Office IP Phone ES380

User Manual

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About this manual

Thank you for choosing Office IP Phone ES380.This IP Phone is specially designed for the user under the Office with fashionable appearance and complete functions. This manual aims to help you quickly use Office IP Phone ES380. Before use, please read the packing list and safety notes section of this manual ,communicate with the system administrator to confirm if the current network environment can meet the requirements of configuring the Phone. If this is your first time to use Office IP Phone ES380, we recommend that you should read the quick operation guide and product technical manual. The document can be downloaded from the following website: http://www.escene.com.

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1. Getting Started

1.1 About

escene ES380 is a feature-added IP Phone.Using 2.8’ 320x240 pixel color backlight screen and except normal features of a 6 lines HD IP Phone. It comes with an EP+ communication APP which can all you use the cell phone to make an IP Phone call, switching talking, etc.

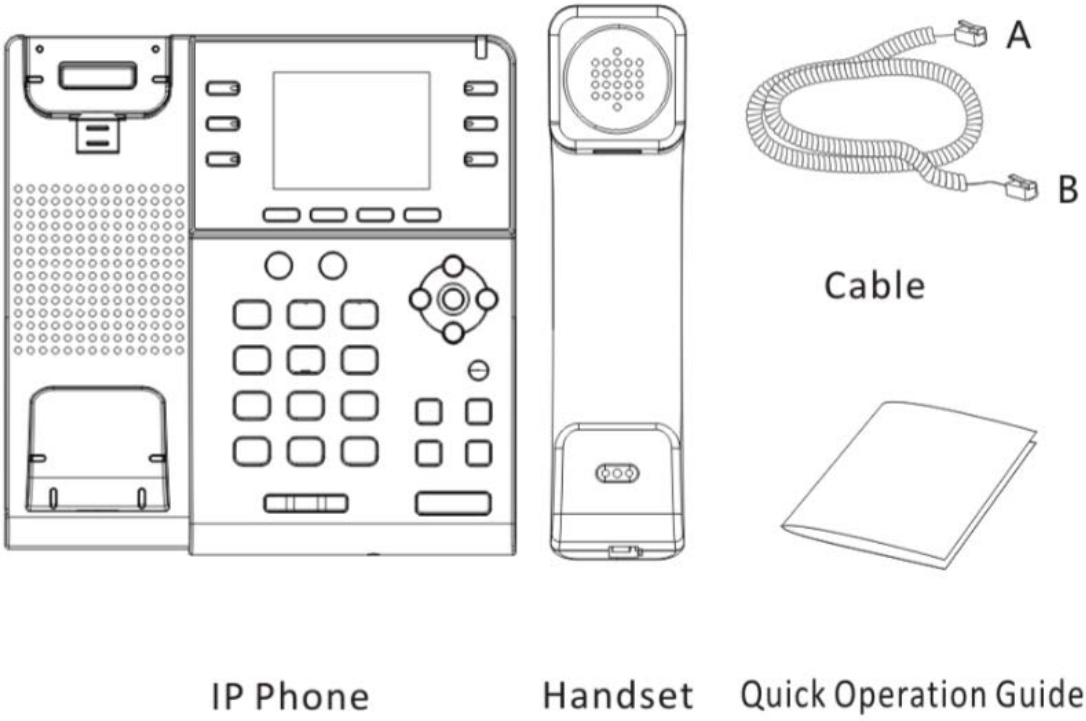
1.2 Feature Highlights

a) **Multi-Language**
   The LCD display supports Multi-Language.
b) **HD Voice**
   Special voice processing technology, high-fidelity voice quality, HD encoding, HD Handset, ensure clear, realistic smooth communication.
c) **Senior Calling Ability**
   6 lines with double color(GREEN & RED) LEDs, Synchronously control or manage 6 calls, Call queue, Switch between lines. Multi-parties conference, call transfer.
d) **All kinds of Phone Book**
   It supports XML Personal Phone Book\LDAP\Enterprise Phone Book etc. This feature satisfies customer's phone book requirements.
e) **Support HTTP\TFTP\FTP\Auto-Provision.**
f) **2 gigabit Ethernet ports, built-in POE,built-in bluetooth.**
g) **Multi-angle adjustable bracket.**
h) **Up to 30 programmable keys, (6 lines+ 24 paperless programmable keys).**
i) **EP+ Support external APPLE/Android mobile phone.**
j) **Built-in USB interface, USB support external UniWIFI adapter and charging.**

2. Set up the Phone

a) **Packing List:**
   Check the packing list before installation, if you find anything missing, contact your system administrator.
   - 1*ES380 IP Phone
   - 1*Handset
   - 1*Handset Cable

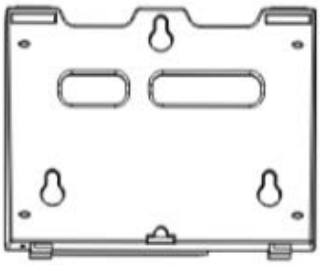
- 1*Ethernet Cable
- 1*Quick Operation Guide
- 1*Power Adapter
- 1*Bracket



Ethernet Cable

Bracket

Power Adapter



Wall Mount bracket

(Needs to be purchased separately)

NOTE: The cable install method is short A connect the handset, longer B connect the IP Phone.

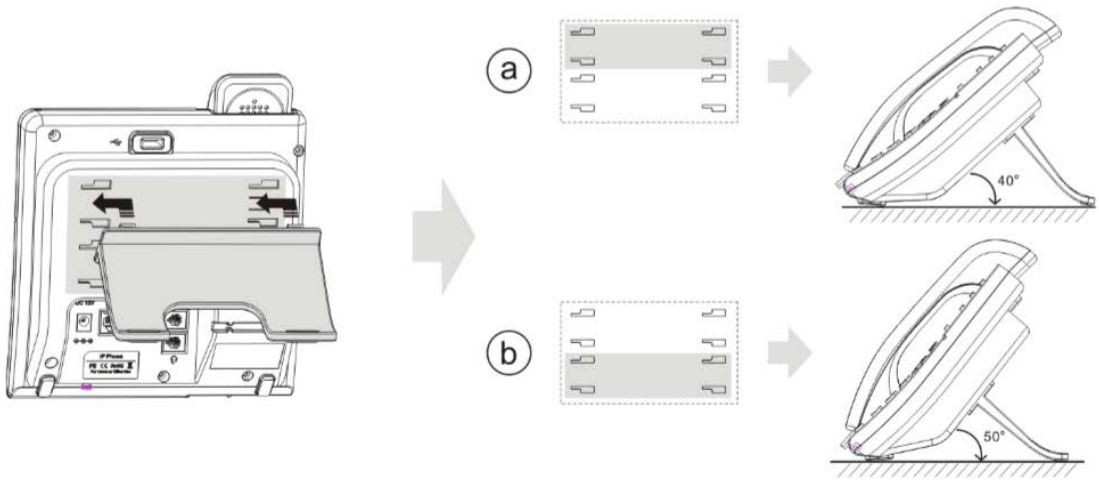
b) Phone Installation:

This section introduces how to install the phone with the components in the packing list:

- Adjust the Bracket
- Connect the Handset and optional Headset
- Connect the Network and Power

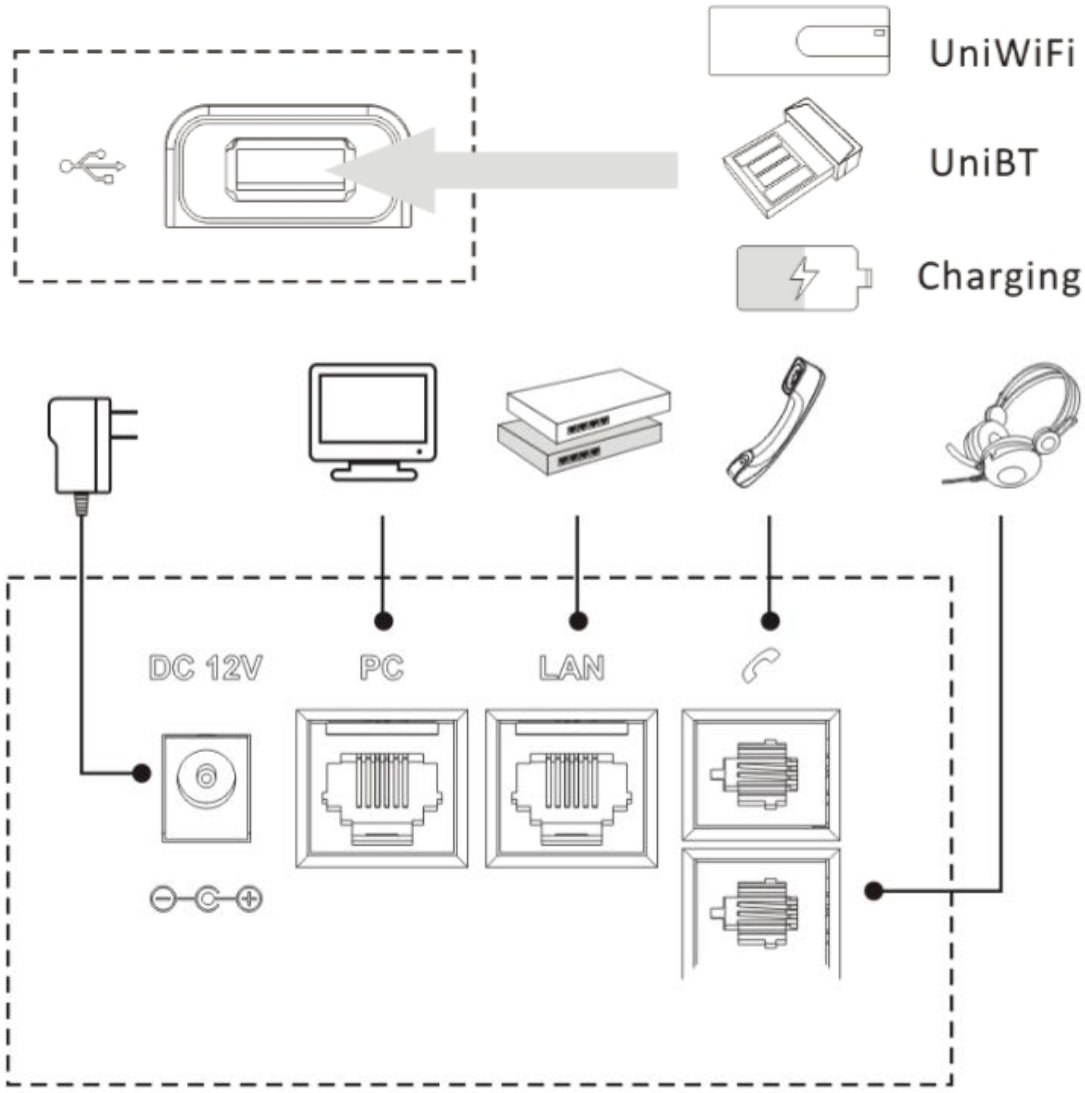
Adjust the Bracket

Pls follow the following picture to let the bracket adjust to safety



Desk Mount Method

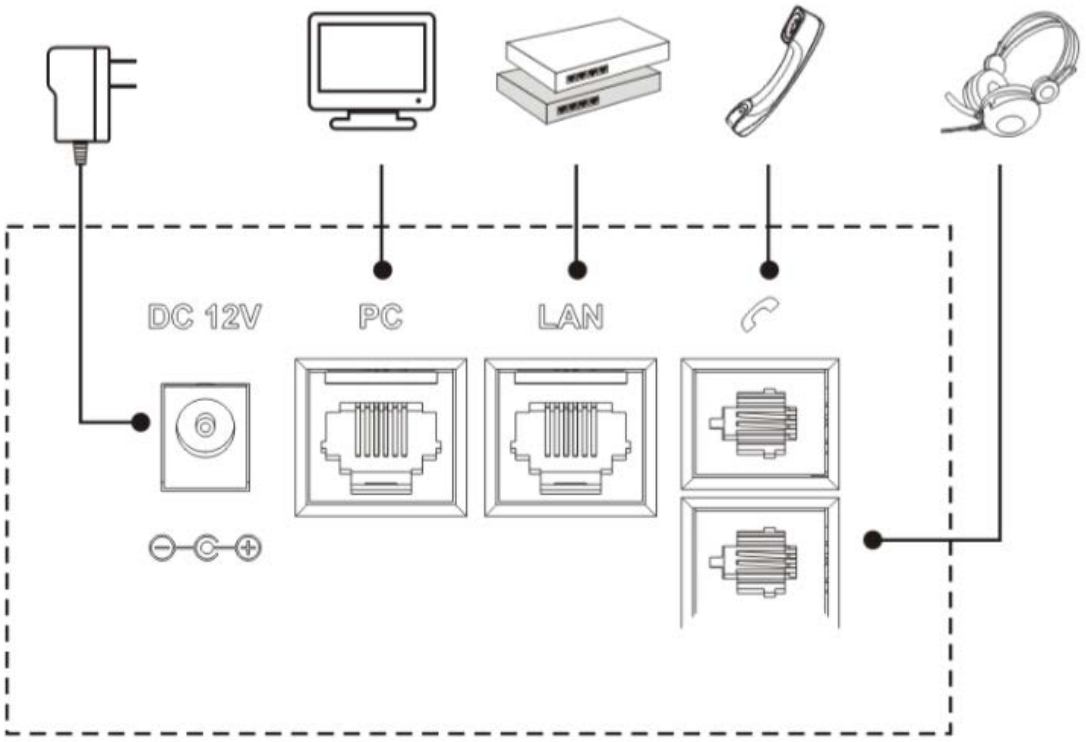
Connect the Handset and optional Headset



Connect the Network and Power

You have two options for power supply. Your system administrator will advise you which one to use.

- AC power adapter
- POE(Power over Ethernet) IEEE802.3af
- USB(Standard 0.5A)

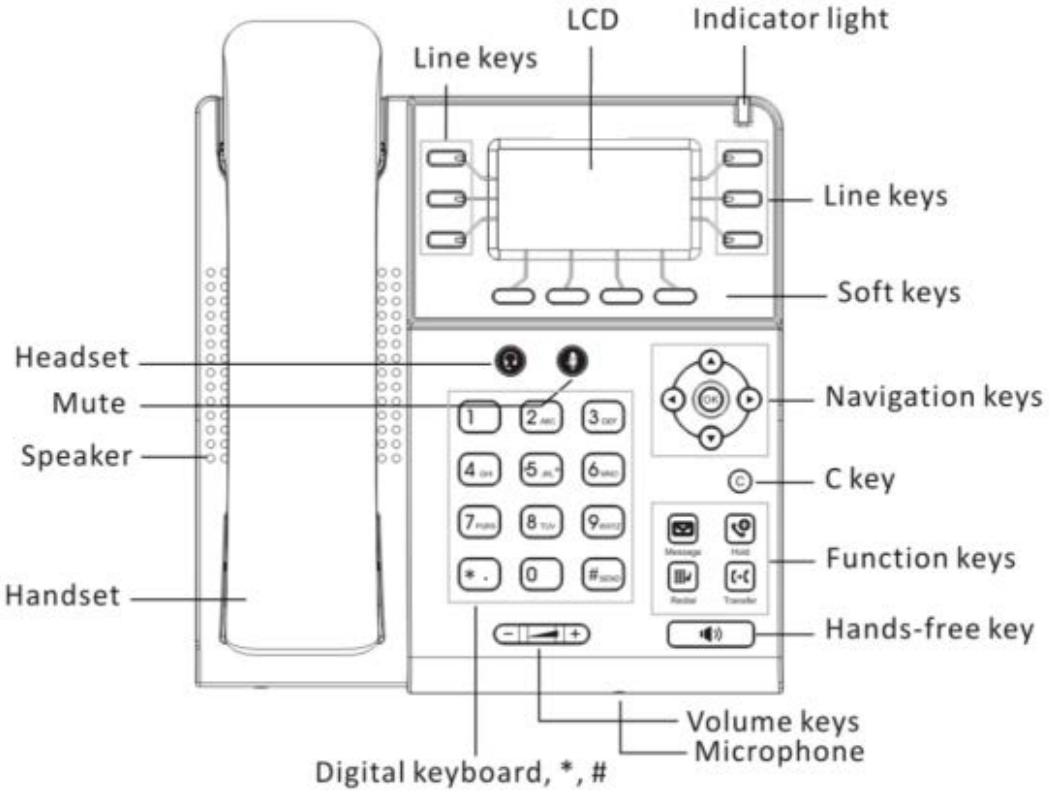


Note: If inline power (PoE:Power over Ethernet) is provided, you don't need to connect the power adapter. Make sure the Ethernet cable and hub/switch are PoE compliant.

3. Phone User Interface

3.1 Hardware Component Instructions

The main hardware components of the ES380 IP Phone are the LCD screen and the keypad.



Hardware component instructions of the ES380 IP Phone are:

ITEM	DESCRIPTION
LCD Screen	Displayed information about calls, messages, soft keys, time, date and other relevant data: • Call information — caller ID, call duration • Icons (e.g.) • Missed calls or second incoming caller's information •Time and date
Light Status	White-Flashing: There is an incoming call or be Hold. White-Steady: Hook-off. or be in an usual conversation.
Line Key	Green-Steady: There is a conversation making on the line Red-Flashing: There is call coming in Green-Flashing: The line is on hold Dark: Accounts are idle
Soft Key	Labels automatically to identity their context-sensitive features
Navigation Key	Scroll through the displayed information, and in the idle feature: UP: Open the "All CONTACT LOG" DOWN: Open the "MISSED CALL" RIGHT: Open the "RECEIVED CALL" LEFT: Open the "DAIL CALL"
OK Key	Confirm the action
C Key	Cancels actions or rejects an incoming call, and the other feature:

	In the idle: Open the "Phone Status". Diagnosis: Press and hold 3 second to open "Hardware Diagnosis". MUTE: "MUTE" feature is enabled if you press it while the conversation making on the phone.
Functions Key	Message\Redial\Transfer\Hold
Speaker Key	Toggles the hands-free speaker phone mode.
Mic	Voice input
Volume Key	Adjusts the volume of the handset, headset, speaker and ringer
Keypad	Provides the digits, letters and special characters in context-sensitive applications.
Headset Key	Toggles and indicates the headset mode.

