Grandstream Networks, Inc.

GHP63X/W – User Guide

WELCOME

The GHP series of hotel phones feature the GHP630(W) and GHP631(W), easy-to-use IP phones for any hotel room that can be programmed and customized based on the needs of hotels and their guests. The GHP630W and GHP631W models are equipped with integrated dual-band Wi-Fi. The features of the GHP series include an HD speaker, 2 SIP accounts/lines, 6 programmable keys, 10 speed dial keys, 3-way voice conferencing, full band Opus voice codec, and an advanced jitter-resilience algorithm that tolerates up to 30% packet loss without impacting voice quality. The GHP series is supported by the Grandstream Device Management System (GDMS), which provides a centralized interface to configure, provision, manage, and monitor the deployment of Grandstream endpoints. The GHP series IP phones can be installed on a desktop or wall-mounted and can be powered by PoE (GHP630/GHP631), power adapter (GHP630W/GHP631W), and USB Type-C charger. Its elegant and compact design makes it perfect for not only hotels, but also hospitals, apartments, dormitories, and much more.

PRODUCT OVERVIEW

Feature Highlights

GHP63X/W

○ 3.5" High-Resolution (480x320) Color LCD Screen

○ Integrated dual-band2.4G/5G 802.11a/b/g/n/ac/ax Wi-Fi 6 (GHP630W &GHP631W only)

○ 2 SIP lines with wideband Opus codec.

○ 6 programmable keys and 10-speed dial keys to customize different services.

○ One 100Mbps network port with PoE (PoE available on GHP630/GHP631).

○ Desk/Wall mounted.

○ Tolerate up to 30% packet loss without impacting voice quality.

○ Supports provision and management via GDMS.

○ New voice message and mute LED indicator.

○ HAC/VCH (ADA) compliant handset volume boost.

○ Magnetic Hook Switch feature.

Technical Specification

○ **GHP63X/W**

Protocols/Standards	SIP: SIP RFC3261, TCP/IP/UDP, RTP/RTCP, RTCP-XR, Simple, TLS, SRTP.
Graphic Display	3.5" High-Resolution (480x320) Color LCD
Network Interface	One auto-negotiation 10/100 Mbps ethernet port integrated PoE Class 2
Wi-Fi	GHP630W/GHP631W integrated dual-band 2.4GHz & 5GHz 802.11 a/b/g/n/ac/ax

Keypad	26 keys, including: -6 Context-Sensitive Soft keys; -12 Standard Phone Digits keys (0-9: speed dial keys configuration on web page, * , #); -5 Function keys (Flash, Redial, Hands-free, Voice Mail, Hold); -3 Volume Control keys, Up/Down/Mute (with red color LED)
HD Audio	One HD handset support for wide band audio
Voice Conference	2 SIP accounts and lines, up to 3-way conference
Voice Codecs	Support for G.729A/B, G.711µ/a-law, G.726, G.722 (wide-band), G.723, iLBC, full band Opus, Inband and out-of-band DTMF (in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB
Voice Capabilities	Dial, Answer, Redial, Flash ,Hands-free, Voice Mail(with the server), Transfer, Conference, Hold/Unhold, Mute /Unmute, flexible dial plan, Speed dial server redundancy & fail-over Call out
Telephony Features	Dial, Answer, Redial, Flash, Hands-free, Voice mail (with the server) Hold/Unhold, Mute/Unmute, flexible dial plan, Speed dial server redundancy, fail-over Call out.
Advanced Features	Support for multicast paging and E911 service. Support GDS Door opening. Support for advanced jitter-resilience algorithm.
USB	USB Type-C port for charging external devices (500mA MAX)
QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	Secure boot, random default password, unique security certificate per device, administrator level passwords, 256-bit AES encrypted configuration file, SRTP, TLS, 802.1x media access control
Multi-language	English, Spanish, French, Chinese (pending)
Upgrade/Provisioning	Firmware upgrade via FTP / TFTP / HTTP / HTTPS, fast boot in 15 seconds, mass provisioning using GDMS/TR-069 or AES encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter (GHP630W/GHP631W): Input: 100~240Vac 50~60Hz Output: 12V/0.5A(6W)
Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% (Non-condensing)
Package Content	GHP phone, handset with cord, Base Stand, universal power supply (GHP630W, GHP631W), faceplate, Quick Installation Guide
Color	White (GHP630,GHP630W), Black (GHP631,GHP631W)
Physical	Unit size:210mm(L)*147mm(W)*89.8mm(H) (with handset and base stand) Unit weight: 601g (GHP630/GHP631), 658g (GHP630W/GHP631W US), 668g (GHP630W/GHP631W World) Package weight: 824g (GHP630/GHP631), 881g (GHP630W/GHP631W US),891g (GHP630W/GHP631W World)
GHP630 & GHP631 Compliance	**FCC:** Part 15 Subpart B, Class B; Part 68. 316/317. CE: EN 55032; EN 55035; EN IEC 61000-3-2; EN 61000-3-3; EN IEC 62368-1. **UKCA:** BS EN 55032; BS EN 55035; BS EN IEC 61000-3-2; BS EN 61000-3-3; BS EN 62368-1.

GHP630W & GHP631W Compliance	**RCM:** AS/NZS CISPR32; AS/NZS 62368.1; AS/CA S004. IC: ICES-003; CS-03 Part V.
	FCC: Part 15 Subpart B, Class B; Part 15 Subpart C,15.247; Part 15 Subpart E,15.407; Part 68. 316/317. **CE:** EN 55032; EN 55035; EN IEC 61000-3-2; EN 61000-3-3; EN IEC 62368-1; ETSI EN 301489-1-17; ETSI EN 300 328; ETSI EN 301 893; EN IEC 62311. **UKCA:** BS EN 55032; BS EN 55035; BS EN IEC 61000-3-2; BS EN 61000-3-3; BS EN 62368-1; ETSI EN 301489-1-17; ETSI EN 300 328; ETSI EN 301 893; BS EN IEC 62311. **RCM:** AS/NZS CISPR32; AS/NZS 4268; AS/NZS 2772.2; AS/NZS 62368.1; AS/CA S004. **IC:** RSS-247; RSS-Gen; RSS-102; ICES-003; CS-03 Part V.

GETTING STARTED

This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining the best performance with the GHP63X/W.

