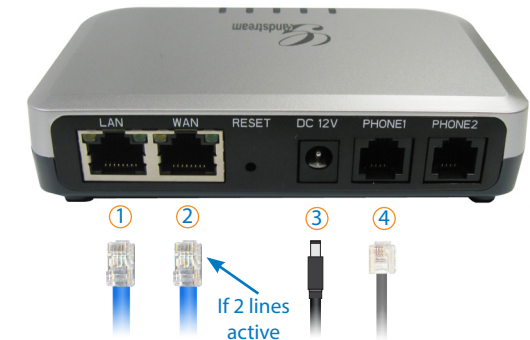




## Grandstream 502 Installation Guide

## PACKAGE CONTENTS



- 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.

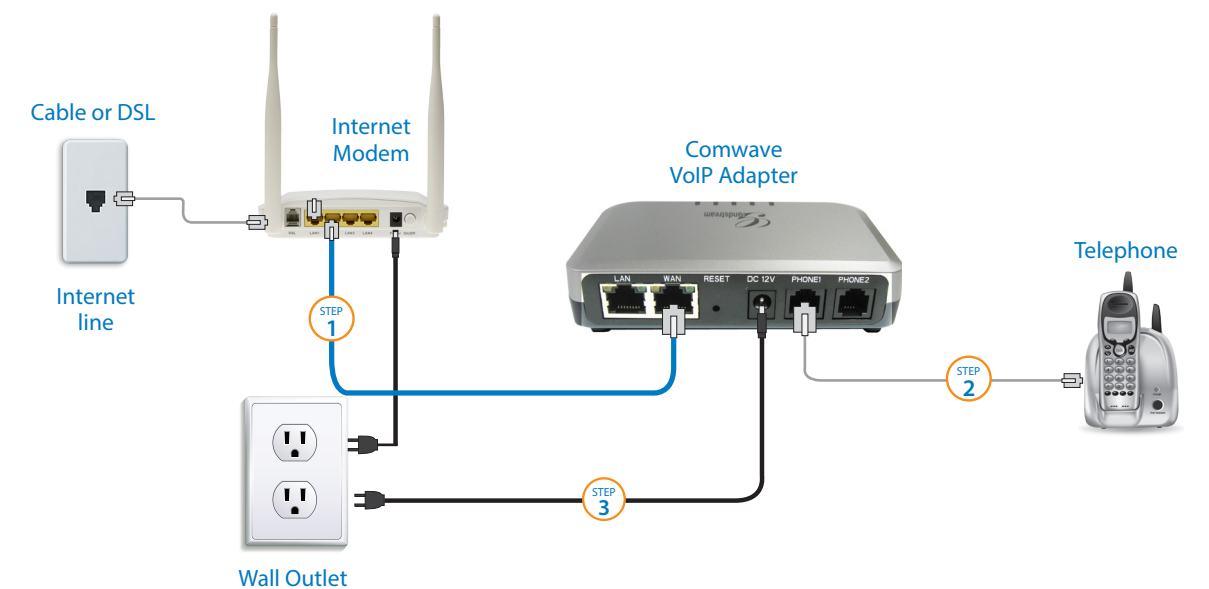


## Grandstream 502 Installation Guide



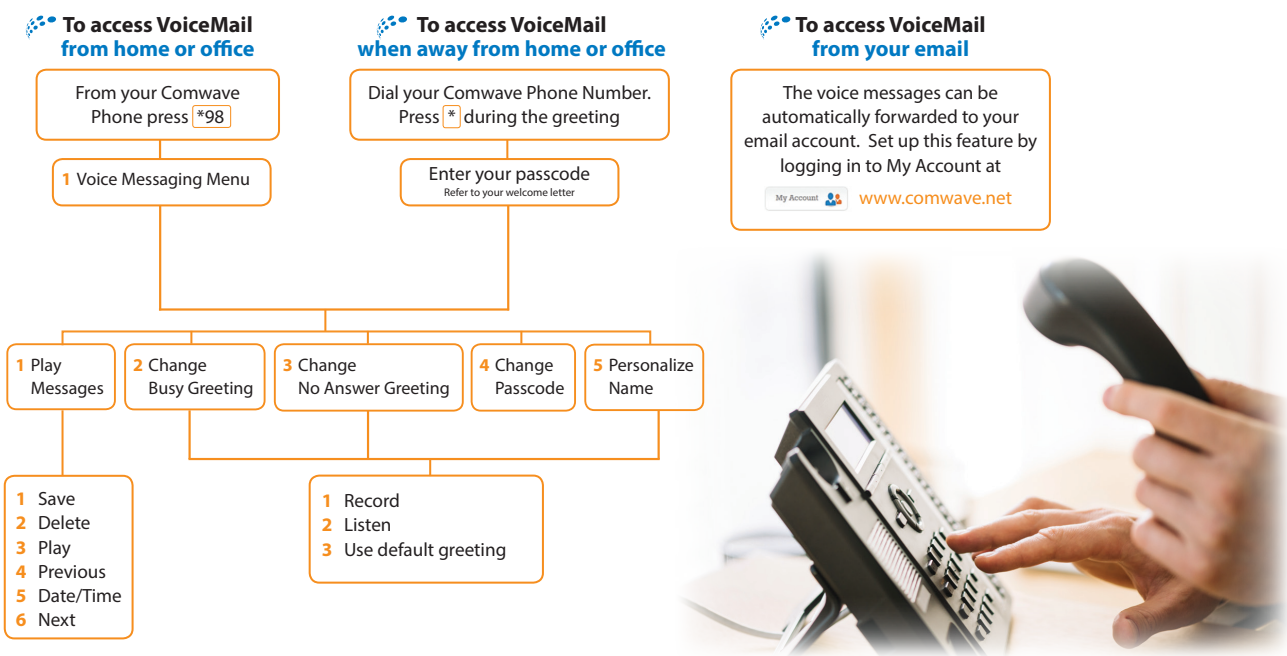
For assistance, please call  
**416-663-9600**

## COMPLETE SETUP OVERVIEW



# VOICEMAIL

Comwave's VoiceMail stores 20 messages and allows you to listen to your messages by phone or email.



