



AU2080W-IP

Hotel VOIP Cordless Phone

USER MANUAL(Version 1)



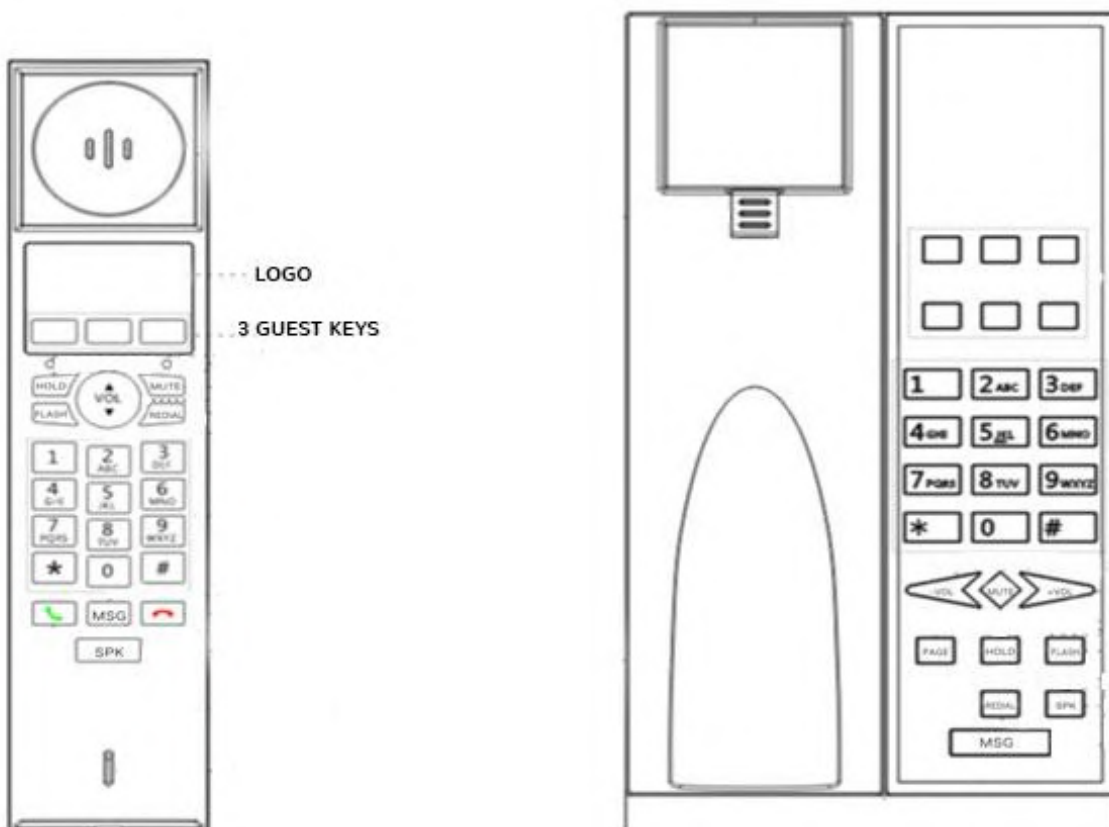
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VOIP CORDLESS PHONE INSTRUCTION AU2080W-IP Hotel Screenless Phone Introduction

1. Message function,the light will flash red if there is a message.
2. When the phone is on standby, dial "***47#" and the phone will broadcast local IP address
- 3.The handset can be charged by host phone
- 4.When the phone rings, the red lights on the handset and base unit will flash, Lift the handset directly to answer the call,Put the handset on the base charging station and it will automatically hang up
- 5.When powered by POE, no additional power supply is required

Phone buttons and hardware:

From the picture below, you can see the buttons and hardware of AU2080W-IP phone.



