Grandstream Networks, Inc.

GRP260x Lite Series - User Guide

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Thank you for purchasing Grandstream GRP260X Lite Series IP Phones.

The GRP Carrier-Grade IP Phone series is designed with zero-touch provisioning for mass deployment and centralized cloud management via GDMS. Engineered for on-site or remote desktop workers, this series offers a sleek design with next-generation communication features, including 5-way audio conferencing, full HD audio on both speaker and handset, AI Noise Reduction, GS-FEC packet loss resistance, and native WireGuard VPN support.

PRODUCT OVERVIEW

Feature Highlights

The following table compares the major features of the GRP260X Lite phones:

Feature	 GRP2601L	 GRP2601LP	 GRP2601LW	 GRP2602LP	 GRP2602LG
SIP Accounts / Lines	2 / 2			4 / 2	
Line Keys	None			2 (Dual-color LED)	
Display	2.41" LCD (132x48)			2.41" Backlit LCD (132x48)	
Network Speeds	Dual 10/100 Mbps				Dual 10/100/1000 Mbps (Gigabit)
PoE Support	No	Integrated PoE (Class 1)	No	Integrated PoE (Class 1)	
Wi-Fi	Not supported		Wi-Fi 6 (2.4 GHz 802.11ax)	Not supported	
Audio & Codecs	HD Audio, Opus, GS-FEC, AI Noise Reduction			Full HD Audio, Opus, GS-FEC, AI Noise Reduction	
Conferencing	5-way audio				
VPN Support	WireGuard VPN				
Headset Port	RJ9 with EHS				

GRP260x Lite Features at a glance

Technical Specifications

The following table resumes all the technical specifications including the protocols/standards supported, voice codecs, telephony features, languages, and upgrade/provisioning settings for the GRP260X Lite series.

- **GRP2601L/GRP2601LP/GRP2601LW Technical Specifications**

		GRP2601L	GRP2601LP	GRP2601LW
Basic	Unit Dimension	202 mm x 180 mm x 63.4 mm (7.95" x 7.09" x 2.50")(L x W x H)(With Handset)		
	Package Dimension	253 mm x 206.5 mm x 69 mm (9.96" x 8.13" x 2.72")(L x W x H)	242 mm x 206.5 mm x 59 mm (9.53" x 8.13" x 2.32")(L x W x H)	253 mm x 206.5 mm x 69 mm (9.96" x 8.13" x 2.72")(L x W x H)
	Unit Weight	650 g (1.43 lb)	650 g (1.43 lb)	651 g (1.44 lb)

Basic	Package Weight	860 g (1.90 lb)	TBD	900 g (2.0 lb)
	Installation Methods	Desktop, Wall Mount (Wall mount bracket sold separately)		
Physical Features	Graphic Display	2.41 inch (132 x 48) LCD		
	Feature Keys	Softkeys: 4 XML programmable context-sensitive keysNavigation: 5 navigation / menu keys8 Fixed keys: MESSAGE (with LED indicator), TRANSFER, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-		
	Base Stand	Yes, 1 angle position available (45°)		
Ports	Network Ports	1 x Auto-negotiation 10/100 Mbps Ethernet port1 x Auto-negotiation 10/100 Mbps PC port	1 x Auto-negotiation 10/100 Mbps Ethernet port with integrated PoE1 x Auto-negotiation 10/100 Mbps PC port	1 x Auto-negotiation 10/100 Mbps Ethernet port1 x Auto-negotiation 10/100 Mbps PC port
	Auxiliary Ports	1 x RJ9 headset jack (EHS compatible: Plantronics, Jabra, Sennheiser and more)1 x Handset jack		
Power and Energy	Universal Power Adapter	Input: 100-240 V AC, 50-60 Hz; Output: 5 V DC, 600 mA		
	PoE	N/A	IEEE 802.3af Class 1, 3.84 W; IEEE 802.3az (EEE)	N/A
Connectivity	Wi-Fi	N/A	N/A	Single-band 2.4 GHz (802.11b/g/n/ax)
Environmental Endurance	Operating Temperature	0 °C to 40 °C (32 °F to 104 °F)		
	Storage Temperature	-10 °C to 60 °C (14 °F to 140 °F)		
	Humidity	10%-90%, non-condensing		
Certification	Compliance	CE, FCC, IC, RCM		
Protocols and Standards	Network Protocols	IPv4, IPv6, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, SSH, TFTP, NTP, STUN, TURN, ICE, SIMPLE, LLDP-MED, LDAP, TR-069, SNMP, 802.1X		
	VoIP Protocols	SIP RFC3261 (over UDP/TCP/TLS), RTP/RTCP, RTCP-XR, RTCP-MUX, SDES-SRTP, DTLS-SRTP		
	QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS		
	Wi-Fi Encryption	N/A	N/A	WEP, WPA/WPA2 (Personal/Enterprise), WPA3 (Personal/Enterprise)
	Security	TLS 1.3 supportWeb Access through HTTPS, with user- and administrator-level passwords based on SHA-256 and SHA-256-sess authenticationSIP support for TLS, with mutual certificate validation (both sides)SIP authentication algorithms based on SHA-256, SHA-256-sess, SHA-512/256-sess, MD5-sessMedia support for DTLS-SRTP and SDES-SRTP with crypto AEAD-AES-256-GCM, AES_256_CM_HMAC_SHA1_32, AES_256_CM_HMAC_SHA1_80, AES_CM_128_HMAC_SHA1_32, AES_CM_128_HMAC_SHA1_80802.1X Media access control		
Provisioning and Interoperability	Deployment	Mass provisioning using GDMS/TR-069 or AES encrypted XML configuration file		
	Maintenance	Firmware upgrade via FTP, TFTP, TFTPS, HTTP and HTTPS		
	Interoperability	Fully interoperable with major UC platforms including BroadSoft, Metaswitch, Kandy, 3CX, Zoom, NetSapiens, RingCentral, Asterisk, Freeswitch and openSIPS		
Audio Features	Voice Codecs	G.729A/B, G.711u/a-law, G.726, G.722 (wide-band), G.723.1, iLBC, Opus (with in-band FEC)		
	Audio Capabilities	In-band and out-of-band DTMF (in audio, RFC2833, SIP INFO);VAD, AEC, CNG, PLC, AGC, AJB (Adaptive Jitter Buffer)GS-FEC with up to 70% packet loss resistance		
Features	Directory	Downloadable phonebook (XML, LDAP, up to 500 items), call log (up to 200 records)		
	Call Management	Hold, transfer, forward, call park, call pickup, call waiting, auto answer, off-hook auto dial, click-to-dial		
	Collaboration	5-way conferencing, shared-call-appearance (SCA), bridged-line-appearance (BLA)		

Features	Customization	Personalized music ringtones and music on hold		
	System and Administration	Hot-desking, flexible dial plan, server redundancy, failover		
	Advanced Features	Multicast paging and E911 serviceAdvanced jitter-resilience algorithmAccount sharingWireGuard VPN supportIP2Location supportDaylight saving time auto-adjustment		
Localization	Multi-Language	Arabic, Catalan, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Dutch, English, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Polish, Portuguese, Russian, Slovak, Slovenian, Spanish, Swedish, Turkish, Ukrainian		
Standard Items	Primary Unit	1 x Essential Lite IP Phone1 x Handset with Cord1 x Base Stand		
	Power and Cable	1 x Universal Power Supply1 x Network Cable	1 x Network Cable	1 x Universal Power Supply1 x Network Cable
	Manual and License	1 x Quick Installation Guide1 x Certification Regulatory Information		

GRP2601L/GRP2601LP/GRP2601LW Technical Specifications

- GRP2602LP/GRP2602LG Technical Specifications

		GRP2602LP	GRP2602LG
Basic	Unit Dimension	202 mm x 180 mm x 63.4 mm (7.95" x 7.09" x 2.50")(L x W x H)(with handset)	
	Package Dimension	242 mm x 206.5 mm x 59 mm (9.53" x 8.13" x2.32")(L x W x H)	253 mm x 206.5 mm x 69 mm (9.96" x 8.13" x 2.72")(L x W x H)
	Unit Weight	670 g (1.48 lb)	
	Package Weight	830 g (1.83 lb)	880 g (1.94 lb)
	Installation Methods	Desktop, Wall Mount (Wall mount bracket sold separately)	
Physical Features	Graphic Display	2.41 inch (132 x 48) LCD with backlight	
	Feature Keys	Line Keys: 2 line keys with dual-color LED and support for 4 SIP accountsSoftkeys: 4 XML programmable context sensitive keysNavigation: 5 navigation / menu keys8 Fixed keys: MESSAGE (with LED indicator), TRANSFER, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-	
	Base Stand	Yes, 1 angle position available (45°)	
Ports	Network Ports	1 x Dual switched auto-negotiation 10/100 Mbps Ethernet ports, integrated PoE1 x Auto-negotiation 10/100 Mbps PC port	1 x Dual switched auto-negotiation 10/100/1000 Mbps Ethernet ports, integrated PoE1 x Auto-negotiation 10/100/1000 Mbps PC port
	Auxiliary Ports	1 x RJ9 headset jack (EHS compatible: Plantronics, Jabra, Sennheiser and more)1 x Handset jack	
Power and Energy	Universal Power Adapter	Input: 100-240 V AC, 50-60 Hz; Output: 5 V DC, 600 mA	
	PoE	IEEE802.3af Class 1, 3.84 W; IEEE802.3az (EEE)	
Environmental Endurance	Operating Temperature	0 °C to 40 °C (32 °F to 104 °F)	
	Storage Temperature	-10 °C to 60 °C (14 °F to 140 °F)	
	Humidity	10%-90%, non-condensing	
Certification	Compliance	CE, FCC, IC, RCM	
Protocols and Standards	Network Protocols	IPv4, IPv6, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, SSH, TFTP, NTP, STUN, TURN,ICE, SIMPLE, LLDP-MED, LDAP, TR-069, SNMP, 802.1X	
	VoIP Protocols	SIP RFC3261 (over UDP/TCP/TLS), RTP/RTCP, RTCP-XR, RTCP-MUX, SDES-SRTP, DTLS-SRTP	

Protocols and Standards	QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS	
	Security	TLS 1.3 supportWeb Access through HTTPS, with user- and administrator-level passwords based on SHA-256 and SHA-256-sess authenticationSIP support for TLS, with mutual certificate validation (both sides)SIP authentication algorithms based on SHA-256, SHA-256-sess, SHA-512/256-sess, MD5-sessMedia support for DTLS-SRTP and SDES-SRTP with crypto AEAD-AES-256-GCM, AES_256_CM_HMAC_ SHA1_32, AES_256_CM_HMAC_SHA1_80, AES_CM_128_HMAC_SHA1_32, AES_CM_128_HMAC_SHA1_80802.1X Media access control	
Provisioning and Interoperability	Deployment	Mass provisioning using GDMS/TR-069 or AES encrypted XML configuration file	
	Maintenance	Firmware upgrade via FTP, TFTP, TFTPS, HTTP and HTTPS	
	Interoperability	Fully interoperable with major UC platforms including BroadSoft, Metaswitch, Kandy, 3CX, Zoom,NetSapiens, RingCentral, Asterisk, Freeswitch, and openSIPS	
Audio Features	Voice Codecs	G.729A/B, G.711?/a-law, G.726, G.722 (wide-band), G.723.1, iLBC, Opus (with in-band FEC)	
	Audio Capabilities	In-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)VAD, AEC, CNG, PLC, AGC, A JB (Adaptive Jitter Buffer)GS-FEC with up to 70% packet loss resistance	
Features	Directory	Downloadable phonebook (XML, LDAP, up to 500 items), call log (up to 200 records)	
	Call Management	Hold, transfer, forward, call park, call pickup, call waiting, auto answer, off-hook auto dial, click-to-dial	
	Collaboration	5-way conferencing, shared-call-appearance (SCA), bridged-line-appearance (BLA)	
	Customization	Personalized music ringtones and music on hold	
	System and Administration	Hot-desking, flexible dial plan, server redundancy, failover	
	Advanced Features	Multicast paging and E911 serviceAdvanced jitter-resilience algorithmAccount sharingWireGuard VPN supportIP2Location supportDaylight saving time auto-adjustment	
Localization	Multi-Language	Arabic, Catalan, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Dutch, English, French,German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Polish, Portuguese, Russian,Slovak, Slovenian, Spanish, Swedish, Turkish, Ukrainian	
Standard Items	Primary Unit	1 x 2-Line Essential Lite IP Phone1 x Handset with Cord1 x Base Stand	
	Power and Cable	1 x Network Cable	1 x Universal Power Supply1 x Network Cable
	Manual and License	1 x Quick Installation Guide1 x Certification Regulatory Information	

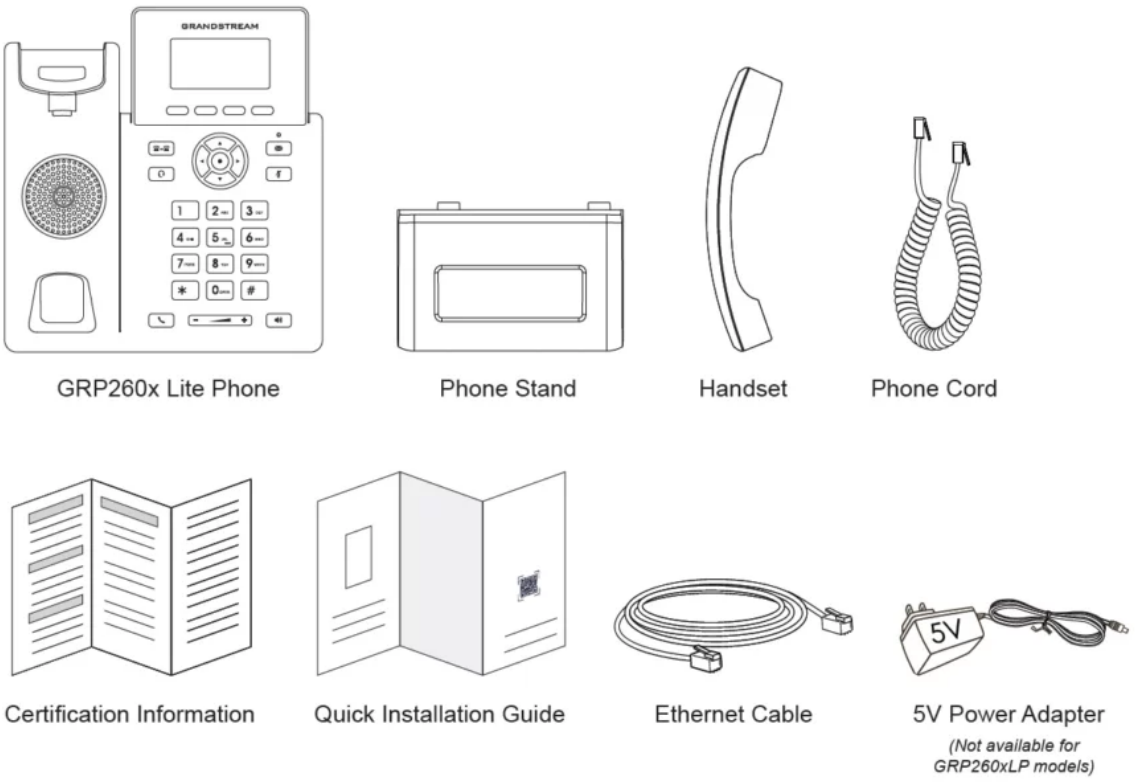
GRP2602LP/GRP2602LG Technical Specifications

GETTING STARTED

This chapter provides basic installation instructions including the list of the packaging contents and information for obtaining the best performance with the GRP260X Lite IP phones.

Equipment Packaging

GRP260X Lite Phone Package Content
1 x GRP260X Lite Phone.1 x Handset.1 x Phone cord.1 x Base Stand.1 x Ethernet Cable.1 x Power Adapter (Except for GRP260xLP).1 x Quick Installation Guide.1 x Certification Regulatory Information.



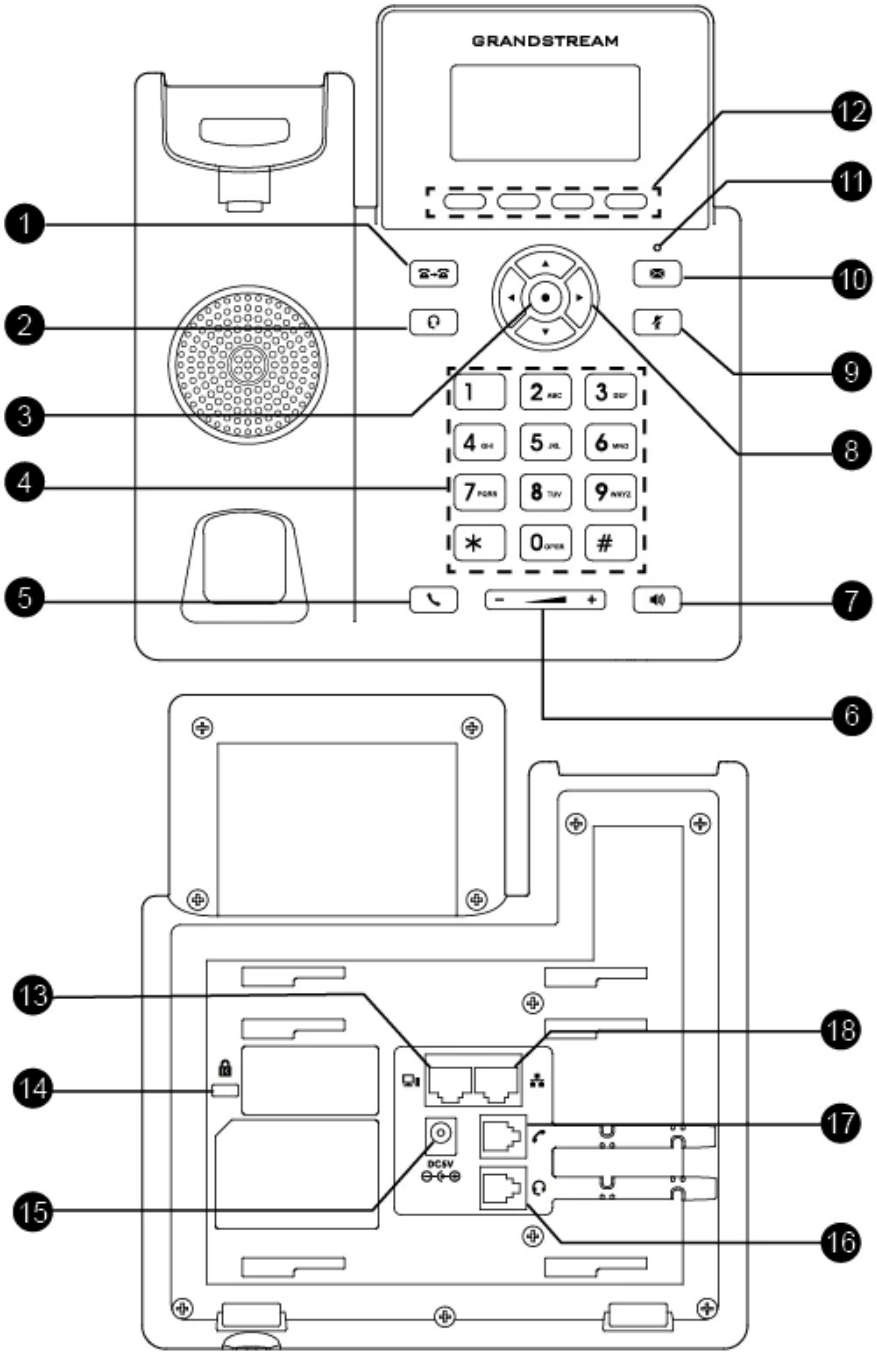
GRP260X Lite Package Content

Check the package before installation. If you find anything missing, contact your system administrator.

