



Htek Smart Phones UCVXX Series User Manual



Version 5.42.1.6.0
May. 2023

Notices Information

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Safety Instructions

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

WEEE Warning



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

Cleaning

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

FCC Statement

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

WARNING: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this 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.

*RF warning for Mobile device:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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Revision History

Version Number	Revision Date	Revision Description
V5.42.1.3.1	2023.2.1	<ol style="list-style-type: none">1. Add new IP phones2. Add zero touch function3. Add Install/uninstall apps via auto provision function4. Add smart BLF function
V5.42.1.6.0	2023.5.26	<ol style="list-style-type: none">1. Add USB button function2. Add Power Saving mode

Before You Begin

This guide provides information you need to quickly use your new phone.

Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also, be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

This user guide contains information for the following HTEK products:

- UCV50 Smart IP Phones
- UCV52 Smart IP Phones
- UCV53 Smart IP Phones
- UCV10 Smart IP Phones
- UCV20 Smart IP Phones
- UCV20 Smart IP Phones

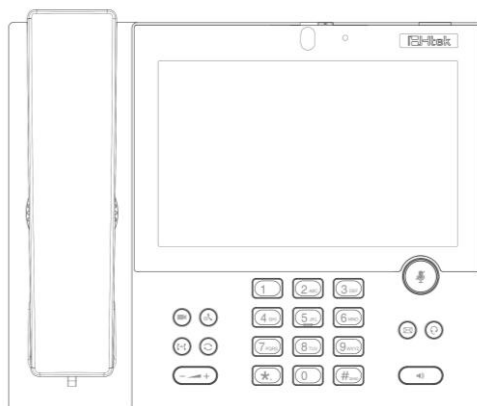
Getting Started

Packing List

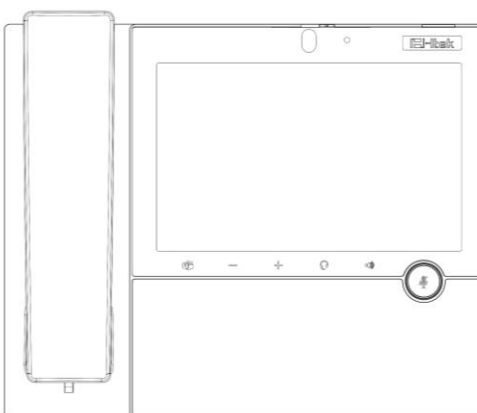
The package contains the following parts, please check if all the items are not missed:

1. The phone station

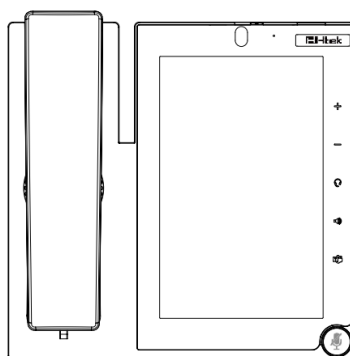
UCV50



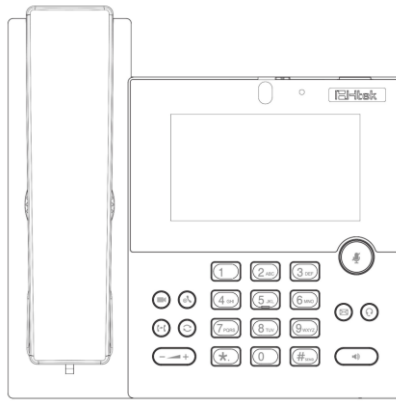
UCV52



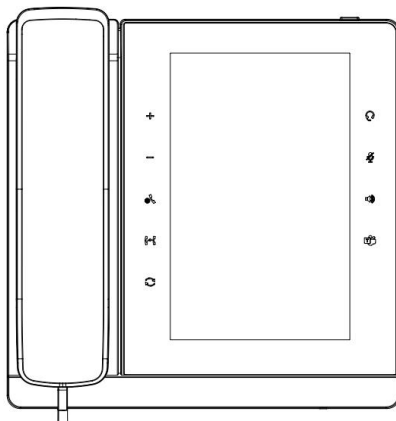
UCV53



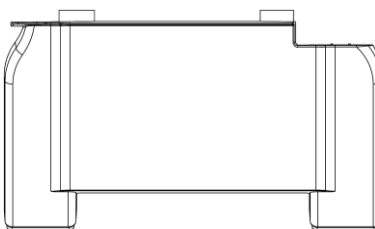
UCV10



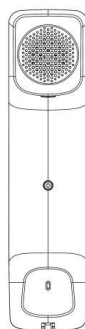
UCV20



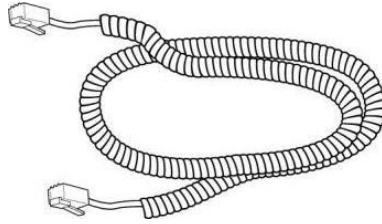
2. The phone stand(UCV20)



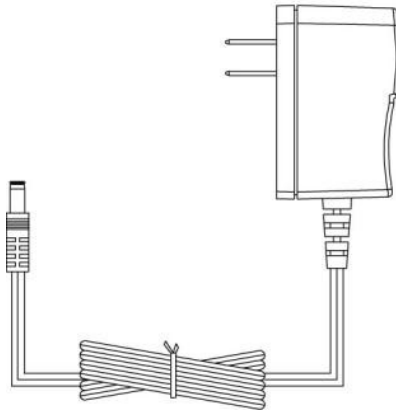
3. Handset



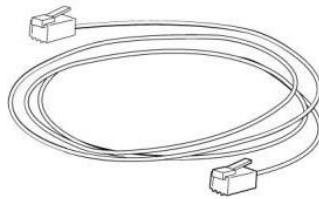
4. Headset cord



5. Power adapter



6. Ethernet cable

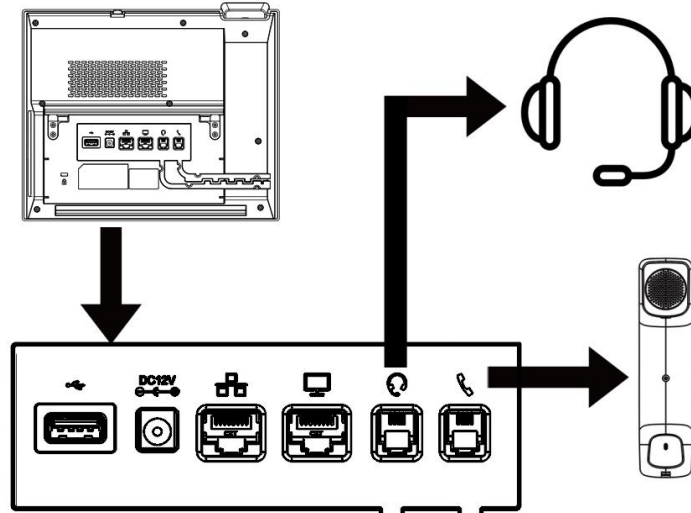


7. Quick installation reference

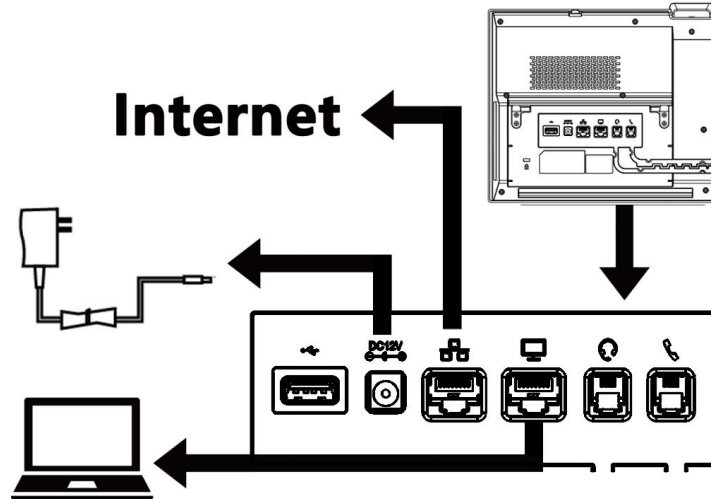


Phone Installation

1. Attach the phone stand
2. Connect the Handset and optional Headset

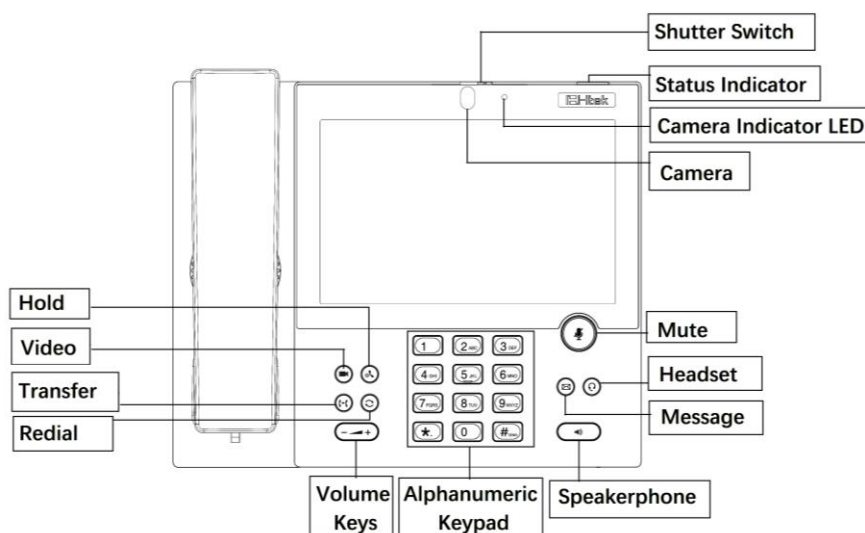


3. Connect the Network and Power



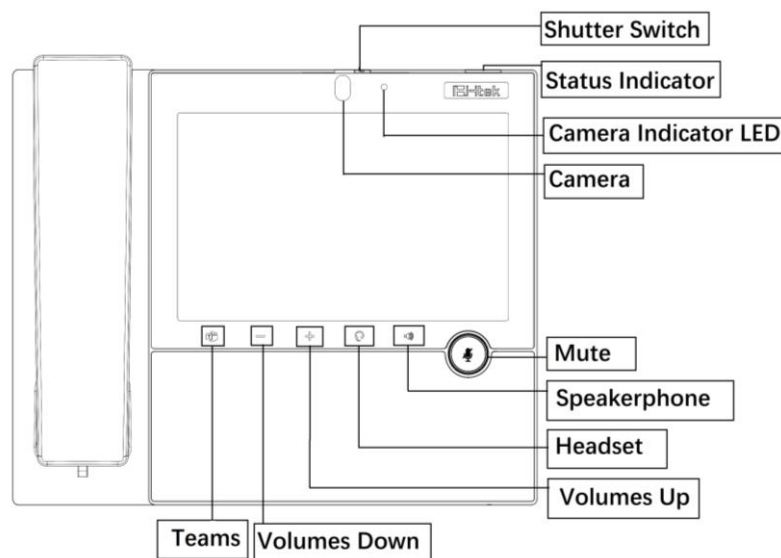
Hardware Components Preview

UCV50



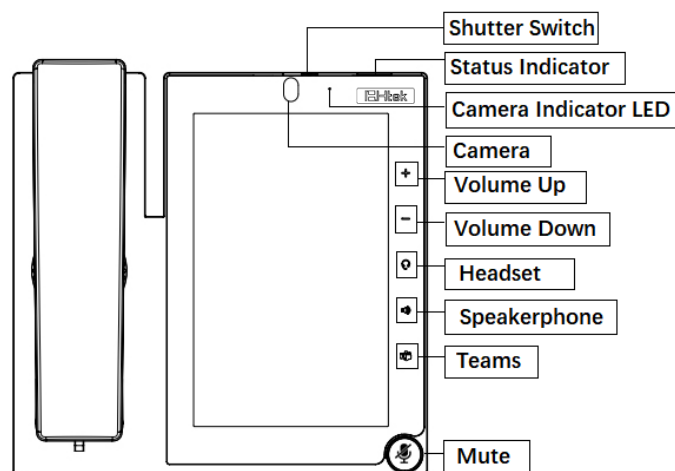
Item	Description
LCD Screen	To present all information about the date&time, accounts, dsskey, messages, calls and other some information.
Status Indicator	To indicate the power status
Shutter Switch	Adjust the shutter switch to block the camera
Camera	Labels automatically to identity their context-sensitive features.
Camera Indicator LED	Show the status of the camera
Headset	To indicate that the phone is or not in Headset mode.
Mute	1. To mute the voice during the call (Red light). 2. To un-mute the call.
Speakerphone	Press this button to place a call in hands-free mode.
Volume down	To decrease the volume.
Volume up	To increase the volume.
Redial	To dial the previous dialed number. To act as send key.
Transfer	To transfer a call to a third party. To enable or disable forward feature during the idle page.
Hold	To hold or to resume a call during a conversation.
Alphanumeric keypad	To enter the phone numbers, letters and so on.
Message	To indicator the New message, and press to read.
Video	To place a video call.

UCV52



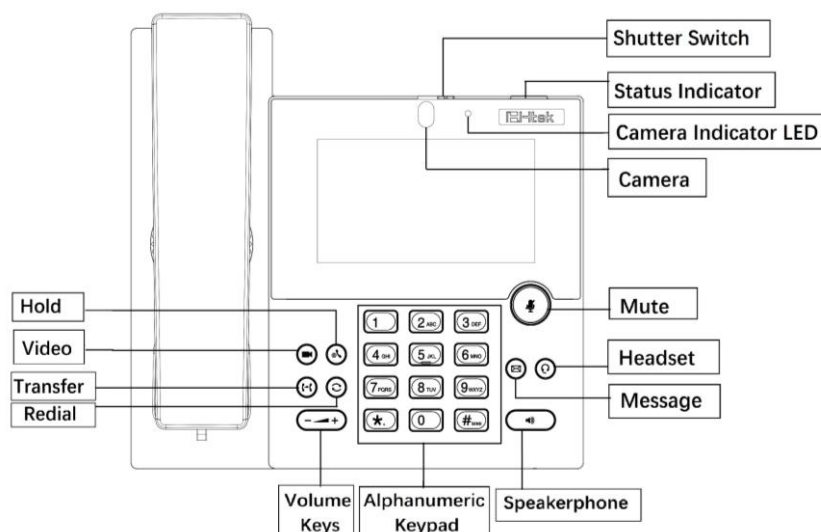
Item	Description
LCD Screen	To present all information about the date&time, accounts, dsskey, messages, calls and other some information.
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Camera Indicator LED	Show the status of the camera
Headset	To indicate that the phone is or not in Headset mode.
Mute	1. To mute the voice during the call (Red light). 2. To un-mute the call.
Speakerphone	Press this button to place a call in hands-free mode.
Volume down	To decrease the volume.
Volume up	To increase the volume.
Teams	To open Teams after installing Team

UCV53



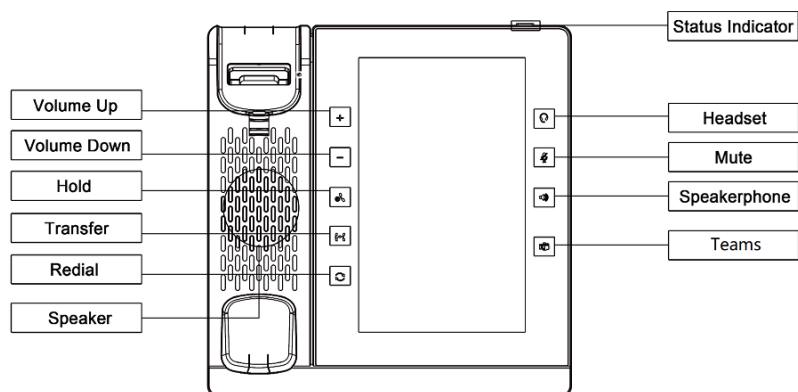
Item	Description
LCD Screen	To present all information about the date&time, accounts, dsskey, messages, calls and other some information.
Status Indicator	To indicate the power status
Shutter Switch	Adjust the shutter switch to block the camera
Camera	Labels automatically to identify their context-sensitive features.
Camera Indicator LED	Show the status of the camera
Headset	To indicate that the phone is or not in Headset mode.
Mute	1. To mute the voice during the call (Red light). 2. To un-mute the call.
Speakerphone	Press this button to place a call in hands-free mode.
Volume down	To decrease the volume.
Volume up	To increase the volume.
Teams	To open Teams after installing Team

UCV10



Item	Description
LCD Screen	To present all information about the date&time, accounts, dsskey, messages, calls and other some information.
Status Indicator	To indicate the power status
Shutter Switch	Adjust the shutter switch to block the camera
Camera	Labels automatically to identify their context-sensitive features.
Camera Indicator LED	Show the status of the camera
Headset	To indicate that the phone is or not in Headset mode.
Mute	1. To mute the voice during the call (Red light). 2. To un-mute the call.
Speakerphone	Press this button to place a call in hands-free mode.
Volume down	To decrease the volume.
Volume up	To increase the volume.
Redial	To dial the previous dialed number. To act as send key.
Transfer	To transfer a call to a third party. To enable or disable forward feature during the idle page.
Hold	To hold or to resume a call during a conversation.
Alphanumeric keypad	To enter the phone numbers, letters and so on.
Message	To indicator the New message, and press to read.
Video	To place a video call.