Equipment Packaging

GHP63X/W

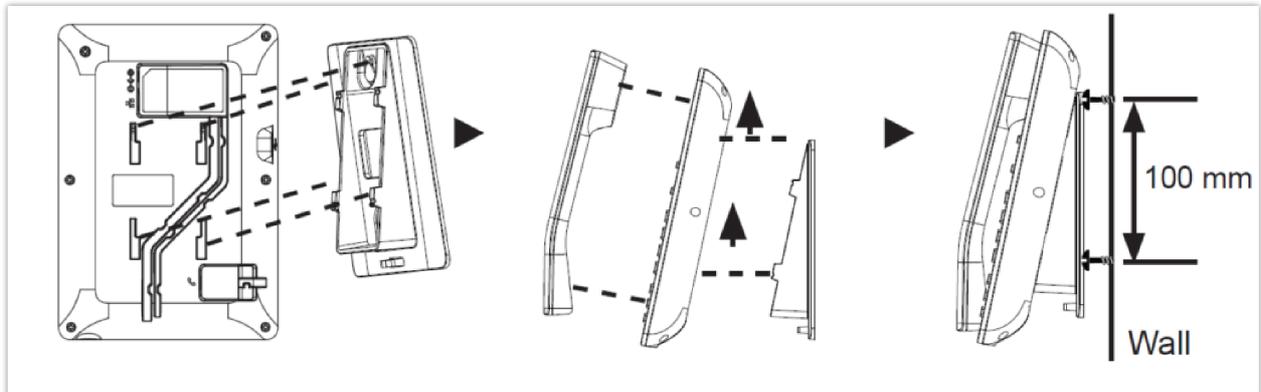| GHP63X/W |
|---|
| • 1x GHP63X/W Phone
• 1x Handset
• 1x Base Stand
• 1x Quick Installation Guide
• 1x Phone Cord
• 1x 12V Power Adapter (GHP630W and GHP631W) |
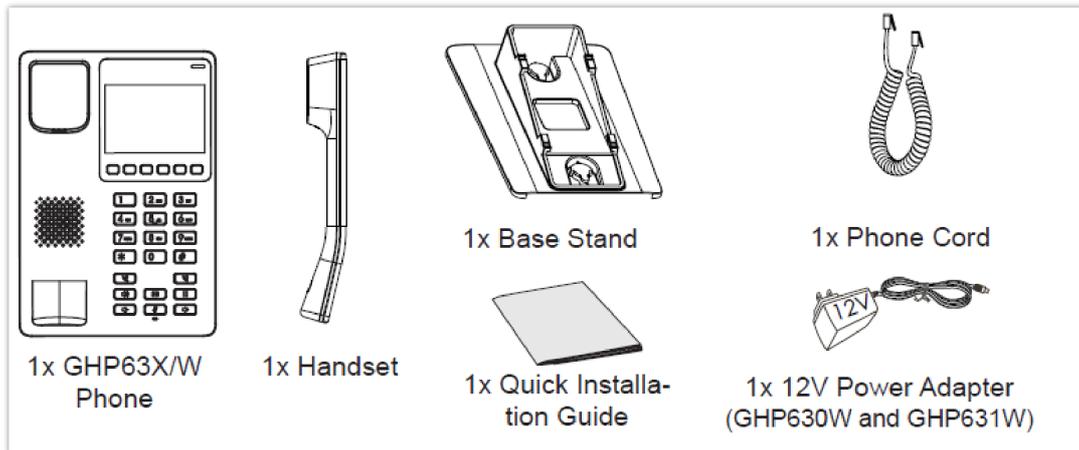
GHP63x/W Package Content

> **Note**
>
> Please check the package before installation. If you find any one of the components missing, please contact your system administrator.

GHP63X/W Phone Setup

The GHP63X/W can be installed on the desk or can be mounted on the wall. Please follow the instructions below for each installation method

Wall Mount

1. On the wall where the GHP630/W & GHP631/W will be mounted, mark two dots with 100mm distance in between vertically.

2. Using a drill, make a hole on each marked dot. Put a plastic expansion bolt and screw (not provided) into each hole. Leave enough space on the screws to mount the GHP630/W & GHP631/W.

3. Attach the wall mount spacers to the slot for wall mount spacers on the back of the phone.

4. Mount the GHP630/W & GHP631/W on the screws using its "Wall Mount Slots".

Desktop Installation

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.
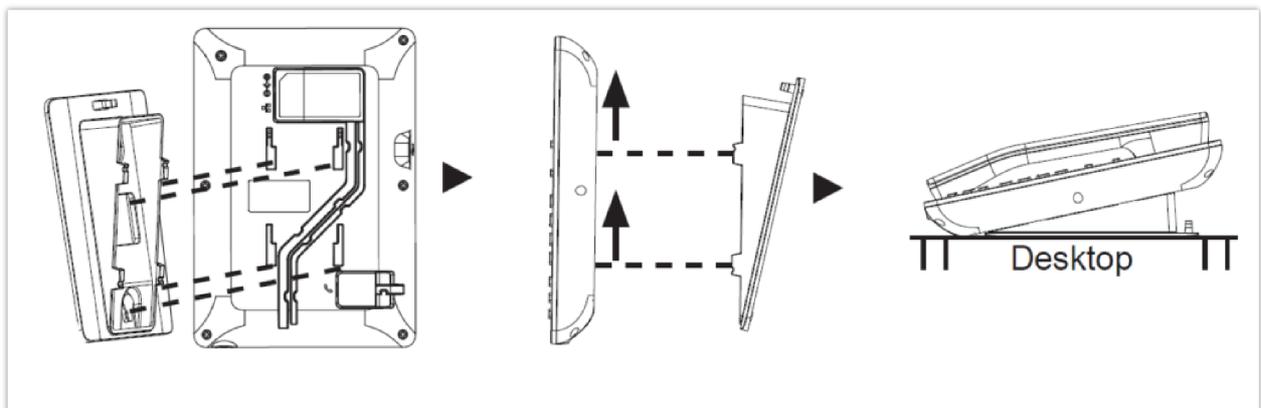
GHP63X Desktop Mount

Power on the phone

To power on the GHP630/W & GHP631/W:

○ For **GHP630W & GHP631W**: Connect the 12V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet.

○ For **GHP630 & GHP631:** A PoE switch can be used to power up the device without the need of the 12V power adapter.
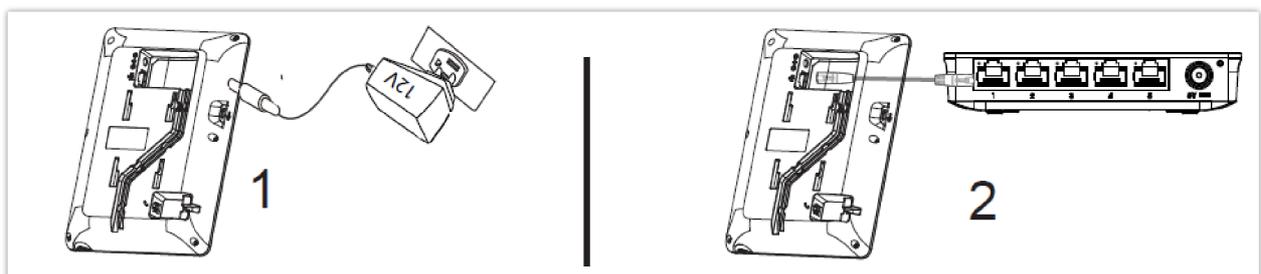
Power on the phone

Connecting the GHP63X/W

To set up the phone, follow the steps below:

1. Plug in the phone cord to the handset RJ9 port and then connect it to the base.

2. Connect the LAN port of the phone to the RJ45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable. This step can be skipped if using GHP630W & GHP631W with Wi-Fi.

> **Note**
>
> For easy deployment, the GHP63x/W is out-of-the-box pre-configured to connect to default SSID named **wp_master** with a password (WPA/WPA2 PSK) equal to **wp!987@dmin**, users can adapt these settings from the web UI as well to make it easier for deployment on a customer's site.

