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# Admin Manual

T370

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## Statement



The equipment meets the basic requirements of CE, FCC and other relevant regulations.

The equipment complies with EU Security Directive 2006/95/EC and EMC Directive 2004/108/EC.

### FCC Regulations Part 15

The equipment meets Part 15 of the FCC Regulations and shall comply with the following two requirements when working:

- 1 The equipment will not produce harmful interference.
- 2 The equipment must accept any interference received, including interference that may result in accidental operation.

Class B digital equipment or peripheral equipment:

Note: This equipment belongs to Class B digital equipment. According to the regulation of Article 15 of FCC, this kind of equipment is suitable for residential installation. If not installed or used according to the instructions, the device may produce interference radiation affecting wireless communication. However, this does not guarantee that interference will not occur in some special installation methods. If the radio or television reception signal is disturbed when the device is turned on or off, users can try the following measures to improve it:

- 1.Adjust or reinstall the radio or television receiving antenna.
- 2.Increase the distance between the device and the receiver.

3. The power supply of the device and the power supply of the receiver are inserted in different circuit circuits.

4. Consult dealers or experienced engineers.

### **WEEE warning**



Because there are harmful substances in electrical and electronic equipment, in order to avoid the possible impact on the environment and human health, users should understand the meaning of the sign. For WEEE products, they can not be disposed of together with other household garbage. They should be collected and disposed separately.

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# 1. About this guide

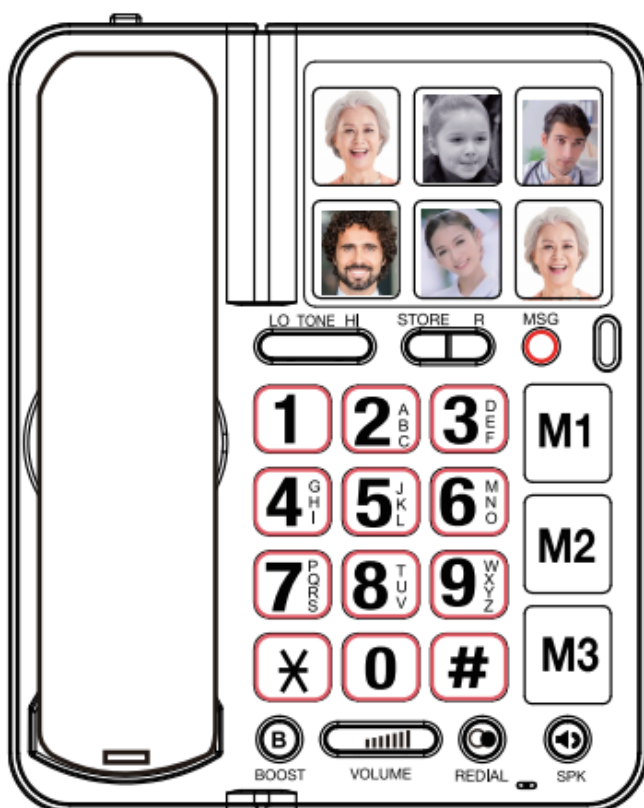
Thank you for choosing T370 series phone. This IP phone is specially designed for senior people, with comfortable features such as speed dial with pic, SoS dial, louder ringing and voice.. This guide is designed to help you use T370 series phones with all configure and set up. Before using, please read the packing list and safety instructions in this guide, and confirm with the system administrator whether the current network environment meets the requirements of configuring the telephone.

If you are using T370 series for the first time, we recommend that you read the Quick Installation Guide firstly.




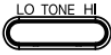







# 2. Before use

## Hardware introduction

The main hardware components of the telephone include LED and keyboard.



The main hardware components of the telephone are described as follows:

Key	Key definition
	Numeric key , * key, # key
	Picture SpeedDial key
	SpeedDial key
	Tone regulation key
	Voice mail box
	Store key
	Vol- Vol+
	FLASH key
	Boost Key
	Hands-free
	Redial

## Introduction of Indicator / Lamp

Indicator status	Explain
Ring LED	
Switch off	The telephone is powered off, powered on or idle.
Red flash	When the phone rings
Key LED	
White	ON- Pickup mode activated; off-disable Low keypad-standby Keypad light on-in use, switch to low mode after 8 second User can switch it off in menu
VMW LED (green)	

Green flash

Flashing-voice message waiting for check

## User interface

The phone supports the following one configuration:

### Web interface

You can directly operate and configure basic calls on the phone, or configure them on the web interface. In most cases, you can use these methods to configure the phone.

## Web interface

To customize the phone through the web interface, first of all, you need to know the IP address of the phone. Press “47\*#” view the IP address of the phone and enter the IP address of the phone in the browser's address bar (for example, <http://192.168.0.10>) to access the web interface.

## 3. Introduction

This chapter introduces the introduction of telephone operation, including the following contents:

Packing list

Telephone set up

Telephone Initialization

Phone Status

Basic Network Settings

Register

?

### Packing list

The telephone contains the following accessories:

1. Phone
2. Handset
3. The power adapter (optional)
4. Ethernet Cable
4. Handset cord
6. Stand
7. User Guide



Please check the packing list before installing the telephone. If you lose any accessories, please



contact your supplier.

### Telephone set up

If the phone has been installed successfully, initialize the phone.

This section describes how to install a telephone:

Installation and removal of base

Connecting handle, headset (optional)

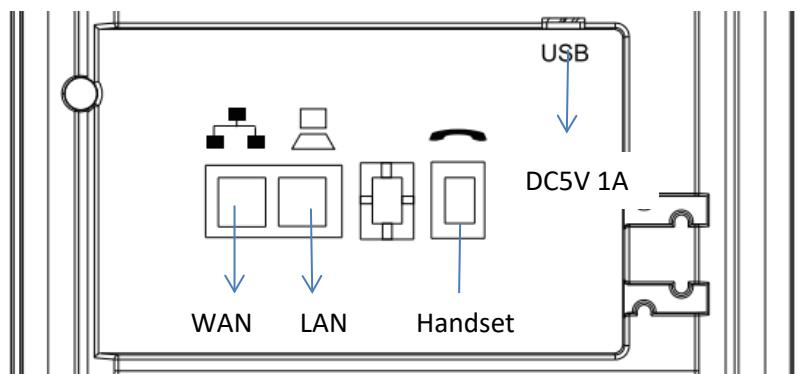
Connect network and power supply

#### 1) Install and disassemble the base:

A) Desktop bracket installation

B) Wall bracket installation

#### 2) Connecting handle:



#### 3) Connecting networks and power supplies

The telephone supports two power supply modes. Please choose one of the following according to the actual situation:

AC power supply

PoE

##### AC power supply (optional)

1. One end of the power adapter is connected to the DC5V interface of the telephone, and the other end is connected to the power socket.

