

Provisioning and Setup of Grandstream HT802 ATA

The Grandstream HT802 is an analog telephone adaptor (ATA) with 2 Foreign Exchange Subscriber (FXS) ports for connecting an analog phone to your NocTel Talk Host VoIP system.

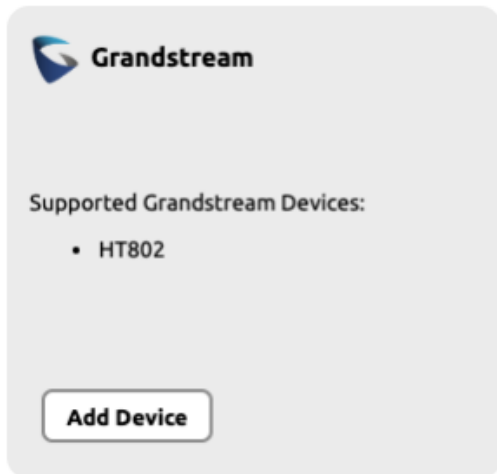


Outbound and Ext to Ext Dialing

- When making an outbound call from the analog device connected to the Grandstream HT802 you **must** dial your NocTel account **exit code + the 10 digit phone number**.
- Direct extension to extensions dialing does not require the exit code.
- Dialing emergency service (911): dial 911 **no exit code is needed**.

Add a Grandstream Extension

1. In the NocTel portal, click **Extensions > Add a new Extension**.
2. In the **Grandstream** section and click **add device**.



3. On the **Grandstream Device Provisioning** page complete the following field in step 3:
 - a. **Device MAC:** the phone's 12-digit MAC address. The MAC address can be found on the bottom of the device.
 - b. **Ext. #:** Give the extension a distinct extension number not currently in use in your account.
 - c. **Line:** For all standard applications, leave as 1st
 - d. **Extension Name:** Enter a descriptive name for the extension.

3. Enter the MAC Address, desired extension number, line number, and name for each of your new Grandstream devices here:

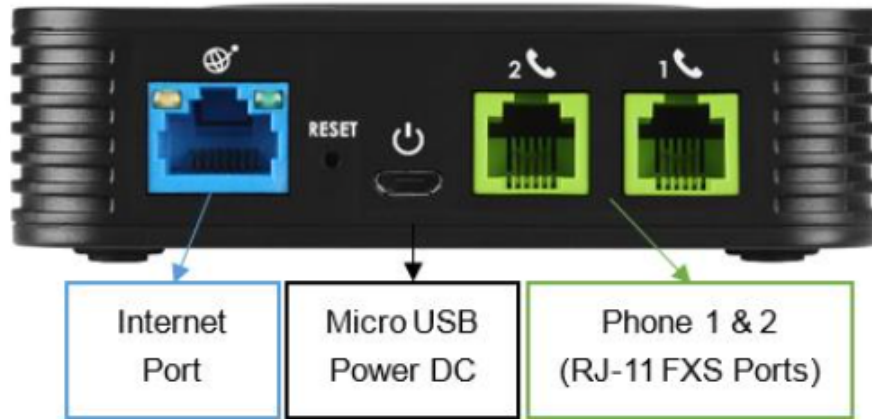
Device MAC	Ext. #	Line	Extension Name (Typically a Room or Employee Name)
<input type="text"/>	<input type="text"/>	1st ▼	<input type="text"/>

4. Click **Submit**.

Finding the Grandstream HT802's IP Address

1. Connect the Grandstream to power using the included Micro USB power adaptor.
2. Connect the Grandstream to an active network connection in the **blue Internet port**.
3. Connect an analog phone to **Phone 1** port.
4. On the connected phone, dial ***

5. When prompted for a menu option, dial **02**. Take note of the IP address provided.



Accessing the Grandstream's Web Interface and Provisioning

1. Navigate to the **IP address** for the ATA.
2. Login using username: **admin** and password: **admin**

The screenshot shows the 'Grandstream Device Configuration' login page. It has an orange header with the title. Below is a yellow section with 'Username' and 'Password' labels, each followed by a text input field. The 'Username' field contains the text 'admin'. Below the input fields is a 'Login' button. At the bottom, a blue footer contains the text 'All Rights Reserved Grandstream Networks, Inc. 2006-2022'.

3. Click the **Advanced Settings** tab at the top of the page.

4. Locate the **Firmware Upgrade and Provisioning** section. In the **Config Server Path** field, enter: nocel.com

Grandstream Device Configuration

STATUS **BASIC SETTINGS** **ADVANCED SETTINGS** **FXS PORT1** **FXS PORT2**

New Admin Password: (Must contain 4-30 characters. Purposely not displayed for security protection.)

