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IP PHONE QUICK START GUIDE SERIES

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Grandstream HT801

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Grandstream HT801 Quick Start Guide

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IP Phone Quick Start Guide Series — Analog Telephone Adapter (ATA)

This guide explains how to connect and configure your **Grandstream HT801 Analog Telephone Adapter** for an existing fax machine on the Cloud PBX network. The supplied source states that the instructions apply to **HT801 v1 and HT801 v2**.

In this guide: Box Contents · Guided Setup · Control Panel & Fax Resource · Caller ID & Emergency Address · Faxing · Three-Way Calling · Quick Reference

1. What's in the Box?

- **A — HT801 Analog Telephone Adapter (ATA)**
- **B — 5V Power Adapter**
- **C — Ethernet Cable**
- **D — Quick Installation Guide / documentation**

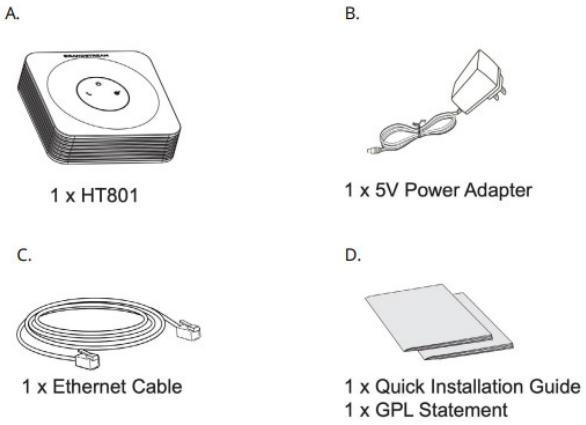


Figure 1. Box contents, reproduced from the supplied Word guide.

2. Guided Setup

Connect the cables

The HT801 allows an existing fax machine to send and receive faxes through the Cloud PBX network. Follow the original rear-port illustration:

1. Connect an **Ethernet RJ45 cable** from the HT801 network port to your router or gateway.
2. Connect the supplied **5V power adapter** to the HT801 power input and an appropriate power outlet.
3. Connect your existing fax machine to the **FXS / PHONE** port using an **RJ11 telephone cable**.
4. Keep the device powered and connected to the network for its account configuration.



Port	Description
	Network port. Used to connect the HT801 to your router or gateway using an Ethernet RJ45 cable.
	Micro-USB power socket. Used to power the HT801 (5V – 1A).
	FXS port to connect analog phones / fax machines to the phone adapter using an RJ-11 telephone cable.
RESET	Factory reset button. Press for 7 seconds to reset factory default settings.

Figure 2. HT801 connection ports and their functions (original source illustration).

Reset caution: The connection illustration shows a hardware **RESET** button; do not factory reset the adapter during normal setup. A factory reset erases stored settings.

3. Configure the ATA in the ELEVATE Control Panel

Configuration takes place in the **Control Panel** after the fax resource is created and the device is assigned.

A. Log in

1. Open **https://cp.serverdata.net/**.
2. Sign in using the **Account Owner's** username and password.
3. Select **Login**, then **Elevate**.

B. Create a Fax Resource

1. Open **Resources & Utilities**.
2. Select **Create**.
3. Choose **Fax resource** and select **Proceed**.
4. Provide the required settings:
    - Fax resource **name**.
    - An **extension**.
    - A **phone number**.
    - A **billing plan**.
    - A **location** for the ATA.
5. Select **Create Fax resource**.

C. Assign the HT801 to the Fax Resource

1. Open the resource's **Devices** tab.
2. Select **Assign new**.
3. Choose the HT801 in the **Device** dropdown.
4. **Verify the physical 911 address** carefully. The source states that this is the location emergency services would use for calls placed from the ATA.
5. Acknowledge the **911 Policy and Limitations**.
6. Select **Assign device**.

