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Grandstream GRP2603(P)

Grandstream GRP2603P IP Phone User Manual

Model: GRP2603P

1. Introduction

This user manual provides comprehensive instructions for the Grandstream GRP2603P IP Phone. The GRP2603P is a professional 3-line IP phone designed for mass deployment. It features a 2.7-inch LCD display, supports 6 SIP accounts, and offers 5-way voice conferencing for enhanced productivity. With integrated Power-over-Ethernet (PoE) and dual-port Gigabit Ethernet, it ensures reliable network connectivity. This phone is supported by Grandstream's Device Management System (GDMS) for centralized provisioning and management.

2. Package Contents

Please check the package carefully for the following items:

- GRP2603P IP Phone Unit
- Handset with Cord
- Ethernet Cable
- Phone Stand
- Quick Installation Guide (This manual serves as the full guide)
- *Note: Power adapter is not included as the phone supports Power-over-Ethernet (PoE).*

3. Physical Overview

Familiarize yourself with the various components and ports of your GRP2603P IP Phone.

3.1 Front View

Figure 1: Front view of the GRP2603P IP Phone. This image displays the phone's main interface, including the 2.7-inch LCD screen, the numeric keypad, navigation keys, and dedicated function buttons for features like message, headset, mute, hold, transfer, and speakerphone. The HD handset is visible on the left.

3.2 Side View with Stand

Figure 2: Side view of the GRP2603P IP Phone with its adjustable stand. This perspective highlights the ergonomic design and how the stand positions the phone for optimal viewing and use on a desk.

4. Setup and Installation

4.1 Attaching the Phone Stand

1. Locate the two slots on the back of the phone unit.
2. Align the tabs on the phone stand with these slots.
3. Gently push the stand into the slots until it clicks securely into place.

4.2 Connecting the Handset and Headset

- **Handset:** Connect the coiled handset cord to the handset port on the phone unit and the other end to the handset.
- **Headset (Optional):** If using a headset, connect it to the dedicated headset port on the phone.

4.3 Network Connection (PoE)

The GRP2603P supports Power-over-Ethernet (PoE), eliminating the need for a separate power adapter if your network switch provides PoE.

1. Connect one end of the Ethernet cable to the LAN port on the back of the phone.
2. Connect the other end of the Ethernet cable to a PoE-enabled port on your network switch or router.
3. The phone will power on automatically.
4. If PoE is not available, a separate 5V DC power adapter (not included) can be used. Connect it to the power port on the phone.

4.4 Initial Configuration

Upon first boot-up, the phone will attempt to obtain network settings via DHCP. For advanced configuration, including SIP account setup, the phone can be managed via its web interface or through Grandstream's Device Management System (GDMS).

- **Web Interface:** Obtain the phone's IP address from the LCD screen (Menu > Status > Network Status). Enter this IP address into a web browser on a computer connected to the same network.
- **GDMS:** For large deployments, GDMS provides a centralized platform for provisioning, managing, and monitoring Grandstream products. Refer to the GDMS documentation for detailed instructions.

5. Operating the Phone

5.1 Making Calls

- **Off-hook Dialing:** Pick up the handset, press the Speaker button, or press the Headset button. Enter the phone number and press the "Send" soft key or wait for a few seconds.
- **On-hook Dialing:** Enter the phone number first, then pick up the handset, press the Speaker button, or press the Headset button.
- **Redial:** Press the Redial button 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 Headset button to answer.
- Alternatively, press the "Answer" soft key on the display.

5.3 Call Features

- **Hold:** During an active call, press the **Hold** button. The call will be put on hold. Press **Hold** again or the corresponding line key to resume.
- **Transfer:** During an active call, press the **Transfer** button. Dial the number to transfer to, then press the **Transfer** button again (blind transfer) or wait for the party to answer and then press **Transfer** (attended transfer).
- **5-Way Conference:** During an active call, press the **Conference** button. Dial the number of the next participant and press "Send". Once connected, press the **Conference** button again to add them to the conference. Repeat for up to 5 participants.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.

5.4 Voicemail

When you have new voicemail messages, the Message Waiting Indicator (MWI) will blink.

