





TELEPHONY FEATURES

Make Phone Calls

Handset, Speaker and Headset Mode

The GRP261X/GRP2624/GRP2634 allows users to switch among handset, speaker or headset when making calls. Press the Hook Switch to switch to handset; press the Headset button  to switch to headset; or press the Speaker button  to switch to speaker.

Multiple SIP Accounts and Lines

To make a call, select the line you wish to use. The corresponding LINE LED will light up in green. The user can switch lines before dialing any number by pressing the LINE buttons.

Completing Calls

There are several ways to complete a call.

- **On hook dialing.** Enter the number when the phone is on hook and then send out.
 1. When the phone is in idle, enter the number to be dialed out;
 2. Take handset off hook, or Press Speaker button, or Press Headset button with headset plugged in,

or Select an available LINE key.

3. The call will be dialed out.

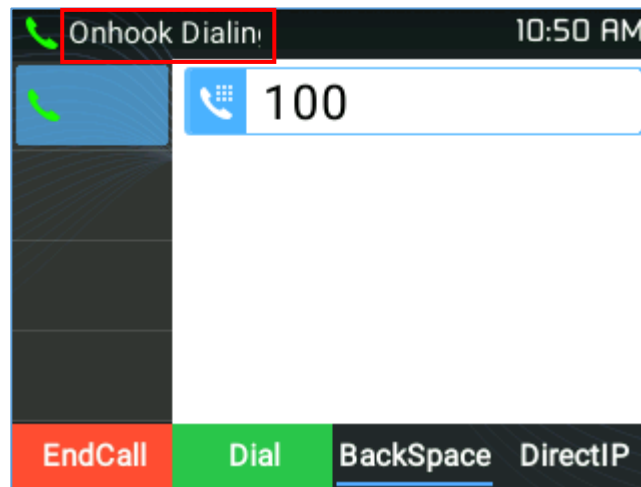


Figure 15: On hook dialing

- **Off hook and dial.** Off hook the phone, enter the number and send out.
 1. Take handset off hook; or
 - Press Speaker button; or
 - Press Headset button with headset plugged in; or
 - Press an available LINE key to activate speaker;
 2. You shall hear dial tone after off hook;
 3. Enter the number;
 4. Press SEND, * or # keys to dial out.

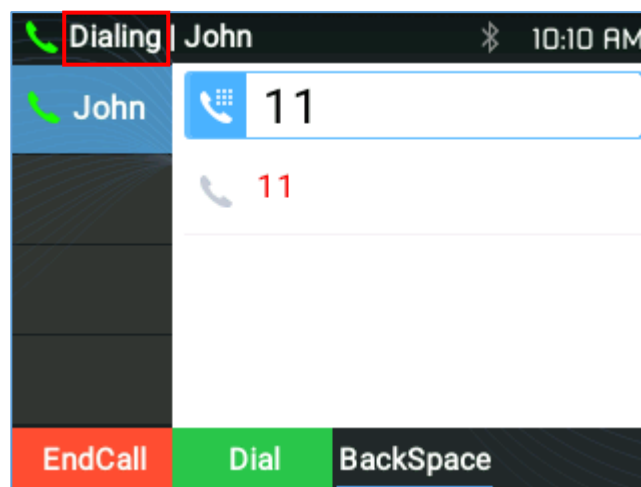


Figure 16: Off hook dialing

- **Predictive dialing.** When dialing numbers, based on the entered digit or digits, the phone will predict and list the candidates of target number.

If the target number is already saved in phonebook, when entering the first several digits, the phone will display a list of matching numbers. If the target number appears on the list, user could select the number using Up/Down key and dial out. GRP261X/GRP2624/GRP2634 has predefined call feature code (the first digit is *). When user enters * as the first digit of the target number, the phone will list all the available feature codes.

- **Redial.** Redial the last dialed number.
 1. Take handset off hook; or
 - Press Speaker button; or
 - Press Headset button with headset plugged in; or
 - Press an available LINE key to activate speaker; or
 - When the phone is in idle state;
 2. Press SEND key, or the REDIAL softkey.
- **Via Call History.** Dial the number logged in phone's call history.
 1. Press MENU button to bring up the main menu then enter Call History; or
 2. Press “**History**” soft key when the phone is in idle state;
 3. Select the entry you would like to call using the navigation arrow keys;
 4. Press SEND button to dial out.
- **Via Phonebook.** Dial the number from the phonebook.
 1. Press MENU button to bring up the main menu then enter Contacts; or
Press Contacts button;
 2. Enter Local Phonebook/ Broadsoft Phonebook using the navigation arrow keys;
 3. Select the contact you would like to call

Note: Pressing the **MENU** button, users can edit the phone number and choose which account to dial that number by clicking “**Edit / Dial**” soft key.
 4. Press SEND button to dial the selected contact.

- **Speed Dial from Line Key.** Dial the number configured as Speed Dial on Line Key.
 1. Go to phone's Web GUI→**Settings**→**Programmable Keys**, configure the Line Key Mode as Speed Dial. Select the account to dial from, enter the extension number to be dialed out in Value. Click on **"Save VPK"** at the bottom of the Web GUI page;
 2. Off hook the phone, or directly press the Speed Dial key to dial out.

- **Call Return.** Dial the last answered call.
 1. Go to phone's Web GUI→**Settings**→**Programmable Keys**, configure the Line Mode as Call Return. Select the account to dial from, no Value must be set for Call Return;
 2. Off hook the phone, or directly press the Call Return key to dial out.

- **Via Paging/Intercom.**
 1. Take handset off hook; or
 - Press Speaker button; or
 - Press Headset button with headset plugged in; or
 - Press an available LINE key to activate speaker;
 2. You shall hear dial tone after off hook;
 3. Press MENU button to switch from **"Dialing"** to **"Paging"** (top left of the LCD screen);
 4. Enter the number;
 5. Press SEND, * or # keys to dial out.