Display factory functions

To display factory functions

1. Make sure your phone is powered on

2. Press the **"HOLD" + 2** at the same time, to display the factory functions (including Wi-Fi settings for GHP631W/GHP630W version only)
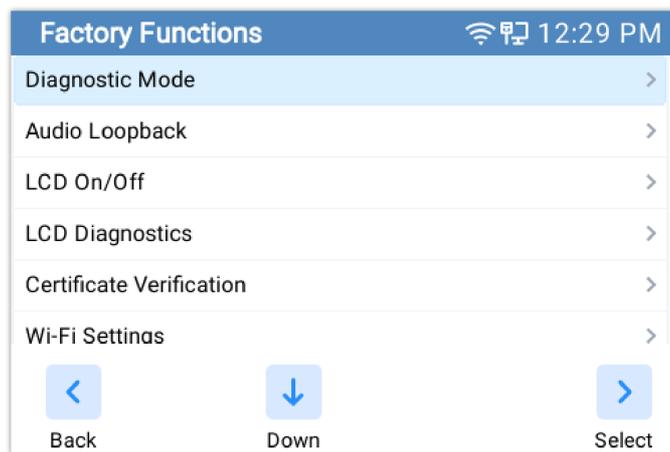
Phone Configuration via Web Browser

1. Ensure your phone is powered up and connected to the network.

2. Locate the MAC address on the bottom of the device or the package.

3. From a computer connected to the same network as the GHP63X, Do one of the following:
   - Type in the following address using the GHP63X's MAC address on your browser: https://.local (Example: https://c074adffffff.local)

   - Press the **"HOLD" + 0** at the same time, to display its local IP address and use it to access the Web UI
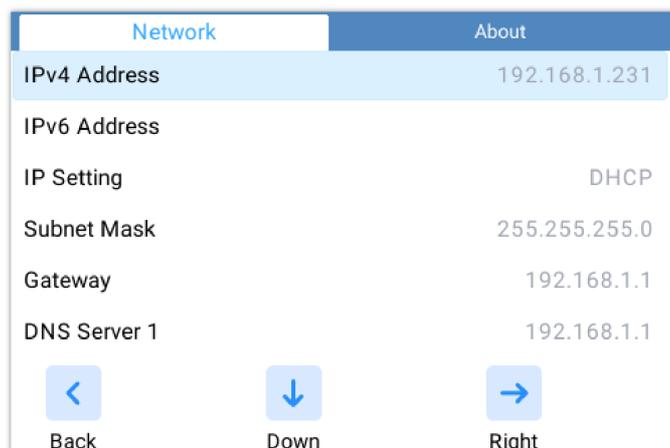
1. Enter the admin's username and password to access the configuration menu. (The factory default username is "admin" while the default random password can be found on the sticker at the back of the unit).
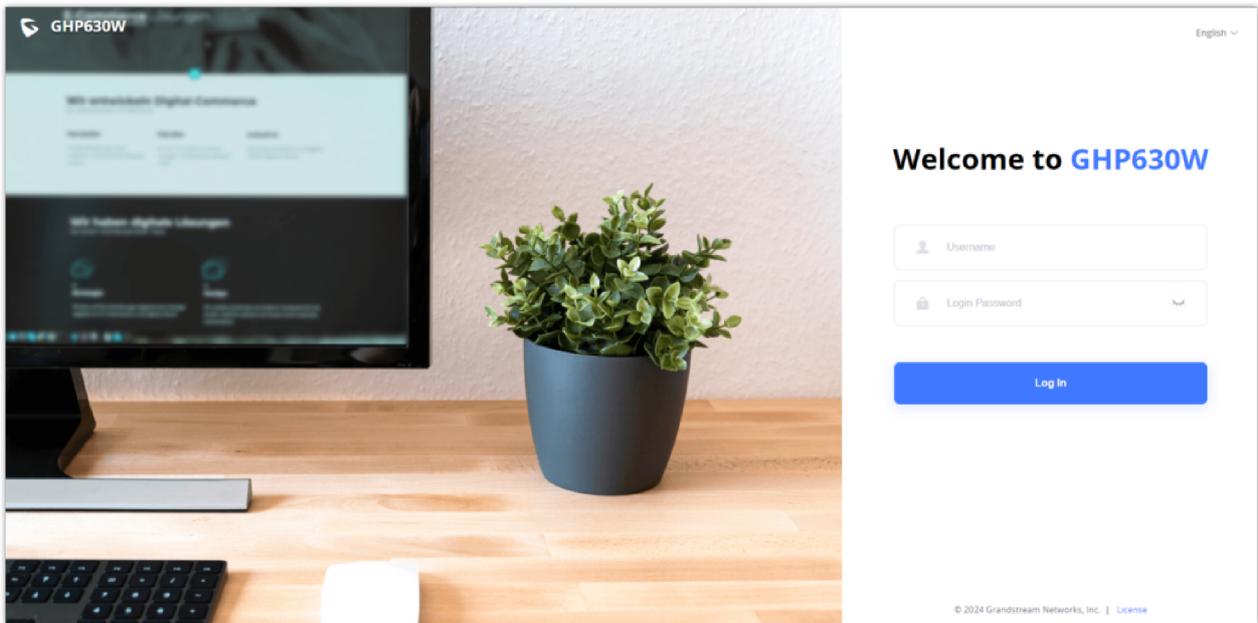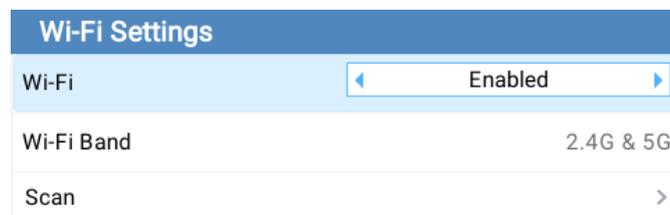

Connect to Wi-Fi (only for GHP630W/GHP631W)

To connect to Wi-Fi from your GHP63xW device, follow the below steps:

