

Htek IP Phones Integrated with 3CX Configuring Guide V1.0



About This Guide

Thank you for choosing the Htek IP phones, which are exquisitely designed to provide basic phone features plus advanced business features, such as Call Park, Call Pickup, Intercom and Enhanced Monitor Extension over IP network. The purpose of this guide is to serve as a basic guidance for auto-provision. Htek IP phones with 3CX phone system, phones including:

Htek 8 Series: UC862, UC860, UC842, UC840, UC806, UC806T, UC806G,

UC804, UC804T, UC804G, UC803, UC802T, UC802.

Htek 9 Series: UC926, UC924, UC923, UC902, UC901.

Note: The configuration process outlined in this guide applies to Htek SIP IP phones running. Firmware version x.0.4.2 or later and 3CX phone system running version V15 or later. The configuration process described in this guide take the Htek UC923 as an example.

In This Guide

Topics provided in this guide include:

- Chapter 1 Getting Started
- Chapter 2 Auto-provisioning your Phone
- Chapter 3 Use 3CX Integrated Features
- Chapter 4 Upgrading Firmware and Resetting your phone
- Chapter 5 Troubleshooting

El-Itek

Summary of Changes

• V1.0 (2017-06-09): Provide a basic guidance for auto-provision Htek IP

phones with 3CX phone system.



Table of Contents

About This Guide	2
In This Guide	
Summary of Change	3
Table Of Contents	4
Getting Start	5
Phone Initialization	
Auto Provisioningyour phone	6
Provisioning via Local LAN. 7 Over View. 7 Operating Instructions. 8 Provisioning via RPS. 9 Over View. 9 Operating Instructions. 10 Provisioning Self-Defined Default Setting. 12 Over View. 12 Operating Instructions. 12 Over View. 12 Operating Instructions. 12	7 8 9 0 2 2
Use 3CX Integrated Features14	1
Basic Setting.19Call Forward.19Call Transfer.21Do Not Disturb.24Conference.25BLF.26Call Park.26Call Park.26Agent Login/Logout.32Change Status.34UA CSTA.3	9 1 5 6 8 0 2 4
Upgrading Firmwareand Resetting your phone44	ŀ
Troubleshooting	7

El-Itek

Getting Started

This chapter will show you the basic process of phone's start-up and instructions of the way to get the basic information of the phone. Topics include:

- Phone Initialization
- Phone Status

Phone Initialization

After your phone is powered on, the phone will boots up, complete the initialization and check firmware. Please refer to the three phases of the LCD display:



In the process of initializing, the phone will attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g., IP address, subnet mask, default gateway address and DNS address) by default.

Phone Status

After the phone comes up, you can view phone status on phone user interface (LCD) via the following ways:

• Press "OK" button twice.



 Press the following button one by one: "Menu" -> "Status" -> "information".

Available information of phone status includes:

- Network status (e.g., IPv4 status, IP mode, MAC address).
- Phone status (e.g., product name, firmware version, MAC address and device certificate status).
- Language infomation.

Info	Information							
1.Model:	UC923							
2.IPV4:	192.168.1.116							
3.MAC:	d4:67:61:d2:01:01							
4.FW(IMG):	2.0.4.2.21(2017							
5.FW(BOOT):	i 2.0.4.2(2017-01							
Back								

Press "Up" or "Down"to scroll through the list and view the specific information.

Auto-Provisioning your phone

There are mainly two ways of provision with 3CX phone system: one is Provisioning via Plug and play (Local LAN), which is mainly used in the situation where Htek phone and 3CX phone system are in same subnet. And the other one is Provisioning via RPS (Remote), which is mainly used in the



situation where Htek phone is remote from 3CX phone system. Please refer

to the following picture:



This chapter provides the following instructions of auto-provisioning with 3CX phone system and show you how to edit the custom provision template on 3CX. Topics include:

- Provisioning via Plug and play(Local LAN)
- Provisioning via RPS(Remote)
- Edit custom provision template

Provisioning via Plug and play (Local LAN)

Over View

l-Itek

If the 3CX Phone System runs on the default sip port 5060 and that the IP phones resides on the same local lan subnet as 3CX. Then, **Provisioning via Plug and play** is a good choice to provision your phones.



Operating Instructions

1, Plug the phone into the network.

2, The phone will send a multicast message across the LAN. This will be picked up by 3CX Phone System.

3, The phone will show up in the "Phones" node in the 3CX Management Console as a new phone.



2	Phones															
1	Extensions	Ph	ones													
	Groups		Add Phone	Add Ext	Assign Ext	X Reject	Eirmware	C Reboot	→ Reprovision	Phone UI	Dessword	+ Config				
1	Contacts							2			1.1.00011010					
۵	SIP Trunks	Se	earch													
ŧ	Inbound Rules	EXT	Ven	ıdor	Model		Fw. Vers	ion		Name		User ID	Password	Phone pwd	PIN	IP
Ť	Outbound Rules	Nev	v Hte	k	UC923		2.0.4.2.	21		New		New	New	New	New	192.168.1.116

4, Now assign it to an existing extension or create a new one.

P	hones									
	+ Add Phone	L Add Ext	Assign Ext	X Reject	+ Firmware	📿 Reboot	Reprovision	🕑 Phone UI	Ø Password	+ Config

5, You will then be taken to the extension's provisioning tab where you can

specify other configuration settings for the phone.

General	Voicemail	Forwarding Rules	Phone Provisioning	BLF	Options	Rights	Integration
Phone	Provisioning						

- 6, Leave "Provisioning Method", Mac Address default
- 7, Select "Phone Display Language" and "Timezone" for the phone.
- 8, Click "OK".

9, The phone will be sent a link to the configuration file with the settings you

specified and configure itself.

10, The phone will apply the settings and connect to 3CX Phone System. The

IP phone will be manageable from within the 3CX Management Console.

El-Itek

Provisioning via RPS (Remote)

Over View

If your phones are not behind the same Local LAN with 3CX phone system. Then you can try to use **Provisioning via PRS** to provision your phones. Please refer the following picture.



Operating Instructions

1, From the Phones node in the 3CX Management Console, select "Add

Phone."

