

Provisioning a Grandstream HT801 or HT802 ATA

The Grandstream HT801 and HT802 are analog telephone adaptor (ATA) with 1 or 2 Foreign Exchange Subscriber (FXS) ports for connecting an analog phone to your NocTel Talk Host VoIP system.

Hardware Version 2 (HT801/802 V2)

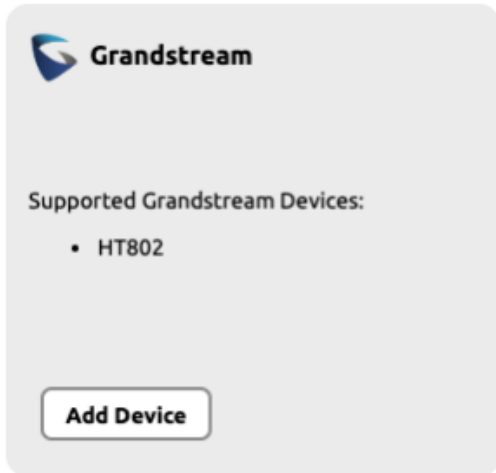
The Grandstream HT801 V2 and HT802 V2 (version 2) have a new web interface and requires different provisioning instructions . Check the label on the back of the devices to confirm what version you have (Model HT801 V2 or Model HT802 V2). [Click here for V2 provisioning guide](#).

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 phon 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:

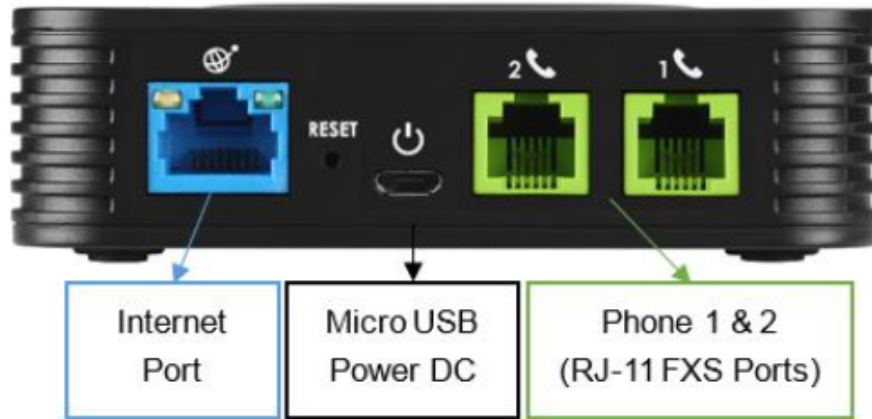
Device MAC	Ext. #	Line	Extension Name (Typically a Room or Employee Name)
		1st ▼	

4. Click **Submit**.

Finding the Grandstream ATA'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.



NOTE: the above image shows the HT802 model. The HT801 has only one FXS port.

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**

A screenshot of the Grandstream Device Configuration web interface. The page has an orange header with the title 'Grandstream Device Configuration'. Below the header is a yellow section with 'Username' and 'Password' labels and input fields. The 'Username' field contains the text 'admin'. Below the input fields is a 'Login' button. At the bottom of the page is a blue footer with 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: noctel.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 ATA 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 • OFF - Unregistered • ON (Solid Blue) - Registered and Available • Blinking every second - Off-Hook / Busy • Slow blinking - FXS LEDs indicates voicemail

Factory Resetting a Grandstream ATA

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 Documentation

Device	Document
HT801	Data Sheet (HT801)
HT802	Data Sheet (HT802)
HT801/HT802	User Guide
HT801/HT802	Admin Guide

Related articles

- [Grandstream HT801/HT802 Configuration Guide for Elevator Call Systems](#)
- [Provisioning a Grandstream HT801 v2 or HT802 v2](#)
- [Provisioning a Grandstream HT801 or HT802 ATA](#)
- [Adding a Generic SIP Extension](#)
- [Provisioning a Poly Edge Phone](#)