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## Welcome

Thank you for choosing Helix Telecom! Please follow the simple steps in this Quick Start Guide to begin using your new Grandstream HT series Fax Adapter with Helix Telecom service. For more information, visit us Online at:

<http://www.helixtelecom.com>

## Schedule A Phone Appointment

Helix Telecom requires all customers to schedule a phone appointment for installation and activation support. If you need assistance completing the installation or activation process please visit **<http://schedule.helixtelecom.com>** to schedule your appointment.

If you need your fax adapter activated without any additional support please visit **<http://fixmyphonesystem.com>** and chat with the Helpdesk Department. You will need to provide the MAC address of the fax adapter.



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Your Fax Adapter is not activated. Please follow the instructions below carefully to complete the activation process.



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## Package Contents

- 1 x HT-701 ATA adapter
- 1 x Power Adapter
- 1 x Ethernet Cable
- Quick Start Guide

## Setup Requirements

To connect your Grandstream ATA adapter to Helix Telecom, you'll need the following items:

- A standard fax machine or multi-function device
- A telephone cable (normally supplied with fax machine)
- An electrical power outlet
- A network Ethernet port
- Properly configured, commercial high speed internet connection



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## Getting Started

Please follow the instructions below to get started. An illustration is also included to help guide you through the process.

- Plug one end of the included, blue CAT5 cable into the LAN port on the ATA adapter. Plug the other end into the wall jack, switch or router designed to provide internet access to your ATA adapter. You may substitute the included blue CAT5 cable with any suitable CAT5 or CAT6 cable of your choice. **It is important to provide internet access to the adapter before connecting power. Reversing this process will prevent the adapter from provisioning and will delay your installation.**
  - Plug the circular end of the power cable into the POWER port on the base of the phone. Plug the other end of the cable into a suitable 110V outlet.
  - Connect the standard telephone cable from the LINE port on your fax machine or multi-purpose device to the PHONE port found on the ATA device.
  - Wait approximately 5 minutes. The ATA adapter will download software updates and reboot automatically when finished.
  - Visit <http://fixmyphonesystem.com> and chat with the Helpdesk Department to complete activation of your fax adapter.



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## Common Problems

If you experience technical difficulty review these tips for easy solutions to common problem.

- Visit <http://youtube.helixtelecom.com> and watch the video labeled "New Customer Basic Network Setup Instructions".
  - Do not you use Linksys or Belkin routers.
  - Use an approved router.
  - Do not use firewall appliances including Sonicwall or Barracuda without support of a network professional.
  - Bridge Mode should be enabled on DSL modems in conjunction with a customer supplied router.

If you need assistance with internal wiring or ISP issues please email **[sales@helixtelecom.com](mailto:sales@helixtelecom.com)** for referral to a qualified computer repair or network professional.



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## Questions?

Contact the Helix Telecom Sales Department at **sales@helixtelecom.com** or schedule a phone appointment for further assistance.

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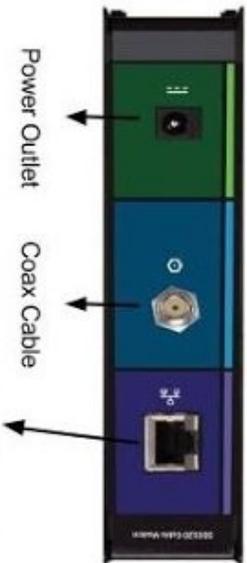
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## Common Network Configuration

Below are 2 of the most common network configurations in North America. Customers who deviate from this configuration may experience technical difficulties. This information is provided "as-is" with no express or implied warranty for any particular purpose. If you have questions please contact a qualified computer repair or network professional where available.

### Cable Internet Connection

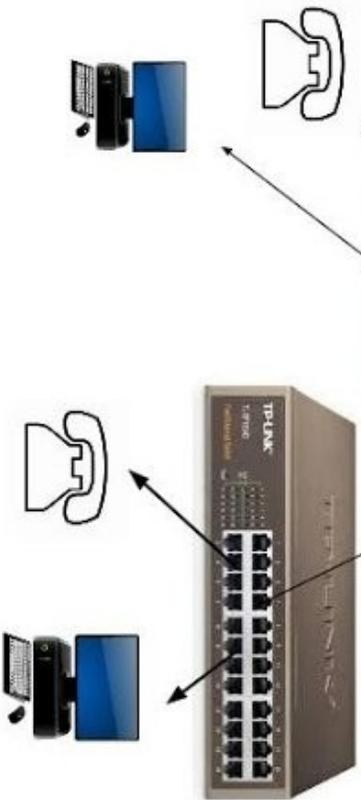
If your modem has more than 2 network ports on back then contact provider and convert modem or router to Bridge Mode before proceeding.



Netgear N150 Router

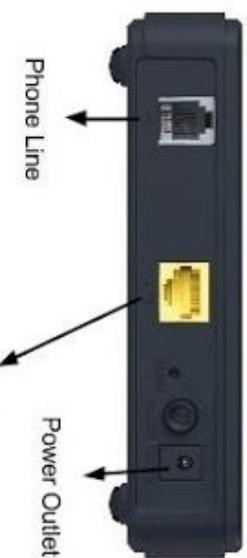


Make a single Cat5 cable connection between any of the 4 switch ports on back of the Netgear router to any port on the switch. Never connect more than 1 cable between any two devices.



