

# Grandstream Networks, Inc.

---

HT502

Dual FXS Port

Analog Telephone Adaptor

User Manual



## **COPYRIGHT**

©2016 Grandstream Networks, Inc. <http://www.grandstream.com>

All rights reserved. Information in this document is subject to change without notice. Reproduction or transmittal of the entire or any part, in any form or by any means, electronic or print, for any purpose without the express written permission of Grandstream Networks, Inc. is not permitted.

The latest electronic version of this guide is available for download here:

<http://www.grandstream.com/support>

Grandstream is a registered trademark and Grandstream logo is trademark of Grandstream Networks, Inc. in the United States, Europe and other countries.

## **CAUTION**

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this guide, could void your manufacturer warranty.

## **SAFETY COMPLIANCE**

The HT502 adaptor complies with FCC/CE and various safety standards. The HT502 power adaptor is compliant with UL standard. Only use the universal power adapter provided with the HT502 package.

The manufacturer's warranty does not cover damages to the device caused by unsupported power adaptors.



## GNU GPL INFORMATION

HT502 firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.

Grandstream GNU GPL related source code can be downloaded from Grandstream web site from:

[http://www.grandstream.com/sites/default/files/Resources/ht5xx\\_gpl.tar.gz](http://www.grandstream.com/sites/default/files/Resources/ht5xx_gpl.tar.gz).



# Table of Contents

|   |           |
|---|-----------|
| <b>CHANGE LOG .....</b>                 | <b>6</b>  |
| Changes from 1.0.15.5 User Manual ..... | 6         |
| Changes from 1.0.14.1 User Manual ..... | 6         |
| Changes from 1.0.13.3 User Manual ..... | 6         |
| Changes from 1.0.12.4 User Manual ..... | 7         |
| Changes from 1.0.12.1 User Manual ..... | 7         |
| Changes from 1.0.11.3 User Manual ..... | 7         |
| Changes from 1.0.10.9 User Manual ..... | 7         |
| Changes from 1.0.9.1 User Manual .....  | 7         |
| Changes from 1.0.7.6 User Manual .....  | 8         |
| Changes from 1.0.6.8 User Manual .....  | 8         |
| <b>GUI INTERFACE EXAMPLES .....</b>     | <b>9</b>  |
| <b>Welcome .....</b>                    | <b>10</b> |
| <b>Connect your HT502 .....</b>         | <b>11</b> |
| Equipment Packaging .....               | 11        |
| Connecting the HT502 .....              | 11        |
| <b>Product Overview .....</b>           | <b>16</b> |
| Software Features Overview .....        | 16        |
| Hardware Specification .....            | 19        |
| <b>Basic Operations .....</b>           | <b>20</b> |
| Understanding HT502 Voice Prompt .....  | 20        |
| Placing a Phone Call .....              | 22        |
| <i>Phone or Extension Numbers</i> ..... | 22        |
| <i>Direct IP Calls</i> .....            | 23        |
| Call Hold .....                         | 24        |
| Call Waiting .....                      | 24        |
| Call Transfer .....                     | 24        |
| 3-Way Conferencing .....                | 25        |
| Fax Support .....                       | 26        |



|  |           |
|--|-----------|
| <b>Call Features.....</b>                                | <b>27</b> |
| <b>Configuration Guide.....</b>                          | <b>29</b> |
| Configuring the HT502 through Voice Prompts .....        | 29        |
| Configuring the HT502 Via Web Browser .....              | 30        |
| <i>Access the Web Configuration Menu .....</i>           | <i>30</i> |
| Important Settings.....                                  | 31        |
| <i>NAT Settings.....</i>                                 | <i>31</i> |
| <i>DTMF Methods .....</i>                                | <i>32</i> |
| <i>Preferred VOCODER (Codec).....</i>                    | <i>32</i> |
| Advanced User Configuration .....                        | 40        |
| Saving the Configuration Changes .....                   | 61        |
| Rebooting the HT502 from Remote.....                     | 61        |
| Configuration through a Central Server .....             | 62        |
| <b>Software Upgrade.....</b>                             | <b>63</b> |
| Firmware Upgrade through TFTP/HTTP/HTTPS.....            | 63        |
| Instructions Local Firmware Upgrade: .....               | 64        |
| Configuration File Download.....                         | 64        |
| Firmware and Configuration File Prefix and Postfix ..... | 65        |
| Managing Firmware and Configuration File Download.....   | 65        |
| <b>Restore Factory Default Setting.....</b>              | <b>67</b> |
| FACTORY RESET .....                                      | 67        |
| Reset Button .....                                       | 67        |
| IVR Command .....  | 67        |
| <b>EXPERIENCING THE HT502 .....</b>                      | <b>69</b> |



## Table of Tables

|  |    |
|--|----|
| Table 1: Definitions of the HT502 connectors .....             | 12 |
| Table 2: Definitions of the HT502 LEDs .....                   | 13 |
| Table 3: Advanced definitions of the HT50x LEDs patterns ..... | 13 |
| Table 4: HT502 Technical specifications .....                  | 16 |
| Table 5: HT502 Hardware specification .....                    | 19 |
| Table 6: HT502 IVR Menu definitions .....                      | 20 |
| Table 7: HT502 Call features .....                             | 27 |
| Table 8: Basic settings .....                                  | 33 |
| Table 9: Status page .....                                     | 38 |
| Table 10: Advanced settings .....                              | 40 |
| Table 11: Account settings.....                                | 47 |

## Table of Figures

|   |    |
|---|----|
| Figure 1: Connecting the HT502 .....                | 12 |
| Figure 2: HT502 Connection diagram .....            | 15 |
| Figure 3: Uplink/Downlink bandwidth limitation..... | 38 |



## CHANGE LOG

This section documents significant changes from previous versions of HT502 user manuals. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

### Changes from 1.0.15.5 User Manual

- Added option to disable PnP subscribe feature [**3CX Auto Provision**]
- Added option "DNS SRV use Registered IP" to control destination IP address for outbound request under SRV mode [**DNS SRV use Registered IP**]
- Split Layer 3 QoS into SIP and RTP [**Layer 3 QoS**]
- Deactivated SIP INFO DTMF in SIP accept header. Added option "DTMF-RELAY Tag Respect SIP INFO" [**DTMF-RELAY Tag Respect SIP INFO**]
- Added configurable option to enable/disable Broadsoft Connected Line ID [**Disable Connected Line ID**]
- Added TLS/SSL certificate domain and chain validation [**Authenticate Server Certificate Domain**]
- Updated LED light patterns to match HT70x's [**Advanced definitions of the HT50x LEDs patterns**]

### Changes from 1.0.14.1 User Manual

- Bugs fixed with no new feature added.

### Changes from 1.0.13.3 User Manual

- Added feature [**Hold Target Before Refer**] in FXS port settings, which allows user to hold or not hold the phone call before refer.
- Added feature [**Crypto Life Time**] in FXS port settings, which allows user to enable or disable Crypto life time when using SRTP.
- Added feature [**Play busy/reorder tone before Loop Current Disconnect**] in FXS port settings, which allows user to configure if it will play busy/reorder tone before loop current disconnect upon call fail.



## Changes from 1.0.12.4 User Manual

- Added option **[SIP Timer D]** to configure RFC 3261 timer D in Advanced Settings.
- Changed option name from **[Allow DHCP Option 66 to override server]** to **[Allow DHCP Option 66 or 160 to override server]**. Now the option160 can be abled/disabled along with option 66 on DHCP server at the same time.
- Added feature **[Download Device XML Configuration]** in advanced settings allows to download device XML configuration to local directory.
- Added feature **[Upload firmware]** in advanced settings allows user to upload firmware file from local directory.
- Added feature **[Upload configuration]** in advanced settings allows user to upload configuration file from local directory.

## Changes from 1.0.12.1 User Manual

- Added the options to enable/disable **[Always send HTTP Basic Authentication Information]**
- Added the options to restrict the m field sent in SDP **[Disable Multiple m line in SDP]**

## Changes from 1.0.11.3 User Manual

- Added the options to enable/disable **[Do Not Escape '#' as %23 in SIP URI]**
- Added network whist/black list function on WAN port **[White list for WAN side]** **[Black list for WAN side]**

## Changes from 1.0.10.9 User Manual

- Added the options to enable/disable **[Use P-Preferred-Identity Header]** and **[Use Privacy Header]**
- Added the option to enable/disable **[Add Auth Header On Initial REGISTER]**

## Changes from 1.0.9.1 User Manual

- Added option to change phone LED pattern rule. **[Phone LED Pattern]**
- Added list **[Blacklist For Incoming Calls]** to block certain incoming number.





## Changes from 1.0.7.6 User Manual

- Added option to enable/disable SIP NOTIFY Authentication. [**Disable SIP NOTIFY Authentication**]
- Added option [**Use Configured IP** ] in DNS mode. Added configurable parameter [**Primary IP**][**Backup IP1**][**Backup IP2**]
- Added option to set [**Reregister before Expiration**]

## Changes from 1.0.6.8 User Manual

- Added the option to enable/disable hook flash. [**Enable Hook Flash**]
- Added two CPE SSL configuration [**CPE SSL Certificate**][**CPE SSL Private Key**]
- Added a configuration parameter to set the [**Connection Request Port**]
- Removed DHCP Domain from Web UI
- Removed Enable Ring-transfer from Web UI
- Added a configuration parameter to set the [**Offhook Auto-Dial Delay**]
- Changed the SSL Web UI decryption to [**SIP TLS Certificate**][**SIP TLS Private Key**] and [**SIP TLS Private Key Password**]
- Added [**CPE**] version to Software Version on Web UI



## GUI INTERFACE EXAMPLES

[http://www.grandstream.com/sites/default/files/Resources/ht502\\_gui.zip](http://www.grandstream.com/sites/default/files/Resources/ht502_gui.zip)

1. Screenshot of Advanced User Configuration Page
2. Screenshot of Basic Settings Configuration Page
3. Screenshot of FXS Port 1 Configuration Login Page
4. Screenshot of FXS Port 2 Configuration Page
5. Screenshot of Status Page
6. Screenshot of Login page
7. Screenshot of Reboot page
8. Screenshot of Rebooting page



## Welcome

Thank you for purchasing Grandstream's HT502, the affordable, feature rich Analog Telephone Adaptor. Grandstream HandyTone502 is a new addition to the popular HandyTone ATA product family. It features the rich audio quality, a broad range of voice codecs, and functionality of the HT502, including two (2) FXS ports each with independent SIP accounts.

This manual will help you learn how to operate and manage your HandyTone502 Analog Telephone Adaptor and make the best use of its many upgraded features including simple and quick installation, 3-way conferencing, and direct IP-IP Calling. This HT502 is very easy to manage and configure, and is specifically designed to be an easy to use and affordable VoIP solution for both the residential user and the teleworker.



## Connect your HT502

### Equipment Packaging

The HT502 ATA package contains:

- One HT502 Main Case
- One Universal Power Adaptor
- One Ethernet Cable
- One HT502 Vertical Stand

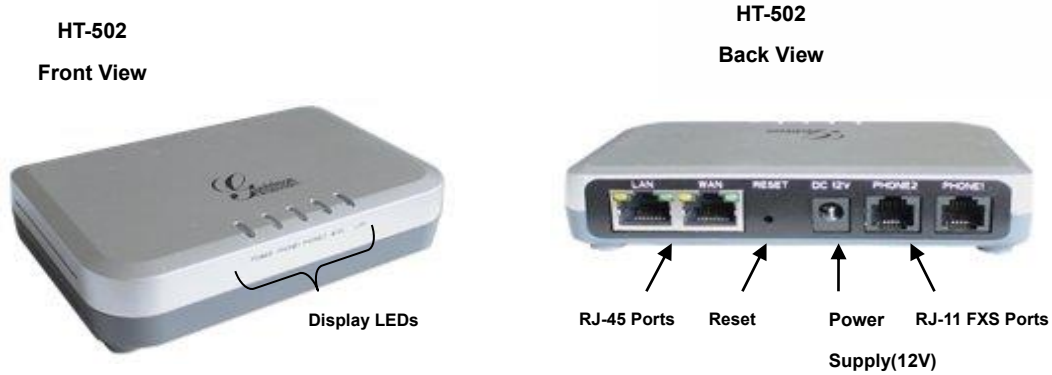
### Connecting the HT502

The HT502 is designed for easy configuration and easy installation. Configure the HT502 following the directions in the Configuration section of this manual.

1. Connect a standard touch-tone analog telephone to the PHONE port.
2. Insert a standard RJ11 telephone cable into the Phone1 port and connect the other end of the telephone cable to the analog telephone.
3. Insert the Ethernet cable into the WAN port of HT502 and connect the other end of the Ethernet cable to an uplink port (a router or a modem, etc.)
4. Connect a PC to the LAN port of HT502 if it is being used as a router.
5. Insert the power adapter into the HT502 and connect it to a wall outlet.

The HT502 Analog Telephone Adaptor is an all-in-one VoIP integrated device designed to be a total solution for networks providing VoIP services. The HT502 VoIP features and functions are available using a regular analog telephone.





