbps RJ-45 port for PC connection
Power Jack	5V DC Power connector port

To set up the GXP1400/GXP1405, follow the steps below:

1. Attach the phone stand or wall mount to the back of the phone where there are slots;
2. Connect the handset and main phone case with the phone cord;
3. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;
4. Connect the 5V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used on GXP1405 in step 3, this step could be skipped;
5. The LCD will display provisioning or firmware upgrade information. Before continuing, please wait for the date/time display to show up;
6. Using the keypad configuration menu or phone's embedded web server (Web GUI) by entering the IP address in web browser, you can further configure the phone.

SAFETY COMPLIANCES

The GXP1400/GXP1405 phone complies with FCC/CE and various safety standards. The GXP1400/GXP1405 power adapter is compliant with the UL standard. Use the universal power adapter provided with the GXP1400/GXP1405 package only. The manufacturer's warranty does not cover damages to the phone caused by unsupported power adapters.

WARRANTY

If the GXP1400/GXP1405 phone was purchased from a reseller, please contact the company where the phone was purchased for replacement, repair or refund. If the phone was purchased directly from Grandstream, contact the Grandstream Sales and Service Representative for a RMA (Return Materials Authorization) number before the product is returned. Grandstream reserves the right to remedy warranty policy without prior notification.

Warning: Use the power adapter provided with the phone. Do not use a different power adapter as this may damage the phone. This type of damage is not covered under warranty.

USING THE GXP1400/GXP1405




GETTING FAMILAR WITH THE LCD

GXP1400/GXP1405 has a dynamic and customizable screen. The screen displays differently depending on whether the phone is idle or in use (active). The following table describes the items displayed on the GXP1400/GXP1405 idle screen.

Table 4: GXP1400/GXP1405 DISPLAY DEFINITIONS

DATE AND TIME	Displays the current date and time. It can be synchronized with Internet time servers.
LOGO NAME	Displays company logo name. This logo name can be customized via xml screen customization. The maximum size for logo name is 26 characters in English (approximately).
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 for registration status, call features and etc, 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 softkeys are:</p> <ul style="list-style-type: none"> • FORWARD ALL: Unconditionally forwards the calls to another number; • MISSED CALL: Shows unanswered calls to this phone; • NEXTSCR: Toggles among idle screen, weather and IP Address; • REDIAL: Redials the last dialed out number.

Table 5: GXP1400/GXP1405 LCD ICONS


	Registration Status: Registered.
	Registration Status: Not Registered.
	Handset Status. OFF - handset on hook ON - handset off hook






	Speaker Status. OFF - speaker off ON - speaker on
	Headset Status. OFF - headset off ON - headset on
	DND Status. OFF - Do Not Disturb disabled ON - Do Not Disturb enabled
	Call Forward Status. OFF - Call Forward feature disabled ON - Call Forward feature enabled
	MUTE Status. OFF - The active call is not muted ON - The active call is muted
	SRTP Status. OFF - SRTP is not used ON - SRTP is used

GETTING FAMILAR WITH THE KEYPAD

The following table describes the buttons used on the GXP1400/GXP1405 keypad.

Table 6: GXP1400/GXP1405 KEYPAD DEFINITIONS



HOLD	Place active call on hold, or resume the call on hold.
TRANSFER	Transfer an active call to another number.
CONF	Establish 3-way conference with other 2 parties.
LINE 1/LINE 2	Switch between line 1 and line 2.
	Mute. Press to mute/unmute an active call.

	Headset.
	Speaker.
	Send/Redial. <ul style="list-style-type: none"> • Send. Enter the digits and then press Send to dial out the number; • Redial. Redial when there is a previously dialed call.
	Navigation Keys/Menu. <ul style="list-style-type: none"> • Press the 4 navigation keys to move up/down/left/right; • Press the round button in the center to enter Keypad Configuration MENU when phone is in idle; • The round button "MENU" can also be used as ENTER key when in Keypad Configuration.
	Volume. Press "-" or "+" to adjust the volume.
0 - 9, *, #	Standard phone keypad.

