



# Htek IP Phones UC902S(P) User Manual



**Version 2.0.4.6.16**  
**Jul. 2019**

## Notices Information

### Copyright

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### Safety instructions

- To use the Phone, please follow the instructions in this usermanual.
- Use the power adapter supplied with your phone. Other power adapters may damage the phone.
- This phone is for indoor use only, keep your phone away from moisture and do not expose your phone to rain or moisture
- Do not use the phone during thunderstorms.
- CE
- FCC

### WEEE Warning



The explanation of the Waste Electrical and Electronic Equipment (WEEE) Regulations. With electrical waste now one of the fastest-growing waste streams across the globe, expanding at around three times the rate of general waste, its aim is to encourage more recycling, recovery and re-use, and ultimately divert more used goods away from landfill.

## Cleaning

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

## FCC Statement

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

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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

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

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

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

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

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

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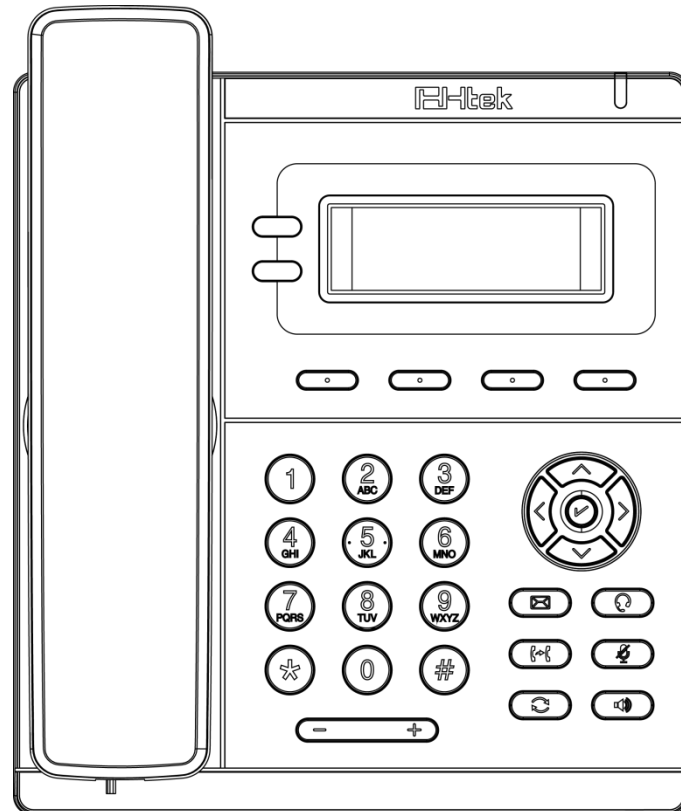
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# Getting Started

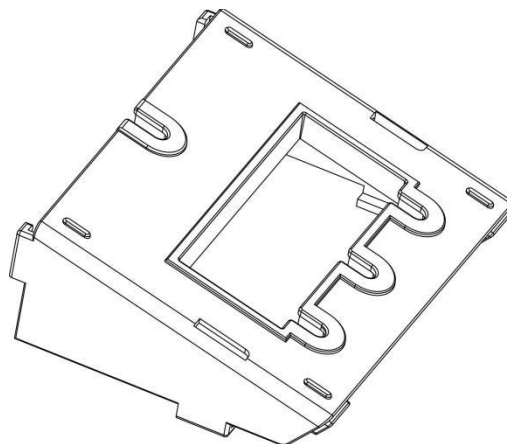
## Packing List

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

1. The phone station

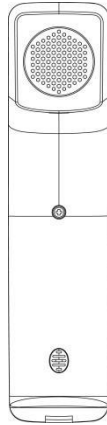


2. The phone stand

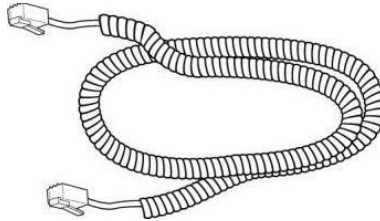




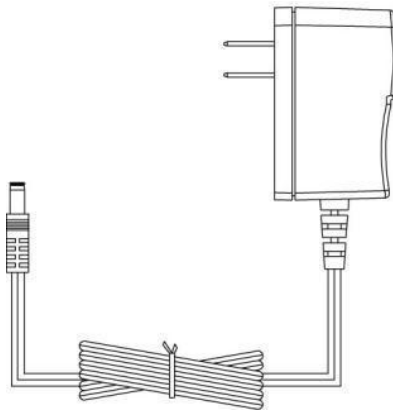
3. Handset



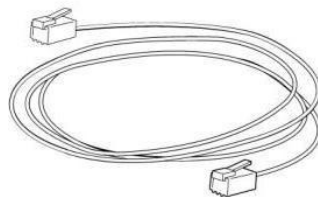
4. Headset cord



5. Power adapter



6. Ethernet cable

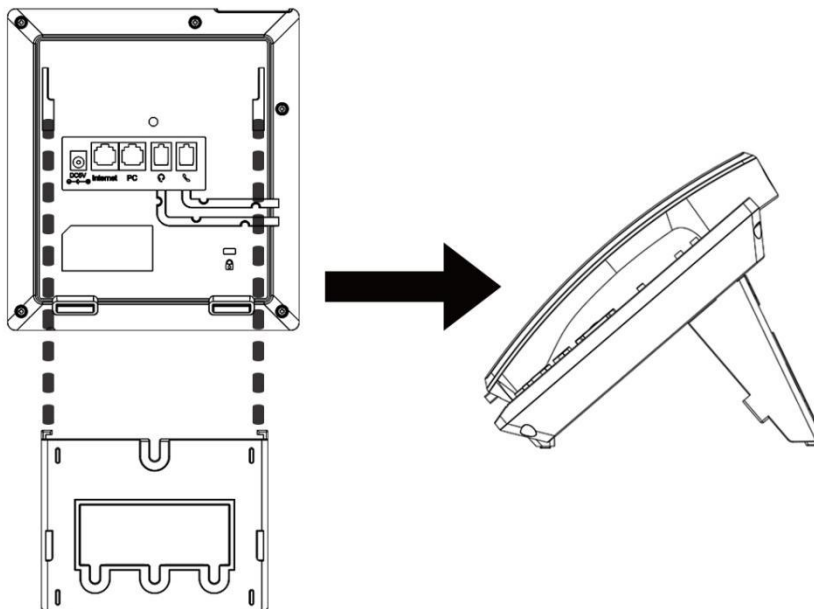


7. User Manual

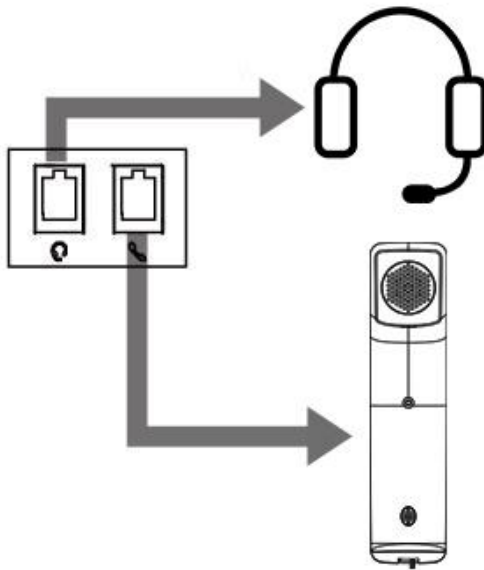


## Phone Installation

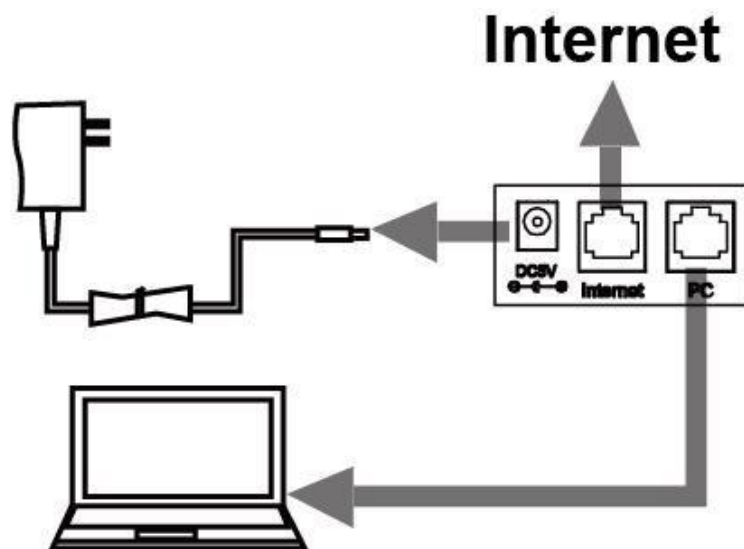
### 1. Attach the Phone stand



## 2. Connect the Handset and optional Headset



## 3. Connect the Network and Power

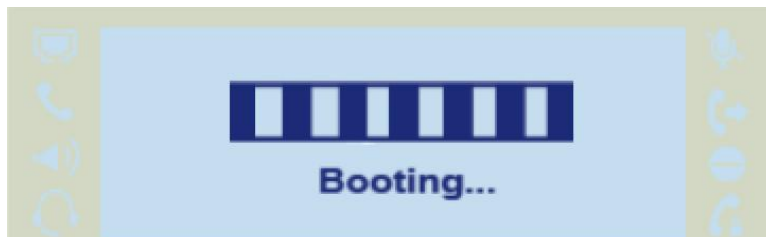


## Initialization

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

### Automatic Phone Initialization

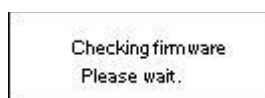
The phone finishes the initialization process by loading the saved configuration. The phone LCD screen will display "Booting"



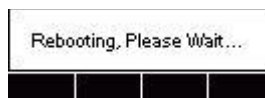
And then show "Initializing" during the initialization.



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



Then IP Phone will show Reboot information:



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

## Status

You can view the system status of your phone via phone user interface or web user interface. The information of phone status includes: Information(e.g., Model, IPV4,IPV6, MAC, Firmware,

Hardware), Network(e.g., WAN Type, IP, Mask, LAN Type, Gateway, DNS... )Account (e.g., register status of accounts)

**To view the phone status via phone interface:**

1. Press Menu → Status → Information.



```
1.Model:UC902
2.IPV4:10.3.2.23
Back
```

2. Press Menu → Status → Network.



```
1.IPV4
2.IP Port Mode:IPV4
Back Enter
```

3. Press Menu → Status → Accounts.



```
1.306:Registered
Back
```

**To view the phone status via web interface:**

1. Login web interface(For How to login, please refer to [Web Login](#)).
2. Click Home and view the information of Version, Account and Network.

- **Version** [?](#)

Product Model	UC902
Firmware Version	BOOT--2.0.4.6(2019-06-20 14:46:00) IMG--2.0.4.6.16(2019-07-24 10:53:00) ROM--2.0.4.6.16(2019-07-24 10:53:00) DSP--9.0.3(Patch 1.0.16MS)
  
- **Account Status** [?](#)

Account1	306@192.168.0.8:15060 : Registered; UDP
Account2	Disabled
  
- **Network** [?](#)

IP Mode (IPv4/IPv6)	IPv4
Device Type	Bridge
MAC Address	00:1f:c1:1e:51:9c
Current Time	29-07-2019 04:02:42
  
- **IPv4 Setting**

WAN Port Type	DHCP
WAN IP Address	10.3.2.23
Subnet Mask	255.255.0.0
Gateway	10.3.0.1
Primary DNS	192.168.0.230
Secondary DNS	
  
- **Memory Free** 48068 KB
  
- **System Up Time** 0 day(s) 1 hour(s) 28 min(s) 46 sec(s)
  
- **Restart**

## Registration

To register via phone interface:

1. Press Menu → Settings → Advanced setting (default password: admin) → Accounts.

2. Select On for Account active.
3. Filled the SIP User ID, Authenticate ID.
4. Filled the password, Name (shown on LCD).
5. Press Save soft key to save the configuration.



**Note:**

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

**Additional Information:**

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

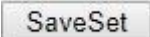
Pressing “1”, you will find “, . ?:;”.

Pressing “0”, you will find “ < > () {} [] ”.

Pressing “\*”, you will find “\*/!@\$”.

Pressing “#”, you will find “#’%&\*|”.

**To register via web interface:**

1. Login web interface and Click Profile → Basic.
2. Fill the Primary SIP Server and select SIP Transport.
3. Click  button to save the configuration.

**Profile** Profile 1

\* Primary SIP Server  ?

Failover SIP Server  ?

Second Failover SipServer  ?

Prefer Primary SIP Server  No  Yes ?

Current SIP Server 192.168.0.8

DHCP SIP Server  No  Yes

Outbound Proxy  ?

Backup Outbound Proxy  ?

\* SIP Transport  UDP  TCP  TLS ?

NAT Traversal  No  No, but send keep alive  STUN

4. Click Account → Basic.
5. Select Yes for Account Active.
6. Fill the SIP User ID, Authenticate ID, Authenticate Password and other account information.
7. Click  button to save the configuration.

**Account** Account 1

Account Status 306@192.168.0.8:15060 : Registered; UDP

\* Account Active  No  Yes

Profile Profile 1

Label  ?

\* SIP User ID  ?

\* Authenticate ID  ?

\* Authenticate Password  ?

Name  ?

Local SIP Port  ?

Use Random Port  No  Yes





**Note:**

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

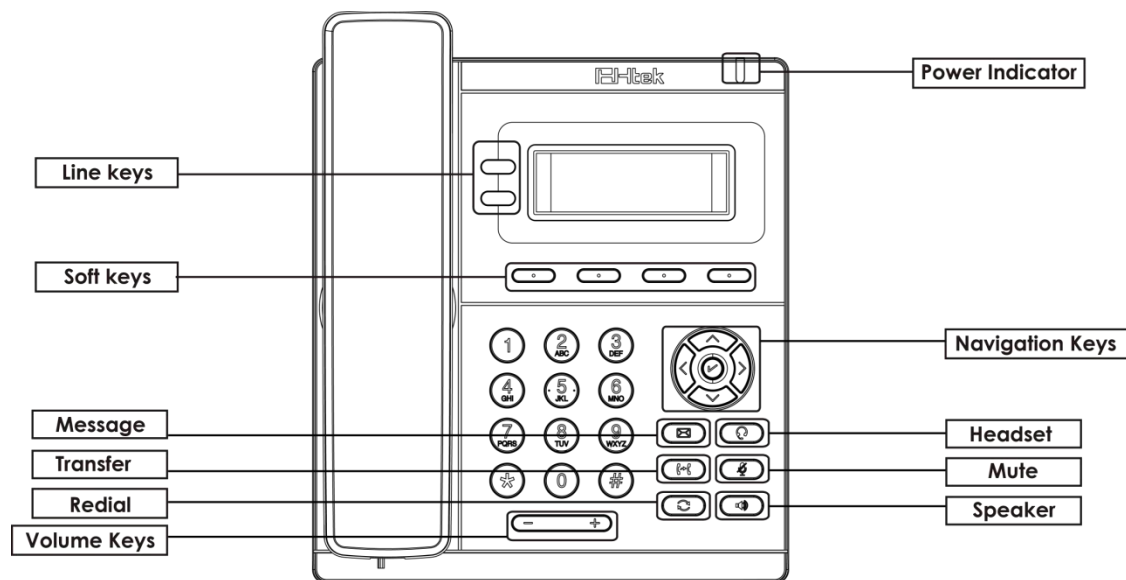
## Idle Screen







Name	Description
1. Date&Time	It is the area that displays the current set date and time of the phone.
2. Notice	It is the area to display the phone's notifications such as missed calls, SMS, do not disturb mode and many more. For more info, see <a href="#">Icon Preview</a> .
3. Line Keys	This area shows the line key labels. Line keys are also can be used as other function keys. For more information you can refer to <a href="#">Line Keys</a>
4. Soft Key	This area shows the soft key labels. The default soft key labels are "History", "Directory", "DND" and "Menu". For more information, see <a href="#">Programmable Key</a>
5. Default Account	This shows the current account. User can use  or  to change the default account.