Keys and Ports Description

The figures and tables below show a description of the back and front views of the GRP260x Lite models:

- **GRP2601L/LP/LW**



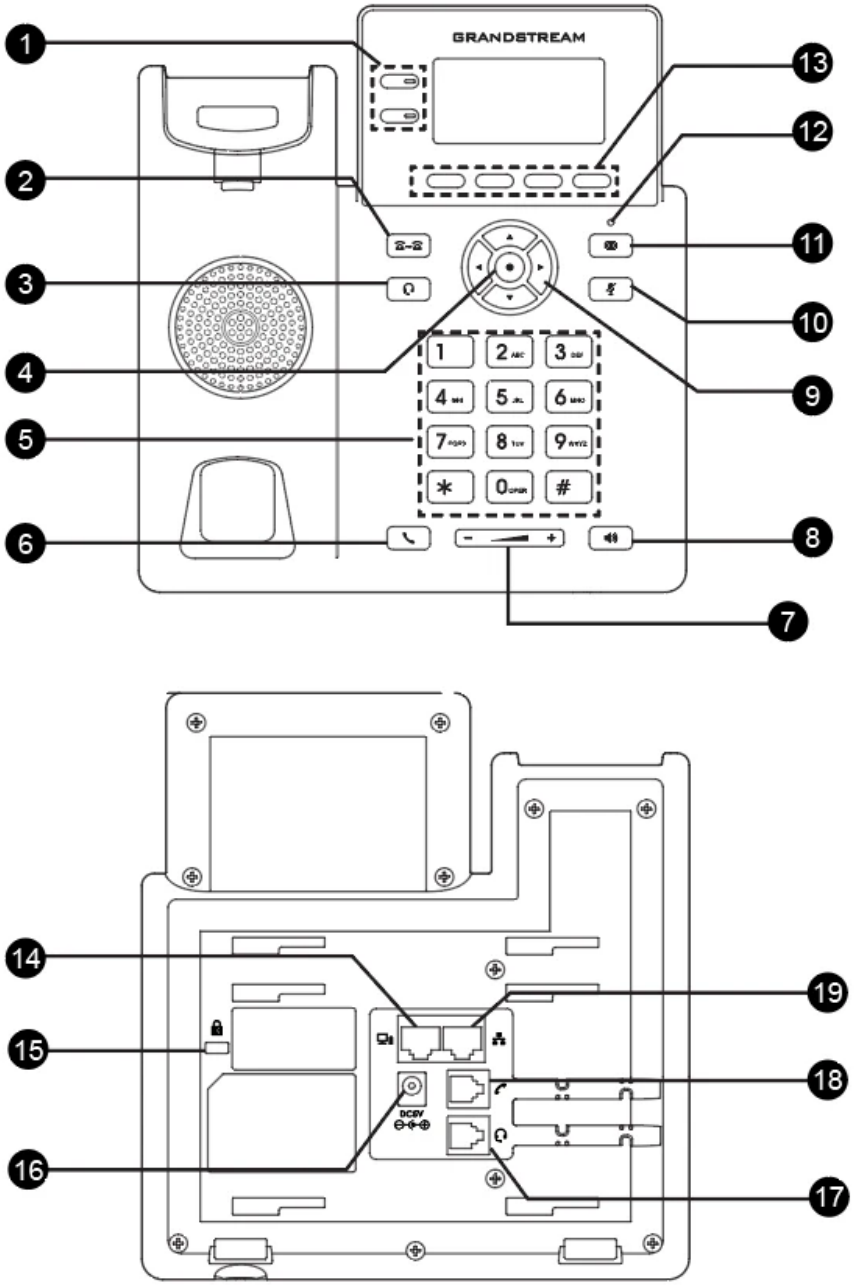
GRP2601L/LP/LW Keys and Ports

	Port	Description
1	Transfer	Transfers an ongoing call to another extension or number.
2	Headset	Switches audio to a connected headset when in use.
3	MENU/OK Key	Opens the main menu or confirms selections and settings.
4	Standard keypad	Traditional dial pad used to enter phone numbers and navigate menus.
5	Send	Dials the entered number or redials the last called number. when in idle mode, pressing the send key opens the dialing screen.
6	Volume	Adjusts the volume for the ringer, call audio, speaker, or headset.

7	Speaker	Activates speakerphone mode for hands-free calling.
8	Navigation keys	Allow you to scroll through menus, lists, and call records.
9	Mute	Mutes the active call; when pressed in idle mode, it enables Do Not Disturb (DND).
10	Message	Accesses voicemail and stored messages.
11	Message Waiting Indicator	LED indicator lights up when you have a new unread message/voicemail.
12	Soft keys	Dynamic buttons that change function based on what's displayed on screen.
13	PC Port	Ethernet pass-through port to connect a PC using the same network cable.
14	Keingston lock	Anti-theft port for hardware electronics
15	Power	Connects a 5V DC power adapter when PoE is not used. A power adapter is included with the GRP2601L and GRP2601LW only.
16	Headset Port	Connects a wired headset for hands-free operation.
17	Handset Port	Connects the physical handset to the phone.
18	LAN Port	Connects the phone to the network via Ethernet. Supports 10/100 Mbps auto-negotiation. PoE is supported on the GRP2601LP only.

GRP2601L/LP/LW Keys and Ports Description

- **GRP2602LP/LG**



GRP2602LP/LG Keys and Ports

	Port	Description
1	Line Keys	Used to manage multiple vpks buttons, the VPKs can be configured to perform a certain action, like speed dial, BLF key...
2	Transfer	Transfers an ongoing call to another extension or number.
3	Headset	Switches audio to a connected headset when in use.
4	MENU/OK Key	Opens the main menu or confirms selections and settings.
5	Standard keypad	Traditional dial pad used to enter phone numbers and navigate menus.
6	Send	Dials the entered number or redials the last called number. when in idle mode, pressing the send key opens the dialing screen.

7	Volume	Adjusts the volume for the ringer, call audio, speaker, or headset.
8	Speaker	Activates speakerphone mode for hands-free calling.
9	Navigation keys	Allow you to scroll through menus, lists, and call records.
10	Mute	Mutes the active call; when pressed in idle mode, it enables Do Not Disturb (DND).
11	Message	Accesses voicemail and stored messages.
12	Message Waiting Indicator	LED indicator lights up when you have a new unread message/voicemail.
13	Soft keys	Dynamic buttons that change function based on what's displayed on screen.
14	PC Port	Ethernet pass-through port to connect a PC using the same network cable.
15	Keingston lock	Anti-theft port for hardware electronics
16	Power	Connects a 5V DC power adapter when PoE is not used. A power adapter is included with the GRP2602LG only.
17	Headset Port	Connects a wired headset for hands-free operation.
18	Handset Port	Connects the physical handset to the phone.
19	LAN Port	Connects the phone to the network via Ethernet. The GRP2602LP supports 10/100 Mbps auto-negotiation and PoE, while the GRP2602LG supports 10/100/1000 Mbps auto-negotiation.

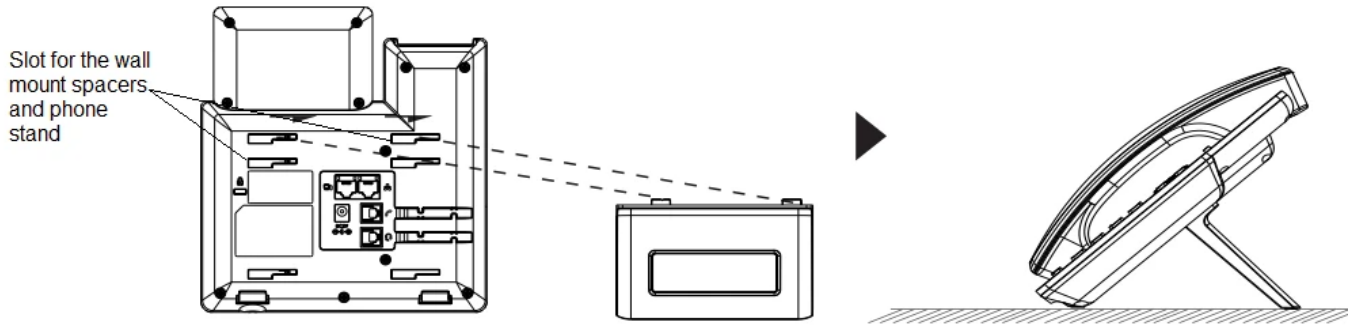
GRP2602LP/LG Keys and Ports Description

GRP260X Lite Phone Setup

The GRP260X Lite phones can be installed on the desktop using the phone stand or attached to the wall using the slots for wall mounting.

Using the Phone Stand

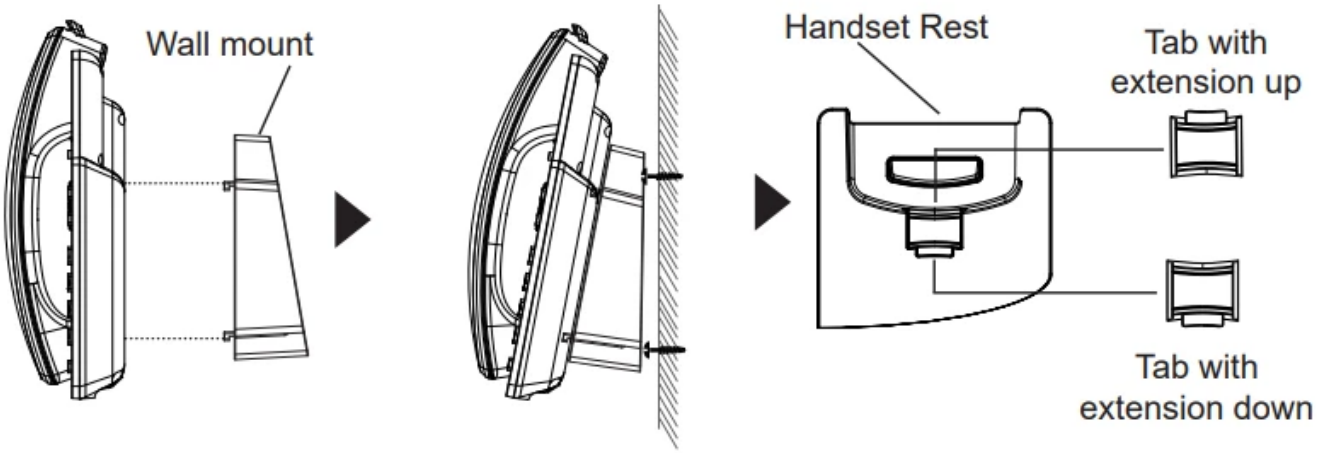
For installing the phone on the table with the phone stand, attach the phone stand to the bottom of the phone where there is a slot for the phone stand. (Upper half, bottom part).



Phone Stand and Mounting Slots on the GRP260X Lite

Using the Slots for Wall Mounting

1. Attach the wall mount spacers to the slot for wall mount spacers on the back of the phone.
2. Attach the phone to the wall via the wall mount hole.
3. Pull out the tab from the handset cradle (See figure below).
4. Rotate the tab and plug it back into the slot with the extension up to hold the handset while the phone is mounted on the wall (see figure below).



GRP260X Lite Wall Mount Instructions

Connecting the GRP260X Lite

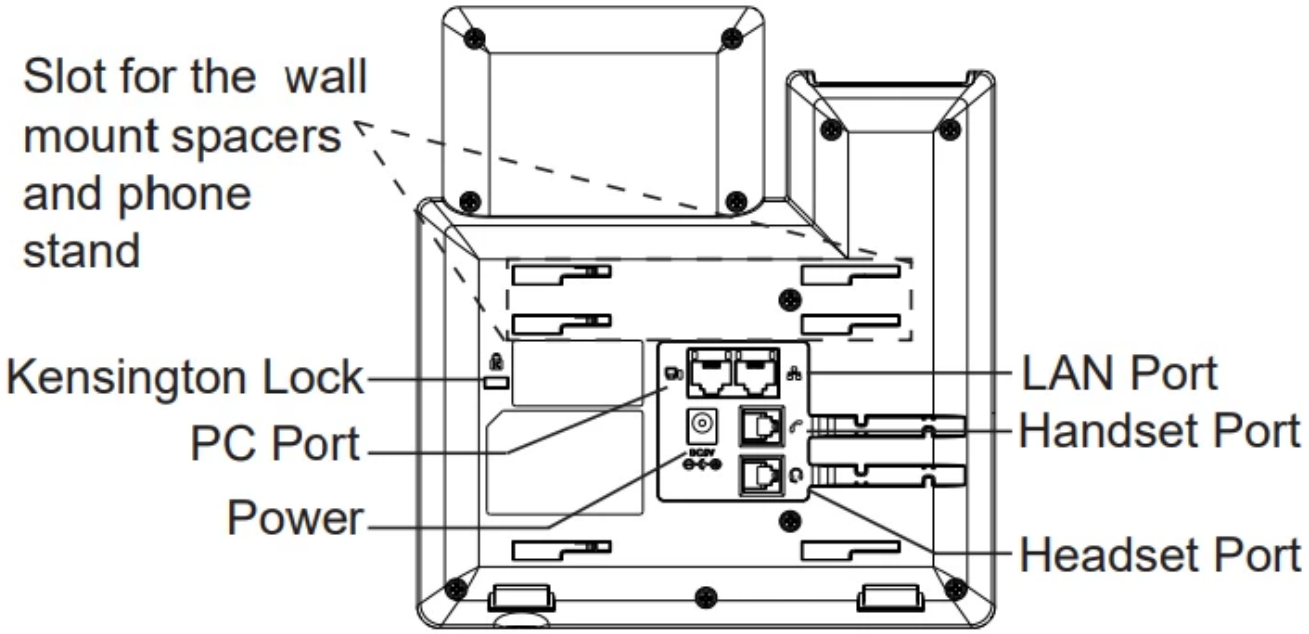
To set up the GRP260X Lite, follow the steps below:

1. Connect the handset and main phone case with the phone cord.
2. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable.
3. Connect the 5V DC output plug to the power jack on the phone. Plug the power adapter into an electrical outlet. If a PoE switch is used in step 3, this step could be skipped (For GRP2601LP, GRP2602LP, and GRP2602LG).
4. The LCD will display the Grandstream logo. Before continuing, please wait for the date/time display to show up.
5. Using the phone-embedded web server or keypad configuration menu, you can further configure the phone using either a static IP or DHCP.

Using Wi-Fi (GRP2601LW only):

1. On the LCD menu, navigate to **Settings -> Wi-Fi settings** and enable Wi-Fi.
2. Select Wi-Fi Network and the phone will automatically start scanning within the range.
3. A list of Wi-Fi networks will be displayed. Select the desired network, and if required, enter the correct password to connect.
4. Users can add and connect to a hidden network by accessing Wi-Fi Network and then pressing on Add softkey. Then enter the Network's information.

- For easy deployment, The GRP2601LW is preconfigured out of the box to connect to a default SSID named **wp_master** with a password (WPA/WPA2PSK) equal to **wp!987@dmin**, users can adapt these settings from the web UI as well to make it easier for deployment on customer site.
- The QR code of SSID can be displayed to share with cellphones and other devices.



GRP260X Lite Back Side View

ACCESS AND CONFIGURATION

Configuration via Keypad

To configure the LCD menu using the phone's keypad, follow the instructions below:

- **Enter MENU options:** When the phone is idle, press the round MENU button or Menu Softkey to enter the configuration menu.
- **Navigate to the menu options:** Press the arrow keys UP/DOWN keys to navigate in the menu options.
- **Enter/Confirm selection:** Press the round MENU to enter the selected option.
- **Exit:** Press Return Softkey to exit to the previous menu.
- **Return to the Home page**.

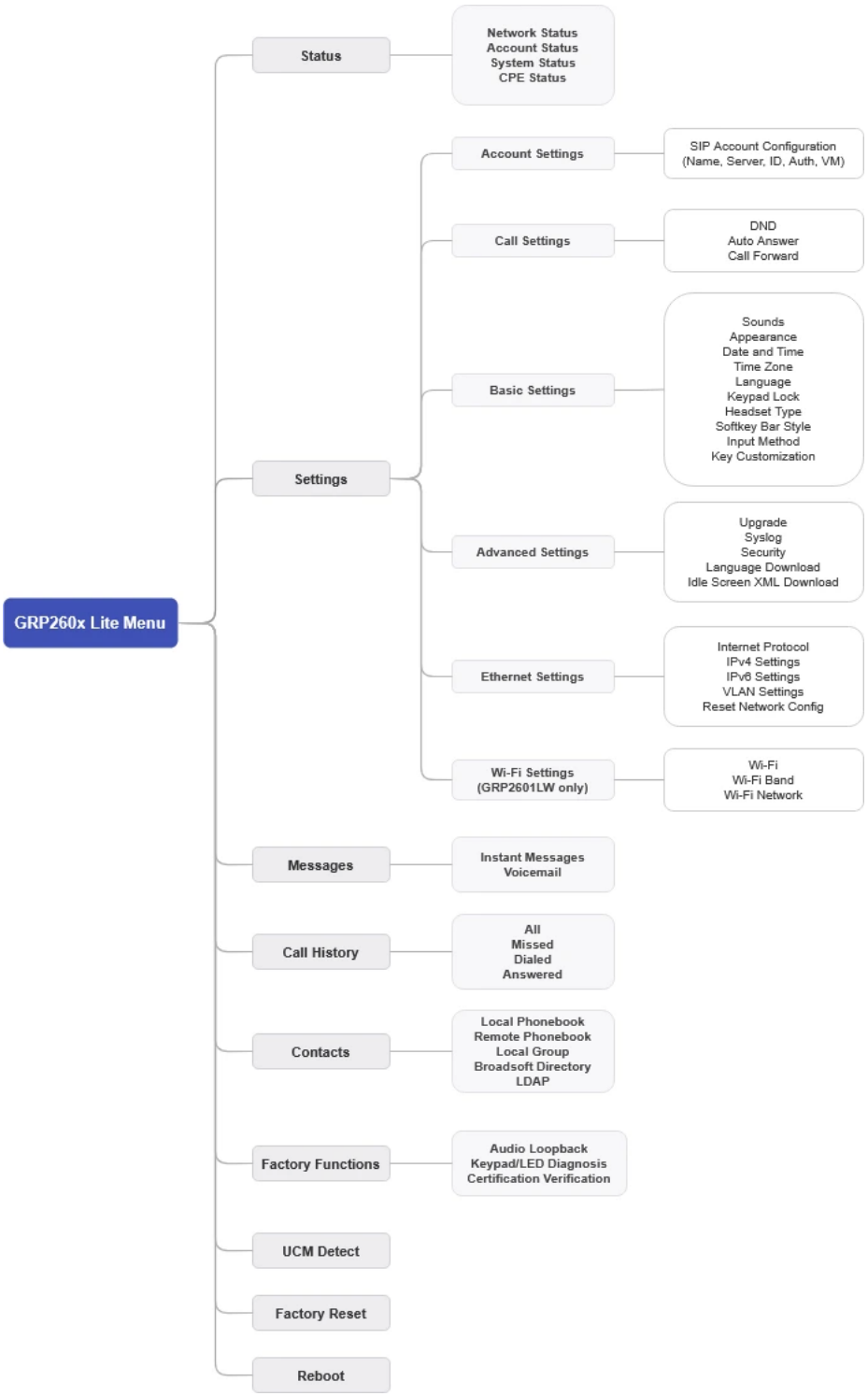
The MENU options are listed in the following table.

Status	Displays account status, network status, software version number, and Hardware:Network status: Press to enter the sub menu for IP setting information (DHCP/Static IP), IPv4 address, IPv6 address, MAC address, Subnet Mask, Gateway, DNS, and NTP servers.Account status: Shows SIP Accounts registration status.System Status: Press to enter the sub menu for Hardware Information, Software version, Security version, Time, and IP Geographic Information.CPE Status: Displays TR-069 management information, including connection status and real-time UDP/TCP Connection Request (CR) URL update status.

Settings	Settings sub menu contains the following options:Account Settings: Enable/Disable SIP account, configure Account Name, SIP server's address, SIP User ID, SIP Auth ID, SIP Password, Outbound Proxy, and Voice Mail Access Number.Call Settings: Enable/Disable DND, Enable/Disable Auto Answer for SIP account, Enable/Disable Call Forward (Forward All/Busy/No Answer).Basic Settings: Configures basic phone preferences, including sounds, LCD appearance, time/date, language, keypad lock, headset type, softkey bar style, input methods, and key customization.Advanced Settings: Manages advanced options, including firmware upgrades, syslog configuration, Web/SSH security access, and language file downloads.Ethernet Settings: Configures network preferences, including IP protocol selection (IPv4/IPv6), IPv4/IPv6 modes, VLAN parameters (CDP/LLDP), and network setting resets.Wi-Fi Settings (GRP2601LW only): Manages wireless network parameters, including enabling Wi-Fi, selecting the Wi-Fi band, and scanning or connecting to available networks
Messages	The messages menu contains the following:Instant Messages: Displays received instant messagesVoicemail: Displays voicemail messages
Call History	Displays the following Local Call Logs: AllMissedDialedAnswered
Contacts	Contacts sub menu includes the following options:Local PhonebookRemote PhonebookLocal GroupBroadsoft DirectoryLDAP
Factory Functions	Factory Functions sub menu includes the following options:Audio Loopback: Speak to the phone using the speaker, the handset, or a headset. If you can hear your voice, your audio is working fine. Press the Return Softkey to exit audio loopback mode.Keypad/Led Diagnosis: All LEDs will light up. Press all the available keys on the phone. The LCD will display the names of the keys to be pressed to finish the keyboard diagnostic mode. Press the Hook button to exit.Certification Verification: Verify the certificate loaded on the phone.
UCM Detect	Configures the IP address and port of the UCM on which the IP phone can be registered.
Factory reset	Performs a Factory reset on the phone.
Reboot	Reboots the phone.

Configuration Menu

The following picture shows the keypad MENU configuration flow:

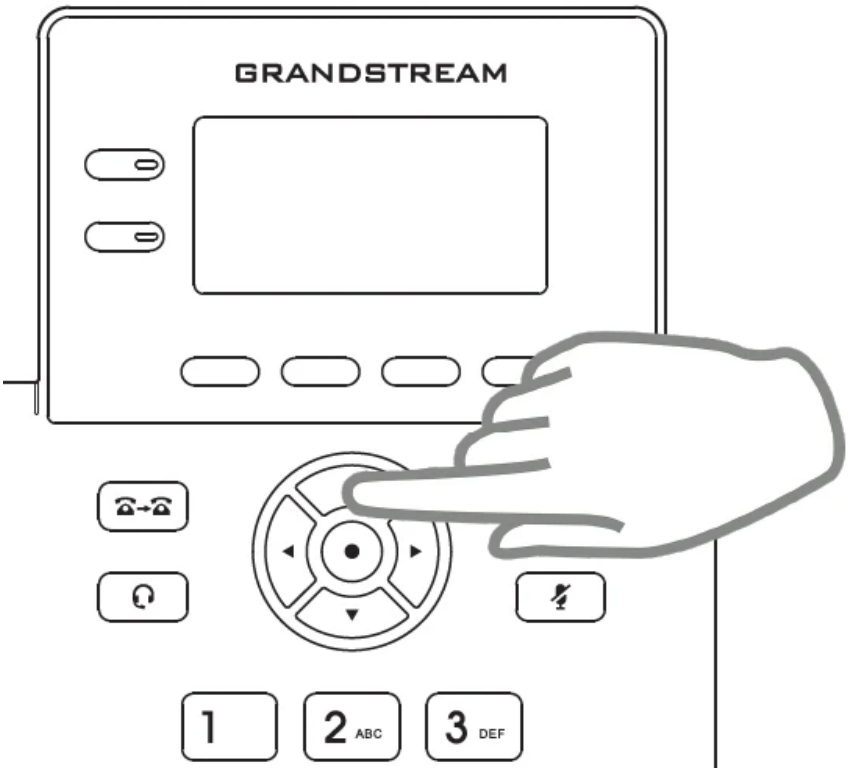


GRP260x Lite LCD settings

Configuration via Web Browser

The GRP260x Lite IP phone can be configured through the embedded web interface using a computer's web browser, such as Google Chrome, Mozilla Firefox, or Microsoft Edge. To access the Web GUI:

1. Connect the computer to the same network and subnet as the phone. This can be done by connecting the computer to the same hub or switch as the phone, or by connecting it directly to the phone's PC port.
2. Ensure the phone is properly booted and connected to the network. Obtain the phone's IP address by short pressing the **Up** arrow key.