**Figure 1: Connecting the HT502**

The HT502 has two FXS port. Both FXS ports can have a separate SIP account. This is a key feature of HT502 as it supports simultaneous calls on both FXS ports.

**Table 1: Definitions of the HT502 connectors**

|                         |  |
|-------------------------|--|
| <b>Power Cable</b>      | Power adapter connection   |
| <b>WAN Port (RJ-45)</b> | Connect to the internal LAN network or router.                               |
| <b>LAN Port (RJ-45)</b> | Connect the LAN port with an Ethernet cable to your PC.                      |
| <b>RESET</b>            | Factory Reset button. Press for 7 seconds to reset factory default settings. |
| <b>PHONE1 (RJ-11)</b>   | FXS port to be connected to analog phones / fax machines.                    |
| <b>PHONE2 (RJ-11)</b>   | FXS port to be connected to analog phones / fax machines.                    |

There are five (5) LED buttons that help you manage the status of your HandyTone.



**Table 2: Definitions of the HT502 LEDs**

| LEDs                       | Indication   |
|----------------------------|--|
| <b>POWER LED</b>           | Indicates Power. Remains ON when power is connected  |
| <b>WAN LED</b>             | Indicates LAN (or WAN) port activity   |
| <b>LAN LED</b>             | Indicates PC (or LAN) port activity  |
| <b>PHONE1 / PHONE2 LED</b> | <p>Indicate status of the respective FXS Ports-PHONE1 / PHONE2 on the back panel</p> <p>Unregistered – OFF</p> <p>Registered and Available – ON (Solid Green)</p> <p>Off-Hook / Busy – Blinking every second</p> <p>Slow blinking FXS LEDs indicates voicemail</p> |

**NOTE:** All LEDs display green when ON

**Table 3: Advanced definitions of the HT50x LEDs patterns**

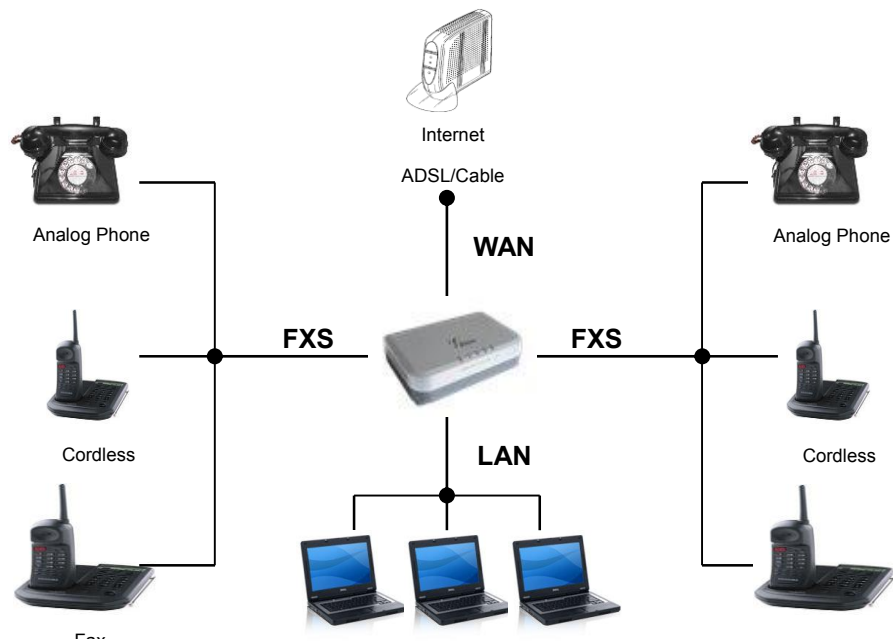
| LED-ID        | Description  | Category | Pattern            |
|---------------|--|----------|--------------------|
| <b>LED-01</b> | Device has normal power  | Power    | ON                 |
| <b>LED-02</b> | Power Error: Power is removed from the device or power supply with improper voltage is plugged in                | Power    | OFF                |
| <b>LED-03</b> | Line X is registered normally to the sip providers network and is ready to make a call                           | Phone    | ON                 |
| <b>LED-04</b> | Voice mail waiting for Line X  | Phone    | 1sec ON / 3sec OFF |
| <b>LED-05</b> | Device has normal WAN connection and has obtained IP address   | Internet | ON                 |
| <b>LED-06</b> | Internet link error: Device is powered up and ready to connect to the Internet but the WAN/INTERNET port is down | Internet | OFF                |



|               |   |          |                                  |
|---------------|---|----------|----------------------------------|
| <b>LED-07</b> | Internet DHCP Error: Device is properly connected but it is unable to retrieve an IP address from the device it is connected to   | Internet | 250ms ON/ 250ms<br>OFF           |
| <b>LED-08</b> | Line Registration failed: Device is properly setup, can connect to provider's network, but cannot register to provider's SIP proxy (no 200 OK)  | Phone    | 2x1000ms ON/OFF<br>+<br>3sec OFF |
| <b>LED-09</b> | Device is connected (has physical data link) but there are incorrect network settings typically associated with PPPoE connection failure  | Internet | 250ms ON/ 250ms<br>OFF           |
| <b>LED-10</b> | Hazardous potential test failed: Hazardous AC or DC voltage is present on the tip and ring or both signals of phone line X  | Phone    | 1x250ms ON/OFF<br>+<br>3sec OFF  |
| <b>LED-11</b> | Foreign electro Motive Force (EMF) Test fail. Foreign voltage is present on the tip, ring or both signals of phone line. Device has detected additional external Phone voltage on the FXS phone line. | Phone    | 2x250ms ON/OFF<br>+<br>3sec OFF  |
| <b>LED-12</b> | Resistive fault test failed. Either tip or ring is shorted to ground or they are shorted to each other.   | Phone    | 3x250ms ON/OFF<br>+<br>3sec OFF  |
| <b>LED-13</b> | Receiver off hook test fail. One or more phones are off hook on phone line during test.   | Phone    | 4x250ms ON/OFF<br>+<br>3sec OFF  |
| <b>LED-14</b> | REN test failed – high REN detected. Too many parallel phones connected to phone line X   | Phone    | 5x250ms ON/OFF<br>+<br>3sec OFF  |
| <b>LED-15</b> | Line is active  | Phone    | 500ms ON/OFF                     |



|               |  |                     |                                   |
|---------------|--|---------------------|-----------------------------------|
| <b>LED-16</b> | Line inactive  | Phone               | ON                                |
| <b>LED-17</b> | During Provisioning Stage*   | Internet /<br>Phone | 500ms ON/OFF                      |
| <b>LED-18</b> | During Firmware Recovery Stage*  | Internet /<br>Phone | 250ms ON/OFF                      |
| <b>LED-19</b> | Line X is registered normally to the sip providers network and is ready to make a call | Phone               | 2x1000 ms ON/OFF<br>+<br>3sec OFF |



**Figure 2: HT502 Connection diagram**





## Product Overview

The HT502 is a full feature voice and fax-over IP device that offers a high-level of integration including dual 10M/100Mbps network ports with integrated router, NAT, DHCP server, dual port FXS telephone gateway, market-leading sound quality, rich functionalities, and a compact and lightweight design. The VoIP network signaling protocol supported is SIP. The HT502 fully compatible with SIP industry standard and can interoperate with many other SIP compliant devices and software on the market. Moreover, it supports comprehensive voice codecs including G.711 (a/μ-law), G.723.1, G.726 (16/24/32/40 bit rates), AAL2 (all G.726), G.729A/B/E and iLBC.

## Software Features Overview

- 2 FXS ports
- Two RJ-45 ports (switched or routed)
- 2 SIP accounts & profiles
- Supports Voice Codecs:
  - G711(a/μ, Annex I & II), G723.1A, G726 (ADPCM with 16/24/32/40 bit rates), G729 A/B/E, iLBC
- T.38 Fax
- Comprehensive Dial Plan support for Outgoing calls.
- G.168 Echo Cancellation
- Voice Activation Detection (VAD), Comfort Noise Generation (CNG), and Packet Loss Concealment (PLC)
- Supports PSTN/PBX analog telephone sets or analog trunks

**Table 4: HT502 Technical specifications**

|                             |   |
|-----------------------------|---|
| <b>Telephone Interfaces</b> | 2 FXS ports, 2 SIP accounts   |
| <b>Network Interface</b>    | 1 RJ45 for LAN, 10/100 Base-TX, Full Duplex<br>1 RJ45 for WAN, 10/100Base-TX, Full Duplex |



|                                       |   |
|---------------------------------------|---|
| <b>LED Indicators</b>                 | Power, WAN, LAN, PHONE1 and PHONE2  |
| <b>Reset Button</b>                   | Factory Reset button  |
| <b>Voice over Packet Capabilities</b> | Voice Activity Detection (VAD) with CNG (comfort noise generation) and PLC (packet loss concealment), Dynamic Jitter Buffer, Modem detection & auto-switch to G.711, Packetized Voice Protocol Unit (supports RTP and AAL2 protocol), G.168 compliant Echo Cancellation, LEC (line echo cancellation) with NLP, Asymmetric RTP stream                                 |
| <b>Voice Compression</b>              | G.711 + Annex I (PLC), Annex II (VAD/CNG format) encoder and decoder, G.723.1A, G.726(ADPCM), G.729A/B/E, iLBC, G.726 provides proprietary VAD, CNG, and signal power estimation, Voice Play Out unit (reordering, fixed and adaptive jitter buffer, clock synchronization), AGC (automatic gain control), Status output, Decoder controlling via voice packet header |
| <b>DHCP Server/Client</b>             | Yes, NAT Router or Switched Mode  |
| <b>Telnet Server</b>                  | Yes   |
| <b>Fax over IP</b>                    | T.38 compliant Group 3 Fax Relay up to 14.4kpbs and auto-switch to G.711 for Fax Pass-through, Fax Datapump V.17, V.19, V.27ter, V.29 for T.38 fax relay  |
| <b>QoS</b>                            | Diffserve, TOS, 802.1 P/Q VLAN tagging  |
| <b>IP Transport</b>                   | RTP   |
| <b>DTMF Method</b>                    | Flexible DTMF transmission method, user interface of In-audio, RFC2833, and/or SIP Info   |
| <b>IP Signaling</b>                   | SIP (RFC 3261)  |
| <b>Provisioning</b>                   | TFTP, HTTP, HTTPS   |
| <b>Control</b>                        | TLS/SIPS , SIP over TCP/TLS   |
| <b>Device Management</b>              | Web interface or via secure encrypted AES or non-encrypted central configuration file for mass deployment, Auto/manual provisioning system or via   |



|   |  |
|---|--|
|   | built-in IVR.<br><br>NAT-friendly remote software upgrade (via TFTP/HTTP/HTTPS) for deployed devices including behind firewall/NAT. Syslog support   |
| <b>Dial Plan</b>                        | Yes  |
| <b>UPnP</b>                             | Yes  |
| <b>Universal Switching</b>              | <i>Input:</i> 100–240 VAC/50-60 Hz 0.3A Max  |
| <b>Power Adaptor</b>                    | <i>Output:</i> 12VDC, 0.5A, <b>UL</b> certified  |
| <b>Environmental</b>                    | Operational: 32°–104°F or 0°–40°C  |
|   | Storage: 10°–130° F / Humidity: 10–90% Non-condensing  |
| <b>Dimensions</b><br><b>(H x W x D)</b> | 115mm (L) x 75mm (W) x 27mm (H)  |
| <b>Short Haul Loop</b>                  | 3RENs, Up to 150feet on 24 AWG wire  |
| <b>Call Handling Features</b>           | Caller ID display or block, Call waiting caller ID, Call waiting/flash, Call transfer, hold, forward, mute, 3-way conferencing, message waiting, Do-Not-Disturb (DND), call-return service |
| <b>Caller ID</b>                        | Bellcore Type 1 & 2, ETSI, BT, NTT, and DTMF-based CID   |
| <b>Polarity Reversal / Wink</b>         | Yes  |
| <b>EMC</b>                              | EN55022/EN55024 and FCC part15 Class B   |
| <b>Safety</b>                           | UL   |



## Hardware Specification

The table below lists the hardware specification of HT502.

**Table 5: HT502 Hardware specification**

|  |  |
|--|--|
| <b>LAN Interface</b>                     | 2 x RJ45 10/100Mbps (integrated router)  |
| <b>LED</b>                               | 5 LEDs (GREEN)   |
| <b>Universal Switching Power Adaptor</b> | <b>Input:</b> 100-240V AC, 50/60Hz, 0.5A Max<br><b>Output:</b> 12V DC, 0.5A  |
|  | <b>UL</b> certified  |
| <b>Dimension</b>                         | 115mm (L) x 75mm (W) x 27mm (H)  |
| <b>Weight</b>                            | 94 g (0.21lbs)   |
| <b>Temperature</b>                       | 32~104°F / 0~40°C  |
| <b>Humidity</b>                          | 10% - 90% (non-condensing)   |
| <b>Compliance</b>                        |    |



## Basic Operations

### Understanding HT502 Voice Prompt

HT502 has a built-in voice prompt menu for simple device configuration. The IVR menu and the LED button work with any of the FXS port. Pick up the handset and dial “\*\*\*\*” to use the IVR menu.

