



**comwave**<sup>®</sup>

Home Phone - VoIP



**HT 801 Installation Guide**

# Package Contents

## Package Contents



GRANDSTREAM HT801  
VOIP ADAPTER




ETHERNET CABLE



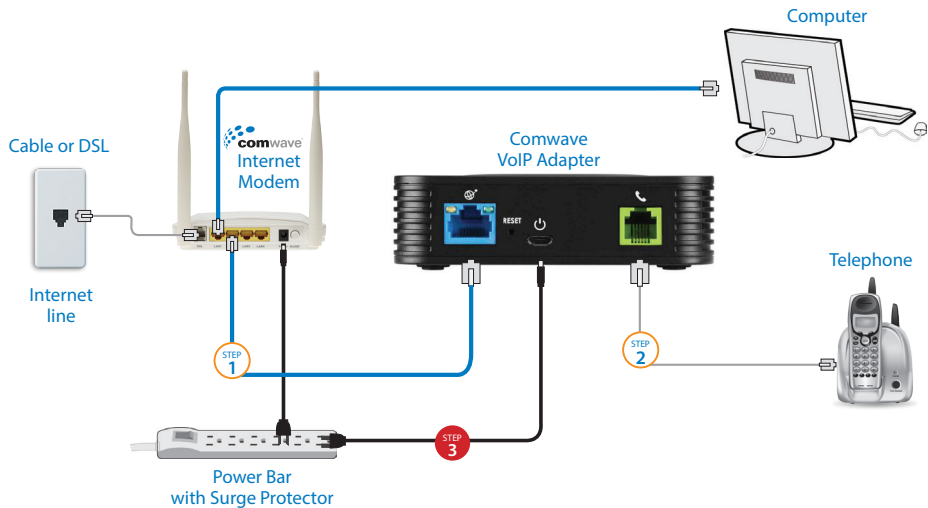
POWER ADAPTER

*Items may not be  
exactly as shown.*




- ① **WAN**  Used to connect to your Internet Modem using the Ethernet Cable provided in your package.
- ② **DC 12V** 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.

# Installation Diagram



Continue to **STEP 1**

# Installation Step-by-Step

- STEP 1** Connect the supplied Ethernet Cable from your Internet Modem to the **WAN**  port of the Comwave VoIP Adapter.
- STEP 2** Connect your telephone to the **PHONE** 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**.

Still unable to make a call?  
Open a ticket online, go to [www.comwave.net/help](http://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

Enter your passcode  
Refer to your welcome letter

1 Voice Messaging Menu

## 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)

1 Play Messages

2 Change Busy Greeting

3 Change No Answer Greeting

4 Change Passcode

5 Personalize Name

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

1 Record  
2 Listen  
3 Use default greeting

# 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](http://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](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.

Need more help?  
Visit our website: [www.comwave.net/help](http://www.comwave.net/help)



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