ESCENE

SayHi™

320/330 Series IP Phone

User Manual

(firmware :V3.4.0.0)

320 Series

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).

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

Model	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 Programmable Keys	128	128	128	128	128
ESM20-LCD Programmable Keys	80	-	80	-	-

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

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- 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/Italy 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 Protocol	HTTP, BOOTP, FTP, TFTP, IEEE 802.1Q, *IEEE 802.1X
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

	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℃ ~ 60℃
	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

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Figure 2.2 Foot stand of SayHi 320/330 Series

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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		Headset button: Toggles the headset on or off. Red means the feature is enabled.
2		Mute button: Toggles the Mute feature on or off. Red means the feature is enabled.
3		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		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) 🔴 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 Buttons	Hotline number can be used to bind in order to achieve speed dial； Turn on BLF: 1) 🔴 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	C	Back button: Return to the standby interface;
18	Navigation button	"Up": Adjust ring volume, operate with the "down" 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 speakerphone	Hands-free voice of the output
21	LCD screen	`160*32 pixels, grayscale LCD with background light.`
22	Light strip	🔴 Red flashing: There are incoming call; 🔴 Red, steady: Missed Calls, or phone busy;
23	Hands-free microphone	Sounds input when hands-free

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

Num	Hardware	functions

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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) **1268 X**: Network connected normal, but the line is not successfully registered. 4) **1268**: Network is OK and the line is available. 5) **1268 X**: 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

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

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

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speakerphone	or **Programmable buttons**	--4) Press '**#**' button（default）, -or press Send; -or wait 5s (default), then it send the number automatically.
Place a call using a headset	Put on your headset and active **Headset** button, and then do as using speakerphone	
Redial	--Press **REDIAL** button to dial the last number -or press **Navigation button-Right** > "Dialed number", select a number, and press Dial	
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) > select "Missed calls" (**down**), "Received calls" (**left**) and "Dialed numbers" (**right**)); --2) Then press Dial button**.**	
Place a call while Another call is active	--1) Press **Hold** button or soft key Hold; --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 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 handset	--1) Your phone ring; --2) **Line** button of the ringing line is Red🔴 and flashing, Light strip is Red🔴 and flashing；	--Pick up the handset
Answer with the speakerphone (Non-headset		--Press **Speaker** button -or press the flashing🔴 **Line** button,

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mode)		-or press **Ans**
Answer with the a headset		--Put on headset, press **Headset** button so that the status light is Red ▬, and then do as using speakerphone
Switch from a connected Call to answer a ringing call	--1) Another **Line** button is Red ● and flashing, Light strip is Red ▬ and flashing; --2) Press the flashing ● **Line** button to answer (at this time, the original call will be hold.)	
Auto-answer	--1) Press **MENU** or **OK** 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 Handset	--Return the handset to its cradle, -or press **End**

Hang up while using the Speakerphone	--Press **Speaker** button that is Red ●,
	  -or press **Line** button for the appropriate line,
	  -or press **End**

Hang up while using the Headset	--Press **Handset** button, （Do not keep the headset mode）, -or press **End** (keep the headset mode)
Hang up one call, but preserve another call on the other line	--Press **End**, -or refer to the above three methods

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 another line	Press another **Line** button for the appropriate line
Resume a call on current line	--Press **Line** button,
Release a call on different line	Select the line want to release hold, press the line, so recovery;

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 recipient before transferring a call (consult transfer)	--1) Press **TRANSFER** button or press XFER;
	
	--2) Enter number;
	
	--3) press "**#**"（default）,
	     -or press Send then transfer the call,
	     -or wait five seconds(default)then transfer the call

Transferred to idle lines or other numbers without talking to the transfer recipient (Blind transfer)	--1) Press **TRANSFER** button or XFER； --2) Press Blind ; --3) Enter number; --4) Press "**#**"（default) -or press Send , then transfer the call;

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	-or wait five seconds(default)then transfer the call
Blind transfer to the held line	--1) Press **TRANSFER** button or press XFER; --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。

