



ObiHai Obi300 and Obi302 ATA's



Obihai ATAs Power Light Statuses

- **Red**- Not Connected- potential reason being a Faulty AC Adapter

- **Blinking Red**- Applying firmware. Do not unplug the ATA during this process as chances are this will render the device unusable. If this happens and the device becomes unusable the power light will alternate red and green.

- When you see the power light alternating red and green this is an indicating factor that the device is unusable. We commonly see this when the device is unplugged during a firmware application. If this is happening, please reach out to Granite's NOC (844-4786621) to work on a resolution.

- **Blinking Green**- Device not receiving an IP. ObiHai ATAs are auto configured with DHCP. The blinking green light indicated that something is preventing the device from getting its IP.



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Ports on the Back of an ObiHai ATA

ObiHai devices shown – Obi300 and Obi302. Obi300 supports one analog line (1 port) and Obi302 supports 2 analog lines (2 ports). A frequently asked question in regards to these devices are where to plug the router into. When plugging in the device to your router, please ensure you're plugging it into the port labeled "Internet".

Factory resetting an Obihai ATA

Using a paper clip, press and hold the pinhole button located on the back side of the ATA until the power light changes from solid green to a blinking green. Release the button.

Star Codes on an Obihai ATA

When a device is showing a blinking green power light a deciding factor is to determine if your phone is receiving an IP address and if it is, what that IP address is. It will also tell you if DHCP is enabled. From the analog phone that is plugged into the ATA dial *** then when prompted press 1. This will reach out back the IP address currently associated with the device is the status of the DHCP (enabled vs. disabled).

When you are prompted by someone at Granite to reboot the ATA device from the analog phone, dial *** then select 9 to reboot the device and 1 to confirm the reboot. The power light will go red, then blink green, then if able to connect- solid green.