BUTTONS AND HARDWARE	FUNCTIONAL DESCRIPTION
CUSTOMER SERVICE MEMORY BUTTON	PRESS THIS BUTTON TO CONNECT TO THE PRE-STORED NUMBER AND PROVIDE CUSTOMER SERVICE FUNCTIONS.
0-9, * (.), # (SEND)	A. DIAL NUMBERS、EXTENSION & CHARACTER. B.PRESS THE # KEY TO DIAL THE ENTERED NUMBER IMMEDIATELY, OTHERWISE YOU HAVE TO WAIT 4 SECONDS.
VOLUME BUTTON	A. IN STANDBY MODE, PRESS THIS BUTTON TO ADJUST THE RINGING VOLUME. B. WHEN USING THE HANDS-FREE MODE, ADJUST THE HANDS-FREE VOLUME. C. WHEN USING THE HANDSET, ADJUST THE HANDSET VOLUME.
MUTE BUTTON	DURING A CALL, IF YOU PRESS THIS BUTTON, THE OTHER PARTY WILL NOT BE ABLE TO HEAR YOUR VOICE, BUT YOU CAN HEAR THE OTHER PARTY'S VOICE.
SEMI-AUTOMATIC CALL TRANSFER BUTTON (FLASH)	1.USER A IS TALKING TO USER B. 2.USER A PRESSES THE [FLASH] KEY TO DIRECTLY ACCESS THE LINE, DIALS USER C'S NUMBER AND PRESSES THE # KEY TO SEND USER C A RINGING CALL. 3.BEFORE USER C ANSWERS THE CALL, USER A HANGS UP. 4.AFTER USER C ANSWERS THE CALL, B AND C CAN TALK
SERVICE TRANSFER (FLASH)	1.USER A IS TALKING TO USER B. 2.USER A PRESSES THE [FLASH] KEY TO DIRECTLY ACCESS THE LINE, DIALS USER C'S NUMBER AND PRESSES THE # KEY TO SEND. USER C RINGS. 3.USER C ANSWERS THE CALL 4.THE USER PRESSES THE FLASH KEY AGAIN AND THEN THE HANG UP KEY TO

	HANG UP THE PHONE. USER C IS TALKING TO USER B.
REDIAL BUTTON	REDIAL THE LAST NUMBER DIALED.
HOLD BUTTON	DURING A TWO-WAY CALL, PRESS THE [HOLD] KEY TO HOLD THE CALL. PRESS THE [HOLD] KEY AGAIN TO RELEASE THE CALL.
HANDS-FREE BUTTON	PRESS THIS BUTTON FOR HANDS-FREE DIALING AND INTERCOM.
MESSAGE BUTTON(MSG)	A. WHEN THE MESSAGE LIGHT KEEPS FLASHING SLOWLY, IT MEANS THERE IS A VOICE MESSAGE ON THE PHONE. B. PRESS THIS BUTTON TO ENTER THE VOICE MAILBOX AND VIEW OR LISTEN TO VOICE MESSAGES.

1.1. INTERFACE

Power Input	POE power supply
LAN	RJ45 interface
Power Supply DC 5V/1A	Without POE power supply

1.2. HARDWARE

CPU	250MHz Dual Core
LED indicators	Phone usage/status/hold indicator/mute/voicemail indicator

1.3. SOFTWARE

Support SIP 2.0 (RFC 3261) and its related agreements

Support SIP domain name, SIP authentication, backup SIP server

Support web page settings

Support different levels of user management permissions

Support voice coding: G711A、G711U、G722、G723.1、G729、 iLBC_15.2

Support DTMF (Inband, RFC2833, INFO)

Support VLAN

Support LLDP 和 CDP

Support 802.1X

Support transparent transmission to PC port

Support STUN

Support HTTP, HTTPS, FTP, TFTP, DHCP

Support phone log

Support network time synchronization

Support English

Support call transfer, call forwarding, and call hold

Support blacklist

Support dialing rules and IP dialing

Support SIP voice packet buffering

Support echo cancellation

Support 10 phonebooks and 10 blacklists

Support IPV4

1.4. NETWORK

LAN

Support VLAN

Support LLDP and 802.1X

Support DHCP, STATIC and primary and backup DNS

Support QoS

Support LLDP and CDP

Web pages support HTTP and HTTPS

1.5. MANAGEMENT AND MAINTENANCE

Support software upgrade in safe mode

Phone parameters can be configured via web page

Support automatic deployment

Support system log

1.6. PROTOCOL

Support IEEE 802.3/802.3u 100Base TX

DHCP: Dynamic Host Configuration Protocol

SIP complies with RFC3261, RFC3262, RFC3264, RFC3265, RFC2543, RFC3842, RFC3515, RFC2976, RFC3428, RFC1889

