ENTERPRISE HD IP PHONE

USER GUIDE

UC804(P)

Version:1.0.3.59

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Notices Information

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Safety cautions

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

Disposal of the phone

This symbol indicates that the product is classified as electrical orelectronic equipment and should not be disposed of with other commercial or household waste at the end of its working life.

Cleaning

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

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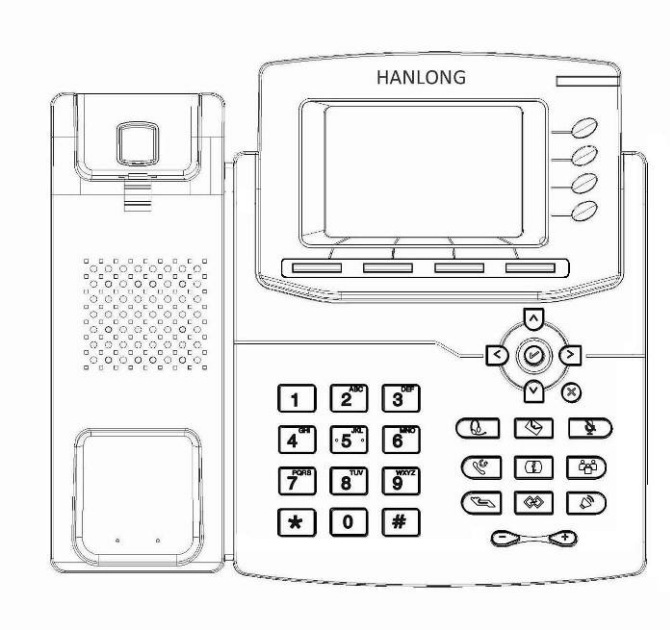
Getting Started

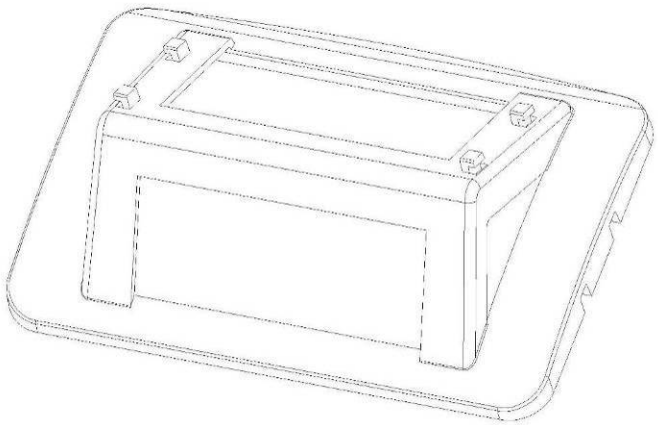
Packing List

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

1. The phone device

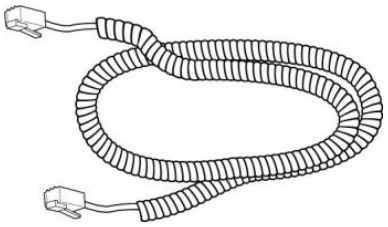


2. The footstand

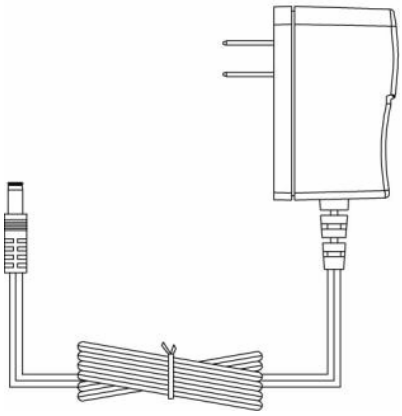


3. Handset

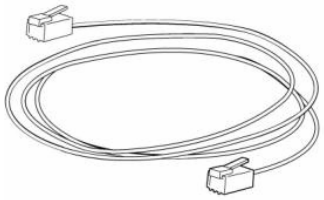
4. Headset cord



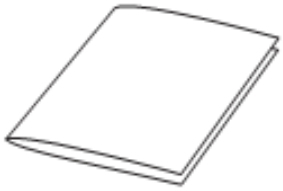
5. Power adapter



6. Ethernet cable

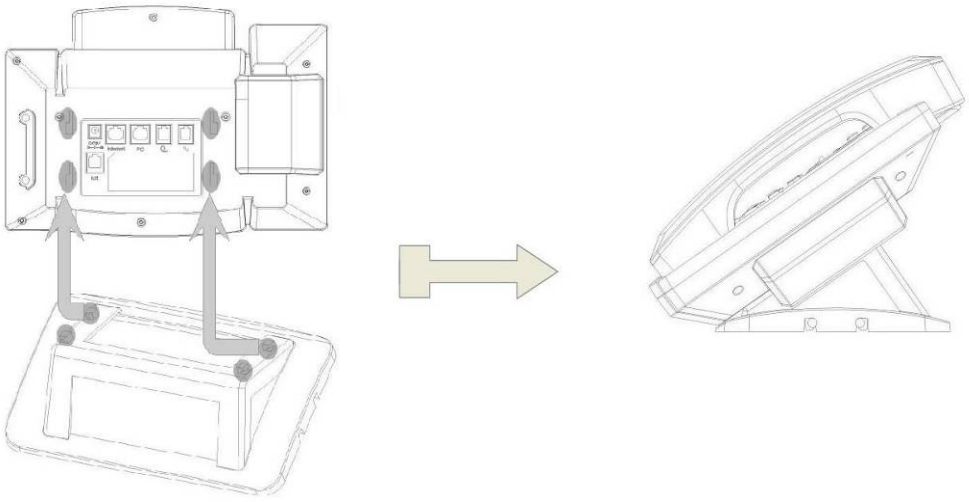


7. Quick installation reference

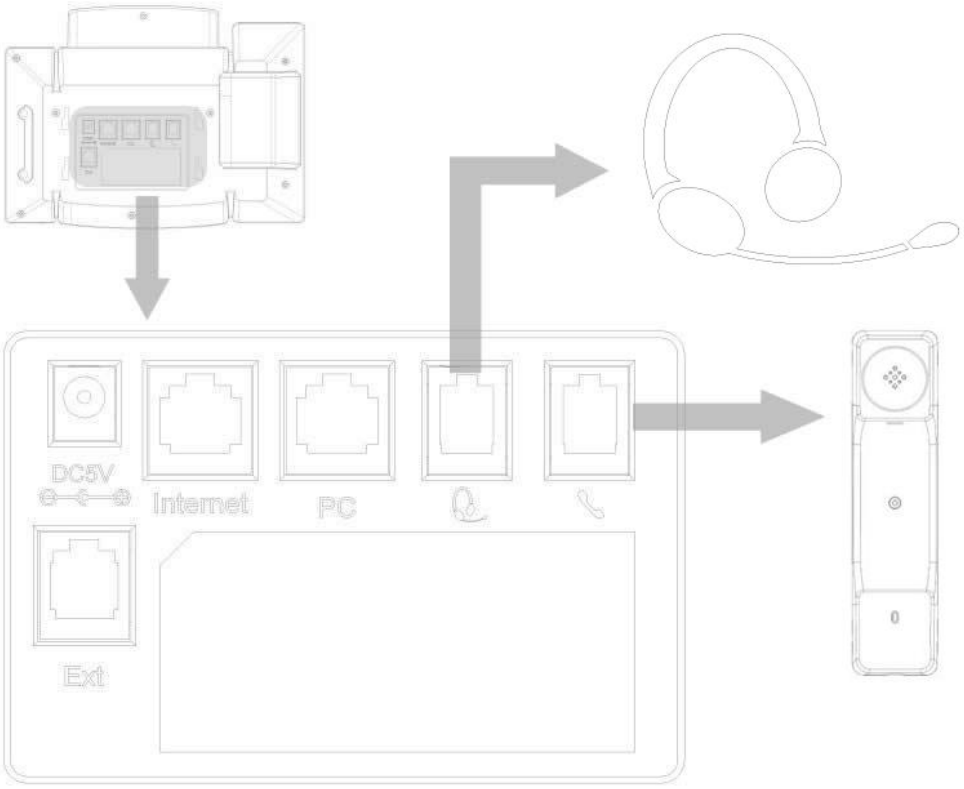


Phone Installation

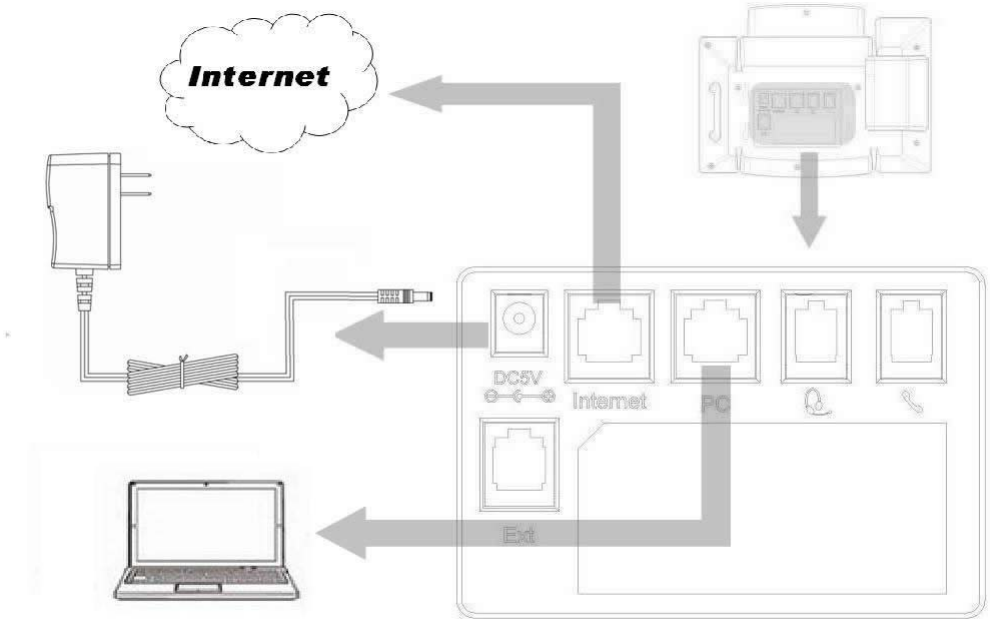
1. Attach the Foot stand



2. Connect the Handset and optional Headset



3. Connect the Network and Power

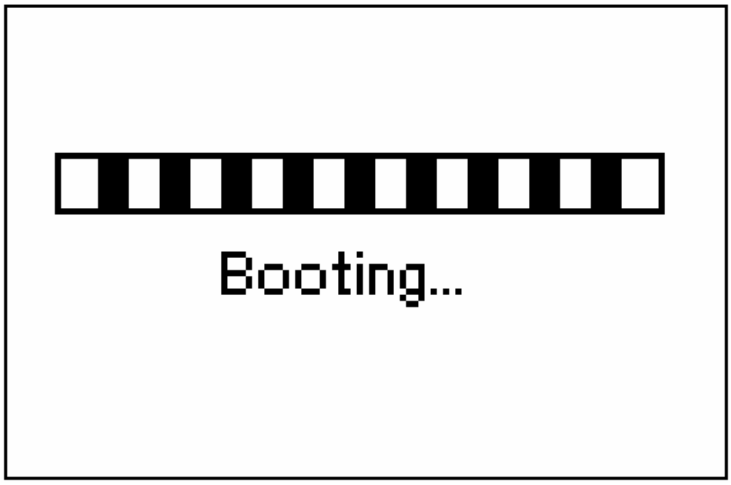


Initialization

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

Automatic Phone Initialization

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

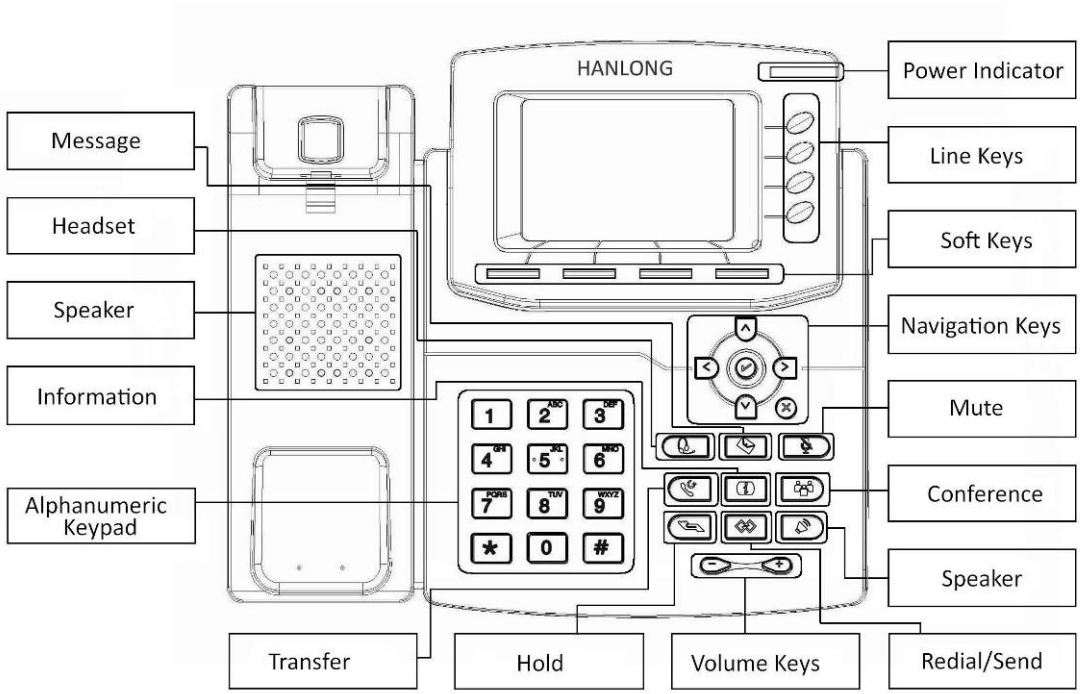


And then show “Initializing “during the initialization.