MAKING PHONE CALLS

HANDSET, SPEAKER AND HEADSET MODE

The GXP1400/GXP1405 allows users to switch among handset, speaker or headset when making calls.

Press the Hook Switch to switch to handset; press the Headset button  to switch to headset; or press the Speaker button  to switch to speaker.

2 SIP ACCOUNTS AND LINES

GXP1400/GXP1405 can support up to 2 independent SIP accounts. Each account is capable of independent SIP server, user and NAT settings. Each of the line buttons is "virtually" mapped to an individual 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 corresponding LINE LED will light up in green. The user can switch lines before dialing any number by pressing the LINE buttons.

For example: If 2 independent accounts are registered on GXP1400/GXP1405, when LINE 1 is pressed, the LINE 1 LED will light up in green. If LINE 2 is pressed, the LINE 2 LED will light up in green and the subsequent call will be made through SIP account 2.

Incoming calls to a specific account will attempt to use its corresponding LINE if it is not in use. When the “virtually” mapped line is in use, the GXP1400/GXP1405 will flash the other available LINE in red. A line is ACTIVE when it is in use and the corresponding LED is red.

COMPLETING CALLS

There are several ways to complete a call on GXP1400/GXP1405.

- **On hook dialing.** Enter the number when the phone is on hook and then send out.
 - When the phone is in idle, enter the number to be dialed out;
 - Take handset off hook; or
Press Speaker button; or
Press Headset button with headset plugged in; or
Select an available LINE key;
 - The call will be dialed out.
- **Off hook and dial.** Off hook the phone, enter the number and send out.
 - Take handset off hook; or
Press Speaker button; or
Press Headset button with headset plugged in; or
Press an available LINE key to activate speaker;
 - You shall hear dial tone after off hook;
 - Enter the number;
 - Press SEND key or # to dial out.
- **Redial.** Redial the last dialed number.
 - Take handset off hook; or
Press Speaker button; or
Press Headset button with headset plugged in; or
Press an available LINE key to activate speaker; or
When the phone is in idle;
 - Press SEND key, or the REDIAL softkey.
- **Via Call History.** Dial the number logged in phone's call history.

- Press MENU button to bring up the main menu;
 - Enter Call History and select "Answered Calls", "Missed Calls", "Transferred Calls" or "Forwarded Calls";
 - Select the entry you would like to call using the navigation arrow keys;
 - Press SEND button to dial out.
- **Via Phonebook.** Dial the number from the phonebook.
 - Press MENU button to bring up the main menu;
 - Select and enter Phonebook;
 - Select the phonebook entry you would like to call using the navigation arrow keys. Press MENU button to enter the entry detail;
 - Select option "Dial" using the navigation arrow keys and then press MENU button again to dial out.
- **Speed Dial.** Dial the number configured as Speed Dial on Line Key.
 - Go to GXP1400/GXP1405 Web GUI->Basic Settings, configure the Line Key's Key Mode as Speed Dial. Select the account to dial from, enter the Name and User ID (the number to be dialed out) for the Line Key. Click on "Update" at the bottom of the Web GUI page;
 - Off hook the phone, or directly press the Speed Dial key to dial out.
- **Call Return.** Dial the last answered call.
 - Go to GXP1400/GXP1405 Web GUI->Basic Settings, configure the Line Key's Key Mode as Call Return. Select the account to dial from, no Name or User ID has to be set on for Call Return;
 - Off hook the phone, or directly press the Call Return key to dial out.
- **Via Page/Intercom.**
 - Take handset off hook; or
Press Speaker button; or
Press Headset button with headset plugged in; or
Press an available LINE key to activate speaker;
 - You shall hear dial tone after off hook;
 - Press MENU button to switch the call screen from "Line x: Account x DIAL" to "Line x: Account x Paging";
 - Enter the number;
 - Press SEND key or # to dial out.