3.2 Phone Screen Display Features

If the phone has successfully started up and after using, the idle LCD display will show information as below:

	ITEM	DESCRIPTION
1	TIME & DATE	TIME & DATE display in the middle of the screen.
2	Auto-Answer icon	Enable this feature, it will display "AA" at the top right corner.
3	Missed Call	Missed Call under the TIME in the middle of screen
4	Line Status	There are four status as below: a. LAN:Disconnect :Disconnect the network

		b. :Account failed to register c. :Account successfully registered d. :Account successfully registered and DND feature is enabled. The DND icon also will display at the top right corner.
5	Soft Key Area	Labels automatically to identity their context-sensitive features
6	Screen Icon	The Screen Top Icon from left to right is: : Handset Hand on status :Speaker Hand on status :Headset Hand on status :Call MUTE :Missed Call :Call Forward :Text Message :Keypad Lock :Network is unavailable

3.3 Basic Network Settings

The phone supports Three Modes of Network Setting. Include Wi-Fi Setting\Static IP\DHCP.

Wi-Fi Setting

Note: This feature must be work with UniWIFI device. More about this, pls contact your system administrator.

In order to more easily and quickly implement Wi-Fi series phone deployment, we provide EWFC(Enhanced WIFI Fast Connection) technology to implement automatic connection between the 5.8G Wi-Fi phone and AP-3.

Note: This feature must be work with AP-3 device. More about this, pls contact your system administrator.

①When the AP-3 is set up wireless parameters by the administrator, you can long press "ok" to enter the password to connect it.
②If you don't use EWFC rapid deployment, you can According to the normal method for manual connection and settings as following:

Feature	Operating Steps
Wi-Fi	Press **OK** or **MENU**> **System Settings**> **Advanced Settings**> **Password**(Default is Empty)> **Network**> **Wi-Fi Setting** ● Press **Wi-Fi Setting** to login in to the menu ● Select "**Wi-Fi**", and choose "**enable**" ● Press "**Save**" key ● Select "**Hotspot List**" ● Press "**Enter**" key ● Select the hotspot which you want to connect ● Enter "**Password**" ● Press "**OK**" key to make it work

DHCP Setting

Feature	Operating Steps
DHCP	Press **OK** or **MENU**> **System Settings**> **Advanced Settings**> **Password**(Default is Empty)> **Network**> **IP Setting** ● Press **IP Setting** to login in to the menu ● Select "**DHCP**" mode ● Press "**Enter**" key ● Set the **DNS\web port\telnet port** ● Press "**Save**" key to make it work ● Tips "**Network is changed, press OK reboot** "

Static IP Setting

Feature	Operating Steps
Static IP	Press **OK** or **MENU**> **System Settings**> **Advanced Settings**> **Password**(Default is Empty)> **Network**> **IP Setting** ● Press **IP Setting** to login in to the menu ● Select "**Static**" mode ● Press "**Enter**" key ● Set the **IP\Mask\GW\DNS\web port\telnet port** ● Press "**Save**" key to make it work ● Tips "**Network is changed, press OK reboot** "

3.4 SIP Account Settings

ES380 IP phone makes calls based on sip accounts, It can support Single account or

Multi-account, Each account can be configured to the different SIP server.

If you want to…	Then...
Create an SIP account	--1) Select “System setting” > “Advanced setting”； --2) Enter the password required（The default is empty）； --3) Select “SIP” > “Account sip”； --4) Select one of the account you want to setting, you can configure the following parameters -**Enable account***: Select Enable **-Line Keys Use**: Default is 1 **-Description**: description of this account -**Display Name**: The name displayed on the screen -**Authentication user**: the Authenticated users are matched with the SIP server.(The default With the same account) -**Account***: the account matches with the SIP server.(extension number) -**User pass word***: the user password matches with the SIP server -**SIP Server***: The primary SIP server, all calls through this server -**Out Bound Server**: The out bound SIP server -**STUN Type**: Enable/Disable STUN feature **-STUN:** Input STUN URL **-Auto Answer:** Enable/Disable this account auto answer feature * **Note**: When you finish the setting, you can press Save to make it work, and then you can see the status icon in the LCD idle. The parameters with the * mark must be set.
Disable sip account	--1) Select “System setting” > “Advanced setting”； --2) Enter the password required（The default is empty）； --3) Select “SIP” > “Account sip”； --4) Select “Enable account” > “Disable”；

	--5) Select “Save” to saves settings

3.5 Basic Features.

3.5.1 Making a Call

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

If you want to...	**Then…**	
Place a call using the handset	Pick up the handset	--1) You can hear dial tone; --2) Enter a number； --3) Press # button (default)， -or wait 5s (default), then it send the number automatically.
Place a call using a speakerphone	Press **Speaker** button	
Place a call using a headset	Put on your headset, active **Headset** button so that the status light is Red, and then do as using speakerphone	

3.5.2 Anonymous Call

You can use anonymous call feature to block the identity and phone number from showing up to the called party when you call someone. E.g, you want to call to consult some of the services, but you don't want to be harassed.

Enable Anonymous Call	Press OK or MENU> Function Setting> Anonymous
	--Press **Enter or OK** button , -You can select which Account want to use, enable/disable this feature and enable/disable reject anonymous

3.5.3 Redial

To redial the last placed call from your phone

Redial	--Press **REDIAL** button to dial the last number -or press **Navigation button-Left** > “Dialed number”, select a number, and press Dial

3.5.4 Call Log

Dial from a call log	--1) Press **MENU** or **OK** button **>** “Call history”, you can select "All Calls", “Missed calls”, “Received calls” and “Dialed numbers”, - or press **Navigation button** (in Standby interface) > select "All Calls"(**up**) “Missed calls”(**down**), “Received calls”(**left**) and “Dialed numbers” (**right**) --2) Then press Dial button**.** **NOTE: You also can press the "log" to login this menu when in the idle.**

3.5.5 Making Calls to Contact

You can also dial a contact from the Personal Phone Book.

Placing Calls to Contacts	--1) Press **MENU** or **OK** button **>** “Phone Book”, you can select "Personal Phone Book", “Enterprise Phone Book”, “LDAP” and “Black List”, - or press **Navigation button** (in Standby interface) > select the desired contact. --2) Then press Dial button**.** **NOTE: You also can press the "DIR" to login this menu when in the idle.**

3.5.6 Multi-lines to Answer the Call

Multi-lines to Answer the Call	--1) Another **Line** button is Red and flashing, Light strip is Red and flashing; --2) Press the flashing **Line** button to answer (at this time, the original call will be hold.)

3.5.7 Auto-Answer

You can set the phone and let it auto-answer the coming call.

Auto-Answer the Coming Call	--1) Enable the Auto-Answer feature. --2) Auto-Answer mode you can set in the MENU>Function Setting> Auto Answer >Device ● Speaker ● Handset ● Headset When you use the Handset mode, at this time you need to hands up the handset and then it can work at this status. --3)Filter Groups Auto-answer the coming call in this special groups.

3.5.8 Ending a Call

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

Hang up while using the Handset	--Return the handset to its cradle, -or press **End**
Hang up while using the	--Press **Speaker** button,

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

3.5.9 Using Hold and Recover (Switch Calling Line)

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

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

NOTES

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

• A held call is indicated by the green and flashing Line button or Hold in the LCD.

3.5.10 Transferring Calls

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

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

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

3.5.11 Using Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use mute in conjunction with the handset, speakerphone, or a headset。

Toggle Mute on	Press **C** button, then the screen top and left will have a MUTE icon
Toggle Mute off	Press **C** button again, then the button light off

3.5.12 Do Not Disturb

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

Enable global DND	--1) Press **DND**; --2) All enabled line on the phone would changes to status. and the icon is .
Enable DND on a single line	Press **MENU** or **OK** button > "Function setting" > "DND" > (select line) "Enable"
Disable DND	--Global DND enabled, press DND to disable global DND; --Line DND enabled, press twice DND, -or press **MENU** or **OK** button > "Function setting" >

	“DND” >(select line) “Disable”

3.5.13 3-way Conference

You can enable a three-party conference, during the conversation three phone parties can communicate with every party.

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

3.5.14 Voice Mail

When the Phone get a voice mail from server..

Voice Mail	--1）Press the Voice Mail button --2）Enter the User Password --3）It will login into the voice mail server. You need to follow the IVR to do it.

3.6 Advanced Settings

3.6.1 Using the phone book

Enterprise Phone Book

Search the Contacts from Enterprise Phone Book	--1) Press DIR in the idle status, -or press "**MENU"** or "OK" button > “Phone book”>“Enterprise Phone Book”, --2) Select “Enterprise Phone Book”, press "**OK"** button; --3) Press "Find" and input the name who you want to search.
Call the Contact from Enterprise Phone Book	--1) Press "DIR" in the idle, -or press "**MENU"** or "OK" button > “Phone book”>“Enterprise Phone Book”, --2) Select “Enterprise Phone Book”, press "**OK"** button; --3) Press "Find" and input the name who you want to search. --4) When you search the person, you can dial it.

Personal Phone Book

Add Contacts	--1) Press Phone Book, -or press "**MENU"** button > “Phone book”>“Personal phone book>View All”, -or press "**OK"** button > “Phone book”>“Personal phone book>View All”; --2) Select “Add contact”, press "**OK"** button; --3) Use the navigation keys to select content, press **"OK"** button to set and modify: -Name: set the name of contact,

	-Office Number: Setting the contact Office Number -Mobile Phone Number: Setting the contact Mobile Phone Number -Others Number: Setting the contact Others Number -SIP Account: Setting the contact call SIP account -Group: the contacts be divided into different user's groups --4) Press "**Save"** soft key to complete
Add group	--1) Press "DIR" soft key, -or press "**MENU"** button > "Phone book">"Personal phone book>View All", -or press "**OK"** button > "Phone book">"Personal phone book>View All"; --2) Select the "add group" then press **OK** button; --3) Use the navigation keys to select content, press **OK** button to set and modify: -Group name: name of the group --4) Press "**Save** "soft key to complete
Modify group	--1) Press "DIR" soft key, -or press "**MENU"** button > "Phone book">"Personal phone book>View All", -or press "**OK"** button > "Phone book">"Personal phone book>View All"; --2) Select the "Modify group" then press "**OK"** button ; --3) Select the group you want to modify, press the "**OK"** button to set and modify, press "**Save"** to save the change
Delete group	--1) Press "DIR" soft key, -or press "**MENU"** button > "Phone book">"Personal phone book>View All", -or press "**OK"** button > "Phone book">"Personal phone

	book>View All"; --2) Select the "Delete group" or **OK** button; --3) Select a group you want to delete, press **OK** button

LDAP

Search the Contacts from LDAP	--1) Press "DIR" in the idle, -or press "**MENU"** or OK "button" > "Phone book">"LDAP", --2) Select "LDAP", press "**OK"** button; --3) Press "Find" and input the name or number who you want to find search from the LDAP server.
Call the Contact from LDAP	--1) Press "DIR" in the idle, -or press "**MENU"** or "OK" button > "Phone book">"LDAP", --2) Select "LDAP", press "**OK"** button; --3) Press "Find" and input the name or number who you want to find from the LDAP server. --4) When you search the person, you can dial it.

Black List

Add the Contacts	--1) Press "DIR" in the idle, -or press "**MENU"** or "OK" button > "Phone book">"Black List", --2) Select "Black List", press "**OK"** button; --3) Press "Add" and input the name\office number\mobile number\other number\SIP account who what you want to add into the Black List.
View the Contact from Black List	--1) Press "DIR" in the idle, -or press "**MENU"** or "OK" button > "Phone book">"Black List", --2) Select "Black List", press "**OK"** button;

	--3) Press "RUN" to view someone who what you want to find. --4)If you want to move or change it, you can follow the RUN to do.

3.6.2 Using Call Logs

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

View call logs	--1) Press "**MENU" or "LOG"** button > “All Call” > “Missed Calls”, “Received Calls”, or “Dialed numbers” --2) Use the navigation keys to view the call record information.
Delete/Save Call Logs	--1) Login in to the Call Logs --2) Use the navigation keys to view the call record or select DEL key. --3) Use the navigation keys to view the call record or select Save key.

3.6.3 Peer-to-Peer

When all of the phone accounts were disable or not register. it will be show this mode in the idle. It can use by when the new workstation isn't have SIP server.

Peer-to-Peer	Disable all of accounts or not register.
Make Call with Peer-to-Peer	--1）Press OK or MENU button> System Setting> Advanced Setting> SIP Account； --2）Disable all of accounts or un-register； --3）Turn back the phone idle, you can call someone use IP address.

3.7 Keypad Setting

series IP Phone can through two ways configuration it, one is setting in MENU, another is setting in website. Here just description in MENU.

NOTES: When you want to input the IP address like ".", it was replaced by the "*".

3.7.1 Language Setting

ES380 IP Phone support Multi-Language setting, as below is an example.

Switch the Language between Chinese and English	--1）Press OK or MENU button> System Setting> Phone Setting> Language --2）Here you can select English\French\Italian\Polish\Protuguese\Runssian\Spanish\ Turkish\Chinese --3) After you finish select, press Save to make it work.

3.7.2 Message

ES380 have Message feature. It will display in the LCD when it has a New Message.

Create a Message	--1）Press OK or MENU button； --2）Select "Messaging" --3）Voice Message: Setting the Voice Message code in here. Text Message: Write down the Text Message in here. --4）Select Text Message> New Message. --5）Input the receiver and write down message body, and then press send to finish.
Message Inbox	--1）Select Message Inbox. --2）Select which one you want to check. --3）You can press Enter to read or press Del to delete.

3.7.3 Time & Date

SNTP	--1）Press OK or MENU button； --2）Press OK or MENU button> System Setting> Phone Setting> Time & Date> Time and Date setting> SNTP --3）SNTP -**Time Zone**：Setting the time zone **-NTP Server 1**：NTP server address 1 **-NTP Server 2**：NTP server address 2 -**DayLight**：Enable/Disable Day Light
SIP Server	--1）Press OK or MENU button； --2）Press OK or MENU button> System Setting> Phone Setting> Time & Date> Time and Date setting>SIP Server --3）Press Save to make it work

Manual Setting	Press OK or MENU button； --2）Press OK or MENU button> System Setting> Phone Setting> Time & Date> Time and Date setting> Manual Setting --3）Manual Setting - Manual Setting: Year\Month\Days\Hours\Minutes\Seconds
Time Display Format	--1）Press OK or MENU button； --2）Press OK or MENU button> System Setting> Phone Setting> Time & Date> Time Display Format --3）Time Mode: 24hour\12hour Date mode: DDMMWWW\MMDDWWW\WWWDDMMM\DDMMMYY\YYYYMMDD\ DDMMYYYY\MMDDYY\DDMMMYYYY\WWWDDMMM etc.

3.7.4 Ring Tone and Volume Setting

Ring Type	--1）Press OK or MENU button； --2）Press OK or MENU button> System Setting> Phone Setting>Ring Type --3）Select the ring type from 1 to 8 or custom ring, and then press Save to make it work.
Volume Setting	--1）Press OK or MENU button； --2）Press OK or MENU button> System Setting> Phone Setting> Volume Setting --3）Volume Setting: Handset\Speaker\Headset\Ring volume --4) Press Enter to adjust the volume and press Save to make it work

NOTES: For the Custom Ring Type you need to upload it from website.

3.7.5 Searching Phone Book

Accurate Search	--1）Press **MENU** or **OK** button **>** “Function Setting”, you can select " Accurate Search " --2) Then press Enable/Disable and Save**.** --3) When you back to idle, you can use the digital keypad to search the contact.
T9 Search	--1) Press **MENU** or **OK** button **>** “Function Setting”, you can select " T9 search" --2) Then press Enable/Disable and Save**.** --3) When you back to idle, you can use the digital keypad to search the contact.

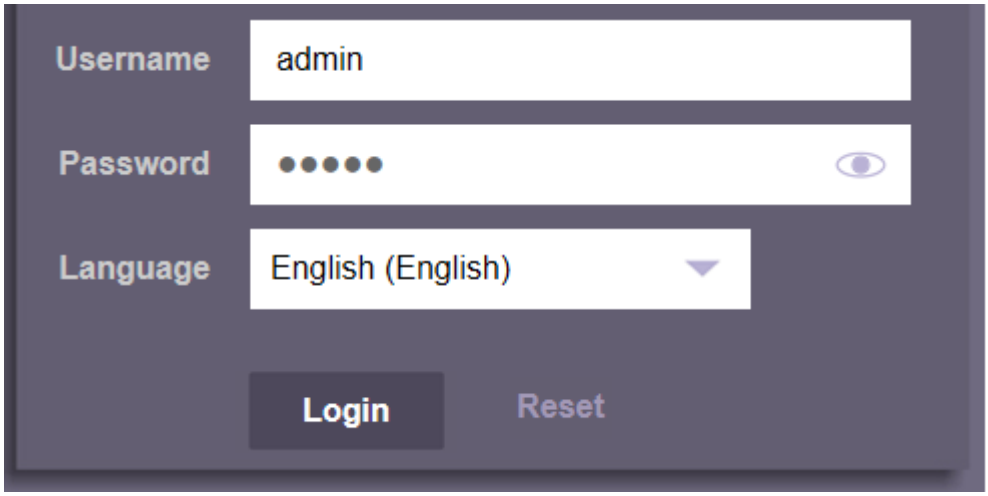
NOTES: The Search Phone Book setting default is Accurate Search.

3.7.6 Cannot Set the Features with Keypad

As below features are cannot setting with the keypad:
1) Dial Plan.
2) Custom Ring Type
3) SNTP Server and Time & Date
4) Update the Firmware or Backup.

