

Htek IP Phones UC902 User Manual



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Notices Information

Copyright

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Safety Instructions

- To use the Phone, please follow the instructions in this user manual.
- Use the power adapter supplied with your phone. Other power adapters may damage the phone.
- This phone is only for indoor use. And also avoid in high humidity, water and some other liquids.
- Do not use the phone during thunderstorms.
- CE
- FCC

WEEE Warning



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such

WEEE separately.

Cleaning

To clean the device, use an anti-static cloth. Please avoid cleaning liquids as they might damage the surface or internal electronics of the phone.

FCC Statement

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Summary of changes

This section describes the changes to this user manual for each release and user manual version.

Change for Release x.0.4.0.10, Manual version

x.0.4.0.10

Major updates have occurred to the following sections:

Label Scroll

Change for Release x.0.4.0, Manual version x.0.4.0

Major updates have occurred to the following sections:

- <u>IPv6</u>
- IPv4&IPv6

Change for Release x.0.3.98.O, Manual version

x.0.3.98.O

Major updates have occurred to the following sections:

<u>Reboot in Talking</u>

Change for Release x.0.3.98.A, Manual version

x.0.3.98.A

Major updates have occurred to the following sections:

Auto Logout Time

Change for Release x.0.3.98, Manual version x.0.3.98

Major updates have occurred to the following sections:

<u>Daylight Saving Time</u>

Change for Release x.0.3.93, Manual version x.0.3.93

Major updates have occurred to the following sections:

- <u>Check-Syn With Authenticate</u>
- <u>Call Back</u>

Change for Release x.0.3.88, Manual version x.0.3.88

Major updates have occurred to the following sections:

Detect IP Conflict

Change for Release x.0.3.72, Manual version x.0.3.72

Major updates have occurred to the following sections:

- Voice Mail Tone
- Backup NTP Server
- Intercom Barge

Change for Release x.0.3.65, Manual version x.0.3.65

Major updates have occurred to the following sections:

Redial Mode

Change for Release x.0.3.63, Manual version x.0.3.63

Major updates have occurred to the following sections:

- Suppress DTMF Display
- <u>Suppress DTMF Display Delay</u>

Change for Release x.0.3.62, Manual version x.0.3.62

Major updates have occurred to the following sections:

Auto Redial

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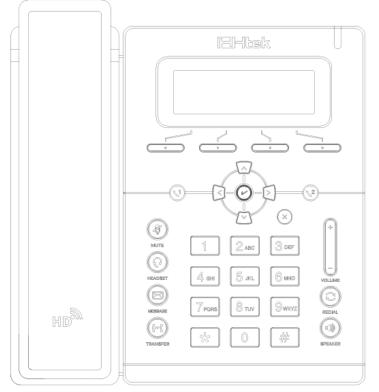
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Getting Started

Packing List

The package contains the following parts, please check if all the items are not missed:

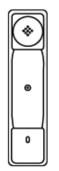
1. The phone station



2. The phone stand

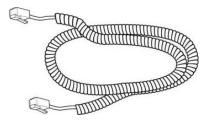


3. Handset

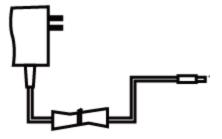


4. Headset cord





5. Power adapter



6. Ethernet cable



7. User Manual

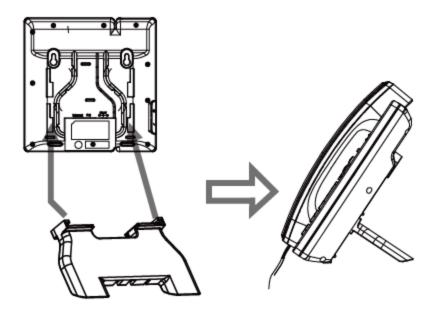




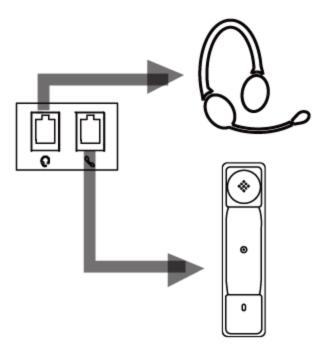


Phone Installation

1. Attach the phone stand

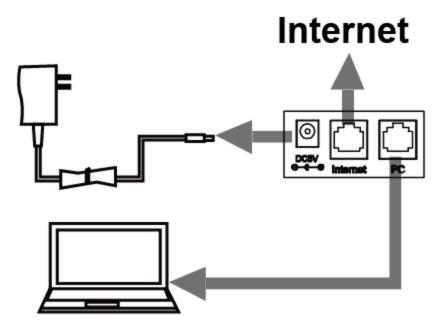


2. Connect the Handset and optional Headset





3. Connect the Network and Power

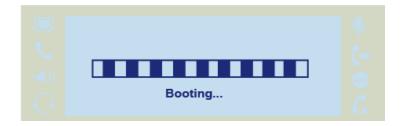


Initialization

After your phone has been powered up, the system boots up and performs the following steps:

Automatic Phone Initialization

The phone finishes the initialization process by loading the saved configuration. The phone LCD screen will display "Booting".



And then show "Initializing" during the initialization.





The IP Phone will upgrade the firmware if there is a new firmware on your server. And the IP Phone will show "Check firmware, please waiting..." after initialization.

Check firmware Please wait

Then IP Phone will show Reboot information:

Device Reboot Please wait...

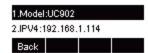
By default, the phone attempts to contact a DHCP server in your network in order to obtain its valid network settings, e.g. IP address, subnet mask, default gateway, DNS server.

Status

You can view the system status of your phone via phone user interface or web user interface. The information of phone status includes: Information(e.g., Model, IPV4, IPV6, MAC, Firmware, Hardware), Network(e.g., WAN Type, IP, Mask, LAN Type, Gateway, DNS...), Account (e.g., register status of accounts).

To view the phone status via phone interface:

1. Press Menu →Status →Information.



2. Press Menu \rightarrow Status \rightarrow Network.



1.WAN:DHCP mode			
2.IP:192	.168.1.1	14	
Back			

3. Press Menu \rightarrow Status \rightarrow Accounts.

1.311:Not Registered			
2.Empty:Not Registered			
Back			

To view the phone status via Web interface:

- 1. Login web interface(For How to login, please refer to Web Login).
- 2. View the information of Version, Account and Network.

			logout
E l-Itek	Home Account N	etwork Function Keys Setting Dire	ctory Management
Status	Version 🦻 Product Model Firmware Version	UC902 BOOT2.0.3.37(2016-04-01 14:04:00) IMG2.0.4.0(2016-08-24 15:03:00) ROM2.0.4.0(2016-08-24 15:03:00) DSP9.0.3(Patch 1.0.0)	NOTE Version: Shows product type and the version of firmware. Account Status:
	Account Status 🍞 Account1 Account2	Registered Disabled	Shows the registered status of accounts. Network: Shows the detail
	Network IP Mode (IPv4/IPv6) Device Type MAC Address	IPv4 & IPv6 Bridge 00:1f;c1:1b:6a:2d	information of WAN port and LAN port. System Up Time: Shows the running time after device power up.
·	IPv4 Setting WAN Port Type WAN IP Address Subnet Mask Gateway Primary DNS	DHCP 192.168.1.114 255.255.254.0 192.168.0.1 218.2.2.2	Restart: Restart the voip application
	Secondary DNS	218.4.4.4	

Registration

To register via phone interface:

1. Press Menu \rightarrow Setting \rightarrow Advanced setting (default password: admin) \rightarrow Accounts.

- 2. Select the desired account.
- 3. Select Enable for Account active.
- 4. Fill the SIP Server.
- 5. Fill the Failover SIP server if need (Optional).
- 6. Fill the Outbound Proxy (Optional).
- 7. Fill the SIP User ID, Authenticate ID.
- 8. Fill the password, Name (shown on LCD) and Ringtone.
- 9. Press Save to save the configuration.



Note:

If there is a port of sip server, you need to press "1" on the keypad, then you will find the ":".

Additional Information:

When the current input method is ABC/abc/2ab,

Pressing "1", you will find ", . ?:;". Pressing "0", you will find " < >(){}[]". Pressing "*", you will find "*/"!@\$".

Pressing "#", you will find "#'%&*|".

To register via web interface:

- 1. Login Web interface and Click Account \rightarrow Basic.
- 2. Select the desired Account.
- 3. Select Yes for Account Active.
- 4. Fill the Primary SIP Server and other account information.
- 5. Click SaveSet to save the configuration.



	Home Account		ys Seπing L	Directory Management
ic	Account	Account 1 👻		NOTE
	Account Status	Registered		
	* Account Active	🔿 No 🔍 Yes		* fields must be filled and require a phone restart
	* Primary SIP Server	192. 168. 0. 251	3	
	Failover SIP Server		2	Basic: The Basic Parameters set for
	Second Failover SipServer		3	adminstrator
	Prefer Primary SIP Server	🖲 No 🔘 Yes 😗		Codecs:
	Outbound Proxy		3	Choose the codecs you want to us
	Backup Outbound Proxy		3	
	* SIP Transport	● UDP ○ TCP ○ TLS (Advanced: The Advanced parameters for
	NAT Traversal	No No, but send keep alive	O STUN	adminstrator.
	Label	40000	3	
	* SIP User ID	40000	3	
	* Authenticate ID	40000	3	
	* Authenticate Password		3	
	Name	40000	2	

Note:

Idle Screen

- 1. All fields with * must be filled. If changed, it requires a phone restart.
- 2. Account Status says the account registered successfully or not.



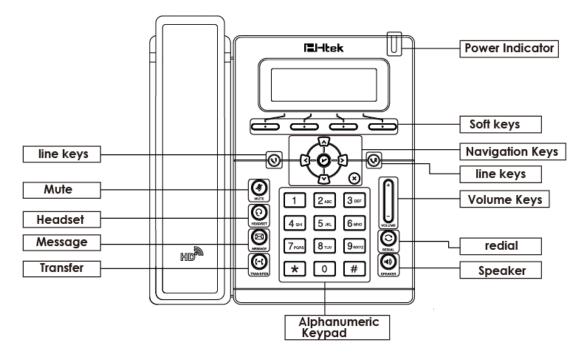
Name	Description
1. Date&Time	It is the area that displays the current set date and time of the phone.
2. Notice	It is the area to display the phone's notifications such as missed calls, SMS, do not disturb mode and many more. For more info,



	see <u>Icon Preview</u> .
3. Line Keys	This area shows the line key labels. Line keys can also be used as other function keys. For more information you can refer to Line Keys.
4. Soft Key	This area shows the soft key labels. The default soft key labels are "History", "Directory", "DND" and "Menu". For more information, see <u>Programmable Key</u> .
5. Default Account	This shows the current account. User can use (<) to change the default account.

Getting Familiar with Your Phone

Hardware Components Preview



ltem	Description
LCD screen	To present all information about the date& time, accounts, soft keys, messages, calls and other some information.
Power Indicator LED	To indicate the power status
Line keys	The phone supports up to 2 accounts.Steady green: idle interface, during a call.Blink red: a call incoming.



Soft keys	Labels automatically identity their context-sensitive features.
Navigation keys	 I. OK. Up arrow key: To move up of the selection shown on the screen. Right arrow key: To move right of the selection shown on the screen. Left arrow key: To move left of the selection shown on the screen. Down arrow key: To move down of the selection shown on the screen. 1. To return to idle screen.
	2. To cancel the information or call on the screen.
Mute key	2. To un-mute the call.
Line Keys	To be configured as different function as: Line Speed Dial BLF BLF List Voice mail Direct Pickup Call Park Intercom DTMF Prefix Hold Conference DND Redial Transfer SMS Hot -desking Call Return Paging Record Shared Line



	 The LED lights status when set as Shared Line: Stay green: Idle Stay red: Busy Blinked green: Ring Back Blinked red: A call incoming Blinked green: Private Hold Light Drown: Unregistered 23. Hot Desking 24. ACD 25. Zero Touch 26. Multicast paging
Speaker	Press this button to place a call in hands-free mode.
Redial	OTo dial the previous dialed number.To act as send key.
Volume	 To decrease the volume. To increase the volume.
Alphanumeric keypad	To enter the phone numbers, letters and so on.
Headset	() To indicate that the phone is or not in Headset mode.
Transfer	To transfer a call to a third party. To enable or disable Forward feature during the idle page.
Message	To indicator the New message, and press to read.

Icon Preview

lcon	Description
	Network



6	Line(Registered succeed)
×	Line(Unregistered)
↓)	Speakerphone mode
•	Handset mode
\mathbf{O}	Headset mode
₩	Mute
<u>♥</u> (→	Forward
	Do Not Disturb
G	SRTP
۲ ۲	Received calls
V	Dialed Calls
C× C×	Missed calls
5	Forward calls

LED Instruction

This part mainly instructs the LED status. The Power LED Status describes on the premise that the LED settings all set as Yes. For LED status setting, please refer to: <u>LED</u> <u>Status Setting</u>



Power Indicator LED

LED Status	Description
Blinked Green	Ringing or have missed call
Steady Green	Idle status(Power on)
Off	Powered off

Line LED: (Line or Line Key set as Line)

LED Status	Description
Blinked Green	Hold
Steady Green	Off hook or during a conversation
Blinked Red	Ringing
Off	Idle status

BLF or BLF List Key LED :(Line/Line Key set as BLF)

LED Status	Description
Steady Green	Idle status for the monitored line
Steady Red	The monitored line is calling or during a call
Blinked red	The monitored line is ringing
Off	All other unknown status

Shared Line LED:

LED Status	Description
Off	Idle status



Stay green	a member of the SCA group in off-hook status
Stay red	Other member of the SCA group's led status when a member of the SCA group in off-hook status
Blinked green every 500ms	a member of the SCA group in Private hold status.
Stay red	Other member of the SCA group's led status when a member of the SCA group in Private hold status
Blinked green every 500ms	a member of the SCA group in public hold status
Blinked red every 500ms	Other member of the SCA group's led status when a member of the SCA group in public hold status
Blinked green every 500ms	a member of the SCA group in progressing status
Stay red	On other member of the SCA group's led status when a member of the SCA group is in progressing status
Blinked red every 100ms	Alerting
Stay green	a member of the SCA group in active status when there is an incoming call designated for the SCA group
Stay red	Other member of the SCA group's led status when a member of the SCA group in active status

Other Key Led

Кеу	Description
Headset Key	When using in headset mode, the led is steady green or the LED is off.
Message Key	Blinked green when there is a new message or the LED is off.
Mute Key	Red when muting the call, or the LED is off.

User Interface

There are two ways to customize specific configurations on your IP phone:

- D The user interface on the IP phone
- D The user interface in a web browser on your PC

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone. In addition, you can use the web user interface to access all configuration settings. In many instances, it is possible to use both the phone user interface and the web user interface to operate the phone and change settings. However, in some instances, it is only possible to use the phone or the web user interface.

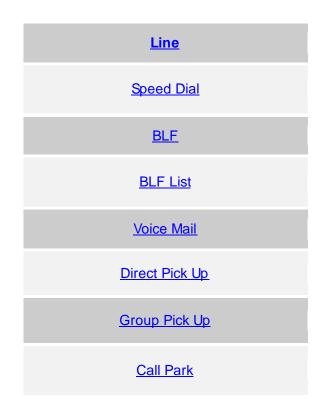
Phone Interface Overview

Option	
	Model
	IP
	MAC
	Firmware (IMG, BOOT, ROM)
Status	Hardware
	Network
	Account
	Device Cert
	Language
	Call Forward
	Function Key(Line and Line Key setting)
	More Key see Line Key Overview
Features	Key as Send
reatures	Hot Line
	Anonymous Call
	DND
	History Setting
	Language
	Time & Date
Basic Settings	Time & Date Format
	DHCP Time
	Ring tone
	Headset
	Screensaver



	User Mode
	Gray Level
	Accounts
	Network
Advanced Settings	Phone Setting
	Auto provision
	All Contacts
Directory	Local Contacts
	Blacklist Contacts
History	Local History
	Network CallLog
Message	Voice Mail set and View.
	Text Message view and set.
Others	Factory Function
	System Restart
	Device Reboot
	Pcap Feature

Line Key Function Overview





<u>Intercom</u>
DTME
Prefix
Local Group
XML group
LDAP
XML Browser
Broadsoft group
Conference
Forward
Transfer
Hold
Group Listening
DND
Redial
Call Return
<u>SMS</u>
Record
URL Record





Basic Setting Configuration

This part will mainly introduce the basic configuration as the Time, Language, and Volume...



General Settings

Web Login

1. Get the IP address: Press Menu \rightarrow Status \rightarrow Information.

1.Model	:UC902		
2.IPV4:1	92.168.	1.114	
Back			



- 2. Input the IP Address in the web browser.
- 3. Input the user name (default is admin), password (default is admin).
- 4. Login successfully.