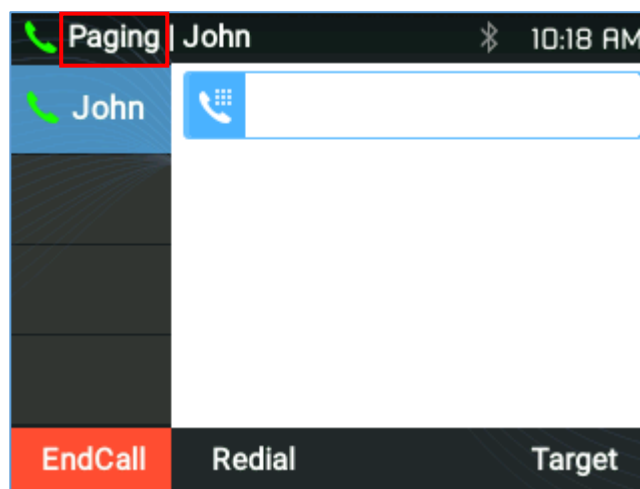


Figure 17: Call using Paging/Intercom

Notes:

- After entering the number, the phone waits for the No Key Entry Timeout (Default timeout is 4 seconds, configurable via Web GUI) before dialing out. Press SEND or # key to override the No Key Entry Timeout;
- If digits have been entered after taking the handset off hook, the SEND key will work as SEND instead of showing the history of Dialed extensions;
- During an active call, users can see the call info on LCD:
 - The call lasting time
 - Contact information if the number is already saved in phonebook.
 - When dialing DTMF, user can press round Menu button to switch to call info page.

Answering Phone Calls

Receiving Calls

- Single incoming call.**

Phone rings with the selected ring tone. The corresponding LINE key will flash in red. Answer call by taking handset off hook, or using Speaker/Headset, or pressing flashing LINE key;

Note:

Users can choose when receiving a call to either ring from their headset, ring from both headset and the speaker, or only ring from the speaker. This option can be enabled from the Web GUI under **Settings → Preferences → Audio Control** and configure **“Always Ring Speaker”**.

- Multiple incoming calls.**

When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). The other LINE key will flash in red. Answer the incoming call by pressing the flashing LINE key. The current active call will be put on hold automatically.

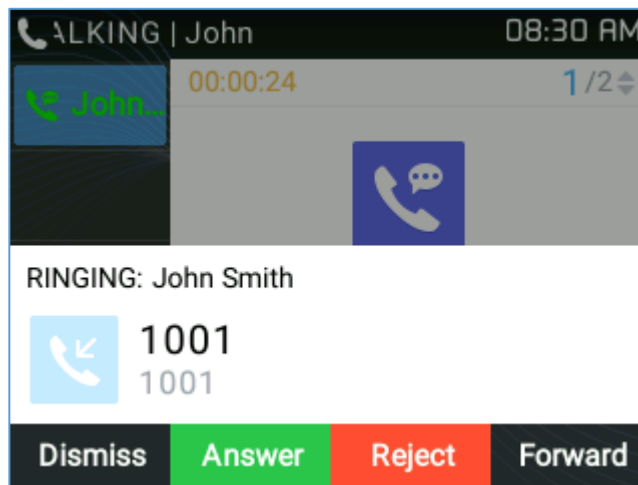


Figure 19: Multiple incoming calls

❑ **Ring Group Call**

If the phone is member of a Ring Group, when the SIP server receives a call to the Ring Group extension, all the phones will start ringing, once a phone answers the call, a missed call notification will be showing on all the other phones. The GRP261X/GRP2624/GRP2634 Series support reason header, which allows the phones not to log a missed call if it is answered elsewhere. The following message will be included in the CANCEL SIP message received by the phone for notifying it that another user answers the call.

Reason: SIP; cause=200;text="Call completed elsewhere"

Do Not Disturb

Enable/disable Do Not Disturb (DND) quickly by pressing the Mute button



Figure 20: Do Not Disturb

Notes:

- During an active call, press the MUTE button to mute/unmute the microphone. The LCD will show the Mute icon on the top of screen, when the call is muted.

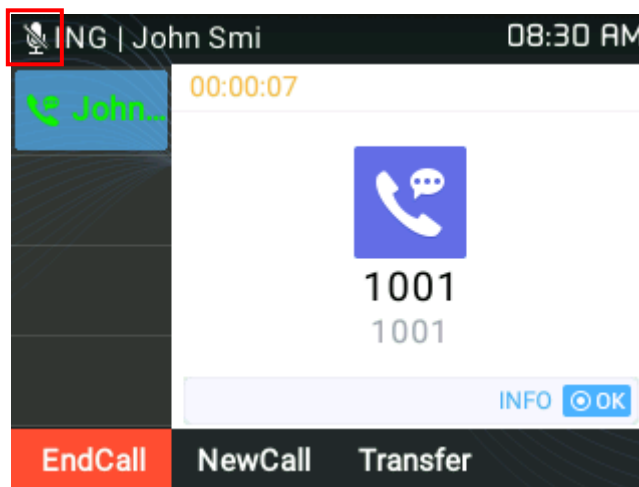



Figure 21: Call Muted

Call Hold

Place a call on hold by pressing the HOLD button . The active LINE key will blink in green.

Notes:

- **Resume.** Resume call by pressing the blinking LINE key.
- **Multiple calls.** Automatically place active call on hold or switch between calls by pressing the LINE key. Call waiting tone (stutter tone) will be audible on new incoming call during the active call.
- **Call hold duration.** The phone will show the call hold duration as shown on figure below. The hold duration will be displayed only if there are two calls on hold or more and user can use the up/down arrows to check the hold duration of each call.
- **End call.** Users can end the call without having to resume it first.

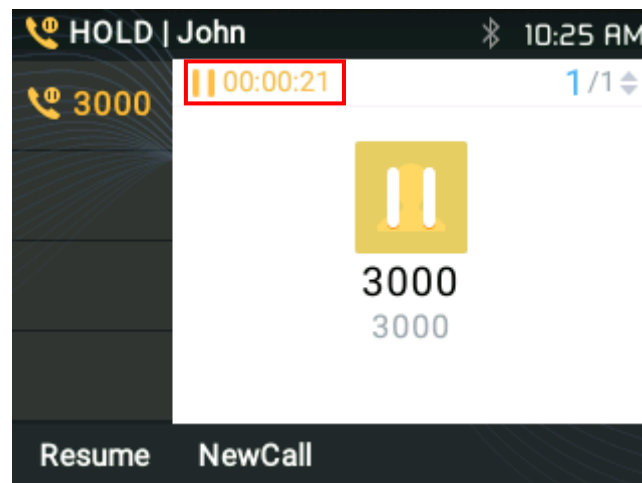


Figure 24: On hold duration

Call Transfer

GRP261X/GRP2624/GRP2634 series support Blind Transfer and Attended Transfer.

❑ Blind Transfer:

1. During the first active call, press TRANSFER and dial the number to transfer to;
2. Press SEND key or # to complete transfer of active call.

