

Htek IP Phones UC923 User Manual



Notices Information

Copyright

Copyright © 2005 - 2018 Nanjing Hanlong Technology CO., LTD. All rights reserved.

Nanjing Hanlong Technology Co., LTD. owns all the rights to modify and copy this document at any time. And all the illustrations and text in this document are copyright protected. Therefore, no parts of this document may be used or reproduced, transmitted by the third parties for any purposes without the express written permission of Nanjing Hanlong Technology CO.,LTD.

When this document is made available on www.htek.com , Nanjing Hanlong Technology Co., LTD. gives its right to download and print copies of this content only for private use as a user manual. No parts shall have the right to alter, modify or use as commercial means without prior written permission from Nanjing Hanlong Technology Co.,LTD.

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.0.4.4.27, Manual version x.0.4.4.27

Major updates have occurred to the following sections:

- UC923 supports 8 accounts

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:

- [IPv6](#)
- [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:

- [Reboot in Talking](#)

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:

- [Daylight Saving Time](#)

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

Major updates have occurred to the following sections:

- [Check-Syn With Authenticate](#)
- [Call Back](#)

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

Major updates have occurred to the following sections:

- [Visual Alert for BLF Pickup](#)
- [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](#)
- [Suppress DTMF Display Delay](#)

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

Major updates have occurred to the following sections:

- [Auto Redial](#)

Table of Content

| | |
|--|----|
| Notices Information..... | 2 |
| Copyright..... | 2 |
| Safety Instructions..... | 2 |
| WEEE Warning..... | 2 |
| Cleaning..... | 2 |
| FCC Statement..... | 3 |
| Summary of changes..... | 4 |
| Change for Release x.0.4.4.27,Manual version x.0.4.4.27..... | 4 |
| Change for Release x.0.4.0.10,Manual version x.0.4.0.10..... | 4 |
| Change for Release x.0.4.0,Manual version x.0.4.0..... | 4 |
| Change for Release x.0.3.98.O,Manual version x.0.3.98.O..... | 4 |
| Change for Release x.0.3.98.A,Manual version x.0.3.98.A..... | 4 |
| Change for Release x.0.3.98,Manual version x.0.3.98..... | 4 |
| Change for Release x.0.3.93,Manual version x.0.3.93..... | 5 |
| Change for Release x.0.3.88,Manual version x.0.3.88..... | 5 |
| Change for Release x.0.3.72,Manual version x.0.3.72..... | 5 |
| Change for Release x.0.3.65,Manual version x.0.3.65..... | 5 |
| Change for Release x.0.3.63,Manual version x.0.3.63..... | 5 |
| Change for Release x.0.3.62,Manual version x.0.3.62..... | 5 |
| Table of Content..... | 6 |
| Getting Started..... | 11 |
| Packing List..... | 11 |
| Phone Installation..... | 13 |
| 1. Attach the phone stand..... | 13 |
| 2. Connect the Handset and optional Headset..... | 14 |
| 3. Connect the Network and Power..... | 14 |
| Initialization..... | 15 |
| Status..... | 16 |
| Registration..... | 19 |
| Idle Screen..... | 23 |
| Getting Familiar with Your Phone..... | 24 |
| Hardware Components Preview..... | 24 |
| Icon Preview..... | 27 |
| LED Instruction..... | 30 |
| Power Indicator LED..... | 30 |
| Line LED:(Line or Line Key set as Line)..... | 30 |
| BLF or BLF List Key LED :(Line/Line Key set as BLF)..... | 30 |
| Shared Line LED..... | 31 |
| Other Key Led..... | 32 |
| User Interface..... | 32 |
| Line Key Function Overview..... | 33 |

| | |
|----------------------------------|----|
| Basic Setting Configuration..... | 36 |
| General Settings..... | 36 |
| Web Login..... | 36 |
| Administrator Password..... | 37 |
| Display Mode..... | 38 |
| Language..... | 39 |
| Wallpaper..... | 41 |
| Screen Saver..... | 42 |
| Backlight..... | 45 |
| Time and Date..... | 45 |
| LED Status Setting..... | 52 |
| Key as Send..... | 53 |
| Network Setting..... | 54 |
| IPv4..... | 54 |
| IPv6..... | 57 |
| IPv4&IPv6..... | 60 |
| PC Port..... | 61 |
| Contact Setting..... | 64 |
| Local Directory..... | 64 |
| Remote Phonebook..... | 70 |
| LDAP Phonebook..... | 70 |
| Search Contact..... | 72 |
| Call History Setting..... | 74 |
| Call History..... | 74 |
| Audio Setting..... | 77 |
| Ring Tone..... | 77 |
| Volume..... | 80 |
| Voice Mail Tone..... | 82 |
| Play Hold Tone..... | 83 |
| Play Hold Tone Delay..... | 83 |
| System Settings..... | 83 |
| Dial Plan..... | 83 |
| Dial-Now Timeout..... | 85 |
| No Key Entry Timeout..... | 85 |
| Emergency Call..... | 85 |
| Label Scroll..... | 86 |
| Show Missed Calls..... | 87 |
| Auto Logout Time..... | 87 |
| Reboot in Talking..... | 87 |
| Detect IP Conflict..... | 88 |
| Redial Mode..... | 88 |
| Keypad Lock..... | 88 |
| Suppress DTMF Display..... | 90 |
| Suppress DTMF Display Delay..... | 90 |

| | |
|---|-----|
| Check-Syn With Authenticate..... | 90 |
| Other features settings..... | 91 |
| Action URL..... | 91 |
| Softkey Layout..... | 92 |
| Programmable Key..... | 93 |
| Exp Key..... | 94 |
| Basic Call Features..... | 94 |
| Place a Call..... | 94 |
| End a Call..... | 95 |
| Redial a Call..... | 96 |
| Receive a Call..... | 96 |
| Incoming Call Show Mode..... | 97 |
| Auto Answer..... | 97 |
| Call Hold..... | 98 |
| Call Transfer..... | 99 |
| Call Conference..... | 102 |
| Call Forward..... | 103 |
| Call Return..... | 108 |
| Call Back..... | 108 |
| Call Waiting Tone..... | 110 |
| Hide Caller ID..... | 111 |
| Reject Anonymous..... | 112 |
| Call Mute..... | 113 |
| DND..... | 114 |
| Hot Line..... | 114 |
| Auto Redial..... | 115 |
| Function Key Features and Settings..... | 116 |
| Line..... | 117 |
| Speed Dial..... | 117 |
| BLF..... | 118 |
| Visual Alert for BLF Pickup..... | 120 |
| Audio Alert for BLF Pickup..... | 121 |
| BLF List..... | 121 |
| Voice Message..... | 122 |
| Direct Pickup..... | 125 |
| Group Pickup..... | 126 |
| Call Park..... | 127 |
| Intercom..... | 128 |
| Intercom Barge..... | 129 |
| DTMF..... | 130 |
| Prefix..... | 131 |
| Local Group..... | 132 |
| XML Group..... | 133 |
| LDAP..... | 134 |

| | |
|--|-----|
| XML Browser..... | 134 |
| Broadsoft Group..... | 135 |
| Conference..... | 136 |
| Forward..... | 137 |
| Transfer..... | 137 |
| Hold..... | 138 |
| Group Listening..... | 139 |
| DND..... | 139 |
| Redial..... | 140 |
| SMS..... | 140 |
| Send SMS..... | 140 |
| Set SMS Line Key..... | 141 |
| Record..... | 142 |
| URL Record..... | 143 |
| Paging..... | 144 |
| Shared Line..... | 144 |
| Public Hold..... | 146 |
| Private Hold..... | 147 |
| Hot Desking..... | 148 |
| ACD..... | 149 |
| Zero Touch..... | 150 |
| Multicast Paging..... | 151 |
| Sending RTP Stream..... | 151 |
| Receiving RTP Stream..... | 152 |
| Upgrade..... | 153 |
| Factory Reset..... | 153 |
| Pcap Feature..... | 154 |
| System Log..... | 155 |
| Upgrade..... | 155 |
| Configuration File..... | 157 |
| Troubleshooting..... | 159 |
| Why is the phone LCD screen blank?..... | 159 |
| Why does the phone display "Network Unavailable"?..... | 159 |
| Why can't I get a dial tone?..... | 159 |
| Where to set the tone?..... | 159 |
| How to download XML Configuration?..... | 160 |
| How to Import Trusted CA certificate?..... | 160 |
| How to Import Server CA certificate?..... | 161 |
| How to use Vlan?..... | 161 |
| How to use LLDP?..... | 161 |
| How to Set LCD and Web GUI?..... | 161 |
| How to Upgrade via FTP?..... | 162 |
| How to make Ringtone?..... | 162 |
| How to use Open VPN?..... | 162 |

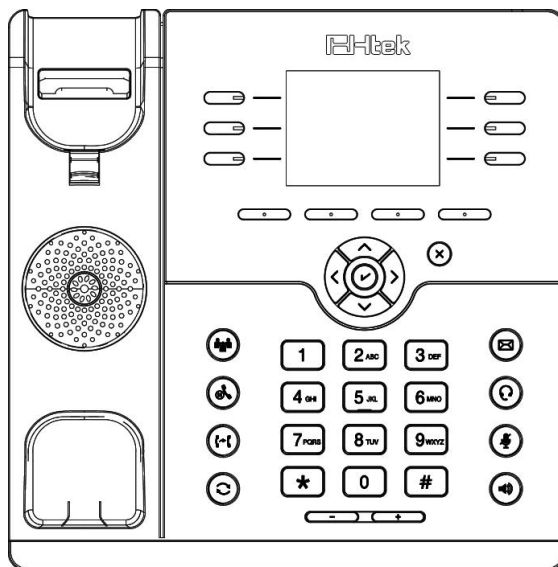
| | |
|---|-----|
| Provisioning Guide on Free PBX..... | 162 |
| Redundancy Server..... | 162 |
| How to Use Auto Provision Phonebook?..... | 162 |
| All Documents..... | 162 |

Getting Started

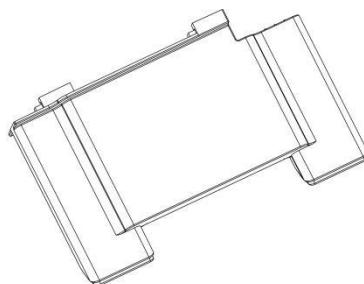
Packing List

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

1. The phone station



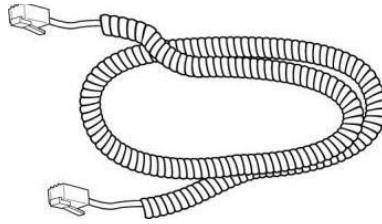
2. The phone stand



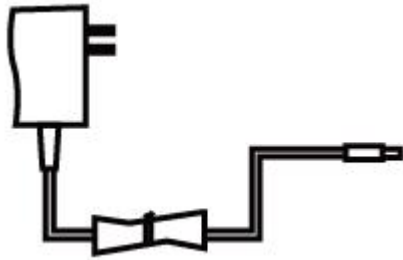
3. Handset



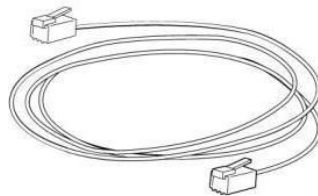
4. Headset cord



5. Power adapter



6. Ethernet cable

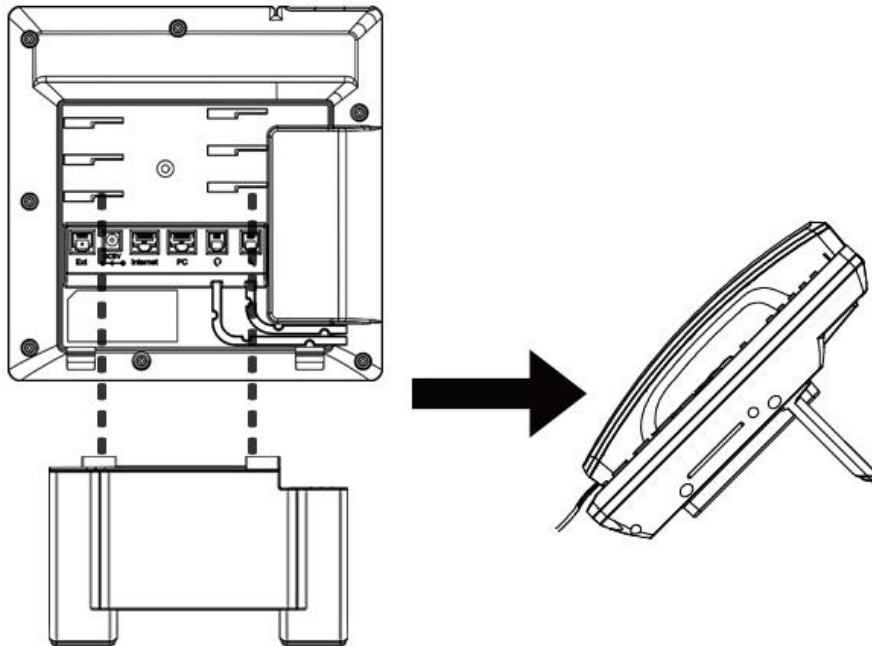


7. User Manual

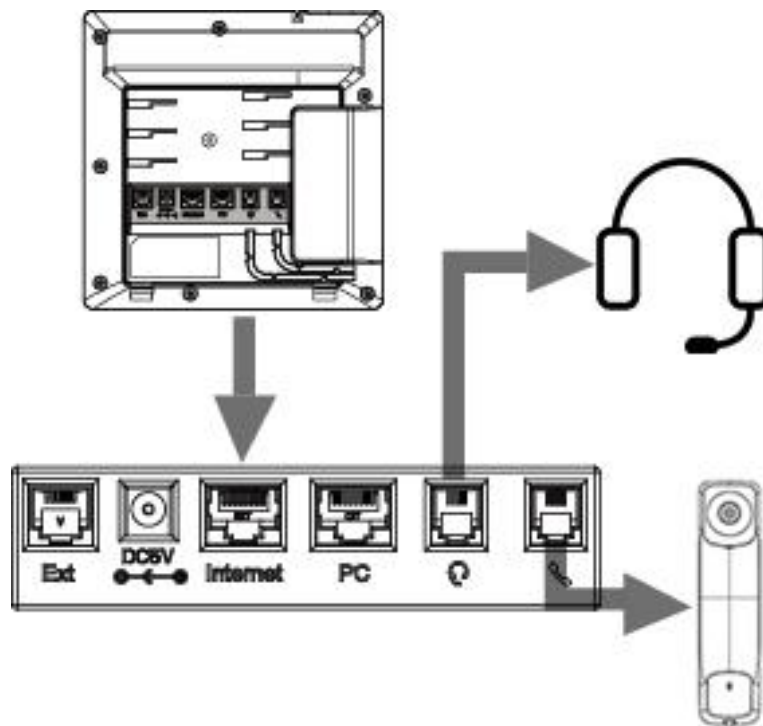


Phone Installation

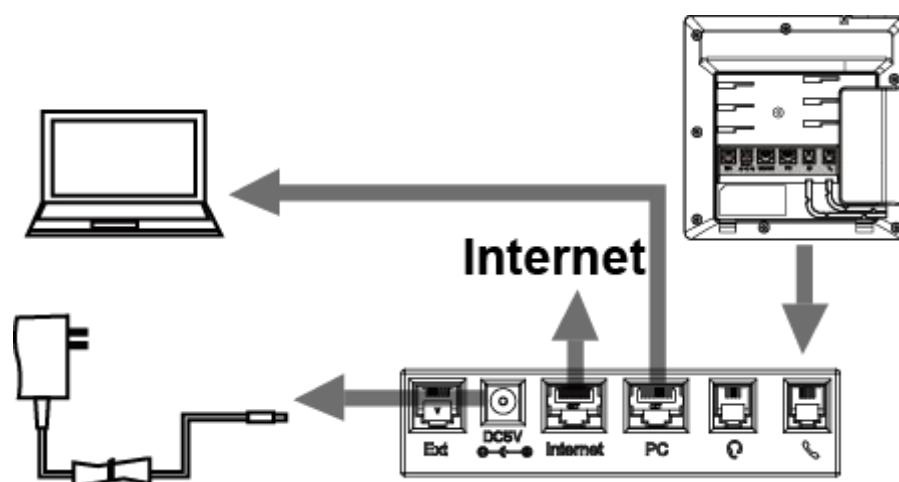
1. Attach the phone stand



2. Connect the Handset and optional Headset



3. Connect the Network and Power



Initialization

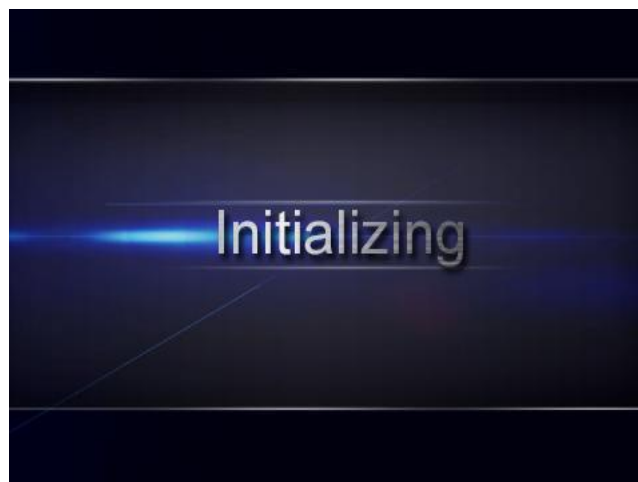
After your phone has been powered up, the system boots up and performs the following steps:

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 waitg...” after initialization.



Then IP Phone will show Reboot information:





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, IP, 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

| Information | |
|--|---|
| 1.Model: | UC923 |
| 2.IPV4: | 192.168.1.88 |
| 3.IPV6: |  2015:1fc1:1111:... |
| 4.MAC: | 00:1f:c1:30:0b:c0 |
| 5.FW(IMG): |  2.0.4.4.29(2018-0.. |
| <div> <div>Back</div> <div></div> <div></div> <div></div> </div> | |

2. Press Menu →Status →Network

| Network | |
|---|-------------------|
| 1.IPV4 | |
| 2.IPV6 | |
| 3.IP Port Mode: | IPV4&IPV6 |
| 4.LAN Type: | Bridge mode |
| 5.MAC: | 00:1f:c1:30:0b:c0 |
| <div> <div>Back</div> <div></div> <div></div> <div>Enter</div> </div> | |

3. Press Menu →Status →Network→IPV4

| IPV4 | |
|--|---------------|
| 1.WAN Type: | DHCP mode |
| 2.WAN IP: | 192.168.1.88 |
| 3.WAN Mask: | 255.255.252.0 |
| 4.Gateway: | 192.168.0.2 |
| 5.Pri.DNS: | 192.168.0.2 |
| <div> <div>Back</div> <div></div> <div></div> <div></div> </div> | |

4. Press Menu →Status →Network→IPV6



5. Press Menu →Status →Account(UC923 support eight accounts)



To view the phone status via Web interface:

Login web interface (For How to login, please refer to [Web Login](#))

View the information of Version, Account and Network.

Status

- Version**
 - Product Model: UC923
 - Firmware Version:
 - BOOT--2.0.4.4(2018-01-20 13:34:00)
 - IMG--2.0.4.4.29(2018-03-05 08:38:00)
 - ROM--2.0.4.4.29(2018-03-05 08:38:00)
 - DSP--9.0.3(Patch 1.0.16)
- Account Status**
 - Account1: Registered
 - Account2: Disabled
 - Account3: Disabled
 - Account4: Disabled
 - Account5: Disabled
 - Account6: Disabled
 - Account7: Disabled
 - Account8: Disabled
- Network**
 - IP Mode (IPv4/IPv6): IPv4
 - Device Type: Bridge
 - MAC Address: 00:1f:c1:30:0b:c0
- IPv4 Setting**
 - WAN Port Type: DHCP
 - WAN IP Address: 192.168.1.88
 - Subnet Mask: 255.255.252.0
 - Gateway: 192.168.0.2
 - Primary DNS: 192.168.0.2

NOTE

Version:
Shows product type and the version of firmware.

Account Status:
Shows the registered status of accounts.

Network:
Shows the detail information of WAN port and LAN port.

System Up Time:
Shows the running time after device power up.

Restart:
Restart the voip application

Registration

To register via phone interface:

1. Press Menu→ Settings→Advanced Setting (default password: **admin**)→Accounts
2. Select the desired account
3. Select Enable for Account active
4. Select the desired profile of the account.
5. Fill the SIP User ID, Authenticate ID
6. Fill the Password and Name (shown on LCD).

7. 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 Profile→Basic.



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Basic

Codec

Advanced

Profile

Profile 1 ▼

* Primary SIP Server 192.168.0.9 ?

Failover SIP Server ?

Second Failover SipServer ?

Prefer Primary SIP Server ☒ No ☐ Yes ?

Current SIP Server 192.168.0.9

DHCP SIP Server ☒ No ☐ Yes

Outbound Proxy ?

Backup Outbound Proxy ?

* SIP Transport ☒ UDP ☐ TCP ☐ TLS ?

NAT Traversal ☐ No ☒ No, but send keep alive ☐ STUN

DNS Mode ☒ A Record ☐ SRV ☐ NAPTR/SRV

Call Message Format Regular ▼

SIP Registration ☐ No ☒ Yes

Unregister On Reboot ☒ No ☐ Yes

Register Expiration 15 ?

Outgoing Call Without Registration ☐ No ☒ Yes

RPort ☒ No ☐ Yes

RFC 2543 Hold ☐ No ☒ Yes

SaveSet

Restart

NOTE

The * fields must be filled (requires a phone restart)

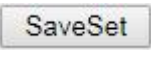
Basic:
The Basic parameters configured by the administrator.

Codecs:
Select the codec you want to use.


Advanced:
The advanced parameters configured by the administrator.

2. Fill the Primary SIP Server and other profile information.

3. Select the SIP Transport.

4. Click  to save the configuration.

5. Click Account→Basic.



[Home](#) |
 [Profile](#) |
 [Account](#) |
 [Network](#) |
 [Function Keys](#) |
 [Setting](#) |
 [Directory](#) |
 [Management](#)

Basic

Account

Account 1

Account Status

Registered

* Account Active

☐ No
 ☒ Yes

Profile

Profile 1

Label

* SIP User ID

860

* Authenticate ID

860

* Authenticate Password

Name

Local SIP Port

5060

Use Random Port

☒ No
 ☐ Yes

Voice Mail UserID

Dial Plan

{{x*}+}

Eventlist BLF URL

Shared Line

Disable

SCA Barge-In

Disable

Direct Call Pickup Code

*04

Group Call Pickup Code

Feature Key Sync

Disable

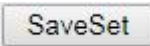
SaveSet

Restart

NOTE

The * fields must be filled (requires a phone restart)

Basic:
 The Basic parameters configured by the administrator.

- Select Yes for Account Active.
- Select the desired Profile.
- Fill the SIP User ID, Authenticate ID, Authenticate Password and other account information.
- Click  to save the configuration.

Note:

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

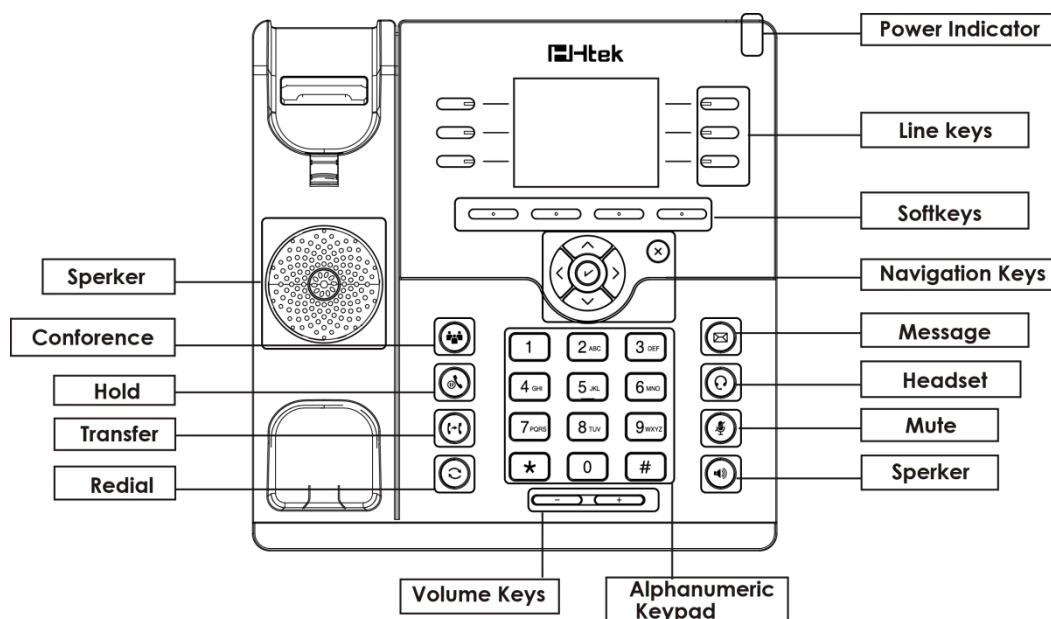
Idle Screen





| 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 Icon Preview . |
| 3. Line Keys | This area shows the line key labels. The current account is highlighted. you can switch the account by pressing right or left navigation key. The Line keys are also can 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 info, see Programmable Key |
| 5. DSS key | The Line keys can be used for other function keys(e.g.: BLF) |
| 6. Multipage key | UC923 supports 20 keys,you can configure different types.you can view and use these keys by pressing the multipage key. |
| 7. Wallpaper | This shows the current wallpaper picture. You can also change it. For more information you can refer to Wallpaper . |




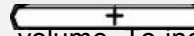




Getting Familiar with Your Phone

Hardware Components Preview

















| Item | Description |
|---------------------|---|
| LCD screen | To Presentation 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 supported up to 4 accounts 1. Steady green: idle interface, during a call.. 2. Blink red: a call incoming |
| Soft keys | Labels automatically to identity their context-sensitive features. |
| Navigation keys | <p>1. OK.</p> <p>Up arrow key: To move up of the selection shows on the screen.</p> <p>Right arrow key: To move right of the selection shows on the screen.</p> <p>Left arrow key: To move left of the selection shows on the screen.</p> <p>Down arrow key: To move down of the selection shows on the screen.</p> |
















| | |
|------------|---|
| |  <ol style="list-style-type: none"> 1. To return to idle screen. 2. To cancel the information or call on the screen. |
| Mute key |  <ol style="list-style-type: none"> 1. To mute the voice during the call (Red light). 2. To un-mute the call. |
| Conference |  <p>To place a conference call</p> |
| Line Keys | <p>To be configured as different function as:</p> <ol style="list-style-type: none"> 1. Line 2. Speed Dial 3. BLF 4. BLF List 5. Voice Mail 6. Direct Pickup 7. Group Pickup 8. Call Park 9. Intercom 10. DTMF 11. Prefix 12. Local Group 13. XML Group 14. XML Browser 15. LDAP 16. Network Directories 17. Conference 18. Forward 19. Transfer 20. Hold 21. DND 22. Redial 23. Call Return 24. SMS 25. Record 26. URL Record 27. Paging 28. Group Listening 29. Public Hold 30. Private Hold 31. Hot Desking 32. ACD 33. Zero Touch 34. URL |


| | |
|---------------------|---|
| | <p>35. Network Group</p> <p>36. Multicast Paging</p> <p>37. Group Call Park</p> <p>38. CallPark Retrieve</p> <p>39. Pull Call</p> <p>40. Shared Line</p> <p>The LED lights status when set as Shared line:</p> <p>Stay green: Idle</p> <p>Stay red: Busy</p> <p>Blinked green: Ring Back</p> <p>Blinked red: A call incoming</p> <p>Steady orange: During a call</p> <p>Blinked orange: Public</p> <p>Hold Blinked green: Private</p> <p>Hold Light Drown: Unreaistered</p> |
| Speaker |  Press this button to place a call in hands-free mode. |
| Redial |  <p>To dial the previous dialed number. To act as send key.</p> |
| Volume |  To decrease the  volume. To increase |
| Hold |  To hold or to resume a call during a conversation. |
| Transfer |  <p>To transfer a call to a third party.</p> <p>To enable or disable Forward feature during the idle page.</p> |
| Alphanumeric keypad | To enter the phone numbers, letters and so on. |
| Message |  To indicator the New message, and press to read. |
| Headset |  To indicate that the phone is or not in Headset mode. |