Home Account	Network Function Keys Setting Dire	ectory Management
tatus • Version 🕐		NOTE
Product Model	UC902	
Firmware Version	BOOT2.0.3.37(2016-04-01 14:04:00)	Version:
	IMG2.0.4.0(2016-08-24 15:03:00)	Shows product type and the version of firmware.
	ROM2.0.4.0(2016-08-24 15:03:00)	
	DSP9.0.3(Patch 1.0.0)	Account Status:
Account Status		Shows the registered state of accounts.
Account1	Registered	
Account2	Disabled	Network:
Accounts	Disabled	Shows the detail information of WAN port
Network		and LAN port.
IP Mode (IPv4/IPv6)	IPv4 & IPv6	
Device Type	Bridge	System Up Time: Shows the running time
MAC Address	00:1fc1:1b:6a:2d	after device power up.
IPv4 Setting	00.11.01.10.04.24	
WAN Port Type	DHCP	Restart:
WAN IP Address	192.168.1.114	Restart the voip application
Subnet Mask	255.255.254.0	
Gateway	192.168.0.1	
Primary DNS	218.2.2.2	
Secondary DNS	218.4.4.4	

Note:

The PC and phone should be in the same segment.

When registering the accounts in web and the server port is not "5060", then "SIP Server" should be set as "SIP Server's IP address: server port", for example, "192.168.0.122: 5090".

Administrator Password

The password is mainly used for login the web interface or set the advanced settings through phone interface. And the default password of the administrator is: **admin.**

To change password via Phone Interface

1. Press Menu \rightarrow Settings \rightarrow Advanced Settings \rightarrow password (default admin) \rightarrow



Phone Setting \rightarrow Set Password.

- 2. Enter the current PWD (password), new password and confirm the new password.
- 3. Press save soft key or to save the new password.

1.Currer	nt PWD	:	
2.New P	WD:		
Cancel	2aB	Delete	Save

To change password via Web Interface

- 1. Management \rightarrow Password.
- 2. Fill the value.
- 3. Click SaveSet to save the configuration.

				<u>logout</u>
Htek	Home Acc	ount Network	Function Keys Se	tting Directory Management
Password	User Type	admin	•	NOTE
Upgrade	Current Password		(Max length 26)	Password:
Auto Provision	New Password		(Max length 26)	If you login as an administrator,you
Configuration	Confirm Password		(Max length 26)	can modify admin's password here.
Trusted CA				Trusted CA:
Server CA				you can import TLS certificate file here.
Tools		SaveSet	Cancel	
Note:				

When you use the web interface: user name: admin password: admin(default)

Language

The default Phone interface language is English.

To change the language via Phone interface

1. Press Menu \rightarrow Settings \rightarrow Basic Settings \rightarrow Language.



2. Press or Save soft key to save the configuration.

🖌 1.En	glish(En	glish)	
2.Fr:	ançais(F	rench)	
Cancel			Save

To change the language via Web Interface

- 1. Setting \rightarrow Preference \rightarrow Web Language.
- 2. Select the necessary one.
- 3. Press SaveSet to save the configuration.

Htek	Home Account	Network Function Keys Se	tting Directory Management
Preference	Web Language	English 🗸	® NOTE

Note:

All languages may not be available for selection. The available languages depend on the language packs currently loaded to the IP phone.

Screen Saver

There are two types of screen saver: Logo only, Time & Logo .

To enable screen saver via Phone interface

- 1. To press Menu \rightarrow Settings \rightarrow Basic Settings \rightarrow Screensaver...
- 2. Press > and < or press Switch soft key to Choose the Time-out as 1 min or 2/5/10/30 minute, then press the Save button.
- 3. Enter the Screensaver Type to choose one of the type: Logo only or Time & Logo.
- 4. Press or Save soft key to save the selected configuration.

To disable screen saver via Phone interface

- 1. To press Menu \rightarrow Settings \rightarrow Basic Settings \rightarrow Screensaver...
- 2. Press > and < or press Switch soft key to Choose the Time-out as off.
- 3. Press or Save soft key to save the selected configuration.

To Enable screen saver via Web interface

- 1. To Click Setting \rightarrow Preference.
- 2. To choose the Time-out as 1 min or 2/5/10/30 minute.
- 3. To select the screen Type as Logo only or time & logo.
- 4. Click Saveset to save the configuration.

To Disable screen saver via Web interface

- 1. To Click Setting \rightarrow Preference
- 2. To choose the Time-out as Off
- 3. Click Saveset to save the configuration.

Htek	Home Account	Network Function Keys	Setting Directory Managemen	t
Preference	Web Language	English 🗸	10 NOTE	
Features	Keypad DTMF Tone	🖲 On 🔘 Off 💦 🕐	ScreenSaver Photo	
BLF Settings	Volume Amplification		You can only upload screen	n photo
Date&Time	HandSet Send Volume HeadSet Send Volume	OdB default ▼ OdB default ▼	in format of '.bmp' and '.jpg'	
Tones	HandFree Send Volume	OdB default 👻		
SMIS	Backlight Time	0		
Action URL	Screen Time Out	off 👻		
-	Text Logo	2		

To custom text logo via web interface:

- 1. Click Setting \rightarrow Preference.
- 2. choose the Time-out as 1 min or 2/5/10/30 minute.



- 3. Enter the desired value in the Text Logo field.
- 4. Click Saveset to save the configuration.

Screen Time Out	1 min 🗸		it will work when screensaver
Text Logo	welcome] 2	type is time & logo or logo only, and ';' represents the newline

To wake up screen saver via Web interface:

- 1. Click Setting \rightarrow Preference
- 2. Choose Dial First Digit: Screensaver Wakes up or Screensaver Wakes up and Dial

Dial First Digit	Screensaver Wakes up
	🛇 Screensaver Wakes up and Dial

Gray Level

There are 12 levels. you can change the LCD's brightness according to your visual perception

To change the gray level via Phone interface

- 5. To press Menu \rightarrow Setting \rightarrow Basic Setting \rightarrow Gray level
- 6. Press \geq and \leq or press Switch soft key to Choose the level from 1 to 20
- 7. Press Or Save soft key to save the selected configuration

Time and Date

Time and date is displayed on the idle page, and it can be set automatically by SNTP server or manually by manual setting.

To configure the time and Date by SNTP setting via phone interface

- 1. To press Menu \rightarrow Setting \rightarrow Basic setting \rightarrow Time & Date \rightarrow SNTP Settings
- 2. Press > or <, or info soft key to change the Time zone.
- 3. Fill the NTP server1, NTP Server2, and Daylight Saving.



4. Press () or Save soft key to save the configuration.

1.Time Zone:-5 United Sta i√↓ 2.NTP Server 1:.windows.com Cancel INFO Switch Save

To configure time and date manually via phone interface

- 1. To press Menu \rightarrow Setting \rightarrow Basic setting \rightarrow Time & Date \rightarrow Manual Settings
- 2. Press > and |< or change the right time, or you can input the right time.
- 3. Press or Save soft key to save the configuration.

To configure the Time & Date Format via phone interface

- 1. To press Menu \rightarrow Setting \rightarrow Basic setting \rightarrow Time & Date Format
- 2. Press > and < to change between 12 Hour or 24 Hour time display.
- 3. Press and stochange date display format among Y-M-D(year-month-day), M-D-Y(month-day-year), D-M-Y(day-month-year)..
- 4. Press () or Save soft key to save the configuration.

To configure the DHCP time via phone interface

- 1. To press Menu \rightarrow Setting \rightarrow Basic setting \rightarrow DHCP time
- 2. Press > and < to change between Disable and Enable.
- 3. Press or Save soft key to save the configuration.

To configure the NTP Server by web interface

- Login

 Login name: admin, password: admin (default)
- 2. Setting \rightarrow Date &Time \rightarrow NTP Server
- 3. Fill the value in the blank.



1 -ltek	Home Account No	etwork Function Keys Setting	Directory Management
Preference	DHCP Time	◉ No	NOTE
Features	Time Zone	-5 United States-Eastern Time	Time Zone:
BLF Settings	NTP Server is Covered with DHCP	No O Yes	Choose the time zone you are in
Date&Time	NTP Server	time.windows.com	3
Tones	Backup NTP Server		3
SMS	Daylight Saving Time	Disable 👻	3
Action URL	Start Date	Month 1 Day 1 Hour 0	
	End Date	Month 12 Day 31 Hour 23	
Softkey Layout	Time Format	🖲 24 Hour 💿 12 Hour	3
	Date Display Format	◯ Year - Month - Day	3
		🛇 Month - Day - Year	
		Day - Month - Year	

To change the Time Zone and Date Display Format via web interface

- 1. Setting \rightarrow Date &Time
- 2. Select the necessary one.
- 3. Press SaveSet to save the configuration.

Htek	Home Account Ne	etwork Function Keys Setting	Directory Management
Preference	DHCP Time	® No	3 NOTE
Features	Time Zone	-5 United States-Eastern Time	Time Zone:
BLF Settings	NTP Server is Covered with DHCP	◉ No ○ Yes	Choose the time zone you are in
Date&Time	NTP Server	time.windows.com	3
Tones	Backup NTP Server		3
SMS	Daylight Saving Time	Disable 👻	3
Action URL	Start Date	Month 1 Day 1 Hour 0	
	End Date	Month 12 Day 31 Hour 23	
Softkey Layout	Time Format	🖲 24 Hour 💿 12 Hour	3
	Date Display Format	◯ Year - Month - Day	3
		🔿 Month - Day - Year	
		Oay - Month - Year	

To change the SIP Date Override Time via web interface



- 1. Setting \rightarrow Date &Time \rightarrow Account
- 2. Select On or Off for SIP Date Override Time .
- 3. Click SaveSet to save the configuration.

Htek	Home Account Net	work Function Keys Setting	Direct	tory Management
Preference	DHCP Time	● No ○ Yes	3	NOTE
Features	Time Zone	-5 United States-Eastern Time	• •	Time Zone:
BLF Settings	NTP Server is Covered with DHCP	No Yes	3	Select the time zone of your locati
Date&Time	NTP Server	time.windows.com	3	
Tones	Backup NTP Server	time-nw.nist.gov	3	NTP Server The server which is used to
_	SIP Date Override Time	No O Yes	3	synchronize the clock of the phone
SMS	Account	Account 1 🔻		
Action URL	Daylight Saving Time	Disable Enable Auto	P	
tkey Layout	Time Format	● 24 Hour	2	
TR069	Date Display Format	Year - Month - Day	3	
SIP		O Month - Day - Year		
		Day - Month - Year		

To change the Account via web interface

- 1. Setting \rightarrow Date &Time \rightarrow Account.
- 2. Select desired Account.
- 3. Click SaveSet to save the configuration.



	Home Account Net	twork Function Keys Set	ung Direct	ory Management
Preference	DHCP Time	• No Ves	2	NOTE
Features	Time Zone	-5 United States-Eastern Time	▼ ②	Time Zone:
BLF Settings	NTP Server is Covered with DHCP	No O Yes	3	Select the time zone of your locat
Date&Time	NTP Server	time.windows.com	3	
	Backup NTP Server	time-nw.nist.gov	3	NTP Server The server which is used to
Tones	SIP Date Override Time	• No Yes	3	synchronize the clock of the phor
SMS	Account	Account 1 🔻		
Action URL	Daylight Saving Time	Account 1	2	
Softkey Layout	Time Format	Account 3	2	
TR069	Date Display Format	Vear - Month - Day	2	
SIP	,	Month - Day - Year		
		Day - Month - Year		

To change the Daylight Saving Time via web interface

- 1. Setting \rightarrow Date &Time \rightarrow Daylight Saving Time
- 2. Select Disable or Enable or Auto for Daylight Saving Time.
- 3. Click SaveSet to save the configuration.

		twork Function Keys Setting		tory Management
Preference	DHCP Time	No Yes	3	NOTE
Features	Time Zone	-5 United States-Eastern Time	▼ ⊘ _	Time Zone:
F Settings	NTP Server is Covered with DHCP	• No Ves	3	Select the time zone of your location
e&Time	NTP Server	time.windows.com	3	
s	Backup NTP Server	time-nw.nist.gov	3	NTP Server The server which is used to
	SIP Date Override Time	• No Yes	3	synchronize the clock of the phone
	Account	Account 1		
	Daylight Saving Time	● Disable ○ Enable ○ Auto	3	
	Time Format	🖲 24 Hour 🔍 12 Hour	3	
	Date Display Format	O Year - Month - Day	3	
		Month - Day - Year		
		Day - Month - Year		



Note:

If the IP Phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, please contact your system administrator for more information.

LED Status Setting

The LED Status setting mainly defines the power indicator LED.

To configure LED Status via web interface:

- 1. Click Setting→Preference
- 2. Select Yes or No for Power Status, Ringing Status, Miss Calls Status and Voice Message Status.
- 3. Click SaveSet for the setting.

For the LED status description, see: LED Instruction Power Indicator LED

LED Status Setting:			
Power Status	Yes	© No	
Ringing Status	Yes	© No	
MissCalls Status	O Yes	No	
Voice Message Status	O Yes	No	

Key as Send

To configure Key as Send via phone interface

- 1. Press Menu \rightarrow Features \rightarrow Key as Send
- 2. Press \bigcirc and \bigcirc or press info/switch soft key to select the enable choice.
- 3. Press or Save soft key to save the configuration

To cancel # Key as Send via phone interface



- 1. Press Menu \rightarrow Features \rightarrow Key as Send
- 2. Press > and < or press info/switch soft key to select the disable choice.
- 3. Press or Save soft key to save the configuration.

Network Setting

Htek IP Phone supports IPv4、IPv6、IPv4&IPv6.They have three mode of Network: DHCP,

Static, and PPPoE. The default mode is DHCP, it will obtain IP address and other information automatically.

If your phone cannot contact a DHCP server for any reason, you need to configure a static IP address manually.

When switch DHCP, Static IP and PPPoE to each other, or change the Static IP on web interface, it will show the warning of restart as following.

Network settings have been changed, Are you sure r	reboot the phone to save changes?
	OK Cancel

lPv4

If you set IP Mode to IPv4,IP phone will use IPv4 address. IPv4 has three network modes: DHCP, Static, and PPPoE

To configure IPv4 via phone interface:

- Press Menu→Setting→Advanced Settings (password: admin) →Network→WANPort →IP Port Mode.
- 2. Press > or < to change the IP Port Mode..
- 3. Press or Save soft key to save the configuration.

1.IP Port Mode:IPV4i∢			
2.IPV4			
Cancel	INFO		Save



To configure IPv4via Web interface:

- 1. Click Network→Basic→ Internet Port
- 2. Select IPv4 for Internet Port
- 3. Click SaveSet for the setting.

Internet Port		
IP Mode (IPv4/IPv6)	IPv4	•

To configure DHCP via phone interface:

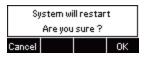
- 1. Press Menu→Setting→Advanced Settings (password: admin) →Network→WAN Port IPv4→DHCP mode.
- 2. Click Save and restart the phone.

To configure a static IP address via phone interface:

- Press Menu→Setting→Advanced Settings (password: admin) →Network→WANPort →IPv4 →Static mode.
- 2. Enter the parameters: IP, Netmask, Gateway, Pri. DNS(primary dns), sec. DNS(second DNS) in the corresponding fields.



3. Click Save and restart the phone.



Press the Save soft key to accept the change or the Cancel soft key to cancel. If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. You can set a WAN port to be a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator for the PPPoE user name and password.



To configure PPPoE via phone interface:

- 1. Press Menu→Setting→Advanced Settings (password: admin) →Network→WANPort →PPPoE mode.
- 2. Enter the User ID and password
- 3. Click Save and restart the phone.



To configure Network via web interface:

- 1. Click Network→Basic→IPv4 setting
- 2. Select the desired Type: DHCP, Static or PPPoE
- 3. Filled the necessary information.
- 4. Click the SaveSet and restart the phone.

Htek	Home Account I	Network Function Keys Set	tting Direc	Log Story Management
Basic PC Port	Internet Port IP Mode (IPv4/IPv6)	IPv6 ▼		NOTE DHCP:
Advanced	IPv4 Setting			The phone will obtain the netwo
	DHCP		8	configuration from a DHCP serve
	DHCP HostName			Static IP Address:
	DHCP Domain			Manually input the IP address,
	DHCP Vendor Class Id			subnet mask, default gateway address, and Primary and
	DHCP User Class			Secondary DNS addresses
	Static IP Address		(2)	PPPoE:
	IP Address	0.0.0.0		Please check with your network administrator or service provider
	Subnet Mask	0.0.0.0		before changing this setting
	Default Gateway	0.0.0.0		
	Static DNS	No Yes		
	Primary DNS	0.0.0.0		
	Secondary DNS	0.0.0.0		
	PPPoE		8	
	Account ID	824		
	PassWord			
	Service Name			
	Preferred DNS Server	0.0.0.0		



IPv6

If you set IP Mode to IPv6, IP phone will use IPv6 address. IPv4 has two network modes: DHCP, Static

To configure IPv6 via phone interface:

- Press Menu→Setting→Advanced Settings (password: admin) →Network→WANPort →IP Port Mode.
- 2. Press (>) or |<) to change the IP Port Mode..
- 3. Press or Save soft key to save the configuration.