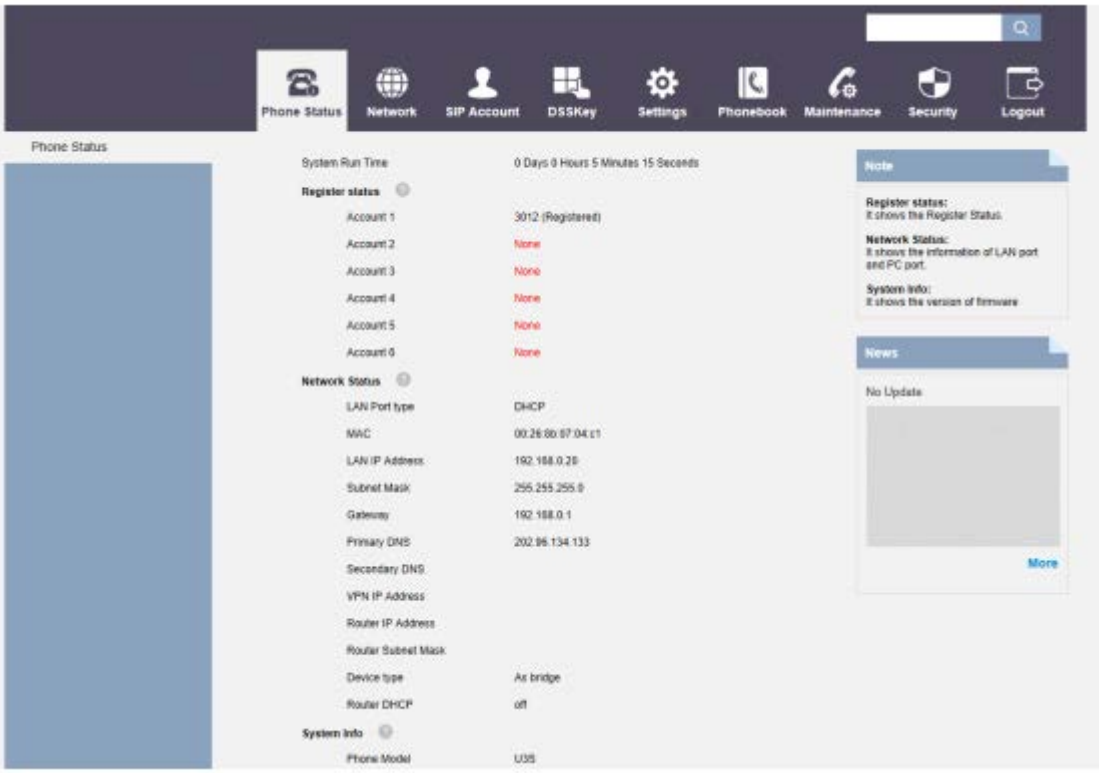
4. WEB User Interface

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



Main Interface-Phone Status

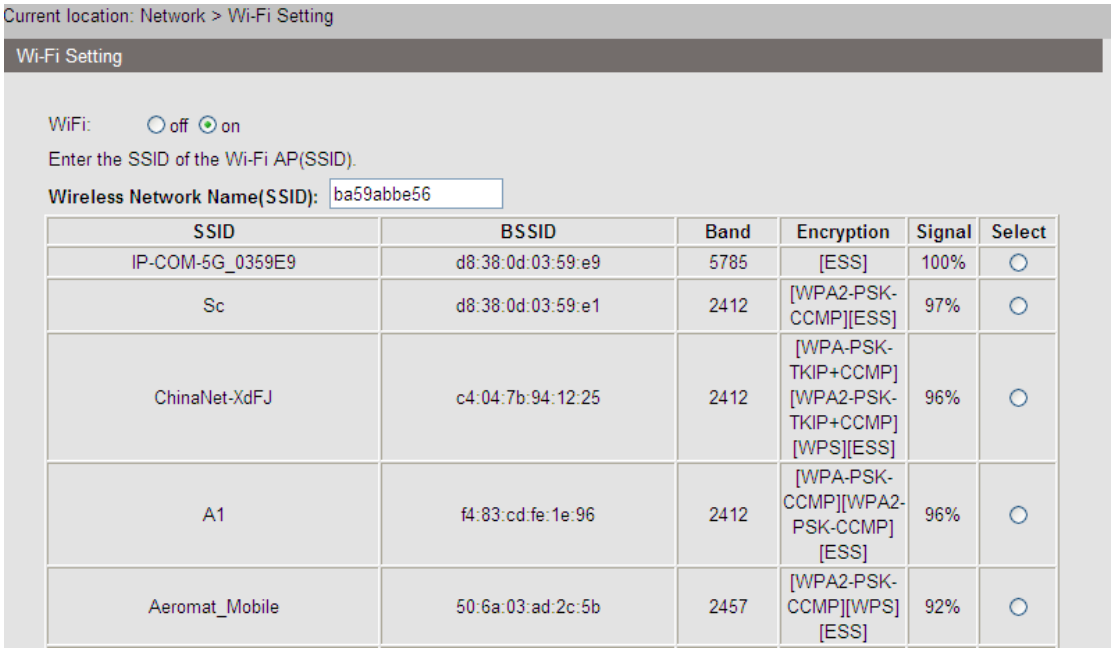
Here you can see as below information: System Run Time, Register Status, Network Status, System Information,



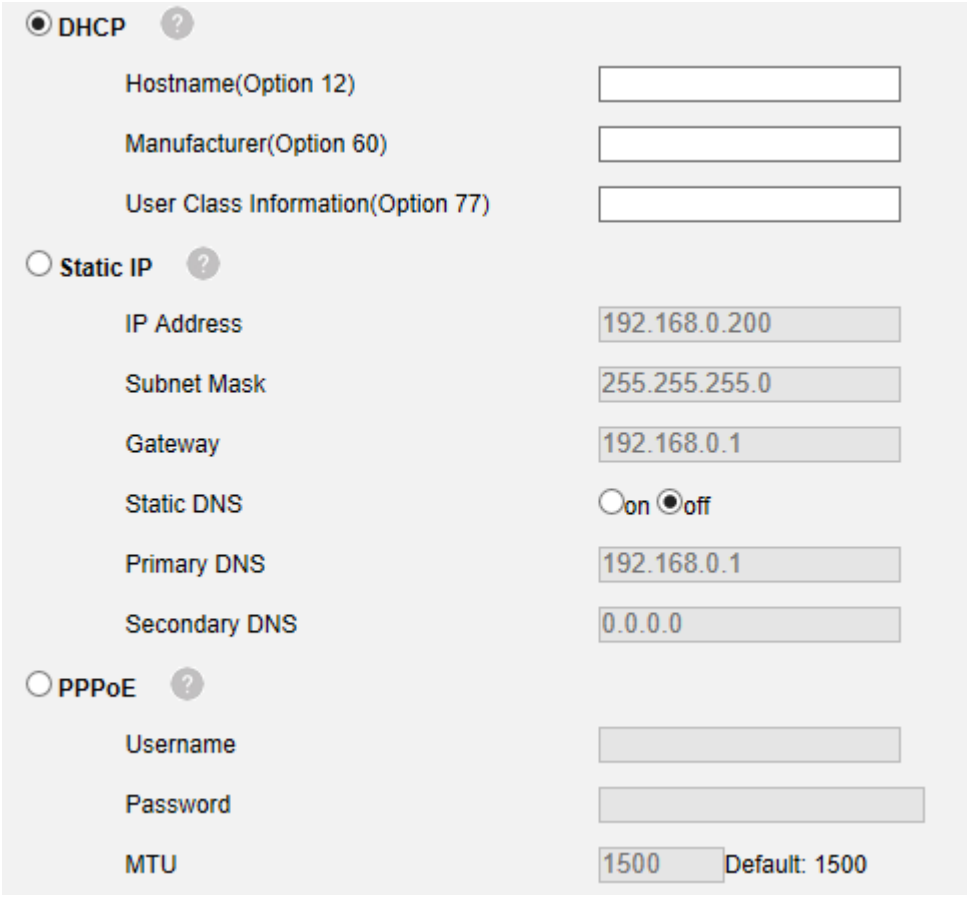
ITEM	DESCRIPTION
System Run Time	The phone system normal running time.
Register Status	The status with Account 1~6.
Network Status	The status with LAN, MAC, LAN IP, Net mask, Gateway, Primary DNS, Secondary DNS, VPN IP, PC IP, PC Net mask, Device Type, DHCP Server.
System Information	The status with Phone Model, Software Version, Hardware Version, Hardware ID, Kernel Version, Auto-Provision Server URL, TFTP Server IP.

4.1 Network

4.1.1 Wi-Fi Setting

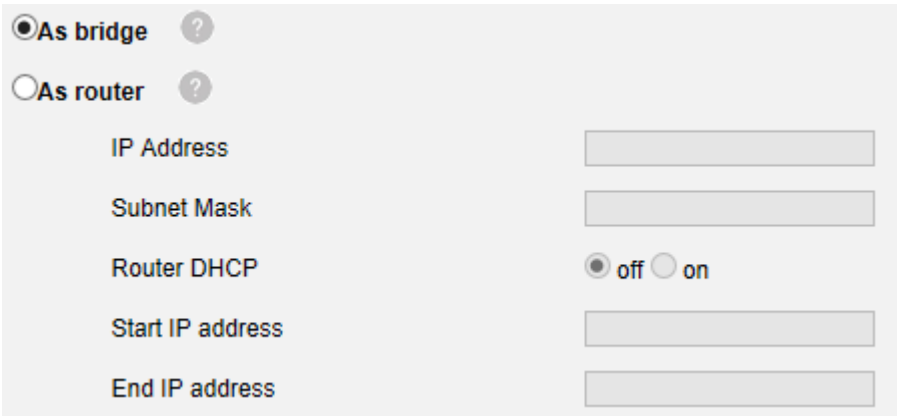


4.1.2 LAN Port



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

4.1.3 PC Port



AS Bridge

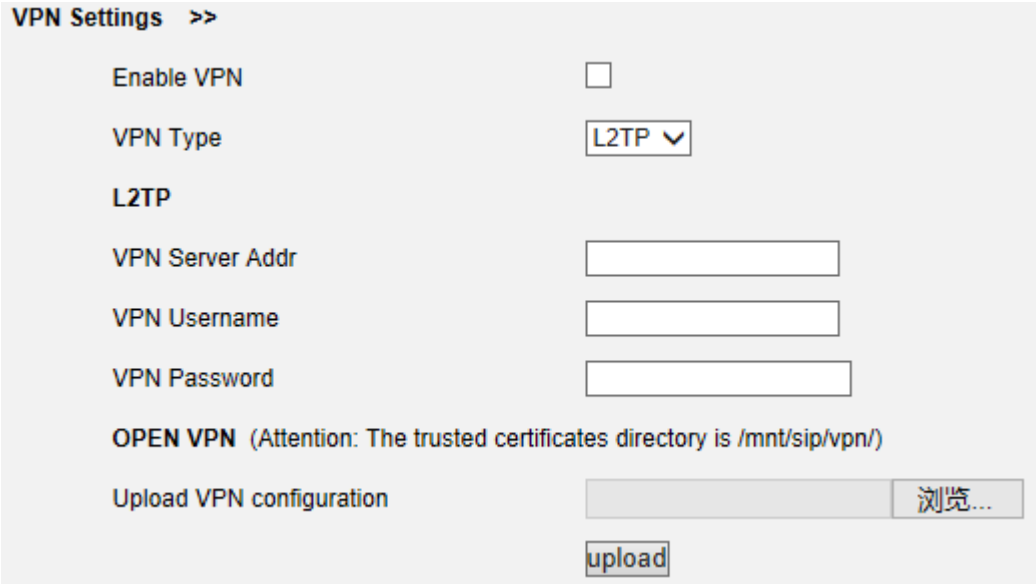
Normally, you should choose “bridge” feature, it means that pc port and LAN port will share the same network.

AS Router

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

4.1.4 Advanced

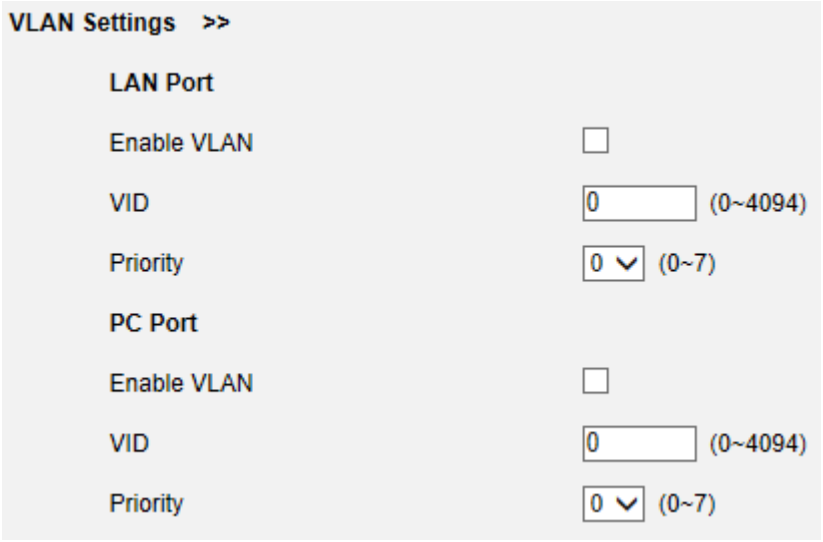
VPN Setting



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

VLAN Setting	
Enable VPN	You can enable/disable VPN for phone and pc.
VPN Type:	Choose the appropriate type of VPN.
VPN Server Addr	VPN server's IP.
VPN User Name	VPN user's name
VPN Password	A password be used for authentication
OPEN VPN	Upload the *.ovpn file to the phone
Upload VPN cfg	Select the VPN configuration to upload

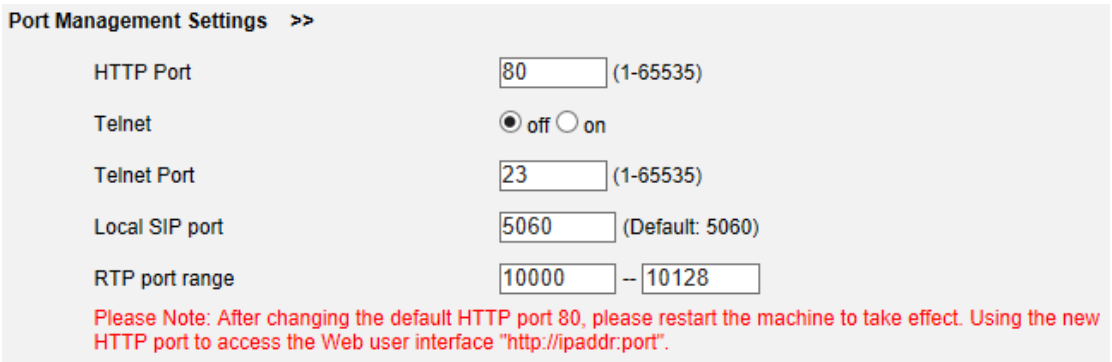
VLAN Setting



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

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

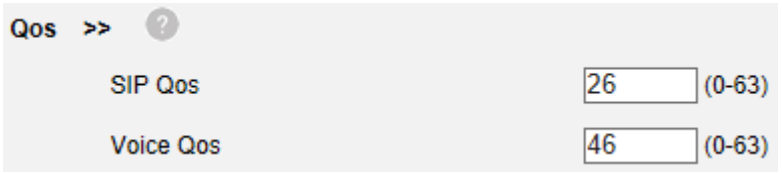
Port Management Settings



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

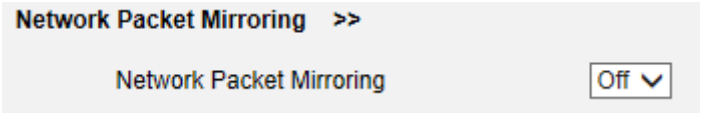
	effect on next reboot.
Local SIP Port	You can change the local SIP port to another, The default local SIP port is 5060.
RTP Port Range	You can change the RTP port range to another, The default RTP port range is 10000 to 10128.

QoS



ITEM	DECSRIPTIO
SIP QoS	The range is 0~63,default is 26
Voice QoS	The range is 0~63,default is 46

Network Packet Mirroring

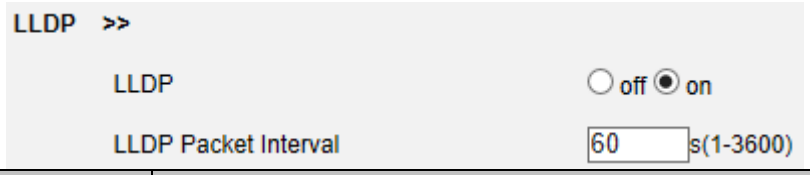


Network Packet Mirroring	When select on, then you can capture the phone's packet use notebook which connect to pc port of the phone

802.1x Settings

ITEM	DECSRIPTIO
802.1x Mode	You can setting the 802.1x mode to EAP-MD5 or PEAP-MSCHAPv2. Default is disable.
802.1.x Identity	You can setting the 802.1.x Identity here.
MD5 Password	You can setting the MD5 Password here.
CA Certificates	You can upload the CA Certificates here.

LLDP



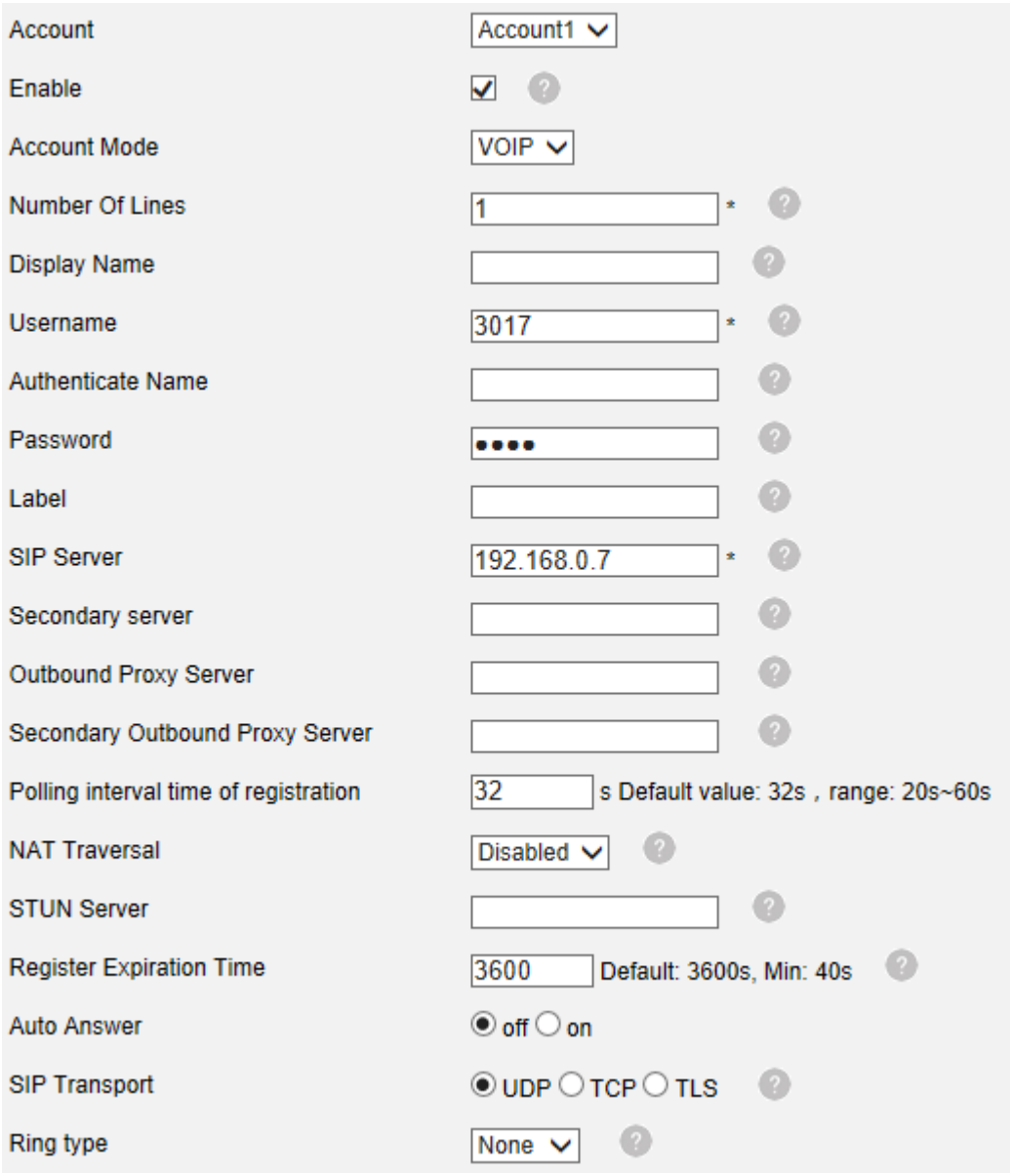
ITEM	DECSRIPTIO
LLDP	Enable/Disable the LLDP feature.
LLDP Packet Interval	You can setting the LLDP packet Interval here. Default is 60s.