3. Open a web browser on the computer and enter the phone's IP address in the address bar. For example, if the phone's IP address is **192.168.40.154**, enter **https://192.168.40.154** in the browser's address bar.
4. Enter the administrator username and password to access the Web UI.



There are two user levels with default passwords as shown below:

User Level	User	Password	Web Pages Allowed
End User Level	user	123 or unit label password	Only Status and Basic Settings
Administrator Level	admin	admin or unit label password	Browse all pages

GRP260x Lite Default Passwords

Saving Configuration Changes on the Web UI

After modifying the phone's configuration, click **Save** to save the changes. Saved changes do not take effect until **Apply** is clicked. Alternatively, click **Save and Apply** to save and apply the changes immediately. After all changes have been applied, it is recommended to reboot or power cycle the phone.

LEARNING THE INTERFACE

Idle Screen

When the phone is idle, the LCD shows the current line/account, date and time, and a row of context-sensitive softkeys. The appearance can change based on which softkeys are active, and what each VPK displays and is not fixed by the hardware.

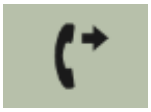


The GRP260x Lite idle screen is made up of the core elements described in the table below:

Date and Time	Displays the current date and time. It can be synchronized with time servers. The date and time format can be changed depending on the admin configuration.
Network icon	Shows the status of the network. It will indicate whether the network is down or starting.
Status icons	Shows the status of the phone during dialing, enabled call features, etc., using icons as described in the table below.
Line status indicator	The line keys are context-sensitive and will change depending on the configuration of the phone. By default, they display the registered accounts.
Softkeys in idle screen	The softkeys are context-sensitive and will change depending on the status of the phone. Default functions assigned to softkeys are:Menu: Brings up the phone's main menu.History: Shows up the phone's call history.Contacts: Access local phonebook and groups.DND: Enable/Disable DND.

Idle Screen Definitions

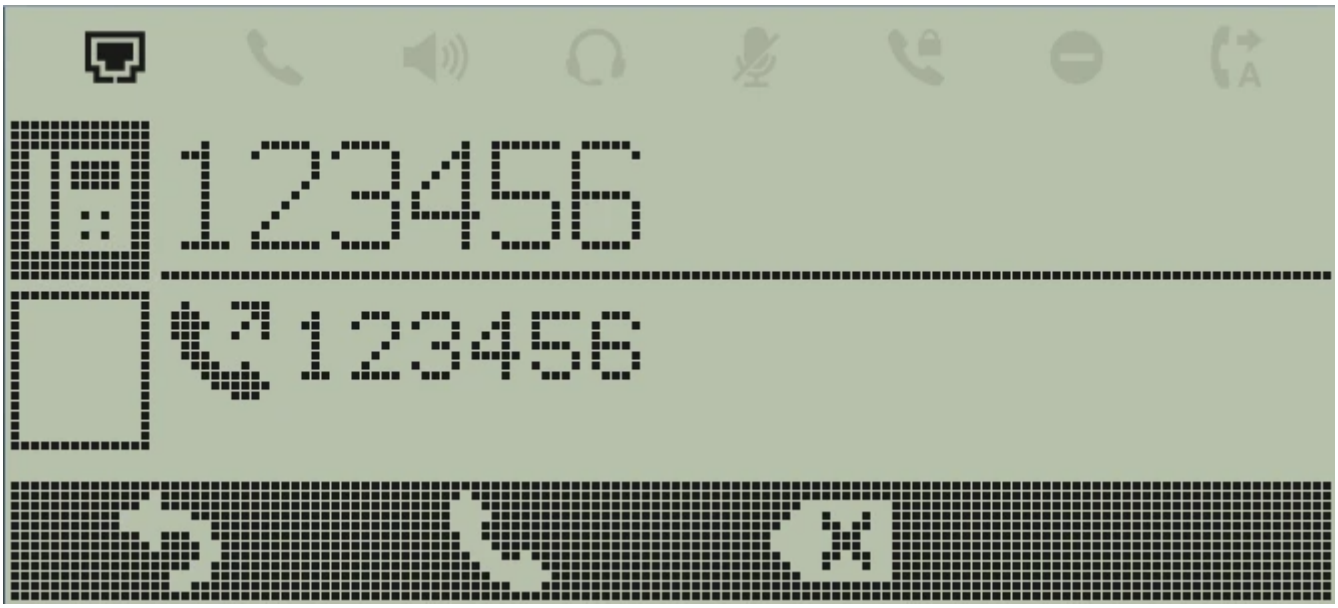
Top Banner Icon	Description
	Ethernet Port Connected

	Off-Hook Dialing/Ongoing Call
	Speaker Dialing/Ongoing Call
	Headset Port Connected
	Ongoing Call Mute
	Ongoing SRTP Call
	DND Enabled
	Call Forward Enabled Note: This icon shows up when call forward is enabled locally or by using the UCM feature codes.

GRP260X Lite Top Banner Status Icons

Call Screen

The LCD switches from the idle layout to the call screen as soon as a number is being dialed, and stays on the call screen through ringing, connection, hold, and until the call ends. The specific information shown such as dialed digits, contact name if matched in the phonebook, call duration once connected, and current state updates in real time as the call progresses.



The call screen displays a set of elements described in the table below:

Network icon	Shows the status of network. It will indicate whether the network is down or starting.
Status icons	Shows the status of the phone during dialing, enabled call features etc., using icons as described in the table above.
Line keys icons	The line keys are context sensitive and will change depending on the configuration of the phone. By default, they display the registered accounts. Users can use the line keys to dial from a different account.
Softkeys in call screen	The softkeys are context sensitive and will change depending on the status of the call and admin configuration. Default functions assigned based on call state are:Dialing: EndCall, Backspace, Dial, Contacts, Call History. Ringing: Answer, Reject, Forward, Ring Silence.Calling: EndCall, Conference.Call Connected: EndCall, Conference, NewCall, Swap, Transfer, Call Record, Hold, Noise Shield, DialDTMF.On Hold: EndCall, Resume, NewCall, Conference, Swap, Transfer.Call Failed: EndCall, Redial.Transfer: Cancel, Backspace, Transfer, Contacts, Call History.Conference (setup): Cancel, Dial, Backspace, Contacts, Call History.Conference Connected: EndCall, Conference Info, Hold, Add, Noise Shield.Onhook dialing: EndCall, Backspace, Dial, Contacts, Call History.

Call Screen Definitions

VPKs (GRP2602LP/GRP2602LG)

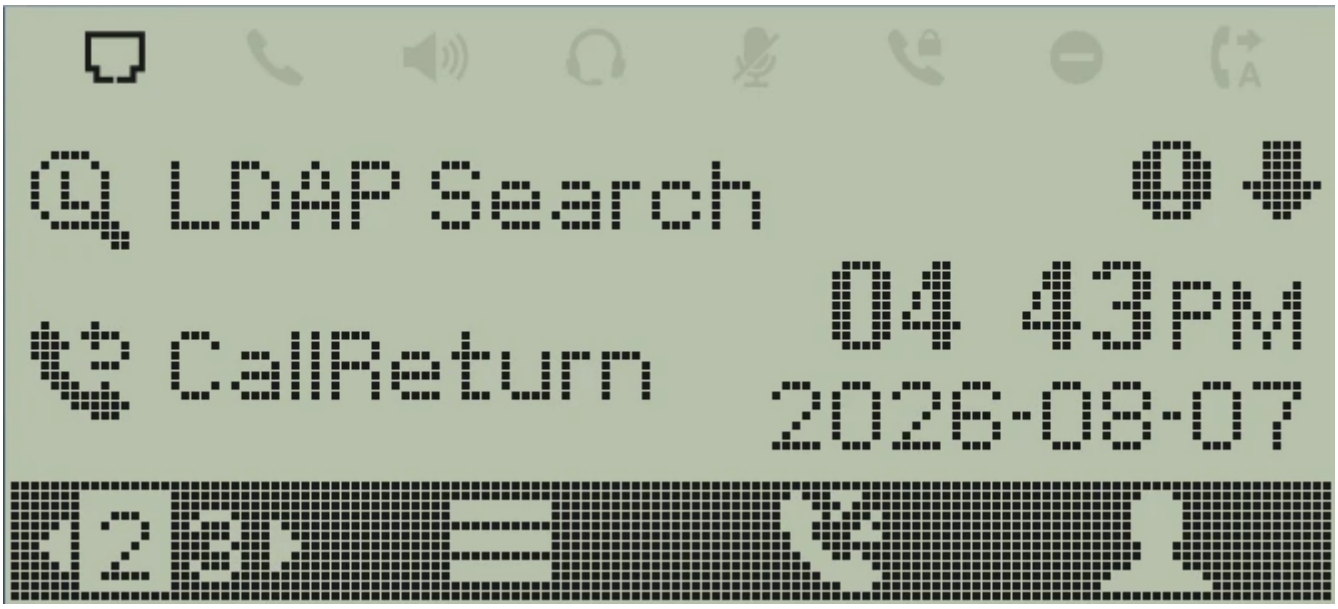
Each phone in the GRP2602LP/GRP2602LG models have a set of two line keys built into the hardware, which default to Line mode and register a SIP account. Beyond these, the models also support Dynamic VPKs, which are additional virtual keys you can add that appear on extra screens paged through from the idle or call screen.

Both Fixed and Dynamic VPKs can be set to modes like Speed Dial, BLF (extension monitoring), Call Park, Transfer,and more. This transforms a single key into a one-touch shortcut instead of just a line selector.

The configured fixed VPKs are displayed next to the corresponding line. If dynamic VPKs are configured, the users can see a page number shown on the bottom left corner of the LCD.



VPK Page 1



VPK Page 2

Users can edit existing VPKs or add new ones directly from the phone, without accessing the Web UI, by pressing and holding the line key for about 4 seconds to open its configuration

The configurable VPK modes and icon indications are described in the table below:

VPK Mode	Description	State	Icon	LED Status
Line	Regular line key to open up a line and switch lines. The Label and Value fields can be left blank. Note: Line mode is supported on Fixed VPK only.	Unregistered		OFF
		Registered + Idle		OFF
		Voicemail		OFF
		Dialing / Outgoing Call		GREEN
		Ongoing Call		GREEN
		Ringing / Incoming Call		Flashing RED
		On Hold		Flashing GREEN
		Call Failed		OFF
Shared	Share line for Shared Line Appearance feature. Select the Account registered as Shared line for the line key. The Description and Value	Unregistered		OFF
		Registered + Idle		OFF

Speed Dial	Speed Dial mode allows you to set a key for one-touch dialing; the configured number will be dialed once VPK is pressed. Select the Account to dial from and enter the Speed Dial number to be dialed in the Value field, or enter the IP address to set the Direct IP call as Speed Dial.	Account Registered/Unregistered		OFF
Busy Lamp Field (BLF)	Busy Lamp Field (BLF) mode allows to monitor status (available, ringing, busy) of an extension. Select the Account to monitor the BLF status. Enter the extension number in the Value field to be monitored.	Offline/Unknown		OFF
		Terminated		GREEN
		Ringing (Early)		Flashing RED
		Trying		RED
		Confirmed		
Presence Watcher	Presence watcher allows you to monitor the presence/registration status of an extension. This feature needs to be supported by the SIP server to use it. Select the Account to monitor the presence status. Enter the extension number in the Value field to be monitored.	Unavailable, Unknown		OFF
		Available		GREEN
		Away		GREEN
		Chat		RED
		Custom Status		GREEN
		DND		RED
Eventlist BLF	Eventlist BLF allows monitoring a list of extensions similar to BLF. The administrator needs to configure Eventlist BLF on the server side and provide the Eventlist BLF URI on the phone. Select the Account to monitor the Eventlist BLF status. Enter the extension number in the Value field to be monitored and make sure	Offline/Unknown		OFF
		Terminated		GREEN
		Ringing (Early)		Flashing RED
		Trying		RED
		Confirmed		
Speed Dial Via Active Account	Speed Dial via active account mode allows you to set a key for one-touch dialing; the configured number will be dialed once VPK is pressed using the specified account if available; otherwise, the first available account will be used to dial out. Select the Account to dial from and enter the Speed Dial number to be dialed in the Value field, or enter the IP address to set the Direct IP call as Speed Dial.	No state changes		OFF

Dial DTMF	Dial DTMF allows customers to send digits while in communication; for instance, when dialing to an IVR, users can set Dial DTMF Key to send digits to the IVR. Enter a series of DTMF digits in the Value field to be dialed during the call.	No state changes		OFF
Voicemail	Allows access to the user's voicemail by pressing the configured VPK. Select Account and enter the Voice Mail access number in the Value field.	Account not registered		OFF
		Account Registered(No new voice mail)		
		Account Registered(voice mail available)		Flashing RED
Call Return	Allows users to dial the last answered call by pressing the configured VPK. The Value field should be left blank. This option is not binding to the account, and the call will be returned based on the account with the last answered call.	No state changes		OFF
Transfer	Allows to set a destination number to transfer calls to it (blind transfer) by pressing configured VPK. Select Account, and enter the number in the Value field to be transferred during the call.	Account Registered/Unregistered		OFF
Call Park	This feature allows you to park/pick up the call and can also be used to monitor parking lots via the VPK button's LED. Select Account, and enter the call park extension in the Value field to park/pick up the call. If the Value field is set with parking	Call Park Extension		OFF
		Parking Lot (No available call)		GREEN
		Parking Lot (Available call)		RED
Intercom	Allows you to set a VPK as an intercom button to a specific destination with an auto-answer instruction. When the call is initiated, the SIP INVITE sent towards the destination extension (via the SIP server) will include an Alert-info header with the Auto-answer=0 parameter. Select Account, and enter the extension number in the Value field to do the intercom.	Account Registered/Unregistered		OFF

LDAP Search	This option is to narrow the LDAP search scope.Enter the LDAP search base in the Label field. It could be the same or different from the Base in the LDAP configuration under Advanced Settings. The Base in LDAP configuration will be used if the Description field is left blank.Enter the LDAP Name/Number filter in the Value field.For example: If users set VPK as "LDAP Search" for "Account 1", and set filters: Description -> ou=video,ou=SZ,dc=grandstream,dc=com Value -> sn=Li Since the Base for the LDAP server configuration is "dc=grandstream,dc=com", "ou=video,ou=SZ" is added to narrow the LDAP search scope. "sn=Li" is an example to filter by last name.	No State		OFF
Conference	Enables users to initiate a conference by pressing the assigned button. By setting the extension number in the Value box, users will be able to activate a 3-way conference by simply pressing the VPK button.	No state		OFF
Multicast Paging	Multicast paging is a feature that allows the user to make calls to a group of phones listening to the same Paging IP address. Multicast paging calls will be automatically answered on listening phones, and the conversation will be in a one-way audio path (originator can speak, while listening phones will be able to hear only). Enter the line key description in the Label field and the multicast sending address in the Value field.	No State		OFF
Call History	This Key is a shortcut to Call History.	No state		OFF
Monitored Call Park	This VPK is used to monitor parking lot extensions.	No parked call		GREEN
		Available parked call		RED
Menu	This Key is a shortcut to the Menu.	No state		OFF
XML Application	This Key is a shortcut to the XML Application.	No state		OFF

INFO	Select this feature in order to display the Information popup to show the firmware version, MAC address, IP address, and IP Settings from the MPK buttons.	No state		OFF
Messages	This Key is a shortcut to Messages.	No state		OFF
Forward	This Key can be used to forward an ongoing call to the extension entered in the Value Field.	No state		OFF
DND	Allows users to enable/disable Do Not Disturb mode.	No state		OFF
Redial	The phone will redial using the same SIP account as was used for the last call.	No state		OFF
Multicast Listen Address	This feature sets up a multicast listening address for the IP Phone.	No state		OFF
OpenDoor	Triggers an open-door action in conjunction with a GDS37xx.	No state		OFF
Presence Eventlist	Similarly to the Presence Watcher, this option allows you to monitor the SIP presence status of extensions, but in this case the PBX collects the information from the phones and sends it out in a single notify message. Please be aware that the PBX server has to support this feature.	Unavailable		OFF
		Available		GREEN
		Away		GREEN
		Chat		RED
		Custom Status		GREEN
		DND		RED
Provision	Enables the phone to initiate an instant provisioning.	No state		OFF
Multicast Paging Address	This Feature sets up a Multicast paging address for paging purposes.	No state		OFF
HTTP Command	Enables users to set up a call through an HTTP command.	No state		OFF
Call Flip	This feature allows the user to switch devices seamlessly while a call is ongoing. The flip happens without having to hang up the call.	No state		OFF
Visual Park	Used with PortSIP servers, this feature allows the phone to act as a visual call parking location.			

Silent Call	This feature allows users to initiate calls from a GRP260x phone to an extension without any audible or visual indication on the LCD screen, providing discreet calling where the call's status remains hidden, which is intended for emergency or panic scenarios.Note: In silent call mode, the device behaves as follows:The device's microphone is activated and transmits audio to the called party.The speaker remains muted, meaning the caller hears no audio from the callee.Functional keys on the phone are locked during the call, except number keys, softkeys, and line keys.Only emergency numbers can be dialed during an active Silent Call session (manually or via VPK; MPK is restricted).Incoming calls are blocked. The Silent Call can only be ended by the callee.Triggering multiple Silent Calls in sequence will only activate the first.	No state		OFF

GRP260x Lite VPK Modes Icon Indications

Softkeys

Unlike VPKs which users can configure directly from the LCD, softkeys cannot be reassigned from the phone itself. Their function are set exclusively by an administrator through the Web UI, under **Settings -> Programmable Keys -> Idle Screen Softkeys** and **Call Screen Softkeys**. A user without Web UI access cannot add, remove, or reorder softkeys locally.

For configuration instructions, see the GRP260x Lite Series - Administration Guide.

Virtual Extension Keys

The Virtual Extension feature transforms a mobile device (iOS/Android) into a virtual expansion module for the GRP260x Lite series using the dedicated GS-EXT app. This allows users to add extra programmable soft keys, such as Speed Dial, Transfer,Call Park, and Intercom, without purchasing physical expansion boards.

For more information on configuring Virtual Extension, please refer to the following guide: GRP260x Virtual Extension User Guide.

Characters Input

The GRP260x Lite keypad can be used by tapping on an input field. The keypad has 4 modes "123", "ABC", "abc" and "Ab2". The default mode is "Ab2".

If the input field is accepting only digits, only "123" mode will be available.

- **"123" Mode:** This mode allows to enter digits and the characters described in the following table.

Key	Description	Key	Description	Key	Description
1	1	2	2	3	3
4	4	5	5	6	6
7	7	8	8	9	9
*	.	0	0	#	:

Characters Input: 123 Mode

- **"ABC" Mode:** This mode allows to enter capital letters, digits, and symbolic characters. The following table describes the allowed characters for each key.

Key	Description	Key	Description	Key	Description
1	1 . : @ + , ' " - ? ! ( ) / _ ; % = < > $ [ ] { } ~ ^ | ` &	2	A B C 2	3	D E F 3
4	G H I 4	5	J K L 5	6	M N O 6
7	P Q R S 7	8	T U V 8	9	W X Y Z 9
*	*	0	0	#	#

Characters Input: ABC Mode

- **"abc" Mode:** This mode allows to enter small letters, digits, and symbolic characters. The allowed characters for each key are shown in the table below.

Key	Description	Key	Description	Key	Description
1	1 . : @ + , ' " - ? ! ( ) / _ ; % = < > $ [ ] { } ~ ^ | ` &	2	a b c 2	3	e d f 3
4	g h i 4	5	j k l 5	6	m n o 6
7	p q r s 7	8	t u v 8	9	w x y z 9
*	*	0	0	#	#

Characters Input: abc Mode

- **"Ab2" Mode:** This mode allows to enter capital letters, small letters, digits, and symbolic characters. The following table describes the allowed characters for each key.

Key	Description	Key	Description	Key	Description
1	1 . : @ + , ' " - ? ! ( ) / _ ; % = < > $ [ ] { } ~ ^ | ` &	2	A B C a b c 2	3	D E F e d f 3
4	G H I g h i 4	5	J K L j k l 5	6	M N O m n o 6
7	P Q R S p q r s 7	8	T U V t u v 8	9	W X Y Z w x y z 9
*	*	0	0	#	#

Characters Input: Ab2 Mode

TELEPHONY FEATURES

Making Calls

Placing a call starts with picking which line to dial from, then choosing how to reach the number, whether it's typed directly, pulled from history or the phonebook, or dialed as a direct IP address or SIP URI when no SIP server is involved. The sections below cover each of these operations.

Line Selection

Each line key maps to a registered SIP account on the IP phone. The number of SIP accounts and line keys available depends on the model, described in the table below:

Model	SIP Accounts	Line Keys
GRP2601LGRP2601LPGRP2601LW	2	-
GRP2602LPGRP2602LG	4	2

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

When no SIP accounts are configured on the phone and Direct IP calls are disabled, a congestion tone will be played on the dial screen to indicate that outgoing calls cannot be completed under the current configuration.