- Press the **Message** button to access your voicemail.
- Follow the voice prompts to listen to, save, or delete messages.

5.5 Phonebook/Directory

The phonebook allows you to store frequently used contacts.

- Press the **Directory** soft key or navigate through the menu to access the phonebook.
- You can add, edit, or delete contacts.
- Use the navigation keys to scroll through contacts and press "Dial" to call.

6. Maintenance and Care

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Avoid using abrasive cleaners or solvents.
- **Storage:** If storing the phone for an extended period, disconnect it from power and network, and store it in a cool, dry place.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges to ensure optimal performance and longevity.

7. Troubleshooting

7.1 No Dial Tone / Cannot Make Calls

- Ensure the Ethernet cable is securely connected to both the phone's LAN port and the network switch/router.
- Verify that your network switch provides PoE, or that the optional power adapter is correctly connected and powered.
- Check the network status on the phone's LCD screen (Menu > Status > Network Status) to ensure it has an IP address.
- Confirm that your SIP account is registered. Look for a green indicator light or a "Registered" status on the display.
- Contact your VoIP service provider or IT administrator if the issue persists.

7.2 Poor Audio Quality

- Check the handset/headset connection.
- Ensure there is no interference from other electronic devices.
- Verify network bandwidth and stability. A poor internet connection can affect call quality.
- Adjust the volume using the volume buttons on the phone.

7.3 Phone Not Powering On

- If using PoE, ensure the network cable is connected to a PoE-enabled port and the PoE source is active.
- If using a power adapter (not included), ensure it is properly connected to a working power outlet and the phone.

8. Specifications

Feature	Description
Product Dimensions	8.43 x 8.11 x 2.68 inches
Item Weight	1.1 pounds (500 Grams)
ASIN	B08SYZF4WJ
Item Model Number	GRP2603(P)
Brand	Grandstream
Color	Black

Feature	Description
Telephone Type	Corded
Material	Plastic
Power Source	Corded Electric (PoE supported)
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	Grandstream's Device Management System (GDMS), VoIP services
Display	2.7-Inch LCD
SIP Accounts	6
Lines	3
Voice Conferencing	5-way
Ethernet Ports	Dual-Port Gigabit Ethernet
Integrated PoE	Yes

9. Warranty and Support

The Grandstream GRP2603P IP Phone comes with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Grandstream website.
For technical support, frequently asked questions, and additional resources, please visit the Grandstream support portal or contact their customer service.

- **Grandstream Official Website:** www.grandstream.com
- **Support Portal:** Refer to the website for the most current support contact information and resources.

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Related Documents - GRP2603(P)

	Grandstream GRP2603 / GRP2603P 3-Line Essential IP Phone Quick Installation Guide Quick installation guide for the Grandstream GRP2603 and GRP2603P 3-Line Essential IP Phones. Learn about setup, connection, configuration, and features.

	[Grandstream GXV3480: Quick Installation Guide for Android IP Video Phone] This document provides a quick installation guide for the Grandstream GXV3480, a high-end smart video phone for Android. It covers setup, connection, configuration, package contents, precautions, and regulatory information. The GXV3480 offers advanced communication and conferencing features for businesses.
	[Grandstream GRP2603/GRP2603P Quick Installation Guide] Quick installation guide for the Grandstream GRP2603 and GRP2603P 3-Line Essential IP Phone, covering setup, connection, and basic configuration.
	[Grandstream GHP6XX Series IP Phone User Guide] Comprehensive user guide for the Grandstream GHP6XX Series IP phones, detailing features, technical specifications, installation, configuration, telephony functions, and factory reset procedures.
	[Grandstream GRP260x Series Essential IP Phones User Guide] Explore the Grandstream GRP260x Series Essential IP Phones with this comprehensive user guide. Learn about features, setup, technical specifications, and operation for models like GRP2601, GRP2602, GRP2603, and GRP2604, designed for efficient business communication.
	[Grandstream GRP2602 Series IP Phone User Guide and Configuration] Comprehensive guide to configuring, installing, and using the Grandstream GRP2602, GRP2602P, and GRP2602W IP phones. Covers web and keypad setup, network connectivity, features, and regulatory information.