TCP/IP: TCP/IP

RTP: Real-time Transport Protocol

RTCP: Real-time Transport Control Protocol

DNS: Domain Name Server

TFTP: Trivial File Transfer Protocol

HTTP: Hypertext Transfer Protocol

HTTPS: Hypertext Transfer Protocol over Secure Sockets Layer

FTP: File Transfer Protocol

1.7. PHYSICAL SPECIFICATIONS

Usage Environment

Operating ambient temperature: -10~50° C

Storage environment temperature: -10~50° C

Operating environment humidity: 10%~99%

1.8. CONNECT TO THE INTERNET

Wired network

The phone communicates with other devices on the network through the LAN port.

2. CALL FUNCTION

2.1. MAKE A CALL

A. Pick up the handset, hear the dial tone, and dial the number.

B. Press the hands-free key to dial a number in hands-free mode.

C. In the above two dialing modes, after entering the number, press the # key (SEND) to dial out immediately, otherwise you have to wait for 4 seconds.

2.2. ANSWERING A CALL

Pick up the handset or press the hands-free button to answer the call.

2.3.END THE CALL

A. Put the handset back on the base to end the call.

B. In hands-free mode, press the hands-free key to end the call.

2.4. LAST NUMBER REDIAL

In handset mode, press this key to dial the last group of numbers

2.5. CALL TRANSFER

During a call, press the FLASH (transfer) button, then dial the extension number, hang up after the call is connected, and the call will be automatically transferred to the extension.

2.6. MUTE

In handset/hands-free mode, press the MUTE button, the user can hear the other party's voice, but the other party cannot hear the user's voice.

2.7. CALL HOLD

- A. In handset/hands-free mode, press HOLD to hold the call line (the handset can be put back on the base when held);
- B. When the call is on hold, press HOLD again to release the hold and resume the call.

2.8. CUSTOMER SERVICE BUTTON

- A. Storage (not open to hotel guests)
- B. Standby mode, handset: Manually press *#79*# + number + (M1--M6), set the Memory key)
 - Base unit: stored on the Web by the system provider or hotel management
- B. Dial out
 - (1) Short press the Memory key to automatically start hands-free dialing (one-touch talk).
 - (2) Pick up the handset or press Speaker, then press Memory to dial out.

2.9. VOLUME CONTROL

- A. In standby mode, press this key to adjust the ringing volume. When the phone is ringing, pressing the ▲ key to increase the ringing volume or the ▼ key to decrease the ringing volume will not work. The ringing volume can be set to 7 levels at most.
- B. When using the handset, press this button to adjust the handset volume.
- C. When using the hands-free mode, press this button to adjust the volume.

2.10. VOICEMAIL

- A. When the phone receives a voice message, the LED under the voicemail button will flash quickly to indicate.
- B. At this time, press the voicemail button and you can listen to the voice message after the call is connected.。

When you receive a voice message, the phone will light up.

Note: Users must first select the voice mailbox number (e.g. 6750) in the web settings options. Pressing this button will allow you to dial directly, and the operation is the same as the speed dial button.

C. Select MWI Subscribe in the Primary Register settings on the web

Operation as shown in the picture below:

Click VoIP Settings - Call Features - Select MWI

Number:

The screenshot shows the 'VoIP Settings' page with the 'Call Features' tab selected. Under 'Programmable Keys & MWI Number', there are 10 memory slots (Memory 1 to Memory 10) each with a 'Memory' dropdown and a text input field. The 'MWI Number' field is set to '6750' and is highlighted with a red arrow. The 'Park Mode' is set to 'Default'.