Dialing Methods

There are several ways to place a call, described below.

- **On-hook dialing:** enter the number while the phone is idle, then go off-hook to send it:

1. When the phone is idle, enter the number to be dialed.
2. Take the handset off-hook, or press the Speaker button, or press the Headset button with the headset plugged in, or select an available LINE key.
3. The call will be dialed out.

- **Off-hook dialing:** go off-hook first, then enter the number:

1. Take the handset off-hook, press Speaker, press Headset, or select an available line key to activate the speaker.
2. Once you hear a dial tone, enter the desired number.
3. Press SEND or click on the Dial Softkey to dial out.

- **Predictive dialing:** as digits are entered, the phone suggests matching numbers from the local phonebook and call history, even if the digits appear in the middle or end of a saved number (partial match). Select a suggestion with the Up/Down keys and dial. Entering (*) as the first digit lists all available feature codes.
- **Redial:** dials the last number called by going off-hook (handset, Speaker, Headset, or a line key), or from an idle screen, then pressing SEND or the **Redial** softkey.
- **Via Call History:** press MENU -> Call History, or the **History** softkey from idle, select an entry, then press SEND.
- **Via Phonebook:** press MENU -> Contacts, or the Contacts button, select Local Phonebook or Broadsoft Phonebook, select a contact, then press SEND.
- **Via Speed Dial:** configure a line key in Speed Dial mode (see Virtual Multi-Purpose Keys), then go off-hook or press the key directly to dial out.
- **Call Return**: users can configure a VPK in Call Return mode (no value required), then press the key to redial the last answered call.

- After entering a number, the phone waits for the No Key Entry Timeout (default 4 seconds, configurable) before dialing. Press SEND or # to override it. By default # also works as SEND, the admin can disale this per account by setting Key As Send to "Disabled" under **Account X -> Call Settings**.
- 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.

Predictive Dialing

As digits are entered on the dial screen, the phone predicts and lists likely matches with their associated names, so a number can often be selected instead of typed in full. Suggestions can be pulled from several sources:

- **Call History**
- **Local Phonebook**
- **Remote Phonebook**
- **LDAP**

To select a suggested number, use the Up/Down arrow keys to highlight it, then dial as usual.



If Predictive Dialing doesn't appear to be working, it may be disabled, or its sources may be limited, by an administrator under Settings -> Call Features in the Web UI. See the Administration Guide for configuration detail.

Direct IP Calls

Direct IP Call allows two phones to talk to each other in an ad-hoc fashion without a SIP proxy. VoIP calls can be made between two phones if:

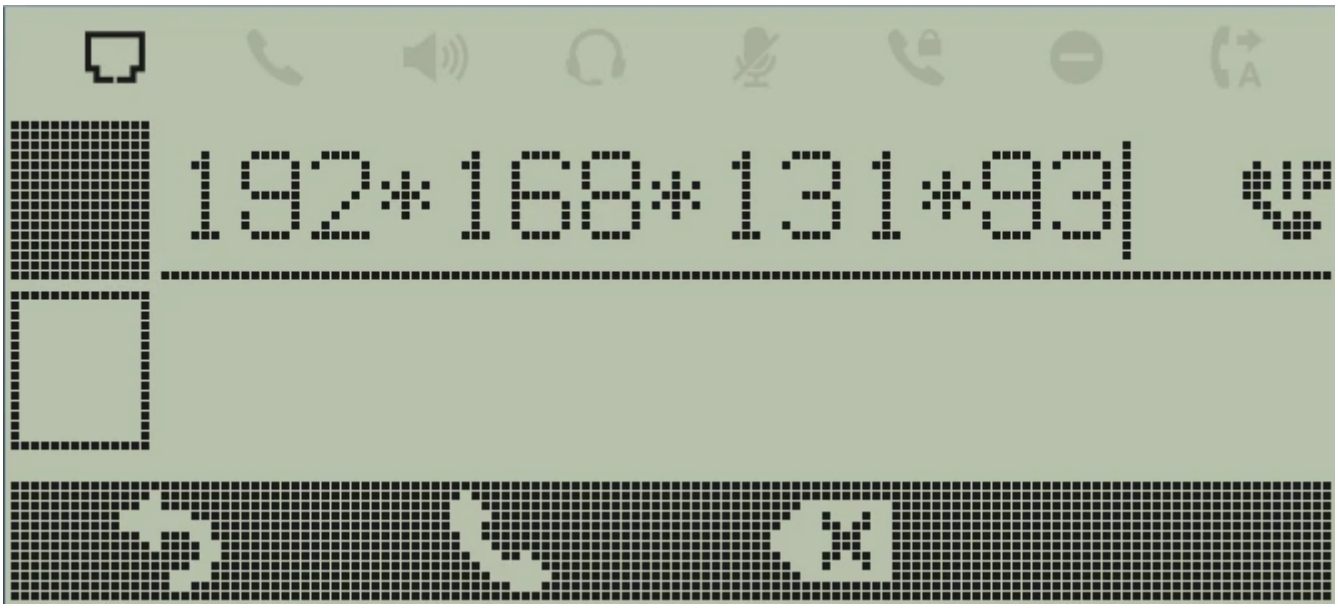
- Both phones have public IP addresses; or
- Both phones are on the same LAN/VPN using private or public IP addresses; or
- Both phones can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

When Direct IP feature is enabled, users can perform an IP call by following the steps below:

1. Press any number key on standby to open On-hook Dialing. A prompt will confirm Direct IP calling.



2. Enter the IP address, using * instead of dots (e.g., 192*168*1*100).



3. The call will automatically use default port 5060. To specify a different port, append # followed by the port number (e.g., 192*168*1*100#5062)



4. The receiving device will display the incoming direct IP call.

To ensure direct IP calls connect properly:

- Set Enable Direct IP Call to "Yes".
- **Disable SIP Registration:** Prevents the call from routing through a SIP server instead of directly to the target IP address.
- **Set "Use Random Port" to "No":** Required for incoming direct IP calls so the phone uses predictable local ports for both SIP signaling and RTP media streaming. (Outgoing direct IP calls are not affected).

SIP URI/Hostname Calls

This feature allows GRP260x Lite IP phones to place and receive direct SIP calls to other devices using **SIP URIs** (e.g., sip:user@domain.com) or **hostnames** (e.g., server.example.net) directly from the contact book. It integrates DNS resolution and IP-based call setup, enabling seamless VoIP communication without requiring

a SIP server or registration.

Users can input SIP URIs or hostnames as primary contact numbers via:

- **LCD Menu**: Manual entry under **Contacts -> Local Phonebook**.
- **Web GUI**: Bulk upload via XML (field: <phonenumber>sip:user@domain.com</phonenumber>).



Add Contact to Local Phonebook

After the contact is added, users can select the contact in phonebook and press dial softkey.

After pressing the dial key, an IP call will be established to the IPv4 address resolved using the hostname.

Receiving Calls

Once a call arrives, the phone rings and the corresponding line key flashes red. How the call is handled next depends on whether another call is already active, whether the phone belongs to a Ring Group, and whether Do Not Disturb is enabled.

Single Incoming Call

When the phone rings with the selected ringtone and the mapped line key flashes red (GRP2602L(P/G) only), users can answer by taking the handset off-hook, pressing Speaker or Headset, or pressing the flashing line key.

Whether the ringer plays through the headset only, the speaker only, or both can be set by an administrator under **System Settings -> Preferences -> Audio Control,** and configure "**Always Ring Speaker".**

Multiple Incoming Calls

If another call comes in while one is already active, behavior depends on whether Call Waiting is enabled for the account:

- **Call Waiting enabled:** the phone plays a Call Waiting tone (stutter tone) and the second line flashes red (GRP2602L(P/G) only). Pressing the flashing line key or clicking on the Answer softkey picks up the new call and automatically places the first call on hold.
- **Call Waiting disabled:** the second call is not offered to the phone and is instead sent to voicemail since the phone is treated as busy.



Multiple Incoming Calls

To avoid disrupting an active call with an unexpected pop-up notification for the second call, an administrator can disable the pop-up while keeping the flashing line-key LED as the only indicator. This is configured under **General Settings -> Pop-up Hidden Settings** in the Web UI.

Missed Calls Indication

When you miss a call, the phone shows a notification on the LCD screen. From there, you can call back immediately by pressing the Call History soft key and choosing the dial option for the selected entry.



If a voicemail hasn't been cleared yet, the LCD will also display a voicemail notification alongside your missed calls.



By default, the LCD backlight stays on for missed call notifications. If you'd prefer it stay off, ask your administrator to disable it under the phone's Web UI (System Settings -> Preferences -> Display Control -> Enable Missed Call Backlight). The missed call LED will still flash even with the backlight off.

Ring Group Calls

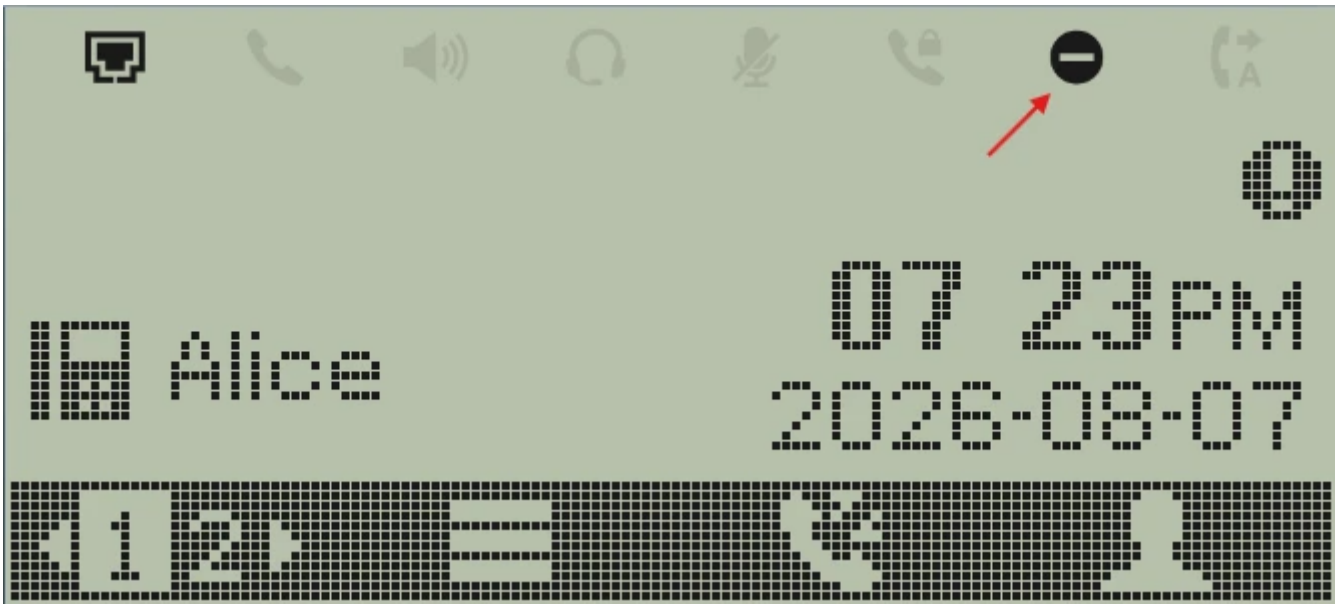
If the phone is a member of a Ring Group, all phones in the group ring simultaneously when the group extension is called. Once any phone answers, the others stop ringing and, depending on server configuration, may avoid logging it as a missed call. For details on this behavior, see the Administration Guide.

Do Not Disturb

Do Not Disturb (DND) silences incoming calls without affecting the ability to place outgoing calls. To enable/disable from the LCD:

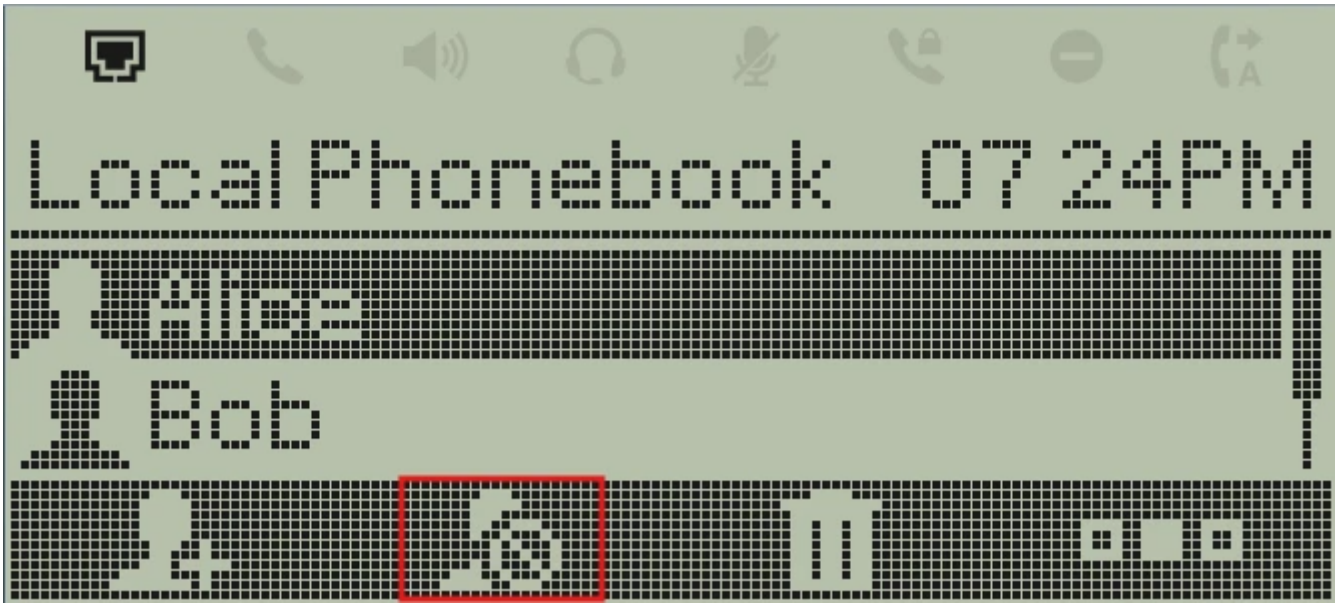
1. Press MENU -> **Settings -> Call Settings**.
2. Highlight **Do Not Disturb** and press Left/Right to toggle it.
3. Press **Save**.

DND can also be toggled quickly by pressing the **Mute** button. This shortcut can be changed to Idle Mute or disabled entirely by admins under Web UI **Phone Settings -> Call Features -> General -> Mute Key Functions While Idle**.



Do Not Disturb

If the contact number belongs to the **Blocklist** group, the call from that number will always be blocked regardless of DND mode. Users can add numbers to the Blocklist from the phone's LCD under **Menu -> Contacts** using the blocklist softkey as shown below:



Blocklist from LCD

Call Forwarding

Incoming calls can be automatically redirected instead of ringing the phone, using one of three forwarding rules:

- **Forward All:** Every incoming call is redirected immediately, regardless of the phone's state.
- **Forward Busy:** Calls are redirected only when the phone is already on a call.
- **Forward No Answer:** Calls are redirected if not answered within a configurable timeout.

Each rule is set independently and can be enabled or disabled on its own. For example, Forward Busy and Forward No Answer can point to different destinations, or only one rule can be active at a time.

To configure from the LCD:

1. Go to **Menu -> Settings -> Call Settings -> Account X -> Call Forward.**

2. Use the arrows to enable the desired call forwarding rules, and enter a destination number for each.



3. Forwarding can also be set using feature codes (see Call Feature Codes section for code references).

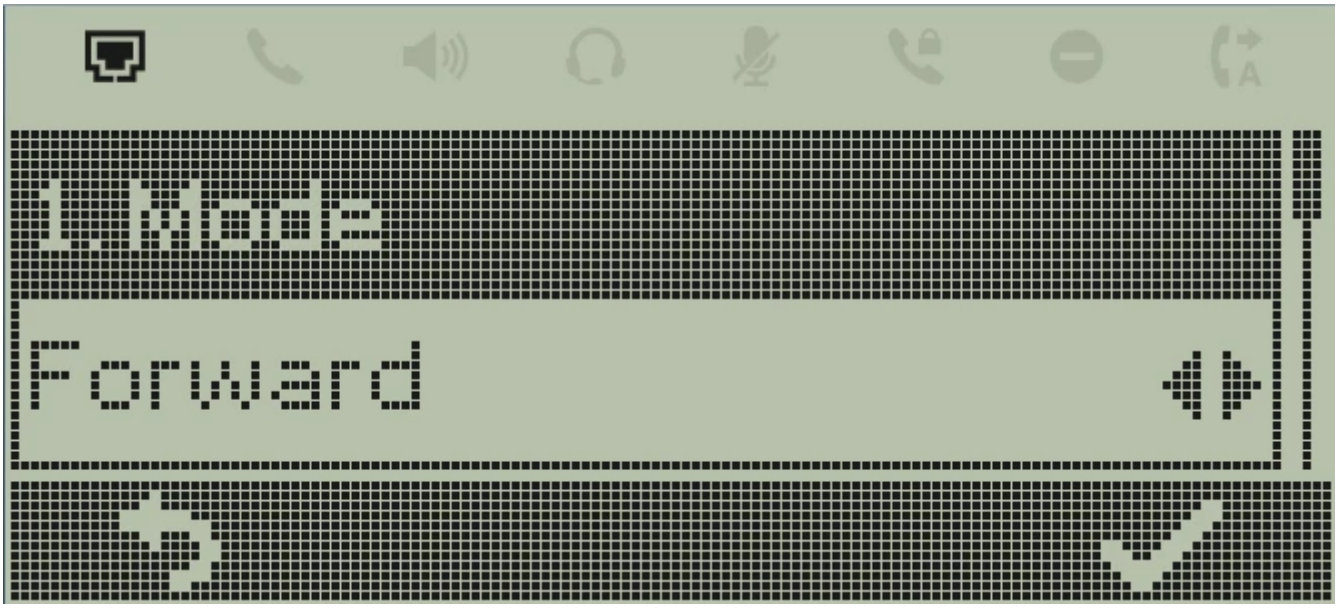


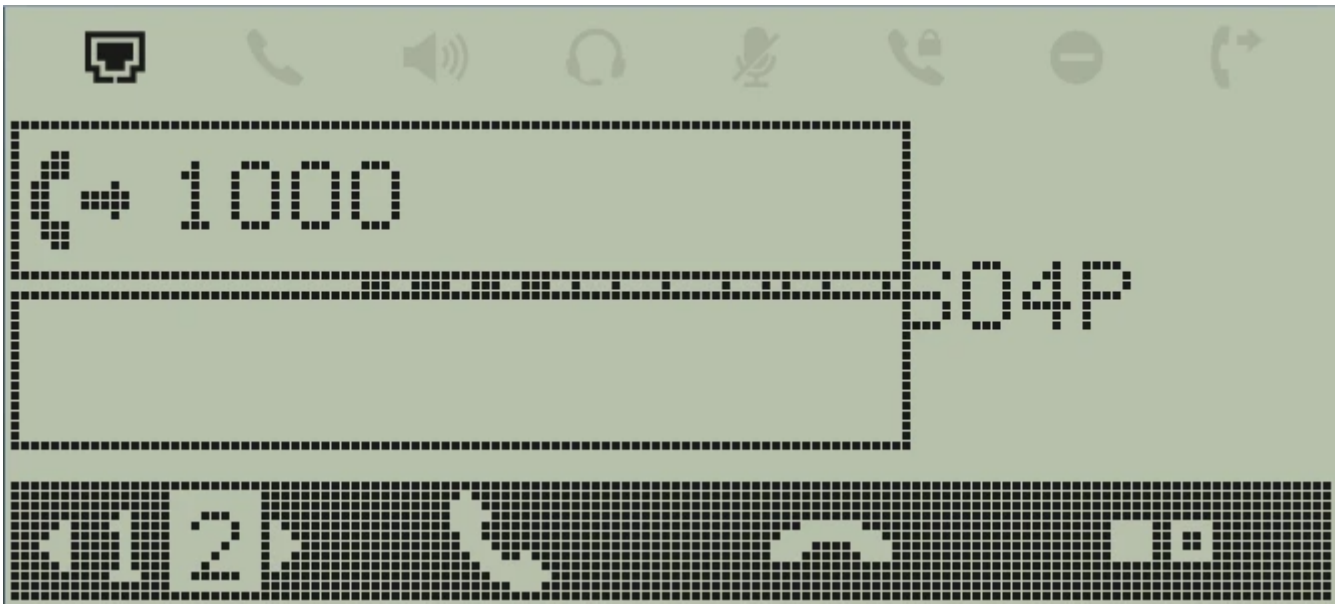
4. When a forwarded call arrives at its destination, the recipient's LCD indicates the original number the call was intended for.



The "Diverted From" message only appears if Enable Diversion Information Display is turned on by the administrator in the Web UI under **Phone Settings -> Call Settings**. If disabled, forwarded calls arrive with no indication of their original destination.

Another way to set a call to be forwarded is by using a VPK or Softkey. Users can configure a a destination, then press the **Forward** key manually when receiving a call instead of defining rules in advance.