	Phones	T HOLES								
1	Extensions	Phones								
	Groups	+ Add Phone	L Add Ext	Assign Ext	🗙 Reject	+ Firmware	🗯 Reboot	→ Reprovision	🖭 Phone UI	Password

2, Select the extension for which this phone is.



3, Enter the MAC address of the phone (which can be found at the bottom of

the phone).

4, Select the appropriate phone model from the drop down menu.

Add Phone	×
Choose from available models Htek UC923	•
Htek UC923 Mac Address	

5, In the "Provisioning Method" drop-down menu, select "Direct SIP (STUN -

Remote)."

6, Select "Phone Display Language" and "Timezone" for the phone.

7, Click "**OK**." The provisioning files will now be created and the link published to the RPS server. You can check the server "**Event Log**" if the RPS

was successfully sent

3CX Phone System Management Console ID: 10018 RPS request for Htek UC860 IP Phone of Mary Smith (106) delivered successfully

8, Power on and connect the phone to the network within 14 days.

9, The phone will boot up and request a username and password. Enter the corresponding extension number as username and voicemail pin for that extension as password - it should be provisioned automatically.

If you don't want to use RPS, you can insert the provisioning link manually into the phones. You can find it in extension configuration "**Phone Provisioning**" tab.

El-Itek

IP Phone
Provisioning Method
Direct SIP (STUN - remote)
Provisioning Link: https://nancytest.3cx.asia:5001/provisioning/459hzrzo1p3i5

Edit custom provision template

Over View

Maybe you are not satisfied with the default configuration of auto-provision. Each Htek phone setting provisioned by 3CX phone system is connect with a **P number** of Htek template file on 3CX phone system. We can modify the value of the p number in template so that to change the configuration which is provisioned by 3CX Phone system.

The following part "**Operating Instructions**" will show you how to modify the template by an example.

Operating Instructions

For example, we can refer to the following steps to change the default ringtone to ring 5.

Step 1, Find out which P number do you want to change and what value do you want to change to for the P number by the browser(e.g. firefox).

1, Login phone's webpage -> setting -> Preference -> ringtones



Ring Tones

mouver r moto Derectionver i notoz Delete Ring3.bin Ŧ

2, Right click the drop-down box and chose the "Check the elements" item.



Now, I know the **P number** of setting ringtone is P8721, and the value 5 mean ring5.

Tips: You also can refer to our another document "parameters list"

Step 2, Find out the P number in the htek template and modify its value.

1, Find the folder that holds the Htek template, and open the template. You

can refer to the following path.

i (C:) ▶ ProgramData ▶ 3CX ▶ Data ▶ Http ▶ Templates ▶ phones

2, Open the template, and location the P1872 in the template by "Ctrl + F".

And modify the value to what you want.





3, If you can't find it in the template. You can add this item in the "Custom

parameters" area.



Step 3, After modify the template successful, you just need to restart the

3CX phone system and the re-provision the phones.

Use 3CX Integrated Feature

This chapter provides the detail instructions and configurations for the following 3CX integrated features:

- Basic Setting
- Call Forward
- Call Transfer
- Do Not Disturb
- Conference
- BLF
- Call Park
- (custom) Speed dial
- Agent Login/Logout
- Change Status



3CX uaCSTA

Basic Setting

Over View

This chapter introduces the necessary configuration of account registration and common optional configuration. Topics include:

- 1) Account Register
- 2) Time&Date
- 3) Phone Display Language
- 4) Basic Network Setting
- 5) Secure SIP

Account Register

1, On the general page, you need to fill in some information about the

extension.

Extension is your phone number, it must be filled.

Extension		
849		

First Name and Last Name will be combined to display on LCD after auto-provisioning success.



First Name		
cindy		
Last Name		
cindy		

Authenticate ID and Password are used to verify the registration. They

must be filled.

Authentication
Authentication details used by phones & client. Reprovision after a change
ID
849
Password
•••••

2, After complete to fill in all of the information, click "OK".

If the extension is registered successfully, you will see the icon turns green in

3CX Management Console.



The line state in the LCD screen is "O", not "×".

27-06-20	17 11:08:11		
8 49			
History	Directory	DND	Menu

•



Time&Date

To configure the TimeZone via 3CX Management Console

Extensions -> Phone Provision -> Options -> TimeZone

```
Timezone
Use global Timezone
```

To configure the NTP server via phone user interface (LCD):

1, press Menu -> Setting -> Basic Setting -> Time&Date -> SNTP Settings ->

NTP server.

2, Enter the specific NTP server.



3. Press the Save soft key to accept the change.

To configure the NTP server via 3CX template

The chapter **Edit custom provision template** will show you how to edit custom provision template, you can refer to the chapter at first.

- 1, The **P number** of NTP server is P30, The value type is string.
- 2, Locate the P number in the template and change the value of this setting.

```
<!--Network/Advance/NTP Server-->
<P30 para="UrlOrIpAddress" pool.ntp.org /P30>
<P144 para="DHCPOverrideNTP">0</P144>
```

3, Click Save button and re-provision the phone.



Phone Display Language

To configure the Display Language via 3CX Management Console

You can choose the Display Language when you bind MAC address to account

on 3CX Management Console.

Options
Phone Display Language
English

Basic Network Setting

To configure the Basic Network Setting via 3CX template

The parameter of ipv4 mode is P8. Please refer to the value list of ipv4 mode(P8): DHCP -- 0_{3} static -- 1_{3} PPOE -- 2.

If the P8 is blank, the network mode will not be changed after autoprovision.

> <!--Network/Basic--> <P8 para="IPv4WanMode">O</P8>

The chapter **Edit custom provision template** will show you how to edit custom provision template, you can refer to the chapter.

Secure SIP

You can refer to the introduction about how to configure secure SIP – TLS:

http://www.3cx.com/blog/voip-howto/secure-sip/

Configuring IP Phones with TLS



1, Login phone's webpage -> Management -> Trusted CA -> Import Trusted

Certificates Files.

2, Chose the Certificates File and press "Import Trusted Certificates" button

to import the Certificates File.