# Getting Familiar with Your Phone

## Hardware Components Preview

















Item	Description
LCD screen	To present all information about the date& time, accounts, soft keys, messages, calls and other some information.
Power Indicator LED	To indicate the power status
Line Keys	The phone supported up to 2 accounts 1. Steady green: during a call.. 2. Blink red: a call incoming
Soft Keys	Labels automatically to identity their context-sensitive features.
Navigation Keys	 <b>OK.</b>  <b>Up arrow key:</b> To move up of the selection shows on the screen.  <b>Right arrow key:</b> To move right of the selection shows on the screen.

	 <p><b>Left arrow key:</b> To move left of the selection shows on the screen.</p>  <p><b>Down arrow key:</b> To move down of the selection shows on the screen.</p>
<p>Line Keys</p>	<p>To be configured as different function as:</p> <ul style="list-style-type: none"> <li>Line</li> <li>Speed</li> <li>Dial BLF</li> <li>BLF List</li> <li>Voice Mail</li> <li>Direct</li> <li>Pickup</li> <li>Group</li> <li>Pickup Call</li> <li>Park</li> <li>Intercom</li> <li>DTMF</li> <li>Prefix</li> <li>Local</li> <li>Group</li> <li>XML</li> <li>Group</li> <li>LDAP</li> <li>Network</li> <li>Directories</li> <li>Conference</li> <li>Forwar</li> <li>d</li> <li>Transfe</li> <li>r Hold</li> <li>DND</li> <li>Redial</li> <li>Call</li> <li>Return</li> <li>SMS</li> <li>Record</li> <li>URL</li> <li>Record</li> <li>Paging</li> </ul>

	<p>Multicast Paging Group Call Park CallPark Retrieve Shared Line The LED lights status when set as Shared line: Stay green: Idle Stay red: Busy Blinked green: Ring Back Blinked red: A call incoming Steady orange: During a call Blinded orange: Public Hold Blinked green: Private Hold</p>
Alphanumeric Keypad	To enter the phone numbers, letters and so on.
Message	 To indicator the New message, and press to read.
Transfer	 <ol style="list-style-type: none"> <li>To transfer a call to a third party.</li> <li>To enable or disable Forward feature during the idle page.</li> </ol>
Redial	 <ol style="list-style-type: none"> <li>To dial the previous dialed number.</li> <li>To act as send key.</li> </ol>
Volume Keys	 To decrease the  volume. To increase the
Headset	 To indicate that the phone is or not in Headset mode.
Mute	 <ol style="list-style-type: none"> <li>To mute the voice during the call (Red light).</li> <li>To un-mute the call.</li> </ol>
Speaker	 Press this button to place a call in hands-free mode.

## Icon Preview

Icon	Description
------	-------------

	Network
	Line(Registered succeed)
	Line(Unregistered)
	Speakerphone mode
	Handset mode
	Headset mode
	Mute
	Forward
	Do Not Disturb
	SRTP
	Received calls
	Dialed Calls
	Missed calls
	Forward calls

## LED Instruction

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

## Power Indicator LED

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

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

LED Status	Description
Steady Green	Hold
Steady Green	Off hook or during a conversation.
Blinked red	Ringling.
Off	Idle status

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

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

## Shared Line LED:

LED Status	Description
off	Idle status
Stay green	a member of the SCA group in off-hook status

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

## User interface

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

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

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

Option	
Status	Model
	IP
	MAC
	Firmware (IMG, BOOT, ROM)
	Hardware
	Network
	Accounts
	Device Cert
	Language
Features	Call Forward
	Key as Send
	Hot Line
	Anonymous Call
	DND
	History Setting
Basic Setting	Language
	Time & Date
	Time & Date Format
	DHCP Time
	Ring Tone
	Headset
	Screensaver
	User Mode
	Gray Level
	Font Size
	Text Scroll
Advanced Setting	Accounts
	Network
	Phone Setting
	Auto Provision
Directory	All Contacts
	Local Contacts
	Blacklist Contacts
History	Local History
	Network CallLog
Messages	Voice Mail



	Text Message
Others	Factory Function
	System Restart
	Device Reboot
	Pcap Feature

## Line Key Function Overview

<a href="#"><u>Line</u></a>
<a href="#"><u>Speed Dial</u></a>
<a href="#"><u>BLF</u></a>
<a href="#"><u>BLF List</u></a>
<a href="#"><u>Voice Mail</u></a>
<a href="#"><u>Direct Pick Up</u></a>
<a href="#"><u>Group Pick Up</u></a>
<a href="#"><u>Call Park</u></a>
<a href="#"><u>Intercom</u></a>
<a href="#"><u>DTMF</u></a>
<a href="#"><u>Prefix</u></a>
<a href="#"><u>Local Group</u></a>
<a href="#"><u>XML group</u></a>
<a href="#"><u>LDAP</u></a>

[Multicast Paging](#)

[Broadsoft group](#)

[Conference](#)

[Forward](#)

[Transfer](#)

[Hold](#)

[Group Listening](#)

[DND](#)

[Redial](#)

[Call Return](#)

[SMS](#)

[Record](#)

[URL Record](#)

[Paging](#)

[Shared Line](#)

[Public Hold](#)

[Private Hold](#)

[Hot Desking](#)

[ACD](#)

[Zero Touch](#)

## Basic Setting Configuration

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

### General Settings

### Web Login

1. Get the IP address: Press Menu → Status → Information.



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

- **Version** [?](#)

Product Model	UC902
Firmware Version	BOOT--2.0.4.6(2019-06-20 14:46:00) IMG--2.0.4.6.16(2019-07-24 10:53:00) ROM--2.0.4.6.16(2019-07-24 10:53:00) DSP--9.0.3(Patch 1.0.16MS)
  
- **Account Status** [?](#)

Account1	306@192.168.0.8:15060 : Registered; UDP
Account2	Disabled
  
- **Network** [?](#)

IP Mode (IPv4/IPv6)	IPv4
Device Type	Bridge
MAC Address	00:1f:c1:1e:51:9c
Current Time	29-07-2019 04:02:42
  
- **IPv4 Setting**


WAN Port Type	DHCP
WAN IP Address	10.3.2.23
Subnet Mask	255.255.0.0
Gateway	10.3.0.1
Primary DNS	192.168.0.230
Secondary DNS	
  
- **Memory Free** 48068 KB
  
- **System Up Time** 0 day(s) 1 hour(s) 28 min(s) 46 sec(s)
  
- **Restart**

Note:  
The PC and phone should be in the same segment.  
When registering the accounts in web and the server port is not “5060”, then “SIP Server” should be set as “SIP Server’s IP address: server port.”, for example, “192.168.0.12: 5060”.

## 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**.

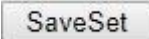
### To change to password via phone interface:

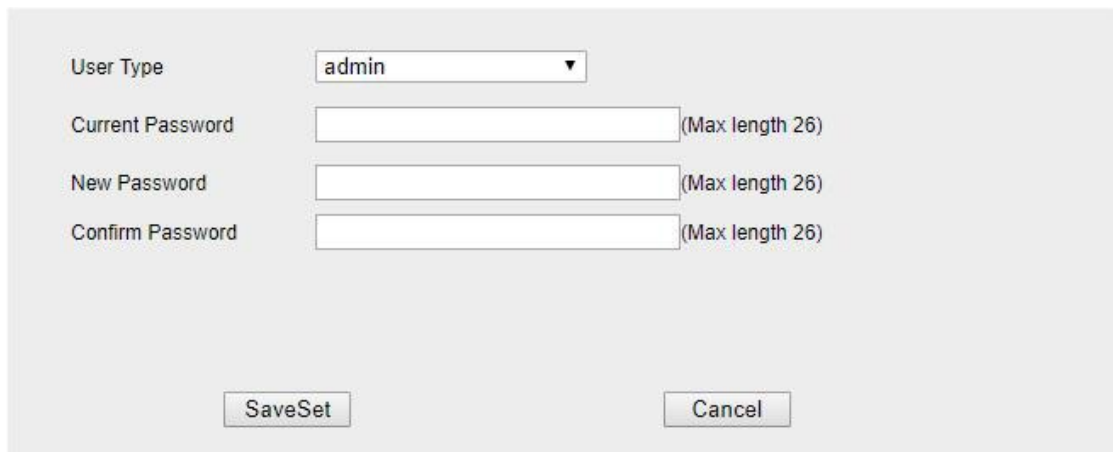
1. Press Menu → Settings → Advanced Setting → Password (default admin) → Phone Setting → Set Password.
2. Enter the Current PWD (password), New PWD and Confirm the new password.
3. Press save soft key or  to save the new password.



1.Current PWD:  
2.New PWD:  
Cancel 2aB Delete Save

### To change to password via web interface:

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



User Type

Current Password  (Max length 26)

New Password  (Max length 26)

Confirm Password  (Max length 26)


### Note:

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

## Language

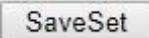
The default Phone interface language is English.

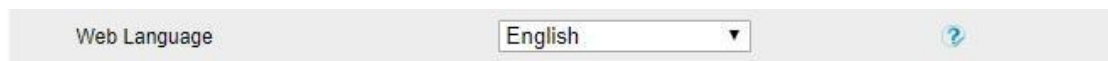
### To change the language via phone interface:

1. Press Menu → Settings → Basic Setting → Language.
2. Press  or Save soft key to save the configuration.



### To change the language via web interface:

1. Setting → Preference → Web Language.
2. Select the necessary one.
3. Click  button 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.

## Screen Saver




There are three types of screen saver: Logo Only, Time Only, Time & Logo.

### To enable Screensaver via phone interface:

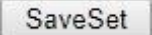
1. Press Menu → Settings → Basic Setting → Screensaver.
2. Press  and  or press Switch soft key to Choose the Time-out as 1 min or 2/5/10/30 minute, then press the Save button.

3. Enter the Screensaver Type to choose one of the type: Logo Only, Time Only or Time & Logo.
4. Press  or Save soft key to save the selected configuration.


**To disable Screensaver via phone interface:**

1. Press Menu → Settings → Basic Setting → Screensaver.
2. Press  and  or press Switch soft key to Choose the Time-out as off.
3. Press  or Save soft key to save the selected configuration.

**To Enable Screensaver via web interface:**

1. Click Setting → Preference.
2. Choose the Screen Time Out as 1 min or 2/5/10/30 minute.
3. Select the screen Type as Logo Only, Time Only or Time & Logo.
4. Click  button to save the configuration.

**To Disable Screensaver via web interface:**

1. Click Setting → Preference.
2. To choose the Screen Time Out as Off.
3. Click  button to save the configuration.

Backlight Time	<input type="text" value="10"/>	<a href="#">?</a>
Screen Time Out	<input type="text" value="off"/>	
Text Logo	<input type="text"/>	<a href="#">?</a>
ScreenSaver Type	<input type="text" value="time &amp; logo"/>	
Ring Tones	<input type="text" value="Ring2.bin"/>	
Ring Volume	<input type="text" value="11"/>	<a href="#">?</a>
NO Key Entry Timeout(seconds)	<input type="text" value="0"/>	<a href="#">?</a>
Dial-now Time-out (seconds)	<input type="text" value="0"/>	<a href="#">?</a>

#### To custom Text Logo via web interface:

1. Click Setting → Preference.
2. Choose the Screen Time Out as 1 min or 2/5/10/30 minute.
3. Enter the desired value in the Text Logo field.
4. Click  button to save the configuration.

Screen Time Out	<input type="text" value="off"/>	
Text Logo	<input type="text"/>	<a href="#">?</a>
ScreenSaver Type	<input type="text" value="time &amp; logo"/>	

it will work when screensaver type is time & logo or logo only, and '\n' represents the newline

#### To Wake up Screensaver via web interface:

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




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

## Gray Level

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

#### To change Gray Level via phone interface:






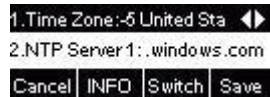
1. Press Menu → Settings → Basic Setting → Gray Level.
2. Press  and  or press Switch soft key to Choose the level from 1 to 20.
3. Press  or Save soft key to save the selected configuration.

## Time and Date




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

### To configure Time & Date by SNTP setting via phone interface:

1. Press Menu → Settings → Basic setting → Time & Date → SNTP Settings.
2. Press  or , or press Switch soft key to change the Time zone.
3. Fill the NTP server1, NTP Server2, and Daylight Saving.
4. Press  or Save soft key to save the configuration.








### To configure Time & Date manually via phone interface:




1. Press Menu → Settings → Basic setting → Time & Date → Manual.
2. Press  and  or change the right time, or you can input the right time.
3. Press  or Save soft key to save the configuration.

### To configure Time & Date Format via phone interface:

1. Press Menu → Settings → Basic setting → Time & Date Format.

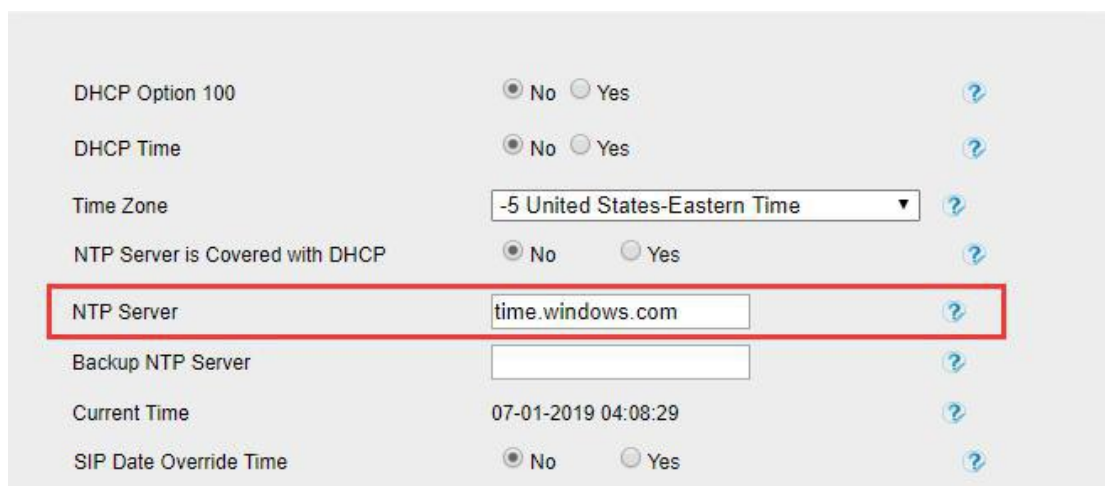
2. Press  and  , or press Switch soft key to change between 12 Hour or 24 Hour time display.
3. Press  and  ,or press Switch soft key to change date display format among Y-M-D(year-month-day), M-D-Y(month-day-year), D-M-Y(day-month-year).
4. Press  or Save soft key to save the configuration.

**To configure DHCP Time via phone interface:**

1. Press Menu → Settings → Basic setting → DHCP Time.
2. Press  and  ,or press Switch soft key to change between On and Off.
3. Press  or Save soft key to save the configuration.