1.IP Por	t Mode:	PV6	i∳
2.IPV4			
Cancel	INF0		Save

To configure IPv6via Web interface:

- 1. Click Network→Basic→ Internet Port
- 2. Select IPv6 for Internet Port
- 3. Click SaveSet for the setting.

Internet Port	
IP Mode (IPv4/IPv6)	IPv6

To configure DHCP via phone interface:

- 1. Press Menu→Setting→Advanced Settings (password: admin) →Network→WAN Port IPv6→DHCP mode.
- 2. Click Save and restart the phone.

To configure a static IP address via phone interface:

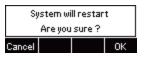
- Press Menu→Setting→Advanced Settings (password: admin) →Network→WANPort →IPv6 →Static mode.
- 2. Enter the parameters: IP, IPV6 Prefix, Gateway, Pri. DNS(primary dns), sec.



DNS(second DNS) in the corresponding fields.

1.IP:I111:4976:13ef:7d49:4fd5					
2.IPV6 Prefix:64					
Cancel 2aB Delete Save					

3. Click Save and restart the phone.



To configure Network via web interface:

- 1. Click Network→Basic→IPv6 setting
- 2. Select the desired Type: DHCP, Static
- 3. Fill required fields.
- 4. Click the SaveSet and restart the phone.

 IPv6 Setting 		
DHCP		3
Static IP Address		2
IP Address		
IPv6 Prefix (0~128)	64	
Default Gateway		
IPv6 Static DNS	● No ○ Yes	
Primary DNS		
Secondary DNS		
SaveSet	Restart	

IPv4&IPv6

If you set IP Mode to IPv4&IPv6,IP phone will support both IPv4 and IPv6 address. The settings of DHCP, Static, and PPPoE are same as above.



To configure IPv4&IPv6 via phone interface:

- Press Menu→Setting→Advanced Settings (password: admin) →Network→WANPort →IP Port Mode.
- 2. Press > or < to change the IP Port Mode..
- 3. Press or Save soft key to save the configuration.

1.IP Port Mode:IPV4&IPV6i◀►			
2.IPV4			
Cancel	INF0		Save

To configure IPv4&IPv6 via Web interface:

- 1. Click Network→Basic→ Internet Port
- 2. Select IPv4&IPv6 for Internet Port
- 3. Click SaveSet for the setting.

Internet Port		
IP Mode (IPv4/IPv6)	IPv4&IPv6	۲

Note:

Wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. For more information about these parameters, contact your system administrator.

PC Port

Two modes for PC port: bridge and router.

To configure PC Bridge via Phone interface:

- Press Menu→Setting→Advanced Settings (password: admin) →Network→PC Port →Bridge mode.
- 2. Click Save



3. Click the OK button, then the phone will reboot.

To configure PC router via Phone interface:

- 1. Press Menu→Setting→Advanced Settings (password: admin) →Network→PC Port →Router mode.
- 2. Enter the IP, Netmask and DHCP server
- 3. Click Save.
- 4. Click the OK button, then the phone will reboot.

To configure Bridge via web interface:

- 1. Click Network→Basic
- 2. Select As Bridge
- 3. Click SaveSet and the phone will reboot automatically.

PC Port	
As Bridge	3

To configure Router via web interface:

- 1. Click Network→Basic
- 2. Select As Router
- 3. Fill the IP address and other necessary information.
- 4. Click SaveSet and the phone will reboot automatically



PC Port		
○ As Bridge		3
As Router		3
IP Address	192.168.22.1	
Subnet Mask	255.255.255.0	
IP Lease Time	24	
DHCP Server	Disable 🔹	

Contact Setting

This section provides the operating instructions for managing contacts. The topics include:

- Local Directory
- Remote Phonebook
- LDAP
- Search Contact

Local Directory

In the directory, you can add or delete your friends, business partner or anyone others' phone No. so you will not forget their number. Or put some anonymous phone No. in the blacklist to prevent from being disturbed. The local Directory can add up to 1000 contacts.

A. To add contacts list into local directory

To add contacts manually via phone interface

- 1. Press Menu \rightarrow DIR \rightarrow Local Contacts
- 2. Press Add soft key

1.Name:						
2.Numb	er:					
Cancel	2aB	Delete	Save			

- 3. Enter the necessary information as Name, Phone number...
- 4. Press save soft key or to add the contacts successfully.

To add contacts from History via phone interface



- 1. Press History soft key or press Menu \rightarrow History
- 2. Press \checkmark and \land to select the targeted one. (Press $\mathrel{>}$ and $\mathrel{<}$ switched among the All calls, Dialed calls, Received calls, Missed Calls and Forward Calls).
- 3. Press Option soft key \rightarrow Add to Contacts
- 4. Edit the necessary information as Name, Phone number...
- 5. Press save soft key or to add the contacts successfully.

To add contacts via web interface

- 1. Click Directory → Directory
- 2. Enter the name, number and some other information.
- 3. Press Add and then press Save button.

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Directory	Contact B	BlackList					Hangup	NOTE
mote Phone Book	Index I	Display Name	Office Number	Mobile Number	Other Number	Account All	✓ 🗆	Add Contact/Blacklist
tory	1	Julex	802	Humber		Auto		Fill out the contact information.Use
	2	Nancy	801			Auto		shouldn't leave contact name blank
	3	Nico	800			Auto		Delete Contact/Blacklist
								Select the contact you want to dele in the grid, and then press the butto Delect to confirm.
								Move to Contact/blacklis
								Choose the contacts you want to move in the grid, and press the butt move to Contact/Blacklist to move
l								Import
l			Save		elete	Move to Conta	act/blacklist	Import Browse the file in XML format.
l			Save		elete	Move to Conta	act/blacklist	Browse the file in XML format.
	Question		Save				act/blacklist	Browse the file in XML format. Export Click Export button and create a file
l	Contact				ort Local Co		act/blacklist	Browse the file in XML format.
l	Name		lyde					Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to
l						ontacts		Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to
l	Name	iber 8	lyde		ort Local Co	ontacts Browse		Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to
	Name Office Numi	nber 8	lyde		ort Local Co	Browse Export XML Browse	B	Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to
l	Name Office Numi Mobile Num	nber 8: nber 0	lyde		ort Local Co	Browse Export XML Browse		Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to
	Name Office Num Mobile Num Other Numb	iber 83 nber 0 ber 0	lyde 25		ort Local Co	Browse Export XML Browse	B	Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to
l	Name Office Numi Mobile Num Other Numb Account	iber 8: nber	lyde 25 uto		ort Local Co	Browse Export XML Browse	B	Browse the file in XML format. Export Click Export button and create a fill with whose name you prefer to

B: To add contacts into blacklist

To add blacklist manually via phone interface

- 1. Press Menu \rightarrow DIR
- 2. Press > and < or press Switch soft key to Choose the Local Contact.
- 3. Press More soft key.
- 4. Press More soft key.
- 5. Press Option soft key. Add to blacklist.
- 6. Press save soft key or to add the contacts successfully.

To add blacklist from history via phone interface

1. Press History soft key or press Menu \rightarrow History \rightarrow Local history

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- 2. Press \checkmark and \land to select the targeted one.
- 3. Press Option soft key \rightarrow Add to Blacklist
- 4. Edit the necessary information as Name, Phone number...
- 5. Press save soft key or to add successfully.

To import or export the contact list

You can manage your phone's local directory via phone or web interface. But you can only import or export the contact list via web interface.

To import an XML file of contact list via web interface:

1. Click on Directory

2. Click Browse to select a contact list file (file format must be .xml) from your local system.

3. Click Import XML to import the contact list.

To export an XML file of contact list via web interface:

- 1. Click on Directory
- 2. Click Export XML to export the contact list.

To import a CSV file of contact list via web interface:

1. Click on Directory

2. Click Browse to select a contact list file (file format must be .csv) from your local system.

3. Click Import Csv to import the contact list.

To export a CSV file of contact list via web interface:

- 1. Click on Directory
- 2. Click Export Csv to export the contact list.

Note:

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If the xml file and CSV file more than 1000 contacts, the phone will only upload 1000 contacts.

Remote Phonebook

To set Remote Phonebook via web interface:

- 1. Login the Web interface and click Directory→Remote Phone Book
- Fill the path of the remote file in the Phone Book URL field. For example, <u>http://192.168.0.240/Phonebook/Phonebook.xml</u>
- 3. Fill the Name and then click SaveSet to save the configuration.

Htek	Hom	e Account Network Functi	on Keys Setting	Directory Management
Directory	Index	Phone Book URL	Name	NOTE
Remote Phone Book	1	http://192.168.0.240/Phonebook/Phonebook.	Remote_1	Remote Phone Book:
Call History	2			This feature allows you to download contact list from the server. Input the
LDAP	3			phonebook URL and rename the phonebook.
BroadSoft	4			
Calllog	5			
MultiCast Paging		SaveSet Cancel		

To check the contacts via phone interface:

Press Directory \rightarrow Left Button \rightarrow Left Button, and then you can see the item you set, press enter you will find the detail.

For More detail, please refer to: <u>Remote Phonebook</u> on <u>www.htek.com</u> . **Note:**

Every remote contact only supports 1000 contacts.

LDAP Phonebook

When use the LDAP feature, you can get the LDAP Phonebook directly.

To configure LDAP via web interface:



- 1. Login Web interface and click Directory→LDAP
- 2. Filled the LDAP Name Filter:
 - a) This parameter specifies the name attributes for LDAP searching. The "%" symbol in the filter stands for the entering string used as the prefix of the filter condition.
 - b) For example (cn=%), when the name prefix of the cn of the contact record matches the search criteria, the record will be displayed on the IP PHONE LCD.
- Filled LDAP Number Filter: This parameter specifies the number attributes for LDAP searching.
- 4. Filled Server Address: Fill the domain name or IP address of the LDAP Server. For example: 192.168.0.9
- 5. Port(the port of the LDAP Serve) Base, User Name, Password
- 6. Max.Hits(1-32000): the maximum number of the search results to be returned by the LDAP server.
- 7. LDAP Display Name: the display name of the contact record displayed on the LCD screen.
- 8. Filled the relative value and then click save button the save the settings.

Following is the example screenshot for the configuration.



l-Itek	Home Account Net	work Function Keys	Setting Directory	Management
Directory Remote Phone	LDAP Name Filter	(cn=%)	3	IOTE
Book	LDAP Number Filter	((telephoneNumber='	3	
Call History	Server Address	192.168.0.9	3	
LDAP	Port	389	3	
Network Directory	Base	dc=pbx,dc=com	2	
MultiCast Paging	User Name	cn=admin,dc=pbx,dc=	2	
	Password	•••••	2	
	Max.Hits(1~32000)	32000	3	
	LDAP Display Name	cn	3	
	Search Delay(0~2000ms)		2	
	Protocol	Version2 Oversion3	2	
	LDAP Lookup For Incoming Call	On Off	2	
	LDAP Sorting Results	On Off	3	
	LDAP Synchronize Time(0~9999mins)		3	

To Configure LDAP Key

To configure LDAP Key via web interface:

- 1. Click Function Key \rightarrow Line Key \rightarrow choose Line Key 1(for example)
- 2. Select LDAP in the Type field.
- 3. Click SaveSet to save the configuration.

E -Htek	Hom	e Account	Network Fund	ction Keys	Setting Dire	locout ectory Management
Line Key	Memory Key	Туре	Value	Account	Pickup Code	NOTE
Memory Key Programmable Key	Key1 Key2 Key3			Account 1 🗸 Account 1 🗸		Key Type: The free function key Type Speed Dial, BLF, Key Event, intercom, URL.
	Key3 Key5			Account 1 V		BLF: BLF setting require a phone restart
		SaveSet		Restart		

To Configure LDAP Key via phone interface:



- 1. Press Menu→Feature→Function Keys→Line Keys as Function Keys→Line Key 1
- 2. Select LDAP in the Type field
- 3. Press save or OK key to save the configuration.

When press the LDAP Key the LCD will display as following:

1.Type:LDAP		•
2.Label:		
Cancel	Switch	Save

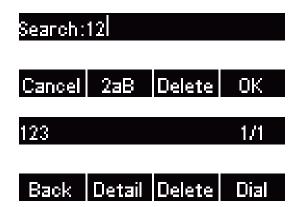
For More detail, please refer to LDAP Notes on www.htek.com

Search Contact

You can search contact in all contacts, local contacts, remote contacts and LDAP contact.

To search contact in all contacts:

- 1. Click the Directory softkey on Idle interface.
- 2. Click the More Softkey, then you can see the Search softkey
- 3. Click the Search softkey, you can enter the desired part of name or part of number.
- 4. Click Ok softkey, then with the search content to match the contact will be displayed on the LCD.



Note:

If you don't click the OK softkey, then IP Phone will display the relevant contacts automatically within 5 seconds

To search contact in Local contacts:

- 1. Click the Directory softkey on Idle interface.
- 2. Click the (>) button and select the Local contacts list.



- 3. Click the More Softkey, then you can see the Search softkey
- 4. Click the Search softkey, you can enter the desired part of name or part of number.
- 5. Click Ok softkey, then with the search content to match the contact will be displayed on the LCD.

Note:

If you don't click the OK softkey, then IP Phone will display the relevant contacts automatically within 5 seconds

To search contact in Remote contacts:

- 1. Click the Directory softkey on Idle interface.
- 2. Click the (>) button and select the remote contacts list.
- 3. Select the desired the remote contact and click Enter softkey.
- 4. Click the Search softkey, you can enter the desired part of name or part of number.
- 5. Click Ok softkey, then with the search content to match the contact will be displayed on the LCD.

Note:

If you don't click the OK softkey, then IP Phone will display the relevant contacts automatically within 5 seconds

To search contact in LDAP contacts:

- 1. Click the LDAP function key.
- 2. Enter the first character or more of contact's name.
- 3. Select the desired the remote contact and click Enter softkey.
- 4. Then IP Phone will display the relevant contacts automatically within Search Delay.

Call History Setting

Call History

This phone maintains call history lists of Dialed Calls, Received Calls, Missed Calls and Forwarded Calls. The call history list supports up to100 entries in all on phone interface and more than 1500 items. You can check the call history, dial a call, add a contact or delete an entry from the call history list. You should enable the history record feature in advance.

To enable the history record feature via phone interface:

- 1. Press Menu→Feature→History Setting
- 2. Press (>) and (<) or Switch soft key to enable History record.
- 3. Press Save soft key to save the configuration.



1.History Record:On i 🔶

Cancel INFO Switch Save

To check the call history via phone interface:

- 1. Press the History soft key. The LCD screen displays All Calls list.
- 2. Press Right or Left Key to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
- 3. Press to select the desired entry.
- 4. Press the Option soft key, and then select Detail from the prompt list.
- 5. The detailed information of the entry appears on the LCD screen.

1.Detail		
2.Add to Co	ontacts	
Cancel		OK

To delete an entry from the call history list via phone interface:

- 1. Press the History soft key.
- 2. Press Right or Left Key to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
- 3. Press UP or DOWN key to select the desired entry.
- 4. Press the Delete soft key.

To delete all entries from the call history list via phone interface:

- 1. Press the History soft key.
- 2. Press Right or Left Key to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
- 3. Press the Option soft key, and then select Delete All from the prompt list.
- 4. Press the OK soft key.