Note:

- After entering the number, the phone waits for the No Key Entry Timeout (Default timeout is 4 seconds, configurable via Web GUI) before dialing out. Press SEND or # key to override the No Key Entry Timeout;

- If digits have been entered after handset is off hook, the SEND key will work as SEND instead of REDIAL;
- By default, # can be used as SEND to dial the number out. Users could disable it by setting "User # as Dial Key" to "No" from Web GUI->Account page;
- For Paging/Intercom, if the SIP Server/PBX supports the feature and has Paging/Intercom feature code set up already, users might not necessarily need toggle to paging mode in the call screen on GXP1400/GXP1405. Simply dial the feature code with extension as a normal call.

MAKING CALLS USING IP ADDRESSES

Direct IP Call allows two phones to talk to each other in an ad-hoc fashion without a SIP proxy. VoIP calls can be made between two phones if:

- Both phones have public IP addresses; or
- Both phones are on the same LAN/VPN using private or public IP addresses; or
- Both phones can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

To make a direct IP call, please follow the steps below:

- Press MENU button to bring up main menu;
- Select "Direct IP Call" using the navigation arrow keys;
- Press MENU to enter the Direct IP Call mode;
- Input the 12-digit target IP address (Please see example below);
- Press the "More" softkey to make sure the softkey selection "IPv4" or "IPv6" is correctly selected depending on your network environment;
- Press "OK" softkey to dial.

For example:

If the target IP address is 192.168.1.60 and the port is 5062 (i.e., 192.168.1.60:5062), input the following: 192*168*1*60#5062. The * key represents the dot (.), the # key represents colon (:). Wait for about 4 seconds and the phone will initiate the call.

Quick IP Call Mode:

The GXP1400/GXP1405 also supports Quick IP Call mode. This enables the phone to make direct IP calls using only the last few digits (last octet) of the target phone's IP address. This is possible only if both

phones are under the same LAN/VPN. This simulates a PBX function using the CMSA/CD without a SIP server. Controlled static IP usage is recommended.

To enable Quick IP Call Mode, go to GXP1400/GXP1405 Web GUI->Advanced Setting page, set "Use Quick IP Call Mode" to "Yes". Click on "Update" on the bottom of the Web GUI page to take the change. To make Quick IP Call, take the phone off hook first. Then dial #xxx where x is 0-9 and xxx<255. Press # or SEND and a direct IP call to aaa.bbb.ccc.XXX will be completed. "aaa.bbb.ccc" is from the local IP address regardless of subnet mask. The number #xx or #x are also valid. The leading 0 is not required (but it's OK).

For example:

- 192.168.0.2 calling 192.168.0.3 -- dial #3 followed by # or "SEND";
- 192.168.0.2 calling 192.168.0.23 -- dial #23 followed by # "SEND";
- 192.168.0.2 calling 192.168.0.123 -- dial #123 followed by # "SEND";
- 192.168.0.2: dial #3 and #03 and #003 results in the same call -- call 192.168.0.3.

Note:

- The # will represent colon ":" in direct IP call rather than SEND key as in normal phone call;
- If you have a SIP server configured, direct IP call still works. If you are using STUN, direct IP call will also use STUN;
- Configure the "User Random Port" to "No" when completing direct IP calls.

ANSWERING PHONE CALLS

RECEIVING CALLS

- **Single incoming call.** Phone rings with selected ring tone. The corresponding LINE key will flash in red. Answer call by taking handset off hook, or using Speaker/Headset, or pressing the flashing LINE key;
- **Multiple incoming calls.** When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). The other LINE key will flash in red. Answer the incoming call by pressing the flashing LINE key. The current active call will be put on hold automatically.

DO NOT DISTURB

Do Not Disturb can be enabled/disabled by pressing the MUTE/DND button on the phone when the phone

is in idle. Or users could set it from phone's Menu following the steps below:

- Press the Menu button and select "Preference" using navigation keys;
- Press Menu button again to get into Preference options;
- Select "Do Not Disturb" and press Menu button;
- Use arrow keys to select and press Menu button to enable or disable "Do Not Disturb" feature.