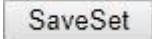
**To configure NTP Server by web interface:**

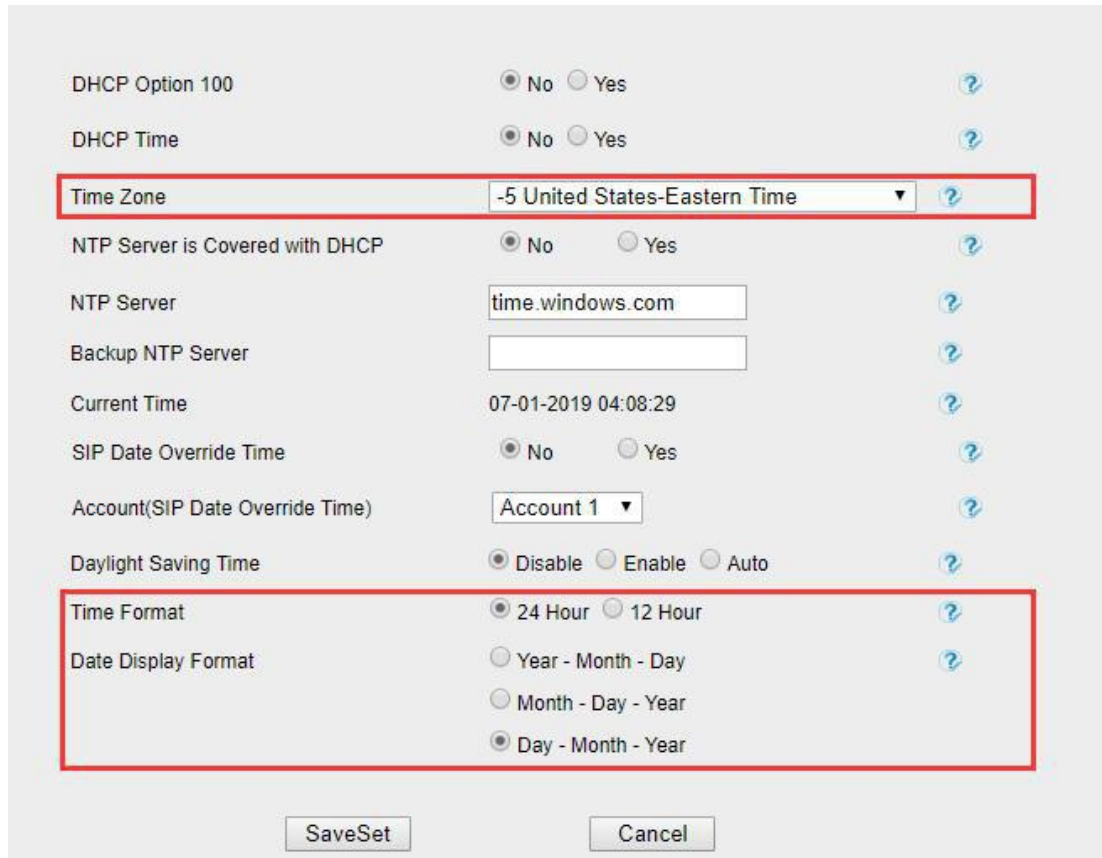
1. Login
  - a) Login name: admin, password: admin (default).
2. Setting → Date & Time → NTP Server.
3. Fill the value in the blank.



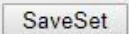
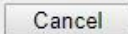
DHCP Option 100	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
DHCP Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
Time Zone	<input type="text" value="-5 United States-Eastern Time"/>	<a href="#">?</a>
NTP Server is Covered with DHCP	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
NTP Server	<input type="text" value="time.windows.com"/>	<a href="#">?</a>
Backup NTP Server	<input type="text"/>	<a href="#">?</a>
Current Time	07-01-2019 04:08:29	<a href="#">?</a>
SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>

**To change Time Zone and Date Display Format via web interface:**

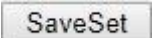
1. Setting → Date & Time.
2. Select the necessary one.
3. Press  button to save the configuration.



DHCP Option 100	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
DHCP Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
Time Zone	-5 United States-Eastern Time	<a href="#">?</a>
NTP Server is Covered with DHCP	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
NTP Server	time.windows.com	<a href="#">?</a>
Backup NTP Server		<a href="#">?</a>
Current Time	07-01-2019 04:08:29	<a href="#">?</a>
SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
Account(SIP Date Override Time)	Account 1	<a href="#">?</a>
Daylight Saving Time	<input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Auto	<a href="#">?</a>
Time Format	<input checked="" type="radio"/> 24 Hour <input type="radio"/> 12 Hour	<a href="#">?</a>
Date Display Format	<input type="radio"/> Year - Month - Day <input type="radio"/> Month - Day - Year <input checked="" type="radio"/> Day - Month - Year	<a href="#">?</a>

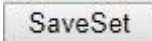
 

**To change SIP Date Override Time via web interface:**

1. Setting → Date & Time → SIP Date Override Time.
2. Select On or Off for SIP Date Override Time.
3. Click  button to save the configuration.

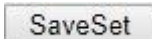
Current Time	07-01-2019 04:08:29	?
SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	?
Account(SIP Date Override Time)	Account 1 ▼	?
Daylight Saving Time	<input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Auto	?
Time Format	<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 Account via web interface:

1. Setting → Date & Time → Account(SIP Date Override Time).
2. Select desired Account.
3. Click  button to save the configuration.

Current Time	07-01-2019 04:08:29	?
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 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  button to save the configuration.

SIP Date Override Time	<input checked="" type="radio"/> No <input type="radio"/> Yes	<a href="#">?</a>
Account(SIP Date Override Time)	Account 1 ▾	<a href="#">?</a>
Daylight Saving Time	<input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Auto	<a href="#">?</a>
Time Format	<input checked="" type="radio"/> 24 Hour <input type="radio"/> 12 Hour	<a href="#">?</a>
Date Display Format	<input type="radio"/> Year - Month - Day <input type="radio"/> Month - Day - Year <input checked="" type="radio"/> Day - Month - Year	<a href="#">?</a>

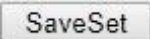
**Note:**

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

## LED Status Setting

The LED Status setting mainly defines the power indicator LED.

**To configure LED Status via web interface:**




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

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




LED Status Setting:		
Power Status	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Ringing Status	<input checked="" type="radio"/> Yes	<input type="radio"/> No
MissCalls Status	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Voice Message Status	<input type="radio"/> Yes	<input checked="" type="radio"/> No

## Key as Send

**To configure Key as Send via phone interface:**

1. Press Menu → Features → Key as Send.
2. Press  and  or press Switch soft key to select the enable choice.
3. Press  or Save soft key to save the configuration.

**To cancel Key as Send via phone interface:**

1. Press Menu → Features → Key as Send.
2. Press  and  or press Switch soft key to select the disable choice.
3. Press  or Save soft key to save the configuration.

## Network Setting

Htek IP Phone supports IPv4、IPv6、IPv4&IPv6.They have three mode of Network: DHCP, Static, and PPPoE. The default mode is DHCP, it will obtain IP address and other information automatically.

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




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



## IPv4

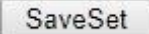
If you set IP Mode to IPv4,IP phone will use IPv4 address. IPv4 has three network modes: DHCP, Static, and PPPoE.

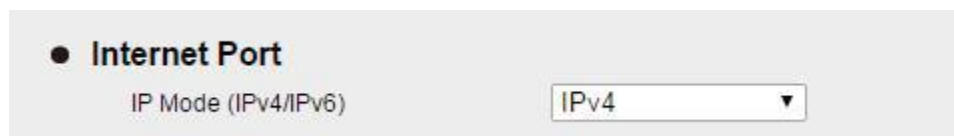
**To configure IPv4 via phone interface:**

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



#### To configure IPv4 via web interface:

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



#### To configure DHCP via phone interface:

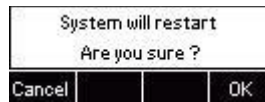
1. Press Menu → Settings → Advanced Setting(password: admin) → Network → WAN Port → IPv4 → DHCP mode.
2. Press Save soft key and restart the phone.

#### To configure a static IP address via phone interface:

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



3. Press Save soft key and restart the phone.



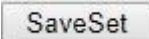
Press Save soft key to accept the change or Cancel soft key to cancel. If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. You can set a WAN port to be a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator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

**To configure PPPoE via phone interface:**

1. Press Menu → Setting → Advanced Setting(password: admin) → Network → WAN Port → IPv4 → PPPoE mode.
2. Enter User ID and Password.
3. Press Save soft key and restart the phone.



**To configure Network via web interface:**

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



**IPv4 Setting**

DHCP ?

DHCP HostName

DHCP Domain

DHCP Vendor Class Id

DHCP User Class

Static IP Address ?

IP Address

Subnet Mask

Default Gateway

Static DNS  No  Yes

Primary DNS

Secondary DNS

PPPoE ?

Account ID

PassWord




Service Name

Preferred DNS Server

## IPv6

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

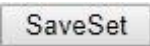
### To configure IPv6 via phone interface:

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



### To configure IPv6 via web interface:

1. Click Network → Basic → Internet Port.

2. Select IPv6 for Internet Port.
3. Click  button for the setting.



**To configure DHCP via phone interface:**

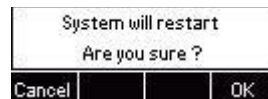
1. Press Menu → Setting → Advanced Settings (password: admin) → Network → WAN Port → IP Port Mode:IPv6 → DHCP mode.
2. Press Save soft key and restart the phone.

**To configure a static IP address via phone interface:**

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



3. Click Save soft key and restart the phone.



**To configure Network via web interface:**

1. Click Network → Basic → IPv6 setting.
2. Select the desired Type: DHCP, Static.
3. Fill required fields.

- Click  button and restart the phone.






The screenshot shows the 'IPv6 Setting' configuration page. It features two radio buttons: 'DHCP' (selected) and 'Static IP Address'. Below these are several input fields: 'IP Address', 'IPv6 Prefix (0~128)' (containing '64'), 'Default Gateway', 'IPv6 Static DNS' (with 'No' selected), 'Primary DNS', and 'Secondary DNS'. At the bottom, there are two buttons: 'SaveSet' and 'Restart'.

## IPv4 & IPv6

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

### To configure IPv4 & IPv6 via phone interface:

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

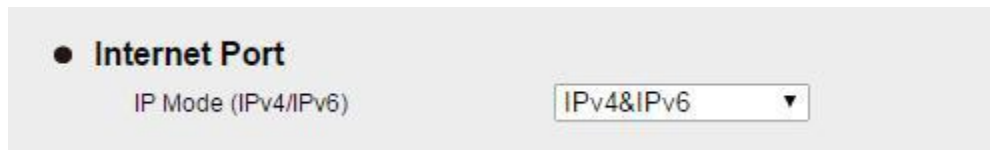


1.IP Port Mode:IPv4&IPv6 ◀▶  
2.IPV4  
Cancel INFO Switch Save

### To configure IPv4 & IPv6 via web interface:

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

3. Click  button for the setting.



**Note:**

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

## PC Port

Two modes for PC port: bridge and router.

### To configure PC Bridge via phone interface:

1. Press Menu → Settings → Advanced Setting(password: admin) → Network → PC Port – Bridge mode.
2. Press Save soft key.
3. Press OK soft key, then the phone will reboot.

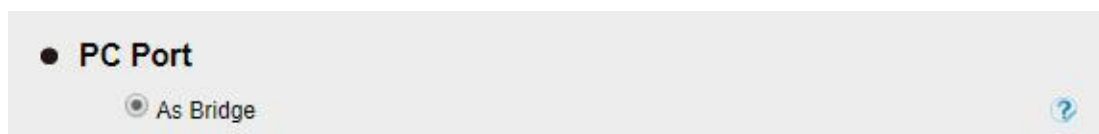
### To configure PC Router via phone interface:

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

### To configure Bridge via web interface:

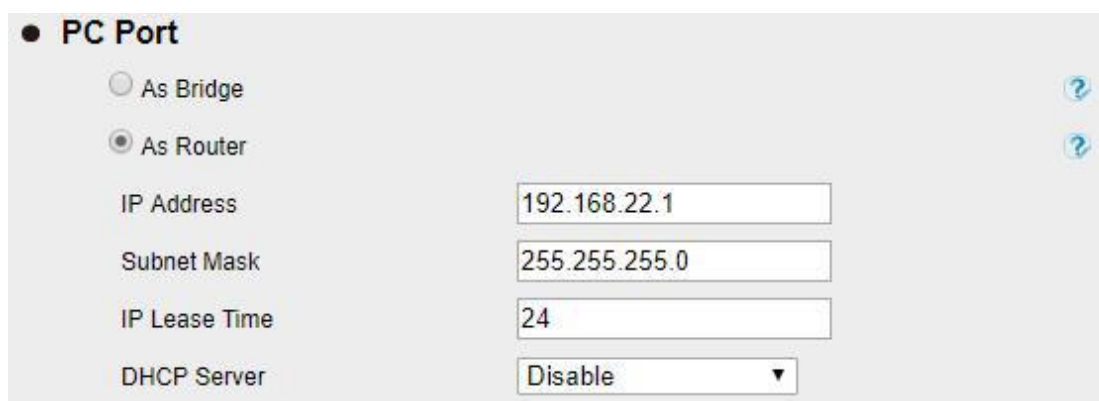
1. Click Network → Basic.
2. Select As Bridge.

3. Click  button and the phone will reboot automatically.



**To configure Router via web interface:**

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



## Contact Setting

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

- Local Directory
- Remote Phonebook
- LDAP
- Search Contact

### Local Directory

In the directory, you can add or delete your friends, business partner or anyone others' phone No.

so you will not forget their number. Or put some anonymous phone No. in the blacklist to prevent from being disturbed. The local Directory can add up to 1000 contacts.


#### A. To add contacts list into local directory

##### To add contacts manually via phone interface:






1. Press Menu → DIR → Contacts.
2. Press Add soft key.




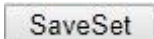
1.Name:  
2.Number:  
Cancel 2aB Delete Save

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

##### To add contacts from History via phone interface:

1. Press History soft key or press Menu → History.
2. Press  and  to select the targeted one. (Press  and  to switch among the All calls, Dialed calls, Received calls, Missed Calls and Forward Calls).
3. Press Option soft key → Add to Contacts.
4. Edit the necessary information as Name, Phone number...
5. Press Save soft key or  to add the contacts successfully.

##### To add contacts via web interface:

1. Click Directory → Directory.
2. Enter the name, number and some other information.
3. Click  button and then click  button.

Contact **BlackList**
[Hangup](#)

Index	Display Name	Office Number	Mobile Number	Other Number	Account	All <input type="checkbox"/>
1	Julex	<a href="#">802</a>			Auto	<input type="checkbox"/>
2	Nancy	<a href="#">801</a>			Account 1	<input type="checkbox"/>
3	Nico	<a href="#">800</a>			Account 1	<input type="checkbox"/>

**Contact**

Name

Office Number

Mobile Number

Other Number

Account

Ring

Group

Photo

**Import Local Contacts**

No file chosen

No file chosen

Show Title



**GroupInfo**


Group

Ring




**B: To add contacts into blacklist**

**To add blacklist manually via phone interface:**

1. Press Menu → DIR.
2. Press  and  or press Switch soft key to Choose Contacts.
3. Press More soft key.
4. Press More soft key.

5. Press Option soft key. Add to blacklist.
6. Press Save soft key or  to add the contacts successfully.

**To add blacklist from history via phone interface:**

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

**To import or export the contact list**

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

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

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

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

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

**Note:**

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

## Remote Phonebook

**To set Remote Phonebook via web interface:**

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

Index	PhoneBook URL	Name
1	<input type="text"/>	<input type="text"/>
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:**

Press Directory → All Contacts → Left or Right Button, and then you can see the item you set,

press enter you will find the detail.

For More detail, please refer to: [Remote Phonebook](#) on [www.htek.com](http://www.htek.com).