Password	Index	Issued TO	Issued By	Expiration	Delete	NOTE
Upgrade	1	SimpleCA Demo CA	SimpleCA	Mar 25 01:26 25 2027 GMT	•	Trusted CA:
o Provision	2				- 0	you can import TLS certificate I
figuration	3					here
uted CA	4					
verCA	5					
	6					
ols	7					
lart	8					
poot	9					
	10					
					Delete	
	In	port Trusted Certificate Files	Choose Fil	e No file chosen		
			Import Trus	sted Certificates		
	Tr	usted Certificates	Import Trus Default C			
			Custom C			

3, When you prepare provision an extension to this phone, Please set the SIP

Transport to TLS on 3CX Management console.

Network							
Network interface for registration and p							
192.168.0.12							
SIP Transport							
TLS							



Call Forward

Over View

3CX phone system provide forward rules for the different phone status (**Available/Available/Do Not Disturb**). Make sure that you won't miss all of your calls.

How To Config

To configure forward via 3CX Management Console:

Log in 3CX Management Console -> Extensions -> choose one extension -> Forwarding Rules. You can configure the forwarding rules for the three kind of phone status **Available**, **Away**, **Do Not Disturb**. Now we take **Available** as an example.

Statuses	
If in this status, forward calls as follows	
Available	~

- There are two cases of forward rule for Internal Calls.
- 1) If you do not answer the calls within seconds, 3CX phone system will

forward the call to the extension which you have chosen.

If I do not answer calls within:	10 🔄 seconds. Forward internal calls to:	
Forward to Extension		~
101 susie		-

2) If I am busy or my phone is unregistered, 3CX phone system will forward

calls to the extension which you have chosen.

If	if I am busy or my phone is unregistered, forward calls to:	
	Forward to Extension	~
	101 susie	*

El-Itek

• There are two cases of forward rule for External Calls.

1) If I do not answer calls within seconds, 3CX phone system will forward

the call to the extension which you have chosen.

		seconds. Forward internal calls to:	
Forward to Extension			~
101 susie			•

2) If I am busy or my phone is unregistered, 3CX phone system will forward

the call to the extension which you have chosen.

If I am busy or my phone is unregistered, forward calls to:					
Forward to Extension	~				
101 susie	*				

Call Transfer

Over View

You can transfer a call to another extension in one of three ways:

Blind Transfer: Transfer a call directly to another party without consulting.

Semi-Attended Transfer: Transfer a call when the target phone is ringing.

Attended Transfer: Transfer a call with prior consulting.

How To Use

To perform a blind transfer:

- 1. Press the Transfer soft key during a call.
- 2. Enter the extension number which you want to transfer the call to.



්) Trans	fer to		
Prefix	102	102	🕬 GroupL.
8 10	ੴ susie	102	🕤 XMLBr
DTMF			বঁ) Multicas
<mark>8</mark> 544			
Transfer	Send	Delete	

3. Press the Transfer soft key to complete the transfer, then the call is connected to the number to which you are transferring.

To perform a semi-attended transfer:

- 1. Press the Transfer soft key during a call.
- 2. Do one of the following:
- Enter the number you want to transfer the call to.
- Press the Dir soft key, and then select the desired group and search for the

contact

3.Press send soft key or "#"button to dial out the transferring call, when the phone which is transferred ringing and then press the transfer soft key to complete the transfer.



To perform an attended transfer:

1. Press the Transfer soft key during a call.



2. Do one of the following:

- Enter the number you want to transfer the call to.

- Press the Directory soft key, and then select the desired group and search for the contact.

3.Press send soft key or "#"button to dial out the transferring call, when the phone which is transferred ringing and answer a call , then press the transfer soft key to complete the transfer.

If you are using a handset, the transfer can be completed by hanging up the handset.

You can cancel the transfer before the call is connected by pressing the Cancel soft key

There is some additional function of transfer

1. Login phone webpage->Settings->Features->Transfer Settings. There are some additional settings of transfer. Please refer the following picture.

Transfer Settings							
Blind Transfer On Hook	On	© Off					
Semi-Attended Transfer	On	© Off					
Attended Transfer On Hook	On	© Off					
Transfer Mode via DSSkey	Attended Tra	nsfer 🔻					
Hold Transfer On Hook	© On	Off					

Blind Transfer On Hooks: If you have already complete the step 2 of blind transfer. Then you can transfer the call by on hook.

The **P number** of this setting is P3201, the value list is: 0 - off, 1 - on.

You can refer to the chapter Edit custom provision template to edit custom



template.

Attended Transfer On Hooks: If you have already complete the step 3 of attend transfer. Then you can transfer the call by on hook.

The **P number** of this setting is P3204, the value list is: 0 - off, 1 - on.

You can refer to the chapter **Edit custom provision template** to edit custom template.

Transfer Mode via DSSkey (DSSkey type must be BLF): when two phones build a call, one phone which config the BLF can press the BLF line key to achieve the new call/Blind Transfer or Attended Transfer to another extension.

The **P number** of this setting is P3205, the value list is: 0 –Attended Transfer, 1 –Blind Transfer, 2 -- New Call. You can refer to the chapter **Edit custom provision template** to edit custom template.

Do Not Disturb

Over View

You can use DND to reject incoming calls automatically on the phone. The message "n New Missed Call(s)" ("n" indicates the number of missed calls) will appear on the LCD screen, and callers will receive a busy message.

How to config and Use

Check the DND setting in 3CX phone system side



Log in 3CX Management Console -> Settings -> Dial Codes

Set Do Not Disturb OFF	
*60	
Set Do Not Disturb ON	
*61	

Code of Set Do Disturb OFF: If you press the DND key to set the DND ON status on the phone, the phone will send the DND ON code to the 3CX server to Synchronize the DND status on the server side.

Code of Set Do Disturb ON: If you press the DND key to set the DND OFF status on the phone, the phone will send the DND OFF code to the 3CX server to Synchronize the DND status on the server side.

To activate DND in phone mode:

Press the DND soft key when the phone is idle. The icon on the status bar indicates that DND is enabled. Incoming calls will be rejected automatically and "n New Missed Call(s)" will prompt on the LCD screen.



Conference

Over view

You can set up a conference call with other four parties. It support up to 5 parties



(including yourself) in a conference call.