Icon Preview

| Icon | Description |
|---|--------------------------|
|  | Network down |
|  | Line(Registered succeed) |
|  | Line (Unregistered) |
|  | Line(Ringing) |
|  | Speed Dial |
|  | BLF |
|  | BLF(Ringing) |
|  | BLF(Talking) |
|  | Speakerphone mode |
|  | Handset mode |
|  | Headset mode |
|  | Voice messages |

| | |
|---|----------------|
|  | Text message |
|  | Mute |
|  | Do Not Disturb |
|  | Volume is 0 |
|  | SRTP |
|  | Hold |
|  | Dialed calls |
|  | Received calls |
|  | Missed calls |
|  | Forward calls |
|  | Conference |
|  | Keypad locked |
|  | Pick up |
|  | Call Park |

| | |
|---|-----------------|
|  | Intercom/Paging |
|  | DTMF |
|  | Prefix |
|  | XML Group |
|  | Local Group |
|  | XML Browser |
|  | LDAP |
|  | Broadsoft Group |
|  | Conference |
|  | Forward |
|  | Transfer |
|  | Hold |
|  | Redial |
|  | Call Return |
|  | Record |

| | |
|---|-----------------|
|  | Stop Recording |
|  | Group Listening |

| | |
|---|-----------------|
|  | Shared Line |
|  | Other Functions |

LED Instruction

This part mainly instructs the LED status. The Power LED Status describe on the premise that the LED setting all set as Yes. For LED status setting, please refer to: [LED Status Setting](#)

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 |
|--------------|------------------------------------|
| Steady 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

| Key | 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 the mute the call, or the LED is off. |

User Interface

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

- The user interface on the IP phone
- 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 | |
|-----------|---|
| Status | Information |
| | Network |
| | Accounts |
| Features | Call Forward |
| | Function Keys (Line and Line Key setting) More Key see Line Key Overview |
| | Key as Send |
| | Hot Line |
| | Anonymous Call |
| | DND |
| | History Setting |
| Directory | All Contacts |

| | |
|------------------|----------------------------|
| | Local Contacts |
| | BlackList |
| History | Local History |
| | Network CallLog |
| Message | Voice Mail View and Set. |
| | Text Message View and Set. |
| Basic Setting | Language |
| | Time & Date |
| | Time & Date Format |
| | DHCP Time |
| | Ring Tone |
| | Headset |
| | Font Size |
| Advanced Setting | Accounts |
| | Network |
| | Phone Setting |
| | Auto Provision |
| Display | Display Mode |
| | Wallpaper |
| | Screensaver |
| Others | Factory Function |
| | System Restart |
| | Device Reboot |
| | Pcap Feature |

Line Key Function Overview

| |
|----------------------------|
| Line |
| Speed Dial |
| BLF |
| BLF List |
| Voice Mail |

| |
|-------------------------------------|
| Direct Pickup |
| Group Pickup |
| Call Park |
| Intercom |
| DTMF |
| Prefix |
| Local Group |
| XML Group |
| XML Browser |
| LDAP |
| Network Directories |
| Conference |
| Forward |
| Transfer |
| Hold |
| DND |
| Redial |
| Call Return |
| SMS |

| |
|----------------------------------|
| Record |
| URL Record |
| Paging |
| Group Listening |
| Public Hold |
| Private Hold |
| Hot Desking |
| ACD |
| Zero Touch |
| URL |
| Network Group |
| Multicast Paging |
| Group Call Park |
| CallPark Retrieve |
| Pull Call |
| Shared Line |
| Broadsoft Group |

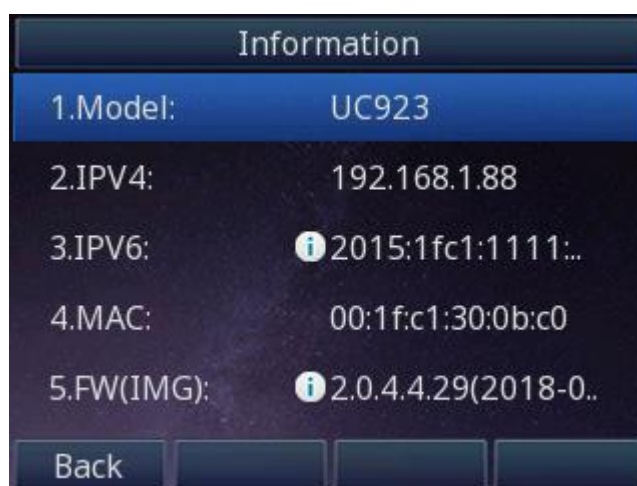
Basic Setting Configuration

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 →Status →Information.



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

Status

- Version**
 - Product Model: UC923
 - Firmware Version:
 - BOOT--2.0.4.4(2018-01-20 13:34:00)
 - IMG--2.0.4.4.29(2018-03-05 08:38:00)
 - ROM--2.0.4.4.29(2018-03-05 08:38:00)
 - DSP--9.0.3(Patch 1.0.16)
- Account Status**
 - Account1: Registered
 - Account2: Disabled
 - Account3: Disabled
 - Account4: Disabled
 - Account5: Disabled
 - Account6: Disabled
 - Account7: Disabled
 - Account8: Disabled
- Network**
 - IP Mode (IPv4/IPv6): IPv4
 - Device Type: Bridge
 - MAC Address: 00:1f:c1:30:0b:c0
- IPv4 Setting**
 - WAN Port Type: DHCP
 - WAN IP Address: 192.168.1.88
 - Subnet Mask: 255.255.252.0
 - Gateway: 192.168.0.2
 - Primary DNS: 192.168.0.2

NOTE

Version:
Shows product type and the version of firmware.

Account Status:
Shows the registered status of accounts.

Network:
Shows the detail information of WAN port and LAN port.

System Up Time:
Shows the running time after device power up.

Restart:
Restart the voip application

Note:

The PC and phone should be in the same segment.

When registering the accounts in web and the server port is not "5060", the "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 Setting through Phone interface. And the default password of the administrator is: **admin**

To change to password via Phone Interface

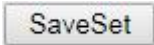
- Press Menu → Settings → Advanced Setting → password (default admin) → Phone Setting → Set Password
- Enter the current PWD (password), new password and confirm the new password.

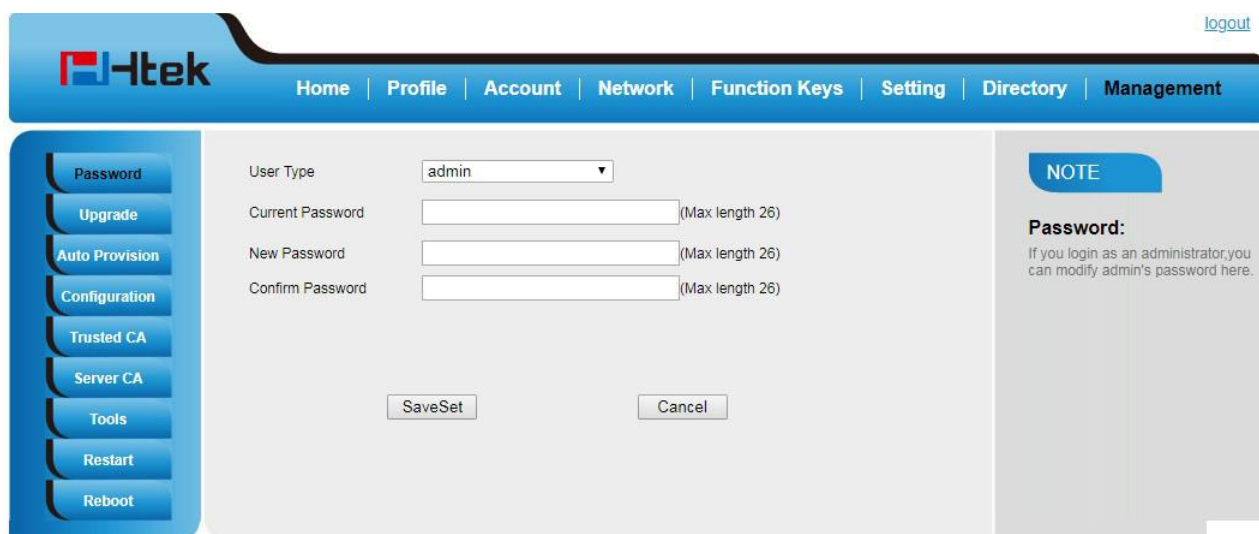
3. Press Save soft key or  to save the new password.



The image shows a 'Set Password' dialog box with a dark background. It contains three input fields: '1.Current PWD:', '2.New PWD:', and '3.Confirm:'. At the bottom, there are four buttons: 'Cancel', '2aB', 'Delete', and 'Save'.

To change to password via Web Interface

1. Management → Password
2. Fill the value
3. Click  to save the configuration.



The image shows the 'Password' page in the Htek web interface. The top navigation bar includes 'Home', 'Profile', 'Account', 'Network', 'Function Keys', 'Setting', 'Directory', and 'Management'. The left sidebar has buttons for 'Password', 'Upgrade', 'Auto Provision', 'Configuration', 'Trusted CA', 'Server CA', 'Tools', 'Restart', and 'Reboot'. The main content area has a 'User Type' dropdown set to 'admin', and three password input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a '(Max length 26)' label. At the bottom are 'SaveSet' and 'Cancel' buttons. A 'NOTE' box on the right states: 'Password: If you login as an administrator, you can modify admin's password here.'

Note:

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

Display Mode

This phone support two Display mode: Text and Icon.

Icon Mode: all Items are shown same as the main with Icon.

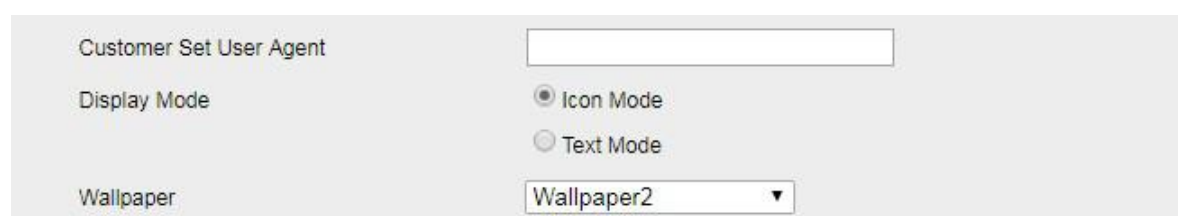
Text Mode: Only the 8 main items will be shown as icon, and others all text description.


To Configure Display mode via Phone interface:

1. Press Menu→ Display→Display Mode
2. Select Text or Icon
3. Press Save soft key to save the configuration.

To Configure Display mode via Web interface:

1. Login Web interface, and click Setting→ Preference



2. Select Icon Mode or Text Mode for the Display mode
3. Click  to save the configuration.

Language

The default Phone interface language is English.

To change the language via Phone interface

1. Press Menu → Settings → Basic Setting → Language.

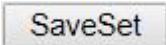


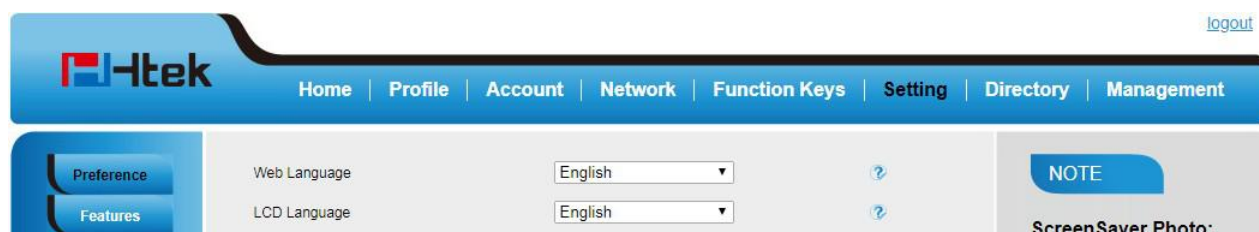


2. Press  or Save soft key to save the configuration.



To change the language via Web Interface

1. Setting → Preference → Web Language & LCD Language
2. Select the necessary one.
3. Press  to save the configuration.






Note:

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

Wallpaper

To change wallpaper, go by the following steps:

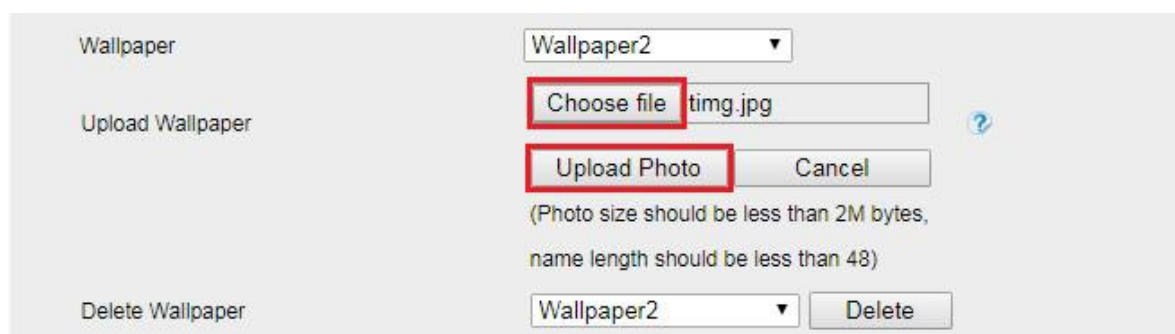
To change the wallpaper via Phone interface:

1. To press Menu → Display → Wallpaper
2. Press  and  or press Switch soft key to display the different pictures.
3. Press  or Save soft key to save the selected picture as the wallpaper.



To change the wallpaper via Web interface:

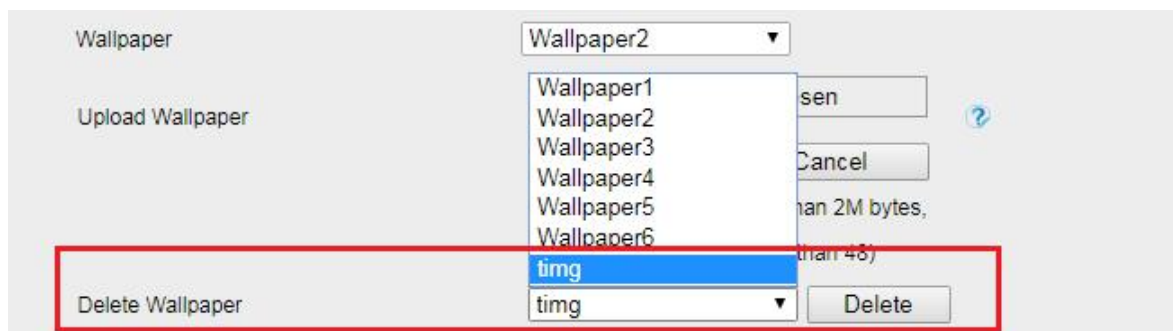
1. Click Setting→Preference
2. Select the desired wallpaper picture to upload.
3. Click  to save the setting.



To delete the wallpaper via Web interface:

1. Click Setting→Preference
2. Select the desired wallpaper to delete.

3. Click  to save the setting.



Note:

System wallpaper (Wallpaper1-Wallpaper6) cannot be deleted and only color IP Phones support uploading wallpaper.

Screen Saver

There are three types of screen saver: Time & Logo, Photo Switch and Static Photo.



Time & Logo: When the screensaver works, it will show Time and logo in turns.

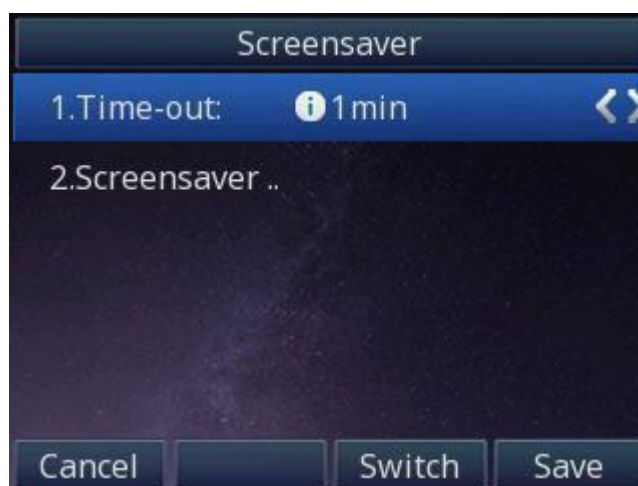
Photo Switch: All screensaver pictures display one by one.

Static Photo: Only the selected picture will display as screensaver.

Text logo: It works with the **Time & Logo**, when enter the value, it will display the time and the entered value in turns.


To enable screen saver via Phone interface:

1. To press Menu → Display → 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.






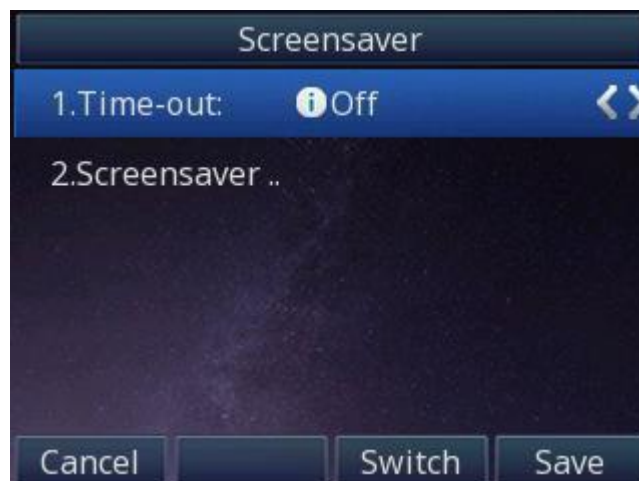
3. Enter the Screensaver Type to choose one of the type: Time & Logo, Photo Switch and Static Photo



4. Press  or Save soft key to save the selected configuration.

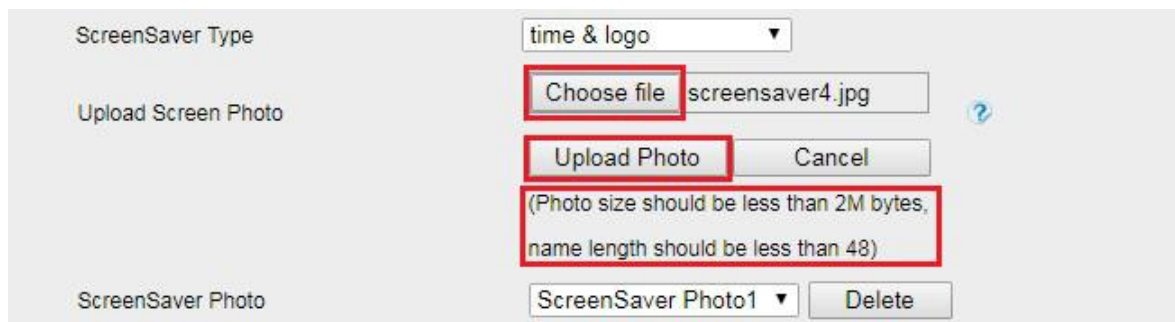
To disable screen saver via Phone interface

1. To press Menu → Display → 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.




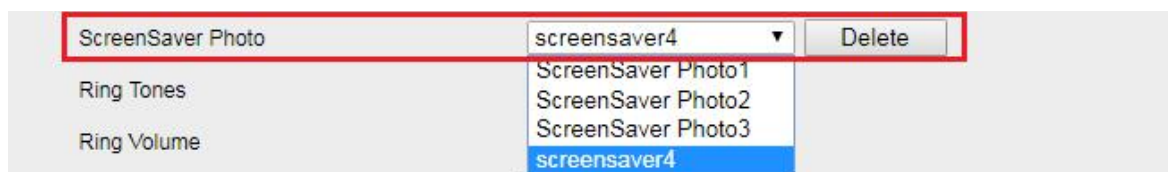
To upload screen saver via Web interface:

1. Setting → Preference
2. Choose the picture wanted to use as screen saver
3. Click  to save the upload picture



To delete upload screen saver phone via Web interface:

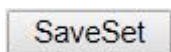
1. Setting → Preference
2. Select the photo that to delete.
3. Click  to delete the photo.



Note:

System Screen Photo (ScreenSaver1-ScreenSaver3) cannot be deleted and only color IP Phones support upload screensaver.

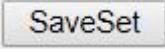
To custom text logo via Web interface:

1. Click Setting→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  to save the configuration.



To wake up screen saver via Web interface:

1. Setting → Preference
2. Choose Dial First Digit: Screensaver Wakes up or Screensaver Wakes up and Dial

- Click  to save the configuration.

| | |
|------------------|---|
| Dial First Digit | <input checked="" type="radio"/> Screensaver Wakes up |
| | <input type="radio"/> Screensaver Wakes up and Dial |


Note:


- The upload Photo size should be less than 2MB, name length should be less than 48 characters, and the File name should be letters, numbers or underline '_' and photo number should be less than 9.
- The default screensaver photos cannot be deleted.
- You can only upload screen photos in format of '.bmp' and '.jpg'.

Backlight

To set Backlight via Web interface:

- Click Setting → Preference
- Enter the time for Backlight time (In seconds).
The default is 0, which means Backlight is always on.

- Click  to save the configuration.

| | | |
|----------------|--------------------------------|---|
| Backlight Time | <input type="text" value="0"/> |  |
|----------------|--------------------------------|---|




Note:

Backlight Time refers to the time into the backlight

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.

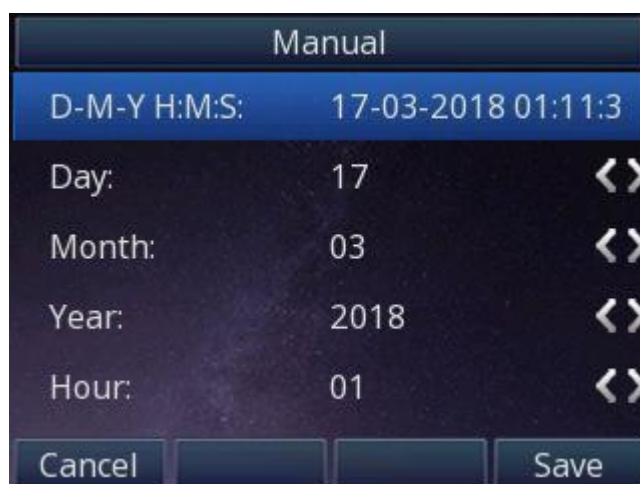
To configure the time and Date by SNTP setting via Phone interface

- To press Menu → Settings → Basic Setting → Time & Date → SNTP Settings
- Press  or  to change the Time zone.
- Fill the NTP Server1, NTP Server2, and select the mode of Daylight Saving.
- Press  or Save soft key to save the configuration.








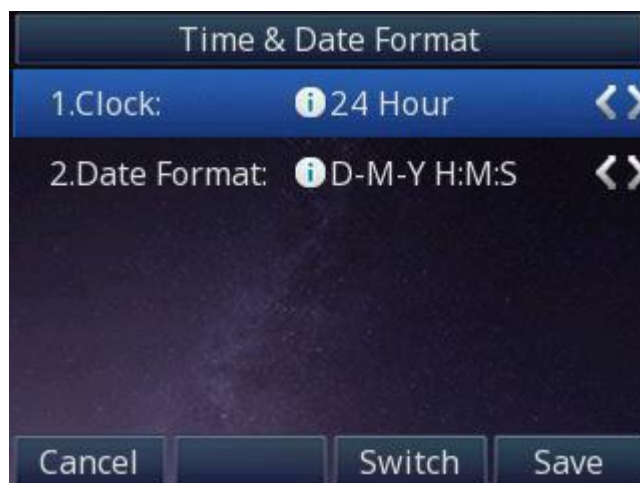
To configure time and date manually via Phone interface

1. To press Menu → Settings → Basic Setting → Time & Date → Manual
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.






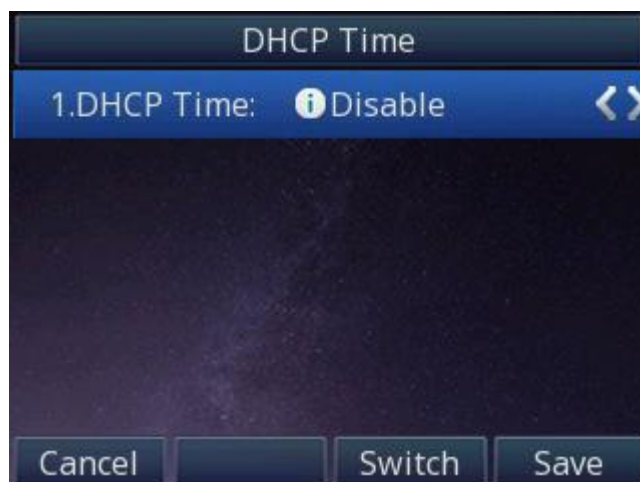
To configure the Time & Date Format via Phone interface

1. Press Menu → Settings → Basic Setting → Time & Date Format
2. Press  and  to change between 12 Hour or 24 Hour time display.
3. Press  and  to change 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.

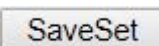



To configure the DHCP time via Phone interface

1. To press Menu → Settings → Basic Setting → DHCP Time
2. Press  and  to change between Disable and Enable.
3. Press  or Save soft key to save the configuration.



To configure the DHCP Option 100

1. To press Menu → Settings → Date & Time → DHCP Option 100
2. Select Yes for the DHCP SIP Server
3. Click  to save the configuration



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Preference

Features

BLF Settings

Date&Time

Tones

SMS

Action URL

Softkey Layout

TR069

SIP

DHCP Option 100 ☐ No ☒ Yes

DHCP Time ☒ No ☐ Yes

Time Zone -5 United States-Eastern Time

NTP Server is Covered with DHCP ☒ No ☐ Yes

NTP Server time.windows.com

Backup NTP Server

SIP Date Override Time ☒ No ☐ Yes

Account Account 1

Daylight Saving Time ☒ Disable ☐ Enable ☐ Auto

Time Format ☒ 24 Hour ☐ 12 Hour

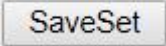
Date Display Format ☐ Year - Month - Day
☐ Month - Day - Year
☒ Day - Month - Year

NOTE

Time Zone:
Select the time zone of your location.

NTP Server
The server which is used to synchronize the clock of the phone.

To configure the NTP Server by Web interface

1. Login web page.
Login name: admin, password: admin(default)
2. Setting → Date & Time →NTP Server
3. Fill the value in the blank.
4. Click  to save the configuration.

[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

[Preference](#)
[Features](#)
[BLF Settings](#)
[Date&Time](#)
[Tones](#)
[SMS](#)
[Action URL](#)
[Softkey Layout](#)
[TR069](#)
[SIP](#)

DHCP Option 100

☒ No ☐ Yes

?

DHCP Time

☒ No ☐ Yes

?

Time Zone

-5 United States-Eastern Time

?

NTP Server is Covered with DHCP

☒ No ☐ Yes

?

NTP Server

time.windows.com

?

Backup NTP Server

?

SIP Date Override Time

☒ No ☐ Yes

?

Account

Account 1

Daylight Saving Time

☒ Disable ☐ Enable ☐ Auto

?

Time Format

☒ 24 Hour ☐ 12 Hour

?

Date Display Format

☐ Year - Month - Day ☐ Month - Day - Year ☒ Day - Month - Year

?

SaveSet

Cancel

NOTE

Time Zone:
 Select the time zone of your location.

NTP Server
 The server which is used to synchronize the clock of the phone.

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

1. Setting → Date & Time
2. Select the necessary one.
3. Press to save the configuration.

[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

[Preference](#)
[Features](#)
[BLF Settings](#)
[Date&Time](#)
[Tones](#)
[SMS](#)
[Action URL](#)
[Softkey Layout](#)
[TR069](#)
[SIP](#)

DHCP Option 100

☒ No ☐ Yes

?

DHCP Time

☒ No ☐ Yes

?

Time Zone

-5 United States-Eastern Time

?

NTP Server is Covered with DHCP

☒ No ☐ Yes

?

