FlyingVoice
Voice over IP

FLYINGVOICE
VoIP & VoWLAN Solutions

# User Manual
# FIP16

# Contents

# About This User Guide

Thank you for choosing FlyingVoiceFIP16. The FIP16

which have one line is a full-featured VoIP (Voice over Internet Protocol) phone that provides voice communication over an IP network.

This phone functions not only much like a traditional phone, allowing to place and receive calls and enjoy other features that traditional phone has, but also it own many data services which you could not expect from traditional telephone.

This guide will help you easily use the various features and services available on your phone.

TheFIP16, which support 2.4GHZ&5GHZ, It can suooprt 802.11 b/g/n, 802.11ac, 2T2R, And the FIP16 have 1.8" 126*160 TFT Color Screen.

This guide contains the following：

· Contact with FlyingVoice

· Purpose

· Cross reference

· Feedback

· Product Declaration of Conformity

· Warnings and cautions

## Contact with FlyingVoice

Main website:           http://www.flyingvoice.com/

Sales enquiries:        sales1@flyingvoice.com

Support enquiries:      support@flyingvoice.com

Hotline:                010-67886296    0755-26099365

Address:                Room508-509, Bldg#1, Dianshi Business Park, No.49 Badachu Rd,Shijingshan District, Beijing, China

## Purpose

The documents are intended to instruct and assist personnel in the operation, installation and maintenance of the FlyingVoice equipment and ancillary devices. It is recommended that all personnel engaged in such activities be properly trained.

FlyingVoice disclaims all liability whatsoever, implied or express, for any risk of damage, loss or reduction in system performance arising directly or indirectly out of the failure of the customer, or anyone acting on the customer's behalf, to abide by the instructions, system parameters, or recommendations made in this document.

## Cross references

References to external publications are shown in italics. Other cross references, emphasized in blue text in electronic versions, are active links to the references.

This document is divided into numbered chapters that are divided into sections. Sections are not numbered, but are individually named at the top of each page, and are listed in the table of contents.

## Feedback

We appreciate feedback from the users of our documents. This includes feedback on the structure, content, accuracy, or completeness of our documents. Send feedback to support@flyingvoice.com.

# Declaration of Conformity

## Part 15 FCC Rules

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

"This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body."

**Warning**

Changes or modifications to this unit not expressly approved by the party responsible for compliance

could void the user's authority to operate the equipment.

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

against

harmful interference in a residential installation. This equipment generates, uses and can radiate radio

frequency energy and, if not installed and used in accordance with the instructions, may cause harmful

interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception,which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

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

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

# Warnings and Notes

The following describes how warnings and notes are used in this document and in all documents of the FlyingVoice document set.

## Warnings

Warnings precede instructions that contain potentially hazardous situations. Warnings are used to alert the reader to possible hazards that could cause loss of life or physical injury. A warning has the following format:

**Warning**

Warning text and consequence for not following the instructions in the warning.arning text

and consequence for not following the instructions in the warning.

## Notes

A note means that there is a possibility of an undesirable situation or provides additional information to help the reader understand a topic or concept. A note has the following format:

**Notes**

Notes text and consequence for not following the instructions in the Notes.

# Chapter 1  Product description

This chapter covers:：

## ·FIP16

· Internet connection

· Familiar with the phone

## FIP16/FIP16/FIP16P

| Port/Model | FIP16 |
| --- | --- |

Product Picture

| LED | 1.8 inch color LCD screen 126 * 160 resolution |
|---|---|
| Wi-Fi | 2.4G&5G |
| Line | 1 |
| Ethernet Port | × |
| Headset | 3.5mm |
| USB | 1*USB for power adapter |
| Soft key | 2 |
| Code | G.711(A-law,U-law),G.723,G.729A/B,G.722,iBLC |
| TR069 | √ |
| SNMP | √ |
| VPN | PPTP/L2TP/Open VPN |
| Auto configuration | TPTP/HTTP/HTTPS Tr069 Network management |
| Telephone book | √ |
| Call history | √ |
| SMS | √ |

# Internet connection

## Phone Start

Please refer to the quick installation manual for the telephone assembly
Step 1.Press the power button more than 3s to power on the FIP16.

**Note**

Step 2. After power on the FIP16, the LCD screen of the phone will display the signature of "FlyingVoice".

**Make sure you had recharge the FIP16 enough power for power on.**

Step 3. When the phone has started normally,LED will go out and LCD will display the current status of the phone, including SIP registration information, wifi connection information and so on.

**Note**

**If the phone does not display the above information, please re-confirm the installation and connection. If these operations are ineffective, you can try unplugging the power plug and plug. it in again. If you still can not see the show,**

# Connect to a wireless network

You can configure a wireless connection in both the LCD and the web.
From the LCD menu：

Step 1. Press menu and then use the ▲ and ▼ buttons or enter  " **Wireless Network**" or just press

the wireless in the right of LCD.
Step 2. Select " **Wireless network connection**" and the phone will scan and display the surrounding wireless network.
Step 3. Using the ▲ and ▼ buttons to navigate, use the softkey "Connect" connection under the LCD

to select the network, the logo appears on the LCD,The line network is connected.



**Notes**

**If you need Wi - Fi certification, please fill in the authentication and password.**

**From the page：**

Step 1. Log in to the website and switch to the Network / Wireless page.



Step 2. choose one wireless network to connect.

Step 3. Use "connect"button at the bottom of the page.

| evergreen | WPA1PSK/WPA2PSK | AES |  |
|---|---|---|---|
| wlan-ap | OPEN | NONE |  |
| LXCT | WPA1PSK/WPA2PSK | AES |  |
| TP-LINK_A934 | WPA1PSK/WPA2PSK | AES |  |

Connect  Refresh  Add

Step 4. If the connected wireless does not have a password, you can connect directly; if the wireless connection has a password, enter the password and click "OK" to confirm the connection.

| TP-LINK_9D97 | WPA1PSK/WPA2PSK | AES |  |
|---|---|---|---|

Authentication          WPA2PSK ▼

Encryption              ○ TKIP  ● AES

Password                [                    ]

OK  Cancel

Step 5. If AP is connected,the wireless icon on the main screen of the LCD will appear as connected

**Wireless Connection**

Wireless Connection

Connection Status          Connected (AP: wlan-ap)

| SSID | Authentication | Encryption | Status |
|---|---|---|---|
| wlan-ap | OPEN | NONE | ✔ |
| CU_3aNc | WPA1PSK/WPA2PSK | AES |  |

# Familiar with the phone

## Front panel
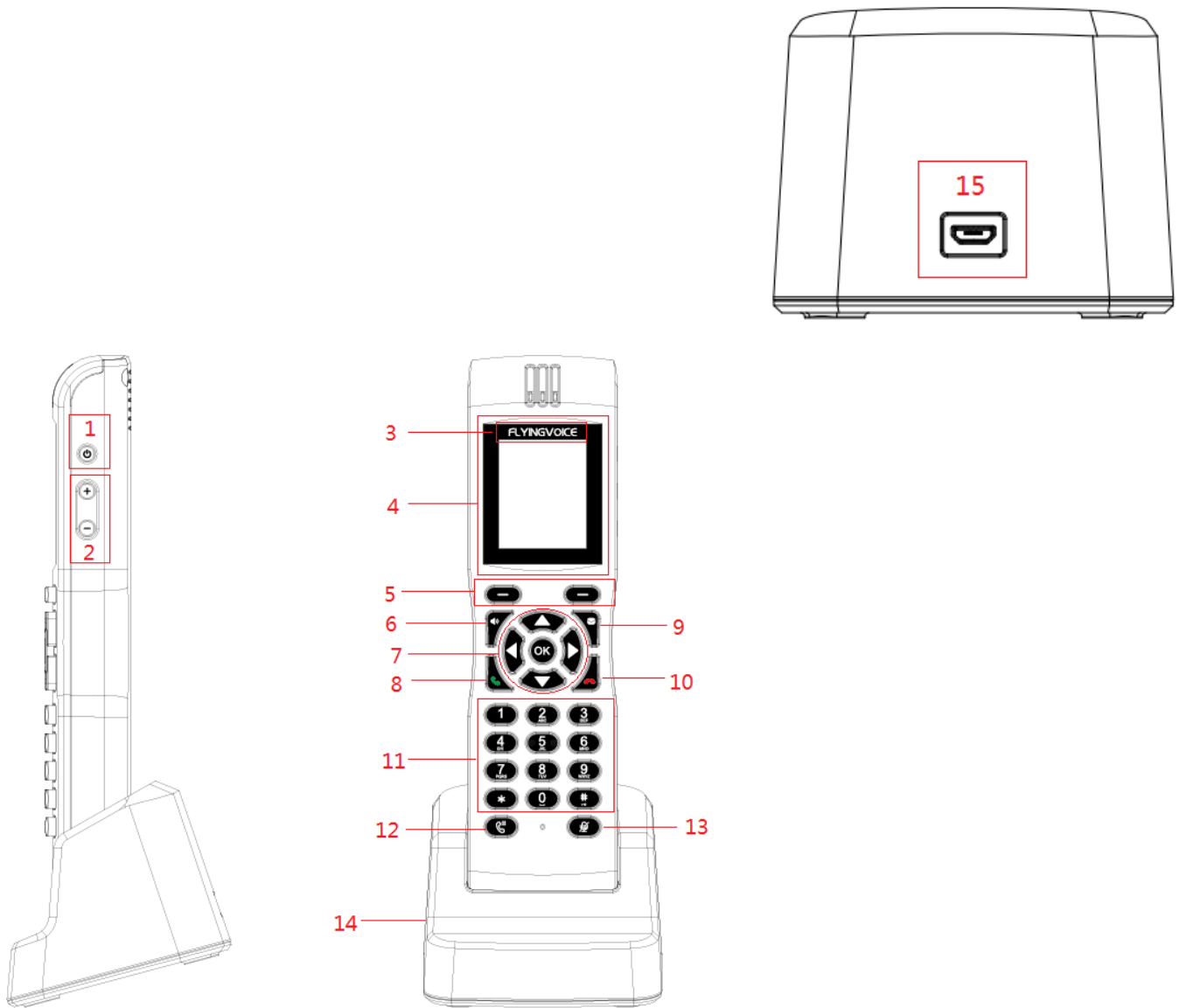
| No. | Name | Description |
|-----|------|-------------|
| 1 | Power | Press the button for more than 3S to power on or power off |
| 2 | Volume button | Increase or decrease the volume |

| 3 | Logo | Flyingvoice Logo |
|---|------|------------------|
| 4 | LED | The LCD screen is used to display the status of the phone, such as the IP address of the Internet port. Phone number and line status |
| 5 | Soft key | You can select or control the operation items displayed below the LCD screen. The function of the soft keys depends on the contents of the corresponding LCD display at that time. |
| 6 | Handsfree | Switch to handsfree mode |
| 7 | Navigation key | 1. Navigation keys, including up, down, turn left, right turn and confirm keys<br>2. Turn left and right turn is also the volume of the shortcut keys<br>3. The confirmation key is also a shortcut to view the current network status |
| 8 | Pick up | Pick up the call |
| 9 | Voicemail | Voicemail shortcuts |
| 10 | Hang up | Press the button to hang up the call |
| 11 | Numeric Keypad | Enters numeric digits for initiating a call or for entering configuration information. |
| 12 | Hold | To hold the current call, press the Hold key again to restore the current call |
| 13 | Mute | When the phone is on, press to switch to silent mode |
| 14 | Base | Base is used to charge to the phone |
| 15 | USB | Connect to the power cord to charge the phone |

