

Grandstream GRP-2614

Grandstream GRP2614 IP Phone User Manual

Model: GRP-2614

1. INTRODUCTION

The Grandstream GRP2614 is a professional 4-line IP phone designed for mass deployment. It features a 2.8-inch color LCD display, dual Gigabit Ethernet ports with integrated Power over Ethernet (PoE), and supports 6 SIP accounts. This manual provides comprehensive instructions for setting up, operating, and maintaining your GRP2614 IP phone.



Figure 1: Front view of the Grandstream GRP2614 IP Phone. This image shows the phone's main body, handset, color display, and keypad.

2. PACKAGE CONTENTS

Verify that all items are present in your package before proceeding with the installation. If any items are missing or damaged, please contact your vendor.

- GRP2614 IP Phone Unit
- Handset with Cord
- Ethernet Cable
- Phone Stand
- Quick Installation Guide
- GPL License (if applicable)



Figure 2: Angled view of the Grandstream GRP2614 IP Phone, showcasing its ergonomic design and display angle.

3. PHYSICAL FEATURES

The GRP2614 IP Phone is equipped with various keys, indicators, and ports for optimal functionality.



Figure 3: Labeled diagram of the Grandstream GRP2614 IP Phone, highlighting key components and their functions.

3.1. Keypad and Buttons

- **Programmable Soft Keys:** Context-sensitive keys below the LCD display for various functions.
- **LCD Display:** 2.8-inch color screen for call information, menus, and status.
- **LED Indicator:** Status light for messages, calls, and network activity.
- **Voicemail Key:** Accesses voicemail messages.
- **Contacts Key:** Opens the phone's contact directory.
- **Hold Key:** Puts an active call on hold.
- **Volume Control:** Adjusts handset, headset, and speaker volume.
- **Handsfree/Speaker Key:** Toggles speakerphone mode.
- **Off-hook/Dial Key:** Initiates a call or answers an incoming call.
- **Menu/4 Arrow Key Combination:** Navigates through menus and options.
- **Call Transfer Key:** Transfers an active call to another extension.
- **Conference Key:** Initiates a three-way conference call.
- **Headset Key:** Toggles headset mode.
- **Mute Key:** Mutes the microphone during a call.
- **BLF Line Keys:** Busy Lamp Field keys to monitor line status and speed dial.
- **Programmable BLF Page Keys:** Additional BLF keys for expanded monitoring.
- **Digital BLF Keys:** Digital Busy Lamp Field keys for advanced line monitoring.

3.2. Ports and Connectors (Rear View)

The rear of the phone unit contains various ports for connectivity.

- **PC Port:** Gigabit Ethernet port for connecting a computer.
- **LAN Port:** Gigabit Ethernet port for connecting to the network (supports PoE).
- **Handset Port:** Connects the coiled handset cord.
- **Headset Port:** Connects a compatible RJ9 headset.
- **Power Port:** For connecting the optional 12V DC power adapter (if PoE is not used).

4. SETUP AND INSTALLATION

4.1. Assembling the Phone

1. Attach the phone stand to the back of the phone unit.
2. Connect the coiled cord to the handset and the handset port on the phone base.

4.2. Connecting to the Network and Power

The GRP2614 supports Power over Ethernet (PoE) or an external power adapter.

1. **Using PoE (Recommended):** Connect one end of the Ethernet cable to the LAN port on the phone and the other end to a PoE-enabled switch or injector. The phone will power on automatically.
2. **Using Power Adapter (Optional):** If PoE is not available, connect the included power adapter (if supplied) to the power port on the phone and plug it into a power outlet. Then, connect one end of the Ethernet cable to the LAN port on the phone and the other end to your network switch or router.
3. (Optional) Connect a computer to the PC port on the phone using another Ethernet cable if you wish to share the network connection.

4.3. Initial Configuration

Upon first boot-up, the phone will attempt to obtain an IP address via DHCP. You may need to configure SIP accounts and other settings via the phone's web interface or LCD menu. Consult your VoIP service provider or IT administrator for SIP account details.