NTP Server

time.windows.com

?

Backup NTP Server

?

SIP Date Override Time

☒ No ☐ Yes

?

Account

Account 1

Daylight Saving Time

☒ Disable ☐ Enable ☐ Auto

?

Time Format

☒ 24 Hour ☐ 12 Hour

?

Date Display Format

☐ Year - Month - Day ☐ Month - Day - Year ☒ Day - Month - Year

?

SaveSet

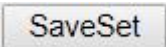
Cancel

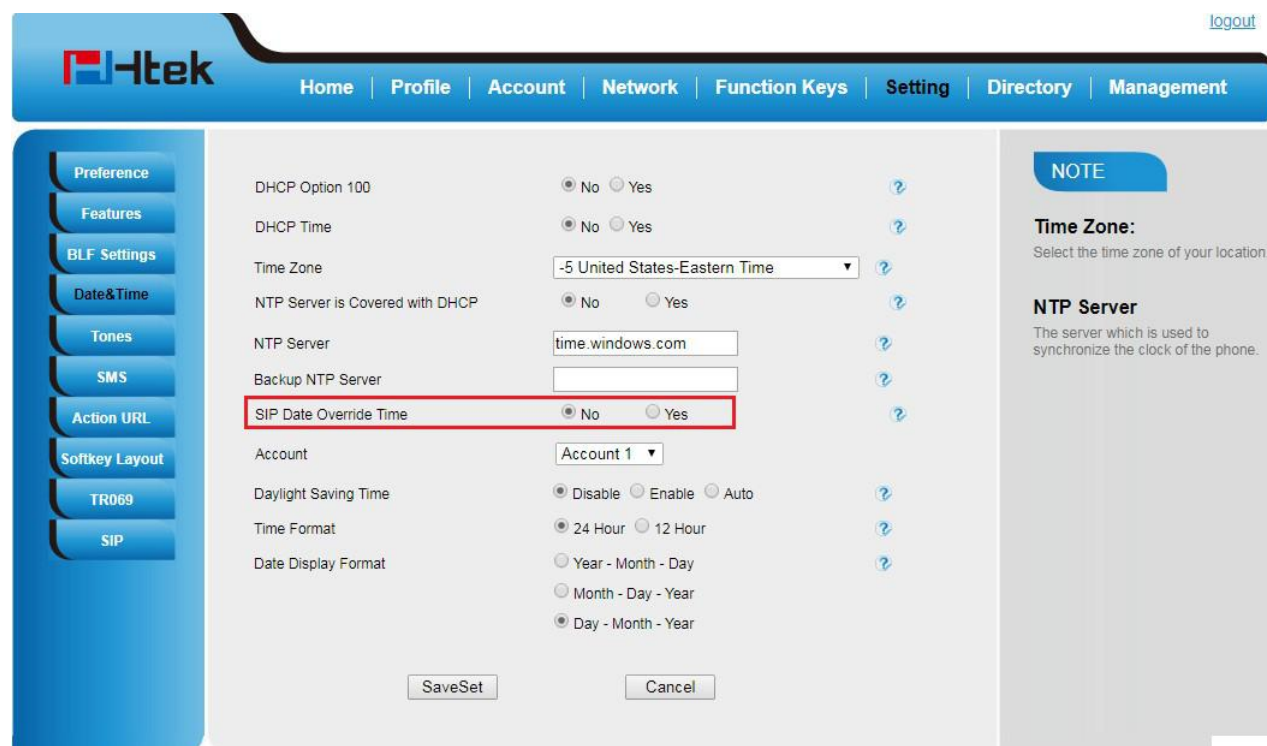
NOTE

Time Zone:
 Select the time zone of your location.

NTP Server
 The server which is used to synchronize the clock of the phone.

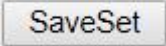
To change the SIP Date Override Time via Web interface


1. Setting → Date & Time → SIP Date Override Time
2. Select Yes or No for SIP Date Override Time .
3. Click  to save the configuration.



The screenshot shows the Htek web interface for Basic Setting Configuration. The top navigation bar includes links for Home, Profile, Account, Network, Function Keys, Setting, Directory, and Management. The left sidebar lists various settings categories: Preference, Features, BLF Settings, Date & Time, Tones, SMS, Action URL, Softkey Layout, TR069, and SIP. The main content area displays the 'Date & Time' settings, including DHCP Option 100, DHCP Time, Time Zone, NTP Server is Covered with DHCP, NTP Server, Backup NTP Server, SIP Date Override Time (highlighted with a red box), Account, Daylight Saving Time, Time Format, and Date Display Format. The 'SIP Date Override Time' option is currently set to 'No'. The 'SaveSet' button is located at the bottom of the configuration area.

To change the Account via Web interface

1. Setting → Date & Time → Account.
2. Select desired Account.
3. Click  to save the configuration.



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Preference

Features

BLF Settings

Date&Time

Tones

SMS

Action URL

Softkey Layout

TR069

SIP

DHCP Option 100 ☒ No ☐ Yes

DHCP Time ☒ No ☐ Yes

Time Zone -5 United States-Eastern Time

NTP Server is Covered with DHCP ☒ No ☐ Yes

NTP Server time.windows.com

Backup NTP Server

SIP Date Override Time ☒ No ☐ Yes

Account Account 1

Daylight Saving Time Account 2 ☐ Disable ☐ Auto

Time Format Account 3 2 Hour

Date Display Format Account 4 Day

Account 5 Year

Account 6 Year

Account 7 Year

Account 8 Year


NOTE

Time Zone:
Select the time zone of your location.

NTP Server
The server which is used to synchronize the clock of the phone.

To change the Daylight Saving Time via Web interface

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



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Preference

Features

BLF Settings

Date&Time

Tones

SMS

Action URL

Softkey Layout

TR069

SIP

| | | |
|---------------------------------|---|-------------------|
| DHCP Option 100 | <input checked="" type="radio"/> No <input type="radio"/> Yes | ? |
| DHCP Time | <input checked="" type="radio"/> No <input type="radio"/> Yes | ? |
| Time Zone | <div style="border: 1px solid #ccc; padding: 2px;">-5 United States-Eastern Time</div> | ? |
| NTP Server is Covered with DHCP | <input checked="" type="radio"/> No <input type="radio"/> Yes | ? |
| NTP Server | <div style="border: 1px solid #ccc; padding: 2px;">time.windows.com</div> | ? |
| Backup NTP Server | <div style="border: 1px solid #ccc; padding: 2px;"></div> | ? |
| SIP Date Override Time | <input checked="" type="radio"/> No <input type="radio"/> Yes | ? |
| Account | <div style="border: 1px solid #ccc; padding: 2px;">Account 1</div> | |
| Daylight Saving Time | <input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Auto | ? |
| Time Format | <input checked="" type="radio"/> 24 Hour <input type="radio"/> 12 Hour | ? |
| Date Display Format | <input type="radio"/> Year - Month - Day <input type="radio"/> Month - Day - Year <input checked="" type="radio"/> Day - Month - Year | ? |

SaveSet

Cancel

NOTE

Time Zone:
Select the time zone of your location.

NTP Server
The server which is used to synchronize the clock of the phone.

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.

Daylight Saving Time

Daylight Saving Time (DST) is the practice of temporary advancing clocks during the summertime so that evenings have more daylight and mornings have less. Typically, clocks are adjusted forward one hour at the start of spring and backward in autumn. Many countries have used the DST at various times, details vary by location. The DST can be adjusted automatically from the time zone configuration. Typically, there is no need to change this setting.

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.

- Click **SaveSet** for the setting.




For the LED status description, see: LED Instruction [Power Indicator LED](#)

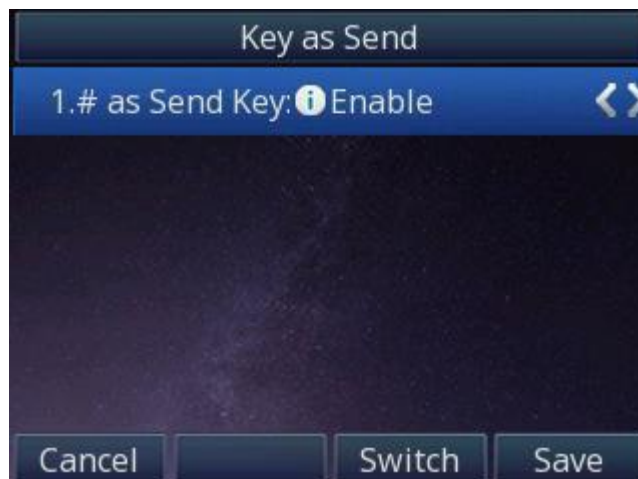
LED Status Setting:

| | | |
|----------------------|--------------------------------------|-------------------------------------|
| Power Status | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Ringing Status | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| MissCalls Status | <input type="radio"/> Yes | <input checked="" type="radio"/> No |
| Voice Message Status | <input type="radio"/> Yes | <input checked="" type="radio"/> No |




Key as Send

To configure Key as Send via Phone interface:

- Press Menu → Features → Key as Send
- Press  and  key to select the enable choice.
- Press  or Save soft key to save the configuration



To cancel # Key as Send via Phone interface:

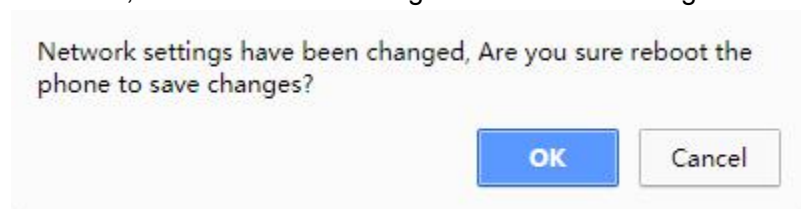
- Press Menu → Features → Key as Send
- Press  and  key to select the disable choice.
- Press  or Save soft key to save the configuration

Network Setting

Htek IP Phone supports IPv4、IPv6、IPv4&IPv6.They have three modes 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.



IPv4

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:

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

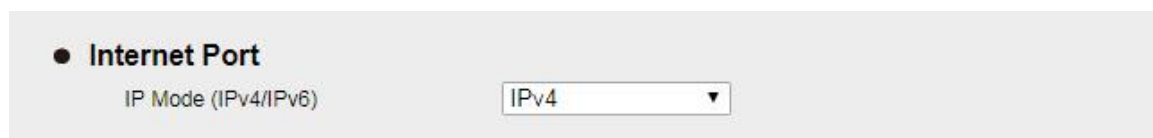


To configure IPv4 via Web interface:

1. Click Network→Basic→ Internet Port

2. Select IPv4 for Internet Port

3. Click  for the setting.



To configure DHCP via Phone interface:

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

To configure a static IP address via Phone interface:

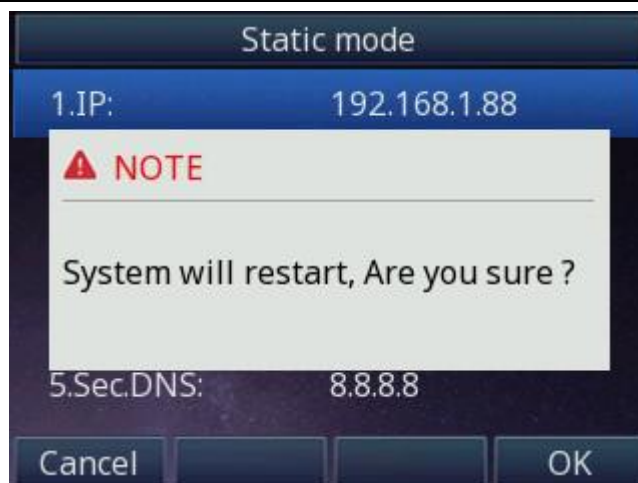
1. Press Menu→Settings→Advanced Setting (password: admin) →Network→WAN Port →IPv4 →Static mode.
2. Enter the parameters: IP, Netmask, Gateway, Pri.DNS(primary DNS), Sec.DNS (secondary DNS) in the corresponding fields.



| Static mode | |
|-------------|---------------|
| 1.IP: | 192.168.1.88 |
| 2.Netmask: | 255.255.252.0 |
| 3.Gateway: | 192.168.0.2 |
| 4.Pri.DNS: | 192.168.0.2 |
| 5.Sec.DNS: | 8.8.8.8 |

Cancel 123 Delete Save

3. Click Save and restart the phone.



4. Press the OK 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→Settings→Advanced Setting (password: admin) →Network→WAN Port →PPPoE mode.
2. Enter the User ID and password
3. Click Save and restart the phone.



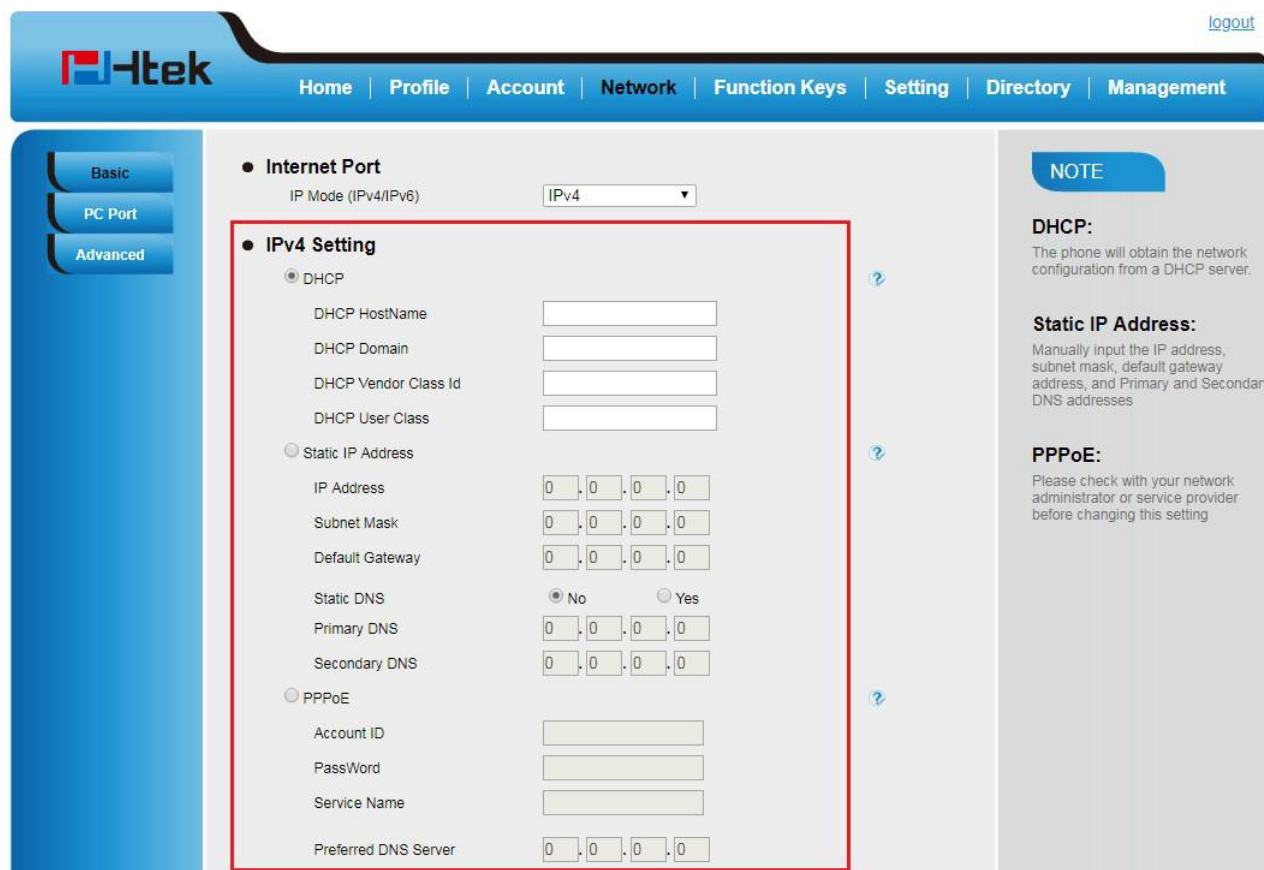
To configure Network via Web interface:

1. Click Network→Basic→IPv4 setting

2. Select the desired Type: DHCP, Static or PPPoE

3. Fill the necessary information.

4. Click  and restart the phone.



Internet Port
IP Mode (IPv4/IPv6) IPv4

IPv4 Setting

☒ DHCP

DHCP HostName

DHCP Domain

DHCP Vendor Class Id

DHCP User Class

☐ Static IP Address

IP Address

Subnet Mask

Default Gateway

Static DNS ☒ No ☐ Yes

Primary DNS

Secondary DNS

☐ PPPoE

Account ID

PassWord

Service Name

Preferred DNS Server

NOTE

DHCP:
The phone will obtain the network configuration from a DHCP server.




Static IP Address:
Manually input the IP address, subnet mask, default gateway address, and Primary and Secondary DNS addresses

PPPoE:
Please check with your network administrator or service provider before changing this setting

IPv6

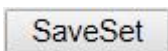
If you set IP Mode to IPv6, IP phone will use IPv6 address. IPv6 has two network modes: DHCP, Static

To configure IPv6 via Phone interface:

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



To configure IPv6 via Web interface:

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



To configure DHCP via Phone interface:

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

To configure a static IP address via Phone interface:

1. Press Menu→Settings→Advanced Setting (password: admin) →Network→WAN Port →IPv6 →Static mode.
2. Enter the parameters: IP, IPV6 Prefix, Gateway, Pri.DNS(primary DNS), Sec.DNS (secondary DNS) in the corresponding fields.

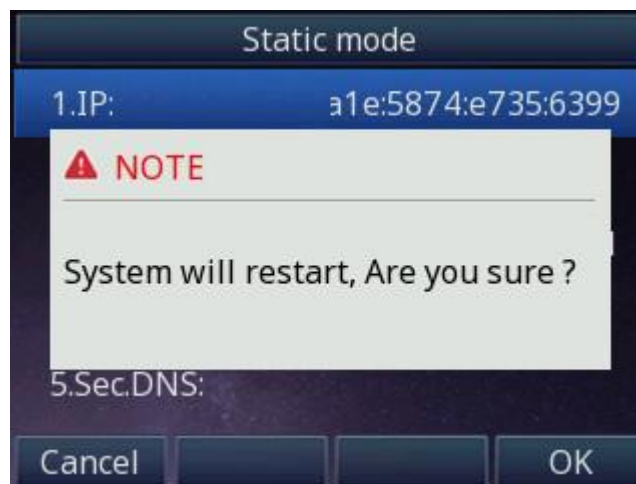


Static mode

| | |
|----------------|---------------------|
| 1.IP: | a1e:5874:e735:6399 |
| 2.IPV6 Prefix: | 64 |
| 3.Gateway: | 5:1fc1:1111:1111::1 |
| 4.Pri.DNS: | |
| 5.Sec.DNS: | |

Cancel OK

3. Click OK and restart the phone.



Static mode

| | |
|-------|--------------------|
| 1.IP: | a1e:5874:e735:6399 |
|-------|--------------------|

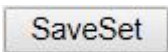
NOTE

System will restart, Are you sure ?

5.Sec.DNS:

Cancel OK

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  and restart the phone.

IPv6 Setting

☒ DHCP

☐ Static IP Address

IP Address

IPv6 Prefix (0~128)

Default Gateway

IPv6 Static DNS

Primary DNS

Secondary DNS

64

☒ No ☐ Yes

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:

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

WAN Port

1.IP Port Mode:  IPV4&IPV6

2.IPV4

3.IPV6

4.WAN HTTP A..  Enable

Cancel

Save

To configure IPv4&IPv6 via Web interface:

1. Click Network→Basic→ Internet Port
2. Select IPv4&IPv6 for Internet Port

3. Click  for the setting.

**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

Three modes for PC port: bridge, connect to Expansion Module and router.

To configure PC Bridge via Phone interface:

1. Press Menu→Settings→Advanced Setting (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→Settings→Advanced Setting (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.

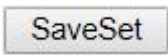
To configure PC, Connect to Expansion Module via Phone interface:

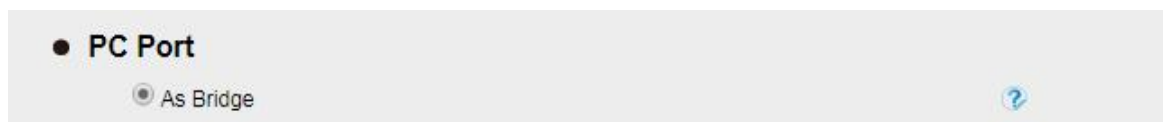
1. Press Menu→Settings→Advanced Setting (password: **admin**) →Network→PC Port

→ Connect to Module.


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

To configure Bridge via Web interface:

1. Click Network→PC Port
2. Select As Bridge
3. Click  and the phone will reboot automatically



To configure Router via Web interface:

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

PC Port

☐ As Bridge
 ☐ Connect to Expansion Module
 ☒ As Router

IP Address: 192.168.22.1
 Subnet Mask: 255.255.255.0
 IP Lease Time: 24
 DHCP Server: Disable
 DMZ IP:

Port Map

| | | | | |
|------------|--------|------------|----------|-----|
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |
| Wan port 0 | Lan IP | Lan port 0 | Protocol | UDP |

SaveSet

Restart

To configure PC, Connect to Expansion Module via Web interface:

1. Click Network→ PC Port
2. Select Connect to Expansion Module
3. Click

SaveSet

 and the phone will reboot automatically

PC Port

☐ As Bridge
 ☒ Connect to Expansion Module
 ☐ As Router

IP Address: 192.168.22.1
 Subnet Mask: 255.255.255.0
 IP Lease Time: 24
 DHCP Server: Disable
 DMZ IP:

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

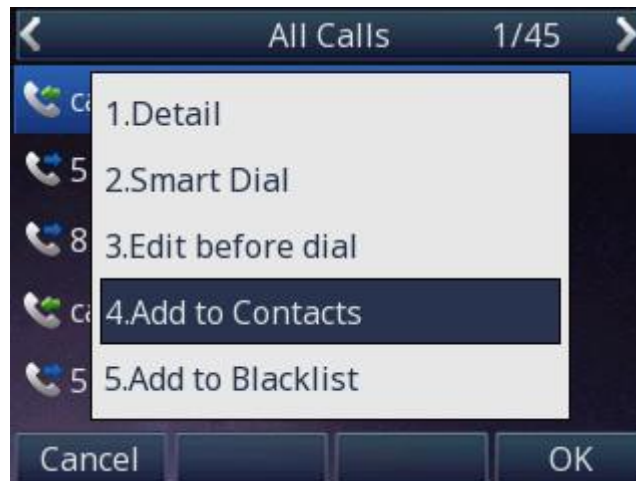
1. Press Menu → Directory → Local Contacts
2. Press Add soft key.
3. Enter the necessary information as Name, Phone number...
4. Press Save soft key or  to add the contacts successfully.




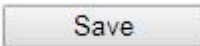
To add contacts from history via Phone interface:

1. Press History soft key or press Menu → History → Local History
2. Press  and  to select the targeted one. (Press  and  switched among the All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls).

3. Press Option soft key → 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  and then press  button.

- Directory
- Remote Phone Book
- Call History
- LDAP
- Network Directory
- MultiCast Paging

Contact

BlackList

Hangup

| Index | Display Name | Office Number | Mobile Number | Other Number | Account | All |
|-------|--------------|---------------|---------------|--------------|---------|-----|
| | | | | | | |

Save

Delete

Move to Contact/blacklist

Contact

Name

Luisa

Office Number

528

Mobile Number

Other Number

Account

Auto

Ring

Default

Group

Not In Group

Photo

Auto

Add

Edit

Search

GroupInfo

Group

Ring

Auto

Add

Edit

Delete

Delete All

Delete Photo

Choose file

No file chosen

Upload Photo

Import Local Contacts

Choose file

No file chosen

Import XML

Export XML

Choose file

No file chosen

Import Csv

Export Csv

☒ Show Title

NOTE

Add Contact/Blacklist

Fill in the contact information and the contact name can not be empty.

Delete Contact/Blacklist

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.

Upload Photo

The format of the photo supported is jpg or bmp, and the size should be less than 128 *128

Import



Browse .xml and .csv format's file and import.

Export




Click Export button, then the phonebook.xml or phonebook.csv file will be downloaded.

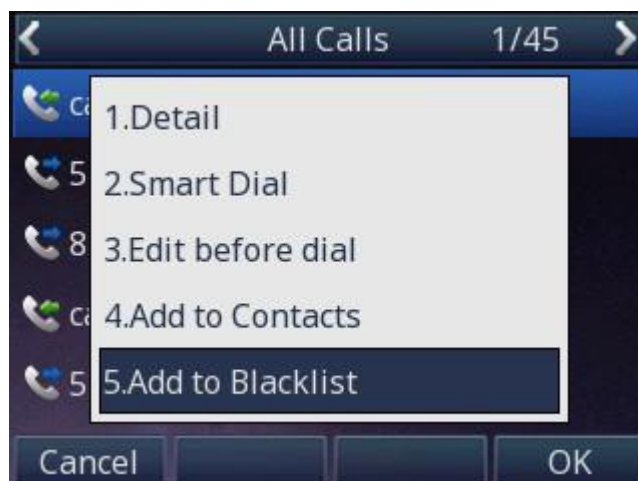
B: To add contacts into blacklist

To add blacklist manually via Phone interface:

1. Press Menu → Directory → BlackList
2. Press Group soft key.
3. Press Add soft key.
4. Enter the Name and select the Ring Tone.
5. Press Save soft key or  to add the Group successfully.
6. Enter the added Group, then press Add soft key.
7. Enter the necessary information as Name, Phone number...
8. Press Save soft key or  to add the contacts successfully.


To add blacklist from history via Phoneinterface:

1. Press History soft key or press Menu → History → Local History
2. Press  and  to select the targeted one.
3. Press Option soft key → Add to Blacklist
4. Edit the necessary information as Name, Phone number...
5. Press Save soft key or  to add successfully.



Upload Contacts photo via Web interface:

1. Click Directory and select the desired contact.
2. Click Choose file to select the photo for the contact
3. Click  to upload the photo.



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Directory

Remote Phone Book

Call History

LDAP

Network Directory

MultiCast Paging

Contact
BlackList
[Hangup](#)

| Index | Display Name | Office Number | Mobile Number | Other Number | Account | |
|-------|--------------|---------------|---------------|--------------|---------|-------------------------------------|
| 1 | Luisa | 528 | | | Auto | <input checked="" type="checkbox"/> |

Save
Delete
Move to Contact/blacklist

Contact

Name:

Office Number:

Mobile Number:

Other Number:

Account:

Ring:

Group:

Photo:


Add Edit Search

GroupInfo

Group:

Ring:

Add Edit Delete Delete All



Delete Photo

Choose file
No file chosen

Upload Photo

Import Local Contacts

Choose file No file chosen

Import XML Export XML

Choose file No file chosen

Import Csv Export Csv ☒ Show Title

NOTE

Add Contact/Blacklist

Fill in the contact information and the contact name can not be empty.

Delete Contact/Blacklist

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.

Upload Photo

The format of the photo supported is jpg or bmp, and the size should be less than 128 *128

Import

Browse .xml and .csv format's file and import.

Export

Click Export button, then the phonebook.xml or phonebook.csv file will be downloaded.

When you place a call from the contact, the phone idle screen will show the contact photo.



Note:

The format of the photo supported is .jpg or .bmp

Photo size should be less than 2MB, name length should be less than 48 characters.

To import or export the contact list

You can manage your phone's local directory via phone or web user 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 → Directory
2. Click Choose file 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:

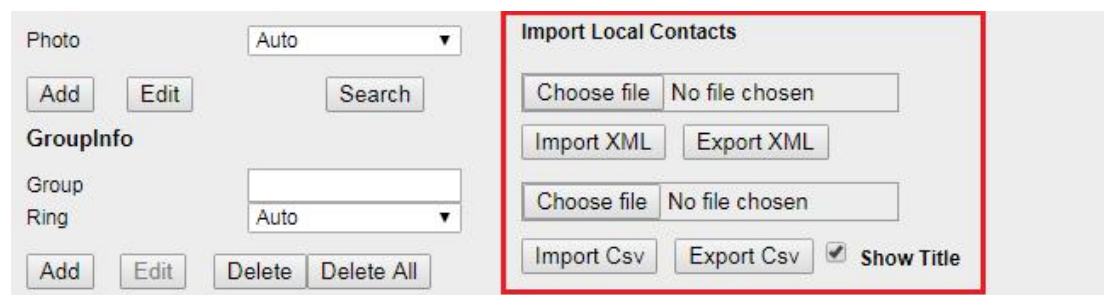
1. Click on Directory → Directory
2. Click Export XML to export the contact list.