**Note:**

Every remote contact only supports 1000 contacts.

## LDAP Phonebook

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

**To configure LDAP via web interface:**

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

This parameter specifies the number attributes for LDAP searching.
4. Filled Server Address: Fill the domain name or IP address of the LDAP Server.

For example: 192.168.0.9.
5. Port(the port of the LDAP Serve) Base, User Name, Password.
6. Max.Hits(1-32000): the maximum number of the search results to be returned by the LDAP server.
7. LDAP Display Name: the display name of the contact record displayed on the LCD screen.
8. Filled the relative value and then click save button the save the settings.

Following is the example screenshot for the configuration.

LDAP Name Filter	<input type="text" value="(cn=%)"/>	<a href="#">?</a>
LDAP Number Filter	<input type="text" value="( (telephoneNumber=%)"/>	<a href="#">?</a>
Server Address	<input type="text" value="192.168.0.9"/>	<a href="#">?</a>
Port	<input type="text" value="389"/>	<a href="#">?</a>
Base	<input type="text" value="dc=pbx,dc=com"/>	<a href="#">?</a>
User Name	<input type="text" value="cn=admin,dc=pbx,dc=com"/>	<a href="#">?</a>
Password	<input type="password" value="*****"/>	<a href="#">?</a>
Max.Hits(1~32000)	<input type="text" value="32000"/>	<a href="#">?</a>
LDAP Name Attributes	<input type="text"/>	<a href="#">?</a>
LDAP Number Attributes	<input type="text"/>	<a href="#">?</a>
LDAP Display Name	<input type="text" value="cn"/>	<a href="#">?</a>
Search Delay(0~2000ms)	<input type="text"/>	<a href="#">?</a>
Protocol	<input checked="" type="radio"/> Version2 <input type="radio"/> Version3	<a href="#">?</a>
LDAP Lookup For Call	<input type="radio"/> On <input checked="" type="radio"/> Off	<a href="#">?</a>
LDAP Sorting Results	<input type="radio"/> On <input checked="" type="radio"/> Off	<a href="#">?</a>
LDAP Synchronize Time(0~9999mins)	<input type="text"/>	<a href="#">?</a>


**To configure LDAP Key via Webinterface:**

1. Click Function Keys → Line Key → choose Line Key2(for example).
2. Select LDAP in the Type field.
3. Click  to save the configuration.

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

**To Configure LDAP Key via Phone interface:**

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2
2. Select LDAP in the Type field.

3. Press Save or  key to save the configuration.



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

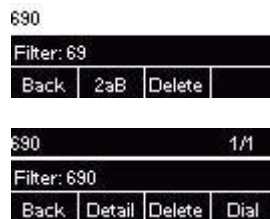


## Search Contact

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

### To search contact in all contacts:



1. Press Directory soft key on idle interface.
2. Press  or , and select All Contacts list.
3. Press More soft key, then you can see the Search soft key.
4. Press Search soft key, you can enter the desired part of name or part of number.
5. Press OK soft key, then with the search content to match the contact will be displayed on the LCD.



### Note:

If you don't press OK soft key, then IP Phone will display the relevant contacts automatically within 5 seconds.

### To search contact in Local contacts:



1. Press Directory soft key on idle interface.
2. Press  or , and select Contacts list.
3. Press More soft key, then you can see the Search soft key.

4. Press Search soft key, you can enter the desired part of name or part of number.
5. Press OK soft key, then with the search content to match the contact will be displayed on the LCD.

**Note:**

**If you don't press OK soft key, then IP Phone will display the relevant contacts automatically within 5 seconds.**

**To search contact in Remote contacts:**

1. Press Directory soft key on Idle interface.
2. Press  or , and select Remote Contacts list.
3. Select the desired the remote contact and press Enter soft key.
4. Press Search soft key, you can enter the desired part of name or part of number.
5. Press OK soft key, then with the search content to match the contact will be displayed on the LCD.

**Note:**

**If you don't press OK soft key, then IP Phone will display the relevant contacts automatically within 5 seconds.**

**To search contact in LDAP contacts:**

1. Press LDAP soft key.
2. Enter the first character or more of contact's name.
3. Then IP Phone will display the relevant contacts automatically within Search Delay.



## Call History Setting

### Call History

This phone maintains call history lists of Dialed Calls, Received Calls, Missed Calls and Forwarded Calls. The call history list supports up to 100 entries in all on phone interface and more than 1500 items. You can check the call history, dial a call, add a contact or delete an entry from





the call history list. You should enable the history record feature in advance.

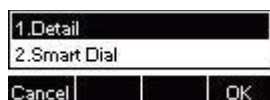
**To enable the history record feature via phone interface:**

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







**To check the call history via phone interface:**



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



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

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

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

1. Press History soft key.
2. Press  and  to switch among All Calls, Missed Calls, Received Calls, Dialed Calls and Forwarded Calls.
3. Press Option soft key, and then select Delete all from the prompt list.
4. Press OK soft key to confirm to delete or Cancel soft key to cancel.

**To check Call History via web interface:**

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





Dialed List	Missed List	Received List	Forwarded List		
Index	Date	Time	Local Identity	Name	Tel Number
1	15-01-2019	00:56:11		692	<a href="#">692</a>
2	15-01-2019	00:56:04		698	<a href="#">698</a>
3	15-01-2019	00:56:02		667	<a href="#">667</a>
4	15-01-2019	00:55:57		641	<a href="#">641</a>
5	15-01-2019	00:55:43		918052558963	<a href="#">918052558963</a>
6	15-01-2019	00:54:57		6666	<a href="#">6666</a>
7	15-01-2019	00:54:49		698	<a href="#">698</a>
8	15-01-2019	00:54:41		Nancy	<a href="#">801</a>
9	15-01-2019	00:54:31		Nico	<a href="#">800</a>
10	12-01-2019	00:52:13		851	<a href="#">851</a>
11	12-01-2019	00:46:16		851	<a href="#">851</a>
12	08-01-2019	02:58:08		666	<a href="#">666</a>
13	08-01-2019	02:55:20		690	<a href="#">690</a>
14	08-01-2019	02:55:15		69	<a href="#">69</a>

**To dial a call from Call History via web interface:**

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

Dialed List	Missed List	Received List	Forwarded List		
Index	Date	Time	Local Identity	Name	Tel Number
1	15-01-2019	00:56:11		692	<u>692</u>
2	15-01-2019	00:56:04		698	<u>698</u>
3	15-01-2019	00:56:02		667	<u>667</u>
4	15-01-2019	00:55:57		641	<u>641</u>
5	15-01-2019	00:55:43		918052558963	<u>918052558963</u>
6	15-01-2019	00:54:57		6666	<u>6666</u>
7	15-01-2019	00:54:49		698	<u>698</u>
8	15-01-2019	00:54:41		Nancy	<u>801</u>
9	15-01-2019	00:54:31		Nico	<u>800</u>
10	12-01-2019	00:52:13		851	<u>851</u>
11	12-01-2019	00:46:16		851	<u>851</u>
12	08-01-2019	02:58:08		666	<u>666</u>
13	08-01-2019	02:55:20		690	<u>690</u>
14	08-01-2019	02:55:15		69	<u>69</u>
15	08-01-2019	01:40:03		1	<u>1</u>

#### To Dial a call from Call History via phone interface:




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

## Audio setting

### Ring Tone

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

#### To adjust Ring Tone Type via phone interface:

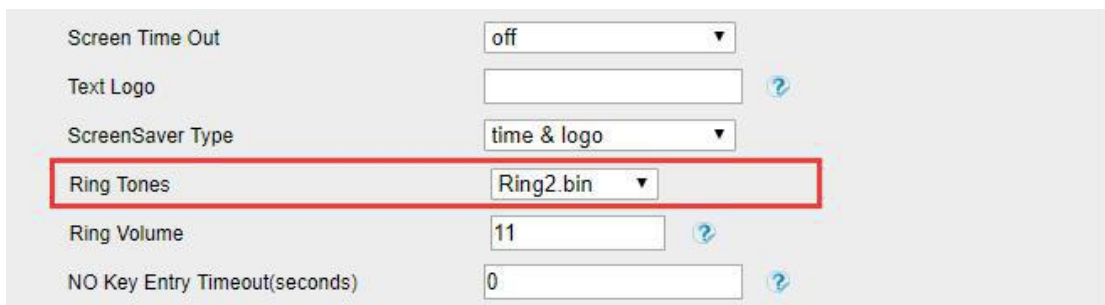
1. Press Menu → Settings → Basic Setting → Ring Tone.
2. Press  and  to select the wanted one.
3. Press  or Save soft key to save the configuration.







**To adjust Ring Tone Type via web interface:**

1. Setting → Preference → Ring Tone.
2. Select the wanted one.
3. Click **SaveSet** button to save the configuration.



**To configure Distinctive Ring Tone via phone interface:**

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

**To configure Distinctive Ring Tone via web interface:**

1. Directory → Directory → Contact.
2. Select the target contact.
3. Choose the Ring Tone you want to use.

4. Click **Edit** button and then click **Save** button to save the configuration.

Index	Display Name	Office Number	Mobile Number	Other Number	Account	
1	Julex	<a href="#">802</a>			Auto	<input checked="" type="checkbox"/>
2	Nancy	<a href="#">801</a>			Account 1	<input type="checkbox"/>
3	Nico	<a href="#">800</a>			Account 1	<input type="checkbox"/>

**Contact**

Name:

Office Number:

Mobile Number:

Other Number:

Account:

Ring:

Group:

Photo:

**Import Local Contacts**

Choose File:

Import XML:

Choose File:

Import Csv:   Show Title



**GroupInfo**

Group:

Ring:

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



## Volume

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

**To adjust Ring Tone volume via phone interface:**

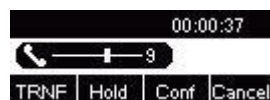
1. Option 1: To press  and  on the idle page.



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

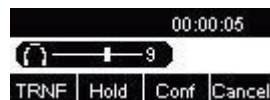
### To adjust the handset volume via phone interface:

To press  and  during a call in handset mode.



### To adjust the headset volume via phone interface:

To press  and  during a call in headset mode.



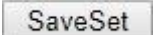
### To adjust the speaker Volume via phone interface:

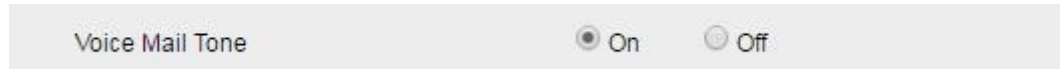
To press  and  during a call in speaker mode.



## Voice Mail Tone

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

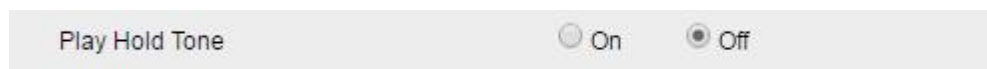
1. Click Setting → Preference.
2. Select On or Off for Voice Mail Tone.
3. Click  button for the setting.



## Play Hold Tone

When you hold the phone, set whether to play hold tone.

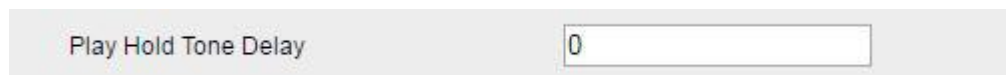
1. Click the Setting → Preference.
2. Set On or Off for Play Hold Tone.
3. Click **SaveSet** button for the setting.



## Play Hold Tone Delay

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

1. Click Setting → Preference.
2. Set Enable or Disable for Play Hold Tone Delay.
3. Click **SaveSet** button for the setting.



## System Settings

### Dial Plan

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

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

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

#### To configure Dial Plan via web interface:

1. Click Account → Basic → Dial Plan.
2. Filled the value in dial plan field.
3. Click  button to save the configuration.



The screenshot shows a configuration form with three input fields. The first field is labeled 'Voice Mail UserID' and is empty. The second field is labeled 'Dial Plan' and contains the text '{{x\*}+}', which is highlighted with a red rectangular border. The third field is labeled 'Eventlist BLF URL' and is empty. A blue question mark icon is visible to the right of the first field.

#### Note:

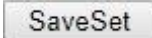
Illegal input will fall back to default: {{x\*}+}. For More, please refer to [dial plan](http://www.htek.com) on [www.htek.com](http://www.htek.com).

## Dial-Now Timeout

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

#### To configure Dial-Now Timeout via web interface:

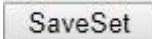
1. Click Setting → Preference.

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

## No Key Entry Timeout

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

### To configure No Key Entry Timeout via web interface:

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



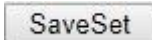
NO Key Entry Timeout(seconds)  

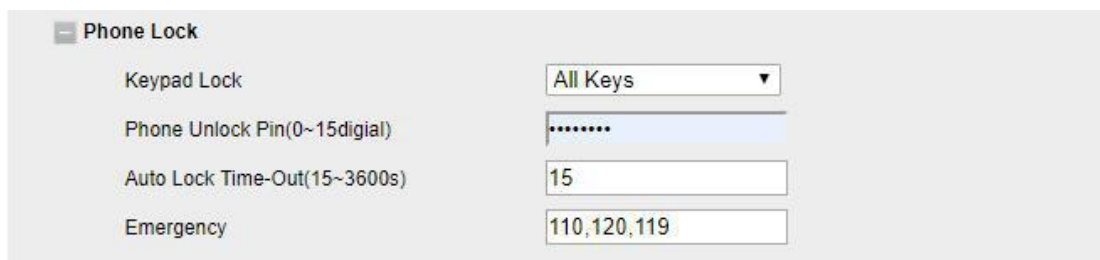
## Emergency Call

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

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

### To configure Emergency call via web interface:

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



Phone Lock settings interface showing:

- Keypad Lock: All Keys
- Phone Unlock Pin(0~15digital): .....
- Auto Lock Time-Out(15~3600s): 15
- Emergency: 110,120,119

## Label Scroll

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

### To configure Label Scroll via web interface:

1. Click Setting → Preference.
2. Select Enable or Disable for Label Scroll.
3. Click  button for the setting.



Label Scroll settings interface showing:

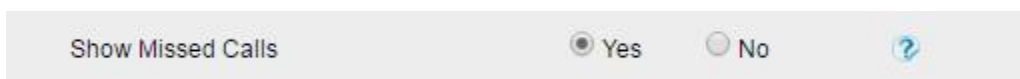
- Label Scroll: Disable (dropdown menu with options: Disable, Enable)
- Use # As Dial Key

## Show Missed Calls

Whether to show missed call notification on LCD.

### To configure Label Scroll via web interface:

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



Show Missed Calls settings interface showing:

- Show Missed Calls: Yes (radio button selected), No (radio button)

## Auto Logout Time

Set the Web Login timeout.

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

1. Click Setting → Preference.
2. Set Enable or Disable for Reboot in Talking.
3. Click  button for the setting.

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

## Detect IP Conflict

LCD can display message when IP conflict.

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

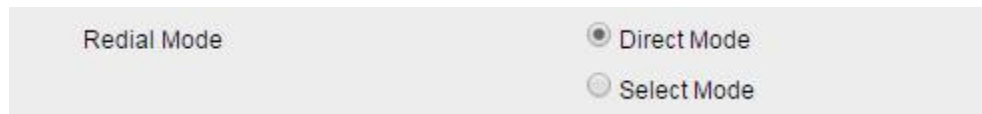
Detect IP Conflict	<input type="text" value="Enable"/>
--------------------	-------------------------------------



## Redial Mode

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

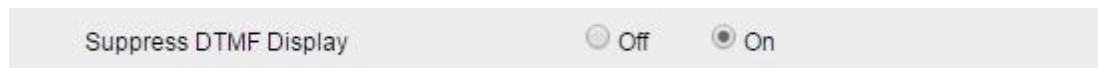
1. Click Setting → Preference.
2. Set Direct Mode or Select Mode for Redial Mode.
3. Click **SaveSet** button for the setting.



