Grandstream GXP1450

Grandstream GXP1450 HD Enterprise IP Phone User Manual

Model: GXP1450

1. Introduction

This manual provides detailed instructions for the setup, operation, and maintenance of your Grandstream GXP1450 HD Enterprise IP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and safety.
The Grandstream GXP1450 is an advanced IP phone designed for enterprise users, offering a rich set of features for efficient communication. Key features include:

- Support for 2 dual-color line keys with 2 SIP accounts and up to 2 call appearances.
- Three XML programmable context-sensitive soft keys for flexible functionality.
- Integrated 3-way conference calling capability.
- HD wideband audio for clear voice communication, featuring a superb full-duplex hands-free speakerphone with advanced acoustic echo cancellation.
- Large phonebook capacity of up to 500 contacts and a call history of up to 500 records.
- Automated personal information services (e.g., local weather) and customizable features like personalized music ring tones and flexible screen content via XML.
- Dual switched auto-sensing 10/100Mbps network ports with integrated Power over Ethernet (PoE).

2. Safety Information

To prevent injury or damage to your phone, always follow these basic safety precautions:

- Do not expose the phone to water or moisture.
- Do not place the phone near heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Use only the power adapter supplied with the phone.
- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the phone.
- Only use attachments/accessories specified by the manufacturer.
- Refer all servicing to qualified service personnel.

3. Package Contents

Upon opening the package, verify that all standard components are included and in good condition. The package should contain the Grandstream GXP1450 IP Phone unit, handset, handset cord, Ethernet cable, power adapter, and phone stand.

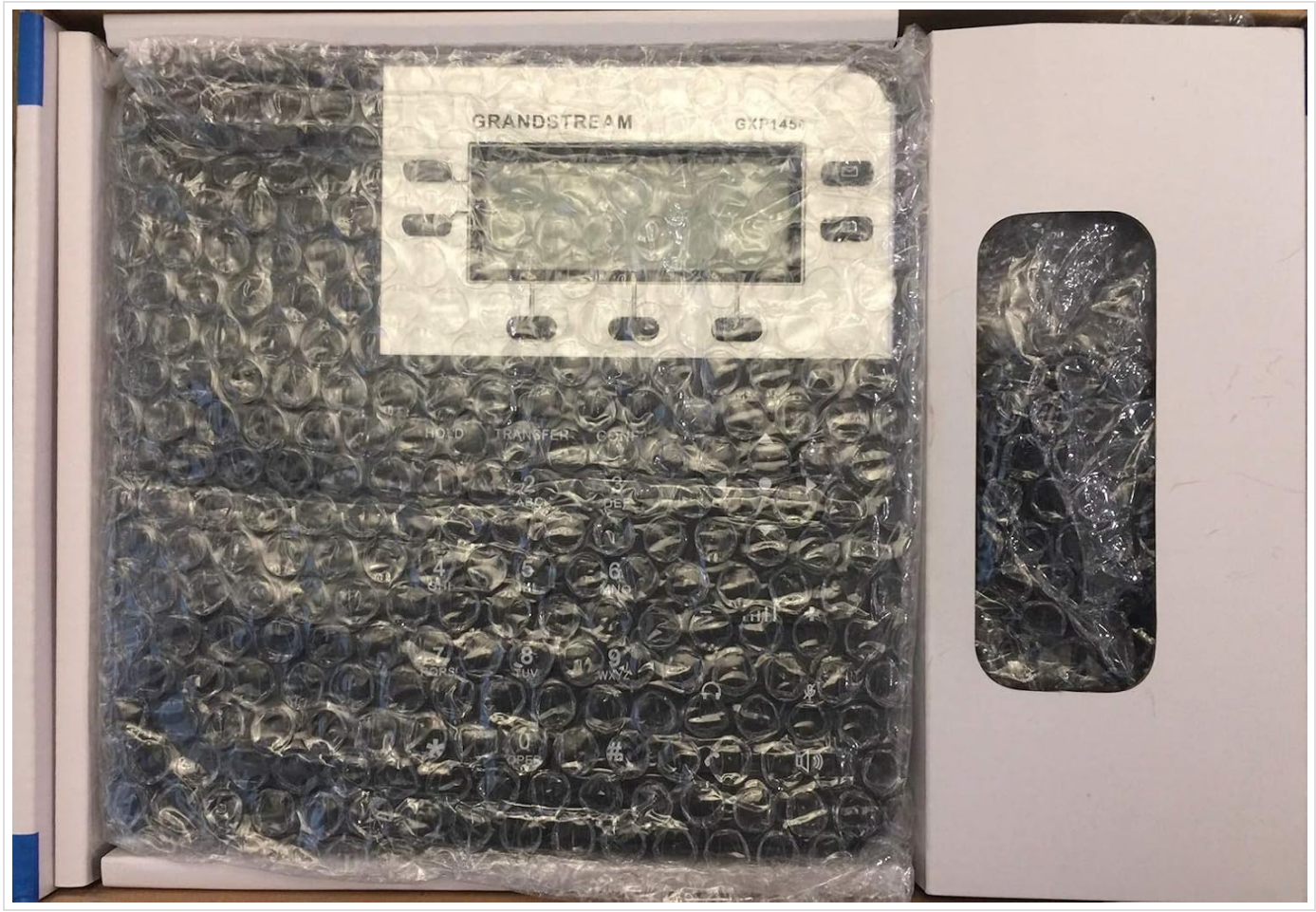


Image: The Grandstream GXP1450 IP Phone as it appears inside its packaging, secured with bubble wrap for protection during transit.