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

Getting Familiar with Your Phone

Hardware Components Preview



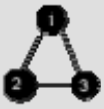
Item	Description
LCD screen	To Presentation all information about the date& time, accounts, soft keys, messages, calls and other some information.
Power Indicator LED	To indicate the power status
Line keys	The phone supported up to 4 accounts 1. Steady green: idle interface, during a call.. 2. Blink red: a call incoming
Soft keys	Labels automatically to identity their context-sensitive features.
Navigation keys	1. OK. **Up arrow key:** To move up of the selection shows on the screen.

	Right arrow key: To move right of the selection shows on the screen. **Left arrow key:** To move left of the selection shows on the screen. **Down arrow key:** To move down of the selection shows on the screen. 1. To return to idle screen. 2. To cancel the information or call on the screen.
Mute key	1. To mute the voice during the call (green light). 2. To un-mute the call.
Conference	To place a conference call
Line Keys	To be configured as different function as: 1. Line 2. Speed Dial 3. BLF 4. BLF List 5. Voice mail 6. Direct Pickup 7. Group Pickup 8. Call Park 9. Intercom 10. DTMF 11. Prefix 12. Hold 13. Conference 14. DND 15. Redial 16. Transfer 17. SMS 18. Hot-desking 19. Call Return 20. Paging 21. Record 22. Shared Line The LED lights status when set as Shared line: Stay green: Idle Stay red: Busy Blinked green: Ring Back

	Blinked red: A call incoming Steady orange: During a call Blinked orange: Public Hold Blinked green: Private Hold Light Drown: Unregistered
Speaker	Press this button to place a call in hands-free mode.
Redial	To dial the previous dialed number. To act as send key.
Volume	To decrease the volume. To increase the volume.
Hold	To hold or to resume a call during a conversation.
Information	To show the accounts status and some other relevant information.
Transfer	To transfer a call to a third party. To enable or disable Forward feature during the idle page.
Alphanumeric keypad	To enter the phone numbers, letters and so on.
Message	To indicator the New message, and press to read.
Headset	To indicate that the phone is or not in Headset mode.

Icon Preview

Icon	Description
	Network down
	Registered succeed
	Unregistered
	Speakerphone mode
	Handset mode
	Headset mode
	Voice messages
	Text message
	Mute
	Do Not Disturb
	Volume is 0
	Hold
	Received calls
	Dialed Calls

	Missed calls
	Forward calls
	Conference
	Keypad locked
	Keypad unlocked

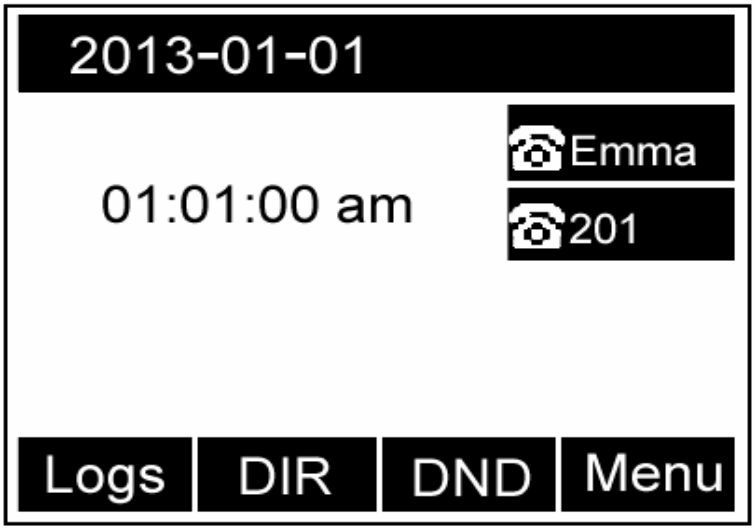
Line Key Function Overview

Line
Speed Dial
BLF
BLF List
Voice Mail
Direct Pick Up
Group Pick Up
Call Park
Intercom
DTMF
Prefix
Conference
Forward
Transfer
Hold
DND
Redial

Call Return
Record
URL Record
Paging
Group Listening
Public Hold
Private Hold
Shared Line
URL

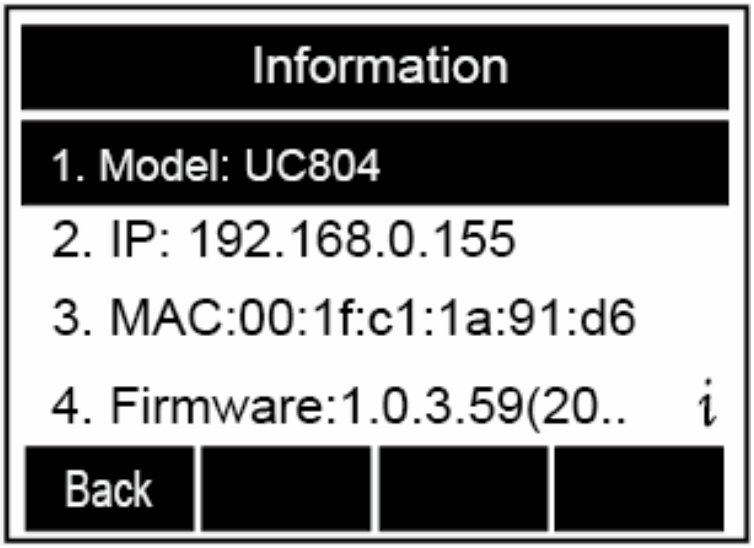
Basic Features Configuration

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



Web Login

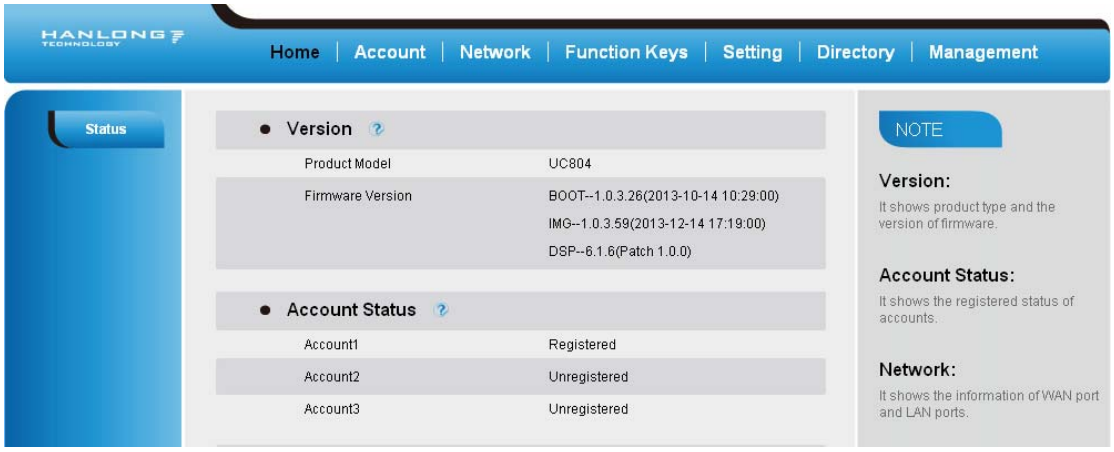
1. Get the IP address: Press Menu →Status →Information.



2. Input the IP Address in the web browser.

3. Input the user name (default is admin), password (default is admin).

4. Login successfully.



Note:
The PC and phone should be in the same segment.
When register the accounts in web and the server port is not “5060”, then “SIP Server” should be set as “SIP Server’s IP address: server port.”, for example, “192.168.0.122: 5090”.

Administrator Password

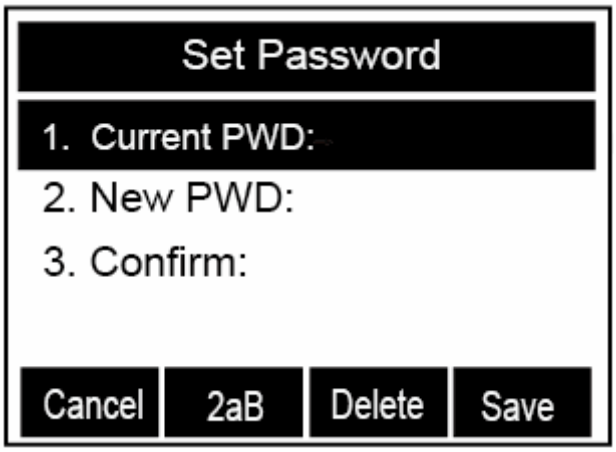
The password is mainly used for login the web interface or set the advanced settings through phone interface. And the default password of the administrator is: **admin**

To change to password via Phone Interface

1. Press Menu → setting → Advanced settings → password (default admin) → Set Password

2. Enter the current PWD (password), new password and confirm the new password.

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

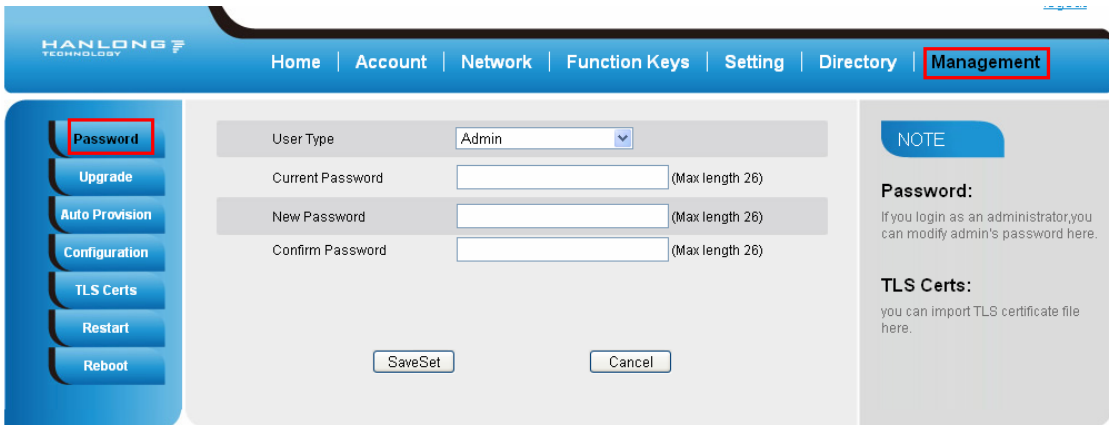


To change to password via Web Interface

1. Management → Password

2. Fill the value

3. Click SaveSet to save the configuration.



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

Language

The default Phone interface language is English.

To change the language via Phone interface

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

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

To change the language via Web Interface

1. Setting → Preference →Web Language

2. Select the necessary one.

3. Press SaveSet to save the configuration.

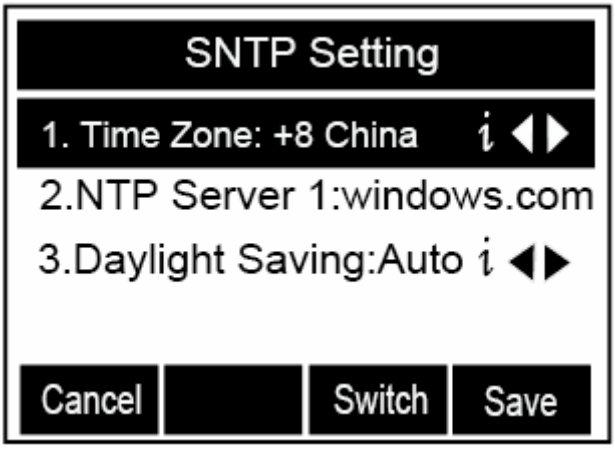
Note:
All languages may not be available for selection. The available languages depend on the language packs currently loaded to the IP phone.

Time and Date

The time and date show on the idle page, and it can be set and change by SNTP server automatically or manual setting.

