Rebooting a Grandstream GXP2170

This guide shows two easy ways to reboot your GXP2170: from the phone’s menu, or by power-cycling it. Use either method, both do the same thing.

Before you start

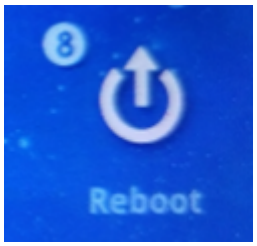
- **Finish any active calls.** Rebooting will disconnect calls.
- Rebooting **does not erase settings** or voicemails. It just restarts the phone.
- If you use a **wired headset** or **sidecar (EXT)**, leave them plugged in.

Method A: Reboot from the phone’s menu (preferred)

1. Press the **Menu** key (the center round button).



2. Select **Reboot**. (you may use arrows or just press the number # 8 on dial pad)



3. When Highlighted press the **Menu key** (the center round button) to select it.
4. When asked to confirm, choose **Yes**.
5. The screen will go dark and the phone will restart. *(it may appear as its not doing anything, but give it about 15 seconds)*

Method B: Power-cycle the phone (unplug/replug)

If your phone uses **Power over Ethernet (PoE)**

1. Trace the **network cable** from the back of the phone to the wall jack or switch.
2. Unplug that **network cable** from the **back of the phone**.
3. Wait 10-15 seconds.
4. Plug the **same cable** back into the **LAN** port on the phone (not the PC pass-through port).

If your phone uses a **power adapter (wall power)**

1. Unplug the **round power plug** from the back of the phone **or** unplug the power brick from the wall.
2. Wait 10-15 seconds.
3. Plug it back in firmly to the phone and power outlet.

After the reboot

- The screen will show the Grandstream logo, then your extension.

- Line keys will light as the phone finishes registering.
- You can place/receive calls once the line keys are solid and your name/extension is shown.

If the phone doesn’t come back up

- Check the **network cable** is in the **LAN** port (not “PC”).
- For power adapter: verify the **power brick** is firmly connected at both ends and the outlet has power.
- Look for on-screen messages like **“Not Registered”**; if you see this, note it for support.

When to contact IT/Support

- The phone shows **“Not Registered”** or can’t make/receive calls after reboot.
- You see repeated reboots or error messages.
- Your **sidecar (EXT)** or **headset** doesn’t power back on.

Provide your **extension number**, whether you used **PoE or power adapter**, and what you saw on the screen after the reboot.

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