



# 320/330 Series IP Phone

# User Manual

(firmware :V3.4.0.0)





330 Series

### **Escene Communication Co.Ltd**

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# **1.Getting Started**

### 1.1 About

320/330 series is a small-screen-based IP phone in Sayhi IP phone series, it has fashion and technological appearance, excellent voice quality, and powerful features, and it is a new generation of intelligent phones to replace of the traditional desktop office terminals, It accomplished the powerful telephony features by cooperating with the communications platform,. such as the call transfer, hotline, three-party conference calling, speed dial, voice mail, Do Not Disturb, etc.

### 1.2 Illustrate

NOTE: Before you use this user manual ,please check the below illustrate carefully. This user manual is common use in ES320/ES320/330/WS320/DS3X2/GS320.please check the different.

ES330 is different from ES320 :ES330 support expansion ,but ES320 don't support it. It can up to 4 EMS32 programmable 128 keys

WS320/330 is wifi phone ,it has wifi module, it is the different from ES320,but the function is the same . WS320/330 IP Phone support 2/3 accounts registering and 2/3 calls management.

DS320 series is Dual Model IP phone , and support PSTN and VOIP , DS3X2 P IP Phone support 2 accounts registering and 2 calls management.

GS320 has a Gbps network port. It is a supper rate phone .

In ES Series or other same series. The difference between 320 and 330 is 330 more than 320 one account(line).

| Mode1                              | ES/WS620-PEGV4 | ES/WS330-PEGV4 | ES/WS/GS620-PEN | ES/GS410-PEN | ES/WS/GS330-PEN |
|------------------------------------|----------------|----------------|-----------------|--------------|-----------------|
| ESM32                              | 4              | 4              | 4               | 4            | 4               |
| ESM20-LCD                          | 2              | -              | 2               |              | <del>.</del>    |
| ESM32<br>Programmab1<br>e Keys     | 128            | 128            | 128             | 128          | 128             |
| ESM20-LCD<br>Programmab1<br>e Keys | 80             | 175            | 80              | 178          | -               |

Expansion support list. Pls make sure your model is support or not.

## 1.3 Feature Highlights:

- 128\*64 Pixel LCD with Support Chinese display
- HD Voice: HD Codec
- 2 VoIP accounts
- Enterprise Phone Book
- 12 programmable hard keys and support BLF

- Support Plug and Play
- Support PoE and AC power adapter
- Support HTTP/TFTP/FTP Auto-provision/TR069 for upgrade software

## **1.4 Technical Features**

| Item            | 320/330 Series  |  |  |
|-----------------|---|--|--|
| Screen          | Grayscale LCD with background light                               |  |  |
|                 | 128*64 pixel, 4 display, 2.3 inch.                                |  |  |
| Line            | 2 (320 model); 3 (330 model)                                      |  |  |
| Language        | Multi-Language(e.g.CN/EN/Spain/Portugal/Poland/Turkey/French/Ita  |  |  |
|                 | ly etc.)  |  |  |
| Function Keys   | 4 Soft keys,2 Line keys(dual-color LED)                           |  |  |
|                 | 6 Navigation keys(arrow button, OK button, C button)              |  |  |
|                 | Volume adjust, Hands-free, Mute, Headset, Message,                |  |  |
|                 | Menu, Directory, Service, Hold, Redial, Conference, Transfer      |  |  |
| VoIP Protocol   | SIP 2.0   |  |  |
| Network         | HTTP, BOOTP, FTP, TFTP, IEEE 802.1Q, *IEEE 802.1X                 |  |  |
| Protocol        |   |  |  |
| Codec           | G.723.1(5.3Kb/s,6.4Kb/s), G.729 A/B(8Kb/s), G.711 A/U,            |  |  |
|                 | G.722(64Kb/s)   |  |  |
| QoS             | TOS, Jiffer Buffer, VAD, CNG, G.168 (32ms)                        |  |  |
| Network         | 2×RJ45 10/100M Ethernet Interfaces (LAN/PC)                       |  |  |
|                 | [WIFI model is only have 1*RJ45 10/100M LAN Ethernet Interface ]  |  |  |
|                 | IP Assignment: static IP, DHCP, PPPoE                             |  |  |
|                 | PC port support Bridge and Router                                 |  |  |
|                 | DNS SRV,STUN, VPN(L2TP), VLAN/QoS                                 |  |  |
|                 | STUN,DTMF(In-band/RFC2833/SIP INFO)                               |  |  |
| Voice           | HD Voice: HD Codec/Handset/Speaker(Full-duplex)                   |  |  |
|                 | Handle, Headset and Hands-free mode available                     |  |  |
|                 | Support call centre headsets and PC headsets                      |  |  |
|                 | Separated 9 Level Volume Adjustment                               |  |  |
| Call Processing | Line Status Indicator Multi Account                               |  |  |
|                 | Always Forward, Busy Forward, No-answer Forward                   |  |  |
|                 | Hotline line (Immediately/Delay)                                  |  |  |
|                 | Call Waiting, Call Queuing, Line Switching                        |  |  |
|                 | Call Forward, Call Transfer, Call Holding, Call Pickup, *Callback |  |  |
|                 | One Key Dial, Redial  |  |  |
|                 | Phone directly speed dial, Call record direct dial                |  |  |
|                 | 3-way conference, SMS   |  |  |

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|                | DnD, Blacklist  |  |
|----------------|---|--|
|                | Voice mail, Voice Prompt, Voice Message                                 |  |
|                | BLF, BLA, Speed dial  |  |
|                | P2P(Peer-to-Peer)   |  |
| PBX            | Call Transfer, Call Pick-Up, Network-Meeting, DND, Call Waiting, Call   |  |
|                | Hold. Call Barring, Call Back On Busy, Anonymous Call ,Intercom, Paging |  |
| Security       | Login the website by password   |  |
|                | Login the LCD by password   |  |
|                | Signaling encryption(RC4)   |  |
|                | Media encryption(RC4)   |  |
|                | VPN, 802.1X, VLAN QoS(802.1pq), *LLDP                                   |  |
|                | TLS, MD5,AES, ROOT/USER Management                                      |  |
| Application    | LDAP(2): search someone in two LDAP server.                             |  |
|                | Enterprise phone directory, download with server, and it support 800    |  |
|                | contacts  |  |
|                | Public phone directory  |  |
|                | XML Phonebook : Search /Input/ Out put                                  |  |
|                | Private phone directory: input/output 300 contacts, every contact can   |  |
|                | save 3 numbers and the size of number is 19 byte.                       |  |
|                | Call History(600): every records is 200 with Miss Calls /Received       |  |
|                | Calls/Dialed Calls.   |  |
|                | Voice Message, Voice Mail Box, Light of Message.                        |  |
|                | Ringing Update, Input, Del,   |  |
|                | *we also support to order the other APP.                                |  |
| Power Supply   | Power adapter: AC 100-240V input and DC 12V/1A output                   |  |
|                | PoE (IEEE 802.af); USB(Standard DC 5V)                                  |  |
| Specification  | DSPG Chipset  |  |
|                | Storage Temperature: $0^{\circ}$ C ~ $60^{\circ}$ C                     |  |
|                | Operating Humidity: 10%~90%   |  |
|                | Size: 287mm*214mm*90mm  |  |
|                | Net weigh: 1.2kg  |  |
| Certifications | CE、FCC、RoHS、Avaya、Broadsoft、Alcatel、Yeastar、Digium                      |  |

Note: "\*" Sign means function has not been published yet.

# **2.**Connecting Your Phone

Your system administrator will likely connect your new 320/330 Series IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.

1) Open the 320/330 series IP Phone box; carefully check the packing list, Packing List as follows:

| Item                  | Counts |
|-----------------------|--------|
| IP Phone              | 1      |
| Handset               | 1      |
| Handset Cord          | 1      |
| Power adapter         | 1      |
| RJ45 cable            | 1      |
| CD                    | 1      |
| Quick Installation    | 1      |
| Quick User Guide      | 1      |
| Product certification | 1      |

2) As shown in figure 2.1 and figure 2.2, Please plug Handset Cord into RJ9 interface(IP Phone and Handset), RJ45 cable into the LAN interface; IP Phone will automatically start if IP Phone with POE function.

3) The phone must work together with power adapter without POE support.

4) Connect your computer to PC interface of the phone with cable.

\* More detailed description please refers to the 3.Phone overview-Understanding phone buttons and hardware.

#### Figure 2.1 Interfaces of SayHi 320/330 Series



Figure 2.2 Foot stand of SayHi 320/330 Series



# **3.Phone overview**

## 3.1 Understanding Buttons and Hardware

From figure 3.1 to figure 3.2, you can understand buttons and hardware about SayHi ES320/ES330/WS320/DS3X2/GS320

Figure 3.1 Buttons and Hardware of SayHi 320/330 Series(NOTE: 330 have three lines)



| Num | Buttons     | Description   |
|-----|-------------|---|
| 1   | 2           | Headset button: Toggles the headset on or off.                    |
|     |             | Red means the feature is enabled.                                 |
| 2   | ğ           | Mute button: Toggles the Mute feature on or off.                  |
|     |             | Red means the feature is enabled.                                 |
| 3   | $\boxtimes$ | Messages button: Typically auto-dials your voice message service. |
|     |             | Red means have unread voice mail.                                 |

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| 4  | SERVICE        | Server button: Open or Close the Services menu.                     |
|----|----------------|---|
| 5  | DIRECTORIES    | Directory button: Use it to access call logs and corporate          |
|    |                | directories.  |
| 6  | MENU           | Menu button: Allows you to scroll through menus.                    |
| 7  | Ť              | Volume button: Controls the volume and other settings.              |
| 8  | CONFERENCE     | Conference button: Connect calling / called party to the conference |
| 9  | REDIAL         | Redial button: To Redial the last number.                           |
| 10 | TRANSFER       | Transfer button: Transfer redirects a connected.                    |
| 11 | HOLD           | Hold button: Put a call on hold                                     |
| 12 | 0-9, *, #      | Basic Call Handling: press "#" send out a call(default)             |
| 13 | Speaker button | Speaker button: Toggles the speakerphone on or off.                 |
|    |                | Red, steady: Pick up and enter normal call.                         |
| 14 | Softkey        | Each displays a softkey function, To activate a softkey, press the  |
|    |                | softkey button.   |
| 15 | Line buttons   | Select the phone line (Call or Answer);                             |
|    |                | Different colors for different status:                              |
|    |                | 1) \varTheta Red, flashing: There is an incoming call.              |
|    |                | 2) 🔴 Red, steady: Pick up and enter normal call.                    |
|    |                | 3) Yellow-green, flashing: Holding call.                            |
|    |                | 4) Yellow-green, steady: Active call.                               |
| 16 | Programmable   | Hotline number can be used to bind in order to achieve speed dial;  |
|    | Buttons        | Turn on BLF:  |
|    |                | 1) er Red, steady: Remote line is busying.                          |
|    |                | 2) Yellow-green, steady: Remote line is idle.                       |
|    |                | The order of the hot keys:  |
|    |                | On the left top to bottom: 1, 2, 3, 4, 5, 6;                        |
|    |                | On the right top to bottom: 7, 8, 9, 10, 11, 12;                    |

| 17 | С            | Back button: Return to the standby interface;  |
|----|--------------|--|
| 18 | Navigation   | "Up": Adjust ring volume, operate with the "down" button   |
|    | button       | "Down": Open 'Missed Calls" list:  |
|    |              | "Left": Open "Received Calls" list;  |
|    |              | "Right": Open "Dialed Numbers" list  |
| 19 | OK           | OK button: To confirm the action;  |
| 20 | Hands-free   | Hands-free voice of the output   |
|    | speakerphone |  |
| 21 | LCD screen   | 160*32 pixels, grayscale LCD with background light.  |
| 22 | Light strip  | <ul><li>Red flashing: There are incoming call;</li><li>Red, steady: Missed Calls, or phone busy;</li></ul> |
| 23 | Hands-free   | Sounds input when hands-free   |
|    | microphone   |  |