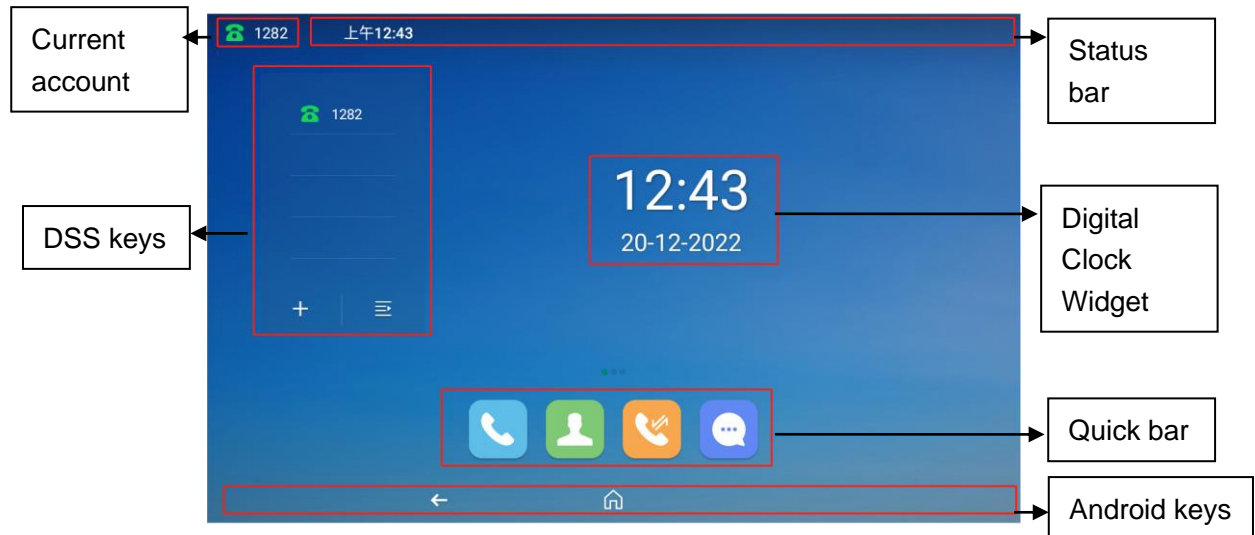
UCV20



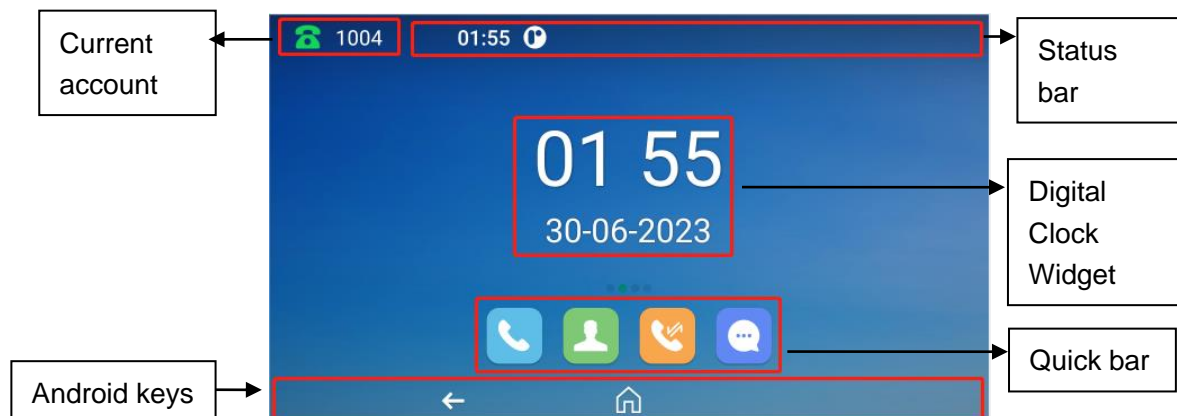
Item	Description
LCD Screen	To present all information about the date&time, accounts, dsskey, messages, calls and other some information.
Status Indicator	To indicate the power status
Headset	To indicate that the phone is or not in Headset mode.
Mute	1. To mute the voice during the call (Red light). 2. To un-mute the call.
Speakerphone	Press this button to place a call in hands-free mode.
Volume down	To decrease the volume.
Volume up	To increase the volume.
Redial	To dial the previous dialed number. To act as send key.
Transfer	To transfer a call to a third party. To enable or disable forward feature during the idle page.
Hold	To hold or to resume a call during a conversation.
Teams	To open Teams after installing Teams

Idle Screen

UCV50/UCV52 Idle Screen



UCV10 Idle Screen



(DSS keys on a separate page)

UCV53/UCV20 Idle Screen



Initialization Process

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 "IP PHONE".

Then show "android" during the initialization, and the home screen is displayed

Status

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

To view the phone status via Phone interface:

1. Tap **Setting**→ **Status**→ **General**
2. Tap **Setting**→ **Status**→ **Network**
3. Tap **Setting**→ **Status**→ **Network**→ **IPV4/IPV6**

To view the phone status via Web interface:

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

View the information of Version, Account Status and Network.

Registration

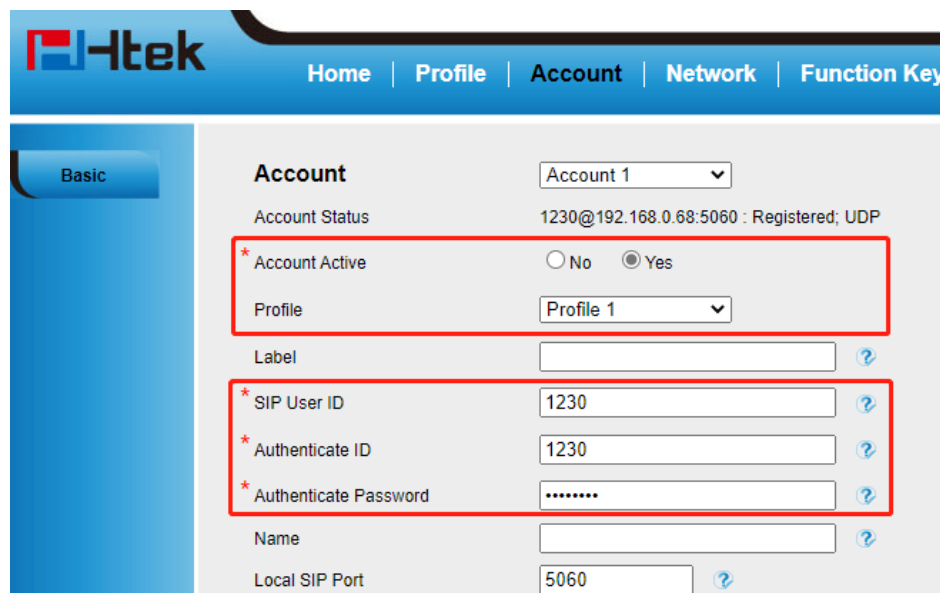
To register via Phone interface

1. Press **Setting**→ **Advanced** (default password: admin)→ **Accounts**
2. Select the desired account.
3. Select Enable for Active.
4. Select the desired Profile of the account.
5. Fill in the SIP User ID, Authenticate ID.
6. Fill in the Password and Name (shown on LCD).
7. Press Save button to save the configuration.

To register via Web interface

1. Login webpage and click **Profile**→ **Basic**

2. Select the desired profile from the pull-down list of Profile field.
3. Fill in the Primary SIP Server and other profile information.
4. Select the SIP Transport.
5. Click **SaveSet** to save the configuration.
6. Click **Account**→ **Basic**.
7. Select the desired account from the pull-down list of Account field.



8. Select Yes for Account Active.
9. Select the desired Profile.
10. Fill in the SIP User ID, Authenticate ID, Authenticate Password and other account information.
11. Click **SaveSet** to save the configuration.

Note:

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, 192.168.0.12:5090.

To register via DHCP SIP Server

1. Login web page and Click **Profile**→ **Basic**
2. Select the desired profile from the pull-down list of Profile field.

Profile
Profile 1

* Primary SIP Server
192.168.0.68

Failover SIP Server

Prefer Primary SIP Server
☐ No
☒ Yes

Current SIP Server
192.168.0.68

DHCP SIP Server
☐ No
☒ Yes

Outbound Proxy

Backup Outbound Proxy

* SIP Transport
☒ UDP
☐ TCP
☐ TLS





- Fill in the Primary SIP Server and other profile information.
- Select Yes for the DHCP SIP Server and select the SIP Transport.
- Click **SaveSet** to save the configuration.
- Click **Account**→ **Basic**.
- Select the desired account from the pull-down list of Account field.
- Select Yes for Account Active.
- Select the desired Profile.
- Fill in the SIP User ID, Authenticate ID, Authenticate Password and other account information.
- Click **SaveSet** to save the configuration.





































Note:













- All fields with * must be filled.
- Account Status says the account registered successfully or not.

Getting Familiar with Your Phone

Icon Preview

Icon	Description	Icon	Description
	No Service		Call Park
	Line(Registered succeed)		Intercom

	Line (Unregistered)		Prefix
	Line(Ringing)		XMLGroup
	Speed Dial		LocalGroup
	BLF(No subscription)		XMLBrowser
	BLF(Free)		LDAP
	BLF(Ring)		Forward
	BLF(Talking)		Transfer
	Speakerphone mode		Redial
	Headset mode		Call Return
	Voice mail		Record
	Mute		Group Listening
	DND		Multipaging
	Hold(DSS key)		ParkRetrieve
	Line holds		Share Line
	Dialed/PickUp		URL
	Silent Calls		Wi-Fi connection is successful
	Conference		WIFI not connected or failed to connect
	Keypad locked		Group Pickup

	DTMF		XML BLF
	Zero Touch		BLF List
	Hot Desking		Shared Line(incoming)
	Shared Line(Idle)		Shared Line(outgoing)
	Shared Line(private hold)		Shared Line(public hold)
	Shared Line(seized)		Shared Line(talking)

LED and Icon Instruction

This part mainly instructs the LED and Icon 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 red	Ringing or have missed call
Stay Green	Idle status (Power on)
Off	Powered off

Line Icon (Line Key set as Line)

Icon Status	Description
-------------	-------------

	Off hook or during a conversation.
	The line receives an incoming call.
	Idle status
	Line Unregistered

BLF or BLF List Key Icon (Line/Line Key set as BLF)

Icon Status	Description
Stay Green	Idle status for the monitored line.
Stay Red (BLF Ring)	The monitored line is in the conversation or making a call.
Stay Red (BLF Talking)	The monitored line is receives an incoming call.
Stay Grey	No subscription or Account dropped.

Shared Line Icon

Icon Status	Description
Stay green	All member of the SCA group in 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
Line hold	a member of the SCA group in Private hold status.
Line hold(Shared line)	Other member of the SCA group's led status when a member of the SCA group in Private hold status
Line hold	a member of the SCA group in public hold status
Line hold(Shared line)	Other member of the SCA group's led status when a member of the SCA group in public hold status
Stay green	a member of the SCA group answer a call
Stay red	Other member of the SCA group's icon when a member of the SCA group answer a call

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 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
	Storage
Features	Call Forward
	DSS Keys
	# As Send
	Hot Line
	Call Completion

	DND
	History Record
	Call Waiting
	Auto Redial
	Intercom
Contacts	Local Contacts
	Remote Contacts(When you use remote, It will display)
	LDAP Contacts(When you use LDAP, It will display)
	BlackList
History	Sort (Time Desc/Aesc)
	Type (All Calls/Missed Calls/Dialed Calls/Received Calls/Forwarded Calls)
Messages	Voice Mail
	Text Message
Basic	Language & Input
	Time & Date
	Display
	Sound
	Ring Tones
	Headset
	Connected Devices
	Wi-Fi
	WiFi AP
	Apps & notifications
	Privacy
	User Account
	Google
	Update Configuration
	Reboot
Advanced Setting	Accounts
	Profile
	Network
	Set Password
	Auto Provision
	Phone Settings


Call Features

Basic Call Features



Place a Call

There are three ways to dialing a call: Handset, Headset and Speakerphone.


To place a call by Handset:

1. Pick up the handset.
2. Enter the number.
3. Tap  to send the call.



To place a call by Headset:

1. Tap  (light will be green).
2. Enter the number.
3. Tap  to send the call.



Using headset to place and answer calls for all time:

1. Tap  to activate the Headset priority mode.



To place a call by speakerphone:

1. Tap , or press the Line key, then you can hear the dial tone.
2. Enter the number.
3. Tap  to send the call


To place a call from Call History:

1. Press Dial application or press **History** .
2. Select the desired call history.
3. Tap  to send the call.

To place a call from Contacts:

1. Press **Contacts** .
2. Select the desired contact.
3. Tap  to send the call.

Note:

1. The  can be set as **Send** key. For more information, refer to [Key as Send](#).
2. During a call, you can also change among Handset or Speakerphone mode.

Place a Video Call


First, please confirm that the phone camera is turned on, or the camera has been successfully connected (UCV20). This function requires PBX support. Please contact your administrator for confirmation.

1. Place a call as described above.
2. When Video Active (**Setting** → **Video**) is selected differently, the following situations shall be corresponding:

Disable: The phone will give priority to making and answering calls using audio mode.





Video first: the phone will give priority to making and connecting calls using video mode.

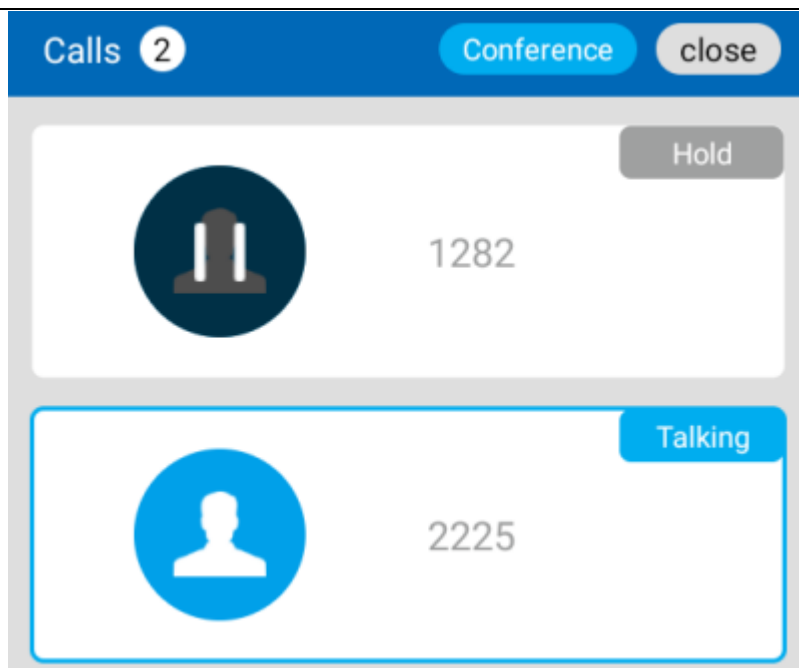
Optional: The phone gives video and audio buttons when making and receiving calls, which can be selected by the user.

3. During the call, you can click  to open or close the video call at any time. (When both parties are using video phones and Video Active is not disabled)

Making multiple calls

When you are in a call, you can hold your current call and place a new call.

1. Tap  to place the current call on hold.
2. Tap .
3. Input another number,
4. Tap  to send the call
5. You can switch multiple calls by touching .




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.



To receive a call by headset

Tap  to receive the call.

To receive a call by speakerphone

1. Option 1: Tap  to receive the call.
2. Option 2: Tap  to receive the call.


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

1. Tap  to reject the call.
2. Tap  to forward to another phone. (For more information, refer to [Call Transfer](#))
3. Press Silence icon, the call will stop ringing, but the incoming call notification will continue to display.

End a Call

Here shows to end a call during three modes:


To end a call by Handset

In handset mode, tap  .

To end a call under Headset Mode

In headset mode, tap  .

To end a call under Speakerphone Mode

In speakerphone mode, tap  .

Note:

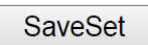
During the conference, to end the call is same as mentioned above.

Incoming Call Show Mode

There are two incoming call show modes:

1. name of the contacts
2. name and number of the contacts

To set Incoming Call Show Mode via Web interface:

1. Click **Setting** → **Preference**.
2. Select the desired mode for the Incoming Call Show Mode.
3. Click  to save the configuration.

Incoming Call Show Mode

☐ Peer Name
☒ Peer Name & Peer Number

Redial a Call

For the line key configuration, see [How to Configure Line Keys](#)

Redial the last call from the phone.

Users can redial in the following ways:

1. Click the line key which is configured to redial;
2. Click the redial touch button (supported by V20);
3. Click the redial key (supported by V50).

You can configure redial mode:

Login Web, click Setting and select redial mode:

1. Direct mode: click redial to dial the last number;
2. Select mode: click redial to open the history, and the user can select the number to dial.

Redial Mode	<input checked="" type="radio"/> Direct Mode <input type="radio"/> Select Mode
-------------	-----------------------------------------------------------------------------------

Auto Answer

Auto Answer will allow the phone answers incoming calls automatically.


To enable Auto Answer via Web interface:

1. Click **Profile** → **Advanced**.

(if you want to set profile except Profile 1, please select the corresponding profile from the pull-down list in the Profile field)

2. Switch the option to **Yes**.



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

3. Click  to save the configuration.

Call Hold/Resume

When using the Hold feature, the held party may hear music played by the server.

To hold/resume a call:



1. Tap  to hold the current call.
2. Tap  to resume the call on hold.

Call Transfer

There are three transfer mode: Blind Transfer, Attend Transfer, Semi-Attend.




Blind Transfer

When you are in a call,

1. Tap  during the conversation, the call is on hold now.
2. Enter the number you want to transfer to.
3. Tap .
4. Select transfer mode as blind transfer. At this time, the previous call is ended. And the blind transfer is completed.




Attend Transfer

When you are in a call,

1. Tap  during the conversation, the call is on hold now.
2. Enter the number you want to transfer to.
3. Tap .
4. Select transfer mode as Attend transfer.
5. At this time, the previous call has not ended and is on hold.
6. After the transfer object picks up the call, tap  again. At this time, the call is transferred to the transfer object, and the attend transfer is completed.

Semi-Attend Transfer

When you are in a call,

1. Tap  during the conversation, the call is on hold now.
2. Enter the number you want to transfer to.
3. Tap .
4. Select transfer mode as Attend transfer.
5. At this time, the previous call has not ended and is on hold.
6. Before the transfer object picks up the call, tap  again. At this time, the call is transferred to the transfer object, and the semi-attend transfer is completed.

BLF Transfer

This feature controls the operation when you press the BLF key during a call. There are three modes:

- Global Mode
- Attended Transfer
- Blind Transfer
- New Call

To set this feature, enter **Setting → Features → BLF Press Setting** and choose Transfer Mode you need.

BLF Press Setting

Short Press

Idle state code	<input type="text"/>
In Use state code	<input type="text"/>
Transfer Mode	Attended Transfer ▼

Long Press

Idle state code	<input type="text"/>
In Use state code	<input type="text"/>
Ring state code	<input type="text"/>
Transfer Mode	Blind Transfer ▼

Relates to [BLF](#)

Override Transfer On Hook:

There are two calls at the same time, and one is in talking, another one is on held. This feature allows you to transfer the current talking call to the held call by hanging up the handset.

How to configure

1. Log into webpage, **Setting → Features → Transfer Settings → Override Transfer On Hook.**
2. Switch the option to On.
3. In the same webpage, **Setting → Features → Transfer Settings → Attended Transfer On Hook.**
4. Switch the option to On.

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
Semi-Attended Transfer Mode	<input checked="" type="radio"/> On	<input type="radio"/> Off
Transfer Mode via DSSkey	Attended Transfer ▼	
Override Transfer On Hook	<input checked="" type="radio"/> On	<input type="radio"/> Off
Transfer Code Control	<input type="radio"/> On	<input checked="" type="radio"/> Off
Attend Transfer Code	<input type="text"/>	
Blind Transfer Code	<input type="text"/>	

5. Click to save the configuration

How to use

1. A enables the Override Transfer On Hook feature.

2. During the conversation with B, A presses the Hold icon and establishes a new call with C.
3. A hung up the handset.
4. The call will transfer to C and B.