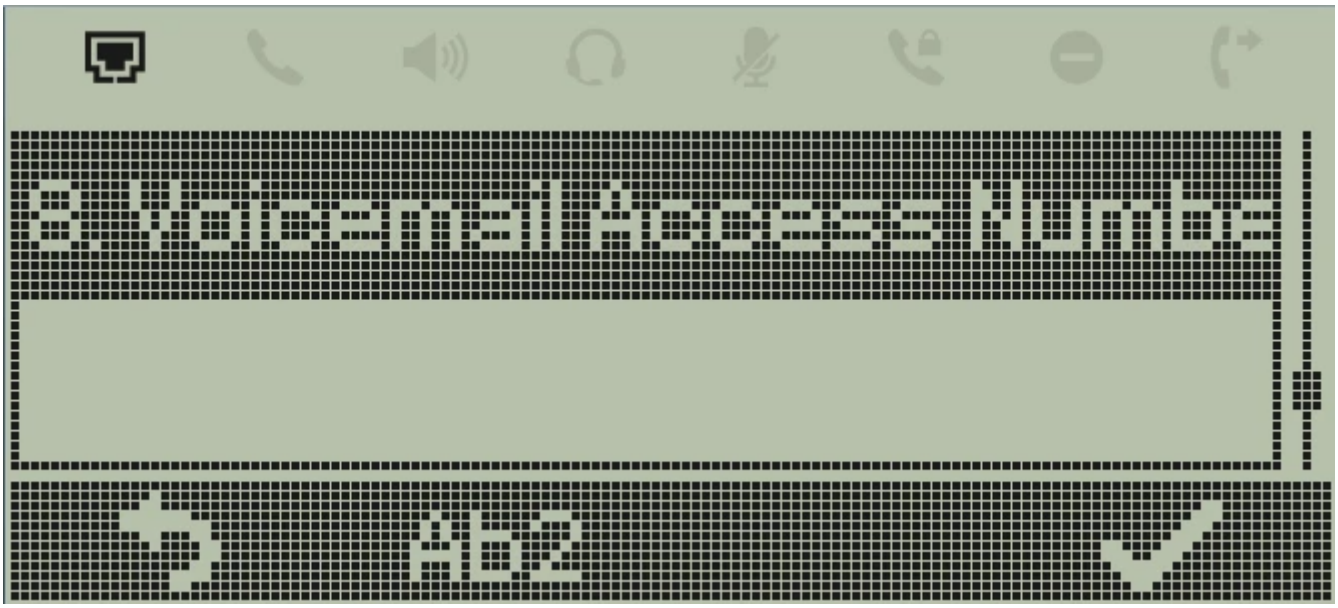


Call Forwarding Using VPK

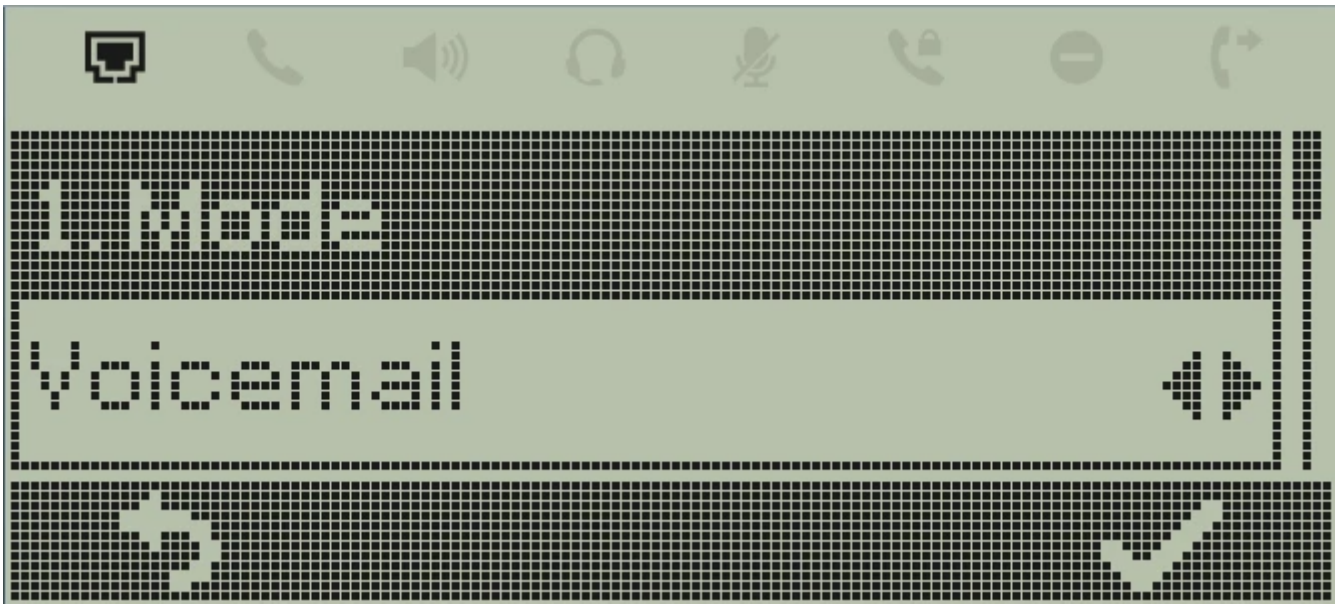
Voice Mail

A blinking green Message Waiting Indicator (MWI) in the top-right corner of the phone signals a new voicemail. Retrieve messages by:

- Dialing the voicemail access number directly, which can be configured under **Settings -> Account Settings -> Account X**.



- Configuring a voicemail VPK for the desired account.



- Pressing the Voicemail fixed button on the phone, or navigating to **Menu -> Messages -> Voicemail**.



- The voicemail number must be properly configured by the admin under Web GUI **Account X -> General Settings.**
- An IVR will prompt the user through the process of message retrieval.

During Calls

Once a call is connected, several actions are available such as muting, placing the call on hold, transferring it elsewhere, parking it for pickup later, or moving it to a different device mid-call. The sections below cover each.

Mute

Press the **MUTE** button to mute or unmute the microphone during an active call. The LCD shows a mute icon at the top of the screen while muted.

Users can also mute a call before it's answered by simply placing the call, then pressing Mute before the

other party picks up.



Call Mute

Call Hold

During a call, press the **Hold** softkey to place the active call on hold. The line key for that call will start blinking in green and the phone will show the call hold duration.



To resume the call, simply click on the Resume softkey, or click on the blinking line key.



When attempting a new call, the active call will be automatically placed on hold. The user can then switch between calls by pressing the LINE key or using the keypad arrows.



Call Recording

Recording is started and stopped from the call screen by pressing Record softkey to start recording, and press it again to stop.



A recording indicator on the LCD shows when a call is being recorded, for both local and remote recordings. This can be turned off by an administrator if not needed.



Call Transfer

The GRP260x Lite series supports Blind Transfer and Attended Transfer. A transfer can be started three ways:

- Pressing the phone's dedicated **TRANSFER** button.
- Pressing a VPK configured in **Transfer** mode.
- Pressing the **Transfer** softkey during an active call.

Transfer can be disabled entirely by an administrator under Web UI -> Phone Settings -> Call Settings -> Transfer.

Once users receive a transferred call, the LCD shows who transferred it (e.g., "Via 1003").



Blind Transfer

This method sends the call to a new destination without speaking to them first:

1. During the active call, press the **Transfer** softkey (button, VPK, or softkey) and dial the destination number.



2. Press the **Transfer** softkey again to complete it.

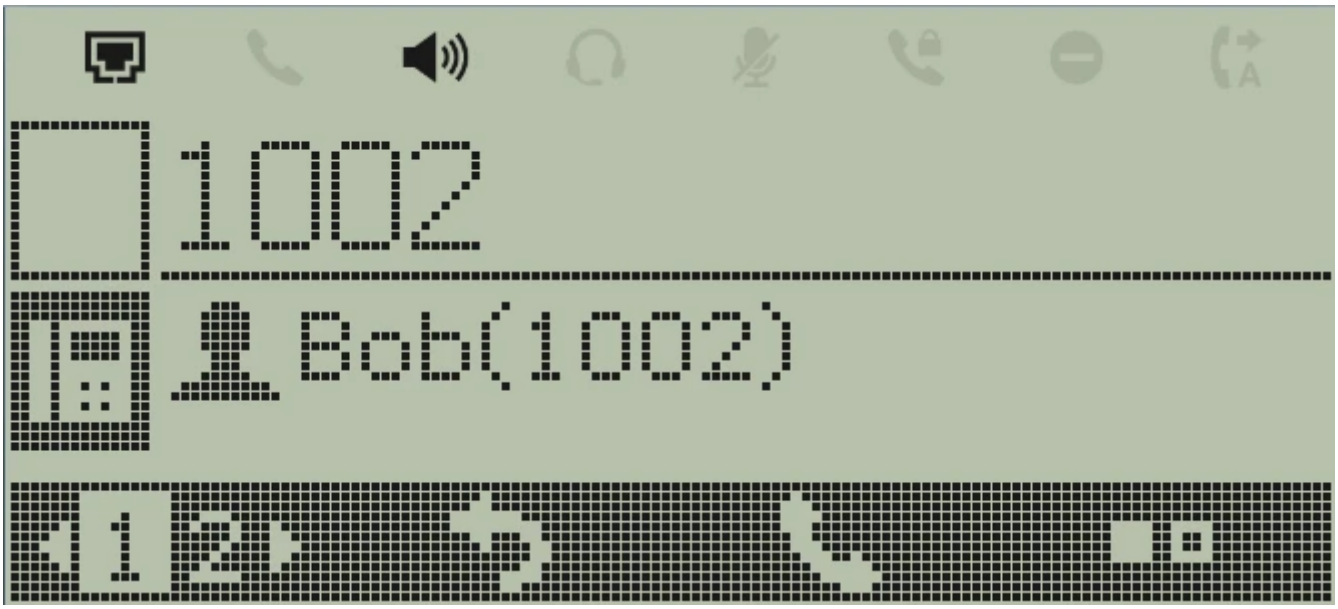


Attended Transfer

Attended Transfer allows you speak to the destination before completing the transfer, and behaves differently depending on how it's configured:

Static Attended Transfer

1. During the first active call, open a new LINE. The first call will be automatically put on hold



2. Enter the number for the second call in the new line and establish the call.



3. Press TRANSFER.



4. Select the initial call, which is on hold, to transfer the call.

Dynamic 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 to establish the second call and enter attended transfer mode.

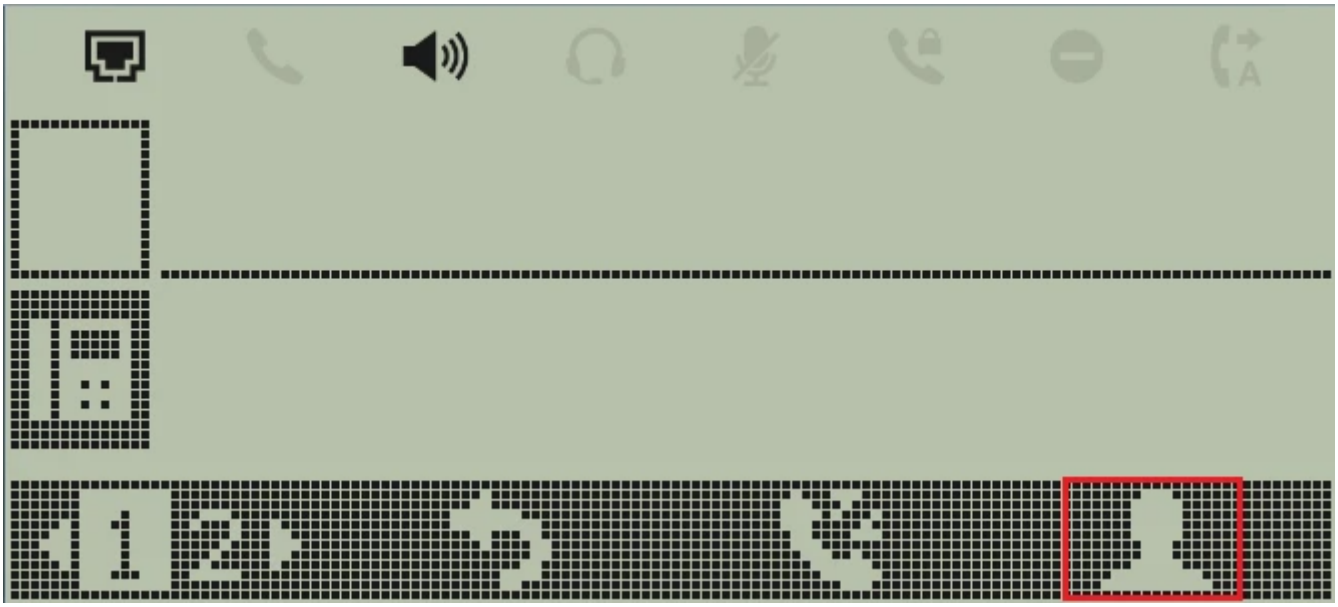


4. Once the second call is established, press TRANSFER again to complete the transfer.



Target Selection

While transferring, pressing the **Target** softkey opens a source picker (Local Phonebook, LDAP Directory, Local Call Log) instead of manually dialing a number.



Selecting an entry and pressing **Select** or **Dial** completes the transfer to that target directly.

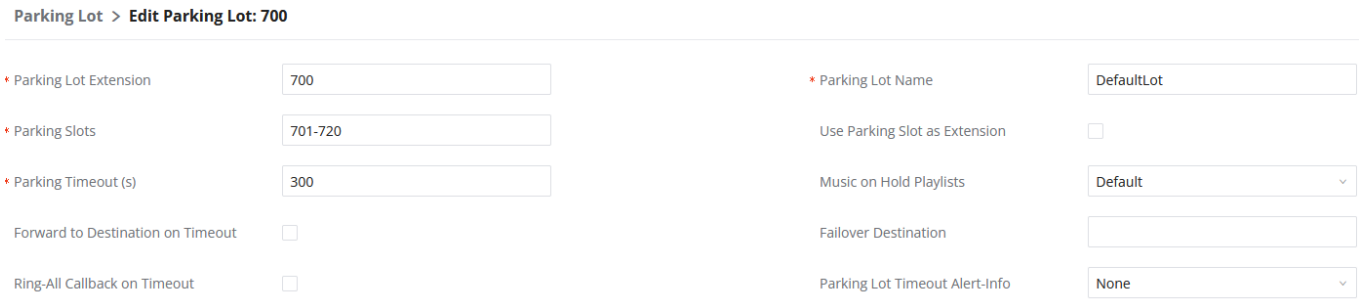


Call Park

Call Park is a feature that allows users to put an ongoing call on hold and retrieve it from any other extension. The GRP260x Lite series supports Call Park via VPKs/MPKs as well as Enhanced Call Park using Softkeys.

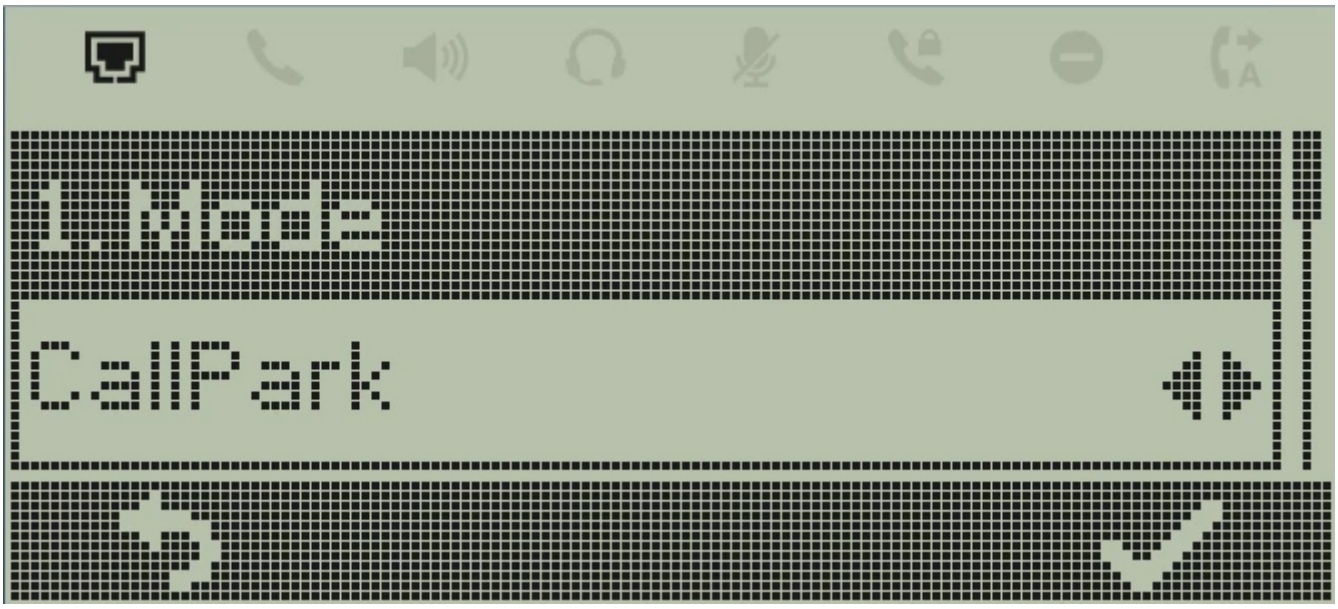
Call Park using Virtual Multi-Purpose Keys

For this example, we're using the UCM's default Parking Lot, extension 700, found under **Call Features -> Parking Lot** in the UCM Web UI.



The UCM Default Parking Lot

1. To configure the call park VPK, go to the corresponding **long press** the desired line key, choose "CallPark" in **Mode** and enter the Parking Lot under **Value**.



2. During an ongoing call, press the configured VPK to park the call.



3. Once the call is successfully parked, users can either retrieve the call by dialing the correct Parking Slot or by configuring a VPK to monitor specific parking slots. This can be done by setting the "Monitored Call Park" in VPK **Mode** and entering the Parking Slot number under **Value**.



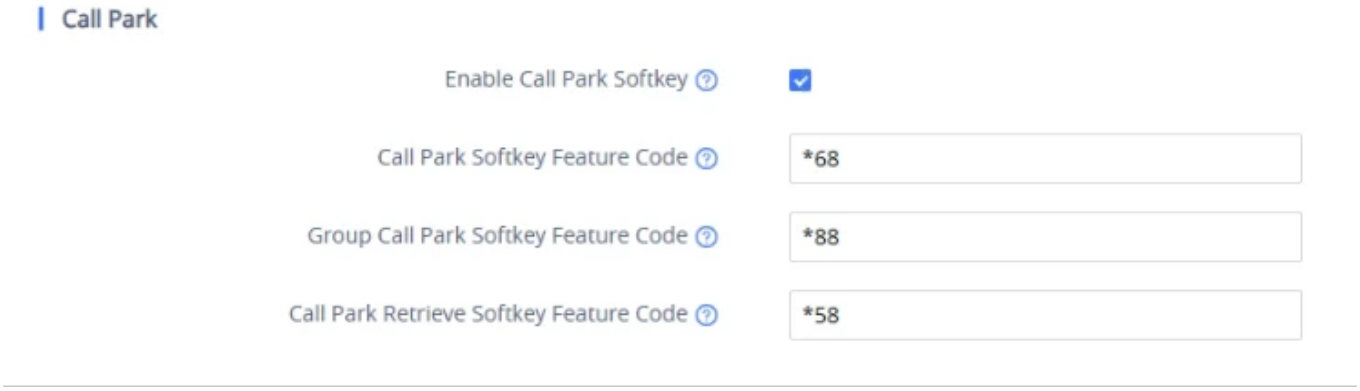
4. After the call is parked, the Monitored Call Park VPK LED indicator turns solid red, and the remote extension appears on the LCD screen. Users can press the configured key to pick up the parked call.



Enhanced Call Park

The Enhanced Call Park feature transforms how users temporarily suspend and retrieve calls, replacing manual feature codes (FACs) with intuitive softkeys and notifications. This section explains how to use the PortSIP PBX's enhanced call park feature with GRP260x Lite Series IP phones.

To activate the Enhanced Call Park Softkey, administrators need to access the phone's Web UI and go to **Phone Settings -> Call Settings -> Others.**



Enhanced Call Park Feature

To understand the configuration parameters on this page in detail, please refer to the Administration Guide.

For this example, we configured all the phones with the Feature Codes shown in the screenshot above.

Call Park Softkeys on the call-connected screen

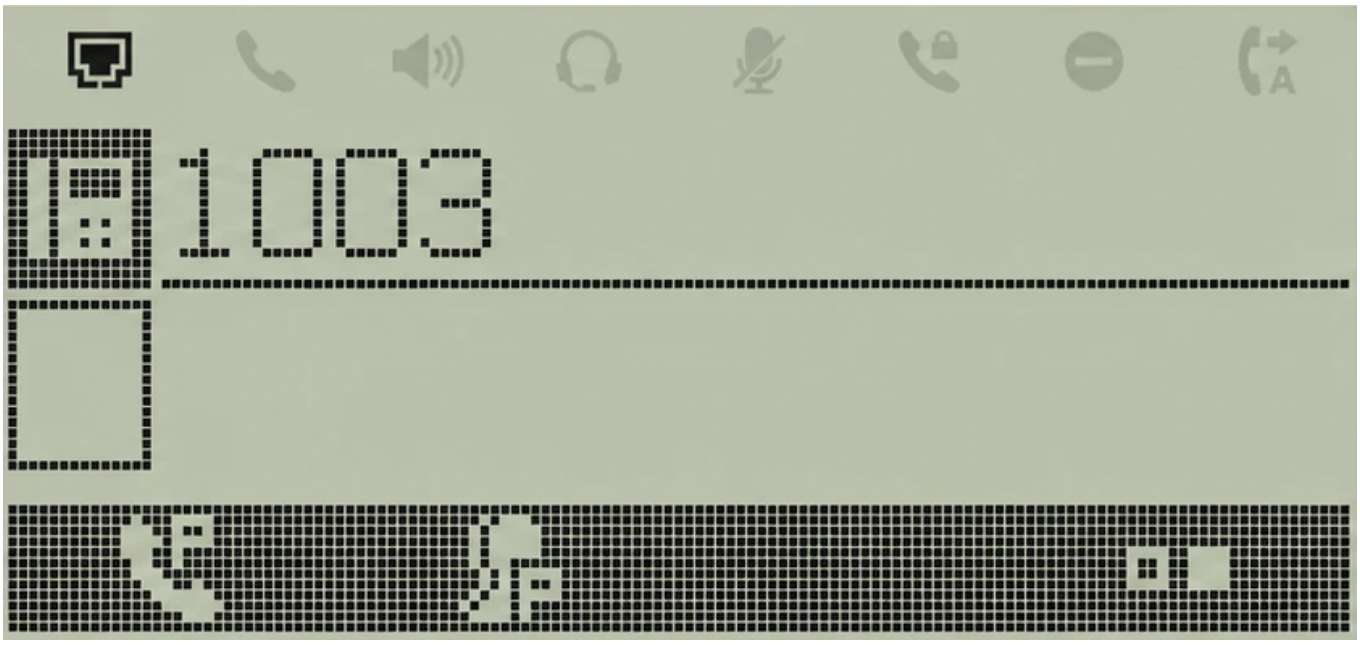
1. During an ongoing call, click on the Call Park softkey that appears.



