Grandstream GRP2613W

Grandstream GRP2613W IP Phone User Manual
Model: GRP2613W

INTRODUCTION

The Grandstream GRP2613W is a powerful 6-line carrier-grade IP phone designed for efficient deployment and easy management. It integrates advanced features such as a 2.8-inch color display, built-in Wi-Fi 6, dual Gigabit Ethernet ports with Power-over-Ethernet (PoE), and enterprise-level security. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your GRP2613W IP Phone.

SETUP

1. Package Contents

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

- GRP2613W IP Phone Unit
- Handset and Handset Cord
- Phone Stand
- 5V Power Adapter
- Network Cable (Ethernet)
- Quick Installation Guide

2. Physical Connection

Follow these steps to connect your IP phone:

1. **Attach the Phone Stand:** Securely attach the phone stand to the back of the GRP2613W unit. The stand allows for adjustable viewing angles.
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 unit.
3. **Connect to Network and Power:**
   - **Using PoE (Power over Ethernet):** Connect one end of the Ethernet cable to the LAN port on the GRP2613W and the other end to a PoE-enabled switch or injector. The phone will power on automatically.

- **Using Power Adapter:** If PoE is not available, connect the 5V power adapter to the power port on the GRP2613W and then plug the adapter into a power outlet. Connect one end of the Ethernet cable to the LAN port on the GRP2613W and the other end to your network router/switch.

Image: Grandstream GRP2613W IP Phone, showing the main unit with the handset attached and the phone stand.

3. Initial Boot-up

Upon successful connection, the phone will boot up. The LCD screen will display Grandstream's logo, followed by network information and the main idle screen. The phone will attempt to obtain an IP address via DHCP by default. If successful, the IP address will be displayed on the screen.

KEY FEATURES

The GRP2613W IP Phone offers a robust set of features for enhanced communication:

- **SIP Accounts:** Supports up to 6 SIP accounts and 6 versatile line keys.
- **Network Connectivity:** Dual 10/100/1000 Mbps Gigabit Ethernet ports with auto-sensing and integrated PoE.
- **Display:** 2.8-inch (320x240) color LCD display.
- **Customization:** Replaceable faceplate for easy logo customization.
- **Audio Quality:** HD audio compatible with major codecs (G.722, Opus broadband) and noise cancellation technology.

- **Programmable Keys:** Up to 24 digital BLF (Busy Lamp Field) keys.
- **Wireless Connectivity:** Built-in dual-band Wi-Fi (2.4GHz and 5GHz, 802.11a/b/g/n/ac/ax) and Bluetooth.
- **Security:** Enterprise-level protection including secure boot, dual firmware images, and encrypted data storage.

OPERATING INSTRUCTIONS

1. Making a Call

You can make a call using the handset, speakerphone, or a connected headset:

1. Pick up the handset, press the Speakerphone button 📞 , or press the Headset button 📞 .
2. Dial the desired number using the keypad.
3. Press the Send button 📞 or a Line key to initiate the call.

2. Answering a Call

When the phone rings:

- Pick up the handset.
- Press the Speakerphone button 📞 .
- Press the Headset button 📞 .
- Press the flashing Line key.

3. Call Management

- **Hold:** During an active call, press the Hold button 📞 . Press it again to resume the call.
- **Transfer:** During an active call, press the Transfer button 📞 , dial the new number, and press the Transfer button again.
- **Conference:** During an active call, press the Conference button 📞 , dial the third party's number, and then press the Conference button again to join all parties.
- **Mute:** Press the Mute button 📞 to mute your microphone during a call. Press it again to unmute.

4. Volume Adjustment

Use the Volume Up (+) and Volume Down (-) buttons 📞 on the phone to adjust the ringtone volume when idle, or the call volume during an active call.

5. Wi-Fi and Bluetooth

The GRP2613W supports built-in dual-band Wi-Fi and Bluetooth. These features can be configured via the phone's menu or web interface for wireless network connectivity and pairing with Bluetooth headsets.

MAINTENANCE

1. Cleaning

To clean your GRP2613W IP Phone, use a soft, dry cloth. Avoid using liquid cleaners or aerosol sprays directly on the device. Ensure the phone is powered off before cleaning.

2. Firmware Updates

Firmware updates are crucial for maintaining optimal performance and security. The GRP2613W supports updates

over the air (OTA) and can be managed centrally via Grandstream's Device Management System (GDMS). Consult your network administrator or Grandstream's official documentation for the latest firmware and update procedures.

TROUBLESHOOTING

If you encounter issues with your GRP2613W, try the following common troubleshooting steps:

- **No Power:** Ensure the power adapter is securely connected to both the phone and a working power outlet, or that the Ethernet cable is connected to a PoE-enabled port.
- **No Dial Tone:** Check network cable connections. Verify that the phone has obtained a valid IP address (check the LCD screen). Contact your VoIP service provider to confirm SIP account registration.
- **Poor Audio Quality:** Check network connection stability. Ensure the handset cord is securely connected. Adjust the call volume.
- **Wi-Fi Connection Issues:** Verify Wi-Fi settings in the phone's menu. Ensure the phone is within range of your Wi-Fi network.
- **Phone Not Registering:** Confirm SIP account details (username, password, server address) are correctly configured. Check network firewall settings.

For more complex issues, refer to the comprehensive online documentation or contact Grandstream support.

SPECIFICATIONS

Feature	Detail
SIP Accounts	6
Line Keys	6 versatile line keys
Display	2.8 inch (320x240) color LCD
Ethernet Ports	Dual 10/100/1000 Mbps Gigabit Ethernet with PoE
Wi-Fi	Built-in dual-band Wi-Fi (802.11a/b/g/n/ac/ax)
Bluetooth	Built-in Bluetooth
Audio	HD audio, noise cancellation, G.722, Opus codecs
BLF Keys	Up to 24 digital BLF keys
Dimensions	1.1 x 9.7 x 6.5 inches
Weight	2.1 pounds

WARRANTY INFORMATION

Grandstream products typically come with a limited manufacturer's warranty. Please refer to the warranty card included in your product packaging or visit the official Grandstream website for detailed warranty terms and conditions specific to the GRP2613W model.

SUPPORT

For technical assistance, product documentation, or further inquiries, please visit the Grandstream support portal on

their official website. You can find FAQs, firmware downloads, and contact information for customer service.