Figure 3.2 Interfaces of SayHi 320/330 Series (NOTE: 330 support expansion, that it has a EXT port)



| Num | Hardware | functions           |
|-----|----------|---------------------|
|     |          | www.oscono.on/on/_1 |

| 1  | Footstand             | Hold up phone                                      |
|----|-----------------------|--|
| 2  | Footstand button      | Press buttons at the same time to adjust the angle |
| 3  | Reserved for USB port | Enhanced scalability                               |
| 4  | Microphone port       | Connect the Microphone                             |
| 5  | Headphone port        | Connect the Headphone                              |
| 6  | Power port            | 12VDC  |
| 7  | Headset port          | Support RJ11 interface connection                  |
| 8  | Handset port          | Connect the Handset                                |
| 9  | Reserved port         | Enhanced scalability:                              |
|    |                       | 1) EXT: ESM interface;                             |
|    |                       | 2) SOR: S-FXS O-FXO R-record                       |
| 10 | LAN port              | Connect to a LAN interconnecting device            |
| 11 | PC port               | Connect to a local PC                              |

## **3.2 Understanding Phone Screen Features**

This is what your main phone screen might look like: *Figure 3.3 LCD for example is 330 (NOTE: 320 just only have two lines).* 



| Num | Screen | Functions            |
|-----|--------|----------------------|
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| 1 | Time and Date   | Show current time and date.                                    |  |  |  |  |
|---|-----------------|--|--|--|--|--|
| 2 | Auto-answer     | Enabled Auto-answer, displays "AA"                             |  |  |  |  |
| 3 | Missed calls    | Show the number of missed calls.                               |  |  |  |  |
| 4 | Line status     | Show the phone line status:                                    |  |  |  |  |
|   |                 | 1) LAN: Disconnect: Disconnect into network.                   |  |  |  |  |
|   |                 | 2) Peer-to-Peer : Only Peer-to-Peer call.                      |  |  |  |  |
|   |                 | 3) <b>1268</b> : Network connected normal, but the line is not |  |  |  |  |
|   |                 | successfully registered.                                       |  |  |  |  |
|   |                 | 4) <b>1200</b> : Network is OK and the line is available.      |  |  |  |  |
|   |                 | 5) <b>1268</b> E: Line is turned on DND.                       |  |  |  |  |
| 5 | Soft key labels | Each displays a soft key function (displayed on your phone     |  |  |  |  |
|   |                 | screen), and the function is different when menu changes.      |  |  |  |  |

# **4.Basic Call Handling**

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your system administrator for more information.

**Note:** The bold type of the following text and following a "button" in table signifies the phone's button (for example, **Speaker** button), and the coming call can use Ans(Answer) signifies soft key.

# 4.1 Placing a Call

| If you want to         | Then                |   |  |  |  |
|------------------------|---------------------|---|--|--|--|
| Place a call using the | Pick up the handset | 1) You can hear the dial tone;          |  |  |  |
| handset                |                     | 2) The first line light is $\bigcirc$ ; |  |  |  |
| Place a call using a   | Press Speaker,      | 3) Enter a number;                      |  |  |  |

Here are some easy ways to place a call on SayHi IP Phone:

| speakerphone           | or <b>Programmable buttons</b>  | 4) Press '#' button (default),                                 |  |  |  |  |
|------------------------|---|--|--|--|--|--|
| Place a call using a   | Put on your headset and active  | -or press <b>Send</b> ;<br>-or wait 5s (default), then it send |  |  |  |  |
| headset                | Headset button, and then do as  | the number automatically.                                      |  |  |  |  |
|                        | using speakerphone  |  |  |  |  |  |
| Redial                 | Press REDIAL button to dial th  | he last number   |  |  |  |  |
|                        | -or press Navigation button   | -Right > "Dialed number", select a                             |  |  |  |  |
|                        | number, and press <b>Dial</b>   |  |  |  |  |  |
| Dial from a call log   | 1) Press MENU or OK button > "Call history", you can select           |  |  |  |  |  |
|                        | "Missed calls", "Received calls" and "Dialed numbers",                |  |  |  |  |  |
|                        | - or press Navigation button (in Standby interface) > selec           |  |  |  |  |  |
|                        | "Missed calls" (down), "Received calls" (left) and "Dialed            |  |  |  |  |  |
|                        | <pre>numbers" (right) );</pre>  |  |  |  |  |  |
|                        | 2) Then press <b>Dial</b> button.                                     |  |  |  |  |  |
| Place a call while     | 1) Press Hold button or soft key                                      | y Hold:  |  |  |  |  |
| Another call is active | 2) Press again the line one or the other line , you can enter another |  |  |  |  |  |
|                        | number;   |  |  |  |  |  |
|                        | 3) Press '#' button (default) ;                                       |  |  |  |  |  |
|                        | -or press Send to send the  | e number.  |  |  |  |  |

Tips

• You can dial on-hook, without a dial tone (pre-dial). To pre-dial, enter a number, and then go

off-hook by lifting the handset or pressing **Send**, **Headset** or **Speaker** button.

• If you make a mistake while dialing, press C button to erase digits.

# 4.2 Answering a Call

You can answer a call by simply lifting the handset, or you can use other options if they are available on SayHi IP Phone .

| If you want to       | Then                                 |  |  |  |  |
|----------------------|--------------------------------------|--|--|--|--|
| Answer with a        | 1) Your phone ring;                  | Pick up the handset                        |  |  |  |
| handset              | 2) <b>Line</b> button of the ringing |  |  |  |  |
|                      | line is Red and flashing,            |  |  |  |  |
| Answer with the      | Light strip is Red                   | Press Speaker button                       |  |  |  |
| speakerphone         | and flashing;                        | -or press the flashing <b>Uine</b> button, |  |  |  |
| (Non-headset         |                                      |  |  |  |  |
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| mode)             | -or press Ans  |  |  |  |  |
|-------------------|--|--|--|--|--|
| Answer with the a | Put on headset, press Headset button   |  |  |  |  |
| headset           | so that the status light is Red —,   |  |  |  |  |
|                   | and then do as using speakerphone  |  |  |  |  |
| Switch from a     | 1) Another Line button is Red each and flashing, Light strip is Red            |  |  |  |  |
| connected Call to | and flashing;  |  |  |  |  |
| answer a ringing  | 2) Press the flashing <b>Uine</b> button to answer (at this time, the original |  |  |  |  |
| call              | call will be hold.)  |  |  |  |  |
| Auto-answer       | 1) Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "Auto answer"; |  |  |  |  |
|                   | 2) Select "Enable";  |  |  |  |  |
|                   | 3) Your phone answers incoming calls automatically after a few rings.          |  |  |  |  |

# 4.3 Ending a Call

To end a call, hang up. Here are some more details.

| If you want to           | Then  |
|--------------------------|---|
| Hang up while using the  | Return the handset to its cradle,                     |
| Handset                  | -or press End   |
| Hang up while using the  | Press <b>Speaker</b> button that is Red               |
| Speakerphone             | -or press Line button for the appropriate line,       |
|                          | -or press End   |
| Hang up while using the  | Press Handset button, (Do not keep the headset mode), |
| Headset                  | -or press <b>End</b> (keep the headset mode)          |
| Hang up one call, but    | Press End,  |
| preserve another call on | -or refer to the above three methods                  |
| the other line           |   |

# 4.4 Using Hold and Resume (Switch Calling Line)

You can hold and resume calls. You can take a call in one line at anytime, and the other lines would be hold. As a result of that, you can switch different calling line on our phone.

| If you want to              | Then   |
|-----------------------------|--|
| Put a call on hold          | Press HOLD button,   |
|                             | -or press soft key Hold  |
| Hold a line and switch to   | Press another Line button for the appropriate line                 |
| another line                |  |
| Resume a call on current    | Press Line button,   |
| line                        |  |
| Release a call on different | Select the line want to release hold, press the line, so recovery; |
| line                        |  |

Tips

• Engaging the Hold feature typically generates music or a beeping tone.

• A held call is indicated by the Yellow-green

and flashing Line button.

## 4.5 Transferring Calls

Transfer redirects a connected call. The target is the number to which you want to transfer the call.

| If you want to         | Then   |  |  |  |  |
|------------------------|--|--|--|--|--|
| Talk to the transfer   | 1) Press <b>TRANSFER</b> button or press XFER;       |  |  |  |  |
| recipient before       | 2) Enter number;                                     |  |  |  |  |
| transferring a call    | 3) press "#" (default),                              |  |  |  |  |
|                        | -or press Send then transfer the call,               |  |  |  |  |
| (consult transfer)     | -or wait five seconds(default)then transfer the call |  |  |  |  |
| Transferred to idle    | 1) Press <b>TRANSFER</b> button or XFER;             |  |  |  |  |
| lines or other numbers | 2) Press Blind;                                      |  |  |  |  |
| without talking to the | 3) Enter number;                                     |  |  |  |  |
| transfer recipient     | 4) Press "#" (default)                               |  |  |  |  |
| (Blind transfer)       | -or press Send, then transfer the call;              |  |  |  |  |

|                       | -or wait five seconds(default)then transfer the call |
|-----------------------|--|
| Blind transfer to the | 1) Press <b>TRANSFER</b> button or press XFER;       |
| held line             | 2) Press the Line button of held line                |

## 4.6 Using Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use mute in conjunction with the handset, speakerphone, or a headset $_{\circ}$ 

| If you want to  | Then  |
|-----------------|---|
| Toggle Mute on  | Press <b>Mute</b> button, then the button is Red    |
| Toggle Mute off | Press <b>Mute</b> button, then the button light off |

## 4.7 Do Not Disturb

You can use the Do Not Disturb(DND) feature to block incoming calls on your phone with a busy tone (Can also be set to their voice mail or other extension numbers, etc.).

| If you want to    | Then   |  |  |  |
|-------------------|--|--|--|--|
| Enable global DND | 1) Press DND ;   |  |  |  |
|                   | 2) All enabled line on the phone would changes to status.                    |  |  |  |
| Enable DND on a   | Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "DND" > (select |  |  |  |
| single line       | line) "Enable"   |  |  |  |
| Disable DND       | Global DND enabled, press <b>DND</b> to disable global DND;                  |  |  |  |
|                   | Line DND enabled, press twice <b>DND</b> ,                                   |  |  |  |
|                   | -or press MENU or OK button > "Function setting" >                           |  |  |  |
|                   | "DND" >(select line) "Disable"   |  |  |  |

# 4.8 3-way Conference

| You can establish a three-party | conference, | during the | conversation | three | phone | parties | can |
|---------------------------------|-------------|------------|--------------|-------|-------|---------|-----|
| communicate with each other.    |             |            |              |       |       |         |     |

| If you want to         | Then   |  |  |
|------------------------|--|--|--|
| Invite the transfer    | 1) When the transfer recipient answer the call, press              |  |  |
| recipient into a       | <b>CONFERCENCE</b> button or "CONF" on your phone;                 |  |  |
| conference in a        | 2) Then the held one, transfer recipient and you will be into a    |  |  |
| transferring           | conference, and the LCD will display conferenc 0:0:10              |  |  |
|                        | status.  |  |  |
| Invite the third party | 1) Press <b>CONFERENCE</b> button or "CONF" in an active call;     |  |  |
| into a conference in a | 2) Enter the third party number;                                   |  |  |
| active call            | 3) After connected the third party, press CONFERENCE button or     |  |  |
|                        | "CONF" again   |  |  |
| establish a conference | 1) when one phone line is holding on and the other line is busy;   |  |  |
| with held line         | 2) Press CONFERENCE button,  |  |  |
|                        | -or Press "CONF" Soft key  |  |  |
|                        | 3) press the held line's programmable button, the 3-way Conference |  |  |
|                        | will establish.  |  |  |

# 4.9 Expansion Installation

| Mode1                              | ES/WS620-PEGV4 | ES/WS330-PEGV4 | ES/WS/GS620-PEN | ES/GS410-PEN | ES/WS/GS330-PEN |
|------------------------------------|----------------|----------------|-----------------|--------------|-----------------|
| ESM32                              | 4              | 4              | 4               | 4            | 4               |
| ESM20-LCD                          | 2              |                | 2               |              |                 |
| ESM32<br>Programmab1<br>e Keys     | 128            | 128            | 128             | 128          | 128             |
| ESM20-LCD<br>Programmabl<br>e Keys | 80             | -              | 80              |              | -               |

| If you want to | Then |
|----------------|------|
|                |      |

| Expansion installation | 1) Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "expansion |
|------------------------|--|
|                        | installation",   |
|                        | 2) if you want to install expansion, please according to tips to           |
|                        | do ,after you install ,press "finish".                                     |