Paging Setting

Paging Setting(NOTE: This feature priority is followed the serial number, In other words, "paging 1" is the highest priority)	
Paging1	Enable/Disable Paging feature.
Group IP and Port	Group IP and Port with Paging.

5 SIP Account

5.1Basic

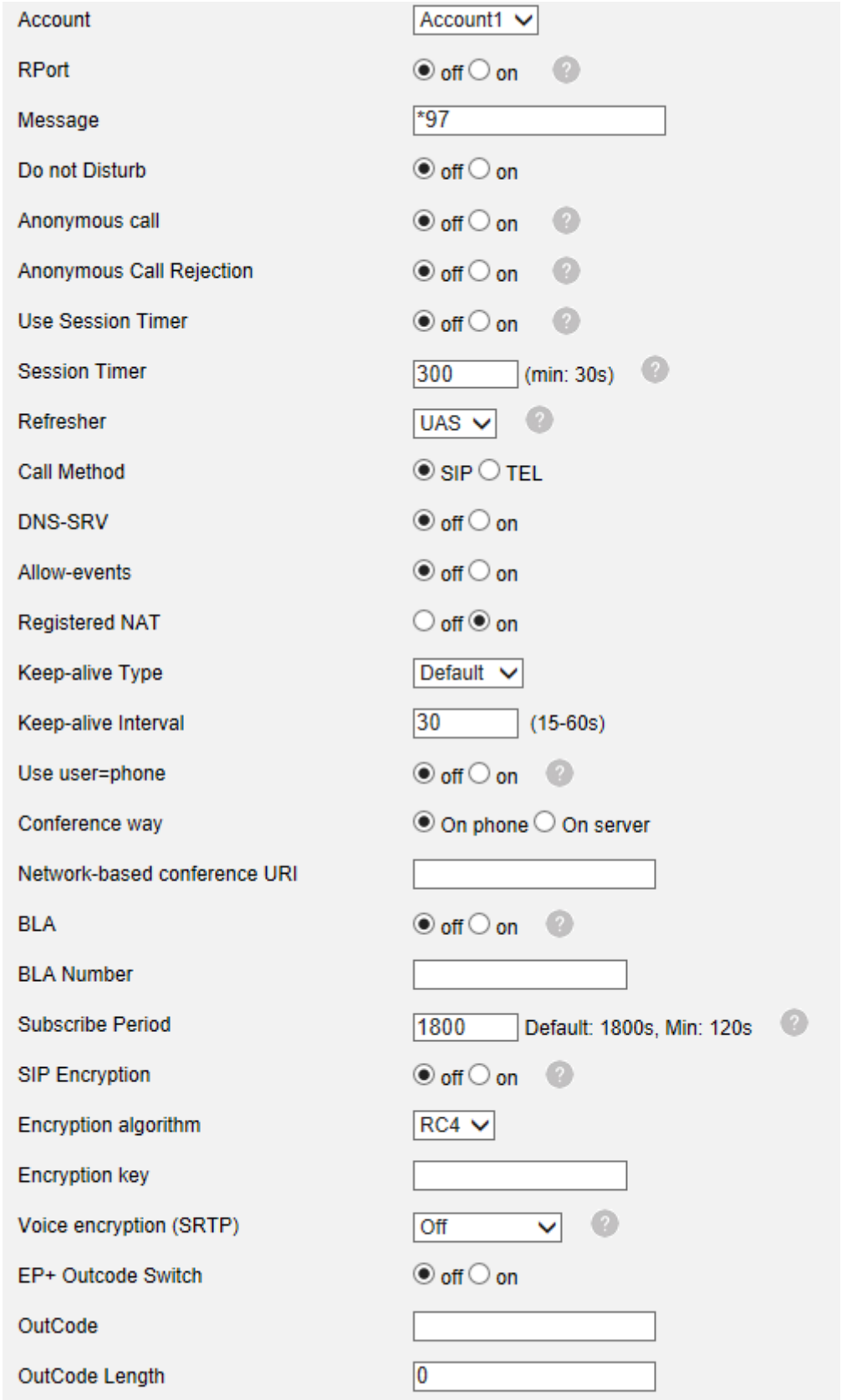


Choose one Account, you will find the following parameters:

ITEM	DECSRIPTIO
Account	Select the Account Number what you want to set.
Enable	You can choose on/off to enable/disable the line.
Account Mode	You can choose VOIP.
Number Of Lines	The line key of account used, default is 1.
Display Name	It is showed as Caller ID when making a phone call

Username	It is a username provided by SIP Server
Authenticate Name	It is authenticated ID for authentication
Password	It is a password provided by SIP Server
Label	Label with this account.
SIP Server	Server for registration, provided by administrator
Secondary server	When the main server can't work, it also can register in this secondary server.
Outbound Proxy	Put into the address with the outbound proxy server.
Secondary Outbound Proxy Server	When the main out bound server can't work, it also can use this secondary server.
Poling Interval Time Of Registration	Poling Interval Time Of Registration, default is 32 s.
NAT Traversal	Defines the STUN server will be active or not
STUN Server	Session traversal utilities for NAT.
Register Expiration Time	IP phone automatically registered every time
SIP Transport	There are UDP/TCP/TLS three options
Ring Type	Select this account ringing type.

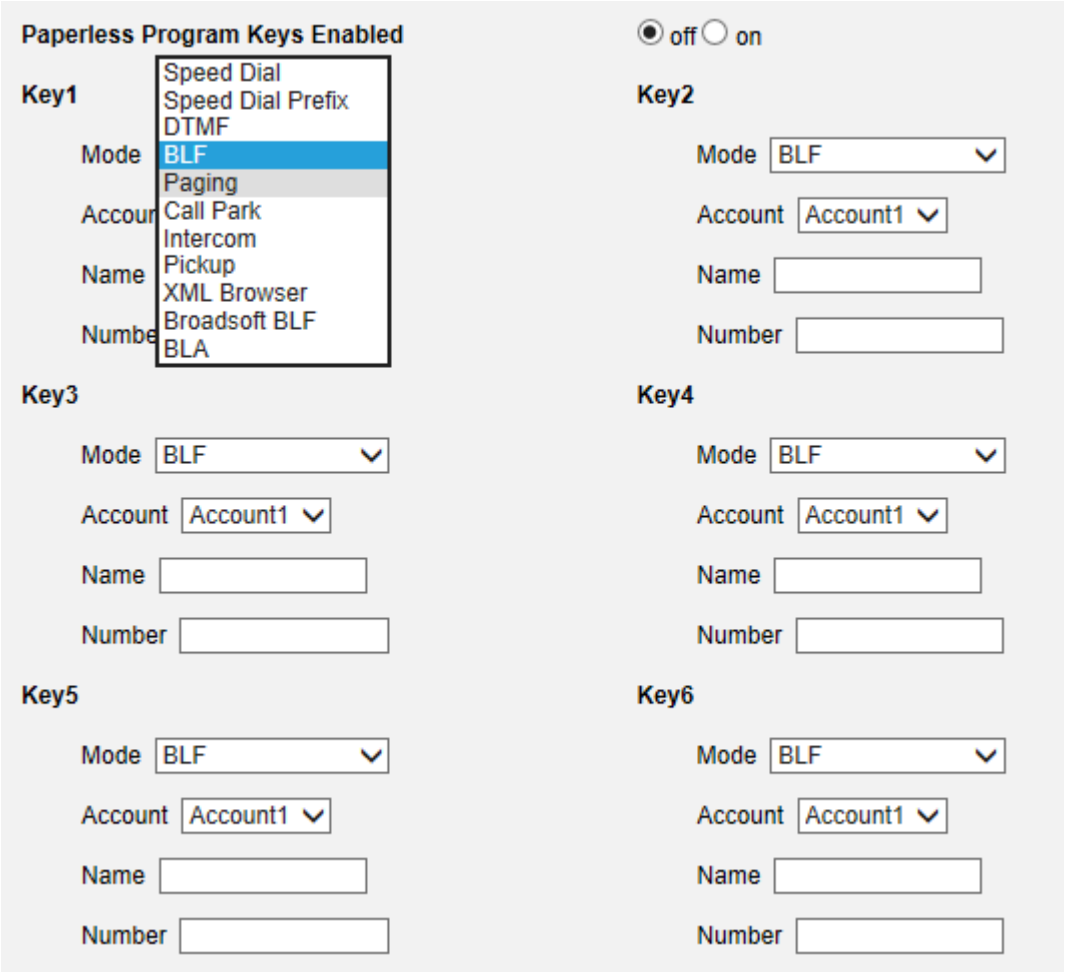
5.2 Advanced


Account
Account1
RPort
off on
Message
*97
Do not Disturb
off on
Anonymous call
off on
Anonymous Call Rejection
off on
Use Session Timer
off on
Session Timer
300
(min: 30s)
Refresher
UAS
Call Method
SIP TEL
DNS-SRV
off on
Allow-events
off on
Registered NAT
off on
Keep-alive Type
Default
Keep-alive Interval
30
(15-60s)
Use user=phone
off on
Conference way
On phone On server
Network-based conference URI
BLA
off on
BLA Number
Subscribe Period
1800
Default: 1800s, Min: 120s
SIP Encryption
off on
Encryption algorithm
RC4
Encryption key
Voice encryption (SRTP)
Off
EP+ Outcode Switch
off on
OutCode
OutCode Length
0

ITEM	DECSRIPTIO
Advanced	
Account	Select the Advanced Setting account.
RPort	A parameter used for through registration.
Message	Setting the Voice Message feature code number
Do Not Disturb	Enable/Disable Do Not Disturb
Anonymous Call	Enable/Disable anonymous call.
Anonymous Call Rejection	Enable/Disable anonymous call rejection.
Use Session Timer	Enable/Disable refresh session function. The device will send an Invite packet to refresh the session during a call if it enable.
Session Timer	The refresh session time interval.
Refresher	Defines which side refreshes the session. UAC: To refresh the session from the client side. UAS: To refresh the session from the server side.
Call Method	This method include SIP and TEL.
DNS-SRV	Enable/Disable DNS-SRV.
Allow-events	Enable/Disable Allow-events.
Registered NAT	Enable/Disable Registered to NAT
Keep-alive Type	Default is UDP, or you can change to Options or Notify or disable it.
Keep-alive Interval	Default is 30 second.
User user=phone	There will be a sign user=phone in the invite packet of the SIP message.
Conference Way	Default is conference on phone. You can change on server.
Network-based conference URI	Setting the Network-based conference URI
BLA	Bridge Line Appearance, extensions share one line
BLA Number	Setting the BLA Number
Subscribe Period	Subscribe expiration time. Default is 1800.
SIP Encryption	Enable/Disable SIP encryption.
Encryption Algorithm	The encryption algorithm at this time we only have RC4.
Encryption Key	The key with encryption.
Voice Encryption(SRTP)	Enable or disable voice encryption(SRTP).
EP+ Outcode Switch	Enable or disable EP+ Outcode feature
OutCode	Setting the EP+ Outcode
OutCode Length	Setting the EP+ Outcode Length

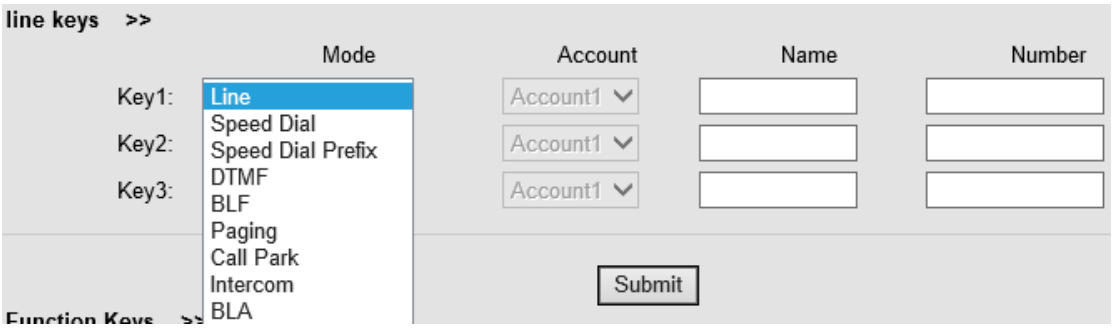
6 DSS Keys

6.1 Paperless Program keys



ITEM	DECSRIPTIO
Paperless Program Keys	Enable/Disable the paperless program keys feature.
Key1~24	The key amount depend on the lines, and support 4 page. 24=4*6;
Mode	Support Speed Dial,Speed Dial Prefix, DTMF, BLF, Paging, Call Park, Intercom, Pickup, XML Browser, Broadsoft BLF, BLA.
Account	Select account to make it work
Name	The name of the key
Number	The number of the key

6.2 Line Keys



ES380 have 6 line keys:

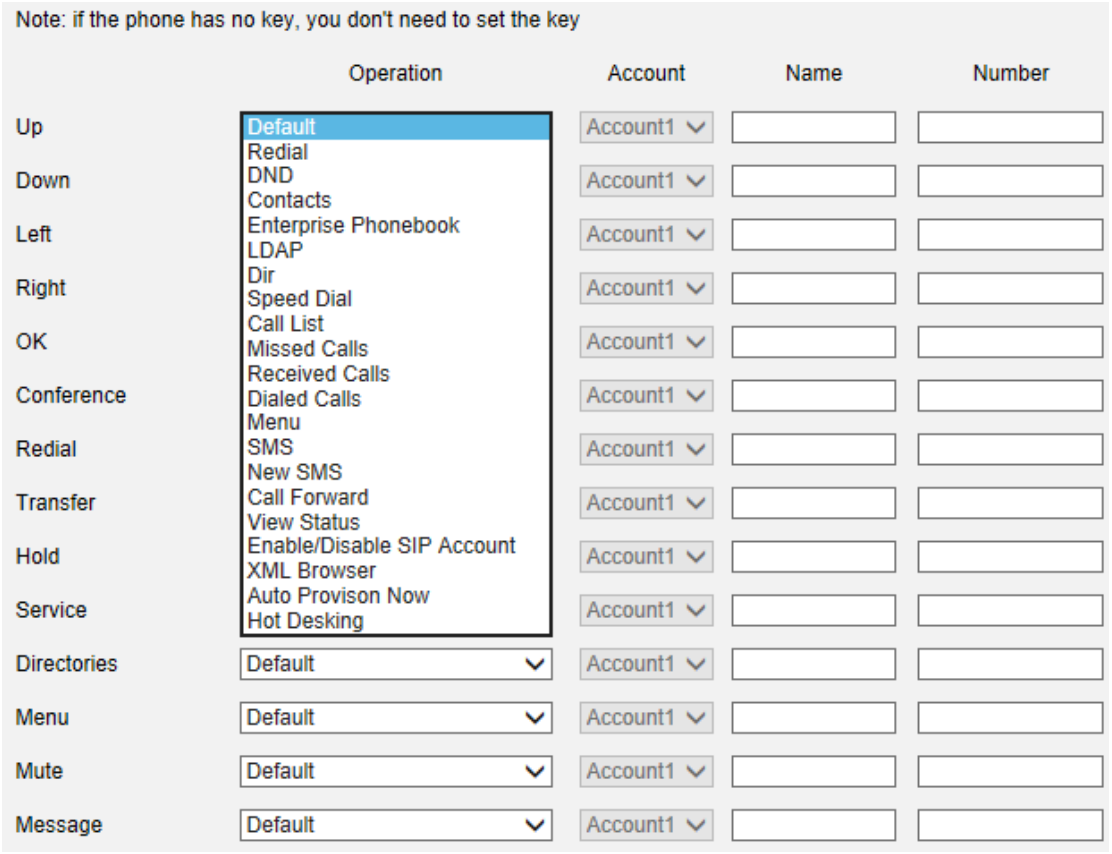
ITEMS	DESCRIBES
Line	The default value.
Speed Dial	You can use this key feature to speed up dialing the numbers often used or hard to remember.
Speed Dial Prefix	You can use this key feature to speed up dial a call with a specified prefix number.
DTMF	You can use this key feature to send the specification of arbitrary key sequences via DTMF.
BLF	You can use the BLF feature to monitor a specific user for status changes on the phone.
Paging	You can use multicast paging to quickly and easily forward time sensitive announcements out to people within the multicast group.
Call Park	You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room).
Intercom	You can press the configured intercom key to automatically connect with a remote extension for outgoing intercom calls, and the remote extension will automatically answer the incoming intercom calls
BLA	This feature such as the BLF.