2. One end of the Ethernet cable is connected to the WAN interface of the telephone, and the other end is connected to the switch or hub.

The packing list does not include headsets. For more information, consult your system administrator.

##### PoE

You can use packaged Ethernet or conventional Ethernet lines to supply power through an Ethernet line dialog connected to a switch or hub; the PoE mode of power supply is only applicable to phones that support PoE power supply.

One end of the Ethernet cable is connected to the WAN interface of the telephone, and the other end is connected to the PoE power switch or hub.

**Explain:** If using PoE power supply mode, the telephone does not need to connect AC power supply, please make sure that your switch or hub supports PoE power supply.

Phone can share network with PC, which is an optional connection.

**Warning!** It is prohibited to cut off power and network during firmware upgrade.

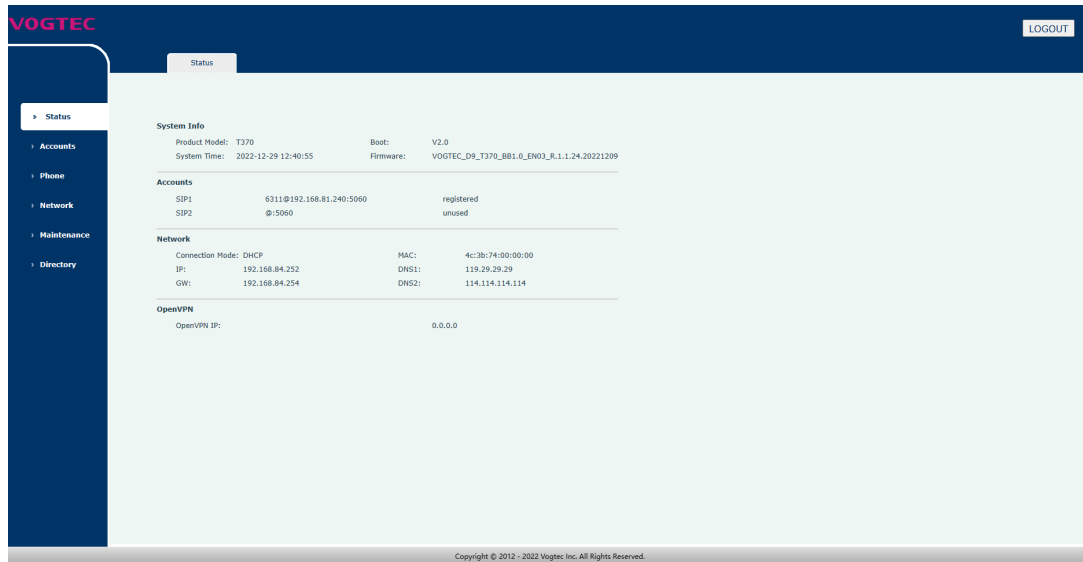
## Telephone Initialization

After the telephone is powered on, the following steps will be taken:

### Telephone Initialization

#### DHCP Gets Network Configuration

By default, the phone obtains network configurations such as IP address, subnet mask, gateway and DNS server through DHCP server.



## Phone Status

The status information of the telephone includes:

Mode (e.g. DHCP/STATIC/PPPoE)

IP

firmware

You can view the status of the phone through the web interface or the phone interface.

View the phone status through the phone interface:

Press "51\*#" and the voice reports the current status of the phone.

View the phone status through the web interface:

1. Open the web browser on the computer.
2. Enter the IP address of the phone in the browser's address bar and press Enter.
3. Enter a password on the login page (Administrator's password is admin).



4. Click login to submit.

The home page shows the status information of the phone.

## 4. Customize Phone

You can customize the phone. For example: ringing tones, manually adding or refusing calls from certain contacts from historical records, etc.

This chapter describes how to customize the phone, including the following:

Basic setup

Telephone book management

Speed Dial Function Key

Automatic exhalation

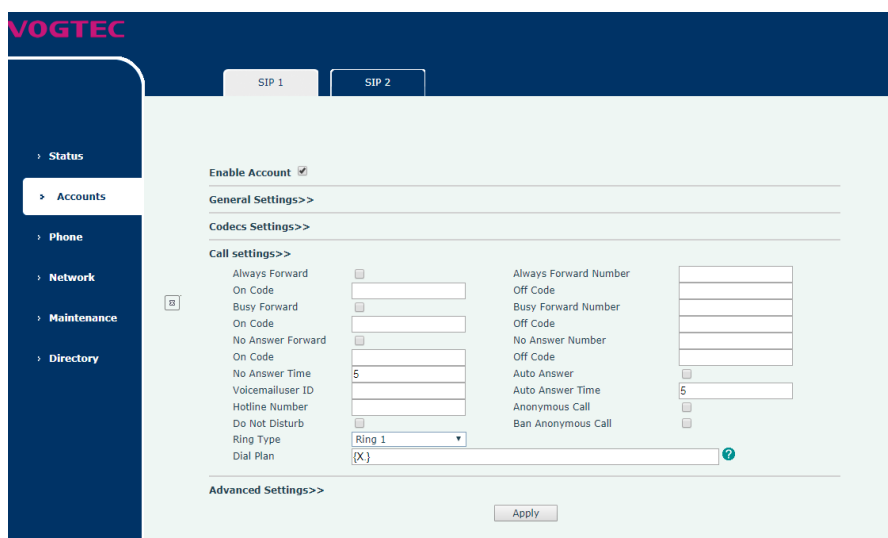
Voice messages

For more information and help, please contact your system administrator.