Memory	Value
Memory 1:	10107
Memory 2:	10107
Memory 3:	10107
Memory 4:	10107
Memory 5:	10107
Memory 6:	10107
Memory 7:	
Memory 8:	
Memory 9:	
Memory 10:	
MWI Number:	6750
Park Mode:	Default
Hold Key Active:	
Hold Key Idle:	

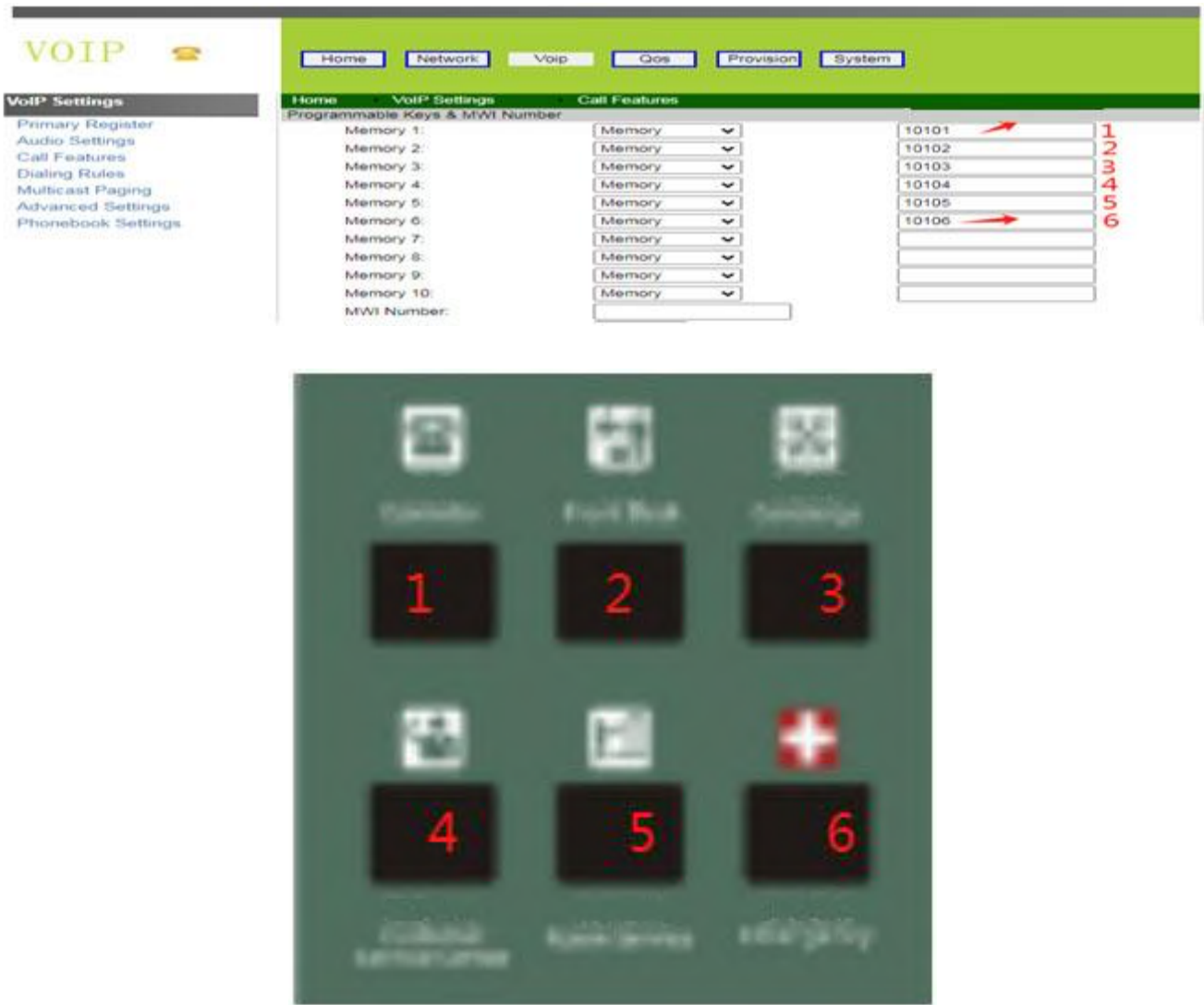
3. PHONE CONFIGURATION

THIS UNIT IS MAINLY FOR SYSTEM MANUFACTURERS OR HOTEL OPERATORS TO CONFIGURE TELEPHONE FUNCTIONS, NOT FOR GENERAL HOTEL ROOM USERS.

