Grandstream HT818

Grandstream HT818 Analog Telephone Adapter User Manual

Model: HT818

1. INTRODUCTION

The Grandstream HT818 is a powerful 8-port FXS VoIP Gateway designed to convert analog telephone and fax lines into a Voice over IP (VoIP) network. It features an integrated Gigabit NAT router, offering robust connectivity and high-quality voice communication. This device is ideal for users seeking to integrate traditional analog devices into modern IP-based communication systems, providing strong encryption, automated provisioning, and excellent network performance.

2. SAFETY INFORMATION

Please read and follow these safety instructions carefully to prevent damage to the device and ensure user safety:

- Use only the power adapter provided with the device.
- Do not expose the device to water or moisture.
- Avoid placing the device near heat sources or in direct sunlight.
- Ensure proper ventilation to prevent overheating.
- Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.

3. PACKAGE CONTENTS

Verify that your package contains the following items:

- Grandstream HT818 8-Port FXS VoIP Gateway Unit
- Universal Power Adapter
- Ethernet Cable
- Quick Installation Guide

4. PHYSICAL OVERVIEW

The Grandstream HT818 features a compact design with clearly labeled ports for easy setup. Below is an image of the device, highlighting its key components.

Figure 1: Grandstream HT818 Analog Telephone Adapter. This image shows the device from a slightly angled perspective, revealing its compact white casing and the various ports on the rear panel, including the FXS ports, LAN/WAN Ethernet ports, and power input.

Front Panel Indicators:

- **Power LED:** Indicates power status.
- **Internet LED:** Indicates WAN port status.
- **LAN LED:** Indicates LAN port status.
- **FXS Port LEDs (1-8):** Indicate the status of each analog phone port.

Rear Panel Ports:

- **FXS Ports (1-8):** RJ11 ports for connecting analog telephones or fax machines.
- **WAN Port:** RJ45 Ethernet port for connecting to your internet router or modem.

- **LAN Port:** RJ45 Ethernet port for connecting to a local computer or network switch.
- **Power Input:** For connecting the provided power adapter.
- **Reset Button:** Used to restore factory default settings.

5. SETUP INSTRUCTIONS

Follow these steps to set up your Grandstream HT818:

1. **Connect Power:** Plug the provided power adapter into the HT818's power input port and then into a power outlet. The Power LED should illuminate.

2. **Network Connection:**
   - Connect one end of an Ethernet cable to the HT818's **WAN** port and the other end to an available LAN port on your internet router or modem. The Internet LED should light up.
   - Optionally, connect a computer or network switch to the HT818's **LAN** port using another Ethernet cable. The LAN LED should light up.

3. **Connect Analog Devices:** Plug your analog telephones or fax machines into the **FXS ports (1-8)** on the HT818 using standard RJ11 phone cables. The corresponding FXS port LEDs will illuminate when a device is connected and registered.

4. **Initial Configuration (Web Interface Access):**
   - To access the web configuration interface, you will need the HT818's IP address. You can find this by connecting an analog phone to FXS port 1, dialing ***, then dialing 02. The IP address will be announced.
   - Open a web browser on a computer connected to the same network as the HT818 (either via the LAN port or your main router).
   - Enter the HT818's IP address into the browser's address bar and press Enter.
   - Log in using the default username (admin) and password (admin). You should change the default password for security.
   - Configure your SIP account details provided by your VoIP service provider within the web interface.

6. OPERATING INSTRUCTIONS

Making Calls:

1. Pick up the handset of the analog phone connected to an FXS port. You should hear a dial tone.
2. Dial the desired phone number.
3. Wait for the call to connect.

Receiving Calls:

- When an incoming call arrives, the connected analog phone will ring.
- Pick up the handset to answer the call.

Faxing:

The HT818 supports T.38 Fax over IP, which is crucial for reliable fax transmissions over a VoIP network.

- Ensure your fax machine is connected to an FXS port.
- Verify that T.38 support is enabled and correctly configured in the HT818's web interface, as well as on your VoIP service provider's side.

- Follow your fax machine's instructions for sending and receiving faxes.

7. MAINTENANCE

Firmware Upgrade:

Regularly check for and install firmware updates from the Grandstream website to ensure optimal performance, security, and access to new features. Firmware upgrades are typically performed via the device's web interface.

Backup and Restore Configuration:

It is recommended to regularly back up your device's configuration settings. This allows for quick restoration in case of accidental changes or device replacement. The backup/restore function is available in the web interface.

Factory Reset:

A factory reset will revert all settings to their default values. This can be useful for troubleshooting or preparing the device for redeployment. To perform a factory reset, press and hold the reset button on the rear panel for approximately 7-10 seconds until the LEDs flash.

8. TROUBLESHOOTING

If you encounter issues with your HT818, refer to the following common problems and solutions:

- **No Dial Tone:**
  - Ensure the power adapter is securely connected and the Power LED is on.
  - Check that the Ethernet cable is properly connected to the WAN port and your router, and the Internet LED is active.
  - Verify that the analog phone is correctly plugged into an FXS port and its corresponding LED is active.
  - Confirm that your SIP account is registered successfully in the web interface.

- **Cannot Make or Receive Calls:**
  - Check SIP registration status in the web interface. If not registered, verify SIP server settings, username, and password.
  - Ensure your internet connection is active and stable.
  - Check firewall settings on your router; SIP ALG should generally be disabled.
  - Confirm that the correct dial plan is configured for outgoing calls.

- **Fax Transmission Issues:**
  - Ensure T.38 Fax over IP is enabled in the HT818's web configuration and supported by your VoIP service provider.
  - Try reducing the fax machine's transmission speed.
  - Check for any network congestion or packet loss that might affect fax quality.

- **Network Connectivity Problems:**
  - Verify all Ethernet cables are securely connected.
  - Check the status of the LAN and WAN LEDs.
  - Restart the HT818, your router, and your modem.

9. SPECIFICATIONS

Below are the technical specifications for the Grandstream HT818:

Feature	Description
Brand	Grandstream
Model Number	HT818
Item Weight	1.45 pounds (0.66 kg)
Product Dimensions	7.1 x 4.7 x 1.4 inches (18.03 x 11.94 x 3.56 cm)
Hardware Interface	Ethernet
Compatible Devices	Analog Telephone, Fax Machine
Data Link Protocol	Gigabit Ethernet
Data Transfer Rate	1000 Megabits Per Second
Manufacturer	Grandstream Networks, Inc
UPC	694727370241
First Available	April 25, 2018

10. WARRANTY AND SUPPORT

Grandstream products are typically covered by a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Grandstream website. For technical support, firmware updates, and additional resources, please visit the Grandstream support portal or contact your reseller.