### Basic setup

**Set the bell for the account through the web interface:**

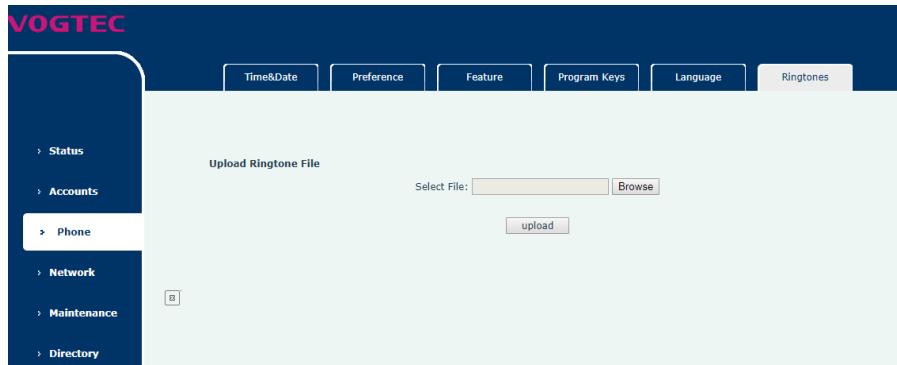
1. Click on Account -> SIP1 | Sip2 -> Call Settings -> Ring Type.
2. Select the ringtone in the bell type drop-down box.



3. Click Apply Save.

**Upload ringtones through web interface:**

1. Click on Phone Settings -> Ring tone.
2. In the area of uploading ringtone files, click Browse to select the ringtone files to upload from the local computer.



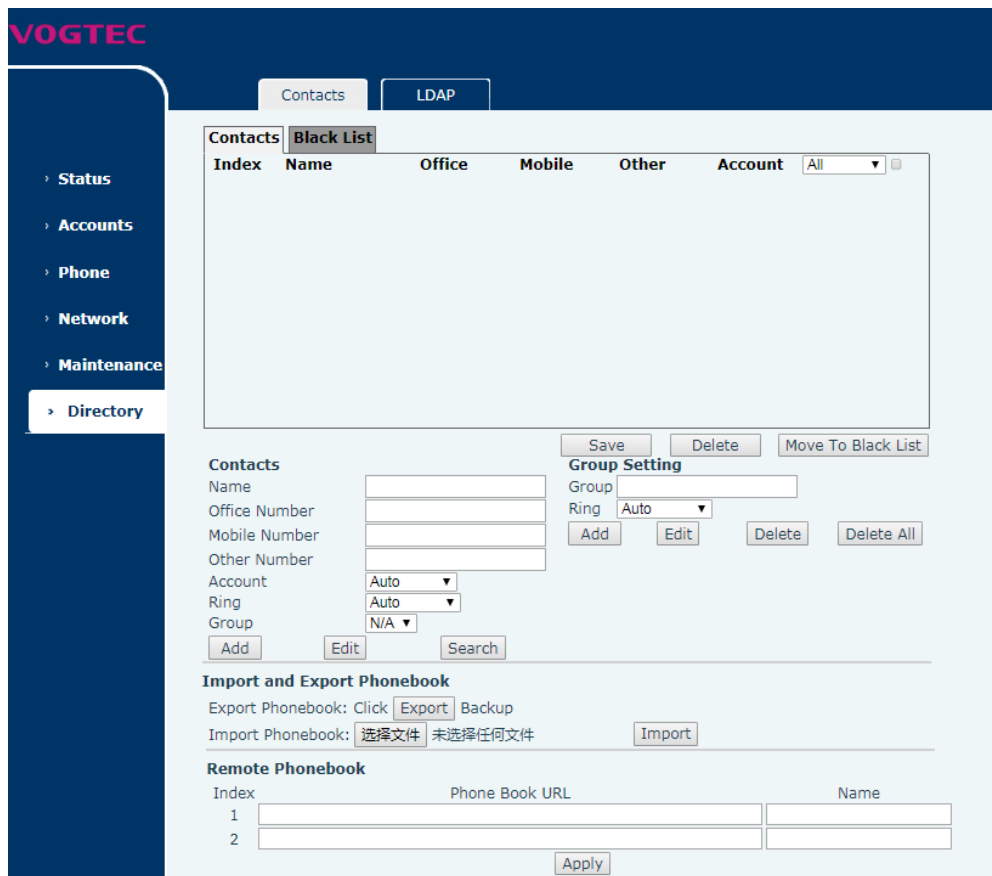
3. Click to upload the ringtone file.

## Import or export contacts

You can manage your local phone book through the phone interface or web interface, but you can only import or export contact files through the web interface.

### Importing XML files of local contacts through web interface:

1. Click on the Directory->contacts -> Import Phone Book.
2. Click Browse after importing the phone book and select the file to upload from the local computer (file format is \*. xml).



3. Click on the XML format to import.
4. Click on the application to complete the import.

#### Export XML files of local contacts through web interface:

1. Click Directory -> Contacts -> Export Phone Book.
2. Click Export in XML format.
3. Click Save and save it to your local computer.

The screenshot displays the VOGTEC web interface for managing contacts. The 'Contacts' tab is active, showing a table with one contact entry (Index 1, Name 1035, Office 1035, Account Auto). Below the table are input fields for adding or editing a contact, including Name, Office Number, Mobile Number, Other Number, Account (Auto), Ring (Auto), and Group (N/A). There are buttons for 'Add', 'Edit', 'Search', 'Save', 'Delete', and 'Move To Black List'. The 'Import and Export Phonebook' section includes buttons for 'Export' and 'Import', with a file selection button and the filename 'directory.xml'. The 'Remote Phonebook' section has a table with columns for Index, Phone Book URL, and Name, and an 'Apply' button.

#### Setting Speed Dial through Web Interface:

1. Press Phone Settings -> Programmable Key -> Function Key Settings -> Dss Key -> Speed Dial.
2. Dss key = memory key, value = phone number, subtype = speed dial.
3. Click Apply to save the configuration.

The screenshot displays the VOGTEC web interface for setting function keys. The 'Function Key Settings' page is active, showing a table with columns for Key, Type, Value, Line, Subtype, and Pickup Number. The table lists six DSS keys (DSS Key1 to DSS Key6) with Type set to Memory Key, Line set to AUTO, and Subtype set to None. There are input fields for Value and Pickup Number for each key. There is an 'Apply' button at the bottom.

## Telephone Book

You can access the remote directory on the phone, add contacts from the remote directory to local or call contacts from the remote directory.