If you want to...	Then...
Toggle Mute on	Press **Mute** button, then the button is Red
Toggle Mute off	Press **Mute** 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 8039 status.
Enable DND on a single line	Press **MENU** or **OK** button > "Function setting" > "DND" > (select line) "Enable"
Disable DND	--Global DND enabled, press DND to disable global DND; --Line DND enabled, press twice DND , -or press **MENU** or **OK** button > "Function setting" > "DND" >(select line) "Disable"

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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 recipient into a conference in a transferring	--1) When the transfer recipient answer the call, press **CONFERCENCE** button or "CONF" on your phone; --2) Then the held one, transfer recipient and you will be into a conference, and the LCD will display `conferenc 0:0:10` status.
Invite the third party into a conference in a active call	--1) Press **CONFERENCE** button or "CONF" in an active call; --2) Enter the third party number； --3) After connected the third party, press **CONFERENCE** button or "CONF" again
establish a conference with held line	--1) when one phone line is holding on and the other line is busy; --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

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

Model	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 Programmable Keys	128	128	128	128	128
ESM20-LCD Programmable Keys	80	-	80	-	-

If you want to...	Then...

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| Expansion installation | --1) Press **MENU** or **OK** 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 **MENU** or **OK** 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 **MENU** or **OK** 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 **MENU** or **OK** 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 **MENU** or **OK** 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 **OK** button > "Phone book">"Personal phone book>View All";
	
	--2) Select "Add contact", press **OK** button;
	
	--3) Use the navigation keys to select content, press **OK** 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 **Save** soft key to complete

Add group	--1) Press DIR soft key,
	
	  -or press **MENU** button > "Phone book">"Personal phone book>View All",
	
	  -or press **OK** button > "Phone book">"Personal phone book>View All";
	
	--2) Select the "add group" then press **OK** button;
	
	--3) Use the navigation keys to select content, press **OK** button to set and modify:
	
	   -Group name: name of the group

	--4) Press **Save** soft key to complete

Modify group	--1) Press DIR soft key,
	
	   -or press **MENU** button > "Phone book">"Personal phone book>View All",
	
	   -or press **OK** button > "Phone book">"Personal phone book>View All";
	
	--2) Select the "Modify group" then press **OK** button ;
	
	--3) Select the group you want to modify, press the **OK** 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 **OK** button > "Phone book">"Personal phone book>View All";
	
	--2) Select the "Delete group" or **OK** button；
	
	--3) Select a group you want to delete, press **OK** button

View/Edit Contacts	--1) Press DIR soft key,
	
	   -or press **MENU** button > "Phone book">"Personal phone book",
	
	   -or press **OK** 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 **OK** button or Enter (to edit the contact's information, press **OK** button)

LDAP	--1) --1) Press DIR soft key,
	
	-or press **MENU** button > "Phone book"
	
	   -or press **OK** button > "Phone book"
	
	  --2)Select "LDAP", press the **OK** 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 book	--1) Press DIR soft key,
	   -or press **MENU** button > "Phone book">"Personal phone book",
	   -or press **OK** 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 *4.Basic call handing – Placing a call.*

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

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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

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.

If you want to…	Then...

Create an SIP account	--1) Select "System setting" > "Advanced setting";
	
	 --2) Enter the password required（The default is empty）;
	
	 --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
	
	     -**Refresh time**: Registration refresh interval, the minimum value is 20 The default value is 3600.

	--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 tone	--1) Choose "System setting" > "Phone setting" > "Ring type"; --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 level	--1) Choose "System setting" > "Phone setting" > "Volume setting"; --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 **Enable** or **Disable**
	
	    -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'**OK**'to start,press'**C**'to exit
Lights	Press'**OK**'to start,press'**C**'to exit
Sound	Press'**OK**'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,

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.

