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› [Grandstream](#) /

› Grandstream GXP1630 IP Phone User Manual

Grandstream GS-GXP1630

Grandstream GXP1630 IP Phone User Manual

Model: GS-GXP1630 | Brand: Grandstream

1. INTRODUCTION

This manual provides comprehensive instructions for the Grandstream GXP1630 IP Phone. The GXP1630 is a powerful Gigabit IP phone designed for small businesses, featuring 3 lines, 3 SIP accounts, a 2.9-inch backlit LCD display, dual-port Gigabit Ethernet with integrated PoE, 8 BLF keys, and 4-way conferencing. It is built to be a high-quality, versatile, and dependable office phone, supporting advanced security encryption technology (SRTP and TLS) and various automated provisioning options for easy deployment.



Figure 1: Front view of the Grandstream GXP1630 IP Phone.

2. SETUP

2.1 Package Contents

Before you begin, ensure all components are present:

- Grandstream GXP1630 IP Phone unit
- Handset and coiled cord
- Ethernet cable
- Power adapter (if not using Power over Ethernet - PoE)
- Phone stand

2.2 Physical Installation

Connect the handset, network cable, and power adapter (if needed) to the phone. The phone supports Power over Ethernet (PoE), allowing it to receive power and data through a single Ethernet cable from a compatible PoE switch or

injector.

1. Connect the coiled cord from the handset to the handset port on the phone.
2. Connect one end of the Ethernet cable to the LAN port on the phone and the other end to your network switch or router. If using PoE, this connection will also power the phone.
3. If not using PoE, connect the power adapter to the power port on the phone and then to a power outlet.
4. Attach the phone stand to the back of the phone for desktop use, or prepare for wall mounting if desired.



Figure 2: Back view of the phone showing connection ports.

2.3 Initial Configuration

The GXP1630 can be configured via its web interface or through automated provisioning. For initial setup, it is recommended to consult your VoIP service provider or network administrator for specific SIP account details and provisioning methods.

- The phone will attempt to obtain an IP address via DHCP upon connection to the network.
- Access the phone's web interface by entering its IP address into a web browser on a computer connected to the same network.

- Default login credentials are typically 'admin' for both username and password.

3. OPERATING INSTRUCTIONS

3.1 Headset and Speaker Usage

The GXP1630 supports both headset and speakerphone modes for hands-free communication.

- To turn the speakerphone **on** or **off**, press the **Speaker** button .
- To use a headset, connect it to the dedicated headset port on the phone. Once connected, press the **Headset** button  to activate headset mode.

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Video 1: Overview of Headset and Speaker usage (0:07 - 0:19).

3.2 Making a Call

There are three primary methods to initiate a call:

1. **Handset/Headset:** Lift the handset or press the **Headset** button to go off-hook.
2. **Speakerphone:** Press the **Speaker** button to activate the speakerphone.
3. **Line Key Selection:** Press an available line key (e.g., Line 1, Line 2, Line 3). The corresponding line key will turn green, indicating it is active and ready for dialing.

Once you have a dial tone, enter the phone number using the keypad. To send the call, press the **Send** button  or the **#** key.

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Video 2: Demonstrating how to make a call (0:20 - 0:55).

3.3 Redial

To redial the last number called:

1. Lift the handset or press the **Speaker** button to go off-hook.
2. Press the **Send** button  or the **Redial** softkey on the phone's display.

Note: The phone will redial using the same SIP account as the previous call.

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Video 3: Instructions for redialing a number (0:56 - 1:16).

3.4 Answering a Call

When an incoming call rings, the corresponding line key will flash red.

- To answer a single incoming call:
 - Lift the handset or press the **Headset** button.
 - Alternatively, press the **Speaker** button.
 - Or, press the corresponding flashing red line key.
- To answer multiple incoming calls (Call Waiting):

If you are on an active call and another call comes in, you will hear a call waiting tone. To answer the new incoming

call, press the corresponding line key that is flashing red. Your current call will automatically be placed on hold. You can toggle between calls by pressing the respective line keys.

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Video 4: Guide on answering single and multiple incoming calls (1:17 - 2:04).