### Setting Remote Phone Book URL through Web Interface:

1. Click on the Directory - > contact.
2. Enter the phonebook URL in the phonebook download URL area.

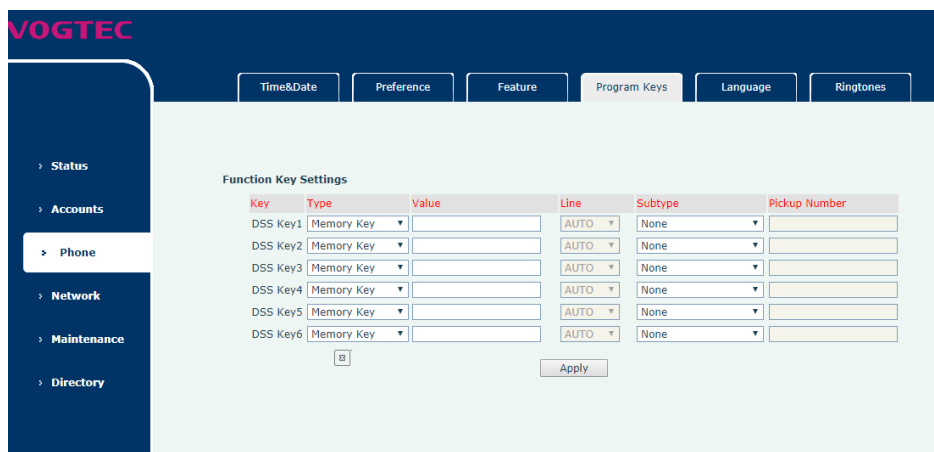
3. Click Apply Save.

## Speed Dial Function Key

You can customize the soft keys, menu keys and function keys on the phone. The phone has 9 programmable function keys.

### Defining Programmable Function Key through Web Interface:

1. Click Phone Settings - > Function Key Settings / Programmable Key.
2. Define specific functions for function keys on the phone.



3. Click Apply to save the operation.

The following sections describe in detail some of the basic functions of programmable function keys:

1. When the phone is in standby state, the left, right, up and down buttons can be set to the following functions respectively:

Line key settings

	None	Call forward	MWI	Speed dial	Presence	Intercom	Callback	BLF	IM
None		/	/	/	/	/	/	/	/
Memory key									
Line									
Key event									
DTMF									

### Setting accounts through web interface

Interface Path: Account -> Line 1/Line 2.

### Setting Emergency Call Number through Web Interface:

1. Click phone -> feature -> feature settings.
2. Enter the emergency call number in the emergency number area.
3. Click Apply to save the operation.

## Automatic exhalation

You can activate the phone's auto-exhaling function through the web interface. When you enter the number, you do not press any dial keys.

The phone will automatically call out the number after a certain delay time.

### Enable auto-exhaling function through web interface:

1. Click on Phone Settings -> Function Settings -> Function Settings -> Dial Tone Timeout.
2. Input time in the area of automatic expiratory activation time: dial tone timeout time (3-30 s).

3. Click Apply Save.

## Voice messages

The phone can send or listen to voice information. When a voice message is received, the MSG message indicator (green) blinks, indicating that a new message is unread.

Voice information:

When the caller is busy or inconvenient, you can leave a message for him. According to the voice prompt of the server, leave a message and hang up after the message is finished.

The voice information access signature is set through the web interface:

1. Account -> Line 1 / Line 2 -> Advanced Settings -> Voice Mail Number.

Not all servers support voice information. For more information, consult your system administrator.

2. Input voice information access signature (e.g. \* 97).

3. Press "Apply" key save operation.

Listen to voice messages

1. When the phone receives a new voice message, press the Message key to exhale the voice information access signature.

2. Listen to the voice message according to the voice prompt.

MWI (Message Waiting Indicator)

The phone supports the message waiting indicator function. When a voice message is received, the opportunity is prompted accordingly.

MWI has one kind of prompt modes: MSG message indicator (green) blinks. When all voice messages are checked or deleted, MSG message indicator (green) extinguish.

For some servers, the MWI service is provided by the server on its own initiative, and the phone only needs to process the MW messages sent by the server. For other servers, MWI subscription must be enabled on the phone before the server sends MWI messages to it. Voice information access signatures are predefined by the system. For more information, consult your system administrator. Not all servers support MWI functionality. For more information, consult your system administrator.

Before listening to voice messages, the voice information access signature should be set first.

MWI subscription parameters:

Option description

Voice Subscription Enables or Disables MWI Subscription Services

Voice subscription cycle

MWI subscription cycle. Opportunities before the expiration of the MWI subscription cycle Send the MWI subscription request.

Voice Information Subscription

Enable or disable MWI subscription services based on voice information numbers.

To use this function, you need to configure the voice information number.

Set up MWI subscription through web interface:

1. Click on Account -> SIP1 / SIP2 -> Advanced Settings.

2. Check the MWI subscription.

3. Enter appropriate values in the voice subscription cycle (seconds) area.

4. Click Apply Save.



## 5. Basic function

The telephone is as simple and convenient as the traditional one. You can use the telephone to make calls, answer incoming calls and hold conference calls, etc.

The basic functions of the telephone in this chapter include the following:

- Call up
- Answering calls
- End Call
- Redial
- Automatic answer
- Automatic redial
- Call completion
- Callback
- Call transfer
- Call waiting
- Speed dial
- Adjust Volume
- Adjust Tone

For more information and help, please contact your system administrator.

### Call up

You can make a phone call in three ways:

- Handle
- Hands-free
- Headset

You can dial first and then choose the way to talk to each other. During the call, you can press the hands-free key, the headset key or pick up the handle to switch the mode of the call.

#### Dial a telephone with a handle:


1. Pick up the handle.
2. Enter the number.
3. Press "#" soft key.

By default, "pick up the handle and wait a few seconds" is used as the dial key.

#### Use hands-free telephone calls:

Use either of the following ways:

-When the handle is hanging up, enter the number.

By pressing,  or "Redial" Key.

You can use IP address as the outgoing number. In standby mode, press "47\*#" to view the IP address of the phone. The longest character of an IP address is 32 bits, for example: IP: 192.168.1.15.

#### Use Speed Dial calls:

1. Pick up handset or press **【SPEAKER】** button, then press Picture Speed dial key **【P1 | P2 | P3 | P4 | P5 | P6】** to quickly call the stored user.
2. Pick up handset or press **【SPEAKER】** button, then press **【M1 | M2 | M3】** to

quickly call the stored user.

3. Pick up handset or press **【SPEAKER】** button, then press **【MSG】** and **【0~9】** to quickly call the stored user.

## Answering calls

When the phone is idle, you can answer calls in the following three ways:

Handle

Hands-free

Headset

### Use a handle to answer incoming calls:

Pick up the handle.

### Use hands-free to answer incoming calls:


Use either of the following ways:

Press  Soft key.