NOTE: ONLY WHEN YOU CHOOSE “SPEED DIAL”, THE RIGHT OF “NAME”,”NUMBER” WILL TAKE EFFECT.

6.3 Function Keys

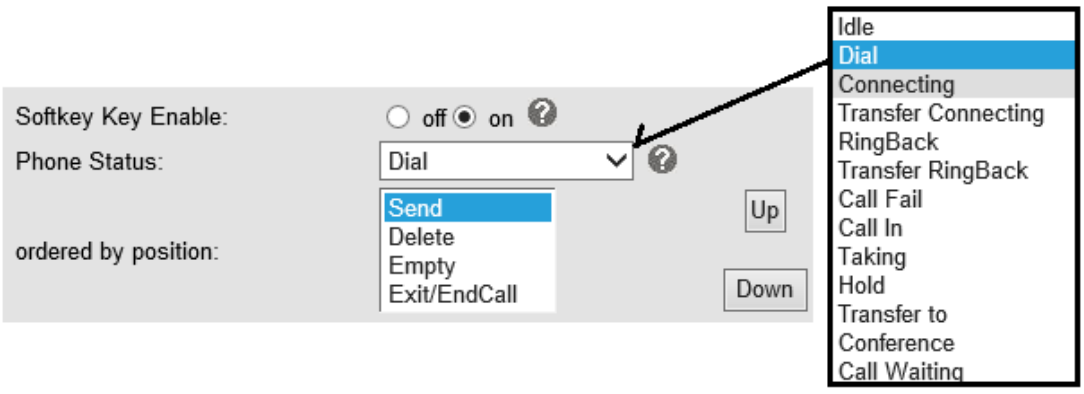
Function Keys: If you do not like the default setting with the function keys feature. You can change to whatever you like.

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



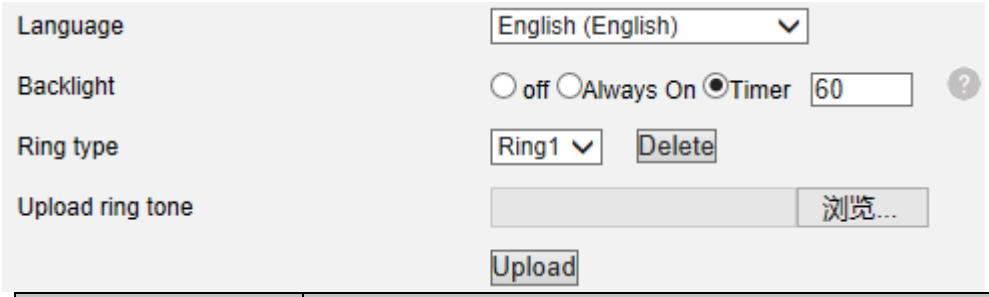
6.4 Soft Key

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



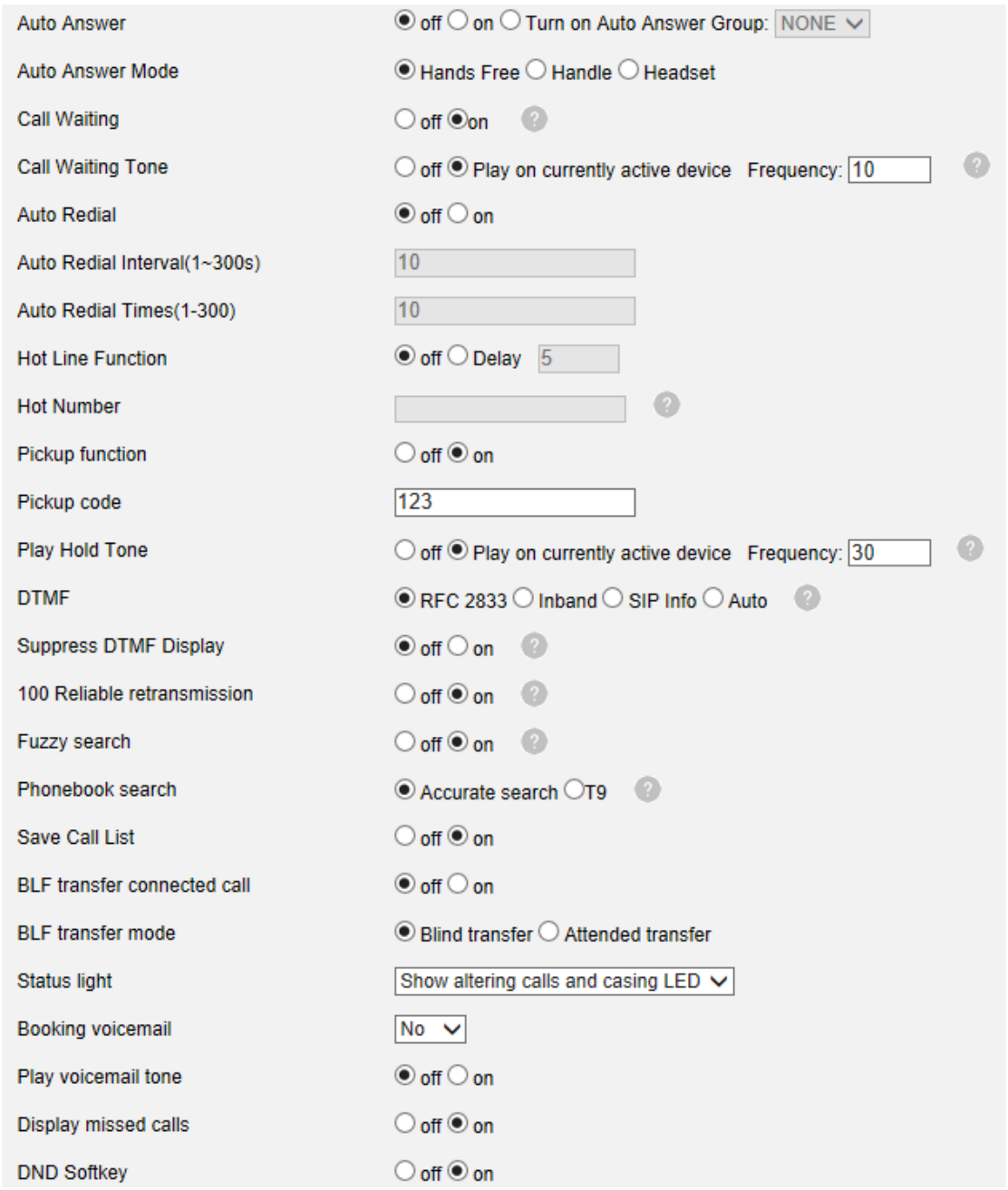
7 Settings

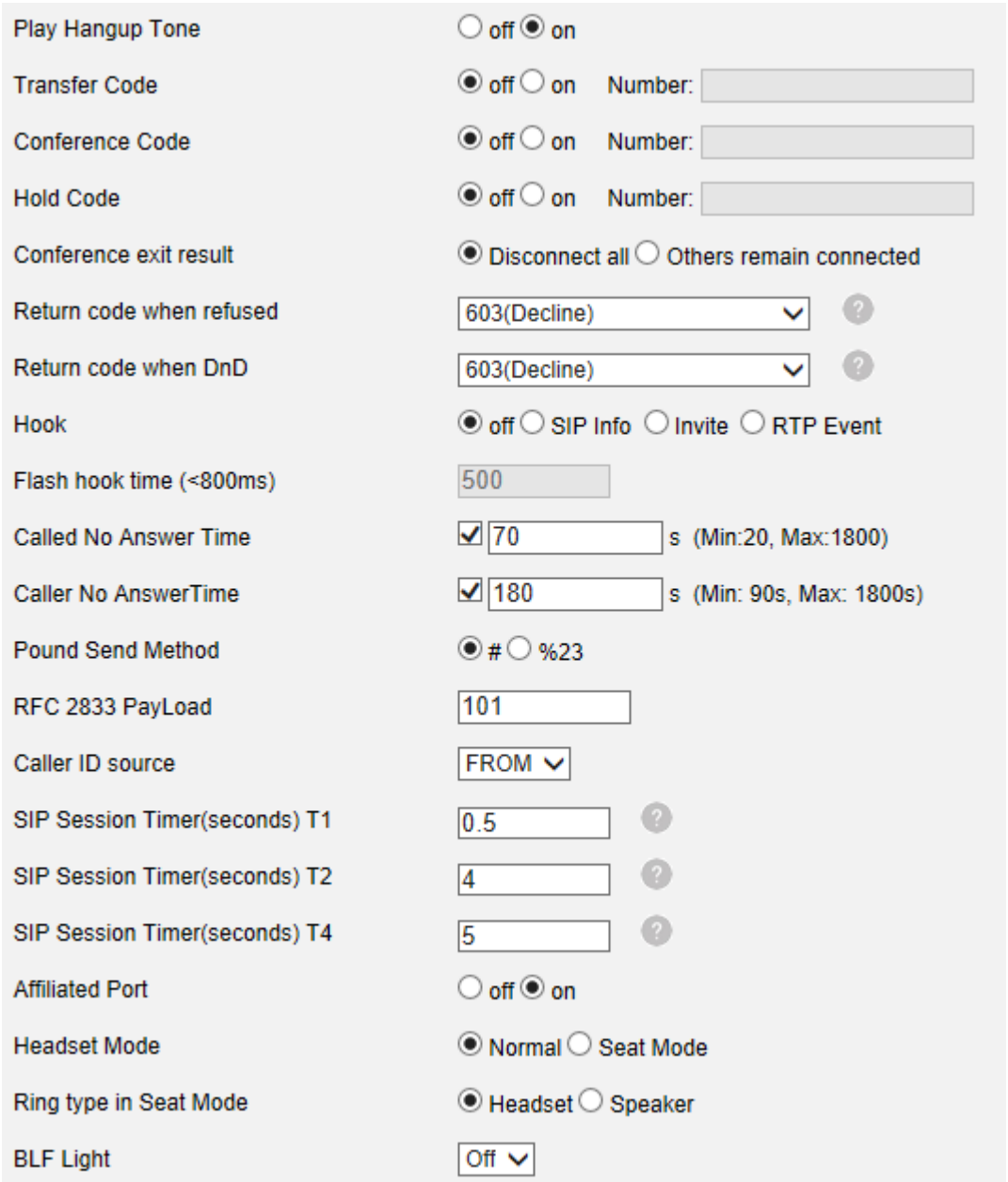
7.1 Basic



ITEM	DECSRIPTIO
Language	Select the WEB UI language looks like English, French etc.
Backlight	The LCD backlight, default is 60s.
Ring type	The incoming call's ring, default has ring1~8.
Upload ring tone	Please upload a ring tone with G.711A(*.wav) audio coding, maximum is 10 rings and the total size must be less than 150KB.

7.2 Features


Auto Answer
off on Turn on Auto Answer Group: NONE
Auto Answer Mode
Hands Free Handle Headset
Call Waiting
off on
Call Waiting Tone
off Play on currently active device Frequency: 10
Auto Redial
off on
Auto Redial Interval(1~300s)
10
Auto Redial Times(1-300)
10
Hot Line Function
off Delay 5
Hot Number
Pickup function
off on
Pickup code
123
Play Hold Tone
off Play on currently active device Frequency: 30
DTMF
RFC 2833 Inband SIP Info Auto
Suppress DTMF Display
off on
100 Reliable retransmission
off on
Fuzzy search
off on
Phonebook search
Accurate search T9
Save Call List
off on
BLF transfer connected call
off on
BLF transfer mode
Blind transfer Attended transfer
Status light
Show altering calls and casing LED
Booking voicemail
No
Play voicemail tone
off on
Display missed calls
off on
DND Softkey
off on

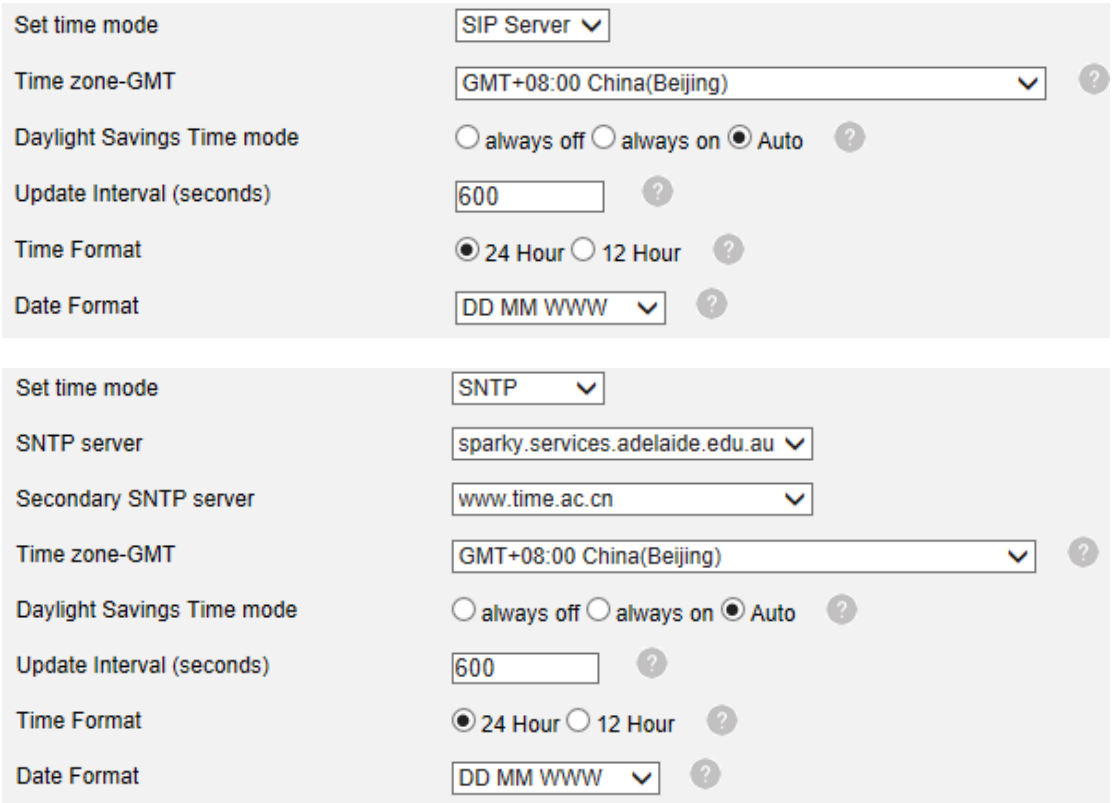


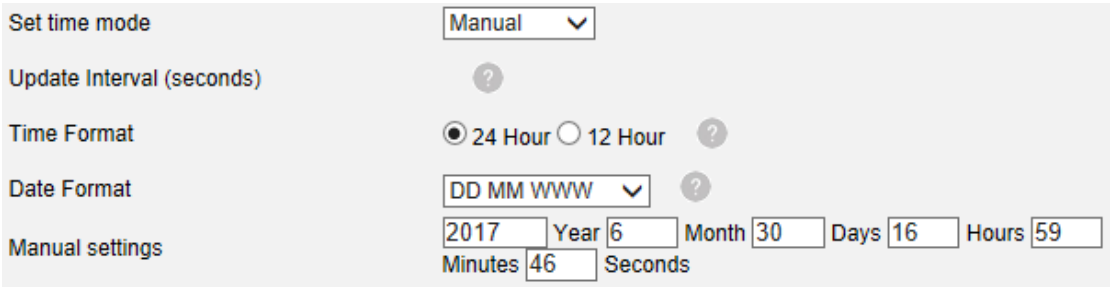
ITEM	DECSRIPTION
Auto Answer	Enable or disable auto answer feature, or you can turn on for group.
Auto Answer Mode	Select the auto answer mode
Call Waiting	This call feature allows your phone to accept other incoming calls during the conversation.
Call Waiting Tone	Set tone for prompting a new call during a call.
Auto Redial	Enable or disable auto redial feature
Auto Redial Interval (1~300s)	Setting the auto redial interval
Auto Redial Times (1~300)	Setting the auto redial times

Hot Line Function	Enable or disable hot line feature
Pickup Function	Enable or disable pickup feature
Pickup Code	Setting the pickup code
Play Hold Tone	Set tone for prompting hold on a call
DTMF	The mode of sending DTMF by pressing the number keys during a call
Suppress DTMF Display	Suppress DTMF display in taking
100 Reliable Retransmission	Enable or disable PRACK transmission
Fuzzy Search	Search phone book when dial number, and show match
Phonebook search	Choose phone book search type
Save Call List	Enable or disable save call list
BLF Transfer Connected call	Enable or disable BLF transfer connected call
BLF Transfer mode	Setting the BLF transfer mode to blind or attended
Status Light	Setting the status light to Show altering calls and casing LED or Only show altering calls or disable
Booking Voice mail	Enable or disable Booking Voice mail
Play Voice mail tone	Enable or disable Play Voice mail tone
Display missed Calls	Enable or disable Display missed Calls
DND Soft key	Enable or disable DND Soft key
Play Hangup Tone	Enable or disable Play Hangup Tone
Transfer Code	Enable or disable Transfer Code or number
Conference Code	Enable or disable Conference Code or number
Hold Code	Enable or disable Hold Code or number
Conference exit result	Setting disconnect all or others remain connected
Return code when refused	Set return message for call rejection.
Return code when DnD	Set return message for Do Not Disturb.
Hook	Setting the hook mode
Flash hook time (<800ms)	Setting the Flash hook time
Called No Answer Times	Setting the Called No Answer Times (Min:20, Max:1800)
Caller No AnswerTimes	Setting the Caller No AnswerTimes (Min:90, Max:1800)

Pound Send Method	Setting the Pound Send Method # or %23
RFC 2833 PayLoad	Setting the RFC 2833 PayLoad
Caller ID source	Setting the Caller ID source to FROM or PAI
SIP Session Timer(seconds) T1	Timer,a timer H=64*T1 seconds set for all transfers at the completed state. It defines when server transaction stops resending responses.
SIP Session Timer(seconds) T2	T2 use with T1.
SIP Session Timer(seconds) T4	T4 represents the possible information transmission time between the client and server side transaction on the network. The default value of T4 is 5 seconds.
Affiliated Port	Enable or disable register Affiliated port
Headset Mode	Headset Mode default is Normal, or you can select Seat Mode
Ring type in Seat Mode	Ring type in Seat Mode default is Headset, or you can select Speaker
BLF Light	Enable or disable BLF light

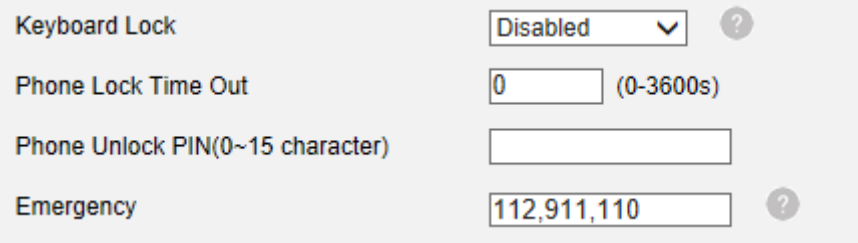
7.3 Time Settings





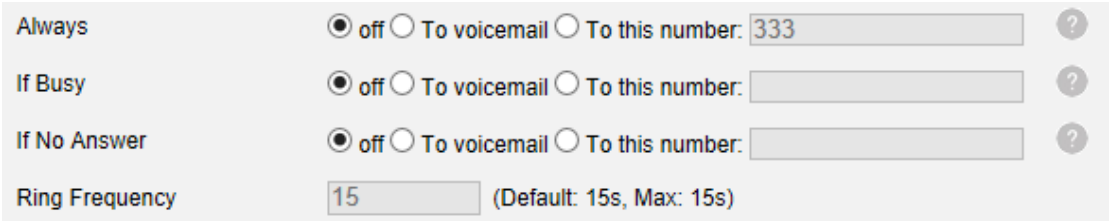
ITEM	DECSRIPTIO
Time Settings	
Set Time Mode	Include SNTP/SIP Server/PSTN/Manual
SNTP Server	You can select in the list or input owner server address.
Update Interval	The update interval with SNTP.
Day Light Saving Time	Enable/disable the DST for the phone
Time Format	You can use 24 hour time format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

7.4 Keyboard Lock



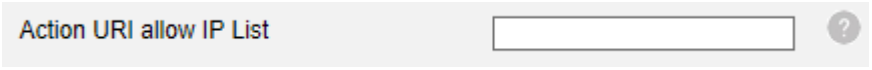
Keyboard Lock	Enable/Disable keyboard lock, you can lock: MENU Key, FUNCTION Key., ALL Keys, LOCK all keys but auto Answer.

