

# HAMSHACK HOTLINE

## FREQUENTLY ASKED QUESTIONS

### 1) **Can I use any SIP phone on the HH network?**

You may use any SIP endpoint that is on our “Supported Endpoints” list. See this list for further clarification and reasoning.

### 2) **Can I use a softphone on HH?**

See our “Covenant” for clarification on softphones in the section entitled “Allowed Equipment”.

### 3) **Can I connect my own PBX to HH?**

Yes! We support SIP and IAX trunking if your PBX also supports it. Just open a new trunk request via the helpdesk, and our team will be happy to get you setup and explain the details.

### 4) **I already have a device on your supported list, what do I need to do to get started?**

Easy Peasey – just open a ticket with our helpdesk and include your MAC Address, Callsign, & phone model. Our team will take care of it and let you know when you're all set.

### 5) **I don't have a SIP phone, do you sell phones?**

HH does not sell phones. Please acquire them from a source of your choosing. ie. Ebay, amazon, etc Read our warning in the Supported Endpoints list!

### 6) **I'm interested in joining the team, who do I talk to?**

We're always looking for qualified help! We're glad you like what we're doing and want to be a part of it. Contact any member of the HHOPS team and tell us about you! Let us know your areas of expertise and we'll see if there's a spot for you.

### 7) **I have a supported device, I've been provisioned, but I can't seem to get a connection. What's wrong?**

We have, from time to time, seen cases where connection can be challenging. We've found that sometimes rebooting your cable modem and then your router tends to solve this problem. If you have done this, and still have trouble, open a ticket with the helpdesk.

### 8) **Can I have more than one number?**

Absolutely! HH will give you a second number on request if you have another phone you'd like to hookup. Just open a ticket for it and provide the info we need in question 4.

**9) I'd like to get my club in on this! Can we have a group bridge?**

Yes! Please send a copy of your club call, or EOC verifiable contact, and we can establish a private or public bridge for your group.

**10) I have a large group and we want a block of numbers assigned for them, is this possible?**

Yes, but only when evidence of hardware purchase commitment is provided. If your group already has phones, we will ask you for more information about the phones and to document who they will be issued to – ie. Tactical position. HHOPS team will confirm these details with your group leader for accuracy and completeness.

**11) Do I have a voicemail box on my HH line?**

Yes. Every HH number has a voicemail box.

**12) Do you support FAX?**

Yes, HH supports faxing and FEC FAX (T.38) using an approved ATA.

**13) Can you call regular phones with an HH line?**

Yes, if you have a PSTN agreement with HH. PSTN hosting on HH has a monthly maintenance charge of \$5 flat. You can purchase your own SIP termination from a 3<sup>rd</sup> party and have it hosted on your HH line. This allows you to receive and make calls with a public phone number mapped to your HH line. You can even do simultaneous voice and fax on the SAME number!

**14) What is the service area of HH? If I set my phone up at one location, and then use it at another, will it work?**

The HH service area is largely defined by the quality of your internet connectivity. If your maximum latency is below 500ms, you should enjoy trouble free performance on HH. You can setup your phone at one location and it does not matter where you use your phone as long as the phone is able to contact our servers. You can dial \*43 on your HH phone to access the echo test line. You can also dial 611 for the HHOPS team.

**If you need more information, please be sure to read the following documents in our FILES area or on our website at [www.hamshackhotline.com](http://www.hamshackhotline.com).**

- **HH Supported Endpoints**
- **HH Covenant**

If you have a question that isn't addressed here or in our documents library, please feel free to open a general support ticket to the HHOPS Team. We'll be glad to help.