Grandstream GXP1610

Grandstream GXP1610 IP Phone User Manual

MODEL: GXP1610

Brand: Grandstream

INTRODUCTION

This user manual provides comprehensive instructions for the Grandstream GXP1610 IP Phone. The GXP1610 is a simple IP phone designed for small businesses (SMBs) or home office environments. It features a single SIP account, up to 2 call appearances, and 3 XML programmable soft keys. Its 132x48 LCD screen offers a clear display for easy viewing. Key features include dual switched 10/100 Mbps ports, multi-language support, and 3-way conferencing, making it a high-quality, user-friendly, and dependable office phone.

This image shows the front view of the Grandstream GXP1610 IP Phone, featuring its black handset, grey and black base, alphanumeric keypad, navigation buttons, and LCD screen displaying date, time, and softkey options.

SETUP

1. **Unboxing:** Carefully remove all components from the packaging. Ensure you have the phone unit, handset, coiled cord, Ethernet cable, power adapter, and phone stand.

2. **Attach Phone Stand:** Align the phone stand with the slots on the back of the phone unit and snap it into place.

3. **Connect Handset:** Plug one end of the coiled cord into the handset port on the phone base and the other end into the handset.

4. **Connect Network:** Connect one end of the Ethernet cable to the LAN port on the phone and the other end to an available Ethernet port on your router or network switch. The GXP1610 features dual 10/100 Mbps ports, allowing you to connect a PC to the PC port on the phone for network pass-through.

5. **Connect Power:** Plug the power adapter into the power port on the phone and then into a power outlet. The phone

will automatically power on and begin its boot sequence.

OPERATING INSTRUCTIONS

Using Headset and Speaker

The GXP1610 IP Phone supports both headset and speakerphone modes for communication.

- **Speakerphone:** To turn the speaker on or off, press the **Speaker** button (located near the bottom right of the keypad).
- **Headset:** Once a headset has been connected to the phone, press the **Headset** button (located above the speaker button) to activate headset mode.

> Your browser does not support the video tag.

An official video demonstrating the basic functionalities of the Grandstream GXP1600 series IP phones, including headset and speaker usage, making and answering calls, redialing, holding calls, and adjusting volume.

Making a Call

There are three primary ways to initiate a call on your GXP1610 IP Phone:

1. **Handset/Headset:** Pick up the handset or put on your headset.
2. **Speakerphone:** Press the **Speaker** button.
3. **Line Key Selection:** Press an available Line Key (the buttons to the left of the LCD screen).

Once a dial tone is heard (and the corresponding line key turns green), enter the phone number using the keypad. To complete the call, press the **Send** button (phone icon) or the **#** key. If you wish to use a different SIP account, simply press a different Line Key before dialing.

Redial

To redial the last number called:

1. Pick up the handset (take the phone off-hook).
2. Press the **Send** button (phone icon) or press the **Redial** softkey displayed on the phone's screen.

Note: The phone will redial using the same SIP account that was used for the previous call.

Answering a Call

To answer an incoming call:

- **Single Incoming Call:** Physically pick up the handset or put on your headset. Alternatively, you can press the **Speaker** button or press the corresponding Line Key that is flashing green.
- **Multiple Incoming Calls (Call Waiting):** When there is an additional incoming call or call waiting, you will hear a call waiting tone. Answer the incoming call by pressing the corresponding Line Key that is flashing red. The current call will then be put on hold. You can toggle between calls by pressing the Line Key that corresponds to each call.

Ending a Call

To end an active call:

- If using the handset, simply hang up the phone.
- If using the speakerphone or headset, simply press the **End Call** softkey displayed on the phone's screen.

Hold and Resume

- **To Place a Call on Hold:** During an active call, simply press the **Hold** button (pause icon). The line key will typically flash red to indicate the call is on hold.
- **To Resume a Held Call:** Simply press the corresponding blinking Line Key that indicates the held call.

