Grandstream GRP-2613

Grandstream GRP2613 IP Phone User Manual

Model: GRP-2613 | Brand: Grandstream

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Grandstream GRP2613 carrier-grade IP phone. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize its features.

PACKAGE CONTENTS

Upon opening the package, please verify that all items are present and in good condition. The standard package for the GRP2613 IP Phone should include:

- Grandstream GRP2613 IP Phone Unit
- Handset with coiled cord
- Ethernet Cable
- Phone Stand
- Quick Installation Guide
- Universal Power Adapter (Input: 100-240V; Output: +5VDC, 0.5A) -*Note: Power adapter may not be included if the phone is intended for PoE-only deployment.*

Figure 1: Front view of the Grandstream GRP2613 IP Phone, showing the display, keypad, and handset.

SETUP AND INSTALLATION

1. Connecting the Phone

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

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

3. **Connect to Network and Power:**

   - **Using Power over Ethernet (PoE):** If your network switch supports PoE, connect one end of the Ethernet cable to the "LAN" port on the back of the phone and the other end to a PoE-enabled port on your network switch. The phone will power on automatically.
   - **Using Power Adapter:** If PoE is not available, connect one end of the Ethernet cable to the "LAN" port on the back of the phone and the other end to your network switch or router. Then, connect the universal power adapter to the power port on the phone and plug it into a power outlet.

4. **(Optional) Connect PC:** If you wish to connect a computer through the phone, connect an Ethernet cable from your PC to the "PC" port on the back of the phone.

Figure 2: Side view of the Grandstream GRP2613 IP Phone, illustrating the handset connection and the rear ports for LAN, PC, and power.

2. Initial Configuration

Once powered on, the phone will attempt to obtain an IP address via DHCP. You can access the phone's web interface for advanced configuration by entering its IP address into a web browser on a connected computer. Default login credentials are typically 'admin' for both username and password (refer to your Quick Installation Guide for specifics). For SIP account registration, you will need the SIP server address, SIP User ID, SIP Authenticate ID, and SIP Password provided by your VoIP service provider. These details are configured via the phone's web interface.

OPERATING THE PHONE

Display and Navigation

The GRP2613 features a 2.8-inch color display that shows call information, line status, and menu options. Navigation is primarily done using the directional pad and the soft keys located below the display.

- **Line Keys:** The phone supports 6 multipurpose line keys, which can be configured for SIP accounts, BLF (Busy

Lamp Field), speed dial, or other functions. The LED indicators next to these keys show line status (e.g., green for idle, red for busy).

- **Soft Keys:** Context-sensitive keys below the display change their function based on the current screen or call state.
- **Navigation Cluster:** Use the up, down, left, right arrows, and the center "OK" button to navigate menus and select options.

Figure 3: Angled view of the Grandstream GRP2613 IP Phone, highlighting the color display and the arrangement of line keys and navigation buttons.

Basic Call Functions

- **Making a Call:**

  a. Pick up the handset or press the Speakerphone button**(speaker icon)**.
  b. Dial the desired number using the keypad.
  c. Press the "Dial" soft key or wait a few seconds for automatic dialing.

- **Answering a Call:**

  a. When the phone rings, pick up the handset or press the Speakerphone button**(speaker icon)** or the "Answer" soft key.

- **Ending a Call:**

  a. Hang up the handset or press the "End Call" soft key.

- **Hold:** During an active call, press the "Hold" soft key. Press it again to resume the call.
- **Transfer:** During an active call, press the "Transfer" soft key, dial the new number, and then press "Transfer" again (for attended transfer) or hang up (for blind transfer).
- **Conference:** During an active call, press the "Conf" soft key, dial the number of the third party, and then press "Conf" again to join all parties.

Audio Features

The GRP2613 supports HD audio with major codecs, including wideband codecs G.722 and Opus, ensuring clear voice communication. It is also equipped with noise shield technology to minimize background noise during calls.

Security Features

This IP phone incorporates enterprise-level protection features, including secure boot, dual firmware images for redundancy, and encrypted data storage to safeguard your communications and device integrity.

Wi-Fi and Bluetooth (GRP2613W only)

Note: The GRP2613 model does not include integrated dual-band (2.4GHz and 5GHz) Wi-Fi 6 (802.11a/b/g/n/ac/ax) and Bluetooth. These features are available on the GRP2613W model.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Do not use liquid cleaners or aerosol sprays directly on the phone.
- **Firmware Updates:** Grandstream periodically releases firmware updates to improve performance and add features. It is recommended to keep your phone's firmware up to date. Firmware updates are typically managed through the phone's web interface or a centralized management system (e.g., Grandstream Device Management System - GDMS).
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges to ensure longevity. Avoid exposing the phone to extreme temperatures, direct sunlight, or excessive moisture.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter.	Ensure Ethernet cable is connected to a PoE-enabled port or that the power adapter is securely connected and plugged into a working outlet.
No dial tone / Cannot make calls.	SIP account not registered; Network connectivity issue.	Check network cable connection. Verify SIP account registration status on the phone's display or web interface. Ensure correct SIP server settings.
Poor call quality (echo, static).	Network congestion; Incorrect audio settings; Faulty cable.	Check network bandwidth. Ensure handset/headset cables are securely connected. Adjust audio settings if available. Consider a different Ethernet cable.
Display is blank or frozen.	Software issue; Power issue.	Unplug the power/Ethernet cable, wait 10 seconds, then plug it back in to restart the phone. If the issue persists, contact support.

For more detailed troubleshooting or advanced issues, please refer to the official Grandstream support resources or contact your VoIP service provider.

SPECIFICATIONS

- **Model:** GRP-2613
- **Display:** 2.8-inch (320x240) TFT Color LCD
- **SIP Accounts:** 4
- **Line Keys:** 6 multipurpose line keys
- **Ethernet Ports:** Dual-switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
- **Audio Features:** HD audio, G.722, Opus, Noise Shield Technology
- **Security:** Secure boot, dual firmware images, encrypted data storage
- **Dimensions (L x W x H):** Approximately 9.7 x 6.5 x 1.1 inches (24.6 x 16.5 x 2.8 cm)
- **Weight:** Approximately 1.22 pounds (554 grams)
- **Power Source:** Integrated Power over Ethernet (PoE) IEEE 802.3af Class 2 or Universal power adapter (Input: 100-240V; Output: +5VDC, 0.5A)
- **Operating Temperature:** 0°C to 40°C (32°F to 104°F)
- **Storage Temperature:** -10°C to 60°C (14°F to 140°F)
- **Operating Humidity:** 10% to 90% Non-condensing

WARRANTY AND SUPPORT

Grandstream products are typically covered by a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Grandstream website. Keep your purchase receipt as proof of purchase.

For technical support, firmware downloads, FAQs, and additional documentation, please visit the Grandstream support portal:

www.grandstream.com/support

When contacting support, please have your product model (GRP-2613) and serial number ready.