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Grandstream grp2615

Grandstream GRP2615 IP Phone User Manual

MODEL: GRP2615

1. Introduction

This user manual provides comprehensive instructions for the Grandstream GRP2615 IP Phone. The GRP2615 is a professional 10-line IP phone designed for mass deployment and easy management, offering advanced features for business communication.

Key features include HD audio, support for up to 5 SIP accounts, 40 built-in digital BLF keys, integrated dual-band Wi-Fi (802.11 a/b/g/n/ac), integrated Bluetooth, and dual Gigabit Ethernet ports with Power over Ethernet (PoE) support. It also incorporates enterprise-level protection with secure boot and encrypted data storage.

2. Product Overview



Figure 2.1: Front view of the Grandstream GRP2615 IP Phone, showing the handset, main unit with color display, keypad, and function buttons.

The GRP2615 IP Phone consists of the main phone unit, a handset, and a coiled cord. The main unit features a 4.3-inch color LCD, a numeric keypad, dedicated function keys, and navigation buttons. The rear of the unit includes ports for network connection, power, and the handset.

2.1 Package Contents

- GRP2615 IP Phone Unit
- Handset with Coiled Cord
- Ethernet Cable
- Power Adapter (if not using PoE)
- Phone Stand
- Quick Installation Guide

3. Setup

3.1 Connecting the Phone

1. **Connect the Handset:** Plug one end of the coiled cord into the handset port on the side of the phone unit and the other end into the handset.
2. **Connect to Network:**
 - If using Power over Ethernet (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 switch or injector.
 - If not using PoE: 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 power adapter to the power port on the back of the phone and plug it into a power outlet.

3. **Connect to PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from the PC port on the back of the phone to your computer's Ethernet port.
4. **Attach Phone Stand:** Securely attach the phone stand to the back of the phone unit to position it at a comfortable viewing angle.

3.2 Initial Boot-up

Once connected, the phone will automatically power on and begin the boot-up sequence. The display will show the Grandstream logo, followed by network configuration attempts. If DHCP is enabled on your network, the phone will automatically obtain an IP address. The phone is ready for use once the main screen with line status and time is displayed.

4. Operating Instructions

4.1 Basic Call Functions

- **Making a Call:**
 - Pick up the handset, press the speakerphone button, or press a line key.
 - Dial the desired number.
 - Press the **SEND** soft key or wait for a few seconds for automatic dialing.
- **Answering a Call:**
 - Pick up the handset, press the flashing line key, or press the **Speakerphone** button.
- **Ending a Call:**
 - Hang up the handset, or press the **Speakerphone** button if using speakerphone.
- **Hold:** During an active call, press the **Hold** button. Press the **Hold** button again or the flashing line key to resume the call.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.

4.2 Display and Navigation

The 4.3-inch color LCD displays call information, line status, messages, and menu options. Use the navigation cluster (up, down, left, right, and OK/Menu button) to browse menus and select options. The soft keys below the display change functionality based on the current context.

4.3 Line Keys and SIP Accounts

The GRP2615 supports 10 line keys and up to 5 SIP accounts. Each line key can be configured for a different SIP account or for various functions like speed dial or BLF (Busy Lamp Field). The LED next to each line key indicates its status (e.g., green for idle, red for busy, flashing for incoming call).

4.4 Wi-Fi and Bluetooth

The phone features integrated dual-band Wi-Fi (2.4Ghz & 5Ghz) for wireless network connectivity and Bluetooth for connecting headsets or other compatible devices. Wi-Fi settings can be configured via the phone's menu under Network settings. Bluetooth pairing is typically found under the Preferences or Bluetooth menu.

5. Maintenance

5.1 Cleaning the Phone

To clean the phone, use a soft, dry, non-abrasive cloth. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, cleaning sprays, or abrasive materials, as these can damage the phone's surface and internal components.

5.2 Firmware Updates

Grandstream periodically releases firmware updates to improve performance, add features, and address security vulnerabilities. Firmware updates are typically managed by your system administrator through a centralized management system (e.g., Grandstream Device Management System - GDMS). Do not attempt to manually update firmware unless instructed by your administrator.

6. Troubleshooting

6.1 Common Issues and Solutions

Issue	Possible Cause	Solution
Phone does not power on	No power from PoE or power adapter not connected/faulty.	Ensure Ethernet cable is connected to a PoE-enabled port, or power adapter is securely connected and plugged into a working outlet.
No dial tone	Network connectivity issue, SIP account not registered.	Check network cable connection. Verify SIP account registration status on the phone's display. Contact your system administrator if the issue persists.
Cannot hear caller / Caller cannot hear me	Volume too low, Mute enabled, faulty handset/speakerphone.	Adjust volume using the volume buttons. Check if the Mute button is active. Test with speakerphone or handset to isolate the issue.
Display is blank or frozen	Software glitch, power issue.	Unplug the power/Ethernet cable, wait 10 seconds, then plug it back in to restart the phone.

For more complex issues or if the above solutions do not resolve the problem, please contact your IT department or system administrator.

7. Specifications

Feature	Detail
Model Number	GRP2615
Product Dimensions	1.1 x 9.7 x 6.5 inches
Item Weight	2.14 pounds (970 Grams)
Display	4.3-inch (11 cm) Color LCD
SIP Accounts	Up to 5
Line Keys	10
Digital BLF Keys	40
Ethernet Ports	Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
Wi-Fi	Integrated dual-band 802.11 a/b/g/n/ac (2.4Ghz & 5Ghz)
Bluetooth	Integrated
Audio Features	HD audio, handset and speakerphone with support for wide-band audio
Power Source	Corded Electric (PoE or Power Adapter)
Color	Black
Material	Plastic

8. Warranty and Support

For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official Grandstream website. Technical support is typically provided by your VoIP service provider or system administrator. For direct manufacturer support resources, please visit the Grandstream support portal online.

Grandstream Official Website: www.grandstream.com