# 4.10 Expansion Settings

| If you want to    | Then  |
|-------------------|---|
| Expansion setting | 1) Press MENU or OK button > "Function setting" >       |
|                   | "expansion installation",                               |
|                   | 2) choose which you want to set "expansion"             |
|                   | 3)choose which you want to set " programmable keys "    |
|                   | 4)you can set :   |
|                   | Mode: Speed Dial, Asterisk BLF, Speed Dial Prefix, BLA, |
|                   | DTMF  |
|                   | Account : choose account which you want to set          |
|                   | Name: give it a name which you want                     |
|                   | Number: set your expansion number                       |
|                   |   |

# 4.11 Time & Date

| If you want to | Then  |
|----------------|---|
| Time & Date    | 1) Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "time & |
|                | date",  |
|                | 2)you can select :  |
|                | SNTP: select "enable "to set parameter: time server daylight            |
|                | SIP server: select "enable " to set parameter: root can modify          |
|                | date .  |
|                | manual Settings: select "enable "to set parameter: date and time        |

# 4.12 VOIP Call Forwarding

| If you want to         | Then  |
|------------------------|---|
| Unconditional transfer | 1) Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "voip |
|                        | call forwarding";   |
|                        | 2)select "unconditional transfer", select enable.                     |
|                        | 3)input number which you want to transfer, when have a                |
|                        | call in ,it will unconditional transfer.                              |
| Busy transfer          | 1) Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "voip |
|                        | call forwarding";   |
|                        | 2)select "busy transfer", select enable.                              |
|                        | 3) input number which you want to transfer, when have a               |
|                        | call in conversation, it will transfer.                               |
| No answer transfer     | 1) Press <b>MENU</b> or <b>OK</b> button > "Function setting" > "voip |
|                        | call forwarding";   |
|                        | 2)select "no answer transfer", select enable.                         |
|                        | 3) input number which you want to transfer, when have a               |
|                        | call in but you don't have time to answer ,it will transfer.          |

# **5.Advanced Call Handling**

# 5.1 Using the phone book

You can store a large number of contacts in your phone's directory. You can add, edit, delete, dial, or search for a contact in this directory. However, it only can configure the phone book on web page in 320/330 Series. For details, you can refer to *7.Web Settings*.

| If you want to | Then  |
|----------------|---|
| Add Contacts   | 1) Press Phone Book,  |
|                | -or press MENU button > "Phone book">"Personal phone                        |
|                | book>View All",   |
|                | -or press <b>OK</b> button > "Phone book">"Personal phone book>View         |
|                | All";   |
|                | 2) Select "Add contact", press <b>OK</b> button;                            |
|                | 3) Use the navigation keys to select content, press <b>OK</b> button to set |
|                | and modify:   |
|                | -Name: set the name of contact,   |
|                | -NO.1-3: you can set up 3 contacts' numbers,                                |
|                | -Group: the contacts be divided into different user's groups                |
|                | 4) Press <b>Save</b> soft key to complete                                   |
| Add group      | 1) Press DIR soft key,  |
|                | -or press MENU button > "Phone book">"Personal phone                        |
|                | book>View All",   |
|                | -or press <b>OK</b> button > "Phone book">"Personal phone book>View         |
|                | All";   |
|                | 2) Select the "add group" then press <b>OK</b> button;                      |
|                | 3) Use the navigation keys to select content, press <b>OK</b> button to set |
|                | and modify:   |
|                | -Group name: name of the group  |

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|                    | 4) Press <b>Save</b> soft key to complete                                 |
|--------------------|---|
| Modify group       | 1) Press DIR soft key,  |
|                    | -or press MENU button > "Phone book">"Personal phone                      |
|                    | book>View All",   |
|                    | -or press <b>OK</b> button > "Phone book">"Personal phone book>View       |
|                    | All";   |
|                    | 2) Select the "Modify group" then press <b>OK</b> button ;                |
|                    | 3) Select the group you want to modify, press the <b>OK</b> button to set |
|                    | and modify, press Save to save the change                                 |
| Delete group       | 1) Press DIR soft key,  |
|                    | -or press MENU button > "Phone book">"Personal phone                      |
|                    | book>View All",   |
|                    | -or press <b>OK</b> button > "Phone book">"Personal phone book>View       |
|                    | All";   |
|                    | 2) Select the "Delete group" or <b>OK</b> button;                         |
|                    | 3) Select a group you want to delete, press <b>OK</b> button              |
| View/Edit Contacts | 1) Press DIR soft key,  |
|                    | -or press <b>MENU</b> button > "Phone book">"Personal phone book",        |
|                    | -or press <b>OK</b> button > "Phone book">"Personal phone book";          |
|                    | 2) Select "View ALL",   |
|                    | -or select a contact who are belong to different group;                   |
|                    | 3) Select the contact, press the <b>OK</b> button or Enter (to edit the   |
|                    | contact's information, press OK button )                                  |
| LDAP               | 1)1) Press DIR soft key,  |
|                    | -or press <b>MENU</b> button > "Phone book"                               |
|                    | -or press <b>OK</b> button > "Phone book"                                 |
|                    | 2)Select "LDAP", press the <b>OK</b> button.                              |
|                    | 3)Select "Search name->name", then input the name ,and press OK           |
|                    | or Del.   |

|                 | 4)Select "Search number->Number", then input the number ,and           |
|-----------------|--|
|                 | press OK or Del.   |
|                 | Pay attention: before you use LDAP function, you need to               |
|                 | configure LDAP rule in the web configure page.                         |
| Call from phone | 1) Press DIR soft key,   |
| book            | -or press <b>MENU</b> button > "Phone book">"Personal phone book",     |
|                 | -or press <b>OK</b> button > "Phone book">"Personal phone book";       |
|                 | 2) Select "View ALL",  |
|                 | -or select a contact who are belong to different group;                |
|                 | 3) Select a contact, then press Dial,                                  |
|                 | (If there are multiple numbers of one contact, press Dial to enter the |
|                 | interface of "call options", select the one you want to call and press |
|                 | Dial)  |

# 5.2 Using Call Logs

Your phone maintains records of your missed, placed, and received calls.

| If you want to       | Then  |
|----------------------|---|
| View your call logs  | 1) Press MENU button > "Call history" > "Missed Calls", "Received               |
|                      | Calls", or "Dialed numbers"   |
|                      | 2) Use the navigation keys to view the call record information.                 |
| Dial from a call log | Please refer to the previous part <i>4.Basic call handing – Placing a call.</i> |

Tips: Each call log store up to 20 entries on 320/330 Series IP phone.

# **6.Keypad Instruction**

SayHi series IP phones are can be configured in two ways. The first you can use the phone keypad where you can settings for you IP phones, the other you can log in to User Options web pages where you can settings for you IP phones.

Use phone keypad to setting. Press **MENU** or **OK** button to the main menu, Use the navigation keys to select menu, press **OK** button to confirm menu selections, press **Del** to delete input information.

## 6.1 SIP Account Settings

| <ul> <li>1) Select "System setting" &gt; "Advanced setting";</li> <li>2) Enter the password required (The default is empty);</li> <li>3) Select "SIP" &gt; "Account sip";</li> <li>4) Select one of the account you want to setting, you can configure the</li> </ul> |  |  |
|---|--|--|
| 3) Select "SIP" > "Account sip";  |  |  |
|   |  |  |
| 4) Select one of the account you want to setting, you can configure the   |  |  |
|   |  |  |
| following parameters  |  |  |
| -Enable account*: Select Enable   |  |  |
| -Display Name: The name displayed on the screen   |  |  |
| -User Name*: the account matched with the SIP server. (extension  |  |  |
| number),  |  |  |
| -Authen usr: the Authenticated users matched with the SIP server.   |  |  |
| (The default With the same account)   |  |  |
| -user pwd*: the user password matched with the SIP server   |  |  |
| -Description: description of this account,  |  |  |
| -SIP1*: the primary SIP server, By default all calls through the  |  |  |
| server,   |  |  |
| -SIP2: the secondary SIP , When the primary server is   |  |  |
| unavailable ,use the SIP server   |  |  |
| - <b>Refresh time</b> : Registration refresh interval, the minimum value is 20 The default value is 3600.   |  |  |
|   |  |  |

320/330 series IP phone make calls based on sip accounts, 320/330 series IP phones can support 2 or 3 independent SIP account, each account can be configured to different SIP server.

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|                     | 5) Set up the above parameters, select "Submit changes" to saves |  |
|---------------------|--|--|
|                     | settings, Complete the account creation.                         |  |
|                     | * Note: the parameters with the * mark must be set.              |  |
| Disable sip account | 1) Select "System setting" > "Advanced setting";                 |  |
|                     | 2) Enter the password required (The default is empty);           |  |
|                     | 3) Select "SIP" > "Account sip";                                 |  |
|                     | 4) Select "Enable account" > "Disable";                          |  |
|                     | 5) Select "Submit changes" to saves settings                     |  |

# 6.2 Network Setting

| If you want to  | Then  |  |
|-----------------|---|--|
| network setting | 1) Choose "System setting" > "Advanced setting";                          |  |
|                 | 2) Enter the password required (The default is empty);                    |  |
|                 | 3) Choose "Network", you can configure the following parameters:          |  |
|                 | -Type: static IP or DHCP  |  |
|                 | -IP: enter IP address, Note: Do not duplicate the IP address with         |  |
|                 | other devices on the network  |  |
|                 | -Mask: enter appropriate subnet mask                                      |  |
|                 | -GW: enter appropriate gateway  |  |
|                 | - DNS1: enter IP address of the primary DNS server                        |  |
|                 | - DNS2: enter IP address of the secondary DNS server                      |  |
|                 | -Web port: the default Web port is 80, if you change it (for example      |  |
|                 | change it to 88), you must use IP and Web port to login the web page (for |  |
|                 | example http://192.168.0.200:88).It will take effect on next reboot.      |  |
|                 | -Telnet port: the default Telnet port is 23, if you change it(for         |  |
|                 | example change it to 2003), you must use IP and Telnet port to login the  |  |
|                 | manage page (for example telnet 192.168.0.200:2003).It will take effect   |  |
|                 | on next reboot.   |  |

# 6.3 Load default settings

| If you want to        | Then   |
|-----------------------|--|
| Load default settings | 1) Choose "System settings" > "Advanced        |
|                       | settings";                                     |
|                       | 2) Enter the password required (The default is |
|                       | empty);  |
|                       | 3) Choose "load default settings", and         |
|                       | press 'OK', then go back and press "Reboot"    |
|                       | the phone.                                     |

# 6.4 Customizing Rings and Volume

| If you want to    | Then   |  |
|-------------------|--|--|
| Change the ring   | 1) Choose "System setting" > "Phone setting" > "Ring type";      |  |
| tone              | 2) It will auto ringing. Press navigation to choose ring tone;   |  |
|                   | 3)Press OK to set the ring tone,                                 |  |
|                   | Press Back soft key to cancel                                    |  |
| Adjust the volume | 1) Choose "System setting" > "Phone setting" > "Volume setting"; |  |
| level             | 2) You can adjust the volume level of following types            |  |
|                   | -Ring volume: Phone call ring volume,                            |  |
|                   | -Handset volume: Handle output volume,                           |  |
|                   | -Handset mic volume: Handle input volume,                        |  |
|                   | -Speaker volume: Hands-free speaker output volume,               |  |
|                   | -Speaker mic volume: Hands-free input volume,                    |  |
|                   | -Headset volume: Headphone output volume,                        |  |
|                   | -Headset mic volume: Headset microphone input volume             |  |

## 6.5 WIFI setting(only WS320 has this item)

Tips: The WIFI ip phone support 802.11b/g/n, not support 802.11a.