D. Download the Configuration

After assignment, the ATA is ready for configuration download. If the device is plugged in and powered on, **power cycle the HT801**. The source advises allowing approximately **1–2 minutes** to reboot and download configuration; when finished, the device supplies dial tone to the connected fax machine.

> **Emergency address is a safety-critical setting.** Confirm the correct physical location in the account before using emergency calling capabilities. Do not assume that connecting a fax machine alone verifies emergency service readiness.

4. Caller ID and Emergency Address

Update the Outbound Caller ID

While editing the fax resource:

1. On the **General** tab, select the telephone-number link beside **Outbound Caller ID**.
2. Choose one of the source-listed options:
    - Use the **ATA's own telephone number**.
    - Use **another number on the account**.
    - **Block outbound caller ID**.
3. Select **Save changes**.

Update the 911 Address

While editing the fax resource:

1. Open the **Devices** tab.
2. Select **Edit**.
3. Update the address to the correct physical location.
4. Acknowledge the **911 Policy and Limitations**.
5. Select **Save changes**.

5. Using the HT801 for Faxing

Fax machine configuration

If you experience problems faxing, review the fax machine owner's manual and its settings. The supplied guide recommends the following adjustments for the Cloud PBX network:

- If available, **disable Error Correction Mode (ECM)** on the fax machine.
- Set the fax transmission speed (sometimes called **baud rate**) to **9600**, or the lowest supported setting.

These are troubleshooting suggestions from the source guide, not a guarantee that every fax device or destination will connect successfully.

Send a fax

With the fax machine connected to the HT801's **PHONE 1 / FXS** port, send your fax using the fax machine's normal procedure.

Receive a fax

Provide your fax telephone number to senders. The source states that incoming faxes can be received automatically on the fax machine when it is connected and the ATA is configured.

6. Optional: Three-Way Calling

The supplied Word document also includes **Bellcore-style three-way conferencing** for the HT801/HT802 when an **analog telephone** is connected. These instructions are separate from sending or receiving a fax and may depend on service configuration.

Assume person **A** (using the HT801-connected analog telephone) is already talking to person **B**:

1. **A** presses **FLASH** (or **Hook Flash** on older telephones) to obtain a dial tone.
2. **A** dials person **C**, followed by **#**, or waits approximately **4 seconds**.
3. If **C** answers, **A** presses **FLASH** again to bring **B** and **C** into the conference.
4. If **C** does not answer, **A** may press **FLASH** to return to **B**.

Conference behaviors stated by the source:

- Pressing **FLASH** while conferencing drops **C** from the conference.
- If **A** hangs up and **Transfer on Conference Hang up** is **No**, the conference ends for all participants.
- If that setting is **Yes**, **B** and **C** remain connected following A's transfer.

Do not change service or transfer settings without confirming their behavior with the account administrator.

7. Quick Reference

Task	Where / what to do
Network connection	HT801 **RJ45 Ethernet** to network router/gateway
Power	Supplied **5V adapter** to HT801 power input
Fax/analog line	**FXS / PHONE 1** port using RJ11 cable
Control Panel	cp.serverdata.net
Create Fax Resource	**Elevate → Resources & Utilities → Create**
Assign adapter	**Fax Resource → Devices → Assign new**
Reconfigure after assignment	Power cycle device; allow about **1–2 min** for reboot/configuration
Change outbound caller ID	**Fax Resource → General → Outbound Caller ID**
Update emergency address	**Fax Resource → Devices → Edit**
Fax troubleshooting	Review ECM and transmission speed (source recommends **9600**)
Three-way call	Analog telephone **FLASH** procedure, if supported/configured

Support

CloudBusinessPhone.com
Service: 888.704.1789, Option 1
Email: support@CloudBusinessPhone.com

Source: GrandStream HT801 Quick Start Guide section of the owner-supplied “VARIOUS TO BE CREATED.docx.” Screens, labels, service plans, and fax behavior may differ with account configuration. The two product diagrams come directly from the supplied document. The original series cover was adapted only for the HT801 model name.