

Grandstream IPG-GRP2602G

Grandstream GRP2602G IP Phone User Manual

Model: GRP2602G

1. INTRODUCTION

1.1 Product Overview

The Grandstream GRP2602G is a carrier-grade IP phone designed for mass deployment. It features 2 lines, 4 SIP accounts, a 2.4-inch LCD display, and dual-port Gigabit Ethernet with integrated Power over Ethernet (PoE). This manual provides comprehensive instructions for setting up, operating, and maintaining your GRP2602G IP phone, ensuring optimal performance and security.

1.2 Key Features

- Supports 2 lines and 4 SIP accounts for flexible communication.
- Swappable faceplate for easy logo customization, ideal for service providers.
- Enterprise-level protection including secure boot, dual firmware images, and encrypted data storage for enhanced security.
- Supports 5-way audio conferencing for efficient group communication.
- Equipped with noise shield technology to minimize background noise, ensuring clear audio.

2. PACKAGE CONTENTS

Please check the package carefully for the following items. If any item is missing or damaged, please contact your vendor.

- GRP2602G IP Phone Unit
- Handset with Cord
- Ethernet Cable
- Phone Stand
- Quick Installation Guide (QIG)

3. PHYSICAL DESCRIPTION

3.1 Front View



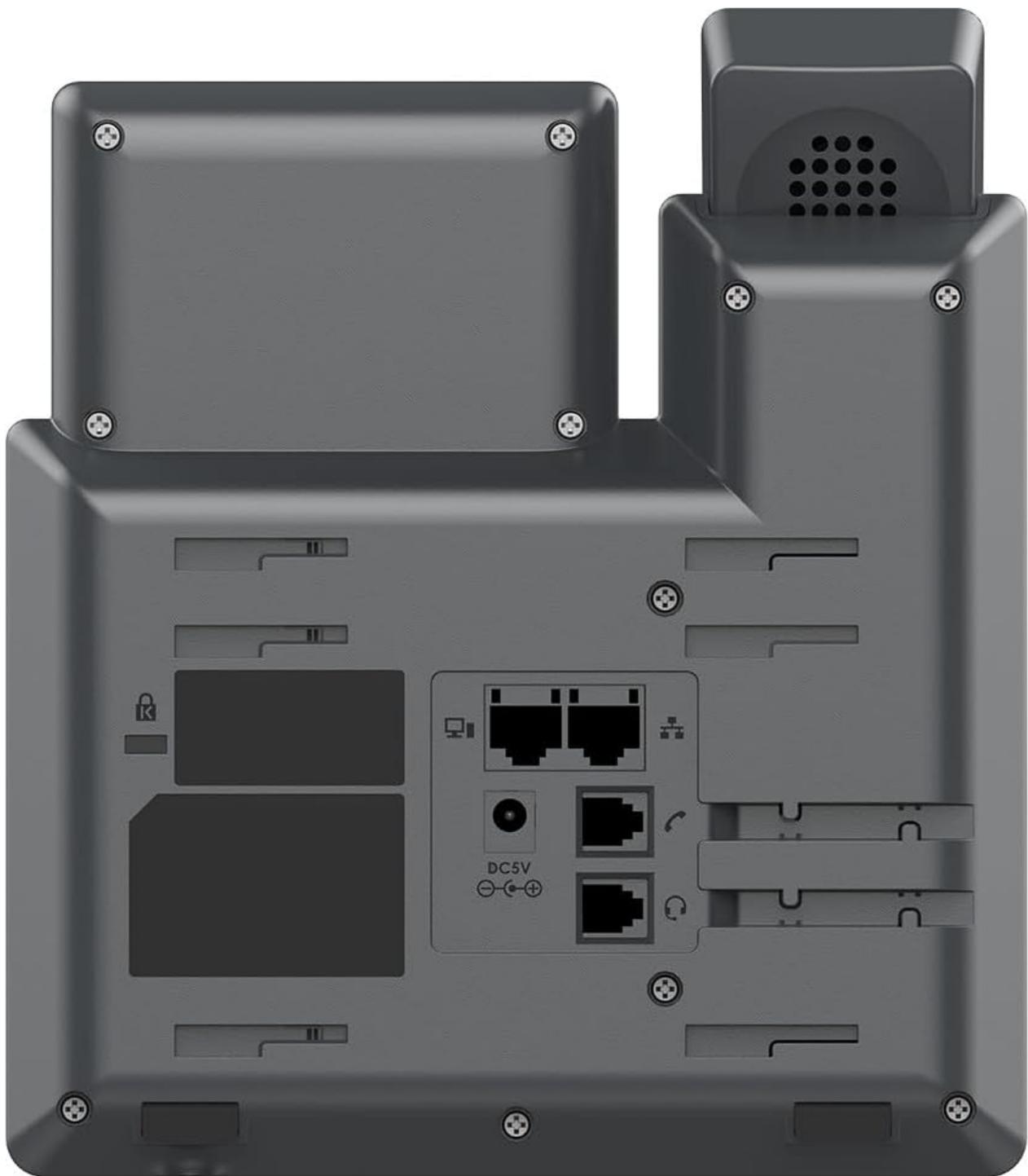
The front of the GRP2602G features a 2.4-inch LCD display, a full numeric keypad, and dedicated function keys for common operations such as message, headset, mute, hold, transfer, and conference. The navigation cluster allows for easy menu navigation and selection.