- Press **"HOLD" + 2** to access the factory functions of the GHP63x/W from the LCD
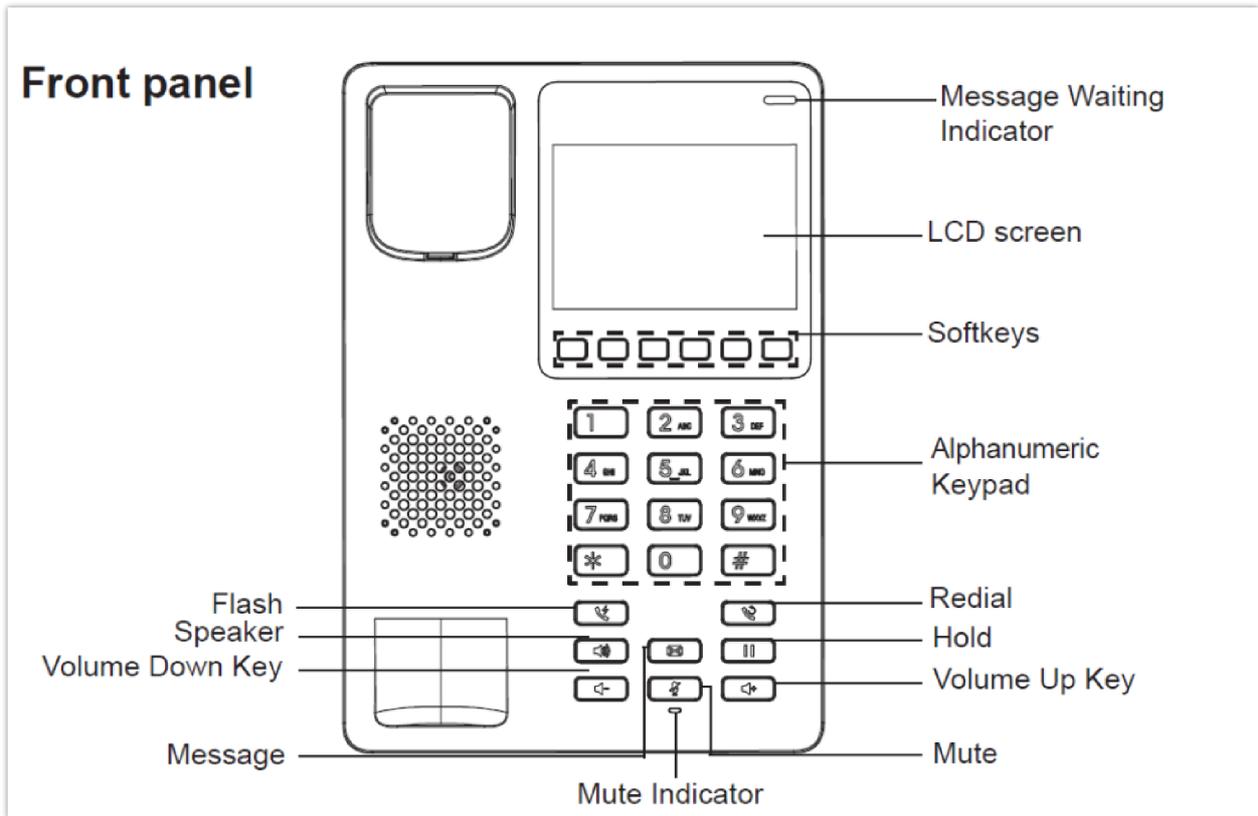
- Go to **Factory Functions → Wi-Fi Settings**
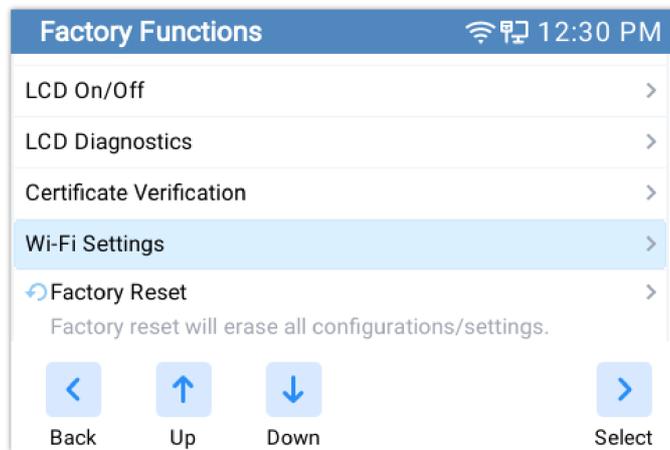
- Enable Wi-Fi, Select the Wi-Fi Band (2.4G, 5G, or both), and scan for nearby networks

- Once the desired network is discovered you can connect to it by providing its secret key if available

Getting To Know The GHP63X/W
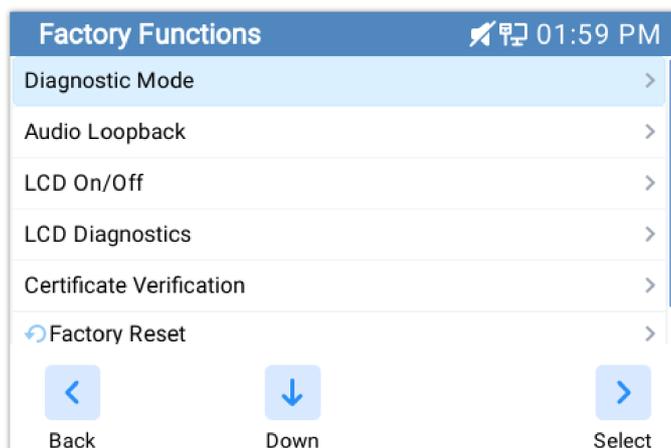
○ **GHP63X/W**