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

1. Click on Directory → Directory
2. Click Choose file 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 → Directory
2. Click Export Csv to export the contact list.



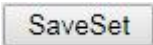
The screenshot shows a web interface for managing contacts. On the left, there are sections for 'Photo' (with an 'Auto' dropdown and 'Add', 'Edit', 'Search' buttons) and 'GroupInfo' (with 'Group' and 'Ring' dropdowns and 'Add', 'Edit', 'Delete', 'Delete All' buttons). On the right, the 'Import Local Contacts' section is highlighted with a red box. It contains two identical blocks for XML and CSV imports/exports. Each block has a 'Choose file' button, a 'No file chosen' status, and an 'Import' button. The CSV block also has an 'Export Csv' button and a checked 'Show Title' checkbox.

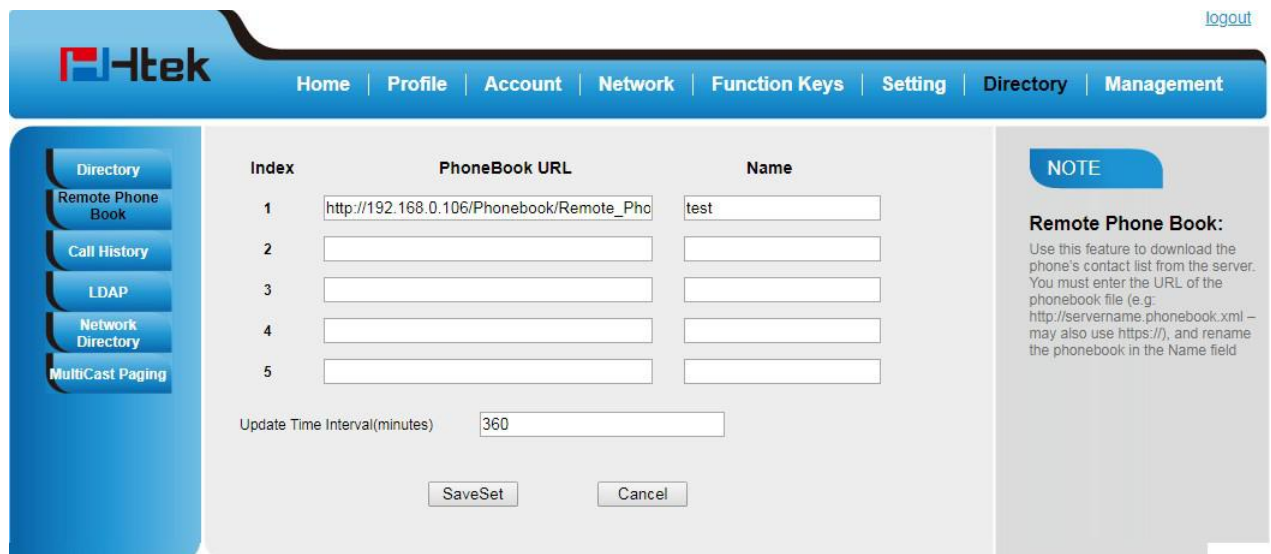
Note:

If the xml file and CSV file have 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
2. Fill the path of the remote file in the Phone Book URL field.
For example,
`http://192.168.0.106/Phonebook/Remote_Phonebook/remotephonebook.xml`
3. Fill the Name and then click  to save the configuration.



NOTE

Remote Phone Book:
Use this feature to download the phone's contact list from the server. You must enter the URL of the phonebook file (e.g: `http://servername.phonebook.xml` – may also use `https://`), and rename the phonebook in the Name field

To check the contacts via Phone interface:

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

For More detail, please refer to: www.htek.com.

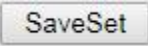
Note:

Every remote phonebook, only supports 1000 contacts.

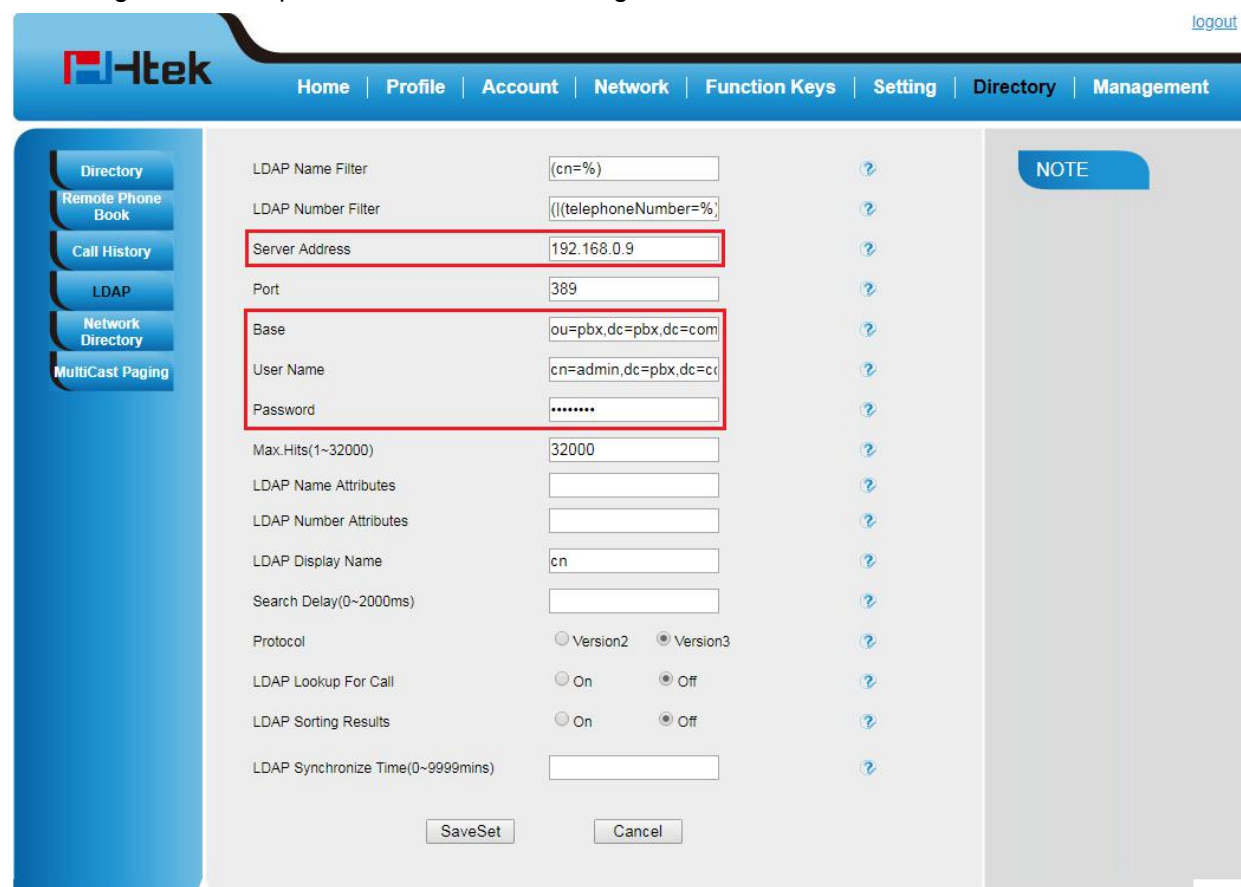
LDAP Phonebook

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

To configure LDAP via Web interface:

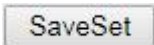
1. Login Web interface and click Directory→LDAP
2. Fill the LDAP Name Filter:
 - a) This parameter specifies the name attributes for LDAP searching. The “%” symbol in the filter stands for the entering string used as the prefix of the filter condition.
 - b) For example, (cn=%), when the name prefix of the cn of the contact record matches the search criteria, the record will be displayed on the IP PHONE LCD.
3. Fill LDAP Number Filter:
This parameter specifies the number attributes for LDAP searching.
4. Fill 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 Server), 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. Fill the relative value and then click  to save the settings.

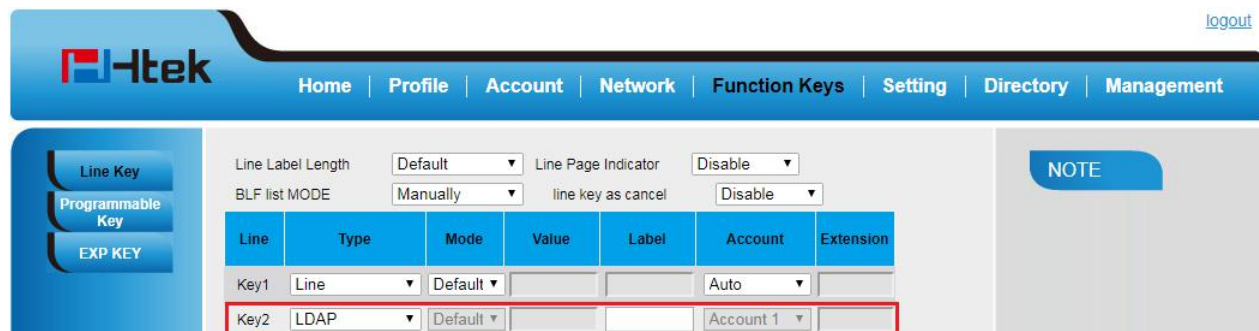
Following is the example screenshot for the configuration.



To Configure LDAP Key

To configure LDAP Key via Web interface:

1. Click Function Keys→Line Key→ choose Line Key 2(for example)
2. Select LDAP in the Type field.
3. Click  to save the configuration.



The screenshot shows the Htek web interface with the 'Function Keys' menu selected. The 'Line Key' configuration page is displayed, showing a table with columns: Line, Type, Mode, Value, Label, Account, and Extension. The 'Key2' row is highlighted, showing 'LDAP' selected in the 'Type' field and 'Account 1' in the 'Account' field. The 'SaveSet' button is visible in the top right corner.

| Line | Type | Mode | Value | Label | Account | Extension |
|------|------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Auto | |
| Key2 | LDAP | Default | | | Account 1 | |

To Configure LDAP Key via Phone interface:

1. Press Menu→Features→Function Keys→Line Keys as Function Keys→Line Key 2
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:



The screenshot shows the phone's LCD display with the title 'LDAP Contacts' and '1/70'. The display lists contacts with their names and numbers: navy (828), william (831), Simon (829), and jack (817). Below the list is a 'Filter Prefix:' field and a row of buttons: Cancel, 2aB, Delete, and Option.

| Name | Number |
|---------|--------|
| navy | 828 |
| william | 831 |
| Simon | 829 |
| jack | 817 |

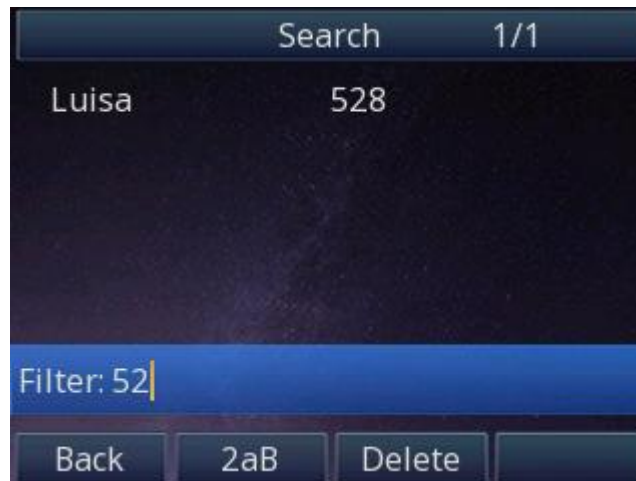
For More detail, please refer to www.htek.com


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 soft key on Idle interface.
2. Click the More soft key, then you can see the Search soft key
3. Click the Search soft key, you can enter the desired part of name or part of number.
4. With the search content to match the contact will be automatically displayed on the LCD within 5 seconds.


**To search contact in Local contacts:**

1. Click the Directory soft key on Idle interface.
2. Click the  button and select the Local contacts list.
3. Click the More soft key, then you can see the Search soft key
4. Click the Search soft key, you can enter the desired part of name or part of number.
5. With the search content to match the contact will be automatically displayed on the LCD within 5 seconds.

To search contact in Remote contacts:

1. Click the Directory soft key on Idle interface.
2. Click the  button and select the Remote Contacts list.
3. Select the desired Remote Contact and click Enter soft key.
4. Click the Search soft key, you can enter the desired part of name or part of number.
6. With the search content to match the contact will be automatically displayed on the LCD within 5 seconds.

To search contact in LDAP contacts:



1. Click the Directory soft key on Idle interface.
2. Click the  button and select the LDAP Contacts list.
3. Enter the first character or more of contact's name or number.
4. With the search content to match the contact will be automatically displayed on the LCD within 5 seconds.

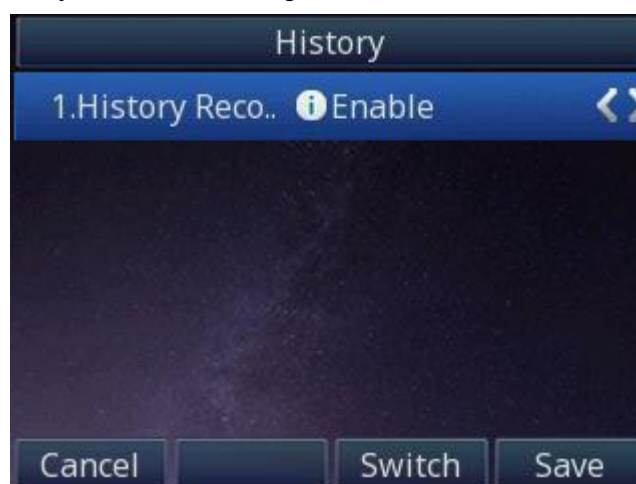
Call History Setting

Call History

This phone maintains call history lists of Dialed Calls, Received Calls, Missed Calls and Forwarded Calls. The call history list supports up to 100 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:

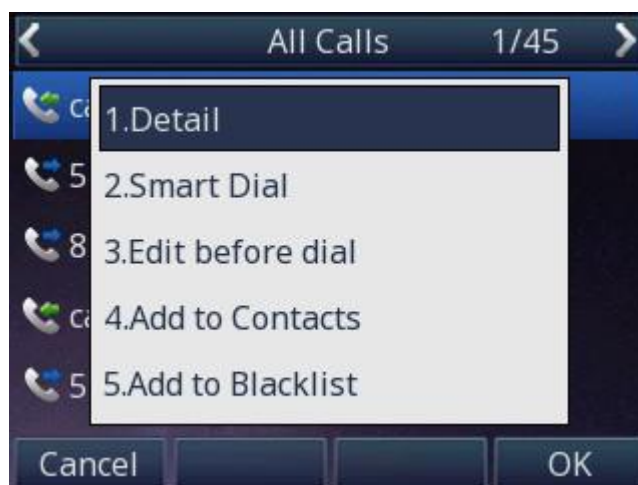
1. Press Menu→Features→History Setting
2. Press  or  soft key to enable History record.
3. Press Save soft key to save the configuration.



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.



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

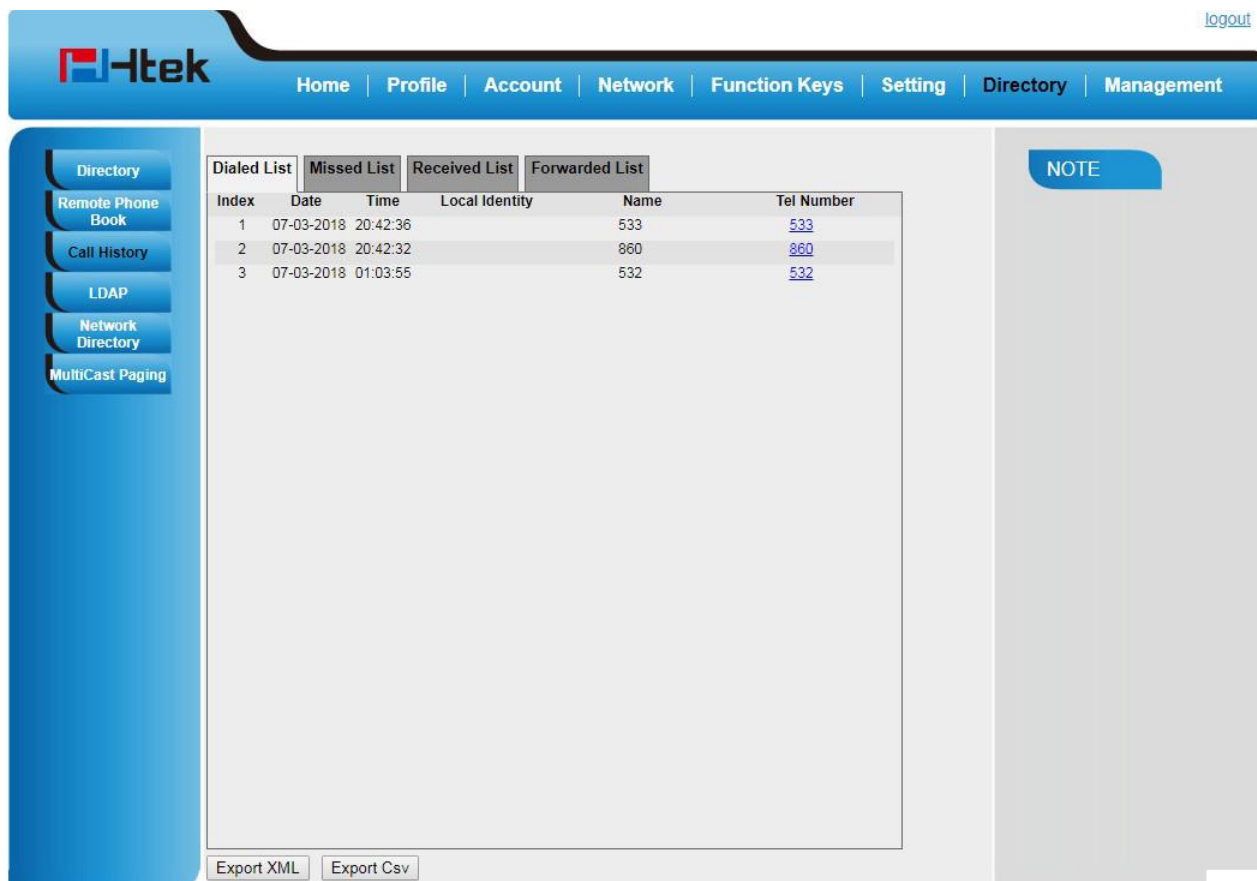
1. Press the History soft key.
2. Press Right or Left Key to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
3. Press UP or DOWN key to select the desired entry.
4. Press the Delete soft key.

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



| Index | Date | Time | Local Identity | Name | Tel Number |
|-------|------------|----------|----------------|------|---------------------|
| 1 | 07-03-2018 | 20:42:36 | | 533 | 533 |
| 2 | 07-03-2018 | 20:42:32 | | 860 | 860 |
| 3 | 07-03-2018 | 01:03:55 | | 532 | 532 |

To Dial a call from Call History via Web interface:

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


[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

[Directory](#)
[Remote Phone Book](#)
[Call History](#)
[LDAP](#)
[Network Directory](#)
[MultiCast Paging](#)





Dialed List
Missed List
Received List
Forwarded List

| Index | Date | Time | Local Identity | Name | Tel Number |
|-------|------------|----------|----------------|------|---------------------|
| 1 | 07-03-2018 | 20:42:36 | | 533 | 533 |
| 2 | 07-03-2018 | 20:42:32 | | 860 | 860 |
| 3 | 07-03-2018 | 01:03:55 | | 532 | 532 |

Export XML
Export Csv

NOTE

To Dial a call from Call History via Phone interface:



1. Press History soft key or press Menu → History → Local History
2. Press  and  to select the targeted one.
3. Press the Dial soft key, , or , or the corresponding line key.


Audio Setting

Ring Tone

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

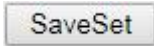
To adjust the Ring Tone Type via Phone interface:

1. Press Menu → Settings → Basic Setting → Ring Tone.
2. Press  and  to select the aimed one.

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



To adjust the Ring Tone Type via Web Interface

1. Setting → Preference → Ring Tones
2. Select the wanted one
3. Click  to save the configuration.

[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

[Preference](#)
[Features](#)
[BLF Settings](#)
[Date&Time](#)
[Tones](#)
[SMS](#)
[Action URL](#)
[Softkey Layout](#)
[TR069](#)
[SIP](#)

Web Language: English
LCD Language: English
LCD Font Size: Normal
Keypad DTMF Tone: ☒ On ☐ Off
Handfree AGC: ☐ Disable ☒ Enable
Volume Amplification: 0dB default
HandSet Send Volume: 0dB default
HeadSet Send Volume: 0dB default
HandFree Send Volume: 0dB default
Backlight Inactive Level: Low
Backlight Active Level: 10
Backlight Time: 0
Screen Time Out: off
Expansion screensaver time: 10 min
Text Logo:
ScreenSaver Type: time & logo
Upload Screen Photo: Choose file No file chosen
Upload Photo Cancel
(PPhoto size should be less than 2M bytes, name length should be less than 48)
ScreenSaver Photo: ScreenSaver Photo1 Delete
Ring Tones: Ring2.bin

NOTE
ScreenSaver Photo:
You can only upload screen photos in format of '.bmp' and '.jpg'.

To configure Distinctive Ring Tone via Phone Interface


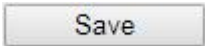
1. Press Directory
2. Select the target contact
3. Press Detail soft key to edit the contact.
4. Press and to select the wanted Ring Tone for the contact
5. Press Save soft key to save the contact.

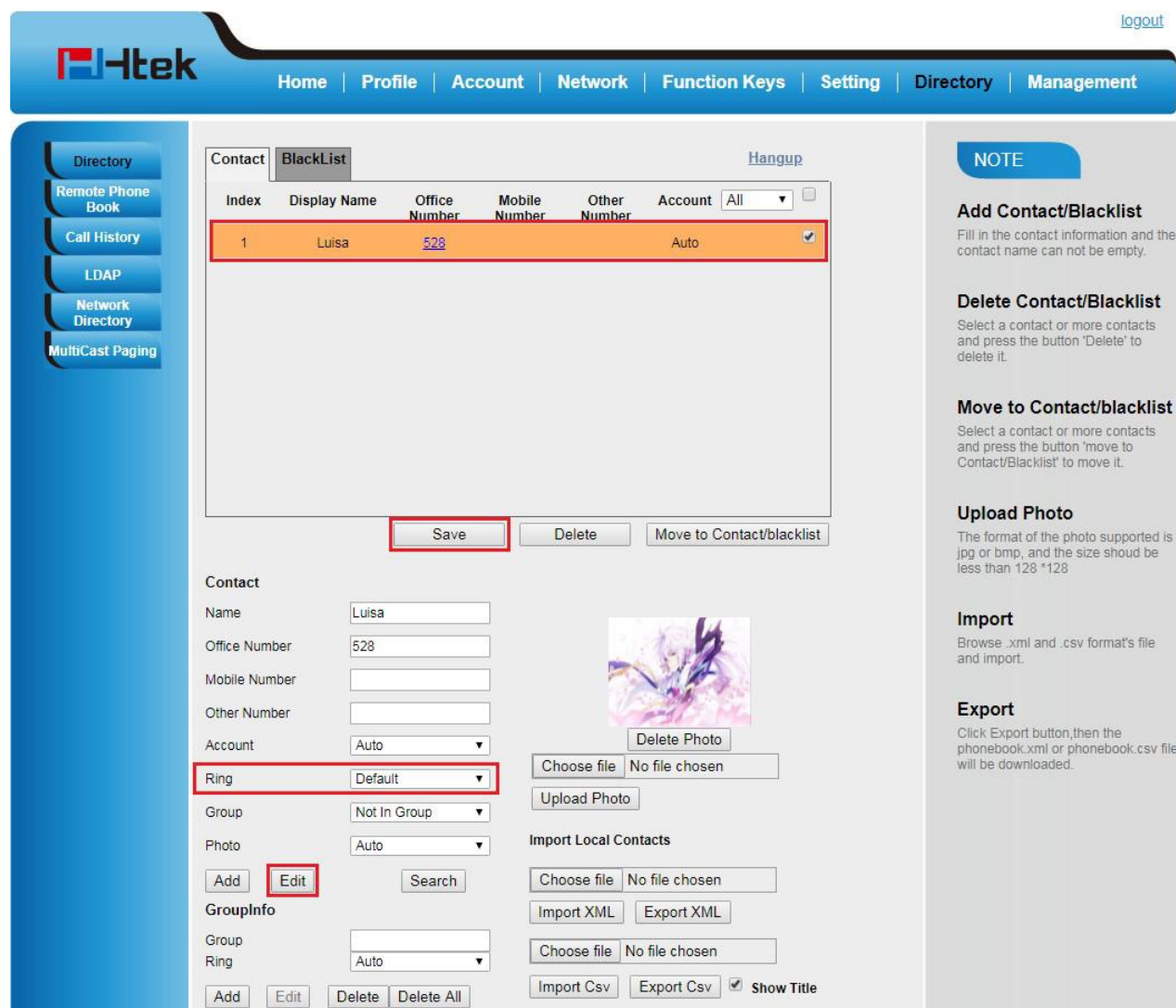
Luisa

2.Number: 528
3.Mobile Num..
4.Other Numb..
5.Account: Auto
6.Ring Tone: Default Ring

Cancel Switch Dial



To configure Distinctive Ring Tone via Web Interface

1. Directory → Directory → Contact
2. Choose the Ring Tone you want to use.
3. Click  →  to save the configuration.



Click [Ring tone](#) for more information.



Volume

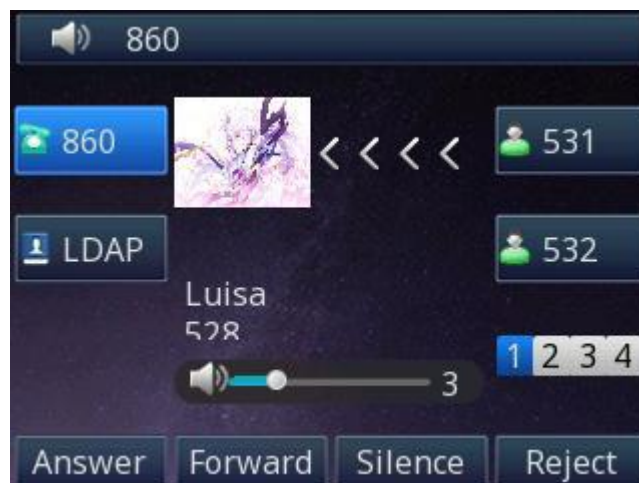
You can adjust the volume for the phone by the volume keys:  and .

To adjust the Ring tone volume via Phone interface:

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

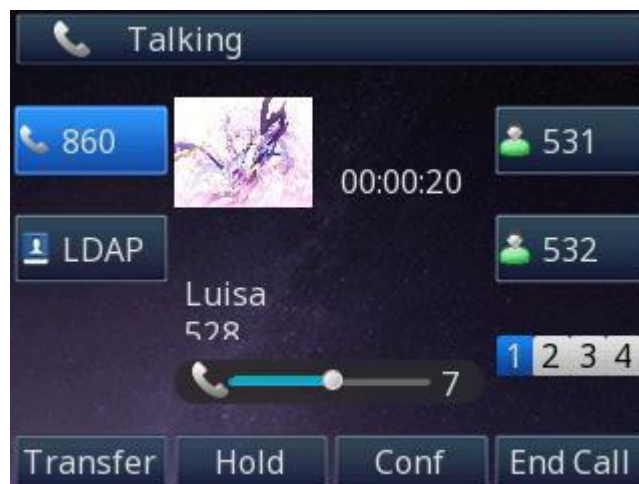


2. Option 2: To press  and  during the call is ringing.


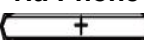


To adjust the handset volume via Phone interface:

To press  and  during a call in handset mode.