| If you want to | This   |  |
|----------------|--|--|
| Set WIFI       | 1)Choose "Menu">"System settings">"advanced settings">"advanced        |  |
|                | password (default is empty)"   |  |
|                | 2) Press navigation to choose WIFI settings;                           |  |
|                | 3) Press "ok" button to change the it <b>Enable</b> or <b>Disable</b>  |  |
|                | -Set WIFI IP: Default IP: make it default setting, Modify IP:          |  |
|                | change it what you want. Mode: mode one: change the wifi IP            |  |
|                | 10.0.X.X/8 ;mode two : change the wifi IP 1.0.X.X/8 (it can prevent IP |  |
|                | conflict)  |  |
|                | -Current site: the wifi which the phone use now and information        |  |
|                | -WPA/WPA2: select the encryption mode(AES/TKIP)                        |  |
|                | -Site list: search site what you want to connect.                      |  |
|                | 4) Press "site list", choose one wifi network which the phone searched |  |
|                | -SSID: SSID name   |  |
|                | -BSSID: the mac address of the WIFI network                            |  |
|                | -Channel:the channel of the WIFI network use                           |  |
|                | -Type:the type of the WIFI network                                     |  |
|                | -Encrypt:the encrypt of the WIFI network                               |  |
|                | -Signal:the signal of the WIFI network                                 |  |
|                | 5) Press "SSID", set WIFI which you choose                             |  |
|                | -Encryption: the encryption of the WIFI network                        |  |
|                | -Key type: the key type of the WIFI network                            |  |
|                | -Key: the password which you should set to allow yourself to enter     |  |
|                | the WIFI network   |  |

## 6.6 View status

If you want to see the phone status, Press **MENU** button > "view status", or press **OK** button > "view status", you can see the detail information of the phone.

| If you want to | Then  |
|----------------|---|
| Network        | You can see the network detail information of   |
|                | the phone                                       |
| Lines          | You can see the SIP account                     |
| software       | It include phone Mode, software version, kernel |
|                | version, Upgrade date, Running time             |
| Expansion      | Can check the expansion, if your phone support  |
|                | this feature.                                   |

## 6.7 Diagnose

If you want to check the phone hardware function,Press **MENU** button > "diagnose", or press **OK** button > "diagnose", you can check the phone item as below.

| If you want to | Then  |
|----------------|---|
| Keys           | You can check the phone keys                        |
| LCD            | Press' <b>OK</b> 'to start,press' <b>C</b> 'to exit |
| Lights         | Press'OK'to start, press'C'to exit                  |
| Sound          | Press' <b>OK</b> 'to start                          |

# 7.Web Settings

In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, press the C key on the phone. Enter the IP address (e.g. HTTP://192.168.0.10 or 192.168.0.10) in the address bar of web browser on your PC. The default user name is root (case-sensitive) and the password is root (case-sensitive).

NOTE: Here use the example with 320.All of the other 320/330 series ip phone was looks like as below.

### Main Interface-Phone Status

Here you can see as below information: System Run Time, Register Status, Network Status, System Information,

|                    |                                |                                   | 🧱 Administrator   Switch User        |
|--------------------|--------------------------------|-----------------------------------|--------------------------------------|
| ES ENE             |                                |                                   | Please Select Language:              |
|                    |                                |                                   | English (English)                    |
|                    | Current location: Phone Status |                                   |                                      |
| Phone Status       | Phone Status                   |                                   |                                      |
|                    |                                |                                   | D Note                               |
| Network            | System Run Time                | 1 Days18 Hours5 Minutes58 Seconds | Register status:                     |
| SIP Account        | Register status 🙆              |                                   | It shows the Register Status.        |
| SIP Account        | Account1                       | 3054 (Registered)                 |                                      |
| Programmable Keys  | Account2                       | None                              | Network Status:                      |
| - rogiummable reyo | Account3                       | None                              | It shows the information of LAN port |
| Phone Settings     | EX Module1                     | Offline                           | and PC port.                         |
|                    | EX Module2                     | Offline                           |                                      |
| Phonebook          | EX Module3                     | Offline                           | System Info:                         |
|                    | EX Module4                     | Offline                           | It shows the version of firmware     |
| Phone Maintenance  | EX Module5                     | Offline                           |                                      |
|                    | EX Module6                     | Offline                           |                                      |
| Security           | Network Status                 |                                   |                                      |
|                    | LAN Port type                  | DHCP                              |                                      |
|                    | MAC                            | 00:26:8b:01:05:ff                 |                                      |
|                    | LAN IP Address                 | 192.168.0.190                     |                                      |
|                    | Subnet Mask                    | 255.255.255.0                     |                                      |
|                    | Gateway                        | 192.168.0.1                       |                                      |
|                    | Primary DNS                    | 210.21.4.130                      |                                      |
|                    | Secondary DNS                  |                                   |                                      |
|                    | VPN IP Address                 |                                   |                                      |
|                    | Router IP Address              |                                   |                                      |
|                    | Router Subnet Mask             |                                   |                                      |
|                    | Device type                    | As bridge                         |                                      |
|                    | Router DHCP                    | off                               |                                      |
|                    | System Info @                  |                                   |                                      |
|                    | Phone Model                    | ES330NV3                          |                                      |

| ITEM               | DESCRIPTION  |  |
|--------------------|--|--|
| System Run Time    | The phone system normal running time.                            |  |
| Register Status    | The status with Account 1~3. EX Module status.                   |  |
| Network Status     | The status with LAN, MAC, LAN IP, Net mask, Gateway, Primary     |  |
|                    | DNS, Secondary DNS, VPN IP, PC IP, PC Net mask, Device Type,     |  |
|                    | DHCP Server.   |  |
| System Information | The status with Phone Model, Software Version, Hardware Version, |  |
|                    | Hardware ID, Kernel Version, Auto-Provision Server URL, TFTP     |  |
|                    | Server IP.   |  |

### 7.1 Net Work

### 7.1.1 LAN Port

NOTE: For the WIFI model, it didn't have the LAN port, but it can setting the LAN information.

#### Basic

| Basic | >>                      |   |                    |
|-------|-------------------------|---|--------------------|
|       | • DHCP 🚱                |   |                    |
|       | Hostname(Option 12)     |   |                    |
|       | Manufacturer(Option 60) |   |                    |
|       | Static IP O             |   |                    |
|       | IP Address              | 192.168.0.200         255.255.255.0         192.168.0.1 |                    |
|       | Netmask                 |   |                    |
|       | Gateway                 |   |                    |
|       | 🔿 РРРоЕ 🕜               |   |                    |
|       | Username                |   |                    |
|       | Password                |   |                    |
|       | MTU                     | 1500  | Default: 1500      |
|       | DNS Settings            |   |                    |
|       | DNS                     | <ul> <li>Auto</li> </ul>                                | matic O Manual DNS |
|       | Primary DNS             | 192.168   | .0.1               |
|       | Secondary DNS           | 0.0.0   |                    |

| ITEM                    | DESCRIPTION   |
|-------------------------|---|
| Network Connection Mode | Network Connection Mode has DHCP, Static IP, PPPoE. |
| DNS Settings            | Select the DNS mode that you want.                  |

### Advanced

| Port Management Settings |                                       |             |
|--------------------------|---------------------------------------|-------------|
| HTTP Port                | 80                                    |             |
| Telnet Port              | 23                                    |             |
| Socket5 Proxy Server     |                                       |             |
| Socket5 Proxy Server     | ● off ○ on                            |             |
| Server IP                |                                       | *           |
| Port                     | 1080 *                                |             |
| Anonymous Login          |                                       |             |
| Username                 |                                       |             |
| Password                 |                                       |             |
| Paging Setting           |                                       |             |
| Paging 1                 | ● off ○ on                            |             |
| Group IP                 |                                       | Port: 10000 |
| Paging 2                 | $\textcircled{\label{eq:off} off}$ on |             |
| Group IP                 |                                       | Port: 10000 |
| Paging 3                 | $\textcircled{\label{eq:off} off}$ on |             |
| Group IP                 |                                       | Port: 10000 |
| Paging 4                 | $\textcircled{\label{eq:off} off}$ on |             |
| Group IP                 |                                       | Port: 10000 |
| Paging 5                 | $\textcircled{\label{eq:off} off}$ on |             |
| Group IP                 |                                       | Port: 10000 |

Please Note: Changing the default HTTP Port (80) will require using the new port number to access the IP phone web interface. Please note that changes require a reboot. Use the following format when not using the default HTTP (http://ip address:portnumner).

|                                  | DESCRIPTION   |
|----------------------------------|---|
| Port Management Settings         |   |
| HTTP Port                        | The default web port is 80, if you want to change it(for example change it to88),<br>You must input IP and Web port to login the web page(for example <u>HTTP://192.168.0.200:88</u> ). It will take effect on next reboot.     |
| Telnet Port Socket5 Proxy Server | The default Telnet port is 23, if you want to change it(for example change it to 2003). You must input IP and Telnet port to login the manage page (for example telnet 192.168.0.200:2003). It will take effect on next reboot. |

| Socket5 Proxy Server  | Enable/Disable Socket5 Proxy Server.                |  |  |  |
|---|---|--|--|--|
| Server IP Socket5 Proxy Server IP address.  |   |  |  |  |
| Port         Socket5 Proxy Server port, default is 1080.                                  |   |  |  |  |
| Anonymous Login   | Enable/Disable Socket5 Proxy Server login username. |  |  |  |
| Paging Setting(NOTE: This feature priority is followed the serial number, In other words, |   |  |  |  |
| "paging 1" is the highest priority)   |   |  |  |  |
| Paging1   | Enable/Disable Paging feature.                      |  |  |  |
| Group IP and Port   | Group IP and Port with Paging.                      |  |  |  |

### 7.1.2 PC Port

Normally choose Bridge, if you choose Router ,you need to input router IP address ,net mask.

| 💿 Bridge 🕜  |            |   |
|-------------|------------|---|
| ○ Router 🕜  |            |   |
| IP Address  |            | * |
| Netmask     |            | * |
| DHCP Server | ● off 〇 on |   |
| Start IP    |            |   |
| End IP      |            | 1 |

### Bridge

Normally, you should choose "bridge" feature, it means that pc port and LAN port will share the same network.

#### Router

Router feature is for the phone PC Port. You must input IP address (it's equivalent to a gateway) and Net mask. If you want to use DHCP function, please turn it on, input start IP and end IP.

### 7.1.3 Advanced

**VPN Settings** 

| Enable VPN        |  |
|-------------------|--|
| VPN Type          | L2TP T   |
| L2TP              | L2TP   |
| VPN Server Addr   | OPEN VPN                                       |
| VPN Username      |  |
| VPN Password      |  |
| OPEN VPN          |  |
| Attention: The tr | rusted certificates directory is /mnt/sip/vpn/ |
| Upload VPN        |  |
| configuration     | 选择文件 未选择任何文件                                   |

#### **VLAN Settings**

| Current location: Network > Advanced |            |
|--------------------------------------|------------|
| Advanced                             |            |
| VLAN Settings >>                     |            |
| LAN Port                             |            |
| Enable VLAN:                         |            |
| VID:                                 | 0 (0~4094) |
| Priority:                            | 0 🗸 (0~7)  |

When using VLAN Setting option, you can set several parameters as follow:

| VLAN Setting  |  |
|---------------|--|
| Enable VLAN   | You can enable/disable vlan for phone and pc |
| VID           | The vlan ID you want the phone or pc to join |
| [LAN/PC Port] |  |

#### Port management Settings

| Port Management Settings >> |   |
|-----------------------------|---|
| HTTP Port                   | 80 (1-65535)  |
| Telnet                      | ⊖ off  ● on   |
| Telnet Port                 | 23 (1-65535)  |
| Local SIP port              | 5060 (Default: 5060)  |
| RTP port range              | 10000 10128   |
|                             | the default HTTP port 80, please restart the machine to take effect. Using the Web user interface "http://ipaddr:port". |

| Qos >>    | 0                               |              |
|-----------|---------------------------------|--------------|
|           | SIP Qos                         | 26 (0-63)    |
|           | Voice Qos                       | 46 (0-63)    |
| Network P | acket Mirroring                 |              |
| Network I | <sup>o</sup> acket Mirroring >> |              |
|           | Network Packet Mirroring        | Off 🗸        |
| LLDP      |                                 |              |
| LLDP >    | >                               |              |
|           | LLDP                            | ⊖ off  on    |
|           | LLDP Packet Interval            | 60 s(1-3600) |

#### Paging settings

Paging Setting(NOTE: This feature priority is followed the serial number, In other words, "paging1" is the highest priority)

| Paging Setting >> |             |
|-------------------|-------------|
| Paging1           | ● off ○ on  |
| Group IP          | Port: 10000 |
| Paging2           | ● off ○ on  |
| Group IP          | Port: 10000 |
| Paging3           | ● off ○ on  |
| Group IP          | Port: 10000 |
| Paging4           | ● off ○ on  |
| Group IP          | Port: 10000 |
| Paging5           | ● off ○ on  |
| Group IP          | Port: 10000 |
|                   |             |

#### Socket5 Proxy Server

| Socket5 Proxy Server |  |
|----------------------|--|
| Socket5 Proxy Server | Enable/Disable Socket5 Proxy Server.               |
| Server IP            | Socket5 Proxy Server IP address.                   |
| Port                 | Socket5 Proxy Server port, default is 1080.        |
| Anonymous Login      | Enable/Disable Socket5 Proxy Server login userame. |

| Socket5 Proxy Server >> |        |              |      |   |
|-------------------------|--------|--------------|------|---|
| Socket5 Proxy S         | Server | ● off        | ) on |   |
| Server IP               |        |              |      | * |
| Port                    |        | 1080         | *    |   |
| Anonymous Log           | jin    | $\checkmark$ |      |   |
| Username                |        |              |      |   |
| Password                |        |              |      |   |

### 7.2 SIP Account

The phone attempts to register to the SIP server using the account/registrar data provided by the automatic or manual initialization.

