



comwave[®]

Home Phone - VoIP



Grandstream 502 Installation Guide

Package Contents

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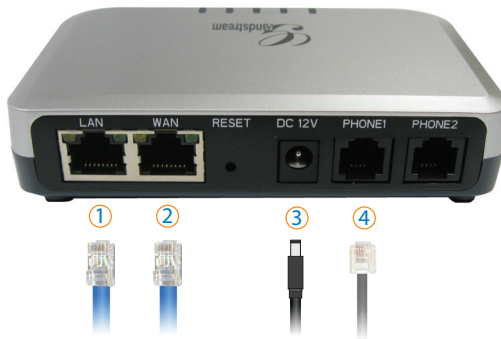
GRANDSTREAM HT502
VOIP ADAPTER



ETHERNET CABLE

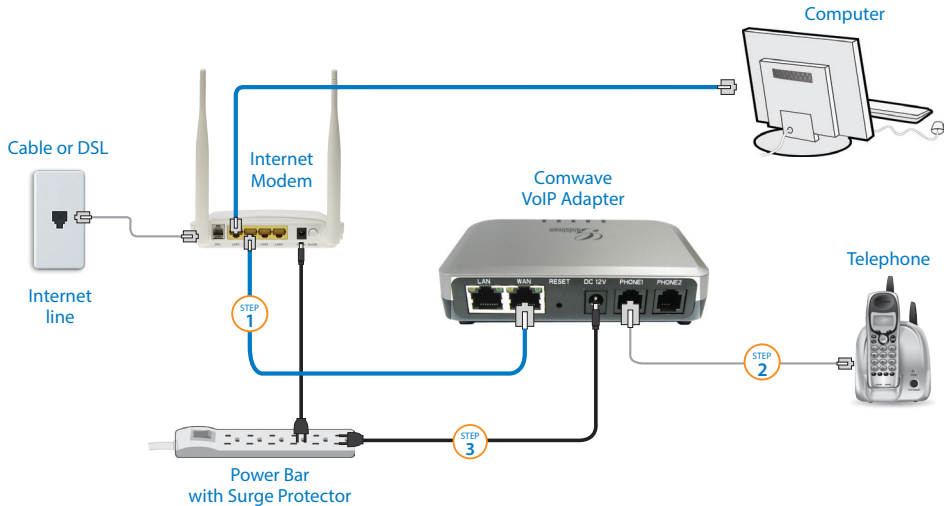


POWER ADAPTER



- 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 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? Open a ticket online at www.comwave.net/help

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

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

3 Change No Answer Greeting

- 1 Record
- 2 Listen
- 3 Use default greeting

4 Change Passcode

5 Personalize Name

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

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/help

9-1-1 Information

9-1-1

Take a moment to review the [9-1-1](#) terms at www.comwave.net/911.

Be sure that your [9-1-1](#) address is up to date.

Log into My Account at 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.

Need more help?
Visit our website: www.comwave.net/help



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