## Suppress DTMF Display

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

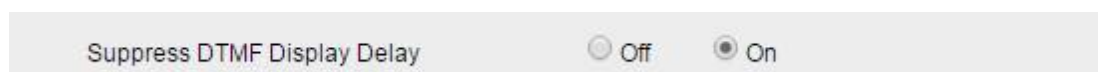
1. Click Setting → Preference.
2. Select On or Off for Suppress DTMF Display.
3. Click **SaveSet** button for the setting.



## Suppress DTMF Display Delay

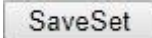
In order to ensure safety in Call process, you can choose whether to hide DTMF.

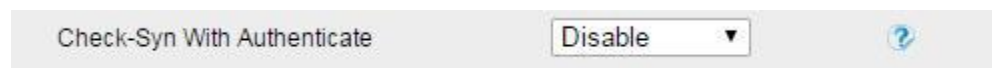
1. Click Setting → Preference.
2. Select On or Off for Suppress DTMF Display Delay.
3. Click **SaveSet** button for the setting.



## Check-Syn With Authenticate

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

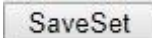
1. Click Setting → Preference.
2. Set Enable or Disable for Check-Syn With Authenticate.
3. Click  button for the setting.



## Other features settings

### Action URL

**To configure Action URL via webinterface:**

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

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


Setup Completed	<input type="text"/>	<a href="#">?</a>
Log On	<input type="text"/>	<a href="#">?</a>
Log Off	<input type="text"/>	<a href="#">?</a>
Register Failed	<input type="text"/>	<a href="#">?</a>
Off Hook	<input type="text"/>	<a href="#">?</a>
On Hook	<input type="text"/>	<a href="#">?</a>
Incoming Call	<input type="text"/>	<a href="#">?</a>
Outgoing Call	<input type="text"/>	<a href="#">?</a>
Call Established	<input type="text"/>	<a href="#">?</a>
Call Terminated	<input type="text"/>	<a href="#">?</a>
Open DND	<input type="text"/>	<a href="#">?</a>
Close DND	<input type="text"/>	<a href="#">?</a>
Open Always Forward	<input type="text"/>	<a href="#">?</a>



## Softkey Layout



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

### To configure Soft key via web interface:

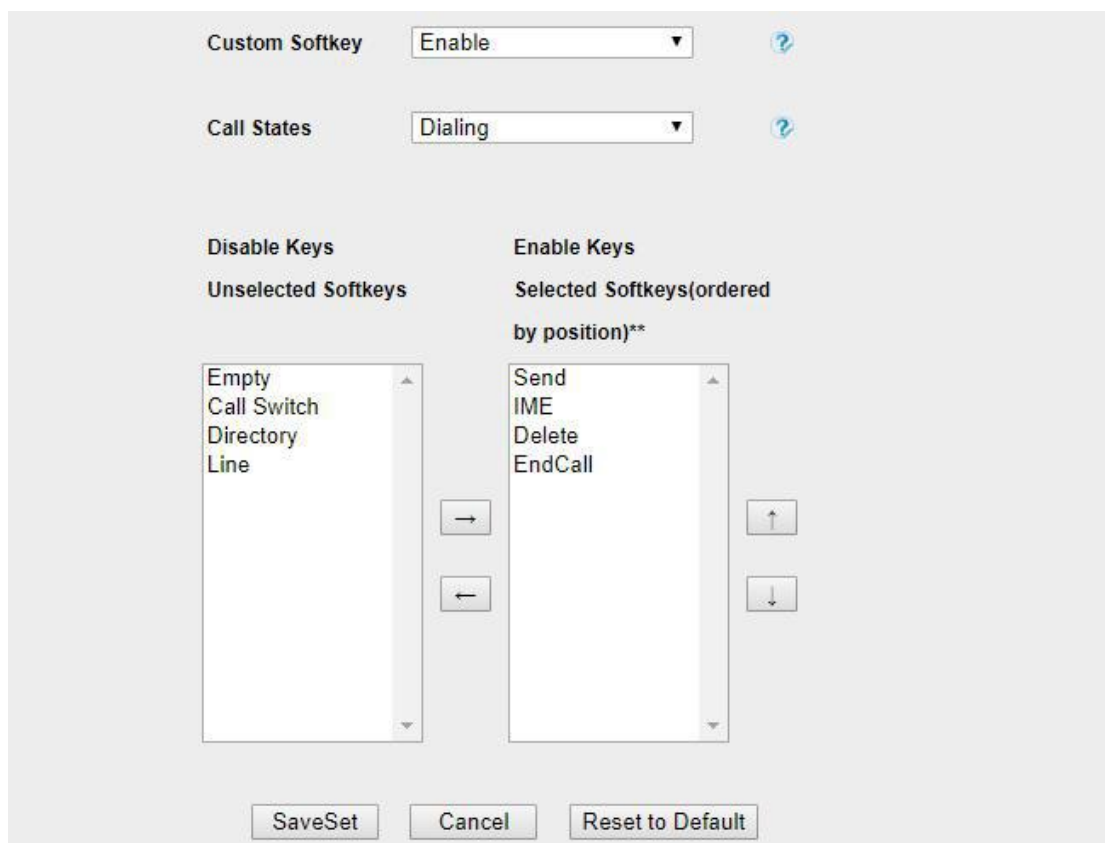
1. Click Setting → Softkey Layout.
2. Select Enable for Custom Softkey.
3. Select call States.

4. Select the feature form the disable key to enable key field by .

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

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

6. Click  button to save the configuration.



**Note:**

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

## Programmable Key

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

**To configure Programmable Key via web interface:**

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

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

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


## Basic Call Features

### Place a Call


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

#### To place a call by Handset:


1. Pick up the handset, or press a line key and dial the necessary number.

2. Press  or press Send soft key, then the call is sending.

### To place a call by Headset:

1. Press the .

2. Enter the desired number.

3. Press  or press Send soft key, then the call is sending.

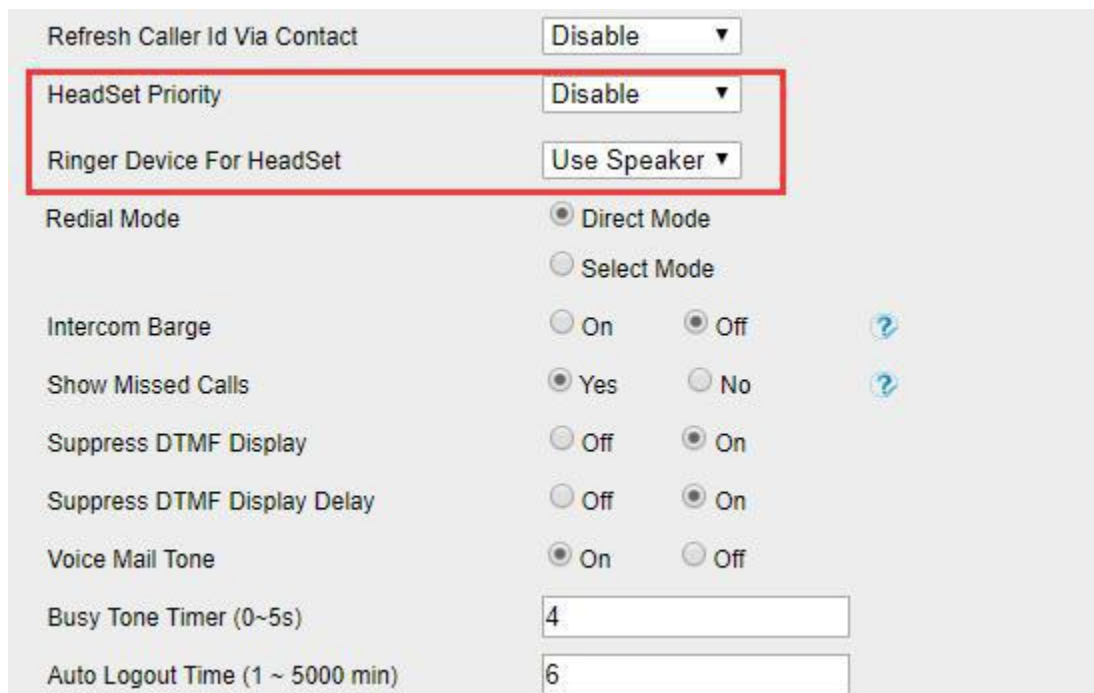
### Using headset to place and answer calls for all time:

1. Click web interface Setting → Preference.

2. HeadSet Priority → Enable.



3. Ring Device For HeadSet → Use Headset.

4. Press .







Refresh Caller Id Via Contact	Disable
HeadSet Priority	Disable
Ringer Device For HeadSet	Use Speaker
Redial Mode	<input checked="" type="radio"/> Direct Mode <input type="radio"/> Select Mode
Intercom Barge	<input type="radio"/> On <input checked="" type="radio"/> Off
Show Missed Calls	<input checked="" type="radio"/> Yes <input type="radio"/> No
Suppress DTMF Display	<input type="radio"/> Off <input checked="" type="radio"/> On
Suppress DTMF Display Delay	<input type="radio"/> Off <input checked="" type="radio"/> On
Voice Mail Tone	<input checked="" type="radio"/> On <input type="radio"/> Off
Busy Tone Timer (0~5s)	4
Auto Logout Time (1 ~ 5000 min)	6


### Placing a call by hands-free speakerphone:

1. Press  and then you can hear the dial tone.
2. Press the number.
3. Press  or press the Send soft key, then the call is sending.

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

1. Press History soft key (On the idle page) or Menu → History /Directory.
2. Press  and  to select the targeted one.
3. Press Send soft key, or , or , then the call is sending.

**Note:**

1. The  key is set to be a send key. For more information, refer to the Key as Send on page
2. During the call, you can also change among Headset, Handset or Free-speaker mode.


## End a Call

Here shows to end a call during three modes:


**To end a call by Handset:**

Press End Call soft key or hang up the handset.6t

**To end a call under Headset Mode:**

Press End Call soft key or press .


**To end a call under hands-free speakerphone Mode:**

Press End Call soft key or press .

**Note:**

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

## Redial a Call

1. To redial the last placed call from the IP Phone.
2. Press  directly when LCD is on the idle interface.


## Receive a Call

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


### To receive a call by handset:

Pick up the handset the conversation is built.

### To receive a call by headset:

Press  and now the conversation is built.

### To receive a call by hands-free speaker:

1. Option 1: Press  directly.
2. Option 2: Press Answer soft key.

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

1. Press Reject soft key to reject the call.
2. Press Forward softkey to forward to another phone.
3. Press Silence soft key, and then the call will keep silent, no ring tone display.

## Incoming Call Show Mode

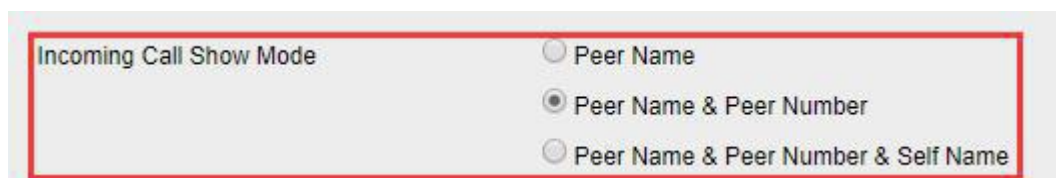
There are two incoming call show modes for this phone:

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



**To set incoming call show mode via web interface:**

1. Click Setting → Preference.
2. Select the desired mode for the incoming call show mode.
3. Click  button to save the setting.

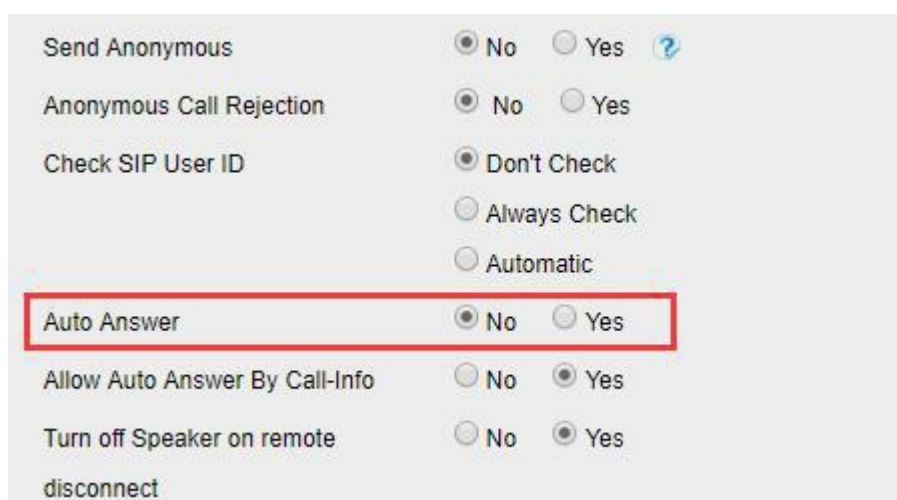


## Auto Answer

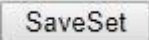
Enable auto answer feature, you will answer all incoming call automatically.

**To enable Auto Answer via web interface:**

1. Click Profile → Advanced.
2. Choose Yes for the Auto Answer.
3. Click  button to save the configuration.



**To Disable Auto Answer via web interface:**

1. Click Account → Advanced.
2. Choose No for the Auto Answer.
3. Click  button to save the configuration.

## Call Hold

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

To make a call on hold during three modes:

### To hold a call under handset mode:

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



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



### To hold a call under headset mode:

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

### To hold a call during the speaker mode:


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

## Call Transfer

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

### Blind Transfer:


When you use this feature, you can transfer

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







2. Enter the number that transfers to.



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

### Attended Transfer:





When you use this feature, you can

1. Pres  or Transfer soft key during the conversation, the call is on hold now.
2. Enter the number that transfer to, and press Send soft key or  or .
3. Start the second conversation, press  or Transfer soft key, then, transfer completed.

#### NOTE:

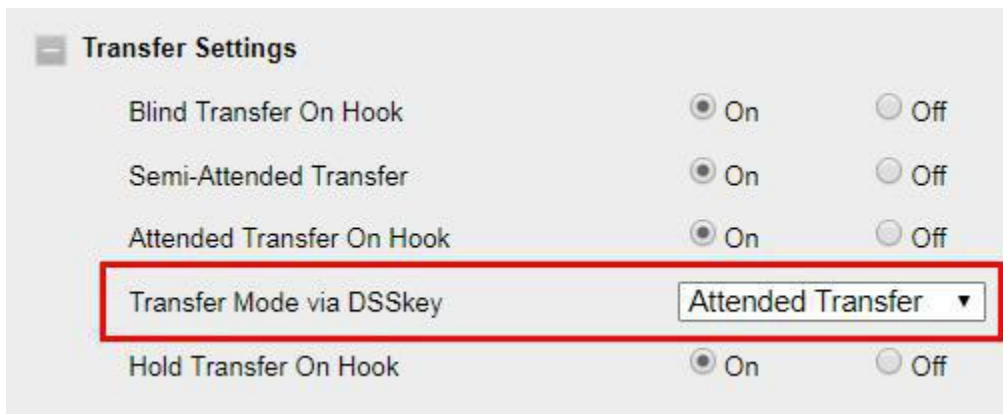
To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains. Blind transfer will usually use the primary account SIP profile.