How to config and use

To set up a conference call:

1. Place a call to the first party.

2. When the first party answers the call, press the Conference soft key to place a new call. The active call is placed on hold.

3. Enter the number of the second party and press "#" or the Send soft key.

4. When the second party answers the call, press the Conference soft key again to join all parties in the conference.

5.Press "split" button, then other two parties will be in hold state. then the active call press "new call" button and enter the number of the third party and press "#"or the Send soft key.

6.When the third party answers the call, press the Conference soft key again to join all parties in the conference.

7.Press "split" button, then other third parties will be in hold state. then the active call press "new call" button and enter the number of the fourth party and press "#"or the Send soft key.

8. When the fourth party answers the call, press the Conference soft key again to join all parties in the conference.

During the conference call, you can do the following actions:

- Press the "Hold" soft key to place the conference on hold.

- Press the "Split" soft key to split the conference call into four individual calls on



hold.

- Press to "mute" the conference call.
- Press the "End Call" soft key to drop the conference call.

BLF

Over View

You can use BLF to monitor a specific extension for status changes on the phone. The BLF key illuminates solid red when the specific externsion is in use. You can tap a BLF key to dial out the monitored phone number when the monitored extension is idle. You can also pick up calls that are received on the monitored extension.

How To Config

To configure forward via 3CX Management Console:

- 1. Log in 3CX Management Console->Settings->Features->BLF
- 2. Then choose BLF function and one extension which you want to monitor

General	Voicemail	Forwarding Rules	Phone Provisioning	BLF	Options	Rights	Integration		
BLF (B	BLF (Busy Lamp Fields)								
Assign	BLF buttons to p	resence of other extens	ions, speed dials, shared	oarking o	r other functio	ns. These settir	ngs are applied for both the IP phone & the 3CX client.		
1	Blank					~			
2	Blank					~			
3	BLF					~	100 susie 🔹		
4	Blank					~			
5	Blank					~			

3. Click **ok** button and re-provision the phone.





How To Use

When you complete the configuration:

1. The BLF key's light will solid green and icon will solid blue when monitored number is in idle status.

2. The BLF key's light will flashing red and icon will flashing yellow when monitored number has a incoming call.

3. The BLF key's light will flashing red and icon will solid yellow when monitored number are talking.

Call Park

Over View

You can use call park feature to park a call, and then retrieve the parked call from another phone. Htek IP phone supports park call Feature. For park call feature, the server will automatically hunt for the first available orbit in the call park orbits and parks the call there. The call park orbits should be predefined. You can park an active call by pressing the park call key(if



configured) on the phone. And you also can retrieve the parked call by

pressing a (retrieve) parked call key or dialing the retrieve access code.

How to Config

Check the Call Park setting in 3CX phone system side

1, 3CX Management Console -> Settings -> Call Parking

Call Parking Configuration
Select Number of Call Parking Places
9
Music on hold file to play for parked calls: Format WAV (PCM, 8 kHz, 16 bit, Mono, Max size: 100MB)
onhold.wav

2, Dial codes

Code of Park a call: when you dial the code during a call, you will park the

call to the call park orbits.

Code of Pickup a parked call: when you dial the code, you will pick up a

parked call from the call park orbits.

Park a call	
*0	
Pickup a park	ed call

To provision Htek phone a park call key via the 3CX Management Console:

1, Login 3CX Management Console -> Extensions -> select the extension

which you want to provision -> BLF.

2, Chose a BLF buttons which you want to provision, Click the drop-down box



and select the **Shared Parking** item.

3, After you configure a BLF to Shared Parking, A new drop-down box will

appear in the back. Chose a Shared park extension which you want.

Shared park extension 1	
Shared park extension 2	
Shared park extension 3	
Shared park extension 4	E
Shared park extension 5	
Shared park extension 6	
Shared park extension 7	
Shared park extension 8	

Shared park extension: A share park extension is connect with a call park orbit. If you chose the Shared park extension 1. Then when you press the call park button, the call will be parked to call park orbit. If you want to pick up the call with other phone, the call park button must be configured to

Shared park extension 1 too.

4, Click the **ok** button.

5, Provision or re-provision this extension, The call park key will appear on

the Htek IP phone. And the lamp of Line Key 3 will be turn on green.





How To Use

1, Suppose Phone A and B were provisioned a **Call park** key with the same **Shared park extension.**

2, Phone A make a call with phone C.A press **Call park** key. The call will be parked and you will heard call park tone from A. And the **Call park** key of phone A and B will turn red.

3, B press the **call park** key, the parked call will be picked up. Now B have a call with C. And the **Call park** key of phone A and B will turn green.

(Custom) Speed dial

Over View

When you want to make a call to someone quickly, you can configure his number as the speed dial, then press the **speed dial** button to dial the extension directly.

How to Config

To configure forward via 3CX Management Console:

1. Log in 3CX Management Console->Settings->Features->speed dial

eneral	Voicemail	Forwarding Rules	Phone Provisioning	BLF	Options	Rights	Integration
BLF (Bi	usy Lamp Fields)					
Assign	BLF buttons to p	resence of other extens	ions, speed dials, shared	parking o	r other functio	ns. These sel	ttings are applied for both the IP phone & the 3CX client.
1	Blank					~	
1	Blank						
2	BLF						
	Speed Dial						
	Custom Speed Di	al					
	Shared Parking						
3 3							
	Agent Login/Log	out					
	Agent Login/Log Change Status	out					



2. Then Choose speed dial function and one extension.

1	Speed Dial	-5 of other func	×	ings are applied for both the IP phone & the 3CX client.	
2	Blank		~	007 086 kerry_test 087 kerry_test	
3	Blank		~	100 susie 101 susie	
4	Blank		~	102 susie 103 triumph_test103	
5	Blank		~	104 triumph_test104	
) s	SUSIE OK Cancel				(
enei	ral Voicemail Forwarding Rules Phone Provisioning	ILF Option	ns Rights	Integration	

- 3. Click ok button and re-provision the phone.
- 4. The speed dial key will be display on phone's interface.



How to Use

When you complete the configuration, if you want to call **susie** quickly, you can make a call by pressing the speed dial key directly.