## The description of icons in the home screen

| Icons | Description |
|-------|-------------|
| 📶 | The wifi is connected（There is little signal） |
| 📶 | The wifi is connected（A lattice signal） |
| 📶 | The wifi is connected（Two lattice signal） |
| 📶 | The wifi is connected（Three lattice signal） |
| 📶 | The wifi is connected（Full lattice signal） |

| | |
|---|---|
| | The wifi is disconnected |
| | Missed Call |
| | Short message |
| | Headset |
| | Battery charging state (charge 20%) |
| | Battery charging state (charge 40%) |
| | Battery charging state (charge 60%) |
| | Battery charging state (charge 80%) |
| | Battery charging state (charge 100%) |
| | Power surplus 20% |
| | Power surplus 40% |
| | Power surplus 60% |
| | Power surplus 80% |
| | Power surplus 100% |
| | Enable auto answer |
| | Do not disturb |
| | Mute |
| | Call forward is enable |

# Chapter 2  Basic functions

This chapter contains the following:

· SIP registration
· Dial number
· Answer the phone
· Mute the call
· Hold
· 3-way conference
· Call transfer
· Call forward

· Call waitting

· Auto Answer

· DND

· End the call

· Blacklist

· SMS

· Voicemail

# SIP registration

There are two ways to register a SIP account: register from the LCD and register from the web page
**From the LCD:**
Step 1. Press Menu.
Step 2. Use the ▲ and ▼ navigation keys to **Setting--Account**, you need to enter the login password.

Step 3. Select the line to register and fill in the relevant configuration as indicated by the LCD
Step 4. Use the soft key from to "save" the current configuration.
Step 5. Check the registration of the corresponding line on the display.
**From the web page:**
Step 1. Log in to the web page. Please refer to section 4.1 for details.
Step 2. Switch to the SIP Account configuration page.

| Status | Network | Wireless | **SIP Account** | Phone | Administration |
|---|---|---|---|---|---|
| Line | SIP Settings | VoIP QoS | | | |

## Basic

**Basic Setup**

| Line Enable | Enable ▼ | Outgoing Call without Registration | Disable ▼ |
|---|---|---|---|

**Proxy and Registration**

| Proxy Server | | Proxy Port | 5060 |
|---|---|---|---|
| Outbound Server | | Outbound Port | 5060 |
| Backup Outbound Server | | Backup Outbound Port | 5060 |

**Subscriber Information**

| Display Name | | Phone Number | |
|---|---|---|---|
| Account | | Password | |

Step 3. The account enable is set to "On" and the line can be used after opening.

Step 4. The registration server fills in the IP address of the SIP server.
Step 5. Display Name Fill in the content is the name of the number displayed on the LCD.
Step 6. The registration account is filled with the account provided by the SIP server.
Step 7. The name of the authentication is the SIP account provided by the SIP server.
Step 8. The password is filled with the password provided by the SIP server registration account.
Step 9. When you are finished, click the Save button at the bottom of the page to make the configuration take effect.
Step 10. Check the registration of the corresponding line on the display / web status page.

**Notes**

**Step 3-9 is to fill in the required content, other parameters fill in the required**

# Dial number

You can make a call by either of the following methods:

## Use the handle

Step 1. Press the dial key to enter the destination number.
Step 2. Use the "Dial" / # / wait for 5 seconds to dial the phone number.。

## Use handsfree

Step 1. Press the handsfree off-hook, the LCD display shows "Enter the number"
Step 2. Press the dial key to enter the destination number.
Step 3. Use the "Dial" / # / wait for 5 seconds to dial the phone number.

## Use headphones

Step 1. Press the headset key to go off-hook, the LCD display shows "Enter number"
Step 2. Press the dial key to enter the destination number.
Step 3. Use the "Dial" / # / wait for 5 seconds to dial the phone number.

## Use the redial key

In the standby mode, redial the number of the last call:
Step 1. Press the "History" softkey to quickly select the call log.
Step 2. Use the softkey to select "Redial List".
Step 3. Select a phone number and press the "Dial" softkey to redial the called number.

## Call from the phone book

**Add phone book:**
**From the LCD menu:**
Step 1. Press menu button to enter the main menu and use the softkey to select  phone book.(or you can just press second softkey "pbook" to enter phoneebook.)
Step 2. Follow the prompts to add a phone book and press the **"abc"** softkey to toggle the input method (numbers, uppercase and lowercase).
**Use the phone book:**
Step 1. Press menu button to enter the menu item and use the ▲ and ▼ navigation keys or enter the

number 1 to **1. Phonebook**; Or use the phonebook shortcut kkeys  in the LCD.
Step 2. Use the ▲ and ▼ keys to select the number you want to dial, press the "Call" softkey to make

a call immediately.

## Call from call log

Step 1. Press menu button to enter the main menu and use the ▲ and ▼ navigation keys or enter the number 2 to **2. Call history**,Or in the standby or dial-up interface, use the softkey to enter the **"history"**

Step 2. Select the dialed number of the dialed call / missed call / missed call. Press the **"dial"** softkey to dial the call immediately.

# Answer the phone

When there is a call, the LED in the upper right corner of the phone will flash and the phone rings. You can answer the call in the following ways:

1. Press the corresponding line button.
2. Press the Handsfree key to answer.
3. Pick up the handle and answer.
4. Press the earphone key to answer.
5. Press "answer" softkey to answer.
6. Auto Answer: If the phone is enabled for automatic answering, the device will automatically answer the call when there is an incoming call.

# Call mute

Mute mute: During a call, press  button, the MIC will be deactivated, the handle is available, and the icon  is displayed on the screen. This can prevent the caller from hearing your or your background sound.

Unmute: Press  button again, the icon disappears and the sound can be sent normally.

# Hold

When the phone is talking:

Step 1. When A and B talk, A presses the HOLD button  to keep the current call, and then the A handset can hear the dial tone, and B will play keep music.

Step 2. At this point the A phone can enter another phone number to make a call.

Step 3. A Press the HOLD button  again to release the current hold status and resume the previous call.

# 3-way Conference

Step 1. Start a conference call, A and B phone have a call ,during the call, A phone press 

button, the current call is held, A phone to hear the dial Tone, B phone play to keep music.

Step 2. Dial the phone number of the C telephone.

Step 3. When the C phone answers the call, the A telephone presses the **"conference"** as the conference presenter to open the conference call.Same conference call.

Step 4. If the A phone (conference host) hangs up, the other two calls will be disconnected; if the non-hosting party B / C side hangs first, A phone can still talk to the other party.

# Call transfer

## Attended call transfer

**Functional Description:**

Attended call transfer: the phone as a middle side of attended call transfer, after asking the destination phone, then it will make the call which is connectting transferred to the destination phone.

**How to Use:**

Step 1. A and B phone call, A phone  button. The current call is held, A phone to hear the dial tone, B phone to keep playing hold music.

Step 2. A call C.

Step 3. C phone answers, speaks to A (and A asks if C want to connect with B).

Step 4. If C agrees to answer the transfer call, the A phone presses the "Transfer" softkey to complete the transfer. Then A will be disconnect from all call.

Step 5. If C don't agree to answer the transfer call, after A / C hangs up after the call, A presses

 button to resume the call with B.

## Blind call transfer

**Functional Description:**

Blind call transfer: the phone as a middle side of blind call transfer, will be connected directly to the destination phone without asking.

**How to Use:**

Step 1. A and B phone is making a call, A presses the "transfer" soft key during the call, A phone will hear the dial tone, B phone will hear hold music.

Step 2. A call C.

Step 3. C answer the call, then talking to B, A will automatically hang up.

# Call Forwarding

## All Forwarding

**Functional Description:**

Transfer all calls to another number. Can be configured from an LCD or Web page

**From the LCD:**

Step 1. Press  button.

Step 2. Use the ▲ and ▼ navigation keys or enter the number 8 to **8. Call Forward** and select one of them
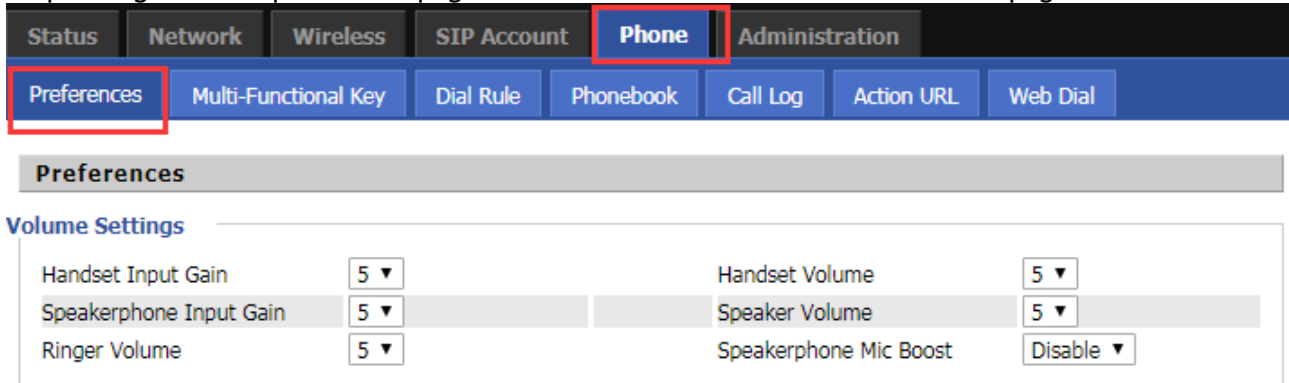
**1. CFWD All.**