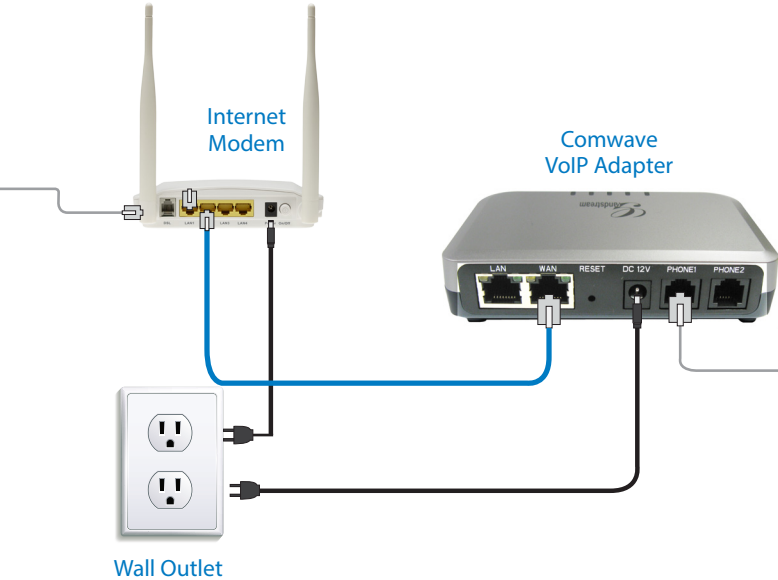
To add Home Phone features, please call 416-663-9600

# TROUBLESHOOTING

## 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? Please visit the FAQ section online at [www.comwave.net/help](http://www.comwave.net/help) or call 416-663-9600



# 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.



**You have now completed all the installation steps.** Thank you for choosing Comwave.

Enjoy your services!