#### Basic

| Account |  | Account1 •                              |     |
|---------|--|---|-----|
| Basic   | >>                                       |   |     |
|         | Enable                                   | 20                                      |     |
|         | Account Mode                             | VOIP ·                                  |     |
|         | Server type                              | Default 🔹                               |     |
|         | Amount of line accounts used             | 2 (Default: 2                           | )   |
|         | Display Name                             | 5221                                    | 0   |
|         | Username                                 | 5221                                    | * 0 |
|         | Authenticate Name                        | 5221                                    | 0   |
|         | Password                                 |   | 0   |
|         | Label                                    | 5221                                    | 0   |
|         | SIP Server                               | 192.168.0.7                             | * @ |
|         | Secondary server                         |   | 0   |
|         | Outbound Proxy Server                    |   | 0   |
|         | Secondary Outbound Proxy<br>Server       |   | 0   |
|         | Polling interval time of<br>registration | 32 s Default value: 32s, range: 20s~60s |     |
|         | NAT Traversal                            | Disabled • 0                            |     |
|         | STUN Server                              |   | 0   |
|         | Register Expiration Time                 | 3600 Default: 3600s, Min: 40s 🙆         |     |
|         | Auto Answer                              | ⊛ off ⊖ on                              |     |
|         | SIP Transport                            | . UDP O TCP O TI                        | s Ø |
|         | Ring type                                | None • Ø                                |     |

Choose one Account, you will find the following parameters:

| ITEM   | DECSRIPTIO  |  |
|--------|---|--|
| Enable | You can choose on/off to enable/disable the line. |  |
|        |   |  |

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| Account Mode                            | You can choose VOIP/PSTN, but this model nonsupport PSTN, If you need, Pls contact us to buy another model that can supports PSTN. |  |
|---|--|--|
| Display Name                            | It is showed as Caller ID when making a phone call   |  |
| Username                                | It is a username provided by SIP Server  |  |
| Authenticate Name                       | It is authenticated ID for authentication  |  |
| Password                                | It is a password provided by SIP Server  |  |
| Label                                   | Label with this account.   |  |
| SIP Server                              | Server for registration, provided by administrator   |  |
| Secondary server                        | When the main server can't work, it also can register in this secondary server.  |  |
| Outbound Proxy Server                   | Put into the address with the outbound proxy server.   |  |
| Secondary Outbound<br>Proxy Server      | When the main out bound server can't work, it also can use this secondary server.  |  |
| Poling Interval Time Of<br>Registration | Poling Interval Time Of Registration, default is 32 s.   |  |
| NAT Traversal                           | Defines the STUN server will be active or not  |  |
| STUN Server                             | Session traversal utilities for NAT.   |  |
| Register Expire Time                    | IP phone automatically registered every time   |  |
| SIP Transport                           | There are UDP/TCP/TLS three options  |  |
| Ring Type                               | Select this account ringing type.  |  |
|   |  |  |

#### Advanced
| Accou | nt                           | Account1 -                       |
|-------|------------------------------|----------------------------------|
| Basic | >>                           |                                  |
| Advan | ced >>                       |                                  |
|       | RPort                        | ⊛off⊙on Ø                        |
|       | Message                      | *97                              |
|       | Do not Disturb               | ⊛ off ⊖ on                       |
|       | Anonymous call               | ⊛off⊙on 🥝                        |
|       | Anonymous Call Rejection     | ⊛ off o on ❷                     |
|       | Use Session Timer            | ⊚ off o on Ø                     |
|       | Session Timer                | 300 (min: 30s) Ø                 |
|       | Refresher                    | UAS · Ø                          |
|       | Call Method                  | SIP ○ TEL                        |
|       | DNS-SRV                      | ⊛ off ⊖ on                       |
|       | Allow-events                 | ⊛ off ⊖ on                       |
|       | Registered NAT               | o off ⊛ on                       |
|       | Keep-alive Type              | Default -                        |
|       | Keep-alive Interval          | 30 (15-60s)                      |
|       | Use user=phone               | ⊛ off o on Ø                     |
|       | Conference way               | On phone O On server             |
|       | Network-based conference URI |                                  |
|       | BLA                          | _⊛ off ⊙ on 🕼                    |
|       | BLA Number                   |                                  |
|       | Subscribe Period             | 1800 Default: 1800s, Min: 120s @ |
|       | SIP Encryption               | ⊛ off ⊙ on Ø                     |
|       | Encryption algorithm         | RC4 ·                            |
|       | Encryption key               |                                  |
|       | Voice encryption (SRTP)      | Off · Ø                          |
|       | EP+ Outcode Switch           | ⊛ off ⊙ on                       |
|       | OutCode                      |                                  |
|       |                              |                                  |
|       | OutCode Length               | 0                                |

| ITEM                        | DECSRIPTIO  |
|-----------------------------|---|
|                             | Ν   |
| Call                        |   |
| Do Not Disturb              | Enable/Disable Do Not Disturb   |
| Anonymous Call              | Enable/Disable anonymous call.  |
| Anonymous Call<br>Rejection | Enable/Disable anonymous call rejection.  |
| Use Session Timer           | Enable/Disable refresh session function. The device will send an Invite packet to refresh the session during a call if it enable. |
| Session Timer               | The refresh session time interval.  |
| Call Method                 | This method include SIP and TEL.  |
| DNS-SRV                     | Enable/Disable DNS-SRV.   |
| Allow-events                | Enable/Disable Allow-events.  |
| Registered NAT              | Enable/Disable Registered to NAT  |

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| Keep-alive Type     | Select keep alive type. |
|---------------------|-------------------------|
| Keep-alive Interval | Default is 30 second.   |
| BLA                 | Share with the line.    |
| BLA Number          | BLA Number              |
| Subscribe Period    | Subscribe expire time.  |

| ITEM                       | DECSRIPTIO<br>N   |
|----------------------------|---|
| Security                   |   |
| SIP Encryption             | Enable/Disable SIP encryption.                          |
| Encryption Algorithm       | The encryption algorithm at this time we only have RC4. |
| Encryption Key             | The key with encryption.                                |
| Voice encryption<br>(SRTP) | Enable/Disable voice encryption(SRTP).                  |

## 7.3 Programmable Keys

## Memory Keys

| Memory keys |       |          | Speed Dial<br>Speed Dial Prefix |          |          |            |   |
|-------------|-------|----------|---------------------------------|----------|----------|------------|---|
|             | K. A. | Mode:    | DTMF                            | V 7.     | Mode:    | BLF        | ~ |
|             | Key1: |          | Paging                          | Key7:    |          |            | ~ |
|             |       | Account: | Call Park                       |          | Account: | Account1 V |   |
|             |       | Name:    | Intercom<br>Pickup              |          | Name:    |            |   |
|             |       | Number:  | XML Browser                     |          | Number:  |            |   |
|             | Key2: | Mode:    | Broadsoft BLF<br>BLA            | Key8:    | Mode:    | BLF        | ~ |
|             |       | Account: | Account1                        |          | Account: | Account1 V |   |
|             |       | Name:    |                                 |          | Name:    |            |   |
|             |       | Number:  |                                 |          | Number:  |            |   |
|             | Key3: | Mode:    | BLF                             | ✓ Key9:  | Mode:    | BLF        | ~ |
|             |       | Account: | Account1 V                      |          | Account: | Account1 V |   |
|             |       | Name:    |                                 |          | Name:    |            |   |
|             |       | Number:  |                                 |          | Number:  |            |   |
|             | Key4: | Mode:    | BLF                             | ✓ Key10: | Mode:    | BLF        | ~ |
|             |       | Account: | Account1 🗸                      |          | Account: | Account1 🗸 |   |
|             |       | Name:    |                                 |          | Name:    |            |   |
|             |       | Number:  |                                 |          | Number:  |            |   |
|             | Key5: | Mode:    | BLF                             | ✓ Key11: | Mode:    | BLF        | ~ |
|             |       | Account: | Account1 V                      |          | Account: | Account1 🗸 |   |
|             |       | Name:    |                                 |          | Name:    |            |   |
|             |       | Number:  |                                 |          | Number:  | 1          |   |
|             | Key6: | Mode:    | BLF                             | Key12:   | Mode:    | BLF        | ~ |
|             |       | Account: | Account1 🗸                      |          | Account: | Account1 🗸 |   |
|             |       | Name:    |                                 |          | Name:    |            |   |
|             |       | Number:  |                                 |          | Number:  |            |   |

| Item              | Description                               |
|-------------------|---|
| Speed Dial        | Use specific Key as Speed Dial key        |
| Speed Dial Prefix | Use specific Key as Speed Dial Prefix key |
| DTMF              | Use specific Key as DTMF key              |
| BLF               | Use specific Key as BLF key               |
| Paging            | Use specific Key as Paging key            |
| Call Park         | Use specific Key as call park key         |
| Intercom          | Use specific Key as intercom key          |
| Pickup            | Use specific Key as pickup key            |
| Broadsoft BLF     | Use specific Key as Broadsoft BLF key     |
| BLA               | Use specific Key as BLA key               |

## Paperless Program Keys

| Key1: | Mode:     | BLF 🔹             | Key17: | Mode:     | BLF        | ्र  |
|-------|-----------|-------------------|--------|-----------|------------|-----|
|       | Account:  | Speed Dial        |        | Account:  | Account1 • |     |
|       | Name:     | Speed Dial Prefix |        | Name:     |            |     |
|       | Number:   | DTMF              |        | Number:   |            |     |
|       |           | BLF<br>Paging     |        |           |            | =0. |
| Key2: | Mode:     | Call Park         | Key18: | Mode:     | BLF        |     |
|       | Account:  | Intercom          |        | Account:  | Account1 • |     |
|       | Name:     | Pickup            |        | Name:     |            |     |
|       | Number:   | Broadsoft BLF     |        | Number:   |            | 1   |
|       |           | BLA               |        |           |            | -0  |
| Key3: | Mode:     | BLF •             | Key19: | Mode:     | BLF        |     |
|       | Account : | Account1 •        |        | Account : | Account1 • |     |
|       | Name:     |                   |        | Name:     |            |     |
|       | Number:   |                   |        | Number:   |            | 1   |
|       |           |                   |        |           |            | 11  |
| Key4: | Mode:     | BLF •             | Key20: | Mode:     | BLF        |     |
|       | Account : | Account1 •        |        | Account : | Account1 • |     |
|       | Name:     |                   |        | Name:     |            |     |
|       | Number:   |                   |        | Number:   |            |     |
|       |           |                   |        |           |            |     |
| Key5: | Mode:     | BLF 🔹             | Key21: | Mode:     | BLF        | - 7 |
|       | Account : | Account1 •        |        | Account:  | Account1 • |     |
|       | Name:     |                   |        | Name:     |            |     |
|       | Number:   |                   |        | Number:   |            |     |
|       |           |                   |        |           |            |     |
| Key6: | Mode:     | BLF •             | Key22: | Mode:     | BLF        | '   |
|       | Account : | Account1 •        |        | Account : | Account1 • |     |
|       | Name:     |                   |        | Name:     |            |     |

| Item              | Description                               |
|-------------------|---|
| Speed Dial        | Use specific Key as Speed Dial key        |
| Speed Dial Prefix | Use specific Key as Speed Dial Prefix key |
| DTMF              | Use specific Key as DTMF key              |
| BLF               | Use specific Key as BLF key               |
| Paging            | Use specific Key as Paging key            |
| Call Park         | Use specific Key as call park key         |
| Intercom          | Use specific Key as intercom key          |
| Pickup            | Use specific Key as pickup key            |
| Broadsoft BLF     | Use specific Key as Broadsoft BLF key     |
| BLA               | Use specific Key as BLA key               |