❑ **Attended Transfer:**

1. During the first active call, press TRANSFER.
2. A new line will be brought up and the first call will be automatically placed on hold;
3. Dial the number and press “AttTrnf” soft key to make a second call.
4. Press TRANSFER again. The call will be transferred.



Figure 25: Dynamic Attended Transfer

Note:

- When attended transfer is initiated during the transfer process, after dialing out the number for the second call. If the second call is not established yet (ringing), pressing "Cancel" will hang up the second call. If the second call is established (answered), pressing "Split" will resume the second call and keep the first call on hold.

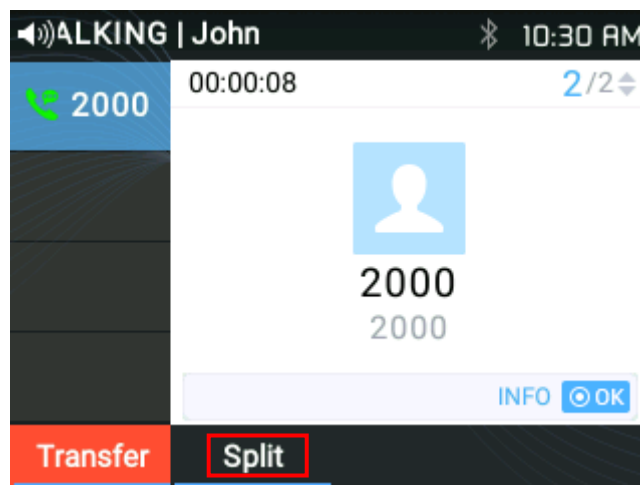


Figure 26: “Split” softkey

- Clicking the Red highlighted “Transfer” Key would force a Blind Transfer.

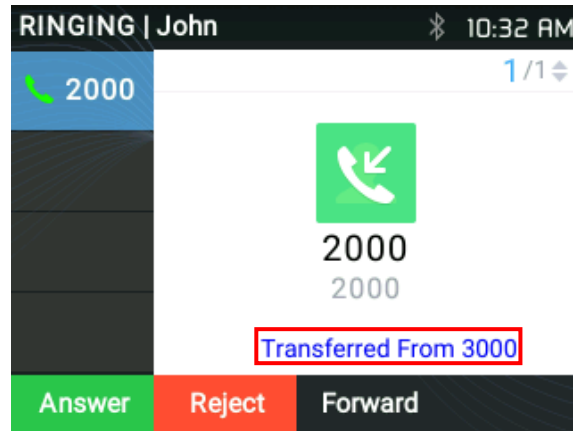


Figure 29: Transfer from Information While Ringing and During Incoming Call

Conference Call

3-way conferencing

GRP2612/GRP2612P/GRP2612W/GRP2613/GRP2614/GRP2615/GRP2616 can host a 3-way conference call with other parties (PCMU/PCMA) while GRP2624 and GRP2634 can host a 5-way conferencing.

❑ Initiate a conference call:

1. Establish calls with 1 or 2 parties respectively;
2. While 1 call is active, the other call will be put on hold with its LINE key blinking in green;
3. Press CONF key;
4. The conference will be established after pressing the desired LINE key on hold;