## End Call



Use either of the following ways:

If you are using a handle to receive calls, put back handle.

If you are using hands-free access to incoming calls, press  key.

## Redial

Redial the last call number:

When the phone is free, press  key and  key.

The phone will automatically call out the last number dialed.

## Automatic answer

You can enable the automatic response function for the account. When the account receives a call, the phone will automatically answer the call.

When the phone is in the state of call and receives new calls, the automatic response function will not be available.

Auto-response is enabled through the web interface, interface path: account -> [sip1 | sip2] -> call settings.

VOGTEC

SIP 1 SIP 2

> Status

> Accounts

> Phone

> Network

> Maintenance

> Directory

Enable Account

General Settings>>

Codecs Settings>>

Call settings>>

Always Forward  Always Forward Number

On Code  Off Code

Busy Forward  Busy Forward Number

On Code  Off Code

No Answer Forward  No Answer Number

On Code  Off Code

No Answer Time  Auto Answer

Voicemailuser ID  Auto Answer Time

Hotline Number  Anonymous Call

Do Not Disturb  Ban Anonymous Call

Ring Type  Ring 1

Dial Plan  [X.]

Advanced Settings>>

Apply

## Automatic redial

You can enable automatic redial. When the call fails, the telephone will automatically redial. You can also set the time interval of automatic redial and the number of times of automatic redial.

### Setting up automatic redial function through web interface

Interface Path: Phone Settings - > Function Settings - > Function Settings - > Automatic Redial.

## Callback

You can make the phone automatically call out the number of the last call by pressing the dial-back button.

### Setting the Callback Key through the Web Interface:

1. Click on Phone Settings - > Functional Settings - > Functional Settings - .
2. Select the function key to set, and select call back in the type drop-down box.

VOGTEC

LOGOUT

Time&Date Preference Feature Program Keys Language Ringtones

> Status

> Accounts

> Phone

> Network

> Maintenance

> Directory

Function Key Settings

Key	Type	Value	Line	Subtype	Pickup Number
DSS Key1	Memory Key	<input type="text"/>	AUTO	None	<input type="text"/>
DSS Key2	Memory Key	<input type="text"/>	AUTO	None	<input type="text"/>
DSS Key3	Memory Key	<input type="text"/>	AUTO	None	<input type="text"/>
DSS Key4	Memory Key	<input type="text"/>	AUTO	None	<input type="text"/>
DSS Key5	Memory Key	<input type="text"/>	AUTO	None	<input type="text"/>
DSS Key6	Memory Key	<input type="text"/>	AUTO	None	<input type="text"/>

Apply

3. Click Apply Save.

## Call transfer

You can set a static transfer on the phone to transfer the call to the specified number. When the

telephone rings, it can also be used.

Dynamic transfer function to transfer the call to the input number.

Static transfer

You can configure three types of call transfer:

1. Unconditional forward: all incoming calls from the telephone will be automatically transferred unconditionally to the pre-specified number.
2. Busy Forward: When the telephone is busy, calls will be transferred to a pre-specified number.
3. Answer Forward: When the phone fails to respond within the set ring time, calls will be transferred to a pre-specified location number.

**Setting up call transfer function through web interface, interface path: account > [sip1 | sip2] > call setting.**

## Talk switching

For the call transfer, we use three phones to demo the operation; all these phones register to the same server. (Phone A: T370, phone B, C: also T370 or other IP phone)

### 1. Blind Transfer

IP phone A Call B, B answer the call, after this, phone A press **【R】** button, then B is held, and A get another dial tone, A input the number of C; Phone A hangs up directly, C will ring and A get the busy tone, by now, the blind transfer is successful.

### 2. Half Attend Transfer

IP phone A Call B, B answer the call, after this, A press **【R】** button, then B is held, and A get another dial tone, A input the number of Phone C and then dial **【#】** to send the number or wait for the timeout the number will be send automatic, after this , A get the ring back tone , C is ringing , at this time C do not answer and A hangs up automatically . A get busy tone and exit the call session, by now the Half Attend Transfer is successful.

### 3. Attend Transfer

IP phone A Call B, B answer the call, after this, A press **【R】** button, then B is held, and A get another dial tone, A input the number of Phone C and then dial **【#】** to send the number or wait for the timeout the number will be send automatic, after this, A get the ring back tone, C is ringing , at this time C answer the call and A hangs up automatically. A get busy tone and exit the call session, by

now they Attend Transfer is successful.

## Speed dial

### 1. Picture memory store(P1 | P2 | P3 | P4 | P5 | P6)

Pick up handset or press **【SPEAKER】** button, then press button **【STORE】** , enter the telephone number you want to keep, press one Picture button **【P1 | P2 | P3 | P4 | P5 | P6】** , the busy tone you will hear then put back the handset or press the **【SPEAKER】** button.

### 2. Key memory store(M1,M2,M3)

Pick up handset or press **【SPEAKER】** button, then press button **【STORE】** , enter the telephone number you want to keep, press one key store button **【M1 | M2 | M3】** , the busy tone you will hear then put back the handset or press the **【SPEAKER】** button.

### 3. Two key memory store(MSG + <0-9>)

Pick up handset or press **【SPEAKER】** button, then press button **【STORE】** , enter the telephone number you want to keep, then press the **【MSG】** key ,then press one number key **【0~9】** , the number you want to keep can be found via this number, after you press the number key you will get the busy tone from the phone, then put back the handset or press the **【SPEAKER】** button.

## Adjust Volume

1. Ringtone Music: In standby mode, press the **【LO Volume HI】** key to change the ringtone volume to an appropriate position (level 1 to 15, default is level 1);
2. Handset Volume: When the handset is in the handset state (lifting the handset or talking with the handset), press the **【LO Volume HI】** key to adjust the handset volume to an appropriate position (level 1 to 15, 10 by default);
3. Hands-Free Volume: In hands-free mode (during hands-free dialing or talking), press the **【LO Volume HI】** key to adjust the volume of the handset to an appropriate position (level 1 to 15, 10 by default);
4. Boost Volume: If the elderly feel the sound is low during a handset or hands-free call, press **【Boost】** key to increase the current volume by about 10dB.

## Adjust Tone

1. When the elderly have hearing difficulties to some high or low sounds, different tones can be adjusted to adapt to the elderly's hearing;
2. Press **【HI TONE LO】** of TONE to raise or lower the output tone. The adjustment range is 340-3000HZ;
3. Resuming the Call after hanging Up.