Agent Login/Logout

Over View

When someone make a call to the queue, the extensions in the queues will ring followed a principle if they are logged in. You also can logout the queue when you didn't want to receive any call by the queue.

How to Config

1, Chose a queue, add your extensions to the queue. If your extension is already in the queue, Please skip this step.

	Call Queue Agents		
	Select which extens		
Select queue ager	ts to add		
849			
Extension	First Name	Last Name	
849	cindy	cindy	
		OK Car	ncel



2, Configure Agent Login / Logout on the extension's BLF page.

Agent Login/Logout	'	OUT •
		OUT
Agent Login/Logout	,	IN

3, Click the OK button to complete the configuration and re-provision the

phone.



How To Use

If you press the "IN" button, the extension will login the queue, when someone calls the queue number, your phone will ring.

If the extension have already login the queue, Press the "OUT" button will make the extension logout from the queue. Then others can not call you by queue number.

Change Status

Over View

There are 5 statuses in 3CX. They are Available, Away, Do Not Disturb (DND), Lanuch and Bussiness Trip. The Extension can receive calls only when



the extension is in **Available** status. You can change the status of the extension by press the "change status" button as you need.

How To Config

1, 3CX Management console -> Extension -> BLF. Configure a BLF key to

Change status button

BLF (E	BLF (Busy Lamp Fields)						
Assign	BLF buttons to presence of other extensions, speed dials, shared parking or	r other fun	ctions. These settings are applied for both the IP phone & the 3CX client.				
1	Change Status	*	Away				
			Available				
2	Change Status	*	Away				
	-		Do Not Disturb (DND)				
3	Change Status	•	Lunch Business Trip				

2, 3CX Management console -> Extension -> Forwarding rules. Configure the

forwarding rules to confirm that when you can't receive the call, the 3CX

phone system can forward the call to the right place.

General	Voicemail	Forwarding Rules	Phone Provisioning	BLF	Options	Rights	Integration	
Statuse	s							
If in this	status, forward	calls as follows						
Avail	able						•	
Avail	able							
Away Do N Lunc	r ot Disturb (DND))						
Forw	ard to Voice Mai	il					τ.	
If I am b	usy or my phon	e is unregistered, forwa	rd calls to:					
Forw	ard to Voice Mai	l					¥	
Externa	l Calls							
After tin	neout forward ex	xternal calls to:						
Forw	ard to Voice Mai	il					•	
If I am b	usy or my phon	e is unregistered, forwa	rd calls to:					
Forw	ard to Voice Mai	il					•	

3, Click the \mathbf{OK} button to complete the configuration and re-provision the

phone.





How To Use

1, Before you away from the office, you can press the "Away" key to change the status of the extension, if someone makes a call to your extension, the call will be forwarded to the place where you have configure before.

2, When you go back to your office, you can press the "Available" button to change your extension status to Available. Then your phone can receive calls.

3CX uaCSTA

Over View

The 3CX web client gives you easy access to all features of 3CX, including Presence, conferencing, chat and the switchboard. It also allows you to easily make calls from your IP Phone, desktop or smart phone.You can view the presence of your colleagues, divert & transfer calls with a mouse click, see your call history, voice mail and setup chat using the web client. The web client requires Google Chrome, Mozilla Firefox or Microsoft Edge.


How To Config

To enable UACSTA feature for an extension (which have registered on

Phone):

- 1. Log in the 3CX Management Console->Extension
- 2. Choose the Target extension number
- 3. Click the "General" tab
- 4. Enable the web client for this target extension

Web Authentication	
You can view the presence of your colleagues, divert & transfer calls with a mouse click, see your call history and setup call conferences using the webclient. http://192.168.0.12:5000/webclient Enable Web client	
Password - Username is extension number	
•••••	۲

To get Web client URL and password for this extension:

5. Get the web client URL and password from "General" tab

Web Authentication	
You can view the presence of your colleagues, divert & transfer calls with a mouse click, see your call history and setup call conferences using the webclient. http://192.168.0.12:5000/webclient	
Enable Web client	
Password - Username is extension number	
•••••	۲

Access the web client use this extension:

- 1. Open your Browser
- 2. Enter the above URL: http://192.168.0.12:5000/webclient
- 3. You will see the below windows, please enter the extension number and

web client password:





4. Log in successfully, you will view presence of your colleagues.

3	CX.		⊡								Make call		Q	₩ Q	Available -
	People		All Groups	Q	Search										
0	Contacts		DEFAULT	R	001	Available	v	vera_004 004	Available 🍾 🗭 🚰	v	vera_t41 006	Available 🏷 🗭 📽	is	irene-test shi 111	Available 🏷 🗭 🚰
	Chat Call History	3			irene-test2 112	Available		irene-test3 113	Available	į,	irene-test4 114	Available		irene-test5 115	Available 🍾 🗭 🚰
×	Voicemails Schedule Meeting	D			lester 502	Available	C.	lester 503	Available 🏷 📕 😵	Q	506	Available	5	528_3CX 528	Available 🌾 🗭 😤
쓭	WebMeeting			s	sonic 540	Available	s	sonic 541	Available 📞 💻 😵	s	sonic 542	Available	aa	anne anne 800	Available 🌭 💻 📽
.lı =0	Switchboard Recordings			u	lawrence lawrence 808	Away 🍾 🗭 불	I	lemon lemon 812	Available 🏷 📕 嶜	w	vera vera 824	Available	mm	max max 826	Available 🌭 💻 😵
×	Settings			nW	nancy Wang 827	Available	sY	simon Ye 829	Available 🌜 🗭 嶜	s	sonic 859	Available	s	susie_test 901	Available 🏷 💻 😵
				s	susie_test 902	Available	s	susie_test 903	Available 🍾 🗭 嶜	s	susie_test 904	Available	s	susie_test 905	Available 🏷 💻 😵
				s	susie_test 906	Available	s	susie_test 907	Available 🏷 📕 嶜	s	susie_test 908	Available 🍾 🗭 🚰	s	susie_test 909	Available 🌭 💻 😵



How To Use

To Change the status from the web client:

There are available, Away, Do not Disturb, Lunch, Business Trip status, and you can also set the time for a status.