5. Press the OK soft key to confirm the deleting or the Cancel soft key to cancel.

To check the call history via web interface:

1. Click Directory \rightarrow Call History

2. Click Dialed List, Missed List, Received List, Forwarded List then you can see the history list.

Directory	Dialed	List Missed	List	Received List	Forwarded List	
Remote Phone	Index	Date	Time	Local Identity	/ Name	Tel Number
Book	1	2014-06-16 04	:06:51	800@192.168.0.	9 810086	<u>810086</u>
Call History	2	2014-06-16 04	:04:05	800@192.168.0.	9 910086	<u>910086</u>
	3	2014-06-16 03	:41:35	800@192.168.0.	9 910086	<u>910086</u>
LDAP	4	2014-06-16 03	:41:29	225@192.168.0. 51	2 910086	<u>910086</u>
BroadSoft	5	2014-06-16 03	40:22	225@192.168.0. 51	2 910086	<u>910086</u>
Calllog	6	2014-06-16 03	35:24	800@192.168.0.	9 910086	<u>910086</u>
	7	2014-06-16 03	27:44	800@192.168.0.	9 910086	<u>910086</u>
	8	2014-06-16 03	27:39	800@192.168.0.	9 910086	<u>910086</u>
	9	2014-06-16 03	20:03	800@192.168.0.	9 910086	<u>910086</u>
	10	2014-06-16 02	20:53	800@192.168.0.	9 915205188613	<u>915205188613</u>
	11	2014-06-16 01	37:39	800@192.168.0.	9 803	803
	12	2014-06-16 01	36:32	800@192.168.0.	9 803	<u>803</u>
	13	2014-06-16 01	25:51	800@192.168.0.	9 915205188613	<u>915205188613</u>
	14	2014-06-16 00	47:46	225@192.168.0. 51	2 320	<u>320</u>
	15	2014-06-16 00	:45:43	225@192.168.0. 51	2 320	<u>320</u>
	16	2014-06-16 00	:45:08	225@192.168.0. 51	2 320	<u>320</u>
	17	2014-06-16 00	42:00	225@192.168.0. 51	2 71	<u>71</u>
	18	2014-06-16 00	41:55	800@192.168.0.	9 71	<u>71</u>
	19			225@192.168.0. 51		<u>320</u>
	20	0000-00-00 00	:03:07	225@192.168.0.	2 320	320

To dial a call from Call History via web interface:

- 1. Click Directory \rightarrow Call History
- 2. Select the desired history item, and click Tel Number.
- 3. Then the call is dialed on phone.

ectory	Dialed	List Missed List	Received List	orwarded List		NO.
e Phone	Index	Date Time	Local Identity	Name	Tel Number	
Book	1	2014-06-16 06:07:29	800@192.168.0.9	810086	<u>810086</u>	A
History	2	2014-06-16 04:06:51	800@192.168.0.9	810086	<u>810086</u>	
	3	2014-06-16 04:04:05	800@192.168.0.9	910086	<u>910086</u>	
DAP	4	2014-06-16 03:41:35	800@192.168.0.9	910086	<u>910086</u>	
oadSoft	5	2014-06-16 03:41:29	225@192.168.0.2 51	910086	<u>910086</u>	
allog	6	2014-06-16 03:40:22	225@192.168.0.2 51	910086	<u>910086</u>	
	7	2014-06-16 03:35:24	800@192.168.0.9	910086	<u>910086</u>	
	8	2014-06-16 03:27:44	800@192.168.0.9	910086	<u>910086</u>	
	9	2014-06-16 03:27:39	800@192.168.0.9	910086	<u>910086</u>	
	10	2014-06-16 03:20:03	800@192.168.0.9	910086	<u>910086</u>	
	11	2014-06-16 02:20:53	800@192.168.0.9	915205188613	<u>915205188613</u>	
	10	2014 06 16 01-27-20	000/00100160.0.0	000	000	



To Dial a call from Call History via phone interface:

- 1. Press History soft key or press Menu \rightarrow History \rightarrow Local history
- 2. Press \checkmark and \land to select the targeted one.
- 3. Press the Send soft key, or , or , or the corresponding line key.

Audio setting

Ring Tone

You can adjust the type and volume of the ring tone.

To adjust the Ring Tone Type via Phone interface

- 1. Press Menu \rightarrow Setting \rightarrow Basic Settings \rightarrow Ring Tone.
- 2. Press \checkmark and \land to select the aimed one.
- 3. Press or Save soft key to save the configuration.

1.De	1.Default Ring					
2.Rin	ng1					
Cancel			Save			

To adjust the Ring Tone Type via Web Interface

- 1. Setting \rightarrow Preference \rightarrow Ring Tone
- 2. Select the wanted one
- 3. Click SaveSet to save the configuration.



1 -ltek	Home Account	Network Function K	Keys Sett	ing Dire	ctory Management
Preference	Web Language	English	•	3	NOTE
Features	Keypad DTMF Tone	◉ On ◯ Off	3		ScreenSaver Photo:
BLF Settings	Volume Amplification				You can only upload screen photo
Date&Time	HandSet Send Volume	OdB default	•		in format of '.bmp' and '.jpg'.
Dates nine	HeadSet Send Volume	OdB default	•		
Tones	HandFree Send Volume	OdB default	•		
SMS	Backlight Time	0	3		
Action URL	Screen Time Out	off	•		
Softkey Layout	Text Logo		3		
Softkey Layout	ScreenSaver Type	time & logo	•		

To configure Distinctive Ring Tone via Phone Interface

- 1. Press Directory
- 2. Select the target contact
- 3. Press Detail soft key to edit the contact.
- 4. Press \bigcirc and \bigcirc to select the wanted Ring Tone for the contact
- 5. Press Save soft key to save the contact.

To configure Distinctive Ring Tone via Web Interface

- 1. Directory \rightarrow Directory \rightarrow Contact
- 2. Choose the Ring Tone you want to use.
- 3. Click Edit \rightarrow Save to save the configuration.



Remote Phone Book	Index Display	y Name Office Number	Mobile Other Account All v Number Number	Add Contact/Blacklist
Call History	1 Ju	ulia <u>861</u>	Auto	Fill in the contact information and the contact name can not be empty.
Network				Delete Contact/Blacklist
Directory MultiCast Paging				Select a contact or more contacts and press the button 'Delete' to delete it.
				Move to Contact/blacklist
				Select a contact or more contacts and press the button 'move to Contact/Blacklist' to move it.
				Import
		Save	Delete Move to Contact/blacklist	Browse .xml and .csv format's file and import.
	Contact		Import Local Contacts	Export
	Name	Julia		Click Export button, then the phonebook.xml or phonebook.csv file will be downloaded.
	Office Number	861	选择文件 未选择任何文件 Import XML Export XML	will be downloaded.
	Mobile Number			
	Other Number		选择文件未选择任何文件	
	Account	Auto	Import Csv Export Csv Show Title	
	Ring	Ring6.bin	Groupinfo	
	Group	Not In Group		
			Ring Auto T	
	Photo	Auto •	Ring Auto •	

Click <u>Ring tone</u> for more information.

Volume

You can adjust the volume for the phone by the volume keys: \bigcirc and \bigcirc .

To adjust the Ring tone volume via phone interface

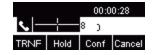
1. Option 1: To press \bigcirc and \bigcirc on the idle page



2. Option 2: To press and during the call is ringing.

To adjust the handset volume via phone interface

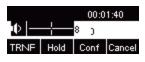
To press and turing a call in handset mode.



To adjust the headset volume via phone interface



To press \bigcirc and \bigcirc during a call in headset mode.



To adjust the speaker Volume via phone interface

To press 🗁 and 🔶 dur	ring a call in speaker mode.
----------------------	------------------------------

		00:0	2:15
Ф —	_ <u> </u>	8)	
TRNF	Hold	Conf	Cancel

Voice Mail Tone

This option can set whether to play the beep for phone's voice mail

- 1. Click the Setting \rightarrow Preference
- 2. Select On or Off for Voice Mail Tone.
- 3. Click SaveSet for the setting.

		_
Voice	Mail	Tone
10100	man	TOHE

On Off

Play Hold Tone

When you hold the phone, Whether to play hold tone

- 1. Click the Setting \rightarrow Preference
- 2. Set On or Off for Play Hold Tone.

3.	Click SaveSet for the setting.			
	Play Hold Tone	On	Off	

Play Hold Tone Delay

When you hold the phone. How many seconds to play beep?

1. Click the Setting \rightarrow Preference



2. Set Enable or Disable for Play Hold Tone Delay.

3.	Click	for the setting.		
	Play Hold Tone Dela	У	0	

System Settings

Dial Plan

Dial plan is a string of characters that governs the way this phone processes the inputs received from your phone keypad. This phone supports dial plan with following accept digits:

1,2,3,4,5,6,7,8,9,0,*,#

Grammar	Description
Х	any digit from 0-9;
XX+	at least 2 digit number;
٨	exclude;
,	hear dial tone;
[3-5]	any digit of 3, 4, or 5;
[147]	any digit 1, 4, or 7;
<2=011>	replace digit 2 with 011 when dialing.

To configure dial plan via web interface:

- 1. Click Account—Advanced—Dial Plan.
- 2. Filled the value in dial plan field.
- 3. Click SaveSet to save the configuration.



Htek	Home Accoun	t Network Function Keys Setting D	irectory Management
Basic	Account	Account 1	NOTE
Codec Advanced	DTMF Payload Type	101	Basic: The Basic Parameters set for
Havanoca	DTMF IN Audio	No O Yes	adminstrator
	DTMF Via RFC2833	🔘 No 🔘 Yes	Codecs:
	DTMF Via SIP INFO	No O Yes	Choose the codecs you want t
	Send Flash Event	No C Yes ?	use.
	Enable Call Features	🔿 No 🔘 Yes 🕐	Advanced:
	Proxy Require		The Advanced parameters for
	Use NAT IP	0	adminstrator.
	SRTP Mode	Oisabled	
		C Enabled but not forced	
		C Enabled and forced	
	VAD	No Ves	
	Symmetric RTP	No O Yes	
	Jitter Buffer Type	C Fixed O Adaptive	
	Jitter Buffer Length	🛇 Low 🔘 Medium 🛇 High	
	Account Ring Tone	Default 👻	
	Ring Timeout	60 3	
	Use # As Dial Key	🔿 No 🔘 Yes 👔	

Note:

Illegal input will fall back to default: {[x*]+}. For More, please refer to <u>dial plan</u> on <u>www.htek.com</u>

Dial-Now Timeout

Dial-Now Timeout means that when you enter the number which is matching with dial plan, it will dial out automatically after some time when you stop entering the number.

To configure Dial-Now Timeout via web interface:

- 1. Click Web interface Setting \rightarrow Preference
- 2. Fill the blank of Dial-Now Timeout: for example, 5(seconds).(0 means dial out immediately).
- 3. Click the SaveSet button to save the configuration

No Key Entry Timeout

No Key Entry Timeout means that when you enter the number, it will dial out automatically after some time when you stop enter the number.

To configure No Key Entry Timeout via web interface:

- 1. Click Web interface Setting \rightarrow Preference
- 2. Fill the blank of No Key Entry Timeout: for example, 5(seconds).0 means never timeout, you should press the send key the dial out the number.
- 3. Click the SaveSet button to save the configuration.

			logout
E -Itek	Home Account N	etwork Function Keys Setting Dire	ectory Management
			solory management
Preference	Web Language	English 👻 🕐	NOTE
Features	Keypad DTMF Tone	🖲 On 💿 Off 🕜	ScreenSaver Photo:
BLF Settings	Handfree AGC	Disable Isable	You can only upload screen photos
Date&Time	Volume Amplification		in format of '.bmp' and '.jpg'.
	HandSet Send Volume	0dB default 🗸	
Tones	HeadSet Send Volume	0dB default 👻	
SMS	HandFree Send Volume	0dB default 👻	
Action URL	Screen Time Out	off 🔹	
Softkey Layout	Text Logo	3	
	ScreenSaver Type	time & logo 🗸 🗸	
TR069	Ring Tones	Ring2.bin 🗸	
SIP	NO Key Entry Timeout(seconds)	0 0	
	Dial-now Time-out (seconds)	0 0	
	LED Status Setting:		
	Power Status	• Yes O No	
	Ringing Status	● Yes ◎ No	
	MissCalls Status	O Yes O No	
	Voice Message Status	© Yes	

Emergency Call

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency



number for each of the different emergency services.

You can specify the emergency telephone numbers on the IP phone for contacting the emergency services in an emergency situation.

To configure emergency call via web interface:

- 1. Click Setting→Features→Phone Lock
- 2. Enter the emergency services number in the Emergency field
- 3. Click SaveSet to save the configuration.

Home Account Network Function keys Setting Directory Manage Preference Forward: Image: Comparison of the system	<u>logou</u>						I -ltek
Features BLF Settings Date&Time Tones SMS Action URL Softkey Layout Phone Lock Auto Lock Time-Out(15-3600s) Emergency 110, 119, 120 Call Waiting Alert Ring	ement	ectory Managem	Setting Dir	ork Function Keys	Account Netwo	Home A	
Features BLF Settings Date&Time Tones SMS Action URL Softkey Layout Phone Unlock Pin(0~15digial) Auto Lock Time-Out(15~3600s) Emergency 110, 119, 120 Call Waiting Alert Ring							
BLF Settings Date&Time Tones SMS Action URL Softkey Layout Call Waiting Call Waiting Alert Ring Forward:: This feature allows an incoming call to number: Target: Target: The number to while the switched On Code: The code that will the when it is switched		NOTE	3			E Forward:	Preference
BLF Settings Date&Time Tones SMS Action URL Softkey Layout Phone Unlock Pin(0~15digial) Auto Lock Time-Out(15~3800s) IS Emergency 110, 119, 120 Off Code: The code that will a when it is switched When it is switched		Eonward:				🗈 Do Not Disturb	Features
Date& Time Transfer Settings number: Tones Call Pickup Target: SMS Phone Lock All Keys The number to while calls will be forward Action URL Phone Unlock Pin(0~15digial) ●●●●●● On Code: Softikey Layout Auto Lock Time-Out(15~3600s) 15 The code that will be when it is switched Call Waiting Call Waiting Off Code: The code that will be when it is switched		This feature allows you				HotLine	BLF Settings
SMS Action URL Phone Lock All Keys The number to while calls will be forward calls wi	another phone	an incoming call to anot number.			gs	Transfer Setting	Date&Time
SMS Action URL Phone Lock All Keys The number to while calls will be forward calls wi						Call Pickup	Toron
Action URL Keypad Lock All Keys Image: Call Waiting Image: Call W		-					
Action URL Softkey Layout Phone Unlock Pin(0~15djgial) Auto Lock Time-Out(15~3600s) 15 Emergency 110, 119, 120 Off Code: The code that will it when it is switched Off Code: The code that will it when it is switched		The number to which th calls will be forwarded.					SMS
Softikey Layout Auto Lock Time-Out(15~3600s) 15 The code that will to when it is switched Emergency 110, 119, 120 Off Code: Call Waiting The code that will to when it is switched Alert Ring				All Keys 🔻		Keypad Lock	Action URL
Auto Lock Time-Out(15~3600s) 15 Emergency 110, 119, 120 Call Waiting Alert Ring Alert Ring Call Value Call V		On Code:		•••••	Pin(0~15digial)	Phone Unlock P	Softkey Lavout
Emergency 110, 119, 120 Call Waiting Alert Ring Call Value Call		The code that will be se		15	me-Out(15~3600s)	Auto Lock Time	Softkey Eayour
Call Waiting The code that will it when it is switched	i on.	when it is switched on.		110, 119, 120		Emergency	
Alert Ring		Off Code:					
Alert Ring		The code that will be se				Call Waiting	
🖬 Auto Redial	J Off.	when it is switched Off				Alert Ring	
						Auto Redial	
SaveSet				Cancel	SaveSet		

Label Scroll

When setting function keys, you need to set the label of the function keys. If the words are too long to show on the label, you can use this function to make labels scroll. Another approach is to set the labels to long label mode.

To configure Label Scroll via web interface:

- 1. Click the Setting \rightarrow Preference
- 2. Select Enable or Disable for Label Scroll.
- 3. Click SaveSet for the setting.



Lable Scroll	Disable 🔻
	Disable
	Enable

Show Missed Calls

Whether to show missed call notification on LCD **To configure Label Scroll via web interface:**

- 1. Click the Setting \rightarrow Preference
- 2. Select Yes or No for Show Missed Calls.

3.	Click SaveSet for the setting.				
	Show Missed Calls	Yes	○ No	3	

Auto Logout Time

Set the Web login timeout

- 1. Click the Setting \rightarrow Preference
- 2. Set number 1~5000 min for Auto Logout Time.
- 3. Click SaveSet for the setting.

uto Logout Time (1 ~ 5000 min) 6

Reboot in Talking

This function is to allow reboot during the calls or not

- 1. Click the Setting \rightarrow Preference
- 2. Set Enable or Disable for Reboot in Talking.
- 3. Click SaveSet for the setting.

Reboot in Talking	Disable	۲



Detect IP Conflict

LCD can display message when IP conflict

- 1. Click the Setting \rightarrow Preference
- 2. Set Enable or Disable for Detect IP Conflict.

3.	Click Saves	for the setting.			
	Detect IP Conflic	t	Enable	Ŧ	

Redial Mode

Call redial has two ways:(1) To redial the last placed call from the IP Phone (2) To redial the call from all calls list

- 1. Click the Setting \rightarrow Preference
- 2. Set Direct Mode or Select Mode for Redial Mode.
- 3. Click SaveSet for the setting.

Redial Mode	Direct Mode
	Select Mode

Suppress DTMF Display

In order to ensure safety in Call process, you can choose whether to hide DTMF

- 1. Click the Setting \rightarrow Preference
- 2. Select On or Off for Suppress DTMF Display.

3.	Click	for the setting.			
	Suppress DTMF Dis	splay	Off	On	

El-Itek

Suppress DTMF Display Delay

In order to ensure safety in Call process, you can choose whether to hide DTMF

- 1. Click the Setting \rightarrow Preference
- 2. Select On or Off for Suppress DTMF Display Delay.

3.	Click SaveSet for the setting.		
	Suppress DTMF Display Delay	Off	• On

Check-Syn With Authenticate

If this option is enabled, the server needs to be authenticated before the phone agrees to synchronize.

- 1. Click the Setting \rightarrow Preference
- 2. Set Enable or Disable for Check-Syn With Authenticate.

3.	Click SaveSet	for the setting.			
	Check-Syn With Authe	nticate	Disable	T	3

Other features settings

Action URL

To configure action url via web interface:

- 1. Click Setting→Action URL
- 2. Fill the needed values in the designated blank spaces.
- 3. Click SaveSet to save the setting.