To adjust the headset volume via Phone interface:

To press  and  during a call in headset mode.



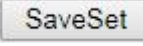
To adjust the speaker Volume via Phone interface:

To press  and  during a call in speaker mode.



Voice Mail Tone

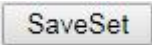
This option can set whether to play the beep for phone's voice mail

1. Click the Setting → Preference
2. Select On or Off for Voice Mail Tone.
3. Click  for the setting.



Play Hold Tone

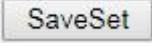
When you hold the phone, Whether to play hold tone

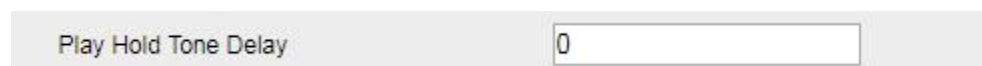
1. Click the Setting → Preference
2. Set On or Off for Play Hold Tone.
3. Click  for the setting.



Play Hold Tone Delay

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

1. Click the Setting → Preference
2. Set the value for Play Hold Tone Delay.
3. Click  for the setting.



System Settings

Dial Plan

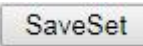
Dial plan is a string of characters that governs the way this phone processes the inputs received from your phone keypad. This phone supports dial plan with following accept digits:

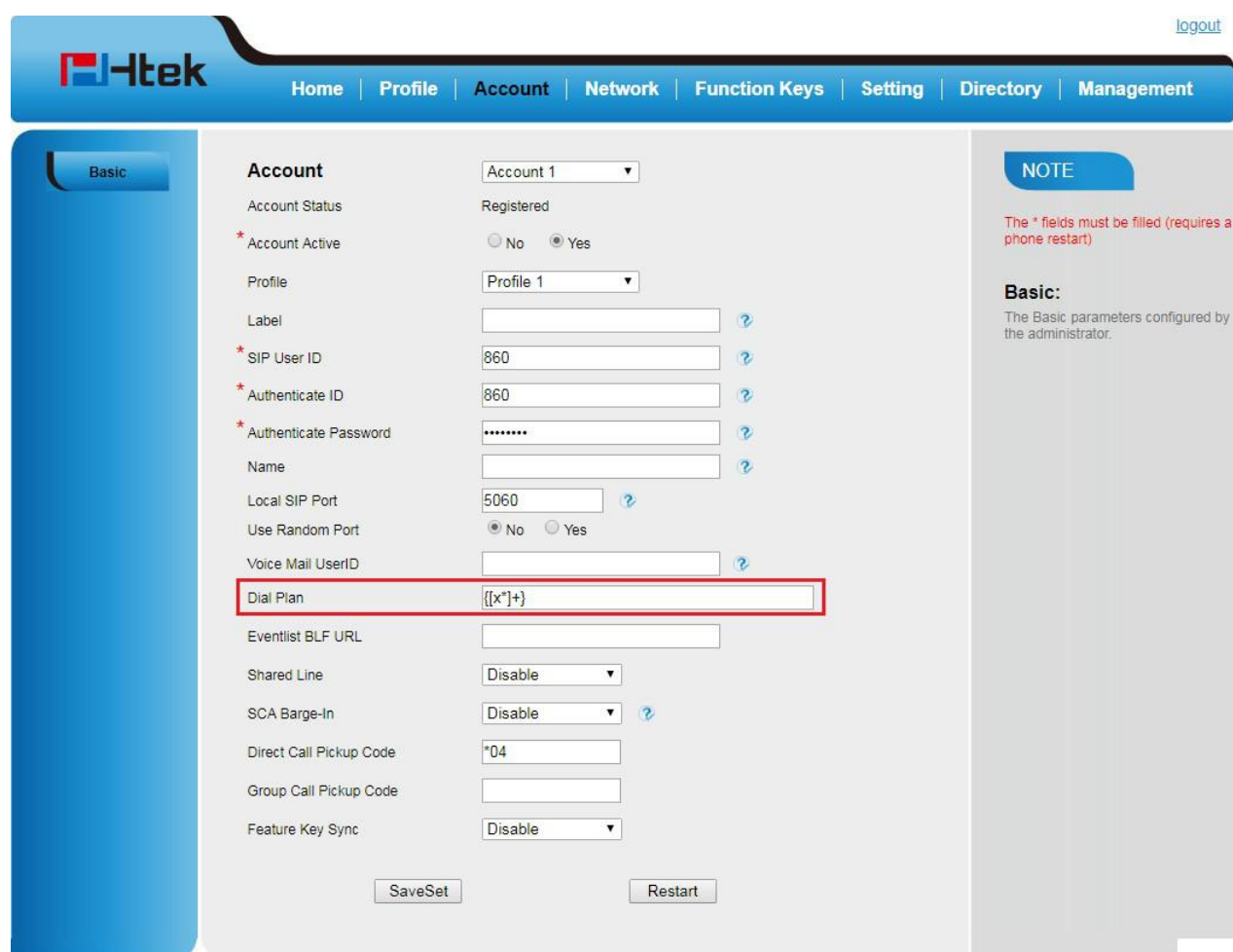
1,2,3,4,5,6,7,8,9,0, *, #

| Grammar | Description |
|---------|--------------------------|
| x | any digit from 0-9; |
| xx+ | at least 2-digit number; |
| ^ | 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 → Basic → Dial Plan.
2. Fill the value in dial plan field.
3. Click  to save the configuration.



The screenshot shows the Htek web interface for configuring an account. The 'Account' section is selected, and the 'Basic' tab is active. The 'Dial Plan' field is highlighted with a red box and contains the value '[x*]+'. The page includes a navigation bar with links like Home, Profile, Account, Network, Function Keys, Setting, Directory, and Management. A sidebar on the left shows the 'Basic' tab. The main content area contains various configuration fields for the account, including Account Status, Account Active, Profile, Label, SIP User ID, Authenticate ID, Authenticate Password, Name, Local SIP Port, Use Random Port, Voice Mail UserID, Eventlist BLF URL, Shared Line, SCA Barge-In, Direct Call Pickup Code, Group Call Pickup Code, and Feature Key Sync. A 'NOTE' box on the right states: 'The * fields must be filled (requires a phone restart)'. At the bottom, there are 'SaveSet' and 'Restart' buttons.

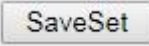
Note:

Illegal input will fall back to default: [x*]+. For More, please refer to www.htek.com

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 → Preference
2. Fill the blank of Dial-Now Timeout: for example, 5(seconds). (0 means dial out immediately).
3. Click the  button to save the configuration


| | | |
|-----------------------------|--------------------------------|---|
| Dial-now Time-out (seconds) | <input type="text" value="5"/> |  |
|-----------------------------|--------------------------------|---|

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 → 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  button to save the configuration.

| | | |
|-------------------------------|--------------------------------|---|
| NO Key Entry Timeout(seconds) | <input type="text" value="0"/> |  |
|-------------------------------|--------------------------------|---|

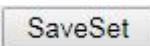
Emergency Call

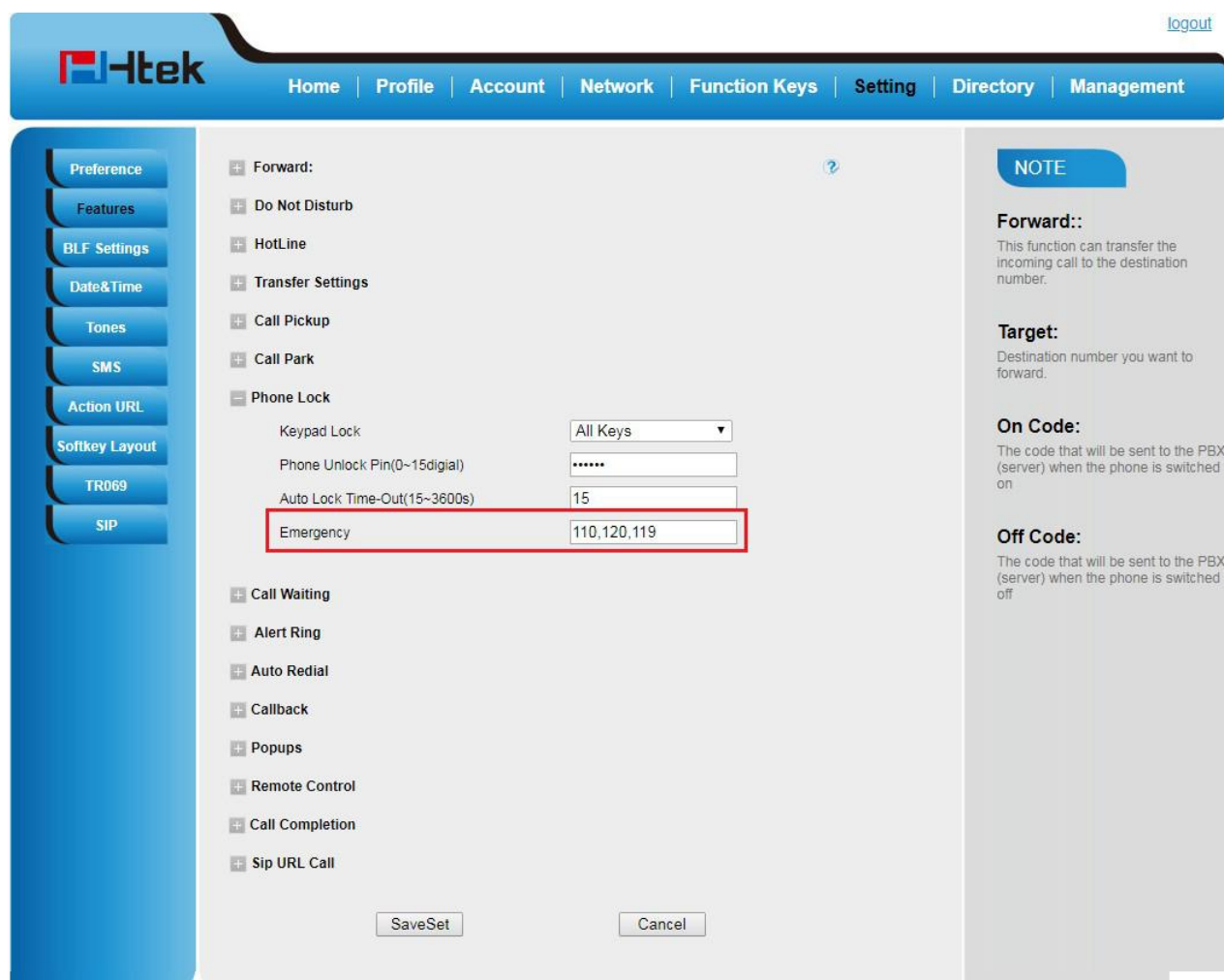
Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number that 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 (e.g.110,119,120) in the Emergency field,
3. Click  to save the configuration.



The screenshot shows the Htek web interface for configuring a phone. The top navigation bar includes links for Home, Profile, Account, Network, Function Keys, Setting, Directory, and Management. The left sidebar lists various settings categories: Preference, Features, BLF Settings, Date&Time, Tones, SMS, Action URL, Softkey Layout, TR069, and SIP. The main content area is titled 'Phone Lock' and contains several configuration options: Forward, Do Not Disturb, HotLine, Transfer Settings, Call Pickup, Call Park, and Phone Lock. Under the Phone Lock section, there are fields for Keypad Lock (set to All Keys), Phone Unlock Pin (0~15 digits), Auto Lock Time-Out (15~3600s) (set to 15), and Emergency (set to 110,120,119). The Emergency field is highlighted with a red box. At the bottom of the form are 'SaveSet' and 'Cancel' buttons. On the right side, there is a 'NOTE' section with information about Forward, Target, On Code, and Off Code.

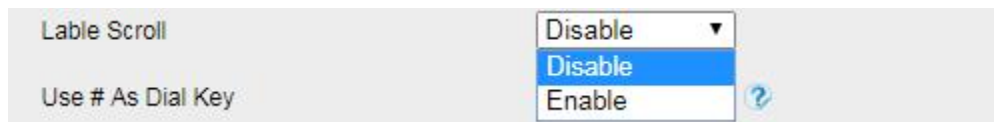
Label Scroll

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 → Preference
2. Select Enable or Disable for Label Scroll.

3. Click  for the setting.



Show Missed Calls

Whether to show missed call notification on LCD

To configure Show Missed Calls via Web interface:

1. Click the Setting → Preference
2. Select Yes or No for Show Missed Calls.

3. Click  for the setting.



Auto Logout Time

Set the Web login timeout

1. Click the Setting → Preference
2. Set number 1~5000 min for Auto Logout Time.

3. Click  for the setting.

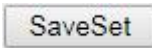


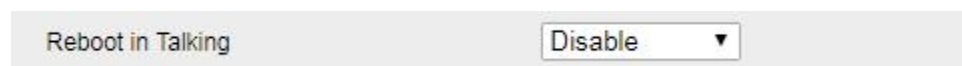
Reboot in Talking

This function is to allow reboot during the calls or not

1. Click the Setting → Preference

2. Set Enable or Disable for Reboot in Talking.

3. Click  for the setting.



Detect IP Conflict

LCD can display message when IP conflict

1. Click the Setting → Preference
2. Set Enable or Disable for Detect IP Conflict.

3. Click  for the setting.

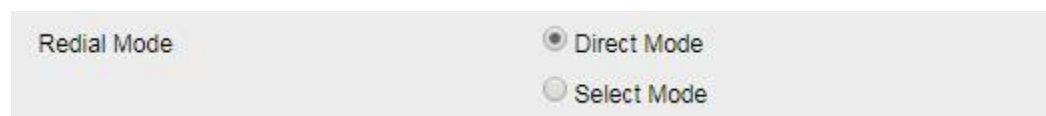


Redial Mode

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 → Preference
2. Set Direct Mode or Select Mode for Redial Mode.

3. Click  for the setting.



Keypad Lock

To enable Keypad Lock via Phone interface

1. Press Menu--Settings--Advanced Setting--Phone Setting--Lock
2. Press  and  key or Switch to change selected lock type: All Keys, Menu Key,

Function Key, Lock & Answer

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

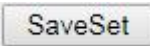
To disable Keypad Lock via Phone interface


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

2. Press  and  key or Switch to change to choose Disable.

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

To enable Keypad Lock via Web interface

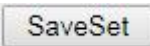
1. Click Web interface Setting → Features
2. To choose the Phone Lock.
3. To fill the Phone Unlock Pin and Auto Lock Time-Out
4. Fill the Emergency Number, when the phone is Lock, only Emergency Number can be sent.
5. To click  to save the configuration.



The image shows a web interface for configuring 'Phone Lock'. It has a title bar 'Phone Lock' with a minus icon. Below it are four rows of settings:

| | |
|------------------------------|-------------|
| Keypad Lock | All Keys ▼ |
| Phone Unlock Pin(0~15dial) | |
| Auto Lock Time-Out(15~3600s) | 15 |
| Emergency | 110,120,119 |

To Disable Keypad Lock via Web interface

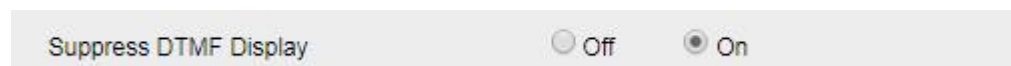
1. Click Web interface Setting →Features
2. To choose Disable for the Phone Lock.
3. To click  to save the configuration.

Suppress DTMF Display

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

1. Click the Setting → Preference
2. Select On or Off for Suppress DTMF Display.

3. Click  for the setting.

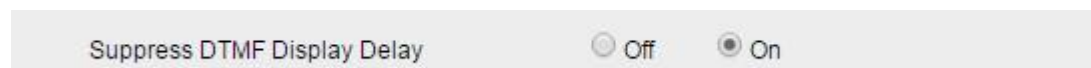


Suppress DTMF Display Delay

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

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

3. Click  for the setting.



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 → Preference
2. Set Enable or Disable for Check-Syn With Authenticate.


3. Click  for the setting.



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  to save the setting.

Click [Action URL](#) for more how to use, or check on www.htek.com

[logout](#)

 [Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | **[Setting](#)** | [Directory](#) | [Management](#)

Preference

Features

BLF Settings

Date&Time

Tones

SMS

Action URL

Softkey Layout

TR069

SIP

| | | |
|------------------------|----------------------|-------------------|
| Setup Completed | <input type="text"/> | ? |
| Log On | <input type="text"/> | ? |
| Log Off | <input type="text"/> | ? |
| Register Failed | <input type="text"/> | ? |
| Off Hook | <input type="text"/> | ? |
| On Hook | <input type="text"/> | ? |
| Incoming Call | <input type="text"/> | ? |
| Outgoing Call | <input type="text"/> | ? |
| Call Established | <input type="text"/> | ? |
| Call Terminated | <input type="text"/> | ? |
| Open DND | <input type="text"/> | ? |
| Close DND | <input type="text"/> | ? |
| Open Always Forward | <input type="text"/> | ? |
| Close Always Forward | <input type="text"/> | ? |
| Open Busy Forward | <input type="text"/> | ? |
| Close Busy Forward | <input type="text"/> | ? |
| Open No Busy Forward | <input type="text"/> | ? |
| Close No Busy Forward | <input type="text"/> | ? |
| Transfer Call | <input type="text"/> | ? |
| Blind Transfer call | <input type="text"/> | ? |
| Attended Transfer Call | <input type="text"/> | ? |
| Hold | <input type="text"/> | ? |
| Unhold | <input type="text"/> | ? |

NOTE

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

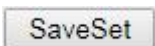
2. Select Enable for Custom Softkey

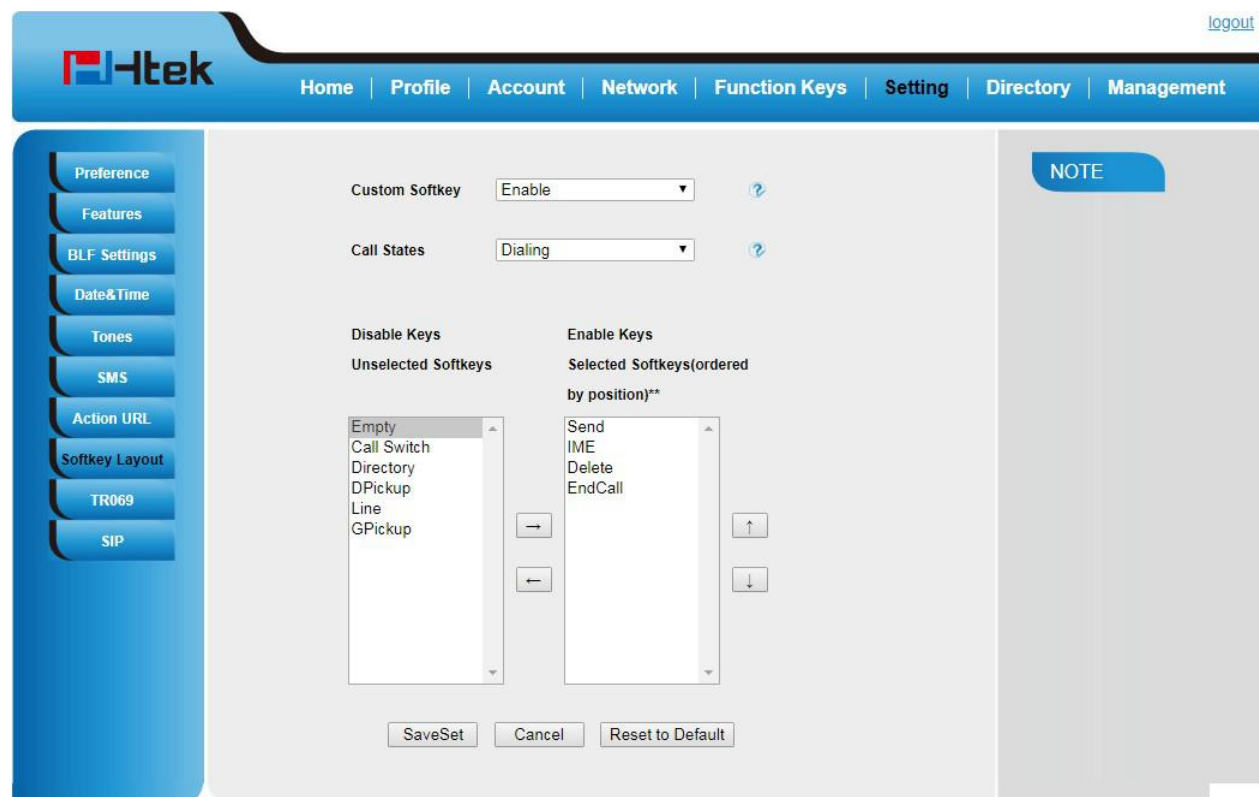
3. Select Call States.

4. Select the feature from the Disable Keys to Enable Keys field by 

 moves the Disable key to Enable field.  moves the Enable key, and it will back to Disable field.

5. Click  or  to change to position or each feature.

6. Click  to save the configuration.



The screenshot shows the Htek web interface for configuring Softkey Layout. The top navigation bar includes links for Home, Profile, Account, Network, Function Keys, Setting, Directory, and Management. The left sidebar contains a menu with options: Preference, Features, BLF Settings, Date&Time, Tones, SMS, Action URL, Softkey Layout (selected), TR069, and SIP. The main content area displays the following configuration options:

- Custom Softkey:** A dropdown menu set to "Enable".
- Call States:** A dropdown menu set to "Dialing".
- Disable Keys:** A list of unselected softkeys: Empty, Call Switch, Directory, DPickup, Line, and GPickup.
- Enable Keys:** A list of selected softkeys (ordered by position): Send, IME, Delete, and EndCall.

Between the two lists are two arrow buttons: a right arrow to move a key from Disable to Enable, and a left arrow to move a key from Enable back to Disable. To the right of the Enable Keys list are up and down arrow buttons for reordering. At the bottom of the configuration area are three buttons: SaveSet, Cancel, and Reset to Default. A "NOTE" box is visible on the right side of the interface.


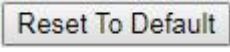
Note:

When there more than 5 items in the Enable field, the last soft key will display More, and last two item will show in the next page soft key, 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 Key via Web interface:

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

[logout](#)


Home
|
Profile
|
Account
|
Network
|
Function Keys
|
Setting
|
Directory
|
Management



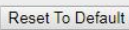
Line Key

Programmable Key

EXP KEY

| Key | Type | Label | Account | Value |
|----------|-----------|-------|-----------|-------|
| SoftKey1 | History | | Account 1 | |
| SoftKey2 | Directory | | Account 1 | |
| SoftKey3 | DND | | Account 1 | |
| SoftKey4 | Menu | | Account 1 | |

| Key | Type | Account | Value |
|-------------|---------------------|-----------|-------|
| Up | History | Account 1 | |
| Down | Directory | Account 1 | |
| Left | Switch Account Up | Account 1 | |
| Right | Switch Account Down | Account 1 | |
| OK | Status | Account 1 | |
| Cancel | N/A | Account 1 | |
| MUTE | N/A | Account 1 | |
| CONF | N/A | Account 1 | |
| TRAN | Forward | Account 1 | |
| HOLD | N/A | Account 1 | |
| Speaker | Speaker | Account 1 | |
| Headset | Headset | Account 1 | |
| VM | VM | Account 1 | |
| Volume Up | Volume Up | Account 1 | |
| Volume Down | Volume Down | Account 1 | |

NOTE

Exp Key



It only works when there is an expansion module connected with the phone.
For Exp Key configuration, please refer to: [UC46 User manual](#).

Basic Call Features




Place a Call

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

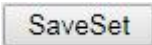

To place a call by Handset

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

To place a call by Headset:




1. Press the  (light is Green),
2. Enter the desired number.
3. Press  or , or press the Send soft key, then the call is sending.

Using headset to place and answer calls for all time





1. Click Web interface Setting →Preference
2. HeadSet Priority →Enable
3. Ringer Device For HeadSet →Use Headset
4. Click  to save the setting.
5. Press 

| | |
|---------------------------|--------------|
| HeadSet Priority | Enable ▼ |
| Ringer Device For HeadSet | Use HeadSe ▼ |


Placing a call by hands-free speakerphone

1. Press the , or press the Line key, then you can hear the dial tone.
2. Press the number.
3. Press  or  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 /Directory soft key (On the idle page) or Menu → History /Directory
2. Press  and  to select the targeted one.
3. Press the Send soft key, or , or , or the corresponding line key, then the 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 phone number, then make a call.
2. Press Hold soft key and then press New Call soft 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 End Call soft key or hang up the handset, or press .

To end a call under Headset Mode

Press the End Call soft key or press , or press .

To end a call under hands-free speakerphone Mode


Press the End Call soft key or press , or press .

Note:

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

Redial a Call

To redial the last placed call from the IP Phone:

Press  directly 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 and now 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  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  to reject the current call.

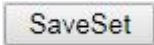
2. To press Forward to forward to another phone.
3. To press Silence soft key, and then the call will keep silent, no ring tone display.

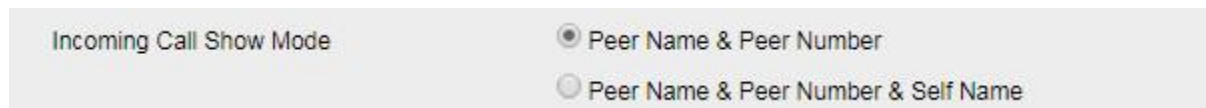
Incoming Call Show Mode

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 → Preference
2. Select the desire mode for the incoming call show mode
3. Click  to save the setting.



Incoming Call Show Mode

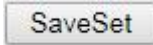
☒ Peer Name & Peer Number

☐ Peer Name & Peer Number & Self Name

Auto Answer

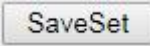
Enable auto answer feature, you will answer all incoming call automatically.

To enable Auto Answer via Web interface

1. To Click Profile → Advanced
2. To choose Yes for the Auto Answer.
3. To click  to save the configuration.

| | |
|--------------------------------|---|
| Send Anonymous | <input checked="" type="radio"/> No <input type="radio"/> Yes ? |
| Anonymous Call Rejection | <input checked="" type="radio"/> No <input type="radio"/> Yes |
| Check SIP User ID | <input checked="" type="radio"/> Don't Check <input type="radio"/> Always Check <input type="radio"/> Automatic |
| Auto Answer | <input type="radio"/> No <input checked="" type="radio"/> Yes |
| Allow Auto Answer By Call-Info | <input type="radio"/> No <input checked="" type="radio"/> Yes |
| Turn off Speaker on remote | <input type="radio"/> No <input checked="" type="radio"/> Yes |

To Disable Auto Answer via Web interface

1. To Click Profile → Advanced
2. To choose No for the Auto Answer.
3. To click  to save the configuration.

Call Hold

When using the 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 or  to hold the current call.

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

To hold a call under headset mode:

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

To hold a call during the speaker mode:



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

Call Transfer

This phone supports Blind, Attended and Semi-Attended Transfer.


Blind Transfer

When you use this feature, you can :




1. Press  or Transfer soft key during the conversation, the call is on hold now.
2. Enter the number that transfers to.
3. Press  or Transfer soft key, and now the blind transfer completed.

Attended Transfer

When you use this feature, you can

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

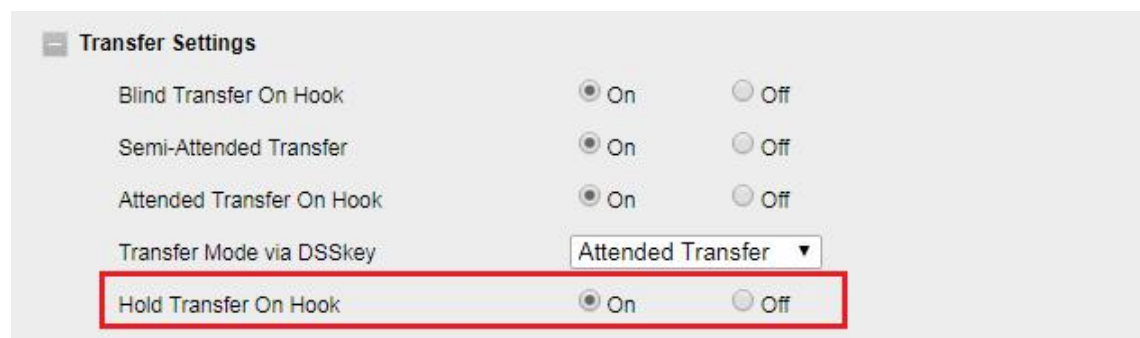
BLF Transfer

1. Set a Programmable Key or Line Key is set as BLF. For how to set BLF, please refer to [BLF](#)
2. Press  or Transfer soft key during the conversation, the call is on hold now.