To configure the time and Date by SNTP setting

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

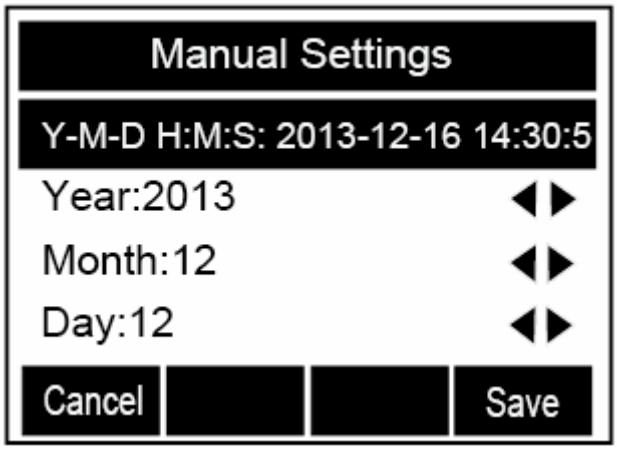


Note:

Press , all zone will show on the display, select the one you want and press save or confirm key to save the configuration.

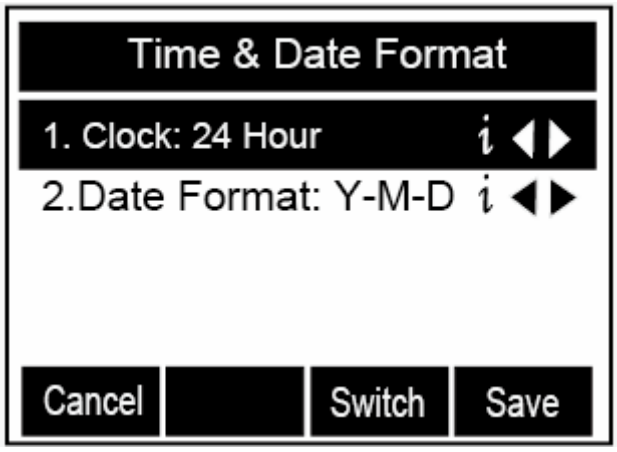
To configure time and date manually

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



To configure the Time & Date Format

1. To press Menu → Setting → Basic setting → Time & Date Format
2. Press and or press to change between 12 Hour or 24 Hour.
3. Press and or press to change among Y-M-D(year-month-day), M-D-Y(month-day-year), D-M-Y(day-month-year).
4. Press or Save soft key to save the configuration.



To configure the DHCP time

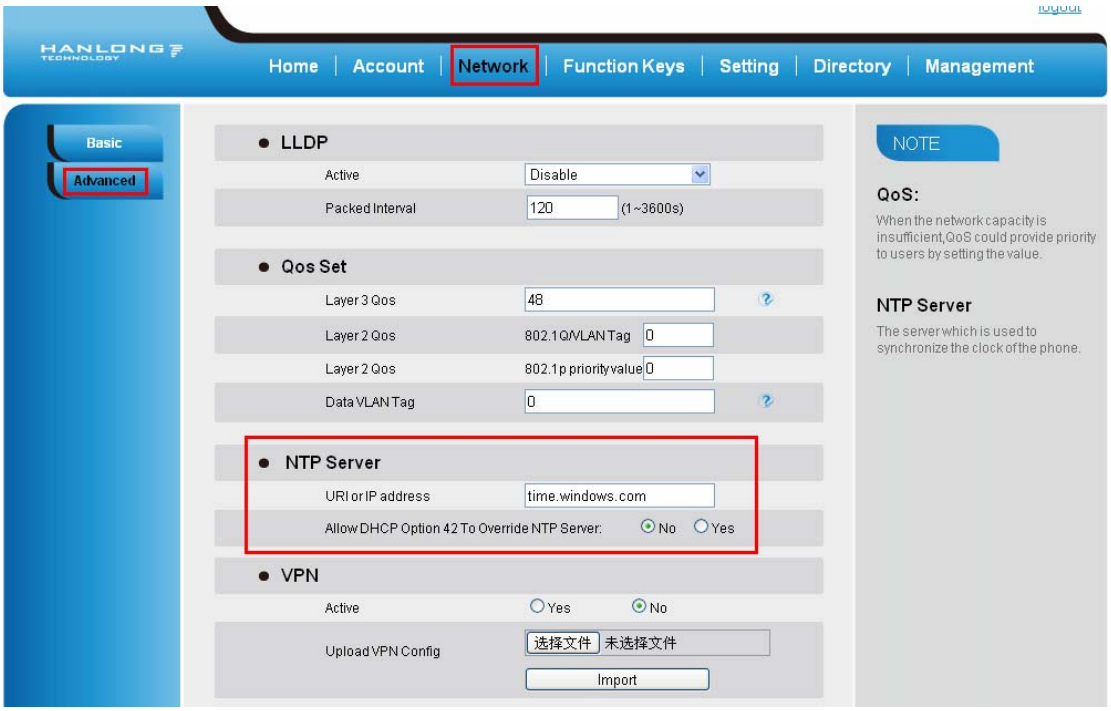
1. To press Menu → Setting → Basic setting → DHCP time
2. Press and or press to change between Disable and Enable.
3. Press or Save soft key to save the configuration.

To configure the Time and Date by web interface

1. Login
   Login name: admin, password: admin(default)

2. Network → Advanced →NTP Server

3. Fill the value in the blank.

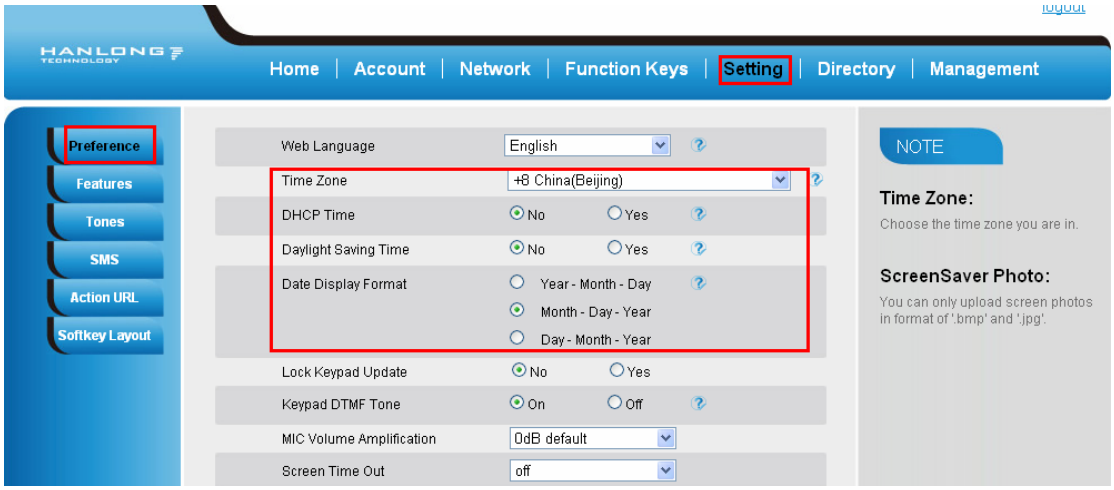


To change the Time Zone and Date Display Format via web interface

1. Setting → Preference →Time Zone

2. Select the necessary one.

3. Press SaveSet to save the configuration.



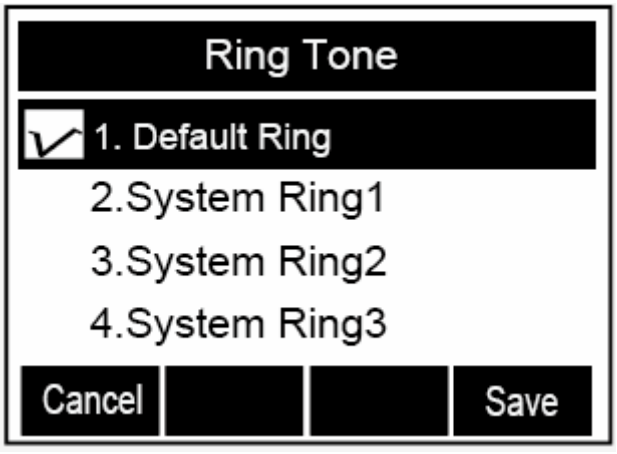
Note:
If the IP Phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, please contact your system administrator for more information.