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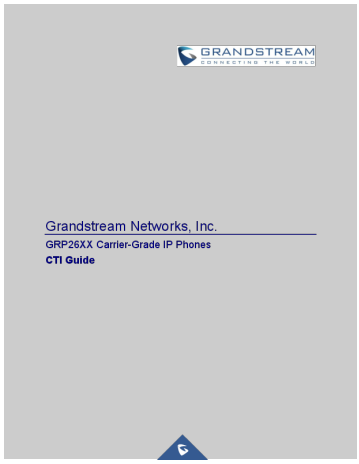

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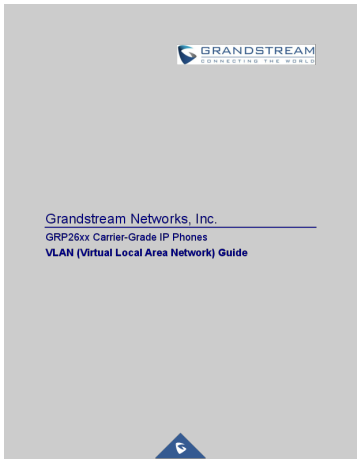

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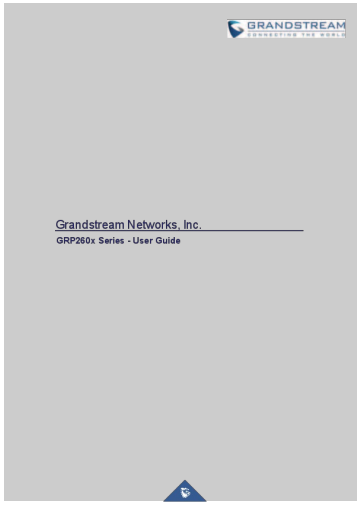

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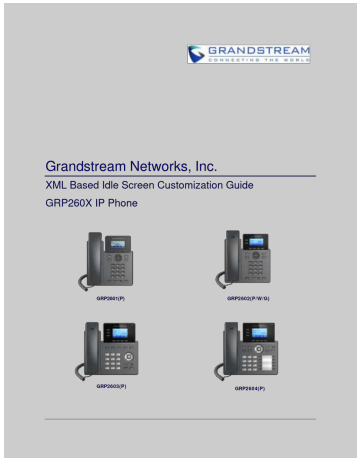

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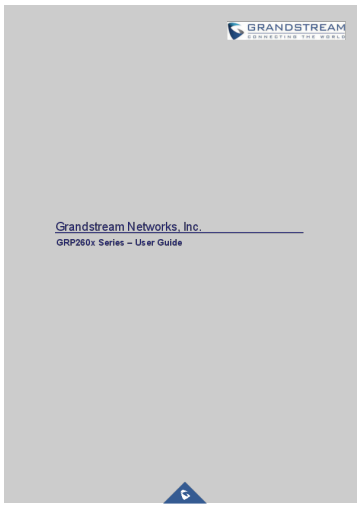

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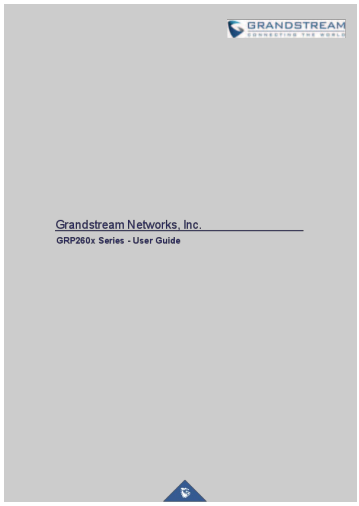

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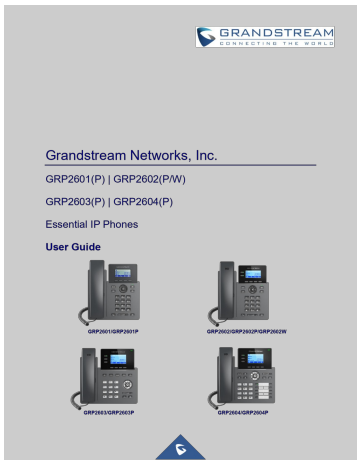