7.5 VoIP Call Forwarding



ITEM	DECSRIPTIO
Always	All ways transfer the call to others.
If Busy	If the phone was busy working, the call will be transfer to others.
If No Answer	If the phone was no answer, the call will be transfer to others.
Ring Frequency	The ring frequency with the VOIP Call Forward.

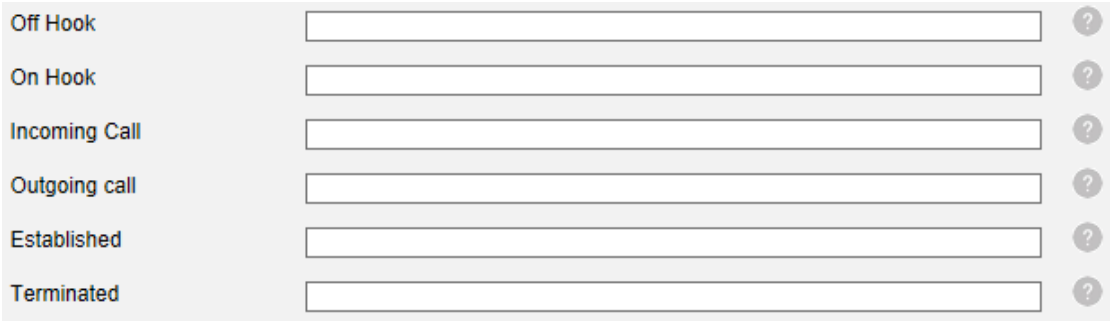
7.6 Remote Control



List IP address of PC, who can remote control this device.

7.7 Action URL

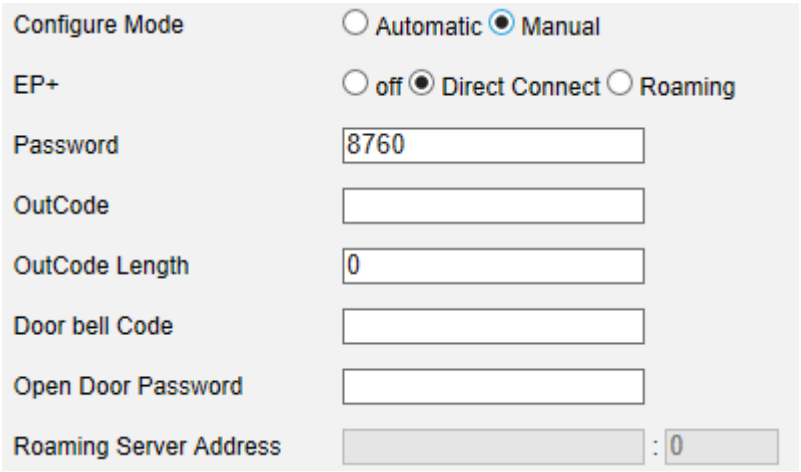
It allows IP phone to interact with web server applications by sending an HTTP or HTTPS get request. You can specify a URL that triggers a get request when a specified event occurs. Action URL can only be triggered by the pre-defined events(e.g. Incoming Call). The valid URL format is: http(s)://IP address of the server/help.xml?.



7.8 EP+

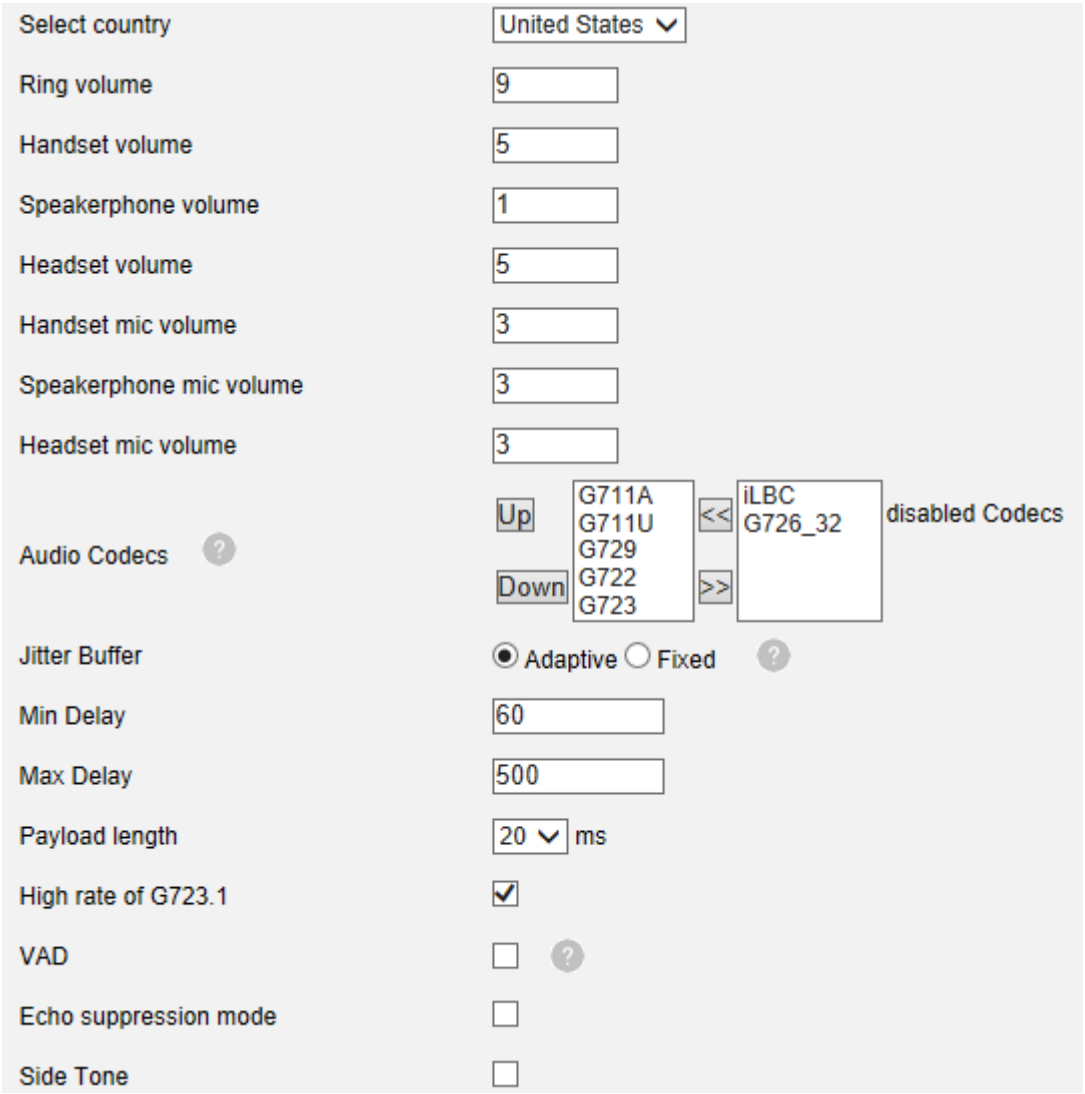
EP+ options are for the users who download the EP+ application on mobile phone.

After Completing below settings, EP+ will be activated. For more details, please refer to http://escene.cn/productshow.php?cid=322&id=59&parentcateid=322



You can download the Android/IOS EP+ APP by scanning the QR code below. After EP+ APP installed, you can follow the first installation guide to operate:
A) Mobile phone need to be connected to LAN by using WIFI.
B) Using EP+ APP to scan/mannually input the IP Phone MAC code.
C)Find the EP+ APP password form IP Phone's LCD menu or WEB. LCD: Press C > View Status > EP+ Password. WEB: Login WEB > Phone Setting > EP+. And then input the password into the EP+ APP.
D) Press Login button.
Note: EP+ setting mode default is automatic. For more information, refer to EP+ user manual.

7.9 Audio



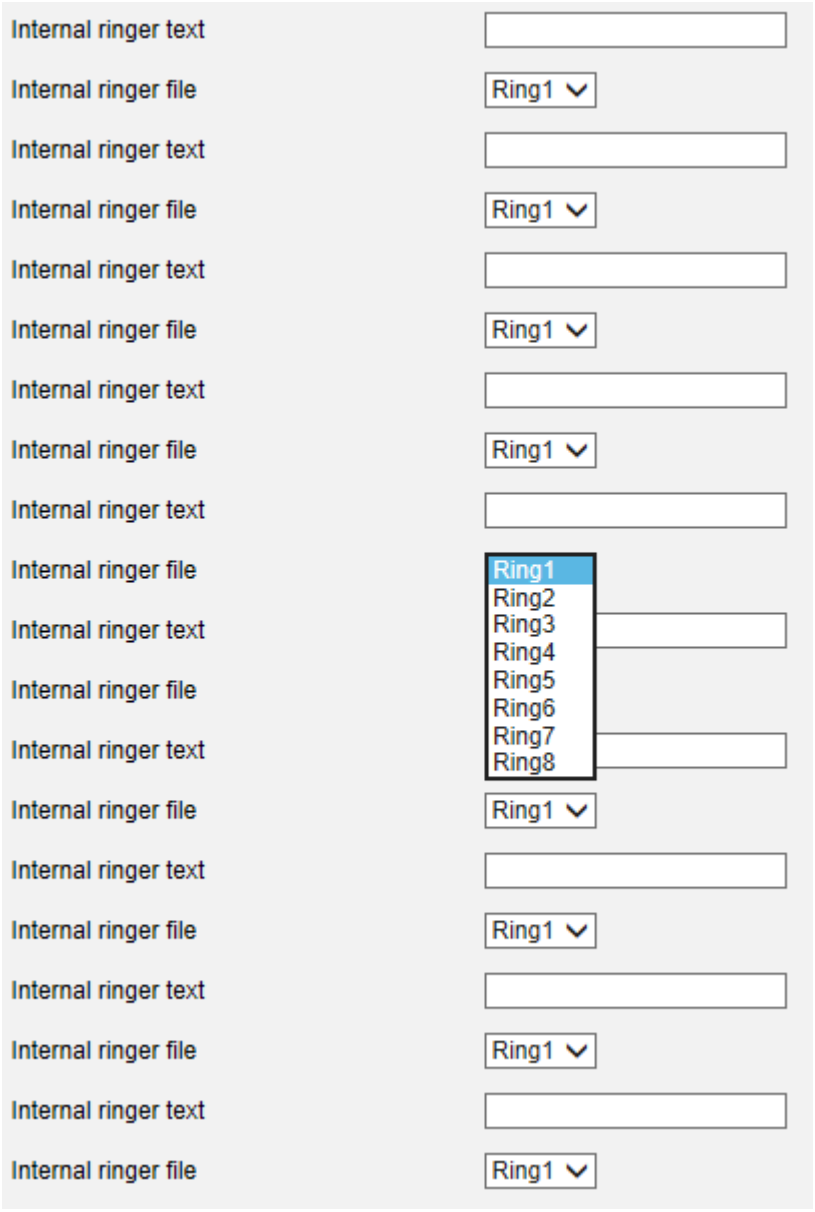
ITEM	DECSRIPTIO
Select Country	Select the country dial tone. Default is United States.
Ring Volume	The ring volume default is Lv3, the range is 0~9.
Handset Volume	The handset volume default is Lv5, the range is 1~9.
Speaker Phone Volume	The speaker volume default is Lv5, the range is 1~9.
Headset Volume	The headset volume default is Lv3, the range is 1~9.
Handset MIC Volume	The handset MIC volume default is Lv3, the range is 1~7.
Speaker Phone MIC Volume	The speaker MIC volume default is Lv3, the range is 1~7
Headset MIC Volume	The headset MIC volume default is Lv3, the range is 1~7
Audio Codec	Use the navigation keys to highlight the desired one in the Enabled/Disable Codes list, and press the >> / << to move to the other list.

Jitter Buffer	
Min Delay	The min delay range setting , default is 60.
Max Delay	The max delay range setting , default is 150.
Play Load Length	The play load length setting, default is 30ms.
High Rate Of G723.1	Enable/Disable High Rate of G723.1 feature.
VAD	Enable/Disable VAD feature.
Echo Suppression Mode	Enable/Disable Echo Suppression Mode feature.
Side Tone	Enable/Disable Side Tone feature.

7.10 Ring

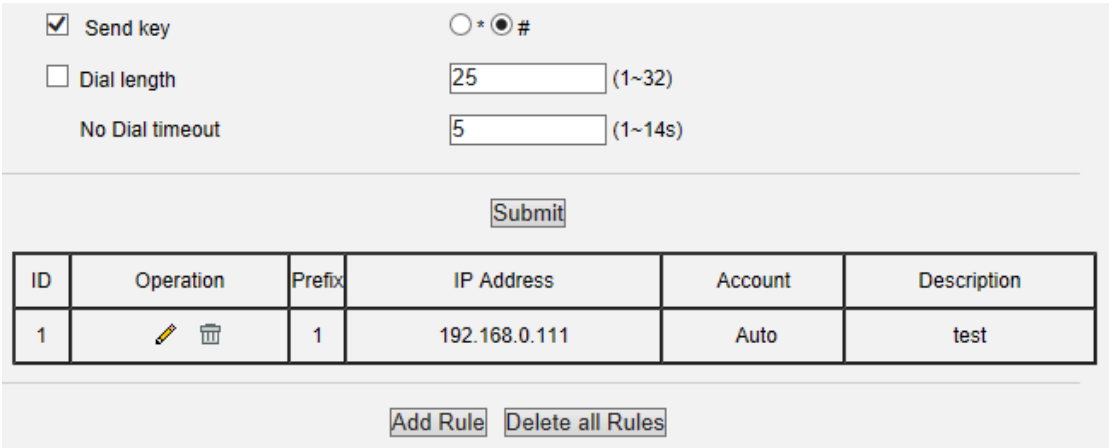
Internal ringer text:
This Internal ringer text enables the server to distinguish between internal and external rings. The trace head-info must include "Alert-Info: ;info=".

Internal ringer file:
According to the defined Internal ring text, play the corresponding Internal Ring File.

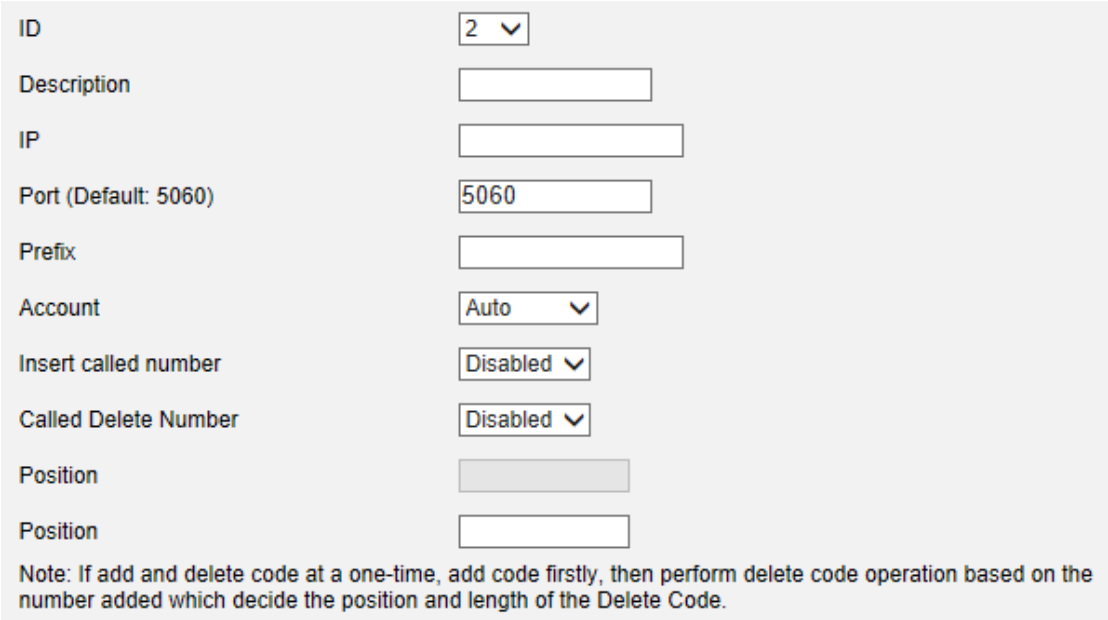


7.10 Dial Plan

If you want to setup a dial plan, you can click "Dial Plan"



ITEM	DECSRIPTIO
Send Key	Select the default send key mode you want to use.
Dial Length	Enable this feature will limit the dial length. Default is 25.
No Dial Timeout	Setting the range with no dial timeout, default is 5.
Dial Rule	Select the Add Rule button to add dial rule, pls see as below detail.