3. Press BLF key then realize blind, attended and Semi-Attended Transfer.

Hold transfer on hook:

1. Setting → Features → Transfer Settings: Hold Transfer On Hook: ON.
2. A place a call to B, B answer, A press the Hold soft key 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.

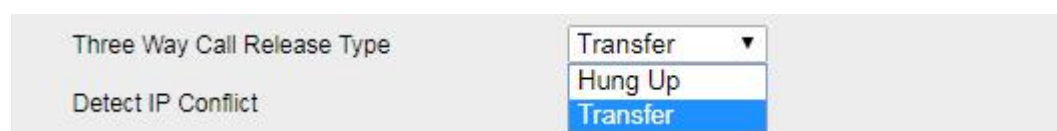


Transfer Settings

| | | |
|------------------------------|-------------------------------------|---------------------------|
| Blind Transfer On Hook | <input checked="" type="radio"/> On | <input type="radio"/> Off |
| Semi-Attended Transfer | <input checked="" type="radio"/> On | <input type="radio"/> Off |
| Attended Transfer On Hook | <input checked="" type="radio"/> On | <input type="radio"/> Off |
| Transfer Mode via DSSkey | Attended Transfer ▼ | |
| Hold Transfer On Hook | <input checked="" type="radio"/> On | <input type="radio"/> Off |

Hold transfer on Three Way conference:

1. Setting → Preference → Three Way Call Release Type: Transfer.
2. A place a call to B, B answer, A place a call to C again, C answer, A press the Conference soft key then A, B and C will establish meeting.
3. A press the End Call soft key or on-hook to exit the meeting in the process of talking.
4. Then B and C will continue to talk.



Three Way Call Release Type

Detect IP Conflict

Transfer ▼

Hung Up

Transfer

Transfer to New Call via Web interface

1. Click Setting → Features
2. Select Transfer Mode via DSS key → New Call
3. Select the desired Line Key and select Transfer in the Type.
4. Enter the phone number in the Value field.

Transfer Settings
logout

Blind Transfer On Hook ☒ On ☐ Off

Semi-Attended Transfer ☒ On ☐ Off

Attended Transfer On Hook ☒ On ☐ Off

Transfer Mode via DSSkey New Call


Hold Transfer On Hook

New Call ▼

Attended Transfer

Blind Transfer

New Call



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

Line Key

Programmable Key

EXP KEY

Line Label Length Default ▼

BLF list MODE Manually ▼

Line Page Indicator Disable ▼

line key as cancel Disable ▼

| Line | Type | Mode | Value | Label | Account | Extension |
|------|--------|-----------|-------|-------|-------------|-----------|
| Key1 | Line ▼ | Default ▼ | | | Account 1 ▼ | |
| Key2 | BLF ▼ | Default ▼ | 527 | | Account 1 ▼ | *04 |




NOTE




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 the Conference soft key, the call is placed on hold.
3. **A** enter the number of **C** and then press send soft key or .
4. **C** answer the call.
5. **A** press  or the Conference soft key, then **A**, **B** and **C** are now in a conference. (and now this is **3-way conference**)
6. **A** press the Conference soft key, 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** answer the call.
9. **A** press  or 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 the Conference soft key, the call is placed on hold.
11. **A** enter the number of **E** and then press send soft key or .
12. **E** answer the call.
13. **A** press  or 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.

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

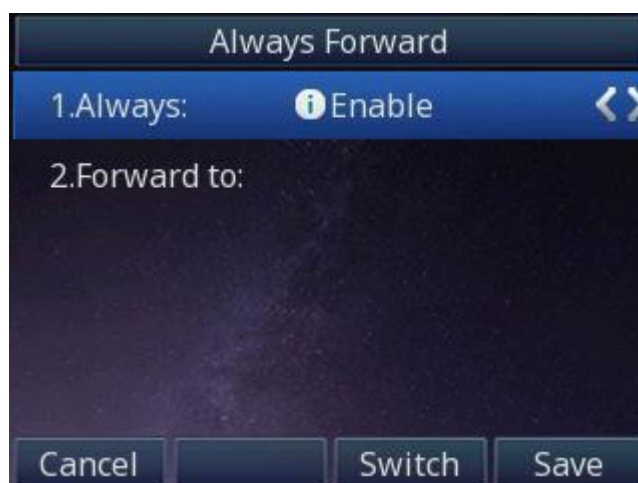
With this feature, all incoming calls will forward immediately to configured number.

1. Press Menu → Features → Call Forward → Always Forward.

2. Press  and  to select the enable choice

3. Enter the Forward To number.



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




To configure busy forward

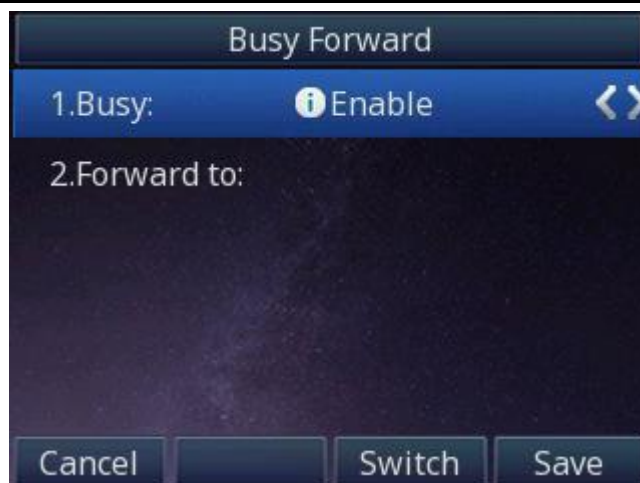
With this feature, the incoming calls are immediately forwarded if the phone is busy.

1. Press Menu → Features → Call Forward → Busy Forward.

2. Press  and  to select the enable choice.

3. Enter the Forward To number.



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



To configure no answer forward

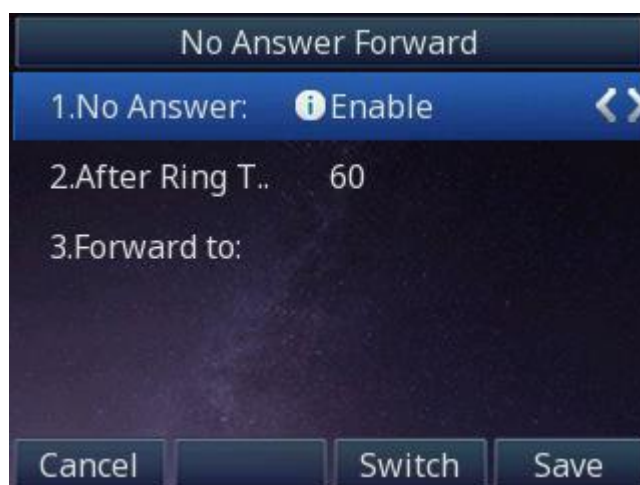
No Answer Forward: Incoming calls are forwarded if not answered after some time.


1. Press Menu → Features → Call Forward → No Answer Forward.

2. Press  and  to select the enable choice

3. Enter the Forward To number and After Ring Times.

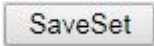
4. Press  or Save soft key to save the configuration.



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




To configure Forward via Web Interface




1. Setting → Features → Forward
2. Click On for the Always/Busy/No Answer Forward
3. Fill the Target Number
4. Fill the After Ring Time
5. Click  to save the configuration



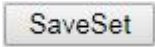
To cancel the forward feature via Phone Interface

1. Option 1: To press the  key to disable the forward feature.
2. Option 2: Press Menu → Features → Call Forward → Always/Busy/No Answer

Forward


- Press  and  to select the disable choice
- Press  or Save soft key to save the configuration.

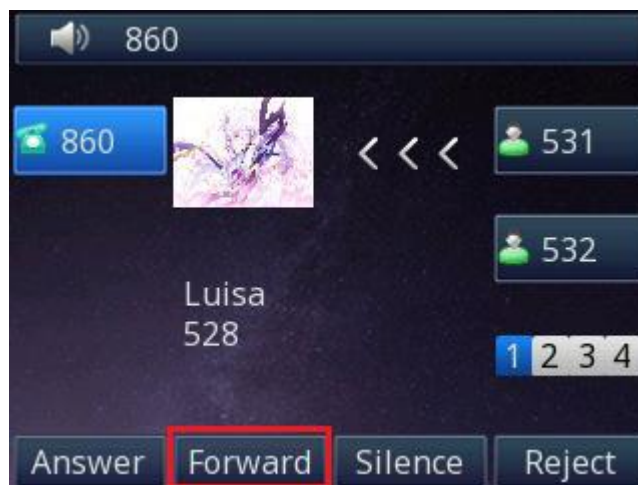
To cancel the forward feature via Web Interface

- Setting → Features → Forward
- Click Off for the Always/Busy/No Answer Forward
- Click  to save the configuration

To configure dynamic forward

Forward an incoming call during the ringing.

- When the phone is ringing, press Forward soft key.
- Enter the forward number or select the desired number from Directory soft key (Precondition: local directory has one or more contacts).
- Press  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

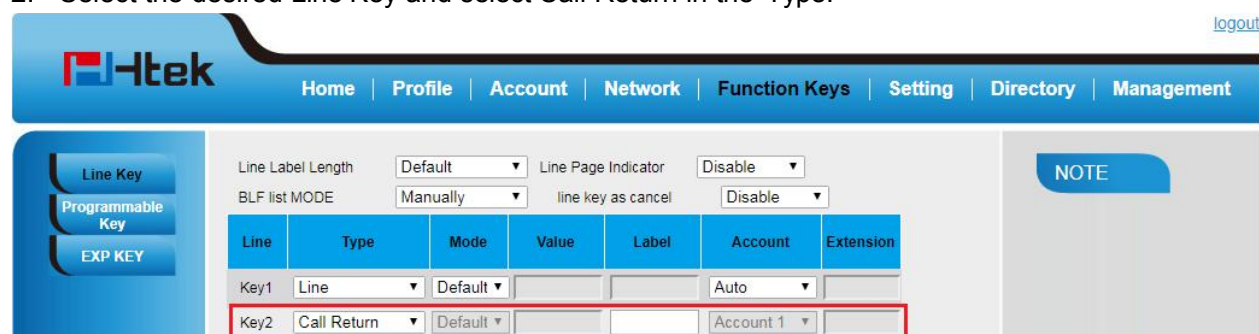
This feature allows you to dial the last phone call you received.

To configure the Call Return via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Call Return in the Type field.
3. Press  or Save soft key to save the configuration

To configure the Call Return via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Call Return in the Type.



logout

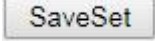
Home | Profile | Account | Network | Function Keys | Setting | Directory | Management

Line Key
Programmable Key
EXP KEY

Line Label Length: Default
BLF list MODE: Manually
Line Page Indicator: Disable
line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|-------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Auto | |
| Key2 | Call Return | Default | | | Account 1 | |

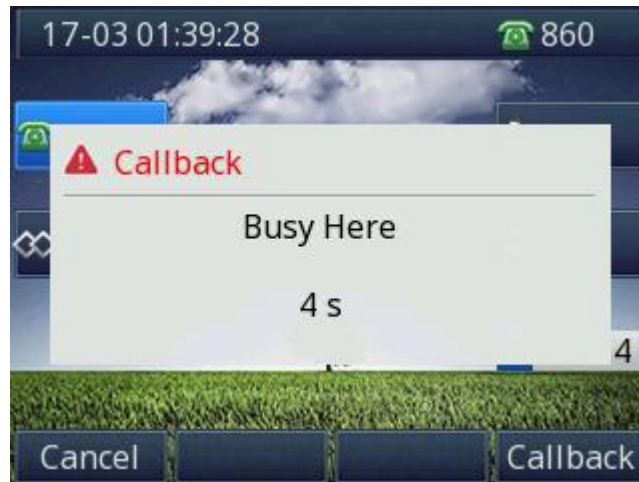
NOTE

3. Click  to save the configuration.



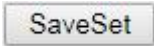
Call Back

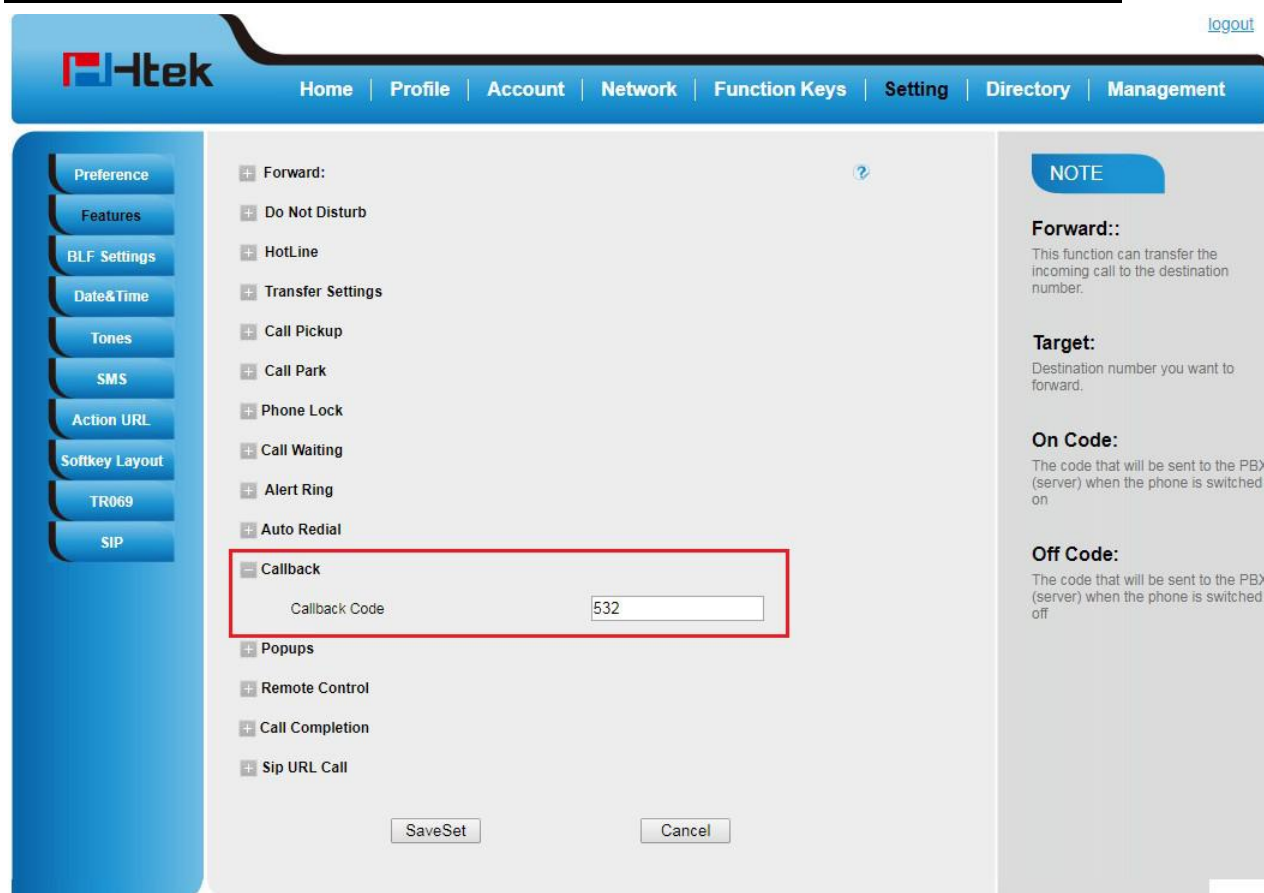
When this option is set, if the phone you call is busy and does not set call waiting or voice mail, your LCD screen will prompt for call-back, as shown in figure



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

To configure the Call Back via Web interface

1. Click Setting → Features → Callback .
2. Fill the Callback phone number.
3. Click  to save the configuration.



NOTE

Forward::
This function can transfer the incoming call to the destination number.

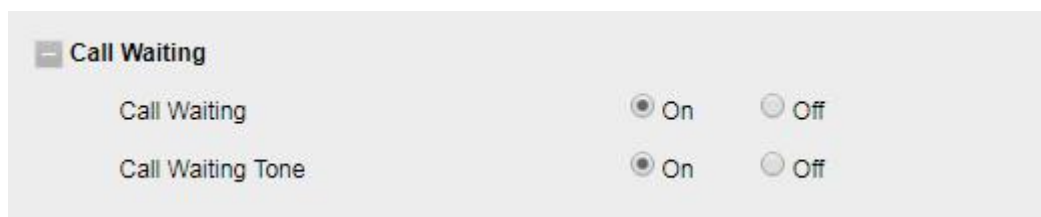
Target:
Destination number you want to forward.

On Code:
The code that will be sent to the PBX (server) when the phone is switched on

Off Code:
The code that will be sent to the PBX (server) when the phone is switched off

Call Waiting Tone

1. Click Setting → Features
2. Select Call Waiting: On and Call Waiting Tone: On



Call Waiting

Call Waiting ☒ On ☐ Off

Call Waiting Tone ☒ On ☐ Off

To Change the Call Waiting Tone time via Web interface

1. Click Setting → Tones

Home | Profile | Account | Network | Function Keys | **Setting** | 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;

NOTE

Select Country:
Select your country to generate the standard call tones. Or select Custom to customize the call tones.

Syntax: f1=freq@vol, f2=freq@vol, c=on1/off1-on2/off2-on3/off3; [...]
Note: freq: 0 - 4000Hz; vol: -30 - 0dBm

SaveSet

Cancel

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




Call Waiting Tone

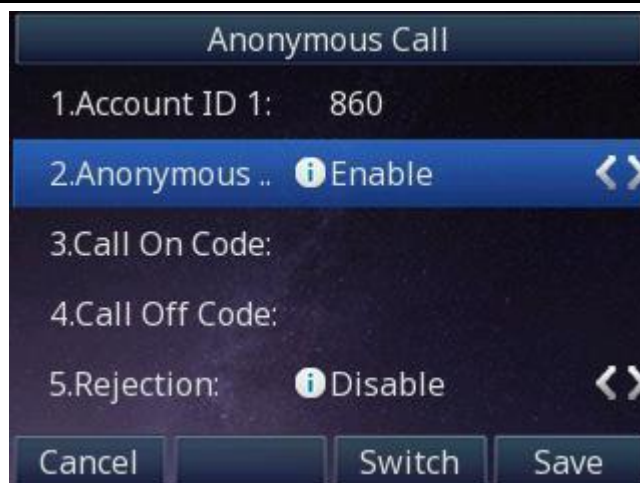
f1=440~-13 c=300/10000-300/10000-0/0;

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 → Account ID 1
2. Press  and  to select the enable choice in Anonymous Call filed.
3. Enter the Call On Code (optional), Call Off Code (optional).
4. Press  or Save soft key to save the configuration.






To cancel anonymous call feature

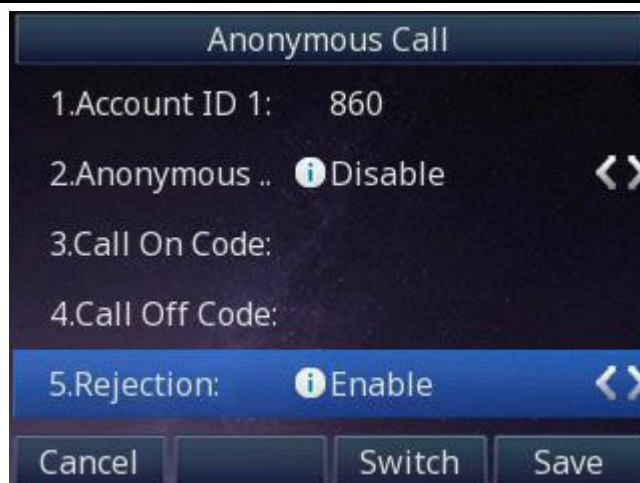
1. Press Menu →Features →Anonymous Call
2. Press  and  key to select the disable choice in Anonymous Call filed.
3. Press  or Save soft key to save the configuration.

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 →Account ID 1
2. Press  and  key to select the enable choice in Rejection filed.
3. Press  or Save soft key to save the configuration



To cancel rejecting anonymous call



1. Press Menu → Features → Anonymous Call → Account ID 1
2. Press  and  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 


2. To disable the mute function, press  again.

DND


When you use the DND feature, the phone is to reject all incoming calls automatically and you can see the mute 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  shown on the LCD.

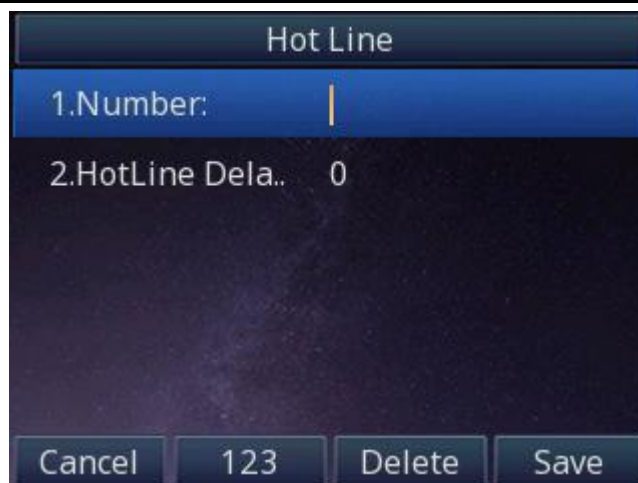
To disable DND feature via Phone interface:

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

Hot Line

To configure Hot Line via Phone interface

1. Press Menu → Features → 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



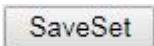
Hot Line

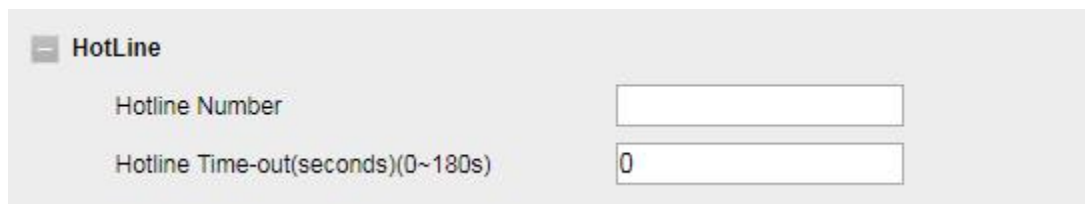
1.Number: |


2.HotLine Dela.. 0

Cancel 123 Delete Save

To configure Hotline auto dial via Web Interface

1. Setting → Features → HotLine.
2. Fill the number in the Hotline Number and Hotline Time-out.
3. Click  to save the configuration.



 HotLine

Hotline Number

Hotline Time-out(seconds)(0~180s)

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


Auto Redial

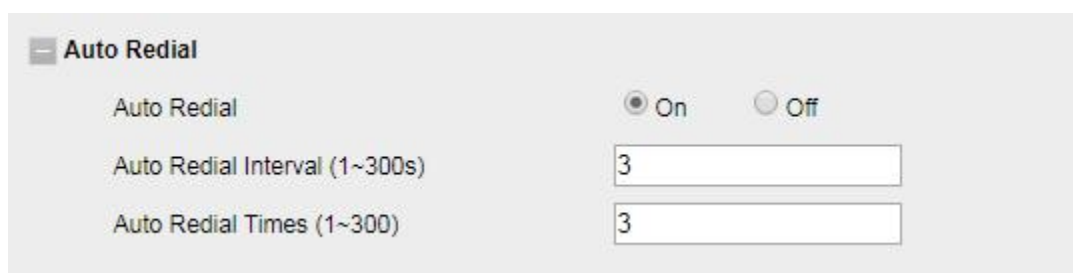
When this option is set, if the phone you call is busy and does not set call waiting or voice mail, your LCD screen will prompt for Auto Redial, as shown in figure.



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 → Features → 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  to save the configuration.



Function Key Features and Settings

The function key supports the **Line Label Length**, **Line Page Indicator**, **BLF list MODE**, **line key as cancel**:

Line Label Length: if this option is set Long label, then the label's length will be longer, it is used if the string is too long.

Line Page Indicator: Enable this option When the phone has been configured for four pages and current page is first page, the forth page has a BLF and BLF's status is changed, then the forth page's button will flash the red indicator.

Line

It works same as Line keys.


Line support three Mode (Default, lock and float)

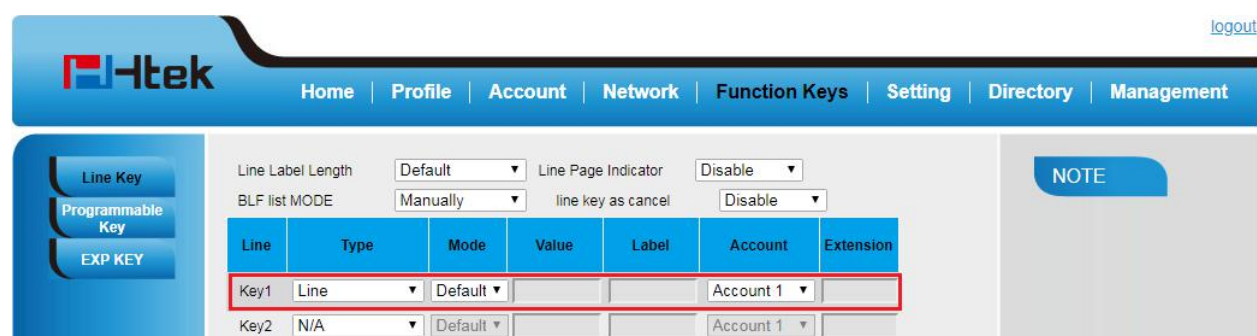
Default mode: If there is an incoming call, the phone won't navigate to the set line key account page if the line key page is set as line type and current page is page four.

Lock mode: If there is an incoming call the line key set account will reflect on the same position on every page when the first page set as the line type.

Float mode: If there is an incoming call, the phone will navigate to the set line key account page if the line key page is set as line type and current page is page four.

To configure Line Feature via Web Interface

1. Click Function Keys → Line Key.
2. Select the wanted Key and set as Line.
3. Select the Account.
4. Click the  button to save the configuration.






| Line | Type | Mode | Value | Label | Account | Extension |
|------|------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | N/A | Default | | | Account 1 | |


Speed Dial

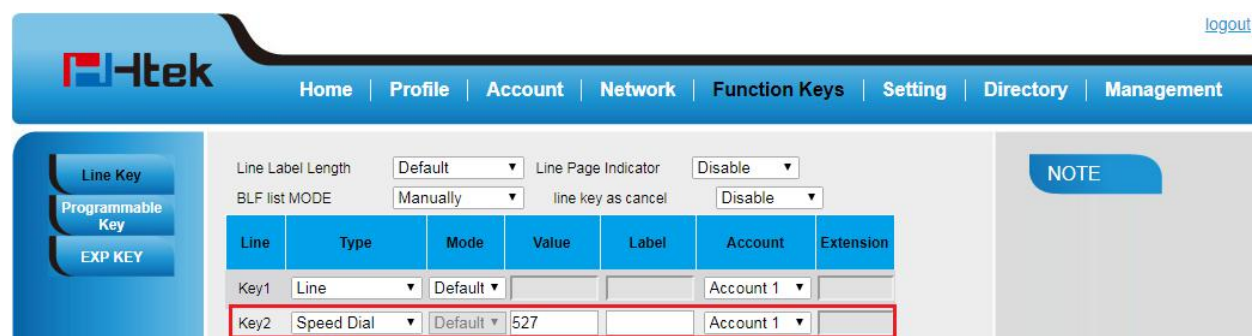
With this feature, you can dial one number by pressing the configured speed dial key.

To configure Speed Dial feature via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  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 Key will work as Speed Dial.

