

Setup and Troubleshooting Guide

Grandstream HT702 Analog Telephone Adapter (ATA)



Introduction

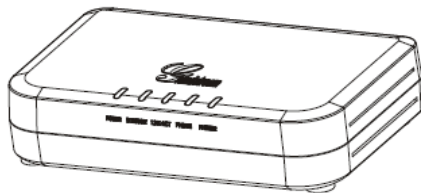
This guide contains instructions to help you in the setup of your Grandstream HT702 Analog Telephone Adapter (ATA). It describes some of the features your ATA and your Phone.com service provide, so you can take advantage of what the two together have to offer you. This guide also covers some of the more common problems you might run into, which typically arise from your network's configuration.

So that you understand the features and potential issues beforehand, you should thoroughly review this guide along with the [Grandstream HT702 User Manual](#).

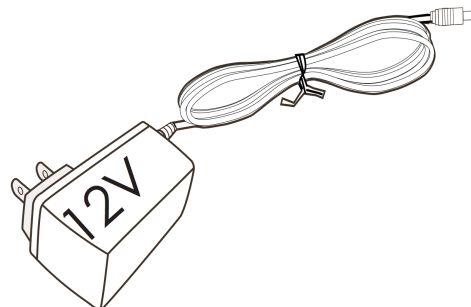
Expect to spend about 15 to 20 minutes getting your HT702 set up and ready to use. Once it is set up, your phone will work in nearly the same way as your typical home phone. Some familiarity with networking may be required, particularly if you have to change the configuration or any network settings.

Many of the configuration parameters are protected and cannot be modified. While this eliminates the need for you to set these parameters yourself, it also means that this ATA will only be able to use Phone.com service.

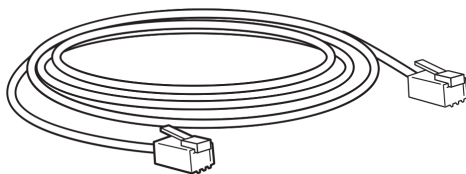
Package Contents



Grandstream HT702



One power adapter (12.0V, 0.5A)

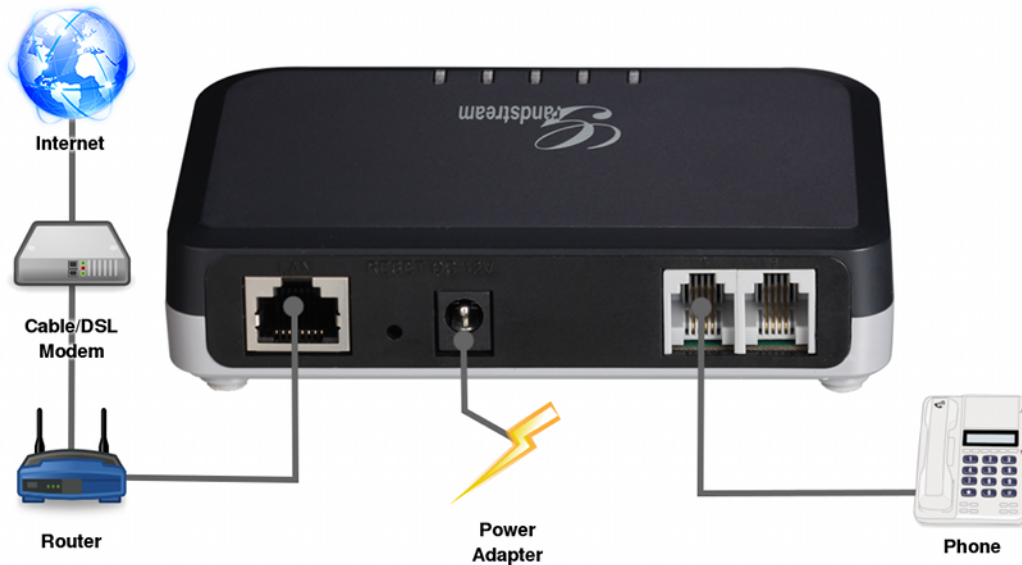


One Ethernet cable



One vertical stand

Device Setup



1. Using the Ethernet cable that came with your HT702, connect the **LAN** port of your ATA to an available LAN port on your router.
2. Using a standard RJ11 telephone cable, plug your touch-tone analog phone into the **PHONE1** port of the HT702.