GHP63x/W Front view
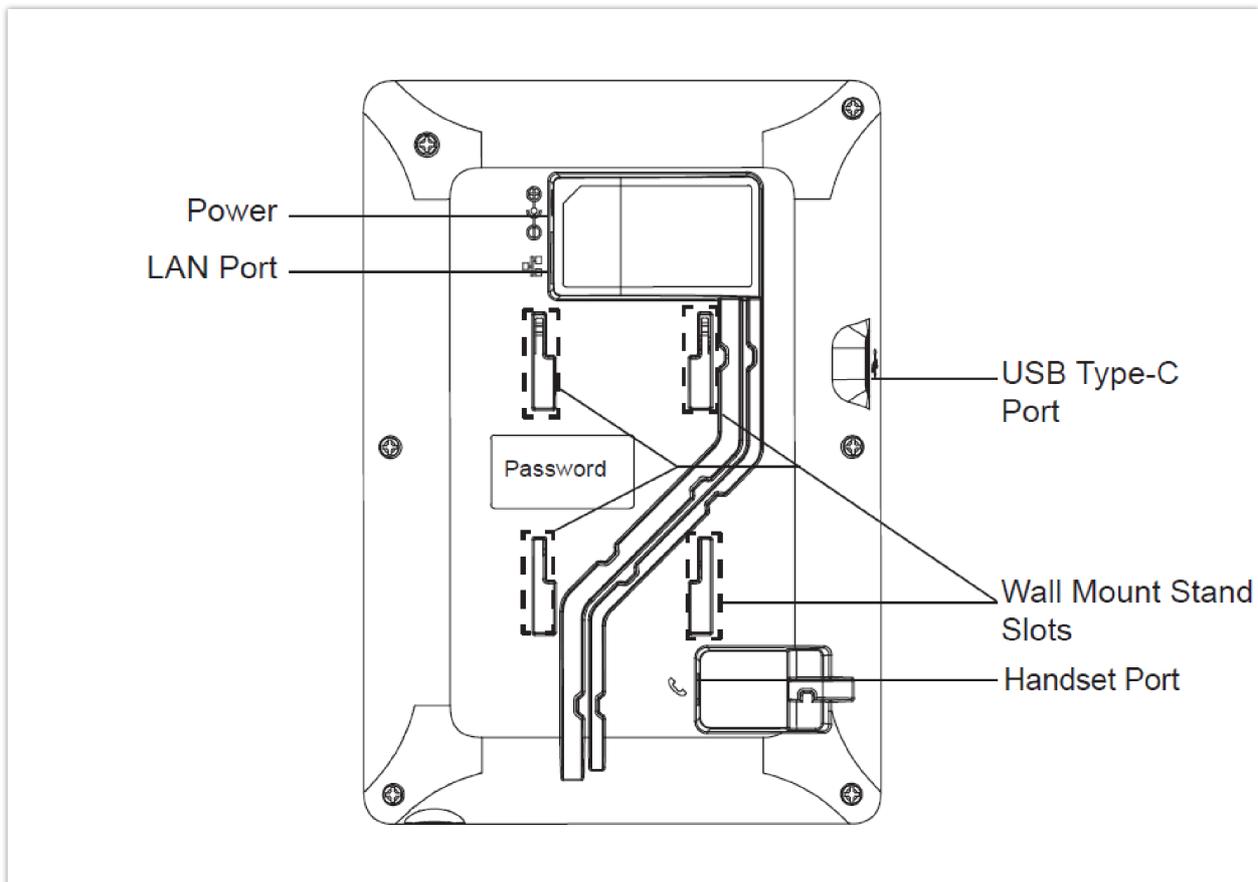
GHP63x/W Back view

FACTORY FUNCTIONS

The GHP63x/W hotel phone offers a list of factory functions that can be displayed and configured from the LCD screen, to access the factory functions, click "**HOLD" + "2"** both at the same time,

The following list will be displayed:

- **Diagnostic Mode**: Conducts a diagnostic assessment of the device's physical keys to ensure their proper functionality.

- **Audio Loopback**: Performs a test on the phone's microphone

- **LCD On/Off**: Perfoms the action of turning the LCD screen ON and OFF

- **LCD Diagnostics**: Displays a blue-colored screen to check for potential damage or flaws in any area of the LCD screen.

- **Wi-Fi Settings (GHP630W/GHP631W)** : Connects the GHP63x/W to a nearby Wi-Fi network

- **Certificate Verification**: runs a verification test of the authenticity of certificates, safeguarding against potential security breaches or unauthorized access

- **Factory Reset**: This option allows the user to factory reset the device from the LCD screen

TELEPHONY FEATURES

Making Phone Calls

Handset and Speaker Mode

- The GHP63X/W allows switching between the handset and the speaker when making calls. Please press the speaker button to start using the speaker [🔊]. If you wish to switch to the handset after activating the speaker, just unhook the handset and the audio will be emitted through the handset's speaker.

- Dial the number that you wish to call and press # or [📞 Dial] key to send the call, or wait for a second for the number to be sent.
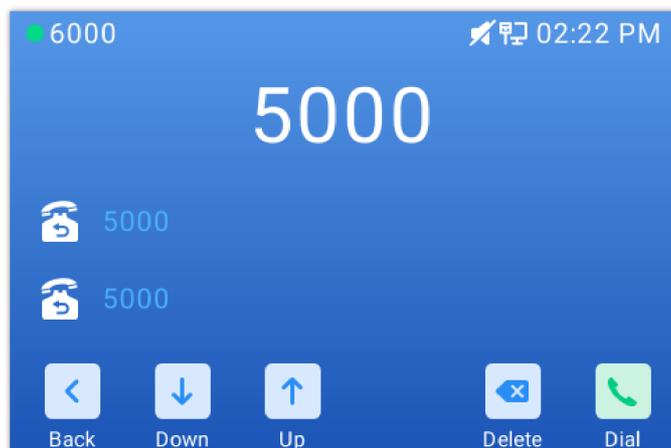
SIP Accounts and Lines

The GHP63X/W supports 2 SIP accounts and 2 lines; Each account is capable of independent SIP servers, and users. One account is configured by the administrator to initiate calls and receive calls. While the other account is configured to receive calls. The default account can be switched only by the administrator.

Completing Calls

Note

The Web UI access is disabled during active calls, to improve the device performance.

There are several ways to complete a call.

- **On-hook** dialing. Enter the number when the phone is on hook and then send it out.

1. When the phone is idle, enter the number to be dialed out;
2. Take the handset off-hook, Press the Speaker button, or Press the Headset button on the headset plugged in.
3. The call will be dialed out.

- **Off-hook and dial.** Off-hook the phone, enter the number, and send it out.

1. Take handset off-hook; or
   - Press the speaker button
   - You shall hear the dial tone after off-hook
2. Enter the number;
3. Press the # key to dial out.
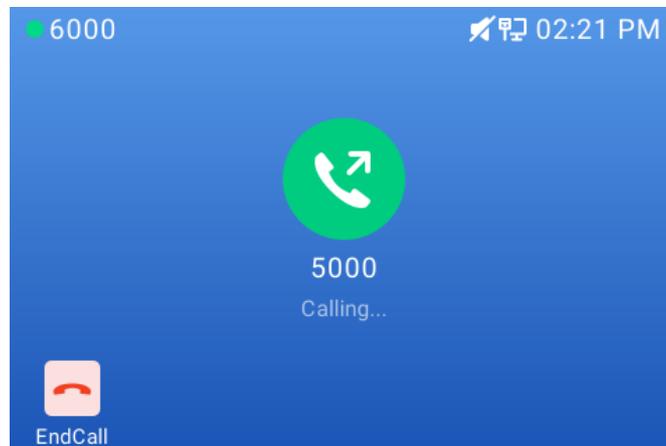
Redial

Redial the last composed number

1. To redial a number you can either :
   - Press the redial hard key ⬚, this will compose the last entered number
   - Press the redial softkey 📞 , when putting the handset off-hook
   - Press the # key, this will trigger a DTMF call to the last composed number

Multi-Purpose Keys

Multi-purpose keys can be configured to quickly dial a certain extension. When the MPK has been pressed the number will be quickly dialed and the call sent out.
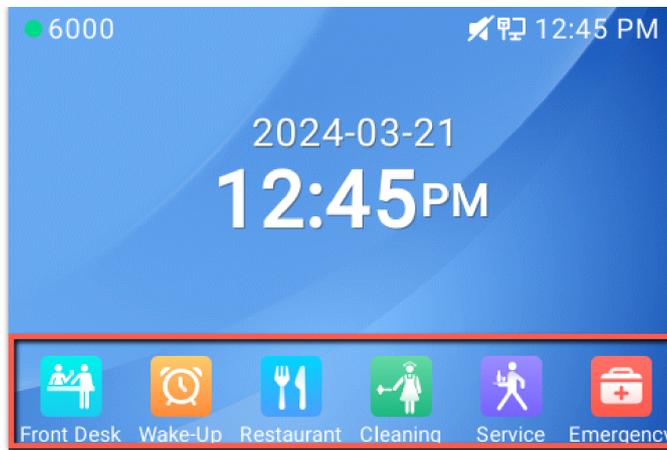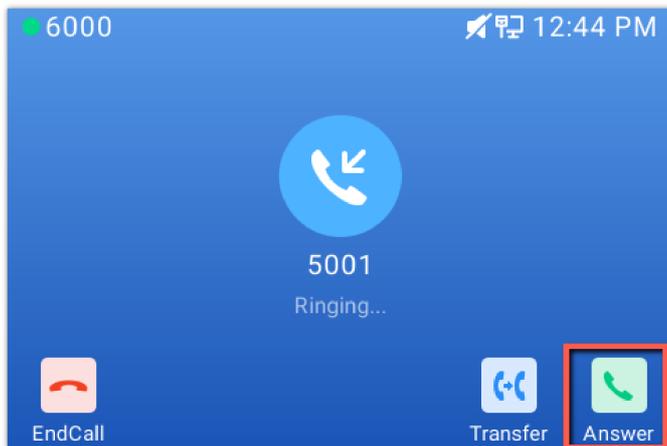
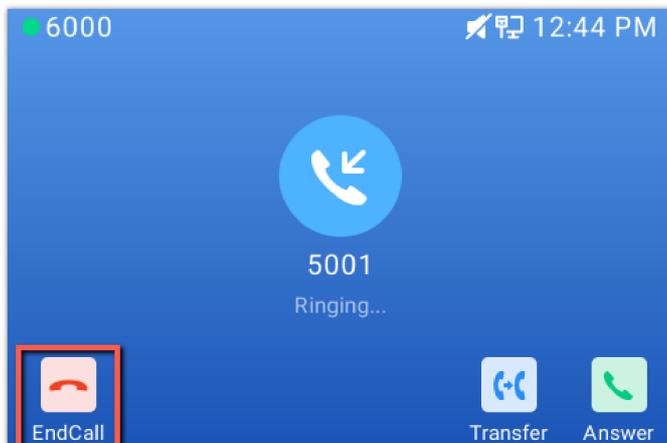## Answering Phone Calls