5. OPERATING INSTRUCTIONS

5.1. Making Calls

- **Dialing Directly:** Pick up the handset, press the Speaker button, or press an available Line key. Dial the number and press the "Send" soft key or wait for a few seconds.
- **From Contacts:** Press the **Contacts** key, navigate to the desired contact, and press "Dial".
- **Redial:** Press the **Redial** soft key to call the last dialed number.

5.2. Receiving Calls

- When the phone rings, pick up the handset, press the Speaker button, or press the flashing Line key.

5.3. During a Call

- **Hold:** Press the **Hold** key. Press the Line key again to resume the call.
- **Transfer:** Press the **Transfer** key, dial the new number, and press "Transfer" again.
- **Conference:** Press the **Conference** key, dial the second party's number, and once connected, press "Conf" again

to join all parties.

- **Mute:** Press the **Mute** key to mute your microphone. Press again to unmute.
- **Volume:** Use the **Volume** control keys to adjust the call volume.

5.4. Voicemail

- Press the **Voicemail** key. Follow the voice prompts to access and manage your messages.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your GRP2614 IP Phone.

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Avoid using abrasive cleaners, waxes, or solvents.
- **Storage:** Store the phone in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid dropping the phone or subjecting it to strong impacts.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your GRP2614 IP Phone.

7.1. No Power

- Ensure the Ethernet cable is securely connected to the LAN port and the PoE switch/injector.
- If using a power adapter, ensure it is securely plugged into the phone and a working power outlet.
- Verify the power source (PoE switch or power outlet) is active.

7.2. No Dial Tone / Cannot Make Calls

- Check network connectivity. Ensure the Ethernet cable is properly connected and the network is active.
- Verify that your SIP account(s) are registered. Check the phone's display for registration status (usually a green icon).
- Contact your VoIP service provider or IT administrator to confirm account details and network settings.
- Restart the phone by unplugging and re-plugging the power/Ethernet cable.

7.3. Poor Audio Quality

- Check your network connection for stability and bandwidth.
- Ensure the handset cord is securely connected.
- Adjust the volume using the volume control keys.
- If using a headset, ensure it is properly connected and functioning.

8. SPECIFICATIONS

Feature	Detail
Product Dimensions	19.69 x 19.69 x 11.02 inches
Item Weight	2.09 pounds (950 Grams)
Model Number	GRP-2614

Display	2.8-inch (8 cm) Color LCD
SIP Accounts	6
Lines	4
Ethernet Ports	Dual Gigabit with Integrated PoE
Power Source	Corded Electric (PoE or optional 12V DC adapter)
Material	Plastic
Color	Black
Manufacturer	Grandstream
First Available Date	July 2, 2019

9. SAFETY INFORMATION

Please read and follow these safety guidelines to prevent damage to the device or injury to yourself.

- Do not expose the device to water or moisture.
- Do not place the device near heat sources or in direct sunlight.
- Do not attempt to open or modify the device.
- Use only the power adapter provided or a compatible PoE source.
- Keep the device away from children.
- Ensure proper ventilation around the device.

10. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Grandstream website or contact your authorized Grandstream reseller.

Grandstream Official Website: www.grandstream.com



GRANDSTREAM
CONNECTING THE WORLD

Telefono VoIP carrier-grade a 4 linee
GRP2614

GRP2614 è un telefono VoIP carrier-grade a 4 linee progettato con provisioning zero-touch per una distribuzione di massa e una facile gestione. Presenta un design elegante e una suite di funzioni di nuova generazione, tra cui doppio schermo LCD con 40 tasche virtuali multi-touch (MFT), Wi-Fi integrato, supporto Bluetooth, doppio pannello touch e altro ancora. La serie GRP include funzioni di sicurezza carrier-grade per fornire sicurezza a livello aziendale, tra cui avviso scacco, doppio firmare e archiviazione dei contatti. Per il provisioning cloud è la gestione centralizzata. Il GRP2614 è supportato dal Device Management System di Grandstream (GMS), che fornisce un'interfaccia centralizzata per configurare, gestire e monitorare le implementazioni degli endpoint di Grandstream. Realizzato per soddisfare le esigenze dei desktop worker e progettato per una facile implementazione da parte di aziende, provider di servizi e altri mercati ad alto volume, GRP2614 offre una piattaforma vocale facile da usare e facile da implementare.