Ring Tone

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

To adjust the Ring Tone Type via Phone interface

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

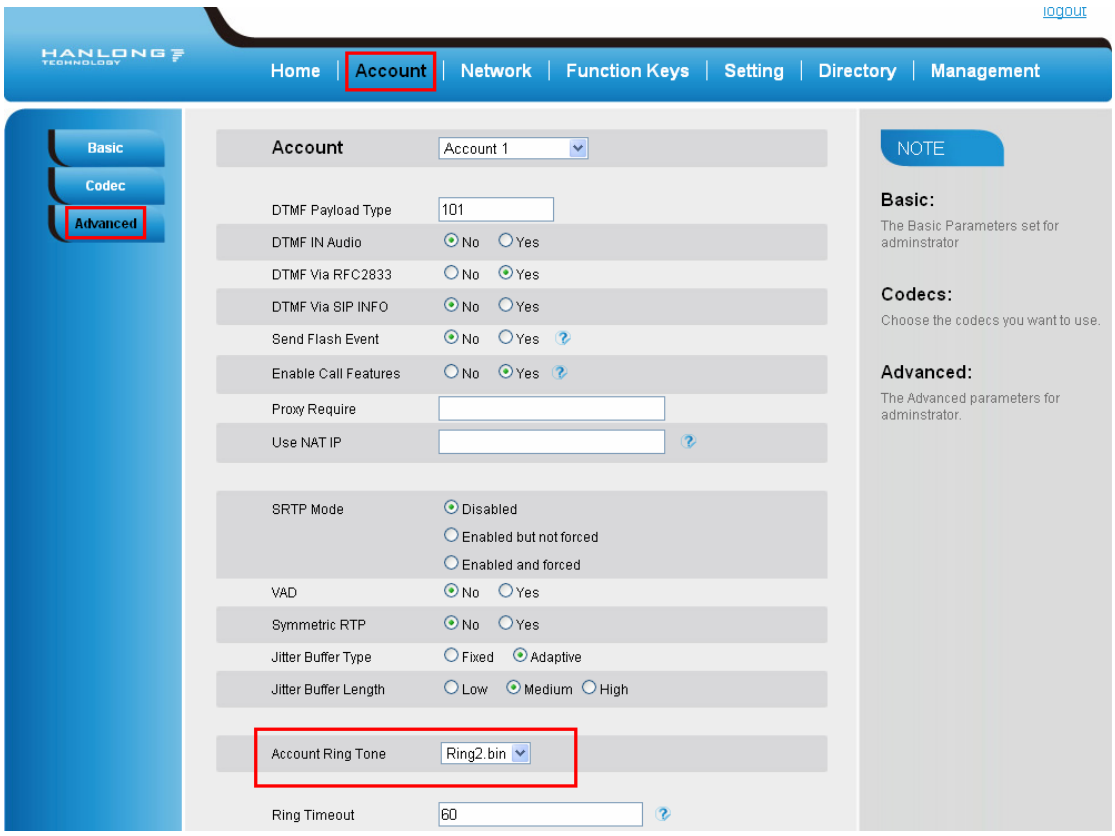


To adjust the Ring Tone Type via Web Interface

1. Account → Advanced → Account Ring Tone

2. Select the wanted one

3. Click SaveSet to save the configuration.



To configure Distinctive Ring Tone via Phone Interface

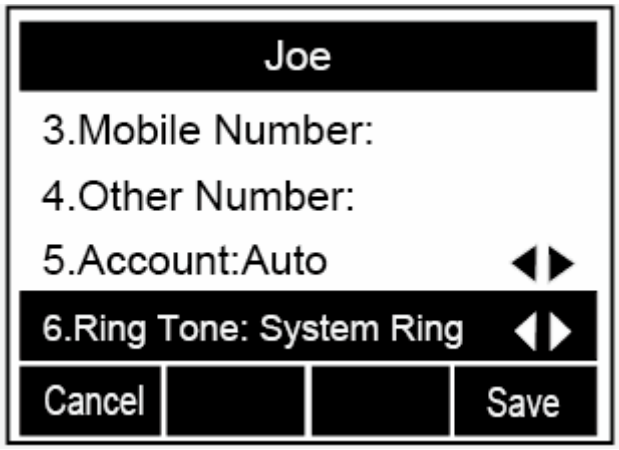
1. Press Directory

2. Select the target contact

3. Press Detail soft key to edit the contact.

4. Press and to select the wanted Ring Tone for the contact

5. Press Save soft key to save the contact.

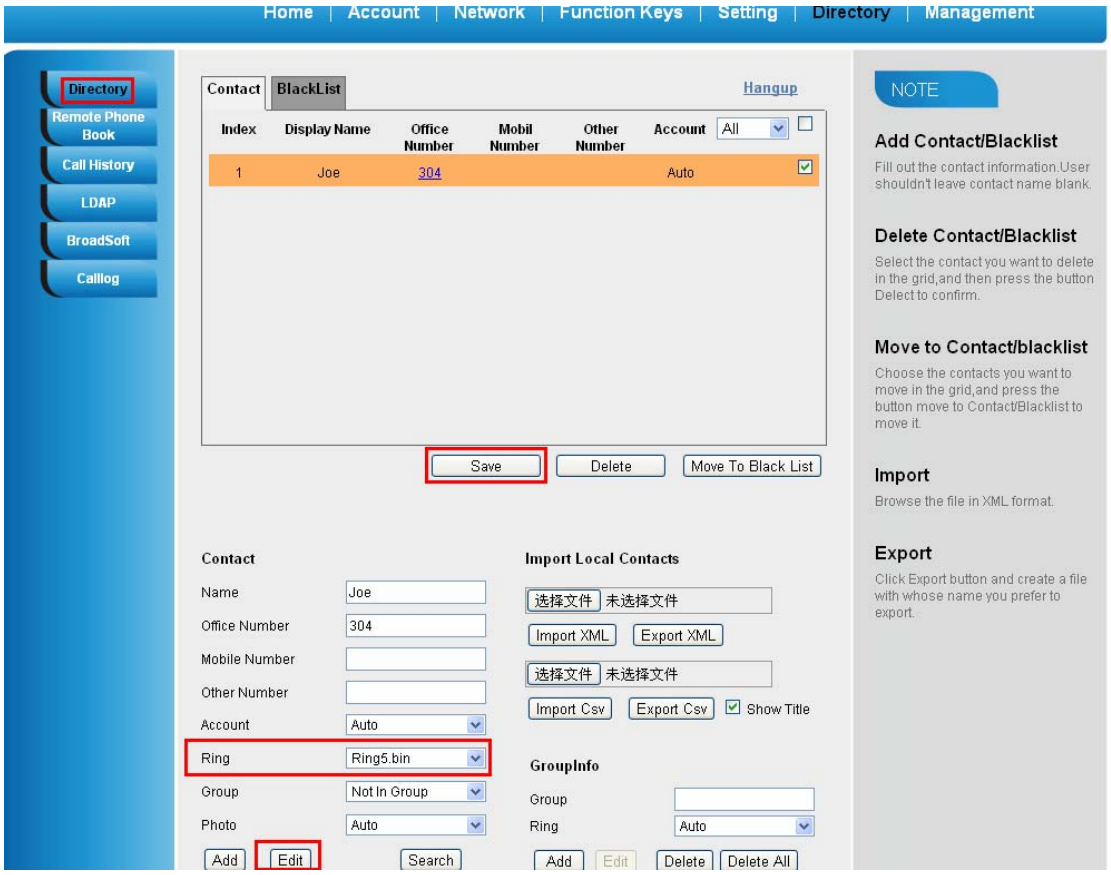


To configure Distinctive Ring Tone via Web Interface

1. Directory → Directory → Contact

2. Choose the Ring Tone you want to use.

3. Click Edit → Save to save the configuration.

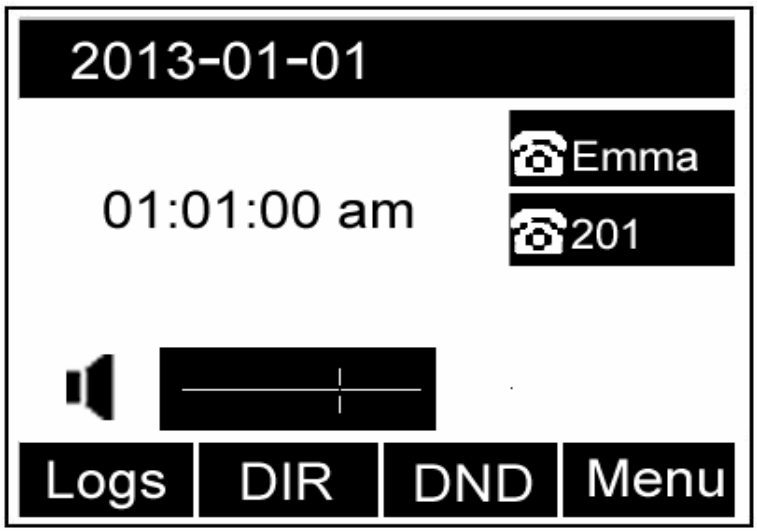


Volume

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

To adjust the Ring tone volume

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



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

To adjust the handset volume

To press and during a call in handset mode.

To adjust the headset volume

To press and during a call in headset mode.

To adjust the speaker Volume

To press and during a call in speaker mode.

Directory

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

A. To add contacts list into local directory

To add contacts manually

1. Press Menu → DIR

2. Press Add soft key

3. Enter the necessary information as Name, Phone number…

4. Press save soft key or to add the contacts successfully.

To add contacts from Logs

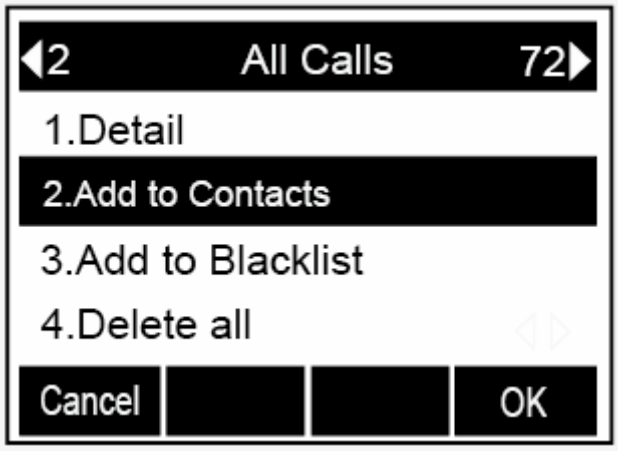
1. Press History soft key or press Menu → Logs → Local history

2. Press and to select the targeted one. (Press and switched among the All calls, Dialed calls, Received calls, Missed Calls and Forward Calls).

3. Press Option soft key → Add to Contacts

4. Edit the necessary information as Name, Phone number…

5. Press save soft key or to add the contacts successfully.

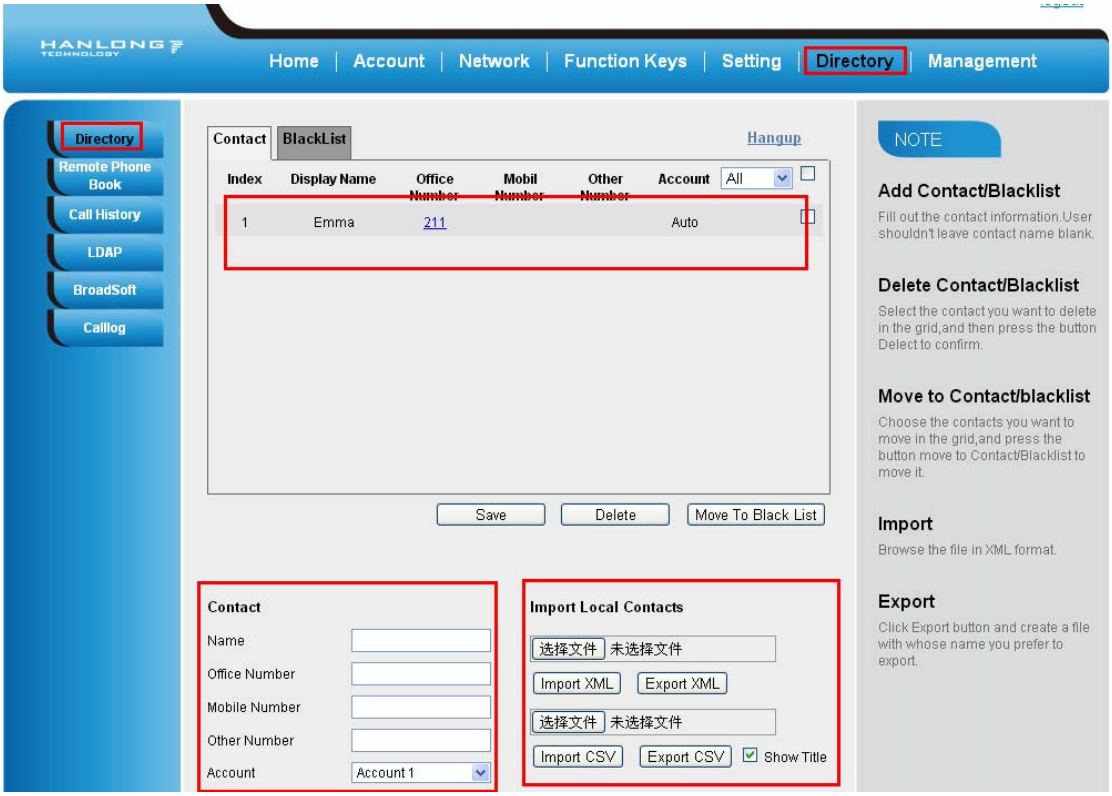


To add contacts via web interface

1. Click Directory

2. Enter the name, number and some other information.

3. Press Add and then press Save button.



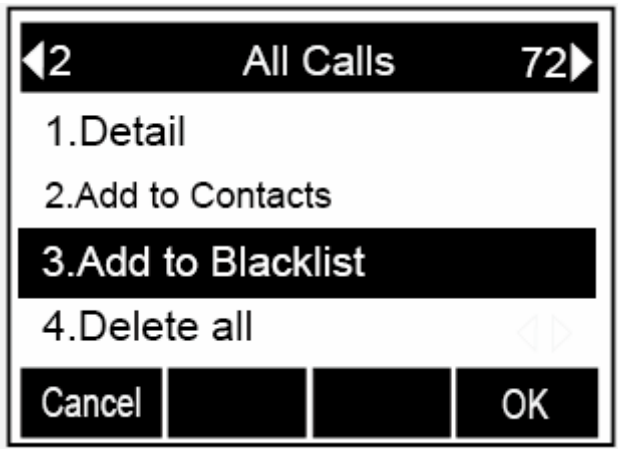
B: To add contacts into blacklist

To add blacklist manually

1. Press Menu → Directory → Blacklist
2. Press Add soft key.
3. Enter the necessary information as Name, Phone number…
4. Press save soft key or ✓ to add the contacts successfully.

To add blacklist from history

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



Basic Call Features

Place a Call

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

To place a call by Handset

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

2. Press or press the send softkey, then the call is sending.

To place a call by Headset:

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

Placing a call by hands-free speakerphone

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

To place a call by call history or Directory

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

Note:

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

End a Call

Here shows to end a call during three mode:

To end a call by Handset

1. Press the Cancel soft key or hang up the handset.

To end a call under Headset Mode

1. Press the Cancel soft key or press .

To end a call under hands-free speakerphone Mode

1. Press the Cancel soft key or press .

Note:

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

Redial a Call

To redial the last placed call from the IP Phone

Press directly when LCD is on the idle interface.

Receive a Call

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

To receive a call by handset

Pick up the handset the conversation is built.

To receive a call by headset

Press and now the conversation is built.

To receive a call by hands-free speaker

1. Option 1: Press directly.

2. Option 2: Press Answer soft key.

3. Option 3: Press the Line key (flashes red).

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

1. To press the Reject soft key to reject the call. Or press to reject the current call.

2. To press Forward to forward to another phone.

3. To press Silence soft key, and then the call will keep silent, no ring tone display.

Auto Answer

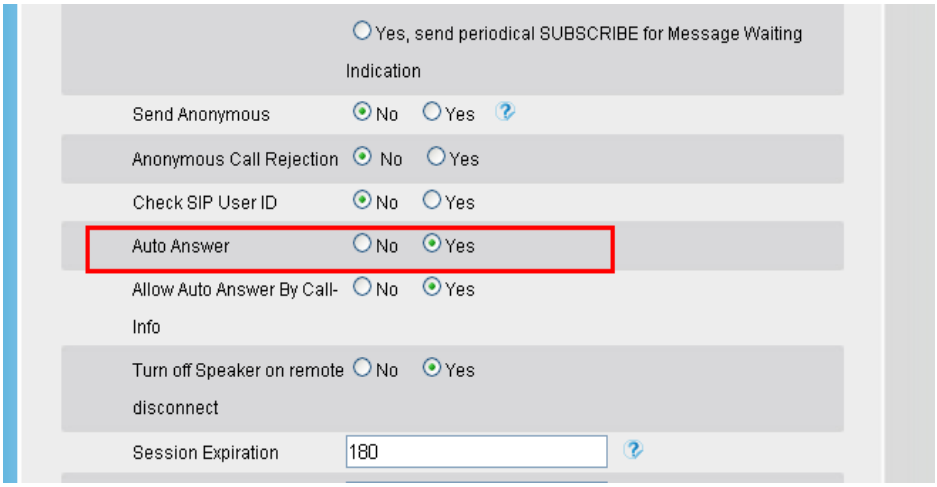
Enable auto answer feature, you will answer all incoming call automatically.