Table 6: HT502 IVR Menu definitions

| Menu             | Voice Prompt                     | Options   |
|------------------|----------------------------------|---|
| <b>Main Menu</b> | “Enter a Menu Option”            | Press “*” for the next menu option<br><br>Press “#” to return to the main menu<br><br>Enter 01-05, 07,10, 12-17,47 or 99 menu options   |
| <b>01</b>        | “DHCP Mode”,<br>“Static IP Mode” | Press “9” to toggle the selection<br><br>If using “ <i>Static IP Mode</i> ”, configure the IP address information using menus 02 to 05.<br><br>If using “ <i>Dynamic IP Mode</i> ”, all IP address information comes from the DHCP server automatically after reboot. |
| <b>02</b>        | “IP Address “ + IP address       | The current WAN IP address is announced<br><br>If using “ <i>Static IP Mode</i> ”, enter 12 digit new IP address. <b>You need to reset the HT to take affect the new IP address.</b>  |
| <b>03</b>        | “Subnet “ + IP address           | Same as menu 02   |
| <b>04</b>        | “Gateway “ + IP address          | Same as menu 02   |
| <b>05</b>        | “DNS Server “ + IP address       | Same as menu 02   |
| <b>07</b>        | Preferred Vocoder                | Press “9” to move to the next selection in the list: <ul style="list-style-type: none"> <li>• PCM U / PCMA</li> </ul>   |



|           |  |   |
|-----------|--|---|
|           |  | <ul style="list-style-type: none"> <li>• iLBC</li> <li>• G-726</li> <li>• G-723</li> <li>• G-729</li> </ul>   |
| <b>10</b> | “MAC Address”                            | Announces the Mac address of the unit.  |
| <b>12</b> | WAN Port Web Access                      | Press “9” to toggle between <b>enable / disable</b>   |
| <b>13</b> | Firmware Server IP Address               | Announces current Firmware Server IP address. Enter 12 digit new IP address.  |
| <b>14</b> | Configuration Server IP Address          | Announces current Config Server Path IP address. Enter 12 digit new IP address.   |
| <b>15</b> | Upgrade Protocol                         | Upgrade protocol for firmware and configuration update. Press “9” to toggle between <b>TFTP / HTTP / HTTPS</b>  |
| <b>16</b> | Firmware Version                         | Firmware version information.   |
| <b>17</b> | Firmware Upgrade                         | <p>Firmware upgrade mode. Press “9” to toggle among the following three options:</p> <ul style="list-style-type: none"> <li>- always check</li> <li>- check when pre/suffix changes</li> <li>- never upgrade</li> </ul> |
| <b>47</b> | “Direct IP Calling”                      | Enter the target IP address to make a direct IP call, after dial tone. (See “ <i>Make a Direct IP Call</i> ”.)  |
| <b>70</b> | Phone calls between FXS 1 and FXS 2 port | User can make internal calls between two FXS ports on the same HT502 even without being registered to SIP server. By dialing *** and 70, user can reach the other FXS port  |
| <b>86</b> | Voice Mail                               | Number of Voice Mails   |



|           |                         |  |
|-----------|-------------------------|--|
|           |                         |  |
| <b>99</b> | “RESET”                 | Press “9” to reboot the device<br><br>Enter MAC address to restore factory default setting<br><br>(See <b>Restore Factory Default Setting</b> section) |
|           | “Invalid Entry”         | Automatically returns to main menu   |
|           | “Device not registered” | This prompt will be played immediately after off hook If the device is not register and the option “Outgoing Call without Registration” is in NO       |

### Five Success Tips when using the Voice Prompt

1. “\*” shifts down to the next menu option
2. “#” returns to the main menu
3. “9” functions as the ENTER key in many cases to confirm an option
4. All entered digit sequences have known lengths - 2 digits for menu option and 12 digits for IP address. For IP address, add **0** before the digits if the digits are less than 3 (i.e. - 192.168.0.26 should be key in like 192168**0000**26. No decimal is needed).
5. Key entry can not be deleted but the phone may prompt error once it is detected

## Placing a Phone Call

### Phone or Extension Numbers

1. Dial the number directly and wait for 4 seconds (Default “No Key Entry Timeout”); or
2. Dial the number directly and press # (Use # as dial key” must be configured in web configuration).

### Examples:

1. Dial an extension directly on the same proxy, (e.g. 1008), and then press the # or wait for 4 seconds.
2. Dial an outside number (e.g. (626) 666-7890), first enter the prefix number (usually 1+ or international code) followed by the phone number. Press # or wait for 4 seconds. Check with your VoIP service



provider for further details on prefix numbers.

## Direct IP Calls

Direct IP calling allows two parties, that is, a FXS Port with an analog phone and another VoIP Device, to talk to each other in an ad hoc fashion without a SIP proxy.

### Elements necessary to completing a Direct IP Call:

- Both HT502 and other VoIP Device, have public IP addresses, or
- Both HT502 and other VoIP Device are on the same LAN using private IP addresses, or
- Both HT502 and other VoIP Device can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

HT502 supports two ways to make Direct IP Calling:

### Using IVR

1. Pick up the analog phone then access the voice menu prompt by dial “\*\*\*”
2. Dial “**47**” to access the direct IP call menu
3. Enter the IP address after the dial tone and voice prompt “Direct IP Calling”

### Using Star Code

1. Pick up the analog phone then dial “**\*47**”
2. Enter the target IP address.

Note: **NO** dial tone will be played between step 1 and 2.

Destination ports can be specified using “\*” (encoding for “.”) followed by the port number.

### Examples of Direct IP Calls:

- a) If the target IP address is 192.168.0.160, the dialing convention is





**\*47 or Voice Prompt with option 47, then 192\*168\*0\*160.**

followed by pressing the “#” key if it is configured as a send key or wait 4 seconds. In this case, the default destination port 5060 is used if no port is specified.

b) If the target IP address/port is 192.168.1.20:5062, then the dialing convention would be:

**\*47 or Voice Prompt with option 47, then 192\*168\*0\*160\*5062** followed by pressing the “#” key if it is configured as a send key or wait for 4 seconds.

**NOTE:** When completing direct IP call, the “**Use Random Port**” should set to “NO”. You cannot make direct IP calls between FXS1 to FXS2 since they are using same IP.

## Call Hold

Place a call on hold by pressing the “flash” button on the analog phone (if the phone has that button). Press the “flash” button again to release the previously held Caller and resume conversation. If no “flash” button is available, use “hook flash” (toggle on-off hook quickly). You may drop a call using hook flash.

## Call Waiting

Call waiting tone (3 short beeps) indicates an incoming call, if the call waiting feature is enabled. Toggle between incoming call and current call by pressing the “flash” button. First call is placed on hold. Press the “flash” button to toggle between two active calls.

## Call Transfer

### Blind Transfer

Assume that call Caller A and B are in conversation. A wants to *Blind Transfer* B to C:

3. Caller A presses **FLASH** on the analog phone to hear the dial tone.
4. Caller A dials **\*87** then dials caller C’s number, and then # (or wait for 4 seconds)
5. Caller A will hear the confirm tone. Then, A can hang up.



**NOTE:** “*Enable Call Feature*” must be set to “Yes” in web configuration page.

### **Attended Transfer**

Assume that Caller A and B are in conversation. Caller A wants to *Attend Transfer* B to C:

1. Caller A presses **FLASH** on the analog phone for dial tone.
2. Caller A then dials Caller C’s number followed by # (or wait for 4 seconds).
3. If Caller C answers the call, Caller A and Caller C are in conversation. Then A can hang up to complete transfer.
4. If Caller C does not answer the call, Caller A can press “flash” to resume call with Caller B.

**NOTE:** When Attended Transfer fails and A hangs up, the HT502 will ring back user A to remind A that B is still on the call. A can pick up the phone to resume conversation with B.

### **3-Way Conferencing**

The HT502 supports Bellcore style 3-way Conference.

#### **Instructions for 3-way conference:**

Assume that call party A and B are in conversation. Caller A(HT502) wants to bring third Caller C into conference:

1. A presses FLASH (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
2. A dials C’s number then # (or wait for 4 seconds).
3. If C answers the call, then A presses FLASH to bring B, C in the conference.
4. If C does not answer the call, A can press FLASH back to talk to B.
5. If A presses FLASH during conference, C will be dropped out.
6. If A hangs up, the conference will be terminated for all three parties when configuration “Transfer on Conference Hangup” is set to “No”. If the configuration is set to “Yes”, A will transfer B to C so that B and C can continue the conversation.



## Fax Support

HT502 supports FAX in two modes: 1) T.38 (Fax over IP) and 2) fax pass through. T.38 is the preferred method because it is more reliable and works well in most network conditions. If the service provider supports T.38, please use this method by selecting Fax mode to be T.38 (default). If the service provider does not support T.38, pass-through mode can be used.



## Call Features

The HT502 supports all the traditional and advanced telephony features.

Table 7: HT502 Call features

| Key | Call Features  |
|-----|--|
| *02 | <b>Forcing a Codec</b> (per call) *027110 (PCMU), *027111 (PCMA), *02723 (G723), *02729 (G729), *0272616 (G726-r16), *0272624 (G724-r24), *0272632 (G726-r32), *0272640 (G726-r40), *027201 (iLBC) |
| *03 | <b>Disable LEC</b> (pe call) Dial “*03” + ” number “. <b>No</b> dial tone is played in the middle.   |
| *16 | <b>Enable SRTP</b>   |
| *17 | <b>Disable SRTP</b>  |
| *30 | <b>Block Caller ID</b> (for all subsequent calls)  |
| *31 | <b>Send Caller ID</b> (for all subsequent calls)   |
| *47 | <b>Direct IP Calling.</b> Dial “*47” + “IP address”. <b>No</b> dial tone is played in the middle. Detail see Direct IP Calling section on page 12.   |
| *50 | <b>Disable Call Waiting</b> (for all subsequent calls)   |
| *51 | <b>Enable Call Waiting</b> (for all subsequent calls)  |
| *67 | <b>Block Caller ID</b> (per call). Dial “*67” + ” number “. <b>No</b> dial tone is played in the middle.   |
| *82 | <b>Send Caller ID</b> (per call). Dial “*82” + ” number “. <b>No</b> dial tone is played in the middle.  |
| *69 | <b>Call Return Service:</b> Dial *69 and the phone will dial the last incoming phone number received.  |
| *70 | <b>Disable Call Waiting</b> (per call). Dial “*70” + ” number “. <b>No</b> dial tone is played in the middle.  |
| *71 | <b>Enable Call Waiting</b> (per call). Dial “*71” + ” number “. <b>No</b> dial tone is played in the middle.   |



|                   |  |
|-------------------|--|
| *72               | <b>Unconditional Call Forward:</b> Dial “*72” and then the forwarding number followed by “#”. Wait for dial tone and hang up. (dial tone indicates successful forward) |
| *73               | <b>Cancel Unconditional Call Forward.</b> To cancel “Unconditional Call Forward”, dial “*73”, wait for dial tone, then hang up.  |
| *74               | <b>Enable Paging Call:</b> Dial “*74” and then the destination phone number you want to page.  |
| *78               | <b>Enable Do Not Disturb (DND):</b> When enabled all incoming calls are rejected.  |
| *79               | <b>Disable Do Not Disturb (DND):</b> When disabled, incoming calls are accepted.   |
| *87               | <b>Blind Transfer</b>  |
| *90               | <b>Busy Call Forward:</b> Dial “*90” and then the forwarding number followed by “#”. Wait for dial tone then hang up.  |
| *91               | <b>Cancel Busy Call Forward.</b> To cancel “Busy Call Forward”, dial “*91”, wait for dial tone, then hang up.  |
| *92               | <b>Delayed Call Forward.</b> Dial “*92” and then the forwarding number followed by “#”. Wait for dial tone then hang up.   |
| *93               | <b>Cancel Delayed Call Forward.</b> To cancel Delayed Call Forward, dial “*93”, wait for dial tone, then hang up.  |
| <b>Flash/Hook</b> | Toggles between active call and incoming call (call waiting tone). If not in conversation, flash/hook will switch to a new channel for a new call.                     |
| #                 | Pressing pound sign will serve as <b>Re-Dial</b> key.  |



# Configuration Guide

## Configuring the HT502 through Voice Prompts

### **DHCP MODE**

Select voice menu option 01 to enable HT502 to use DHCP.

### **STATIC IP MODE**

Select voice menu option 01 to enable HT502 to use STATIC IP mode, then use option 02, 03, 04, 05 to set up IP address, Subnet Mask, Gateway and DNS server respectively.

### **FIRMWARE SERVER IP ADDRESS**

Select voice menu option 13 to configure the IP address of the firmware server.