### Semi-Attended Transfer:

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

### BLF Transfer

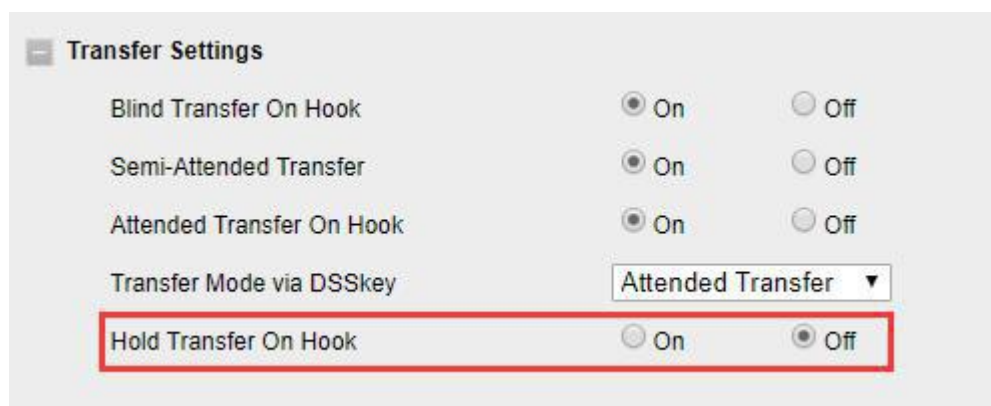
1. Set a Programmable Key or Line Key as BLF. For how to set BLF, please refer to [BLF](#).
2. Configure the Transfer Mode via DSSkey.
3. Press BLF key during the conversation then realize Blind, Attended and Semi-Attended Transfer.



### Hold Transfer On Hook:

Setting → Features → Transfer Setting: Hold Transfer On Hook: On.

A place a call to B, B answer, A press Hold soft key and place a call to C, A hook on the call when C is ringing or answering, then C and B in the same call and the transfer is successful.



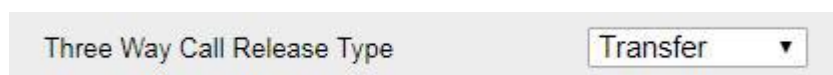
**Transfer Settings**

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

### Hold transfer on Three Way conference:

Login webpage, and click Setting → Preference → Three Way Call Release Type: Transfer.

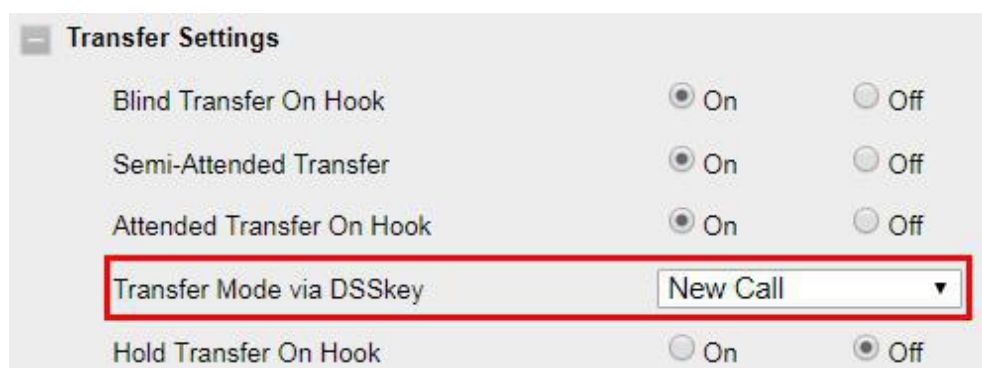
1. When acting as the initiator of the three-way conference, the IP Phone presses the End Call soft key or on-hook to exit the conference in the process of talking.
2. Then the other two IP Phones will continue to talk.



Three Way Call Release Type: Transfer ▼

### Transfer to New Call via Webinterface:

1. Click Setting → Features.
2. Select Transfer Mode via DSSkey: New Call.
3. Click Function Keys → Line Key.
4. Select the desired Line Key and select BLF in the Type.
5. Enter the phone number in the Value field.



**Transfer Settings**

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	BLF	Default	245		Account 1	

**NOTE:**

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

### Transfer Release Trigger

This option defines when the phone sends BYE to the server to release the transferred call. Login webpage, and click Profile → Basic → Transfer Release Trigger:

#### 1. NOTIFY with 200OK

After receiving REFER request sended by the phone, server will send NOTIFY to the phone, and the phone response 200OK, 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.

Transfer Release Trigger:

## Call Conference



This IP Phone supports up to 5-way conference.

### 5-way conference

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

conference)



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

**Note:**

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



## Call Forward

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


### To configure static forward

### To configure Always Forward via Phone interface:

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




1. Press Menu → Features → Call forward → Always Forward.
2. Press  and  or press Switch soft key to select the enable choice.



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




### To configure Busy Forward via Phone interface:

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

1. Press Menu → Features → Call forward → Busy Forward.
2. Press  and  or press Switch soft key to select the enable choice.
3. Enter the forward to number and on code (optional), off code (optional).
4. Press  or Save soft key to save the configuration.

### To configure No Answer Forward via Phone interface:

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

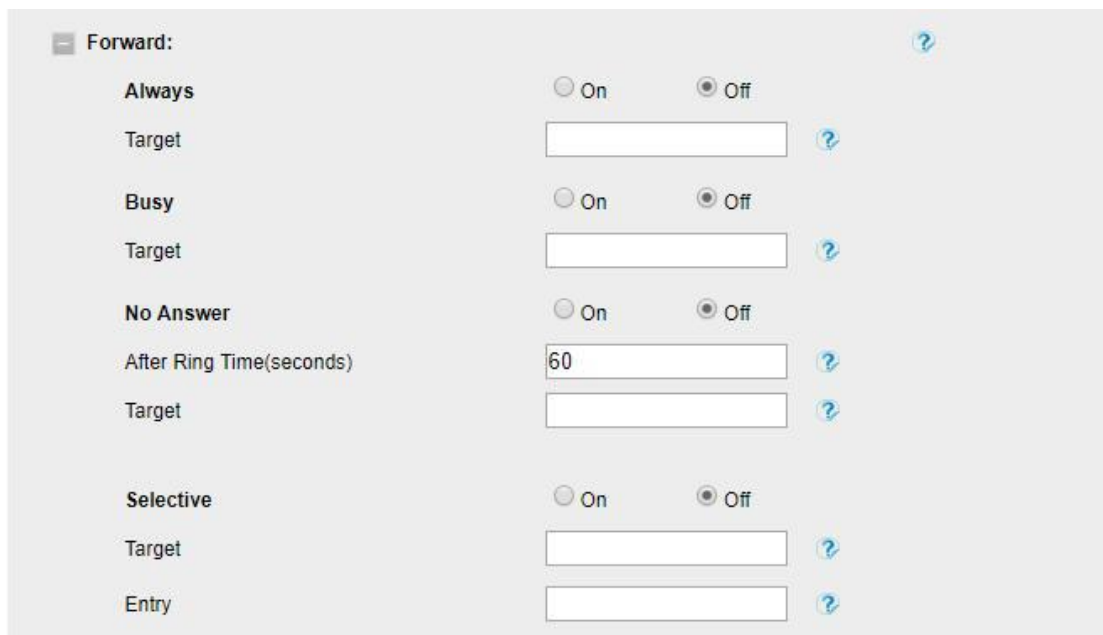
1. Press Menu → Features → Call forward → No Answer Forward.
2. Press  and  or press Switch soft key to select the enable choice.
3. Enter the forward number, After Ring Time and on code (optional), off code (optional).
4. Press  or Save soft key to save the configuration.



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

**To configure Forward via web interface:**





1. Setting → Features.
2. Click On for the Always/Busy/No Answer.
3. Fill the Forward to Number and After Ring Time.
4. Fill the on/off code(optional).
5. Click  button to save the configuration.



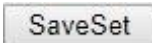
The screenshot shows a web interface for configuring the 'Forward' feature. It is titled 'Forward:' and includes a help icon. The configuration is organized into sections for 'Always', 'Busy', 'No Answer', and 'Selective'. Each section has an 'On/Off' toggle, a 'Target' input field, and a help icon. The 'No Answer' section also includes an 'After Ring Time(seconds)' input field with the value '60'.

Feature	On/Off	Target	After Ring Time (seconds)
Always	Off		
Busy	Off		
No Answer	Off		60
Selective	Off		

**To cancel the forward feature via phone interface:**

1. Option 1: To press the  key to disable the forward feature.  
Option 2: Press Menu → Features → Call Forward → Always/Busy/No Answer Forward.
2. Press  and  or press Switch soft key to select the Disable choice.
3. Press  or Save soft key to save the configuration.

### To cancel the forward feature via Web interface:


1. Setting → Features.
2. Click Off for the Always/Busy/No Answer.
3. Click  button to save the configuration.

### To configure dynamic forward

#### Forward an incoming call during the ringing:

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



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

#### Note:



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


## Call Return

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

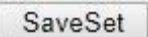
#### To configure the Call Return via Phone interface:

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).

2. Press  and  key to select the Call Return in the Type field.

3. Press  or Save soft key to save the configuration

#### To configure Call Return via web interface:

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Call Return	Default			Account 1	

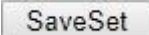
## Call Back

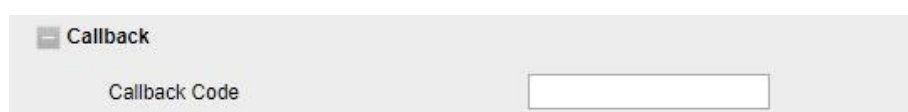
When this option is set, if the phone you call is busy and does not set call waiting or voice mail, your LCD screen will prompt for call-back, as shown in figure.



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

#### To configure Call Back via web interface:


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



The image shows a web interface for configuring Call Back. It has a title "Callback" and a label "Callback Code" next to an empty text input field.

## Call Waiting Tone

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



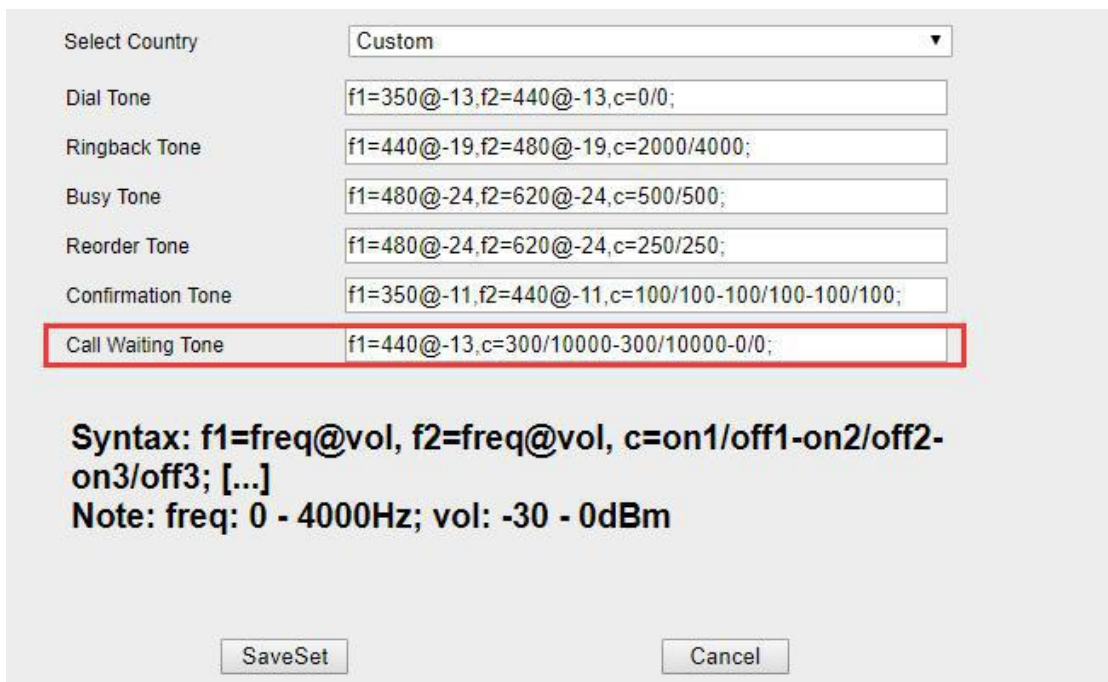
Call Waiting

Call Waiting  On  Off

Call Waiting Tone  On  Off

### To Change 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;

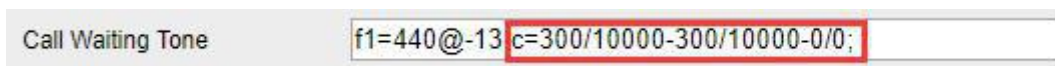
Confirmation Tone f1=350@-11,f2=440@-11,c=100/100-100/100-100/100;

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**

SaveSet Cancel

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






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




## Hide Caller ID

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

**To configure Anonymous Call:**

1. Press Menu → Features → Anonymous Call.
2. Press Enter soft key into the Account ID.
3. Press  and  or press Switch soft key to select the enable choice in Anonymous Call filed.
4. Enter the call on code (optional), call off code (optional).
5. Press  or Save soft key to save the configuration.



**To cancel Anonymous Call feature:**


1. Press Menu → Features → Anonymous Call.
2. Press Enter soft key into the Account ID.
3. Press  and  or press Switch soft key to select the disable choice in Anonymous Call filed.
4. Press  or Save soft key to save the configuration.

## Reject Anonymous




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

**To configure Rejecting Anonymous Call:**

1. Press Menu → Features → Anonymous Call.
2. Press Enter soft key into the Account ID.
3. Press  and  or press Switch soft key to select the enable choice in Rejection filed.

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


#### To cancel Rejecting Anonymous Call:

1. Press Menu → Features → Anonymous Call.
2. Press Enter soft key into the Account ID.
3. Press  and  or press Switch soft key to select the disable choice in Rejection filed.
4. Press  or Save soft key to save the configuration.


## Call Mute

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

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

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



2. To disable the mute function, press  again.

## DND

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

#### To enable DND feature via phone interface:

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

### To disable DND feature via phone interface:

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

## Keypad Lock

### To enable Keypad Lock via phone interface:

1. Press Menu → Settings → Advanced Setting → Phone Setting → Lock.
2. Press Info or Switch to change choose lock type: All Keys/Menu Key/Function Key/Lock & Answer.
3. Press Save or OK soft key to save the configuration.

### To disable Keypad Lock via phone interface:

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

### To enable Keypad Lock via web interface:

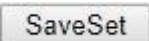
1. Click web interface Setting → Features.
2. Choose the Phone Lock.
3. Fill the unlock PIN and auto lock time.
4. Fill the Emergency Number, when the phone is Lock, only Emergency Number can be sent.
5. Click  button to save the configuration.



The screenshot shows a configuration window titled "Phone Lock" with the following fields:


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

### To Disable Keypad Lock via web interface:


1. Click Web interface Setting → Features.
2. Choose Disable for the Phone Lock.
3. Click  button to save the configuration.

## Hot Line

### To configure Hot Line:

1. Press Menu → Features → Hot Line.
2. Enter the Number and delay time (as present, we support off hook auto dial).
3. Press  or Save soft key to save the configuration.

### To configure Hot Line auto dial via web interface:

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



The screenshot shows a web interface for configuring the HotLine feature. It has a title bar with a minus sign and the text "HotLine". Below the title bar, there are two input fields. The first field is labeled "Hotline Number" and is empty. The second field is labeled "Hotline Time-out(seconds)(0~180s)" and contains the number "0".

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

## Auto Redial

When this option is set, if the phone you call is busy and does not set call waiting or voice mail,



your LCD screen will prompt for Auto Redial, as shown in figure.



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



#### To configure Auto Redial via web interface:

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



## Function Key Features and Settings

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

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

**Line Page Indicator:** Enable this option when the phone has been configured for multiple pages. For example, when current page is the first page, the second page has a BLF and BLF's status is changed, the second page's button will flash the red indicator.

