



# Quick Start Guide

## Comwave Home Phone Adapter

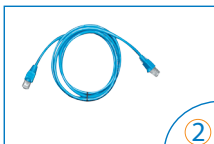
**Important:** This guide describes the supported configuration for Comwave Home Phone Service. When calling Comwave's Technical Support Team, your network must be configured as described.

### Package Contents



①

① Grandstream HT502 Home Phone Adapter



②

② Ethernet Cable



③

③ Power Adapter  
Output: 12V

**Note:** This power adapter is universal and can function in most countries.

### Home Phone Adapter



① LAN

Used to connect to your computer using an Ethernet Cable (if you are not using a wireless router).

② WAN

Used to connect to your High Speed Internet modem using the Ethernet Cable provided in your package.

③ DC 12V

Used to connect to a power source (like a wall outlet or power bar), using the Power Adapter provided in your package.

④ PHONE 1

Used to connect to your telephone handset, using your existing telephone cord. A telephone number will be assigned to this port.

# Start Here

If you have:

Cable High Speed Internet



Go to page 3

DSL High Speed Internet

*with* USERNAME and PASSWORD



Go to page 5

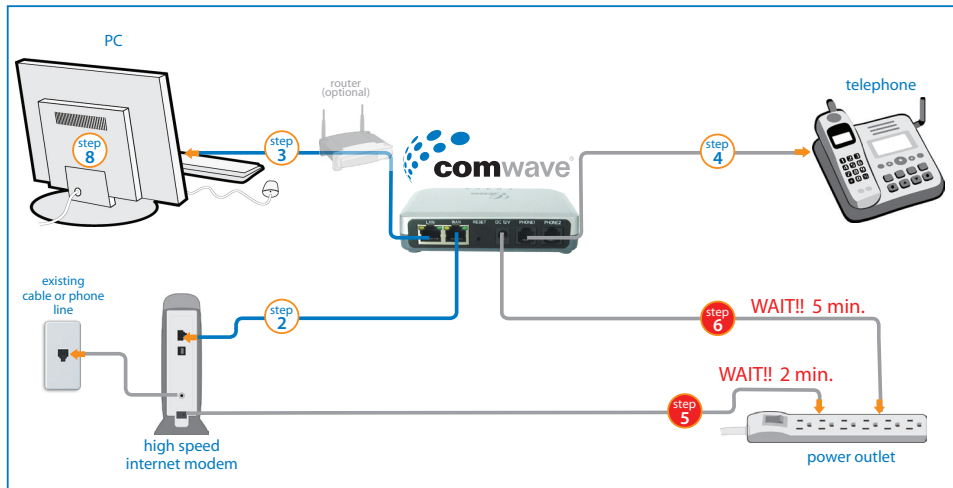
DSL High Speed Internet

*without* USERNAME and PASSWORD



Go to page 3

## Installation with a Cable Modem or DSL modem (*without* USERNAME and PASSWORD)



step 1

To begin installation, turn off your computer and disconnect the power adapter to your High Speed Internet modem.

step  
2

Connect an Ethernet cable from the High Speed Internet modem to the **WAN** port of the Home Phone Adapter.

step  
3

Connect a second Ethernet cable from the **LAN** port of the Home Phone Adapter to your computer.

step  
4

Connect your telephone handset to the **PHONE 1** port of the Home Phone Adapter.

step  
5

Connect the High Speed Internet modem to a power outlet.

**Note:** Please **wait 2 minutes** before continuing to the next step.

step  
6

Connect the Home Phone Adapter to the power outlet and **wait 5 minutes**.

**! Note:** Do not disconnect as you could cause damage to the Adapter.

step  
7

Your phone should now work.

step  
8

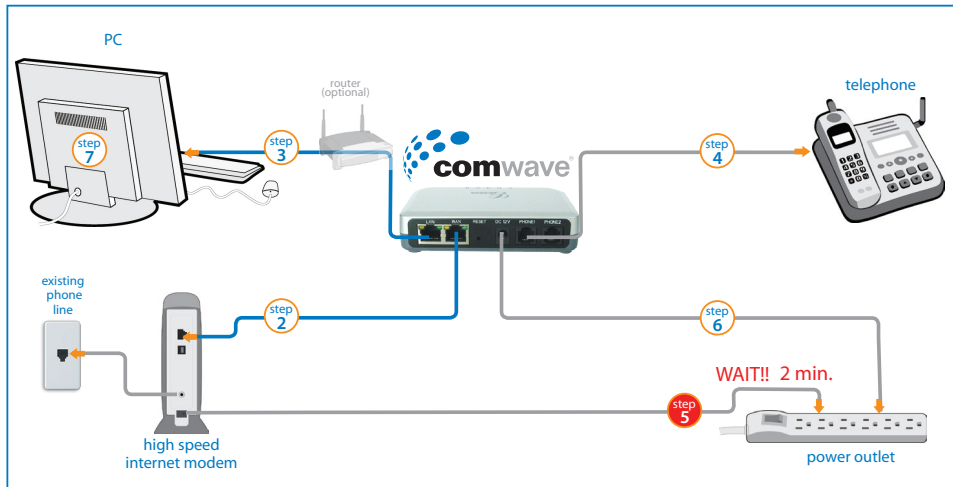
Start your computer.