Available: Your extension will be marked as a green icon, you can receive any

call.



Away: Your extension will be marked as a orange icon, you cannot receive any call.

nancy Wang 827	Away
-------------------	------

Do not Disturb: Your extension will be marked as a red icon, you cannot receive any call, you will see the DND icon on Phone interface (If you press the DND on phone, web client will also be changed to Do Not Disturb status.)



nW na 82	ancy Wang 7	Do Not Distur	ь
04-07-20	17 17:39:27	- 2	
🕿 nancy			
🕿 nancy	30	X	
		lode!	
History	3CX PBook	DND	Menu

Lunch: Your extension will be marked as a light green icon, you can receive

any call.



Business Trip: Your extension will be marked as a red icon, you cannot

receive any call.

nW	nancy Wang	Business Trip
	827	

Time Basic Status: You can set the time for the different status.

To make a call from the web client

- 1. Choose a target number
- 2. Click this icon from below picture:



3. You will view the outgoing status on web client. At the same time, The

phone is also outgoing status and you can listen the back ringing tone.



3CX	=			Make call	Q 🎟 Q Arafable - 🚺	
1 People	All Groups	Q Search			ت 👝 😐	
Contacts	DEFAULT	Q	Available vera_004	Available vera_141	Available 🎽 Simon Ye	式 の 827
F Chat		irene-test2	Available ireno-test3	Available irene-test4	Analable on the second	49 021
Call History 0		112	노루 삼 🕂 113	< 루 삼 114	· Final accession - 252 - 12	
🖾 Voicemails 🛛 🕚		lester	Available lester	Available	Availableitän.End	💊 nancy 🔄 💽 🛛
Schedule Meeting		562	노루 삼 🛛 😽 503	도루삼 💎 🍟 506	く目出	
WebMeeting		sonic 540	Available sonic	Available sonic	Available anne anne Available	
Switchboard		lawrence lawrence	Away Away Iemon lemon	Available vera vera	Available max max Available	
Recordings		808	S 🗮 🖉 🐻 812	노루철 🌄 894	오루삼 🚾 826 - 오루삼	Ye simon
🖌 Settings		nancy Wang	Available simon Ye	Available sonic	Available susie_test Available	
		827	100 829	く 単音 💙 859	· 두 삼 😽 901 · · 두 삼	829
		susie_test 902	Available susie_test	Available	Available susie_test Available 노루 중 905 노루 중	
		susie_test	Available susie_test	Available susie_test	Available susie_test Available	
		906	노루삼 🔽 907	노루삼 🔽 508	노루삼 😋 👀 노루삼	
		susie_test	Available susie_test	Available susie_test	Available Susie_test Available 913 노무상	Cancel

4. You will view the talking status on Web client when other phone answer

this call. This call is successfully established.

3CX			Halo call	a, III Q Available + 💽	
People	All Groups	Q, Search		L 👝 89	dか Talking
Contacts	DEFAULT	Available vera_004 Available	vera_t41	Available Simon Ye	
Chet					🗞 nancy 🛛 🔘
Call History 0		ireno-test shi Avelable ireno-test2 Avelable	i irene-test3	Available 국 국 월	00:00:22
Voicemails O		ireno-test5 Available Available Available	lester	Available	🛜 nancy
Schedule Meeting		115 (F# 🚮 112 (F##	503		
WebMeeting		528_3CX Available Sonic Available	sonic	Available sonic Available	Ye simon
Switchboard		ごろ に単合 ジボ S40 に単合		に単谷 🥶 SQ に単谷	829
Recordings		anne anne Avislable lawrence lawrence Avisy anno CIEN	lemon lemon	Avsitable vera vera Avsitable E	
Settings			simon Ye	Available sonic Available	
		mm max max Available mw nancy Wang Available	sy simon re	Viework (2000 Source	
		susie_test Available	susie_test	Available susie_test Available	Transfer Hold Conference C
		- 191 し し 日本 🛃 192 し し 日本 🛃	903	く # 登 📲 304 - く # 登	Hallolol Hold Colliciones

To end this call from web client:

1. You can click the End button to end this call when dial out.

3 C	X.									Make call		2		uble - 🚺
1 Pe	eople	All Groups	Q	Search							с. 1	34	829	
B 0	ontacts	DEFAULT	n	001	Available 노르 삼		vera_004	Available	v	vera_141 006	Available 노른 삼			
р 0.	hat		-	irene-test2	Available		irene-test3	Analable		irene-test4	Available	ieling		
🖀 G	all History 🛛 🏮			112	~ 투 삼		113	· Filanatie · C 루 삼	U.	114	く単名			
🖾 Vo			0	lester 502	Available 노루 삼		lester 503	Available 七 単 삼	n		Available			
_	chedule Meeting		-		Available			Available			Available			Available
_	lebMeeting			sonic 540	Available	4	sonic 541	Analatie 노 루 삼	4	sonic 542	、 単 督	33 0	anne anne 800	Available
ult Sw ≉0 Re	witchboard			lawrence lawrence 808	Away 노 루 삼		lemon lemon 812	Anailable 노 岸 섬	~	vera vera 824	Available 노르 삼		max max 826	Available 노루 삼
∲ Se	ettings		nW	nancy Wang 827	Available	sy	simon Ye 829	Available 노 루 삼	•	sonic 859	Available 노루 삼		susie_test 901	/wailable 노루 삼
			•	susie_test 902	Available 노루 블	•	susie_test 903	Available 노 루 삼	•	susie_test 904	Available 노루 봄	•	susie_test 905	Available 노루 삼
			•	susie_test 906	Available 노루 중	•	susie_test 907	Available 노루 삼	0	susie_test 908	Available 노루 삼	3	susie_test 909	Available 노루 삼
				susie_test	Available 노른 삼	3	susie_test 911	Available 노루 삼	0	susie_test 912	Available 、		susie_test 913	Available 노루 삼

To answer a call from the web client:

1. You can clink the answer button directly when you phone has an

incoming call. This incoming call will be answer successfully.