When Do Not Disturb feature is turned on, the DND icon will appear on the right side of the LCD. The incoming call will not be accepted or directly go into voicemail.

DURING A PHONE CALL

CALL WAITING/CALL HOLD

- **Hold.** Place a call on hold by pressing the HOLD button. The active LINE key will blink in green;
- **Resume.** Resume call by pressing the blinking LINE key;
- **Multiple calls.** Automatically place active call on hold or switch between two calls by pressing the LINE key. Call waiting tone (stutter tone) will be audible on incoming call during the active call.

MUTE

During an active call, press the MUTE button to mute/unmute the microphone. The LCD will show "LINE: TALKING" or "LINE: MUTE" to indicate the mute status, with Mute icon displayed on the right side of the screen.

CALL TRANSFER

GXP1400/GXP1405 supports Blind Transfer, Attended Transfer and Auto-Attended Transfer.

- **Blind Transfer.**
 - During the first active call, press TRAN key and dial the number to transfer to;
 - Press SEND key or # to complete transfer of active call.
- **Attended Transfer.**

- During the first active call, press LINE key. The first call will be put on hold;
 - Enter the number for the second call in the new line and establish the call;
 - Press TRAN key;
 - Press the other LINE key which is on hold to transfer the call.
- **Auto-Attended Transfer.**
 - Set "Auto-Attended Transfer" to "Yes" under Web GUI->Advanced Settings page. And then click "Update" on the bottom of the page;
 - Establish one call first;
 - During the call, press TRAN key. A new line will be brought up and the first call will be automatically placed on hold;
 - Enter the number and press SEND key to establish the second call;
 - After the second call is established, press TRAN key again. The call will be transferred;
 - If users press the SPLIT softkey before the call is transferred in the step above, the second call will be resumed.

Note:

- To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains.
- In auto-attended transfer, use SEND key to dial out the second call instead of using #, even when # could be used as SEND in normal phone calls.

3-WAY CONFERENCING

GXP1400/GXP1405 can host 3-way conference call with another 2 parties.

- **Initiate a conference call.**
 - Establish 2 calls with 2 parties respectively;
 - While 1 call is active, the other call will be put on hold with its LINE key blinking in green;
 - Press CONF key;
 - Press the LINE key on hold, 3-way conference will be established.
- **Cancel Conference.**

- If after press the CONF key, the user decides not to conference, press Cancel softkey or the current active LINE key;
- This will resume the 2-way conversation with the current line.

- **Split and Re-conference.**

- During the 3-way conference, press HOLD key. The conference call will be split and both calls will be put on hold separately with 2 LINE keys blinking in green;
- Select 1 LINE key and press to resume the 2-way conversation;
- If users would like to re-establish conference call, before 1 separate LINE is selected, press the ReConf softkey right after the conference call is split.

- **End Conference.**

- Press HOLD key to split the conference call. The conference call will be ended with both calls on hold; Or
- Users could press the EndCall softkey or simply hang up the call to terminate the conference call.

GXP1400/GXP1405 supports **Easy Conference Mode**, which can be used combined with the traditional way to establish the conference.

- **Initiate a conference call.**

- Establish 1 call;
- Press CONF key and a new line will be brought up using the same account;
- Dial the number and press SEND key to establish the second call;
- Press CONF key or press the ConfCall softkey to establish the conference.

- **Split and Re-conference.**

- During the 3-way conference, press HOLD key. The conference call will be split and both calls will be put on hold separately with 2 LINE keys blinking in green;
- Select 1 LINE key and press to resume the 2-way conversation;
- If users would like to re-establish conference call, before 1 separate LINE is selected, press the ReConf softkey right after the conference call is split.

