

Grandstream GRP2616

Grandstream GRP2616 IP Phone User Manual

Model: GRP2616

1. PRODUCT OVERVIEW

The Grandstream GRP2616 is a high-end carrier-grade IP phone designed for mass deployment and easy management. It supports 6 lines and 6 SIP accounts, featuring a sleek design and advanced functionalities. This device includes integrated Wi-Fi, Bluetooth support, 48 virtual multi-purpose keys (MPKs), and dual Gigabit Ethernet ports with integrated Power over Ethernet (PoE).

The GRP2616 is equipped with a 4.3-inch color LCD screen and an additional 2.4-inch display screen, offering clear visual feedback. It incorporates carrier-grade security features such as secure boot, dual firmware images, and encrypted data storage to ensure enterprise-level security. Management is streamlined through Grandstream's Device Management System (GDMS), providing a centralized interface for configuration, provisioning, and monitoring.

Key Features:

- HD audio, handset and speakerphone with support for wide-band audio.
- 6 line keys with up to 6 SIP accounts and dual LCD screens with digital BLF Keys.
- Integrated dual-band 802.11 a/b/g/n/ac Wi-Fi.
- Integrated Bluetooth for headset and mobile device synchronization.
- Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE.
- Enterprise-level protection including secure boot, dual firmware images, and encrypted data storage.



Figure 1: Grandstream GRP2616 IP Phone setup with a computer demonstrating the GDMS interface.

2. PHYSICAL DESCRIPTION

The GRP2616 features a robust design with clearly labeled buttons and a high-resolution display for intuitive navigation and operation.



Figure 2: Front view of the Grandstream GRP2616 IP Phone highlighting its main components.

Components:

- **Handset:** Ergonomically designed for comfortable use, supporting HD audio.
- **Main LCD Screen (4.3-inch):** Color display for call information, menus, and status.
- **Secondary LCD Screen (2.4-inch):** Dedicated for digital BLF (Busy Lamp Field) keys and line status.
- **Line Keys:** Programmable keys for line appearance, speed dial, or other functions.
- **Navigation Cluster:** Directional keys and OK button for menu navigation.
- **Numeric Keypad:** Standard 0-9, *, # keys for dialing.
- **Function Keys:** Dedicated keys for Message, Headset, Hold, Transfer, Conference, Speakerphone, Volume, Mute, and Redial.
- **Dual Gigabit Ethernet Ports:** For network connection and PC pass-through.
- **Power Jack:** For connecting the power adapter (if PoE is not used).
- **Handset Port:** RJ9 port for handset connection.
- **Headset Port:** RJ9 port for wired headset connection.

3. SETUP GUIDE

3.1 Package Contents

Before you begin, ensure all items are present in your package:

- Grandstream GRP2616 IP Phone unit
- Handset with coiled cord
- Ethernet cable
- Phone stand
- Quick Installation Guide
- Power adapter (optional, if not using PoE)

3.2 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 and the other end into the handset port on the phone base.
3. **Connect to Network:**
 - Plug one end of the Ethernet cable into the LAN port on the back of the phone.
 - Plug the other end of the Ethernet cable into a network switch or router that supports Power over Ethernet (PoE). If PoE is not available, connect the provided power adapter to the phone's power jack and a power outlet.
4. **Connect PC (Optional):** If you wish to connect a computer through the phone, plug an Ethernet cable from your PC into the PC port on the back of the phone.
5. **Power On:** The phone will automatically power on once connected to a PoE-enabled network or a power adapter.

3.3 Initial Configuration

Upon first boot, the phone will attempt to obtain an IP address via DHCP. Once an IP address is acquired, it will be displayed on the screen. You can access the phone's web interface by entering this IP address into a web browser on a computer connected to the same network.

For advanced configuration, including SIP account setup, network settings, and feature customization, refer to the comprehensive administration guide available on the Grandstream website or consult your IT administrator. The Grandstream Device Management System (GDMS) is recommended for centralized management in larger deployments.

4. OPERATING INSTRUCTIONS

4.1 Making Calls

- **Off-hook Dialing:** Pick up the handset, press the Speakerphone button, or press a Line key. Dial the number and press the "Dial" soft key or wait for 4 seconds.
- **On-hook Dialing:** Dial the number first, then pick up the handset, press the Speakerphone button, or press a Line key.
- **Redial:** Press the Redial button to call the last dialed number.