Step 3.Fill the relevant configuration according to LCD instructions: whether open all forward; target number; on code; off code.
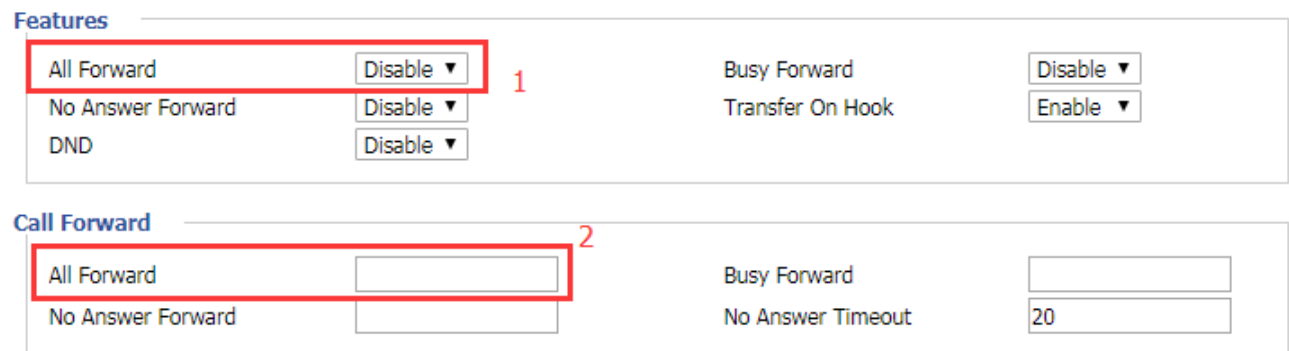Step 4. Use the second soft key from the left to **"save"** the current configuration.
**From Web page：**
Step 1. Log in to the phone web page and switch to the **"Phone - Preferences"** page.

| Status | Network | Wireless | SIP Account | **Phone** | Administration |
| --- | --- | --- | --- | --- | --- |
| Preferences | Multi-Functional Key | Dial Rule | Phonebook | Call Log | Action URL | Web Dial |

**Preferences**

**Volume Settings**

| Handset Input Gain | 5 ▼ | | Handset Volume | 5 ▼ |
| --- | --- | --- | --- | --- |
| Speakerphone Input Gain | 5 ▼ | | Speaker Volume | 5 ▼ |
| Ringer Volume | 5 ▼ | | Speakerphone Mic Boost | Disable ▼ |

Step 2. There is a call item in the middle of the page.

**Features**

| All Forward | Disable ▼ | 1 | Busy Forward | Disable ▼ |
| --- | --- | --- | --- | --- |
| No Answer Forward | Disable ▼ | | Transfer On Hook | Enable ▼ |
| DND | Disable ▼ | | | |

**Call Forward**

|  |  | 2 |  |  |
| --- | --- | --- | --- | --- |
| All Forward | | | Busy Forward | |
| No Answer Forward | | | No Answer Timeout | 20 |

Step 3. Enable all forward at position 1 and fill the destination number at position 2.
Step 4. At the bottom of the page, click '**Save'** / '**Save& Apply'**, and the configuration is complete.
**How to Use**
Step 1. The A handset assumes that the unconditional transfer has been configured and the target number is the C telephone.
Step 2. B Telephone Calls a telephone
Step 3. The C ringing, off-hook and B calls. A phone in the process without any reaction.

# Busy Forward

**Functional Description:**
When the line is busy, transfer all calls to another number.Can be configured from LCD or Web page
**From LCD :**
Step 1. Press mu button.
Step 2. Use the ▲ and ▼ navigation keys to **Setting---Call Forward** and select **2.CFWD When Busy.**

Step 3. Fill the relevant configuration according to LCD instructions: whether to open the busy forward; target number;on code; off code.
Step 4. Use the second soft key from the left to **"save"** the current configuration.
**From Web page:**
Step 1. Log in to the phone web page and switch to the "Phone - Preferences" page.

Step 2. There is a call item in the middle of the page.



Step 3. Enable the busy forward at position 1 and fill destination number at position 2.
Step 4. At the bottom of the page, click **'Save'** / **'Save&Apply'**, and the configuration is complete.
**How to use:**
Step 1. The A phone's busy forward has been configured successfully,and the target phone is C.
Step 2. The A phone is calling with other phone (not B / C).
Step 3. B Calls A .
Step 3. Then C ringing, off-hook to make a connect with B, all this process A phone without any response.

# No answer Forward

**Functional Description:**
When no one answers, the call is routed to another number. Can be configured from an LCD or Web page
**From LCD:**
Step 1. Press Menu button.
Step 2. Use the ▲ and ▼ navigation keys to **Setting---Call Forward** and select **3.CFWD When No Answer.**
Step 3. Fill the relevant configuration according to LCD instructions: whether to open the no answer forward; target number;on code; off code.
Step 4. Use the second soft key from the left to **"save"** the current configuration.
**From Web page:**
Step 1. Log in to the phone web page and switch to the **"Phone - Preferences"** page.

Step 2. There is a call item in the middle of the page.



Step 3. Enable the no answer forward at position 1 and fill destination number at position 2.Potion 3 is no answer to the forward time, default 20s.

Step 4. At the bottom of the page, click '**Save**' / '**Save&Apply**'**,** and the configuration is complete.

**How to use:**

Step 1. The A handset assumes that no forwarding is configured and the destination number is the C telephone.

Step 2. B Telephone Calls a telephone.

Step 3. A phone rings, but nobody answers.

Step 4. After 20 seconds, the handset stops ringing and the C phone rings and goes off-hook with B.

# Call Waiting

**Functional Description:**

Call waiting function: During the call, if a third party calls, the phone has a prompt, and the third party phone has been ring back tone.

**From LCD:**

Step 1. Press Menu button.

Step 2. Use the ▲ and ▼ navigation keys to the **Setting- Perference** settings and select the **2.call waiting.**

Step 3. Fill the relevant configuration according to LCD instructions:whether to enable call waiting.

**From Web page:**

Step 1. Log in to the web page and switch to the '**VoIP-Line** ' Configuration page.



Step 2. There is a call waiting conifiguration item in the '**Supplementary Service Subscription'** on this page.

Step 3. At position 1, you can configure whether to enable the call waiting function.

**How to Use:**

Step 1. The A phone call waiting function is configured.

Step 2. C calls A When A is connectting with B.

Step 3. A phone LED flashes, there will be a tone in the handle (prompted a new call), the screen will display a new call.

Step 4. When prompted with a new call, use the appropriate line key or hold [icon] button to answer the new call C and hold the call with B.

Step 5. When there is a new call, A ends the call with B, and C is still calling A, then ringing, picking up and talking to C.

Step 6. If the call waiting function is off, then after C dials A, it will prompt the call to fail and have a busy tone.

# Auto Answer

**Functional Description:**

Auto Answer function: automatic answer when there is a call.

**From LCD:**
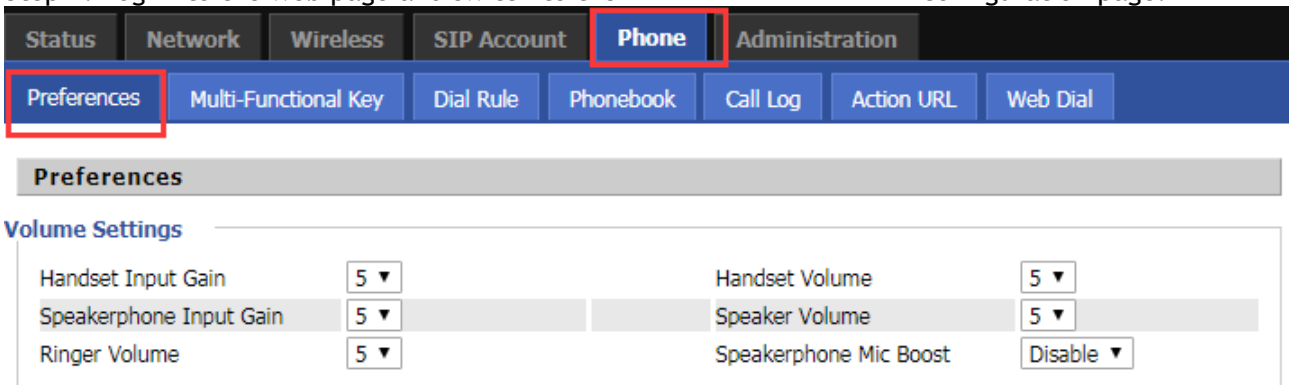
Step 1. Press Menu button.

Step 2. Use the ▲ and ▼ navigation keys **Setting---- Perferencess** settings and select the **3 Auto Answer.**

Step 3. Fill the relevant configuration according to LCD instructions:whether to enable auto answer

**From Web page**

Step 1. Log in to the web page and switch to the **"Phone - Preferences"** configuration page.



Step 2. At the bottom of the page, there is auto answer configuration item.



Step 3. At position 1, you can configure whether to enable the auto answer function.; position 2 is configured to wait for a few seconds after the automatic answer, for example setting 10,phone will auto answer after ringing 10s .

**How to Use:**
Step 1. The A phone auto answer function is configured and the auto answer delay time is 10s.
Step 2. B Calls A.
Step 3. After 10s, the A will automatically answer the call.

# DND

**Functional Description:**
DND:Do not disturb, reject all calls.
**From LCD:**
Step 1. In the main screen of the phone, from left to right the fourth software is DND softkey, use it, the screen
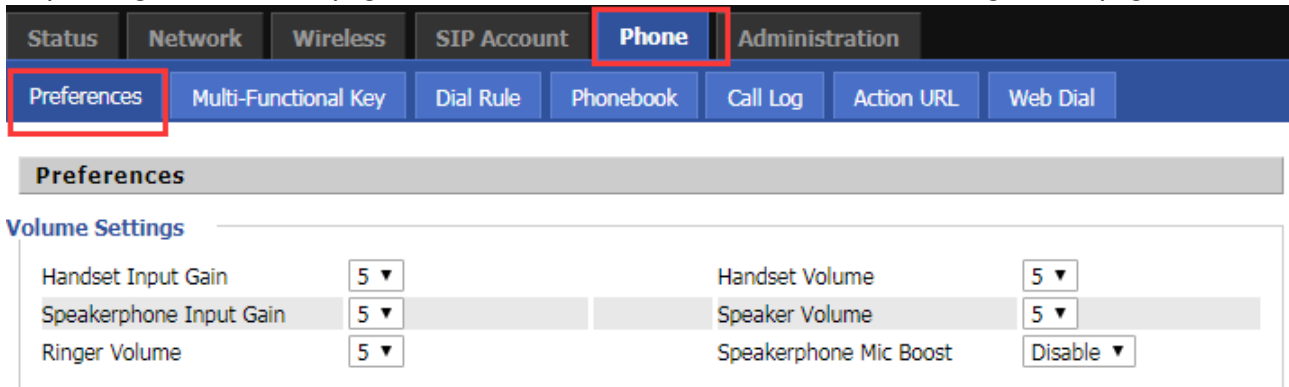
will appear a free play DND icon  ,that means DND is enabled.
**From Web page:**
Step 1. Log in to the web page and switch to the **"Phone - Preferences"** configuration page.



Step 2. In the middle of the page there is a DND configuration item.