To enable Auto Answer via Webpage

1. To Click Account → Advanced

2. To choose Yes for the Auto Answer.

3. To click Saveset to save the configuration.



To Disable Auto Answer via Webpage

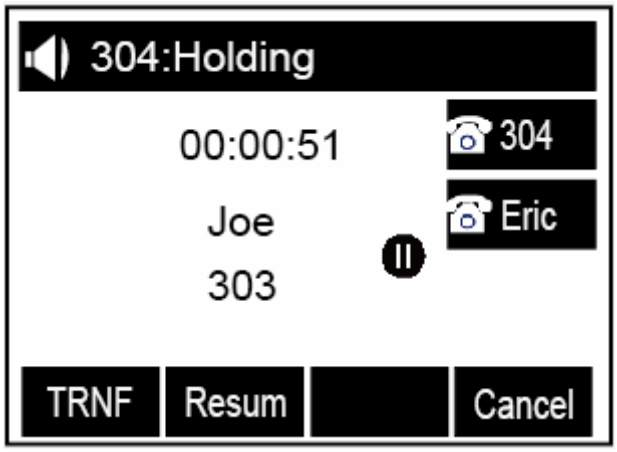
1. To Click Account → Advanced

2. To choose No for the Auto Answer.

3. To click Saveset to save the configuration.

Call Hold

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



To make a call on hold during three modes:

To hold a call under handset mode:

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

To hold a call under headset mode:

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

To hold a call during the speaker mode:

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

Call Transfer

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

Blind Transfer

When you use this feature, you can transfer

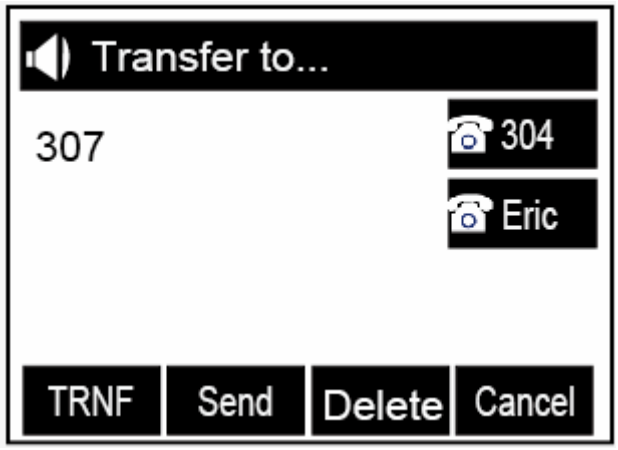
1. Press or Transfer soft key during the conversation, the call is on hold now.
2. Enter the number that transfers to.

3. Press , and now the blind transfer completed.

NOTE:
The “Enable Call Feature” must be configured to “Yes” to enable this feature.

Attended Transfer

When you use this feature, you can



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

2. Enter the number that transfer to, and press the send soft key or .

3. Start the second conversation, press or transfer soft key, then, transfer completed.

NOTE:
To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains. Blind transfer will usually use the primary account SIP profile. To use this function, should at least one line key set as Auto.

Semi-Attended Transfer

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

2. Enter the number transfer to, and then press , then you can here the ring tone.

3. Press or the Tran soft key, and now the Semi-attended transfer completed.

NOTE: To use this function, should at least one line key set as Auto.

BLF Transfer

1. Set a Programmable Key or line key is set as BLF. For how to set BLF, please refer to BLF
2. Press or transfer soft key during the conversation, the call is on hold now.
3. Press BLF key then realize blind, attended and Semi-Attended Transfer.

Call Conference

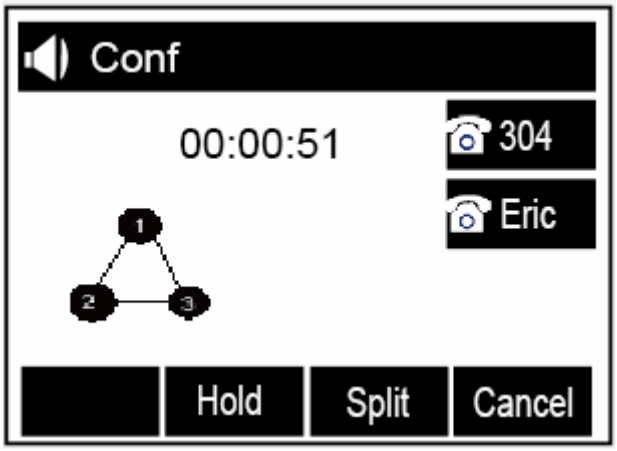
This IP Phone supports up to 5-way conference.

5-way conference

1. Assuming that call party A and B are in conversation. A wants to bring C, D and E in a conference
2. A press line 2 key, the call is placed on hold.
3. A enter the number of C and then press send soft key or .
4. C answering the call.
5. A press or the conference soft key, then A, B and C are now in a conference.(and now this is **3-way conference**)
6. A press line 3 key, the current 3-way conference is placed on hold.
7. A enter the number of D and then press send soft key or .
8. D answering the call.
9. A press or the conference soft key, then A, B, C and D are now in a conference.(and now this is **4-way conference**)
10. A press line 4 key, the call is placed on hold.
11. A enter the number of E and then press send soft key or .
12. E answering the call.
13. A press or the conference soft key, then A, B, C, D and E are now the **5-way conference**

is built.

14. A end the call, the conference is finished.

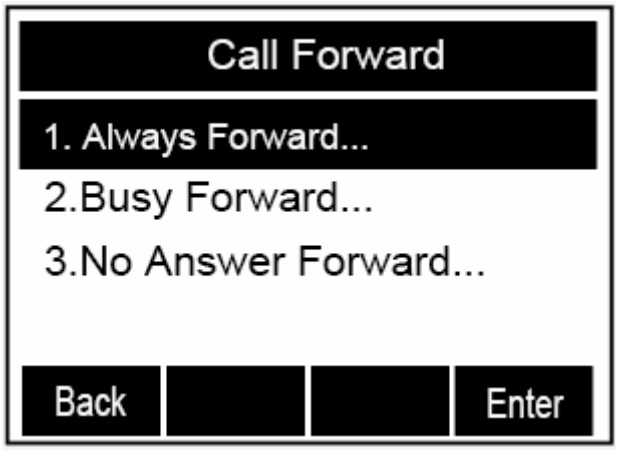


Note:

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

Call Forward

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



To configure static forward

To configure always forward

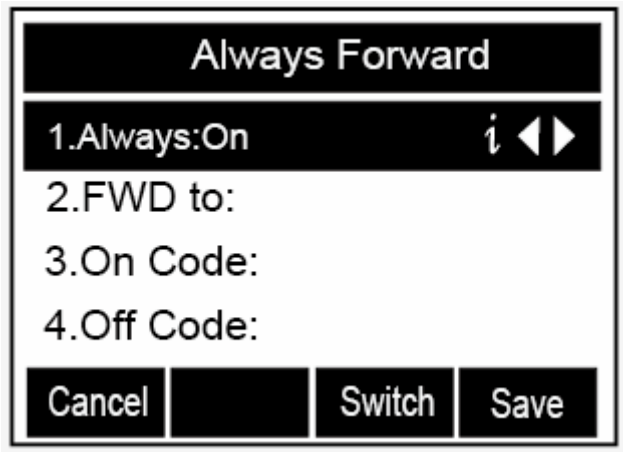
With this feature, all incoming calls will forward immediately to configured number.

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

2. Press and or press to select the enable choice

3. Enter the forward to number and on code (optional), off code (optional).

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



To configure busy forward

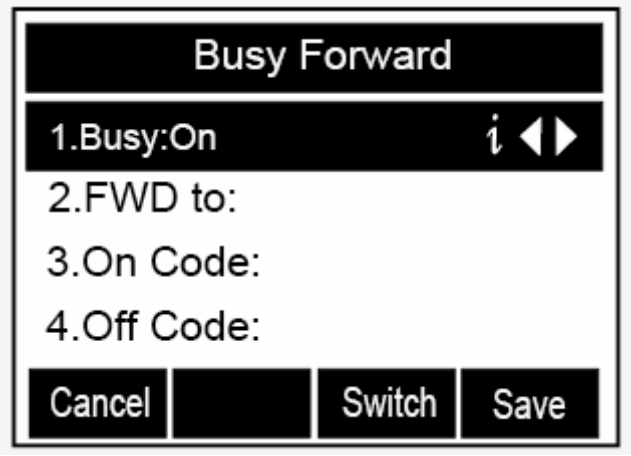
With this feature, the incoming calls are immediately forwarded if the phone is busy.

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

2. Press and or press to select the enable choice.

3. Enter the forward to number and on code (optional), off code (optional).

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



To configure no answer forward

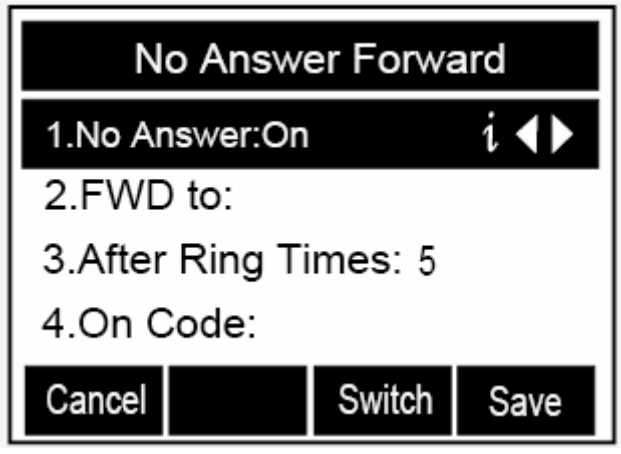
No Answer Forward: Incoming calls are forwarded if not answered after some time.

1. Press Menu →Features → Call forward →No answer forward.

2. Press and or press to select the enable choice

3. Enter the forward to number and on code (optional), off code (optional).

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



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

To configure Forward via Web Interface

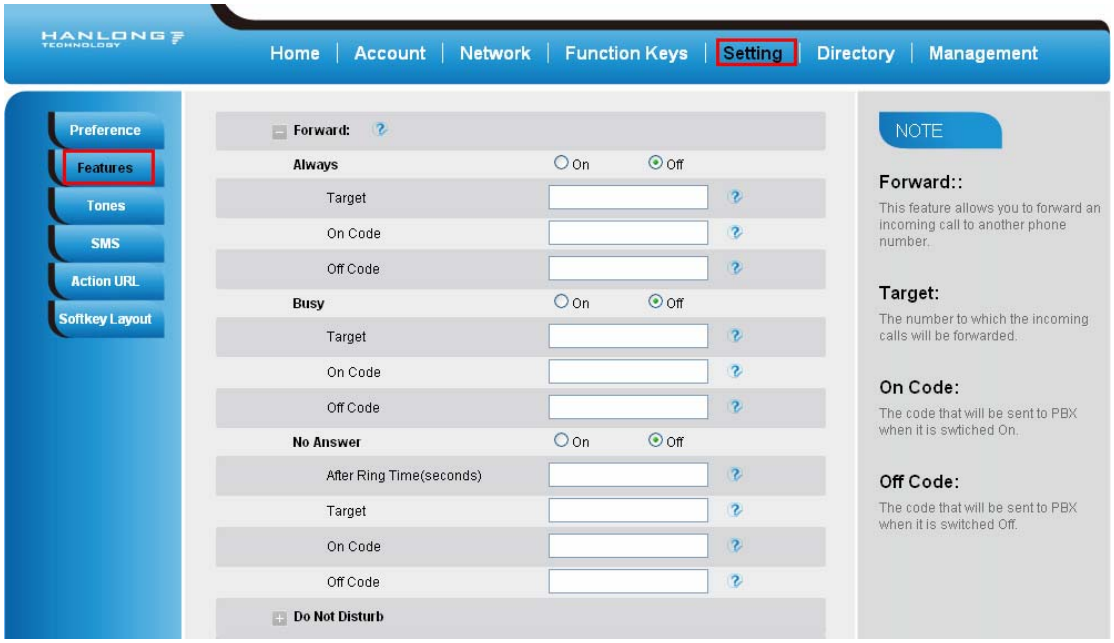
1. Setting → Features

2. Click On for the Always/Busy/No Answer

3. Fill the Forward to Number

4. (Optional) fill the on/off code

5. Click SaveSet to save the configuration



To cancel the forward feature via Phone Interface

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

   Press and or press to select the disable choice

   Press or Save soft key to save the configuration.