Click Action URL for more how to use, or check on www.htek.com



		logo
Htek	Home Account Network Function Keys	Setting Directory Management
Preference	Setup Completed	⑦ NOTE
Features	Log On	3
BLF Settings	Log Off	3
Date&Time	Register Failed	0
Tones	Off Hook	3
SMIS	On Hook	3
Action URL	Incoming Call	0
Softkey Layout	Outgoing Call	3
	Call Established	3
	Call Terminated	3
	Open DND	3
	Close DND	3
	Open Always Forward	3

Softkey Layout

This feature mainly defines which shown on the soft key in some status. For example, what the soft key displays when dialing, or talking.

To configure Soft key via web interface:

- 1. Click Setting→Softkey Layout
- 2. Select Enable for Custom Softkey
- 3. Select call States.
- 4. Select the feature form the disable key to enable key field by \square

Disable to Enable field. Delete the Enable, and it will back to Disable field.

- 5. Click \frown or \downarrow to change to position or each feature.
- 6. Click SaveSet to save the configuration.



	<u>lo</u>
El-Itek	Home Account Network Function Keys Setting Directory Management
	UATE
Preference	Custom Softkey Enable
Features BLF Settings	Call States Dialing 🗸 🕐
Date&Time	
Tones	Disable Keys Enable Keys
SMS	Unselected Softkeys Selected
Action URL	Softkeys(ordered by
Softkey Layout	position)** Empty Send
TR069	Call Switch Empty Directory Delete
SIP	DPickup Cancel
	GPickup →
	SaveSet Cancel Reset to Default

Note:

1. When there more than 5 items in the Enable field, the last softkey will display More, and last two item will show in the next page softkey, you can check by press more.

Programmable Key

For the default keys as Soft keys, Navigation keys and so on, you can define them as some specific feature, and it works only on the idle page.

To configure Programmable Keyvia web interface:

- 1. Click Function Keys → Programmable Keys
- 2. Select the desired Key to set.
- 3. Click SaveSet to save the setting.
- 4. By clicking Reset To Default, all setting of the keys will be back to default.



ltek "	me Account N	etwork Fund	ction Keys	Setting	Directory	Managemen
Key Key	Туре	Label	Account	Value	NO	TE
SoftKey1	History 👻		Account 1 👻			
SoftKey2	Directory 🗸		Account 1 👻			
SoftKey3	DND 👻		Account 1 👻			
SoftKey4	Menu 👻		Account 1 🔻			
Кеу	Туре	Account	v	alue		
Up	History 👻	Account 1	-			
Down	Directory -	Account 1	-			
Left	Switch Account Up 👻	Account 1	-			
Right	Switch Account Dov 👻	Account 1	-			
ок	Status 👻	Account 1	-			
Cancel	N/A -	Account 1	-		-	
MUTE	N/A 👻	Account 1	-		-	

Basic Call Features

Place a Call

There are three ways to dialing a call: Handset, Headset and Hands-free speakerphone.

To place a call by Handset

- 1. Pick up the handset, or press a line key and dial the necessary number.
- 2. Press or press the send softkey, then the call is sending.

To place a call by Headset:

- 1. Press the
- 2. Enter the desired number.
- 3. Press # or press the Send softkey, then the call is sending.

Using headset to place and answer calls for all time

1. Click Web interface Setting \rightarrow Preference

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- 2. HeadSet Priority → Enable
- 3. Ring Device For HeadSet \rightarrow User Headset
- 4. Press

Refresh Caller Id Via Contact	Disable 🔻	
HeadSet Priority	Enable 👻	
Ringer Device For HeadSet	Use Speaker 🔻	
Redial Mode	Oirect Mode	
	Select Mode	
Intercom Barge	◯ On ● Off	3
Show Missed Calls	🖲 Yes 🗢 No	3
Suppress DTMF Display	◯ Off	
Suppress DTMF Display Delay	© Off	
Voice Mail Tone	● On ○ Off	
Busy Tone Timer (0~5s)	4	
SaveSet	Cancel]

Placing a call by hands-free speakerphone

- 1. Press the (2), or press the Line key, then you can hear the dial tone.
- 2. Press the number.
- 3. Press $\begin{bmatrix} \frac{48}{10^2} \end{bmatrix}$ or press the Send soft key, then the call is sending.

To place a call by call history or Directory via phone interface

- 1. Press the History soft key (On the idle page) or Menu \rightarrow History /Directory

3. Press the Send soft key, or	🥑 , or 🖤,	or the corresponding lir	ne key, then th	e call is
sending.			-	





Note:

1. The key is set to be a send key. For more information, refer to the Key as Send on page

2. During the call, you can also change among Headset, Handset or Free-speaker mode.

Making two calls with one line and one account

- 1. Press a line key and dial one phone number, then make a call.
- 2. Press the corresponding line key
- 3. Dial another phone number,
- 4. Press the Send soft key, or , then make the second call.

End a Call

Here shows to end a call during three modes:

To end a call by Handset

Press the Cancel soft key or hang up the handset, or press \bigotimes

To end a call under Headset Mode

Press the Cancel soft key or press (k_{k}) , or press (k_{k}) .

To end a call under hands-free speakerphone Mode

Press the Cancel soft key or press $\textcircled{\begin{tmatrix} \textcircled{\begin{tmatrix} \hline \end{tmatrix}}, or press \\ \hline \end{tmatrix}$.

Note:

During the conference, to end the call is same as mentioned above.

Redial a Call

1. To redial the last placed call from the IP Phone

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2. Press olirectly when LCD is on the idle interface.

Receive a Call

There are three ways to receive a call when the phone is ringing:

To receive a call by handset

Pick up the handset the conversation is built.

To receive a call by headset

Press () and now the conversation is built.

To receive a call by hands-free speaker

- 1. Option 1: Press is directly.
- 2. Option 2: Press Answer soft key.
- 3. Option 3: Press the Line key (flashes red).

Moreover, some other action can be done by soft key when the call is coming.

- 1. To press the Reject soft key to reject the call. Or press \bigotimes to reject the current call.
- 2. To press Forward softkey to forward to another phone.
- 3. To press Silence soft key, and then the call will keep silent, no ring tone display.

Incoming Call Show Mode

There are two incoming call show modes for this phone:

- 1. name and number of the contacts
- 2. name and number of the incoming call and the account which is connecting

To set incoming call show mode via web interface:

1. Click setting \rightarrow preference



- 2. Select the desire mode for the incoming call show mode
- 3. Click SaveSet to save the setting.

LED Status Setting:	
Power Status	◎ Yes ◯ No
Ringing Status	◎ Yes ◯ No
MissCalls Status	◯ Yes
Voice Message Status	◯ Yes
Incoming Call Show Mode	Peer Name & Peer Number
	🗇 Peer Name & Peer Number & Self Name

Auto Answer

Enable auto answer feature, you will answer all incoming call automatically.

To enable Auto Answer via Web interface

- 1. To Click Account \rightarrow Advanced
- 2. To choose Yes for the Auto Answer.
- 3. To click Saveset to save the configuration.

Send Anonymous	No	🔘 Yes	3
Anonymous Call Rejection	• No	\odot Yes	
Check SIP User ID	No	○ Yes	
Auto Answer	⊖ No	🖲 Yes	
Allow Auto Answer By Call-Info	O No	Yes	
Turn off Speaker on remote	○ No	• Yes	
disconnect			

To Disable Auto Answer via Web interface



- 1. To Click Account \rightarrow Advanced
- 2. To choose No for the Auto Answer.
- 3. To click Saveset to save the configuration.

Call Hold

When use hold feature, the Hold icon will show on the display.

To make a call on hold during three modes:

To hold a call under handset mode:

1. Press Hold soft key to hold the current call.



2. Press Resume soft key to resume the call on hold.



To hold a call under headset mode:

- 1. Press Hold soft key to hold the current call.
- 2. Press Resume soft key to resume the call on hold.

To hold a call during the speaker mode:

- 1. Press Hold soft key to hold the current call.
- 2. Press Resume soft key to resume the call on hold.

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Call Transfer

This phone supports blind, attended and Semi-Attended Transfer.

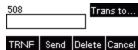
Blind Transfer

When you use this feature, you can transfer

1. Press Transfer soft key during the conversation, the call is on hold now.



2. Enter the number that transfers to.



3. Press Transfer soft key , and now the blind transfer completed.

Attended Transfer

When you use this feature, you can

- 1. Press transfer soft key during the conversation, the call is on hold now.
- 2. Enter the number that transfer to, and press the send soft key or $\left[\frac{e^{H}}{2H^2} \right]$
- 3. Start the second conversation, press the transfer soft key, then, transfer completed.

NOTE:

To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains. Blind transfer will usually use the primary account SIP profile.

Semi-Attended Transfer

- 1. Press the transfer soft key during the conversation, the call is on hold now.
- 2. Enter the number transfer to, and then press #, then you can hear the ring tone.
- 3. Press the Transfer soft key, and now the Semi-attended transfer completed.

BLF Transfer

1. Set a Programmable Key or line key is set as BLF. For how to set BLF, please refer to BLF_

2. Press the transfer soft key during the conversation, the call is on hold now.

3. Press BLF key then realize blind, attended and Semi-Attended Transfer. (Webpage--Setting--Features)

Transfer Settings	
Blind Transfer On Hook	⊙ On Off
Semi-Attended Transfer	⊙ On Off
Attended Transfer On Hook	⊙ On Off
Transfer Mode via DSSkey	Attended Transfer 💌
Hold Transfer On Hook	Attended Transfer Blind Transfer
🗈 Call Pickup	New Call

Hold transfer on hook:

Setting \rightarrow Features \rightarrow Transfer Setting: Hold Transfer On Hook: ON.

A place a call to B, B answer, A press the hold softkey and place a call to C, A cancel the call when C is ringing or answering, then C and B in the same call and the transfer is successful.

🖪 Do Not Disturb		
🖪 HotLine		
Transfer Settings		
Blind Transfer On Hook	On	Off
Semi-Attended Transfer	On	Off
Attended Transfer On Hook	On	Off
Transfer Mode via DSSkey	Attended Tr	ransfer 🔻
Hold Transfer On Hook	🖲 On	Off
🗄 Call Pickup		

Transfer to New Call via web interface

1. Click Setting \rightarrow Feature



- 2. Select Transfer Mode via DSS key \rightarrow New Call
- 3. Select the desired Line or Line Key and select Transfer in the Type.
- 4. Enter the phone number in the Value field.

E D	o Not Disturb			
E H	lotLine			
шт	ransfer Settings			
	Blind Transfer On Hook	On	◯ Off	
	Semi-Attended Transfer	• On	Off	
	Attended Transfer On Hook	On	◯ Off	
	Transfer Mode via DSSkey	Attended Tr		
	Hold Transfer On Hook	Attended Tr Blind Trans		
	all Dialaus	New Call		
÷ c	all Pickup			
÷ Pl	hone Lock			
	- 11 1.8 / - 14 i.e			

Htek	Ho	me Acco	unt Netwoi	rk Fund	ction Keys	Setting D	logo lirectory Management
Line Key Programmable Key	Line Key1 Key2	Type Line BLF		Label	Account Auto V Account 1V	Pickup Code	NOTE
	Nojz		eSet	(Restart		

Note: if the person that wanted to be spoken to do not want to answer the call, then the person that answered the coming call could use this function.

Call Conference

This IP Phone supports up to 5-way conference.



5-way conference

- 1. Assuming that call party A and B are in conversation. A wants to bring C, D and E in a conference
- 2. A press line 2 key, the call is placed on hold.
- 3. A enter the number of C and then press send soft key or #
- 4. C answering the call.
- 5. A press conference soft key, then A, B and C are now in a conference.(and now this is **3-way conference**)



- 6. A press line key 3, the current 3-way conference is placed on hold.
- 7. A enter the number of D and then press send soft key or .
- 8. D answering the call.
- 9. A press the conference soft key, then A, B, C and D are now in a conference.(and now this is 4-way conference)
- 10. A press line key 4, the call is placed on hold.
- 11. A enter the number of E and then press send soft key or .
- 12. E answering the call.
- 13. A press the conference soft key, then A, B, C, D and E are now the **5-way** conference is built.
- 14. A end the call, the conference is finished.

Note:

- 1. If C does not answer the call, A can back to continue the conversation with B;
- 2. Once A hangs up the call, the conference is ended, while if B or C drops the call, A&C or A&B conversation continues.
- 3. The conference feature is not available on all servers. For more information, contact your system administrator.
- 4. To realize the 5 way conference, the line should be all available.

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Call Forward

This phone supports static forward (always forward, busy forward and no answer forward) and dynamic forward

To configure static forward

To configure always forward

With this feature, all incoming calls will forward immediately to configured number.

- 1. Press Menu \rightarrow Features \rightarrow Call forward \rightarrow Always Forward.
- 2. Press \bigcirc and \bigcirc or press info soft key to select the enable choice

1.Always	i⊕		
2.FWD t			
Cancel	INF 0	Switch	Save

- 3. Enter the forward to number and on code (optional), off code (optional).
- 4. Press () or Save soft key to save the configuration.

To configure busy forward

With this feature, the incoming calls are immediately forwarded if the phone is busy.

- 1. Press Menu \rightarrow Features \rightarrow Call forward \rightarrow Busy forward.
- 2. Press > and < or press info soft key to select the enable choice.
- 3. Enter the forward to number and on code (optional), off code (optional).
- 4. Press or Save soft key to save the configuration.

To configure no answer forward

No Answer Forward: Incoming calls are forwarded if not answered after some time.

- 1. Press Menu \rightarrow Features \rightarrow Call forward \rightarrow No answer forward.
- 2. Press > and < or press info soft key to select the enable choice
- 3. Enter the forward to number and on code (optional), off code (optional).
- 4. Press or Save soft key to save the configuration.

When the Forward feature is enabled, the Forward Icon will display on Top of the LCD.

To configure Forward via Web Interface

1. Setting \rightarrow Features

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- 2. Click On for the Always/Busy/No Answer
- 3. Fill the Forward to Number
- 4. (Optional) fill the on/off code
- 5. Click SaveSet to save the configuration

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Preference	E Forward:			3	NOTE
Features	Always	🔘 On	Off		Forward::
BLF Settings	Target			3	This function can transfer the
Date&Time	On Code			3	incoming call to the destination number.
	Off Code			3	numbul.
Tones	Busy	🔘 On	Off		Target:
SMS	Target			3	Destination number you want to forward.
Action URL	On Code			3	
Softkey Layout	Off Code			2	On Code:
TR069	No Answer	© On	Off		The code that will be sent to the PE (server) when the phone is
SIP	After Ring Time(seconds)	60		2	switched on
SIP	Target			2	
	On Code			2	Off Code: The code that will be sent to the Pi
	Off Code	_		è	(server) when the phone is switched off
				. v	SHILLING ON
	🔠 Do Not Disturb				

To cancel the forward feature via Phone Interface

- 1. Press Menu \rightarrow Features \rightarrow Call forward \rightarrow Always/Busy/No answer Forward
- 2. Press \bigcirc and \bigcirc or press info soft key to select the disable choice
- 3. Press or Save soft key to save the configuration.

To cancel the forward feature via Web Interface

- 1. Setting \rightarrow Features
- 2. Click Off for the Always/Busy/No Answer
- 3. Click SaveSet to save the configuration

To configure dynamic forward

Forward an incoming call during the ringing.

1. When the phone is ringing, press Forward soft key.



>>>>∎(<<< <⊠511 focus.542 Answer FWD Silence Reject

- 2. Enter the forward number or select the desired number from Directory softkey (Precondition: local directory has one or more contacts).
- 3. Press $\textcircled{\text{#}}$ or press the send soft key, then the call is forwarded.

Note:

If the Programmable Key or line key is set as BLF, when an incoming call ringing, press this BLF key directly to realize the dynamic forward.

You can choose a desired forward number from the Directory when you press the Forward key.

Call Return

This feature allows you to dial the last phone call you received.

To configure the Call Return via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press (>) and (<) or press info soft key to select the Key Event in the type field.
- 4. Press > and < or press info soft key to select the Call Return.
- 5. Press or Save soft key to save the configuration

To configure the Call Return via Web interface

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select Call Return in the Type.
- 3. Click the SaveSet button to save the configuration.



Call Back

When this option is set, if the phone you call is busy and does not set call waiting or voice mail, your LCD screen will prompt for call-back, as shown in figure



If you press the callback, the phone will dial the Callback phone number.

To configure the Call Back via Web interface

- 1. Click Setting \rightarrow Features \rightarrow Callback .
- 2. Fill the Callback phone number.
- 3. Click SaveSet to save the configuration.