Booting Up Your ATA

Once you have connected the HT702 to your network, plug your ATA into a power source.

It will take about two to three minutes to fully boot. After that period, at least four LEDs on the ATA should be illuminated: **POWER**, **INTERNET**, **LINK/ACT**, and **PHONE1**. If any of these are not illuminated, refer to pages 10-12 of the [Grandstream HT702 User Manual](#) to interpret the meaning.

Once all four LEDs are illuminated, you are ready to start making calls.

Do NOT power-cycle your device during the boot-up process. You may corrupt the firmware and cause the device to malfunction.

Features

Message Waiting Indicator (MWI) and Voicemail

When you have a new message waiting in your inbox, you will hear a fast “stutter” tone when you pick up the phone. The **PHONE1** LED will also blink slowly. To listen to voice messages:

1. Pick up the phone.
2. Dial **[#][8][6]**.
3. Follow the voice prompts to listen to your messages.

Transfer

You can transfer incoming calls to other numbers or extensions, although you cannot transfer outbound calls. For example, if you receive a call on your Phone.com extension, but you want another party to continue the conversation, take advantage of this option.

1. While on the call, press **[*][2]**. You will hear: *"Transfer."*
2. Dial the number you want to transfer your call to.
3. Once you hear ringing, you can either hang up immediately, or speak with the new party and then hang up when you are ready.
4. Once you hang up, you are removed from the call and the two other parties are connected.

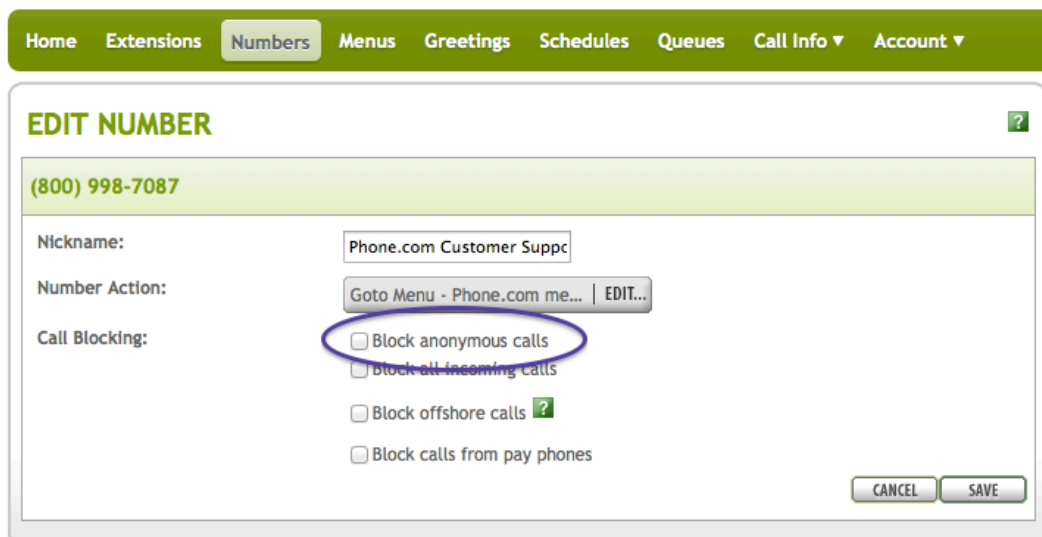
Tip: Transfer calls directly to an extension's voicemail by dialing **[*]** and the extension number.

Call Blocking

Call Blocking allows you to block incoming calls from unwanted callers. Phone.com enables blocking incoming calls from unknown numbers to a specific phone number in your account. The Call Blocking feature also allows you to globally block incoming calls from a specific caller to all numbers in the account.

1. Dial **[*][9]** to block a number while on the call. You will hear: *"This caller has been blocked."*
2. Upon disconnecting the call, that caller will not be able to call again.

