

Grandstream Networks, Inc.

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[www.grandstream.com](http://www.grandstream.com)



## GRP2604 / GRP2604P

3-Line Essential IP Phone

Quick Installation Guide



For Certification, Warranty and RMA information,  
please visit [www.grandstream.com](http://www.grandstream.com)

## **Content**

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The GRP2604/GRP2604P is not pre-configured to support or carry emergency calls to any type of hospital, law enforcement agency, medical care unit (“Emergency Service(s)”) or any other kind of Emergency Service. You must make additional arrangements to access Emergency Services. It is Your responsibility to purchase SIP-compliant Internet telephone service, properly configure the GRP2604/GRP2604P to use that service, and periodically test Your configuration to confirm that it works as You expect. If You don’t do so, it is Your responsibility to purchase traditional wireless or landline telephone services to access Emergency Services.

GRANDSTREAM DOES NOT PROVIDE CONNECTIONS TO EMERGENCY SERVICES VIA THE GRP2604/GRP2604P. NEITHER GRANDSTREAM NOR ITS OFFICERS, EMPLOYEES OR AFFILIATES MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, OR LOSS, AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION ARISING FROM OR RELATING TO YOUR INABILITY TO USE THE GRP2604/GRP2604P TO CONTACT EMERGENCY SERVICES, AND YOUR FAILURE TO MAKE ADDITIONAL ARRANGEMENTS TO ACCESS EMERGENCY SERVICES IN ACCORDANCE WITH THE IMMEDIATELY PRECEDING PARAGRAPH.

## PRECAUTIONS:

**WARNING:** Please DO NOT power cycle the GRP2604/GRP2604P during system boot up or firmware upgrade. You may corrupt firmware images and cause the unit to malfunction.

**WARNING:** Use only the power adapter included in the GRP2604 package. Using an alternative non-qualified power adapter may possibly damage the unit.

## OVERVIEW:

Part of the GRP series of Carrier-Grade IP Phones, the GRP2604 is an essential 3-line model designed with zero-touch provisioning for mass deployment and easy management. It features a sleek design and a suite of next-generation features including 4-way voice conferencing to maximize productivity, integrated PoE (GRP2604P), full HD audio on both the speaker and handset to allow users to communicate with the utmost clarity, EHS support for Plantronics & Jabra & Sennheiser headsets and multi-language support. The GRP series includes carrier-grade security features to provide enterprise-level security, including secure boot, dual firmware images and encrypted data storage. For cloud provisioning and centralized management, the GRP2604 is supported by Grandstream’s Device Management System (GDMS), which provides a centralized interface to configure, provision, manage and monitor deployments of Grandstream endpoints. Built for the needs of desktop workers and designed for easy deployment by enterprises, service providers and other high-volume markets, the GRP2604 offers an easy-to-use and easy-to-deploy voice endpoint.

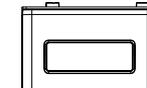
## PACKAGE CONTENTS:



1x Phone Main Case



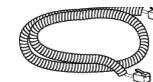
1x Handset



1x Phone Stand



1x Ethernet Cable

1x 5V Power adapter  
(With GRP2604 only)

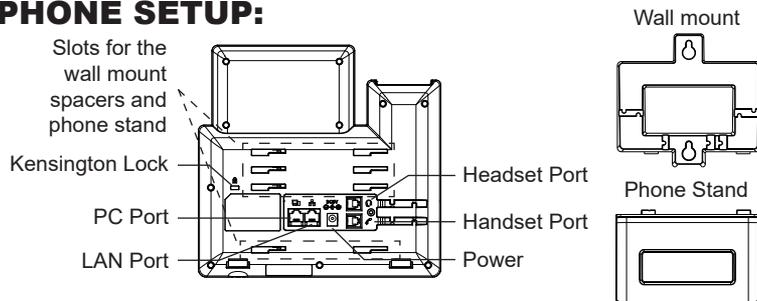
1x Phone Cord



BLF Labels

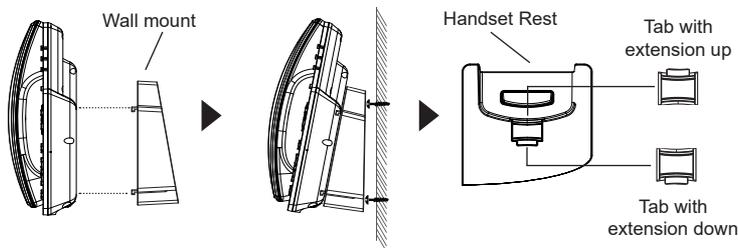
1x Quick  
Installation Guide

## PHONE SETUP:



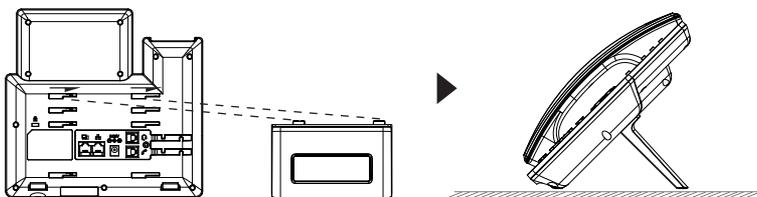
### Installing the phone (Wall Mount \*sold separately):

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).