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## Line keys

In the Programmable Keys option, you can use all the 8 line keys of ES620 as programmable keys.

| keys  |                                 |            |      |        |
|-------|---------------------------------|------------|------|--------|
|       | Mode                            | Account    | Name | Number |
| Key1: | Line 🔻                          | Account1 • |      |        |
| Key2: | Line                            | Account1 • |      |        |
| (ey3: | Speed Dial<br>Speed Dial Prefix | Account1 • |      |        |
| (ey4: | DTMF                            | Account1 • |      |        |
| (ey5: | BLF<br>Paging                   | Account1 • |      | -      |
| ey6:  | Call Park<br>Intercom           | Account1 • |      |        |
| ey7:  | Pickup                          | Account1 • |      |        |
| ey8:  | Broadsoft BLF<br>BLA            | Account1 • |      |        |

Choose Programmable Keys, you will find the following parameters:

| Item              | Description                                       |
|-------------------|---|
| Line              | Use specific Key as Line key, default is Line key |
| Speed Dial        | Use specific Key as Speed Dial key                |
| Speed Dial Prefix | Use specific Key as Speed Dial Prefix key         |
| DTMF              | Use specific Key as DTMF key                      |
| BLF               | Use specific Key as BLF key                       |
| Paging            | Use specific Key as Paging key                    |
| Call Park         | Use specific Key as call park key                 |
| Intercom          | Use specific Key as intercom key                  |
| Pickup            | Use specific Key as pickup key                    |
| Broadsoft BLF     | Use specific Key as Broadsoft BLF key             |
| BLA               | Use specific Key as BLA key                       |

## **Function keys**

Function Keys: If you do not like the default setting with the function keys feature. You can change to whatever you like.

NOTE: IF THE PHONE WITHOUT THE KEY, YOU CAN IGNORE IT.

|              | Operation                                 | Account    | Name | Numbe |
|--------------|---|------------|------|-------|
| Jp:          | Default                                   | Account1 • |      |       |
| Down:        | Default                                   | Account1 • |      |       |
| Left:        | Redial<br>DND                             | Account1 • |      |       |
| Right:       | Contacts                                  | Account1 • |      |       |
| OK:          | Enterprise Phonebook                      | Account1 • |      |       |
| Conference:  |   | Account1 • |      |       |
| Redial:      | Speed Dial<br>Call List                   | Account1 • |      |       |
| Transfer:    | Missed Calls                              | Account1 • |      |       |
| Hold:        | Received Calls<br>Dialed Calls            | Account1 • |      | -     |
| Service:     | Menu                                      | Account1 • |      |       |
| Directories: | SMS<br>New SMS                            | Account1 • |      |       |
| Menu:        | Call Forward                              | Account1 • |      |       |
| Mute:        | View Status<br>Enable/Disable SIP Account | Account1 • |      |       |
| Message:     | Auto Provison Now                         | Account1 • |      |       |

## Softkey

Soft Keys: Soft key is the key with below display in the LCD. You can change it for your mind to the other features in many all kinds of status. As below example, when you dialing with someone, the LCD display soft key is Send \Del \Empty\End, Empty means nothing in it.

| Softkey |                         |                            |                    |
|---------|-------------------------|----------------------------|--------------------|
|         | Softkey enabled:        | 🔾 off 💿 on 🙆               |                    |
|         | Phone Status:           | Dial                       | 0                  |
|         | Ordered by<br>position: | Send Up<br>Empty<br>Delete | >>                 |
|         | position.               | Exit/EndCall - Down        | UnselectedSoftkeys |

### **EX Module**

Setting extend modules and its programmable keys in here.

Expansion module is extended Hotline function; you can believe it support more hotline by using Expansion module. You can refer to *2.Connecting Your Phone* about connecting of Expansion module.

After connecting Expansion module to a phone, you can install it as follow:

After installing, you can set parameters of each Extension as follow:

| Please | select EX | EX Module 1 T                   |         |           |            |   |
|--------|-----------|---------------------------------|---------|-----------|------------|---|
| Key1:  | Mode:     | BLF Y                           | Key17:  | Mode:     | BLF        | ۲ |
|        | Account:  | Speed Dial<br>Speed Dial Prefix |         | Account:  | Account1 • |   |
|        | Name:     | DTMF                            |         | Name:     |            |   |
|        | Number:   | BLF<br>Paging                   |         | Number:   |            |   |
|        |           | Call Park                       |         |           |            |   |
| Key2:  | Mode:     | Intercom                        | Key18:  | Mode:     | BLF        | • |
|        | Account : | Pickup<br>Broadsoft BLF         |         | Account : | Account1 • |   |
|        | Name:     | BLA                             |         | Name:     |            |   |
|        | Number:   |                                 |         | Number:   |            |   |
| Key3:  | Mode:     | BLF                             | Key 19: | Mode:     | BLF        | • |
| ·      | Account : | Account1 T                      |         | Account : | Account1 • |   |
|        | Name:     |                                 |         | Name:     |            |   |
|        | Number:   |                                 |         | Number:   |            |   |
| Key4:  | Mode:     | BLF                             | Key20:  | Mode:     | BLF        | • |
|        | Account : | Account1 •                      |         | Account : | Account1 • |   |
|        | Name:     |                                 |         | Name:     |            |   |
|        | Number:   |                                 |         | Number:   |            |   |

| Ex Module |   |  |  |  |
|-----------|---|--|--|--|
| Key n     | Each Expansion module supports ESM32 & ESM20-LCD .                  |  |  |  |
| Mode      | Five modes:   |  |  |  |
|           | Speed Dial: Enable speed dialing in this key;                       |  |  |  |
|           | Speed Dial Prefix   |  |  |  |
|           | DTMF  |  |  |  |
|           | BLF: Enable BLF in this key;  |  |  |  |
|           | Paging  |  |  |  |
|           | Call Park   |  |  |  |
|           | Intercom  |  |  |  |
|           | Pickup  |  |  |  |
|           | Broadsoft BLF   |  |  |  |
|           | BLA   |  |  |  |
| Account   | A SIP account relates to this key, another word, you will call this |  |  |  |
|           | hotline by this SIP account.  |  |  |  |
| Name      | Description of this hotline.  |  |  |  |
| Number    | Number relates to this key.   |  |  |  |

\*Regarding the settings of Expansion module, please confirm the model of your phone is  $GS/WS/ES620_E$ .

## 7.4 Phone Setting

### 7.4.1 Basic

| Time | Settings |
|------|----------|
|------|----------|

| Time Settings >>              |                                   |
|-------------------------------|-----------------------------------|
| Set time mode                 | SIP Server V                      |
| Time zone-GMT                 | GMT+08:00 China(Beijing)          |
| Daylight Savings Time<br>mode | ◯ always off ◯ always on . Auto 🚱 |
| Update Interval<br>(seconds)  | 600                               |
| Time Format                   | • 24 Hour                         |
| Date Format                   |                                   |

| ITEM                  | DECSRIPTIO  |  |  |
|-----------------------|---|--|--|
| Time Settings         |   |  |  |
| Set Time Mode         | Include SNTP/SIP Server/PSTN/Manual                       |  |  |
| SNTP Server           | You can select in the list or input owner server address. |  |  |
| Update Interval       | The update interval with SNTP.                            |  |  |
| Day Light Saving Time | Enable/disable the DST for the phone                      |  |  |
| Time Format           | You can use 24 hour time format or 12 hour time format    |  |  |
| Date Format           | You can choose the appropriate time format.               |  |  |
| Time Zone-GMT         | You can select different time zone for the phone          |  |  |
| Manual Setting        | Setting time manually.                                    |  |  |

### Backlight

| Backlight >>      |                                 |        |      |           |
|-------------------|---------------------------------|--------|------|-----------|
| Backlight         | ◯ off ◯ Always On<br>Max:255) 🕜 | Timer  | 60   | s (Min:1, |
| Screen Saver      | ● off ◯ on                      |        |      |           |
| Screen Saver Time | 60                              | s (1-3 | 600) |           |

### **Keyboard Lock**

| eyboard Lock >>                                   |            |         |     |
|---|------------|---------|-----|
| Keyboard Lock                                     | Disabled   | •       | 0   |
| Phone Lock Time Out                               | 0          | (0-3600 | Ds) |
| Phone <mark>Unlock PIN(</mark> 0~15<br>character) |            |         |     |
| Emergency   | 112,911,11 | 10      |     |

### Ring

| Ring >> 🕜        |   |
|------------------|---|
| Ring type        | Ring1   Delete  |
| Upload ring tone | 选择文件未选择任何文件   |
|                  | Upload Cancel   |
|                  | (Please upload a ring tone with G711A(*.wav) audio coding, maximum is 10 rings and the total size must be less than 150kB.) |

| ITEM  | DECSRIPTIO                               |  |  |
|---|--|--|--|
| Ring  |  |  |  |
| Ring Type   | Select the ring type. Default is Ring 1. |  |  |
| Uploading Ring Tone Please upload a ring tone with G711A audio coding, Maximum 10 |  |  |  |
|   | and the total sizes must less than 150k. |  |  |

### **Volume Settings**

| olume Settings 😕           | >                      |
|----------------------------|------------------------|
| Tone 🕜                     |                        |
| Select<br>country          | United States <b>▼</b> |
| Ring<br>volume(0~9)        | 6                      |
| Output volume<br>(1~9)     |                        |
| Handset<br>volume          | 9                      |
| Speakerphone<br>volume     | 9                      |
| Headset<br>volume          | 5                      |
| Input volume<br>(1~7)      |                        |
| Handset mic<br>volume      | 3                      |
| Speakerphone<br>mic volume | 3                      |
| Headset mic<br>volume      | 3                      |

| ITEM DECSRIPTIO   |  |  |  |
|---|--|--|--|
| Basic   |  |  |  |
| Select Country  | Select the country dial tone. Default is United States.        |  |  |
| Ring Volume   | The ring volume default is Lv3, the range is $0 \sim 9$ .      |  |  |
| Handset VolumeThe handset volume default is Lv5, the range is 1~9.        |  |  |  |
| Speaker Phone Volume The speaker volume default is Lv5, the range is 1~9. |  |  |  |
| Headset Volume  | The headset volume default is Lv3, the range is 1~9.           |  |  |
| Handset MIC Volume  | The handset MIC volume default is Lv3, the range is 1~7.       |  |  |
| Speaker Phone MIC   | The speaker MIC volume default is Lv3, the range is 1~7        |  |  |
| Volume  |  |  |  |
| Headset MIC Volume  | The headset MIC volume default is Lv3, the range is $1 \sim 7$ |  |  |

## 7.4.2 Featuers

**VoIP Call Forwarding** 

| VoIP Call Forwarding | >>           |               |                 |
|----------------------|--------------|---------------|-----------------|
| Always               | ● off ○ To v | oicemail O    | To this number: |
| If Busy              | ● off ○ To v | oicemail O    | To this number: |
| If No Answer         | ● off ○ To v | oicemail O    | To this number: |
| Ring Frequency       | 15           | (Default: 15s | , Max: 15s)     |