To cancel the forward feature via Web Interface

1. Setting → Features

2. Click Off for the Always/Busy/No Answer

3. Click SaveSet to save the configuration

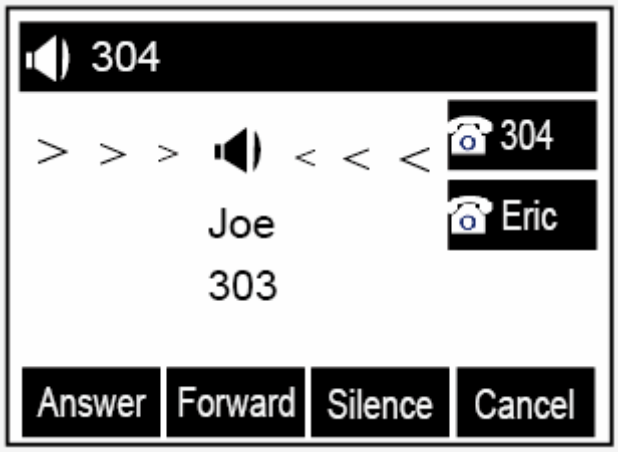
To configure dynamic forward

Forward an incoming call during the ringing.

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

2. Enter the forward number.

3. Press # or press the send soft key, then the call is forwarded.



Note:
If the Programmable Key or line key is set as BLF, when an incoming call ringing, press this BLF key directly to realize the dynamic forward.

Call Return

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

To configure the Call Return via phone interface

1. Press Menu →Features →Function Keys→Line or Memory keys as Function Keys → Memory key1(for example)

2. Select the wanted Line or Memory key.

3. Press and or press key to select the Key Event in the type field.

4. Press and or press key to select the Call Return.

5. Press or Save soft key to save the configuration

To configure the Call Return via Web interface

1. Click Function keys → Line key.

2. Select the desired Line key and select Call Return in the Type.

3. Click the SaveSet to save the configuration.

Hide Caller ID

Just enable the anonymous call feature, you can set your ID do not appear on the other phone that you called.

To configure anonymous call

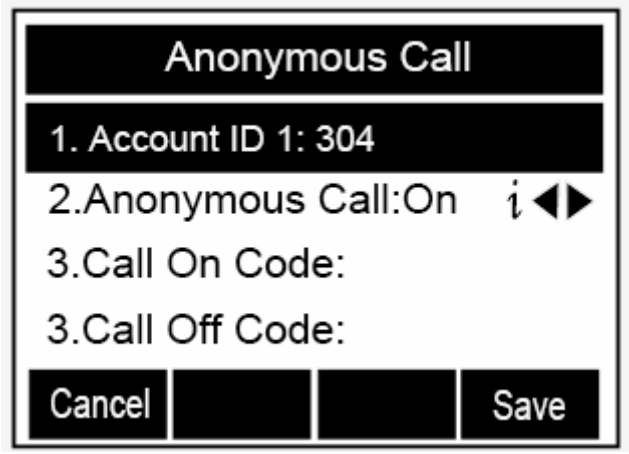
1. Press Menu →Features →Anonymous Call

2. Press and or press to change the Line ID

3. Press and or press to select the enable choice in Anonymous Call filed.

4. Enter the call on code (optional), call off code (optional).

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



To cancel anonymous call feature

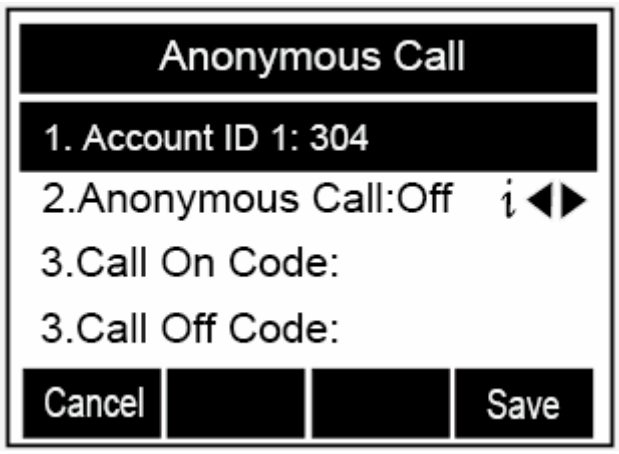
1. Press Menu →Features →Anonymous Call
2. Press and or press key to select the disable choice in Anonymous Call filed.
3. Press or Save soft key to save the configuration.

Reject Anonymous

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

To configure rejecting anonymous call

1. Press Menu →Features →Anonymous Call
2. Press and or press key to change the Line ID
3. Press and or press key to select the enable choice in Rejection filed.
4. Press or Save soft key to save the configuration



To cancel rejecting anonymous call

1. Press Menu →Features →Anonymous Call

2. Press and or press key to select the disable choice in Rejection filed.

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

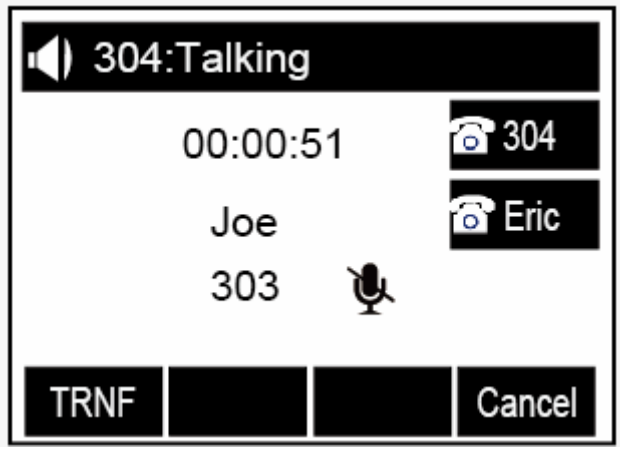
Call Mute

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

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

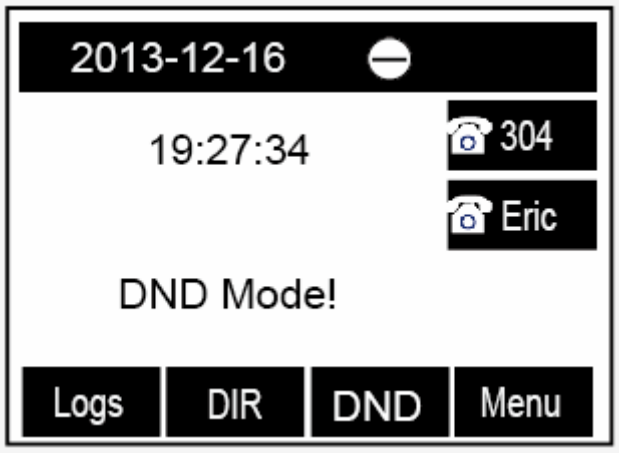
1. Press the mute key , then the mute key glows green, and the LCD display Mute Icon.

2. To disable the mute function, press again.



DND

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



To enable DND feature

1. Press the DND soft key when the phone is idle, and then DND iconshown on the LCD.

To disable DND feature

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

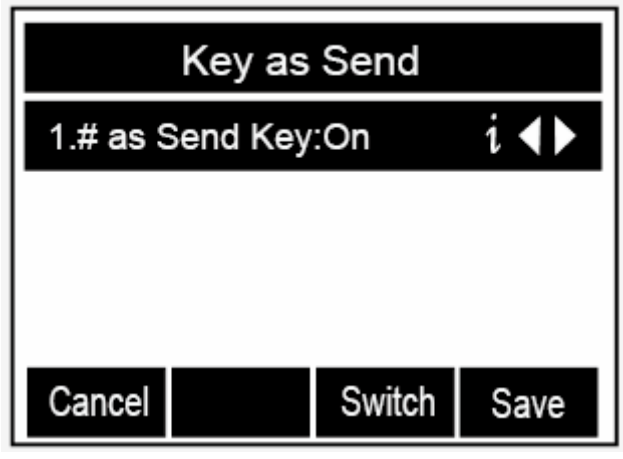
Key as Send

To configure Key as Send

1. Press Menu →Features → Key as Send

2. Press and or press key to select the enable choice.

3. Press or Save soft key to save the configuration



To cancel # Key as Send

1. Press Menu →Features → Key as Send

2. Press and or press key to select the disable choice.

3. Press or Save soft key to save the configuration

No Key Entry Timeout

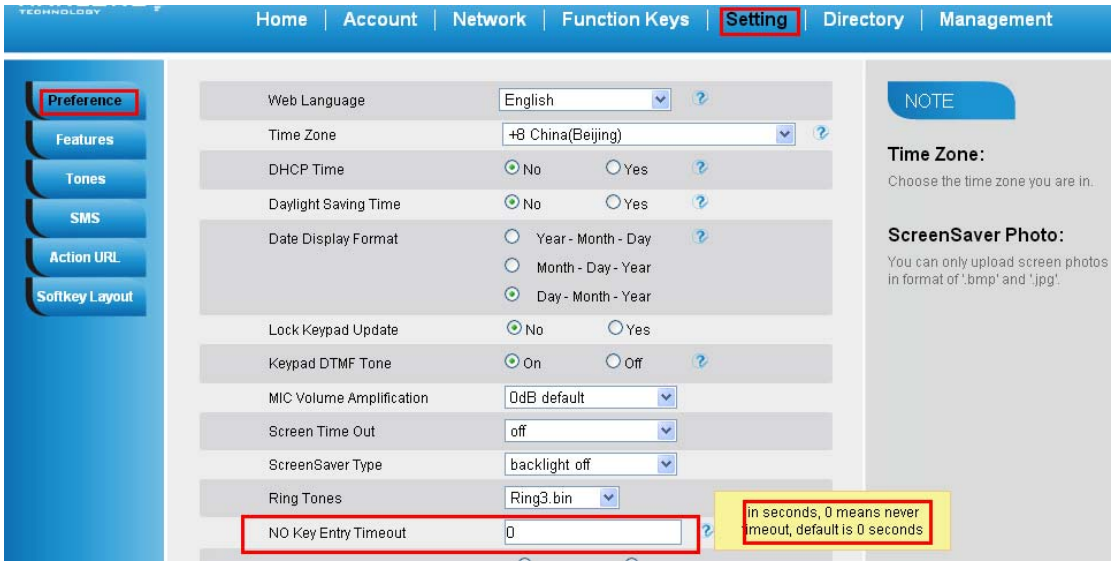
No Key Entry Timeout means that when you entry the number, it will dial out automatically after some time when you stop enter the number.

To configure No Key Entry Timeout

1. Click Webpage Setting → Preference

2. Fill the blank of No Key Entry Timeout: for example 5(seconds).(0 means never timeout, you should press the send key the dial out the number.