3CX	=		Utdercat. 🔍 🎟 Q Avatable - 🚺 🔨 Talking
1 People	All Groups	Q Search	
Contacts	DEFAULT	Available 001	
🖀 Call History 🚯		trene-test shi Available trene-test Available Available trene-test Available trena-test Available trena-test Available trene-test Avai	133 Avaia Avaia Decive Decive
Voicemails 🛛 🕈		IIS LESS Available Lester Available	lester Austa Deetto voicemail Wang nancy
WebMeeting		528_3CX Available Sonic Available 528< し単音 540 し単音 1	sonic Avstable sonic Avstable
 Switchboard Recordings 		anne anne Available e lawrence lawrence Avay e	lemon lemon Available v vera vera Available
🖌 Settings		mm max max Available m nancy Wang Available s27 C H 🖉	simon Ye Available sonic Available Transfer Hold Conference Cancel

To decline a call from the web client:



1. You can click the decline button to reject this call when phone have an

incoming call.

3CX	3			Make call	Q III Q Available - 🚺	04-07-2017 17:54:09 🛯 🖉 🔤
1 People	All Groups	Q. Search			L INCOMING CALL	
Contacts	DEFAULT	Ω	Available vera_004	Available vera_t41	Availat NV paper/Wapg	simon
Chat		• • •			nancy wang	
Call History 🚯		irene-test2 112	Available irene-test3	Available irene-test4	Answer Decline	simon
🖞 Voicemails 🛛 🥑		lester	Available ester	Available	Availal Divert to voicemail	
Schedule Meeting		502	シーモ 🥶 👓	노 🗰 👻 🍟 🐒 506		
WebMeeting		sonic 540	Available sonic	Available sonic	Available anne anne Available	
Switchboard				S 🗮 🚰 542	· 문상 🌄 · · · · · · · · · · · · · · · · · ·	
Recordings		lawrence lawrence	Away Lemon lemon	Available vera vera	Available max max Available R26 노무 삼	Voice Mail 2 new
 Settings 				Available Sonic	Available susie_test Available	
. sconge		nW nancy Wang 827	Available simon Ye azə	Available sonic 859	V 부 삼 10 201 년부삼 101 101 101 101 101 101 101 101 101 10	History 3CX PBook DND

To Divert to voice mail from the web client:

1. You can click the Divert to voice mail button when phone has an incoming

3CX Q Search All Groups ٩ Contacts DEFAULT vera_004 irene 111 827 001 S. 🔳 44 004 t. 📰 as nancy Wang Chat irene-test3 irene-test4 irene-test5 Call History 6 113 114 115 2 528_3CX 528 Schedule Meetin law 808 sonic 542 541 800 nancy Wang 827 vera vera max max 812 824 826 L 🗰 86 노 🗏 😸

call, this call will be divert to voice mail successfully.

To Blind Transfer this call from the web client:

- 1. You can click the Transfer button when phone is talking
- 2. Enter the transfer call number:826

3CX		-	_	Make call		Q III Q Availat	ole - 🙎
£ People		Transfer Call	×		e.		
Contacts		Ava 826	Q		Available		
Chat		maxlin					
Call History		020	Hable		Avaitable	CC CC Main Transfer Att.transfer Conference	
Voicemails 1		Availa	ilable				
			の単の		の目的		
嶜 WebMeeting		Available sonic	Available 🍾 🗭 🗟		Available 🍾 🗭 중		Available 🍾 🗭 쓥

3. This call will be blind transfer successfully, phone will back to idle interface when 826 answer this call:



3	CX.	⊡			Make call	Q III Q Available - 📿
	People	All Groups	Q Search			829
8	Contacts	DEFAULT	0	Available vera_004	Available vera_t41	Availat Simon Ye
=	Chat		001	♥ ♥ ♥ 004	く 単 谷 🛛 🐨 006	🐦 🗮 🕈 Trying to transfer 00:15
2	Call History 3		irene-test2	Available irene-test3	Available irene-test4	Availat cd; cd; ad; Subscription Transfer Att.transfer Conference
\times	Voicemails 1		lester	Available lester	Available	Availat
Ê	Schedule Meeting		502	♥ ■ 월 503	く 単 著 🔍 🍍 506	
쓥	WebMeeting		sonic 540	Available sonic	Available sonic	Available anne anne Available
**	Schedule Meeting		502 sonic	Available 503	Available sonic	Available anne anne A

To Attend Transfer this call from the web client:

- 1. You can click the Att.transfer button when phone is talking
- 2. Enter the transfer call number:826

3CX						
£ People		Attended Transfer	×	L.		
Contacts		826	ble vera_t41	Available		
🗭 Chat						
🖀 Call History 🚳		826	Table irene-test		Transfer Att.transfer Conferen	
🔀 Voicemails 🔳			ilable			
Schedule Meeting				皆見ノ		
WebMeeting						

3. You will view the dialing status on the web client.

3CX	=		Make call	a. III Q. Available - 🚺
1 People	All Groups	Q. Search		口》827 2/2
Contacts	DEFAULT		vera_t41 Available	maxLin
Call History			rene-test4 Available 134 년 투성	
Voicemails O		Instant Available Instant Available Av	Sos (특성	used Sector Sect
WebMeeting		sonic Available sonic Availab	sonic Auilable 542 년 투 삼	en simon Ye Rate Rate Rate Rate Rate Rate Rate Rat
Switchlosard Recordings		Iswrence Iswrence Away Remon Iemon Available		Connected 00:55
4 Settings			sonic Availables	
			susie_test Available	Cancel

4. You will view the below picture on web client when 826 answer this call.

You can click the Join button to finish the attend transfer, phone will back

3	CX.	E				Make call	C		Q Available	-
	People	All Groups	Q Search				<i>د</i>	826		
٥	Contacts	DEFAULT	0	Available vera_0		vera_t41	Available	max I	Lin	
	Chat		001	♥ ■ 월 004	と言語	006	· 투 참 Co	onnected		00:03
	Call History 3		irene-test2	Available	est3 Available	irene-test4	Available 노 루 참	X ⊃C; Join Atttran	sfer Conference	Rec
\times	Voicemails 1		lester	Available lester	Available	0	Available		i18n.End	
	Schedule Meeting		502	SO3	く言格	506	、 투 삼	-	1201112110	
쓥	WebMeeting		s sonic	Available sonic	Available	sonic	Available	anne an		Available
	6 A.L. 1		340	541	삼 특 것	542		800		. 루 삼

to idle interface.





