

GXP 1400/1405 USER MANUAL



Thank you for purchasing Grandstream GXP1400/GXP1405 Small-Medium Business IP. Make sure and acknowledge that you have read this manual before using GXP1400.

Package Contents:

1. Main Case
2. Handset
3. Phone Cord
4. AC Power Adaptor
5. Ethernet Cable
6. Phone Stand
7. Quick Start Guide
8. Wall Mount Spacers x2

Disclaimer

- * This document is subject to change without prior notice.
- * A possibility of noise, broken voice, or disconnection may occur because of customers' or our network environment. We cannot guarantee the quality of voice.
- * The company assumes no responsibility on the difference of call or voice quality when the hearing acuity of individuals is concern.
- * The company assumes no responsibility when it was used outside Japan.
- * As for GXP1400 regular server maintenance, you may experience temporarily service stops without prior notice.
- * The company assumes no responsibility for the damages of customer caused by the phone malfunction or breakdown.

Care

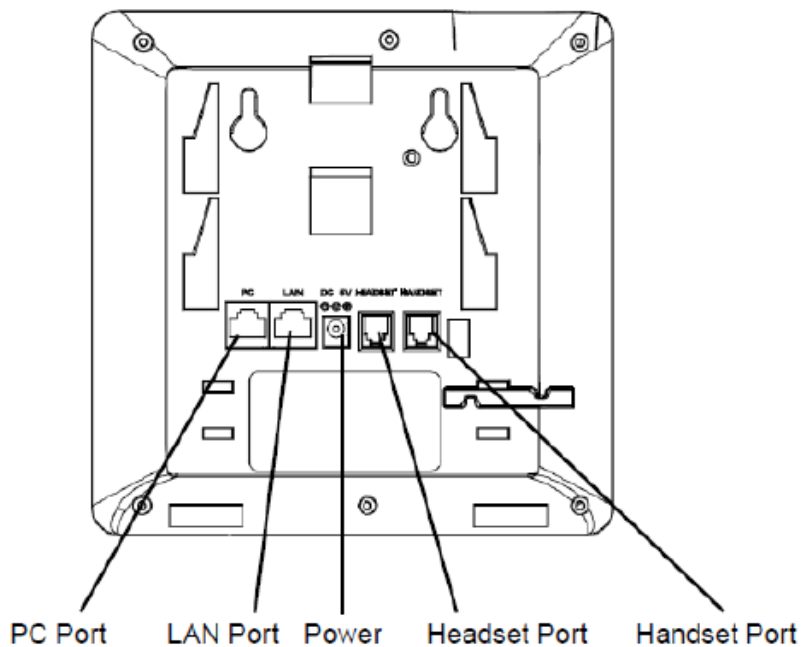
Please use soft dry clothes to clean the device.

Don't use wet clothes.

Don't use volatile chemicals like benzene, or thinner since they can damage the device.

If you want to use a chemical wipes, please read the cautionary notes before using it.

Connection Method:



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.

LCD Familiarization

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

Date and Time - Displays the current date and time. It can be synchronized with Internet timeservers.

Softkeys - The softkeys are context sensitive and will change depending on the status of the phone. Typical functions assigned to softkeys are:

- 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.

Keypad Familiarization

HOLD

Place active call on hold, or resume the call on hold.

TRANSFER

Transfer an active call to another number.

CONF

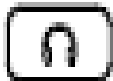
Establish 3-way conference with other 2 parties.

LINE 1/LINE 2

Switch between line 1 and line 2.



Mute. Press to mute/unmute an active call.



Headset. Used when you plugged a headset



Speaker. Hands-free function. You can call without using handset. Loudspeaker function



Send/Redial. Enter the digits and then press Send to dial out the number;
Redial. Redial when there is a previously dialed call.



Navigation Keys/Menu. 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.

Phone Configuration

Setting Grandstream GXP1400

1. Verify device's IP address.

Press soft key [NextScr] twice to view device's IP address.