UC902S(P) has 2 Function Keys.

**BLF blink:** Turn this option on to make the BLF key blink when the monitored extension is ringing or talking.

### Line

It works same as Line keys.

Line support three Mode (Default, Lock and Float)



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

**Lock mode:** The line key will reflect on the same position on every page when the line key is set as the Line type.


**Float mode:** If there is an incoming call, the phone will navigate to the set line key's page if the line key is set as Line type and current page is not the set line key's page.

#### To configure Line feature via Phone interface:

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

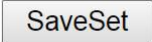
2. Press  and  key to select the Line in the Type field.

3. Select the Account ID.

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

Then the selected Line Key will work as Line.

### To configure Line Feature via Web interface:

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	N/A	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.

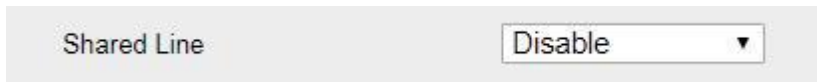
To enable shared call appearance, the user would need to register the shared line account on the phone. In addition, they would need to navigate to “Account” → “Basic” and “Profile” → “Advanced” on the webpage and set the line to “Shared Line” and “SIP Server Type”, and

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 → LineKey) to be “Line” type associated with the account.

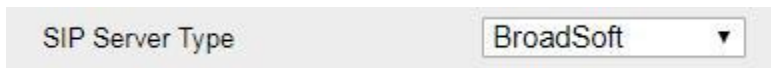
This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss' extension number on her phone. When there is an incoming call to the extension number of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or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





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.




7. Click  to save the configuration.

**To configure Line key via Phone interface:**

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

2. Press  and  key to select the Line in the Type field.


3. Select the Account ID.

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

Then the selected Line Key will work as Line.

**To configure Line key via Web interface:**

1. Click Function Keys → Line Key.
2. Select the wanted Line Key and set as Line.
3. Select the Account.

4. Click the  button to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	N/A	Default			Account 1	

**Note:**



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

## Speed Dial

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


**To configure Speed Dial feature via Phone interface:**

1. Press Menu → Features → Function Keys → Line keys as Function Keys → Line Key2(for example).

2. Press  and  key to select the Speed Dial in the Type field.

3. Enter the targeted Number in the Value field.

4. Select the Account ID.

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

Then the selected Line Key will work as Speed Dial.

**To configure Speed Dial feature via web interface:**

1. Click Function Keys → Programmable Key.

2. Select the wanted Soft Key and set as Speed Dial.

3. Enter the desired phone number in the Value field.

4. Select the Account.

5. Click  button to save the configuration.






Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Speed Dial	Default	245		Account 1	

## BLF

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

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

### To configure a BLF key via Phone interface:

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

### To configure a BLF key via Web interface:

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

3. Enter the monitored phone number in the Value field.

4. Select the Account.

5. Fill the Extension.

6. Click  to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	BLF	Default	245		Account 1	

**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.

## BLF List

**To configure BLF List via Web interface:**

1. Login and click Account → Basic.

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

3. Fill the Eventlist BLF URL.

Eventlist BLF URL

4. Click Profile → Advanced.

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

7. Select the SIP Server Type.

SIP Server Type

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 ▼	

For more information, please check [BLF List](#).

## Voice Mail

This phone supports Voicemail, and when there is a message, the message key  will flash green. Moreover, when you pick up the handset, or press speaker key, you will hear some faster busy tone.

### To configure the Voice Mail feature via phone interface:

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






### 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 the Voice Mail UserID.
4. Click  to save the configuration.

Voice Mail UserID  



**To configure a Voice Mail key via Phone interface:**

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

**To configure a Voice Mail Key via Web interface:**

1. Click Function Keys → Line Key.
2. Select the wanted Line Key and set as Voice Mail.
3. Enter the desired voicemail feature codes in the Value field.
4. Select the Account.
5. Click  to save the configuration.


Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Voice Mail	Default	*97		Account 1	

**To leave a voice mail:**

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

**To listen to voice mails:**

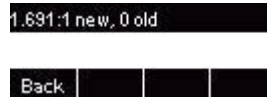
When the phone interface prompts receiving new voice mail's icon, the power indicator LED flashes red(Setting → Preference: Enable VoiceMessage Status).

1. Pressing  to dial out the voice mail access code.
2. Follow the voice prompt to listen to voice mail.

**To view Voice Mail via phone interface:**

Press Menu → Messages → Voice Mail → View

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



**Note:**

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


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

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

## Direct Pickup

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

**To configure Direct Pickup 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 the Direct Call Pickup Code.
4. Click  to save the configuration.

Direct Call Pickup Code






**To configure Direct Pickup feature via Phone interface:**



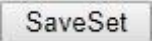
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1. Press Menu → Features → Function Keys → Line Keys as Function Keys  
→ Line

Key2(for example).

2. Press  and  key to select the PickUP in the Typefield.
  3. Enter the targeted Number in the Value field.
  4. Press  and  key to select the AccountID.
  5. Press  or Save soft key to save the configuration
- Then the selected Line Key will work as Direct Pickup.

**To configure Direct Pickup feature via web interface:**


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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Direct Pickup	Default	245		Account 1	

## Group Pickup






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

**To configure Group Pickup code via Webinterface:**

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

Group Call Pickup Code

**To configure the Group Pickup via Phone interface:**

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

**To configure the Group Pick up via web interface:**



1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Group Pickup in the Type field.
3. Enter the desired Group number in the Value field.
4. Click the  button to save the configuration.




Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Group Pickup	Default	8038		Account 2	

## Call Park


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

**To configure the Call Park via Phone interface:**

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).
2. Press  and  or press Switch soft key to select the Call Park in the Type field.
3. Enter the call park code in the Value field.

4. Press  and  key to select the Account ID.
5. Press  or Save soft key to save the configuration.

**To configure the Call Park via Web interface:**

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




Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Call Park	Default	70		Account 1	

For More information for Call Park, please see: [Call Park](#)

## Intercom

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

**To configure Intercom feature via Phone interface:**

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

Then the selected Line Key will work as Intercom.

**To configure Intercom feature via web interface:**

1. Click Function Keys → Line Key.

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Intercom	Default	*88718		Account 2	

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. Enable the “Allow Auto Answer By Call-Info”.
4. Click **SaveSet** button to save the configuration.

Auto Answer	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Allow Auto Answer By Call-Info	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Turn off Speaker on remote disconnect	<input type="radio"/> No	<input checked="" type="radio"/> Yes

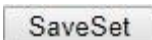
**Note:**

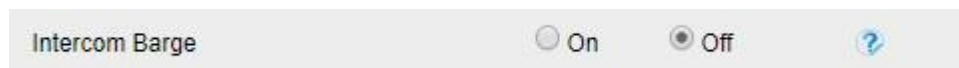
**This feature is not available on all servers. For more information, contact your system administrator.**

## 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 the Setting → Preference.

2. Set On or Off for Intercom Barge.
3. Click  button for the setting.



**Note:**


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

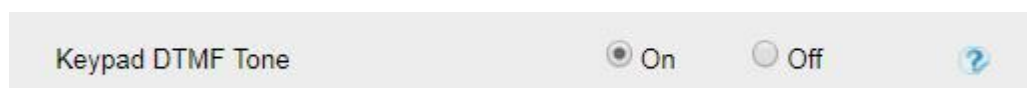
## DTMF

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




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

**To configure the DTMF Tone via Web interface:**

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



**To configure the DTMF via Phone interface:**

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

**To configure the DTMF via Web interface:**

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






3. Fill the Value field with the desired DTMF number.
4. Click the  to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	DTMF	Default	0012		Account 1	

## Prefix

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

### To configure the Prefix via Phone interface:

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

### To configure Prefix via web interface:

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Prefix in the Type field.
3. Fill the value.
4. Click  button to save the configuration.

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



Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Prefix	Default	9		Account 1	


## Local Group

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


### To configure the Local Group via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).

2. Press  and  key to select the Local Group in the Type field.

3. Press  or Save soft key to save the configuration

### To configure Local Group via web interface:

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





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


Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Local Group	Default			Account 1	

## XML Group

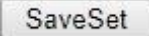
When use the XML Group feature, press the key and enter the Remote Contacts interface quickly.

### To configure the XML group via Phone interface:

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

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

**To configure XML Group via web interface:**




1. Click Function Keys → Line Key.
2. Select the desired Line Key and select XML group in the Type field.
3. Select the desired remote phonebook in the Account field
4. Click  button to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line ▼	Default ▼		243	Account 1 ▼	
Key2	XML Group ▼	Default ▼			remote pho ▼	

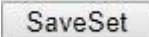
## LDAP

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

**To configure the LDAP via Phone interface**

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

**To configure LDAP via web interface:**






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

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

## Network Directories

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

### To configure the Network Directories via Phone interface:

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

### To configure Network Directories via web interface:

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Network Direct	Default			Account 1	

Then you can press the Network Directories key to quickly enter the Broadsoft Contacts interface.

### To configure the Network Group via Web interface:

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Network Group in the Type field.
3. Select All Contacts/ Group/ Interoperability/ GroupCommon/ EnterpriseCommon/ Personal/ Custom Directories for the Account.
4. Click the  button to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Network Group	Default			All Contact	




Then you can press the Network Group key to quickly enter the selected secondary directory of Broadsoft Contacts.

For more details, refer to [Broadsoft Directory](#).

## Conference

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

### To configure the Conference via Phone interface:

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

### To configure Conference via Web interface



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


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

## Forward

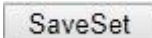
If the key is configured as Forward key, press this key under the idle status, the IP phone will turn to the Always Forward interface and you can set the Forward to number, then when there is any call to the number will be forwarded to the set number automatically.

### To configure the Forward via Phone interface:

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

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




#### To configure Forward via web interface:

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


## Transfer

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

#### To configure the Transfer via Phoneinterface:

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

#### To configure Transfer via Webinterface:

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select Transfer in the Type field.
3. Enter the Value field with the number that wanted transfer to.
4. Click the  button to save the configuration.




Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Transfer	Default	245		Account 1	

## Hold

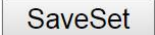
The key can be configured as a hold key. You can use this key to hold and resume a call during the

conversation.

**To configure the Hold via Phone interface:**

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

**To configure the Hold via Web interface:**




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

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

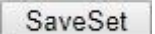
## DND

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

**To configure the DND via Phone interface:**

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

**To configure DND via web interface:**

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

**To enable DND feature:**

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




**To disable DND feature:**

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


## Redial

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

**To configure Redial via Phone interface:**

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

**To configure Redial via web interface:**

1. Click Function Keys → Line key.
2. Select the desired Line key and select redial in the Type field.
3. Enter the Label displayed on LCD.
4. Click  button to save the configuration.

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

## SMS

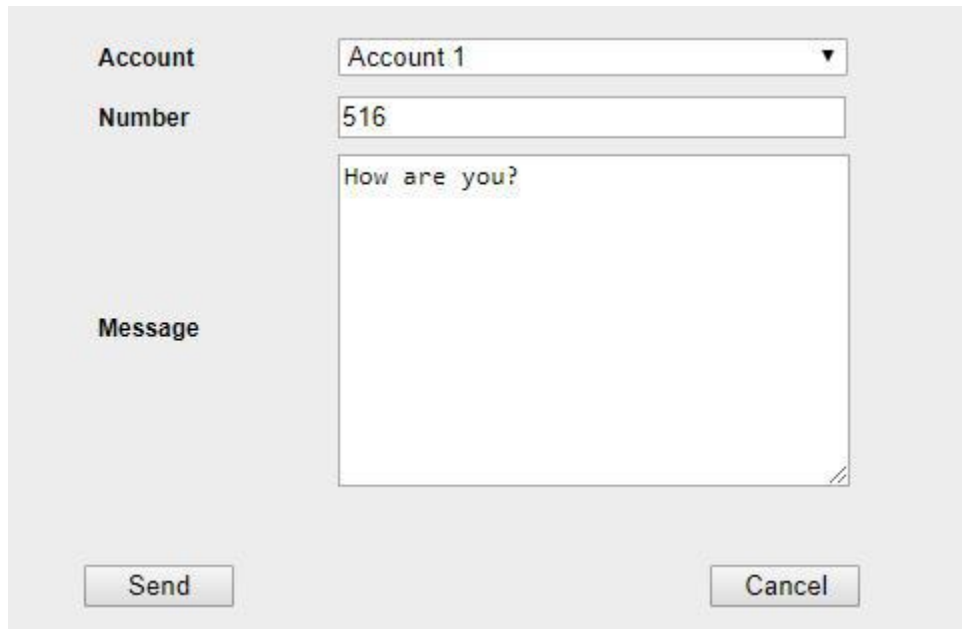
### Send SMS

**To send SMS via web interface:**

1. Click Setting → SMS.



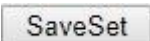
2. Select the account(from which account the SMS sent).
3. Enter the target number.
4. Input the content of SMS, and click Send.



**To send SMS via phone interface:**




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

**To configure SMS via web interface:**

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

## Set SMS Line Key

### To configure the SMS via Phone interface:

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

### To configure the SMS via Web interface:




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

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

## Record

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

### To configure the Record via Phone interface:

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

### To configure the Record via Web interface:

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

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




**Note:**

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

## URL Record

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

**To configure the URL Record via Phone interface:**

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

**To configure the URL Record via Web interface:**

1. Click Function Keys → Line Key.
2. Select the desired Line Key and select URL Record in the Type field.
3. Fill the predefined URL in the Value field.
4. Click the  button to save the configuration.






Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	URL Record	Default	http://10.2.0		Account 1	

## Paging

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

**To configure the Paging via Phone interface:**

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).

2. Press  and  key to select the Paging in the Type field.
3. Enter the paging code followed the number in the Value field.
4. Press  and  key to select the AccountID.
5. Press  or Save soft key to save the configuration.

**To configure the Paging via Web interface:**




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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Paging	Default	*88039		Account 2	

## Group Listening

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

**To configure the Group Listening via Phone interface:**

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

**To configure the Group Listening via Web interface:**




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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Group Listenin	Default			Account 1	


## Public Hold

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

### To configure the Public Hold via Phone interface:

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

### To configure the Public Hold via Web interface:




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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Public Hold	Default			Account 1	


## Private Hold

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

### To configure the Private Hold via Phone interface:

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

### To configure the Private Hold via Web interface:

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Private Hold	Default			Account 1	




## Hot Desking

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


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

This feature is supported on the version 1.0.3.82 or later

### To configure the Hot Desking via Phone interface:

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

### To configure the Hot Desking via Web interface:

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Hot Desking	Default			Account 1	

### To use the Hot Desking feature on the user interface:

1. Press the Hot Desking key when the IP Phone is idle.
2. "Clear all other account config?" is shown on the screen, and press OK.
2. Enter the Extension number and password
3. Click Save soft key

You can see the account information which has changed.

### Note:



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

## ACD

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

### To configure the ACD via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)

2. Press  and  key to select the ACD in the Type field.

3. Select the desired account in the Account ID field.

4. Press  or Save soft key to save the configuration

### To configure the ACD via Webinterface:

1. Click Function Keys → Line Key.

2. Select the desired Line Key and select ACD in the Type field.

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

4. Click the  button to save the configuration.

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

#### Note:

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

## Zero Touch


You can use this key feature to configure auto provision and network parameters quickly.

