Commonly Asked Questions

My HandyTone does not work.

1. Check to ensure you have broadband connectivity. For the HT to work, you must have internet connectivity. If you are unable to browse the internet, contact your Internet Service Provider to troubleshoot your connection.

2. The HT generates its own dial tone. If you do not hear a dial tone, check to see your HT is powered and your phone is directly connected to the HT via a phone line into the 'phone' port.

I hear a dial tone, but I can not place a call.

Router: ensure the Ethernet cable is connected to both the HT and the router via the LAN/WAN ports. Verify green LED status for both the router port and the HT LAN port. If there is no green light, connect to an alternate port and/or replace the Cat 5 RJ-45 cable connecting the two devices.
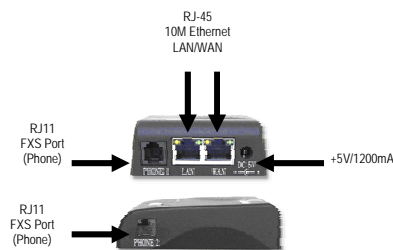
No Router: Verify green LED status for the HT WAN port and the modem port. If there is no green light, re-connect the devices and/or replace the Cat 5 RJ-45 cable connecting the two devices.

Still need help?

Contact your local provider / retail outlet for support. You will need to know your type of internet connection, and your router/modem name and model.

Equipment Packaging & Overview

1. **Power Cable**	This plugs into your HT and the wall outlet.
2. **WAN Port (RJ-45)**	**Customer Router:** connect the WAN port with an Ethernet cable to an available port on the router. **No Router:** Connect the Ethernet cable from the cable/DSL modem to this port.
3. **LAN Port* (RJ-45)**	**Customer Router:** Not used **No Router:** connect the LAN port with an Ethernet cable to your modem Ethernet port.
4. **Phone Port (RJ-11)**	Connect a phone line into this port for multiple lines (fax, additional phones). You can purchase a phone splitter from a home improvement store.
5. **Line (RJ-11)**	This port can be used if you have existing phone service from a local telephone company. This can be used in case of emergency or for backup.

RJ-45
10M Ethernet
LAN/WAN

RJ11
FXS Port
(Phone)

+5V/1200mA

RJ11
FXS Port
(Phone)

Standard Set-up
Grandstream HT Series

HT-286/386 does not have a LAN Port. Follow Standard Set-up. Do not plug in the HT until instructed.

1. Unplug the cable/DSL modem and turn-off your computer.
2. Disconnect the Ethernet cable from your computer and plug it into the WAN port of the HT.
3. Connect the second Ethernet cable (included in package) to both the computer's Ethernet port and the HT Lan port.
4. Connect your telephone to the 'phone' port in the back of the HT using a phone line.
5. Power on the Cable/DSL modem. Wait until the modem is fully powered before continuing with set-up. (all lights green)
6. Plug in the HT. Be sure the HT is plugged in as well.
7. Turn on your computer. Verify HT is powered and LED is green. *(approximately 5 minutes to upgrade firmware)*
8. Now you must configure your HT with the ITSP of choice.

Router Set-up
Grandstream HT Series

Do not plug in the HT until instructed. Router set-up requires an additional LAN port on your router.

1. Connect the Ethernet cable (included in package) to both the router's LAN port and the HT Wan port.
2. Connect your telephone to the 'phone' port in the back of the HT using a phone line.
3. Power on the Cable/DSL modem and router. Wait until the modem and router is fully powered before continuing with set-up. (all lights green – usually two minutes)
4. Plug in the HT. Be sure the HT is plugged in as well.
5. Turn on your computer. Verify HT is powered and LED is green. *(approximately 5 minutes to upgrade firmware)*
6. Now you must configure your HT with the ITSP of choice.
7. If necessary, reboot your router/modem.

Grandstream
Innovative IP Voice & Video

HandyTone Series
Analog Telephone Adaptors/IADs
Quick Installation Guide

1297 Beacon Street
Brookline, MA 02445
617 – 566 – 9300
www.grandstream.com
support@grandstream.com

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