Receiving Calls

The phone rings with the selected ringtone. Unhook the handset or press the speaker button [🔊] to answer the call.

You can also click on the answer soft key on the LCD screen to answer the phone call

Rejecting Calls

To reject an incoming call, click on the "End call" soft key on the LCD screen
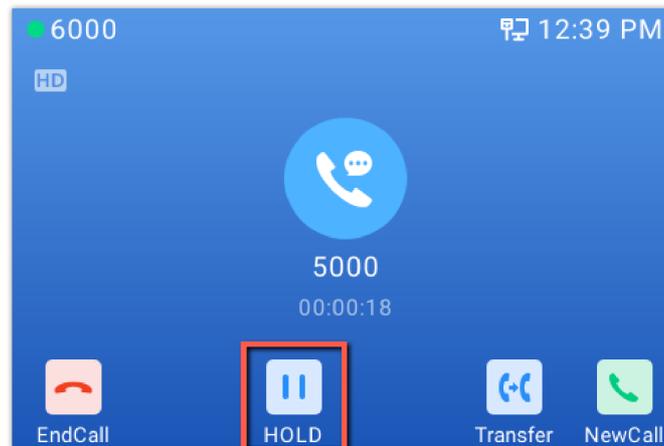

During a Phone Call

Call Waiting/Hold Call

- User can use the hold button [‖] to put the call on hold.

- When receiving a call on the second line, the user can use the Flash key [icon] to hold the call on the first line and switch to the call on the second line. If the user wants to unhold the first call, the user may press the Flash key again to recover the call.

- The user can also click the Hold soft key on the LCD screen, to put the call on hold

Mute

During an active call, press the MUTE button [icon] to mute/unmute the microphone. The LED will light up in red to indicate that your microphone is muted.

Call Transfer

- **Attended Transfer**
    1. Alice is talking with Bob.
    2. Alice presses Flash, "Transfer", or "New Call" to initiate a new call to Carl, and Bob is held automatically.
    3. Carl answers the call, and Alice talks with Carl about Bob, then Alice clicks on the transfer soft key, and Bob will be transferred to Carl.
    4. If Carl rejects or does not answer the call, Alice could press "FLASH" or "Back" to retrieve the call with Bob.
    5. If the call is still ringing, Alice could cancel the new call by pressing "FLASH" or "Back", and retrieve the call with Bob automatically.
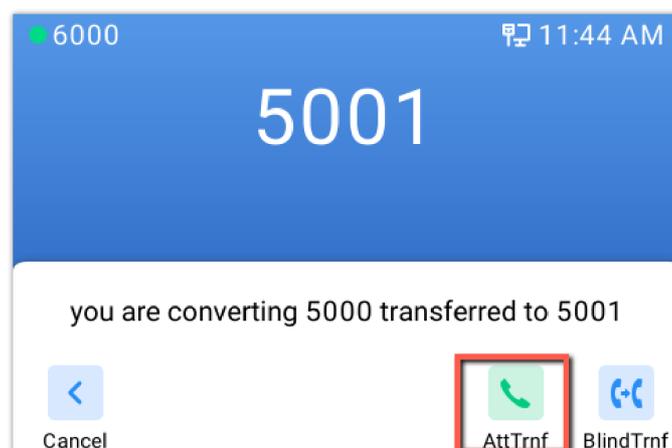
- **Blind Transfer**
    1. Alice is talking with Bob.
    2. Alice presses Flash or "New call" to initiate a new call to Carl, and Bob is held automatically.
    3. Alice composes Carl's extension and clicks on "Transfer", then clicks on Blind Transfer,
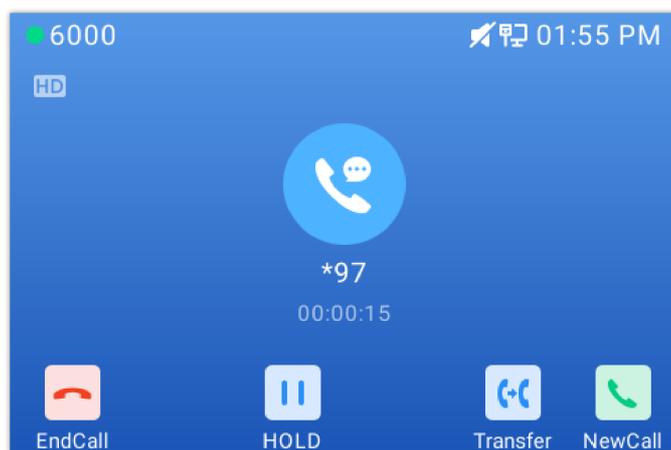   4. Carl will be transferred directly to Bob.
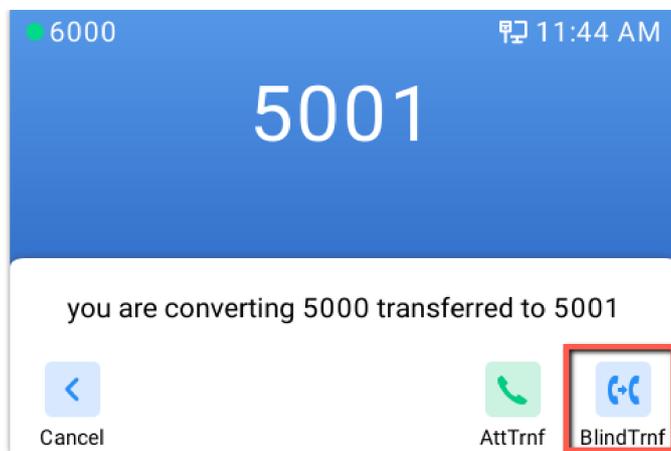
Voicemail