3.1 PROGRAMMABLE BUTTONS

The hotel phone defaults to speed dial function. When the phone is in standby mode, press the speed dial button and the phone will call the specified number using the set account.

Note: The 6 programmable button numbers on the desk phone panel must correspond to the Memory1-Memory6 numbers on the WEB.



3.1.2.CALL OUT BUTTON(# SEND)

The function of the outgoing key is equivalent to the dial key. After entering the number, press this key to dial out immediately, otherwise you have to wait 4 seconds

Note: When pre-dialing, you can only send the number by pressing the dial key or picking up the phone/pressing the hands-free key.

The default outgoing call key is the # key. If you change the outgoing call key value to off, it means that the outgoing call key is not enabled.

3.1.3.CALL BACK

Redial allows the phone to automatically call the last incoming call number.

Note: If there is no need to call back on the hotel room phone, the 1800S will be enabled by default to automatically delete the incoming and outgoing call records.

3.2. SETTING

1. LANGUAGE

VOIP PHONE ONLY SUPPORTS ENGLISH

2. TIME & DATE

The phone can automatically obtain the time and date from the NTP server when connected to the Internet, or you can manually configure the time and date on the phone.

Configuring time and date on a web page: **Home - System Settings - Time Settings**



System Settings

- [Logging Server](#)
- [Time Settings](#)
- [User Management](#)
- [System Actions](#)
- [Cordless Settings](#)

Home
Network
Voip
Qos
Provision
System

Home
System Settings
Time Settings

Time Settings Information

SNTP	☐ Disable ☒ Enable
Server Address	0.pool.ntp.org
Time Zone	(GMT-07:00)Mountain Time(U.S. & Canada)
Polling Interval	21600 seconds (30 - 21600)
Local Time	2011 : 01 : 01 00 : 00
	(Year:Month:Day Hour:Min)
Display Time	☐ Disable ☒ Enable
Time Format	12 Hour

Daylight Savings Settings

Enable Daylight	☒ Off ☐ On
Time Shift (minutes)	60 minutes (-1440 - 1440)

Daylight Savings Start Dates

Month	March
Week of Month	week 2
Day	Sunday
Hour	2

Daylight Savings Stop Dates

Month	November
Week of Month	week 1
Day	Sunday
Hour	2

3.3. Ringtone Settings

The phone has 8 different ringtones from ringer1 to ringer8 to choose from, and the ringtone volume can be adjusted in 7

levels

VOIP

VoIP Settings

- Primary Register
- Audio Settings
- Call Features
- Dialing Rules
- Multicast Paging
- Advanced Settings
- Phonebook Settings

Home **Network** **Voip** **Qos** **Provision** **System**

Home **VoIP Settings** **Audio Settings**

Sound and Volume Control

Handset (1~7)

Speaker (1~7)

Ringer Tone (1~7)

Signal Standard

Ringer ☐ Off ☒ On

Ringer Type

Codecs Settings

Codec Priority 1

Codec Priority 2

Codec Priority 3

Codec Priority 4

Codec Priority 5

Codec Priority 6

Packet Data Size

iLBC 15.2K ☒ Off ☐ On

G.723.1 5.3K ☒ Off ☐ On

Voice VAD/CNG

Voice VAD ☒ Off ☐ On

CNG ☒ Off ☐ On

Codec ID Settings

DTMF Payload(RFC2833) (95~127)

4. ACCOUNT SETTINGS

Configuring an account on a cordless IP phone

Function Name	illustration
Account Activation	Line status, the default is "on", if set to "off", the line is disabled

Configure account information on the web page: Account Configuration → Basics → Account

1. Log in to the phone web page first.

2. Choose Voip settings.

3. Click Primary Register.

4. Set up the First Register Server.

Use Service: Select enable.