Step 3. You can configure whether to enable DND at position 1.
**How to use:**

Step 1. The A phone DND is enabled, the icon  displayed on the screen
Step 2. B calls A.
Step 3. The A phone doesn't have any respond, and the B phone prompts the call to fail and has a busy tone.

# End the call

Method 1: To end the handle call, hang up.
Method 2: To end the handsfree call, press the Handsfree key.

# Blacklist

**Functional Decription:**
Blacklist: If a number is blacklisted, the phone will block incoming calls to the number.

**From LCD:**

Step 1. Press Menu buttons,

Step 2. Use the ▲ and ▼ navigation keys to **Setting- Blacklist**.

Step 3. Select **"New Entry"** and follow the prompt to add a blacklist.

**From Web page:**

Step 1. Log in to the web page and switch to the **"Phone - Phonebook"** configuration page.
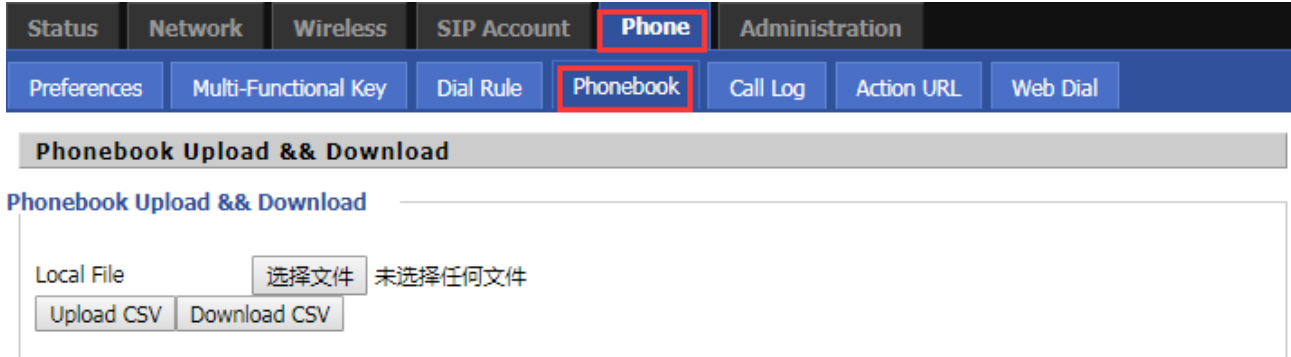


Step 2. At the bottom of the page there are blacklist uploads and add the configuration.



Step 3. When uploading the blacklist, please note that the file format is .csv file



Step 4. When adding a blacklist, click the **"Add"** button and follow the prompts to add a blacklist.

**Blacklist**

| Index | Name | Number | ☐ |
|-------|------|--------|---|

Name _____

Number _____

        OK   Cancel

Step 5. Click **"Save&Apply"** / **"Save"** to make the configuration take effect

# SMS

## Send text messages

Step 1. Press Menu buttons,
Step 2. Use the ▲ and ▼ navigation keys to **SMS**.

Step 3. Select **1. SEND** and follow the prompts to edit the text message.

> **Notes**
> **When the input text, according to 'abc' softkey to switch input method (number or letters),'123' means number;'abc' means lowercase letters;'ABC' means capital letters**

Step 4. Press **"OK"** softkey to enter the recipient's phone number.

> **Note**
> **SMS has group messagefunction, user can send a message to up to 10 numbers; press the "OK" softkey to enter the next received phone number input, if the recipient has entered the contact, contact press twice to "complete"; you can also press the "directory" in the phone book to find the phone number.**

Step 5. Set the sender's phone number, the default setting is set to Line1 phone number.
Step 6. Select the **"select"** softkey to send text messages.

## Read text messages

Step 1. When there is a new message, the phone screen will have a new message prompt, you can use the softkey to read the message.
Step 2. Also you can press Menu button
Step 3. Use the ▲ and ▼ navigation keys or enter the number 3 to **3 SMS**.

Step 4. select **2 Recived Box**, or **3. Send Box**.

> **Note:**
>
> **The message in the Recived Box received from someone else, including new or old messages. Send Box is a sent message**

Step 5. Use the ▲ and ▼ navigation keys to select the message and press the **"read"** softkey to read the message.

# Voicemail

> **Note:**
>
> **The registration server needs to configure the relevant functions first.**

**From LCD:**

Step 1. Press menu button to enter the menu item and then select **Setting---Voice Mail**.

Step 2. Enter the login password and select the line you want to configure.
Step 3. Then follow the prompts to enable voicemail, and enter the number in the "Voice Mail Number" (this number is the number configured in the registration server code, not free to fill).
Step 4. Press the Save soft key to save your changes.

> **Note:**
>
> **Voice mail number is when there is a voice message, off-hook dial to enter the number of voice mail,and this number is offered from registration server.**

**From Web page:**

Step 1. Log in to the phone page and switch to the **'Phone / Line1'** Configuration page.
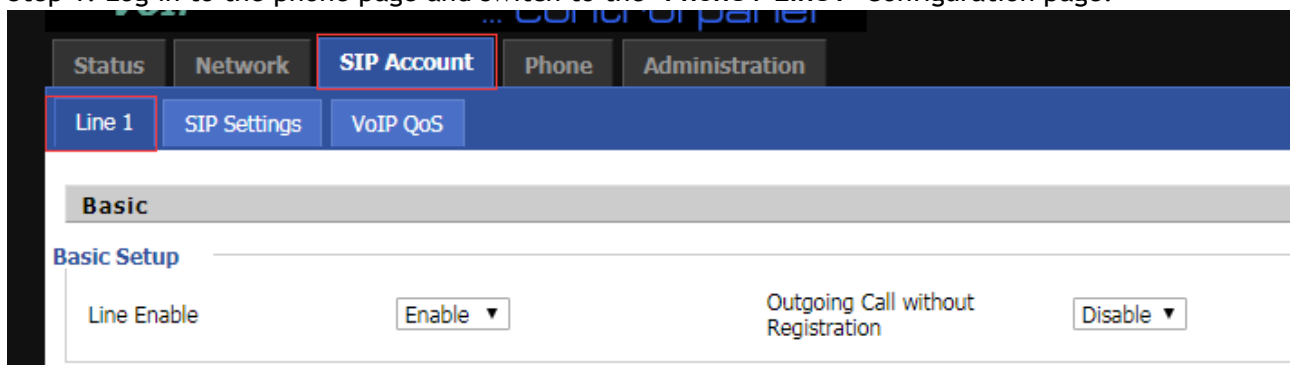


Step 2. Enable MWI and fill in the Voice Mail Number.
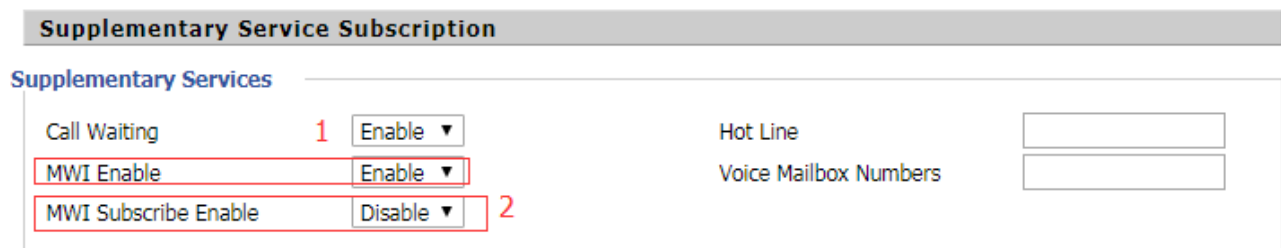


Step 3. Use the **'Save&Apply'** / **'Save'** button to save your changes for the configuration to take effect.
**How to Use:**
Step 1. When there is a voice message, the LED in the upper right corner of the phone will flash.

Step 2. Press ⬭ voice mail button to enter the mailbox

Step 3. Also you can use 'Voice Mail Number': phone goes off-hook and dials the Voice Mail Number.
Step 4. After entering the voicemail box, there will be a voice prompting how to operate. The user can listen to new voicemail or old voicemail or reply to voice mail based on voice prompts.

# Chapter 3  LCD Configuration

This chapter contains:

· Change language

· Change background

· Reboot

· Restore Factory

· Other parameters of the phone

# Change language

Step 1. Use menu button, then select **Setting---Preferences.**
Step 2. Use the ▲ and ▼ navigation keys to select **Setting---Preferences.**

Step 3. Select **1. Language**, use the "select" softkey to enter the language selection interface
Step 4. Use the ▲ and ▼ keys to select the language and use the "select" softkey to save the selected language.

# Change ringtone

Step 1. Use Menu button and then select **Setting---Sound--- Ring Tones**.
Step 2. Use the ▲ and ▼ navigation keys or enter the number 6 to select **6 Ring Tones**.

Step 3. Use the ▲ and ▼ keys to select a ringtone.

Step 4. Use the softkey "select" to save the selected ringtone.

# Change Background

**Change the background:**
Step 1. Press menu button to select **Setting--Display--Background**.
Step 2. Select the background picture that you like.
Step 4. Press the "OK" softkey to save the changes.

# Reboot

Step 1. Press menu button to select **Setting---Reboot,** Or just press the power button for a long time to reboot .
Step 2. Press the "select" button to restart.
Step 3. Then there will be "Confirm System Reboot?" Prompt, press the "select" softkey to confirm the restart.

# Factory Reset

You can restore the factory settings on the LCD menu or on the phone's page. This setting is used when configuring and troubleshooting the network. Please do not easily recover, if necessary or need to contact the administrator.
**From LCD:**
Step 1. Press menu button to select **Setting---Factory Reaet.**

Step 2. Press the "Select" softkey to select the factory settings.
Step 3. Then confirm the prompt, press the "OK" softkey to continue, the device automatically restore the factory settings and restart.

