




# comwave HT 801 GrandStream Analog Telephone Adapter Installation Guide

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**comwave HT 801 GrandStream Analog Telephone Adapter**



## Package Contents

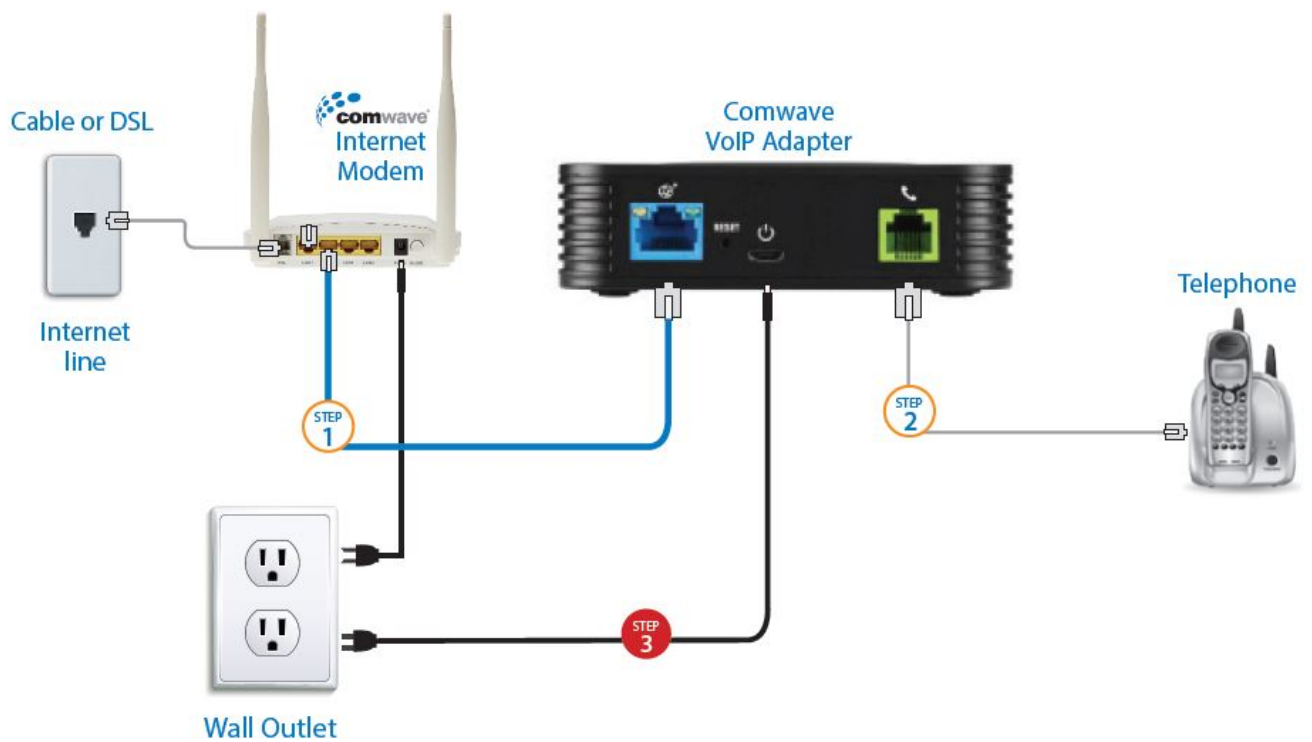
- GRANDSTREAM HT801 VOIP ADAPTER
- ETHERNET CABLE
- TELEPHONE CABLE
- POWER ADAPTER



1. WAN Used to connect to your Internet Modem using the Ethernet Cable provided in your package.
2. DC 5V Used to connect to a power source (like a wall outlet or power bar), using the Power Adapter provided in your package.
3. PHONE Used to connect to your telephone handset, using your existing telephone cord. A telephone number will be assigned to this port.