# 6 Advanced functions

This chapter introduces the advanced functions of the telephone, including the following contents:

- ☐ Network settings
- ☐ Account number

☒ Automatic deployment

☒ Restore factory settings

For more information and help, please contact your system administrator.

## Network settings

**Setting up Network through Web Interface:**

1. Click Network - > WAN/LAN.

## Account number

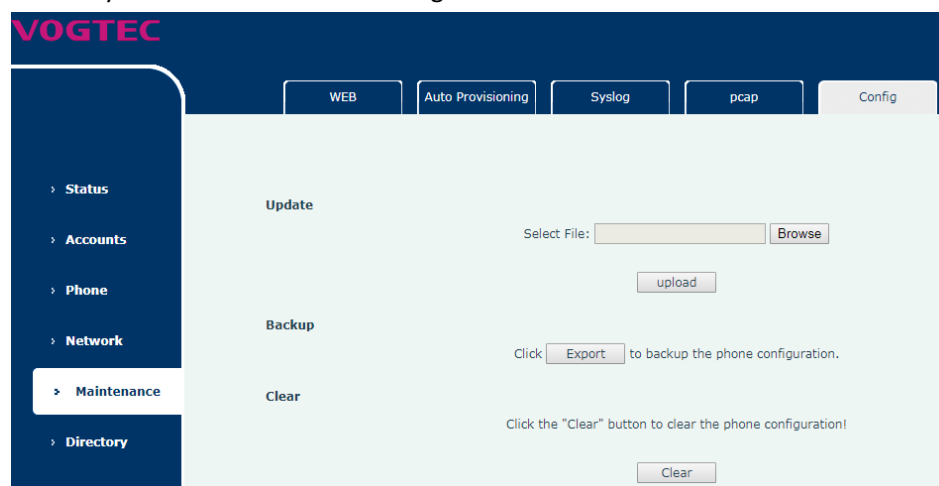
**Setting up Network through Web Interface:**

1. Click on Account Settings - > [SIP1 | SIP2].

## Restore factory settings

**Setting up Network through Web Interface:**

1. Click System Maintenance - > Configuration - > Clear - > Clear.



When all troubleshooting methods can not solve the problem, it is recommended that the telephone be restored to the factory settings. After the factory setup is restored, All custom configurations will be reset. Please consult your system administrator before restoring the factory settings.

**Restore factory settings through telephone interface:**

1. In the standby state, enter the number 49\*#. And then, the voice message "Restore" is displayed and the phone is restored to factory Settings.

It will take several minutes to restore the factory settings. Do not disconnect the power supply until the restart is completed.

## Troubleshooting

This chapter introduces the troubleshooting methods of the telephone to help you solve the problems you may encounter when using the telephone. For more information, consult your system administrator.

## Why does the phone not respond to pressing any key?

- ☐ Make sure the phone is properly connected to the AC power outlet.
- ☐ If the power interface of the telephone is connected to the desktop, the power interface is connected to the wall again.
- ☐ If the telephone is powered by PoE, make sure that the switch or hub has PoE power supply function.

## Why does the phone always fail to make a call?

- ☐ Make sure that the Ethernet wire is connected to the WAN interface of the telephone and not loosened.
- ☐ Ensure that the network in which the switch or hub is located is available.

## How to get the basic information of IP phone?

In standby mode, you can enter a password to obtain the phone status.

- 1.47\*#: IP address ;
- 2.48\*#: the Version of phone;
- 3.50\*#: VLAN Tag On/Off;
- 4.51\*#: DHCP/Static IP Mode;
- 5.52\*#: MAC Address;

## How to get the MAC address without the phone being powered on?

There are three ways to get the MAC address of the phone:

- ☐ Shipping list provided by supplier.
- ☐ Label of packing box.
- ☐ Barcode on the back of the telephone.

## Why can not you get a dial tone?

Check the connection of the telephone to ensure the correct installation of the telephone.

For more installation instructions, see Installation Telephone.

Check whether dial tones can be heard in the current call mode:

Check one by one whether dial tones can be heard in headset, handle and hands-free mode.

If a dial tone can be heard in a certain mode of call, replace the headset or handle to eliminate hardware problems caused by barriers.

## Why does not the phone ring?

Check the volume of the bell. When the telephone is hanging up or idle, the volume of the bell is adjusted by pressing the volume adjustment key. Want to know more for information, see Volume.

## Why can not the phone receive the call?

1. Check if the account is registered.
2. Check whether the call transfer function is disabled. See Call Transfer.
3. Check if the caller contact has been added to the blacklist. Please refer to the "blacklist".

## Why can not the handle be used?

Make sure that the handle is properly connected to the handle interface of the telephone.  
Please refer to Install Phone.

## Why can not the headset be used?

1. Make sure that the headset is connected correctly to the headset of the telephone.  
Please install the telephone.
2. Ensure that the headset mode is activated. Please use the headset.
3. Adjust the appropriate volume of the headset. Please "volume".

## What are the differences between user name, registration name and display name?

User name and registration name are defined by the server. User name is the unique identification of an account, while registration name match with password to authenticate identity when required by server. The display name is the caller identifier. If the server also defines the display name, then the configuration on the server is possible overlay the configuration on the phone, causing the display name of the configuration on the phone to not take effect.

## How to change user password?

Change user password through web interface:

1. Click System Maintenance -> Web -> Web Settings.
2. Enter the administrator password in the Administrator Options box. Enter the user password in the Visitor Password Options box.
3. Click Apply Save.

Explains that if you use user rights to log on to the web page interface to modify the user password, you need to enter the current user password.

You can only change the user's password through the web interface.

## How to Encrypt Telephone Speech (SRTP)?

The voice encryption function needs the support of both sides of the call, and both sides of the call must turn on the function.

Enable voice encryption (SRTP) through the web interface:

1. Click Account Settings -> [sip1 | sip2] -> Advanced Settings -> Use SRTP.
2. Select Force in the drop-down box using SRTP encryption mode.
3. Click on the application submission operation.

Not all servers support SRTP. For more information, consult your system administrator. You can only enable voice encryption (SRTP) through the web interface.



## How to restart the phone?

Restart the phone through the web interface:

1. Click System Maintenance - > Restart.
2. Click Restart to restart the phone.

## How to export system logs?

When we encounter some problems, we need you to provide network messages to help analyze the problems.