The Waiting Message Indicator will blink in a green color when there is a new voicemail. To listen to the voicemail, please press the voicemail button on the phone, and provide the voicemail Password
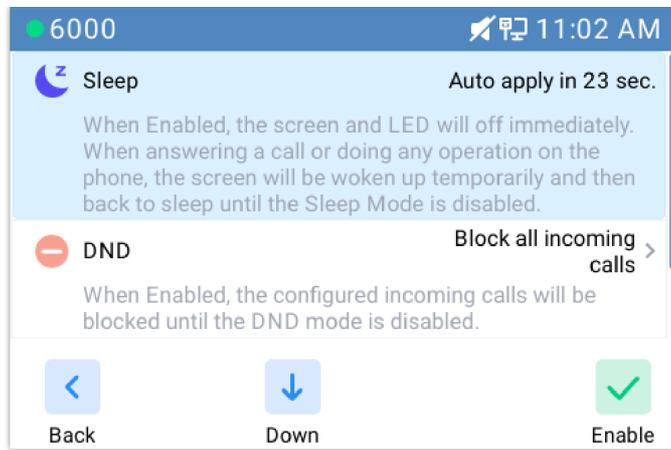

Sleep Mode

Sleep mode is a feature available on the GHP630x/W to enable the screen and LED to be off immediately, when answering a call or doing any operation on the phone, the screen will be woken up temporarily, then back to sleep until the sleep mode is disabled.
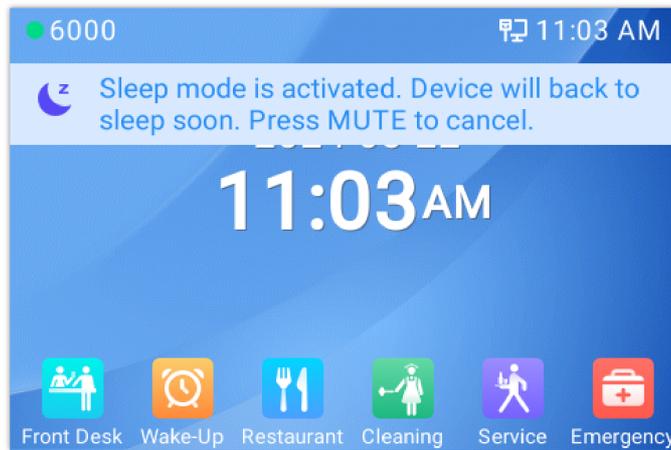
Enable Sleep Mode

To enable sleep mode, press the key ⬚ then select sleep mode and enable it
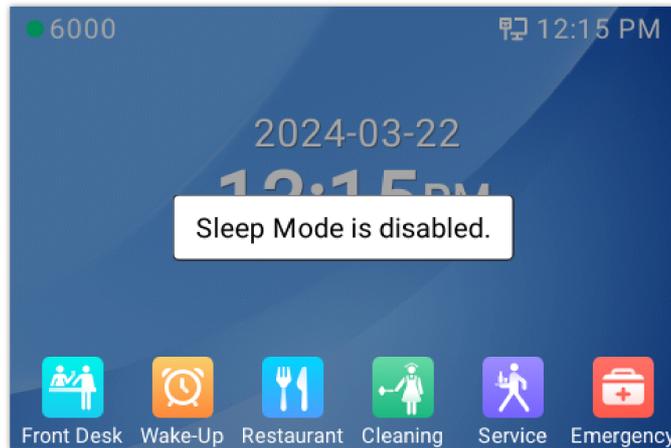
Enable Sleep Mode

Once enabled the following message will be displayed on the main screen
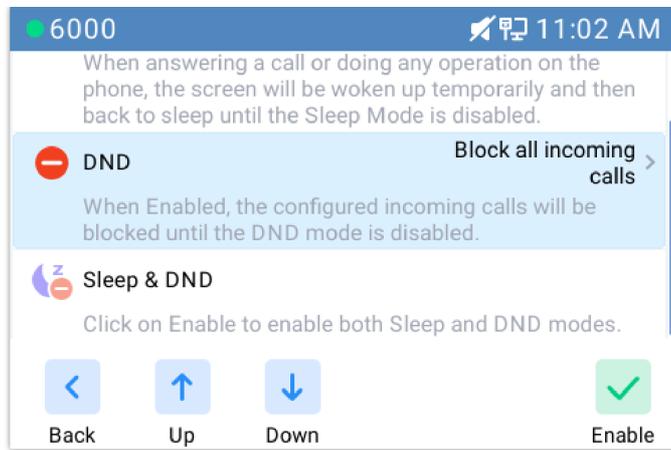

Disable Sleep Mode

To disable sleep mode, Click the mute icon [🔇] , the sleep mode will be disabled
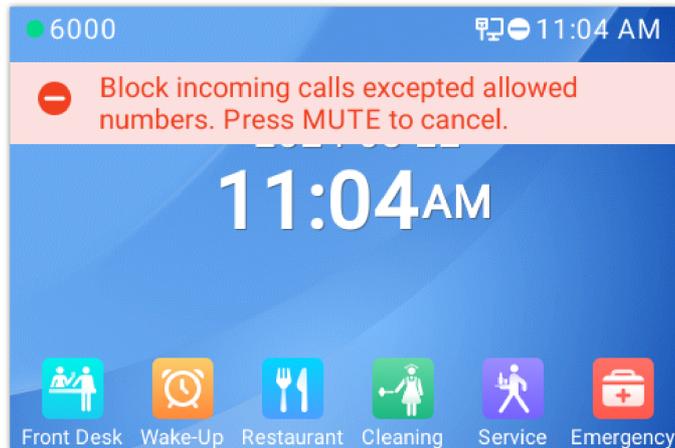

DND Mode

Enable DND

To enable Do Not Disturb mode, when the phone is idle, press the key [🔇] then enable DND mode, this will make the phone unavailable for all incoming calls

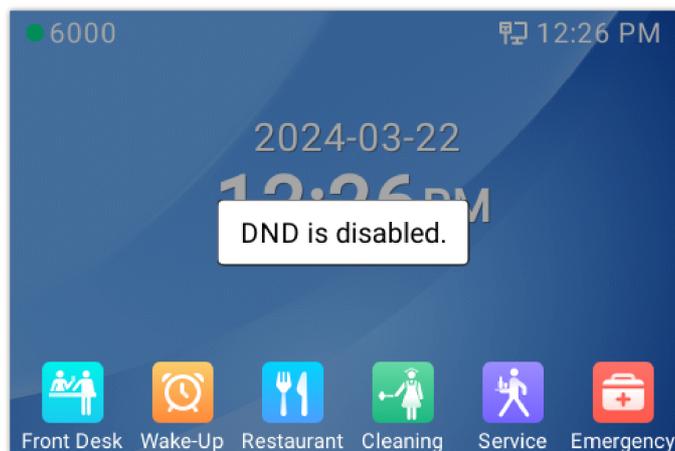Once enabled, the following message will be displayed on the main screen

Note

The user can enable both DND mode and sleep mode simultaneously.