# Other parameters of the phone

| Main menu (LCD display) | Menu item (LCD display) | Submenu item (LCD display) | Functional description |
|---|---|---|---|
| 1.Phonebook | New Entry | | using four soft keys, you can add numbers to the phone book.and up to 100 records can be saved |
| | Contact | | 1. Select a contact to view the contact number directly.<br>2. Use the four soft keys can dial someone, sending text messages, editing, viewing, deleting, moving to blacklist |
| 2.Call History | Redial List | | 1. List the last 60 calls<br>2. Use the four soft keys to complete the quick call, send text messages, save to the phone book and other functions |
| | Answered Calls | | |
| | Missed Calls | | |
| 3 . T e x t Message | SEND | | editor and send text messages |
| | Recived Box | | can list the latest send and receive 100 messages |
| | Send Box | | |
| 4.Black List | New Entry | | With four soft keys, you can add numbers to the blacklist,Up to 100 records can be saved |
| | Contact | | 1. Select a blacklist contact to view the contact number directly<br>2. Use the four soft keys to complete the call, send text messages, edit, view, delete, move to the phone book and other functions |
| 5.Preference | Language | | Select a different language |
| | Call Waiting | | enable or disable call waiting |
| | Auto Answer | | enable or disable auto answer |
| | P r e f e r r e d Audioa Device | | Choose whether to use the hands-free or headset when answering automatically |
| 6.Ring Tone | BellType 1 | | |
| | BellType 2 | | |
| | BellType 3 | | |
| | BellType 4 | | |
| | BellType 5 | | |
| | BellType 6 | | Select a ringtone type, you can listen to the ringtones, easy to distinguish and choose the ringtones |
| | BellType 7 | | |

| | | | |
|---|---|---|---|
| | BellType 8 | | ringtones |
| | BellType 9 | | |
| | BellType 10 | | |
| **7.Accounts** | Line | Line Enable | Enable or disable lines |
| | | Password | The password for the SIP account |
| | | Account | The account number of the SIP account |
| | | Display Name | The display name on the LCD after registration is successful |
| | | Phone number | SIP phone number |
| | | SIP Proxy Server | SIP server IP address / domain name |
| | | SIP Proxy Port | SIP server port |
| | | Outbound Server | Proxy server IP address / domain name |
| | | Outbound Server port | Proxy server port |
| | | Backup Outbound Server | Backup Outbound Server IP Address / Domain Name |
| | | Backup Outbound Port | Backup Outbound server port |
| **8.Call Forward** | CWFD All | CFWD All | Enable or disable all forward |
| | | Target Number | Set the target phone number for all forward |
| | | On Code | Used to enable the all forward |
| | | Off Code | Used to disable the all forward |
| | CFWD When Busy | CFWD When Busy | Enable or disable busy forward |
| | | Target Number | Set the target phone number for busy forward |
| | | On Code | Used to enable the busy forward |
| | | Off Code | Used to disable the busy forward |
| | CFWD When No Answer | CFWD When Busy | Enable or disable no answer forward |
| | | Target Number | Set the target phone number for no answer forward |
| | | CFWD No Ans Delay | Set the waiting time for no answer forward |
| | | On Code | Used to enable the no answer forward |
| | | Off Code | Used to disable the busy forward |
| **9.Time/Date** | Time(H:M:S) | | Set the current time of the phone |
| | Date(M/D/Y) | | Set the current date of the phone |

| | | MWI Enable | Enable or disable voice mail notification |
|---|---|---|---|
| **10.Voice Mail** | Line 1-8 | Voice Mail Number | Set the key to enter the voicemail number |
| **11.Network** | W A N Connection Type | | 1.View or change the current Internet port connection type, 2. Internet port connection type can be set to static, DHCP and PPPoE |
| | Current IP | | Change the IP address of the current Inernet port |
| | Current Netmask | | Change the subnet mask of the current network, |
| | Current Gateway | | Change the gateway of the current network |
| | Primary DNS | | Change the Primary DNS of the current network |
| | Secondary DNS | | Change the Seconary DNS of the current network |
| | Enable WAN Login | | Enables or disables users to log on to the device web page from the Internet port |
| | Web Port | | View or change the Web port |
| | SIP QoS | | View or change SIP QoS |
| | RTP QoS | | View or change RTP QoS |
| | Data QoS | | View or change data QoS |
| | VLAN Tag | | Enable or disable VLAN |
| | VLAN ID | | View or change the VLAN ID |
| | 802.1p Priority | | View or change the priority of 802.1p |
| **12.Wireless** | Wireless Setting | Wifi Country Region | View or change the current Wifi area |
| | | Wifi Connection Type | 1. View or change the Wifi connection type 2. Currently supports DHCP and static types |
| | | Current IP | View or change the IP address of the current wireless network |
| | | Current Netmask | View or change the subnet mask for the current wireless network |
| | | Current Gateway | View or change the current wireless network gateway |
| | | Primary DNS | `View or change Primary DNS for the current wireless network |
| | | Secondary DNS | View or change the Secondary DNS of the current wireless network |
| | Wireless Connection | AP | To display the name of all APs. |

| | | | |
|---|---|---|---|
| **13.Product INFO** | Product Nmae | | To view the current information of Product Name, Software Version, Hardware Version and MAC Address. |
| | Software Version | | |
| | Hardware Version | | |
| | MAC Address | | |
| | Serial Number | | |
| **14.Status** | Internet Port Status | | View the current network information, including: WAN connection type, IP address, subnet mask, default gateway, Primary DNS,Second DNS, WAN port status, WIFI connection status |
| | VPN Status | | View VPN Status: VPN Status, VPN IP Address |
| | Registration Status | The registration status of lines 1-8 | View the current registration status of lines 1-8 |
| **15.Reboot** | | | Reboot Phone |
| **16.Factory Reset** | | | To set phone factory default. |
| **17.Set Password** | | | To reset password. The password of LCD is same as the one of Webpage. Default is null. |

# Chapter 4  Web Configuration

This chapter contains:

· Login

· SIP account

· Line

· Network

· Phone

· Dial Plan

· Management

# Login

There are two modes to login Web:

(1) admin mode: the default user name is admin, the password also is admin, you can view and configure the Web interface, all settings.

(2) user mode: the default user name is user, password also is user, can only view and configure part of the device parameters

**Login steps:**

Step 1. Connect the phone correctly and make sure that the device and the computer in the same network.

Step 2. View the device IP: Enter the menu, use the ▲ and ▼ navigation keys to select the **Setting---**
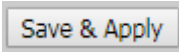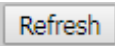
**status**, the select network view the device IP;

Step 3. Enter "http: // IP address of the phone" in the address field of the computer browser and press Enter to display the device login page.
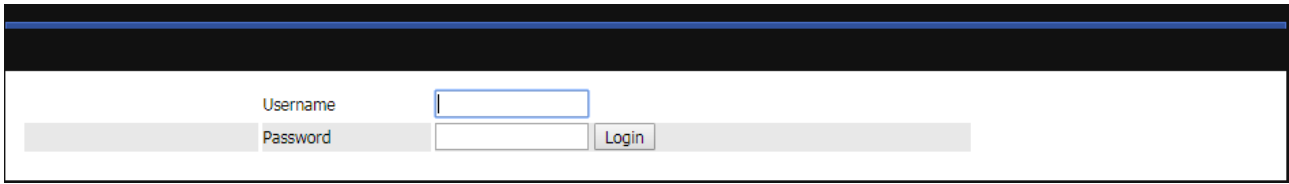


Step 4. Enter 'admin' or 'user' as the user name and enter the appropriate password. Click the "Login" button to enter the configuration page.
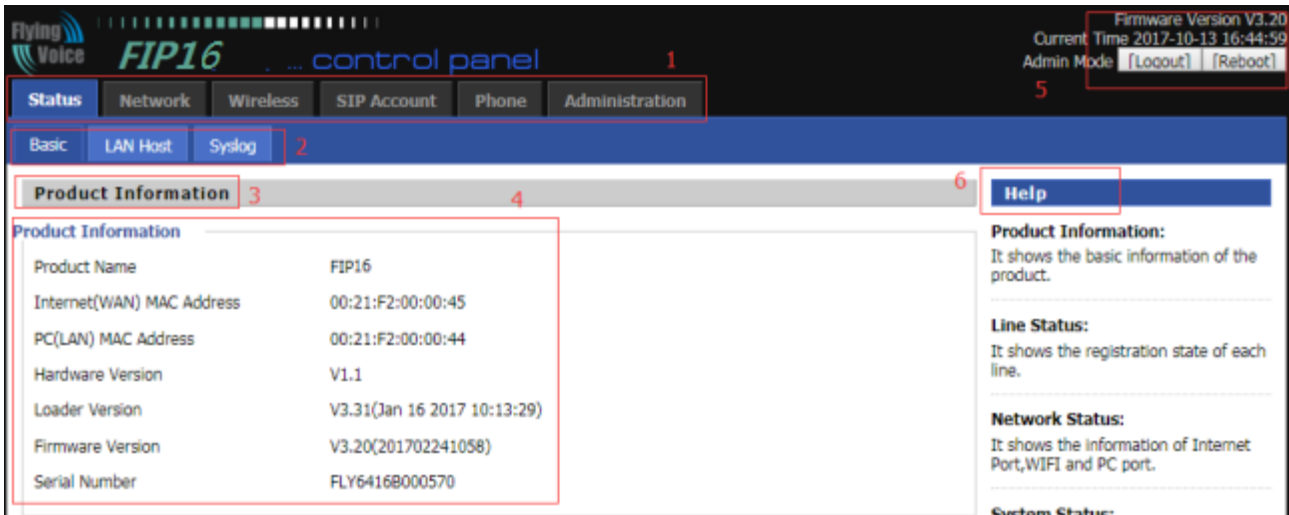


| Serial number | Name | Description |
|---|---|---|
| Postition 1 | Main navigation bar | Click this navigation bar to bring up the corresponding child navigation bar |
| Postition 2 | navigation bar | Click the sub navigation bar to enter the configuration page |
| Postition 3 | Product Information | Device Information Configuration Title |
| Postition 4 | Product Information | Show product information |
| Postition 5 | Login/Logout | main information shows the firmware version, DSP version, current time and management mode. |
| Postition 6 | Help | help to display help information, users can get some help here |
| | Save & Apply | Use this button,conifg will be saved and apply |
| | Save | After changing the parameters, you need to click this button to save. After you click Save, there is a need to restart the device. |
| | Cancel | Click to cancel the change |
| | Reboot | Click to restart |
| | Refresh | Refresh current page |

# Status

## Basic

This page shows the basic status of the phone: including product model, SIP account registration status, network status, VPN status, PC port status and system status. Click the Refresh button to refresh.



## LAN Host

This page shows information about the device connected to the LAN port of the device.



## Syslog

This page displays the system log: the user can use the **'Clear'** button to delete all logs, clear all information; use the **'Refresh'** button to refresh the system log;Use the **'Save'** button Save Log to the local computer to export the log.

# SIP Account

This page includes: account settings, SIP Settings and VoIP QoS settings, the following picture is the navigation bar:



## Account setting

The user can configure the parameters of line 1-8 in this page, including the following four parts: Basic, Audio Configuration, Supplementary Service Subscription and Advanced.

