



**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 HT series Phone Line 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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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 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 analog RJ11 phone
- A telephone cable (normally supplied with your phone)
- 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 analog phone 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.

- Contact the Helix Telecom Sales Department at (855)219-2700 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](mailto:sales@helixtelecom.com)** or schedule a phone appointment for further assistance.

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Company names used herein are trademarks or servicemarks of their respective owners. By using or activating Helix Telecom service(s) and/or communication equipment, the user/activator (Subscriber) agrees to be bound by the terms and conditions of the Terms of Service Agreement set forth at <http://tos.helixtelecom.com>.





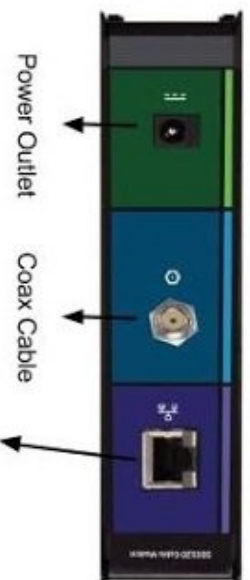
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## Common Network Configuration

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

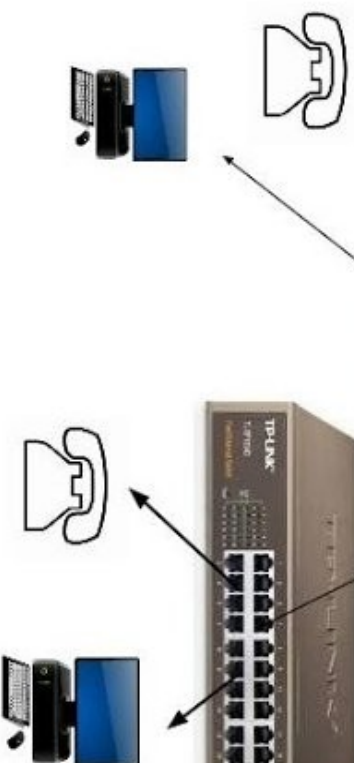
If your modem has more than 2 network ports on back then contact provider and convert modem or router to Bridge Mode before proceeding.



Netgear  
N150 Router

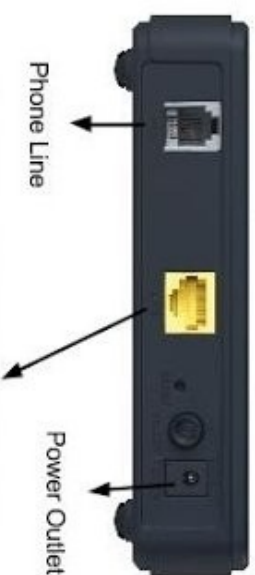


Make a single Cat5 cable connection between any of the 4 switch ports on back of the Netgear router to any port on the switch. **Never connect more than 1 cable between any two devices.**



### 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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## Equipment Connections



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