### **CONFIGURATION SERVER IP ADDRESS**

Select voice menu option 14 to configure the IP address of the configuration server.

### **UPGRADE PROTOCOL**

Select voice menu option 15 to choose firmware and configuration upgrade protocol. User can choose between TFTP and HTTP.

### **FIRMWARE UPGRADE MODE**

Select voice menu option 17 to choose firmware upgrade mode among the following three options:

1) always check, 2) check when pre/suffix changes, and 3) never upgrade

### **WAN PORT WEB ACCESS**

Select voice menu option 12 to enable WAN Port Web Access of the device configuration pages.



## Configuring the HT502 Via Web Browser

HT502 has an embedded Web server that will respond to HTTP GET/POST requests. It also has embedded HTML pages that allow users to configure the HT502 through a web browser such as Microsoft's IE, AOL's Netscape or Mozilla Firefox installed on Windows or Unix OS. (Macintosh OS is not included).

### Access the Web Configuration Menu

The HT502 HTML configuration page can be accessed via LAN or WAN ports.

- **FROM THE LAN PORT:**
  1. Directly connect a computer to the LAN port
  2. Open a command window on the computer
  3. Type in "ipconfig /release", the IP address etc becomes 0
  4. Type in "ipconfig /renew", the computer gets an IP address in 192.168.2.x segment by default
  5. Open a web browser, type in the default IP address of the LAN port. <http://192.168.2.1>. You will see the log in page of the device.
  
- **FROM THE WAN PORT:**
  1. Follow table 4 to find the WAN side IP address.
  2. Open a web browser, type in the WAN side IP address – for example:  
**<http://HT502-WAN-IP-Address>**

#### Note:

- WAN side HTTP access is disabled by default for security reason. You can enable HTTP access on the configuration page by setting "*WAN side HTTP access*" to be **YES**.
- Initial access to the configuration pages is always from the LAN port. The instructions are listed above.
- The IVR announces 12 digits IP address, you need to strip out the leading "0" in the IP address. For ex. IP address: 192.168.001.014, you need to type in <http://192.168.1.14> in the web browser.



Once the HTTP request is entered and sent from a web browser, the user will see a log-in screen. There are two default passwords for the login page:

| User Level:         | Password: | Web pages allowed:             |
|---------------------|-----------|--------------------------------|
| End User Level      | 123       | Only Status and Basic Settings |
| Administrator Level | admin     | Browse all pages               |

The password is case sensitive with maximum length of 25 characters. The factory default password for End User and administrator is “123” and “admin” respectively. Only an administrator can access the “ADVANCED SETTING”, “FXS PORTs” configuration pages. Please reference the GUI pages using the following link: [http://www.grandstream.com/sites/default/files/Resources/ht502\\_gui.zip](http://www.grandstream.com/sites/default/files/Resources/ht502_gui.zip) .

**NOTE:** If you **cannot** log into the configuration page by using the default password, please check with the VoIP service provider. It is most likely the VoIP service provider has provisioned the device and configured for you therefore the password has already been changed.

## Important Settings

The end-user must configure the following settings according to the local environment.

**NOTE:** Most settings on the web configuration pages are set to the default values.

## NAT Settings

If you plan to keep the gateway within a *private network* behind a firewall, we recommend using STUN





Server. The following three (3) settings are useful in the STUN Server scenario:

1. **STUN Server** (under Advanced Settings webpage)  
Enter a STUN Server IP (or FQDN) that you may have, or look up a free public STUN Server on the internet and enter it on this field. If using Public IP, keep this field blank.
2. **Use Random Ports** (under Advanced Settings webpage)  
This setting depends on your network settings. Generally, if you have multiple IP devices under the same network, it should be set to Yes. If using a Public IP address, set this parameter to No.
3. **NAT Traversal** (under the Profile web pages)  
Set this to Yes when gateway is behind firewall on a private network.

## DTMF Methods

DTMF Settings are in FXS portX pages.

- DTMF in-audio
- DTMF via RTP (RFC2833)
- DTMF via SIP INFO

Set priority of DTMF methods according to your preference. This setting should be based on your server DTMF setting.

## Preferred VOCODER (Codec)

The HT502 supports a broad range of voice codecs. Under Profile web pages, choose your preferred order of different codecs:

- PCMU/A (or G711 $\mu$ /a)
- G729 A/B/E
- G723
- G726 (16/24/32/40)
- iLBC



- AAL2 (all G.726)

**Table 8: Basic settings**

|                             |  |
|-----------------------------|--|
| <b>End User Password</b>    | Password to access the Web Configuration Menu. This field is case sensitive with a maximum length of 25 characters.  |
| <b>Web Port</b>             | By default, HTTP uses port 80. This field is for customizable web port.  |
| <b>Telnet Server</b>        | Default is set to YES.   |
| <b>IP Address</b>           | <p>There are two modes to operate the HT502:</p> <p><b>DHCP mode:</b> all the field values for the Static IP mode are not used (even though they are still saved in the Flash memory.) The HT502 acquires its IP address from the first DHCP server it discovers from the LAN it is connected. <i>Using the PPPoE feature:</i> set the PPPoE account settings. The HT502 will establish a PPPoE session if any of the PPPoE fields is set.</p> <p><b>Static IP mode:</b> configure the IP address, Subnet Mask, Default Router IP address, DNS Server 1 (primary), DNS Server 2 (secondary) fields. These fields are set to zero by default.</p> |
| <b>DHCP hostname</b>        | Default is <b>blank</b> . This option specifies the name of the client. This field is optional but may be required by some Internet Service Providers.   |
| <b>DHCP vendor class ID</b> | Default is <b>HT500</b> . Used by clients and servers to exchange vendor-specific information..  |
| <b>PPPoE account ID</b>     | PPPoE username. Necessary if ISP requires you to use a PPPoE (Point to Point Protocol over Ethernet) connection.   |
| <b>PPPoE password</b>       | PPPoE account password.  |



|                               |  |
|-------------------------------|--|
| <b>PPPoE Service Name</b>     | Default is <b>blank</b> . This field is optional. If your ISP uses a service name for the PPPoE connection, enter the service name here.   |
| <b>Time Zone</b>              | Controls how the date/time is displayed according to the specified time zone.  |
| <b>Self Defined Time Zone</b> | <p>The syntax is <b>std offset dst [offset],start[/time],end[/time]</b></p> <p>Default is set to : <b>MTZ+6MDT+5,M3.2.0,M11.1.0</b></p> <p><b>MTZ+6MDT+5,</b></p> <p>Time zone with 6 hours offset with 1 hour ahead which is the US central time. It is positive (+) if the local time zone is west of the Prime Meridian and negative (-) if it is east.</p> <p><b>Prime Meridian (a.k.a: International or Greenwich Meridian)</b></p> <p><b>M3.2.0,M11.1.0</b></p> <p>The 1<sup>st</sup> number indicates Month: 1,2,3,...,12 (for Jan, Feb, ..., Dec)</p> <p>The 2<sup>nd</sup> number indicates the n<sup>th</sup> iteration of the weekday: (1st Sunday, 3rd Tuesday etc)</p> <p>The 3<sup>rd</sup> number indicates Weekday: 0,1, 2, ...,6(for Sun, Mon, Tue, ..., Sat)</p> <p>Therefore, this example is the DST which starts from the second Sunday of March to the 1st Sunday of November.</p> |
| <b>Language</b>               | Languages supported with voice prompt and web interface, except Spanish that it is only in IVR.  |
| <b>Device Mode</b>            | This parameter controls whether the device is working in NAT router mode or Bridge mode. Save the setting and reboot prior to configuring HT502.   |



|                                  |  |
|----------------------------------|--|
| <b>NAT Maximum Ports</b>         | The number of ports that can be managed while in NAT router mode.<br>Range: 0 – 4096, default is 1024. Typically one port per connection.  |
| <b>NAT TCP Timeout</b>           | NAT TCP idle timeout in seconds. Connection will be closed after preconfigured, timeout if not refreshed. Range: 0 - 3600  |
| <b>NAT UDP Timeout</b>           | NAT TCP idle timeout in seconds. Connection will be closed after preconfigured, timeout if not refreshed. Range: 0 – 3600, default is 300  |
| <b>Uplink Bandwidth</b>          | The maximum uplink bandwidth permitted by the device. This function is disabled by default. The total bandwidth can be set as: 128K, 256K, 512K, 1M, 2M, 3M, 4M, 5M, 10M or 15M. The primary function of this setting is to limit the uplink bandwidth for the device internal system, signaling and NATed traffic.<br><u>Example:</u> When 512k is configured, there will be at least 512kbps limited for internal system, signaling and NATed traffic. Voice or RTP stream will never be limited. See figure 3.  |
| <b>Downlink Bandwidth</b>        | The maximum downlink bandwidth permitted by the device. This function is disabled by default. The total bandwidth can be set as: 128K, 256K, 512K, 1M, 2M, 3M, 4M, 5M, 10M or 15M. The primary function of this setting is to limit the download bandwidth for the device internal system, signaling and NATed traffic.<br><u>Example:</u> if 128 is configured, there will be at least 128kbps limited for internal system, signaling and NATed traffic. Voice or RTP stream will never be limited. See figure 3. |
| <b>Enable UPnP</b>               | When set to “Yes”, the HT502 acts as an UPnP gateway for your UPnP enabled applications. <b>UPnP = “Universal Plug and Play”</b>   |
| <b>Reply to ICMP on WAN Port</b> | Default is <b>No</b> . When set to “Yes”, the HT502 responds to the PING command from other computers, but is also made vulnerable to DOS attacks.   |



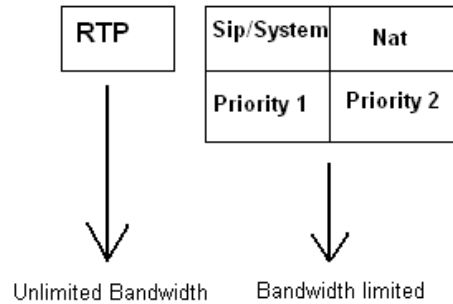
|                                    |   |
|------------------------------------|---|
| <b>WAN Side HTTP/Telnet Access</b> | Default is <b>No</b> . When set to “Yes”, the user can access the web configuration pages through the WAN port, instead of through the PC port. <u>Warning</u> : this configuration is less secure than the default option.   |
| <b>White list for WAN side</b>     | List the IP address or IP range in the White list<br><br><u>Note for list Rules:</u><br><br>HTTP/telnet:<br><br>Case 1: WAN side telnet/HTTP access enabled<br>- If white list exists, then <b>ONLY</b> these IP addresses are <b>ALLOWED</b> to web and telnet access.<br><br>- If black list exists and white list is empty, then <b>ONLY</b> these IP addresses are <b>NOT ALLOWED</b> to web and telnet access.<br><br>Case 2: WAN side telnet/HTTP access is not allowed:<br>-All addresses are <b>NOT ALLOWED</b> http and telnet access. |
| <b>Black list for WAN side</b>     | List the IP address or IP range in the black list. The same rules as white list.  |
| <b>Cloned WAN MAC Address:</b>     | This allows the user to change/set a specific MAC address on the WAN interface.<br><br><u>Note</u> : Set in Hex format  |
| <b>Enable LAN DHCP</b>             | When set to “Yes”, device will function as a simple router and LAN port will provide IP addresses to internal network. Connect the WAN port to ADSL/Cable modem or any other equipment that provides access to public Internet.   |



|                           |   |
|---------------------------|---|
| <b>LAN DHCP Base IP</b>   | <p>Base IP Address for a LAN port. Default factory setting is 192.168.2.1.</p> <p><u>Note:</u> When the device detects WAN IP is conflicting with LAN IP, the LAN base IP address will be changed based on the network mask -- the effective subnet will be increased by 1. For example; 192.168.2.1 will be changed to 192.168.3.1 if net mask is 255.255.255.0. Then the device will reboot</p> |
| <b>LAN DHCP Start IP</b>  | <p>Default value is <b>100</b>. The last segment of IP address assigned to the HT50x in the LAN Network. Default configuration assigns IP address (to local network devices) starting from 192.168.2.100.</p>   |
| <b>LAN DHCP End IP</b>    | <p>Default value is <b>199</b>. This parameter allows a user to limit the number of local network devices connected to the internal router. Default configuration assigns IP address (to devices connected to the LAN port) in a range from 192.168.2.100 up to 192.168.2.199.</p>  |
| <b>LAN Subnet Mask</b>    | <p>Sets the LAN subnet mask. Default value is 255.255.255.0</p>   |
| <b>LAN DHCP Base IP:</b>  | <p>Base IP address for the LAN port, which functions as default gateway for its LAN. Default value is 192.168.2.1</p>   |
| <b>DHCP IP Lease Time</b> | <p>Default value is <b>120 hrs</b> (5 days). The length of time the IP address is assigned to the LAN clients. Value is set in units of hours.</p>  |
| <b>DMZ IP:</b>            | <p>This function forwards all WAN IP traffic to a specific IP address if no matching port is used by HT502 or in the defined port forwarding.</p>   |
| <b>Port Forwarding</b>    | <p>Forwards a matching (TCP/UDP) port to a specific LAN IP address with a specific (TCP/UDP) port.</p>  |



**HT500 / GXV40XX**  
 UP/Downlink Bandwidth Limitation  
 by specified value in configuration or GUI



**Figure 3: Uplink/Downlink bandwidth limitation**

In addition to the Basic Settings configuration page, end users also have access to the Device Status page.