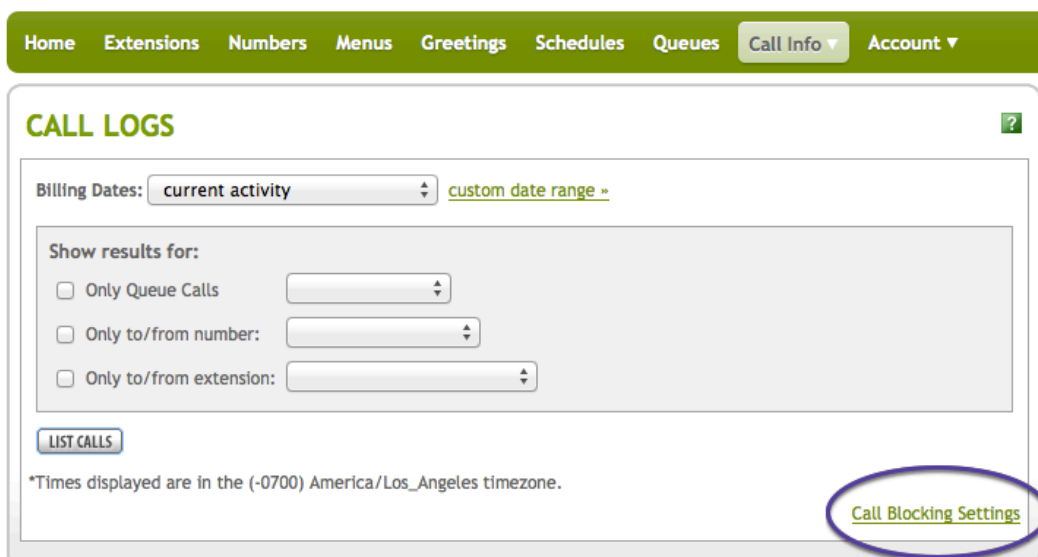
Anonymous calls cannot be blocked. To block callers with hidden caller ID, refer to the "Numbers" section of your Phone.com Control Panel.



Call Blocking (cont.)

If you blocked a number by mistake:

- Dial **[*][9]** again if you are still on the call. You will hear: *"This caller has been unblocked."*
- Or, visit the Call Logs section in your Phone.com Control Panel, then click "Call Blocking Settings."

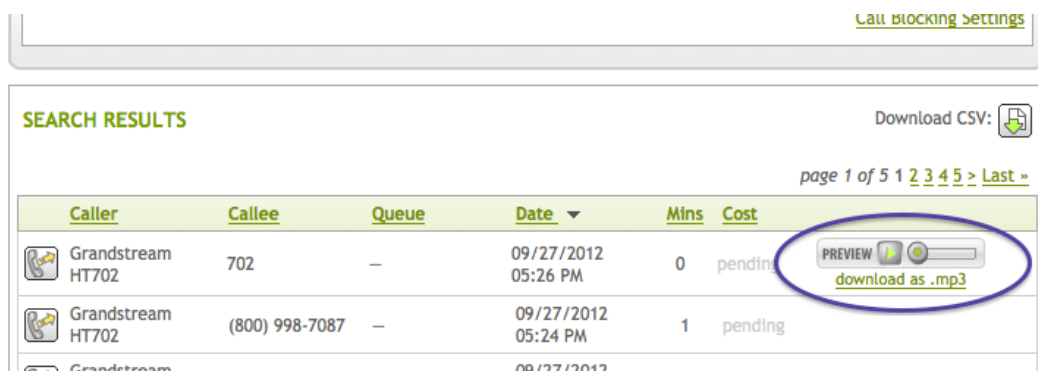





Call Recording

As a Phone.com user, you have the ability to record incoming calls. However, please check your current state and the other party's state and Federal laws before using this feature.

- Dial **[*][7]** to start recording. You will hear: *"Recording is now on."*
- Dial **[*][7]** again to stop recording. You will hear: *"Recording is now off."*

To review the recording, visit the Call Logs section in your Phone.com Control Panel. Please allow a few minutes after the call ends for the recording to be available.



Caller	Callee	Queue	Date	Mins	Cost
 Grandstream HT702	702	—	09/27/2012 05:26 PM	0	pending
 Grandstream HT702	(800) 998-7087	—	09/27/2012 05:24 PM	1	pending
 Grandstream			09/27/2012		

Troubleshooting

If I lose power or my internet connection goes down, will I lose phone service?