Remember to dial "1" before ALL calls, including local calls (example: 1-416-555-1234).  
You will NOT be charged long distance for local calls.



## Installation with a DSL modem (with USERNAME and PASSWORD)



step 1

To begin installation, turn off your computer and disconnect the power adapter to your High Speed Internet modem.

step  
2

Connect an Ethernet cable from the High Speed Internet modem to the **WAN** port of the Home Phone Adapter.

step  
3

Connect a second Ethernet cable from the **LAN** port of the Home Phone Adapter to your computer.

step  
4

Connect your telephone handset to the **PHONE 1** port of the Home Phone Adapter.

step  
5

Connect the High Speed Internet modem to a power outlet.

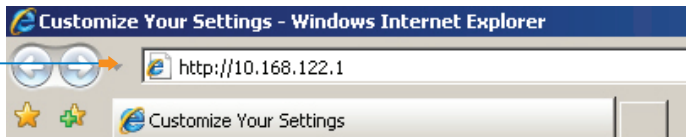
**Note:** Please **wait 2 minutes** before continuing to the next step.

step  
6

Connect the Home Phone Adapter to the power outlet.

step  
7

Start your computer. Open a browser window, type "http://10.168.122.1" into the address field and press the "Enter" key.



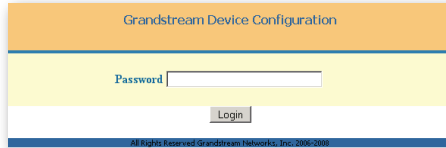
Continue to

Step 8

## Installation with a DSL modem (with USERNAME and PASSWORD)

step 8

Enter the default password: 123



Grandstream Device Configuration

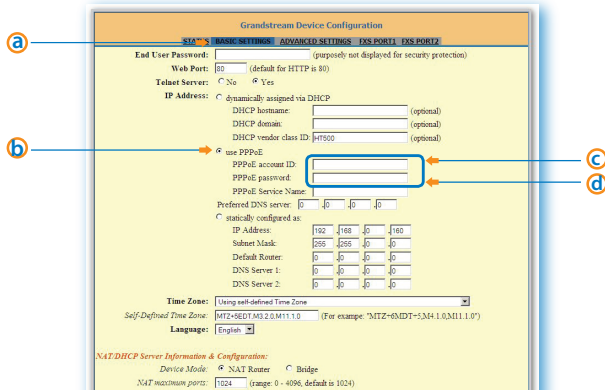
Password

Login

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step 9

Click on the "Basic Settings" tab **a**. Then select "use PPPoE" **b** and fill in the User Name **c** (PPPoE account ID) and Password **d** (provided to you by your Internet Service Provider). Scroll to the bottom of the screen and press the "Update" button **e**.



Grandstream Device Configuration

**a** BASIC SETTINGS ADVANCED SETTINGS DNS PORT1 DNS PORT2

End User Password:  (purpose not displayed for security protection)

Web Port: 80 (default for HTTP is 80)

Telnet Server: ☐ No ☒ Yes

IP Address: ☒ dynamically assigned via DHCP

DHCP hostname:  (optional)

DHCP domain:  (optional)

DHCP vendor class ID: mt500 (optional)

**b** ☒ use PPPoE

PPPoE account ID:  **c**

PPPoE password:  **d**

PPPoE Service Name:

Preferred DNS server:

☒ statically configured as:

IP Address:

Subnet Mask:

Default Router:

DNS Server 1:

DNS Server 2:

Time Zone: Using self-defined Time Zone

Self-Defined Time Zone: [MTZ+SEDT.M3.2.0.M11.1.0] (For example: "MTZ+6MDT+5M4.1.0.M11.1.0")

Language: English

**NAT/DHCP Server Information & Configuration:**

Device Mode: ☒ NAT Router ☐ Bridge

NAT maximum ports: 1024 (range: 0 - 4096, default is 1024)