2. Open a web browser and enter the device's IP address on the URL field

Format: [http://IP Address]

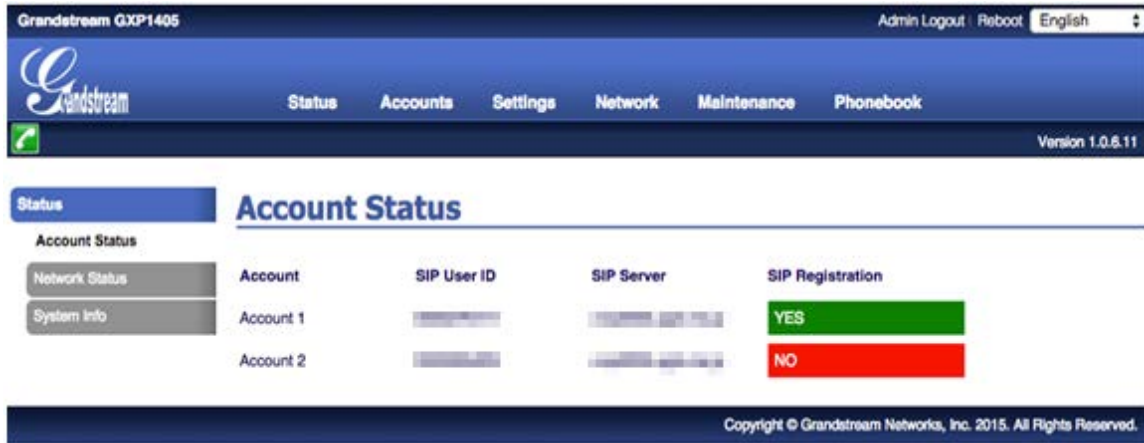
Grandstream **GXP1405 Executive IP Phone**

Password **Login**

Language **English** ▾

3. Type password and click [Login]. Default password: admin

*If you request to set up the device before shipping, we will change and write or paste the new password in its case.



4. Hover cursor over [Accounts]. Select [Account 1] and click [General Settings].



Accounts

Account 1 -

General Settings

Network Settings

SIP Settings +

Audio Settings

Call Settings

Account 2 +

General Settings

Account Active No Yes

Account Name	Unique ID
SIP Server	Login Server
Secondary SIP Server	
Outbound Proxy	Login Server
Backup Outbound Proxy	
SIP User ID	Unique ID
Authenticate ID	Unique ID
Authenticate Password	
Name	Unique ID
Voice Mail UserID	999

SIP Server and Outbound Proxy Login: Enter **Login Server**.
 Account Name, SIP User ID, Authenticate ID: Enter **Unique ID** (10 characters).
 Authenticate Password: Enter **Registered Password** (sent thru mail). *If password was changed, please enter the new one.
 Voicemail User ID: Enter **999**.
 Once done, click [**Save and Apply**]
 Set on both accounts. *Note that they must have different registered UID's

5. Hover cursor over [Accounts]. Select [Account 1] and click [Network Settings].
 Nat Traversal: Select [**Keep Alive**].

Accounts

Account 1 -

General Settings

Network Settings

SIP Settings +

Audio Settings

Call Settings

Account 2 +

Network Settings

DNS Mode

Primary IP

Backup IP 1

Backup IP 2

NAT Traversal

Proxy-Require

Once done click [**Save and Apply**]

6. Hover cursor over [Accounts]. Select [Account 1] and click [SIP Settings]>[Security Settings].

Check SIP User ID for Incoming INVITE : [Yes]

The screenshot displays the Grandstream GXP1400 web interface. At the top, there is a header with the Grandstream logo, navigation tabs for Status, Accounts, Settings, Network, Maintenance, and Phonebook, and utility links for Admin Logout, Reboot, and English. The main content area is titled "Security Settings" and is for "Account 1". On the left, a sidebar lists various settings categories: General Settings, Network Settings, SIP Settings (expanded), Basic Settings, Advanced Features, Session Timer, Security Settings (selected), Audio Settings, and Call Settings. The main panel shows four security options, each with radio buttons for "No" and "Yes":

- Check Domain Certificates: No Yes
- Validate Incoming Messages: No Yes
- Check SIP User ID for Incoming INVITE: No Yes (This row is highlighted in light green)
- Accept Incoming SIP from Proxy Only: No Yes
- Authenticate Incoming INVITE: No Yes

At the bottom of the settings panel are three buttons: Save, Save and Apply, and Reset. A footer at the very bottom contains the copyright notice: "Copyright © Grandstream Networks, Inc. 2016. All Rights Reserved."

Once done click [Save and Apply]

7. Hover cursor over [Accounts]. Select [Account 1] and click [Audio Settings].
Send DTMF: **Check** [via RTP].

*If you check [DTMF Inband] for [DTMF mode] on your Unique Management Page on our site, **Check** [in-audio].