#### **Auto Redial**

| Auto Redial >>                  |            |
|---------------------------------|------------|
| Auto Redial                     | ● off ○ on |
| Auto Redial<br>Interval(1~300s) | 10         |
| Auto Redial Times(1-300)        | 10         |

### **Pickup function**

| Pickup function >> |            |
|--------------------|------------|
| Pickup function    | ◯ off ◉ on |
| Pickup code        | 123        |

### **Hot Line Function**

| Hot Line Function >> |               |   |          |
|----------------------|---------------|---|----------|
| Hot Line Function    | ● off 〇 Delay | 5 | s (0-30) |
| Hot Number           |               |   | 0        |

### Auto Answer

| Auto Answer >>   |   |
|------------------|---|
| Auto Answer      | ● off ○ on ○ Turn on Auto Answer Group: |
| Auto Answei      | NONE 🔻                                  |
| Auto Answer Mode | ● Hands Free ○ Handle ○ Headset         |

#### **Remote Control**

| Remote Control >> 🕜      |  |
|--------------------------|--|
| Action URI allow IP List |  |

### Action URL

| Action URL       |   |
|------------------|---|
| Off Hook         | 0 |
| On Hook          | 0 |
| Incoming<br>Call | 0 |
| Outgoing<br>call | 0 |
| Established      | 0 |
| Terminated       | 0 |

#### EP+

| Configure Mode         | Automatic O Manual |    |   |
|------------------------|--------------------|----|---|
| EP+                    | 🔾 off 🖲 on         |    |   |
| Password               | 6183               |    |   |
| OutCode                |                    |    |   |
| OutCode Length         | 0                  |    |   |
| Door bell Code         |                    |    |   |
| Open Door Password     |                    |    |   |
| Roaming Server Address |                    | ٦. | 0 |

### **Other Features Settings**

| Other Features Settings >>   |   |
|--|---|
| Call Waiting   | ∘ off∗on @  |
| Call Waiting Tone  | <ul> <li>off + Play on currently active device Frequency: 10 s (5-60) ∅</li> </ul>  |
| Play Hold Tone<br>DTMF<br>Suppress DTMF Display<br>100 Reliable retransmission<br>Fuzzy search<br>Phonebook search<br>Save Call List<br>BLF transfer connected call<br>BLF transfer mode<br>Status light | <ul> <li>off * Play on currently active device Frequency: 30 s (5-60) </li> <li>RFC 2833 • Inband • SIP Info • Auto </li> <li>off • on </li> <li>off • on </li> <li>off • on </li> <li>Accurate search * T9 </li> <li>off • on </li> <li>off • on </li> <li>enderstand * Attended transfer</li> <li>Show altering calls and casing LED •</li> </ul> |
| Booking voicemail<br>Play voicemail tone<br>Display missed calls<br>DND Softkey<br>Play Hangup Tone<br>Transfer Code   | No         ▼           * off ∘ on         0           ∘ off * on         0           ∘ off * on         0           * off ∘ on         Number:  |
| Conference Code  | * off o on Number:  |
| Hold Code<br>Conference exit result<br>Return code when refused<br>Return code when DnD<br>Hook<br>Flash hook time (<800ms)  | off on Number:     Disconnect all Others remain connected     603(Decline)     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O  |
| Called No Answer Time  | * 70 s (Min:20, Max:1800)   |
| Caller No AnswerTime:<br>Pound Send Method<br>RFC 2833 PayLoad   | ★ 180 s (Min: 20s, Max: 1800s)  |
| Caller ID source   | FROM  |
| SIP Session Timer(seconds) T1  | 0.5 @   |
| SIP Session Timer(seconds) T2  | 4 0   |
| SIP Session Timer(seconds) T4<br>Affiliated Port<br>Headset Mode<br>Ring type in Seat Mode<br>BLF Light  | 5 Ø<br>o off * on<br>* Normal • Seat Mode<br>* Headset • Speaker<br>Off •   |
|  |   |

## 7.4.3 Advanced

Audio

| Audio >>   |   |
|--|---|
| Audio Codecs   | Up         G711A (G711U)         G726_32         disabled           G729         G722         G722         G723         G723           Down         G723         >>         ILBC         G726_32         disabled |
| Jitter Buffer 🔞  |   |
| Type   | Adaptive O Fixed  |
| Min Delay  | 60  |
| Max Delay  | 500   |
| Other  |   |
| Payload leng   | jth 20 ▼ ms   |
| High rate of   | G723.1 💌  |
| VAD  |   |
| Echo suppre<br>mode  | ssion   |
| Side Tone  |   |
| Side Ione  |   |
| ITEM   | DECSRIPTIO  |
|  |   |
| ITEM   | DECSRIPTIO  |
| ITEM   | <b>DECSRIPTIO</b><br>Use the navigation keys to highlight the desired one in the Enabled/Disable  |
| ITEM<br>Audio Codec  | <b>DECSRIPTIO</b><br>Use the navigation keys to highlight the desired one in the Enabled/Disable  |
| ITEM<br>Audio Codec<br>Jitter Buffer   | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the         >>/            to move to the other list.                                |
| ITEM<br>Audio Codec<br>Jitter Buffer<br>Type   | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the         >>/       <<   |
| ITEM         Audio Codec         Jitter Buffer         Type         Min Delay                          | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the         >>/       <<   |
| ITEM         Audio Codec         Jitter Buffer         Type         Min Delay         Max Delay        | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the >>/ <  |
| ITEMAudio CodecJitter BufferTypeMin DelayMax DelayNormal Delay   | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the >>/ <  |
| ITEMAudio CodecJitter BufferTypeMin DelayMax DelayNormal DelayOther                                    | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the >>/ << to move to the other list.  |
| ITEMAudio CodecJitter BufferTypeMin DelayMax DelayNormal DelayOtherPlay Load Length                    | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the >>/ <  |
| ITEMAudio CodecJitter BufferTypeMin DelayMax DelayNormal DelayOtherPlay Load LengthHigh Rate Of G723.1 | DECSRIPTIO         Use the navigation keys to highlight the desired one in the Enabled/Disable         Codes list, and press the >>/ << to move to the other list.  |

### Dial Plan

|    | Send key      |        | 0 * 🖲 ;    | ŧ         |             |
|----|---------------|--------|------------|-----------|-------------|
|    | Dial length   |        | 25         | (1~32)    |             |
|    | No Dial timed | out    | 5          | (1~14s)   |             |
| ID | Operation     | Prefix | IP Address | s Account | Description |

### 7.5 Phone Book

## 7.5.1 Group

You can add, edit and delete group in a phone book on web page of ES620.

1) Click "Phone Book" > "Group",

| D  | Operation | Group name | Group member | Description | Ring type |
|----|-----------|------------|--------------|-------------|-----------|
| 1  | 1         | 开发部        | 13           |             | 1         |
| 2  | 12        | 支撑部        | 4            |             | 1         |
| 3  | 12        | 采购部        | 3            | 1           |           |
| 4  | 12        | 品质部        | 4            | 1           | 1         |
| 5  | / î       | 销售部        | 16           |             |           |
| 6  | 10        | 计划生产部      | 11           | 1           |           |
| 7  | 12        | 总经办        | 1            |             | 1         |
| 8  |           | 硬件组        | 6            | 1           | 1         |
| 9  | 1         | 开发组        | 7            |             | 1         |
| 10 | 12        | 测试组        | 2            |             | 1         |
| 11 | 12        | 人事行政       | 1            |             | 1         |
| 12 | 12        | 财务         | 2            | 1           |           |
| 13 | 1         | 外贸销售组      | 10           |             |           |
| 14 | / 🗇       | 商务助理组      | 4            |             |           |
| 15 | 1         | 仓库         | 2            |             |           |
| 16 | 1         | 生产         | 9            |             |           |
| 17 | 0         | 计划         | 1            |             |           |
| 18 | 12        | 市场部        | 7            |             |           |
| 19 | 12        | 售后支持       | 3            |             |           |
| 20 | 1         | 渠道销售       | 2            |             |           |
| 21 | 1         | 产品组        | 2            |             |           |

exist but not belong to any group. If you want to delete the groups as well as their contacts, please g into the groups and delete their contacts first, and then delete the groups.

Add Group Delete all Groups

If you want to add a Group, you just ought to click 'Add Group'.

You can edit an existed Group by click 🥙.

You can delete an existed Group by click m, if you want to delete all Groups, you just ought to click 'Delete All Group'.

2) When you add a group or edit an existed group, you can set several parameters as follow:

| ID         | 1 • | Description |        |
|------------|-----|-------------|--------|
| Group name | 开发部 | Ring type   | None • |

| Group       |                          |
|-------------|--------------------------|
| ID          | Serial number of a group |
| Description | Description of a group   |
| Group Name  | Name of a group          |

### 7.5.2 Contact

You can add, edit and delete contact in a phone book on web page of ES620.

The phonebook can storage 300 contact entry.

1) Click "Phone Book" > "Contact",

|  | 18 |  |
|--|----|--|

| Delete | ID | Operation | Name | Phone                  | Group                    |
|--------|----|-----------|------|------------------------|--------------------------|
| Ð      | 1  | / 🗄 🛛 🔶   |      |                        | 总经办                      |
|        | 2  | / 🖻 🛛 🐣   |      | Number1<br>Number2.    | Group1:硬件组<br>Group2:开发部 |
| Ð      | 3  | / 🗄 🛛 🔶   |      | Number1:               | Group1:硬件组<br>Group2:开发部 |
|        | 4  | / 🖻 🛛 🔶   |      | Number1:<br>Number2:02 | Group1:硬件组<br>Group2:开发部 |
| Ð      | 5  | / 🗄 🛛 🔶   |      | Number1:<br>Number2.52 | 品质部                      |

Attention: If you want to download or upload the contact, please go to the "Phone Maintenance" page

Add Contact Delete all Contacts Upload Phonebook Hangup

If you want to add a Group, you just ought to click 'Add Contact'.

You can edit an existed Contact by click

You can delete an existed Contact by click  $\overline{m}$ , if you want to delete all Contacts, you just ought to click 'Delete All Contact'.

2) When you add a Contact or edit an existed Contact, you can set several parameters as follow:

| Contact       |                                       |
|---------------|---------------------------------------|
| Serial Number | Serial number of a contact            |
| First Name    | The First Name of a contact           |
| Last Name     | The Last Name of a contact            |
| Mobile Number | The Number1 phone number of a contact |
| Office Number | The Number2 phone number of a contact |
| OtherNumber   | The Number3 phone number of a contact |

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| Group   | You can assign a contact to a specific group. If there isn't any group set |
|---------|--|
|         | on the phone, the group is None by default.                                |
| Account | Select a SIP account relating this contact, that is you can dial to the    |
|         | contact from this SIP account.   |

## 7.5.3 LDAP

## 1). Overview

LDAP stands for Lightweight Directory Access Protocol which is a client-server protocol for accessing a directory service. LDAP lets you locate organizations, individuals, and other resources such as files and devices in a network, whether on the Internet or on a corporate intranet, and whether or not you know the domain name, IP address, or geographic whereabouts.

An LDAP directory can be distributed among many servers on a network, then replicated and synchronized regularly.

## 2). Configuration

Please note that LDAP Phonebook support on ES620\ES410\ES330\ES320\ES310\ES210, the version must be V2.2.3.1-2210 and higher, then access to the web "PhoneBook>LDAP page, you can find the configured option is like following picture. the detail configure in the appendix.

| LDAP                          |                  |           |
|-------------------------------|------------------|-----------|
| LDAP                          | 🔾 on 💿 off 🕜     |           |
| LDAP Name Filter              |                  | 0         |
| LDAP Number Filter            |                  | 0         |
| Server Address                | 0.0.0            | 0         |
| CWMP Port                     | 389              | 0         |
| Base                          |                  | 0         |
| Username                      |                  | 0         |
| Password                      |                  | 0         |
| Max. Hits(1~32000)            | 50 0             |           |
| LDAP Name Attributes 1        |                  | 0         |
| LDAP Name Attributes 2        |                  |           |
| LDAP Name Attributes 3        |                  |           |
| LDAP Number Attributes 1      |                  | 0         |
| LDAP Number Attributes 2      |                  |           |
| LDAP Number Attributes 3      |                  |           |
| Protocol                      | 🔿 Version 2 🐵 Ve | rsion 3 🕜 |
| Search Delay(ms)(0~2000)      | 0                | 0         |
| LDAP Lookup For Incoming Call | 💿 on 🔿 off 🕜     |           |
| LDAP Lookup For PreDial/Dial  | 🔾 on 🖲 off 🕜     |           |

### 7.5.4 BlackList

You can add, edit and delete banlist in a phone book on web page of ES620.