### Basic

Set up your VoIP service provider to provide basic information such as phone number, account number, password, SIP proxy, and so on.

| Status | Network | Wireless | **SIP Account** | Phone | Administration |
|--------|---------|----------|-----------------|-------|----------------|

| **Line** | SIP Settings | VoIP QoS |
|----------|--------------|----------|

**Basic**

**Basic Setup**

| Line Enable | Enable ▼ | Outgoing Call without Registration | Disable ▼ |
|-------------|----------|-----------------------------------|-----------|

**Proxy and Registration**

| Proxy Server | | Proxy Port | 5060 |
|--------------|--|------------|------|
| Outbound Server | | Outbound Port | 5060 |
| Backup Outbound Server | | Backup Outbound Port | 5060 |

**Subscriber Information**

| Display Name | | Phone Number | |
|--------------|--|--------------|--|
| Account | | Password | |

| Parameter name | Description |
|----------------|-------------|
| Line Enable | Whether to enable the corresponding Line |
| Proxy Server | SIP server domain name or IP |
| Poxy Port | SIP server supports VoIP service port, the default is 5060 |
| Outbound Server | Proxy server IP or domain name |
| Outbound Port | The service port of the proxy server |
| Backup Outbound Server | Back up the proxy server |
| Backup Outbound Port | Back up the proxy server port |
| Display Name | This value will be displayed on the LCD screen |
| Phone Number | The phone number provided by the SIP server |
| Account | SIP server provided by the SIP server |

## Audio Configuration

Select audio encoding format:

**Audio Configuration**

**Codec Setup**

| | | | |
|---|---|---|---|
| Audio Codec Type 1 | G.711U ▼ | Audio Codec Type 2 | G.711A ▼ |
| Audio Codec Type 3 | G.729 ▼ | Audio Codec Type 4 | G.722 ▼ |
| Audio Codec Type 5 | G.723 ▼ | Audio Codec Type 6 | G726-32 ▼ |
| Audio Codec Type 7 | iLBC ▼ | | |
| G.723 Coding Speed | 5.3k bps ▼ | Packet Cycle(ms) | 20 ▼ |
| Silence Supp | Disable ▼ | Echo Cancel | Enable ▼ |
| Auto Gain Control | Enable ▼ | Use First Matching Vocoder in 200OK SDP | Disable ▼ |
| Codec Priority | Remote ▼ | Packet Cycle Follows Remote SDP | Disable ▼ |

| Parameter name | Description |
|---|---|
| Audio Codec Type 12,3,4,5,6,7 | Select the corresponding encoding mode from G. 711A, G.711U, G.722, G.729 and G.723 five encoding modes |
| G.723 Coding Speed | Select the encoding rate of G.723, there are two kinds of 5.3kbps and 6.3kbps |
| Packet Cycle(ms) | Set the RTP packaging cycle, the default configuration is 20ms |
| Silence Supp | Whether it is enabled. |
| Echo Cancel | Whether to enable echo cancellation, the default is enabled |
| Auto Gain Control | Whether the automatic gain control is activated, the automatic gain control is the automatic control method that automatically adjusts the gain of the amplifier circuit with the signal strength |
| Use First Matching Vocoder in 200OK SDP | Whether to use the first matching speech code |
| Codec Priority | Coding priority strategies include local and remote |
| Packet Cycle Follows Remote SDP | Whether the packaging cycle to the main end |

## Supplementary Service Subscription

**Supplementary Service Subscription**

**Supplementary Services**

| Call Waiting | Enable ▼ | Hot Line | |
| MWI Enable | Enable ▼ | Voice Mailbox Numbers | |
| MWI Subscribe Enable | Disable ▼ | | |

| Parameter name | Description |
|---|---|
| Call Waiting | Whether to enable call waiting |
| Hot Line | Fill in the hotline number. After the user is set up, go off-hook and immediately dial the hotline number automatically |
| MWI Enable | Whether to enable MWI (message waiting indication), if the user needs to use voice mail, please enable the function |
| Voice Mailbox Numbers | Fill in the SIP server to provide voice mail signature code to Elatix platform, for example, the voice mailbox signature * 97 |
| MWI Subscribe Enable | Whether to enable MWI subscription |

**Advanced**

## Advanced

### SIP Advanced Setup

| | | | |
|---|---|---|---|
| Domain Name Type | Enable ▼ | Carry Port Information | Disable ▼ |
| Signal Port | 56049 | DTMF Type | Inband ▼ |
| RFC2833 Payload(>=96) | 101 | Register Refresh Interval(sec) | 3600 |
| Caller ID Header | FROM ▼ | Remove Last Reg | Enable ▼ |
| Session Refresh Time(sec) | 0 | Refresher | UAC ▼ |
| SIP 100REL Enable | Disable ▼ | SIP OPTIONS Enable | Disable ▼ |
| Initial Reg With Authorization | Disable ▼ | Reply 182 On Call Waiting | Disable ▼ |
| NAT Keep-alive Interval(10-60s) | 15 | Anonymous Call | Disable ▼ |
| Anonymous Call Block | Disable ▼ | Proxy DNS Type | A Type ▼ |
| Use OB Proxy In Dialog | Disable ▼ | Complete Register | Disable ▼ |
| Reg Subscribe Enable | Disable ▼ | Reg Subscribe Interval(sec) | 0 |
| Dial Prefix | | User Type | Phone ▼ |
| Hold Method | ReINVITE ▼ | Request-URI User Check | Enable ▼ |
| Only Recv Request From Server | Disable ▼ | Server Address | |
| SIP Received Detection | Disable ▼ | VPN | Disable ▼ |
| SIP Encrypt Type | Disable ▼ | RTP Encrypt Type | Disable ▼ |
| Country Code | | Remove Country Code | Disable ▼ |
| Tel URL | Disable ▼ | Use Random SIP Port | Enable ▼ |
| Min Random SIP Port | 50000 | Max Random SIP Port | 60000 |
| Prefer Primary SIP Server | Disable ▼ | Hold SDP Attribute Inactive | Disable ▼ |
| BLF List URI | | BLF PickUp Code | |

### RTP Advanced Setup

| | | | |
|---|---|---|---|
| RTP Port Min | 0 (0 means auto select) | RTP Port Max | 50000 |

| Parameter name | Description |
|---|---|
| Domain Name Type | Whether to enable domain name recognition in SIP URIs |
| Carry Port Information | Whether to carry the SIP URI port information |
| Signal Port | The local port number of the SIP protocol |
| DTMF Type | Select the second way of dialing, optional items are In-band, RFC2833 and SIP Info. |
| RFC2833 Payload(>=96) | The user can use the default settings |
| Register Refresh Interval(sec) | The time interval between two normal registration messages. The user can use the default settings. |
| Caller ID Header | When enabled, an unregistered message will be sent before the registration is disabled, and no unregistered messages will be sent before registration; should be set according to the different server requirements |
| Remove Last Reg | Whether to remove the last registration message |
| Session Refresh Time(sec) | The interval between two sessions, the user can use the default settings |
| Refresher | Select Refresh from UAC and UAS |

| | |
|---|---|
| SIP 100REL Enable | If this option is enabled, the IP phone will send SIP-OPTION to the server instead of sending Hello messages on a regular basis. The interval for sending is the parameter set for the "NAT Hold Interval" parameter. |
| SIP OPTIONS Enable | Whether to open the SIP OPTION function |
| Initial Reg With Authorization | Whether to carry the certification information when registering |
| Reply 182 On Call Waiting | Whether or not to send 182 when the call is waiting |
| NAT Keep-alive Interval(10-60s) | The time interval for sending empty packets |
| Anonymous Call | Whether anonymous calls are enabled |
| Anonymous Call Block | Whether to enable anonymous call blocking |
| Proxy DNS Type | Set the DNS server type, the optional items are Type A, DNS SRV, and Auto |
| Use OB Proxy In Dialog | Whether the OB agent is used in the conversation |
| Complete Register | Whether to enable full registration |
| Reg Subscribe Enable | When enabled, the subscription message is sent after the registration message; the subscription message is not sent when disabled |
| Reg Subscribe Interval(sec) | Set Reg Subscribe Interval,default is 0 |
| Dial Prefix | Dial before prefix |
| User Type | Whether the end user is IP or Phone |
| Hold Method | Call hold is REINVITE or INFO |
| Request-URI User Check | Whether to allow the user to check |
| Only Recv Request From Server | If enabled, will only accept requests from the server, do not accept other requests |
| Server Address | SIP server address |
| SIP Received Detection | Whether to allow SIP receive detection |
| VPN | Whether to enable VPN |
| SIP Encrypt Type | Whether to allow SIP message encryption |
| RTP Encrypt Type | Whether to allow RTP message encryption |
| Country Code | Country code |
| Remove Country Code | Whether to allow the removal of national codes |
| Tel URL | Whether to open the Tel URL |
| Use Random SIP Port | Whether to use random port |
| Min Random SIP Port | SIP minimum random port |
| Max Random SIP Port | SIP maximum random port |
| Prefer Primary SIP Server | Whether to enable the preferred primary server |
| Hold SDP Attribute Inactive | Whether to enable the call to keep the inactive attribute |
| BLF List URL | Set BLF List URL |
| BLF PickUp Code | Set BLF PickUp Code |

| | |
|---|---|
| RTP Port Min | RTP minimum port |
| RTP Port Max | RTP's maximum port |

# SIP settings

## SIP Parameters



| Parameters name | Description |
|---|---|
| SIP T1 | The default value is 500 |
| SIP User Agent Name | Enter the SIP User Agent header field |
| Max Forward | Modify the maximum hop value, the default is 70 |
| Max Auth | Change the number of authentication failures, the default value is 2 |
| Reg Retry Intvl | Registration failed again registration interval, default is 30 |
| Reg Retry Long Intvl | Registration failed Register again for the long interval Default 1200 |

| Mark All AVT Packets | The default enable is on |
|---|---|
| RFC 2543 Call Hold | The default enable is on |
| SRTP | The default is disabled |
| SRTP Prefer Encryption | Support for AES_CM and ARIA_CM |
| Service Type | Default general |
| DNS Refresh Timer | Modify the DNS refresh time, the default value of 0 |
| Transport | The transmission type defaults to UDP |

## NAT Traversal



| Parameters name | Description |
|---|---|
| NAT Traversal | Whether to enable NAT mode, or select STUN to penetrate |
| STUN Server Address | STUN server IP address |
| NAT Refresh Interval(sec) | Refresh interval |
| STUN Server Port | STUN port, the default is 3478 |

# VoIP QoS



| Parameters name | Description |
|---|---|
| SIP QoS(0-63) | Defaults to 46 |
| RTP QoS(0-63) | Defaults to 46 |

Configuration can be based on the scene environment to modify the parameters

# Network

## LAN



| Parameters name | Description |
| --- | --- |
| Local IP Address | Set the IP address of the PC port. |
| Local Subnet Mask | Set the subnet mask. |
| Local DHCP Server | Whether to enable the DHCP server. If the LAN port is not in NAT mode, the user can not enable the DHCP server. |

| DHCP Start Address | Start IP address, assign the address of the address to the DHCP client. |
|---|---|
| DHCP End Address | End the IP address and assign the address of the address to the DHCP client. |
| DNS Mode | The DNS type is specified: the user should manually set the preferred DNS and alternate DNS.<br>The DNS type is Automatic: The IP phone will automatically obtain the preferred DNS and alternate DNS from the DHCP server. |
| Primary DNS | The preferred DNS address for the Internet port. |
| Secondary DNS | Alternative DNS for Internet ports. |
| Client Lease Time(0-86400s) | DHCP Client to obtain IP lease, in seconds, the default is 86400s. |

# VPN

VPN is a technology that builds a private network on a public network. The connection between any two nodes of the VPN network does not have the end-to-end physical link required by the traditional private network, but rather the network platform provided by the public network service provider, and the user data is transmitted in the logical link. With VPN technology, you can establish private connections and transfer data between any two devices on the public network.