**Table 9: Status page**

|                       |  |
|-----------------------|--|
| <b>MAC Address</b>    | The device ID, in HEX format. This is very important ID for ISP troubleshooting. LAN and WAN Mac addresses will appear in this place. The LAN MAC address will be used for provisioning and can be found on the label coming with original box and on the label located on the bottom panel of the device. |
| <b>WAN IP Address</b> | This field shows WAN IP address of HT502.  |
| <b>Product Model</b>  | This field contains the product model info.  |



| <b>Software Version</b> | <p><b>Program:</b> This is the main software release. <i>This number is always used for firmware upgrade.</i> Current release is 1.0.13.3 Boot and Loader are seldom changed.</p> <p><b>Bootloader:</b> current version is 1.0.0.18.</p> <p><b>Core:</b> current version 1.0.13.1</p> <p><b>Base:</b> current version is 1.0.13.3</p> <p><b>Extra:</b> current version is 1.0.13.1</p> <p><b>CPE:</b> current version is 1.0.1.48</p>  |              |      |              |              |                 |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |
|-------------------------|--|--------------|------|--------------|--------------|-----------------|--------------|-----------------|------|---------|------------|-----|-----|--|--|------|---------|------------|----|--|-----|--|
| <b>System Up Time</b>   | Shows system up time since the last reboot.  |              |      |              |              |                 |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |
| <b>PPPoE Link Up</b>    | Indicates whether the PPPoE connection is up if the HT502 is connected to DSL modem.   |              |      |              |              |                 |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |
| <b>NAT</b>              | This field indicates the type of NAT connection used by the HT502 via its WAN port.  |              |      |              |              |                 |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |
| <b>Port Status</b>      | <p>Displays relevant information regarding the each FXS port.</p> <table border="1" data-bbox="477 1220 1435 1486"> <thead> <tr> <th>Port</th> <th>Hook</th> <th>Registration</th> <th>DND</th> <th>Forward</th> <th>Busy Forward</th> <th>Delayed Forward</th> </tr> </thead> <tbody> <tr> <td>FXS1</td> <td>On Hook</td> <td>Registered</td> <td>Yes</td> <td>613</td> <td></td> <td></td> </tr> <tr> <td>FXS2</td> <td>On Hook</td> <td>Registered</td> <td>No</td> <td></td> <td>614</td> <td></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Both FXS port1 and FXS port2 are registered with this SIP Server.</li> <li>• FXS Port 1 user has set Do Not Disturb.</li> <li>• FXS Port 1 user has set his calls to be forwarded unconditionally to ext 613.</li> <li>• FXS Port 2 user has set his calls to forward to 614 when his phone is busy.</li> </ul> | Port         | Hook | Registration | DND          | Forward         | Busy Forward | Delayed Forward | FXS1 | On Hook | Registered | Yes | 613 |  |  | FXS2 | On Hook | Registered | No |  | 614 |  |
| Port                    | Hook   | Registration | DND  | Forward      | Busy Forward | Delayed Forward |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |
| FXS1                    | On Hook  | Registered   | Yes  | 613          |              |                 |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |
| FXS2                    | On Hook  | Registered   | No   |              | 614          |                 |              |                 |      |         |            |     |     |  |  |      |         |            |    |  |     |  |





## Advanced User Configuration

Log in to the advanced user configuration page the same way as for the basic configuration page. The password is case sensitive and the factory default password for Advanced User is “*admin*”.

Advanced User configuration includes the end user configuration and the advanced configurations including: a) SIP configuration, b) Codec selection, c) NAT Traversal Setting and d) other miscellaneous configuration. HT502 each FXS SIP account has its own configuration page. Their configurations are identical.

**Table 10: Advanced settings**

|                            |   |
|----------------------------|---|
| <b>Admin Password</b>      | This contains the password to access the Advanced Web Configuration page. This field is case sensitive. Only the administrator can configure the “Advanced Settings” page. Password field is purposely left blank for security reasons after clicking update and saved. The maximum password length is 25 characters. |
| <b>Layer 3 QoS</b>         | This field defines the layer 3 QoS parameter which can be the value used for IP Precedence or Diff-Serv or MPLS. Default value is <b>12</b> .   |
| <b>Layer 2 QoS</b>         | Value used for layer 2 VLAN tag. Default setting is <b>blank</b> .  |
| <b>STUN Server</b>         | IP address or Domain name of the STUN server.   |
| <b>Keep-alive interval</b> | This parameter specifies how often the HT502 sends a blank UDP packet to the SIP server in order to keep the “hole” on the NAT open. Default is 20 seconds. Minimum value is 20 seconds.  |



|  |  |
|--|--|
| <b>Use STUN to detect network connectivity</b> | <p>Use STUN keep-alive to detect WAN side network problems. If keep-alive request does not yield any response for configured number of times, the device will restart the TCP/IP stack. If the STUN server does not respond when the device boots up, the feature is disabled.</p>   |
| <b>Firmware Upgrade and Provisioning</b>       | <p>Enables HT502 to download firmware or configuration file through either the TFTP, HTTP or HTTPS server.</p>   |
| <b>Via TFTP Server</b>                         | <p>This is the IP address of the configured TFTP server. If selected and it is non-zero or not blank, the HT502 retrieves the new configuration file or new code image from the specified TFTP server at boot time. After 5 attempts, the system will timeout and will start the boot process using the existing code image in the Flash memory. If a TFTP server is configured and a new code image is retrieved, the new downloaded image is saved into the Flash memory.</p> <p><u>Note:</u> Please do NOT interrupt the TFTP upgrade process (especially the power supply) as this will damage the device. Depending on the local network, this process can take up to 15 or 20 minutes.</p> |
| <b>Via HTTP / HTTPS Server</b>                 | <p>The URL for the HTTP/HTTPS server used for firmware upgrade and configuration via HTTP.</p> <p><i>For example,</i><br/> <code>http://provisioning.mycompany.com:6688/Grandstream/1.0.0.67":6688"</code> is the specific TCP port where the HTTP or HTTPS server is listening; it can be omitted if using default port 80.</p> <p><u>Note:</u> If Auto Upgrade is set to No, HT502 will only do HTTP/HTTPS download once at boot up.</p>   |



|  |   |
|--|---|
| <b>Firmware Server Path</b>                              | IP address or domain name of firmware server.   |
| <b>Config Server Path</b>                                | IP address or domain name of configuration server.  |
| <b>XML Config File Password</b>                          | The password used for encrypting the XML configuration file using OpenSSL. This is required for the phone to decrypt the encrypted XML configuration file.  |
| <b>HTTP/HTTPS User Name</b>                              | The user name needed to authenticate with the HTTP/HTTPS server.  |
| <b>HTTP/HTTPS Password</b>                               | The password needed to authenticate with the HTTP/HTTPS server.   |
| <b>Always send HTTP Basic Authentication Information</b> | Default is <b>Send HTTP Basic Authentication Information only when challenged</b> . If set to <b>Always</b> , device will send configured user name and password within HTTP request without server sending authentication challenge. |
| <b>Firmware File Prefix</b>                              | This field enables user to store different versions of firmware files in one single directory on the firmware server. If configured, only the firmware file with the matching prefix will be downloaded.                              |
| <b>Firmware File Postfix</b>                             | This field enables user to store different versions of firmware files in one single directory on the firmware server. If configured, only the firmware file with the matching postfix will be downloaded.                             |
| <b>Config File Prefix</b>                                | This field enables user to store different configuration files in one single directory on the configuration server. If configured, only the configuration file with the matching prefix will be downloaded.                           |



|   |   |
|---|---|
| <b>Config File Postfix</b>                            | This field enables user to store different configuration files in one single directory on the configuration server. If configured, only the configuration file with the matching postfix will be downloaded.  |
| <b>Allow DHCP Option 66 or 160 to override server</b> | If set to “Yes”, configuration and upgrade server information can be obtained using DHCP option 66 or option 160 from DHCP server located in customer’s environment.  |
| <b>3CX Auto Provision</b>                             | If enabled, the ATA will broadcast SIP SUBSCRIBE message during booting up to allow itself to be discovered and be configured by the SIP server.  |
| <b>Automatic Upgrade</b>                              | Choose “Yes” to enable automatic upgrade and provisioning. If select “Check every minutes” input the amount of minutes you want it to check for update. If select “Yes, daily at hour” make sure to input the hour of the day you want it to check for update, e.g. for 11 pm type 23. If select “Yes, weekly on day” make sure you input the day of the week (in format 0-6, 0 is Sunday) you want it to check for update. When set to No, HT502 will only do the following option you select; “Always check for New Firmware at Boot up” will check for new firmware every time the device reboots. “Check New Firmware only when F/W pre/suffix changes” will check for updates only when the pre/suffix has been changed. |
| <b>Disable SIP NOTIFY Authentication</b>              | Device will not challenge NOTIFY with 401 when set to Yes.  |
| <b>Authenticate Conf File</b>                         | If set to Yes, config file is authenticated before acceptance. This protects the configuration from an unauthorized change.   |
| <b>Firmware Key</b>                                   | Used for firmware encryption. Should be 32 digit in hexadecimal representation. End user should keep it blank.  |
| <b>SIP TLS Certificate</b>                            | The user specify SSL certificate used for SIP over TLS in X.509 format.   |



|                                     |   |
|-------------------------------------|---|
| <b>SIP TLS Private Key</b>          | The user specify SSL private key used for SIP over TLS in X.509 format.   |
| <b>SIP TLS Private Key Password</b> | User specify password to protect the private key above.   |
| <b>ACS URL</b>                      | User specify the Auto Configuration Server's URL (TR-069 protocol)  |
| <b>ACS Username</b>                 | User specify the ACS Username   |
| <b>ACS Password</b>                 | User specify the ACS password   |
| <b>Periodic Inform Enable</b>       | Default is No. If set to YES, device will send inform packets to the ACS  |
| <b>Periodic Inform Interval</b>     | Frequency that the inform packets will be sent out to the ACS   |
| <b>Connection Request Username</b>  | Set a user name for the ACS to connect to this device   |
| <b>Connection Request Password</b>  | Set a password for the ACS to connect to this device  |
| <b>Connection Request Port</b>      | Set a port number for the ACS to connect to this device, default is <b>7547</b>   |
| <b>CPE SSL Certificate</b>          | Configure the SSL authentication of Customer-premises equipment   |
| <b>CPE SSL Private Key</b>          | Configure the SSL Private Key of Customer-premises equipment  |
| <b>System Ring Cadence</b>          | Configuration option is set ring cadence on all FXS ports for all incoming calls. (Syntax: c=on1/off1-on2/off2-on3/off3(only 3 cadences maximum)) Default is set to c=2000/4000; (US standards) |



|                                    |   |
|------------------------------------|---|
| <b>Call Progress Tones</b>         | <p>Using these settings, users can configure tone frequencies and cadence according to their preference. By default they are set to North American frequencies. Configure these settings with known values to avoid uncomfortable high pitch sounds. ON is the period of ringing (“On time” in ‘ms’) while OFF is the period of silence. In order to set a continuous tone, OFF should be zero. Otherwise it will ring ON ms and a pause of OFF ms and then repeat the pattern.</p> <p><u>Example configuration for N.A. Dialtone:</u></p> <p><b>f1=350@-13,f2=440@-13,c=0/0;</b></p> <p><b>Syntax: f1=freq@vol, f2=freq@vol, c=on1/off1-on2/off2-on3/off3; [...]</b></p> <p><b>(Note: freq: 0 - 4000Hz; vol: -30 - 0dBm)</b></p> |
| <b>Prompt Tone<br/>Access Code</b> | <p>Key pattern to get Prompt Tone. Maximum 20 digits. No Default.</p>   |
| <b>Phone LED Pattern</b>           | <p>Choose LED Pattern rules:</p> <p>Pattern A (Onhook: OFF; Offhook: ON; VM: Blink)</p> <p>Pattern B (Onhook: ON; Offhook: OFF; VM: Blink if phone onhook)</p>  |
| <b>Lock Keypad<br/>Update</b>      | <p>If set to “Yes”, the configuration update via keypad is disabled.</p>  |
| <b>Disable Voice<br/>Prompt</b>    | <p>Default is <b>No</b>. Disables the voice prompt configuration.</p>   |
| <b>Disable Direct IP<br/>Call</b>  | <p>Default is <b>No</b>. Disables the Direct IP Call function.</p>  |
| <b>NTP server</b>                  | <p>URI or IP address of the NTP (Network Time Protocol) server. This parameter synchronizes the date and time.</p>  |