1) Click "PhoneBook" > "BanList",

| ID Operation Name Phone Description | Accoun |
|-------------------------------------|--------|
| 1 2 m 2 test Number1:12345678       | Auto   |

If you want to add a BanList, you just ought to click 'Add BanList'.

You can edit an existed BanList by click 🧖.

You can delete an existed BanList by click  $\overline{m}$ , if you want to delete all BanLists, you just ought to click 'Delete All BanList'.

2) When you add a BanList or edit an existed BanList, you can set several parameters as follow:

| BanList       |                                 |
|---------------|---------------------------------|
| Serial Number | Serial number of a BanList      |
| Description   | Description of a BanList        |
| First Name    | The First Name of a ban contact |
| Last Name     | The Last Name of a ban contact  |

| Mobile Number | The number1 phone number of a ban contact                               |
|---------------|---|
| Home Number   | The number2 phone number of a ban contact                               |
| Office Number | The number3 phone number of a ban contact                               |
| Account       | Select a SIP account relating this ban contact, that is the ban contact |
|               | can't dial to this SIP account.   |

## 7.5.5 Phone Call Info

| Phone Call Info  |        |      |        |
|------------------|--------|------|--------|
| Dial a Number    |        | Dial | Hangup |
| Outgoing Account | Auto 🔻 |      |        |

### 7.6 Phone Maintenance

### 7.6.1 Basic

### **HTTP Upgrade**

You can upgrade the software and configuration etc. files by HTTP.

| HTTP Upgrade >>        |          |          |                |
|------------------------|----------|----------|----------------|
| Select a File          | 选择文件     | 未选择任何    | 1文件            |
| Software Upgrade       | Upgrade  | ]        |                |
| Configuration          | Upload   | Download |                |
| XML Personal Phonebook | Upload   | Download | View Phonebook |
| Vcard                  | Upload   | Download |                |
| EXT Module             | Upload   | Download |                |
| Log                    | Download | ł        |                |
| All Config Files       | Download | Ŀ        |                |

When using HTTP upgrade, you can set several parameters as follow:

| HTTP Upgrade  |   |
|---------------|---|
| Select a File | Browse the software/kernel/configuration file which you need to upgrade |
|               | from HTTP   |
| Software      | Used for upgrading the software of the phone                            |
|               |   |

| Upgrade         |   |  |
|-----------------|---|--|
| Configuration   | You can used upload/download to upload/download the configure file of       |  |
|                 | the phone   |  |
| XML Personal    | Used for uploading/downloading the XML personal phonebook of the            |  |
| Phonebook       | phone   |  |
| Vcard           | Downloading all contacts in the Vcard mode, but upload only support one     |  |
|                 | by one.   |  |
| EXT Module      | Used for updating/backup the expansion of the phone                         |  |
|                 | [NOTES: The mode doesn't support this feature]                              |  |
| Log             | Used for the administrator to find out or making sure the problem with this |  |
|                 | equipment.  |  |
| All Config File | All Config File includes: Configuration, Extern, Log, XML Phone book,       |  |
|                 | Enterprise Phone Book.  |  |

### FTP Upgrade

F

You can upgrade the software and configuration etc. files by FTP.

| FP Upgrade >>        |                |                           |
|----------------------|----------------|---------------------------|
| Server IP            |                |                           |
| File name            | -              |                           |
| Username             | -              |                           |
| Password             | -              |                           |
| Software Upgrade     | Upgrade        |                           |
| Kernel Upgrade       | Kernel Up      | grade                     |
| Note: It's not neces | ssary to input | t a file name for backup. |
| Configuration        | Update         | Backup                    |
| Phone Book           | Update         | Backup                    |
| EXT Module           | Update         | Backup                    |
|                      |                |                           |

When using FTP upgrade, you can set several parameters as follow:

| FTP Upgrade      |   |  |
|------------------|---|--|
| Server IP        | The IP address of the FTP server                                    |  |
| File name        | Downloading from FTP server   |  |
| Username         | Providing by FTP server   |  |
| Password         | Providing by FTP server   |  |
| Software Upgrade | Used for upgrading the software of the phone                        |  |
| Kernel Upgrade   | Used for upgrading the kernel of the phone                          |  |
| Configuration    | Used for updating/backup to update/backup the configure file of the |  |
|                  | phone   |  |

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| Phone Book | Used for updating/backup to update/backup the phonebook of the phone |  |
|------------|--|--|
| EXT Module | Used for updating/backup the expansion of the phone                  |  |
|            | [NOTES: The mode doesn't support this feature]                       |  |

NOTES: It's not necessary to input filename when doing backup Configuration, Phone Book, EXT Module.

#### **TFTP Upgrade**

You can upgrade the software and configuration etc. files by TFTP.

| TFTP Upgrade >>          |                     |                 |
|--------------------------|---------------------|-----------------|
| Server IP                |                     | -               |
| File name                |                     |                 |
| Software Upgrade         | Upgrade             |                 |
| Kernel Upgrade           | Kernel Upg          | grade           |
| Note: It's not necessary | / to input a file n | ame for backup. |
| Configuration            | Update              | Backup          |
| Phone Book               | Update              | Backup          |
| EXT Module               | Update              | Backup          |

When use TFTP upgrade, you can set several parameters as follow:

| TFTP Upgrade     |  |
|------------------|--|
| Server IP        | The IP address of the TFTP server                        |
| Filename         | Downloading from FTP server                              |
| Software Upgrade | Used for upgrading the software of the phone             |
| Kernel Upgrade   | Used for upgrading the kernel of the phone               |
| Configuration    | Used for updating/backup the configure file of the phone |
| Phone Book       | Used for updating/backup the phonebook of the phone      |
| EXT Module       | Used for updating/backup the expansion of the phone      |
|                  | [NOTES: The mode doesn't support this feature]           |

NOTES: It's not necessary to input filename when doing backup Configuration, Phone Book, EXT Module.

#### **Default Settings**

You can load the phone to the factory default setting in default setting option.

Default Settings >> Click to confirm Attention: restoring the phone to factory default will result in loss of service, accounts, and preferences that have been previously set by the user. Reset to Factory Settings

Press the 'Reset to Factory Setting' option, the phone will load to factory default setting on next reboot.

#### Reboot

You can use reboot option to reboot the phone.

| Reboot | >> Attention: Rebooting the phone will result in temporary loss of phone and web services, click reboot to continue. |  |
|--------|--|--|
|        | Reboot   |  |

### 7.6.2 Advanced

#### Log

This feature is use for the administrator to managing the equipment, like debugging, SIP etc,. If you need to catch a debugging Level, you need to setup on this interface.

| Log | >>                    |                                 |
|-----|-----------------------|---------------------------------|
|     | O No record           |                                 |
|     | Call                  | Error Level                     |
|     | O SIP                 | Error Level<br>Warning Level    |
|     | O LCD                 | Record Level<br>Debugging Level |
|     | Log is sent to server | ● off 〇 on                      |
|     | Log Server Address    | : 514                           |
|     | Capture packet        | Start End Download              |

### **Auto Provisioning**

When you open this auto provision feature, the phone will do auto provision after it detect a different software or kernel (Higher or Lower) which are putted on the TFTP,HTTP,HTTPS,FTP, server. For the detailed information about auto provision, you can find it in the official website: HTTP://www.escene.cn/en

| Auto Provisioning >><br>PNP active   |                                       |
|--|---------------------------------------|
|  | ⊛ on ⊖ off Ø                          |
| PNP Interval (minutes)   | 60                                    |
| Auto Provision   | ⊛ on ⊖ off                            |
| Option:  | 66 (Default:66, Min:1, Max:254)       |
| Protocol   | TFTP •                                |
| Software Server URL  | voip.autoprovision.com                |
| Username   |                                       |
| Password   |                                       |
| Auto Download Software   | ×                                     |
| Auto Download Config File  | 2                                     |
| Auto Download Expansion  | 2                                     |
| Auto Download Enterprise<br>Phonebook  |                                       |
| Auto Download Personal<br>Phonebook  | ⊗                                     |
| Booting Checked  | <b>e</b>                              |
| Zero Active  | 🔾 off 🖲 on 🙆                          |
| Wait Time(1~100s)  | 10 🞯                                  |
| Disable the phone while booting  | ⊛ off ⊖ on                            |
| Auto Provision Frequency   | 168 Hours (Default :7 days, Max:30    |
| and the second | days)                                 |
| Auto Provision Time  | None •                                |
| Next Auto Provisioning   | Wed Sep 28 10:08:09 2016 Reset timing |
| AES Enabled  | ⊛ off ⊖ on                            |
| AES Key  |                                       |
| Download file name   | Default •                             |
|  | Auto Provision now                    |
|  |                                       |

When using auto provision, you can set several parameters as follow:

| Auto Provisioning         |   |  |
|---------------------------|---|--|
| Auto Provision            | You can enable/disable auto provision by select on/off  |  |
| Protocol                  | Used for auto provision, it includes TFTP/HTTP/FTP      |  |
| Software Server URL       | The server address of the auto provision                |  |
| Username                  | Providing by provision server                           |  |
| Password                  | Providing by provision server                           |  |
| Auto Download Software    | Used for auto download software from server             |  |
| Auto Download Kernel      | Used for auto download kernel from server               |  |
| Auto Download Config File | Used for auto download config file from server          |  |
| Auto Download Expansion   | NOTES: The model doesn't support this feature.          |  |
| Auto Download Enterprise  | Used for auto download Enterprise Phonebook from server |  |
| Phonebook                 |   |  |
| Auto Download Personal    | Used for auto download personal phonebook from server   |  |
| Phonebook                 |   |  |
| Booting Checked           | Used for checking the auto provision when phone booting |  |
| Zero Active               |   |  |
| Wait Time                 |   |  |
| Disable the phone while   | Enable/Disable the booting checking feature.            |  |

| booting checking         |   |
|--------------------------|---|
| Auto Provision Frequency | Used for setting the time interval for auto provision |
| Auto Provision Time      | Used for the specific time for auto provision         |
| Next Auto Provisioning   | Reset the Auto Provision Next Upgrading time.         |
| AES Enable               | You can enable/disable AES encrypt for auto provision |
| AES Key                  | The key of the AES                                    |
| Auto Provision Now       | Used for doing auto provision immediately             |

## 7.7 Security

### Password

Here you can setting the administrator or user WEB password management. Select your type. If you login as an administrator, you can modify both the user's and admin's passwords.

|                  | Administrator O User |
|------------------|----------------------|
| Username         | root                 |
| Old password     |                      |
| New password     |                      |
| Confirm password |                      |

#### **Trusted certificates**

| Name             | Begin t    | time | End t | ime                    | Operation |  |
|------------------|------------|------|-------|------------------------|-----------|--|
|                  |            |      |       | Delete all certificate |           |  |
| usted certificat | tes upload | 选择文件 | 未选择任何 | 可文件                    |           |  |

#### **IP** Strategy

| IP Strategy  off on |           |            |             |         |  |  |  |
|---------------------|-----------|------------|-------------|---------|--|--|--|
| ID                  | Operation | IP Address | Description | Account |  |  |  |
| ID Operation        |           | IP Address | Description | Accour  |  |  |  |
|                     |           |            |             |         |  |  |  |
|                     |           |            |             |         |  |  |  |

# **8 WEB Other Settings or Information**

## WEB User

In the upper right corner of the website page, you can switch user.



## Multi-Language

In the upper right corner of the website page, you can select the language in the below list.



## **Note Tips**

In the right middle of the website page, there is a Note tips in every function page. Hope it can help you to know something about that.

Note Register status: It shows the Register Status.

Network Status: It shows the information of LAN port and PC port.

System Info: It shows the version of firmware