4. Product Overview

4.1 Physical Features

The Grandstream GXP1450 features a clear LCD display, a standard numeric keypad, and dedicated function keys for efficient call handling.



Image: A detailed close-up of the Grandstream GXP1450 IP Phone, highlighting its display screen, navigation buttons, and numeric keypad.

Key physical components include:

- **LCD Display:** Shows call information, menu options, and status.
- **Line Keys:** Dual-color keys indicating line status (idle, active, hold).
- **Soft Keys:** Context-sensitive buttons below the display for dynamic functions.
- **Navigation Pad:** For navigating menus and adjusting volume.
- **Numeric Keypad:** Standard 0-9, *, # for dialing.
- **Function Keys:** Dedicated buttons for HOLD, TRANSFER, CONF (Conference), Speakerphone, Headset, Mute, and Volume control.

4.2 Ports and Connections

The rear of the phone provides various ports for connectivity:

- **PC Port:** RJ45 Ethernet port for connecting a computer.

- **LAN Port:** RJ45 Ethernet port for network connection (supports PoE).
- **Handset Port:** RJ9 port for connecting the phone handset.
- **Headset Port:** RJ9 port for connecting a headset.
- **Power Port:** For connecting the external power adapter (if PoE is not used).

5. Setup

5.1 Connecting the Phone

Follow these steps to connect your GXP1450 IP Phone:

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset port on the phone and the other end into the handset.
2. **Connect to Network:** Plug one end of the Ethernet cable into the LAN port on the phone and the other end into a network switch/hub or router. If using Power over Ethernet (PoE), the phone will power on automatically.
3. **Connect Power (if not using PoE):** If PoE is not available, connect the supplied power adapter to the power port on the phone and then plug the adapter into a power outlet.
4. **Connect PC (Optional):** If you wish to connect a computer through the phone, plug an Ethernet cable from your computer into the PC port on the phone.

5.2 Initial Configuration

After connecting, the phone will attempt to obtain an IP address via DHCP. You can access the phone's web configuration interface for advanced settings:

- **Obtain IP Address:** Press the *Menu* button (center button of navigation pad), navigate to *Status*, then *Network Status* to view the phone's IP address.
- **Access Web UI:** Open a web browser on a computer connected to the same network and enter the phone's IP address in the address bar. The default username is 'admin' and the default password is 'admin'.
- **SIP Account Setup:** Configure your SIP account details (SIP server, User ID, Password) within the web interface under *Account Settings*.

6. Operating Instructions

6.1 Making Calls

- **Dialing:** Pick up the handset, press the Speakerphone button, or press the Headset button. Dial the desired number using the numeric keypad.
- **Sending Call:** Press the *Dial* soft key or wait a few seconds for the call to automatically connect.

6.2 Answering Calls

- When the phone rings, pick up the handset, press the Speakerphone button, or press the Headset button to answer.
- Alternatively, press the flashing line key to answer the incoming call.

6.3 Call Management

- **Hold:** During an active call, press the **HOLD** button. The line key will flash green. Press the flashing line key again to resume the call.
- **Transfer:** During an active call, press the **TRANSFER** button. Dial the number to transfer to, then press the *Transfer* soft key.
- **Conference:** During an active call, press the **CONF** (Conference) button. Dial the number of the third party, and once they answer, press the *Conf* soft key again to establish a 3-way conference.

6.4 Using Phonebook and Call History

- **Phonebook:** Access the phonebook via the dedicated button or menu. You can store up to 500 contacts.
- **Call History:** View recent incoming, outgoing, and missed calls. The phone stores up to 500 records.

6.5 Customization

- **Ring Tones:** Customize personalized music ring tones and ring back tones through the phone's web interface.
- **Screen Content:** The phone supports flexible customization of screen content and format using XML, allowing for integration with various web and enterprise applications.

7. Maintenance

Proper maintenance ensures the longevity and optimal performance of your GXP1450 IP Phone:

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Avoid using abrasive cleaners or solvents.
- **Environment:** Keep the phone in a clean, dust-free environment with stable temperature and humidity.
- **Cable Management:** Ensure all cables are securely connected and not under strain.

8. Troubleshooting

This section addresses common issues you might encounter with your GXP1450 IP Phone.

Problem	Possible Cause	Solution
Phone does not power on.	No power from adapter or PoE.	Check power adapter connection and outlet. Verify PoE switch/injector is active.
No dial tone.	Network connectivity issue or SIP registration failure.	Check Ethernet cable. Verify IP address. Ensure SIP account is correctly configured and registered in the web UI.
Cannot hear caller or caller cannot hear me.	Volume too low, faulty handset/headset, or network audio path issue.	Adjust volume. Test with speakerphone. Check handset/headset connection. Verify network firewall settings (NAT traversal).
Keys are unresponsive or repeating.	Temporary software glitch or physical issue.	Restart the phone by unplugging and replugging the power. If issue persists, contact support.

9. Specifications

The following table outlines the technical specifications for the Grandstream GXP1450 HD Enterprise IP Phone:

Feature	Detail
Brand	Grandstream
Color	Black
Dialer Type	Single Keypad
Item dimensions L x W x H	8 x 12 x 2.8 inches

Feature	Detail
Answering System Type	Digital
Item Weight	1.2 Pounds
Recording Capacity	17 minutes
Conference Call Capability	3-way
Multiline Operation	Multi-Line Operation
Caller Identification	No

10. Warranty and Support

For warranty information and technical support, please refer to the official Grandstream website or contact your authorized reseller.
Keep your purchase receipt as proof of purchase for warranty claims.
Online resources, including FAQs and firmware updates, may also be available on the manufacturer's support portal.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question