The Call Park softkey's visibility can't be controlled through the custom call-screen softkey layout. It depends entirely on whether Enhanced Call Park is enabled in the admin configuration..

2. A new prompt screen will appear with the following options:

- **Park** softkey.
- **Group Park** softkey.
- Number pad for manual entry.



3. The user can press **Park** to park the current call to their own extension or enter a target extension before pressing the softkey. Alternatively, pressing the **Group Park** softkey will park the call to the assigned call park group.

- Pressing **Park** dials ***{Call Park Softkey Feature Code**} **+ [Extension Number]**, parking the call on the specified extension or the current account.
- Pressing **Group Park** dials ***{Group Call Park Softkey Feature Code}**, parking the call within the user's assigned call park group.

Retrieving a Parked Call

Once a call is parked to a remote extension, a window will show up to notify the user of the parked call (only for phones that support the Enhanced Call Park feature).

1. When the receiving phone has a parked call, a window will show up to notify the user of the parked call (only for phones that support the Enhanced Call Park feature).



Parked Call Notification

2. The user can access the list of parked calls by pressing the softkey.



Parked Calls List

2. To retrieve the parked call, the user needs to dial the Retrieve Feature Code followed by their extension. In this scenario the Feature Code is ***88** in this example and the extension number is 1003.



Parked Call Retrieved

Conferencing

The GRP260x Lite series can host up to 5-way conference call with other parties. The section below describes the possible actions during a conference call.

Admins can disable/enable the conference call feature from the phone's web GUI under the menu Settings -> Call features -> Disable Conference.

To establish a conference call:

1. While a call is active, press on conference Invite softkey, and dial the second conference number.



2. The conference will be established as soon as the dialed number answers the call.



3. Users can view conference members by pressing on the conference info softkey as shown below.



4. On the info page, use the UP/DOWN arrows to select a member and press on the highlighted softkey to kick the selected number from the conference.



5. To end the conference, press the End Call soft key or simply hang up the call using the handset.

- Viewing and kicking conference members is possible only if the phone is the conference host.
- 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 CODES

The GRP260x Lite series supports traditional and advanced telephony features using the local feature codes describes below:

*30	Block Caller ID (for all subsequent calls)Off hook the phone.Dial *30
*31	Send Caller ID (for all subsequent calls)Off hook the phone.Dial *31
*50	Disable Call Waiting Off hook the phone.Dial *50
*51	Enable Call WaitingOf hook the phone.Dial *51
*67	Call with Caller ID Blocked (per call)Off hook the phone.Dial *67 and then enter the number to dial out.
*82	Call with Caller ID Enabled (per call)Off hook the phone.Dial *82 and then enter the number to dial out.
*70	Call with Call Waiting Disable (per call)Off hook the phone.Dial *70 and then enter the number to dial out.
*71	Call with Call Waiting Enabled (per call)Off hook the phone.Dial *82 and then enter the number to dial out.
*72	Unconditional Call Forward.Off hook the phone.Dial *72 and then enter the number to forward the call.Press OK softkey or SEND key.
*73	Cancel Unconditional Call Forward. To cancel the unconditional call forward:Off hook the phone.Dial *73.Hang up the call.
*90	Busy Call Forward. To set up busy call forward:Off hook the phone.Dial *90 and then enter the number to forward the call.Press OK softkey or SEND key.

*91	Cancel Busy Call Forward. To cancel the busy call forward:Off hook the phone.Dial *91.Hang up the call.
*92	Delayed Call Forward. To set up delayed call forward:Off hook the phone.Dial *92 and then enter the number to forward the call.Press OK softkey or SEND key.
*93	Cancel Delayed Call Forward. To cancel the delayed call forward:Off hook the phone.Dial *93.Hang up the call.

Call Features

If the following feature codes do not work on your phone, please contact the Administrator to turn on the "Enable Local Call Features" on phone's Web GUI. Enable Local Call Features under the phone's **Web GUI -> Account -> Feature Codes** tab.

CONTACTS

The GRP260x Lite Series supports several types of phonebooks, so you can reach contacts stored directly on the device, contacts pulled from a company directory, or contacts synced from a remote server.

The following sections describe each type of phonebook available on your phone.

Local Phonebook

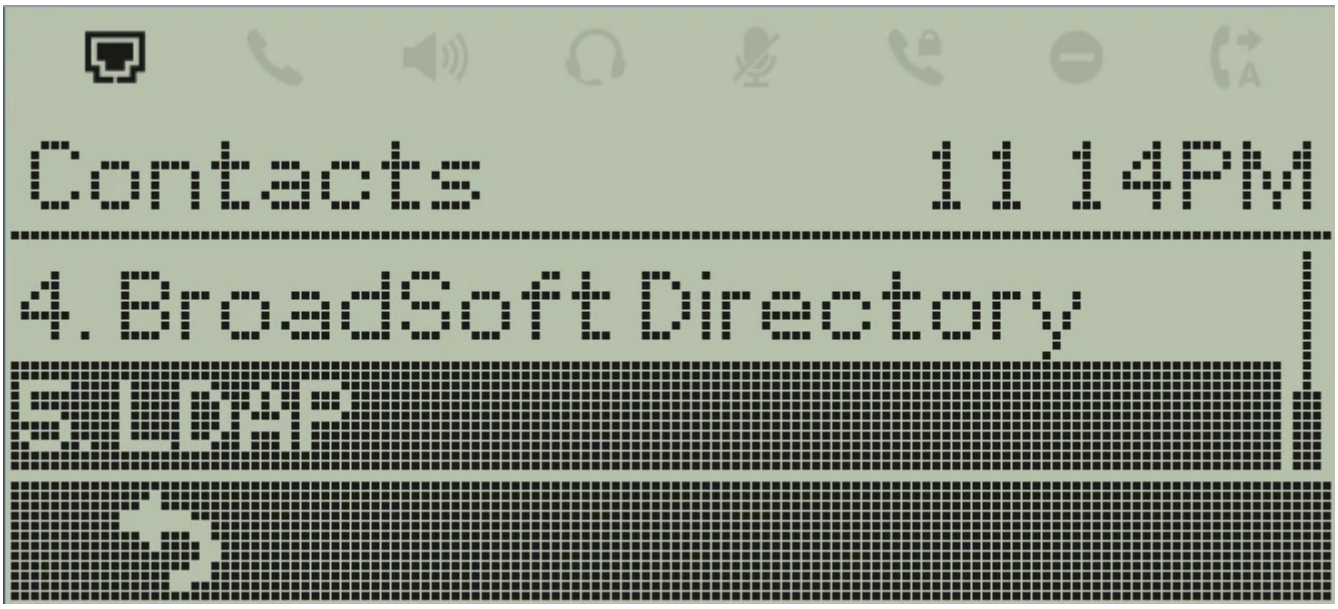
The Local Phonebook holds contacts stored directly on your device that you've added manually, imported, or downloaded. Each contact can have multiple numbers, categorized as Work, Home, Mobile, or Conference.

To add a contact, go to Contacts, select Local Phonebook, and press the New softkey. Fill in the contact's details (name, numbers, job title, company, etc.) and press "Save."



LDAP Phonebook

The LDAP Phonebook allows you to search your company's directory directly from your phone, without needing to save each contact locally. To access it, go to Contacts, then LDAP Directory.



Your administrator sets up the connection to your organization's LDAP server under the phone settings. For setup details, see the Admin Guide.

Remote Phonebook (XML)

A Remote Phonebook is an XML contact list hosted on a server (HTTP/HTTPS/TFTP/FTP/FTPS) rather than stored on the phone itself.

The phone downloads it automatically so your contact list always reflects the latest version maintained by your organization. The GRP260x Lite Series supports up to 5 remote phonebooks at once.

Setting up a remote phonebook is done through the Web UI and is covered in full in the XML Phonebook Guide.

To access and download your remote phonebooks, go to **Contacts -> Remote Phonebook**. From this page, you can choose to download all the phonebooks at once, or select and download just the one you need.



Broadsoft Directory

If your organization uses Broadsoft/BroadWorks, you can search its directories (such as the enterprise or

group directory) directly from your phone under Contacts -> Broadsoft.

This is configured under the Web UI by your administrator. For setup details, see the Admin Guide.

Contact Search Mode

The GRP260x Lite phones allow you to search through your phonebooks using three distinct methods:

Quick Match

The quick match feature allows users to search any part of a name or number. For instance, if users only remember the first name, last name, or a portion of the phone number, they can use the string in the search bar as displayed in the following screenshots:



QuickMatch

Exact Match

Exact Match search helps users find a contact by their name. When the search type is set to "Exact Match," users need to type the contact's full name exactly as it's saved.

The search only returns a result when the name matches precisely, misspelled entries won't bring up the

correct contact.



ExactMatch

Q9 Search (Predictive Search)

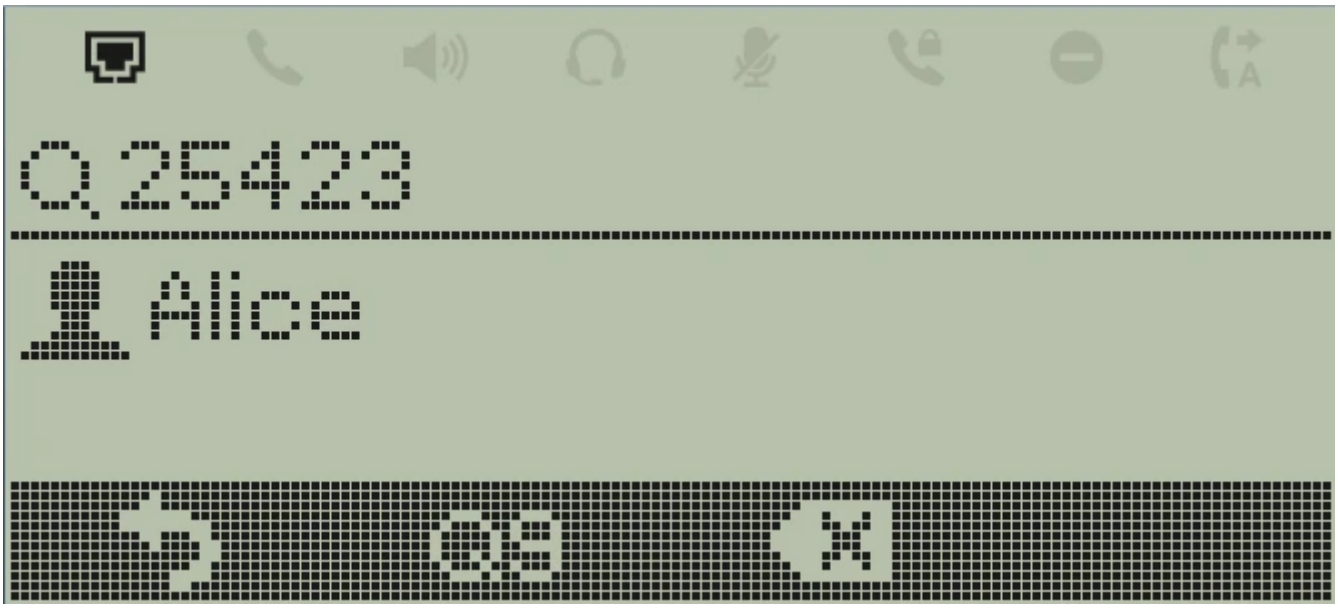
The Q9 search enables quick searching by entering a contact's name using single keypad presses without multi-tapping.

By pressing the input softkey until Q9 is displayed, users press each corresponding letter's key and the phone evaluates all possible letter combinations for the entered sequence of digits against saved phonebook entries.



For example, when searching for "Alice":

1. **Digit Sequence:** Pressing 2-5-4-2-3 maps to the letter groups [ABC]-[JKL]-[GHI]-[ABC]-[DEF].
2. **Combination Generation:** The system calculates every possible word created by these key groups (such as AIGAD, BLEBE, ALICE, etc.).
3. **Directory Matching:** The phone checks these generated combinations against your existing contacts and instantly displays any matching name (e.g., Alice).

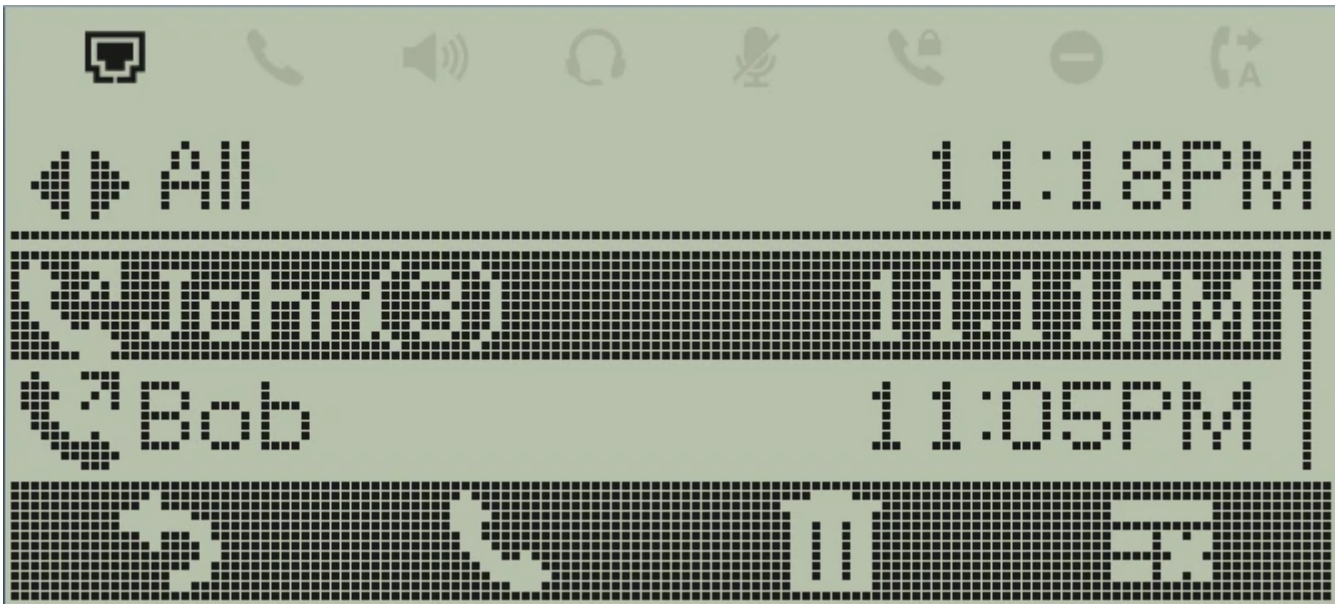


CALL HISTORY

The Call History menu keeps a record of your recent calls so you can quickly review, return, or clean up your call log.

Call history is organized into five categories, which you can browse using the navigation keys:

- **All**
- **Missed**
- **Dialed**
- **Answered**



Call History Screen Page

From the Call History screen, you can:

- **Dial:** tap on one of the entries to dial the number directly. The phone will dial out using the same account used for that original call.
- **Clear:** select an entry and press the trash icon softkey to remove it.
- **Clear All:** clear the entire call history.

CONNECTING TO DEVICES

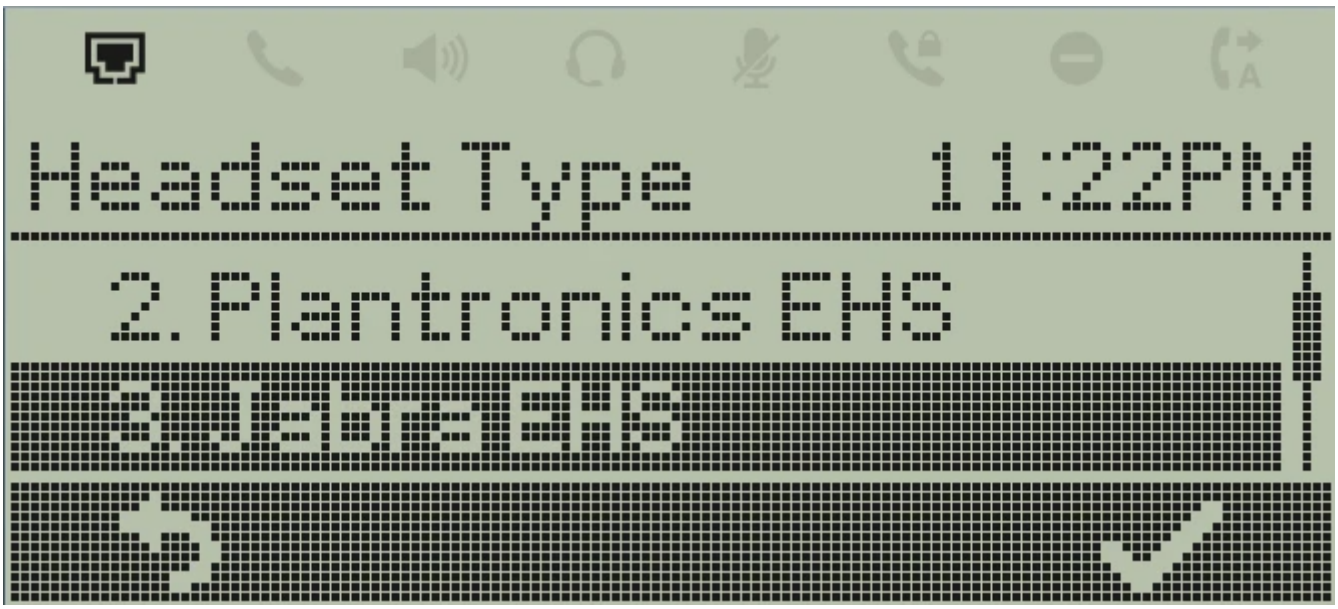
EHS Headset

The GRP260x Lite Series supports a standard RJ9 jack which is compatible with Plantronics, Jabra, Sennheiser and more.

To configure a specific headset:

1. Go to the Web UI under **Settings -> Basic Settings -> Headset Type**, select the desired type, then reboot the phone.





2. Connect the EHS headset to the phone by inserting the headset connector into the RJ9 headset port on the back of the device.
3. To switch to headset mode, press the headset button. A headset icon will appear on the LCD to confirm it's active.

REBOOT

Restarting the GRP260x Lite device clears active system memory, reapplies newly configured network and

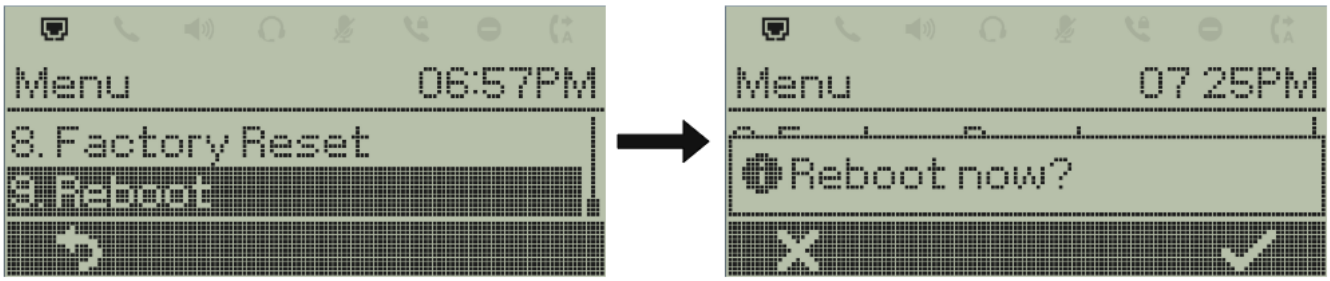
SIP settings, and forces the phone to re-establish connections with registration and provisioning servers.

The device can be restarted using any of the following methods:

Reboot via LCD Menu

Users can initiate a manual reboot directly using the physical navigation keys on the phone interface.

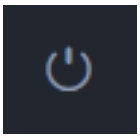
1. On the idle screen, press the **MENU** button on the handset keypad.
2. Navigate using the directional keys to the **Reboot** option.
3. onfirm the reboot prompt to execute the system restart.



