



**comwave**<sup>®</sup>

Home Phone - VoIP



Installation Guide

# Package Contents

## Package Contents



GRANDSTREAM HT502  
VOIP ADAPTER



ETHERNET CABLE



POWER ADAPTER



①



②



③

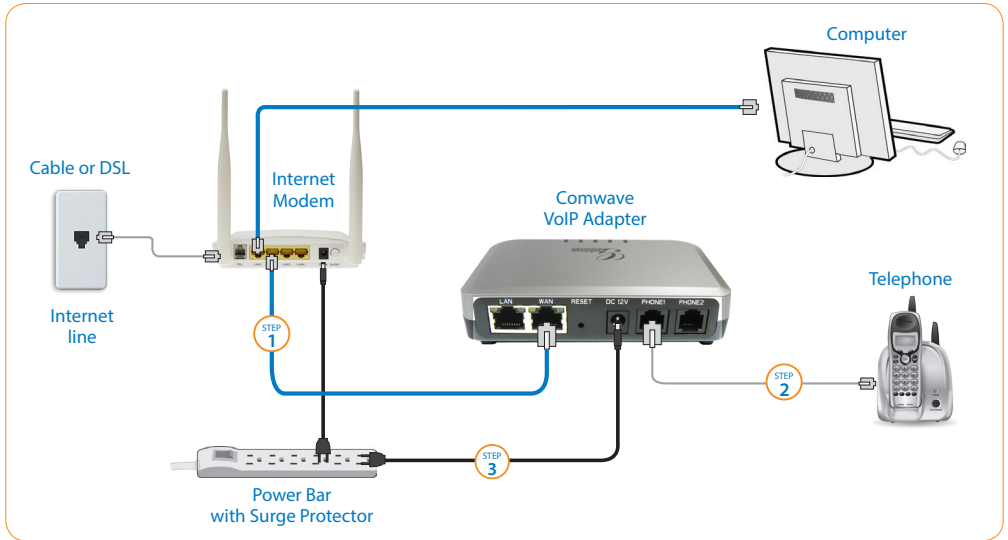


④



- 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 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.

# Installation



Continue to **STEP 1**

- STEP 1** Connect the supplied Ethernet Cable from any LAN port on your Internet Modem to the **WAN** port of the Comwave VoIP Adapter.
- STEP 2** Connect your telephone to the **PHONE 1** port of the VoIP Adapter.
- STEP 3** Connect the VoIP Adapter to the power bar.  
**Note: Wait 5 minutes** and do not disconnect as you could cause damage to the VoIP Adapter.
- STEP 4** Test your phone line, you should have a dial tone and be able to make calls.

## 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? Contact us at 1-866-350-5656.

# 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

From your Comwave Phone press \*98

1 Voice Messaging Menu

1 Play Messages

- 1 Save
- 2 Delete
- 3 Play
- 4 Previous
- 5 Date/Time
- 6 Next

2 Change Busy Greeting

3 Change No Answer Greeting

4 Change Passcode

5 Personalize Name

- 1 Record
- 2 Listen
- 3 Use default greeting

## To access VoiceMail when away from home or office

Dial your Comwave Phone Number. Press \* during the greeting

Enter your passcode  
Refer to your welcome letter

## To access VoiceMail from your email

The voice messages can be automatically forwarded to your email account. Set up this feature by logging in to My Account at

My Account



[www.comwave.net](http://www.comwave.net)

# Popular Features

- \*72 Call Forwarding
- \*73 Call Forwarding OFF
  
- \*78 Do Not Disturb
- \*79 Do Not Disturb OFF
  
- \*70 Call Waiting OFF  
Automatically reactivates on next call
  
- \*67 Caller-ID Block

For information on additional features and help using all our features, visit our website.  
[www.comwave.net](http://www.comwave.net)

# 9-1-1 Information

## 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 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.

HT502

Have more questions?  
Let us help 1-866-350-5656