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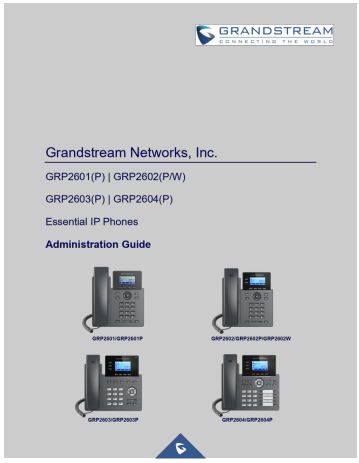

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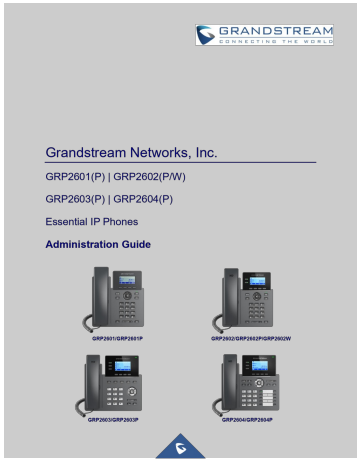

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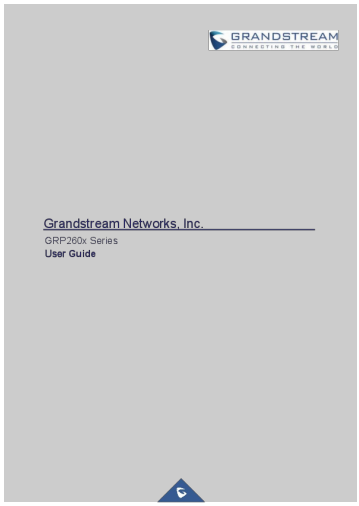

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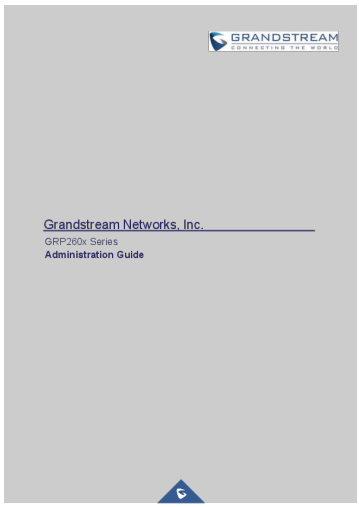

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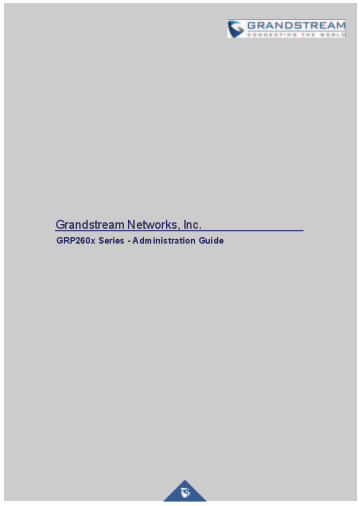

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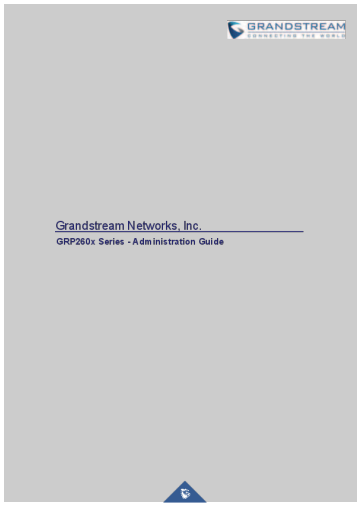