Disable DND

To disable DND mode, Click the mute icon [🔇], then the DND mode will be disabled

RESTORE FACTORY DEFAULT SETTINGS

Restore to Factory Default via LCD menu

To restore the GHP63x/W to factory settings using the keypad lock :

1. Press **"HOLD" + 2** to access the factory functions of the GHP63x/W from the LCD

2. From the list of available options, select "Factory Reset" to perform a factory reset to the phone.
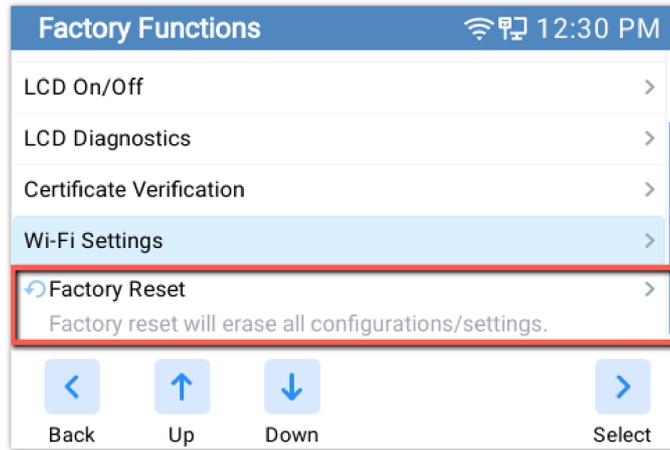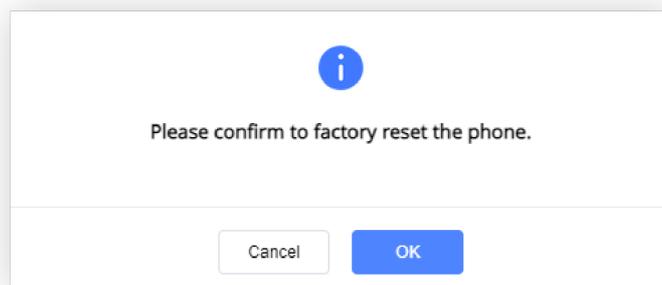

Restore to Factory Default via Web GUI

To reset the GHP63x to its factory settings using the web GUI, please navigate to **Upgrade and Provisioning → Advanced Settings** then click on the **Start** button to start the factory reset process.
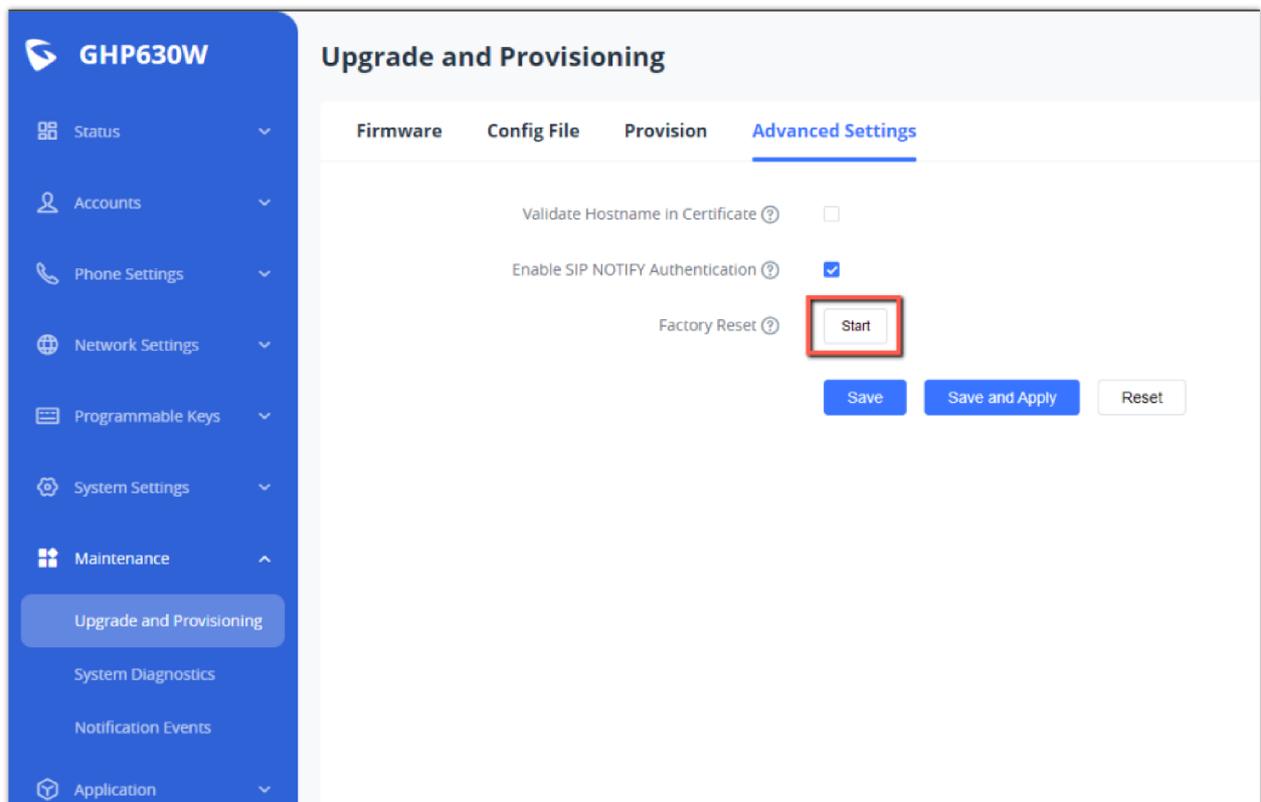
Factory Reset via Web GUI

The factory reset will immediately start after you click **OK**.

Factory Reset Confirmation

Warning:

Once the process of resetting to factory settings has started, it cannot be canceled and all the configuration will be lost. To avoid losing your configuration, please back it up first.

CHANGELOG

Firmware 1.0.1.26

- No major changes.

Firmware 1.0.1.24

- No major changes.

Firmware 1.0.1.23

- Disables web access while in-call to help improve performance. [Completing Calls]

Firmware 1.0.1.13

- This is the initial firmware.

COPYRIGHT

CAUTION

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this guide could void your manufacturer warranty.

WARNING

Please do not use a different power adaptor with devices as it may cause damage to the products and void the manufacturer's warranty.

CERTIFICATION

If any trouble is experienced with this equipment, please contact (Agent in the US):

Company Name: Grandstream Networks, Inc.

Address: 126 Brookline Ave, 3rd Floor Boston, MA 02215, USA

Tel: 1-617-5669300

Fax: 1-617-2491987

If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

This equipment uses the following USOC jacks: RJ45C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

Since this device has the HAC function, the earpiece is easy to absorb small, please take care to avoid scratching.

Caution: Exposure to Radio Frequency Radiation

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

CE Authentication

BE	BG	CZ	DK	DE	EE	IE	EL	LI
ES	FR	HR	IT	CY	LV	LT	LU	CH
HU	MT	NL	AT	PL	PT	RO	SI	TR
SK	FI	SE	NO	IS	UK	UK(NI)		

In the UK and EU member states, operation of 5150-5350 MHz is restricted to indoor use only.

Hereby, Grandstream Networks, Inc. declares that the radio equipment GHP6XX/W are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

https://www.grandstream.com/support/resources/

GNU GPL INFORMATION

GHP6XX firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.
Grandstream GNU GPL-related source code can be downloaded from the Grandstream website:

https://www.grandstream.com/legal/open-source-software