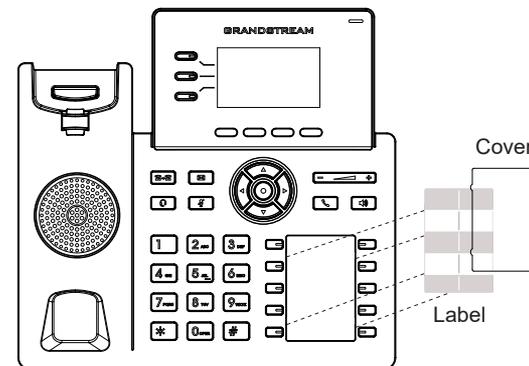
### Installing the phone (Phone Stand):

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).



## Installing BLF Paper label:

1. Handwrite or print the names on the dedicated space on the paper label.
2. Place the paper label in the groove of the phone.
3. Bend the plastic film so that the protruding points on the left and right sides snap into the grooves to complete the installation.
4. If you want to take it out, use a nail or thin card to move the slit on one side of the film to bend it and then take it out.

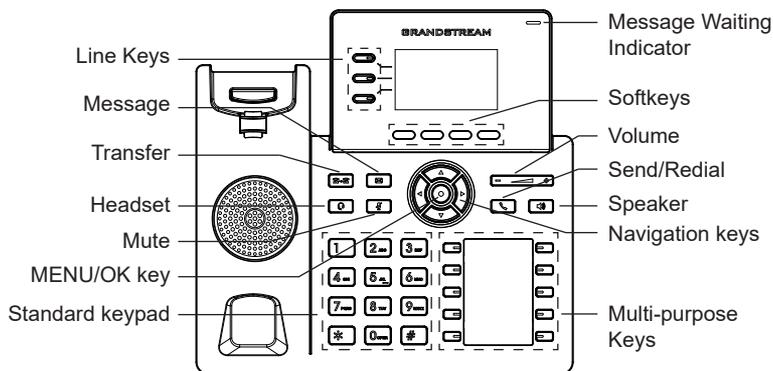


## CONNECTING THE PHONE:

To setup the GRP2604/GRP2604P, follow the steps below:

1. Connect the handset and main phone case with the phone cord.
2. Connect the 5V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used in step 3 (GRP2604P only), this step could be skipped.
3. 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.
4. The LCD will display 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.

## PHONE DESCRIPTION:



## PHONE CONFIGURATION:

### Configure the GRP2604/GRP2604P using a Web Browser:

1. Ensure your phone is powered up and connected to the Internet.
2. Press the “UP” button to display the IP address.
3. Type the phone’s IP address in your PC browser.
4. Enter 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).



### Configure the GRP2604/GRP2604P using the Keypad:

1. Make sure the phone is idle.
2. Press the MENU key to access the keypad MENU to configure the phone.
3. Select MENU → SETTINGS → ACCOUNT SETTINGS to configure settings for SIP Proxy, Outbound Proxy, SIP User ID, SIP Auth ID and SIP Password.
4. Follow MENU options to configure the basic features of the phone. For example: the IP address if using a static IP. For details, please check GRP260X series User Manual.
5. Please contact your ITSP for additional settings that may be necessary to configure the phone.

The GNU GPL license terms are incorporated into the device firmware and can be accessed via the Web user interface of the device at [http\(s\)://IP/gpl\\_license](http(s)://IP/gpl_license).

To obtain a CD with GPL source code information please submit a written request to [info@grandstream.com](mailto:info@grandstream.com)

Refer to online documents and FAQ for more detailed information:  
<http://www.grandstream.com/our-products>

This product is covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at [www.cmspatents.com](http://www.cmspatents.com)

For certification information, please refer to User Manuals:

<http://www.grandstream.com>

### **U.S. FCC Part 68 Regulatory Information**

This equipment complies with Part 68 of the FCC rules. Located on the equipment is a label that contains, among other information, the ACTA registration number and ringer equivalence number (REN.) If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If the trouble is causing harm to the telephone network, the telephone company may request you to 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.

If 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

## **U.S. FCC Part 15 Regulatory Information**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## **Canada Regulatory Information**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3 (B)/NMB-3(B)