4.2 Receiving Calls

- When the phone rings, pick up the handset, press the Speakerphone button, or press the flashing Line key to answer the call.

4.3 Call Features

- **Hold:** During an active call, press the Hold button. Press the flashing Line key to resume the call.
- **Transfer:** During an active call, press the Transfer button. Dial the new number and press the "Transfer" soft key.
- **Conference:** During an active call, press the Conference button. Dial the number of the third party and press the "Conf" soft key.
- **Mute:** Press the Mute button to mute your microphone during a call. Press again to unmute.
- **Volume Adjustment:** Use the Volume +/- buttons to adjust the volume of the handset, speakerphone, or headset during a call, or the ringer volume when idle.

4.4 Wi-Fi and Bluetooth

- **Wi-Fi:** The GRP2616 supports integrated dual-band Wi-Fi. Access Wi-Fi settings through the phone's menu to scan for networks and connect. This is useful for deployments where wired Ethernet is not feasible.
- **Bluetooth:** Integrated Bluetooth allows for pairing with Bluetooth headsets for hands-free communication or syncing with mobile devices for contact import (if supported by firmware). Access Bluetooth settings via the phone's menu.

5. MAINTENANCE

5.1 Cleaning

To maintain the appearance and functionality of your phone, regularly clean its surfaces. Use a soft, dry, lint-free cloth. For stubborn marks, a slightly damp cloth with mild, non-abrasive cleaner can be used, ensuring no liquid enters openings. Avoid harsh chemicals or abrasive materials.

5.2 Firmware Updates

Grandstream regularly releases firmware updates to improve performance, add features, and address security vulnerabilities. It is recommended to keep your phone's firmware up to date. Firmware updates are typically managed by your IT administrator, often through the Grandstream Device Management System (GDMS). Do not attempt to update firmware without proper guidance, as incorrect procedures can damage the device.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your GRP2616 IP Phone. For more complex problems, please contact your IT support or Grandstream technical support.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE switch or power adapter.	Ensure Ethernet cable is securely connected to a PoE-enabled port, or verify power adapter is correctly plugged into phone and outlet.
No dial tone / Cannot make calls.	Network connectivity issue; SIP account not registered.	Check network cable connection. Verify phone has an IP address. Confirm SIP account registration status on the phone's display or web interface. Contact IT support for SIP registration issues.

Problem	Possible Cause	Solution
Cannot hear other party / Other party cannot hear me.	Volume too low; Mute activated; NAT traversal issues.	Adjust volume. Check if Mute button is active. For one-way audio, especially in remote setups, NAT settings might need adjustment by your IT administrator. (Referencing review: "Make sure you address NAT settings!")
Phone stops ringing with custom ringtone.	Firmware bug with custom ringtones.	Reboot the phone. Consider using a default ringtone. Check Grandstream's support site for updated firmware that addresses this specific issue. (Referencing review: "Terrible phones that stop ringing")
Wi-Fi connection unstable.	Weak signal; Interference; Incorrect Wi-Fi settings.	Move phone closer to Wi-Fi access point. Check for sources of interference. Re-enter Wi-Fi password or try connecting to a different band (2.4GHz vs 5GHz).

7. SPECIFICATIONS

Attribute	Value
Model Number	GRP2616
Brand	Grandstream
Product Dimensions	23.62 x 23.62 x 33.46 inches
Item Weight	2.2 pounds (1 Kilograms)
Color	Black
Material	Acrylonitrile Butadiene Styrene (ABS)
Telephone Type	Corded
Power Source	Corded Electric (PoE capable)
Display	4.3-inch Color LCD + 2.4-inch Secondary Display
SIP Accounts	Up to 6
Network Interfaces	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
Bluetooth	Integrated

8. WARRANTY AND SUPPORT

8.1 Warranty Information

Grandstream products are covered by a limited warranty. The specific terms and duration of the warranty may vary by

region and product. Please refer to the warranty card included with your product or visit the official Grandstream website for detailed warranty information.

8.2 Technical Support

For technical assistance, product inquiries, or to report issues, please contact Grandstream technical support. You can find support resources, including FAQs, documentation, and contact information, on the official Grandstream website:

www.grandstream.com/support

It is recommended to have your product model number (GRP2616) and serial number ready when contacting support.

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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