3.5 Ending a Call

To end an active call:

- Hang up the handset.
- If using speakerphone or headset, press the **End Call** softkey on the display.

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Video 5: How to end a call (2:05 - 2:15).

3.6 Hold and Resume

To place an active call on hold, press the **Hold** button . The line key will flash red to indicate the call is on hold.

To resume a call that was placed on hold, press the corresponding blinking line key.

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Video 6: Using the Hold and Resume functions (2:16 - 2:34).

3.7 Volume Adjustment

Adjust the volume of your phone using the dedicated volume buttons .

- When the phone is idle (not on a call), press the volume buttons to adjust the ring volume.
- During an active call, press the volume buttons to adjust the call volume for the handset, headset, or speakerphone.

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Video 7: Adjusting phone volume (2:35 - 2:54).

3.8 Mute Function

To mute your microphone during a call, press the **Mute** button . Press it again to unmute.

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Video 8: How to mute and unmute your microphone (2:55 - 3:03).

4. MAINTENANCE

To ensure the longevity and optimal performance of your Grandstream GXP1630 IP Phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Avoid using abrasive cleaners, waxes, or solvents as they may damage the finish.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture.
- **Firmware Updates:** Regularly check for and apply firmware updates from Grandstream's official website. Firmware updates often include performance improvements, bug fixes, and security enhancements.
- **Cable Management:** Ensure all cables are securely connected and not under strain to prevent damage to ports or cables.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your GXP1630 IP Phone.

5.1 No Dial Tone or Cannot Make/Receive Calls

- **Check Network Connection:** Ensure the Ethernet cable is securely connected to both the phone's LAN port and the network switch/router. Verify network connectivity for other devices.
- **Power Supply:** If not using PoE, ensure the power adapter is correctly connected and the phone is receiving power.
- **SIP Account Registration:** Verify that your SIP account(s) are correctly registered. Check the phone's display for registration status or access the web interface. If unregistered, re-enter SIP credentials or contact your VoIP service provider.
- **Network Configuration:** Confirm that the phone has a valid IP address and can access the internet. Incorrect network settings (IP address, gateway, DNS) can prevent calls.

5.2 Audio Issues (No Sound, Distorted Audio)

- **Volume Adjustment:** During a call, use the volume buttons to increase the call volume.
- **Mute Function:** Ensure the microphone is not muted. Press the **Mute** button to toggle mute status.
- **Handset/Headset Connection:** Check the physical connection of the handset or headset to the phone.
- **Network Quality:** Poor network quality (high latency, packet loss) can lead to distorted or dropped audio. Consult your network administrator.

5.3 Phone Not Powering On

- **Power Source:** If using the power adapter, ensure it's plugged into a working outlet and securely connected to the phone.
- **PoE Check:** If using PoE, verify that your network switch or injector is providing power and that the Ethernet cable is functional. Try connecting to a different PoE port or using the power adapter.

6. SPECIFICATIONS

Key technical specifications for the Grandstream GXP1630 IP Phone:

Feature	Detail
Product Dimensions	7.8 x 6.9 x 3.4 inches
Item Weight	1.7 pounds
Model Number	GS-GXP1630
SIP Accounts	3
Line Keys	3
Conferencing	4-way

Display	132x64 backlit LCD
Ethernet Ports	Dual-switched Gigabit ports
PoE	Integrated PoE
BLF/Speed Dial Keys	8 dual-colored
Audio	HD audio on speakerphone and handset
Contacts Capacity	Up to 500
Call History	Up to 200 records



Figure 3: Dimensions of the Grandstream GXP1630 IP Phone.

7. WARRANTY AND SUPPORT

For warranty information and technical support, it is recommended to contact the reseller or your VoIP service provider from whom you purchased the Grandstream GXP1630 IP Phone. Grandstream typically provides warranty and support to its authorized resellers and distributors, who then extend support to end-users.

You can also visit the official Grandstream website for product documentation, FAQs, and community forums for additional assistance. Ensure you have your product's model number (GS-GXP1630) and serial number ready when seeking support.

For the most up-to-date information on support and warranty policies, please refer to the documentation provided with your purchase or visit the Grandstream official support page.

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