Volume Adjustment

You can adjust the volume for both the ringer and active calls:

- **Ring Volume:** Use the **Volume** button (+/-) when the phone is idle (not in a call) to adjust the ring volume.
- **Call Volume:** Press the **Volume** button (+/-) during an active call to adjust the call volume for the handset, headset, or speakerphone.
- **Mute Microphone:** To place yourself and your microphone on mute during a call, simply press the **Mute** button (microphone icon). Press it again to unmute.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Avoid using abrasive cleaners or solvents.
- **Liquid Exposure:** Do not expose the phone to water or any other liquids. If the phone gets wet, immediately disconnect power and allow it to dry completely before reconnecting.
- **Temperature:** Operate the phone within recommended temperature ranges. Avoid extreme heat or cold.
- **Storage:** When not in use for extended periods, store the phone in a cool, dry place away from direct sunlight.

TROUBLESHOOTING

- **No Power:**

  - Ensure the power adapter is securely connected to both the phone and a working power outlet.
  - Verify the power outlet is functional by plugging in another device.

- **No Dial Tone:**

  - Check that the Ethernet cable is securely connected to the phone's LAN port and your network.
  - Verify your network connection is active and the phone has obtained an IP address.
  - Ensure your SIP account is properly registered. Consult your VoIP service provider or network administrator for registration issues.

- **Cannot Hear or Be Heard:**

  - During a call, adjust the call volume using the volume buttons.
  - Check if the microphone is muted by pressing the Mute button.
  - Ensure the handset or headset is properly connected.

- **Phone Not Registering:**

  - Confirm the SIP server address, User ID, and Password are correctly configured.
  - Check network connectivity to the SIP server.
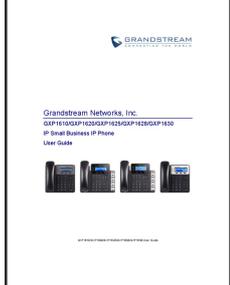 - Restart the phone and your network equipment.

SPECIFICATIONS

Brand	Grandstream
Model Number	GXP1610
Item Weight	0.01 ounces
Product Dimensions	12 x 8 x 3 inches
Color	Black, Black Gray
Material Type	Acrylonitrile Butadiene Styrene (ABS)
Telephone Type	VoIP
Power Source	Corded Electric
Display	132 x 48 pixel LCD display
Ethernet Ports	Dual-switched 10/100 Mbps ports

WARRANTY & SUPPORT

For warranty information and technical support, please refer to the official Grandstream website or contact your product vendor. Grandstream offers various support resources, including documentation, FAQs, and a support ticketing system. Additionally, protection plans may be available for your Grandstream GXP1610 IP Phone to provide extended coverage beyond the standard manufacturer's warranty. Please check with your retailer or Amazon for details on available protection plans.

Related Documents - GXP1610

	[Grandstream GXP1610/1615 Small Business IP Phone Quick Installation Guide](#) This guide provides instructions for installing and configuring the Grandstream GXP1610/1615 Small Business IP Phone. It covers package contents, phone setup, connecting the phone, and configuration via web browser or keypad.
	[Grandstream GXP1610/GXP1620/GXP1625/GXP1628/GXP1630 IP Phone User Guide](#) This user guide provides comprehensive instructions for setting up, configuring, and operating the Grandstream GXP1610, GXP1620, GXP1625, GXP1628, and GXP1630 IP phones, covering installation, basic and advanced call features, and device management for small to medium businesses.

	Grandstream GXP1600 Series User Guide A comprehensive user guide for the Grandstream GXP1600 series IP phones, covering setup, features, call handling, and troubleshooting.
	Grandstream Wave Lite User Guide: Connecting, Using, and Configuring the VoIP App Comprehensive user guide for the Grandstream Wave Lite app on Android and iOS, covering setup, making calls, managing contacts, account settings, and troubleshooting for the Vivi VoIP network.
	Grandstream GRP2602 Series IP Phone User Guide and Configuration Comprehensive guide to configuring, installing, and using the Grandstream GRP2602, GRP2602P, and GRP2602W IP phones. Covers web and keypad setup, network connectivity, features, and regulatory information.
	Grandstream GRP260X Configuration Guide for RingCentral MVP This guide provides configuration best practices for setting up Grandstream GRP260X IP phones with the RingCentral MVP platform, covering manual provisioning, SIP settings, and firmware upgrades.