Three Way Call Release Type:


This feature allows the participants of a local conference to keep talking when the chairman leave.

How to configure

1. The chairman should login webpage, **Setting → Preference → Three Way Call Release Type → Transfer**.

Three Way Call Release Type
Transfer ▼

How to use

1. There is a 3-way conference.
2. The chairman taps  to exit the conference.
3. The two participants can continue to talk.

Transfer Release Trigger

This option defines the time when the phone sends BYE to the server to release the transferred call.

How to configure

Log into webpage, **Profile → Basic → Transfer Release Trigger**.

Transfer Release Trigger:
NOTIFY with 200OK ▼

1. NOTIFY with 200OK

After receiving REFER request send by phone, the server will send NOTIFY to the phone, and the phone response 200 OK, this is the trigger for the phone to release the call.

2. 2xx response of REFER

The phone will not release the call until it receives a 2xx response from the server to the phone's REFER request.

3. BYE for the call









The phone will not release the call until receiving BYE from the server.

Call Conference

This IP Phone supports up to 10-way audio conference.

Take the five-way conference for example:

Assuming that A and B are in conversation. A wants to bring C (or D & E) in a conference:

- 1) A taps , the call is placed on hold.
- 2) A enters the number of C and then taps  or #, C answers the call.
- 3) A taps , then A, B and C are now in a conference.
- 4) If add D&E, A taps , the current conference is on hold, taps  and dials D, D answers the call. A taps  and  and dials E, E answers the call. A presses , then A, B, C, D, E are in conference.

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** continues the conversation.
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/busy/no answer forward via Phone interface:

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

1. Tap **Settings**→**Features**→**Call Forward**.
2. Select the desired forwarding type and tap  from the corresponding field.
3. Enter the Forward to number.
4. Tap **Save** to save the configuration.

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

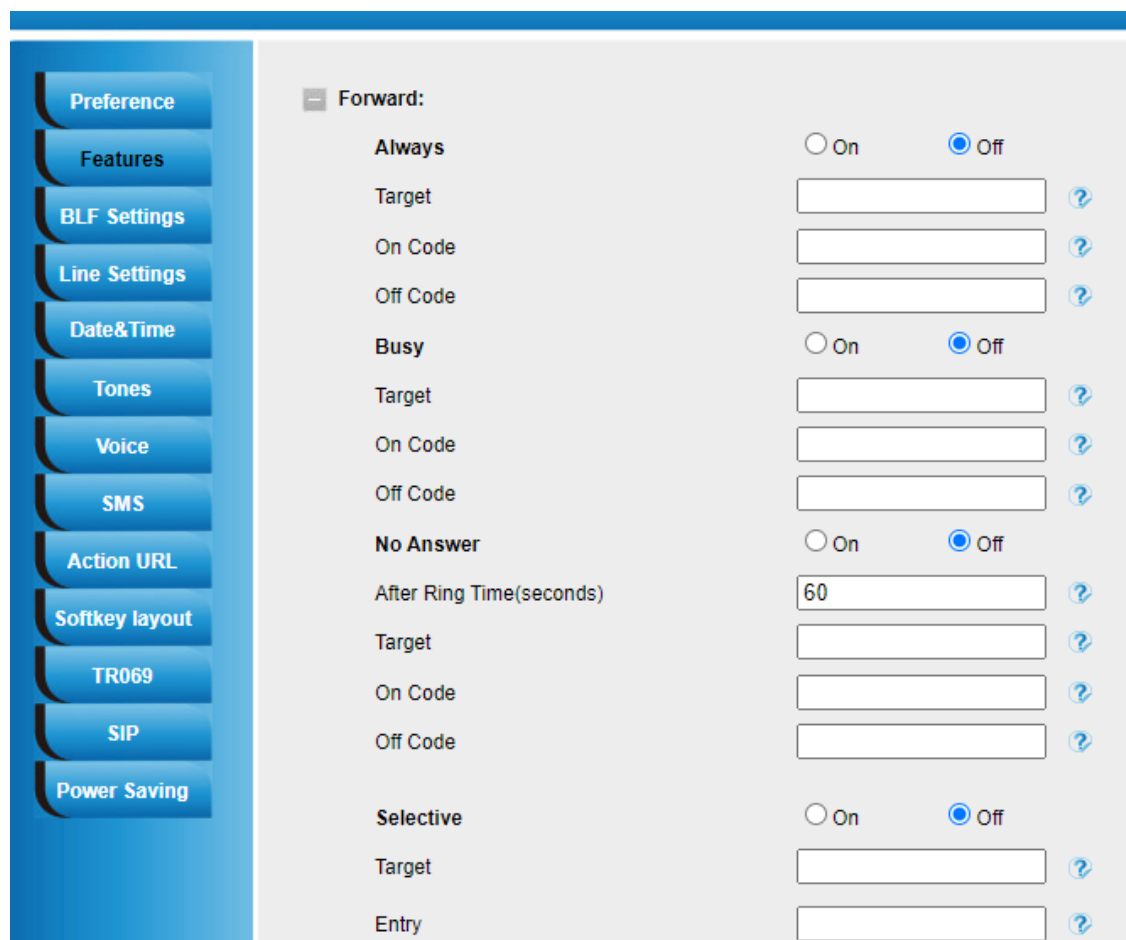
 Busy forward is enabled. [Close forward](#) will be displayed above the phone (take busy forward as an example).

To configure Forward via Web interface


1. **Setting**→**Features**→**Forward**.
2. Click On for the Always/Busy/No Answer.
3. Fill in the Target number.
4. Fill in the After Ring Time.
5. Fill in the On Code and Off Code (optional).

- Click **SaveSet** to save the configuration.

Note: you should set **Feature Key Sync** to **enable** if you need to set the forward code.



To cancel the forward feature via Phone interface

- Tap **Settings**→**Features**→**Call Forward**.
 - Select the desired forwarding type and tap  from the corresponding field.
 - Tap **Save** to save the configuration.
- Or directly click the close forward above the phone





(take busy forward as an example)

To cancel the forward feature via Web interface

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

To configure dynamic forward

Forward an incoming call during the ringing.

1. When the phone is ringing, tap 
2. Enter the forward number or select the desired number from Contacts(Precondition: local Contacts has one or more contacts).
3. Tap  to send the call, then the call is forwarded.

Note:

1. If the Programmable Key or line key is set as BLF, when an incoming call ringing, tap forward and BLF key directly to realize the dynamic forward.
2. You can choose a desired forward number from the Contacts when you tap the Forward key.

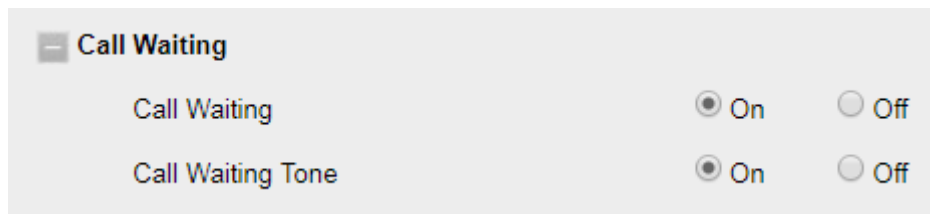
Call Return

This feature allows you to dial the last missed phone call.
For the line key configuration, see [How to Configure Line Keys](#)

Call Waiting Tone

To enable the Call Waiting and Call Waiting Tone via Web interface

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



To Change the Call Waiting Tone time via Web interface

1. Click **Setting**→ **Tones**

Select Country	Custom
Dial Tone	f1=350@-13,f2=440@-13,c=0/0;
Ringback Tone	f1=440@-19,f2=480@-19,c=2000/4000;
Busy Tone	f1=480@-24,f2=620@-24,c=500/500;
Reorder Tone	f1=480@-24,f2=620@-24,c=250/250;
Confirmation Tone	f1=350@-11,f2=440@-11,c=100/100-100/100-100/100;
Call Waiting Tone	f1=440@-13,c=300/10000-300/10000-0/0;

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

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

Call Waiting Tone	f1=440@-13 c=300/10000-300/10000-0/0;
-------------------	---------------------------------------

Anonymous Call

By enabling anonymous calling, when you make a call, the recipient will not be able to know who is calling them through the screen display.

To Enable the Anonymous Call via Web interface

1. Click **Profile**→ **Advanced**.
2. Select Send Anonymous: Yes.
3. Click to save the configuration.

To Disable the Anonymous Call via Web interface


1. Click **Profile**→ **Advanced**.
2. Select Send Anonymous: No.
3. Click to save the configuration.

Reject Anonymous Call


If you don't want to be disturbed by anonymous calls, you can set the function of rejecting anonymous calls, so that you won't hear unknown calls.

To Enable Reject Anonymous Call via Web interface

1. Click **Profile**→ **Advanced**.
2. Select Anonymous Call Rejection: Yes.

3. Click  to save the configuration.




To Disable Reject Anonymous Call via Web interface

1. Click **Profile**→ **Advanced**.
2. Select Anonymous Call Rejection: No.
3. Click  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. Tap  , the icon will display .
2. To disable the mute function, tap  again.


DND

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

To enable DND feature via Phone interface:

Tap **DND** when the phone is idle, and then  is shown on the top right of the LCD.

To disable DND feature via Phone interface:

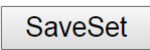
Tap **DND** again, and then there is no  on the LCD.

Hot Line

To configure Hot Line via Phone interface

1. Tap **Settings**→ **Features**→ **Hot Line**
2. Enter the Number and Hot Line Delay time (as present, we support off hook auto dial).
3. Tap **Save** to save the configuration

To configure Hotline auto dial via Web interface

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

HotLine

Hotline Number

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

0

4. Delete the Hotline Number and save the configuration, then now the Hotline auto dial is cancelled.

Auto Redial

After setting this option, if the phone you are calling responds 486 Busy Here, the phone will prompt it with a busy tone (Busy Tone Timer (0~5s)), and then it will prompt Auto Redial.

To configure Auto Redial via Web interface

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

Auto Redial

Auto Redial

☒ On
 ☐ Off

Auto Redial Interval (1~300s)

3

Auto Redial Times (1~300)

3

Note:
If you do not want the Busy here prompt, please set Busy Tone Timer as 0. 0 means there is no busy tone.

Screen Record

With this function, you can record screen content including operations.

To use Screen Record via phone interface

1. Pull down the status bar.
2. Click Screen Record.
3. Select whether to enable record audio on require. Click the drop-down menu to select microphone, device audio, device audio and microphone.


4. Select whether to show touches on screen on require.
5. Click Start to record the screen after the countdown is completed in the upper right corner of the status bar.
6. Pull down the status bar and click the screen recording bar to end the screen record.

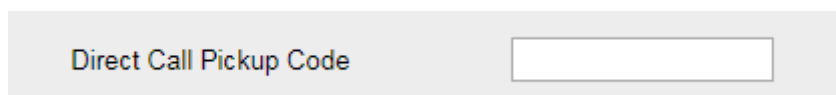
Advanced Call Features

Call Pickup

With this feature, you can answer incoming calls someone else received.

To configure Direct Pickup code via Web interface

1. Click **Account**→ **Basic**.
2. Select the desired account from the pull-down list of Account in the Account field.
3. Fill in the Direct Call Pickup Code.
4. Click  to save the configuration.



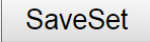
Direct Call Pickup Code

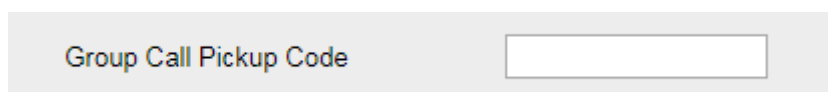
For the line key configuration, see [How to Configure Line Keys](#)
Enter the desired phone number in the Value field.

Group Pickup

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

To configure Group Pickup code via Web interface

1. Click **Account**→ **Basic**.
2. Select the desired account from the pull-down list of Account in the Account field.
3. Fill in the Group Call Pickup Code
4. Click  to save the configuration.



Group Call Pickup Code

For the line key configuration, see [How to Configure Line Keys](#)
Enter the desired phone number in the Value field.

Call Park

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

For the line key configuration, see [How to Configure Line Keys](#)

Enter the call park code in the Value field

Busy Lamp Field (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 icon is steady green.
2. When the monitored extension is ringing, the icon is red, press the BLF key to pick the phone up directly.
3. When the monitored extension is calling or in a conversation, the icon is steady red.

For the line key configuration, see [How to Configure Line Keys](#)

Enter the target Number in the Value field.

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.

Smart BLF

You can configure the Smart BLF. According to the different setting parameters, clicking the intelligent BLF will provide you with more operations under the state.

For the line key configuration, see [How to Configure Line Keys](#)

To set this feature, enter **Setting → Features → BLF Press Setting** and choose Transfer Mode you need.

BLF Press Setting

Short Press

Idle state code

In Use state code

Transfer Mode
Attended Transfer ▼

Long Press

Idle state code

In Use state code

Ring state code

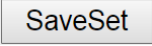
Transfer Mode
Blind Transfer ▼


Long press and short press correspond to the upper and lower options in the pop-up window after clicking the intelligent BLF. Click to dial out different status codes+numbers or perform corresponding transfer operations according to different operation and status code settings.

Visual Alert for BLF Pickup

If this option is on, 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

To configure BLF via Web interface

1. Click **Function Keys**→ **Line key**
2. Select the desired Line.
3. Type selection as **BLF**.
4. Fill in the required BLF value.
5. Fill in the required pickup code for the extension number.
6. Click  to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default			Account 2	
Key2	BLF	Default	1025		Account 2	*04

Audio Alert for BLF Pickup

If this option is on, 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

Group Call Pickup

Disable

Group Call Pickup Code

Visual Alert for BLF Pickup

Disable

Audio Alert for BLF Pickup

Enable

BLF List

To configure BLF List via Web interface:

1. Click **Account**→ **Basic**

2. Select the desired account from the pull-down list of Account in the Account field.

3. Fill in the Eventlist BLF URL.

Eventlist BLF URL

4. Click **Profile**→ **Advanced**

5. Select the desired profile from the pull-down list of Profile in the Profile field.

6. Select the SIP Server Type

SIP Server Type

BroadSoft

7. Click to save the configuration.

8. To configure BLF List Keys

8.1 Click **Function Keys**→ **Line Key**

8.2 Select the desired Line Key and select the BLF List in the Type field.

8.3 Select the Account

8.4 Click to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	BLF List	Default			Account 1	

Shared Line

Htek IP Phone supports “Shared Call Appearance” by Broadsoft and XCast standard. This feature allows members of the SCA group to shared SIP lines and provides status monitoring (idle, active, progressing, hold) of the shared 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.

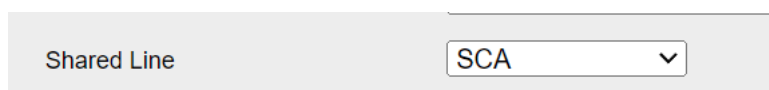
All the users that belong to the same SCA group will be notified by visual indicator when a user seizes the line and places an outgoing call, and all the users of this group will not be able to seize the line until the line goes back to an idle state or when the call is placed on hold (with the exception 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 shared call appearance, the user would need to register the shared line account on the phone. In addition, they would need to navigate to “Account” → “Basic” and “Profile” → “Advanced” on the webpage and set the line to “Shared 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 shared 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 shared line can be placed on hold or barged in.

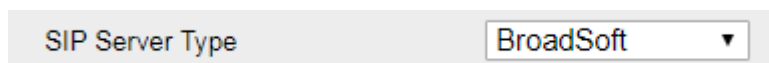
To enable share line via Web interface

1. Click **Account** → **Basic**
2. Select the desired account from the pull-down list of Account in the Account field.
3. Select SCA for the Shared Line.



Shared Line SCA ▼

4. Click **Profile** → **Advanced**
5. Select the desired profile from the pull-down list of Profile in the Profile field.
6. Select the SIP Server Type.



SIP Server Type BroadSoft ▼

7. Click SaveSet to save the configuration.

For the line key configuration, see [How to Configure Line Keys](#)

Note:

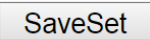
This feature is not available on all servers. For more information, contact your system administrator.

Intercom

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

For the line key configuration, see [How to Configure Line Keys](#)

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

1. Login webpage, and click **Profile**→ **Advanced**
2. Select the desired profile from the pull-down list of Profile in the Profile field.
3. Select Yes for the “Allow Auto Answer By Call-Info”
4. Click the  button to save the configuration.

Allow Auto Answer By Call-Info


☐ No ☒ Yes

Note:

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

Intercom Barge

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

1. Login webpage, and click **Setting**→ **Preference**
2. Set On or Off for Intercom Barge.
3. Click  for the setting.

Intercom Barge

☒ On ☐ Off



Note:

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

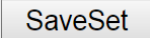
Voice Mail

This phone supports voicemail, and when there is a message, you can tap **Message** to listen to voice Mail. Text Notify will be displayed on the LCD of the phone.

To configure the Voice Mail feature via Phone interface:

1. Tap **Message**→ **Voice Mail**→ **Set Voice Mail Code**.
2. Enter the voice mailbox number corresponding to the account.
3. The input will be saved automatically

To configure the Voice Mail feature via Web interface:

1. Click **Account**→ **Basic**.
2. Select the desired account from the pull-down list of Account in the Account field.
3. Fill in the Voice Mail UserID.
4. Click  to save the configuration.

Voice Mail UserID

?

For the line key configuration, see [How to Configure Line Keys](#)

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 (Web: **Setting**→ **Preference**→ **LED Status Setting**→ **Voice Message Status**: Yes) and there will be relevant text at the status bar.

1. Tap **Message** 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:

Tap **Message** → **View Voice Mail**

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

Note:

1. This feature is not available on all servers. For more information, contact your system administrator.
2. Before listening to voice mails, make sure the voice mail access code has been configured.
3. When all new voice mails are retrieved, the power indicator LED will turn green and the relevant text will clear.

Hot Desking

Hot Desking originates from the definition of being the temporary physical occupant of a workstation 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.

For the line key configuration, see [How to Configure Line Keys](#)

To use the Hot Desking feature on the user interface:

1. Tap the Hot Desking key when the IP Phone is idle.
2. "Clear all other account config?" is shown on the screen and tap confirm.
2. Enter the Extension number and password
3. Click Save button

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.

Contacts

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

- Local Contacts
- Remote Phonebook
- LDAP
- Black List

Local Contacts



In the Contacts, you can add or delete your friends, business partner or anyone others' phone No., so that you will not forget their number. Or put some anonymous phone No. in the blacklist to prevent from being disturbed. The local Contacts can add up to 10000 contacts.

