

Grandstream HT801/HT802 Configuration Guide for Elevator Call Systems

Use the following setting when using the HT801/802 for an elevator that is not hanging up properly (Ex: A tone playing after the call has ended).



Notice!

These recommendation may not work with all elevator types and configurations.

Once the Grandstream is provisioned and online, log back into its web interface and navigate to **Port Settings > FXS Port > "Analog Signal Line Configuration"** and change the following settings:

- - Check the **Polarity Reversal**
 - Check the **Loop Current Disconnect**
 - Set the **Loop Current Disconnect Duration** to **1000**. *The **Loop Current Disconnect Duration** may need to be adjusted. We recommend starting at 1000ms and dropping it by 50ms until a correct hangup is achieved. The typical "sweet spot" is usually between 600 and 800ms.*

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](#)
- [Provisioning a Grandstream WP820 Wi-Fi Phone](#)
- [Provisioning a Cisco ATA/SPA](#)