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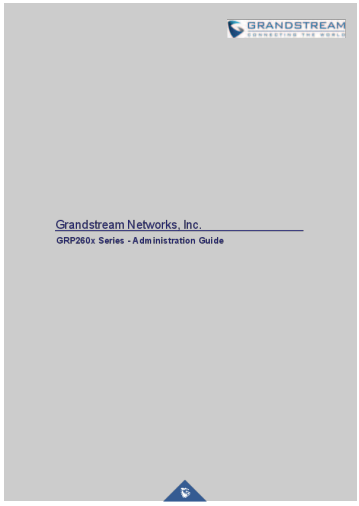
GRP260x Series - User Guide Thank you for purchasing Grandstream GRP260X Essential IP Phones. The GRP Series of Essential IP Phones provides simple, easy-to-use devices with zero-touch provisioning for mass deployment and easy management. The four devices in the Essential series are designed to offe... lang:en score:28 filesize: 7.06 M page_count: 43 document date: 2025-05-05



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Abdelwahab GRP260x Series Administration Guide Documentation Center documentation grandstream 2025 03 |||

Grandstream Networks, Inc. GRP260x Series - Administration Guide Thank you for purchasing Grandstream GRP260X Essential IP Phones. The GRP Series of Essential IP Phones provides simple, easy-to-use devices with zero-touch provisioning for mass deployment and easy management. The four devices in th...

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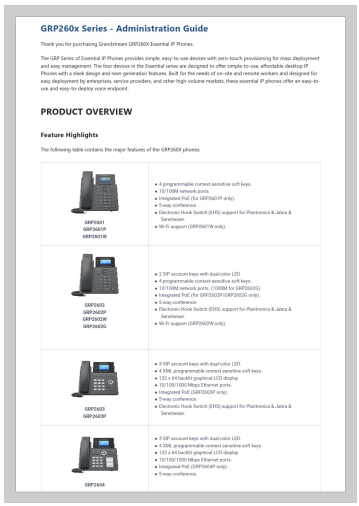

Grandstream GRP260x Series Administration Guide

This administration guide provides comprehensive details on the Grandstream GRP260x Essential IP Phones, covering product overview, feature highlights, technical specifications, and setup instructions. Learn about the GRP2601, GRP2602, GRP2603, and GRP2604 series IP phones, their capabilities, and how to configure them for optimal performance.

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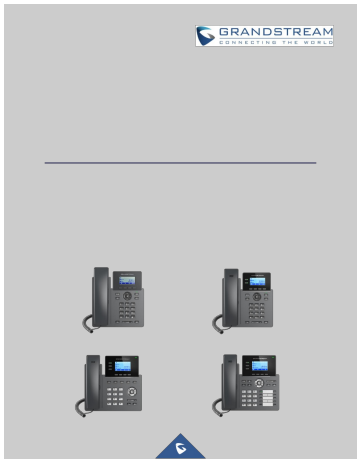

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GRP2604 P Essential IP Phones Administration Guide Part of the GRP series Carrier Grade GRP2601 GRP2602 is an essential 2 line model c XX two characters AA Ab 1C f5 68 GRP260X administration guide hsLang en grandstream hubfs Product Documentation |||

Grandstream Networks, Inc. GRP2601 P GRP2602 P/W GRP2603 P GRP2604 P Essential IP Phones Administration Guide GRP2601/GRP2601P GRP2602/GRP2602P/GRP2602W GRP2603/GRP2603P GRP2604/GRP2604P COPYRIGHT 2021 Grandstream Networks, Inc. http://www.grandstream.com All rights reserved. Informati...

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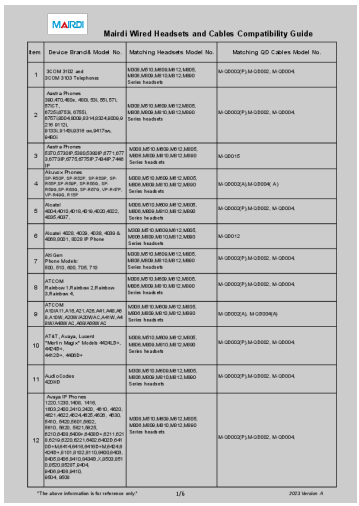

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Administrator Mairdi Wired Headsets Compatibility Guide 2023 REVADownloadMairdi REVAcdn shopify s files 1 0608 0466 1432 REVA v 1701767469 |||

Mairdi Wired Headsets and Cables Compatibility Guide Item Device Brand Model No. Matching Headsets Model No. Matching QD Cables Model No. 1 3COM 3102 and 3COM 3103 Telephones M308,M510,M609,M612,M805, M806,M809,M810,M812,M890 Series headsets Aastra Phones 390,470,480e, 480i, 53i, 55i, 57i, ...