Contact Groups

Adding Contact Groups

To organize your contacts and make them easier to find, you can add additional groups in the Local Contacts.



To Add Contact Group in the Local Contacts

1. Tap **Contacts**.
2. Tap **Settings** .
3. Tap  to add a new group.
4. Enter the Group Name and select Ring Tone.
5. Tap **Save** to save the configuration.

Editing Contact Groups

You can change or add the group's information.



To edit Contact Group in the Local Contacts

1. Tap **Contacts**.
2. Tap **Settings** .
3. Select a group (The default Contacts group cannot be edited)
4. Tap  to edit.
5. Edit the group information.
6. Tap **Save** to save the configuration.

Deleting Contact Groups

When deleting a contact group, the contacts will not be deleted.

To delete Contact Group in the Local Contacts

1. Tap **Contacts**.
2. Tap **Settings** .
3. Select a group (The default Contacts group cannot be edited).
4. Tap  to delete.


Managing the Local Contacts

You can manage the Local Contacts contacts when the phone is idle.


Adding Contacts

After adding a contact to the local Contacts, you can choose to enter relevant information for the contact. At a minimum, you need to enter the contact's name and number for each new contact.


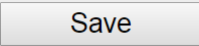
To add Contacts via Phone interface

1. Tap **Contacts**.
2. Select the desired contact group.
3. Tap  in the lower right corner.
4. Enter your contact's information. (Name and Number cannot be empty).
5. Tap **Save** to save the configuration.

To add contacts from history via Phone interface:

1. Tap **History**.
2. Select the targeted one.
3. Tap **Add Contacts** 
4. Edit the necessary information as Name, Phone number...
5. Tap **Save** 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.

ContactBlackList

Index	Display Name	Office Number	Mobile Number	Other Number	Account	All
1	tom	028			Auto	

Hangup

Save

Delete

Move to Contact/blacklist

Contact

Name

nancy

Office Number

025

Mobile Number

Other Number

Account

Account 1

Ring

Default

Group

All

Photo

Auto

Add

Edit

Search

Delete Photo

Browse...

No file selected.

Upload Photo

Import Local Contacts

Browse...

No file selected.

Viewing Contacts


To view Contacts in the Local Contacts:

1. Tap **Contacts**.
2. Select the desired contact group or Contacts.

Editing Contacts

You can update your contacts' information.




To edit Contacts in the Local Contacts:

1. Tap **Contacts**.
2. Select the desired contact group or Contacts.
3. Find the contact item you want to edit.
4. Tap ⓘ and press  edit in the upper right corner.
5. Edit the contact information (Name, Number).
6. Tap **Save** to save the configuration.

Deleting a Contact

You can delete any contact from the Local Contacts.





To delete Contacts in the Local Contacts:

1. Tap **Contacts**.
2. Select the desired contact group or Contacts.
3. Find the contact item you want to delete.
4. Tap  and press  delete in the upper right corner.
5. And prompt "Are you sure to delete this contact?".
6. Tap Save to save the configuration.
7. Click  to select multiple contacts and delete them simultaneously.

Moving a Local Contact to Blacklist

You can move a contact in the Local Contacts to blacklist. Incoming calls from this contact will be rejected automatically.


To move a local Contact to Blacklist:

1. Tap Contacts.
2. Select the desired contact group or Contacts.
3. Find the contact item you want to edit.
4. Tap  and press  edit in the upper right corner.
5. Turn on the switch  corresponding to the blacklist item
6. Tap Save to save the configuration.
7. Click  to move multiple contacts to blacklist simultaneously.

Searching for Contacts

In the Local Contacts, you can enter search criteria to find your desired contact quickly.

To search contacts in the local contacts:

1. Tap Contacts.
2. Tap Search , Enter your search criteria in the search field.

To import or export the contact list

You can manage your phone's local contacts 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:

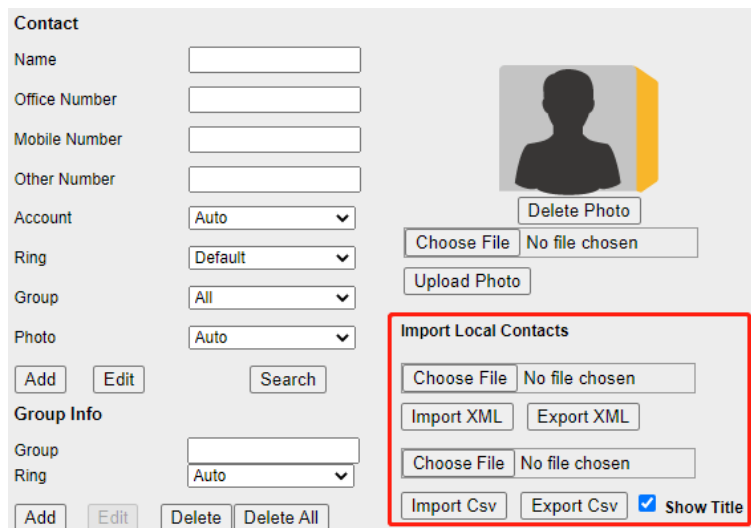
1. Click on **Directory**→ **Directory**
2. Click **Export XML** to export the contact list.

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 displays the 'Contact' management interface. On the left, there is a form with fields for Name, Office Number, Mobile Number, Other Number, Account (dropdown), Ring (dropdown), Group (dropdown), and Photo (dropdown). Below these are 'Add', 'Edit', and 'Search' buttons. A 'Group Info' section includes 'Group' and 'Ring' dropdowns, and 'Add', 'Edit', 'Delete', and 'Delete All' buttons. On the right, there is a profile picture placeholder with a 'Delete Photo' button. Below the photo is a 'Choose File' button with 'No file chosen' text and an 'Upload Photo' button. A red box highlights the 'Import Local Contacts' section, which contains two rows of buttons: 'Choose File' (No file chosen), 'Import XML', 'Export XML', 'Choose File' (No file chosen), 'Import Csv', 'Export Csv', and a checked 'Show Title' checkbox.

Note:

If the XML file or CSV file has more than 10000 contacts, the phone will only upload 10000 contacts.


Blacklist

Incoming calls from the Blacklist are rejected automatically.

Adding a Blacklist Contact

You can add a blacklist contact on the phone to prevent someone from calling you.

To add a blacklist contact via phone interface:

1. Tap **Contacts**→**Blacklist**.
2. Tap  in the lower right corner to add a new item.
3. Enter the desired value (Name, Number...)
4. Tap **Save** to save the configuration.

To add a blacklist contact via web interface:

1. Click **Directory**->**Directory** -> **BlackList**
2. Fill in the desired value in the contact (Name, Number).
3. Click **Move to contact/blacklist** button and save the configuration.

Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

To view blacklist contact via phone interface:

1. Tap **Contacts**→**Blacklist**.



Deleting Blacklist Contacts

You can delete one or some blacklist contacts. If a contact is removed from the blacklist, you can answer the call from the contact normally.

Deleting a Blacklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

To delete blacklist contact via phone interface:



1. Tap **Contacts**→**Blacklist**.
2. Select the desired contact items.
3. Tap  and press  delete in the upper right corner.

4. And prompt "Are you sure to delete this contact?".
5. Press **yes** to confirm deletion.

Moving a Blacklist Contact to the Local Contacts

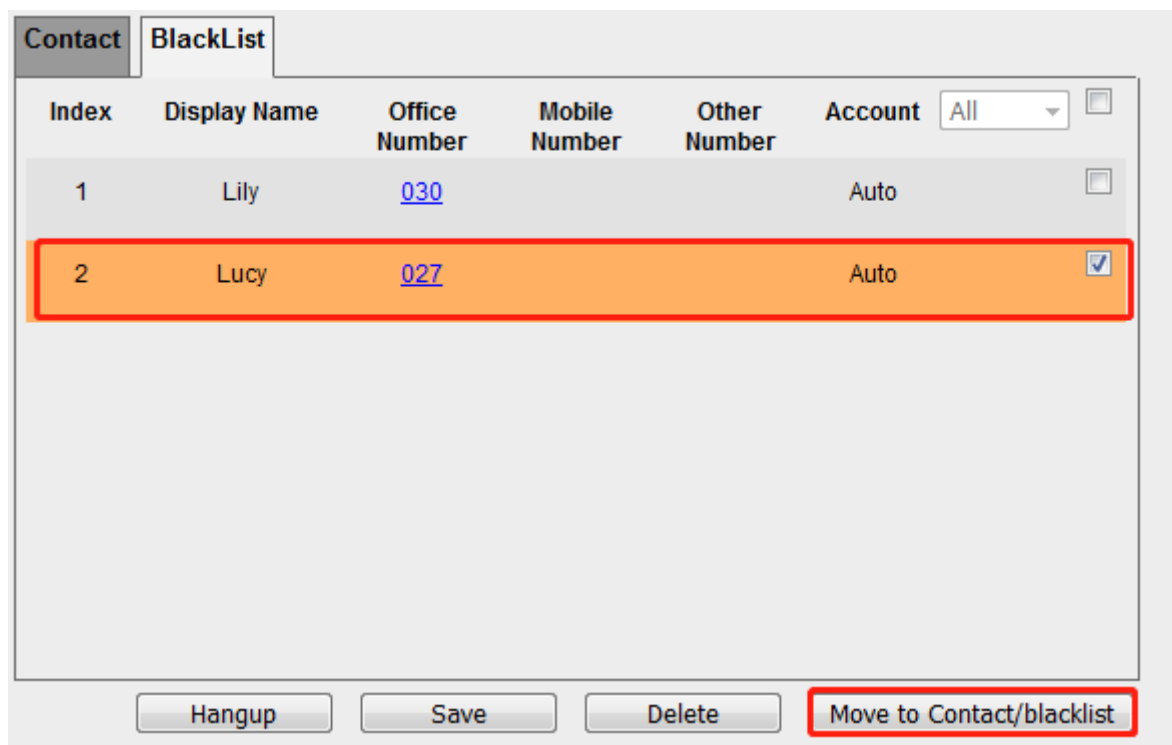
You can move a blacklist contact to a Local Contacts. Incoming calls from this contact will not be rejected automatically.

To move a blacklist contact to the Local Contacts via phone interface:

1. Tap **Contacts**→**Blacklist**.
2. Select the desired contact items.
3. Tap ⓘ and press edit  in the upper right corner.
4. Turn off the switch  corresponding to the blacklist item
5. Tap **Save** to save the configuration.

To move a blacklist contact to the Local Contacts via web interface:

1. Click **Directory**->**Directory** -> **BlackList**
2. Select the contact you want to remove.
3. Click the Move to Contact/blacklist.



Index	Display Name	Office Number	Mobile Number	Other Number	Account	
1	Lily	030			Auto	<input type="checkbox"/>
2	Lucy	027			Auto	<input checked="" type="checkbox"/>

Remote Phonebook


To set Remote Phonebook via Web interface:

1. Login the webpage and click **Directory**→ **Remote Phone Book**

2. Fill in the URL of the remote file in the Phone Book URL field. For example, `http://10.2.0.140/Phonebook/remotephonebook.xml`

3. Fill in the Name and then click to save the configuration.

Index	PhoneBook URL	Name
1	<input type="text" value="http://10.2.0.140/Phonebook/remotephoneboc"/>	<input type="text" value="test1"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

Update Time Interval(minutes) 


To check the contacts via Phone interface:

1. Tap **Contacts**→ **Remote Contacts**, and then you can see the item you set.
2. Select the item and it will automatically update and show the detail.

Note:

Every remote phonebook, only supports 10000 contacts.

To search contact in Remote Contacts:

1. Tap **Contacts**→ **Remote Contacts**.
2. Select the desired remote phonebook.
3. Tap Search , 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.

LDAP Phonebook

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

To configure LDAP via Web interface:

1. Click **Directory**→ **LDAP**
2. Fill in 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 in the LDAP Number Filter: This parameter specifies the number attributes for LDAP searching.

4. Fill in Server Address: Fill in the domain name or IP address of the LDAP Server. For example: 192.168.0.253

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. Filled in the relative value and then click SaveSet to save the settings.

Following is the example screenshot for the configuration.

LDAP Name Filter	(cn=%)	?
LDAP Number Filter	(telephoneNumber=%)	?
Server Address	192.168.0.107	?
Port	389	?
Base	dc=pbx,dc=com	?
User Name	cn=admin,dc=pbx,dc=cc	?
Password	••••••••	?
Max.Hits(1~32000)	32000	?
LDAP Name Attributes		?
LDAP Number Attributes		?
LDAP Display Name	cn	?
Protocol	<input checked="" type="radio"/> Version2 <input type="radio"/> Version3	?
LDAP Lookup For Call	<input type="radio"/> On <input checked="" type="radio"/> Off	?
LDAP Sorting Results	<input type="radio"/> On <input checked="" type="radio"/> Off	?
LDAP Synchronize Time(0~9999mins)		?

For the line key configuration, see [How to Configure Line Keys](#)

To search contact in LDAP contacts:


1. Tap **Contacts**→ **LDAP Contacts**.
2. Tap Search , you can enter the desired part of name or part of number.
3. With the search content to match the contact will be automatically displayed on the LCD within 5 seconds.

Recent Calls Setting


Recent Calls

This phone maintains call history lists of Dialed Calls, Received Calls, Missed Calls and Forwarded Calls. Each call log list supports up to 1000 entries. 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. Tap **Settings**→ **Features**→ **History Record**
2. Set **History record**: On .
3. Tap **Save** to save the configuration.



To view the Recent Calls via Phone interface:

1. Tap **History**. The LCD screen displays All Calls list.
2. Tap  to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
3. Select the desired item.
4. The detailed information of the entry appears on the LCD screen.

To Dial a call from Recent Calls via Phone interface:



1. Tap **History**
2. Tap  to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
3. Tap the desired item and dial out.

To delete an entry from the Recent Calls list via Phone interface:


1. Tap **History**.
2. Tap  to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
3. Select the desired item.
4. Tap delete  icon.

5. Tap confirm to delete it.

To delete all entries from the Recent Calls list via Phone interface:

1. Tap **History**.
2. Tap  to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
3. Tap the delete icon .
4. Tap confirm to delete it.

To add to Local Contacts from Recent Calls via Phone interface:

1. Tap **History**.
2. Select the desired one.
2. Tap add icon .
3. Edit the necessary information as Name, Phone number...
5. Tap **Save** to add successfully.

To check the call history via Web interface:

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

<div> Dialed List Missed List Received List Forwarded List </div>					
Index	Date	Time	Local Identity	Name	Tel Number
1	05-07-2019	05:26:21		amy	013
2	05-07-2019	04:39:40		004	004
3	03-04-2019	07:34:57		1105	1105
4	03-04-2019	07:33:43		1105	1105
5	03-04-2019	07:32:23		1105	1105
6	03-04-2019	07:31:09		1105	1105
7	03-04-2019	07:29:55		1105	1105
8	03-04-2019	07:28:41		1105	1105
9	03-04-2019	07:27:27		1105	1105
10	03-04-2019	07:26:13		1105	1105
11	03-04-2019	07:24:59		1105	1105
12	03-04-2019	07:23:45		1105	1105
13	03-04-2019	07:22:31		1105	1105
14	03-04-2019	07:21:17		1105	1105
15	03-04-2019	07:20:02		1105	1105
16	03-04-2019	07:18:48		1105	1105
17	03-04-2019	07:17:34		1105	1105
18	03-04-2019	07:16:09		1105	1105

Export XML
Export Csv

To Dial a call from Recent Calls 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.

Dial List					
Missed List					
Received List					
Forwarded List					
Index	Date	Time	Local Identity	Name	tel Number
1	05-07-2019	05:26:21		amy	013
2	05-07-2019	04:39:40		004	004
3	03-04-2019	07:34:57		1105	1105
4	03-04-2019	07:33:43		1105	1105
5	03-04-2019	07:32:23		1105	1105
6	03-04-2019	07:31:09		1105	1105
7	03-04-2019	07:29:55		1105	1105
8	03-04-2019	07:28:41		1105	1105
9	03-04-2019	07:27:27		1105	1105
10	03-04-2019	07:26:13		1105	1105
11	03-04-2019	07:24:59		1105	1105
12	03-04-2019	07:23:45		1105	1105
13	03-04-2019	07:22:31		1105	1105
14	03-04-2019	07:21:17		1105	1105
15	03-04-2019	07:20:02		1105	1105
16	03-04-2019	07:18:48		1105	1105
17	03-04-2019	07:17:34		1105	1105
18	03-04-2019	07:16:09		1105	1105

Export XML

Export Csv

Audio Settings

Ring Tone

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

To adjust the Ring Tone Type via Phone interface:

1. Tap **Settings**→ **Basic**→ **Ring Tones**.
2. Select the aimed one.
3. Tap Save to save the configuration.


To adjust the Ring Tone Type via Web interface

1. **Setting**→ **Preference**→ **Ring Tones**
2. Select the wanted one and enter the Ring Volume

- Click **SaveSet** to save the configuration.

Ring Tones	Ring2.bin
Ring Volume	4

To configure Distinctive Ring Tone via Phone interface

- Tap **Contacts**
- Find the target contact.
- Tap **i** at the end of the contact entry
- Tap edit  in the upper right corner
- Select the ring tone you want in Ring

To configure Distinctive Ring Tone via Web interface

- Directory**→ **Directory**→ **Contact**
- Select the target contact.
- Choose the Ring Tone you want to use.
- Click **Edit** → **Save** to save the configuration.

Index	Display Name	Office Number	Mobile Number	Other Number	Account	All
1	amy	251			Auto	<input checked="" type="checkbox"/>

Contact

Name: amy
 Office Number: 251
 Mobile Number:
 Other Number:
 Account: Auto
 Ring: Ring1.bin
 Group: All
 Photo: Auto

未选择文件。

Import Local Contacts
 未选择文件。

Volume

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

To adjust the Ring tone volume via Phone interface:

- Option 1: To touch volume control keys during the call is ringing. (V20, V52)
- Option 2: To press volume control keys during the call is ringing. (V50)
- Option 3: Touch **Settings**→ **Basic**→**Sound**, adjust Ring & notification volume.

To adjust the handset volume via Phone interface:

- Option 1: To touch volume control keys during the handset mode. (V20, V52)
- Option 2: To press volume control keys during the handset mode. (V50)
- Option 3: Touch **Settings**→ **Basic**→**Sound**, adjust media volume.

To adjust the headset volume via Phone interface:

- Option 1: To touch volume control keys during the headset mode. (V20, V52)
- Option 2: To press volume control keys during the headset mode. (V50)
- Option 3: Touch **Settings**→ **Basic**→**Sound**, adjust media volume.

