



Grandstream Networks, Inc. HT812/HT814

Analog Telephone Adaptor

Quick User Guide

For detailed information please consult HT812/HT814 administration or user guides available at: www.grandstream.com

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BASIC OPERATIONS

OBTAINING HT812/HT814 IP ADDRESS

The HT812/HT814 is by default configured to obtain the IP address from DHCP server where the unit is located. In order to know which IP address is assigned to your HT812/HT814, you can access to the “Interactive Voice Response Menu”.

Please refer to the steps below:

1. Use a telephone connected to phone 1 or phone 2 ports of your HT812/HT814.
2. Press *** (press the star key three times) to access the IVR menu and wait until you hear “Enter the menu option”.
3. Press 02 and the current IP address will be announced.

ACCESSING THE WEB UI

- Via WAN port

For the initial setup, the Web access is by default enabled when the device is using private IP and disabled when using public IP, and you cannot access the Web UI of your HT812/HT814 until it's enabled, the following steps will show you how to enable it via IVR.

1. Power your HT812/HT814 using PSU with the right specifications.
2. Connect your analog phone to phone ports (FXS) of your HT812/HT814.
3. Press *** (press the star key three times) to access the IVR menu and wait until you hear “Enter the menu option”.
4. Press 12, the IVR menu will announce that the web access is disabled, press 9 to enable it.
5. Reboot your HT812/HT814 to apply the new settings.

Please refer to following steps if your HT812/HT814 is connected via WAN port:

1. You may check your HT812/HT814 IP address using the IVR on the connected phone.
2. Open the web browser on your computer.
3. Enter the HT812/HT814's IP address in the address bar of the browser.
4. Enter the administrator's password to access the Web Configuration Menu.

Note: The computer must be connected to the same sub-network as the HT812/HT814. This can be easily done by connecting the computer to the same hub or switch as the HT812/HT814.

- Via LAN port

Please refer to steps below if your HT812/HT814 is connected via LAN port:

1. Power your HT812/HT814 using PSU with the right specifications.
2. Connect your computer or switch directly to your HT812/HT814 LAN port.
3. Open the web browser on your computer.
4. Enter the default LAN IP address (192.168.2.1) in the address bar of the browser.
5. Enter the administrator's password to access the Web Configuration Menu.
6. Make sure to reboot your device after changing your settings to apply the new configuration.

Note: Please make sure that your computer has a valid IP address on the range 192.168.2.x so you can access the web GUI of your HT812/HT814.

CONFIGURING HT812/HT814 THROUGH VOICE PROMPTS

HT812/HT814 has a built-in voice prompt menu for simple device configuration.

To use IVR:

Pick up the handset and dial “****” to use the IVR menu.

Please refer to the user manual for more information about IVR and how to access its menu options.

REBOOTING HT812/HT814

Using Web UI

1. Access HT812/HT814 web interface.
2. Press “Reboot” button in the bottom of the page.

Using IVR

1. Pick up the handset and dial “****” to use the IVR menu.
2. Press 99 to access reset/reboot menu.
3. Press 9 once IVR prompt is played.
4. “Rebooting” IVR will be played and HT812/HT814 will reboot.

CALLS OPERATIONS

PLACING A PHONE CALL

To make the outgoing calls using your HT812/HT814.

1. Pick up the handset of the connected phone.
2. Dial the number directly and wait for 4 seconds (Default “No Key Entry Timeout”); or
3. Dial the number directly and press # (“Use # as dial key” must be configured in web configuration).

DIRECT IP CALLS

Direct IP calling allows two parties, that is, a FXS port with an analog phone and another VoIP Device, to talk to each other in an ad hoc fashion without a SIP proxy.

To complete a Direct IP Call:

- Both HT812/HT814 and other VoIP Device, have public IP addresses, or
- Both HT812/HT814 and other VoIP Device are on the same LAN using private IP addresses, or
- Both HT812/HT814 and other VoIP Device can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

The HT812/HT814 support two ways to make Direct IP Calling:

Using IVR

1. Pick up the analog phone then access the voice menu prompt by dialing ***.
2. Dial “47” to access the direct IP call menu.
3. Enter the IP address after the dial tone and voice prompt “Direct IP Calling”.

Using Star Code

1. Pick up the analog phone then dial “*47” (No dial tone will be played).
2. Enter the target IP address.

Notes:

- Destination ports can be specified using “*” (encoding for “:”) followed by the port number.
- IP address convention example:

If the target IP address is 192.168.0.160, the dialing convention is 192*168*0*160.

CALL HOLD

- During an active call, press “Flash” button on the analog phone (if the phone has that button) to place the call on hold.
- Press “Flash” button again to release previously held caller and resume conversation.

Note: If no “Flash” button is available, use “hook flash” (toggle on-off hook quickly).

CALL WAITING

The call waiting tone (3 short beeps) indicates an incoming call, if the call waiting feature is enabled.

- To toggle between incoming call and current call, you need to press the “Flash” button. The first call is placed on hold.

- Press the “Flash” button to toggle between the active calls.

CALL TRANSFER

Blind transfer

Assuming that phones A and B are in conversation. The phone A wants to *blind transfer* phone B to phone C:

1. On the phone A, press “Flash” button to hear the dial tone.
2. The phone A dials *87 then dials caller C’s number, and then # (or wait for 4 seconds).
3. The phone A will hear the dial tone. Then, phone A can hang up.

Note: “Enable Call Feature” must be set to “Yes” in web configuration page.

Attended transfer

Assuming that phones A and B are in conversation. The phone A wants to *attend transfer* phone B to phone C:

1. On the phone A, press “Flash” button to hear the dial tone.
2. Phone A dials the phone C’s number followed by # (or wait for 4 seconds).
3. If phone C answers the call, phones A and C are in conversation. Then A can hang up to complete transfer.
4. If phone C does not answer the call, phone A can press “flash” to resume call with phone B.

Note: When attended transfer fails and A hangs up, the HT8XX will ring back user A to remind A that B is still on the call. A can pick up the phone to resume conversation with B.

3-WAY CONFERENCING

The HT812/HT814 support Bellcore style 3-way Conference. To perform the 3-way conference, we assume that the call is established between phone A and B. Phone A (HT812/HT814) wants to bring third phone C into conference:

1. Phone A presses FLASH (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
2. Phone A dials C’s number then # (or wait for 4 seconds).
3. If phone C answers the call, then A presses FLASH to bring B, C in the conference.
4. If phone C does not answer the call, phone A can press FLASH back to talk to phone B.
5. If phone A presses FLASH during conference, the phone C will be dropped out.
6. If phone A hangs up, the conference will be terminated for all three parties when configuration “Transfer on Conference Hang up” is set to “No”. If the configuration is set to “Yes”, A will transfer B to C so that B and C can continue the conversation.

CALL RETURN

In order to call back to the latest incoming number.

1. Pick up the handset of the connected phone (Off-hook).
2. After hearing the dial tone, input “*69”, and follow by “#” or wait for time out.
3. Your phone will automatically call back to the latest incoming number.

Note: Star codes (*XX) related features mentioned above are supported by ATA default settings. If your service provider provides different feature codes, please contact them for Instructions