3. Click the SaveSet to save the configuration.



Keypad Lock

To enable Keypad Lock via Phone

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

2. Press Info or Switch to change choose lock type:All Keys Menu Key Function Key Lock & Answer

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

To enable Keypad Lock via Phone

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

2. Press Info or Switch to change choose Off.

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

To enable Keypad Lock via Webpage

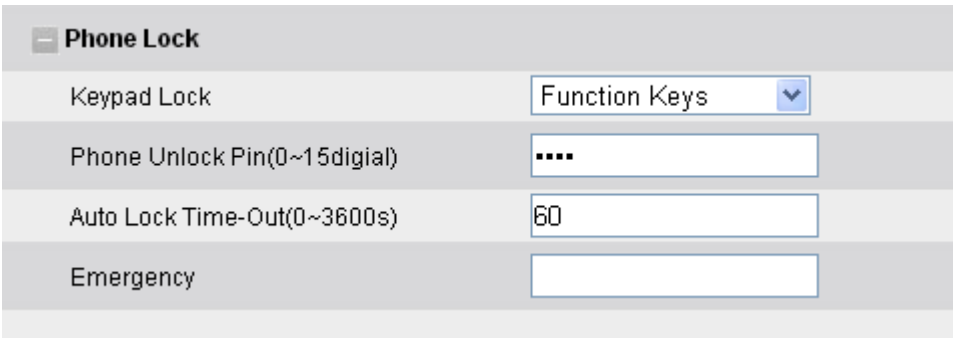
1. Click Webpage Setting → Preference

2. To choose the Lock keys.

3. To fill the unlock PIN and auto lock time

4. Fill the Emergence Number, when the phone is Lock, only Emergency Number can be sent.

5. To click Saveset to save the configuration.



To Disable Keypad Lock via Webpage

1. Click Webpage Setting → Preference

2. To choose Disable for the Phone Lock.

3. To click Saveset to save the configuration.

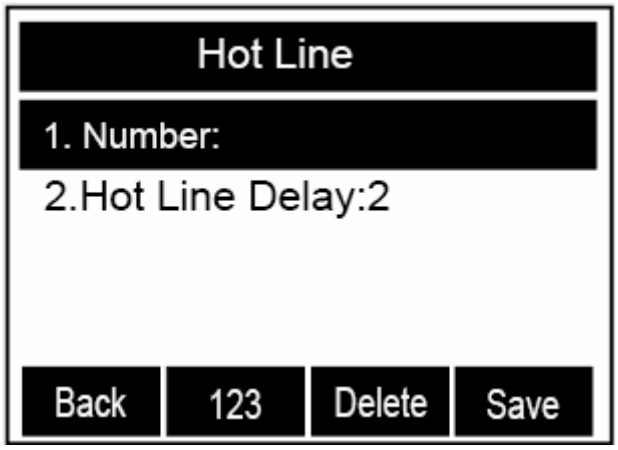
Hot Line

To configure Hot Line

1. Press Menu →Features → Hot Line

2. Enter the Number and delay time (as present, we support off hook auto dial).

3. Press or Save soft key to save the configuration

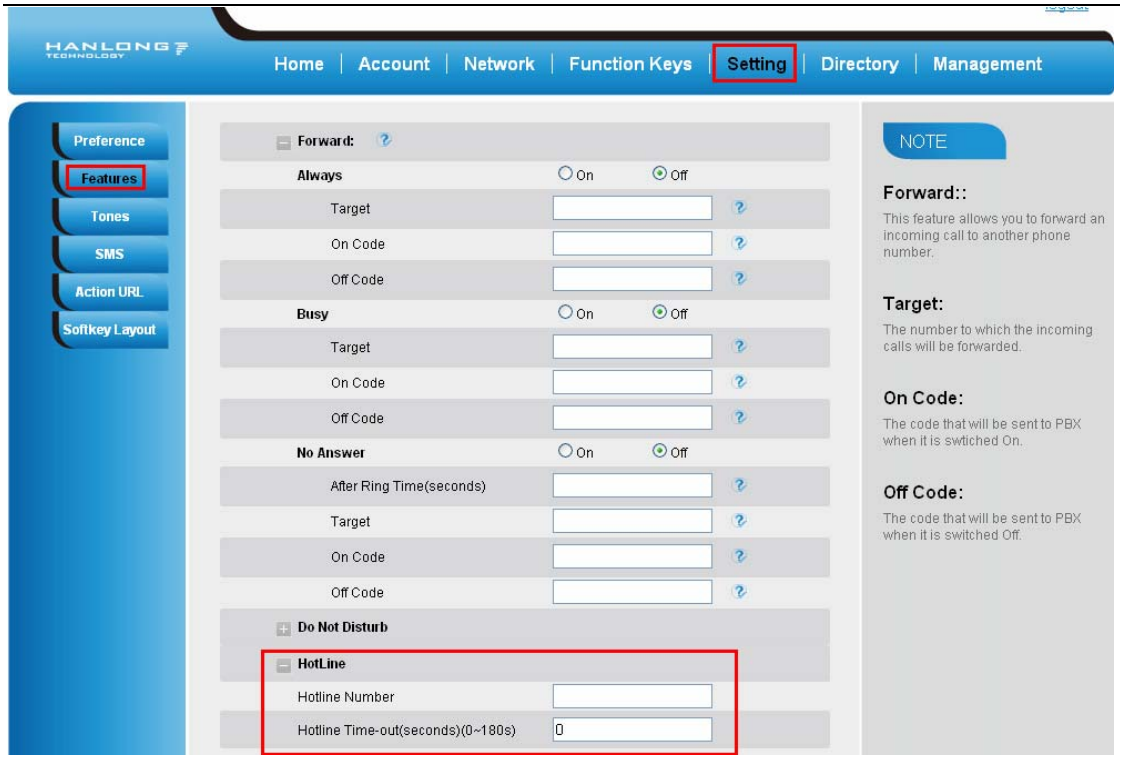


To configure Hotline auto dial via Web Interface

1. Setting → Features.

2. Fill the number in the Hotline Number and Hotline Time-out.

3. Click to save the configuration.

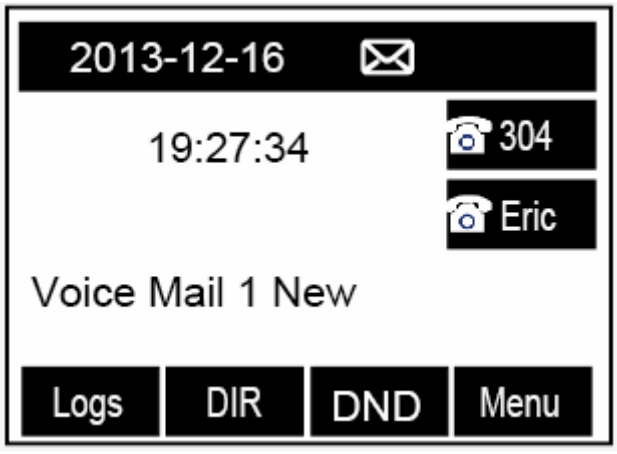


Delete the number and save the configuration, and then now the Hotline auto dial is cancelled.

Advanced Features

Voice Message

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



To configure the Voice mail feature

1. Press Menu→Messages→Voice Mail→Set Voice Mail.

2. Enter the Account1/2/3/4 NO.

3. Press or Save soft key to save the configuration

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

Intercom

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

To configure intercom feature via phone interface

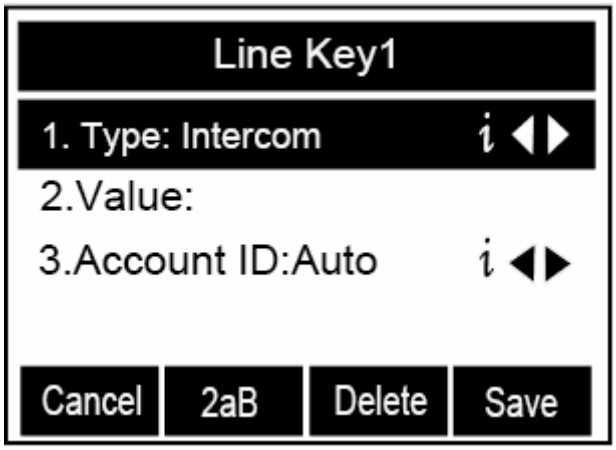
1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Press and or press key to select the intercom in the type field.

3. Enter the targeted Number.

4. Press or Save soft key to save the configuration

Then the selected Line or Memory key will work as intercom.



To configure Intercom feature via Web Interface

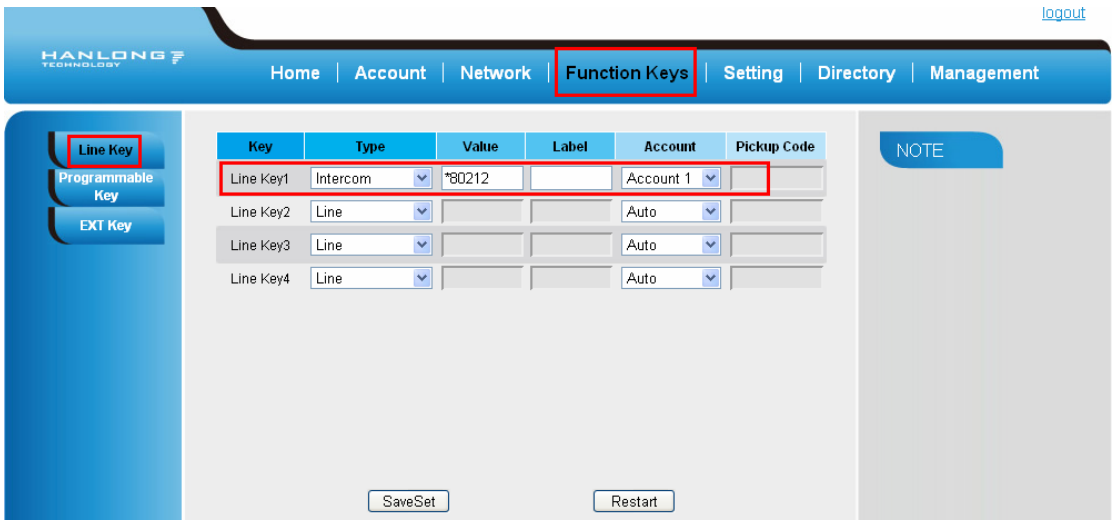
1. Click Function keys → Line key.

2. Select the wanted Line key.

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

4. Select the Account ID

5. Click the SaveSet to save the configuration.



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

Speed Dial

With this feature, you can dial one directory by press the definite key.

To configure Speed Dial feature via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Press and or press key to select the Speed Dial in the type field.

3. Enter the targeted Number.

4. Press or Save soft key to save the configuration

Then the selected Line key will work as Speed Dial.

To configure Speed Dial feature via Web Interface

1. Click Function keys → Line key.

2. Select the wanted Line key and set as Speed Dial.

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

4. Select the Account ID

5. Click the

to save the configuration.

Direct Pickup

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

To configure Direct Pickup feature via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Press and or press key to select the Speed Dial in the type field.

3. Enter the value.

4. Press or Save soft key to save the configuration

Then the selected Line key will work as Direct Pickup.

To configure Direct Pickup feature via Web Interface

1. Click Function keys → Line key.

2. Select the wanted Line key and set as Direct Pickup.

3. Enter the pickup code and followed the desired phone number in the Value field.

4. Select the Account ID

5. Click the

to save the configuration.

Group Pickup

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

To configure the Pick up via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Select the wanted Line key.

3. Press and or press key to select the Group Pickup in the type field.

4. Enter pickup code and followed the desired group number

5. Press or Save soft key to save the configuration

To configure the Group Pick up via Web interface

1. Click Function keys → Line key.

2. Select the desired Line key and select Group Pickup in the Type.

3. Enter the pickup code and followed the desired Group number in the Value field.

4. Click the

to save the configuration.

BLF

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

1. When the monitored line is idle, the light is steady green.

2. When the monitored line is ringing, the light is blinking red, press the BLF key to pick the phone up directly.

3. When the monitored line is calling or in a conversation, the light is steady red.

To configure a BLF key by phone

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example).

2. Select the targeted Line key.

3. Press and or press key to select the BLF in the type field.

4. Enter the targeted Value Number.

5. Press and or press key to select the Account ID.

6. Enter the Pickup Code.

7. Press or Save soft key to save the configuration

To configure a BLF key by web

1. Click Function keys → Line key.

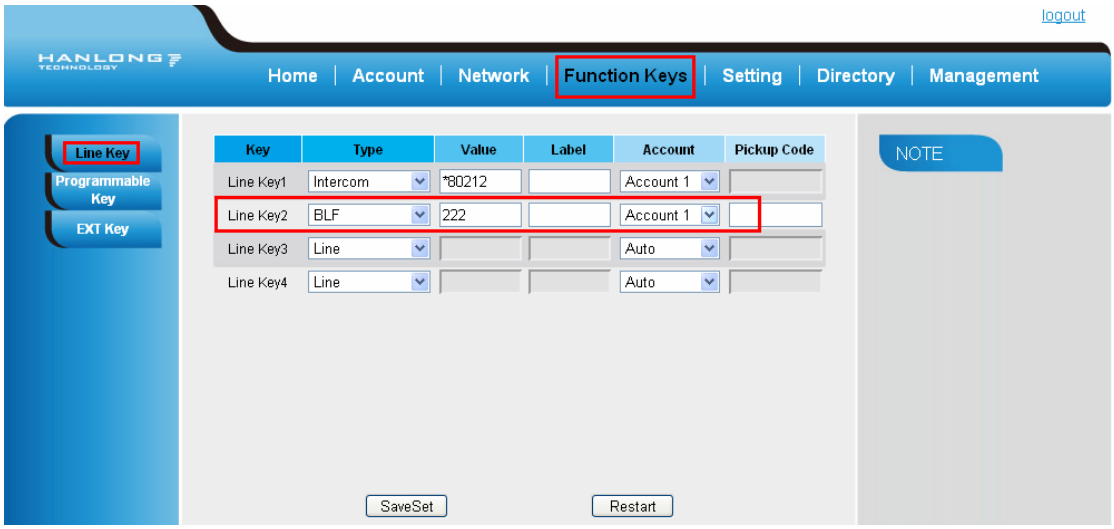
2. Select the desired Line key and select BLF in the Type.

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

4. Select the Account ID

5. Filled the Pickup code.

6. Click the SaveSet to save the configuration and then restart.



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

Shared Line

This feature allows subscribers to share SIP lines. Moreover it also provides status monitoring of the shared line.

To configure the line key as shared line via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Select the wanted Line key.