**PPTP**:



| Parameters name | Description |
|---|---|
| VPN Enable | Whether to enable VPN.<br>Select PPTP mode. |
| Initial Service IP | The IP address of the VPN server. |
| User Name | The user name required for authentication. |
| Password | The password required for authentication. |
| VPN As Default Route | Prohibited or open, the default is prohibited. |
| MPPE Stateful | Enable or disable the MPPE Stateful |
| Require MPPE | Enable or disable the Require MPPE |

## L2TP



| Parameters name | Description |
|---|---|
| VPN Enable | Whether to enable VPN.<br>Select PPTP mode. |
| Initial Service IP | The IP address of the VPN server. |
| User Name | The user name required for authentication. |
| Password | The password required for authentication. |
| L2TP Tunnel Name | L2TP Tunnel Name |
| L2TP Tunnel Password | L2TP Tunnel Password |
| VPN As Default Route | Prohibited or open, the default is prohibited. |

O         p         e         n         V         P         N

| Parameters name | Description |
|---|---|
| VPN Enable | Whether to enable VPN.<br>Select OpenVPN mode. |
| OpenVPN TLS Auth | Whether OpenVPN TLS authentication is enabled |
| VPN As Default Route | Prohibited or open, the default is prohibited. |

# DMZ

DMZ can be understood as a different from the external network or within the network of special network area, the role is to WEB, e-mail and other external access to the server alone in the area, so that the entire need to protect the internal network connected to the port , Do not allow any access, to achieve internal and external network separation, to meet user needs. The FIP16 / FIP16 / FIP16L / FIP16P provides such a DMS that can map external data based on any protocol to a single host (DMZ host) of the LAN. Ordinary Internet operations and other Internet activities of other clients will continue without undue disruption. The DMZ host allows the internal host to be completely exposed to the Internet, which usually helps some special applications such as NetMeeting or online games.

| Parameters name | Description |
|---|---|
| DMZ Enable | Whether to enable DMZ. |
| DMZ Host IP Address | Fill in the DMZ host IP |

# Routing



Add a routing rule:

| Parameters name | Description |
| --- | --- |
| Destination | The destination address of the routing rule to be added |
| Host/Net | Select the way you want to add |
| Gateway | The IP address of the gateway |
| Interface | Select whether the LAN port or other network interface |
| Comment | Fill in memo information |
| Current Routing table in the system | You can view the routing rules for the current device |

# Phone

This page user can configure parameters such as volume, call forwarding, dial plan, phone book, and so on.



## Preferences

### VolumeSettings

| Parameters name | Description |
|---|---|
| Handset Input Gain | Adjust the volume of the handset MIC. |
| Handset Volume | Adjust the volume of the handset. |
| Speakerphone Input Gain | Adjust the volume of the speaker MIC. |
| Speaker Volume | Adjust the volume of the speaker. |
| Ringer Volume | Adjust the volume of the ringer. |
| Speakerphone Mic Boost | Whether boost the volume of the speaker MIC by 20db. |

**Regional**



| Parameters name | Description |
|---|---|
| Tone Type | Select the tone type. |
| Dial Tone | Dial tone |
| Busy Tone | Busy tone. |
| Off Hook Warning Tone | Hang up warning tone |
| Ring Back Tone | Ring back tone |
| Call Waiting Tone | Call waiting tone |
| Min Jitter Delay(0-600ms) | jitter delay the minimum value, the phone jitter using the adaptive mechanism. |
| Max Jitter Delay(20-1000ms) | jitter delay the maximum value of the phone jitter using the adaptive mechanism. |
| Ringing Time(10-300sec) | Ring time. |

**Miscellaneous**

| Parameters name | Description |
|---|---|
| Auto Answer | Whether to enable automatic answering, if the phone automatically answer the phone. |
| Auto Answer by CallINFO | Whether to enable automatic answering under CallINFO. |
| Dial Time Out(IDT) | How long does the phone dial a dial tone? |
| Call Immediately Key | Use "#", "*" to do speed dialing, or disable. |
| Auto Hookon Mode | Enable or disable the Auto Hookon Mode . |
| Preferred Audio Device | Enable or disable the Preferred Audio Device. |
| ICMP Ping | Whether ICMP Ping is enabled.<br>If enabled, the phone will ping the SIP server every interval; otherwise it will send "hello" empty packet to the SIP server. |
| Escaped char enable | Enable or disable, disabled by default. |

# Phonebook

Currently supports two ways to upload phone books: bulk add, and a single way of adding.
**bulk add**
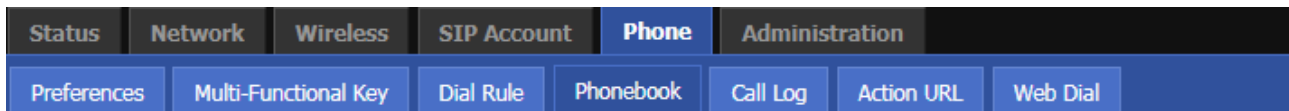


| Parameters name | Description |
|---|---|
| Phonebook Upload && Download | Upload or download the phone file in CSV format |
| Blacklist Upload && Download | Upload or download the blacklist file in CSV format |

The format of the batch is:

| Parameters name | Description |
| --- | --- |
| Name | Enter the name |
| Number | Enter the number |
| Ring | Select the ringtone type |

## Single add:

**Steps:**
**Add a phone book:**
Step 1. Click the Add button, and then the configuration table appears as shown.
Step 2. Fill in the value of the parameter.
Step 3. Press the Ok button to end the configuration.
Step 4. Press the Save button to save your changes.
**Edit Phonebook:**
Step 1. Check a number.
Step 2. Click the Save button and the configuration table shown in Figure 2 appears.
Step 3. Change the value of the parameter.
Step 4. Press the OK button to end the configuration.
Step 5. Press the Save button to save your changes.
**Delete a phone call:**
Step 1. Check one or more numbers.
Step 2. Click the "Delete" button to delete the phone.
**Move from phone book to blacklist:**
Step 1. Check one or more numbers.
Step 2. Press the **Move to Blacklist** button to move the blacklist to the phonebook.

# Call log

You can view phone call log information, such as dialed lists, received calls, and missed calls.。

## Redial List

| Redial List | | | | |
|---|---|---|---|---|
| Index | NUMBER | Start Time | Duration | ☐ |
| 1 | 601 | 10/17 19:54 | 00:00:01 | ☐ |
| 2 | 1234 | 10/17 19:55 | 00:00:01 | ☐ |
| 3 | 585852145865 | 10/17 19:55 | 00:00:01 | ☐ |

## Answered Calls

| Answered Calls | | | | |
|---|---|---|---|---|
| Index | NUMBER | Start Time | Duration | ☐ |
| 1 | 601 | 10/17 19:55 | 00:00:00 | ☐ |

## Missed Calls

| Missed Calls | | | | |
|---|---|---|---|---|
| Index | NUMBER | Start Time | Duration | ☐ |
| 1 | 601 | 10/17 19:56 | 00:00:00 | ☐ |

# Dial Rule

| Status | Network | Wireless | SIP Account | **Phone** | Administration |
|---|---|---|---|---|---|

| Preferences | Multi-Functional Key | Dial Rule | Phonebook | Call Log | Action URL | Web Dial |
|---|---|---|---|---|---|---|

**Dial Plan**

**General**

Dial Plan            Enable ▼
Unmatched Policy     Accept ▼

| No. | Line | Digit Map | Action | Move Up | Move Down | ☐ |
|---|---|---|---|---|---|---|

Line            Line1 ▼
Digit Map       [            ]
Action          Deny ▼

OK    Cancel

| Parameters name | Description |
|---|---|
| Dial Plan | Whether to enable dial plan |
| Unmatched Policy | Choose to accept or reject |
| Line | Select the account line |
| Digit Map | Fill in the expression for the dial plan |
| Action | Grammar, please refer to the dial plan for the grammar |

**step:**
**Add a dial plan:**
Step 1. Enable the dial plan
Step 2. Click the "Add" button, will appear as shown in Figure 1 configuration table
Step 3. Fill in the value of the parameter
Step 4. Press the "Ok" button to end the configuration.
Step 5. Press the Save button to save your changes
**Edit a dial plan:**
Step 1. Enable the dial plan
Step 2. Select a dial plan
Step 3. Click the "Edit" button, will appear as shown in Figure 2 configuration table
Step 4. Change the value of the parameter
Step 5. Press the "Ok" button to end the configuration
Step 6. Press "Save" to save your changes
**Delete a dial plan:**
Step 1. Enable the dial plan
Step 2. Select a dial plan
Step 3. Click the "Delete" button to delete the dial plan

## Dial Rule grammar

| Character | Description |
|---|---|
| 0 1 2 3 4 5 6 7 8 9 * # | Legal characters |
| x | The lowercase letter 'x' matches a legal character |

| [sequence] | Match a sequence<br>For example:<br>[0-9]: matches one of the numbers 0 to 9<br>[23-5*]: Match character 2 or 3 or 4 or 5 or * |
|---|---|
| x. | Matchx, xx, xxx, xxxx, xxxxx.....<br><br>For example:<br>"01. "can match "0", "01", "011", "0111", ...... . , "01111..." |
| < d i a l e d :<br>substituted> | Replace<br>For example：<br><br><8:1650>123456：input "85551212", output"16505551212" |
| x,y | Enter "x" will have a dial tone, enter "y" after the dial tone stops<br>For example：<br><br>"9,1xxxxxxxxxx": telephone input "9" after the dial tone, enter "1" after the dial tone stop<br>"9,8,010x": telephone input "9" after the dial tone, enter "0" after the dial tone stop |
| T | Set the delay time<br>For example：<br><br>"<9: 111> T2": the phone will broadcast a valid number "2" |



**Example 1**
If the user dials # 12 # 2, the call will call 010 # 12% 232.
**Example 2**
If the user dials 58101, the phone will call 2413338101.
The phone will press after 5 will play the sound, press 8 after dial tone stop.
**Example 3**
If the user dials 422xxxx or 522xxxx, the phone will dial 22xxxx333.
**Example 4**
If the user dials 2622 or 26222 or 262222 or 362222.
The phone will dial 5622 or 56222 or 562222.
The phone will have a dial tone after pressing 2 or 3, and the dial tone will stop after pressing 6.
**Example 5**
If the user dials 777xxx ... x8, the phone rejects the number to dial out.