|                            |   |
|----------------------------|---|
| <b>NTP Update Interval</b> | Default is <b>1440</b> . Updates the Network Time Protocol (Values range from 5 – 1440 minutes)   |
| <b>Syslog Server</b>       | The IP address or URL of System log server. This feature is especially useful for the ITSP (Internet Telephone Service Provider)  |
| <b>Syslog Level</b>        | <p>Select the HT502 to report the log level. Default is NONE. The level is one of DEBUG, INFO, WARNING or ERROR. Syslog messages are sent based on the following events:</p> <ol style="list-style-type: none"> <li>1. product model/version on boot up (INFO level)</li> <li>2. NAT related info (INFO level)</li> <li>3. sent or received SIP message (DEBUG level)</li> <li>4. SIP message summary (INFO level)</li> <li>5. inbound and outbound calls (INFO level)</li> <li>6. registration status change (INFO level)</li> <li>7. negotiated codec (INFO level)</li> <li>8. Ethernet link up (INFO level)</li> <li>9. SLIC chip exception (WARNING and ERROR levels)</li> <li>10. memory exception (ERROR level)</li> </ol> <p>The Syslog uses USER facility. In addition to standard Syslog payload, it contains the following components:</p> <p>GS_LOG: [device MAC address][error code] error message</p> <p><i>Example:</i> May 19 02:40:38 192.168.1.14 GS_LOG: [00:0b:82:00:a1:be][000]<br/>Ethernet link is up</p> |



|  |   |
|--|---|
| <b>Send SIP Log</b>                      | If Syslog is enabled and Send SIP Log is set to YES, then SIP messages will also be delivered via Syslog. Default is set to NO.   |
| <b>Download Device Configuration</b>     | Allows user to download and save a text file containing all the P values of each setting as configured at that point on the unit. (Note: For Security Reasons, all Passwords won't be Downloaded) |
| <b>Download Device XML Configuration</b> | Allows user to download and save a XML file containing all the P values of each setting as configured at that point on the unit. (Note: For Security Reasons, all Passwords won't be Downloaded)  |
| <b>Upload firmware</b>                   | Allows user to upload firmware file from local directory.   |
| <b>Upload configuration</b>              | Allows user to upload configuration file from local directory.  |

**Table 11: Account settings**

|                                  |   |
|----------------------------------|---|
| <b>Profile Active</b>            | When set to Yes the FXS port is activated.  |
| <b>Primary SIP Server</b>        | SIP Server's IP address or Domain name provided by VoIP service provider.   |
| <b>Failover SIP Server</b>       | Failover SIP Server's IP address or Domain name in case primary server does not respond.  |
| <b>Prefer Primary SIP Server</b> | Default is no. If set to yes it will register to Primary Server if registration with Failover server expires  |
| <b>Outbound Proxy</b>            | IP address or Domain name of Outbound Proxy, or Media Gateway, or Session Border Controller. Used by HT502 for firewall or NAT penetration in different network environments. If symmetric NAT is detected, STUN will not work and ONLY outbound proxy can correct the problem. |





|                              |   |
|------------------------------|---|
| <b>SIP transport</b>         | User can select UDP or TCP or TLS.  |
| <b>NAT Traversal (STUN)</b>  | <p>This parameter defines whether or not the HT502 NAT traversal mechanism is activated. If activated (by choosing “Yes”) and a STUN server is also specified, then the HT502 performs according to the STUN client specification. Using this mode, the embedded STUN client will detect if and what type of firewall/NAT. If the detected NAT is a Full Cone, Restricted Cone, or a Port-Restricted Cone, the HT502 will use its mapped public IP address and port in all of its SIP and SDP messages.</p> <p>If the NAT Traversal field is set to “Yes” <i>with no specified STUN server</i>, the HT502 will periodically (every 20 seconds or so) send a blank UDP packet (with no payload data) to the SIP server to keep the “hole” on the NAT open.</p> |
| <b>SIP User ID</b>           | User account information, provided by VoIP service provider (ITSP). Usually in the form of digit similar to phone number or actually a phone number.  |
| <b>Authenticate ID</b>       | SIP service subscriber’s Authenticate ID used for authentication. Can be identical to or different from SIP User ID.  |
| <b>Authenticate Password</b> | SIP service subscriber’s account password.  |
| <b>Name</b>                  | SIP service subscriber’s name for Caller ID display.  |
| <b>DNS Mode</b>              | <p>One from the 3 modes are available for “DNS Mode” configuration:</p> <ul style="list-style-type: none"> <li>-A Record (for resolving IP Address of target according to domain name)</li> <li>-SRV (DNS SRV resource records indicates how to find services for various protocols)</li> <li>-NAPTR/SRV (Naming Authority Pointer according to RFC 2915)</li> <li>-Use Configured IP (Use the three configured IP address instead of any DNS)</li> </ul>   |



|  |   |
|--|---|
|  | <p>query)</p> <p>One mode can be chosen for the client to look up server.</p> <p>The default value is “A Record”</p>  |
| <b>DNS SRV use</b><br><br><b>Registered IP</b> | <p>Choose whether to enable DNS SRV to use Registered IP when DNS mode is set to SRV or NAPTR/SRV. If set to Yes, the device will send the request to IP which is used for SIP REGISTER request. If set to No and DNS Mode is SRV or NAPTR/SRV, the device is going to send request to the IP based on SRV priority order. Default is No.</p> |
| <b>Primary IP</b>                              | Configure the primary IP for DNS Mode: Use Configured IP  |
| <b>Backup IP1</b>                              | Configure the first backup IP for DNS Mode: Use Configured IP   |
| <b>Backup IP2</b>                              | Configure the second backup IP for DNS Mode: Use Configured IP  |
| <b>Tel URI</b>                                 | <p>The default setting is “Disabled”. If the phone has an assigned PSTN Number, this field should be set to “User=Phone” then a “User=Phone” parameter will be attached to the “From header” in the SIP request to indicate the E.164 number. If server supports TEL URI format, then this option needs to be selected.</p>                   |
| <b>SIP Registration</b>                        | Controls whether the HT502 needs to send REGISTER messages to the proxy server. The default setting is Yes.   |
| <b>Unregister on Reboot</b>                    | Default is No. If set to Yes, the SIP user’s registration information will be cleared on reboot.  |
| <b>Outgoing Call without Registration</b>      | Default is <b>No</b> . If set to “Yes,” user can place outgoing calls even when not registered (if allowed by Internet Telephone Service Provider) but is unable to receive incoming calls.   |
| <b>Register Expiration</b>                     | This parameter allows the user to specify the time frequency (in minutes) the HT502 refreshes its registration with the specified registrar. The default interval   |



|                                       |  |
|---------------------------------------|--|
|                                       | is 60 minutes (or 1 hour). The maximum interval is 65535 minutes (about 45 days).  |
| <b>Reregister before Expiration</b>   | This parameter allows the user to specify the reregistration time before expiration.   |
| <b>Registration Retry Wait Time</b>   | Retry registration if the process failed. Default is 30 seconds.   |
| <b>Layer 3 QoS</b>                    | Configure <b>SIP DSCP</b> value in decimal (0-63). Default is 26 for SIP DSCP  |
|                                       | Configure <b>RTP DSCP</b> value in decimal (0-63). Default is 46 for RTP DSCP.   |
| <b>Local SIP port</b>                 | Defines the local SIP port the HT502 will listen and transmit. The default value for FXS port 1 is 5060. The default value for FXS port 2 is 5062.   |
| <b>Local RTP port</b>                 | Defines the local RTP port pair the HT502 will listen and transmit. The default value for FXS port 1 is 5004. The default value for FXS port 2 is 5012.  |
| <b>Use Random Port</b>                | This parameter forces the random generation of both the local SIP and RTP ports when set to Yes. This is usually necessary when multiple HT502 are behind the same NAT.  |
| <b>Hold Target Before Refer</b>       | Default is <b>Yes</b> . Allows user to hold the phone call before refer it. If set to No, the call will not be hold before referred.   |
| <b>Refer to Use Target Contact</b>    | Default is NO. If set to YES, then for Attended Transfer, the “Refer-To” header uses the transferred target’s Contact header information.  |
| <b>Transfer on Conference Hang up</b> | Default is <b>No</b> . In which case if the conference originator hangs up the conference will be terminated. When option YES is chosen, originator will transfer other parties to each other so that B and C can choose either to continue the conversation or hang up. |
| <b>Disable Bellcore Style 3-Way</b>   | Default is <b>No</b> . you can make a Conference by pressing ‘Flash’ key. If set to <b>Yes</b> , you need to dial *23 + second callee number.  |



|  |   |
|--|---|
| <b>Conference</b>                                      |   |
| <b>Remove OBP from Route Header</b>                    | Default is <b>No</b> . When option YES is chosen, the Out Bound Proxy will be removed from Route header.  |
| <b>Support SIP Instance ID</b>                         | Default is Yes. If set to Yes, the contact header in REGISTER request will contain SIP Instance ID as defined in IETF SIP Outbound draft.   |
| <b>Validate incoming SIP message</b>                   | Default is <b>No</b> . If set to yes all incoming SIP messages will be strictly validated according to RFC rules. If message will not pass validation process, call will be rejected.                 |
| <b>Check SIP User ID for incoming INVITE</b>           | Default is No. Check the incoming SIP User ID in Request URI. If they don't match, the call will be rejected. If this option is enabled, the device will not be able to make direct IP calls.         |
| <b>Authenticate incoming INVITE</b>                    | Default is <b>No</b> . If set to Yes, device will challenge the incoming INVITE for the Authenticate ID and Password with 401 Unauthorized.   |
| <b>Authenticate Server Certificate Domain</b>          | Default is <b>No</b> . If set to Yes, device will check the server TLS certificate to ensure that the Common Name matches the configured SIP server   |
| <b>Authenticate Server Certificate Chain</b>           | Default is <b>No</b> . If set to Yes, device will check the server TLS certificate to ensure that it is authorized by a known Certificate Authority   |
| <b>Trusted CA Certificates</b>                         | Uses the certificate for Authentication if "Check Domain Certificates" is set to "Yes"  |
| <b>Allow Incoming SIP Messages from SIP Proxy Only</b> | Default is <b>No</b> . Check the incoming SIP messages. If they don't come from the SIP proxy, they will be rejected. If this option is enabled, the device will not be able to make direct IP calls. |
| <b>Use Privacy Header</b>                              | If set to <b>Default</b> , it will only add Privacy or PPI header when special feature is not <b>Telkom SA</b> or <b>CBCOM</b> .  |
| <b>Use P-Preferred-</b>                                | If set to <b>Default</b> , it will only add Privacy or PPI header when special feature is   |



|  |   |
|--|---|
| <b>Identity Header</b>                 | not <b>Telkom SA</b> or <b>CBCOM</b> .  |
| <b>SIP T1 Timeout</b>                  | T1 is an estimate of the round-trip time between the client and server transactions.<br><br>If the network latency is high, select larger value for more reliable usage.  |
| <b>SIP T2 Interval</b>                 | Maximum retransmission interval for non-INVITE requests and INVITE responses.   |
| <b>SIP Timer D</b>                     | Set the SIP Timer D. Default is <b>0</b> .  |
| <b>DTMF Payload Type</b>               | Sets the payload type for DTMF using RFC2833.   |
| <b>Preferred DTMF method</b>           | The HT502 supports up to 3 different DTMF methods including in-audio, via RTP (RFC2833) and via Sip Info. The user can configure DTMF method in a priority list.  |
| <b>DTMF-RELAY Tag Respect SIP INFO</b> | Default is No. If set to No, the DTMF-relay tag in Accept Header is always added in outbound INVITE. If set to Yes, it depends on if SIP INFO is chosen in Preferred DTMF Method.   |
| <b>Disable DTMF Negotiation</b>        | Default is No. If set to yes, use above DTMF order without negotiation  |
| <b>DTMF via RFC2833</b>                | Send DTMF via RTP (According to RFC 2833).  |
| <b>DTMF via SIP INFO</b>               | Send DTMF via SIP INFO message.   |
| <b>Send Flash Event</b>                | Default is No. If set to yes, flash will be sent as DTMF event.   |
| <b>Enable Call Features</b>            | Default is <b>Yes</b> . (If Yes, call features using star codes will be supported locally)  |
| <b>Offhook Auto-Dial</b>               | This parameter allows users to configure a User ID or extension number that is automatically dialed when off-hook. <u>Only the user part</u> of a SIP address needs is entered here. The HT502 will automatically append the “@” and the host portion of the corresponding SIP address. |
| <b>Offhook Auto-Dial</b>               | Configure the delay time for offhook auto-dial function. Range is 0-60 seconds,   |