3. Press and or press key to select the Shared Line in the type field.

4. Press and or press key to select the Account ID.

5. Enter the Label

6. Enter the Value

7. Press or Save soft key to save the configuration

To configure the line key as shared line via Web Interface

1. Click Function keys → Line key.

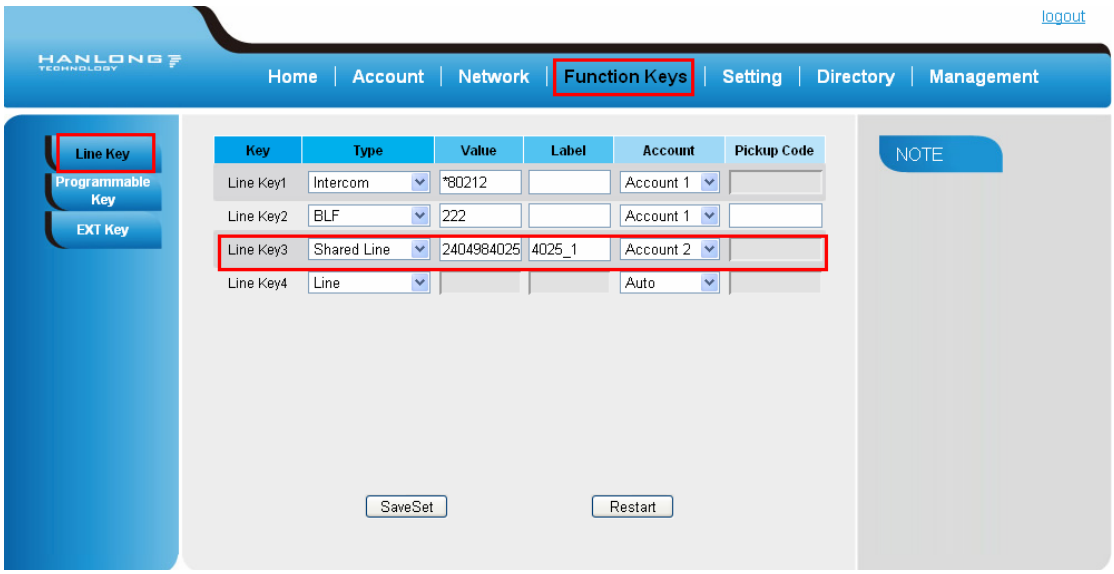
2. Select the desired Line key and select Shared Line in the Type.

3. Enter the Value.

4. Enter the Label.

5. Select the Account ID

6. Click the SaveSet to save the configuration and then restart.



Note:

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

Record

With record feature, you can record calls by pressing a record key on the phone.

To configure the record via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Select the wanted Line key.

3. Press and or press key to select the Key Event in the type field.

4. Press and or press key to select the Record.

5. Press or Save soft key to save the configuration

To configure the record via Web Interface

1. Click Function keys → Line key.

2. Select the desired Line key and select Record in the Type.

3. Click the to save the configuration.

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

Call Park

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

To configure the Call Park via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for

example)

2. Select the wanted Line key.

3. Press and or press Switch soft key to select the Key Event in the type field.

4. Press and or press Switch soft key to select the Call Park.

5. Press or Save soft key to save the configuration

To configure the Call Park via Web interface

1. Click Function key → Line key.

2. Select the desired Line key and select Direct Pickup in the Type.

3. Click the to save the configuration.

Paging

With this feature, you can call a phone directly.

To configure the paging via phone interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Select the wanted Line key.

3. Press and or press key to select the Key Event in the type field.

4. Press and or press key to select the Paging.

5. Press or Save soft key to save the configuration

To configure the Paging via Web interface

1. Click Function keys → Line key.

2. Select the desired Line key and select Paging in the Type.

3. Click the SaveSet to save the configuration.

DTMF

To configure the DTMF via Phone Interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Select the wanted Line key.

3. Press and or press key to select the DTMF in the type field.

4. Enter the value

5. Press or Save soft key to save the configuration

To configure the DTMF via Web interface

1. Click Function keys → Line key.

2. Select the desired Line key and select DTMF in the Type.

3. Fill the value.

4. Click the SaveSet to save the configuration.

Prefix

To configure the Prefix via Phone Interface

1. Press Menu →Features →Function Keys→Line keys as Function Keys → Line key1(for example)

2. Select the wanted Line key.

3. Press and or press key to select the Prefix in the type field.

4. Enter the value

5. Press or Save soft key to save the configuration

To configure the Prefix via Web interface

1. Click Function key → Line key.

2. Select the desired Line key and select Prefix in the Type.

3. Fill the value.

4. Click the

to save the configuration.

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

Upgrade

Factory Reset

To set Factory Reset by phone interface

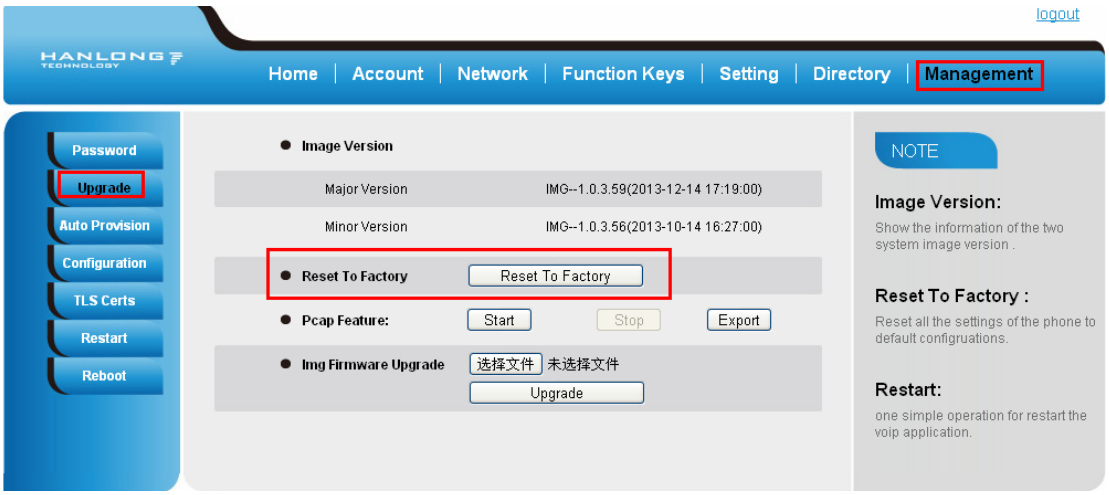
1. Press Menu → Setting → Advanced Setting(default password: admin)→ Factory Reset

2. Press OK soft key in the warning page.

To set Factory Reset via web interface

Click Management → Upgrade

Click Reset To Factory and then confirm the setting.



Upgrade

To upgrade software, this phone can be configured with a TFTP server where the new code image is located. The TFTP upgrade can work in either static IP or DHCP mode using private or public IP address. It is recommended to set the TFTP server address in either a public IP address or on the same LAN with the phone.

To configure the TFTP server via the Web configuration interface

Input the admin password to enter the configuration screen. From there, enter the TFTP server

address in the designated field towards the bottom of the configuration screen.
Once the TFTP server is configured, please power cycle the phone.

TFTP process may take as long as 1 to 2 minutes over the Internet or just 20+ seconds if it is performed on a LAN. Users are recommended to conduct TFTP upgrade in a controlled LAN environment if possible. For those who do not have a local TFTP server, Hanlong provides a NAT-friendly TFTP server on the public Internet for firmware upgrade. Please check the Service section of Hanlong's Web site to obtain this TFTP server's IP address.

Directory to configure local TFTP

1. Unzip the file and put all of them under the root directory of the TFTP server.

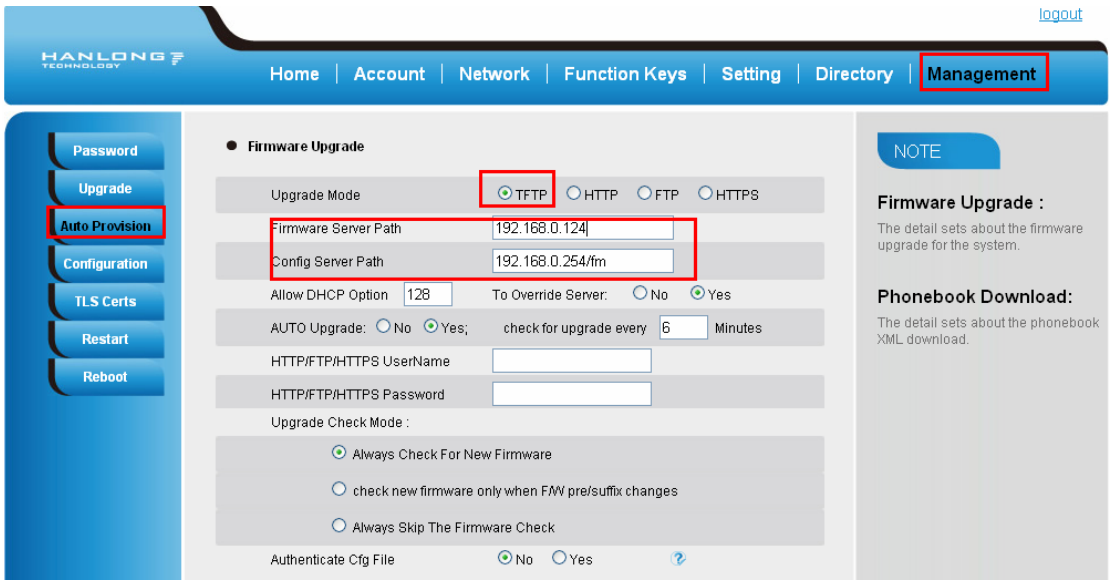
2. The PC running the TFTP server and the UC IP PHONE should be in the same LAN segment.

3. Go to File -> Configure -> Security to change the TFTP server's default setting from "Receive Only" to "Transmit Only" for the firmware upgrade.

4. Start the TFTP server, in the UC IP PHONE's web configuration page.

5. Configure the Firmware Server Path with the IP address of the PC.

6. Update the change and reboot the unit.



NOTES:
When Hanlong IP Phone boot up, it will send TFTP or HTTP request to download configuration files, there are two configuration files, one is "cfg.txt" and the other is "cfg001fc1xxxxxx", where "001fc1xxxxxx" is the MAC address of the phone. These two files are for initial automatically

provisioning purpose only, for normal TFTP or HTTP firmware upgrade, the following error messages in a TFTP or HTTP server log can be ignored.

Download and install a free TFTP or HTTP server to the LAN to perform firmware upgrades. A free Windows version TFTP server is available:

http://www.solarwinds.com/products/freetools/free_tftp_server.aspx.

To upgrade manually via the Web configuration interface

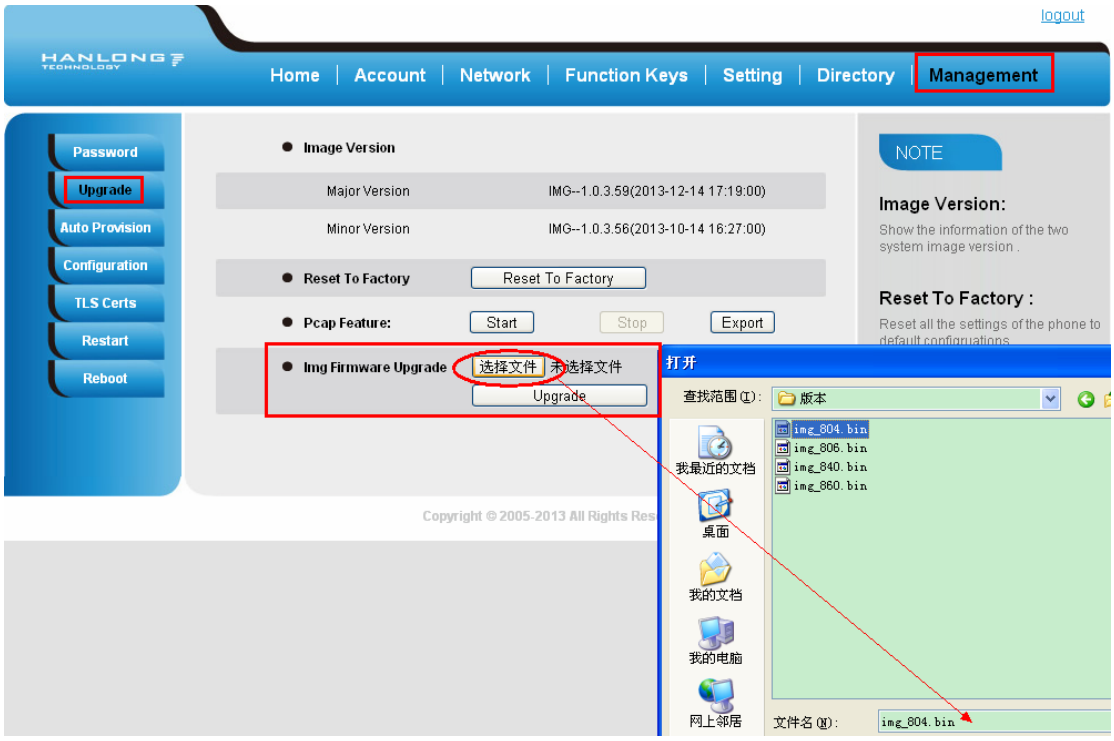
Download the firmware.

Click Management → Upgrade

Click Brower or the blank.

Select the firmware and then click Upgrade.

Restart.



Troubleshooting

Why is the phone LCD screen blank?

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

Why does the phone display "Network Unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.
- Contact your system administrator for more information.

Why can’t I get a dial tone?

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