The screenshot shows the Grandstream GXP1400 web interface. At the top, there is a navigation bar with 'Grandstream GXP1400' on the left, 'Admin Logout Reboot English' on the right, and a central menu with 'Status', 'Accounts', 'Settings', 'Network', 'Maintenance', and 'Phonebook'. Below this is a sidebar with 'Accounts' selected, showing 'Account 1' and 'Account 2'. The main content area is titled 'Audio Settings' and contains the following configuration options:

- Send DTMF**: In-audio via RTP (RFC2833) via SIP INFO
- DTMF Payload Type**: 101
- Preferred Vocoder - choice 1**: PCMU
- Preferred Vocoder - choice 2**: PCMA
- Preferred Vocoder - choice 3**: PCMU
- Preferred Vocoder - choice 4**: PCMU
- Preferred Vocoder - choice 5**: PCMU
- Preferred Vocoder - choice 6**: PCMU
- Preferred Vocoder - choice 7**: PCMU
- Use First Matching Vocoder in 2000K SDP**: No Yes
- Disable Multiple m line in SDP**: No Yes
- S RTP Mode**: No
- Crypto Life Time**: No Yes
- Symmetric RTP**: No Yes
- Silence Suppression**: No Yes

Once done click [Save and Apply]

8. Hover cursor over [Settings] and click [Call Features].

- Settings
- General Settings
- Call Features
- Ring Tone
- Audio Control
- LCD Display
- Date and Time
- Web Service
- XML Applications
- Programmable Keys

Call Features

Off-hook Auto Dial

Off-hook Timeout

Disable Call Waiting No Yes

Disable Call Waiting Tone No Yes

Disable Direct IP Call No Yes

Use Quick IP Call Mode No Yes

Disable Conference No Yes

Disable in-call DTMF Display No Yes

Enable Sending DTMF via Speed Dial No Yes

Disable DND Button No Yes

Enable Idle Mute No Yes

Disable Transfer No Yes

In-call Dial Number on Pressing Transfer Key

Auto-Attended Transfer No Yes

Do Not Escape '#' as %23 in SIP URI No Yes

Click-To-Dial Feature Disabled Enabled

Blink message LED on ringing No Yes

Call History Flash Writing 0 means this option is disabled

Write Timeout

Max Unsaved Log

Save Save and Apply Reset

Disable Call Waiting: Select [Yes].
*This will ignore Call-waiting. Select [No], if you want to enable Call-waiting.
Once done, click [Save and Apply]

9. Hover cursor over [Settings] and click [Date and Time].
NTP Server: Enter ntp.jst.mfeed.ad.jp

Time Zone: Select the time zone where you are located.

The screenshot shows the 'Date and Time' configuration page in the Grandstream GXP1405 admin interface. The page includes a sidebar with 'Settings' and 'Date and Time' selected. The main content area contains the following fields and options:

- NTP Server:** ntp.jst.mfeed.ad.jp
- Allow DHCP Option 42 to override NTP server:** Radio buttons for 'No' and 'Yes' (selected).
- Time Zone:** Auto
- Allow DHCP Option 2 to Override Time Zone Setting:** Checked checkbox.
- Self-Defined Time Zone:** MTZ+6MDT+5,M4.1.0,M
- Date Display Format:** yyyy-mm-dd
- Time Display Format:** Radio buttons for '12 Hour' (selected) and '24 Hour'.

Buttons at the bottom: Save, Save and Apply, Reset.

Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.

Once done, click [Save and Apply]

10. Hover cursor over [Maintenance] and click [Web Access].

The screenshot shows the 'Web Access' configuration page in the Grandstream GXP1405 admin interface. The page includes a sidebar with 'Maintenance' and 'Web Access' selected. The main content area contains the following fields and options:

- User Password:** Fields for 'New Password' and 'Confirm Password'.
- Admin Password:** Fields for 'New Password' and 'Confirm Password'.

Buttons at the bottom: Save, Save and Apply, Reset.

Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.

*Set a new password for **Admin Password** for security purposes.

Once done, click [Save and Apply]

11. Hover cursor over [Maintenance] and click [Upgrade and Provisioning].

- Maintenance
- Web Access
- Upgrade and Provisioning
- Syslog
- Language
- TR-069
- Security

Upgrade and Provisioning

Firmware Upgrade and Provisioning

Always Check for New Firmware
 Check New Firmware Only When F/W pre/suffix Changes
 Always Skip the Firmware Check

XML Config File Password

HTTP/HTTPS User Name

HTTP/HTTPS Password

Always Authenticate Before Challenge No Yes

Upgrade via TFTP HTTP HTTPS

Firmware Server Path

Config Server Path

Firmware File Prefix

Firmware File Postfix

Config File Prefix

Config File Postfix

Allow DHCP Option 43 and Option 66 to Override Server No Yes

Allow DHCP Option 120 to Override SIP Server No Yes

3CX Auto Provision No Yes

Automatic Upgrade No
 Yes, check for upgrade every minute(s)
 Yes, check for upgrade every day
 Yes, check for upgrade every week