- **Cancel Conference.**

- If users decides not to conference after establishing the second call, press EndCall softkey instead

of the ConfCall softkey/CONF key;

- This will end the second call and the screen will show the first call on hold.

- **End Conference.**

- Press HOLD key to split the conference call. The conference call will be ended with both calls on hold; Or
- Users could press the EndCall softkey or simply hang up the call to terminate the conference call.

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.
- The option "Disable Conference" has to be set to "No" to establish conference.
- When using **Easy Conference Mode**, use SEND key to dial out the second call instead of using #, even when # could be used as SEND in normal phone calls.

VOICE MESSAGES (MESSAGE WAITING INDICATOR)

A blinking red MWI (Message Waiting Indicator) on the top right corner of the GXP1400/GXP1405 indicates a message is waiting. Dial into the voicemail box to retrieve the message by entering the voice mail number of the server or pressing the VMsg softkey (Voice Mail User ID has to be properly configured as the voice mail number under Web GUI->Account page). An IVR will prompt the user through the process of message retrieval.

SHARED CALL APPEARANCE (SCA)

The GXP1400/GXP1405 phone supports shared call appearance by Broadsoft standard. This feature allows members of the SCA group to shared SIP lines and provides status monitoring (idle, active, progressing, hold) of the shared line. When there is an incoming call designated for the SCA group, all of the members of the group will be notified of an incoming call and will be able to answer the call from the phone with the SCA extension registered.

All the users that belong to the same SCA group will be notified by visual indicator when a user seizes the line and places an outgoing call, and all the users of this group will not be able to seize the line until the line goes back to an idle state or when the call is placed on hold (with the exception of when multiple call appearances are enabled on the server side).

In the middle of the conversation, there are two types of hold: Public Hold and Private Hold. When a member of the group places the call on public hold, the other users of the SCA group will be notified of this by the red-flashing button and they will be able to resume the call from their phone by pressing the line button. However, if this call is placed on private-hold, no other member of the SCA group will be able to resume that call.

To enable shared call appearance, the user would need to register the shared line account on the phone. In addition, they would need to navigate to "Settings"->"Basic Settings" on the web UI and set the line to "Shared Line". If the user requires more shared call appearances, the user can configure multiple line buttons to be "shared line" buttons associated with the account.

CALL FEATURES

The GXP1400/GXP1405 supports traditional and advanced telephony features including caller ID, caller ID with caller Name, call forward and etc.

Table 7: CALL FEATURES

*30	Block Caller ID (for all subsequent calls) <ul style="list-style-type: none"> Off hook the phone; Dial *30.
*31	Send Caller ID (for all subsequent calls) <ul style="list-style-type: none"> Off hook the phone; Dial *31.
*67	Block Caller ID (per call) <ul style="list-style-type: none"> Off hook the phone; Dial *67 and then enter the number to dial out.
*82	Send Caller ID (per call) <ul style="list-style-type: none"> Off hook the phone; Dial *82 and then enter the number to dial out.
*70	Disable Call Waiting (per Call) <ul style="list-style-type: none"> Off hook the phone; Dial *70 and then enter the number to dial out.

*71	Enable Call Waiting (per Call) <ul style="list-style-type: none"> • Off hook the phone; • Dial *71 and then enter the number to dial out.
*72	Unconditional Call Forward. To set up unconditional call forward: <ul style="list-style-type: none"> • Off hook the phone; • Dial *72 and then enter the number to forward the call; • Press OK softkey or SEND key.
*73	Cancel Unconditional Call Forward. To cancel the unconditional call forward: <ul style="list-style-type: none"> • Off hook the phone; • Dial *73; • Hang up the call.
*90	Busy Call Forward. To set up busy call forward: <ul style="list-style-type: none"> • Off hook the phone; • Dial *90 and then enter the number to forward the call; • Press OK softkey or SEND key.
*91	Cancel Busy Call Forward. To cancel the busy call forward: <ul style="list-style-type: none"> • Off hook the phone; • Dial *91; • Hang up the call.
*92	Delayed Call Forward. To set up delayed call forward: <ul style="list-style-type: none"> • Off hook the phone; • Dial *92 and then enter the number to forward the call; • Press OK softkey or SEND key.
*93	Cancel Delayed Call Forward. To cancel the delayed call forward: <ul style="list-style-type: none"> • Off hook the phone; • Dial *93; • Hang up the call.

