



## HT 801 Installation Guide

## PACKAGE CONTENTS



Items may not be exactly as shown.



- ① **WAN** Used to connect to your Internet Modem using the Ethernet Cable provided in your package.
- ② **DC 5V** Used to connect to a power source (like a wall outlet or power bar), using the Power Adapter provided in your package.
- ③ **PHONE** Used to connect to your telephone handset, using your existing telephone cord. A telephone number will be assigned to this port.

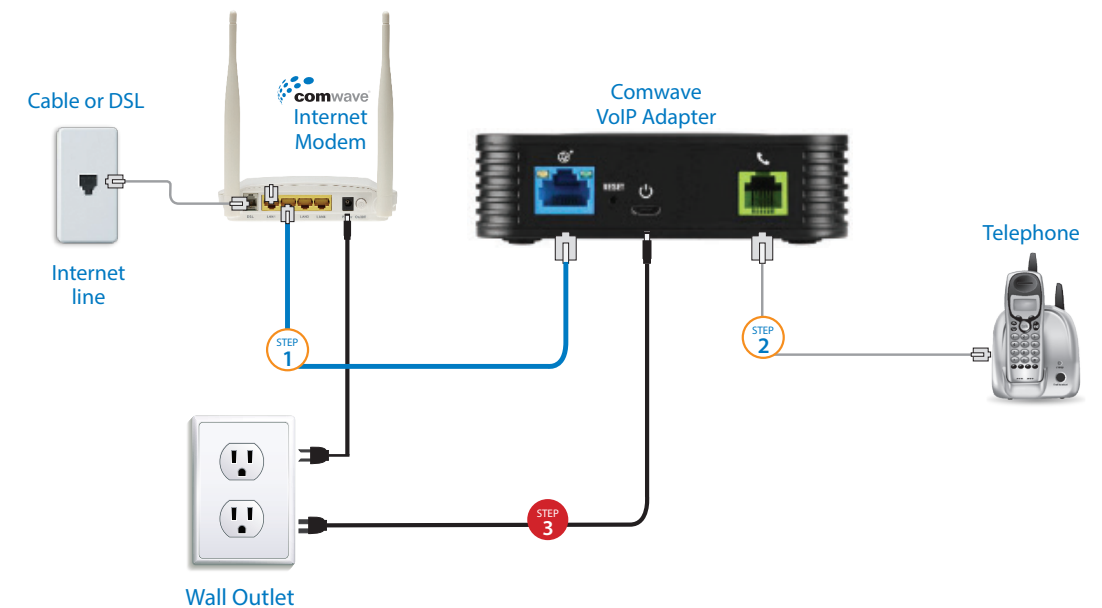


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For assistance, please call  
**416-663-9600**

## COMPLETE SETUP OVERVIEW



# VOICEMAIL

Comwave's VoiceMail stores 20 messages and allows you to listen to your messages by phone or email.

## To access VoiceMail from home or office

From your Comwave Phone press \*98

Enter your passcode  
Refer to your welcome letter

1 Voice Messaging Menu

- 1 Play Messages
  - 1 Save
  - 2 Delete
  - 3 Play
  - 4 Previous
  - 5 Date/Time
  - 6 Next
- 2 Change Busy Greeting
- 3 Change No Answer Greeting
  - 1 Record
  - 2 Listen
  - 3 Use default greeting
- 4 Change Passcode
- 5 Personalize Name

## To access VoiceMail when away from home or office

Dial your Comwave Phone Number. Press \* during the greeting

Enter your passcode  
Refer to your welcome letter

## To access VoiceMail from your email

The voice messages can be automatically forwarded to your email account. Set up this feature by logging in to My Account at

My Account [www.comwave.net](http://www.comwave.net)



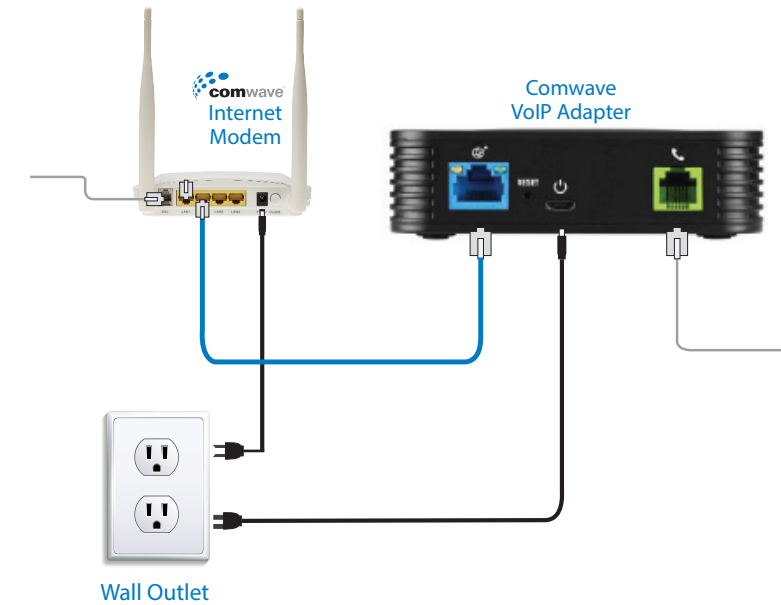
To add Home Phone features, please call 416-663-9600

# TROUBLESHOOTING

## Can't make calls?

If you do not hear dial tone or are unable to make or receive calls, try the following steps to resolve the issue quickly.

- 1 Disconnect the power from both the Internet Modem and VoIP Adapter and **wait 1 minute.**
- 2 Connect your Internet Modem to a power bar and **wait 2 minutes.**
- 3 Connect the VoIP Adapter to the power bar and **wait 5 minutes.**
- 4 Still unable to make a call? Please visit the FAQ section online at [www.comwave.net/help](http://www.comwave.net/help) or call 416-663-9600



# 9-1-1 INFORMATION

## 9-1-1

Take a moment to review the [9-1-1](http://www.comwave.net/911) terms at [www.comwave.net/911](http://www.comwave.net/911).

Be sure that your [9-1-1](http://www.comwave.net/911) address is up to date.

Log into My Account at [www.comwave.net](http://www.comwave.net) to verify or update your 9-1-1 address.

### IMPORTANT:

Every time you change your billing address or travel with your Comwave VoIP Adapter you will need to update your 9-1-1 address.



**You have now completed all the installation steps.** Thank you for choosing Comwave.

Enjoy your services!