To adjust the speaker Volume via Phone interface:

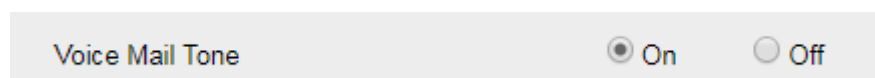
- Option 1: To touch volume control keys during the speakerphone mode. (V20, V52)
- Option 2: To press volume control keys during the speakerphone mode. (V50)
- Option 3: Touch **Settings**→ **Basic**→**Sound**, adjust media volume.

Voice Mail Tone

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

To configure Voice Mail Tone via Web interface

1. Click **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.

To configure Play Hold Tone via Web interface

1. Click **Setting**→ **Preference**
2. Set On or Off for Play Hold Tone.

- Click **SaveSet** for the setting.

Play Hold Tone
☐ On
☒ Off

Play Hold Tone Delay

When you hold the phone, how many seconds to play beep.

To configure Play Hold Tone Delay via Web interface

- Click **Setting**→ **Preference**
- Set the value for Play Hold Tone Delay.
- Click **SaveSet** for the setting.

Play Hold Tone Delay

Video Setting

Video Active

The phone can select whether to place and receive calls in video mode

To configure Video Active via Web interface

- Click **Setting**→ **Video**
- Select the mode you want in the "Video Active".

Video Active

Disable: The phone will give priority to audio mode to place and receive calls

Video first: The phone will give priority to place and receive calls using video mode

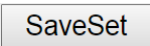
Optional: The phone gives video and audio buttons when placing and receiving calls, which can be selected by the user

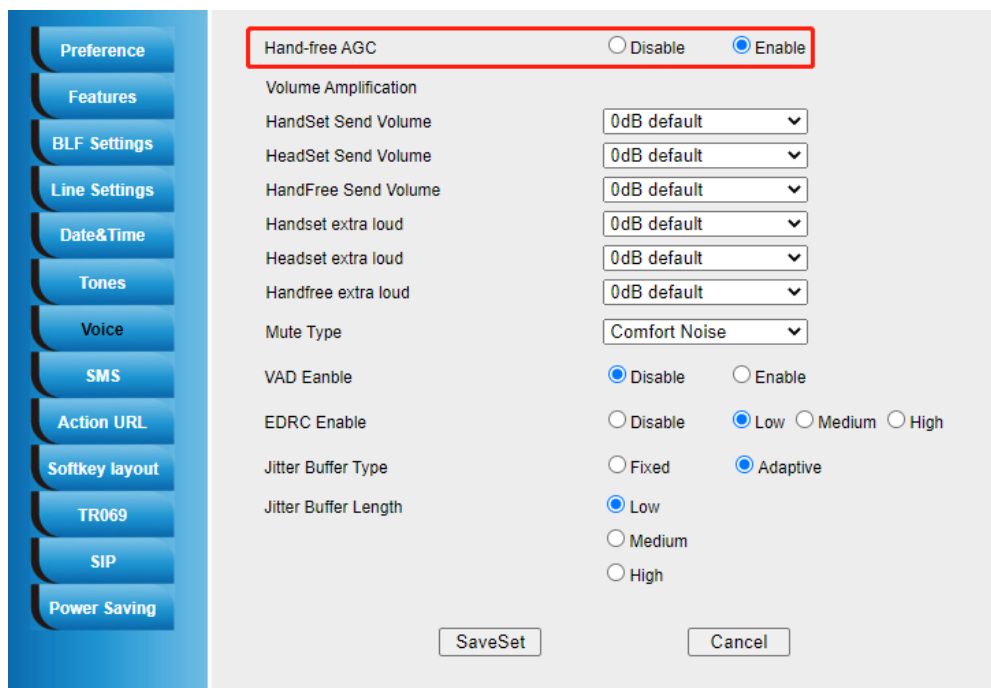
Voice

Handfree AGC

AGC is the automatic gain control, which amplifies the sound according to the loudness of the speech during use. The most ideal effect when using AGC is that when the sound source is off, when the mic is closer or farther, the sound level on the opposite end is the same.

To configure Handfree AGC via Web interface:

1. Click **Setting** → **Voice**.
2. Enable the Handfree AGC field (Default).
3. Click  to save the configuration.



The screenshot shows the 'Voice' settings page in the Htek web interface. The 'Hand-free AGC' option is highlighted with a red box and is set to 'Enable'. The 'Volume Amplification' section is expanded, showing various volume settings. The 'SaveSet' button is visible at the bottom right of the settings area.

Setting	Value
Hand-free AGC	<input checked="" type="radio"/> Enable
Volume Amplification	
HandSet Send Volume	0dB default
HeadSet Send Volume	0dB default
HandFree Send Volume	0dB default
Handset extra loud	0dB default
Headset extra loud	0dB default
Handfree extra loud	0dB default
Mute Type	Comfort Noise
VAD Enable	<input checked="" type="radio"/> Disable <input type="radio"/> Enable
EDRC Enable	<input type="radio"/> Disable <input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High
Jitter Buffer Type	<input type="radio"/> Fixed <input checked="" type="radio"/> Adaptive
Jitter Buffer Length	<input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High

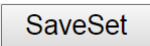
Volume Amplification

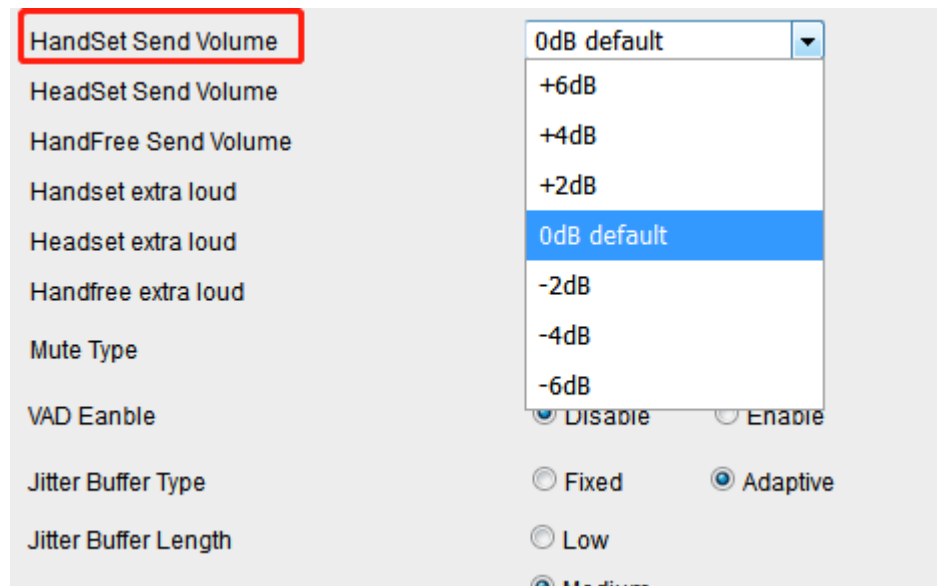
Handset Send Volume

A fixed gain that controls the volume sent by the Handset.

The AGC feature for handset is enabled by default. If you set this option, the AGC feature for handset will be closed.

To configure Handset Send Volume via Web interface:

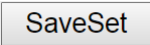
1. Click **Setting** → **Voice**.
2. Select the desired value in the Handset Send Volume field.
3. Click  to save the configuration.



Headset Send Volume

A fixed gain that controls the volume sent by the Headset.

To configure Headset Send Volume via Web interface:

1. Click **Setting** → **Voice**.
2. Select the desired value in the Headset Send Volume field.
3. Click  to save the configuration.

Handfree AGC	<input type="radio"/> Disable <input checked="" type="radio"/> Enable
Volume Amplification	
HandSet Send Volume	0dB default
HeadSet Send Volume	0dB default
HandFree Send Volume	+6dB
Handset extra loud	+4dB
Headset extra loud	+2dB
Handfree extra loud	0dB default
Mute Type	-2dB
VAD Eanble	-4dB
Jitter Buffer Type	-6dB
Jitter Buffer Length	<input type="radio"/> Fixed <input checked="" type="radio"/> Adaptive
	<input type="radio"/> Low <input checked="" type="radio"/> Medium <input type="radio"/> High

Handfree Send Volume

A fixed gain that controls the volume sent by the Handfree (speakerphone).
If Handfree AGC is enable, Handfree Send Volume option will not work.

To configure Handfree Send Volume via Web interface:

1. Click **Setting** → **Voice**.
2. Select the desired value in the Handfree Send Volume field.
3. Click to save the configuration.

Extra Loud

To configure Handset /Headset/Handfree extra loud via Web interface:

Handset /Headset/Handfree extra loud can control the size of the sound emitted from the speaker, and you can control an additional 0~+6 db.

1. Click **Setting** → **Voice**.
2. Select the desired value in the Handset /Headset/Handfree extra loud field.

- Click **SaveSet** to save the configuration.

Handfree AGC	<input type="radio"/> Disable <input checked="" type="radio"/> Enable
Volume Amplification	
HandSet Send Volume	0dB default ▼
HeadSet Send Volume	0dB default ▼
HandFree Send Volume	0dB default ▼
Handset extra loud	0dB default ▼
Headset extra loud	0dB default ▼
Handfree extra loud	0dB default ▼
Mute Type	Comfort Noise ▼
VAD Eanble	<input checked="" type="radio"/> Disable <input type="radio"/> Enable
EDRC Enable	<input type="radio"/> Disable <input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High
Jitter Buffer Type	<input type="radio"/> Fixed <input checked="" type="radio"/> Adaptive
Jitter Buffer Length	<input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High

Note:

Only when the volume adjustment on the LCD is greater than +7, the extra loud will take effect.

Voice Mail Tone

To configure Voice Mail Tone via Web interface:

- Click **Setting**→**Preference**→**Voice Mail Tone**.
- Select the Voice Mail Tone On/Off to turn on/off.

Voice Mail Tone	<input checked="" type="radio"/> On <input type="radio"/> Off
-----------------	---------------------------------------------------------------

- Click **SaveSet** to save the configuration.

Play Hold Tone

To configure Play Hold Tone via Web interface:

- Click **Setting**→**Preference**→**Play Hold Tone**.
- Select the Play Hold Tone On/Off to turn on/off.

Play Hold Tone

☒ On

☐ Off

3. Click to save the configuration.

Play Hold Tone Delay

To configure Play Hold Tone Delay via Web interface:

1. Click **Setting**→**Preference**→**Play Hold Tone Delay**.
2. Enter the required delay time. 0 means no delay.

Play Hold Tone Delay

3. Click to save the configuration.

Bluetooth

How to Activate Bluetooth?

To activate Bluetooth via Phone interface:

1. Find Menu then navigate as follows:
Settings→**Basic**→**Connected devices**
2. Select **Connection Preference**→**Bluetooth**, press to turn on.
3. You will see the Bluetooth icon on phone's homepage status bar during the idle status. (This icon means that phone has no pair the Bluetooth device)

How to scan the Bluetooth headset device on phone interface:

1. Select "Pair New Device".
2. The phone will enter the scan interface, the phone starts searching for Bluetooth headsets within the working range of 10 meters (32 feet).
3. All detected Bluetooth headsets will display on the phone
4. Choose the desired Bluetooth Device from the list and connect to it:
5. If the Bluetooth Device is connected/paired successfully, you will see the "Connect Success!" and connected successfully icon.

6. If you want to disconnect with this Bluetooth device, you can press the “Enter” button, then press the “Disconnect” button.
7. When you back to idle interface, you will see the connected successfully icon

How to edit device information?

How to edit device information on phone interface:

1. Find Menu then navigate as follows:
Settings→**Basic**→**Connected devices**→**Connection Preference**→**Bluetooth**: Device name.
2. In this interface, you can edit the device name

Note:

The phone must be in the headphone mode to normally use the Bluetooth function.

How to answer an incoming call?

With the Bluetooth headset paired, you can touch headset key (supported by V52, V20), or press headset key (supported by V50), or press the multifunction key on the Bluetooth headset to answer an incoming call.

How to End Call?

To end a call:

With the Bluetooth headset paired, press the multifunction key on the Bluetooth headset to end a call.

Wi-Fi

When the Wi-Fi feature is enabled, the IP phone will automatically scan the available wireless networks. All the available wireless networks will display in scanning list on the LCD screen. The Wi-Fi feature can be configured in two different ways: Manual and Provision.

Note: WIFI function will not connect when there is a network cable plugged in, you

need to unplug the network cable to make the WIFI connect successfully.

How to Enable Wi-Fi feature?

Enabling Wi-Fi feature via Phone interface:


1. Tap **Settings**→**Basic**→**Wi-Fi**

You can also enable this function in the drop-down menu of the home interface

2. Tap the switch button  of **Use Wi-Fi**.


How to Connect Smart Phone to an Available Wireless Network?

Connect to an available wireless network via Phone interface:

1. Tap **Settings**→**Basic**→**Wi-Fi**, tap the switch button  of **Use Wi-Fi** item
You can also enable this function in the drop-down menu of the home interface
2. Choose desired wireless network and then tap the item
3. You must enter the wireless network's password:
4. If the wireless network's password is correct, the wireless network will connect successfully

How to Disconnect Wireless Network?

Disconnect wireless network via Phone interface:

1. Enter **Settings**→**Basic**→**Wi-Fi**
2. Select the current connected Wi-Fi.
3. Tap Disconnect .

How to Disable Wi-Fi feature?


To disable the Wi-Fi feature via Phone interface:

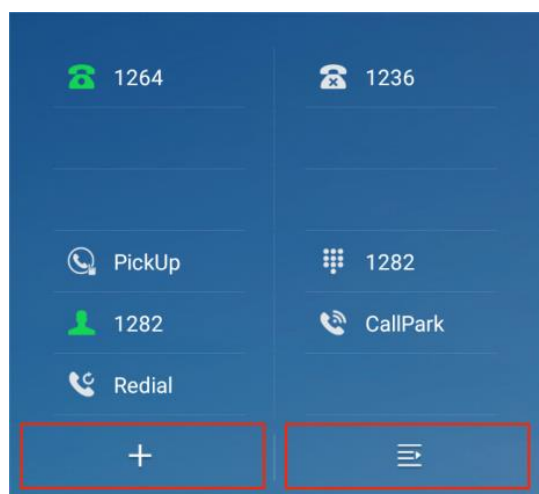
1. Tap **Settings**→**Basic**→**Wi-Fi**
2. Tap the switch button  of **Use Wi-Fi** item to turn off Wi-Fi feature.

How to configure line keys

The user can configure function keys in various ways. The configured function keys will be displayed in the Dsskey area of the phones. The configuration method is as follows:

To configure Line keys via phone Dsskey area

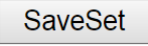
1. Click the  will add new line key behind the configured line keys in order, or click the expand key and then long press the idle line key to configure;
2. Select the required line key type, enter the value, label and account ID according to the tips; (Not all line keys require all attributes)
3. Click the check mark in the upper right corner to save the configuration.



To configure Line keys via phone settings

1. Tap **Settings**→ **Features**→ **Dsskey**
2. Select the desired Line Key
3. Tap **Type** to select the Type, enter the value, label and account ID according to the tips; (Not all line keys require all attributes)
4. Click the check mark in the upper right corner to save the configuration.

To configure Line keys via Web interface

1. Click **Function Keys**→ **Line Key**.
2. Select the desired Line Key and desired type in the Type field.
3. Enter the value, label and account ID according to the tips; (Not all line keys require all attributes)
4. Click  to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line ▼	Default ▼			Account 1 ▼	
Key2	Speed Dial ▼	Default ▼	1035		Account 1 ▼	
Key3	BLF ▼	Default ▼	1035		Account 1 ▼	

Line Keys

Line

For the line key configuration, see [How to Configure Line Keys](#)

Set the line key as line key, you can click the account key to use this account as the current account and call out the dialing interface.

Speed Dial

For the line key configuration, see [How to Configure Line Keys](#)

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

BLF

For the line key configuration, see [How to Configure Line Keys](#)

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 BLF icon is steady green.
2. When the monitored extension is ringing, the BLF icon turns red, press the BLF icon to pick the IP Phone up directly.
3. When the monitored extension is calling or in a conversation, the BLF icon steady red.

DTMF

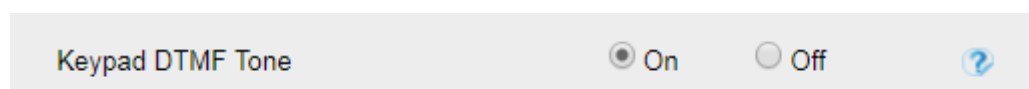
For the line key configuration, see [How to Configure Line Keys](#)

When the key is configured as DTMF key, you can 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 Tone via Web interface

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



Prefix

For the line key configuration, see [How to Configure Line Keys](#)

If the key is configured as Prefix key, the number prefix can be set (e.g. it is set as 9, the prefix 9 will be automatically added in front of the number, and it is unnecessary to enter.

Click this line key, the LCD interface will display 9)

Local Group

For the line key configuration, see [How to Configure Line Keys](#)

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

XML Group

For the line key configuration, see [How to Configure Line Keys](#)

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

LDAP

For the line key configuration, see [How to Configure Line Keys](#)

When using the LDAP feature, press the key to quickly enter the LDAP phonebook interface.

XML Browser

For the line key configuration, see [How to Configure Line Keys](#)

When using the LDAP phone book function, press the LDAP phone book key to quickly enter the LDAP phone book interface.

When configuring, you need fill in the access URL for XML browser in the Value field. (e.g.: <http://10.2.0.140/XMLBrowser/TextMenu.xml>)

You can use this key 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.

Network Directories

For the line key configuration, see [How to Configure Line Keys](#)

When using the BroadSoft Directory feature, by just pressing the key you can enter the Broadsoft Contacts interface its fast and convenient.

Conference

For the line key configuration, see [How to Configure Line Keys](#)

You can configure the line key to be used as a conference key. Its function is the same as the conference key on the call interface.

Forward

For the line key configuration, see [How to Configure Line Keys](#)

If the Forward Key has no configuration value, press it to enter the Always Forward configuration page.

If the Forward key is configured with a value, please press this key to always turn it on, and this notification message will be displayed on the phone LCD. Press the forward key again to turn off this function. At this time, there is an incoming call, which can be dynamically forward.

Transfer

For the line key configuration, see [How to Configure Line Keys](#)

1. If the Transfer Key is configured with a value, then transfer will be executed directly, and it is related to [Transfer Mode via DSSkey](#).
2. If Transfer Key has no configuration value, it will be used as Transfer key.

Hold

For the line key configuration, see [How to Configure Line Keys](#)

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

DND

For the line key configuration, see [How to Configure Line Keys](#)

If this key is configured as the DND key, you can activate the DND immediately when you press it, and the phone will automatically reject all incoming calls. Press again to turn off DND mode.