Htek			logout
	Home Account Network Function Keys Settin	ng Direc	ctory Management
Preference	Forward:	3	NOTE
Features	Do Not Disturb		Forward::
BLF Settings	E HotLine		This function can transfer the incoming call to the destination
Date&Time	 Transfer Settings Call Pickup 		number.
Tones	Phone Lock		Target: Destination number you want to forward.
Action URL	📰 Call Waiting		On Code:
Softkey Layout	Alert Ring Auto Redial		The code that will be sent to the PBX (server) when the phone is switched
TR069 SIP	Callback		on
	Callback Code 904		Off Code: The code that will be sent to the PBX (server) when the phone is switched
	SaveSet Cancel		off

Call Waiting Tone

1. Click Setting \rightarrow Features



2. Select Call Waiting: On and Call Waiting Tone: On

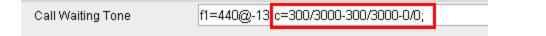
		logout
E -Htek	Home Account Network Function Keys Setting D	irectory Management
Preference Features BLF Settings Date&Time Tones SMS Action URL Softkey Layout	 Forward: ? Do Not Disturb HotLine Transfer Settings Call Pickup Phone Lock Call Waiting On Off Call Waiting On Off Call Waiting On 	NOTE Forward:: This function can transfer the incoming call to the destination number. Target: Destination number you want to forward. The code that will be sent to the PBX
TR069 SIP	Call Wating Tone Off Alert Ring Auto Redial Callback SaveSet Cancel	The code that will be sent to the PBX (server) when the phone is switched on Off Code: The code that will be sent to the PBX (server) when the phone is switched off

To Change the Call Waiting Tone time via Web interface

1. Click Setting \rightarrow Tones

Htek	Home Accor	unt Network Function Keys Setting	logout Directory Management
Preference Features BLF Settings Date&Time Tones SMS Action URL Softkey Layout TR069 SIP	Select Country Dial Tone Ringback Tone Busy Tone Reorder Tone Confirmation Tone Call Waiting Tone	Custom f1=350@-13,f2=440@-13,c=0/0; f1=440@-19,f2=480@-19,c=2000/4000; f1=480@-24,f2=620@-24,c=500/500; f1=480@-24,f2=620@-24,c=250/250; f1=350@-11,f2=440@-11,c=100/100-100/100-100/100; f1=440@-13,c=300/10000-300/10000-0/0; veSet	NOTE Select Country Belect your country to generate the standard call lones. Or select Custom to customize the call lones.

2. Change the Tone Time as you want (for example 3s)



Hide Caller ID

Just enable the unknown/hidden caller feature, by enabling Anonymous call feature thereby the receiver won' t be able to know who is calling them.

To configure anonymous call

- 1. Press Menu →Features →Anonymous Call
- 2. Press > and < or press info soft key to change the Line ID
- 3. Press (>) and (<) or press info soft key to select the enable choice in Anonymous Call filed.
- 4. Enter the call on code (optional), call off code (optional).
- 5. Press Or Save soft key to save the configuration.

To cancel anonymous call feature

- 1. Press Menu →Features →Anonymous Call
- Press > and < or press info soft key to select the disable choice in Anonymous Call filed.
- 3. Press () or Save soft key to save the configuration.

Reject Anonymous

If you do not want to be disturb by anonymous calls, you can set the reject anonymous call features, so you will not hear the unknown calls

To configure rejecting anonymous call

1. Press Menu →Features →Anonymous Call

- 2. Press > and < or press info soft key to change the Line ID
- 3. Press > and < or press info soft key to select the enable choice in Rejection filed.
- 4. Press Or Save soft key to save the configuration

To cancel rejecting anonymous call

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- 1. Press Menu →Features →Anonymous Call
- 2. Press and or press info soft key to select the disable choice in Rejection filed.
- 3. Press or Save soft key to save the configuration.

Call Mute

When you use the Mute feature, the other parties will not hear your voice while you can hear their voice. Call mute applies to all modes (handset, headset, and speakerphone).

To mute the call during a call (including a conference call)

1. Press the mute key _____, then the mute key glows green, and the LCD display Mute lcon.



2. To disable the mute function, press \bigcirc again.

DND

When you use the DND feature, the phone is to reject all incoming calls automatically and you can see the DND icon shown on the Top of the LCD on idle page.

To enable DND feature via phone interface

Press the DND soft key when the phone is idle, and then DND icon shown on the LCD.

To disable DND feature via phone interface

Press the DND soft key again, and then there is no DND icon on the LCD.

Keypad Lock

To enable Keypad Lock via Phone interface

1. Press Menu--Settings--Advanced Setting--Phone Setting--Lock

2. Press Info or Switch to change choose lock type: All Keys Menu Key Function Key Lock & Answer

3. Press Save or OK key to save the configuration.

To disable Keypad Lock via Phone interface

- 1. Press Menu--Settings--Advanced Setting--Phone Setting--Lock
- 2. Press Info or Switch to change to choose Off.
- 2. Press Save or OK key to save the configuration.

To enable Keypad Lock via Web interface

- 1. Click Web interface Setting \rightarrow Features
- 2. To choose the Phone Lock.
- 3. To fill the unlock PIN and auto lock time

4. Fill the Emergence Number, when the phone is Lock, only Emergency Number can be sent.



5. To click SaveSet to save the configuration.

				logout
E -Itek	Home Account Netw	vork Function Keys S	etting Dire	ctory Management
Preference Features BLF Settings Date&Time Tones SMS Action URL Softkey Layout TR069	 Forward: Do Not Disturb HotLine Transfer Settings Call Pickup Phone Lock Keypad Lock Phone Unlock Pin(0~15digial) Auto Lock Time-Out(15~3600s) Emergency 	All Keys • ••••• 15 110,120,119	3	NOTE Forward:: This function can transfer the incoming call to the destination number. Target: Destination number you want to forward. On Code: The code that will be sent to the PBX (server) when the phone is switched on
SIP	Call Waiting Alert Ring Auto Redial Callback SaveSet	Cancel	•	Off Code: The code that will be sent to the PBX (server) when the phone is switched off

To Disable Keypad Lock via Web interface

- 1. Click Web interface Setting \rightarrow Features
- 2. To choose Disable for the Phone Lock.
- 3. To click SaveSet to save the configuration.

Hot Line

To configure Hot Line

- 1. Press Menu \rightarrow Features \rightarrow Hot Line
- 2. Enter the Number and delay time (as present, we support off hook auto dial).

3. Press Or Save soft key to save the configuration

To configure Hotline auto dial via Web Interface

1. Setting \rightarrow Features.

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- 2. Fill the number in the Hotline Number and Hotline Time-out.
- 3. Click SaveSet to save the configuration.

		logout
E -Itek	Home Account Network Function Keys Setting Dire	ctory Management
Preference Features BLF Settings Date&Time Tones SMS Action URL	 Forward: ? Do Not Disturb HotLine Hotline Number Hotline Time-out(seconds)(0~180s) 0 Transfer Settings Call Pickup 	NOTE Forward:: This function can transfer the incoming call to the destination number: Target: Destination number you want to forward.
Softkey Layout TR069 SIP	 Phone Lock Call Waiting Alert Ring Auto Redial Callback SaveSet Cancel 	On Code: The code that will be sent to the PBX (server) when the phone is switched on Off Code: The code that will be sent to the PBX (server) when the phone is switched off

Delete the hotline number and save the configuration, and then now the Hotline auto dial is cancelled.

Auto Redial

When this option is set, if the phone you call is busy and does not set call waiting or voice mail, your LCD screen will prompt for Auto Redial, as shown in figure.

Auto Redial ?					
Cancel			OK		

If you press OK, your LCD will prompt Auto Redial Interval and Auto Redial Times





To configure Auto Redial via Web Interface

- 1. Click Setting \rightarrow Features \rightarrow Auto Redial
- 2. Select On or Off for Auto Redial.
- 3. Fill the number 1~300 seconds for the Auto Redial Interval.
- 4. Fill the number 1~300 times for the Auto Redial Times.
- 5. Click SaveSet to save the configuration.

				<u>logout</u>
- Htek	Home Account Netwo	ork Function Keys Set	ting Direct	ory Management
Preference Features BLF Settings Date8 Time Tones SMS Action URL Softkey Layout TR069 SIP	 Forward: Do Not Disturb HotLine Transfer Settings Call Pickup Phone Lock Call Waiting Alert Ring Auto Redial Auto Redial Interval (1~300s) Auto Redial Times (1~300) Callback Callback Code 	On Of 3 3 Cancel	3	NOTE Forward:: This function can transfer the forwing call to the destination number. Data call to the destination of the sentence of the

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Function Key Features and Settings

Line

It works same as Line keys.

To configure Line Feature via Web Interface

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the wanted Key and set as Line.
- 3. Select the Account.
- 4. Click the SaveSet button to save the configuration.

							logout
I - Itek	Но	ome Accou	nt Netwo	rk Fun	ction Keys	Setting D	irectory Management
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line	✓ 224.5.6.30	3000	Account 1 👻		
	Key2	N/A	▼ 224.5.6.21	2001	Auto 🔻		
		Saves	Set		Restart		

Speed Dial

With this feature, you can dial one number by pressing the configured speed dial key.

To configure Speed Dial feature via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Press \bigcirc and \bigcirc key to select the Speed Dial in the type field.



- 3. Enter the targeted Number.
- 4. Press Or Save soft key to save the configuration

Then the selected Line or Line Key will work as Speed Dial.

To configure Speed Dial feature via Web Interface

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the wanted Line or Line Key and set as Speed Dial.
- 3. Enter the desired phone number in the Value field.
- 4. Select the Account ID
- 5. Click the SaveSet to save the configuration.

Htek							<u>logout</u>
	Но	me Accoun	t Netwo	rk Fun	ction Keys	Setting D	irectory Management
							NOTE
Line Key Programmable	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Key	Key1	Line 🗸	224.5.6.30	3000	Account 1 💌		
	Key2	Speed Dial 👻	516		Account 1 💌		
		SaveSe	et		Restart		

BLF

You can use the BLF (Busy Lamp Field) feature to monitor a specific extension number whether the extension is busy or free.

- 1. When the extension you are monitoring is idle, the light is steady green.
- 2. When the monitored extension is ringing, the light is blinking red, press the BLF key to pick the phone up directly.
- 3. When the monitored extension is calling or in a conversation, the light is steady red.



To configure a BLF key by phone

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example).
- 2. Select the targeted Line or Line Key.
- 3. Press > and |< or press info soft key to select the BLF in the type field.
- 4. Enter the targeted Value Number.
- 5. Press > and < to select the Account ID.
- 6. Enter the Pickup Code.
- 7. Press () or Save soft key to save the configuration

To configure a BLF key by web

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select BLF in the Type.
- 3. Enter the monitored phone number in the Value field.
- 4. Select the Account ID
- 5. Filled the Pickup code.
- 6. Click SaveSet to save the configuration.

Note :

This feature is not available on all servers. For more information, contact your system administrator.

After setting the BLF key, do not need to restart the phone.

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BLF List

To configure BLF List via web interface:

1. Login and click Account

* Account Active	O No 💿 Yes
* Primary SIP Server	as.iop2.broadworks.net 📀
Failover SIP Server	•
Second Failover SipServer	
Prefer Primary SIP Server	🖲 No 🛛 Yes 🕜
Outbound Proxy	
* SIP Transport	• UDP OTCP OTLS 🕜
NAT Traversal	🔍 No 💿 No,but send keep alive 🔍 STUN
Lable	0
* SIP User ID	2404984031 🕐
*Authenticate ID	2404984031
*Authenticate Password	7
Name	4031
DNS Mode	A Record SRV NAPTR/SRV
DIVO MODE	

2. Click Advanced and then fill the Eventlist BLF URL.



UAC Specify Refresher	OUAC
	O UAS
	 Omit(Recommended)
UAS Specify Refresher	• UAC
	 UAS(When UAC did not specify refresher tag)
Force Invite	● No ○Yes 🍞
Hook Flash Timing minimum	: 30 maximum: 100 🕜
Special Feature	Standard 🔹
Eventlist BLF URL	blf_sales
Shared Line	Disable 🔹
SIP Server Type	Default

- 3. To configure BLF List Keys
 - 3.1 Click→Function Keys→Line Key
 - 3.2 Select the BLF List in the Type Field.
 - 3.3. Select Account
 - 3.4 Click Saveset to save the configuration and then restart the Phone.

For more information, please check <u>BLF list Note</u> on <u>www.htek.com</u> web.

Voice Message

To configure the Voice mail feature via phone interface

- 1. Press Menu→Messages→Voice Mail→Set Voice Mail.
- 2. Enter the Account1/2.
- 3. Press or Save soft key to save the configuration

To configure Voice Mail Line Keyvia Web Interface:

1. Click Function keys \rightarrow Line Key.



- 2. Select the wanted Key.
- 3. Enter the desired voicemail feature codes in the Value field.
- 4. Fill the Label name to be displayed on LCD.
- 5. Select the Account.
- 6. Click SaveSet to save the configuration.

To configure a Voice mail key by phone interface:

- Press Menu → Features → Function Keys→Line or Line Keys as Function Keys→ Line Key1(for example).
- 2. Select the targeted Line or Line Key.
- 3. Press (>) and (<) key to select the Voice mail in the type field.
- 4. Enter the Value Number.
- 5. Press > and < key to select the Account ID.
- 6. Press Or Save soft key to save the configuration

To leave a voice mail:

You can leave a voice mail when the receiver is busy or its inconvenient for them to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

To listen to voice mails:

When the phone interface prompts receiving new voice mail's icon, the power indicator LED flashes red(Setting->Preference: Enable Voice Message Status).

- 1. Pressing or the targeted Line or Line Key to dial out the voice mail access code.
- 2. Follow the voice prompt to listen to voice mail.

To view the voice mail via phone interface



Press Menu->Messages->Voice Mail->View Voice Mail.

The LCD screen displays the amount of new and old voice mails

1.852:1 new, 5 old, 0 new ur i							
2.Account2:Not Registered							
Back	INFO						

Note :

This feature is not available on all servers. For more information, contact your system administrator.

Before listening to voice mails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the power indicator LED will go out.

Direct Pickup

With this feature, you can pick up the set line when it ringing.

To configure Direct Pickup feature via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Press \bigcirc and \bigcirc key to select the Speed Dial in the type field.
- 3. Enter the value.
- 4. Press () or Save soft key to save the configuration

Then the selected Line or Line Key will work as Direct Pickup.

To configure Direct Pickup feature via Web Interface

1. Click Function keys \rightarrow Line or Line Key.



- 2. Select the wanted Line or Line Key and set as Direct Pickup.
- 3. Enter the pickup code and followed the desired phone number in the Value field.
- 4. Select the Account ID
- 5. Click the SaveSet button to save the configuration.

							<u>logout</u>
Htek	Ho	ome Accou	nt Netwo	rk Fun	ction Keys	Setting Di	irectory Management
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line	- 224.5.6.30	3000	Account 1 👻		
	Key2	Direct Pickup	▼ *04516		Account 1 💌		
		Save	Set		Restart		

Group Pickup

With this feature, you can pick up the specified group that you want incoming calls.

To configure the Pick up via phone interface

- Press Menu → Features → Function Keys → Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < or press info soft key to select the Group Pickup in the type field.
- 4. Enter pickup code and followed the desired group number
- 5. Press or Save soft key to save the configuration

To configure the Group Pick up via Web interface

1. Click Function keys \rightarrow Line or Line Key.



4.

- 2. Select the desired Line or Line Key and select Group Pickup in the Type.
- 3. Enter the pickup code and followed the desired Group number in the Value field.

I -ltek	Hc	me Account	Netwo	rk Fun	ction Keys	Setting D	logout Directory Management
Line Key Programmable Key	Line Key1 Key2	Type Line Group Pickup SaveSet	_	Label 3000	Account 1 Account 1 Account 1	Pickup Code	NOTE

Call Park

With this feature, you can put a call on hold and continue the conversation from another phone.

To configure the Call Park via phone interface

Click the SaveSet to save the configuration.

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Press > and < or press Switch soft key to select the Call Park type.
- 3. Press () or Save soft key to save the configuration

To configure the Call Park via Web interface

- 1. Click Function key \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select Call park in the Type.
- 3. Enter the call park code in the value field.



4. Click the SaveSet button to save the configuration.

Htek	Ho	me Account	Netwo	rk Fun	ction Keys	Setting Dir	rectory Management
Line Key Programmable Key	Line Key1	Type Line •	Value 224.5.6.30	Label	Account	Pickup Code	NOTE
itty	Key2		70		Account 1		
		SaveSet	:		Restart		

For More information for Call Park, please see: Call park note on www.htek.com/

Intercom

When use the intercom feature, you can quickly get access connect to the configured one.

To configure intercom feature via phone interface

- Press Menu → Features → Function Keys → Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Press > and < or press info soft key to select the intercom in the type field.
- 3. Enter the intercom codes followed by desired number.
- 4. Press Or Save soft key to save the configuration

Then the selected Line or Line Key will work as intercom.

To configure Intercom feature via Web Interface

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the wanted Line or Line Key.
- 3. Enter intercom codes followed by desired number in the Value field.



- 4. Select the Account ID
- 5. Click the SaveSet button to save the configuration.

