

Grandstream – Factory Resetting Your ATA

Grandstream ATA's

The Grandstream HTxxx Analog Telephone Adapter (ATA) that allows you to connect analog phones and faxes with Fireline Voice Services. There are two methods of factory resetting a device.

Method 1: Reset Button

1. Unplug the Ethernet cable.
2. Locate a needle-sized hole on the back panel of the gateway, next to the power connection.
3. Insert a pin in this hole, and press for about 10 seconds.
4. Take out the pin.
5. The gateway will reset to factory.



grandstream ht814



Method 2: Touch Tone

Connect a phone to the ATA by inserting the cable into port 1. If you make a mistake, hang up, wait five seconds, and then start again from the beginning.

1. Lift the handset
2. Dial “* * *” (press the star key thrice) for the voice prompt.
3. Enter “99” and wait for the “reset” voice prompt.
4. Now enter the encoded MAC address (see below on how to encode the MAC address).
5. Wait 15 seconds and device will automatically reboot and restore factory settings.

Encoding the MAC Address:

The MAC address contains a 12 character code consisting of digits 0-9 and letters A-F which is found on the underside of the device.

example: 000b8200e395 (the MAC address is not case sensitive).

2. Key in the MAC address on your phone’s keypad as follows:

a. To enter digits 0-9, simply press the corresponding digit on your phone's keypad.

b. Entering letters A-F are a little harder. Each letter must be replaced with two or more digit presses. Here is how to enter letters A-F:

For the letter A, dial 22

For the letter B, dial 222

For the letter C, dial 2222

For the letter D, dial 33

For the letter E, dial 333

For the letter F, dial 3333

For example: if the MAC address is 000b8200e395, it should be keyed in as

"0-0-0-**222**-8-2-0-0-**333**-3-9-5" (dashes are only shown for clarity, the letters B and E are encoded into the digit sequences that is shown in bold.)

Tips

Before entering the MAC address, it may help you to write down your encoded MAC sequence.

Should you make a mistake while typing the MAC address, hang up and start over from the beginning. If you get it wrong the device will not reset.

After entering the MAC address you may hear a voice acknowledgment and then the line will go dead. Let the device finish its reset and re-provisioning process without interrupting the power or internet connections. The process can take up to 10-15 minutes depending on your Internet speed.