To make a conference from the web client:

- 1. You can click the Conference button when phone is talking
- 2. Enter the target participant number:826



3. You will view the dialing status on the web client.

3CX	Ξ	Male cal Q === Q /kailade - 💭	
1 People	All Groups	Q Search	2/2
Contacts	DEFAULT		
Call History 0		Immeters Available Immeters Available Immeters Available Immeters Available Immeters	» » » » »
Voicemails 0		keter Autata 🔃 leter Autata 🖓 os 🖓 attaine 🚺 🖉 and so 🖓 attaine 🖉 🖉 🖉 attaine 🖉 🖉 🖉 attaine 🖉)))
WebMeeting			
Switchboard Recordings		Lawrence Awy Internet Awy Learn Lemon Awildle Internet Awildle Internet Awildle Covered Covere	
# Settings		ancy Wang Auslahe and Simon Ye Auslahe and Sim	
		susie_test Available 🕤 susie_test Available 🕤 susie_test Available	Cancel

- 4. You will view the below picture on web client when 826 answer this call.
- 5. Three-way conference will be established successfully.

3CX									Make call		Q	≡ Q	Arailabl	- 🌔		්) Talki	ng		
1 People		All Groups	Q	Search						L.		700						Rate Report	
Contacts		DEFAULT	n	001	Available 노 루 삼	rera_004 104	Available 노 루 삼	•	vera_t41 006	Available 노루 삼	2.7			00.03		Snancy	8	00:02:01	
Call History	0		0.	irene-test2	Available 노루 삼	rene-test3	Available 노 루 삼	0.	irene-test4 114	Available と声音	XL Transfer	X Attivanalee	torference	e Rec	$\langle \square \rangle$		max max		
Voicemails	0		0	lester 502	Available 노 루 삼	ester 03	Available 노루삼	0	506	Anailable C 開 삼					•••	1.18	700**827		
WebMeeting			0	sonic 540	Available 노루 삼	ionic H1	Available 노 루 삼	0	sonic 542	Available 노루 삼		anne anne 800		Available 오루상		Transfer	Hold	Conference	Cancel

l-ltek

Upgrading Firmware and resetting the phone

This part is to serve as a basic guidance for upgrading firmware and resetting the phone.

- Upgrading Firmware
- Resetting the phone

Upgrading Firmware

To upgrade firmware via 3CX Management Console

- 1, Login 3CX Management Console -> phone
- 2, Chose the phone which you want to upgrading firmware. The phone must be

Provisioned by 3CX phone system before.

3, Click the **firmware** button. You will see the popover as following picture.

ie beloi nes.	w IP Phones will b	e upgraded to the lates	t firmware version. The pł	nones will be unavailable during the upgrade and might reboot several
	Model	Device Version	Available Version	Information
	Htek UC923	2.0.4.2.17	2.0.4.2.19	Htek UC923 FW: New Model. Latest SP5 template is required

4, Click the **OK** button. Then the phone will restart and upgrade firmware.

Manual upgrading firmware

1, Visit the official Htek website, go to Support and press Download to latest Firmware for IP Phone. From the provided list choose the htek .txt file url



with the latest FW.

2, Download the desired FW image .zip file and extract it on your hard disk.

3, Locate the folder where holds the Htek firmware on 3CX phone system.

Please refer my folder path.

; (C:) 🔸 ProgramData 🔸 3CX	▸ Instance1 → Data	▶ Http ▶ Interface	 provisioni 	ng 🕨 459hzrzo1p3i5	▶ firmware ▶ htek
帮助(<u>H</u>)					
▼ 新建文件夹					
名称	修改日期	类型	大小		
fw923.rom	2017/4/27 8:30	ROM 文件	11,695 KB		

4, Copy the rom files to the folder.

5, Restart the phones.

After you upgrade this firmware by this way. If you found the red font on 3CX Management Console as the following picture prompts 3CX don't support this version.

Don't worry, it just means the 3CX still not support this version yet. 3CX may release this firmware very soon. And the version also can support all of features of 3CX.

Resetting the phone

Reset the phone to factory configurations after you have tried all troubles-Hooting suggestions but do not solve the problem. You need to note that all customized settings will be overwritten after reset.

El-Itek

To reset the phone via phone user interface(LCD):

1, Press Menu ->Settings ->Advanced ->Settings ->Reset

The password of Advanced is provisioned by 3CX phone system.

2, Press the Enter softkey or OK key.



3, Press OK softkey.

The phone will be reset to factory settings sucessfully after startup.

Note: Reset of your phone may take a few minutes. Do not power off until the phone has started up successful.

Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your phone. If you require additional information or assistance with your new phone, contact your system administrator.

Why is the LCD screen blank?

- 1. Ensure that the phone is properly plugged into a functional AC outlet.
- 2. Ensure that the phone is plugged into a socket controlled by a switch that is on.
- 3. If the phone is plugged into a power strip, try to plug it directly into a wall out let instead.
- 4. If the phone is powered from POE, ensure that you use a POE-compliant switch or hub.

Why does the phone display "Network unavailable"?

Htek

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- 2. Ensure that the switch or hub in your network is operational.

Why doesn't the phone display time and date correctly?

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect to the SNTP server, you need to configure the time and date manually.

Why the phone can't upgrading by 3CX Management Console successful?

1, Please check that whether the version of the phone is the latest version on the 3CX.

2, Locate the folder where holds the Htek firmware on 3CX phone system.

And check whether there is firmware files in the folder.

Why the phone can't auto-provision vis RPS successful?

1, Make sure that the phone is connect to internet successful.

2, Make sure that you the 3CX have already send the RPS request to Htek RPS server



successful. You can check this in 3CX Management console -> Dashboard -> Event log when you add the extension for this phone. If it is successful you will see the information as following picture.

3CX Phone System Management Console ID: 10018 RPS request for Htek UC924 IP Phone of (019) delivered successfully