							<u>logout</u>
Itek	Ho	ome Account	Netwo	rk Fun	ction Keys	Setting Di	rectory Management
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line 👻	224.5.6.30	3000	Account 1 💌		
	Key2	Intercom 👻	*80516		Account 1 💌		
		SaveSe	t		Restart		

If you want to achieve the intercom feature, you must enable the "Allow Auto Answer By Call-Info"

- 1. Click the account
- 2. Select the desired account from the pull-down list of Account in the Account field.
- 3. Click the advanced
- 4. Enable the "Allow Auto Answer By Call-Info"
- 5. Click the SaveSet button to save the configuration.

Send Anonymous	No	© Yes	3
Anonymous Call Rejection	No	© Yes	
Check SIP User ID	No	© Yes	
Auto Answer	No	© Yes	
Allow Auto Answer By Call-Info	© No	Yes	

Intercom Barge

If this option is enabled, when there is an active call and an incoming intercom call arrives, the previous call will be put on hold and the intercom call will be answered

- 1. Click the Setting \rightarrow Preference
- 2. Set On or Off for Intercom Barge.
- 3. Click SaveSet for the setting.



2

Intercom Barge

🔍 On 🔍 Off

Note :

This feature is not available on all servers. For more information, contact your system administrator.

DTMF

When the key is configured as DTMF key, you are allowed to send out the desired DTMF number during the conversation.

To use this feature, you should sure that the DTMF Tone is on.

To configure the DTMF via Web Interface

- 1. Click Setting → Preference
- 2. Select On for Keypad DTMF Tone.
- 3. Click the SaveSet button to save the configuration.

		0	
Keypad DTMF Tone	🖲 On	⊖ o ff	3

To configure the DTMF via Phone Interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < key to select the DTMF in the type field.
- 4. Enter the value with the Desired DTMF number
- 5. Press or Save soft key to save the configuration

To configure the DTMF via Web interface



- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select DTMF in the Type.
- 3. Fill the value with the Desired DTMF number.
- 4. Click the SaveSet button to save the configuration.

							<u>logout</u>
Htek	Но	ome Account	Netwo	rk Fun	ction Keys	Setting Di	rectory Management
Line Key							NOTE
Programmable	Line	Туре	Value	Label	Account	Pickup Code	
Key	Key1	Line 👻	224.5.6.30	3000	Account 1 💌		
	Key2	DTMF 👻	123456		Account 1 👻		
		SaveSet	t		Restart		

Prefix

If the key is configured as Prefix key, you can set the number prefix (e.g. Before the number plus 9), then you don't input 9, press the key and 9 will display on the LCD interface.

To configure the Prefix via Phone Interface

- Press Menu → Features → Function Keys → Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < key to select the Prefix in the type field.
- 4. Enter the value with number that you want to set as prefix
- 5. Press or Save soft key to save the configuration



To configure the Prefix via Web interface

- 1. Click Function key \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select Prefix in the Type.
- 3. Fill the value.
- 4. Click the SaveSet button to save the configuration.

Then when you press this key, the set value is input directly.

							<u>logout</u>
Htek	Но	ome Account	rectory Management				
							NOTE
Line Key Programmable	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Key	Key1	Line 👻	224.5.6.30	3000	Account 1 💌		
	Key2	Prefix 👻	9		Account 1 👻		
		SaveSe	t		Restart		

Local Group

When use the Local Group feature, press the key and enter the local Contacts interface quickly.

To configure the Local group via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press \bigcirc and \bigotimes key to select the Local group in the type field.
- 4. Press or Save soft key to save the configuration



To configure the Local Group via Web interface

- 1. Click Function key \rightarrow Line Key.
- 2. Select the desired Key and select Local group in the Type.
- 3. Click the SaveSet button to save the configuration.

Then you can press the local group key to access the pre-defined contact group in the local directory quickly.

							<u>logout</u>
I - Itek	Но	me Account	Netwo	rk Fun	ction Keys	Setting Dir	rectory Management
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line 👻	224.5.6.30	3000	Account 1 👻		
	Key2	Local Group 🔻			Account 1 👻		
		SaveSe	t		Restart		

XML Group

When use the XML Group feature, press the key and enter the Remote Contacts interface quickly.

To configure the XML group via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press > and < key to select the XML group in the type field.
- 4. Press or Save soft key to save the configuration

To configure the XML Group via Web interface



- 1. Click Function key \rightarrow Line Key.
- 2. Select the desired Key and select XML group in the Type.
- 3. Click the SaveSet button to save the configuration.

							<u>logout</u>	
E -Itek	Home Account Network Function Keys Setting Directory Manag							
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE	
Programmable Key	Key1	Line 👻	224.5.6.30	3000	Account 1 💌			
	Key2	XML Group 👻			Account 1 💌			
		SaveSe	t		Restart			

LDAP

When use the LDAP feature, you can get the LDAP Phonebook directly.

To configure the LDAP via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press > and < key to select the LDAP in the type field.
- 4. Press Or Save soft key to save the configuration

To configure the LDAP via Web interface

- 1. Click Function key \rightarrow Line Key.
- 2. Select the desired Key and select LDAP in the Type.



3. Click the SaveSet button to save the configuration.

							<u>logou</u>
	Но	me Account	Setting Di	irectory Management			
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line 👻	224.5.6.30	3000	Account 1 💌		
	Key2	LDAP 👻			Account 1 💌		
		SaveSe	t		Restart		

Broadsoft Group

When using the BroadSoft Group feature, by just pressing the key you can enter the Broadsoft Contacts interface quickly.

To configure the Broadsoft group via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press > and < key to select the Broadsoft group in the type field.
- 4. Press or Save soft key to save the configuration

To configure the Broadsoft group via Web interface

- 1. Click Function key \rightarrow Line Key.
- 2. Select the desired Key and select Broadsoft group in the Type.
- 3. Click the SaveSet button to save the configuration.



Conference

The Htek IP Phone supports up to 5-way conference. You are allowed to configure the programmable key to be used as a conference key. This key works same as .

To configure the Conference via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press (>) and (<) key to select the Conference in the type field.
- 4. Press () or Save soft key to save the configuration

To configure Conference via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select Conference in the Type.
- 3. Click the SaveSet button to save the configuration.

Forward

If the key is configured as Forward key, press this key under the idle status, the IP phone will turn to the Always Forward interface and you can set the Forward to number, then when there is any call to the number will be forwarded to the set number automatically.

To configure the Forward via Phone Interface

 Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)



- 2. Select the wanted Line Key.
- 3. Press > and < key to select the Forward in the type field.
- 4. Enter the Number that to forward.
- 5. Press () or Save soft key to save the configuration

To configure Forward via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select Forward in the Type.
- 3. Enter the Value with the number you want to forward
- 4. Click the SaveSet button to save the configuration.

Transfer

You are able to configure the key as a transfer key to perform the Blind/Attended/Semi-Attended Transfer.

To configure the Transfer via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press > and < key to select the Transfer in the type field.
- 4. Enter the Number that transfer to



5. Press Or Save soft key to save the configuration

To configure Transfer via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select Transfer in the Type.
- 3. Enter the Value with the number that wanted transfer to
- 4. Click the SaveSet button to save the configuration.

Hold

The key can be configured as a hold key. You can use this key to hold and resume a call during the conversation.

To configure the Hold via Phone Interface

- Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press \bigcirc and \bigcirc key to select the Hold in the type field.
- 4. Press () or Save soft key to save the configuration

To configure Hold via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select Hold in the Type.



3. Click the SaveSet button to save the configuration.

Group Listening

With this feature, when you have an active call, you can listen using Handset and Free-speaker, but only can use the handset to speak.

To configure the Group listening via Phone Interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press > and |< key to select the group listening in the type field.
- 4. Press or Save soft key to save the configuration

To configure Group listening via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select Group listening in the Type.
- 3. Click the SaveSet button to save the configuration.

DND

If the key is configured as DND key, allows you to activate the DND function immediately when you press it and the phone will reject all incoming calls automatically. Press it again to deactivate DND mode.

To configure the DND via Phone Interface

1. Press Menu →Features →Function Keys→Line Keys as Function Keys → Line



Key1(for example)

- 2. Select the wanted Line Key.
- 3. Press > and < key to select the DND in the type field.
- 4. Press or Save soft key to save the configuration

To configure DND via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select DND in the Type.
- 3. Click the SaveSet button to save the configuration.

To enable DND feature

Press the DND soft key when the phone is idle status, and then DND icon shown on the LCD.

To disable DND feature

Press the DND soft key again, and then there is no DND icon on the LCD.

Redial

If the key is configured as Redial key, you can redial the last placed call from the IP Phone.

To configure Redial via Web Interface

- 1. Click Function keys →Line key/Line Key
- 2. Select the desired Key and select redial in the Type.
- 3. Enter the Label displayed on LCD.
- 4. Click the SaveSet button to save the configuration.



SMS

Send SMS

To send SMS via web Interface

- 1. Click Setting→SMS
- 2. Select the account(from which account the SMS sent)
- 3. Enter the target number
- 4. Input the content of SMS, and click Send.

				logout
Htek	Home Account	Network Function Keys Se	etting Direct	ory Management
Preference Features BLF Settings Date&Time Tones SMS Action URL	Account Number Message	Account 1 -		NOTE SMS Number: Input the phone number you will send message to and input the message's contents.
Softkey Layout TR069 SIP	Send	Cancel		

To send SMS via phone interface:

- 1. Click Menu→Message→Text Message→Set SMS
- 2. Enter the contents in the white field.
- 3. Press the save button
- 4. Select the account (from which account the SMS sent)
- 5. Enter the target number (to which account the number sent)
- 6. Press the Send button.



Set SMS Line Key

To configure the SMS via Phone Interface

- Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line Key.
- 3. Press > and < key to select the SMS in the type field.
- 4. Press or Save soft key to save the configuration

To configure SMS via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select SMS in the Type.
- 3. Click the SaveSet button to save the configuration.

Record

With record feature, you can record your calls by pressing the record key .

To configure the record via phone interface

- Press Menu →Features →Function Keys→Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < or press info soft key to select the Record.
- 4. Press () or Save soft key to save the configuration



To configure the record via Web Interface

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select Record in the Type.
- 3. Click the SaveSet button to save the configuration.

Htek								<u>logout</u>
	Hon	ne Account	Networ	tk Fund	tion Keys	Setting D	Directory Management	
Line Key Programmable	Line	Туре	Value	Label	Account	Pickup Code	NOTE	
EXP KEY	_	Line • Record •			Auto Account 1			
		SaveSet		(Restart			
		C	opyright © 20	05-2016 All Ri	ghts Reserved			

Note:

Please contact the system administrator whether support this feature or not.

URL Record

The phone sends HTTP URL request to trigger a recording. Contact your system administrator for the predefined URL.

To configure the URL record via phone interface

- Press Menu →Features →Function Keys→ Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < key to select the URL Record.
- 4. Press or Save soft key to save the configuration

To configure the record via Web Interface



- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Line or Line Key and select URL Record in the Type.
- 3. Click the SaveSet button to save the configuration.

Paging

With this feature, you can call a paging group directly.

To configure the paging via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < or press info soft key to select the Paging.
- 4. Enter the paging code followed the number.
- 5. Press or Save soft key to save the configuration

To configure the Paging via Web interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Line or Line Key and select Paging in the Type.
- 3. Enter the paging code followed the number.
- 4. Click the SaveSet button to save the configuration.

Share line

Htek IP Phone supports "Share Call Appearance" by Broadsoft and XCast standard. This

feature allows members of the SCA group to share SIP lines and provides status monitoring (idle, active, progressing, hold) of the share line. When there is an incoming call designated for the SCA group, all of the members of the group will be notified of an incoming call and will be able to answer the call from the phone with the SCA extension registered in the group.

All the users that belong to the same SCA group will be notified by visual indicator when a user seizes the line and places an outgoing call, and all the users of this group will not be able to seize the line until the line goes back to an idle state or when the call is placed on hold (with the exception of when multiple call appearances are enabled on the server side).

In the middle of the conversation, there are two types of hold: Public Hold and Private Hold. When a member of the group places the call on public hold, the other users of the SCA group will be notified of this by the red-flashing button and they will be able to resume the call from their phone by pressing the line button. However, if this call is placed on private-hold, no other member of the SCA group will be able to resume that call.

To enable share call appearance, the user would need to register the share line account on the phone. In addition, they would need to navigate to "Account" ->"Advanced" on the webpage and set the line to "Share Line" and "SIP Server Type", and configure the line key or Line Key as "line" type with the desired account on webpage or LCD. If the user requires more share call appearances, the user can configure multiple line keys (Function keys->Line key) to be "line" type associated with the account.

This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss' extension number on her phone. When there is an incoming call to the extension number of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or the secretary can answer the call. Calls on share line can be placed on hold or barged in.

To configure the line key as line via phone interface

- Press Menu → Features → Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < or press < key to select the Line in the type field.
- 4. Press > and < or press $\boxed{1}$ key to select the Account ID.



- 5. Enter the Label
- 6. Enter the Value
- 7. Press or Save soft key to save the configuration

To configure the line key as line via Web Interface

- 1. Click Function keys \rightarrow Line or Line Key.
- 2. Select the desired Line or Line Key and select Line in the Type.
- 3. Enter the Value.
- 4. Enter the Label.
- 5. Select the Account ID
- 6. Click the SaveSet button to save the configuration and then restart.

Note :

This feature is not available on all servers. For more information, contact your system administrator.

Public Hold

The key can be configured as a public hold key. During a conversation, all members belonging to that particular SLA group can use this key to hold or resume a call.

To configure the Public hold via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and |< key to select the Public Hold.



4. Press () or Save soft key to save the configuration

To configure public hold via Web Interface

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select public hold in the Type.
- 3. Click the SaveSet button to save the configuration.

							<u>logout</u>
I - Itek	Но	ome Accou	nt Netwo	rk Fun	ction Keys	Setting Dir	rectory Management
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line	- 224.5.6.30	3000	Account 1 👻		
	Key2	Public Hold	•		Account 1 👻		
		Save	Set		Restart		

Private Hold

The key can be configured as a private hold key. During a conversation, all members belonging to that particular SLA group can use this key to hold the call, but only the initiator can resume the call.

To configure the Private hold via phone interface

- Press Menu → Features → Function Keys → Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < key to select the Private Hold.
- 4. Press or Save soft key to save the configuration

To configure private hold via Web Interface



- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select private hold in the Type.
- 3. Click the SaveSet button to save the configuration.

							logout
E -Htek	Н	ome Accoun	t Netwo	rk Fun	ction Keys	Setting Di	rectory Management
Line Key	Line	Туре	Value	Label	Account	Pickup Code	NOTE
Programmable Key	Key1	Line -			Account 1		
	Key2	Private Hold 👻			Account 1 👻		
		SaveSe	t		Restart		

Hot Desking

Hot Desking originates from the definition of being the temporary physical occupant of a work station or surface by a particular employee. A primary motivation for Hot Desking is cost reduction. This feature is regularly used in places where all employees are not in the office at the same time, or not in the office for a very long time, which means their personal offices are often vacant, consuming valuable space and resources.

You can use Hot Desking on the IP phone to logout the existing accounts and then log in a new account, which allows many users to share the phone resource in different times. To use this feature, first you need to configure a Hot Desking key in the advance settings. This feature is supported on the version 1.0.3.82 or later

To configure the hot desking via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < or press $\boxed{1}$ key to select the hot desking.
- 4. Enter the display name in the value field.



5. Press Or Save soft key to save the configuration

To configure the hot desking via web interface:

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select hot desking in the Type.
- 3. Enter the number in the value field.
- 4. Select the desired account from the pull-down list of Account field.
- 5. Click the SaveSet button to save the configuration.

To use the Hot desking feature on the user interface:

- 1. Press the Hot desking key when the IP Phone is idle.
- 2. Enter the Extension number and password

1.User Name:532					
2.Password:*****					
Cancel	abc	Delete	Save		

3. Click Save softkey

You can see the account information which has changed.

Note :

This feature is not available on all servers. For more information, contact your system administrator.

ACD

ACD feature is often used in offices for customer service, such as call center. The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of the different personnel at the earliest point. The ACD feature on the Htek IP Phone allows the ACD system to distribute calls from large volumes of incoming calls to the registered IP phone users. To use this



feature, first you should configure an ACD key in the advance settings.

To configure the ACD via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press (>) and (<) or press (1) key to select the ACD.
- 4. Enter the label in the label field.
- 5. Select the desired account in the Account field.
- 6. Press () or Save soft key to save the configuration

To configure the ACD via web interface:

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select ACD in the Type.
- 3. Enter the label in the label field.
- 4. Select the desired account from the pull-down list of Account field.
- 5. Click the SaveSet button to save the configuration.

Note :

This feature is not available on all servers. For more information, contact your system administrator.

Zero Touch

You can use this key feature to configure auto provision and network parameters quickly. This feature is supported on the version 1.0.3.82 or later



To configure the zero touch via phone interface

- Press Menu →Features →Function Keys→Line or Line Keys as Function Keys → Line Key1(for example)
- 2. Select the wanted Line or Line Key.
- 3. Press > and < or press \square key to select the zero touch
- 4. Press () or Save soft key to save the configuration

To configure the zero touch via web interface:

- 1. Click Function keys \rightarrow Line Key.
- 2. Select the desired Key and select zero touch in the Type.
- 3. Click the SaveSet button to save the configuration.