To configure Speed Dial feature via Web Interface

1. Click Function Keys → Line Key.
2. Select the wanted 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  button to save the configuration.



logout

Htek Home | Profile | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key
Programmable Key
EXP KEY

Line Label Length: Default
BLF list MODE: Manually
Line Page Indicator: Disable
line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Speed Dial | Default | 527 | | Account 1 | |

NOTE






BLF

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

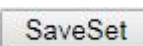
1. When the extension you are monitoring is idle, the light is steady green.
2. When the monitored extension is ringing, the light is blinking red, press the BLF key to pick the phone up directly.

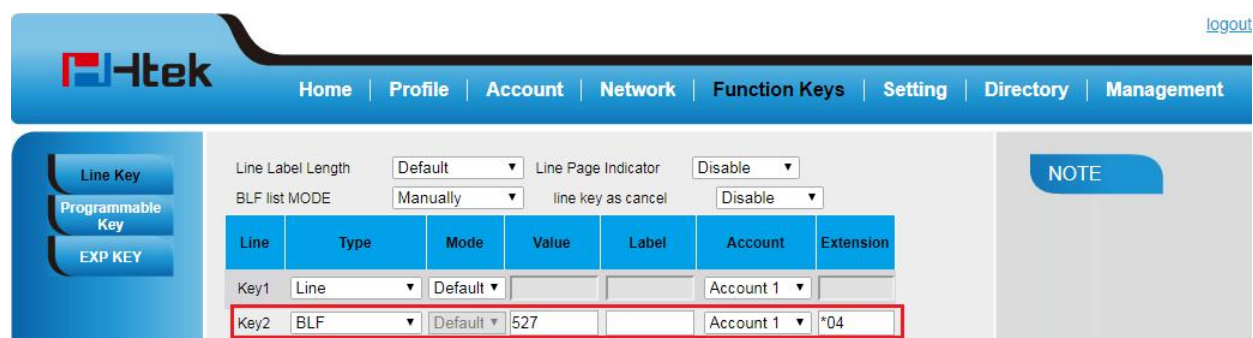
- When the monitored extension is calling or in a conversation, the light is steady red.

To configure a BLF key via Phone interface

- Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).
- Select the targeted Line Key.
- Press  and  key to select the BLF in the Type field.
- Enter the targeted Value Number.
- Press  and  key to select the Account ID.
- Enter the Pickup Code.
- Press  or Save soft key to save the configuration

To configure a BLF key via Web interface

- Click Function Keys → Line Key.
- Select the desired Line Key and select BLF in the Type.
- Enter the monitored phone number in the Value field.
- Select the Account ID
- Fill the Extension.
- Click  to save the configuration.



logout

Home | Profile | Account | Network | Function Keys | Setting | Directory | Management

Line Key
Programmable Key
EXP KEY

Line Label Length: Default
Line Page Indicator: Disable
BLF list MODE: Manually
line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | BLF | Default | 527 | | Account 1 | *04 |

NOTE

Note:

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

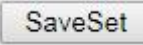
After setting the BLF key, do not need to restart the phone.

Visual Alert for BLF Pickup

If this option is enabled, when you use the BLF feature to monitor a specific phone whether it is busy or free, you can see this message on the LCD, as shown in the following figure.



To configure Visual Alert for BLF Pickup via Web Interface

1. Click Setting → Features → Call Pickup → Visual Alert for BLF Pickup
2. Select Enable or Disable for Visual Alert for BLF Pickup
3. Click  to save the configuration.

Call Pickup

Call Pickup Mode

FAC

Direct Call Pickup

Disable

Direct Call Pickup Code

Group Call Pickup

Disable

Group Call Pickup Code

Visual Alert for BLF Pickup

Enable


Audio Alert for BLF Pickup

Disable

Audio Alert for BLF Pickup

If this option is enabled, when you use the BLF feature to monitor a specific phone whether it is busy or free, you can hear beep.

To configure Audio Alert for BLF Pickup via Web Interface

1. Click Setting →Features →Call Pickup→ Audio Alert for BLF Pickup
2. Select Enable or Disable for Audio Alert for BLF Pickup
3. Click  to save the configuration.



| | |
|---|----------------------|
|  Call Pickup | |
| Call Pickup Mode | FAC ▼ |
| Direct Call Pickup | Disable ▼ |
| Direct Call Pickup Code | <input type="text"/> |
| Group Call Pickup | Disable ▼ |
| Group Call Pickup Code | <input type="text"/> |
| Visual Alert for BLF Pickup | Disable ▼ |
| Audio Alert for BLF Pickup | Enable ▼ |

BLF List

To configure BLF List via Web interface:

1. Login and click Account→Basic
2. Fill the Eventlist BLF URL and click  to save the configuration.

logout

Home | Profile | Account | Network | Function Keys | Setting | Directory | Management

Basic

Account

Account 1

Account StatusRegistered

* Account Active☐ No ☒ Yes

ProfileProfile 1

Label

* SIP User ID531

* Authenticate ID531

* Authenticate Password*****

Name

Local SIP Port5060

Use Random Port☒ No ☐ Yes

Voice Mail UserID

Dial Plan{[x*]+}

Eventlist BLF URL

Shared LineDisable

SCA Barge-InDisable

Direct Call Pickup Code*04

Group Call Pickup Code

Feature Key SyncDisable

SaveSetRestart

NOTE

The * fields must be filled (requires a phone restart)


Basic:
The Basic parameters configured by the administrator.

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  to save the configuration.

For more information, please check on www.htek.com.


Voice Message

This phone supports Voicemail, and when there is a message, the message  will light green. Moreover, when you pick up the handset, or press Speaker key, you will hear

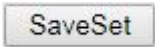
some faster busy tone.



To configure the Voice mail feature via Phone interface:

1. Press Menu → Messages → Voice Mail → Set Voice Mail.
2. Enter the Account No.1/2/3/4/5/6.../16
3. Press  or Save soft key to save the configuration

To configure Voice Mail Line Key via Web Interface:

1. Click Function Keys → 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  to save the configuration.

[logout](#)

Home | Profile | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key
 Programmable Key
 EXP KEY

Line Label Length: Default

Line Page Indicator: Disable




BLF list MODE: Manually

line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Voice Mail | Default | *02 | | Account 1 | |

NOTE

To configure a Voice mail key by Phone interface:


1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).
2. Select the targeted Line Key.
3. Press  and key to select the Voice Mail in the Type field.
4. Enter the Value.
5. Press  and key to select the Account ID.
6. Press  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) and the voice message button flashes green.

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

To view the voicemail via Phone interface:

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

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


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, voice mail indicator LED and targeted Line Key will go out.

Direct Pickup

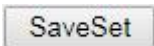
With this feature, you can pick up the set line when it ringing.

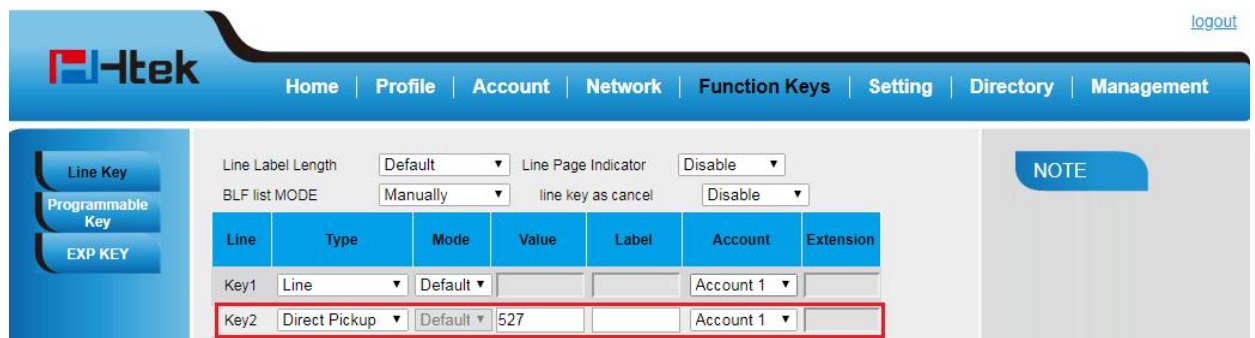
To configure Direct Pickup feature via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the PickUP in the Type field.
3. Enter the Value.
4. Press  and  key to select the Account ID.
5. Press  or Save soft key to save the configuration

Then the selected Line Key will work as Direct Pickup.

To configure Direct Pickup feature via Web Interface

1. Click Function Keys → Line Key.
2. Select the wanted Line Key and set as Direct Pickup.
3. Enter the desired phone number in the Value field.
4. Select the Account.
5. Click  to save the configuration.



Line Label Length: Default | Line Page Indicator: Disable | BLF list MODE: Manually | line key as cancel: Disable






| Line | Type | Mode | Value | Label | Account | Extension |
|------|---------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Direct Pickup | Default | 527 | | Account 1 | |

NOTE

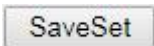
Group Pickup

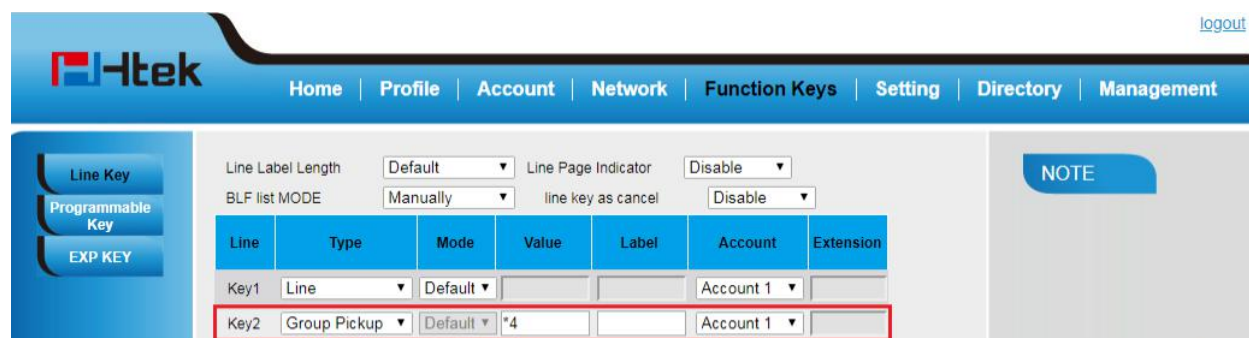
With this feature, you can pick up the specified group that you want incoming calls.

To configure the Pickup via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Group in the Type field.
3. Enter the group pickup code or the direct pickup code followed the desired phone number in the Value field.
4. Press  and  key to select the Account ID.
5. Press  or Save soft key to save the configuration

To configure the Group Pickup via Web interface

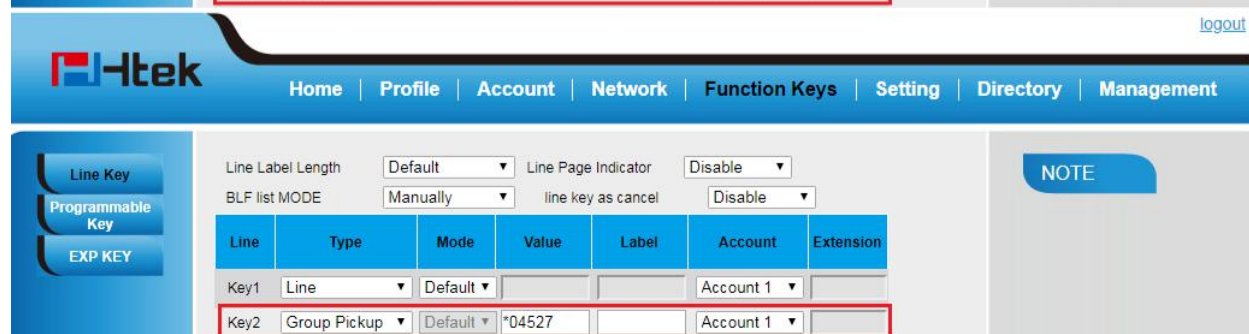
1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Group Pickup in the Type.
3. Enter the group pickup code or the direct pickup code followed the desired phone number in the Value field.
4. Select the Account.
5. Click  to save the configuration.



Line Label Length: Default Line Page Indicator: Disable

BLF list MODE: Manually line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|--------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Group Pickup | Default | *4 | | Account 1 | |



Line Label Length: Default Line Page Indicator: Disable




BLF list MODE: Manually line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|--------------|---------|--------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Group Pickup | Default | *04527 | | Account 1 | |

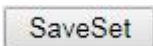
Call Park

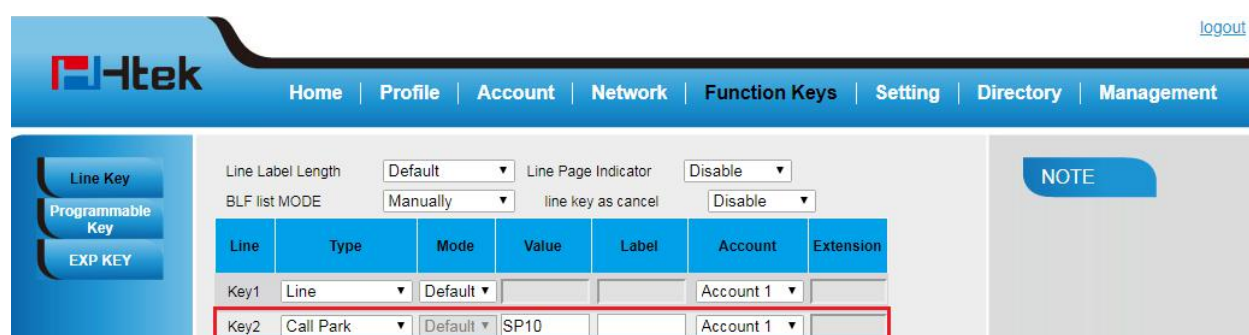
With this feature, you can put a call on hold and continue the conversation from another phone.

To configure the Call Park via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  or press Switch soft key to select the Call Park type.
3. Select the Account ID.
4. Enter the call park code in the Value field
5. Press  or Save soft key to save the configuration

To configure the Call Park via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Call Park in the Type.
3. Enter the call park code in the Value field.
4. Select the Account.
5. Click the  button to save the configuration.






The screenshot shows the Htek web interface with the 'Function Keys' menu selected. On the left, there are buttons for 'Line Key', 'Programmable Key', and 'EXP KEY'. The main area displays configuration options for 'Line Key'. The 'Line Label Length' is set to 'Default', 'Line Page Indicator' is 'Disable', and 'BLF list MODE' is 'Manually'. Below these, there is a table with columns: Line, Type, Mode, Value, Label, Account, and Extension. The table has two rows: 'Key1' and 'Key2'. 'Key2' is highlighted with a red border, showing 'Type' as 'Call Park', 'Mode' as 'Default', 'Value' as 'SP10', and 'Account' as 'Account 1'. A 'NOTE' box is visible on the right.

For More information for Call Park, please see on www.htek.com

Intercom

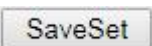
When use the intercom feature, you can quickly get access connect to the configured one.

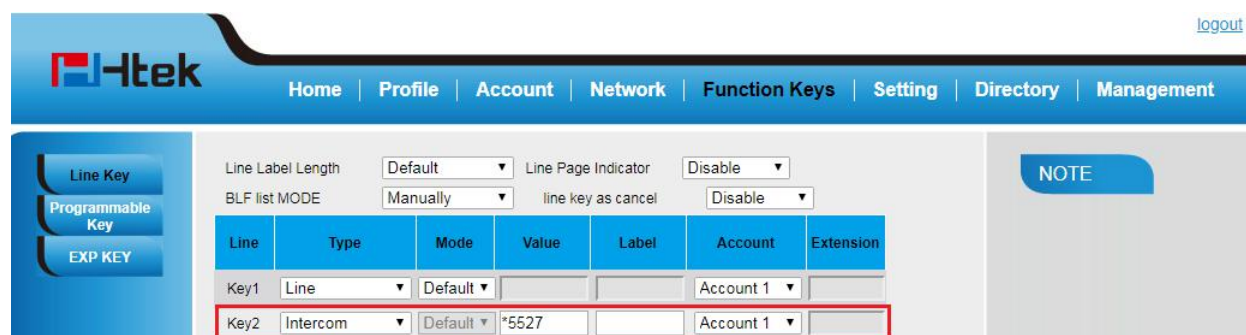
To configure intercom feature via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
 2. Press  and  key to select the Intercom in the Type field.
 3. Enter the intercom codes followed by desired number in the Value field.
 4. Select the Account ID.
 5. Press  or Save soft key to save the configuration
- Then the selected Line Key will work as intercom.

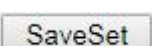
To configure Intercom feature via Web Interface

1. Click Function Keys → Line Key.

2. Select the wanted Line Key.
3. Enter intercom codes followed by desired number in the Value field.
4. Select the Account.
5. Click the  button to save the configuration.



If you want to achieve the intercom feature, you must enable the “Allow Auto Answer by Call-Info”

1. Click Profile
2. Select the desired profile from the pull-down list of Profile in the Profile field.
3. Click Advanced
4. Enable the “Allow Auto Answer By Call-Info”
5. Click the  button to save the configuration.



Note:

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

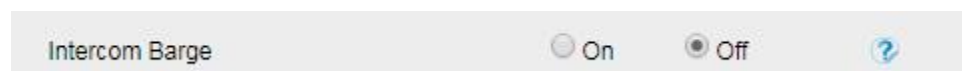
Intercom Barge

If this option is on, 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 → Preference

2. Set On or Off for Intercom Barge.

3. Click  for the setting.



Note:

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


DTMF

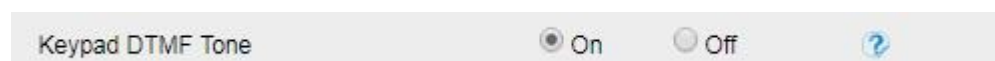
When the key is configured as DTMF key, you are allowed to send out the desired DTMF number during the conversation.

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.

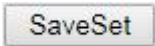
3. Click  to save the configuration.

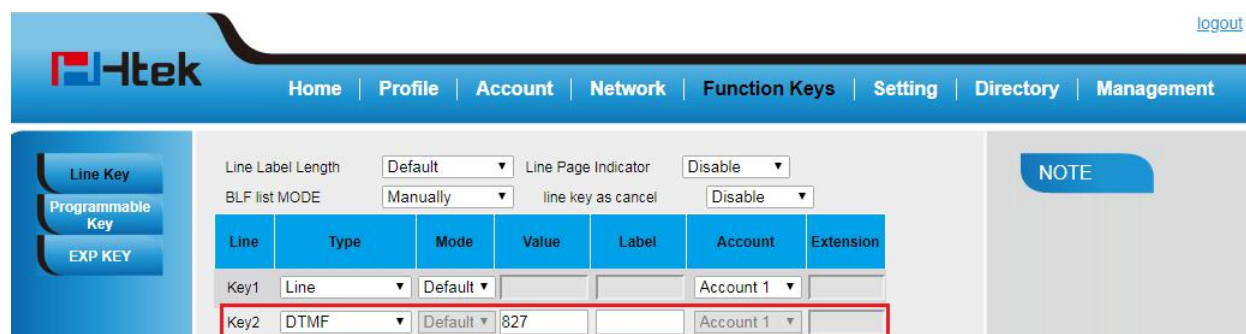


To configure the DTMF via Phone Interface

1. Press Menu →Features →Function Keys →Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the DTMF in the Type field.
3. Enter the value with the Desired DTMF number
4. Press  or Save soft key to save the configuration

To configure the DTMF via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select DTMF in the Type.
3. Fill the value with the Desired DTMF number.
4. Click the  to save the configuration.



Line Key
Programmable Key
EXP KEY

Line Label Length: Default
Line Page Indicator: Disable
BLF list MODE: Manually
line key as cancel: Disable




| Line | Type | Mode | Value | Label | Account | Extension |
|------|------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | DTMF | Default | 827 | | Account 1 | |

NOTE

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

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Prefix in the Type field.
3. Enter the Value with number that you want to set as prefix
4. Press  or Save soft key to save the configuration

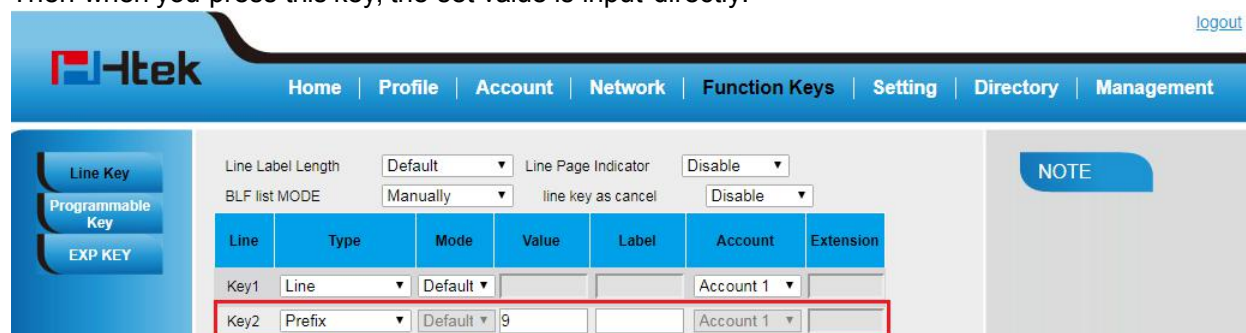
To configure the Prefix via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Prefix in the Type.

3. Fill the Value.

4. Click  to save the configuration.

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



Line Label Length: Default Line Page Indicator: Disable
BLF list MODE: Manually line key as cancel: Disable




| Line | Type | Mode | Value | Label | Account | Extension |
|------|--------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Prefix | Default | 9 | | Account 1 | |

NOTE


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

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Local Group in the Type field.
3. Press  or Save soft key to save the configuration

To configure the Local Group via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select Local Group in the Type.
3. Click  to save the configuration.

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

[logout](#)

Htek Home | Profile | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key
Programmable Key
EXP KEY

Line Label Length: Default
BLF list MODE: Manually
Line Page Indicator: Disable
line key as cancel: Disable






| Line | Type | Mode | Value | Label | Account | Extension |
|------|-------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Local Group | Default | | | Account 1 | |

NOTE

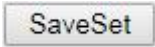
XML Group

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

To configure the XML group via PhoneInterface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the XML Group in the Type field.
3. Press  and  key to select the Account ID.
4. Press  or Save soft key to save the configuration

To configure the XML Group via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select XML Group in the Type.
3. Select the Account.
4. Click  to save the configuration.

[logout](#)

Htek Home | Profile | Account | Network | **Function Keys** | Setting | Directory | Management

Line Key
Programmable Key
EXP KEY

Line Label Length: Default
BLF list MODE: Manually
Line Page Indicator: Disable
line key as cancel: Disable



| Line | Type | Mode | Value | Label | Account | Extension |
|------|-----------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | XML Group | Default | | | Account 1 | |

NOTE

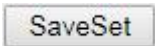
LDAP

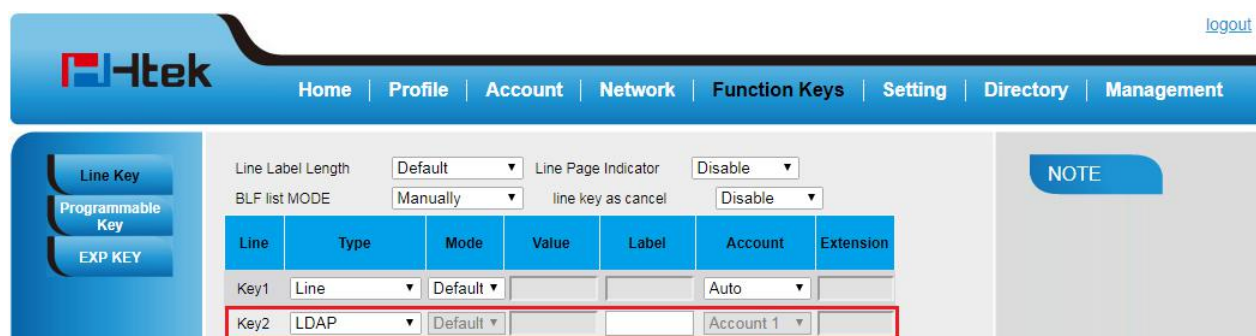
When use the LDAP feature, you can get the LDAP Phonebook directly.

To configure the LDAP via Phone Interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and key to select the LDAP in the Type field.
3. Press  or Save soft key to save the configuration

To configure the LDAP via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select LDAP in the Type.
3. Click  to save the configuration.






| Line | Type | Mode | Value | Label | Account | Extension |
|------|------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Auto | |
| Key2 | LDAP | Default | | | Account 1 | |


XML Browser

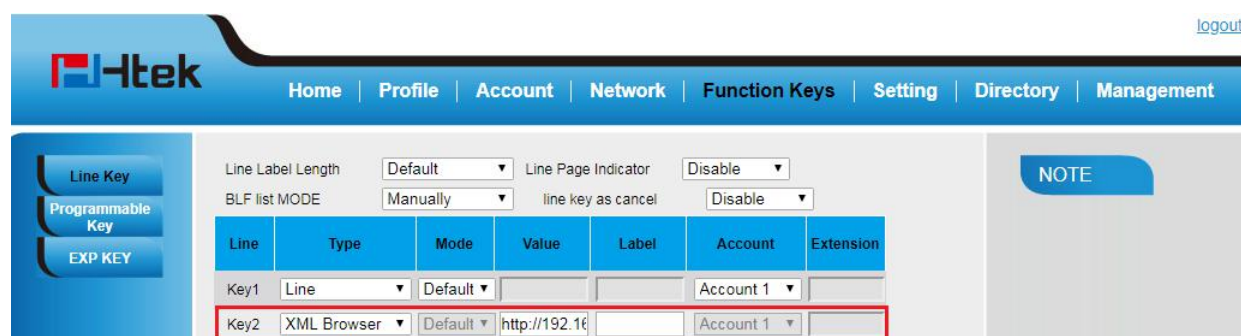
You can use this key feature to access the Xml Browser quickly. The XML Browser allows you to create custom services which meet your functional requirements on the server. You can customize practical applications, such as weather report, stock information, Google search, etc.

To configure the XML Browser via Phone Interface

1. Press Menu →Features →Function Keys →Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the XML Browser in the Type field.
3. Fill the access URL for xml browser
4. Press  or Save soft key to save the configuration

To configure the XML Browser via Web interface



1. Click Function Keys → Line Key.
2. Select the desired Key and select xml browser in the Type.
3. Fill the access URL for xml browser (e.g.:
http://192.168.0.106/XMLBrowser/TextMenu.xml)
4. Click  button to save the configuration.




Broadsoft Group

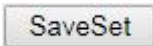
When using the BroadSoft Group feature, by just pressing the key you can enter the Broadsoft Contacts interface quickly.

To configure the Broadsoft Group via Phone Interface


1. Press Menu →Features →Function Keys →Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Broadsoft Group in the Type field.

3. Press  or Save soft key to save the configuration




To configure the Broadsoft Group via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select Broadsoft Group in the Type.
3. Click the  button to save the configuration.

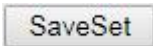
Conference

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

To configure the Conference via Phone Interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Conference in the Type field.
3. Press  or Save soft key to save the configuration




To configure Conference via Web Interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select Conference in the Type.
3. Click the  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 that number it will be forwarded to the set number automatically.

To configure the Forward via Phone Interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Forward in the Type field.
3. Enter the Number to forward to.
4. Press  or Save soft key to save the configuration



To configure Forward via Web Interface


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

Transfer

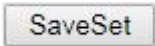
You are able to configure the key as a transfer key to perform the Blind/Attended/ Semi-Attended Transfer.

To configure the Transfer via Phone Interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Transfer in the Type field.

3. Enter the Number to transfer to
4. Press  or Save soft key to save the configuration




To configure Transfer via Web Interface

1. Click Function Keys →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  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

1. Press Menu →Features →Function Keys →Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Hold in the Type field.
3. Press  or Save soft key to save the configuration




To configure Hold via Web Interface

1. Click Function Keys →Line Key.
2. Select the desired Key and select Hold in the Type.
3. Click the  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

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Group Listening in the Type field.
3. Press  or Save soft key to save the configuration




To configure Group listening via Web Interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select Group Listening in the Type.
3. Click  to save the configuration.