|                                  |  |
|----------------------------------|--|
| <b>Delay</b>                     | default is 0.  |
| <b>Proxy-Require</b>             | SIP Extension to notify SIP server that the unit is behind the NAT/Firewall.   |
| <b>Use NAT IP</b>                | NAT IP address used in SIP/SDP message. Default is blank.  |
| <b>Use SIP User-Agent Header</b> | Used to replace SIP User-Agent Header (No Default)   |
| <b>Distinctive Ring Tone</b>     | <p>Custom Ring Tone 1 to 3 with associate Caller ID: when selected, if Caller ID is configured, then the device will ONLY uses this ring tone when the incoming call is from the Caller ID. System Ring Tone is used for all other calls. When selected but no Caller ID is configured, the selected ring tone will be used for <b>all</b> incoming calls. Distinctive ring tones can be configured not only for matching a whole number, but also for matching prefixes. In this case symbol * (star) will be used.</p> <p><b>For example:</b></p> <p>if configured as *617, Ring Tone 1 will be used in case of call arrived from the area code 617. Any other incoming call will ring using cadence defined in parameter System Ring Cadence located under Advanced Settings Configuration page.</p> <p><b>Note:</b> If server supports Alert-Info header and standard ring tone set (Bellcore) or distinctive ring tone 1-10 is specified, then the ring tone in the Alert-Info header from server will be used. Bellcore rings and tones are independent from custom ring tones. The custom ring tones can also be specified by alert-info header, for example</p> <p>Alert-Info: &lt;http://127.0.0.1&gt;;info=ring5</p> |



|   |  |
|---|--|
| <b>Disable Call Waiting</b>                   | Default is <b>No</b> . If set to <b>YES</b> Call Waiting indication information will not be provided to analog phone connected to this FXS port.   |
| <b>Disable Call-Waiting Caller ID</b>         | Default is <b>No</b> . If set to <b>YES</b> Call Waiting caller ID will not be provided to analog phone connected to this FXS port.  |
| <b>Disable Call Waiting Tone</b>              | Default is <b>No</b> . This is to disable the stutter Call Waiting Tone when a Call Waiting information arrives. The CWCID information will still be displayed.  |
| <b>Disable Connected Line ID</b>              | Default is <b>No</b> . If set to Yes, Connected Line ID will not be displayed even if received.  |
| <b>Disable Reminder Ring for On-Hold Call</b> | Default is <b>No</b> . Do not play the reminder ring when this is set to <b>Yes</b> .  |
| <b>Disable Visual MWI</b>                     | If set to “ <b>Yes</b> ”, the MWI information will not be transferred to the analog phone connected to the FXS port.   |
| <b>Do Not Escape '#' as %23 in SIP URI</b>    | If set to “ <b>Yes</b> ”, device will use '#' instead of %23 in the send URI.  |
| <b>Disable Multiple m line in SDP</b>         | Default is <b>No</b> . If set to Yes, device will send only one m line in SDP, regardless how many m field in the incoming SDP.  |
| <b>Ring Timeout</b>                           | Incoming call will stop ringing when not picked up given a specific period of time.  |
| <b>Delayed Call Forward Wait Time</b>         | Default value is 20 seconds. In case this feature activated using * codes (*92 code), the call will be forwarded after this preconfigured amount of time.  |
| <b>No Key Entry Timeout</b>                   | Default is <b>4 seconds</b> . Dialing process is completed and outgoing call is initiated if no key entry occurs during this preconfigured interval.   |
| <b>Early Dial</b>                             | Default is <b>No</b> . Use only if proxy supports 484 response. This parameter controls whether the phone will send an early INVITE each time a key is pressed when a user dials a number. If set to “ <b>Yes</b> ”, an INVITE is sent using the dial-number collected thus far; Otherwise, no INVITE is sent until the “(Re-)Dial” button is pressed or after about 5 seconds have elapsed if the user forgets to press the “Re-Dial” button. |



|                          |  |
|--------------------------|--|
|                          | <p>The “Yes” option should be used ONLY if there is a SIP proxy configured and the proxy server supports 484 Incomplete Address response. Otherwise, the call will likely be rejected by the proxy (with a 404 Not Found error).</p> <p><u><i>This feature does NOT work with and should NOT be enabled for direct IP-to-IP calling.</i></u></p>   |
| <b>Dial Plan Prefix</b>  | Sets the prefix added to each dialed number.   |
| <b>Use # as Dial Key</b> | Allows users to configure the “#” key as the “Send” (or “Dial”) key. If set to “Yes”, “#” will send the number. In this case, this key is essentially equivalent to the “Dial” key. If set to “No”, this “#” key can be included as part of number.  |
| <b>Dial Plan</b>         | <p><b>Dial Plan Rules:</b></p> <ol style="list-style-type: none"> <li>Accept Digits: 1,2,3,4,5,6,7,8,9,0 , * , #, A,a,B,b,C,c,D,d</li> <li>Grammar: x - any digit from 0-9;       <ul style="list-style-type: none"> <li>xx+ - at least 2 digits number;</li> <li>xx. – at least 2 digit number.</li> <li>^ - exclude;</li> <li>[3-5] - any digit of 3, 4, or 5;</li> <li>[147] - any digit 1, 4, or 7;</li> <li>&lt;2=011&gt; - replace digit 2 with 011 when dialing</li> <li>&lt;=1&gt; - add a leading 1 to all numbers dialed, vice versa will remove a 1 from the number dialed</li> <li>  - or</li> </ul> </li> </ol> <ul style="list-style-type: none"> <li><b>Example 1:</b> {[369]11   1617xxxxxxx} – Allow 311, 611, 911, and any 11 digit numbers with leading digits 1617</li> <li><b>Example 2:</b> {^1900x+   &lt;=1617&gt;xxxxxxx} – Block any number of leading digits</li> </ul> |





|  |  |
|--|--|
|  | <p>1900 and add prefix 1617 for any dialed 7 digit numbers</p> <ul style="list-style-type: none"> <li>• <b>Example 3:</b> {1xxx[2-9]xxxxxx   &lt;2=011&gt;x+} –Allow any combinations of numbers with 11 digits which has a leading digit 1, but 5th digit cannot be 0 or 1. Or any length of numbers with a minimum of 2 digits beginning with 2, with the leading digit replaced with 011.</li> </ul> <p>3. Default: Outgoing - {x+}</p> <p>Example of a simple dial plan used in a Home/Office in the US:<br/> <b>{ ^1900x.   &lt;=1617&gt;[2-9]xxxxxx   1[2-9]xx[2-9]xxxxxx   011[2-9]x.   [3469]11 }</b></p> <p><b>Explanation</b> of example rule (reading from left to right):</p> <ul style="list-style-type: none"> <li>• <b>^1900x.</b> - prevents dialing any number started with 1900</li> <li>• <b>&lt;=1617&gt;[2-9]xxxxxx</b> - allows dialing to local area code (617) numbers by dialing 7 numbers and 1617 area code will be added automatically</li> <li>• <b>1[2-9]xx[2-9]xxxxxx</b>  - allows dialing to any US/Canada Number with 11 digits length</li> <li>• <b>011[2-9]x.</b> - allows international calls starting with 011</li> <li>• <b>[3469]11</b> - allow dialing special and emergency numbers 311, 411, 611 and 911</li> </ul> <p><b>Note:</b> In some cases user wishes to dial strings such as *123 to activate voice mail or other application provided by service provider. In this case * should be predefined inside dial plan feature and the Dial Plan should be: { *x+ }.</p> |
| <p><b>Subscribe for MWI</b></p>        | <p>Default is <b>No</b>. When set to “Yes” a SUBSCRIBE for Message Waiting Indication will be sent periodically.</p>   |
| <p><b>Send Anonymous</b></p>           | <p>If this parameter is set to “Yes”, the “From” header along with Privacy and P_Asserted_Identity headers in outgoing INVITE message will be set to anonymous, blocking Caller ID.</p>  |
| <p><b>Anonymous Call Rejection</b></p> | <p>Default is <b>No</b>. If set to Yes, incoming calls with anonymous Caller ID will be rejected with 486 Busy message.</p>  |



|                              |  |
|------------------------------|--|
| <b>Special Feature</b>       | Default is <b>Standard</b> . Choose the selection to meet some special requirements from Softswitch vendors.   |
| <b>Session Expiration</b>    | Grandstream implemented SIP Session Timer. The session timer extension enables SIP sessions to be periodically “refreshed” via a SIP request (UPDATE, or re-INVITE. Once the session interval expires, if there is no refresh via a UPDATE or re-INVITE message, the session will be terminated. Session Expiration is the time (in seconds) at which the session is considered timed out, if no successful session refresh transaction occurs beforehand. The default value is <b>180 seconds</b> . |
| <b>Min-SE</b>                | The minimum session expiration (in seconds). The default value is 90 seconds.  |
| <b>Caller Request Timer</b>  | If selecting “Yes” the phone will use session timer when it makes outbound calls if remote party supports session timer.   |
| <b>Callee Request Timer</b>  | If selecting “Yes” the phone will use session timer when it receives inbound calls with session timer request.   |
| <b>Force Timer</b>           | If selecting “Yes” the phone will use session timer even if the remote party does not support this feature. Selecting “No” will allow the phone to enable session timer only when the remote party support this feature.<br><br>To turn off Session Timer, select “No” for Caller Request Timer, Callee Request Timer, and Force Timer.  |
| <b>UAC Specify Refresher</b> | As a Caller, select UAC to use the phone as the refresher, or UAS to use the Callee or proxy server as the refresher.  |
| <b>UAS Specify Refresher</b> | As a Callee, select UAC to use caller or proxy server as the refresher, or UAS to use the phone as the refresher.  |
| <b>Force INVITE</b>          | Session Timer can be refreshed using INVITE method or UPDATE method. Select “Yes” to use INVITE method to refresh the session timer.   |



|  |   |
|--|---|
| <b>Send Re-INVITE After Fax</b>                    | Default is <b>No</b> , If set to “Yes”, device will send an INVITE with audio vocoders upon completion of Fax to continue session in audio only.  |
| <b>Enable Silence Detection for Fax Disconnect</b> | For fax machines that do not send a Disconnect when fax is done. This option Enables/Disables the detection of silence in order to know the fax has finished. The silence period is non-configurable and fixed to 7 seconds.  |
| <b>Enable 100rel</b>                               | Enables the use of PRACK (Provisional Acknowledgment) method.   |
| <b>Add Auth Header On Initial REGISTER</b>         | If set to <b>Yes</b> , device will include authorization header in the Register request.  |
| <b>Use First Matching Vocoder in 200OK SDP</b>     | Default is <b>No</b> . If set to “Yes”, device will include only the first match vocoder in its 200OK response, otherwise it will include all match vocoders in same order received in INVITE.  |
| <b>Preferred Vocoder</b>                           | The HT502 supports up to 5 different Vocoder types including G.711 A-/U-law, G.726 (Supports bit rates 16, 24, 32 and 40), G.723.1, G.729A/B/E, iLBC and AAL2. The user can configure Vocoders in a preference list that will be included with the same preference order in SDP message. The first Vocoder is entered by choosing the appropriate option in “Choice 1”. The last Vocoder is entered by choosing the appropriate option in “Choice 8”.<br><br>Vocoder types can also be changed per call basis by using a star code. Please see the “Call features” section. |
| <b>Voice Frames per TX</b>                         | Default is 2, from 1 -4 for G711/G726/G729  |
| <b>G723 Rate</b>                                   | Default is <b>6.3kbps</b> . Defines the encoding rate for G.723 vocoder.  |
| <b>iLBC Frame Size</b>                             | Sets the iLBC frame size in 20ms or 30ms  |
| <b>iLBC Payload type</b>                           | Defines payload type for iLBC. Default value is 97. The valid range is between 96 and 127.  |
| <b>AAL2-G726-16 Payload type</b>                   | Default value is 100. Range is from 96 to 127.  |



|                                |  |
|--------------------------------|--|
| <b>AAL2-G726 - 24</b>          | Default value is 99. Range is from 96 to 127.  |
| <b>Payload type</b>            |  |
| <b>AAL2-G726 - 32</b>          | Default value is 104. Range is from 96 to 127.   |
| <b>Payload type</b>            |  |
| <b>AAL2-G726 - 40</b>          | Default value is 103. Range is from 96 to 127.   |
| <b>Payload type</b>            |  |
| <b>G729E payload type</b>      | Default value is 102. Range is from 96 to 127.   |
| <b>VAD</b>                     | Default is <b>No</b> . VAD allows detecting the absence of audio and conserve bandwidth by preventing the transmission of "silent packets" over the network.   |
| <b>Symmetric RTP</b>           | Default is <b>No</b> . When set to Yes the device will change the destination to send RTP packets to the source IP address and port of the inbound RTP packet last received by the device.   |
| <b>Fax Mode</b>                | T.38 (Auto Detect) FoIP by default, or Pass-Through (must use codec PCMU/PCMA)   |
| <b>Fax Tone Detection Mode</b> | Default is Callee. This decides whether Caller, Callee or both sends out the re-INVITE for T.38 or Fax Pass Through.   |
| <b>Jitter Buffer Type</b>      | Select either Fixed or Adaptive based on network conditions.   |
| <b>Jitter Buffer Length</b>    | Select Low, Medium or High based on network conditions. <ul style="list-style-type: none"> <li>• High (initial 200ms, min 40ms, max 600ms) Note: not all vocoders can meet the high requirement</li> <li>• Medium (initial 100ms, min 20ms, max 200ms)</li> <li>• Low (initial 50ms, min 10ms, max 100ms)</li> </ul> |
| <b>SRTP Mode</b>               | Secure RTP protocol used for media transmission over VoIP. Disabled by default. Other modes are: enabled but not forced & enabled and forced.  |
| <b>Crypto Life Time</b>        | Default is <b>Enabled</b> . Allows user to enable or disable Crypto life time when using SRTP.   |