CUSTOMIZED LCD SCREEN & XML

The GXP1400/GXP1405 IP phone supports the following XML applications. Please refer to the corresponding link for documentation and templates.

- XML custom idle screen (customize idle screen logo, softkey layout, and etc.)

http://www.grandstream.com/products/gxp_series/general/documents/GXP140x_XML_Screen_Customization.zip

- XML downloadable phonebook

http://www.grandstream.com/products/gxp_series/general/documents/gxp_wp_xml_phonebook.pdf

CONFIGURATION GUIDE

The GXP1400/GXP1405 can be configured via two ways:

- LCD Configuration Menu using the phone's keypad;
- Web GUI embedded on the phone using PC's web browser.

CONFIGURATION VIA KEYPAD

To configure via the LCD configuration menu using phone's keypad, follow the instructions below:

- **Enter MENU options.** When the phone is in idle, press the round MENU button to enter the configuration menu;
- **Navigate in the menu options.** Press the arrow keys up/down/left/right to navigate in the menu options;
- **Enter/Confirm selection.** Press the round MENU button to enter the selected option;
- **Exit.** Press LEFT arrow key to exit to the previous menu;
- The phone automatically exits MENU mode with an incoming call, when the phone is off hook or the MENU mode if left idle for more than 20 seconds.

The MENU options are listed in the following table.

Table 8: GXP1400/GXP1405 CONFIGURATION MENU

Call History	Displays call logs for answered calls, dialed calls, missed calls, transferred calls and forwarded calls.
Status	<p>Displays network status, account registration status, software version number, MAC address, hardware version number, P/N number.</p> <ul style="list-style-type: none"> • Network status. Press to enter the sub menu for IP setting information (DHCP/Static IP/PPPoE), IPv4 address, IPv6 address, Subnet Mask, Gateway and DNS server.
Phone Book	Displays phonebook. Users could add, edit, search and delete contacts here, or download phonebook XML to the phone.
LDAP Directory	Configures LDAP directory options, displays LDAP directory by

	searching.
Instant Messages	Displays received instant messages.
Direct IP Call	Makes direct IP call.
Preference	<p>Preference sub menu includes the following options:</p> <ul style="list-style-type: none"> • Do Not Disturb Enables/disables Do Not Disturb on the phone. • Forward Call Configures call forward feature on selected account, forward type and number. • Ring Tone Configures different ring tones for incoming call. • Ring Volume Adjusts ring volume by pressing left/right arrow key. • LCD Contrast Adjusts LCD contrast by pressing left/right arrow key. • Download SCR XML Triggers the phone to download the XML idle screen file immediately. The XML idle screen server path and downloading method need to be set up correctly in Web GUI->Advanced Settings. • Erase Custom SCR Erases custom XML idle screen previously loaded on the phone. After erasing it, the phone will show default idle screen. • Display Language Selects the language to be displayed on the phone. Users could select Automatic for local language based on IP location if available. • Time Settings Configures date and time on the phone.
Config	<p>Config sub menu includes the following options:</p> <ul style="list-style-type: none"> • SIP Configures SIP Proxy, Outbound Proxy, SIP User ID, SIP Auth ID, SIP Password, SIP Transport and Audio information to register SIP account on the phone.