Export network message through web interface:

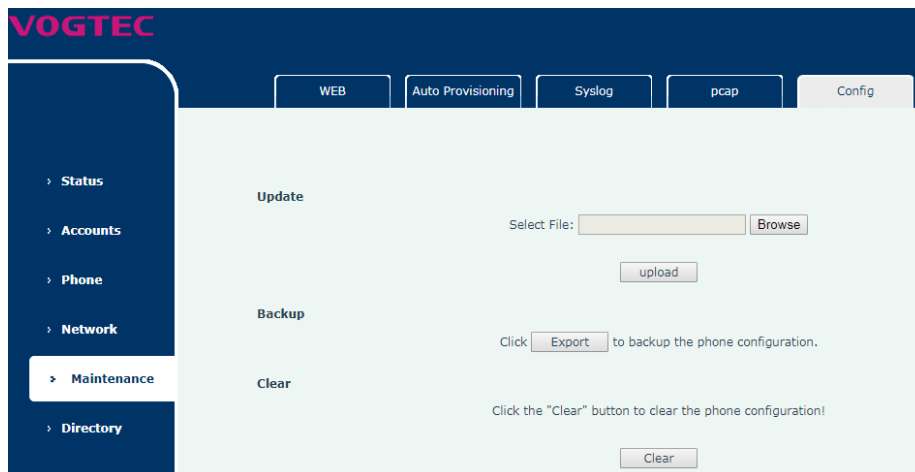
1. Configure the system log level, click System Maintenance - > Log, open Syslog service, set up the Syslog server address, default Syslog server port 514, modify the Syslog level for information, click Application Save Settings.
  2. Click on System Maintenance - > Snatch Pack.
  3. Click Start and start grabbing.
  4. Reproduce the scene where the error occurred.
  5. Click Stop, Stop Grabbing Packs.
  6. Click Export, pop up the Export prompt box, and save the file to the local computer.
- System logs can be sent to the log server. For more information, consult your system administrator.

## How to import and export telephone configuration?

When we encounter some problems, we need you to provide the phone configuration to help analyze the problems. In some cases, you may need to import the phone configuration.

**Export Phone Configuration through Web Interface:**

1. Click System Maintenance - > Configuration - > Backup.



2. In the import and export configuration area, click export, pop up the download prompt box, and save the file to the local computer.

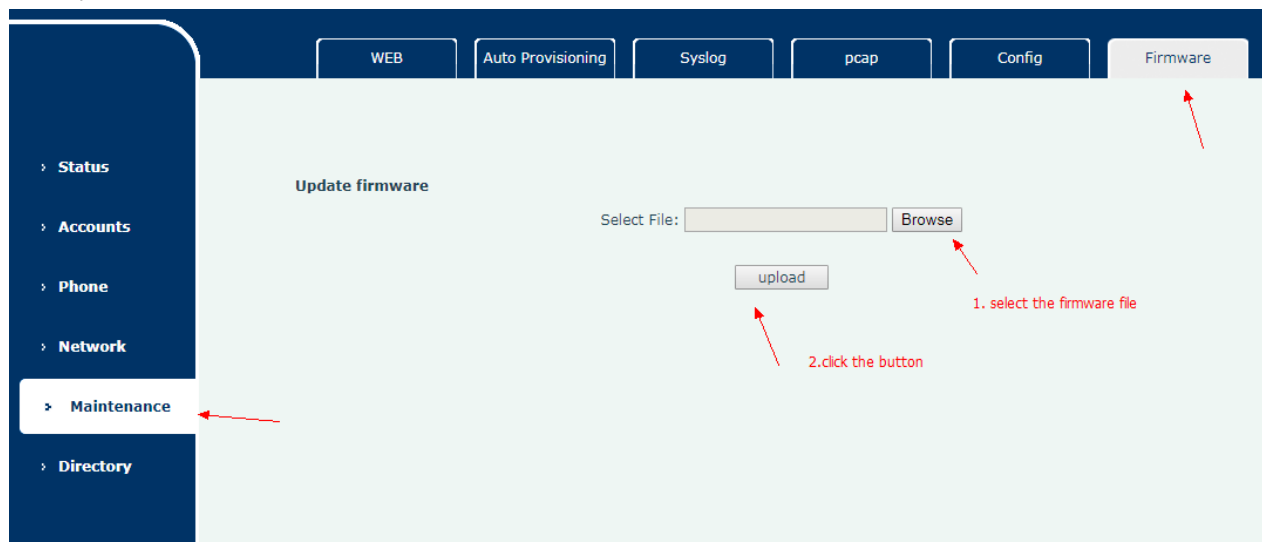
**Importing Phone Configuration through Web Interface:**

1. Click System Maintenance - > Configuration - > Update.
2. In the import and export configuration area, click Browse to select the file to upload on the local computer.
3. Click Upload.

## How to update firmware?

### Updating firmware through web interface:

1. Click System Maintenance - > Firmware



2. Click Upload to update firmware.

Interface prompt: "Please wait a moment, the system is processing".

The format of the configuration file must be \*.bin .

## Safety precautions

Please read the safety precautions carefully before using!

The following basic safety precautions should always be observed to reduce fire, electric shock or other personal injury.

### Conventional requirements

Before installing and using the equipment, please read the safety precautions carefully and observe them carefully when using.

1. Keep the equipment dry and clean during storage, transportation and use.
2. In the process of storing, transporting and using equipment, please avoid collision or damage.
3. Do not attempt to disassemble the equipment by yourself. When the equipment fails, please contact the designated maintenance point.
4. No unit or individual may make any structural, safety, performance or design changes to the equipment without written permission. When using the equipment, please follow the relevant laws and regulations, and respect the legitimate rights of others.

### Environmental requirements

- ☑ Please place the equipment in a ventilated, sunless environment.
- ☑ Please keep the equipment dry and dust-free.
- ☑ Place the equipment on a smooth workbench.

- ⓘ Do not place heavy objects on equipment to avoid deformation or damage.
- ⓘ It is suggested that more than 10 cm of heat dissipation space should be set aside around the equipment.
- ⓘ Do not close the equipment to flammable objects, such as rubber materials.
- ⓘ Keep away from heat sources or open fires, such as candles or heaters, when installing equipment.
- ⓘ When installing equipment, please stay away from high magnetic field or electric field appliances, such as microwave ovens or refrigerators.