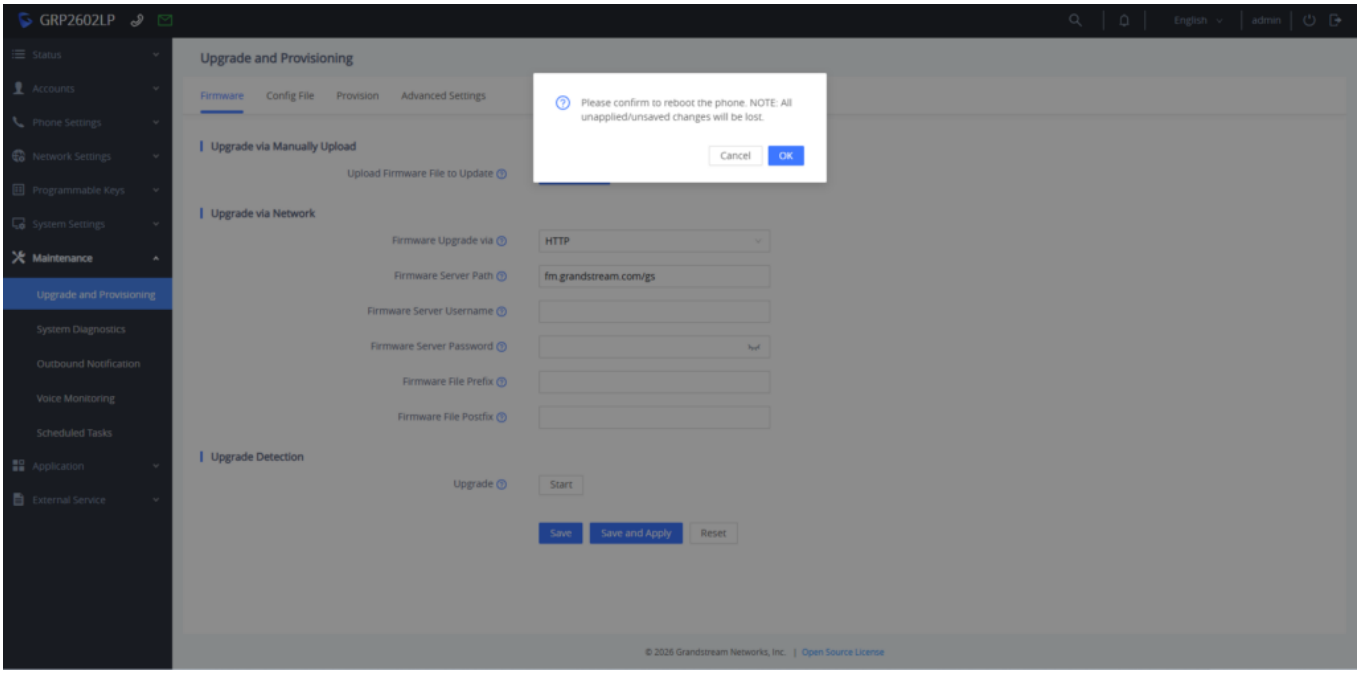
Reboot from the Web UI

Administrators can restart the phone remotely through the browser interface.

1. Open a web browser, log in to the phone Web UI using administrator/user credentials.
2. Click the dedicated **Reboot** button located at the top-right corner of the web header.

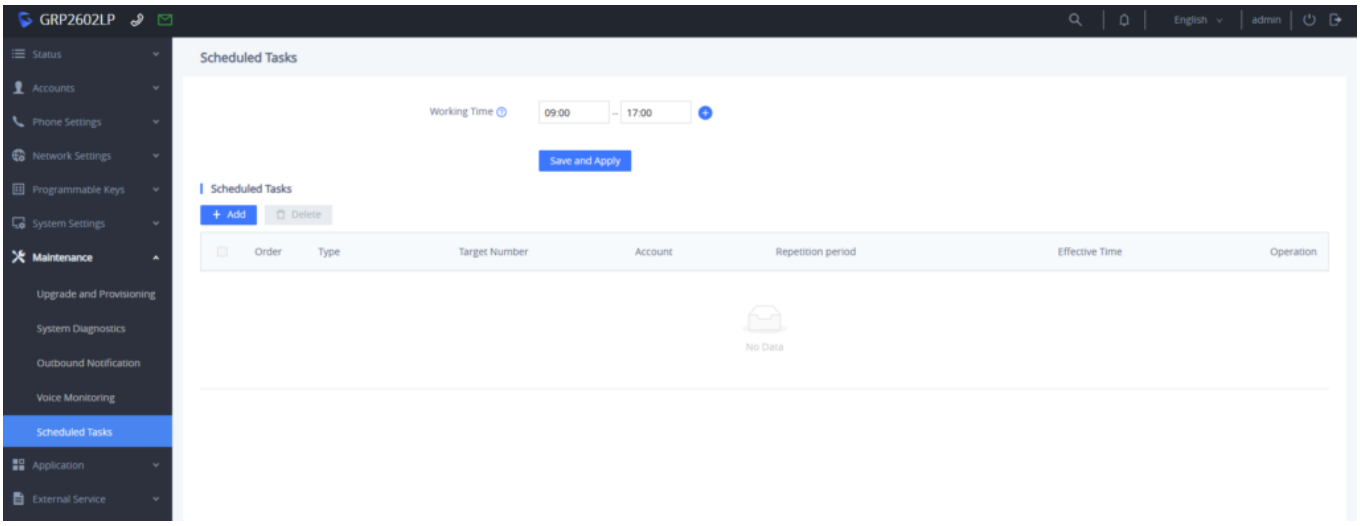


3. Confirm the action when prompted. The phone will perform a system restart immediately.

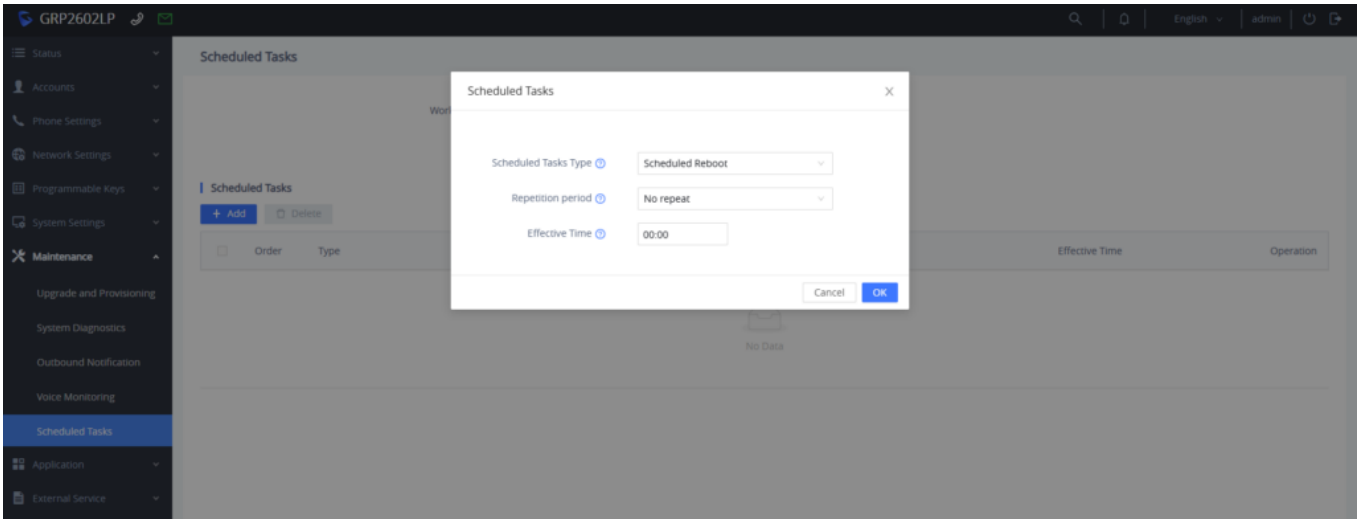


To configure automated periodic restarts for system maintenance during off-peak hours:

1. Navigate to **Maintenance** -> **Scheduled Tasks**, and click Add to configure a new task.



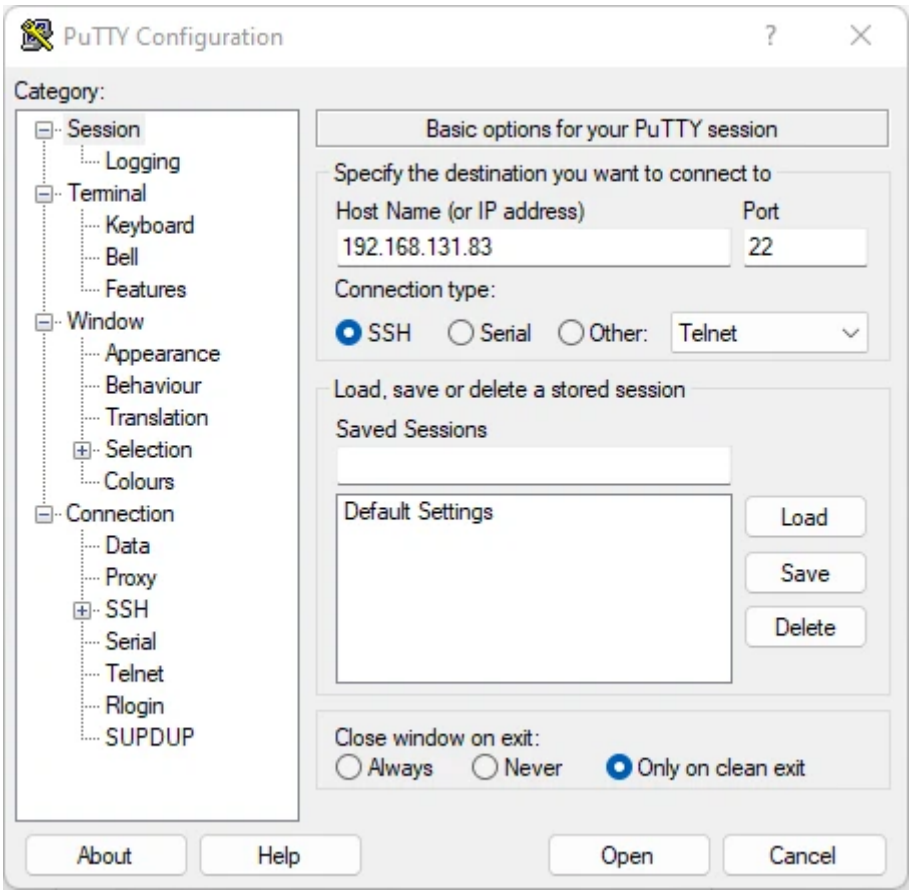
2. Set **Scheduled Tasks Type** to Scheduled Reboot.
3. Configure the **Repetition period** dropdown to define how often the task repeats (e.g., No repeat, Daily, or specific interval settings).
4. Enter the exact execution time in the **Effective Time** field, and click OK to save and apply the scheduled reboot rule.



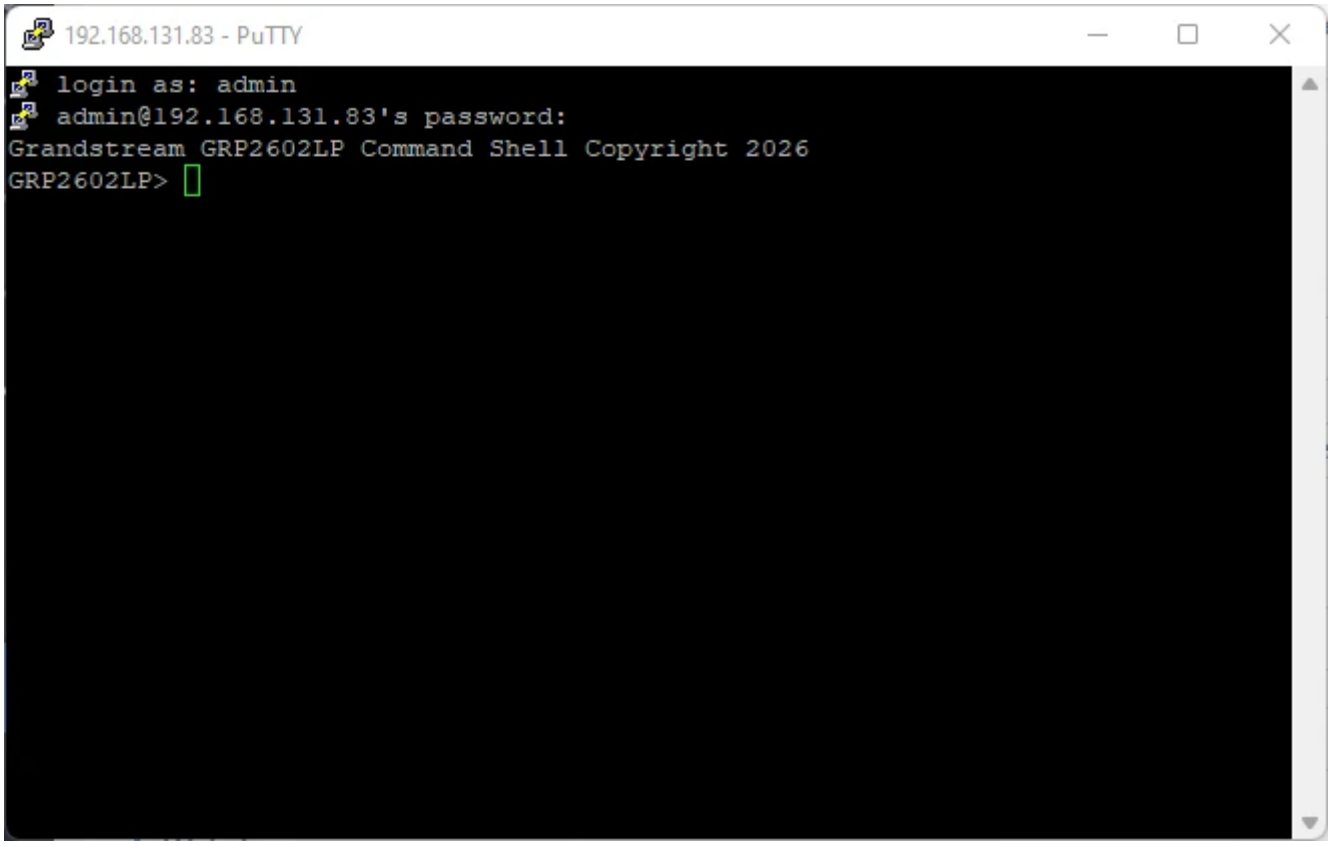
Reboot through SSH

Users can also execute a system remote system reboot over SSH terminal access by following these steps:

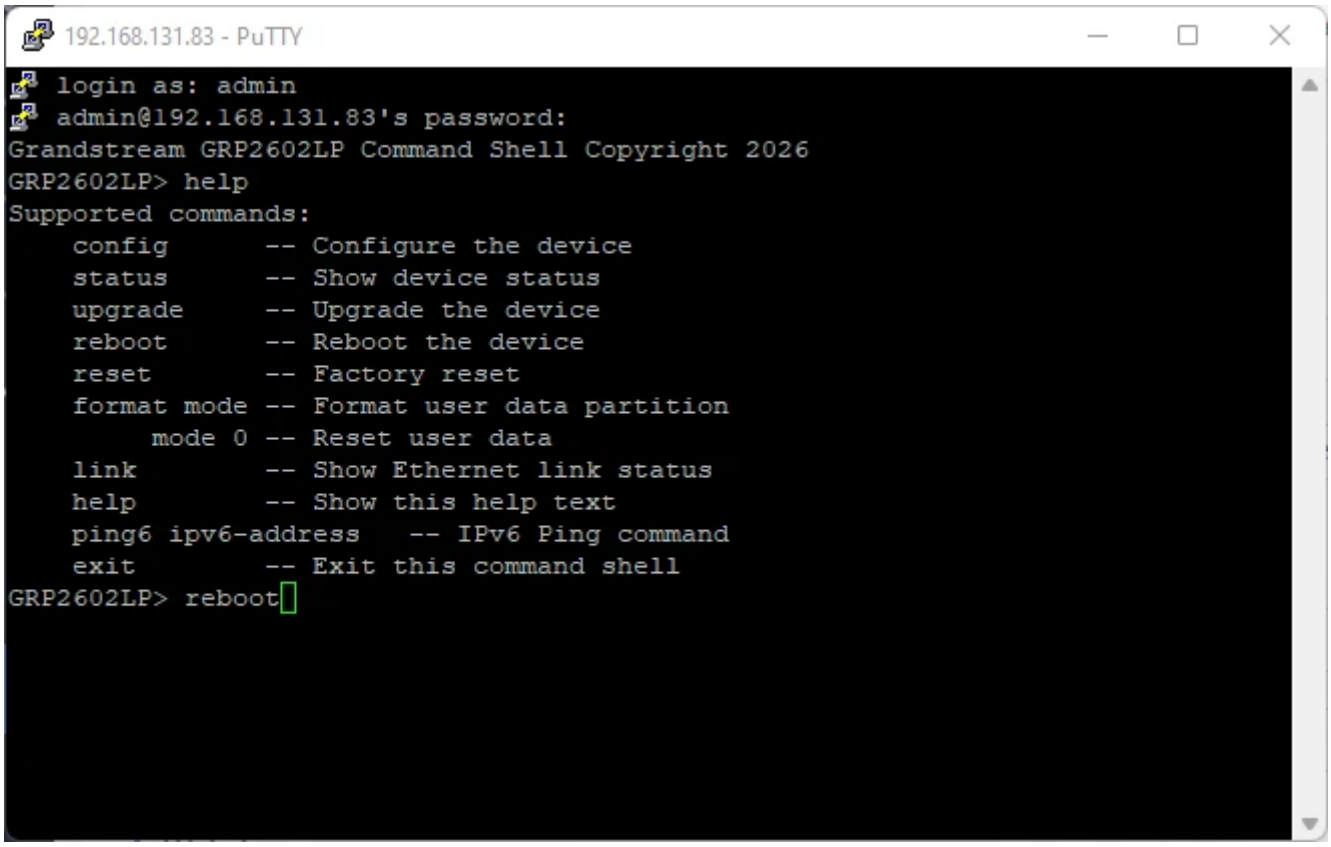
1. Ensure SSH is enabled under **System Settings -> Security Settings -> SSH Access.**
2. Open an SSH client (such as PuTTY) on your PC and log in using the phone's IP address and SSH port.



3. Use your admin credentials to login.



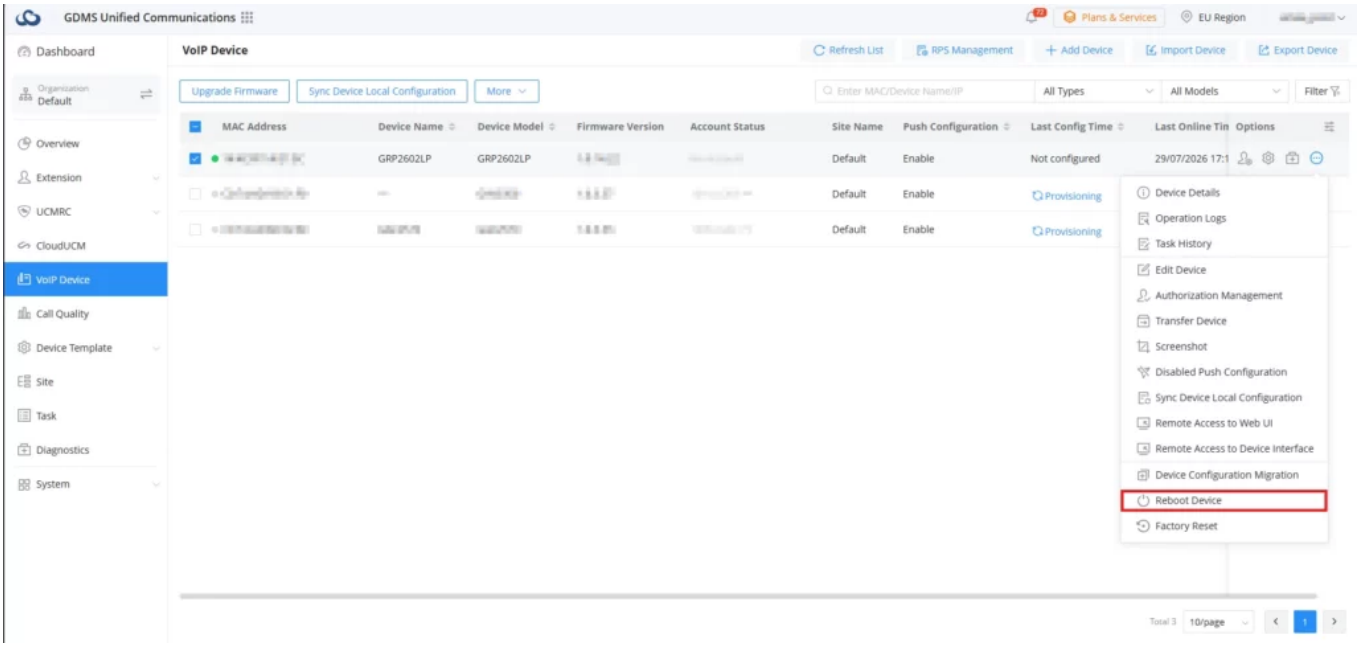
4. Type the command reboot and press **Enter**.