Hour of the Day(0-23)

Day of the Week (0-6)

Authenticate Conf File No Yes

Save Save and Apply Reset

Firmware Upgrade and Provisioning: Select [**Always Skip the Firmware Check**].
Once done, click [**Save and Apply**]

12. Hover cursor over [Maintenance] and click [Language].

Grandstream GXP1405 Admin Logout Reboot English

Grandstream Status Accounts Settings Network Maintenance Phonebook

Version 1.0.6.11

Maintenance

- Web Access
- Upgrade and Provisioning
- Syslog
- Language
- TR-069
- Security

Language

Display Language: Auto

Language File Postfix:

Save Save and Apply Reset

Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.

Display Language: Select [Auto].
Once done, click [Save and Apply].

* After all configurations are set, click [Reboot]. This will reset the device and apply all changes made.

13. Hover cursor over [Maintenance] and click [Upgrade and Provisioning]

*Note: This step should only be done if you want to upgrade firmware.

Grandstream GXP1405 Admin Logout Reboot English

Grandstream Status Accounts Settings Network Maintenance Phonebook Version 1.0.8.11

Maintenance

- Web Access
- Upgrade and Provisioning**
- Syslog
- Language
- TR-069
- Security

Upgrade and Provisioning

Firmware Upgrade and Provisioning

- Always Check for New Firmware
- Check New Firmware Only When F/W pre/suffix Changes
- Always Skip the Firmware Check

XML Config File Password

HTTP/HTTPS User Name

HTTP/HTTPS Password

Always Authenticate Before Challenge No Yes

Upgrade via TFTP HTTP HTTPS

Firmware Server Path

Config Server Path

Firmware File Prefix

Firmware File Postfix

Config File Prefix

Config File Postfix

Allow DHCP Option 43 and Option 66 to Override Server No Yes

Allow DHCP Option 120 to Override SIP Server No Yes

3CX Auto Provision No Yes

Automatic Upgrade Yes, check for upgrade every 10080 minute(s)

- Yes, check for upgrade every day
- Yes, check for upgrade every week

Hour of the Day(0-23)

Day of the Week (0-6)

Authenticate Conf File No Yes

Save Save and Apply Reset

Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.

Firmware Upgrade and Provisioning: Select [**Always Check for New Firmware**]

Upgrade via: Select [**HTTP**]

Automatic Upgrade: Select [**Yes, check for upgrade every () minutes**] input **10080** on field provided.

Once done, click [**Save and Apply**]

Precautions & Safety Instructions

The following instructions help use Grandstream GXP1400 properly and prevent accidents. Failure to follow these instructions would void the product's warranty and accident may happen.

1. Immediately unplug the device from the power supply if there is a strange smell and smoke. Don't use the device and immediately contact the dealer for repair. Do not disassemble or modify. The device may malfunction, cause electric shock and fire.
2. Do not insert metal and keep the device dry. The device may malfunction, cause electric shock and fire.
3. Do not touch the device when lightning occurs. Doing so may cause an electrical shock. Don't place near a flammable material. This may cause fire or explosion.
4. Holding the phone on wet hands may cause electric shock. Don't place the device in an extreme hot or cold place. Sudden temperature change may cause malfunction of the device.
5. Do not place in a damp, dusty or direct sunlight. This may trigger an explosion of the device. Place in an even and stable location.
6. Do not place the phone and earpiece near an absorbent and magnet material. This may cause malfunction.

Troubleshooting

Please check the troubleshooting procedure before requesting a repair. If the problem doesn't get resolved, please contact us.

Problem	Solution
General Failure	<p>Plug and Unplug from the power source. (Do this for few times).</p> <p>Wait for at least one minute before plugging the device.</p> <p>If the problem is not resolved after doing this, please contact our customer support service.</p> <p>Please provide your number and broadband products.</p>

Problem	Cause	Solution
No Ringer Sound	Ethernet Cable is disconnected.	Check the connection of the Ethernet cable.
	AC Adapter is disconnected.	Check the connection of the AC Adapter.
	Did you change the volume settings?	Adjust the volume on the volume button.
	Did you change the settings on the display?	Revert the changed settings. Disconnect the Ethernet cable. (Please reboot).
Call is interrupted by noise	Are there any abnormalities in the network environment?	Check your network environment.

Initialization Method

Note that previous configurations will be cleared out after the initialization process. You need to set all the required information again to start your service.

Press the [MENU] [●] button and select [Config]. Then, select [Factory Reset] and confirm by selecting [OK]