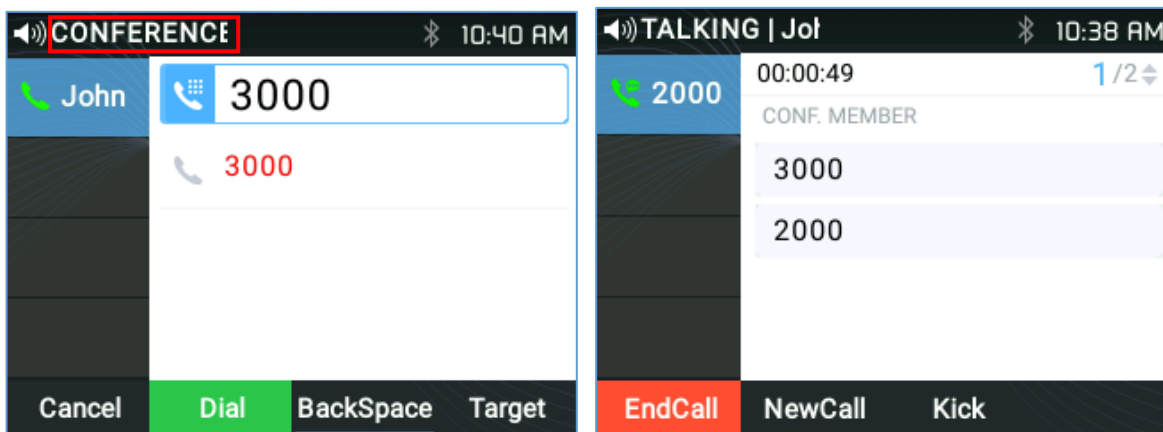


Figure 30: Established Conference

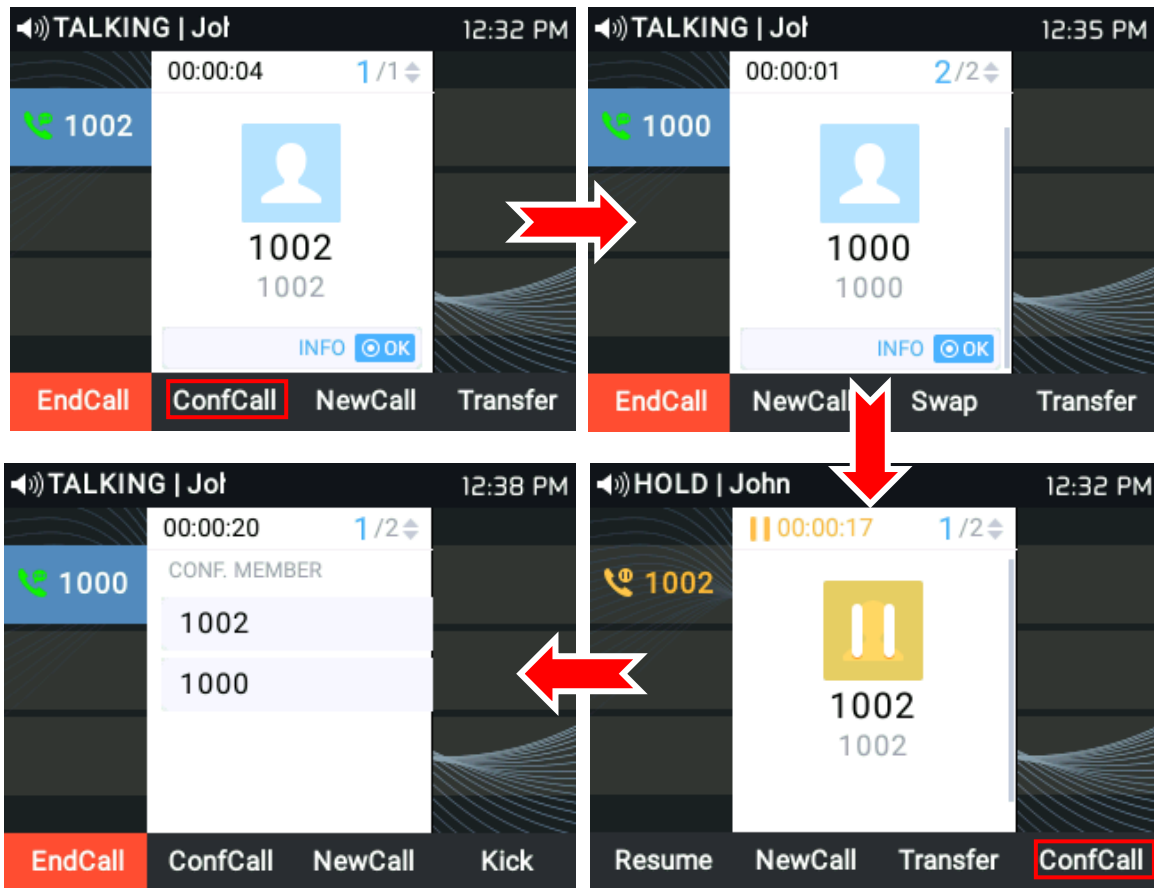


Figure 31 : Establish a Conference Call on the GRP2613

NOTE: Users may click the “Swap” Softkey to toggle between active calls.

❑ Cancel Conference:

1. If after pressing the CONF key, the user decides to cancel the conference, press “Cancel” softkey or the current active LINE key (LED in solid green);
2. This will resume the 2-way conversation with the current line.

❑ Kick:

Users can remove an extension from the ongoing conference by pressing “Kick” soft key, specifying which extension/number to be kicked out then clicking on “Submit” soft key.

❑ Split and Re-conference:

1. During the conference, press HOLD key. The conference call will be split, and the calls will be put on hold separately with the LINE keys blinking in green;
2. Press a LINE key to resume the 2-way conversation;

3. If users would like to re-establish conference call. Press the “ReConf” softkey right after the conference call is split

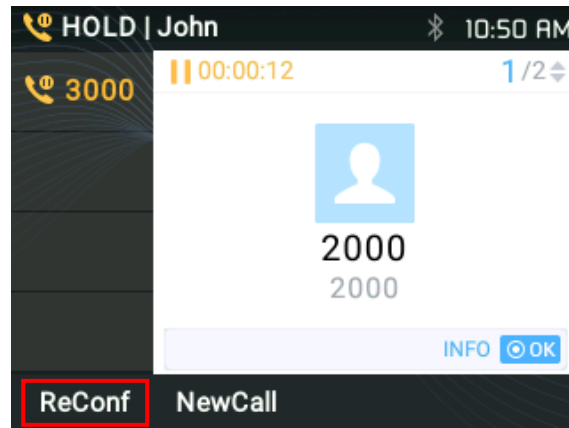


Figure 32 : Split conference

□ End Conference:

1. Press HOLD key to split the conference call. The conference call will be ended with both calls on hold; Or
2. Users could press the “EndCall” softkey or simply hang up to terminate the conference call.

Easy Conference Mode

GRP2612/GRP2612P/GRP2612W/GRP2613/GRP2614/GRP2615/GRP2616/GRP262/GRP2634 supports **Easy Conference Mode**, which can be used combined with the traditional way to establish the conference.

□ Initiate a conference call.

1. Establish 1 call;
2. Press CONF key and a new line will be brought up using the same account;
3. Dial the number and press SEND key to establish the second call;
4. Press CONF key or press the “ConfCall” softkey to establish the conference.

□ Split and Re-conference.

1. During the conference, press HOLD key. The conference call will be split and both calls will be put on hold separately with 2 LINE keys blinking in green;
2. Press a LINE key to resume the 2-way conversation;
3. If users would like to re-establish conference call, before 1 separate LINE is selected, press the “ReConf” softkey right after the conference call is split.

❑ **Cancel Conference.**

1. If user decides to cancel the conference after establishing the second call, press “**EndCall**” softkey instead of the “**ConfCall**” softkey/CONF key;
2. This will end the second call and the screen will show the first call on hold.

❑ **End Conference.**

1. Press HOLD key to split the conference call. The conference call will be ended with both calls on hold; Or
2. Users could press the “**EndCall**” softkey or simply hang up to terminate the conference call.

Notes:

- The party that starts the conference call must remain in the conference for its entire duration, you can put the party on mute, but it must remain in the conversation.

Call Features






The GRP261X/GRP2624/GRP2634 supports traditional and advanced telephony features including caller ID, caller ID with caller Name, call forward etc. 1: **Call Features**



CALL HISTORY

Local Call History

There are five different categories in the local call history. Users could use the navigation keys to browse call logs:

- **All** : 
- **Missed** : 
- **Dialed** : 
- **Answered** : 
- **Transferred** : 

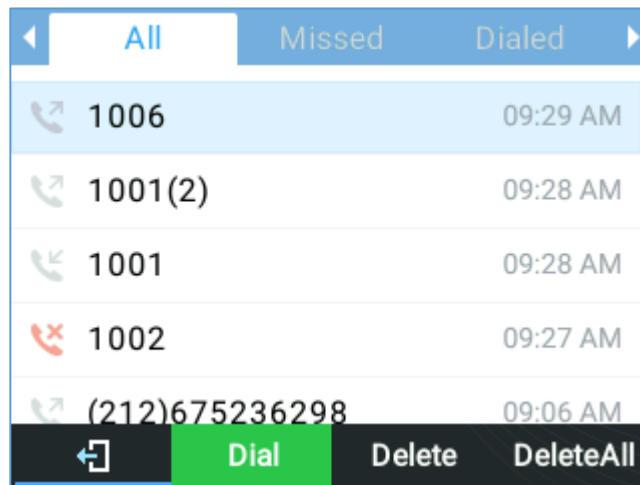


Figure 72: Call History Screen Page

- **Dial:** Tap on one of the call history entry to call this number directly. The phone will use the same account as the call log when dialing out.
- **Delete:** Select an entry then press “Delete” soft key
- **DeleteAll:** Clear the call history