Confirm Admin Password:

Disable User Level Web Access: ☒ No ☐ Yes

Disable Viewer Level Web Access: ☒ No ☐ Yes

Enable strict password rules: ☒ No ☐ Yes

Minimum password length: (Range 4-30, default 8)

Required number of character classes: (Range 0-4, default 3)

Allowed Character classes: ☐ Lower case ☐ Upper case ☒ Numbers ☐ Special Characters

(default 7)

802.1Q/VLAN Tag (0-4094)

Layer 2 QoS: **SIP 802.1p** (0-7) **RTP 802.1p** (0-7)

Black List for WAN Side Port:

STUN server is: (URI or IP:port)

Keep-alive Interval: (in seconds, default 20 seconds)

Use STUN to detect network connectivity: ☒ No ☐ Yes, total STUN response misses to restart DHCP (minimum=3)

Use DNS to detect network connectivity: ☒ No ☐ Yes

Use ARP to detect network connectivity: ☐ No ☒ Yes

Verify host when using HTTPS: ☒ No ☐ Yes






Firmware Upgrade and Provisioning: Upgrade Via ☐ TFTP ☐ HTTP ☒ HTTPS ☐ FTP ☐ FTPS

Firmware Server Path:

Config Server Path:

5. Click **Apply** at the bottom of the page.
6. Click the **Advanced Settings** tab to return to the page, scroll to the bottom and click **Reboot**. *The device will provision automatically; the process can take several minutes before the extension shows as online in the control panel.*

Grandstream HT802 LED Pattern Description

LED Lights	Status
Power LED 	The Power LED lights up when the HT801/HT802 is powered on and it flashes when the HT801/HT802 is booting up.
Internet LED 	The Ethernet LED lights up when the HT801/HT802 is connected to your network through the Ethernet port, and it flashes when there is data being sent or received.
Phone LED for HT801  Phone LED 1&2 for HT802  	The phone LED 1 & 2 indicates status of the respective FXS Ports-phone on the back panel <ul style="list-style-type: none"> • OFF - Unregistered • ON (Solid Blue) - Registered and Available • Blinking every second - Off-Hook / Busy • Slow blinking - FXS LEDs indicates voicemail

Factory Resetting Grandstream HT802

To reset default factory settings using the reset button please follow the steps above:

1. Unplug the Ethernet cable.
2. Locate the reset hole on the back panel of your HT801/HT802.
3. Insert a pin in this hole and press for about 7 seconds.
4. Take out the pin. All unit settings are restored to factory settings.

Reset default factory settings using the IVR prompt:

1. Dial *** for the voice prompt.
2. Enter **99** and wait for the "reset" voice prompt.
3. Enter the **encoded MAC address** (Look below for how to encode the MAC address).
4. Wait 15 seconds and the device will automatically reboot and restore factory settings.

Encode the MAC Address:

1. Locate the MAC address of the device. It is the 12-digit HEX number on the bottom of the unit.
2. Key in the MAC address. Use the following mapping:

Key	Mapping
0*9	0-9
A	22 (press the "2" key twice, and "A" will show on the LCD)
B	222
C	22222
D	33 (press the "3" key twice, and "D" will show on the LCD)
E	333
F	3333

For example: if the MAC address is 000b8200e395, it should be keyed in as "0002228200333395".

Reset from Web Interface (Reset Type):

1. Access your HT801/HT802 UI by entering its IP address in your favorite browser. 2. Enter your admin password (default: admin).
3. Press Login to access your settings.
4. Go to Basic Settings >> Reset Type.

5. Press the Reset button (after selecting the reset type):

- Full Reset: This will make a full reset.
- ISP Data: This will reset only the basic settings, like IP mode, PPPoE, and Web port.
- VOIP Data: This will reset only the data related to a service provider like SIP server, sip user ID, provisioning and others.
- Factory Reset will be disabled if the "Lock keypad update" is set to "Yes".
- If the HT801/HT802 was previously locked by your local service provider, pressing the RESET button will only restart the unit. The device will not return to factory default settings.

Grandstream HT802 Documentation

[User Guide](#)

[Data Sheet](#)

Related articles

- [Provisioning and Setup of Grandstream HT802 ATA](#)
- [Provisioning a Grandstream WP820 Wi-Fi Phone](#)
- [Provisioning a Yealink W76P Wireless Phone](#)
- [Provisioning a NocTel Go Extension \(Legacy\)](#)
- [Provisioning a Polycom Phone](#)