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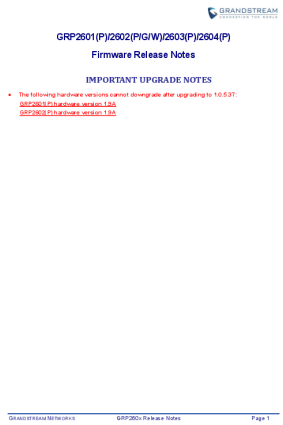

Grandstream GRP260x Series Firmware Release Notes

This document details the firmware release notes for Grandstream's GRP260x series IP phones, including models GRP2601(P), GRP2602(P/G/W), GRP2603(P), and GRP2604(P). It outlines enhancements, bug fixes, and new features for various firmware versions.

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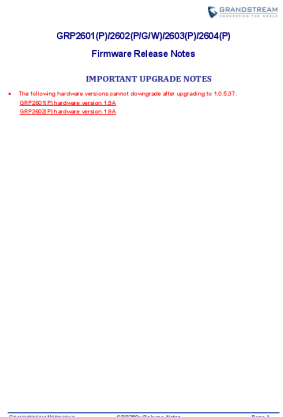
GRP2601(P)/2602(P/G/W)/2603(P)/2604(P)

Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

[Grandstream GRP260x Firmware Release Notes]

This document provides release notes for Grandstream GRP260x series IP phones, detailing firmware updates, bug fixes, and new features for various firmware versions.

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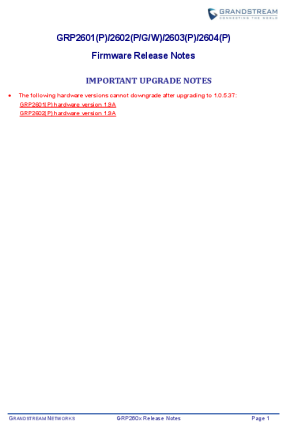
GRP2601(P)/2602(P/G/W)/2603(P)/2604(P)

Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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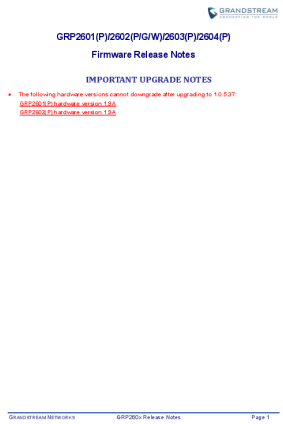
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Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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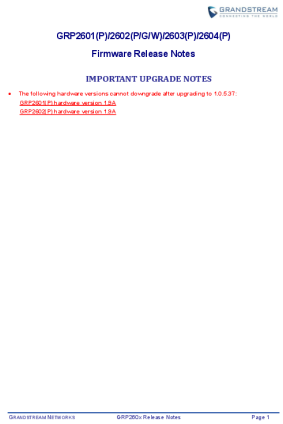
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Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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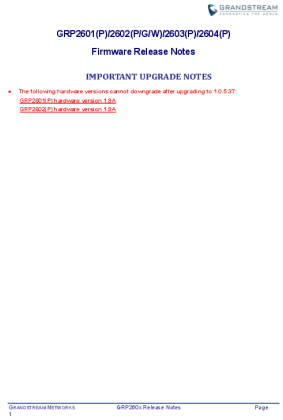
GRP2601(P)/2602(P/G/W)/2603(P)/2604(P)

Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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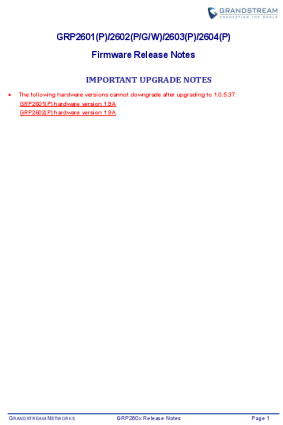
GRP2601(P)/2602(P/G/W)/2603(P)/2604(P)

Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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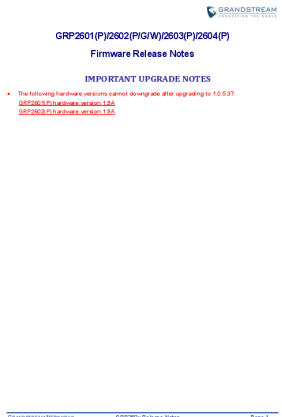
GRP2601(P)/2602(P/G/W)/2603(P)/2604(P)

Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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GRP2601 P /2602 P/G/W /2603 P /2604 P Firmware Release Notes IMPORTANT UPGRADE NOTES The following hardware versions cannot downgrade after upgrading to 1.0.5.37: GRP2601 P hardware version 1.9A GRP2602 P hardware version 1.9A GRANDSTREAM NETWORKS GRP260x Release Notes Page 1 Table of Conte...

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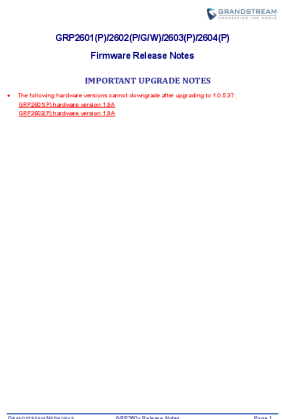
GRP2601(P)/2602(P/G/W)/2603(P)/2604(P)

Firmware Release Notes

IMPORTANT UPGRADE NOTES

- The following hardware versions cannot downgrade after upgrading to 1.0.5.37:
  GRP2601 P hardware version 1.9A
  GRP2602 P hardware version 1.9A

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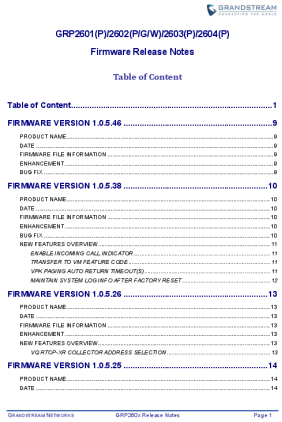
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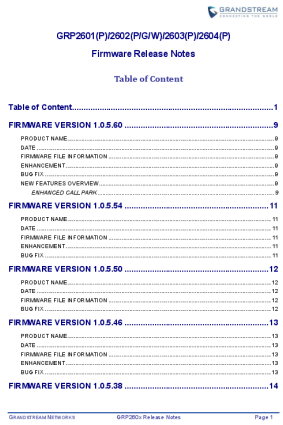

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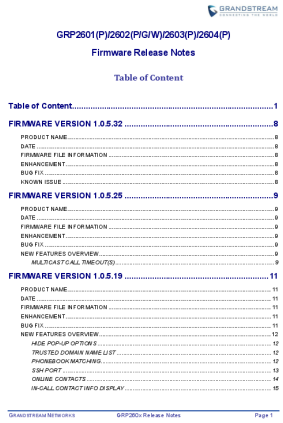

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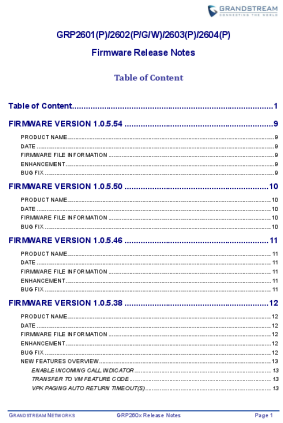

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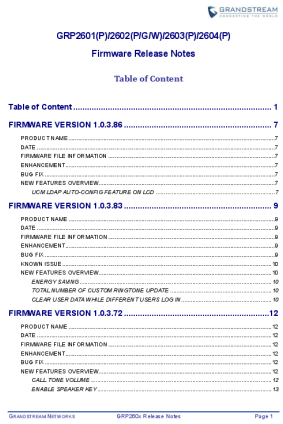