3.2 Side View



This view shows the ergonomic design of the handset and the phone's main body, along with the attached stand that allows for optimal viewing angles on a desk.

3.3 Rear View and Ports



The rear of the phone houses all necessary connection ports:

- **PC Port:** Connects to a computer or other network device.
- **LAN Port:** Connects to your network switch or router (supports PoE).
- **Handset Port:** Connects the coiled handset cord.
- **Headset Port:** Connects a compatible RJ9 headset.
- **DC5V Power Port:** For connecting an optional 5V DC power adapter (if PoE is not used).

4. SETUP

4.1 Assembling the Phone

1. Attach the phone stand to the back of the phone unit by aligning the tabs and sliding it into place until it clicks securely.

2. Connect the coiled handset cord to the handset port on the phone and the corresponding port on the handset.

4.2 Connecting to the Network

The GRP2602G supports Power over Ethernet (PoE), simplifying installation.

1. **Using PoE:** Connect one end of the Ethernet cable to the LAN port on the phone and the other end to a PoE-enabled switch or router. The phone will power on automatically.
2. **Without PoE (Optional):** If PoE is not available, 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 a Grandstream certified 5V DC power adapter (not included) to the DC5V power port on the phone and plug it into a power outlet.
3. Optionally, connect a computer to the PC port on the phone using another Ethernet cable to share the network connection.

5. OPERATING INSTRUCTIONS

5.1 Making a Call

- **Lift the Handset** or press the **Speakerphone** button.
- Dial the desired number.
- Press the **Dial** soft key or wait a few seconds for automatic dialing.

5.2 Answering a Call

- When the phone rings, **lift the Handset**, or press the **Speakerphone** button, or press the **Answer** soft key.

5.3 Using the Speakerphone

- To activate speakerphone during a call, press the **Speakerphone** button.
- To switch back to the handset, simply lift the handset.

5.4 Using a Headset

- Connect your RJ9 headset to the headset port on the back of the phone.
- Press the **Headset** button to toggle between headset mode and speakerphone/handset mode.

5.5 5-Way Audio Conferencing

- While on an active call, press the **Conference** button.
- Dial the number of the next participant and press **Dial**.
- Once the second participant answers, press the **Conference** button again to join all parties.
- Repeat for up to 5 participants.

5.6 Noise Shield Technology

The GRP2602G is equipped with noise shield technology to reduce background noise during calls. This feature is active by default and helps ensure clearer conversations, especially in noisy environments.

6. MAINTENANCE

6.1 Cleaning the Phone

- Always disconnect the phone from power before cleaning.
- Use a soft, dry, lint-free cloth to wipe the phone's surface.
- For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner. Do not spray liquids directly onto the phone.
- Avoid using harsh chemicals, abrasive cleaners, or solvents as they may damage the phone's finish.

6.2 Storage

If storing the phone for an extended period, ensure it is clean, dry, and stored in a cool, dry place away from direct sunlight and extreme temperatures.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your GRP2602G IP Phone.

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 in and functional.
No dial tone.	Network connectivity issue or SIP registration failure.	Check Ethernet cable connection. Verify network status. Contact your VoIP service provider or IT administrator to confirm SIP account registration.
Poor call quality (echo, static).	Network congestion, faulty cable, or environmental noise.	Ensure stable network connection. Replace Ethernet cable if damaged. Utilize the phone's noise shield technology. Adjust volume levels.
Cannot make or receive calls.	SIP account not configured or registered.	Confirm SIP account details are correctly entered in the phone's web interface. Ensure the account shows as 'Registered' on the phone's display.

8. SPECIFICATIONS

Below are the technical specifications for the Grandstream GRP2602G IP Phone:

Feature	Detail
Product Dimensions	1 x 1 x 1 inches
Item Weight	1.98 pounds (0.9 Kilograms)
Model Number	IPG-GRP2602G
Brand	Grandstream
Color	Black
Telephone Type	Corded

Feature	Detail
Power Source	Power over Ethernet (PoE)
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	Headset, Desktop, Laptop
Conference Call Capability	5-way
Display	2.4-inch LCD
SIP Accounts	4
Lines Supported	2
Ethernet Ports	Dual-Port Gigabit Ethernet

9. WARRANTY AND SUPPORT

The Grandstream GRP2602G IP Phone comes with a 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, troubleshooting assistance, or to access additional resources such as firmware updates and FAQs, please visit the Grandstream support portal or contact your authorized Grandstream reseller.