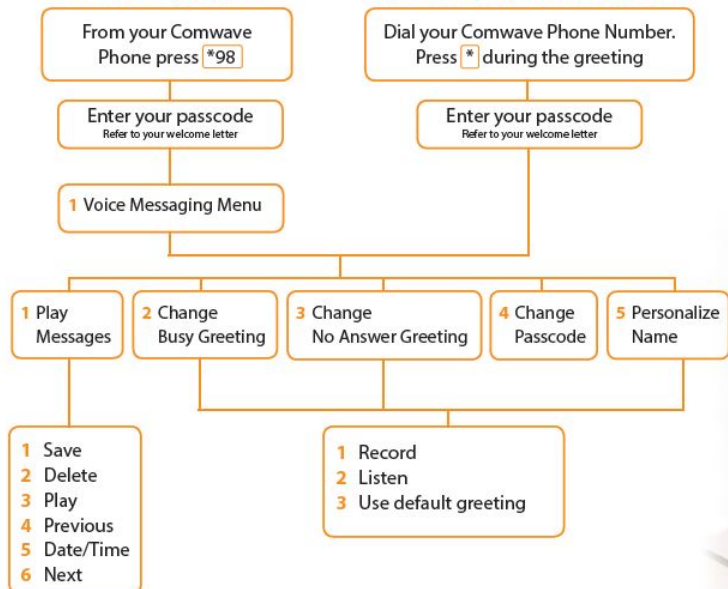
## COMPLETE SETUP OVERVIEW



## VOICEMAIL

Comwave's VoiceMail stores 20 messages and allows you to listen to your messages by phone or email.

### To access VoiceMail from home or office



### To access VoiceMail when away from home or office



### To access VoiceMail from your email

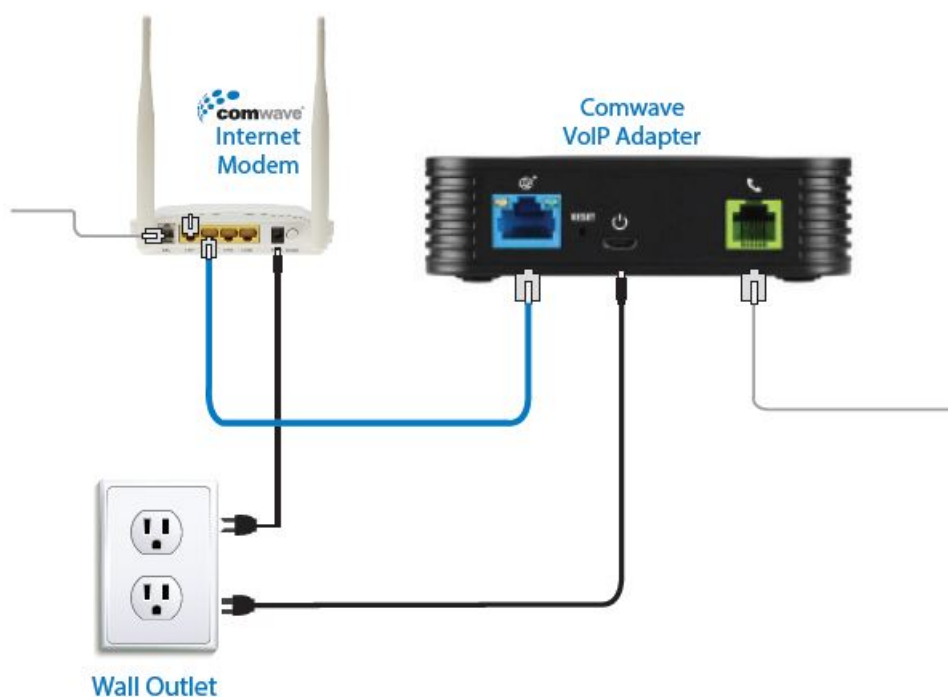


## TROUBLESHOOTING

### Can't make calls?

If you do not hear dial tone or are unable to make or receive calls, try the following steps to resolve the issue quickly.

1. Disconnect the power from both the Internet Modem and VoIP Adapter and wait 1 minute.
2. Connect your Internet Modem to a power bar and wait 2 minutes.
3. Connect the VoIP Adapter to the power bar and wait 5 minutes.
4. Still unable to make a call? Please visit the FAQ section online at [www.comwave.net/help](http://www.comwave.net/help) or call 416-663-9600




## INFORMATION

Take a moment to review the 9-1-1 terms at [www.comwave.net/911](http://www.comwave.net/911). Be sure that your 9-1-1 address is up to date. Log into My Account at [www.comwave.net](http://www.comwave.net) to verify or update your 9-1-1 address.

**IMPORTANT:**

Every time you change your billing address or travel with your Comwave VoIP Adapter you will need to update your 9-1-1 address.

**Documents / Resources**

|   |  |
|---|--|
|  | <a href="#">comwave HT 801 GrandStream Analog Telephone Adapter</a> [pdf] Installation Guide<br>HT 801, GrandStream Analog Telephone Adapter |
|---|--|

**References**

- [Comwave – VoIP Home Phone, Internet & Low Long Distance Rates Menu](#)
- [comwave.net/911](http://comwave.net/911)
- [Help – Comwave Menu](#)

Manuals+