Missed Calls Indication

When users miss a call, the GRP261X/GRP2624/GRP2634 will show the notification on the LCD screen as shown below:

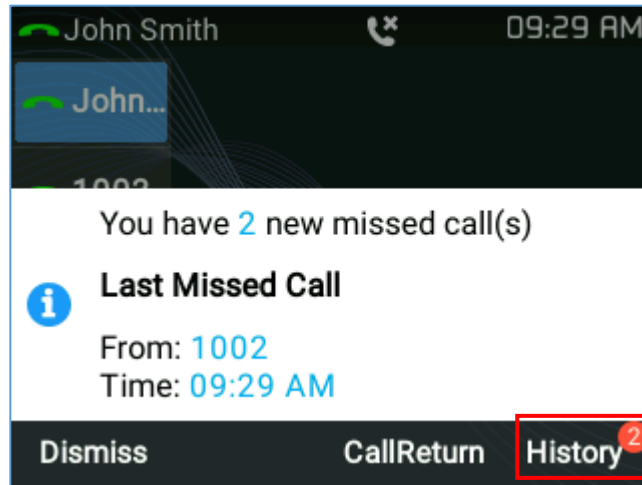


Figure 73: Missed Calls

Users have the option to return the call immediately by clicking the “**CallReturn**” Softkey.

Notes:



1. Users can set the phone to turn off LCD backlight while having a missed call. This option can be found under device **web UI** → **Settings** → **Preferences** → **LCD Display** → **disable missed call backlight**. If users want to have missed call notification, select yes, bug flash MWI LED.
2. The phone LCD will also display VM notification in case the voicemail isn't cleared yet.

CONNECTING TO DEVICES

EHS Headset

The GRP261X/GRP2624/GRP2634 supports normal RJ11 headset and Plantronics EHS headset.

To use Plantronics EHS headset, go to the web GUI → **Settings** → **Audio Control**: Headset Type. Select "Plantronics EHS" then reboot the phone.

1. Connect EHS Headset (Plantronics) to the phone. Insert headset connector into the RJ11 headset port on the back of GRP261X/GRP2624/GRP2634.
2. To use headset mode, press headset button . A headset icon  will show on the LCD.

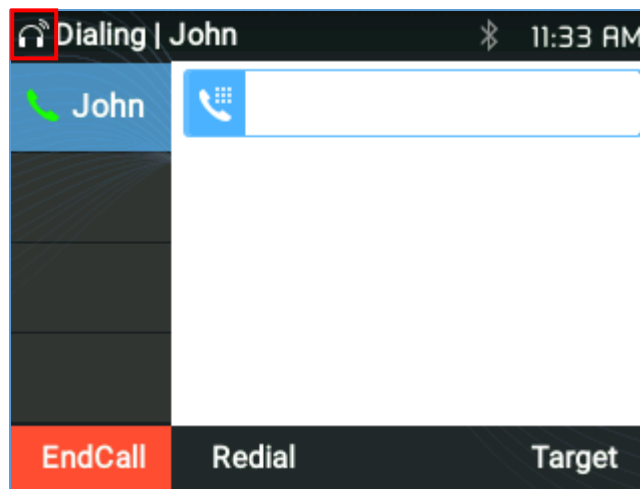


Figure 74: Headset enabled

Bluetooth (GRP2614, GRP2615 & GRP2616, GRP2624, GRP2634 only)

GRP2614/GRP2615 & GRP2616 is also capable to connect to Bluetooth devices. supporting Bluetooth version 5. Users could connect to cellphones (supporting Bluetooth) via hands free mode or use Bluetooth headset for making calls.

To connect to a Bluetooth device, turn on the Bluetooth radio first. The first time when using a new Bluetooth device with the GRP2614/GRP2615 & GRP2616, "pair" the device with the phone so that both devices know how to connect securely to each other. After that, users could simply connect to a paired device.

Bluetooth related settings are under Phone's LCD **Menu** → **System** → **Bluetooth**.

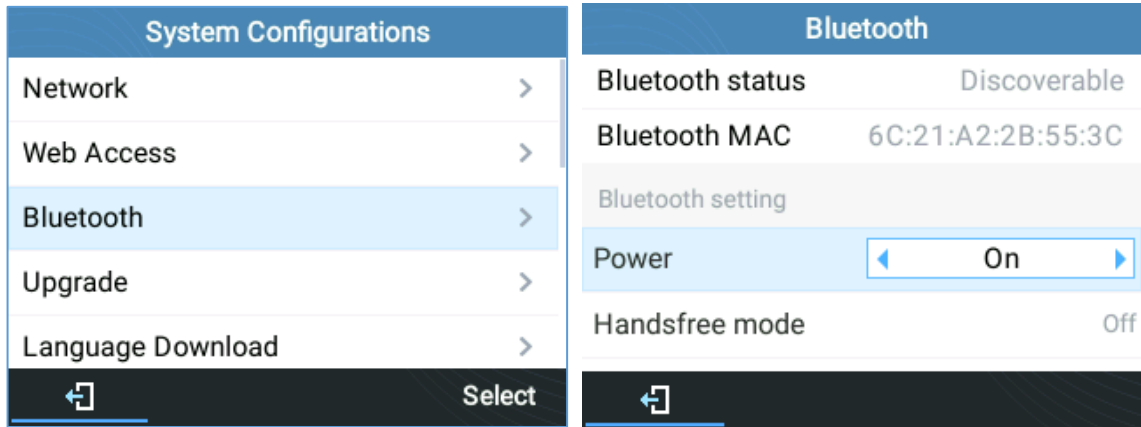


Figure 75: Bluetooth feature

There are two ways to pair the GRP2614/GRP2615/GRP2616 using the Bluetooth feature:

❑ From the GRP2615/GRP2614/GRP2616

1. Select “Start Scan” to search nearby Bluetooth devices

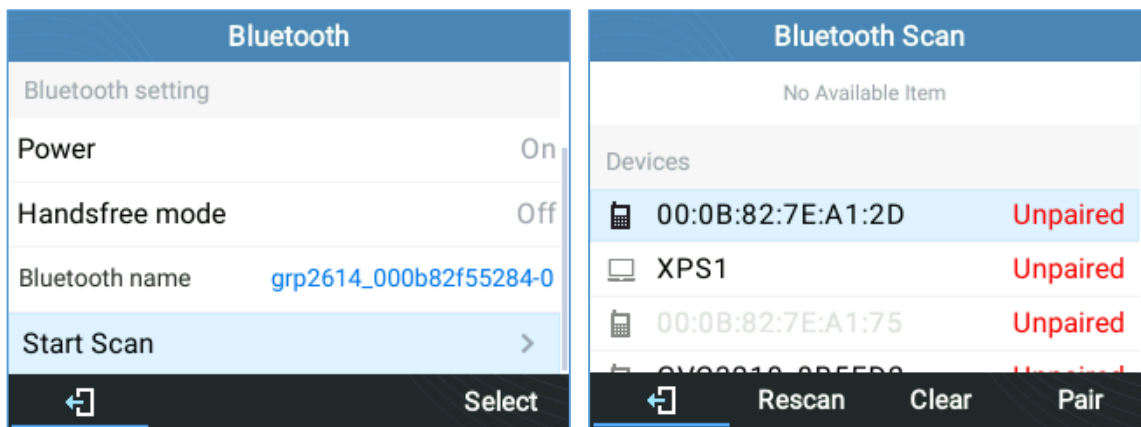


Figure 76: Bluetooth Scan

2. Choose a device then select “Pair”. The phone will then start the pairing process

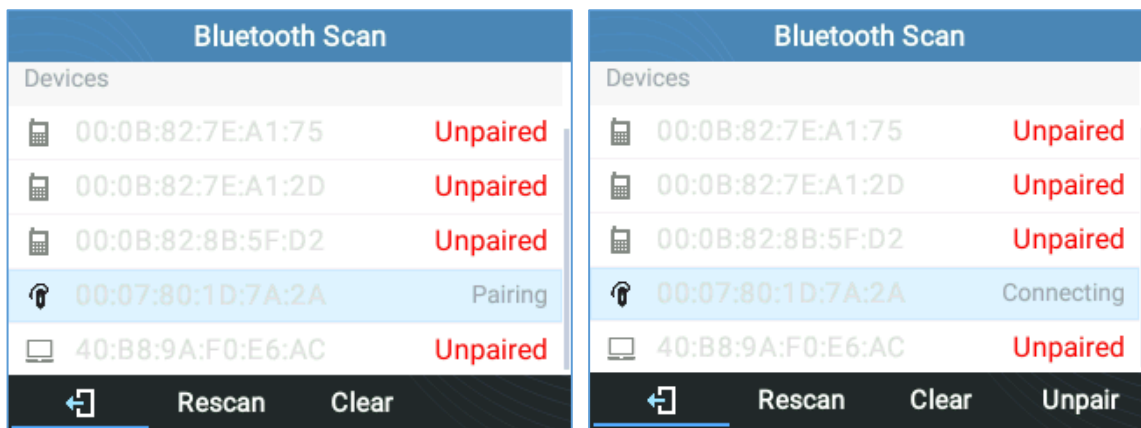


Figure 77: GRP2615/GRP2614/GRP2616 Pairing Process

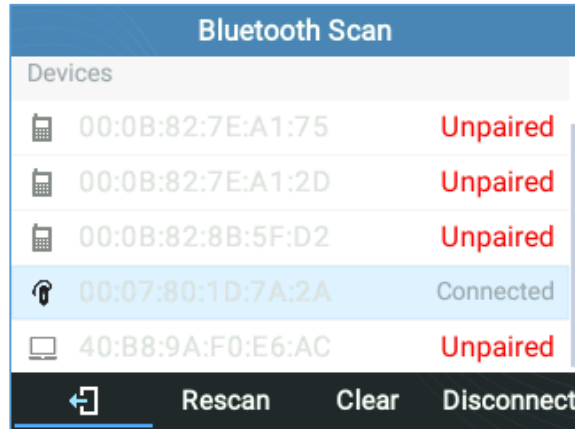


Figure 78: Successful Bluetooth pairing

- If the pairing succeeds, users will see "Connected" next to the name of the Bluetooth device.

❑ From a Bluetooth different device:

- Make sure the Bluetooth is powered on and shows "Discoverable" under "Bluetooth status"

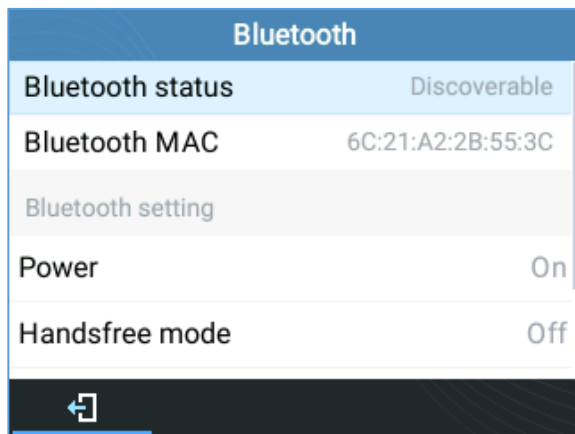


Figure 79: Bluetooth Status

- Press "YES" to accept the pairing request

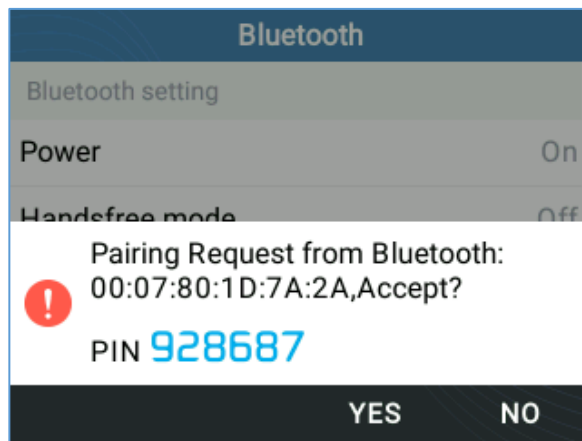


Figure 80: Pairing Request

Notes:

- Turn off Bluetooth if it is not used.
- For more details on the Bluetooth features, please refer to:
https://www.grandstream.com/hubfs/Product_Documentation/GRP2600_Bluetooth_Guide.pdf?hsLang=en

Wi-Fi (GRP2612W/GRP2614/GRP2615 & GRP2616, GRP2624, GRP2634 only)

To connect the these models to a Wi-Fi Network through the keypad menu. Please follow the below steps:

1. On LCD **MENU**, navigate to **System → Wi-Fi settings**.

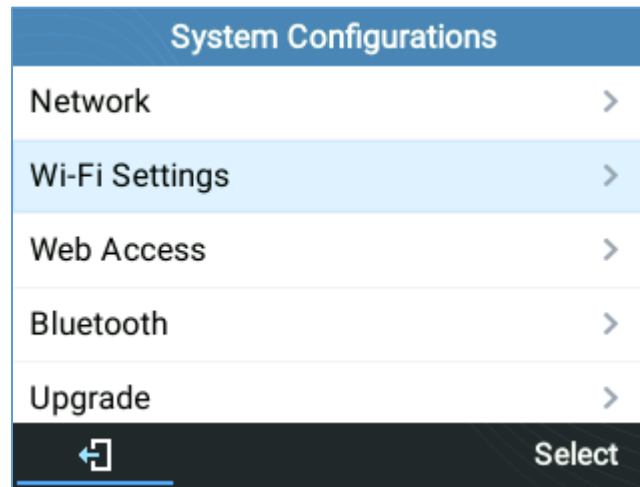


Figure 81: Wi-Fi feature

2. Set Wi-Fi to “Enabled” and press “Save” button.

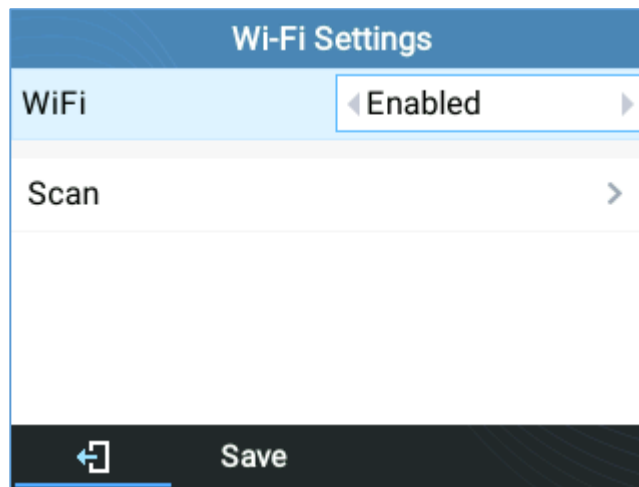


Figure 82; Enable Wi-Fi

3. Select “Scan”.
 The device will automatically start scanning for Wi-Fi access points within the range

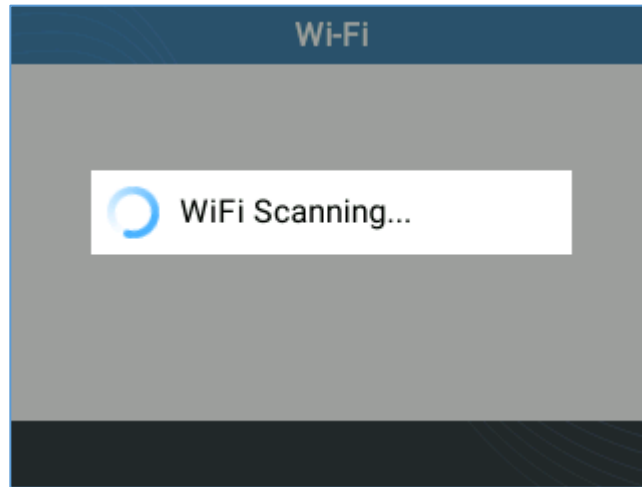


Figure 83: Wi-Fi Scanning

4. A list of available Wi-Fi networks will be displayed. Select the desired network,

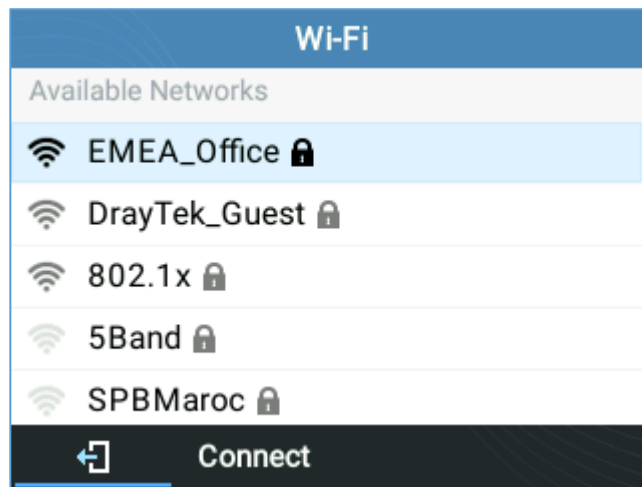


Figure 84: Nearby Wi-Fi networks

5. If required, enter the password to connect.

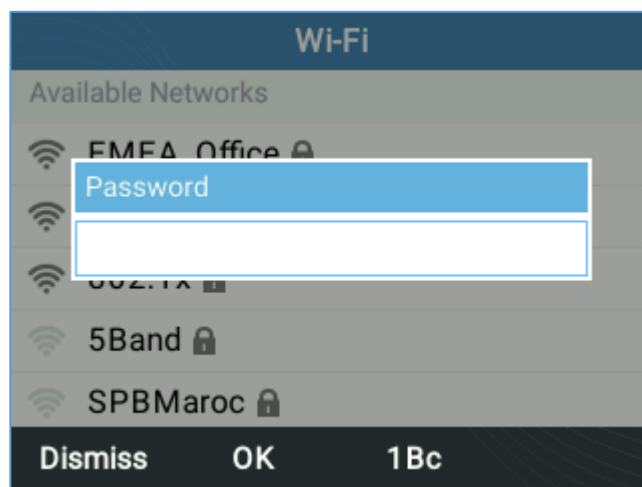


Figure 85: Wi-Fi password required

6. An incorrect password will trigger an error message “Cannot connect to the selected network”.

- If the connection is successful a “Wi-Fi NetWork Connected” message will display on screen