If you lose power, or if your internet service is unavailable, you will not have phone service.

Why do I not hear a dial tone?

1. If the LEDs on the ATA for **POWER**, **INTERNET**, **LINK/ACT**, and **PHONE1** are not illuminated, refer to pages 10-12 of the [Grandstream HT702 User Manual](#) to interpret the meaning.
2. Make sure your phone is plugged into the correct phone port on the back panel of the HT702. For example, if the LED for **PHONE1** is lit, make sure the phone cord is plugged into the **PHONE1** port.

Why do my calls have choppy audio, or drop words intermittently?

If you experience choppy audio, this is usually an indication of insufficient bandwidth. The bandwidth available for your Voice over Internet Protocol (VoIP) calls can be reduced by file transfers, streaming video, online gaming, or other heavy network activity. For best call quality, it is recommended you limit heavy network or Internet activity during VoIP calls.

You can test your network VoIP performance at:

<http://www.phone.com/customer-support/test-your-network-voip-performance/>

Why does my phone not ring?

Make sure that your phone's call forwarding or DND features are disabled. Check out the "Status" page of the HT702's web interface to see if they're enabled or disabled, or simply use the feature codes of each to make sure they are disabled.

If you still have issues after checking these features, certain network configurations can prevent your phone from receiving VoIP traffic properly. See the "How should I set up my network?" section below for some tips.

Why do my calls drop after 15 minutes?

Certain network configurations can prevent your phone from receiving VoIP traffic properly. See the "How should I set up my network?" section below for some tips.

How should I set up my network?

Your network will consist of a variety of components, each with its own unique features and configurations. Though VoIP devices are designed to work with all types of routers, you may encounter special issues with getting your network to work with VoIP properly and certain features of your network might need to be modified.

Here are some general rules for configuring your network. Consult the user guide for your network component, or contact the manufacturer's support department if you need specific guidance.

Disable any SIP Application Layer Gateway (ALG) features.

Routers with SIP ALG enabled can interfere with SIP VoIP packets, preventing them from reaching your device, or routing them incorrectly. This means your VoIP device might drop out in the middle of a call, not ring on incoming calls, or the wrong device might ring (if you have more than one).

If you have a router where this feature cannot be disabled:

- Consider putting your VoIP device in the router's DMZ. (Consult the user guide for your router for specific guidance.) Though this will expose that device to the internet, it eliminates the SIP ALG issue for it, while still using your existing network hardware. Most consumer routers can only assign one IP address to the DMZ.
- Consider purchasing a router where disabling this feature is possible. This way your VoIP device can remain behind the protection of the router's firewall.

Make sure your network is not “double-NAT”ted.

Network Address Translation (NAT) is what a router does to get traffic to your computer. “Double-NAT” is an issue where two routers are placed one after another. This can be a common issue if, for example, someone adds a router to a network that already has a modem/router combination device.

A computer that is behind a double-NAT setup can usually still browse the web, while other activities like sending and receiving email might be problematic. More advanced applications—like VoIP—are not likely to work at all.

To resolve this issue, you will need to put the modem/router device into “bridged” mode. Most modem/router combination devices will allow this. This will disable all routing and NAT functions on the modem/router, so only the standalone router will perform these functions.

DSL modem/routers may support “half-bridged” mode, where the modem will take care of the login authentication but leaves the NAT functions to the standalone router. If “half-bridged” mode is not possible, select “bridged” mode instead, and input the login authentication details into the standalone router. Contact your internet service provider if you need specific guidance.

Additional Support

In the end, this guide should help you get your Grandstream HT702 ATA up and running with your Phone.com service, and help you use some of its basic features.

Hopefully, the Troubleshooting section helped if you experienced any issues with setting up your ATA or using your phone. If you still have any questions or require further assistance, you can reach Phone.com Customer Care 24×7. Simply send an email to support@phone.com, visit us on the web at <https://www.phone.com/customer-support/>, or call us at 1-800-998-7087.

Thank you for reviewing this information!

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