4 LINES
4 linee di linea fisica a 4 account SIP. Last extension MFT con LED a stato con 2 tasti Speed/Dial

Protezione a livello aziendale: doppio firmare scacco, doppio firmare e archiviazione dei contatti

100 Audio Unidirectional o due vie con supporto per auto-answer/transfer

Wi-Fi Dual Band 802.11 n integrato

40 Virtual Multi-Function Touch (MFT) da 10*10000 MFT con touch pad integrato

Doppio schermo LCD con touch MFT digital

Bluetooth integrato

SDIC Distributore LIPPCALE www.sicetelecom.it

[\[pdf\]](#) Datasheet

Scarica datasheet prodotto Grandstream GRP 2614 IP NETWORK TELEPHONE 4account SIP Wi Fi SICE Telecomunicazioni GrandStream GRANDSTREAM Voice Telephony IPGRP Distributore Italiano sicetelecom it MU |||

Telefono VoIP carrier-grade a 4 linee GRP2614 GRP2614 un telefono VoIP carrier-grade a 4 linee progettato con provisioning zero-touch per una distribuzione di massa e una facile gestione. Presenta un design elegante e una suite di funzioni di nuova generazione, tra cui doppio schermo LCD con 40 tas...

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GRANDSTREAM
CONNECTING THE WORLD

High-End dual Display IP-Telefono
GRP2614

Das GRP2614 ist ein leistungsstarkes IP-Telefon für bis zu vier SIP-Konten, welches speziell auf die Bedürfnisse von Service-Anbietern und großen Projekten zugeschnitten ist. Das klare Design mit zwei Farb-LCD Displays, die umfangreiche "next Generation" Ausstattung mit integriertem WLAN und Bluetooth Schnittstelle, setzt neue Maßstäbe in dieser Geräteklasse. Desweiteren verfügt das GRP2614 über 40 virtuelle Multi-Funktion-Tasten (MFT) und zwei digital Network-Ports. Das LCD-Anzeige wird sich vielfach austauschen und individuell mit einem neuen Logo bedrucken. Die Security ist auf Carrier-Niveau, neben "Secure boot, Dual Firmware Images und encrypted Data storage" sind eine Vielzahl weiterer Sicherheitsfunktionen integriert. Die Geräte werden zentral über Grandstream's neue, Cloud-basierte Management Plattform GMS (Grandstream Device Management Platform) konfiguriert, provisioniert und verwaltet. Das GRP2614 ist ein leistungsstarkes Modell der GPR20xx Serie und bietet seinem Businesswandler perfekte Bedienung, hohe Qualität und beste Zuverlässigkeit.

4 LINES
4 Leistungsstarke, 4 SIP Konten, 40 virtuelle MFT Tasten mit zweifarbiger LED's, 2 Ports zum Verbinden

Zwei LCD Displays mit digitalen MFT-Tasten

Enterprise-level Sicherheit mit Secure boot, Dual Firmware Images und encrypted Data storage

100 Audio Unidirectional oder wichtigen Codes, wie, der Bedienung Codes G.722 und Opus

Wi-Fi Dual Band 802.11 n integriert

Zwei 10*10000 MFTs (virtuelle MFT) mit touch pad

Auswechselbare Druckvorlage für das neue Logo Individualisierung

Bluetooth integriert

www.grandstream.com

[\[pdf\]](#) Datasheet

Data sheet Grandstream GRP 2614 Skinflint Price Comparison UK 2d1c2eb98df747b6303d75617ac8172e0e9a gzhls at blob ldb 8 9 3 |||

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