	<ul style="list-style-type: none"> • Upgrade Configures firmware server and config server for upgrading and provisioning the phone. • Factory Reset Resets the phone to factory default settings. • Layer 2 QoS Configures 802.1Q/VLAN Tag and priority value.
Factory Functions	<p>Factory Functions sub menu includes the following options:</p> <ul style="list-style-type: none"> • Audio Loopback Speak to the phone using speaker/handset/headset. If you can hear your voice, your audio is working fine. Press Menu button to exit audio loopback mode. • Diagnostic Mode All LEDs will light up. Press any key (except MENU key) on the keypad to display the button name in the LCD. Lift and put back the handset or press Menu button to exit diagnostic mode.
Network	Selects IP mode (DHCP/Static IP/PPPoE); Configures PPPoE account ID and password; Configures IP address, Netmask, Gateway, DNS Server 1 and DNS Server 2; Configures 802.1x mode.
Call Features	Configures call forward features for Forward All, Forward Busy, Forward No Answer and No Answer Timeout.
Voice Mails	Displays voicemail message information in the format below: new messages/all messages (urgent messages/all urgent messages)
Reboot	Reboot the phone.
Exit	Exit from this menu.

The following picture shows the keypad MENU configuration flow on GXP1400/GXP1405.

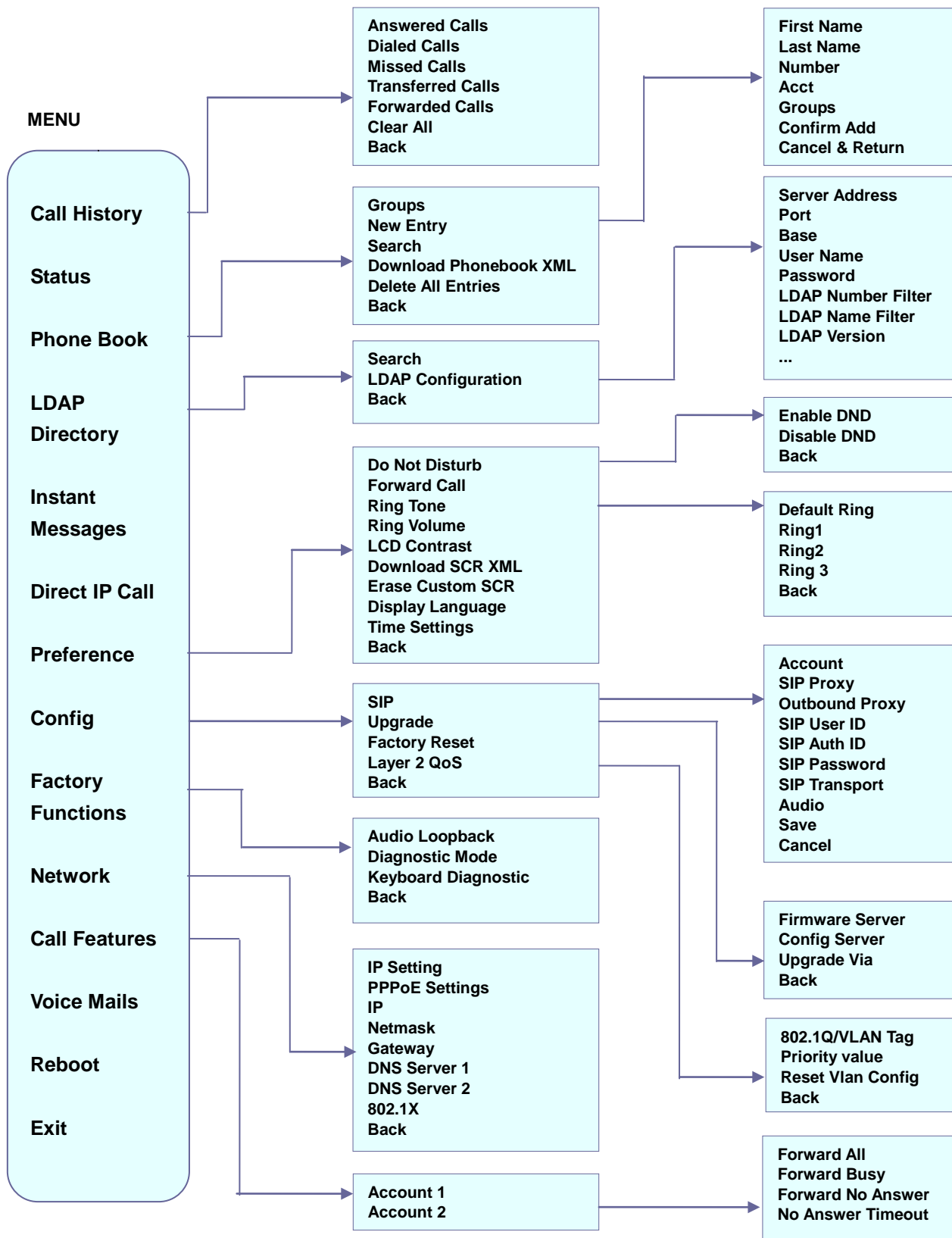


Figure 2: GXP1400/GXP1405 Keypad MENU Flow

CONFIGURATION VIA WEB BROWSER

The GXP1400/GXP1405 embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow a user to configure the IP phone through a Web browser such as Microsoft's IE, Mozilla Firefox and Google Chrome.

To access the GXP1400/GXP1405 Web GUI:

1. Connect the computer to the same network as the phone;
2. Make sure the phone is turned on and shows its IP address. You may check the IP address by pressing NextScr softkey or go to MENU->Status;
3. Open a Web browser on your computer;
4. Enter the phone's IP address in the address bar of the browser;
5. Enter the administrator's login and password to access the Web Configuration Menu.

Note:

- The computer has to be connected to the same sub-network as the phone. This can be easily done by connecting the computer to the same hub or switch as the phone connected to. In absence of a hub/switch (or free ports on the hub/switch), please connect the computer directly to the PC port on the back of the phone;