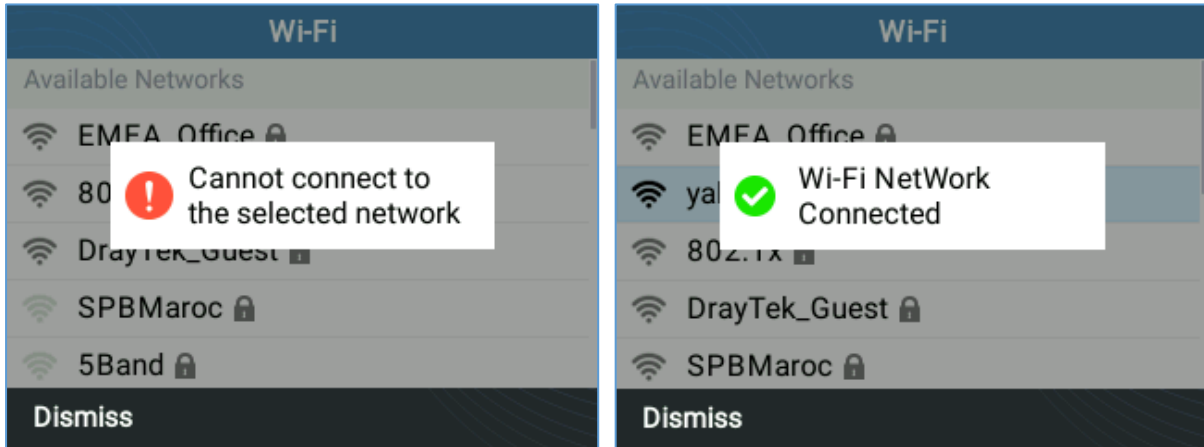


Figure 86: Failed/Successful Wi-Fi connection

7. Check the Wi-Fi icon on idle screen to verify if the Wi-Fi network is properly connected

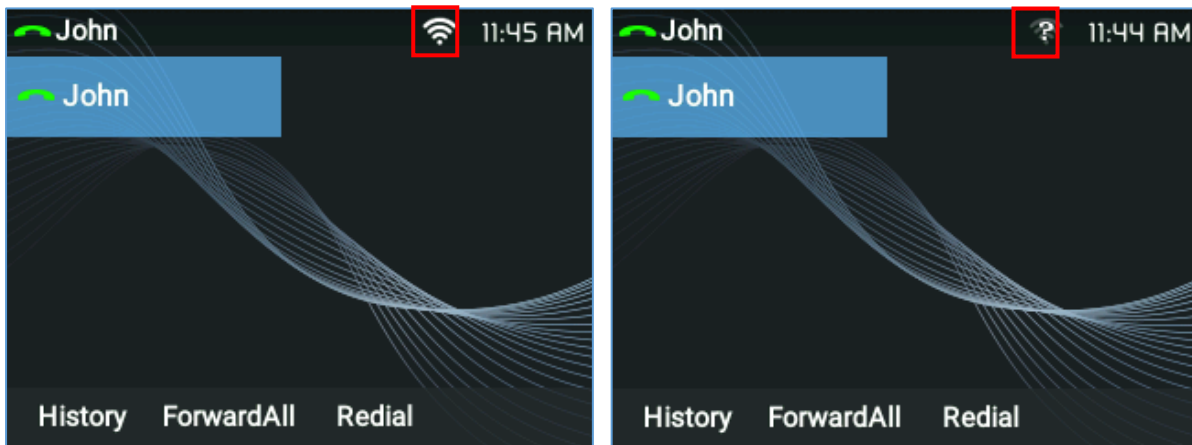


Figure 87: Wi-Fi Status

8. A new section “Current Connection” will show under **System** → **Wi-Fi settings**.

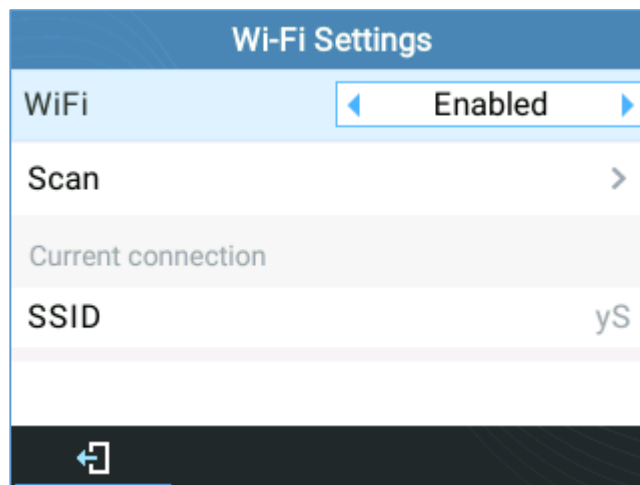


Figure 88 : Current connection

9. Selecting “Scan”, Users may choose to “Forget” the current connection and establish a new one.

RESTORE FACTORY DEFAULT SETTINGS

 **Warning:**

Restoring the Factory Default Settings will delete all configuration information on the phone. Please backup or print all the settings before you restore to the factory default settings. Grandstream is not responsible for restoring lost parameters and cannot connect your device to your VoIP service provider.

Restore factory settings using LCD menu

Please follow the instructions below to reset the phone:

1. Press MENU button to bring up the keypad configuration menu.
2. Select "System" and enter.
3. Select "Operations - Factory Reset".
4. A warning window will pop out to make sure a reset is requested and confirmed.

Press the "Yes" Softkey to confirm and the phone will reboot, or "No" Softkey to cancel the Reset.

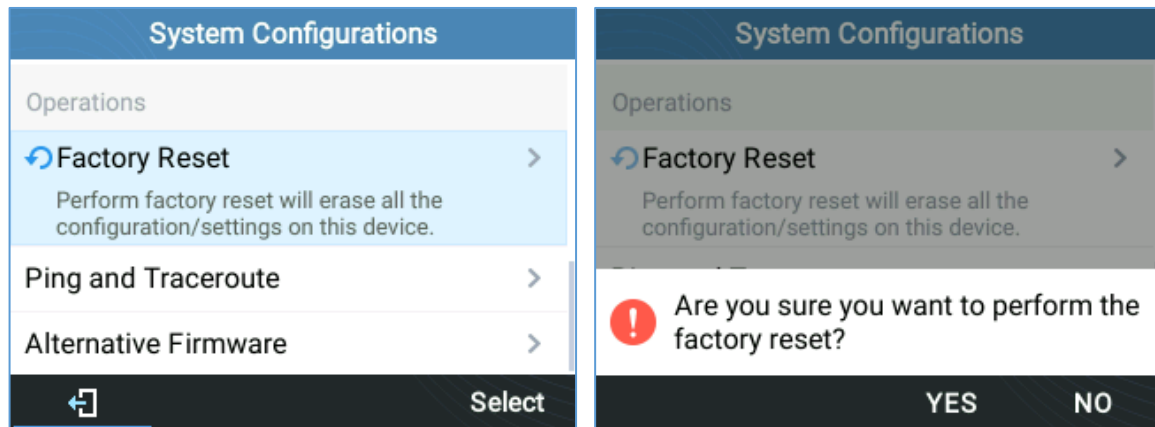


Figure 89: Factory Reset using LCD Menu