To enable DND feature

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

To disable DND feature

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

Redial

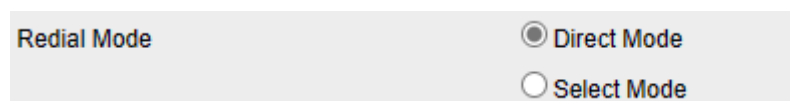
For the line key configuration, see [How to Configure Line Keys](#)

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

You can configure redial mode:

Login Web, click Setting and select redial mode:

1. Direct mode: click redial to dial the last number;
2. Select mode: click redial to open the history, and the user can select the number to dial.



The image shows a configuration interface for the Redial Mode. It has a title 'Redial Mode' on the left. On the right, there are two radio button options: 'Direct Mode' which is selected (indicated by a filled circle), and 'Select Mode' which is not selected (indicated by an empty circle).

Record

For the line key configuration, see [How to Configure Line Keys](#)

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

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

SMS

For the line key configuration, see [How to Configure Line Keys](#)

Configuring the SMS function key will allow you to quickly enter the SMS interface.

Group Listening

For the line key configuration, see [How to Configure Line Keys](#)

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

Public Hold

For the line key configuration, see [How to Configure Line Keys](#)

The key can be configured as a public hold key. During a conversation, all members belonging to that SLA group can use this key to hold and pick up with short press linekey on another extension.

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

Private Hold

For the line key configuration, see [How to Configure Line Keys](#)

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 with short press linekey.

Note:

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

Multicast Paging

For the line key configuration, see [How to Configure Line Keys](#)

You can use multicast paging to forward out time sensitive announcements quickly and easily 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

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 will be 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 via Web interface.

To configure Multicast Codec 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.

Listening Address

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 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.
6. Click  button to save the configuration.

Paging Barge 10 ▼

Paging Priority Active Enable ▼

Multicast Codec PCMU ▼

Index	Listening Address	Label	Multi Priority
IP Address 1	<input type="text" value="224.5.6.20:2000"/>	<input type="text"/>	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

SaveSet
Cancel

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.

Zero Touch

You can quickly set network parameters and automatic configuration through Zero Touch function key.

For the line key configuration, see [How to Configure Line Keys](#)

Use the Easy Update feature:

1. Press Zero Touch function key when the phone is idle
2. In the countdown, click Update

-
3. Select the network parameters you need to configure in Zero Touch menu, and click Next
 4. Modify your config server, user name and password in Zero Touch menu, and click OK
 5. The phone will immediately configure the network parameters you set and update the phone configuration according to the config server.

Customizing Your Phone

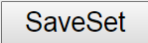
Administrator Password

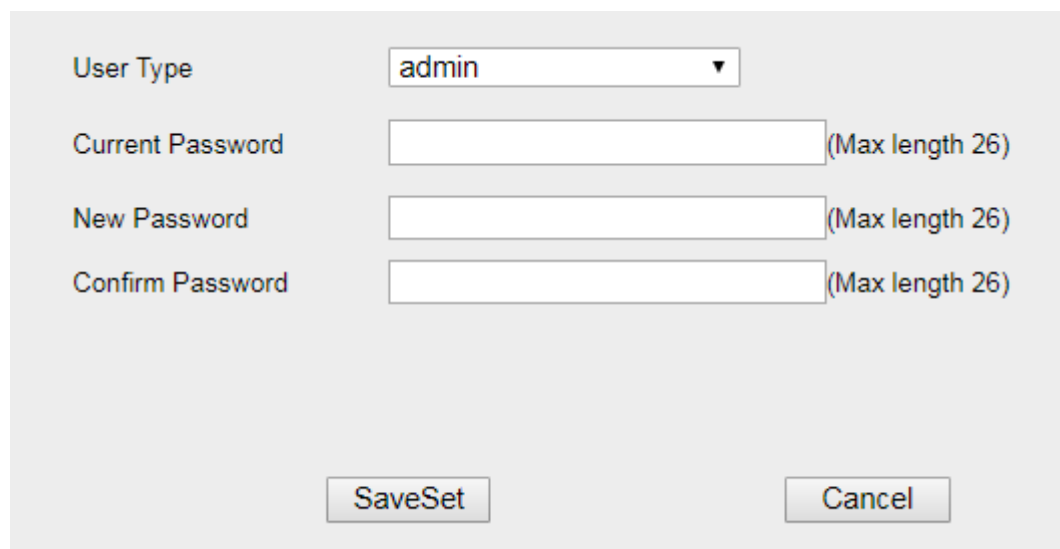
The password is mainly used for login the web interface or set the advanced settings through phone interface. And the default password of the administrator is: **admin**.

To change to password via phone interface

1. Tap Settings→ Advanced→ Set Password (default: admin)
2. Enter the Old Password, New Password and Ensure Password.
3. Tap Save to save the new password.

To change to password via Web interface

1. Management→ Password
2. Fill in the password (Current Password/New Password/Confirm Password)
3. Click  to save the configuration.



The form is a light gray rectangular box containing four input fields and two buttons. The first field is a dropdown menu labeled 'User Type' with 'admin' selected. The next three are text boxes labeled 'Current Password', 'New Password', and 'Confirm Password', each with '(Max length 26)' to its right. At the bottom are two buttons: 'SaveSet' and 'Cancel'.

Note:
When you use the web interface, default:
username: admin
password: admin


Language

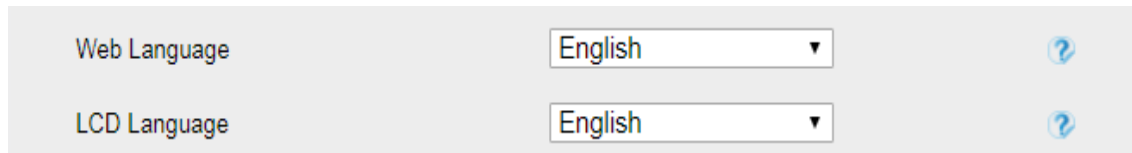
The default Phone interface language is English.

To change the language via Phone interface

1. Tap **Settings**→**Basic**→**Language & Input**.
2. Pull up required language to the first place.

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.

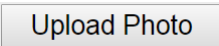
Wallpaper

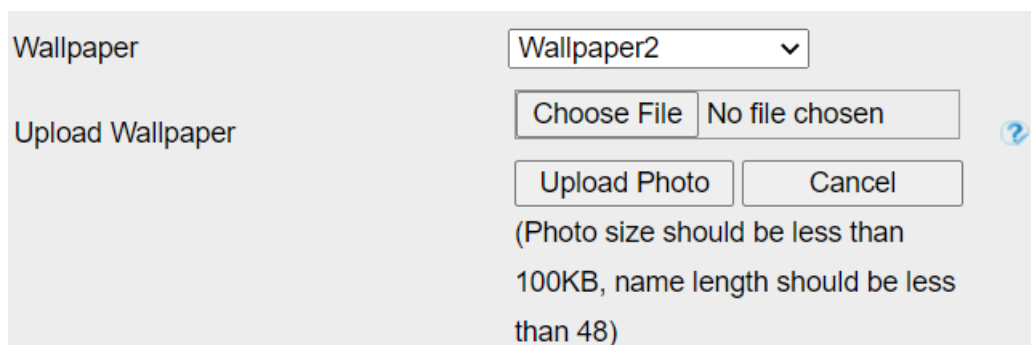
To change wallpaper, go by the following steps:

To change the wallpaper via Phone interface:

1. Tap **Settings**→**Basic**→**Display**→**Wallpaper**
2. Select the picture you want
3. 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.



Screen Saver

There are three types of screen saver: Clock and Colors.

Clock: When entering the screen saver, the screen will display the current time with a black background

Colors: When entering the screen saver, the screen will display a color picture

Photo Frame: When entering the screen saver, the screen will Randomly display the selected screensaver pictures

To enable screen saver via Phone interface:

1. Tap **Settings**→**Basic**→**Display**→ **ScreenSaver**.
2. Select the type you want
3. Tap **Save** to save the selected configuration.

To disable screen saver via Phone interface

1. Tap **Settings**→**Basic**→**Display**→ **ScreenSaver**.
2. Tap Switch to choose the Screensaver as off in Screensaver Waiting Time.
3. Tap **Save** to save the selected configuration.

Brightness level

To set Backlight via Phone interface:

1. Click **Settings**→**Basic**→**Display**→**Brightness level**
 2. Adjust the backlight brightness of the phone through the slider.
- or
1. Pull down the box twice
 2. Adjust the brightness of the phone through the slider in the drop-down box

Screen Time Out

To set Screen Time Out via Web interface

1. **Setting**→ **Preference**→ **Screen Time Out**
2. Select desired Screen Time Out.
3. Press to save the configuration.

Screen Time Out

5 min

Power Saving

The power saving feature is used to turn off the backlight to conserve energy. The phone enters power saving mode after it has been idle for a certain period of time.

If Power Saving is enabled and not within the office hour, the Off Hour Idle TimeOut takes effect.


If Power Saving is enabled but within the office hour or Power Saving is disabled, the Screen Time out takes effect.

To set power saving via Web interface

1. **Setting**→ **Power Saving**
2. Select **Power Saving** as Enable.
3. Choose Office Hour.
4. Select desired Off Hour Idle TimeOut.
5. Press to save the configuration.

Power Saving

☐ Disable
 ☒ Enable

Office Hour 

Monday	7	--	19
Tuesday	7	--	19
Wednesday	7	--	19
Thursday	7	--	19
Friday	7	--	19
Saturday	7	--	7
Sunday	7	--	7

Idle TimeOut Settings(minutes)

Off Hour Idle TimeOut

10 min

Time and Date

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

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

1. Tap **Settings**→**Basic**→**Time&Date**

2. Turn on Use network-provided time.
3. Tap Time Zone to change the Time zone

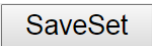
To configure time and date manually via Phone interface

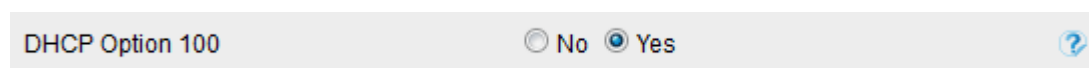
1. Tap **Settings**→**Basic**→**Time&Date**
2. Turn on Use network-provided time.
3. Change the right time, or you can input the right time.


To configure the Time & Date Format via Phone interface

1. Tap **Settings**→**Basic**→**Time&Date**→**Time Format**
2. Tap to change between 12 Hour or 24 Hour time display.

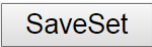
To configure the DHCP Option 100 via Web interface:

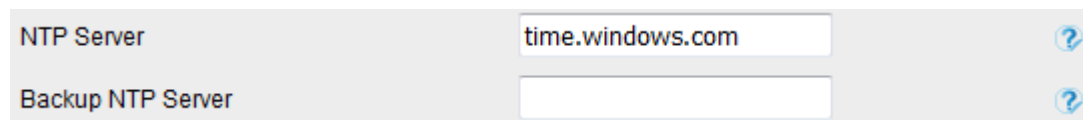
1. Log into the webpage (default username: admin, password: admin)
2. **Setting**→ **Date & Time**→ **DHCP Option 100**
3. Select Yes for the DHCP Option 100
4. Click  to save the configuration.





DHCP Option 100 ☐ No ☒ Yes 

To configure the NTP Server via Web interface

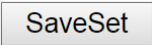
1. **Setting**→ **Date & Time**→ **NTP Server**
2. Fill in the value in the blank.
3. Click  to save the configuration.



NTP Server 

Backup NTP Server 

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

1. **Setting**→ **Date & Time**→ **Date Display Format**
2. Select the necessary one.
3. Click  to save the configuration.

DHCP Option 100	<input type="radio"/> No <input checked="" type="radio"/> Yes	?
DHCP Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
Time Zone	-5 United States-Eastern Time	?
NTP Server is Covered with DHCP	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
NTP Server	time.windows.com	?
Backup NTP Server		?
Update Interval (15~86400s)	120	?
Current Time	NTP Server DNS Resolve Failure	?
SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
Account(SIP Date Override Time)	Account 1	?
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	?

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 [SaveSet](#) to save the configuration.

SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
------------------------	---------------------------------------------------------------	-------------------

To change the Account via Web interface


1. **Setting**→ **Date & Time**→ **Account(SIP Date Override Time)**.
2. Select Yes for SIP Date Override Time and select desired Account.

3. Click [SaveSet](#) to save the configuration.

DHCP Option 100	<input type="radio"/> No <input checked="" type="radio"/> Yes	?
DHCP Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
Time Zone	-5 United States-Eastern Time	?
NTP Server is Covered with DHCP	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
NTP Server	time.windows.com	?
Backup NTP Server		?
Update Interval (15~86400s)	120	?
Current Time	NTP Server DNS Resolve Failure	?
SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
Account(SIP Date Override Time)	Account 1	?

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.

Daylight Saving Time ☒ Disable ☐ Enable ☐ Auto 

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.

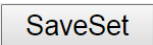
Daylight Saving Time

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**→ **LED Status Setting**
2. Select Yes or No for Power Status, Ringing Status, Miss Calls Status and Voice Message Status.
3. Click  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 # as Send Key via Phone interface:

1. Tap **Settings**→**Features**→**# As Send**
2. Tap the switch button  to **Enable**.
3. Tap **Save** to save the configuration.


To cancel # as Send key via Phone interface:

1. Tap **Settings**→**Features**→**# As Send**
2. Tap the switch button  to **Disable**.
3. Tap **Save** to save the configuration.

To configure # as Send key via Web interface:

1. Click **Setting** → **Preference**.
2. Select Yes or No for **Use # As Dial Key**.
3. Click **SaveSet** for the setting.

Use # As Dial Key

☐ No
 ☒ Yes
 

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 accepts 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**.
2. Select the desired account from the pull-down list of Account in the Account field.
3. Fill in the value in Dial Plan field (Maximum length 1024).
4. Click to save the configuration.

Account	Account 1 ▼	
Account Status	025@10.13.0.12:5060 : Registered; UDP	
* Account Active	<input type="radio"/> No <input checked="" type="radio"/> Yes	
Profile	Profile 1 ▼	
Label	<input type="text"/>	?
* SIP User ID	<input type="text" value="025"/>	?
* Authenticate ID	<input type="text" value="025"/>	?
* Authenticate Password	<input type="password" value="••••••••"/>	?
Name	<input type="text"/>	?
Local SIP Port	<input type="text" value="5060"/>	?
Use Random Port	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Voice Mail UserID	<input type="text"/>	?
Dial Plan	<input type="text" value="{[*]*+}"/>	
Eventlist BLF URL	<input type="text"/>	
Shared Line	Disable ▼	
SCA Barge-In	Disable ▼	?
Direct Call Pickup Code	<input type="text"/>	
Group Call Pickup Code	<input type="text"/>	
Feature Key Sync	Disable ▼	

Note:

1. Illegal input will fall back to default: {[*]*+}, illegal characters refer to all characters not within {}.
2. If the number you entered does not match the dial plan, you will not be able to make outgoing calls.

Phone Lock

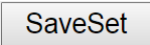
To enable Keypad Lock via Phone interface:

1. Tap **Settings**→ **Advanced**→ **Phone Settings**→ **Phone Lock**
2. Change Lock to All Keys, set Unlock Pin, Emergency Call (if need)
3. Press Save button to save the configuration.

To disable Keypad Lock via Phone interface:

1. Tap **Settings**→ **Advanced**→ **Phone Settings**→ **Phone Lock**
2. Change Lock to Disable.
3. Press Save button to save the configuration.

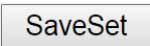
To enable Keypad Lock via Web interface:

1. Click **Setting**→ **Features**→ **Phone Lock**
2. To choose All Keys, Menu Key, or Function Keys for the Keypad Lock.
3. Fill in the Phone Unlock Pin and Emergency number. When the phone is Lock, only Emergency number can be sent.
4. Click  to save the configuration.

Phone Lock

Keypad Lock	<div>Disable</div>
Phone Unlock Pin(0~15digial)	<div>.....</div>
Emergency	<div></div>

To Disable Keypad Lock via Web interface:

1. Click **Setting**→ **Features**→ **Phone Lock**
2. Choose Disable for the Keypad Lock.
3. Click  to save the configuration.

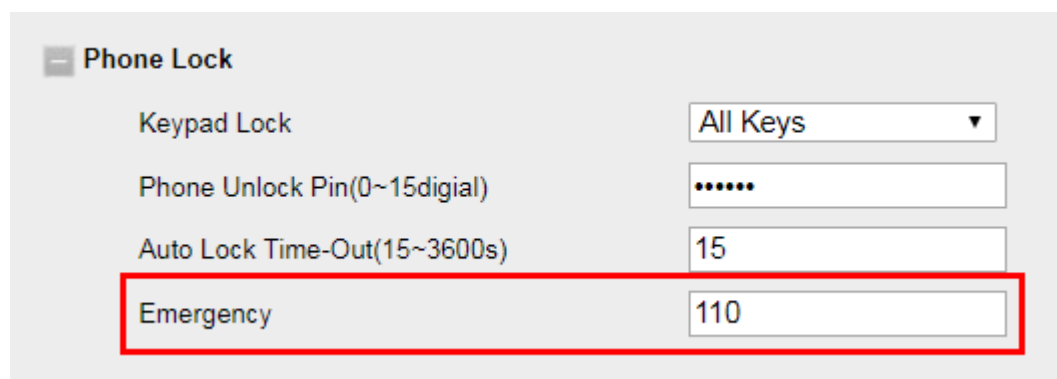
Emergency Call

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 Desk Phone for contacting the emergency services in an emergency.

To configure emergency call via Web interface:

1. Click **Setting**→ **Features**→ **Phone Lock**
2. Enter the emergency services number in the Emergency field (maximum length 63).
3. Click to save the configuration.



The screenshot shows the 'Phone Lock' configuration page. It includes the following fields:

- Keypad Lock: All Keys (dropdown menu)
- Phone Unlock Pin(0~15dial): (password field)
- Auto Lock Time-Out(15~3600s): 15 (text input)
- Emergency: 110 (text input, highlighted with a red rectangle)

Note: If multiple emergency calls are configured, they can be separated by commas. For example: 110,119,120.

Action URL

To configure action URL via Web interface:

1. Click **Setting**→ **Action URL**
2. Fill in the needed values in the designated blank spaces.
3. Click to save the configuration.

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"/>	?
Mute	<input type="text"/>	?
Unmute	<input type="text"/>	?
Missed Call	<input type="text"/>	?
Idle To Busy	<input type="text"/>	?
Busy To Idle	<input type="text"/>	?
Forward Incoming Call	<input type="text"/>	?
Reject Incoming Call	<input type="text"/>	?
Answer New Incoming Call	<input type="text"/>	?
Transfer Finished	<input type="text"/>	?
Transfer Failed	<input type="text"/>	?

