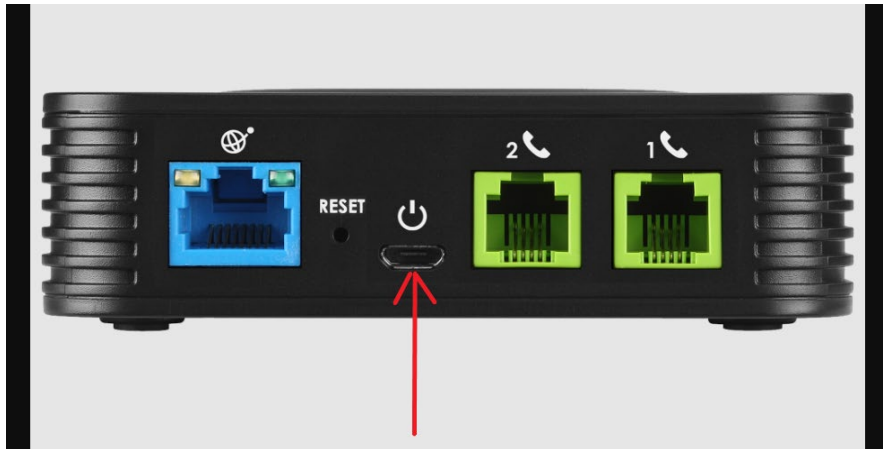


## Grandstream ATA Reboot

Q: My AVS Broadband internet is working, but my residential VoIP phone service is not. What are the troubleshooting steps can I take to resolve the issue?

A: Your Grandstream Analog Telephone Adapter (ATA) may need to be rebooted.



**Step 1:** Locate the power cable. It will be plugged into the port indicated (red arrow).

**Step 2:** Disconnect the power cable from the Grandstream ATA.

**Step 3:** Wait 10-20 seconds and then reconnect the power cable.

**Step 4:** Confirm that your ethernet cable is plugged into the blue “Internet” port (furthest port to the left) and that your phone line is plugged into the green “Line 1” port (furthest port to the right).

**Step 5:** Wait for the “Power”, “Line 1”, and “Internet” lights to come on that Grandstream ATA. Once these 3 lights come on, check your analog phone for dial tone and attempt an outbound test call.

If you continue to have issues, please contact the AVS Broadband Technical Support for assistance at 888-383-2943, option 4.