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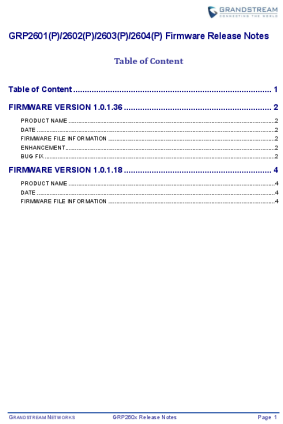

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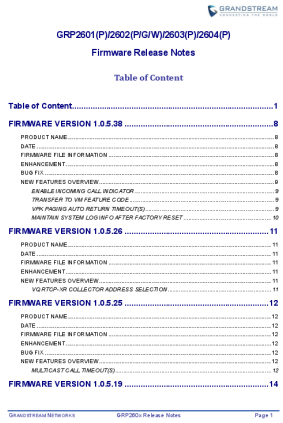

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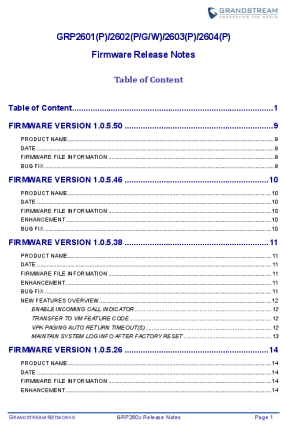

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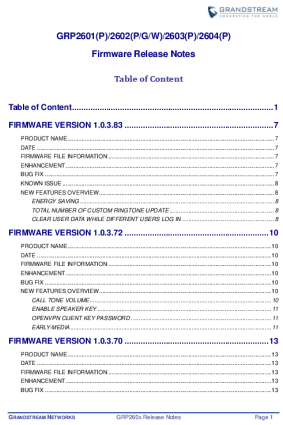

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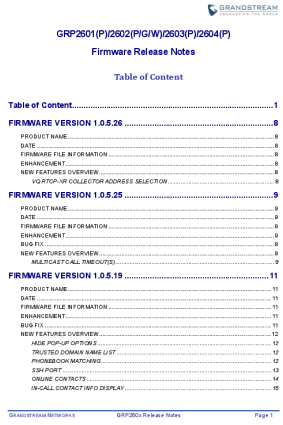

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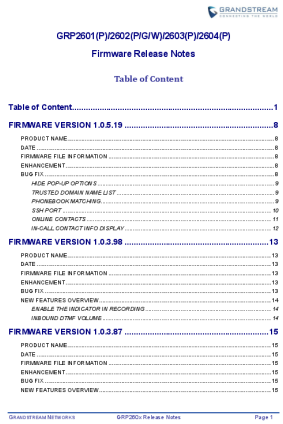

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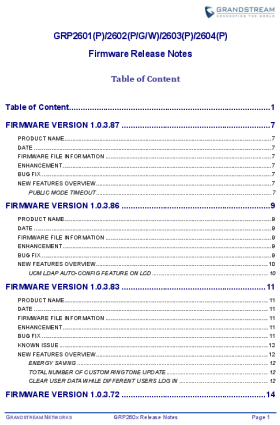

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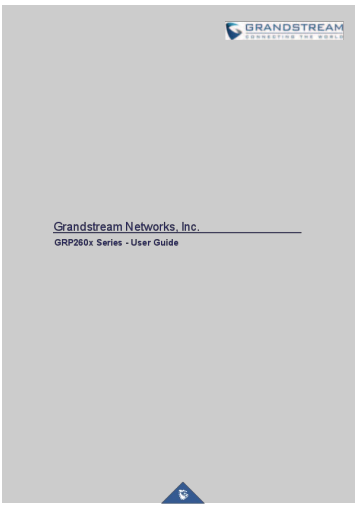

Grandstream Networks, Inc.

GRP260x Series - User Guide

Grandstream GRP260x Series User Guide

Comprehensive user guide for the Grandstream GRP260x Series of essential IP phones, detailing product overview, features, technical specifications, setup, and operation.

lang:en score:26 filesize: 6.65 M page_count: 44 document date: 2024-12-06