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Grandstream GS-HT802

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Model: GS-HT802

1. PRODUCT OVERVIEW

The Grandstream HT802 is a 2-port Analog Telephone Adapter (ATA) designed to provide a high-quality and manageable IP telephony solution. It enables users to integrate traditional analog phones with modern Voice over IP (VoIP) services, making it suitable for both residential and office environments. The HT802 offers advanced VoIP functionality, robust security features, and flexible auto-provisioning options.

Key features include:

- Supports 2 SIP profiles through 2 FXS ports and a single 10/100Mbps Ethernet port.
- Incorporates TLS and SRTP security encryption technology to protect calls and accounts, ensuring secure communication.
- Offers automated provisioning options, including TR-069 and XML config files, for simplified deployment and management.

2. WHAT'S IN THE BOX

Upon opening the package, verify that all components are present:

- Grandstream HT802 Analog Telephone Adapter (ATA)
- Power Supply Unit
- Quick Start Guide



Image: The Grandstream HT802 device, showing its compact black design and the illuminated status indicators on its top surface.

3. SETUP AND INSTALLATION

Follow these steps to set up your Grandstream HT802 ATA:

1. **Connect to Power:** Connect the power adapter to the HT802's power port and then plug it into a power outlet.
2. **Connect to Network:** Connect an Ethernet cable from the HT802's WAN port to your router or network switch. Ensure your network provides DHCP for automatic IP address assignment.
3. **Connect Analog Phone(s):** Connect your analog telephone(s) to the FXS ports (Phone 1, Phone 2) on the HT802 using standard RJ11 phone cables. Pay attention to which port you connect the phone to, as this will correspond to the configured SIP line.
4. **Access Web Configuration Interface:**
 - To find the device's IP address, connect an analog phone to one of the FXS ports. Dial*** (three asterisks). When prompted, dial **02**. The device will audibly announce its current IP address.
 - Open a web browser on a computer connected to the same network as the HT802. Enter the IP address obtained in

the previous step into the browser's address bar and press Enter.

- The login page will appear. The default username is **admin**. For the password, check the label on the bottom of your HT802 device. Newer versions (v2) have a unique password printed there. If no unique password is found, the default password is **admin**. You may be prompted to set a new password upon first login.

5. **Configure SIP Account(s):** Once logged into the web interface, navigate to the FXS1 (and FXS2 if applicable) tab to configure your SIP account details provided by your VoIP service provider. This typically includes Primary SIP Server, SIP User ID, Authenticate ID, and Authenticate Password.
6. **Save and Apply Changes:** After making any configuration changes, ensure you click "Update" or "Save" and then "Apply" to make the changes active. The device may reboot.

4. OPERATING INSTRUCTIONS

Once the HT802 is successfully configured and registered with your VoIP service provider (indicated by a "Registered" status in the web interface's Status tab), you can begin using your analog phone for VoIP calls.

- **Making Calls:** Pick up the handset of your connected analog phone. You should hear a dial tone. Dial the desired phone number and wait for the call to connect.
- **Receiving Calls:** When an incoming call arrives, your analog phone will ring. Pick up the handset to answer the call.
- **Call Features:** The HT802 supports various call features depending on your VoIP service provider, such as call waiting, call transfer, and three-way conferencing. Refer to your VoIP provider's documentation for specific feature codes and usage.

5. MAINTENANCE

To ensure optimal performance and longevity of your Grandstream HT802:

- **Cleaning:** Use a soft, dry cloth to clean the device. Avoid using liquid cleaners or aerosols.
- **Ventilation:** Ensure the device is placed in a well-ventilated area to prevent overheating. Do not block the ventilation slots.
- **Firmware Updates:** Periodically check the Grandstream website for firmware updates. Keeping the firmware updated can improve performance, add new features, and address security vulnerabilities. The device supports automated provisioning for updates.
- **Power Cycle:** If the device is unresponsive or experiencing minor issues, try power cycling it by unplugging the power adapter for 10 seconds and then plugging it back in.

6. TROUBLESHOOTING

If you encounter issues with your HT802, refer to the following common problems and solutions:

- **No Dial Tone / Cannot Make or Receive Calls:**
 - Verify that the HT802 is powered on and connected to your network.
 - Check the status in the web interface. Ensure the FXS port is "Registered" with your SIP provider. If not, re-check your SIP account configuration (SIP Server, User ID, Password).
 - Ensure the analog phone is correctly plugged into the intended FXS port (Phone 1 or Phone 2).
 - Confirm your internet connection is active and stable.
- **Cannot Log In to Web Interface:**
 - Double-check the IP address. Use the phone method (***) then 02) to confirm the current IP.
 - Ensure you are using the correct password. For newer v2 devices, the password is unique and printed on the bottom label. The default username is "admin".
 - If you have changed the password and forgotten it, a factory reset may be necessary (refer to the Quick Start Guide for reset procedures, typically involving a reset button).

- **Poor Call Quality (Echo, Static, Dropped Calls):**
 - Check your internet connection speed and stability. VoIP quality is highly dependent on network performance.
 - Ensure there is no network congestion. Prioritize VoIP traffic if your router supports Quality of Service (QoS).
 - Verify that the HT802's firmware is up to date.

7. SPECIFICATIONS

Feature	Detail
Product Dimensions	4 x 4 x 1 inches (10.16 x 10.16 x 2.54 cm)
Item Weight	4 ounces (0.11 kg)
Model Number	GS-HT802
FXS Ports	2
Ethernet Ports	1 x 10/100Mbps (WAN)
SIP Profiles	2
Security	TLS and SRTP encryption
Power Source	Corded Electric
Material	Plastic
Color	Black

8. WARRANTY AND SUPPORT

For warranty information, please refer to the documentation included with your product or visit the official Grandstream website. Grandstream provides technical support through their online forums and support channels. When seeking support, have your product model (HT802) and serial number ready.

For additional resources, you may consult the official Grandstream support website or community forums for detailed guides and troubleshooting tips.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question