Display Name: (Optional)

User Name: User Number

Authorization User Name: Authorized User Name.

Password: Enter the registration password (can be the same as the phone number)

Register Server Port: Registration server port (5060)

Register Server Address: Registration server address

After setting and submitting, the phone can successfully register a sip account as shown below:

VOIP

VoIP Settings

- Primary Register
- Audio Settings
- Call Features
- Dialing Rules
- Multicast Paging
- Advanced Settings
- Phonebook Settings

Home **Network** **Voip** **Qos** **Provision** **System**

Home **VoIP Settings** **Primary Register**

Main Server: Registered **Backup Server: Not configured**

Register Server

Use Service	Enable ▼
Display Name	10106
User Name	10106
Authorization User Name	10106
Password	
Register Server Port	8060
Register Server Address	47.106.101.87
Domain Realm	

4. LOGIN PASSWORD SETTING

Log in to the web page and enter the admin username and password.

Path to configure password on the web page: **Home -System Settings -User Management**

VOIP

System Settings

[Logging Server](#)
[Time Settings](#)
[User Management](#)
[System Actions](#)
[Cordless Settings](#)

HomeNetworkVoipQosProvisionSystem

HomeSystem SettingsUser Management

Keypad Password

Keypad Password

...

Verify Password

...

Note: Please only input number.
Because keypad only accept number.

User Management

Administrator User ID

admin

Administrator Password

.....

Verify Password

.....

Note:
Only administrator user can modify this account.

Remote Administration

VOIPAdmin User

admin

VOIPAdmin Password

.....

Verify Password

.....

Note:
Only administrator user can modify this account.

Apply

Cancel

5. NETWORK

A. WAN PORT CONNECTION NETWORK SETTINGS WAN SETTINGS

The phone is connected to the network through the WAN port

On the web Home- Network Settings- WAN Settings

VOIP

Home Network Voip Qos Provision System

Home • Network Settings • WAN Settings

WAN Interface: Connected

Basic Settings

Network Mode ☒ DHCP ☐ Fixed ☐ PPPoE

Link Mode **AUTO**

Primary DNS **8.8.8.8**

Secondary DNS **8.8.4.4**

Static IP Settings (Required if Network Mode is set to Static IP)

Static IP Address **192.168.1.100**

Subnet Mask **255.255.255.0**

Default Gateway **192.168.1.1**

PPPoE Settings (Required if Network Mode is set to PPPoE)

User Account

Password

802.1X Settings

802.1X **Disable**

User Name

Password

Type **multicast**

LLDP Settings

LLDP **Enable**

Packet Interval **120**

Apply Cancel

The phone uses IPV4 mode by default;

Obtain the IP address of the phone through DHCP and Fixed

If you choose Fixed, you need to fill in the default IP address, subnet mask, and default gateway.

Static IP Settings (Required if Network Mode is set to Static IP)。

6. ADVANCED FEATURES

6.1.SELECT CODEC

PHONE supports multiple codecs. You can configure the codec to be used on the phone web page.

Supports G711A, G.711U, G.723.1, G.729, iLBC15.2, G.722

7.1. EXPORT AND IMPORT CONFIGURATION FILES

Sometimes the parameter configurations of many phones are basically the same, but you don't want to configure each one one by one. In this case, you can configure one phone first, export the configuration file, and then import the configuration file on other phones. This operation can only be completed on the web page.

Note: Configuration files of different models of phones cannot be imported and used with each other, otherwise the phone may become unusable!

7.2.1. EXPORTING A CONFIGURATION FILE

Export configuration file method:

Log in to the phone web page, click the Provisioning page, find Export Configuration, and click Export to directly export the configuration file.