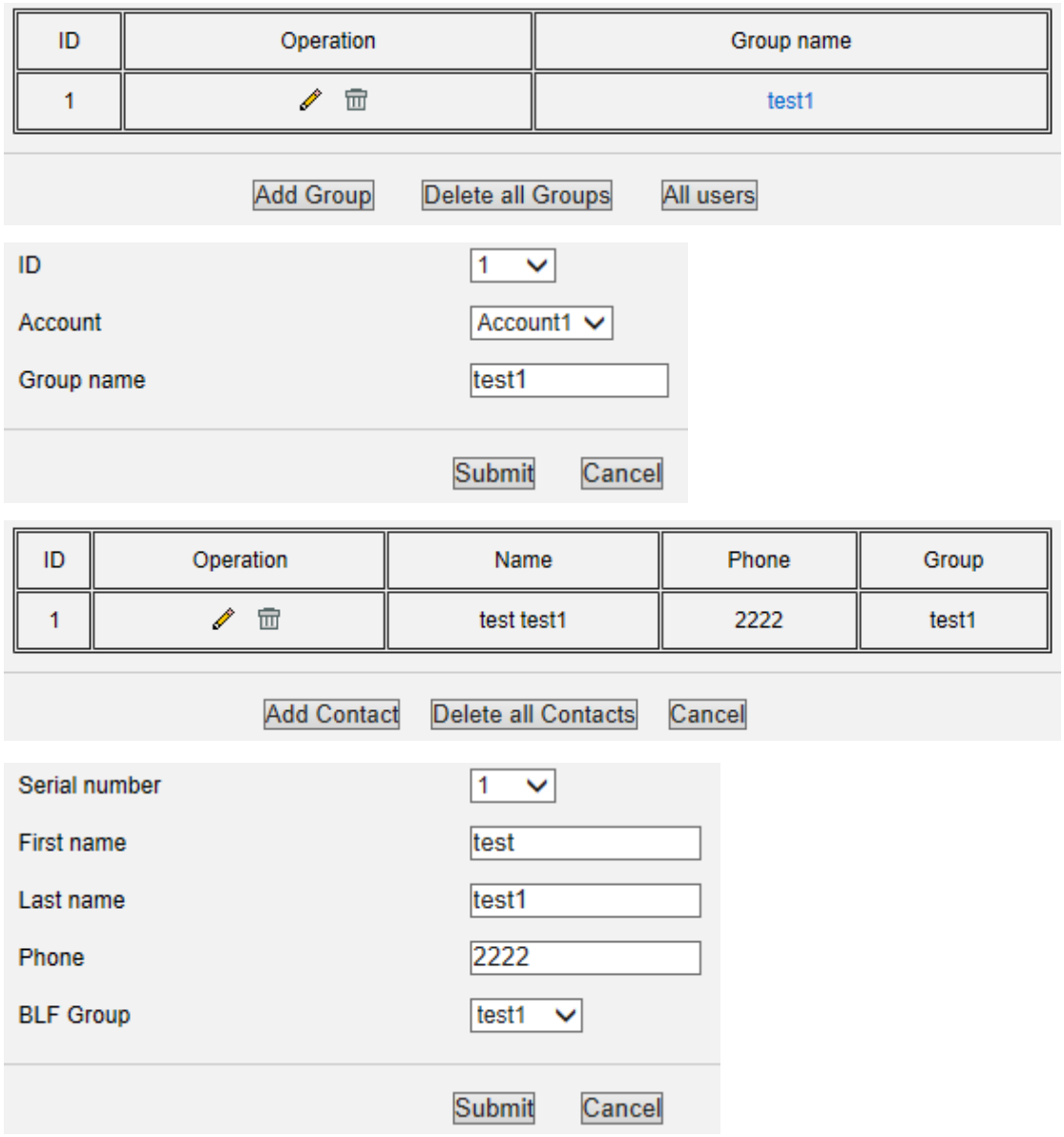


ITEM	DECSRIPTIO
ID	Dial Plan ID
IP	The ip of a phone which you want to call
Description	Description with this dial rule.
Port	Setting the Port with this dial rule, default is 5060.
Prefix	The number which you need to press actually if you want to call the phone
Called Insert Number	There have two option, Enable or Disable.
Position	Which position you want insert the number
Number	Which number you want to insert
Called Delete Number	There have two option, Enable or Disable.

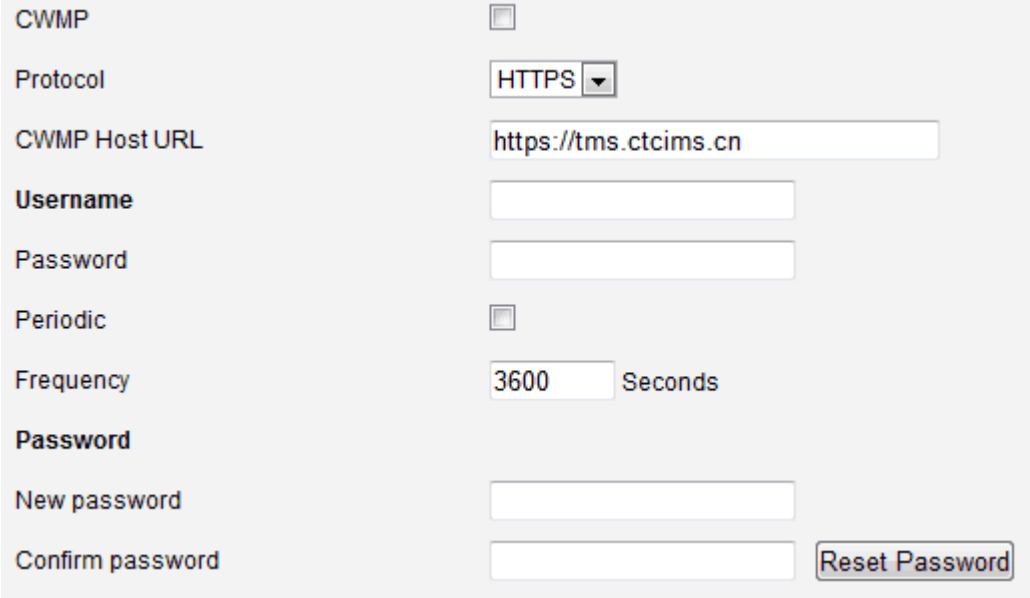
NOTES: If you want to know more detail about Dial Rule, pls find it in the official website to download the specific document. HTTP://www.escene.com

7.11 BLF Setting

Create the BLF groups and members of group.


ID
Operation
Group name
1
test1
Add Group
Delete all Groups
All users
ID
1
Account
Account1
Group name
test1
Submit
Cancel
ID
Operation
Name
Phone
Group
1
test test1
2222
test1
Add Contact
Delete all Contacts
Cancel
Serial number
1
First name
test
Last name
test1
Phone
2222
BLF Group
test1
Submit
Cancel

7.12 TR069

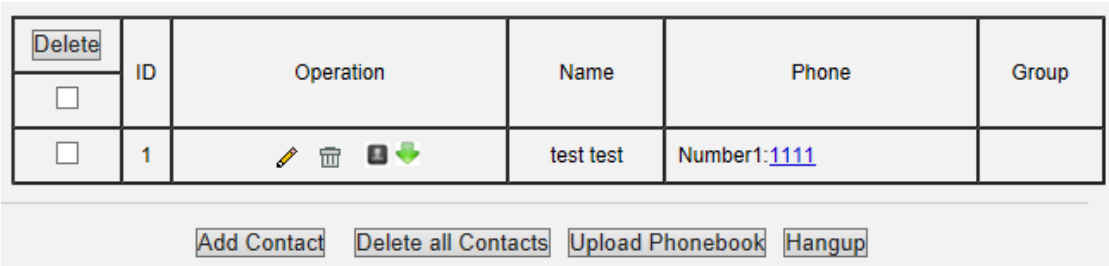


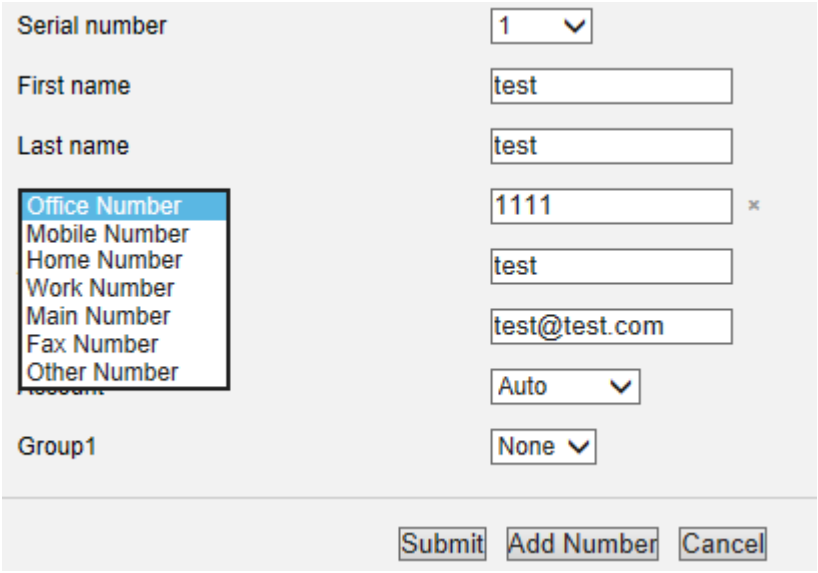
8 Phone Book

The phone book including Group, Contact, LDAP and Ban list, please review the following for more details:

8.1 Contact

You can add, edit and delete contact in a phone book on this web page .
The phonebook can storage 300 contacts entry





If you want to add a Contact, you just ought to click ‘Add Contact’ .

You can edit an existed Contact by click .

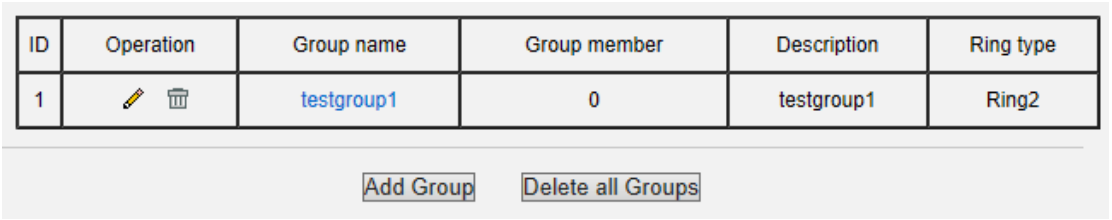
You can delete an existed Contact by click , if you want to delete all Contacts, you just ought to click ’Delete All Contact’.

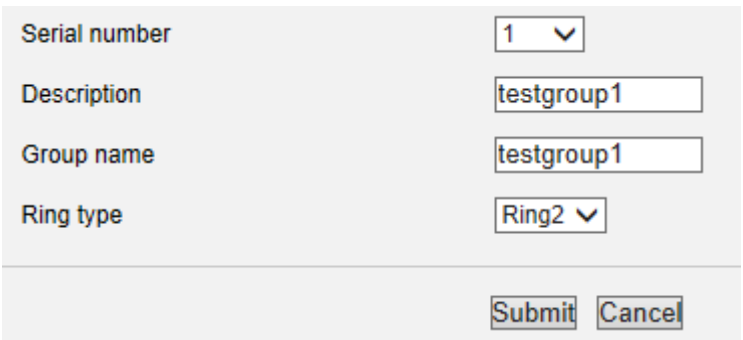
You can edit or move this contact to Ban List after you select .

You can download and save this contact to PC after you select .

8.2 Group

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





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

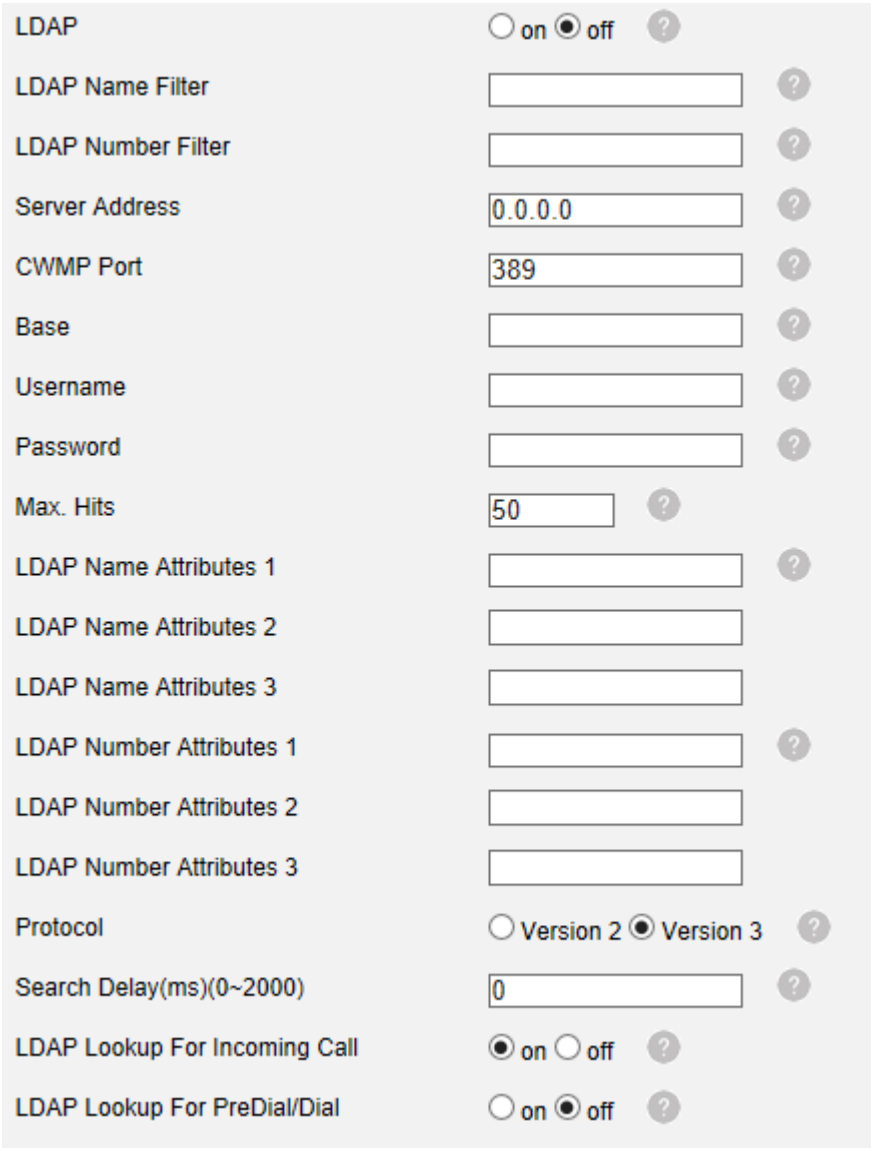
You can edit an existed Group by click .

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

8.3 LDAP

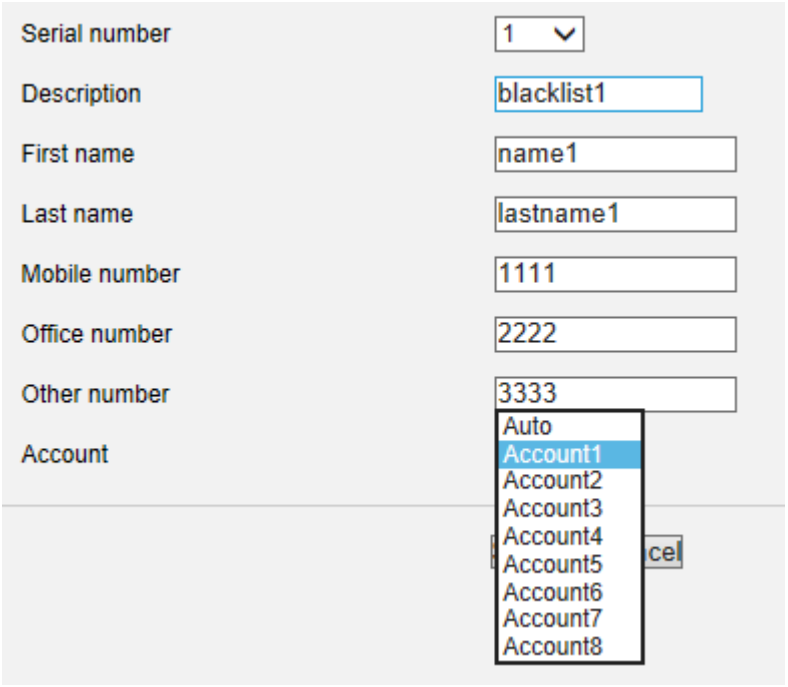
NOTES: If you want to know more detail about LDAP, pls find it in the office website to download the specific document. HTTP://www.escene.cn/en. As below figure is an example.

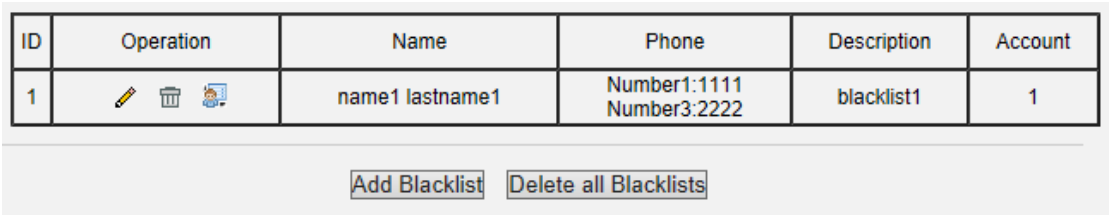
e.g.
LDAP Name Filter:(sn=%s)
LDAP Number Filter:(telephoneNumber=%s)
Server Address:192.168.0.65
BASE:DC=ldap,DC=escene,DC=com
User Name：bb@ldap.escene.com
Pass Word：escene_2012
LDAP Name Attributes 1:sn
LDAP Name Attributes 2:cn
LDAP Number Attributes 1:telephoneNumber



8.4 Blacklist

You can add, edit and delete contact in a Ban List on this web page .