### DSL Internet Connection

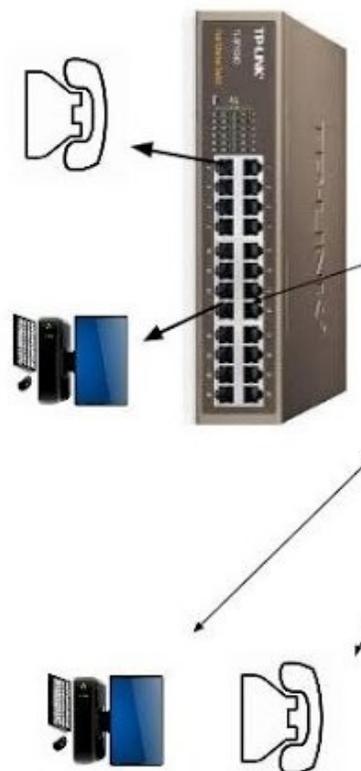
If your modem has more than 2 network ports on back then contact provider and convert modem or router to Bridge Mode before proceeding.



Netgear N150 Router



Never connect more than 1 cable between any two devices.

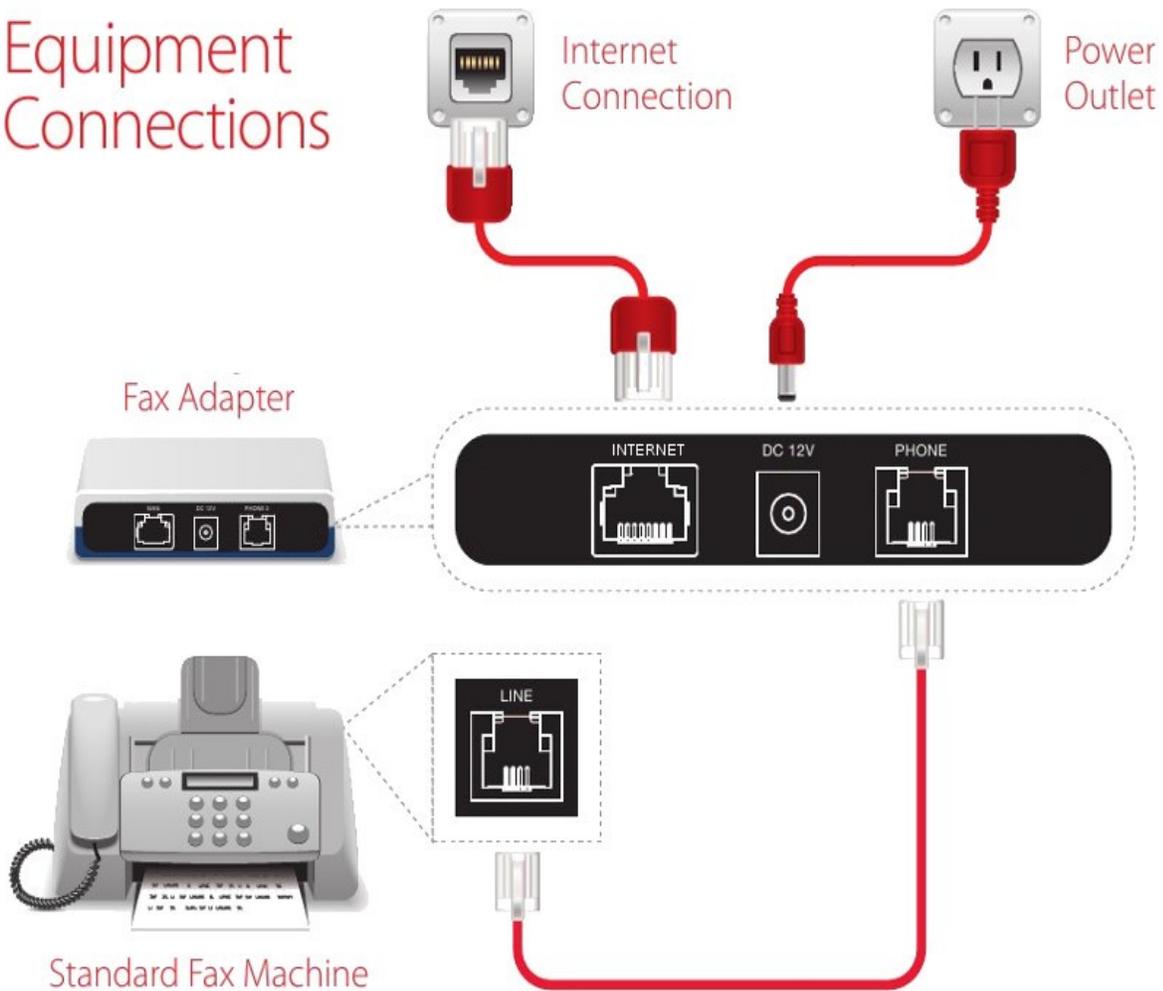




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## Equipment Connections



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