

Grandstream GRP2612W

Grandstream GRP2612W IP Phone User Manual

Model: GRP2612W

INTRODUCTION

This manual provides instructions for the installation, configuration, and operation of the Grandstream GRP2612W IP Phone. The GRP2612W is a professional-grade IP phone designed for efficient communication, featuring Wi-Fi 5 connectivity and Power over Ethernet (PoE) capabilities.

PACKAGE CONTENTS

Verify that all items are present in your package:

- GRP2612W IP Phone
- Handset with Cord
- Phone Stand
- 5V Power Adapter (for non-PoE installations)
- Network Cable
- Quick Installation Guide
- GPL License Information

PHYSICAL OVERVIEW

Familiarize yourself with the components of your GRP2612W IP Phone.



Image 1: Front view of the Grandstream GRP2612W IP Phone, showing the handset, color display, and keypad.



Image 2: Angled view of the Grandstream GRP2612W IP Phone, highlighting the ergonomic design and display angle.



Image 3: Side view of the Grandstream GRP2612W IP Phone, illustrating the handset cradle and overall profile.

SETUP

1. Connecting the Phone

Before connecting, ensure your network infrastructure is ready for VoIP devices.

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 handset cord into the handset and the other end into the handset port on the phone base.
3. **Connect to Network:**
 - **Ethernet (PoE):** If using Power over Ethernet, 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.
 - **Ethernet (Non-PoE):** If not using PoE, connect one end of the Ethernet cable to the LAN port on the phone and the other end to your network switch/router. Then, connect the 5V power adapter to the phone's power port and a power outlet.
 - **Wi-Fi:** For Wi-Fi connectivity, the phone must first be powered on (via PoE or power adapter) and connected to the network via Ethernet for initial configuration, or configured directly on the phone's interface after boot-up.

2. Initial Boot-up

Once connected to power and network, the phone will begin its boot-up sequence. This may take a few minutes. The display will show the Grandstream logo, followed by network status and SIP account registration status.

3. Network Configuration (Wi-Fi)

To configure Wi-Fi:

1. Navigate to the phone's menu using the navigation keys.
2. Select "**Settings**" > "**Network**" > "**Wi-Fi Settings**".
3. Enable Wi-Fi and scan for available networks.
4. Select your desired Wi-Fi network and enter the password if prompted.
5. Once connected, the Wi-Fi icon will appear on the status bar.

OPERATING THE PHONE

Basic Call Functions

- **Making a Call:**
 - Pick up the handset or press the **Speaker** button.
 - Dial the number using the keypad.
 - Press the **Dial** soft key or wait for the call to connect automatically.
- **Answering a Call:**
 - Pick up the handset, press the **Speaker** button, or press the corresponding flashing line key.
- **Ending a Call:**
 - Hang up the handset or press the **End Call** soft key.
- **Holding a Call:**
 - During an active call, press the **Hold** soft key. To resume, press the **Resume** soft key or the flashing line key.
- **Transferring a Call:**

- **Blind Transfer:** During an active call, press the **Transfer** soft key, dial the transfer destination number, and press the **Transfer** soft key again.
- **Attended Transfer:** During an active call, press the **Transfer** soft key, dial the transfer destination number, and wait for the other party to answer. Announce the call, then press the **Transfer** soft key again to complete.

Using Line Keys

The GRP2612W supports 4 SIP accounts, each assigned to a line key. These keys illuminate to indicate line status (idle, ringing, active, held).

- Press an idle line key to make a new call.
- Press a flashing line key to answer an incoming call.
- Press an active line key to switch between calls or retrieve a held call.

Display Navigation

Use the navigation cluster (up, down, left, right arrows, and OK button) to browse menus, select options, and adjust settings on the 2.4-inch color display.

Voicemail

When you have new voicemail messages, the Message Waiting Indicator (MWI) light will flash, and an icon will appear on the display. Press the **Message** button to access your voicemail. Follow the voice prompts from your service provider.

MAINTENANCE

Cleaning the Phone

To clean the phone, use a soft, dry cloth. Avoid using abrasive cleaners or solvents, as these can damage the phone's surface and display.

Firmware Updates

Grandstream periodically releases firmware updates to improve performance and add features. Consult your system administrator or the Grandstream website for information on how to update your phone's firmware.

TROUBLESHOOTING

- **No Power:**
 - Ensure the power adapter is securely connected to the phone and a working power outlet, or that the Ethernet cable is connected to a PoE-enabled port.
 - Verify the power outlet is functional.
- **No Dial Tone:**
 - Check the network cable connection to the LAN port and your network switch/router.
 - Ensure your SIP account is registered. The display should show a registered status. If not, contact your VoIP service provider or system administrator.
 - If using Wi-Fi, confirm the Wi-Fi connection is active and stable.
- **Poor Call Quality:**
 - Check your internet connection speed and stability.
 - Ensure there is no network congestion.
 - If using Wi-Fi, try moving closer to the access point or switching to an Ethernet connection.

- **Cannot Connect to Wi-Fi:**
 - Verify the Wi-Fi password is correct.
 - Ensure the phone is within range of your Wi-Fi access point.
 - Check if the Wi-Fi network is hidden or requires specific security settings.

For further assistance, consult your system administrator or refer to the Grandstream support resources.

SPECIFICATIONS

Feature	Detail
Model	GRP2612W
SIP Accounts	4
Line Keys	4 multi-purpose
Display	2.4-inch (320x240) color LCD
Wi-Fi	Integrated dual-band Wi-Fi (802.11a/b/g/n/ac)
Ethernet Ports	Dual switched auto-sensing 10/100 Mbps with integrated PoE
Audio Codecs	HD audio, G.722, Opus, G.711(a/u), G.729A/B, G.726, iLBC
Security	Secure boot, dual firmware images, encrypted data storage
Dimensions (L x W x H)	3.94 x 3.94 x 3.94 inches (approximate)
Item Weight	1.1 pounds (approximate)
Color	Black
Power Source	5V DC power adapter (included) or PoE (802.3af)

WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included with your product or visit the official Grandstream website. Technical support is available through Grandstream's online resources, including FAQs, documentation, and support forums. Contact your vendor or system administrator for local support options.

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