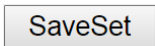
Settings


General Settings

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:

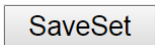
1. Click **Setting**→ **Preference**
2. Fill the blank of Dial-Now Timeout: for example, 5(seconds).
0 means dial out immediately, default is 0 seconds, max is 29 seconds (between 0 to 29).
3. Click the  button to save the configuration.


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 **Setting**→ **Preference**
2. Fill the blank of No Key Entry Timeout: for example, 5(seconds).
In seconds,0 means will not timeout, you should press the Dial key to dial out the number, default is 0 seconds, max is 29 seconds (between 0 to 29).
3. Click the  button to save the configuration.

NO Key Entry Timeout(seconds)	<input type="text" value="5"/>	
-------------------------------	--------------------------------	---------------------------------------------------------------------------------------

Show Missed Calls

Whether to show missed call notification on LCD.

After turning off this function, all missed calls will not be displayed. If there are missed calls after turning it on again, the total number of missed calls during turning off and after turning on again will be displayed.

Note:

1. If it is turned on again, the missed call count during the closed period will not be displayed immediately but will be displayed together after the missed call count is increased again.
2. After turning off this function, the previous missed call data will be cleared

To configure Show Missed Calls via Web interface:

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

3. Click for the setting.

Show Missed Calls	<input checked="" type="radio"/> Yes	<input type="radio"/> No	?
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Auto Logout Time

Set the Web login timeout.

1. Login webpage, and click **Setting**→ **Preference**

2. Set number 1~5000 min for Auto Logout Time.

3. Click for the setting.

Auto Logout Time (1 ~ 5000 min)	<input type="text" value="6"/>
---------------------------------	--------------------------------

Reboot in Talking

This function is to allow reboot during the calls or not. When this function is disabled, reboot will not be executed immediately during the call, but will be executed after the call ends. When this function is enabled, reboot will be executed immediately during the call.

1. Login webpage, and click **Setting**→ **Preference**

2. Set Enable or Disable for Reboot in Talking.

3. Click for the setting.

Reboot in Talking	<input type="text" value="Disable"/>
-------------------	--------------------------------------

Redial Mode

Call redial has two ways:

(1) Direct mode: click redial to dial the last number;

(2) Select mode: click redial to open the history, and the user can select the number to dial

1. Login webpage, and click **Setting**→ **Preference**

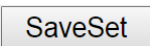
2. Set Direct Mode or Select Mode for Redial Mode.

3. Click for the setting.

Redial Mode	<input checked="" type="radio"/> Direct Mode
	<input type="radio"/> Select Mode

Suppress DTMF Display

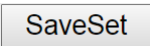
Whether to hide DTMF during the call; if this function is enabled, the DTMF during the call will be displayed as *.

1. Login webpage, and click **Setting**→ **Preference**
2. Select On or Off for Suppress DTMF Display.
3. Click  for the setting.

Suppress DTMF Display
☐ Off
☒ On

Suppress DTMF Display Delay

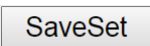
Whether to show DTMF briefly before hiding it. Provided that Suppress DTMF display is on.

1. Login webpage, and click **Setting**→ **Preference**
2. Select On or Off for Suppress DTMF Display Delay.
3. Click  for the setting.

Suppress DTMF Display Delay
☐ Off
☒ On

Check-Syn With Authenticate

If you enable this option, you need to authenticate the server before the phone agrees to synchronize.

1. Login webpage, and click **Setting**→ **Preference**
2. Select Enable or Disable for Check-Syn With Authenticate.
3. Click  for the setting.

Check-Syn With Authenticate

Headset Mode

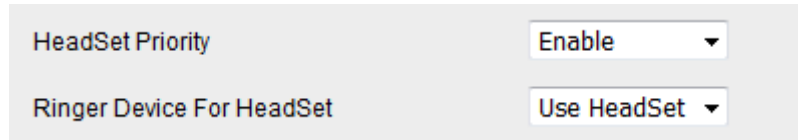
How to configure Headset Priority via Phone interface:

1. Find Menu then navigate as follows: **Settings**→**Basic**→**Headset**:
2. Enable the Headset Priority.
3. Choose the “Use Headset” or “Speaker&Headset” from “Ringer Device” option.

4. Press the save button to save the configuration.

To configure Headset Priority via web interface:

1. Login the phone's webpage (Username: admin, Password: admin)
2. **Setting**→**Preference**. Enable the Headset priority. Choose the "Use HeadSet" or "Speaker&Headset" from "Ringer Device" option.



3. Click the  button to save the configuration.

To enable the headset mode:

Enable headset mode when headset priority is enabled:

1. Press the headset key on phone's during the idle status when you accomplish the above-mentioned configuration.
2. Headset icon will display on phone status bar.

Enable headset mode when headset priority is not enabled:

Tap the headset key on phone

After pressing the headset key, the phone enters the dialing mode. And the headset is used only for calling.

When dialing or calling, the headset is used as an answer mode, and the headset is not used by default as in the preceding case.

Network setting

Htek IP Phone currently supported IPv4、IPv6、IPv4&IPv6.They have two mode of

Network: DHCP and Static. 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 and Static IP Address, or change the Static IP on webpage, it will show the warning of restart as following.

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

IPv4

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

To configure IPv4 via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→ **IP Port Mode**
2. Change the IP Port Mode.
3. Tap **Save** 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.

● **Internet Port**

IP Mode (IPv4/IPv6) IPv4 ▼

To configure DHCP via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→**IPv4**
2. Turn on Static DNS, and fill in Pri.DNS and Sec.DNS.
3. Tap save for the setting.

To configure a static IP address via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→**IPv4**→ **Type**
2. Select Static mode.
3. Enter the parameters: IP, Netmask, Gateway, Pri.DNS (primary DNS), Sec.DNS (second DNS) in the corresponding fields.
4. Click Save and the pop-up box shows "System will reboot, Are you sure?".
5. Tap OK to accept the change or the Cancel button to cancel.

To configure Network via Web interface:

1. Click **Network**→ **Basic**→ **IPv4 Setting**
2. Select the desired Type: DHCP or Static IP Address.
3. Fill in the necessary information.

4. Click **SaveSet** and the pop-up box shows "System will reboot, Are you sure?".

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

IPv6

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

To configure IPv6 via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→ **IP Port Mode**
2. Change the IP Port Mode.
3. Tap **Save** to save the configuration.

To configure IPv6 via Web interface:

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

Internet Port

IP Mode (IPv4/IPv6)

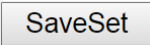
To configure DHCP via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→**IPv6**
2. Turn on Static DNS, and fill in Pri.DNS and Sec.DNS.
3. Tap save for the setting.

To configure a static IP address via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→**IPv6**→ **Type**
2. Select Static mode.
3. Enter the parameters: IP, Netmask, Gateway, Pri.DNS (primary DNS), Sec.DNS (second DNS) in the corresponding fields.
4. Click Save and the pop-up box shows "System will reboot, Are you sure?".
5. Tap OK to accept the change or the Cancel button to cancel.

To configure Network via Web interface:

1. Click **Network**→ **Basic**→ **IPv6 Setting**
2. Select the desired Type: DHCP or Static IP Address.
3. Fill in the necessary information.
4. Click  and the pop-up box shows "System will reboot, Are you sure?".



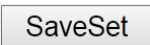
IPv4&IPv6

If you set IP Mode to IPv4&IPv6, IP phones will support both IPv4 and IPv6 addresses. DHCP and static IP address settings are the same as above.

To configure IPv4&IPv6 via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **WAN Port**→ **IP Port Mode**
2. Change the IP Port Mode.
3. Tap **Save** to save the configuration.

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.

● Internet Port

IP Mode (IPv4/IPv6)

IPv4&IPv6

Preference(IPv4/IPv6)

IPv4

Note:

Incorrect network parameters may cause the phone to be inaccessible, and may also affect the network performance. For more information about these parameters, contact your system administrator.

Preference

When the network is set to IPv4 and IPv6 dual stack mode, you can set the parameter "Priority (IPv4/IPv6)" to select which IP protocol will be used with higher priority.

Note:

This feature is only displayed in the IPv4 and IPv6 dual stack, that is, when the IP mode (IPv4/IPv6): IPv4 and IPv6, the preference feature will be displayed.

To configure Preference(IPv4&IPv6) via Web interface:

1. Click **Network**→ **Basic**→ **Internet Port**
2. Select IPv4 or IPv6 as required.

3. Click for the setting.

● Internet Port

IP Mode (IPv4/IPv6)

IPv4&IPv6

Preference(IPv4/IPv6)

IPv4

PC Port

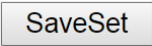
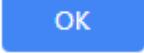
Two modes for PC Port: As bridge and Connect to Expansion Module.

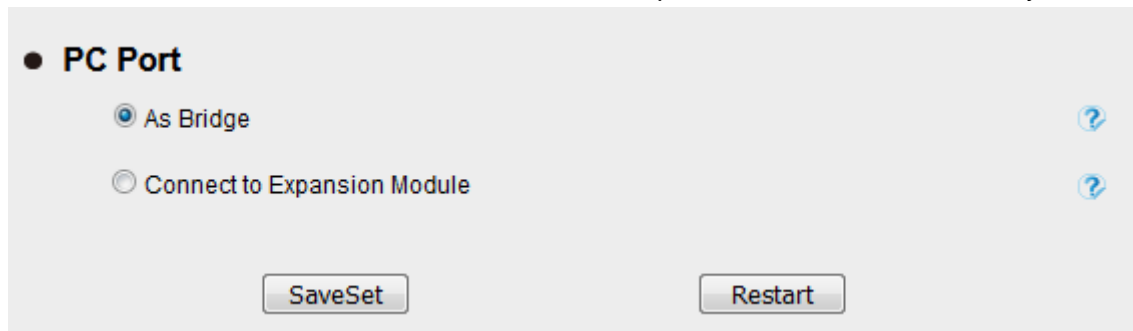
To Select the PC Port via Phone interface:

1. Tap **Settings**→**Advanced**(password: admin)→**Network**→ **PC Port**→ Bridge /Router/Connect to Module.
2. Click Save and the pop-up box shows "System will reboot, Are you sure?".
3. Click the OK, then the phone will reboot.

To Select the PC Port via Web interface:

1. Click **Network**→ **PC Port**
2. Select As Bridge/Connect to Expansion Module.

3. Click  and then click , the phone will reboot automatically.



Note: The As Bridge mode is selected by default, and the “Connect to Expansion Module” mode is only required when the phone is connected to the expansion module.

System setting

Factory Reset

To set Factory Reset via Phone interface

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

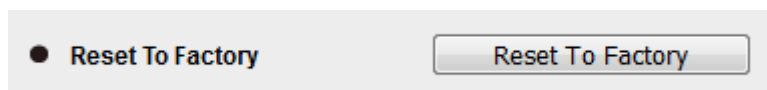
Factory Reset

2. Press OK button in the warning page.

To set Factory Reset via Web interface

1. Click **Management**→ **Upgrade**


2. Click  and then confirm the setting.



Pcap Feature

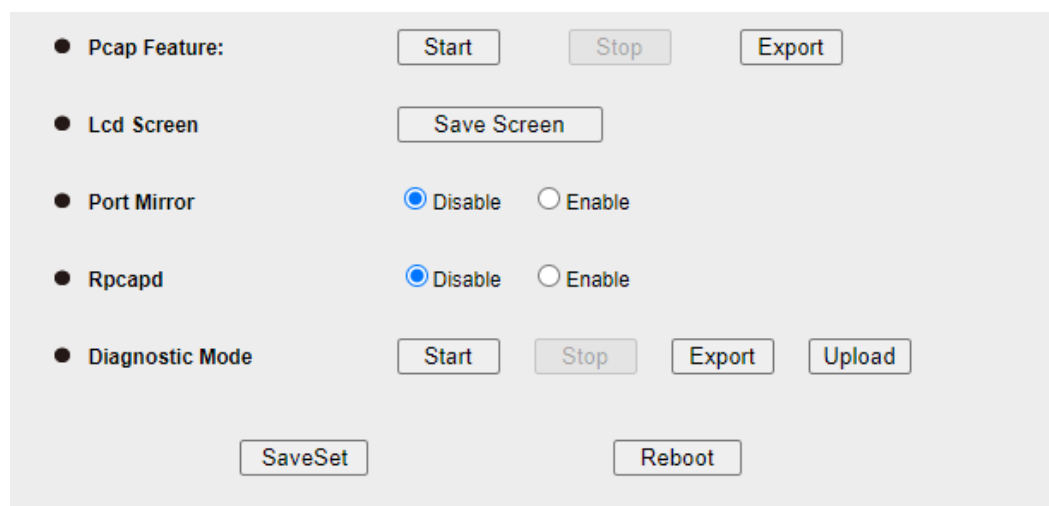
To use Pcap feature via Web interface:

1. Click **Management**→ **Tools**

2. Click  and then operation the phone

3. When finishing the operation, click  and then click .

4. Then you'll get the Pcap captures.



The screenshot shows a settings interface with the following options:

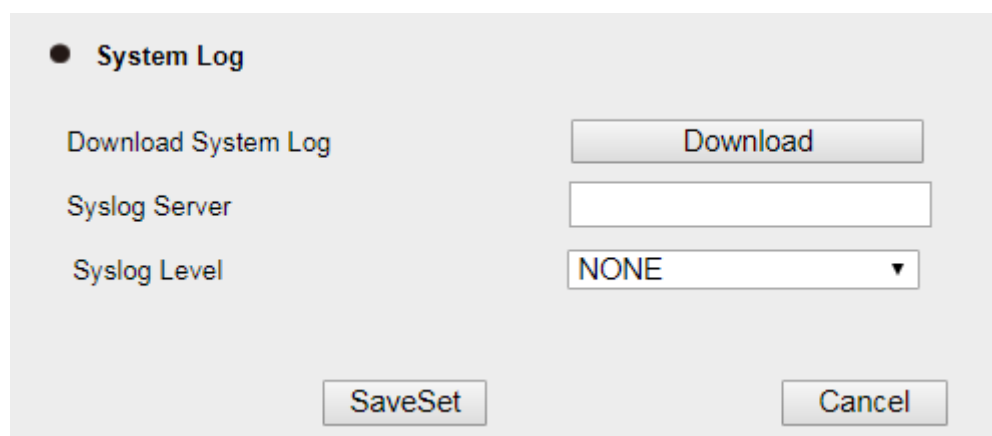
- Pcap Feature:** Start, Stop, Export
- Lcd Screen:** Save Screen
- Port Mirror:** ☒ Disable ☐ Enable
- Rpcapd:** ☒ Disable ☐ Enable
- Diagnostic Mode:** Start, Stop, Export, Upload

At the bottom, there are two buttons: SaveSet and Reboot.

System Log


To download system log via Web interface:

1. Click **Management**→ **Configuration**
2. Select the Syslog Level



The screenshot shows the System Log configuration page with the following fields and buttons:

- System Log** (selected)
- Download System Log:** Download
- Syslog Server:** (empty text box)
- Syslog Level:** NONE (dropdown menu)
- Buttons:** SaveSet, Cancel

3. Click  of the System Log.

4. Then you will get a txt file: syslog.txt.

Upgrade

To upgrade via HTTP, the “Management” → “Auto Provision” → “Firmware Upgrade” → “Upgrade Mode” field needs to be set to HTTP, respectively. “Firmware Server Path” needs to be set to a valid URL of a HTTP server, server name can be in either FQDN or IP address format. Here are examples of some valid URL.

e.g. firmware.mycompany.com:5688

e.g. www.mycompany.com:5688/fm

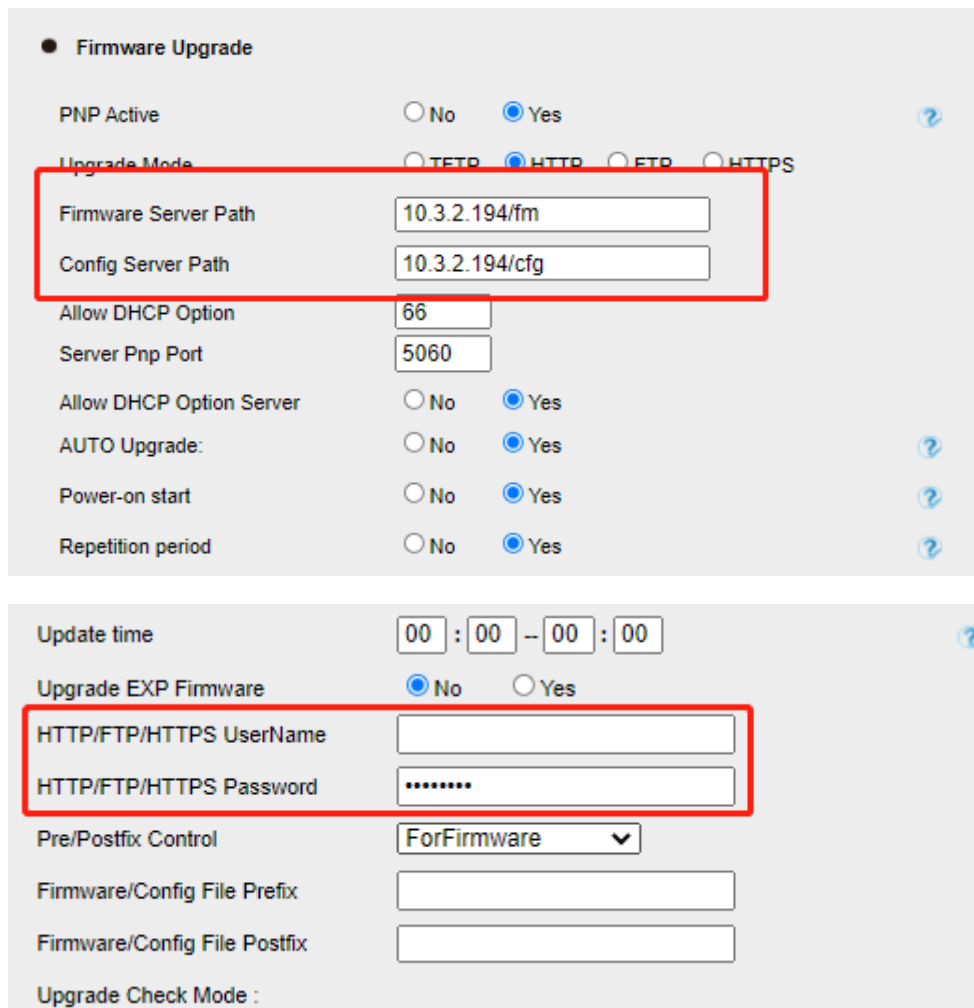
e.g. 218.2.83.110

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) Visit "http://192.168.0.254/fm/" on localhost by browser to verify the HTTP Server. If visiting "http://192.168.0.254/fm/" on another computer and it is not prompted to download fw920D.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 **SaveSet** button to save the configuration.
6. Restart the Smart Phone, IP Phone will restart and auto-get firmware files from HTTP server.