|  |  |
|--|--|
| <b>SLIC Setting</b>  | Dependent on standard phone type (and location)  |
| <b>Caller ID Scheme</b>                                      | Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF, SIN 227 – BT, & NTT Japan   |
| <b>Polarity Reversal</b>                                     | Default is <b>No</b> . If set to “Yes”, polarity will be reversed upon call establishment and termination.   |
| <b>Loop Current Disconnect</b>                               | Default is <b>No</b> . Set it to Yes if the traditional PBX you are using with HT502 uses this method for signaling call termination. Method initiates short voltage drop on the line when remote (VoIP) side disconnects an active call.  |
| <b>Play busy/reorder tone before Loop Current Disconnect</b> | Default is <b>No</b> . If set to Yes, it will play busy/reorder tone before loop current disconnect upon call fail.  |
| <b>Loop Current Disconnect Duration</b>                      | Here can be configured duration of such voltage drop described in topic above.   |
| <b>Enable Hook Flash</b>                                     | Default is <b>Yes</b> . If set to “No”, FLASH button could only be used for terminating calls.   |
| <b>Hook Flash Timing</b>                                     | Time period when the cradle is pressed (Hook Flash) to simulate FLASH. To prevent unwanted activation of the Flash/Hold and automatic phone ring-back, adjust this time value.   |
| <b>On Hook Timing</b>  | On-hook timing is the minimum time for an on-hook event to be validated.   |
| <b>Gain</b>  | <p>Voice path volume adjustment.</p> <ul style="list-style-type: none"> <li>• Rx is a gain level for signals <u>transmitted</u> by FXS</li> <li>• Tx is a gain level for signals <u>received</u> by FXS.</li> </ul> <p>Default = <b>0dB</b> for both parameters. Loudest volume: +6dB Lowest volume: -6dB.</p> <p>User can adjust volume of call on either end using the Rx Gain Level parameter and the Tx Gain Level parameter located on the FXS Port Configuration page.</p> |



|  |  |
|--|--|
|  | <p>If call volume is too low when using the FXS port (ie. the ATA is at user site), adjust volume using the <u>Rx Gain Level</u> parameter under the FXS Port Configuration page.</p> <p>If voice volume is too low at the other end, user may increase the far end volume using the <u>Tx Gain Level</u> parameter under the FXS Port Configuration page.</p> |
| <b>Disable Line Echo Canceller (LEC)</b> | Default is <b>No</b> . If set to “Yes” LEC will be disabled per call base. Recommended for FAX/Data calls.   |
| <b>Ring Tones</b>                        | This function lets you configure ring tone cadence preferences. User has 10 choices. The configuration, completed in Distinctive Ring Tones block in the same page, applies to ring tones cadences configured here.  |
| <b>Blacklist For Incoming Calls</b>      | Configure the phone numbers which will be blocked from incoming calls. (Max 8 numbers can be configured for each FXS port)   |

## Saving the Configuration Changes

Click the “Update” button in the Configuration page to save the changes to the HT502 configuration. The following screen confirms that the changes are saved. Reboot or power cycle the HT502 to make the changes take effect.

## Rebooting the HT502 from Remote

Press the “Reboot” button at the bottom of the configuration menu to reboot the ATA remotely. The web browser will then display a message window to confirm that reboot is underway. Wait 30 seconds to log in again.



## Configuration through a Central Server

Grandstream HT502 can be automatically configured from a central provisioning system.

When HT502 boots up, it will send TFTP or HTTP/HTTPS requests to download configuration files, “cfg000b82xxxxx” and “cfg00082xxxxx.xml”, where “000b82xxxxx” is the LAN MAC address of the HT502. If the download of “cfgxxxxxxxxxxxx.xml” is not successful, the provision program will issue request a generic configuration file “cfg.xml”. Configuration file name should be in lower case letters.

The configuration data can be downloaded via TFTP or HTTP/HTTPS from the central server. A service provider or an enterprise with large deployment of HT502 can easily manage the configuration and service provisioning of individual devices remotely from a central server.

Grandstream provides a central provisioning system GAPS (Grandstream Automated Provisioning System) to support automated configuration of Grandstream devices. GAPS uses enhanced (NAT friendly) TFTP or HTTP (thus no NAT issues) and other communication protocols to communicate with each individual Grandstream device for firmware upgrade, remote reboot, etc.

Grandstream provides GAPS service to VoIP service providers. Use GAPS for either simple redirection or with certain special provisioning settings. At boot-up, Grandstream devices by default point to Grandstream provisioning server GAPS, based on the unique MAC address of each device, GAPS provision the devices with redirection settings so that they will be redirected to customer’s TFTP or HTTP/HTTPS server for further provisioning.

Grandstream also provides configuration tools (Windows and Linux/Unix version) to facilitate the task of generating device configuration files. The Grandstream configuration tools are free to end users. The configuration tools and configuration templates are available for download from <http://www.grandstream.com/support/tools> .



## Software Upgrade

Software upgrade can be done via either TFTP or HTTP. The corresponding configuration settings are in the ADVANCED SETTINGS configuration page.

### Firmware Upgrade through TFTP/HTTP/HTTPS

To upgrade via TFTP or HTTP/HTTPS, the “Firmware Upgrade and Provisioning upgrade via” field needs to be set to TFTP HTTP or HTTPS, respectively. “Firmware Server Path” needs to be set to a valid URL of a TFTP or HTTP server, server name can be in either FQDN or IP address format. Here are examples of some valid URL.

**e.g.** firmware.mycompany.com:6688/Grandstream/1.0.11.3

**e.g.** firmware.grandstream.com

#### NOTES:

- Firmware upgrade server in IP address format can be configured via IVR. Please refer to the CONFIGURATION GUIDE section for instructions. If the server is in FQDN format, it must be set via the web configuration interface.
- Grandstream recommends end-user use the Grandstream HTTP server. Its address can be found at <http://www.grandstream.com/support/firmware>. Currently the HTTP firmware server URL is firmware.grandstream.com. For large companies, we recommend to maintain their own TFTP/HTTP/HTTPS server for upgrade and provisioning procedures.
- Once a “Firmware Server Path” is set, user needs to update the settings and reboot the device. If the configured firmware server is found and a new code image is available, the HT502 will attempt to retrieve the new image files by downloading them into the HT502’s SRAM. During this stage, the HT502’s LEDs will blink until the checking/downloading process is completed. Upon verification of checksum, the new code image will then be saved into the Flash. If TFTP/HTTP/HTTPS fails for any reason (e.g. TFTP/HTTP/HTTPS server is not responding, there are no code image files available for upgrade, or checksum test fails, etc), the HT502 will stop the TFTP/HTTP/HTTPS process and simply boot using the existing code image in the flash.





- Firmware upgrade may take as long as 15 to 30 minutes over Internet, or just 5 minutes if it is performed on a LAN. It is recommended to conduct firmware upgrade in a controlled LAN environment if possible. For users who do not have a local firmware upgrade server, Grandstream provides a NAT-friendly TFTP server on the public Internet for firmware upgrade.
- Grandstream latest firmware is available at <http://www.grandstream.com/support/firmware> .  
*Oversea users are strongly recommended to download the binary files and upgrade firmware locally in a controlled LAN environment.*
- Alternatively, user can download a free TFTP or HTTP server and conduct local firmware upgrade. A free windows version TFTP server is available for download from <http://www.solarwinds.com/register/?Program=52&c=7015000000CcH2>.

### **Instructions Local Firmware Upgrade:**

1. Unzip the file and put all of them under the root directory of the TFTP server.
2. Put the PC running the TFTP server and the HT502 device in the same LAN segment.
3. Please go to File -> Configure -> Security to change the TFTP server's default setting from "Receive Only" to "Transmit Only" for the firmware upgrade.
4. Start the TFTP server, in the phone's web configuration page
5. Configure the Firmware Server Path with the IP address of the PC
6. Update the change and reboot the unit

End users can also choose to download the free HTTP server from <http://httpd.apache.org/> or use Microsoft IIS web server.

### **Configuration File Download**

Grandstream SIP Device can be configured via Web Interface as well as via Configuration File through TFTP or HTTP/HTTPS. "Config Server Path" is the TFTP or HTTP/HTTPS server path for configuration file. It needs to be set to a valid URL, either in FQDN or IP address format. The "Config Server Path" can be same or different from the "Firmware Server Path".



A configuration parameter is associated with each particular field in the web configuration page. A parameter consists of a Capital letter P and 2 to 3 (Could be extended to 4 in the future) digit numeric numbers. i.e., P2 is associated with “Admin Password” in the ADVANCED SETTINGS page. For a detailed parameter list, please refer to the corresponding firmware release configuration template.

When a Grandstream device boots up or reboots, it will issue a request for a configuration file “cfgxxxxxxxxxx”, where “xxxxxxxxxx” is the MAC address of the device, i.e., “cfg000b820102ab”. In addition, device will also requests a XML configuration file “cfgxxxxxxxxxx.xml”. If the download of “cfgxxxxxxxxxx.xml” is not successful, the provision program will issue a request for a generic configuration file “cfg.xml”. Configuration file name should be in lower case letters.

For more details on Grandstream Device provisioning, please refer to:

[http://www.grandstream.com/sites/default/files/Resources/gs-provisioning\\_guide\\_public.pdf](http://www.grandstream.com/sites/default/files/Resources/gs-provisioning_guide_public.pdf)

## **Firmware and Configuration File Prefix and Postfix**

Firmware Prefix and Postfix allows device to download the firmware name with the matching Prefix and Postfix. This makes it the possible to store ALL of the firmware with different version in one single directory. Similarly, Config File Prefix and Postfix allows device to download the configuration file with the matching Prefix and Postfix. Thus multiple configuration files for the same device can be stored in one directory.

In addition, when the field “Check New Firmware only when F/W pre/suffix changes” is set to “Yes”, the device will only issue firmware upgrade request if there are changes in the firmware Prefix or Postfix.

## **Managing Firmware and Configuration File Download**

When “Automatic Upgrade” is set “**Yes, every**” the auto check will be done in the minute specified in this field. If set to “**daily at hour (0-23)**”, Service Provider can use P193 (Auto Check Interval) to have the



devices do a daily check at the hour set in this field with either Firmware Server or Config Server. If set to **“weekly on day (0-6)”** the auto check will be done in the day specified in this field. This allows the device periodically check if there are any new changes need to be taken on a scheduled time. By defining different intervals in P193 for different devices, Server Provider can spread the Firmware or Configuration File download in minutes to reduce the Firmware or Provisioning Server load at any given time.

Automatic Upgrade:

- No     Yes, every  minutes(60-5256000).
- Yes, daily at hour  (0-23).     Yes, weekly on day  (0-6).

## Restore Factory Default Setting

**WARNING!** Restoring the Factory Default Setting will DELETE all configuration information of the phone. Please BACKUP or PRINT out all the settings before you approach to following steps. Grandstream will not take any responsibility if you lose all the parameters of setting and cannot connect to your VoIP service provider.

### FACTORY RESET

There are two (2) methods for resetting your unit:

#### Reset Button

Reset default factory settings following these four (4) steps:

1. Unplug the Ethernet cable.
2. Locate a needle-sized hole on the back panel of the gateway unit next to the power connection.
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.

#### IVR Command

Reset default factory settings using the IVR Prompt (Table 5):

1. Dial “\*\*\*\*” for voice prompt.
2. Enter “99” and wait for “reset” voice prompt.
3. Enter the encoded MAC address (Look below on how to encode MAC address).
4. Wait 15 seconds and 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:  
0-9: 0-9  
A: 22 (press the “2” key twice, “A” will show on the LCD)  
B: 222  
C: 2222  
D: 33 (press the “3” key twice, “D” will show on the LCD)  
E: 333  
F: 3333

*For example:* if the MAC address is 000**b**8200**e**395, it should be keyed in as “000**222**8200**333**395”.

### NOTE:

1. Factory Reset will be disabled if the “**Lock keypad update**” is set to “Yes”.
2. Please be aware by default the HT502 WAN side HTTP access is disabled. After a factory reset, the device’s web configuration page can be accessed only from its LAN port.
3. If the HT502 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.



## EXPERIENCING THE HT502

Please visit our website: <http://www.grandstream.com> to receive the most up- to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our [product related documentation](#), [FAQs](#) and [User and Developer Forum](#) for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all of your questions. Contact a technical support member or [submit a trouble ticket online](#) to receive in-depth support.

Thank you again for purchasing Grandstream HT502, it will be sure to bring convenience and color to both your business and personal life.

