



HELIX Telecom Inc.

Keeping you ahead of the Curve!

Welcome

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

<http://www.helixtelecom.com>

Schedule A Phone Appointment

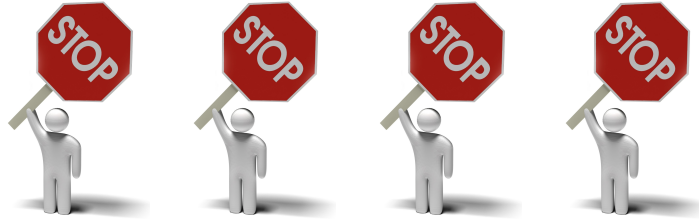
Helix Telecom requires all customers to schedule a phone appointment for installation and activation support. If you need assistance completing the installation or activation process please visit **<http://schedule.helixtelecom.com>** to schedule your appointment.

If you need your phones 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 phone and extension number to assign to the phone.



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If you received more than 1 brand new device, please open and install 1 device for testing before opening or tampering with any additional devices. If the first device does not work then schedule an appointment for installation support before opening any additional devices. Helix Telecom charges a 50% restocking fee on all new equipment returned opened. Please see the Terms & Conditions section of your invoice for more information.



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Package Contents

- 1 x Grandstream phone
- 1 x Handset
- 1 x Coiled Handset Cord
- 1 x Power Adapter
- 1 x Ethernet Cable
- 1 x Phone Stand
- Quick Start Guide

Setup Requirements

To connect your Grandstream GXP style phone to Helix Telecom, you'll need the following items:

- 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.

- Connect the phone stand to the phone by sliding the phone stand guides into the 2 slots adjacent to the wall mount holes on the back of the phone behind the LCD display.
- Connect one end of the black coiled handset cable to the HANDSET port on the base of your phone. Connect the other end to the telephone handset. Do NOT connect the coiled handset cable to the HEADSET port.
- Plug one end of the included, blue CAT5 cable into the LAN port on the base of the phone. Plug the other end into the wall jack, switch or router designed to provide internet access to your phone. You may substitute the included blue CAT5 cable with any suitable CAT5 cable of your choice. **It is important to provide internet access to the phone before connecting power. Reversing this process will prevent the phone 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.

- The phone will power on. **Confirm the correct date is displayed on the phone.** If the phone displays an error or an incorrect date please contact a qualified computer repair or network technician to assist you. **The time may be incorrect. This is normal.**

- Wait 10 minutes. Your phone may reboot up to 3 times.

- If you received your Helix Telecom Welcome Email with your Activation Codes then lift the handset and dial 611# to proceed. If you do not have your account number, activation pin and extension numbers, please visit **<http://fixmyphonesystem.com>** during normal business hours and click the option to chat with our Helpdesk Department. The Helpdesk Department can provide your account number, activation pin and extension numbers.



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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** for referral to a qualified computer repair or network professional.



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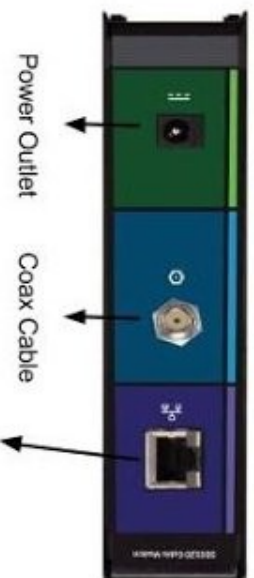
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Common Network Configuration

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

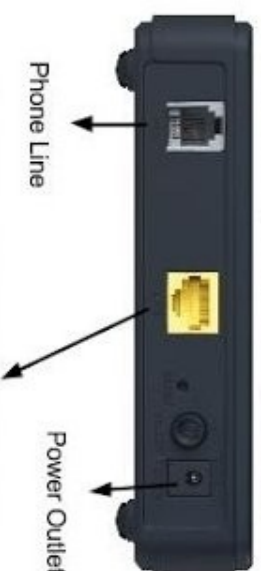


Make a single Cat5 cable connection between any of the 4 switch ports on back of the Netgear router to any port on the switch. Never connect more than 1 cable between any two devices.



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





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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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