The screenshot displays the 'Firmware Upgrade' configuration page. The 'Upgrade Mode' is set to 'HTTP'. The 'Firmware Server Path' is '10.3.2.194/fm' and the 'Config Server Path' is '10.3.2.194/cfg'. Other settings include 'PNP Active' (Yes), 'Allow DHCP Option' (66), 'Server Pnp Port' (5060), 'Allow DHCP Option Server' (Yes), 'AUTO Upgrade' (Yes), 'Power-on start' (Yes), and 'Repetition period' (Yes). The 'Update time' is set to 00:00 - 00:00. The 'Upgrade EXP Firmware' is set to 'No'. The 'HTTP/FTP/HTTPS Username' and 'Password' fields are highlighted with a red box. The 'Pre/Postfix Control' is set to 'ForFirmware'. The 'Firmware/Config File Prefix' and 'Firmware/Config File Postfix' fields are empty. The 'Upgrade Check Mode' is set to 'ForFirmware'.

NOTES:

- Htek recommends end-user use the Htek HTTP server. For large companies, we recommend maintaining their own TFTP/HTTP/FTP/HTTPS server for upgrade and provisioning procedures.
- 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.

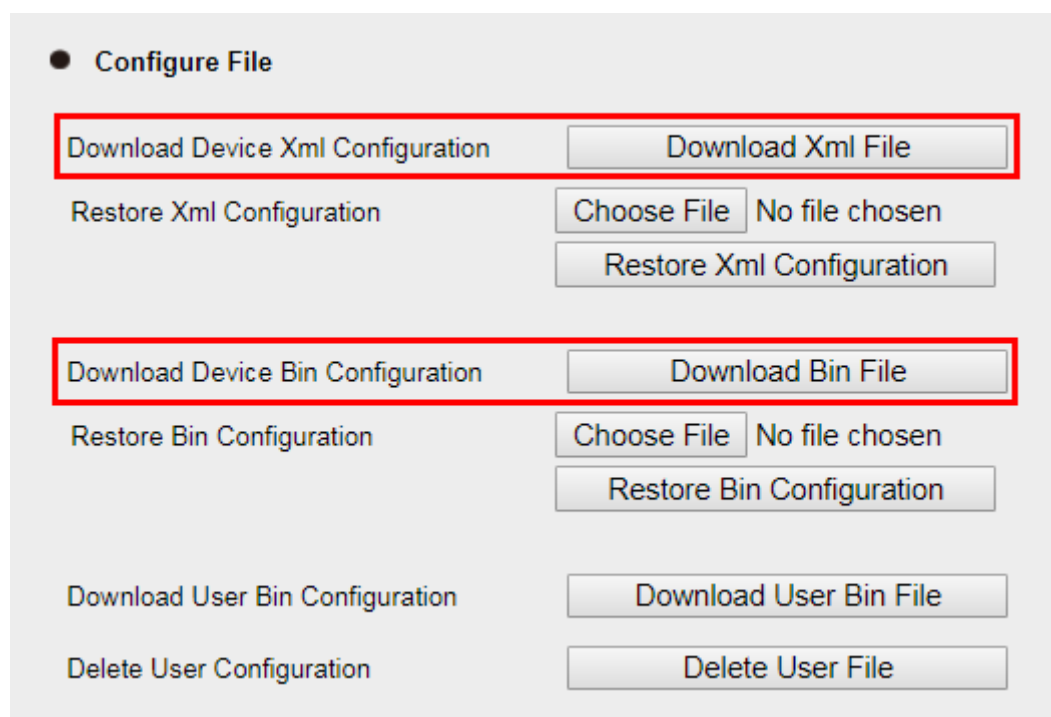
3. Select the firmware and then click .

Configuration File

To download configuration file

1. Click **Management**→ **Configuration**→ **Configure File**

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



● **Configure File**

Download Device Xml Configuration

Restore Xml Configuration No file chosen

Download Device Bin Configuration

Restore Bin Configuration No file chosen

Download User Bin Configuration

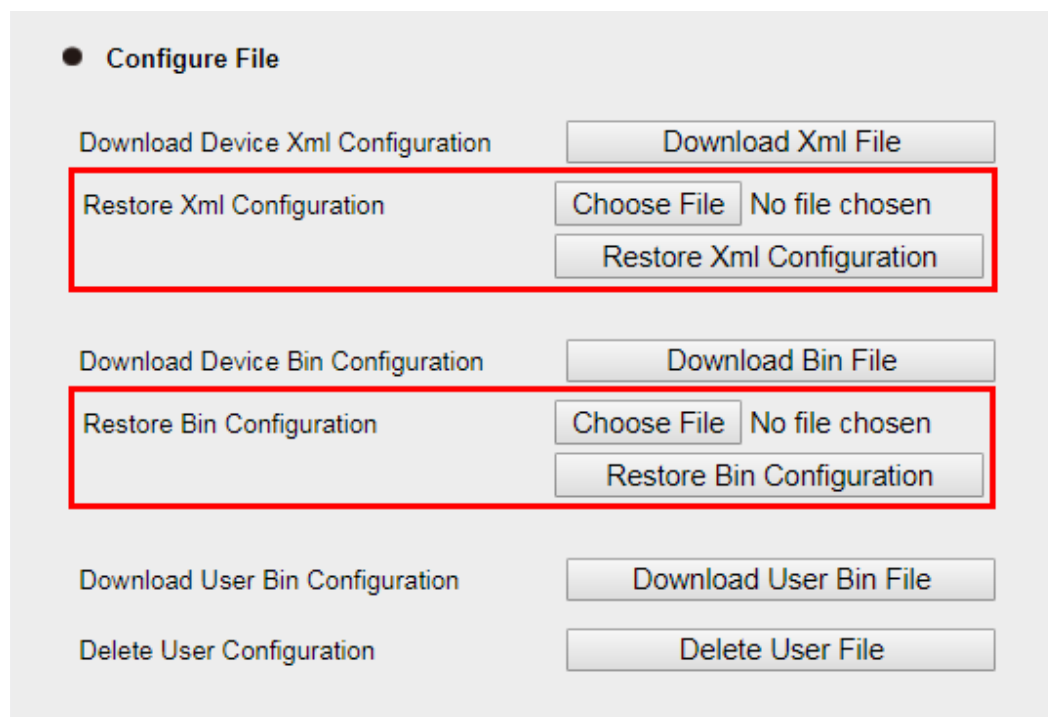
Delete User Configuration

To restore a configuration file

1. Click **Management**→ **Configuration**→ **Configure File**

2. Select the xxx.xml or xxx.bin file, and then Click the

or , then IP Phone will reboot.




Install/uninstall apps via auto provision

You can install or uninstall apps via auto provision. To install an app, upload the app installation package to the server in advance.

To configure Install apps via auto provision via Web interface

1. Click **Management**→**Auto provision**

2. Fill in Application Action URL (the server address where the app installation package is stored). After saving, the phone will install the specified application during auto provision.



To configure Install/uninstall apps via auto provision via Configuration File

1. Open the configuration file.

2. Fill in install url with the server address where the app installation package is stored in. Fill in uninstall package with the name of the uninstalled app installation package.

3. Upload the configuration file to the server, and the phone will install the specified application during auto provision.

```
<Actions>

  <Action name="install"
url="http://10.6.0.112:8099/update/Android/app/teams.apk"/>

  <Action name="install"
url="http://10.6.0.112:8099/update/Android/app/NeteaseCloudMusic.apk"/>

  <Action name="uninstall" package="com.microsoft.teams"/>

</Actions>
```

Expansion module Settings

The expansion module is a console that you can use to connect to the phone to add additional function keys and expand the phone's functions.

Connect to Expansion module

How to connect to Expansion module?

1. You can use the materials provided in the expansion module package to connect the expansion module to the phone.
2. Log in to the website and click **Network** → **PC Port**
3. Switch pc port to **Connect to Expansion Module**
4. Click SaveSet and Reboot the phone.
5. Then you can see that the phone has been connected to the extension module, and you can view the version information related to the extension module on the webpage.

System Application

The phone is built with a variety of system applications and cannot be uninstalled.

Manage applications and widgets

The phone provides multi-function keys, picture library, music, Chrome browser, clock, calendar, and set widget

Method I:

1. Long press the blank area of the screen and click the widget.
2. Select the desired widget and drag it to the appropriate position on the screen.

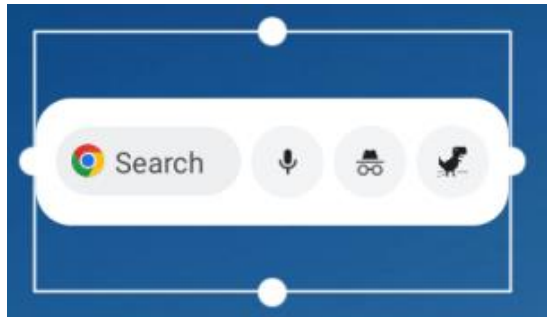
Method II:

1. Click the application of the required widget, and click the widget.
2. Select the widget you want and drag it to the appropriate location on the screen.

Modify widget size

You can modify the widget size of multi-function keys, Chrome browser, clock and calendar

1. Adjust the size of the widget as needed until the widget appears on the frame.
2. Drag the frame to adjust the size of the widget.



Move application or widget

You can move the location of an application or widget on the screen.

1. Long press the widget or application that needs to be moved.
2. Drag it to the appropriate position on the screen.

Tips:

1. You can add a new standby interface by dragging an application or widget to the right edge of the third standby interface.
2. If the current screen interface has only one application or widget, you cannot add a new standby interface with the above method.
3. If there is no application or widget on the screen interface (except the main screen), the screen interface will be automatically deleted.

Remove widget

You can remove unwanted widgets without uninstalling the application itself.

1. Long remove the widget as required.
2. Drag it to the top of the screen to remove it.

Create folder

You can create folders and put the same type of applications in one folder.

1. Drag an application icon in the target folder to another application icon until the folder border appears. The two apps are placed in the same folder.
2. If there is only one application in the folder, the folder will be automatically dissolved.

Rename folder

You can rename the folder.

1. Click the target folder.
2. Click Modify Name and enter the name of the target folder.
3. Click Save.

File Management

You can view, move, copy, compress, rename, delete, and search pictures of the phone and USB flash drive through file management. Audio, video.



View Files

You can view pictures, audio and video.

1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) you want to view.
3. Click to view the file.

Move Files



You can move the file to a different path. After the move, the file will not be stored in the original path.

1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Long press the target file, click , and select "Move to...".
4. Select the target path and click Move.

Copy Files



You can copy files to a different path. After the move, the file is still stored in the original path.

1. Click File.

2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Long press the target file, click , and select "Copy to...".
4. Select the target path and click Copy.



Compressed Files

You can compress files to save storage space or improve transmission efficiency.

1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Long press the target file, click , and select "Compression".
4. The compressed file will be stored in the path of the target file.

Rename Files

You can rename files for easy viewing or management.



1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Long press the target file, click , and select "Rename".
4. Enter a new name and click OK to save.

Tips:

Please do not modify the file extension at will, which will make the file invisible.



Delete Files

You can delete unnecessary files to increase storage space.

1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Long press the target file, click , and select.
4. Click OK to delete the file.

Research Files



You can quickly view the required files by searching for files.

1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Click  to enter the name or consecutive characters in the name of the search file.
4. Swipe up and down to view the search results.

Share files via Bluetooth

You can share files via Bluetooth.

Send files via Bluetooth

1. Click File.
2. Click  to select the file type or storage device (phone or USB flash disk) of the target file.
3. Long press the target file, click , and select "Bluetooth". (If Bluetooth is not enabled, you will be prompted to enable Bluetooth. If Bluetooth is not enabled, you cannot share files)
4. Select the target device to share.

Receive files via Bluetooth

1. Turn on Bluetooth.
2. Transfer files to the phone through Bluetooth on other devices.
3. The phone pops up the message "Someone sent you a file", click the message and click "Accept" to receive the file.

Gallery

You can view or manage pictures in different ways on the phone

View picture



You can view pictures and videos.

1. Click the gallery.
2. Select the album you want to view, or click the album filter tab in the upper left corner.
3. Click to view pictures or videos.

4. Click the album name in the upper left corner to switch viewing methods, such as slide view and grid view.




Edit picture

You can easily edit the picture.

1. Click the gallery.
2. Select the album you want to view, or click the album filter tab in the upper left corner.
3. Long press the target image, click  and select "Edit". You can also click the target image to view the large image, click  and select "Edit".
4. Edit the picture simply. Such as adding filters, picture frames, clipping, rotating, mirroring, graffiti, exposure, etc.
5. Click Save to save the changes. The original image will not be deleted.

Delete picture



You can delete unwanted pictures to increase storage space.

1. Click the gallery.
2. Select the album you want to view, or click the album filter tab in the upper left corner.
3. Long press the target image, click  and select . You can also click the target image to view the large image, click  and select "Delete".
4. Click OK to delete the file.

Share picture via Bluetooth



You can share pictures through Bluetooth.

Send files via Bluetooth

1. Click the gallery.
2. Select the album you want to view, or click the album filter tab in the upper left corner.
3. Long press the target image, click  and select "Bluetooth". You can also click the target image to view the large image, click  and select "Bluetooth". (If Bluetooth is not enabled, you will be prompted to enable Bluetooth. If Bluetooth is not enabled, you cannot share files)
4. Select the target device to share.

Set Wallpaper



You can select your favorite pictures and set them as wallpapers.

1. Click the gallery.
2. Select the album you want to view, or click the album filter tab in the upper left corner.
3. Long press the target image, click , and select "Set photo as". You can also click the target image to view the large image, click , and select "Set photo as".
4. Adjust the size and position of the picture, and click Save to set it as wallpaper.




Recorder

You can record and manage recording files through the recorder.

Record


1. Click the recorder
2. Click  Start Recording and  End Recording
3. Click Save to save the recording file, and click Abort to discard the recording file
4. The default recording file name is "recording_year+month+day+hour+minute+second"

Manage recording files

1. Click the recorder
2. Click  to view the recording file
3. Long press the target recording file to delete it
4. Click the target recording file, click  Play Recording, and click  Stop Playing
5. Click, click Sound Quality to select the sound quality of the recording file.

Camera

You can take photos or videos with the camera (please make sure the camera is turned on. Additional USB camera is required for V20, see [USB camera](#) for details).

1. Click the camera.
2. You can click  to turn on or off flash, grid line and timed photography.
3. You can slide from left to right to call out the switch menu, and you can select to switch cameras or videos in the switch menu.
4. Click the camera or video button to start taking pictures/recording.

Browser

You can browse web pages through a browser (the built-in browser is Chrome).

1. Click the browser.
2. Enter the web address.
3. Browse the web.

Calculator

You can use a calculator for simple calculations.

Clock

You can use the clock to set the alarm clock, timer and stopwatch.

Set alarm

1. Click the clock
2. Click the alarm
3. Add an alarm clock as needed, and set the alarm time and ring tone.

Set timer

1. Click the clock
2. Click Timer
3. Enter the seconds, minutes and hours of the timing time as required.
4. Click Start to start the countdown.

Set Stopwatch

1. Click the clock
2. Click the stopwatch
3. Click Start to start timing

Optional Accessories with Your Phone

USB Camera

You can make video calls, take photos and videos through the USB camera (UCV20 is applicable)

1. Place the bracket above the phone and ensure that the hole of the bracket is aligned with the USB port of the IP phone.
2. Insert the USB camera into the USB interface of the phone.
3. The phone pops up the window "Camera connected".
4. The indicator light at the lower right corner of the camera turns red, indicating successful connection. When using the camera, the indicator light in the lower left corner of the camera turns green.

Headsets

The phone supports wired headset and Bluetooth headset to place and answer calls. You can use only one headset at a time.

Bluetooth Headset

You can use a Bluetooth headset to handle calls on the phones.
For more information, refer to the documentation from your Bluetooth headset manufacturer.



EHS Headset

After connecting the EHS headset to the phone as required, you can view the EHS version number on the WEB page and use the EHS headset for call operations. Different operations vary according to the model of the EHS headset. For details, please refer to the documents provided by your EHS headset manufacturer.

Using Headsets

After connecting a headset to your phone, you can activate the headset mode and use the headset when answering and placing calls. If you do not want to use a headset to handle calls, you can deactivate the headset mode.

To use the headsets:

1. Tap  on the phone.
 2. The headset icon appears on the phone screen.
 3. Tap  again on the phone.
- The headset icon disappears from the phone screen.

Expansion

You can use the expansion board to expand the function keys. When used with the Htek IP phone, it can provide functions such as public hold, private hold, call deposit, speed dial, redial, call return, call transfer, etc. to facilitate you to handle various tasks.

Set screensaver for Expansion

1. Log in to the webpage and click **Setting** → **Preference** → **Expansion screensaver time**
2. Select the appropriate screensaver time
3. Click Save.

Expansion screensaver time	10 min	▼
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Set Backlight Level for Expansion

1. Log in to the webpage and click **Setting** → **Preference** → **EXP Backlight Level**
2. Select the appropriate EXP Backlight Level
3. Click Save.

EXP Backlight Level	8	▼
---------------------	---	---

Set BLF value display for Expansion

1. Log in to the webpage and click **Setting** → **Preference** → **Extension display BLF value**
2. Select Enable or Disable. When Disable is selected, the specific extension number monitored will not be displayed.
3. Click Save.

Set Exp key for Expansion

1. Log in to the webpage and click **Function Keys** → **EXP Key**
2. Select the appropriate key and select the type you want in the drop-down box.
3. Enter values, labels, accounts, etc. as required according to prompts.
4. Click the button to save the configuration.

Expansion Key
Expansion 1 ▼

Key	Type	Value	Label	Account	Extension
Key1	BLF ▼	1282		Account 1 ▼	
Key2	Call Return ▼			Account 1 ▼	

USB Button

Htek IP phones support USB Button that connects to the USB port of the IP phones to implement various configuration functions. USB Button can be used in normal mode and emergency mode, with different usage scenarios.

1. Login: Input the IP address in the web browser. (Login name: admin; default password: admin).
2. Click **Function keys** -> **USB KEY**
3. Choose **USB key mode**: Emergency or Normal
4. Choose **Type** and fill in the **Value** (optional)
5. Click the SaveSet button to save the configuration.

IP PHONE

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

Line Key
Programmable Key
EXP KEY
USB KEY

USB key mode Emergency mc ▼

USB	Type	Value	Label	Account	Extension
Key	Silent Call ▼	4004	4004	Account 1 ▼	

SaveSet
Reboot