NAT TCP timeout: 3600 (range: 0 - 3600, default is 3600)  
 NAT UDP timeout: 300 (range: 0 - 3600, default is 300)  
 Uplink bandwidth: Disabled  
 Downlink bandwidth: Disabled  
 Reply to ICMP on WAN port: ☐ No ☒ Yes (Unit will not respond to PING from WAN side if set to No)  
 WAN side HTTP access: ☐ No ☒ Yes (WAN side access will be rejected if set to No)  
 Cloned WAN MAC Addr:      (in hex format)  
 Enable LAN DHCP: ☐ No ☒ Yes  
 LAN DHCP Base IP: 10.168.122.1 (base IP for the LAN port, default is 192.168.2.1)  
 LAN DHCP Start IP: 100 (default is 100)  
 LAN DHCP End IP: 199 (default is 199)  
 LAN Subnet Mask: 255.255.255.0 (default is 255.255.255.0)  
 DHCP IP Lease Time: 120 (in units of hours, default is 120 hours or 5 days)  
 DMZ IP:   

|          |   |        |                      |          |   |          |          |
|----------|---|--------|----------------------|----------|---|----------|----------|
| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |
| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |
| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |
| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |
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| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |
| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |
| WAN port | 0 | LAN IP | <input type="text"/> | LAN port | 0 | Protocol | UDP Only |



step 10

Press the "Reboot" button.

Grandstream Device Configuration

STATUS BASIC SETTINGS ADVANCED SETTINGS FXS PORT1 FXS PORT2

Your configuration changes have been saved.  
 They will take effect on next reboot.



step 11

**Wait 5 minutes** and do not disconnect as you could damage your Home Phone Adapter.

step 12

Your phone should now work.



Remember to dial "1" before ALL calls, including local calls (example: 1-416-555-1234).  
 You will NOT be charged long distance for local calls.



# VoiceMail

Comwave's VoiceMail stores 20 messages and allows you the flexibility of listening to your messages via phone or email.

## How to access Comwave's VoiceMail

### From Home:

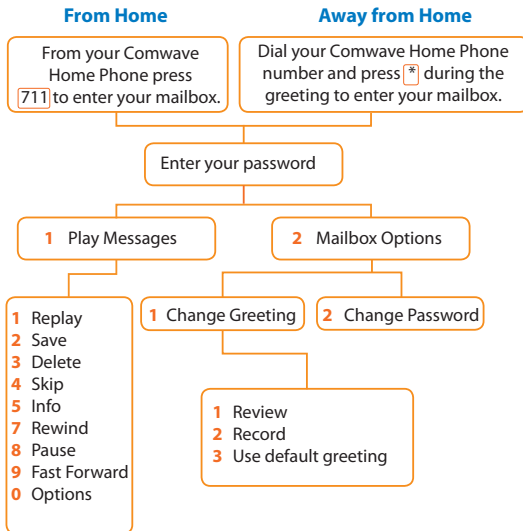
- From your Comwave Home Phone, press **711** to enter your mailbox.

### Away from Home:

- Dial your Comwave Home Phone number and press **\*** during the greeting to enter your mailbox.

### From your email:

- The voice messages can be automatically forwarded to your email account.
- Set up this feature by logging in to your account at [www.comwave.net/myaccount](http://www.comwave.net/myaccount).



## Caller ID

Comwave's Caller ID service allows you to see the identity of the person calling you and they can see your identity when you call them.

**How it works:** Your telephone number and name were set when you signed up to Comwave and will appear as first-initial last-name (example: J. Smith).

**Tip:** If you wish, you can "hide" your ID (name and phone number) on a call-by-call basis by keying **67#** before the number being dialed.

## Call Waiting

Comwave's Call Waiting service allows you to answer a second incoming call without disconnecting your original call.

**How it works:** To answer the second call and toggle between two callers, simply press the "Flash" or "Switch Hook" button on your telephone set.

**Tip:** If you subscribe to Call Waiting service and wish to engage in a phone call without being interrupted by Call Waiting, you can disable it for that call by keying **70#**, followed by the number you wish to call.

There are many more features available.

For a complete description and setup instructions, visit [www.comwave.net/features](http://www.comwave.net/features)

## Comwave 9-1-1

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 your account at [www.comwave.net/myaccount](http://www.comwave.net/myaccount) to verify or update your **9-1-1** address.

**IMPORTANT:** Every time you change your billing address or travel with your Comwave Home Phone Adapter you will need to update your **9-1-1** address.

Have more questions?

Call 1-877-474-6638