Escene Communication

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
IP Address 192.168.0.200
Netmask 255.255.255.0
Gateway 192.168.0.1
PPPoE
Username
Password
MTU 1500 Default: 1500
DNS Settings
DNS Automatic Manual DNS
Primary DNS 192.168.0.1
Secondary DNS 0.0.0.0

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

Advanced

ITEM	DESCRIPTION
Port Management Settings	
HTTP Port	The default web port is 80,if you want to change it(for example change it to88), You must input 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 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	

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

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

Escene Communication

VLAN Settings

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 [LAN/PC Port]	The vlan ID you want the phone or pc to join

Port management Settings

QoS

Escene Communication

Network Packet Mirroring

LLDP

Paging settings

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

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.

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

Choose one Account, you will find the following parameters:

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

Escene Communication

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 Proxy Server	When the main out bound server can't work, it also can use this secondary server.
Poling Interval Time Of 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

ITEM	DECSRIPTION
Call	
Do Not Disturb	Enable/Disable Do Not Disturb
Anonymous Call	Enable/Disable anonymous call.
Anonymous Call 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

Escene Communication

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	DECSRIPTION
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 (SRTP)	Enable/Disable voice encryption(SRTP).

7.3 Programmable Keys

Memory Keys

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

Escene Communication

Paperless Program Keys

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

Escene Communication

Line keys

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

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.

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.

Escene Communication

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:

Escene Communication

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.

Escene Communication

7.4 Phone Setting

7.4.1 Basic

Time Settings

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

Keyboard Lock

Escene Communication

Ring

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 rings and the total sizes must less than 150k.

Volume Settings

Volume Settings >>

Tone

Select country [United States ▼]

Ring volume(0~9) [6]

Output volume (1~9)

Handset volume [9]

Speakerphone volume [9]

Headset volume [5]

Input volume (1~7)

Handset mic volume [3]

Speakerphone mic volume [3]

Headset mic 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 0~9.
Handset Volume	The 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 Volume	The speaker MIC volume default is Lv3, the range is 1~7
Headset MIC Volume	The headset MIC volume default is Lv3, the range is 1~7

7.4.2 Featuers

VoIP Call Forwarding

Auto Redial

Pickup function

Hot Line Function

Auto Answer

Remote Control

Action URL

EP+

Other Features Settings

Escene Communication

7.4.3 Advanced

Audio

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ITEM	DECSRIPTIO
Audio Codec	Use the navigation keys to highlight the desired one in the Enabled/Disable Codes list, and press the >> / << to move to the other list.
Jitter Buffer	
Type	The type of Jitter Buffer is Adaptive or Fixed, default is adaptive.
Min Delay	The min delay range setting , default is 60.
Max Delay	The max delay range setting , default is 150.
Normal Delay	The normal delay range setting , default is 120.
Other	
Play Load Length	The play load length setting, default is 30ms.
High Rate Of G723.1	Enable/Disable High Rate of G723.1 feature.
VAD	Enable/Disable VAD feature.
Echo Suppression Mode	Enable/Disable Echo Suppression Mode feature.
Side Tone	Enable/Disable Side Tone feature.

Dial Plan

Escene Communication

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",

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 🗑, if you want to delete all Groups, you just ought to click 'Delete All Group'.

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

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",

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 🗑 , 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

Escene Communication

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.

7.5.4 BlackList

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

1)   Click "PhoneBook" > "BanList",

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 🗑 , 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

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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

7.6 Phone Maintenance

7.6.1 Basic

HTTP Upgrade

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

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 Phonebook	Used for uploading/downloading the XML personal phonebook of the 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

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

FTP Upgrade >>

Server IP	
File name	
Username	
Password	
Software Upgrade	Upgrade
Kernel Upgrade	Kernel Upgrade

Note: It's not necessary to input 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

Escene Communication

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.

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.

Escene Communication

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.

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.

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

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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 Phonebook	Used for auto download Enterprise Phonebook from server
Auto Download Personal Phonebook	Used for auto download personal phonebook from server
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.

Trusted certificates

IP Strategy

Escene Communication

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.

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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

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