# Administration

In this page, the user can configure the time / date, password, system log and so on.

| Status | Network | Wireless | SIP Account | Phone | **Administration** | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Management | Firmware Upgrade | | Scheduled Tasks | | Certificates | Provision | SNMP | TR069 | Diagnosis | Operating Mode |

## Management

### Time/Date Setting

**Time/Date Setting**

**NTP Settings**

| | |
|---|---|
| NTP Enable | Enable ▾ |
| Option 42 | Disable ▾ |
| Current Time | 2017 - 10 - 13 . 19 : 05 : 14 |
| Sync with host | Sync with host |
| NTP Settings | (GMT+08:00) China Coast, Hong Kong ▾ |
| Primary NTP Server | pool.ntp.org |
| Secondary NTP Server | cn.pool.ntp.org |
| NTP synchronization(1 - 1440min) | 60 |

| Parameters name | Description |
|---|---|
| NTP Enable | Whether to enable NTP |
| Option 42 | Whether to enable Option 42 |
| Current Time | Show current time |
| Sync with host | Set the time zone |
| NTP Settings | Set the NTP settings |
| Primary NTP Server | Preferred IP address or domain name of the NTP server |
| Secondary NTP Server | The IP address or domain name of the alternate NTP server |
| NTP synchronization(1 - 1440min) | NTP synchronization cycle, the cycle time can be 1 to 1440 minutes of any one, the default setting is 60 minutes |

### Password Reset

**Administrator Settings**

**Password Reset**

| | |
|---|---|
| User Type | Admin User ▾ |
| New User Name | admin |
| New Password | (The maximum length is 25) |
| Confirm Password | |

| Parameters name | Description |
| --- | --- |
| User Type | Select an administrator or an ordinary user |
| New User Name | Enter a new username |
| New Password | Enter a new password |
| Confirm Password | Enter the new password again |

**Admin Mode Change Password:**

Step 1. Select the administrator from the drop-down list.

Step 2. Enter the new password twice in the new password and confirm the password field.

**User mode change password:**

Step 1. Select the user from the drop-down list.

Step 2. Enter the new password twice in the new password and confirm the password field.

# Web Access



| Parameters name | Description |
| --- | --- |
| Remote Web Login | Whether to enable remote Web logon |
| Web Port | Set the port to log in through the Internet port and PC port. The default value is 80 |
| Web SSL Port | You can set the web SSL port,default is 443 |
| Web Idle Timeout(0 - 60min) | Set the network idle timeout in minutes. If the network idle timeout without any operation, the page automatically log off |
| Allowed Remote IP(IP1;IP2;...) | Allows remote connections to IP addresses |

# System Log Setting



| Parameters name | Description |
| --- | --- |
| Syslog Enable | Whether the system log is enabled |
| Syslog Level | Select the system day level, INFO and Debug, which Debug can get more information than INFO |
| Remote Syslog Enable | Whether to enable remote log service |
| Remote Syslog Server | Remote Syslog Server IP Address |

The phone supports local and remote system logs.
**local:**
Step 1. Disable the remote system log enable and select a log level, as shown in Figure 1.
Step 2. Press the Save Settings button to save and press the Restart button to apply the settings.
Step 3. The user can view the status / syslog page of the syslog.
**Remotely:**
Step 1. Enable remote system log enable and enter the IP address in Remote Syslog Server, as shown in Figure 2.
Step 2. Select a log level.
Step 3. Press the Save Settings button to save and press the Restart button to apply the settings.
Step 4. The user can view the syslog server's system log and also view the records of the Status / Syslog web pages.

## Factory Defaults Setting



Click the **Factory Default** button to reset the phone to factory settings.

## Firmware Management



Step 1. Select an upgrade file type for the upgrade software.
Step 2. Press Browse to select the upgrade file.
Step 3. Press Upgrade to start the upgrade and the LCD will show the prompts that are being upgraded.
Step 4. Log in to the phone page by checking the status of the firmware in the firmware version of the firmware upgrade to determine whether the upgrade is successful.

## Provision

1) configuration allows the phone to automatically upgrade or automatically configure.
2) Phone support provides three ways: TFTP, HTTP and HTTPS.
Before testing or using TFTP, the user should have a TFTP server and upgrade files and configuration files.

Before testing or using HTTP, the user should have an HTTP server and upgrade files and configuration files.

Before testing or using HTTPS, the user should have HTTPS servers and upgrade files and configuration files and CA certificate files (should be the same for the https server) and client certificate files and private key files.

3) The user can upload the CA certificate file and the client certificate file and the private key file management / certificate management page of the device.

4) For details, please refer to the file Provision user manual.

| Status | Network | Wireless | SIP Account | Phone | **Administration** | | | |
|---|---|---|---|---|---|---|---|---|
| Management | Firmware Upgrade | | Scheduled Tasks | Certificates | Provision | SNMP | TR069 | Diagnosis |

## Provision

### Configuration Profile

| | |
|---|---|
| Provision Enable | Enable ▾ |
| Resync On Reset | Enable ▾ |
| Resync Random Delay(sec) | 40 |
| Resync Periodic(sec) | 3600 |
| Resync Error Retry Delay(sec) | 3600 |
| Forced Resync Delay(sec) | 14400 |
| Resync After Upgrade | Enable ▾ |
| Resync From SIP | Disable ▾ |
| Option 66 | Enable ▾ |
| Option 67 | Enable ▾ |
| Config File Name | $(MA) |
| User Agent | |
| Profile Rule | http://prv1.flyingvoice.net:69/config/$(MA)?mac=$(MA)& |

### Firmware Upgrade

| | |
|---|---|
| Upgrade Enable | Enable ▾ |
| Upgrade Error Retry Delay(sec) | 3600 |
| Upgrade Rule | |

Save & Apply   Save   Cancel   Reboot

| Parameters name | Description |
|---|---|
| Provision Enable | Whether provisioning is enabled |
| Resync On Reset | Whether DIV378 is restarted after restarting |
| Resync Random Delay(sec) | Set the maximum delay for requesting a synchronization file, which defaults to 40 |
| Resync Periodic(sec) | Set the timing resynchronization, the default is 3600 seconds |
| Resync Error Retry Delay(sec) | If the last resynchronization is a failure, after the "Resync Error Retry Delay" time, ATA will retry the resynchronization, defaulting to 3600 seconds |
| Forced Resync Delay(sec) | If the time to re-sync, but ATA is busy, in this case, ATA will wait for some time, the longest is the "forced resynchronization delay", the default is 14400s, after time, ATA will be forced to re-sync |
| Resync After Upgrade | After re-synchronization, whether to enable the firmware update function, the default is enable |
| Resync From SIP | Whether to enable resynchronization from SIP |
| Option 66 | It is only used in the company within the provisions of the model. When using TFTP with option 66 to implement the configuration, the user must enter the correct profile name on the ATA web page. When option 66 is disabled, this parameter does not work |
| Option 67 | Whether to enable Option 67 |
| Config File Name | Configuration file name |
| User Agent | Set the user agent |
| Profile Rule | The URL of the configuration file |
| Upgrade Enable | Note that the specified file path is relative to the root directory of the TFTP server |
| Upgrade Error Retry Delay(sec) | Turn on or off |
| Upgrade Rule | Set the upgrade error retry delay interval, the default 3600 seconds |

# TR069

| Status | Network | Wireless | SIP Account | Phone | Administration | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Management | Firmware Upgrade | Scheduled Tasks | Certificates | Provision | SNMP | TR069 | Diagnosis |

**TR069 Configuration**

**ACS**

| TR069 Enable | Enable ▼ |
|---|---|
| CWMP | Enable ▼ |
| ACS URL | http://acs1.flyingvoice.net:8080/tr069 |
| User Name | FLY6416B000570 |
| Password | •••••••••• |
| Periodic Inform Enable | Enable ▼ |
| Periodic Inform Interval | 1800 |

| Parameters name | Description |
| --- | --- |
| TR069 Enable | Whether TR069 is enabled |
| CWMP | Whether CWMP is enabled |
| ACS URL | TR069 the server's URL, the default for the Fahrenheit ACS server address |
| User Name | The user name for the TR069 server connection |
| Password | The password for the TR069 server connection |
| Periodic Inform Enable | Whether to enable periodic information |
| Periodic Inform Interval | TR069 The interval at which the server sends information |
| User Name | TR069 The user name of the server connected to the phone |
| Password | TR069 The password for the server to connect to the phone |

# Chapter 5 Common Troubleshooting

This section provides a solution to the problems that may arise during the installation and operation of IP telephones.

· The power is not reflected

· No dial tone

· Can not make a call

· Can not receive phone calls

· no sound in the call

· can not log in

· forget password

## The power is not reflected

**solution:**
Check that the the phone have enough .

## No dial tone

**solution:**
Check that the telephone wiring and telephone line order are properly connected.

# Can not make a call

**solution:**

Check if the server supports the current audio codec type, or contact your administrator, vendor, or ITSP for more information or assistance.

# Can not receive phone calls

**solution:**

Check if the server supports the current audio codec type, or contact your administrator, vendor, or ITSP for more information or assistance.

# No sound in the call

**solution:**

Check if the server supports the current audio codec type, or contact your administrator, vendor, or ITSP for more information or assistance.

**Audio Configuration**

**Codec Setup**

| | | | |
|---|---|---|---|
| Audio Codec Type 1 | G.711U | Audio Codec Type 2 | G.711A |
| Audio Codec Type 3 | G.729 | Audio Codec Type 4 | G.722 |
| Audio Codec Type 5 | G.723 | Audio Codec Type 6 | G726-32 |
| Audio Codec Type 7 | iLBC | | |
| G.723 Coding Speed | 5.3k bps | Packet Cycle(ms) | 20 |
| Silence Supp | Disable | Echo Cancel | Enable |
| Auto Gain Control | Enable | Use First Matching Vocoder in 200OK SDP | Disable |
| Codec Priority | Remote | Packet Cycle Follows Remote SDP | Disable |

# Can't login Web page

**solution:**

Check that the Ethernet cable is properly connected.

Check whether the URL is correct, URL format: http: // IP address.

Check if your firewall / NAT settings are correct.

If the IE version is checked by IE8, or use another browser such as Firefox or Mozilla, or contact your administrator, vendor or ITSP for more information or assistance.

# Forget password

The default password for the site and menu is admin.

If the user changes the password and then forget, you can not access the configuration site or menu item that requires the password.

**solution:**

use "#*06#" to factory reset.(Press 23646 to confirm)

If you choose the factory default, you will return to the original factory settings for the phone and will delete all current settings, including system logs and call records.