Reboot through GDMS

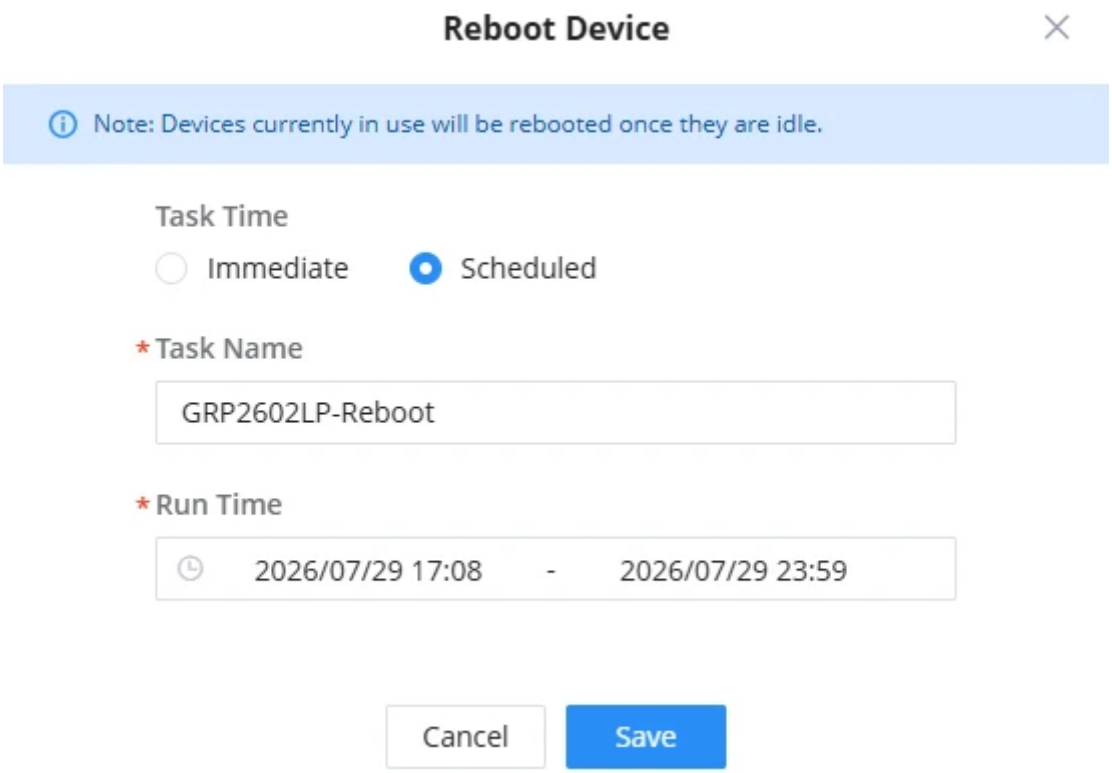
The GRP260x Lite series allows administrators to issue remote cloud reboots without requiring local network access or port forwarding:

1. Log in to your GDMS account and navigate to **VoIP Device**.
2. Select the check box next to the target device entry (or select multiple devices for batch reboots).
3. Click the **More** dropdown menu and select **Reboot Device**.

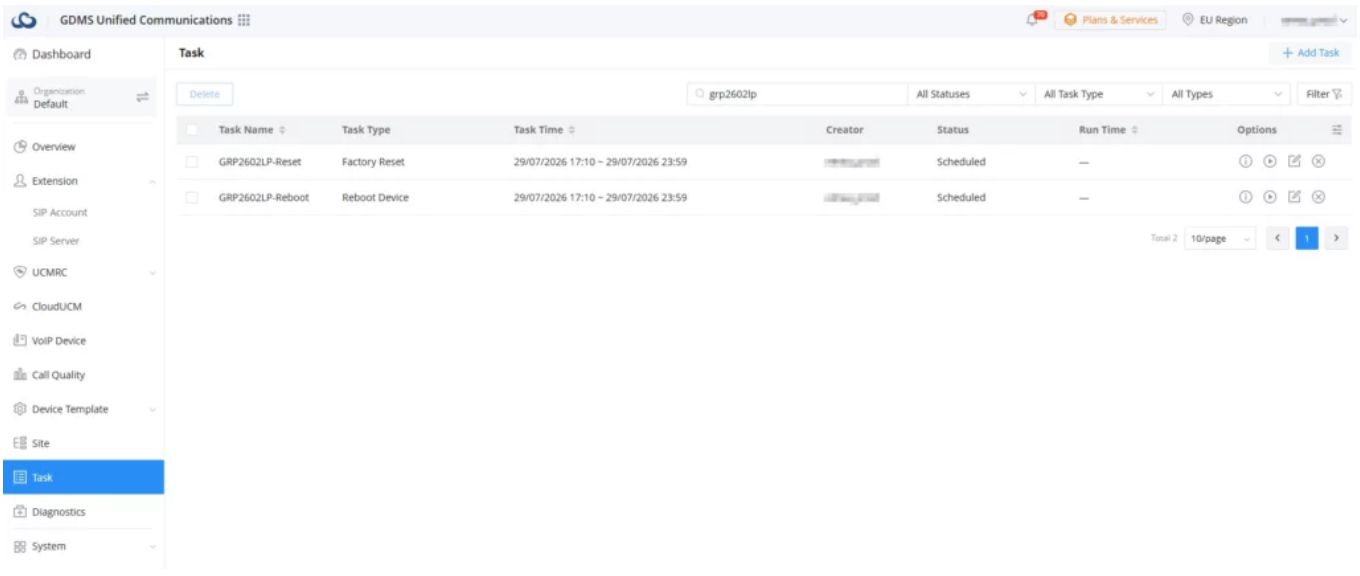


4. In the pop-up window, select the preferred execution timing:

- **Immediate:** Sends a real-time restart command directly to the selected devices.
- **Scheduled:** Sets a designated date, start time, and end time to automatically execute the reboot task during non-business hours.



5. Click **Save** to create the reboot task. You can monitor the progress and status of active or queued restart tasks under the **Task** management menu on GDMS.



FACTORY RESET

Restoring the device to its factory default settings permanently deletes all custom configuration settings, registered SIP accounts, network rules, local call logs, and personal phonebook entries. Once executed, the phone reverts to its out-of-the-box factory configuration.

Please back up or print all settings before performing a factory reset. Grandstream is not responsible for

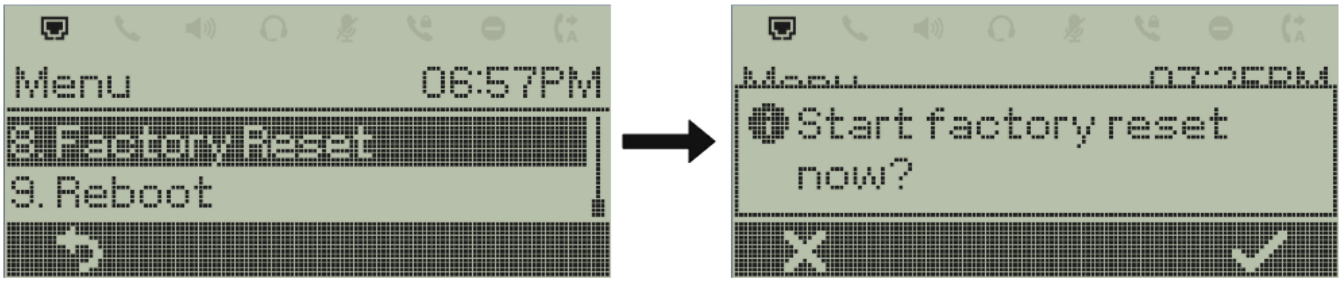
restoring lost parameters and cannot reconnect your device to your VoIP service provider.

The device can be restored to factory defaults using any of the following methods:

Factory Reset via LCD Menu

Users can restore the GRP260x Lite to default settings directly on the phone screen:

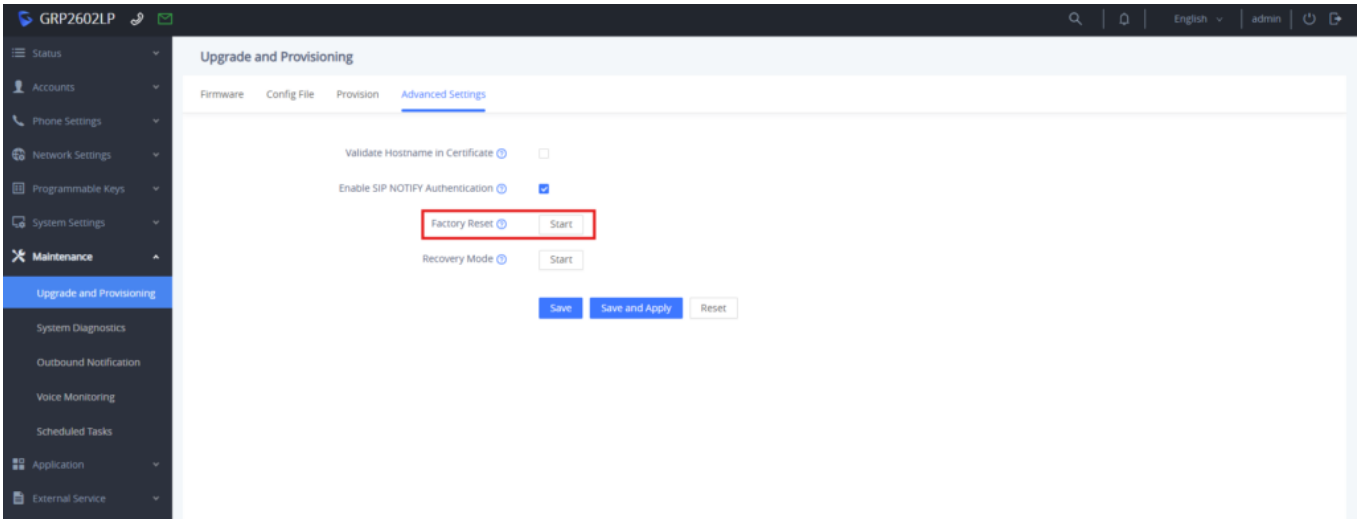
1. On the phone idle screen, press the **MENU** button to access the main menu.
2. Navigate directly to the **Factory Reset** option using the directional keys and click on it.
3. If prompted, enter the administrative password (the password is required if the keypad menu constraint mode is enabled).
4. Confirm the reset by pressing the softkey. The device will erase its flash memory and automatically restart with default factory settings.



Factory Reset from the Web UI

Administrators can execute a remote factory reset through the phone's web management interface.

1. Open a web browser, log in to the phone Web UI using administrator credentials, and navigate to **Upgrade and Provisioning -> Advanced Settings**.
2. Locate the **Factory Reset** section and click the **Start** button.



3. A confirmation dialog box will pop up on the screen. Click **OK** to proceed.

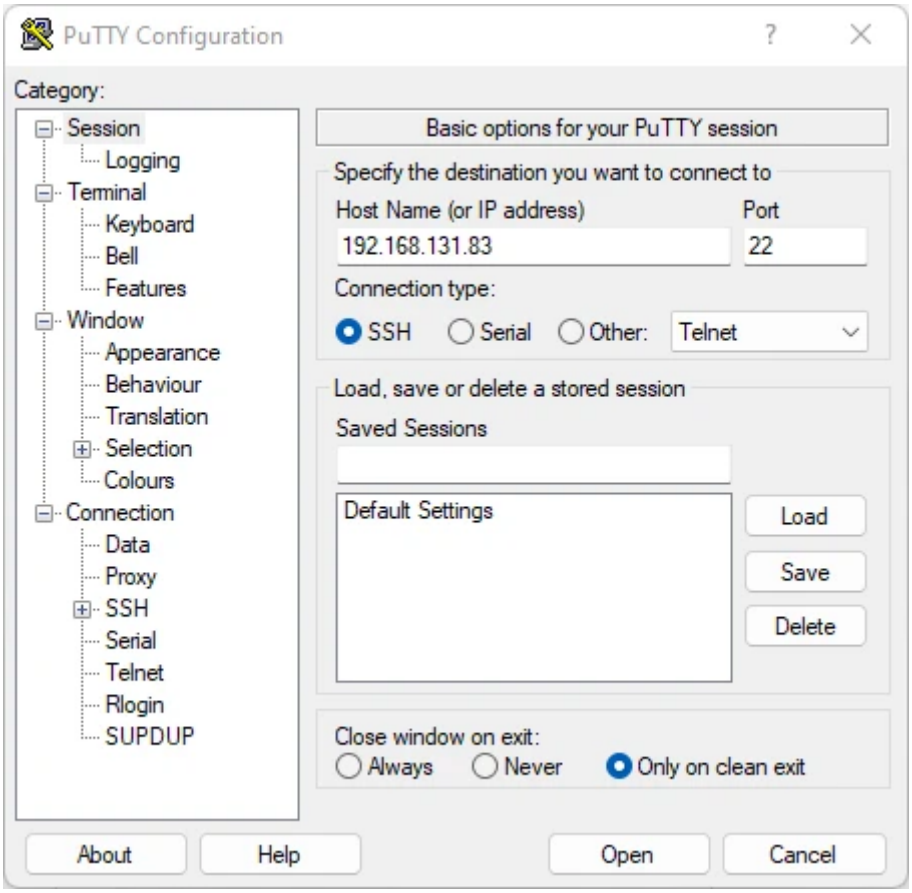
The phone will clear its stored configuration and perform an automatic reboot.

Factory Reset via SSH

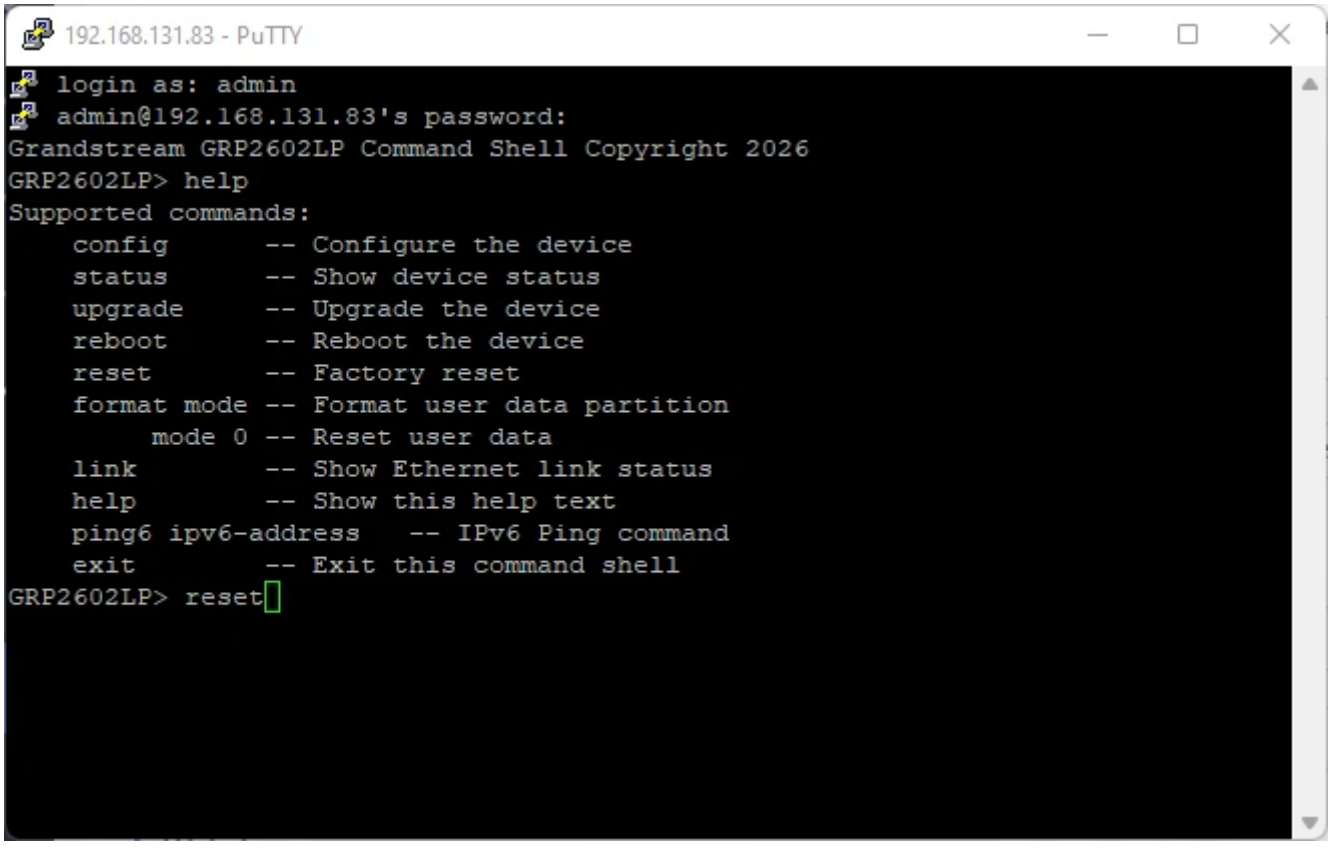
Command-line administration allows administrators to execute an immediate factory wipe over an encrypted SSH terminal connection.

1. Ensure SSH is enabled under **System Settings -> Security Settings -> SSH Access.**
2. Open an SSH client (such as PuTTY) on your PC and log in using the phone's IP address, SSH port, and

admin credentials.



3. Type the command rest and press **Enter**.

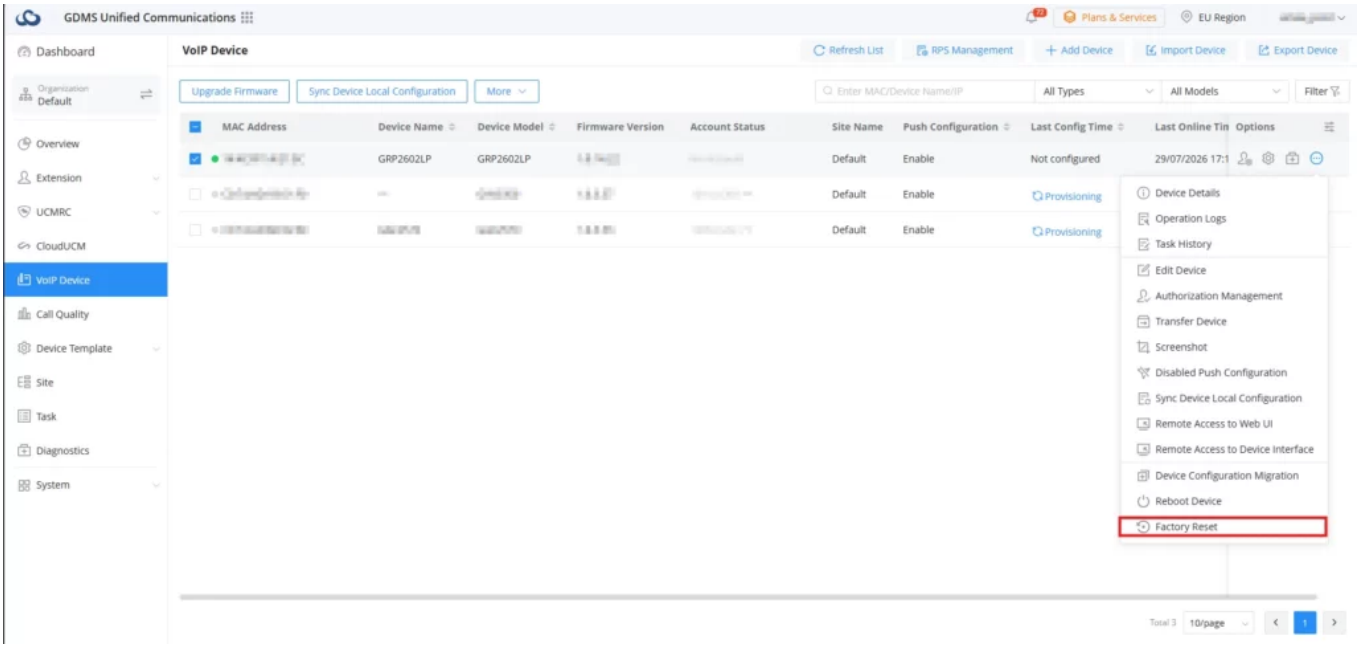


The device will receive the command, clear all configuration data from its internal memory, and reboot into its factory default state.

Factory Reset from GDMS

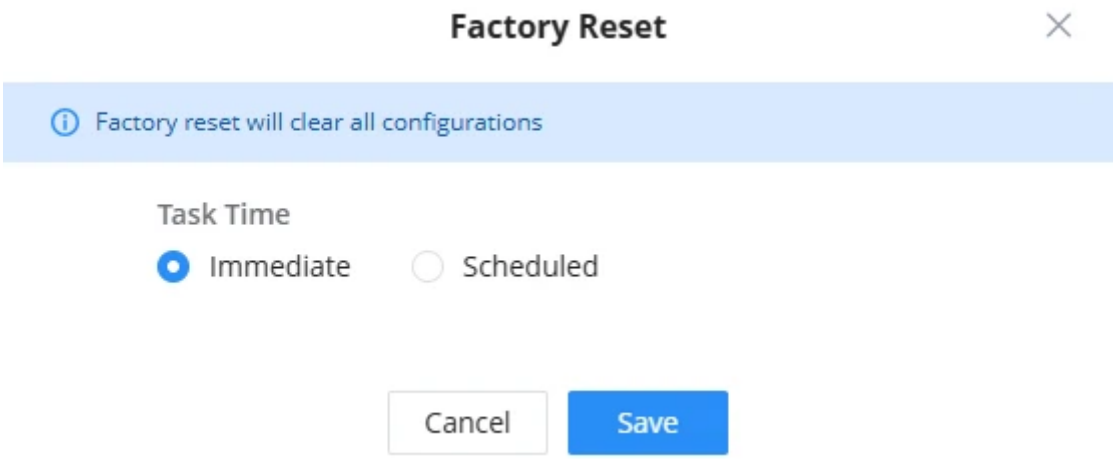
GDMS allows users to perform a remote factory wipe command to endpoints managed under their organization without requiring local network connectivity.

1. Log in to your GDMS account and navigate to **VoIP Device**.
2. Locate the target device entry in the table and click the check box next to it.
3. Click the **More** dropdown menu on the top action bar and select **Factory Reset**.



4. In the pop-up window, select the preferred execution timing:

- **Immediate:** Sends a real-time factory reset command directly to the selected devices.
- **Scheduled:** Sets a designated date, start time, and end time to automatically perform the factory reset task.



CHANGELOG

This section documents significant changes from previous versions of user manuals for GRP260X Lite. Only

major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Firmware Version 1.0.1.29

- This is the initial version.