

Grandstream HT802 Configuration

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The HT802 connects 2 analog phones to a VoIP service provider.

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HT802 Setup

Connect the HT802 to your network according to the instructions included with the device. When the IP address is discovered, enter it in the address bar of a web browser to go to the Grandstream Device Configuration Utility.

NOTE: Attaching an analog phone to one of the ports, you can use the integrated IVR to obtain the IP address as follows:

- Go off-hook and press *** in quick succession.
- When prompted to enter the option, dial 002; the IVR will then play the current IP address.

IMPORTANT: Please see [Grandstream HT802: Backup & Restore](#) for a configuration file with most of the settings described in this article already set.

Status...

On the Status page, it is important to note the running firmware. In particular, pay attention to the 'Program' version as seen below.

IMPORTANT: If you are not running at least 1.0.25.5 firmware, update the device to that level or later.

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Additionally, once configured, you can also verify that your device has successfully Registered with the iPECS Cloud system.

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Basic Settings...

Vertical recommends making the following changes to this page:

- Web Access Mode: Set to HTTPS
 - Changing this option to HTTPS will make use of a self-signed certificate. While you can configure a custom certificate, that is beyond the scope of this article.
- Disable SSH: Set to Yes

When the above is completed, scroll to the bottom of the page and click 'Apply' and the changes will be confirmed.

NOTE: At this point, you must re-navigate to the page using https.

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Advanced Settings...

There are a few sections here to configure.

1. Change the Admin password. After setting and confirming it, scroll to the bottom of the page and click 'Apply'.

IMPORTANT: Please document the new password as it cannot be recovered and if lost, the device will need to be reset to factory.

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2. Disable settings that could attempt to auto-configure your device:

- Allow DHCP Option 66 or 160 to override server: Set this to No.
- 3CX Auto Provision: Set to No.

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3. Past the NTP server, configure TLS 1.2 as the only accepted version and disabled Weak TLS Ciphers.

- Disable Weak TLS Cipher Suites: Set to 'Disable All Of The Above Weak TLS Ciphers Suites'.
- Minimum TLS Version: Set this to 'TLS 1.2'.
- Maximum TLS Version: Set this also to 'TLS 1.2'.

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Once this has been completed, scroll to the bottom of the page and click 'Apply'.

Lastly, the bottom of this page also contains links for backup / restore of configuration data. This is more fully documented here: [Grandstream HT802: Backup & Restore](#)

FXS Port1...

There are multiple settings that need to be configured on this page.

1. 'Primary SIP Server': **66.171.194.10**

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2. Starting with 'NAT Traversal', the indicated fields must be set:

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- NAT Traversal: Set to 'Keep-Alive'. This will prevent a timeout at the user firewall that could cause inbound calls to the device to be blocked after some time.
- SIP User ID: See note below.
- Authenticate ID: See note below.
- Authenticate Password: See note below.
- Name (optional): This will show up when calling internal iPECS Cloud IP display phones.

NOTE: For the SIP and Authenticate IDs, [launch the iPECS Cloud Manager Console](#) and choose User > User Setup. Select the user and scroll down to view the user's Device tab. While the Authentication Password is also present, it is not readable, so if unsure, reset it to a known value.

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- Outgoing Call without Registration: Set this to No. This will prevent the device from attempting to make an outbound call unless it is successfully registered.
- Enable SIP OPTIONS/NOTIFY Keep Alive: Set this to OPTIONS. This will send out SIP OPTIONS messages that will keep the firewall from timing out / closing the port used for the device (not doing so may result inbound calls to the device failing).
- Use Random SIP Port: If using multiple units at a single location, set this to Yes; else leave as default.
- Use Random RTP Port: If using multiple units at a single location, set this to Yes; else leave as default.
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- Check SIP User ID for Incoming INVITE: Set to Yes. (This is for security / call control / reporting purposes.)
- Allow Incoming SIP Messages from SIP Proxy Only: Set to Yes. (This is for security / call control / reporting purposes.)
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- Disable DTMF Negotiation: Set to 'Yes (use above DTMF order without negotiation)'
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- Visual MWI Type: (optional) If the attached phone supports a message waiting indicator (MWI) you may toggle this setting to see if one option works for the device.
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- Dial Plan: See Dial Plan notes at the end of this article.
- SUBSCRIBE for MWI: (optional) If the attached phone supports MWI, set this to, 'Yes, send periodical SUBSCRIBE for Message Waiting Indication'
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- Fax Mode: Set to 'Pass-Through'. The iPECS Cloud does not support Fax on this device.
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- Number of Beginning Digits to Strip from Caller ID: (optional) If the attached phone has a display and does not support 11 digits, you may set this value to 1 to store only the last 10 digits.
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- Enable Call Features: Set this to No. The iPECS Cloud does not support features enabled on the phone itself; features are supported at the Cloud server level.
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Dial Plan Notes...

The Dial Plan is somewhat complex and allows the phone to use many feature codes of the iPECS Cloud system. Examples below will cover customers using 3 digit, 4 digit, & 5 digit extensions starting with digits 1 or 2.

Customers using a 3 digit extension plan: **(This is the dial plan that the attached example configuration file is configured to use.)**

- {^1900x.|9[2-9]xxxxxxxx|91[2-9]xxxxxxxx|9011[2-9]x.|[12]xx|[34678]xx|51[45]7xx*[x*].*|512[0-9][0-9][0-9]|510|511[12]xx|50[24]|501[1-4]x.*|516[1-5][1-5][0-3]x.*|517[1-5]*|911}

Customers using a 4 digit extension plan:

- {^1900x.|9[2-9]xxxxxxxx|91[2-9]xxxxxxxx|9011[2-9]x.|[12]xxx|[34678]xx|51[45]7xx*[x*].*|512[0-9][0-9][0-9]|510|511[12]xxx|50[24]|501[1-4]x.*|516[1-5][1-5][0-3]x.*|517[1-5]*|911}

Customers using a 5 digit extension plan:

- {^1900x.|9[2-9]xxxxxxxx|91[2-9]xxxxxxxx|9011[2-9]x.|[12]xxxx|[34678]xx|51[45]7xx*[x*].*|512[0-9][0-9][0-9]|510|511[12]xxxx|50[24]|501[1-4]x.*|516[1-5][1-5][0-3]x.*|517[1-5]*|911}

For other configurations, please reference your Grandstream HT802 documentation or contact iPECS Support.