This feature is supported on the version 1.0.3.82 or later


### To configure the Zero Touch via Phone interface

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example)

2. Press  and  key to select the Zero Touch in the Type field.

3. Press  or Save soft key to save the configuration

**To configure the Zero Touch via Web interface:**

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

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	Zero Touch	Default			Account 1	

**To use the zero touch feature on the user interface:**

1. Press the Zero Touch key when the IP Phone is idle.
2. Press the OK soft key and the IP Phone will enter the WAN Port interface; you can change the WAN Type by pressing the Navigation keys.
3. Press the Next soft key to enter Network interface, then you can configure some information.
4. Press the Next soft key again, you can configure Auto Provision information.
5. When you finish the setting, you can press the OK to accept the changes.

**Note:**



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

## Multicast Paging


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

## Sending RTP Stream

**To configure a Multicast Paging key via Phone interface:**

1. Press Menu → Features → Function Keys → Line Keys as Function Keys → Line Key2(for example).
2. Press  and  or Switch soft key to select the Multicast Paging in the Type field.
3. Enter the multicast IP address and port number (e.g., 224.5.6.20:2000) in the Value field. The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.



4. Press  or Save soft key to save the configuration

**To configure a Multicast Paging key via Webinterface:**

1. Click Function Keys → Line key:
2. Select the desired Line Key and select Multicast Paging in the Type field.
3. Enter the multicast IP address and port number (e.g., 224.5.6.20:2000) in the Value field. The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.
4. Click the  button to save the configuration.

Line	Type	Mode	Value	Label	Account	Extension
Key1	Line	Default		243	Account 1	
Key2	MultiCast Pagi	Default	224.5.6.20:2		Account 1	

**Sending RTP Stream:**

Press the Multicast Paging key when the phone is idle.

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

The Multicast Paging key LED illuminates solid green.

## Receiving RTP Stream

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

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

## Paging Barge

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

Valid values in the Paging Barge field:

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

## Paging Priority Active

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

## Multicast Codec

You can only configure the codec 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

Paging Priority Active

Multicast Codec

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

**Note:**

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

## Upgrade

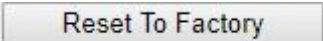
### Factory Reset

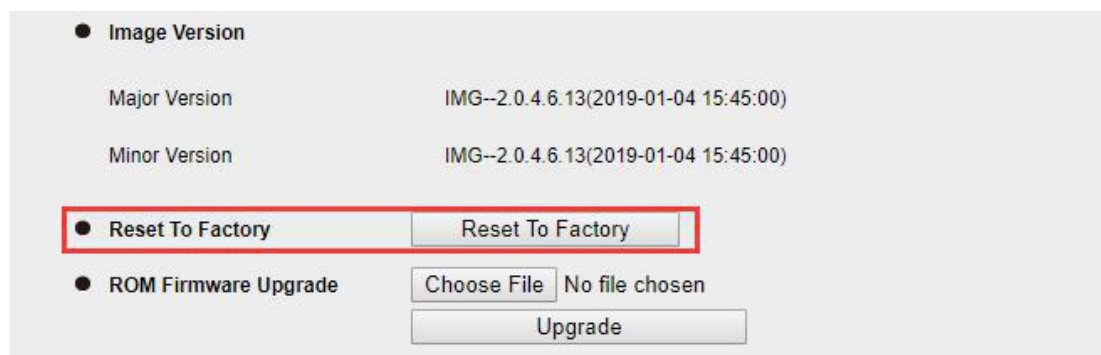
**To set Factory Reset via phone interface:**

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

2. Press OK soft key in the warning page.

#### To set Factory Reset via web interface:

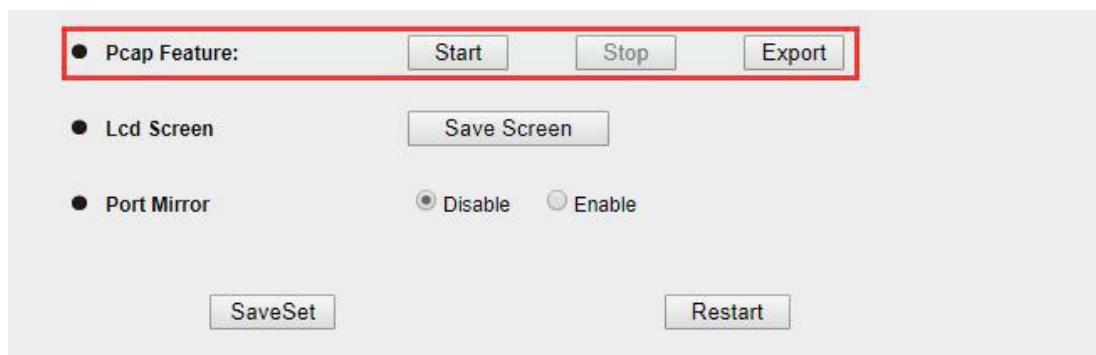
1. Click Management → Upgrade.
2. Click  and then confirm the setting.



## Pcap Feature

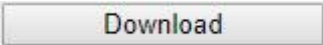
#### To use pcap via web interface:

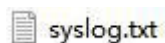
1. Click Management → Tools.
2. Click Start and then operation the phone.
3. When finish the operation, click stop and then click Export.
4. Then you'll get the Pcap captures.



## System Log

### To download system log via web interface:

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



## Upgrade

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

e.g. firmware.mycompany.com:5688/Htek

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

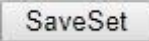
e.g. 218.2.83.110

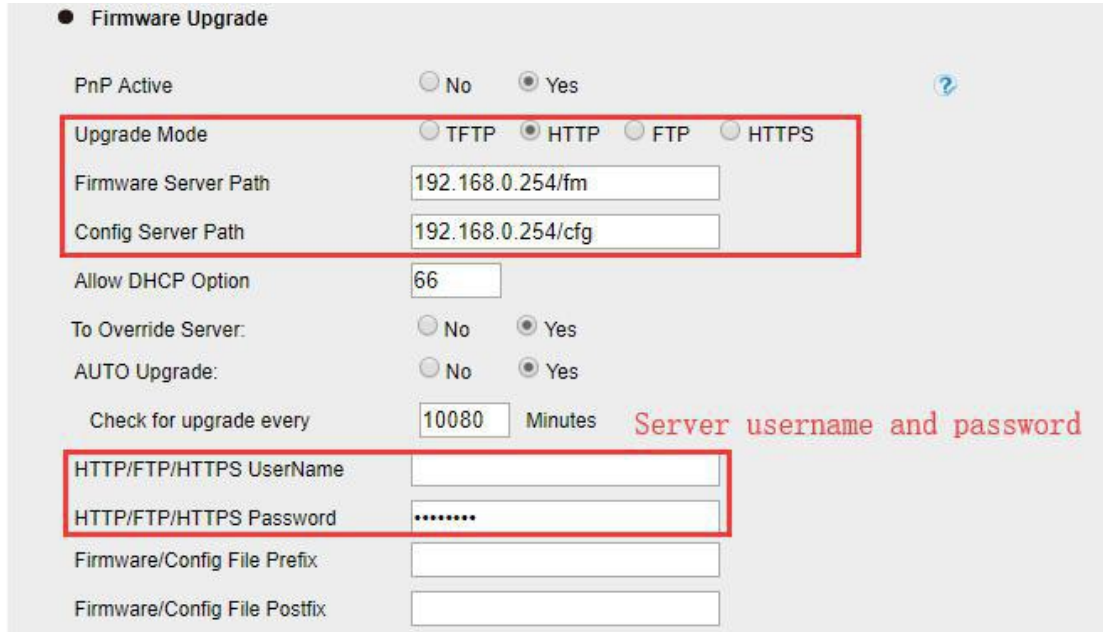
### Instructions for firmware upgrade via HTTP:

- (1) End users can choose to download the free HTTP server from <http://httpd.apache.org/> or use Microsoft IIS web server. Then setup HTTP server.
- (2) Unzip the firmware file and put all of them under the *root/fm* directory of the HTTP server.
- (3) Visiting “HTTP:\\192.168.0.254\\fm\\fw900.rom on localhost by browser” to verify the HTTP Server. If visiting “HTTP: \\192.168.0.254\\fm\\fw900.rom on another computer and it not prompted to download fw900.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  button to save the configuration.
6. Restart the UC902S(P), IP Phone will restart and auto-get firmware files from HTTP server.

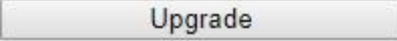


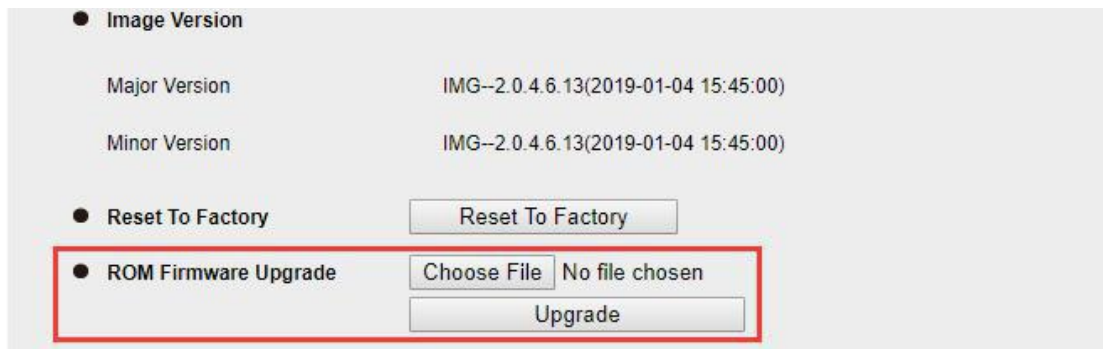
#### NOTES:

- Htek recommends end-user use the Htek HTTP server. For large companies, we recommend to maintain their own TFTP/HTTP/FTP/HTTPS server for upgrade and provisioning procedures.
- Once a “Firmware Server Path” is set, user needs to update the settings and restart the IP Phone. If the configured firmware server is found and a new code image is available, the UC902S(P) will attempt to retrieve the new image files by downloading them into the UC902S(P)’s SDRAM. During this stage, the UC902S(P)’s LEDs will blink fastly until the checking/downloading process is completed. Upon verification of checksum, the new code image will then be saved into the Flash. If TFTP/HTTP/FTP/HTTPS fails for any reason (e.g. TFTP/HTTP/FTP/HTTPS server is not responding, there are no code image files available for upgrade, or checksum test fails, etc), the UC902S(P) will stop the TFTP/HTTP/FTP/HTTPS process and simply boot using the existing code image in the flash.
- Firmware upgrade may take as long as 3 to 8 minutes over Internet, or just 1 minutes if it is performed on a LAN. It is recommended to conduct firmware upgrade in a controlled LAN environment if possible. For users who do not have a local firmware upgrade server.
- Htek’s latest firmware is available at [www.htek.com](http://www.htek.com) → Support → Firmware Download.
- Oversea users are strongly recommended to download the binary files and upgrade firmware locally in a controlled LAN environment.

**To upgrade manually via the web configuration interface:**

1. Click Management → Upgrade.
2. Click Brower or the blank.

3. Select the firmware (fw900.rom )and then click .



## Configuration File

**To download configuration file:**

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

● **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

● **System Log**

Download System Log

Syslog Server

Syslog Level

**To restore a configuration file:**

1. Click Management → Configuration → Restore configuration.

2. Select the xxx.bin or xxx.xml file, and then Click the , then IP Phone will reboot.



● **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

● **System Log**

Download System Log

Syslog Server

Syslog Level

## Troubleshooting

### Why is the phone LCD screen blank?

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

### Why does the phone display “Network Unavailable” ?

**To resolve:**

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

## Why can't I get a dial tone?

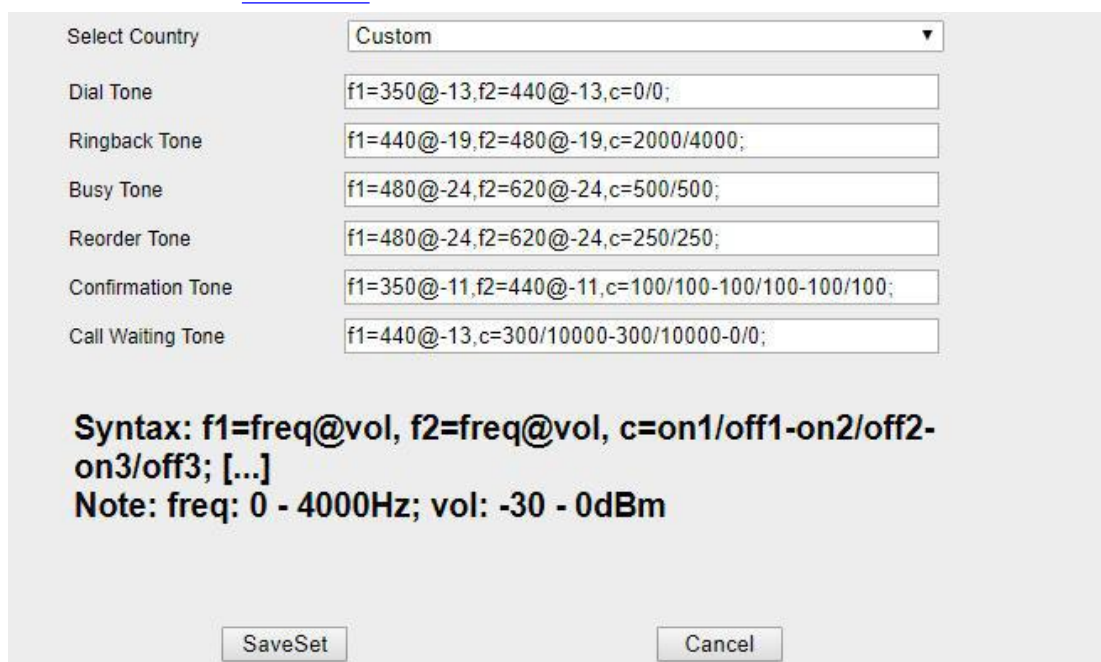
### To resolve:

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

## Where to set the tone?

You can set the tone on web interface:

- Click Setting → Tones
- Define the dial tone, ringing, busy tone...
- For the tones, you can check with your system administrator.
- For more Click [Tone Notes](#).

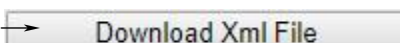


Select Country	Custom
Dial Tone	f1=350@-13,f2=440@-13,c=0/0;
Ringback Tone	f1=440@-19,f2=480@-19,c=2000/4000;
Busy Tone	f1=480@-24,f2=620@-24,c=500/500;
Reorder Tone	f1=480@-24,f2=620@-24,c=250/250;
Confirmation Tone	f1=350@-11,f2=440@-11,c=100/100-100/100-100/100;
Call Waiting Tone	f1=440@-13,c=300/10000-300/10000-0/0;

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

SaveSet Cancel

## How to download XML Configuration?

- Click Management → Configuration → 

## How to Import Trusted CA certificate?

- Click Management → Trusted CA.

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

Import Trusted Certificate Files  No file chosen

Only Accept Trusted Certificates  On  Off

Common Name Validation  On  Off

Trusted Certificates  Default Certificates  
 Custom Certificates  
 All Certificates

## How to Import Server CA certificate?

- Click Management → Server CA.

Issued TO	Issued By	Expiration	Delete
			<input type="button" value="Delete"/>

Import Server Certificate Files  No file chosen

Device Certificates  Default Certificates  
 Custom Certificates

## How to use Vlan?

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

## How to use LLDP?

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

## How to Set LCD and Web GUI?

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

## How to Upgrade via FTP?

- Click [How to Upgrade Note](#).

## How to make Ringtone?

- Click [How to Make Ringtone](#).

## How to use Open VPN?

- Click [Open VPN note](#)

## Provisioning Guide on Free PBX

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

## Redundancy Server

- Click [Redundancy Server](#).

## How to Use Auto Provision Phonebook?

- Click [About AP Phonebook](#).

## All Documents

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