To use the zero touch feature on the user interface:

- 1. Press the zero touch key when the IP Phone is idle.
- 2. The IP Phone will enter the WAN Port interface, you can change the WAN Type by pressing the Navigation keys.
- 3. Press the Next softkey to enter Network interface, then you can configure some information.
- 4. Press the Next softkey again, you can configure auto provision information.
- 5. When you finish the setting, you can press the OK to accept the changes.

Note :

This feature is not available on all servers. For more information, contact your system administrator.



Multicast Paging

You can use multicast paging to quickly and easily forward out time sensitive announcements to people within the multicast group. You can configure a multicast paging key or a paging list key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address(es) without involving SIP signaling. You can specify up to 10 multicast listening addresses.

Sending RTP Stream

To configure a multicast paging key via phone interface

- 1. Press Menu→Feature →line or Line Key→Line Key1 (e.g.)
- 2. Press > and < or switch key to select the multicast paging in the type field.
- 3. Enter the multicast IP address and port number (e.g., 224.5.6.20:2000) in the Value field.
- 4. The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.
- 5. Press or Save soft key to save the configuration

To configure a multicast paging key via web interface

- 1. Function keys->line key :
- 2. Select the desired Key and select multicast paging in the Type.
- 3. Enter the multicast IP address and port number (e.g., 224.5.6.20:2000) in the Value field.

The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

4. Click the SaveSet button to save the configuration.

Sending RTP Stream :

Press the multicast paging key when the phone is idle.

The phone sends RTP to a preconfigured multicast address (IP: Port). Any phone in the local network then listens to the RTP on the preconfigured multicast address (IP:Port). For both sending and receiving of the multicast RTP, there is no SIP signaling involved. The multicast paging key LED illuminates solid green.

Receiving RTP Stream

You can configure the phone to receive a Real Time Transport Protocol (RTP) stream from the pre-configured multicast address(es) without involving SIP signaling. You can specify up to 10 multicast addresses that the phone listens to on the network.

How the phone handles incoming multicast paging calls depends on Paging Barge and Paging Priority Active parameters configured via web user interface.

Paging Barge

The paging barge parameter defines the priority of the voice call in progress. If the priority of an incoming multicast paging call is lower than that of the active call, it will be ignored automatically. If Disabled is selected from the pull-down list of Paging Barge, the voice call in progress will take precedence over all incoming multicast paging calls. Valid values in the Paging Barge field:

- 1 to 10: Define the priority of the active call, 1 with the highest priority, 10 with the lowest.
- Disabled: The voice call in progress will take precedence over all incoming paging calls.

Paging Priority Active

The paging priority active parameter decides how the phone handles incoming multicast paging calls when there is already a multicast paging call on the phone. If enabled, the phone will ignore incoming multicast paging calls with lower priorities, otherwise, the phone will answer incoming multicast paging calls automatically and place the previous multicast paging call on hold. If disabled, the phone will automatically ignore all incoming multicast paging calls.

Multicast Codec :

You can only configure the codec by web interface. To configure multicast codec key via web interface

- Click Directory ->Multicast Paging :
- 2. Select the desired codec from the pull-down list of Multicast Codec
- 3. Click the SaveSet button to save the configuration.

To configure multicast listening addresses via web interface:

- 1. Click Directory->Multicast paging.
- 2. Select the desired value from the pull-down list of Paging Barge.
- 3. Select the desired value from the pull-down list of Paging Priority Active.

- 4. Enter the multicast IP address(es) and port number (e.g., 224.5.6.20:2000) which the phone listens to for incoming RTP multicast in the Listening Address field.
- 5. Enter the label in the Label field.

1 -ltek	Home	Account	Network	Function Keys	s Setting	Directory Management
Directory Remote Phone Book	Paging Barge Paging Priority Multicast Code	Active	10 Enable PCMU	• •		NOTE
Call History	Index	Listening Add	ress	Label	Multi Priority	
LDAP Network	IP Address 1	224.5.6.20:2000	20	00	1	
Directory MultiCast	IP Address 2				2	
Paging	IP Address 3				3	
	IP Address 4				4	
	IP Address 5				5	
	IP Address 6				6	
	IP Address 7				7	
	IP Address 8				8	
	IP Address 9				9	
	IP Address 10				10	
		SaveSe	et	Cancel		

6. Click SaveSet button to save the configuration.

Note:

The priorities of listening to multicasting addresses can be predefined: 1 being the highest priority, 10 with the lowest in priority order. Both the multicast paging sender and receiver's phones play a warning tone when establishing a multicast paging call. Listening to Multicasting addresses can be configurable via web interface only.

Upgrade

Factory Reset

To set Factory Reset by phone interface

1. Press Menu → Setting → Advanced Setting(default password: admin) → Phone



Setting → Factory Reset

2. Press OK soft key in the warning page.

To set Factory Reset via web interface

1. Click Management \rightarrow Upgrade

2.	Click	Reset To Factory	and then confirm the setting.	
				<u>logout</u>
	I ∎I−Itel	Home Account	t Network Function Keys Setting	Directory Management
	Password	Image Version		NOTE
	Upgrade	Major Version	IMG1.0.3.74(2014-12-27 11:40:00)	Image Version:
	Auto Provision	Minor Version	IMG1.0.3.75(2015-01-13 10:44:00)	Show the information of the two system image version .
	Configuration	Reset To Factory	Reset To Factory	
	Trusted CA	ROM Firmware Upgrade	浏览… 未选择文件。	Reset To Factory : Reset all the settings of the phone to
	Server CA		Upgrade	default configruations.
	Tools			Restart:
	Restart			one simple operation for restart the voip application.
	Reboot			top approadon.

Pcap Feature

To use pcap via web interface:

- 1. Click Management→Tools
- 2. Click Start and then operation the phone
- 3. When finish the operation, click stop and then click Export.
- 4. Then you'll get the Pacp captures.

		<u>logout</u>
E -Htek	Home Account Network Function Keys S	etting Directory Management
Password	Pcap Feature: Start Stop Export	t
Upgrade	Lod Screen Save Screen	
Auto Provision		
Configuration		
Trusted CA		
Server CA		
Tools		
Restart		
Reboot		

System Log

To download system log via web interface:

- 1. Click Management→Configuration
- 2. Click Download of the system Log
- 3. Then you'll get a txt file: syslog.txt.



Upgrade

To upgrade via HTTP, the "Management"->"auto provision" ->" Firmware Upgrade"-> "Upgrade Mode" field needs to be set to HTTP, respectively. "Firmware Server Path" needs to be set to a valid URL of a HTTP server, server name can be in either FQDN or IP address format. Here are examples of some valid URL.

- e.g. firmware.mycompany.com:5688/Htek
- e.g. www.mycompany.com:5688/fm/Htek
- e.g. 218.2.83.110

Instructions for firmware upgrade via HTTP:

(1) End users can choose to download the free HTTP server from http://httpd.apache.org/ or use

Microsoft IIS web server. Then setup HTTP server.

(2) Unzip the firmware file and put all of them under the *root/*fm directory of the HTTP server.

(3) Visiting "HTTP:\\192.168.0.254\fm\fw902.rom on localhost by browser" to verify the HTTP Server. If visiting "HTTP: \\192.168.0.254\fm\fw902.rom on another computer and it not prompted to download fw926.rom file on this computer, please check if the firewall is on or off (Suggest you turn off the firewall).

To configure the server path via web interface:

- 1. Click Management \rightarrow Auto provision:
- 2. Select the upgrade mode in the upgrade mode field
- 3. Enter the Firmware server path and config server path (192.168.0.254 is HTTP server).
- 4. Enter the HTTP server's username and password (optional).
- 5. Click the SaveSet button to save the configuration.

			loc	<u>gout</u>
	Home Account	Network Function Keys Se	etting Directory Management	
Password	• Firmware Upgrade		NOTE	
Upgrade	PnP Active	🛇 No 🔍 Yes	[®]	
Auto Provision	Upgrade Mode	○ TFTP	Firmware Upgrade : The detail sets about the firm	ware
Configuration	Firmware Server Path	192.168.0.254/fm	upgrade for the system.	
Trusted CA	Config Server Path	192.168.0.254/cfg	Phonebook Downloa	d:
HUSIGU CA	Allow DHCP Option	128	The detail sets about the phor	neboo
Server CA	To Override Server:	🔿 No 🛛 🔍 Yes	XML download.	
Tools	AUTO Upgrade:	🔿 No 🛛 🔍 Yes		
Restart	Check for upgrade every	10080 Minutes		
Reboot	HTTP/FTP/HTTPS UserName	HTTP se	erver username and password	
	HTTP/FTP/HTTPS Password	•••••		
	Firmware/Config File Prefix			

6. Restart the UC902, IP Phone will restart and auto-get firmware files from HTTP server.

NOTES:

- Htek recommends end-user use the Htek HTTP server. For large companies, we recommend to maintain their own TFTP/HTTP/FTP/HTTPS server for upgrade and provisioning procedures.
- Once a "Firmware Server Path" is set, user needs to update the settings and restart the IP Phone. If the configured firmware server is found and a new code image is available, the UC902 will attempt to retrieve the new image files by downloading them into the UC902's SDRAM. During this stage, the UC902's LEDs will blink fastly until the checking/downloading process is completed. Upon verification of checksum, the new code image will then be saved into the Flash. If

TFTP/HTTP/FTP/HTTPS fails for any reason (e.g. TFTP/HTTP/FTP/HTTPS server is not responding, there are no code image files available for upgrade, or checksum test fails, etc), the UC902 will stop the TFTP/HTTP/FTP/HTTPS process and simply boot using the existing code image in the flash.

- Firmware upgrade may take as long as 3 to 8 minutes over Internet, or just 1 minutes if it is performed on a LAN. It is recommended to conduct firmware upgrade in a controlled LAN environment if possible. For users who do not have a local firmware upgrade server.
- ➢ Htek's latest firmware is available at <u>www.htek.com</u> →Support→Firmware Download.
- Oversea users are strongly recommended to download the binary files and upgrade firmware locally in a controlled LAN environment.

To upgrade manually via the Web configuration interface

- 1. Click Management \rightarrow Upgrade
- 2. Click Brower or the blank.

3.	Select the fire	mware (fw902.rom)	and then click Upgra	ade .
	Htek	Home Account	Network Function Keys Setting	Directory Management
	Password	Image Version		NOTE
	Upgrade	Major Version	IMG1.0.3.77(2015-01-22 17:41:00)	Image Version:
	Auto Provision	Minor Version	IMG1.0.3.74(2014-12-27 11:39:00)	Show the information of the two system image version .
	Configuration Trusted CA	Reset To Factory	Reset To Factory	Reset To Factory :
	Server CA	 ROM Firmware Upgrade 	Browse Upgrade	Reset all the settings of the phone to default configruations.
	Tools			Restart:
	Restart			one simple operation for restart the voip application.
	Reboot			

Configuration File

To download configuration file:

- 1. Click Management \rightarrow Configuration \rightarrow Download Device Configuration
- 2. Then you can get a file: cfg.bin or cfg.xml



			logout
	Home Account N	letwork Function Keys Setting	Directory Management
Password	Configure File		NOTE
Upgrade	Download Device Xml Configuration	Download Xml File	NOTE
opgrade	-		Configure File:
Auto Provision	Restore Xml Configuration	Browse	Export the configuraion files to backup the settings, and could imp
Configuration		Restore Xml Configuration	all the settings after reset.
Trusted CA	Download Device Bin Configuration	Download Bin File	System Log:
Server CA	Restore Bin Configuration	Browse	There are two methods to export th system log,Local or Server.
		Restore Bin Configuration	system log, cotal of corver.
Tools			
Restart	System Log		
Reboot	Download System Log	Download	
	Syslog Server		
	Syslog Level	NONE	
	SaveSet	Cancel	
	SaveSet	Gancer	

To Restore a configuration file:

- 1. Click Management \rightarrow Configuration \rightarrow Restore configuration
- Select the xxx.bin or xxx.xml file, and then Click the Restore Bin Configuration
 then IP Phone will reboot.

l-ltek	Home Account N	letwork Function Keys Setting	Directory Management
Password	Configure File		NOTE
grade	Download Device Xml Configuration	Download Xml File	Configure File:
rovision	Restore Xml Configuration	Browse Restore Xml Configuration	Export the configuration files to backup the settings, and could im all the settings after reset.
uration ed CA	Download Device Bin Configuration	Download Bin File	System Log:
CA	Restore Bin Configuration	Browse Restore Bin Configuration	There are two methods to export system log,Local or Server.
t	System Log		
	Download System Log	Download	
	Syslog Server		
	Syslog Level	NONE	
	SaveSet	Cancel	

Troubleshooting

Why is the phone LCD screen blank?

- 1. Ensure your phone is properly plugged into a functional AC outlet.
- 2. Ensure that the phone isn't plugged into a plug controlled by a switch that is off.
- 3. If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.
- 4. If your phone is powered from PoE, ensure you use a PoE compliant switch or hub, or contact your system administrator for more information.
- 5. Check if the power LED is on to ensure that the phone is powered on.

Why does the phone display "Network Unavailable" ?

To resolve:

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is functioning well.
- If the problem still persists, Contact your system administrator for more information.

Why can't I get a dial tone?

To resolve:

- Check for any loose connections and that the phone has been installed properly. For the Installation instructions, refer to the phone installation section.
- Check whether dial tone is present on one of the audio modes.
- Switch between the Handset, Headset (if you have) or Hands-Free Speakerphone to check whether dial tone is present for one of the audio modes.
- If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

Where to set the tone?

You can set the tone on web interface:

- Click Setting → Tones
- Define the dial tone, ringing, busy tone...
- For the tones, you can check with your system administrator.
- For more Click <u>Tone Notes</u>.

Htek	Home Ac	count Network Function Keys Setting	logout Directory Management
Preference Features BLF Settings Date&Time Tones SMS Action URL Softkey Layout TR069 SIP	Select Country Dial Tone Ringback Tone Busy Tone Reorder Tone Confirmation Tone Call Waiting Tone	Custom f1=350@-13,f2=440@-13,c=0/0; f1=440@-19,f2=480@-19,c=2000/4000; f1=480@-24,f2=620@-24,c=500/500; f1=480@-24,f2=620@-24,c=250/250; f1=350@-11,f2=440@-11,c=100/100-100/100-100/100; f1=340@-13,c=300/10000-300/10000-0/0; SaveSet	NOTE Select Country Belect your country to generate the standard call tones. Or select Custom to customize the call tones.

Download Xml File

How to download XML Configuration?

Click Management→Configuration→

How to Import Trusted CA certificate?

				<u>logout</u>
Htek	Home Ac	count Network F	unction Keys Setting	Directory Management
Password	Index Issued TO	Issued By	Expiration	NOTE
Upgrade	1			
Auto Provision	2			Password: If you login as an administrator,you
Configuration	3			can modify admin's password here
	4			Trusted CA:
Trusted CA	5			you can import TLS certificate file here.
Server CA	6			
Tools	7			
Restart	8			
Reboot	9			
	10			
			Dele	ete
	Import Trusted	Bro	wse	_
	Certificate Files			
		Import Trusted Certificates		
	Tr	usted Certificates	Default Certificates	
			O Custom Certificates	
			○ All Certificates	
		SaveSet	Cancel	

Click Management→Trusted CA

How to Import Server CA certificate?

• Click Management→Server CA

		<u>logout</u>
Itek	Home Account Network Function Keys Setting Dir	ectory Management
Password Upgrade	Issued TO Issued By Expiration Delete	NOTE Password:
Auto Provision Configuration	Import Server Browse Certificate Files Import Server Certificates	If you login as an administrator, you can modify admin's password here.
Trusted CA Server CA	Device Certificates	Trusted CA: you can import TLS certificate file here.
Tools Restart Reboot	SaveSet Cancel	

How to use Vlan?

For Vlan information, please click <u>VLAN Note</u>

How to use LLDP?

- For LLDP information, please click VLAN Note
- VLAN Notes including:
 - 1. Voice VLAN
 - 2. Major Benefits of Using VLANs
 - 3. VLAN discovery method on Htek ip phones
 - 4. LLDP Feature on Htek IP Phones
 - 5. Supported TLVS of IP Phones
 - 6. Configuring LLDP Feature
 - 7. DHCP VLAN
 - 8. Open the DHCP VLAN on the Htek IP Phones
 - 9. VLAN under Bridge Mode
 - 10. VLAN underNAT Mode

How to Set LCD and Web GUI?

Click LCD and Web GUI custom Guide

How to Upgrade via FTP?

Click <u>How to Upgrade Note</u>

How to make Ringtone?

Click <u>How to Make Ringtone</u>

How to use Open VPN?

Click Open VPN note

Provisioning Guide on Free PBX

Click <u>Set Auto Provision on FreePBX</u>

Redundancy Server

Click <u>Redundancy Server</u>

How to Use Auto Provision Phonebook?

Click <u>About AP Phonebook</u>

All Documents

• Click <u>Documents Guide</u>, you can get all tech files.