- If the phone is properly connected to a working Internet connection, the IP address of the phone will display in MENU->Status. This address has the format: xxx.xxx.xxx.xxx, where xxx stands for a number from 0-255. Users will need this number to access the Web GUI. For example, if the phone has IP address 192.168.40.154, please enter "http://192.168.40.154" in the address bar of the browser;
- The default login name for the administrator is "admin". The default administrator password is set to "admin". The default login name for the end user is "user" while the default user password is set to "123".
- When changing any settings, always SUBMIT them by pressing the **UPDATE** button on the bottom of the page. After submitting the changes in all the Web GUI pages, reboot the phone to have the changes take effect if necessary. All the options under Basic Setting and Account Setting, and most of the options under Advanced Settings do not require reboot after submitting the changes. Under Advanced Setting, the parameters on network configuration require reboot after update.

DEFINITIONS

This section describes the options in the GXP1400/GXP1405 Web GUI. As mentioned, you can log in as an administrator or an end user.

- **Status:** Displays the Account status, Network status, and System Info of the phone;
- **Account:** To configure the SIP account;
- **Basic Settings:** To configure basic network settings, time settings, Line keys, and etc;
- **Advanced Settings:** To configure advanced network settings, upgrading and provisioning, language settings, call features, and etc.

STATUS PAGE DEFINITIONS

MAC Address	Global unique ID of device, in HEX format. The MAC address will be used for provisioning and can be found on the label coming with original box and on the label located on the back of the device.
IPv4 Address	The IPv4 address obtained on the phone.
IPv6 Address	The IPv6 address obtained on the phone.
Product Model	Product model of the phone.
Part Number	Product part number.
Software Version	<ul style="list-style-type: none"> • boot: boot version number; • core: core version number; • base: base version number; • prog: program version number. This is the main firmware release number, which is always used for identifying the software system of the phone; • dsp: DSP version number.
System Up Time	System up time since the last reboot.
System Time	Current system time on the phone system.
Registered	SIP account registration status.
PPPoE Link Up	PPPoE connection status.
Service Status	GUI and Phone service status: running or stopped.
Core Dump	Core dump file that could be downloaded for troubleshooting purpose.