If you want to add a Ban List, you just ought to click ‘Add Ban List’.

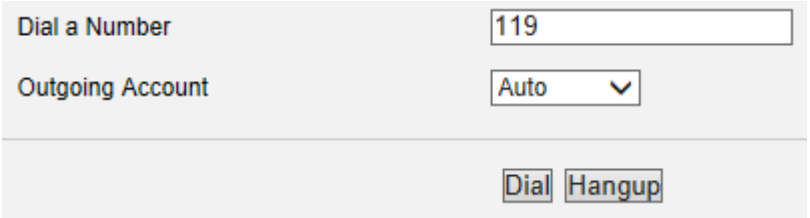
You can edit an existed Ban List by click .

You can delete an existed Ban List by click , if you want to delete all Ban List, you just ought to click ’Delete All Ban List’.

You can edit or move this contact to Contact after you select .

8.5 Phone Call Info

You can remote or local control the IP phone to make a call by WEB.

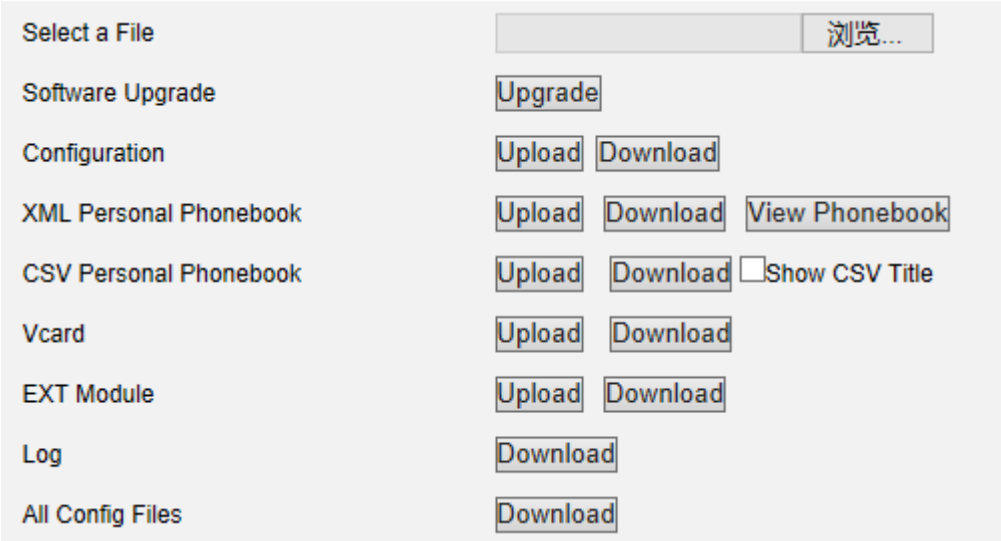


9 Maintenance

NOTES: Don't cut off the electricity or network cable when doing upgrade in the below ways!

9.1 HTTP Upgrade

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

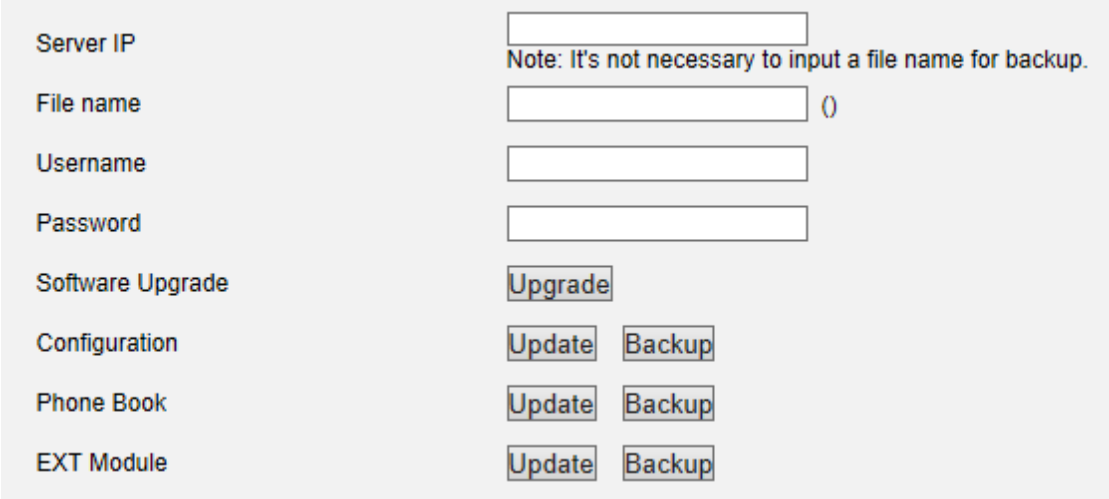


When using HTTP upgrade, you can set several parameters as follow:

HTTP Upgrade	
Select a File	Browse the software/kernel/configuration file which you need to upgrade from HTTP
Software Upgrade	Used for upgrading the software of the phone
Kernel Upgrade	Used for upgrading the kernel of the phone
Configuration	You can used upload/download to upload/download the configure file of the phone
XML Phone Book	Used for uploading/downloading the XML phonebook of the phone
Vcard	Downloading all contacts in the Vcard mode, but upload only support one by one.
EXT Module	Used for updating/backup the expansion of the phone **[NOTES：The mode doesn't support this feature]**
Log	Used for the administrator to find out or making sure the problem with this equipment.
All Config File	All Config File includes: Configuration, Extern, Log, XML Phone book, Enterprise Phone Book.

9.2 FTP Upgrade

You can upgrade the software, kernel and configure files by FTP.



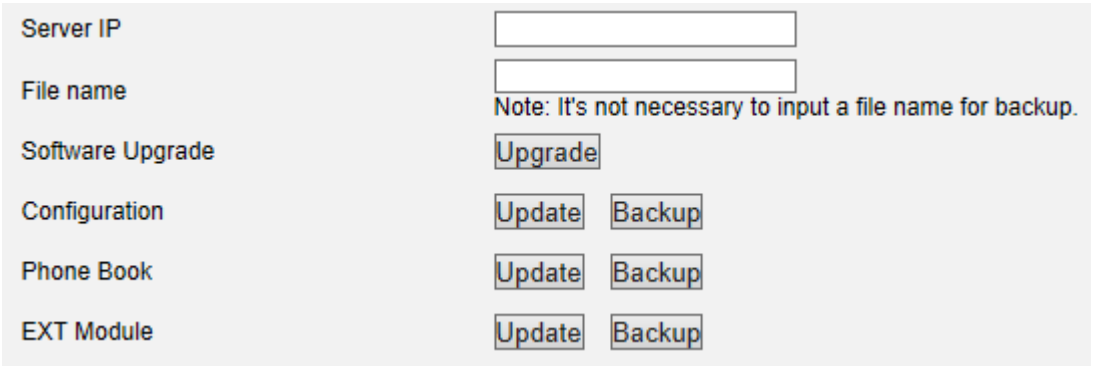
When using FTP upgrade, you can set several parameters as follow:

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

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

9.3 TFTP Upgrade

You can upgrade the software, kernel and configure files by TFTP.



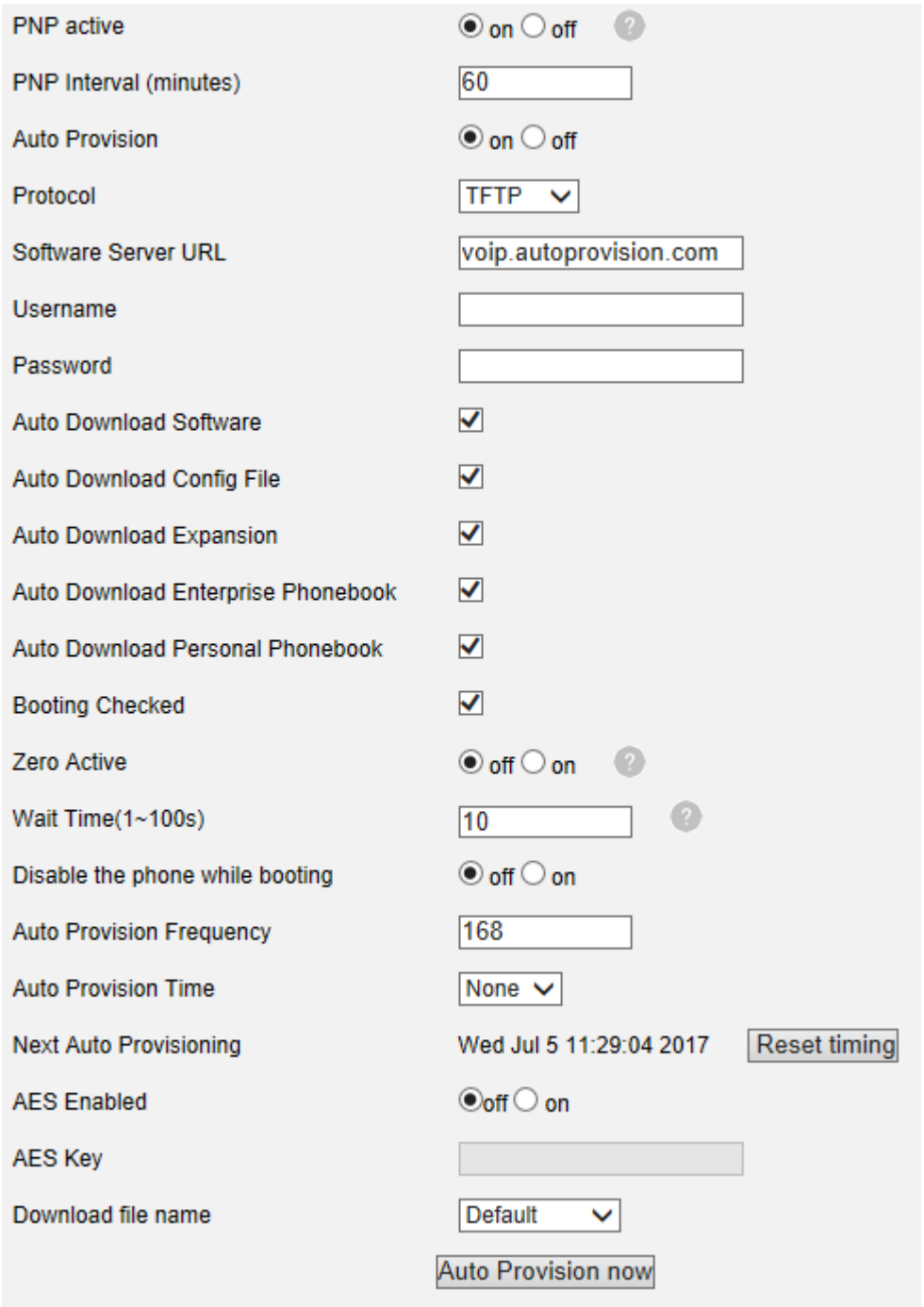
When use TFTP upgrade, you can set several parameters as follow:

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

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

9.4 Auto Provisioning

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



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

Auto Provision	
PNP active	The request to the server is to obtain a support URL for upgrade.
PNP Interval(minutes)	Setting the PNP interval.
Auto Provision	You can enable/disable auto provision by select on/off
Protocol	Used for auto provision, it includes TFTP/HTTP/FTP
Software Server URL	The server address of the auto provision
Username	Providing by provision server
Password	Providing by provision server

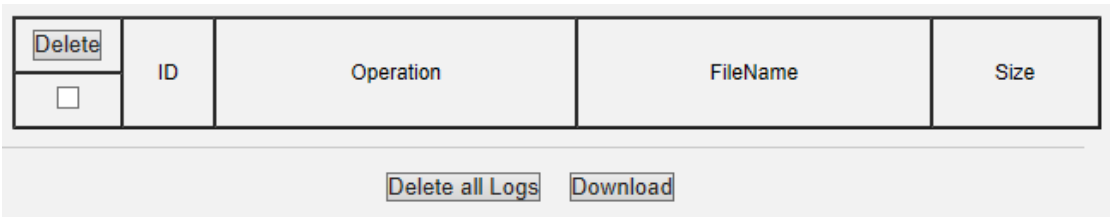
Auto Download Software	Used for auto download software from server
Auto Download Kernel	Used for auto download kernel from server
Auto Download Config File	Used for auto download config file from server
Auto Download Expansion	NOTES: The model doesn't support this feature.
Auto Download Enterprise Phonebook	Used for auto download Enterprise Phonebook from server
Auto Download Personal Phonebook	Used for auto download personal phonebook from server
Booting Checked	Used for checking the auto provision when phone booting
Zero Active	Enable or disable zero-sp-touch which is used to download configuration on the server during the phone power on.
Wait Time(1~100s)	The time when configuration interface of zero-sp-touch will show up when power on.
Disable the phone while booting checking	Enable/Disable the booting checking feature.
Auto Provision Frequency	Used for setting the time interval for auto provision
Auto Provision Time	Used for the specific time for auto provision
Auto Provision Next Time	Reset the Auto Provision Next Upgrading time.
AES Enable	You can enable/disable AES encrypt for auto provision
AES Key	The key of the AES
Download file name	Setting the download file name for Upper case or Lower case
Auto Provision Now	Used for doing auto provision immediately

9.5 Log

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

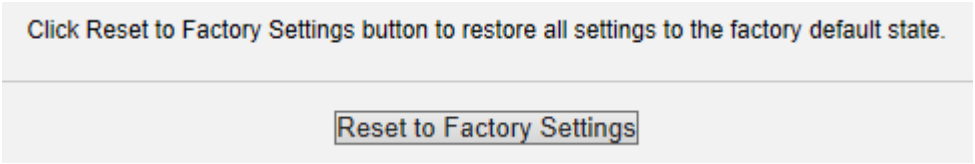
9.5 Local Log

Check the log file on the local.



9.6 Default Settings

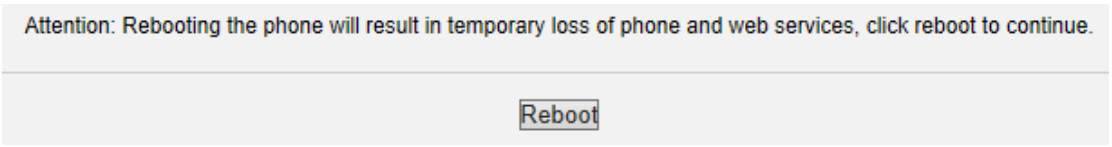
You can load the phone to the factory default setting in default setting option.



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

9.7 Reboot

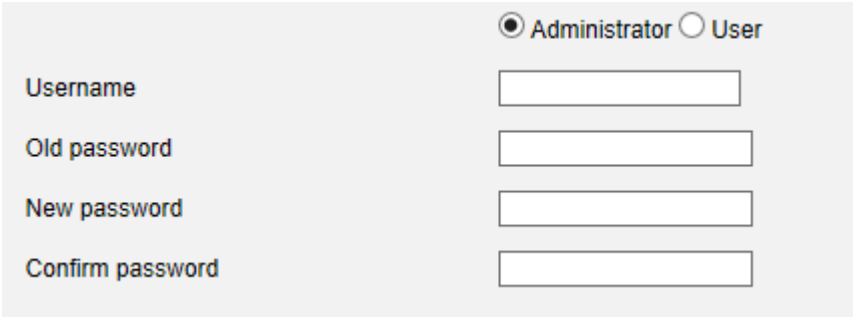
You can use reboot option to reboot the phone.



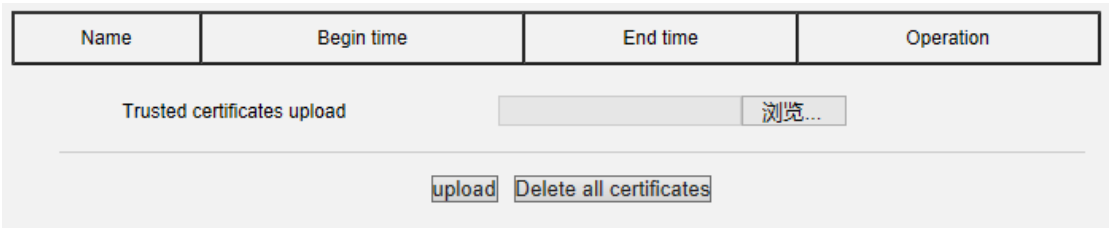
10 Security

10.1 Password

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

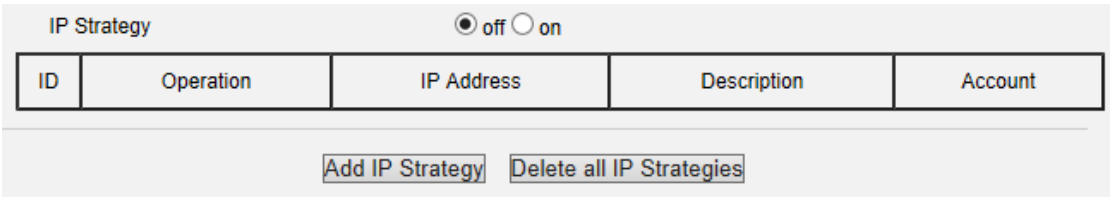


10.2 Trusted Certificates



10.3 IP Strategy

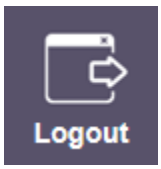
You can use IP Strategy feature to make a list which can be set to only allow the incoming call on the list.
e.g. As following picture you can see it has 192.168.0.248 in the list. When you open this feature. It means you just allow come from this IP address meeting

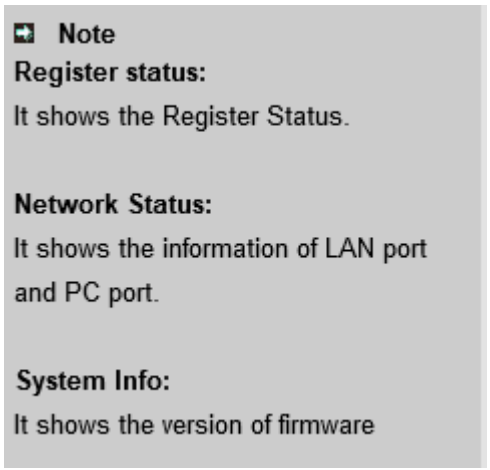


11 WEB Other Settings or Information - Appendix

11.1 Logout

Logout the IP Phone web management.



11.2 Note Tips

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