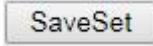
DND

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 Key2(for example)
2. Press  and  key to select the DND in the Type field.
3. Press  or Save soft key to save the configuration

To configure DND via Web Interface

1. Click Function Keys →Line Key.
2. Select the desired Key and select DND in the Type.
3. Click the  button to save the configuration.

To enable DND feature

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

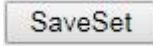
To disable DND feature

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
2. Select the desired Key and select Redial in the Type.
3. Enter the Label displayed on LCD.
4. Click the  button to save the configuration.

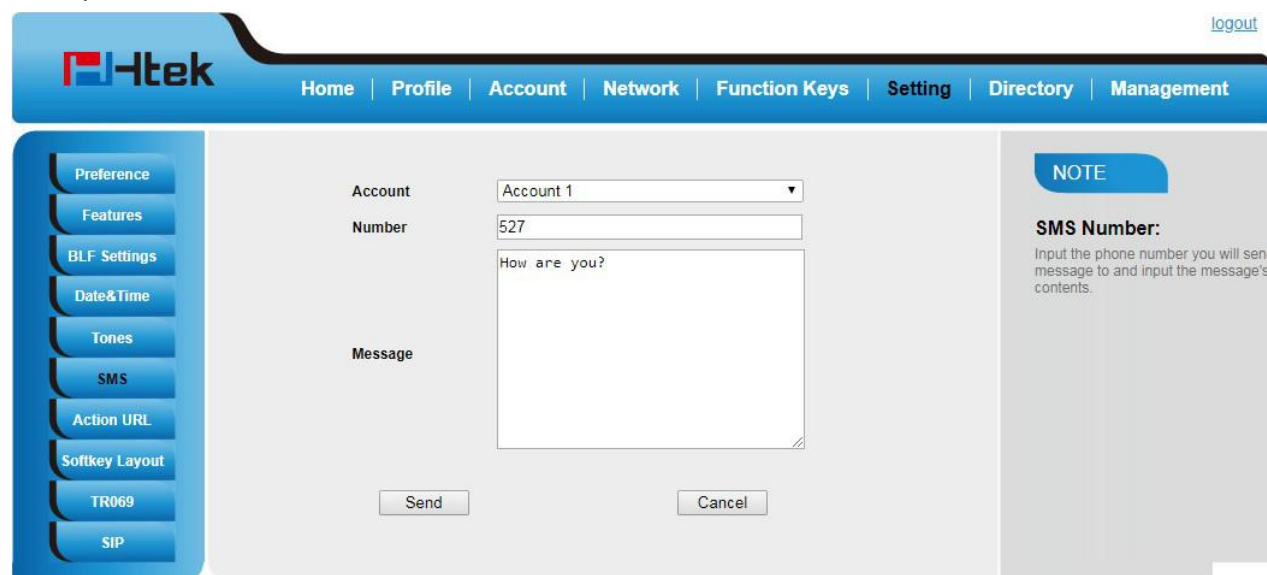
SMS

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 targeted number
4. Input the content of SMS, and click Send.





To send SMS via Phone interface:

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

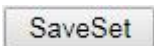
Set SMS Line Key

To configure the SMS via Phone Interface

1. Press Menu →Features →Function Keys →Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the SMS in the Type field.

3. Press  or Save soft key to save the configuration




To configure SMS via Web Interface

1. Click Function Keys →Line Key.
2. Select the desired Key and select SMS in the Type.
3. Click  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

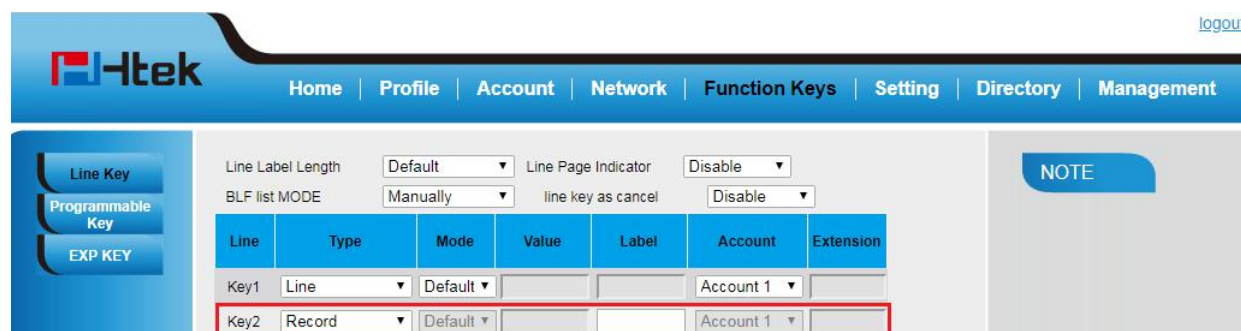
1. Press Menu →Features →Function Keys →Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Record in the Type field.
3. Press  or Save soft key to save the configuration



To configure the record via Web Interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Record in the Type.

- Click the  button to save the configuration.






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 Key2(for example)
- Press  and  key to select the URL Record in the Type field.
- Fill the Value.
- Press  or Save soft key to save the configuration






To configure the record via Web Interface

- Click Function Keys → Line Key.
- Select the desired Line Key and select URL Record in the Type.
- Fill the Value.
- Click the  button to save the configuration.

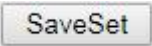
Paging

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

To configure the paging via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and key to  select the Paging in the Type field.
3. Enter the paging code followed the number.
4. Press  and key to  select the Account ID.
5. Press  or Save soft key to save the configuration

To configure the Paging via Web interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Paging in the Type.
3. Enter the paging code followed the number.
4. Select the Account.
5. Click the  button to save the configuration.

Shared 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

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and key to select the Line in the Type field.
3. Press  and key to select the Account ID.
4. Enter the Label
5. Enter the Value
6. Press  or Save soft key to save the configuration

To configure the line key as line via Web Interface

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Line in the Type.
3. Enter the Value.
4. Enter the Label.
5. Select the Account
6. Click the  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

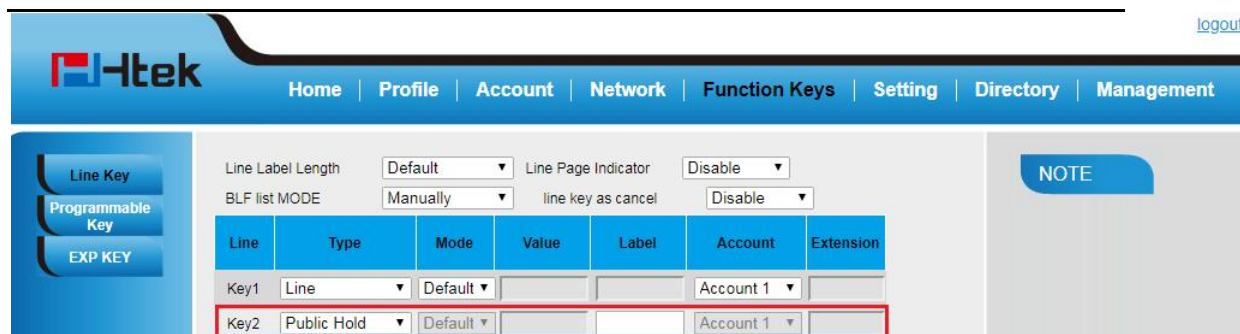
The key can be configured as a public hold key. During a conversation, all members belonging to that particular SLA group can use this key to hold or resume a call.

To configure the Public hold via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Public Hold in the Type field.
3. Press  or Save soft key to save the configuration

To configure public hold via Web Interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select Public Hold in the Type.
3. Click the  button to save the configuration.



Line Key
Programmable Key
EXP KEY

Line Label Length: Default
Line Page Indicator: Disable
BLF list MODE: Manually
line key as cancel: Disable



| Line | Type | Mode | Value | Label | Account | Extension |
|------|-------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Public Hold | Default | | | Account 1 | |

NOTE

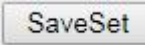
Private Hold

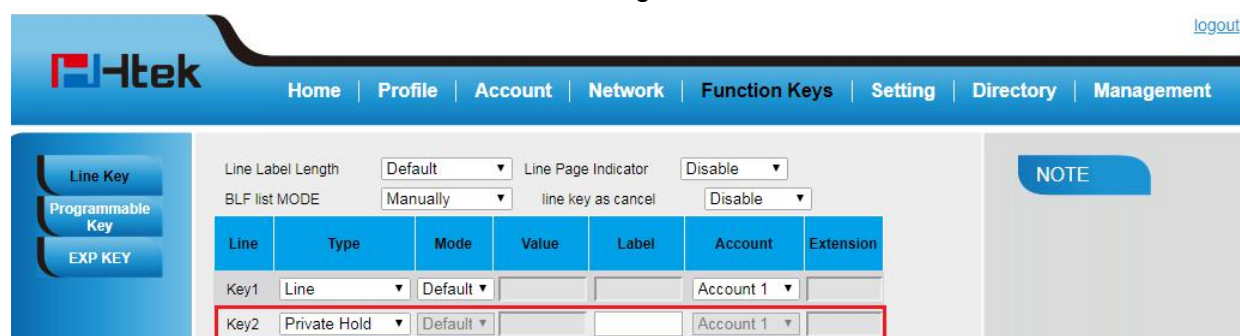
The key can be configured as a private hold key. During a conversation, all members belonging to that particular SLA group can use this key to hold the call, but only the initiator can resume the call.

To configure the Private hold via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2 (for example)
2. Press  and key to select the Private Hold in the Type field.
3. Press or  Save soft key to save the configuration

To configure private hold via Web Interface

1. Click Function Keys → Line Key.
2. Select the desired Key and select Private Hold in the Type.
3. Click the  button to save the configuration.



Line Key
Programmable Key
EXP KEY

Line Label Length: Default
Line Page Indicator: Disable
BLF list MODE: Manually
line key as cancel: Disable

| Line | Type | Mode | Value | Label | Account | Extension |
|------|--------------|---------|-------|-------|-----------|-----------|
| Key1 | Line | Default | | | Account 1 | |
| Key2 | Private Hold | Default | | | Account 1 | |

NOTE




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.

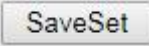
You can use Hot Desking on the IP phone to logout the existing accounts and then log in a new account, which allows many users to share the phone resource in different times. To use this feature, first you need to configure a Hot Desking key in the advance settings.

This feature is supported on the version 1.0.3.82 or later

To configure the hot desking via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Hot Desking in the Type field.
3. Enter the display name in the Label field.
4. Press  or Save soft key to save the configuration

To configure the hot desking via Web interface:

1. Click Function Keys → Line Key.
2. Select the desired Key and select Hot Desking in the Type.
3. Select the desired account from the pull-down list of Account field.
4. Click the  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
3. Click Save soft key

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.

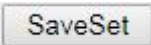
ACD

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

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2 (for example)
2. Press  and  key to select the ACD in the Type field.
3. Enter the label in the Label field.
4. Select the desired account in the Account ID field.
5. Press  or Save soft key to save the configuration

To configure the ACD via Web interface:

1. Click Function Keys → 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  button to save the configuration.




Note:

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

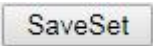
Zero Touch

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

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)
2. Press  and  key to select the Zero Touch in the Type field
3. Press  or Save soft key to save the configuration

To configure the zero touch via Web interface:

1. Click Function Keys → Line Key.
2. Select the desired Key and select Zero Touch in the Type.
3. Click the  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. Press the OK soft key and the IP Phone will enter the WAN Port interface; you can change the WAN Type by pressing the Navigation keys.
3. Press the Next soft key to enter Network interface, then you can configure some information.
4. Press the Next soft key 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

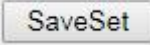
You can use multicast paging to quickly and easily forward out time sensitive announcements to people within the multicast group. You can configure a multicast paging key or a paging list key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address/addresses without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address/addresses 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 → Features → Line Key → Line Key2 (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.
The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.
4. 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  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/addresses 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.

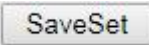
Paging Priority Active

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


1. Click Directory ->Multicast Paging:
2. Select the desired codec from the pull-down list of Multicast Codec
3. Click the  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/addresses 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.

- Click button to save the configuration.

[logout](#)



[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

[Directory](#)

[Remote Phone Book](#)

[Call History](#)

[LDAP](#)

[Network Directory](#)

[MultiCast Paging](#)

Paging Barge:
Paging Priority Active:
Multicast Codec:

NOTE

| Index | Listening Address | Label | Multi Priority |
|---------------|--|------------------------------------|----------------|
| IP Address 1 | <input type="text" value="224.5.6.20:2000"/> | <input type="text" value="test1"/> | 1 |
| IP Address 2 | <input type="text"/> | <input type="text"/> | 2 |
| IP Address 3 | <input type="text"/> | <input type="text"/> | 3 |
| IP Address 4 | <input type="text"/> | <input type="text"/> | 4 |
| IP Address 5 | <input type="text"/> | <input type="text"/> | 5 |
| IP Address 6 | <input type="text"/> | <input type="text"/> | 6 |
| IP Address 7 | <input type="text"/> | <input type="text"/> | 7 |
| IP Address 8 | <input type="text"/> | <input type="text"/> | 8 |
| IP Address 9 | <input type="text"/> | <input type="text"/> | 9 |
| IP Address 10 | <input type="text"/> | <input type="text"/> | 10 |

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

- Press Menu → Settings → Advanced Setting (default password: **admin**) → Phone Setting → Factory Reset
- Press OK soft key in the warning page.

To set Factory Reset via Web interface

- Click Management → Upgrade

- Click  and then confirm the setting.



The screenshot shows the Htek web interface. The top navigation bar includes links for Home, Profile, Account, Network, Function Keys, Setting, Directory, and Management. A sidebar on the left contains links for Password, Upgrade, Auto Provision, Configuration, Trusted CA, Server CA, Tools, Restart, and Reboot. The main content area displays the 'Reset To Factory' button, which is highlighted with a red rectangular box. To the right of the main content area, there is a 'NOTE' section with the following text:

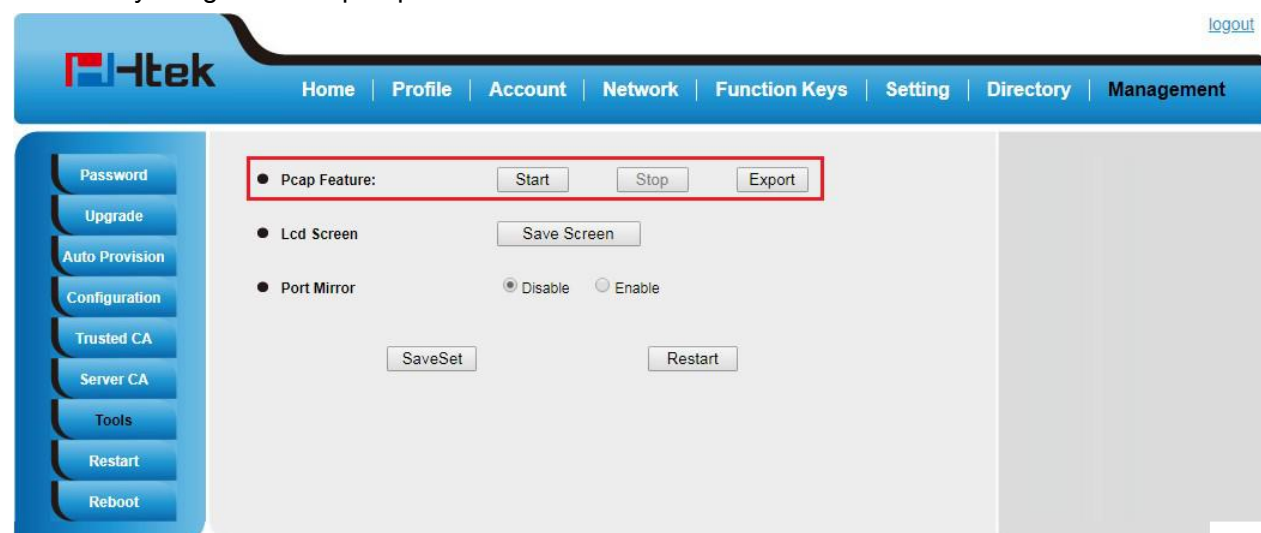
Image Version:
Show the information of the two system image version .

Reset To Factory :
Reset all phone settings to their Default configuration (Note: this will overwrite all existing settings!)

Pcap Feature

To use pcap via Web interface:

- Click Management→Tools
- Click Start and then operation the phone
- When finish the operation, click Stop and then click Export.
- Then you'll get the Pcap captures.

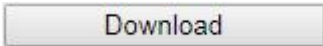


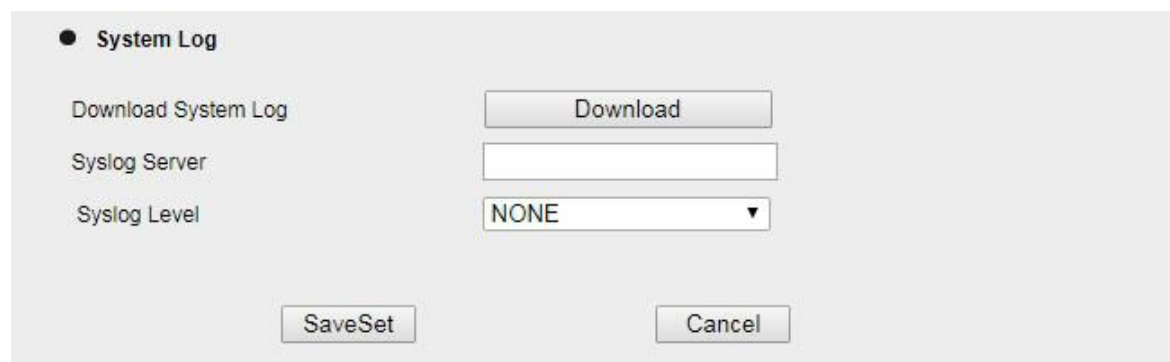
The screenshot shows the Htek web interface. The top navigation bar includes links for Home, Profile, Account, Network, Function Keys, Setting, Directory, and Management. A sidebar on the left contains links for Password, Upgrade, Auto Provision, Configuration, Trusted CA, Server CA, Tools, Restart, and Reboot. The main content area displays the 'Pcap Feature' section, which is highlighted with a red rectangular box. This section contains three buttons: 'Start', 'Stop', and 'Export'. Below the 'Pcap Feature' section, there are other options like 'Lcd Screen' (with a 'Save Screen' button) and 'Port Mirror' (with radio buttons for 'Disable' and 'Enable'). At the bottom of the main content area, there are 'SaveSet' and 'Restart' buttons.

System Log

To download system log via Web interface:

1. Click Management→Configuration

2. Click  of the system Log



3. Then you'll get a txt file: syslog.tgz.



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/fw923.rom> on localhost by browser” to verify the HTTP Server. If visiting “<http://192.168.0.254/fm/fw923.rom> on another computer and it not prompted to download fw923.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→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  button to save the configuration.
6. Restart the UC923, 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 UC923 will attempt to retrieve the new image files by downloading them into the UC923's SDRAM. During this stage, the UC923'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 UC923 will stop the TFTP/HTTP/FTP/HTTPS process and simply boot using the existing code image in the flash.

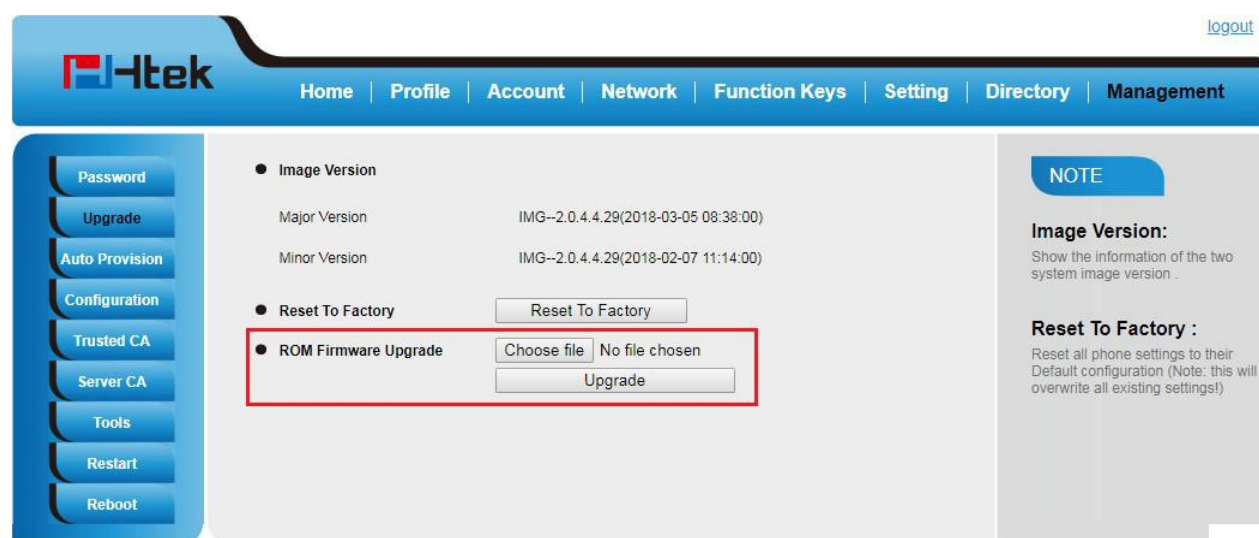
- Firmware upgrade may take as long as 3 to 8 minutes over Internet, or just 1 minutes if it is performed on a LAN. It is recommended to conduct firmware upgrade in a controlled LAN environment if possible. For users who do not have a local firmware upgrade server.
- Htek's latest firmware is available at www.htek.com →Support→ Document & Firmware.
- 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 → Upgrade

2. Click or the blank.

3. Select the firmware (fw923.rom) and then click



Configuration File

To download configuration file:

1. Click Management → Configuration → Configure File

2. Click the or , then you can get a file: cfg.bin or cfg.xml

● Configure File

Download Device Xml Configuration

Download Xml File

Restore Xml Configuration

Choose file

No file chosen

Restore Xml Configuration

Download Device Bin Configuration

Download Bin File

Restore Bin Configuration

Choose file

No file chosen

Restore Bin Configuration

Download User Bin Configuration

Download User Bin File

Delete User Configuration

Delete User File

To Restore a configuration file:

1. Click Management → Configuration → Configure File
2. Select the xxx.bin or xxx.xml file, and then Click the

Restore Xml Configuration

 or

Restore Bin Configuration

, then IP Phone will reboot.

● Configure File

Download Device Xml Configuration

Download Xml File

Restore Xml Configuration

Choose file

No file chosen

Restore Xml Configuration

Download Device Bin Configuration

Download Bin File

Restore Bin Configuration

Choose file

No file chosen

Restore Bin Configuration

Download User Bin Configuration

Download User Bin File

Delete User Configuration

Delete User File

Troubleshooting

Why is the phone LCD screen blank?

- Ensure your phone is properly plugged into a functional AC outlet.
- Ensure that the phone isn't plugged into a plug controlled by a switch that is off.
- If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.
- If your phone is powered from PoE, ensure you use a PoE compliant switch or hub, or contact your system administrator for more information.
- 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 [Tone Notes](#).


[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [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

Syntax: f1=freq@vol, f2=freq@vol, c=on1/off1-on2/off2-on3/off3; [...]
Note: freq: 0 - 4000Hz; vol: -30 - 0dBm


NOTE
Select Country:
Select your country to generate the standard call tones. Or select Custom to customize the call tones.

How to download XML Configuration?

- Click Management→Configuration→

How to Import Trusted CA certificate?

- Click Management→Trusted CA


[Home](#) | [Profile](#) | [Account](#) | [Network](#) | [Function Keys](#) | [Setting](#) | [Directory](#) | [Management](#)

[Password](#)
[Upgrade](#)
[Auto Provision](#)
[Configuration](#)
[Trusted CA](#)
[Server CA](#)
[Tools](#)
[Restart](#)
[Reboot](#)

| Index | Issued TO | Issued By | Expiration | Delete |
|-------|-----------|-----------|------------|--------------------------|
| 1 | | | | <input type="checkbox"/> |
| 2 | | | | <input type="checkbox"/> |
| 3 | | | | <input type="checkbox"/> |
| 4 | | | | <input type="checkbox"/> |
| 5 | | | | <input type="checkbox"/> |
| 6 | | | | <input type="checkbox"/> |
| 7 | | | | <input type="checkbox"/> |
| 8 | | | | <input type="checkbox"/> |
| 9 | | | | <input type="checkbox"/> |
| 10 | | | | <input type="checkbox"/> |

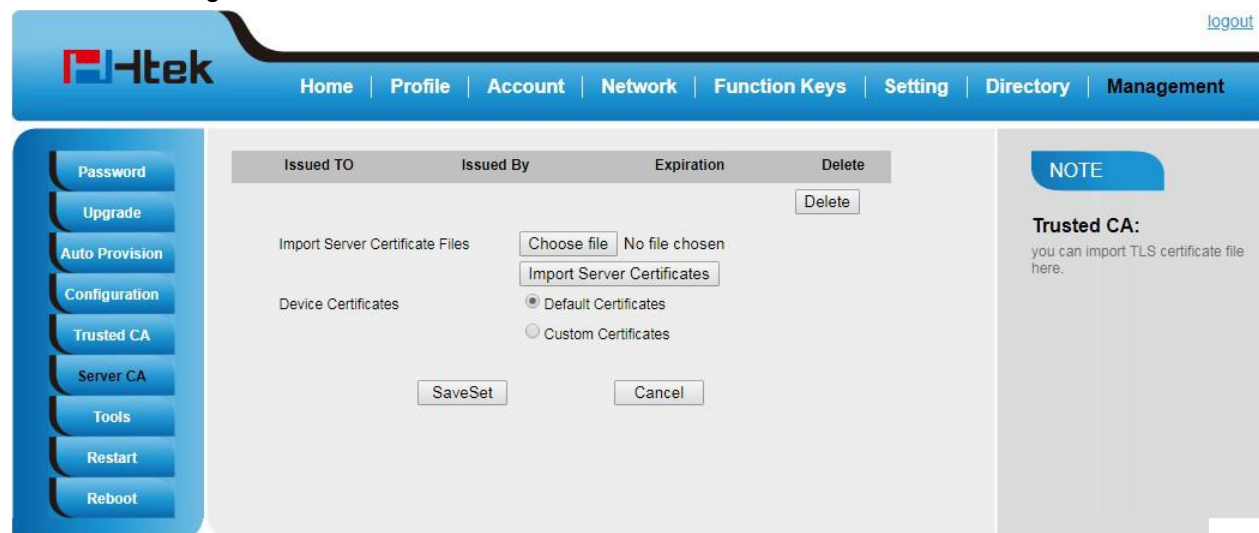
Import Trusted Certificate Files No file chosen

Only Accept Trusted Certificates ☐ On ☒ Off
Common Name Validation ☐ On ☒ Off
Trusted Certificates ☒ Default Certificates
☐ Custom Certificates
☐ All Certificates

NOTE
Trusted CA:
you can import TLS certificate file here.

How to Import Server CA certificate?

- Click Management→Server CA



How to use Vlan?

- For Vlan information, please click [VLAN Note](#)

How to use LLDP?

- For LLDP information, please click [VLAN Note](#)
- VLAN Notes including:
 - Voice VLAN
 - Major Benefits of Using VLANs
 - VLAN discovery method on Htek ip phones
 - LLDP Feature on Htek IP Phones
 - Supported TLVS of IP Phones
 - Configuring LLDP Feature
 - DHCP VLAN
 - Open the DHCP VLAN on the Htek IP Phones
 - VLAN under Bridge Mode
 - VLAN under NAT Mode

How to Set LCD and Web GUI?

- Click [LCD and Web GUI custom Guide](#)

How to Upgrade via FTP?

- Click [How to Upgrade Note](#)

How to make Ringtone?

- Click [How to Make Ringtone](#)

How to use Open VPN?

- Click [Open VPN note](#)

Provisioning Guide on Free PBX

- Click [Set Auto Provision on FreePBX](#)

Redundancy Server

- Click [Redundancy Server](#)

How to Use Auto Provision Phonebook?

- Click [About AP Phonebook](#)

All Documents

- Click [Documents Guide](#), you can get all tech files.