## Instructions for use

- ⓘ Children should be used under the guidance of adults.
- ⓘ Do not allow children to play with equipment and any accessories to avoid accidental swallowing.
- ⓘ Please use the accessories of the product and the accessories recommended by the manufacturer.
- ⓘ The supply voltage must meet the input voltage requirement of the equipment. Please use only the surge protection power outlet provided by the manufacturer.
- ⓘ Keep your hands dry when inserting cables.
- ⓘ Do not spill any liquid on the equipment or close the equipment to water, such as bathtub, washbasin, etc.
- ⓘ Kitchen sink, damp basement or swimming pool.
- ⓘ Do not trample, pull or over bend the cable to avoid equipment failure.
- ⓘ In thunderstorm weather, please stop using the equipment, cut off the power supply, and pull out all the cables connected to the equipment, such as power lines, telephone lines, etc.
- ⓘ If you do not use the equipment for a long time, please cut off the power supply and unplug the power plug.
- ⓘ When the equipment appears black smoke, abnormal noise or odor, please immediately stop using and cut off the power supply, pull out the connection.
- ⓘ All cables connected to the equipment, such as power lines, telephone lines, and contact the designated maintenance points.
- ⓘ Do not connect incompatible products on the equipment.
- ⓘ Before connecting the cable, please connect the grounding wire of the equipment. Do not disconnect the grounding wire before disconnecting all cables.

## Cleaning instructions

- ⓘ Before cleaning, please stop using the equipment and cut off the power supply.
- ⓘ Please use a soft, dry, anti-static cloth wiping equipment.
- ⓘ Please keep the plug clean and dry. The use of dirty or damp power plugs may lead to electric shock or other hazards.

## Appendix A: Time zone

## Time zone    Time zone name

11:00	Samoa
_10:00	United States-Hawaii-Aleutian
_10:00	United States-Alaska-Aleutian
09:00	United States-Alaska Time
08:00	Canada (Vancouver, Whitehorse)
_08:00	Mexico (Tijuana, Mexicali)
08:00	United States-Pacific Time
_07:00	Canada (Edmonton, Calgary)
_07:00	Mexico (Mazatlan, Chihuahua)
_07:00	United States-Mountain Time
_07:00	United States-MST no DST
06:00	Canada-Manitoba (Winnipeg)
06:00	Chile (Easter Islands)
_06:00	Mexico (Mexico City, Acapulco)
06:00	United States-Central Time
_05:00	Bahamas (Nassau)
_05:00	Canada (Montreal, Ottawa, Quebec)
_05:00	Cuba (Havana)
_05:00	United States-Eastern Time
_04:30	Venezuela (Caracas)
_04:00	Canada (Halifax, Saint John)
_04:00	Chile (Santiago)
_04:00	Paraguay (Asuncion)
_04:00	United Kingdom-Bermuda (Bermuda)
_04:00	United Kingdom (Falkland Islands)
_04:00	Trinidad & Tobago
03:30	Canada-New Foundland (St. Johns)
_03:00	Denmark-Greenland (Nuuk)
_03:00	Argentina (Buenos Aires)
03:00	Brazil (no DST)
03:00	Brazil (DST)
_02:00	Brazil (no DST)
_01:00	Portugal (Azores)
0	GMT
0	Greenland
0	Denmark-Faroe Islands (Torshavn)
0	Ireland (Dublin)
0	Portugal (Lisboa, Porto, Funchal)
0	Spain-Canary Islands (Las Palmas)
0	United Kingdom (London)
0	Morocco
+ 01:00	Albania (Tirane)
+ 01:00	Austria (Vienna)
+ 01:00	Belgium (Brussels)

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- + 01:00 Caicos
- +01:00 Chad
- + 01:00 Croatian (Zagreb)
- + 01:00 Czech Republic (Prague)
- + 01:00 Denmark (Kopenhagen)
- + 01:00 France (Paris)
- + 01:00 Germany (Berlin)
- + 01:00 Hungary (Budapest)
- + 01:00 Italy (Rome)
- + 01:00 Luxembourg
- + 01:00 Macedonia (Skopje)
- + 01:00 Netherlands (Amsterdam)
- + 01:00 Namibia (Windhoek)
- + 02:00 Estonia (Tallinn)
- + 02:00 Finland (Helsinki)
- + 02:00 Gaza Strip (Gaza)
- + 02:00 Greece (Athens)
- + 02:00 Israel (Tel Aviv)
- + 02:00 Jordan (Amman)
- + 02:00 Latvia (Riga)
- + 02:00 Lebanon (Beirut)
- + 02:00 Moldova (Kishinev)
- + 02:00 Russia (Kaliningrad)
- + 02:00 Romania (Bucharest)
- + 02:00 Syria (Damascus)
- + 02:00 Turkey (Ankara)
- + 02:00 Ukraine (Kyiv, Odessa)
- + 02:00 Syria (Damascus)
- + 03:00 East Africa Time
- + 03:00 Iraq (Baghdad)
- + 03:00 Russia (Moscow)
- + 03:30 Iran (Teheran)
- + 04:00 Armenia (Yerevan)
- + 04:00 Azerbais (Baku)
- + 04:00 Georgia (Tbilisi)
- + 04:00 Kazakhstan (Aktau)
- + 04:00 Russia (Samara)
- + 04:30 Afghanistan
- + 05:00 Kazakhstan (Aqtobe)
- + 05:00 Kyrgyzstan (Bishkek)
- + 05:00 Pakistan (Islamabad)
- + 05:00 Russia (Chelyabinsk)
- + 05:30 India (Calcutta)
- + 06:00 Kazakhstan (Astana, Almaty)
- + 06:00 Russia (Novosibirsk, Omsk)

- + 07:00 Russia (Krasnoyarsk)
- + 07:00 Thailand (Bangkok)
- + 08:00 China (Beijing)
- + 08:00 Singapore
- + 08:00 Australia (Perth)
- + 09:00 Korea (Seoul)
- + 09:00 Japan (Tokyo)
- + 09:30 Australia (Adelaide)
- + 09:30 Australia (Darwin)
- + 10:00 Australia (Sydney, Melbourne, Canberra)
- + 10:00 Australia (Brisbane)
- + 10:00 Australia (Hobart)
- + 10:00 Russia (Vladivostok)
- + 10:30 Australia (Lord Howe Islands)
- + 11:00 New Caledonia (Noumea)
- + 12:00 New Zealand (Wellington, Auckland)
- + 12:45 New Zealand (Chatham Islands)
- + 13:00 Tonga (Nukualofa)