7.2.2 IMPORTING A CONFIGURATION FILE

1. Import through FTP server, you need to download and install FTP server

Method A

1. Open the FTP server.

2. Put the exported file into the FileZilla Server file, modify the file configuration parameters (such as changing the version number 3.1000 to 3.2000), and name it MAC address.cetis.cfg (such as 5489079B8A0D.cetis.cfg)

3. Restart the phone on the web page. Import the previous configuration file via FTP, log in to the web page to check whether it is effective, whether the web parameters are changed, and whether the version is changed to 3.2000.

4. Method B

1. Open the FTP server.

2. Put the exported file into the FileZilla Server file, modify the file configuration parameters, and name it ConfigID.cetis.cfg (such as 103.cetis.cfg)

3. Restart the phone on the web page, import the previous configuration file via FTP (when the phone prompts you to enter the ConfigID, you need to manually enter the ConfigID value such as 103 on the phone), log in to the web page to check whether it is effective and the web parameters have been changed.

二, Import through TFTP server. You need to download and install TFTP server.

Method A

1. Open FTP server.

2. Put the exported file into the FileZilla Server file, modify the file configuration parameters (such as changing the version number 3.1000 to 3.2000), and name it MAC address.cetis.cfg (such as 5489079B8A0D.cetis.cfg)

3. Restart the phone on the web page, import the previous configuration file via FTP, log in to the web page to check whether it is effective, whether the web parameters are changed, and whether the version is changed to 3.2000.

Method B

1. Open the FTP server.

2. Put the exported file into the FileZilla Server file, modify the file configuration parameters, and name it ConfigID.cetis.cfg (such as 103.cetis.cfg)

3.Restart the phone on the web page, import the previous configuration file via FTP (when the phone prompts you to enter the ConfigID, you need to manually enter the ConfigID value such as 103 on the phone), log in to the web page to check whether it is effective and the web parameters have been changed.

三, Import from local computer

1.The phone has successfully acquired the network

2.Log in to the phone web page on the computer, click Provisioning, find Import Configuration, click Select File, select the modified configuration file, and click Import now.

3.The phone prompts System is Rebooting Available in 30 Seconds

4.After the phone restarts successfully, log in to the phone web page again to check whether the changes are effective and the web parameters have been changed.

7.2.4 EXPORTING SYSTEM LOGS

Once a problem occurs with the phone, the system log is the best troubleshooting aid. It can help us clearly understand the operation process that the phone has gone through. This operation can only be completed on the web page.

The screenshot shows the web interface of the AU2080W-IP v1 IP Phone. The left sidebar contains the 'VOIP' logo and a 'System Settings' menu with links to 'Logging Server', 'Time Settings', 'User Management', 'System Actions', and 'Cordless Settings'. The top navigation bar includes 'Home', 'Network', 'Voip', 'Qos', 'Provision', and 'System'. The main content area is titled 'Logging Information' and shows the 'Logging Server' configuration. The 'Logging Server' is currently set to 'Off' (radio button selected). Below this, there are input fields for 'Server Address' and 'Server Port' (set to 49494). There are three radio buttons for logging events: 'Default' (selected), 'Events only', and 'Events plus periodic status'. An 'Interval' field is set to 0, with a range of (30 ~ 300) indicated. 'Apply' and 'Cancel' buttons are at the bottom.

8 FREQUENTLY ASKED QUESTIONS

8.1. HOW TO PERFORM A FACTORY RESET

There are two ways to restore factory settings:

1. Restore factory settings via the web interface. The steps are as follows:

The screenshot shows the web interface of the AU2080W-IP v1 IP Phone. The left sidebar is the same as the previous screenshot. The top navigation bar is the same. The main content area is titled 'System Actions' and shows two options: 'Reset to Factory Default' with a 'Reset' button, and 'Reboot Device' with a 'Reboot' button.

- (1) Open the browser and enter the IP address of the phone.

- (2) Log in as an administrator, enter the username admin and the password admin
- (3) Choose “ Home • System Settings • System Actions”
- (4) Select "Reset to Factory Defaults (Reset to Factory Default) ”
- (5) Click the Reset button
- (6) Click the Reboot button next to "Reboot Device"
- (7) After restarting, the phone will keep prompting Enter config I'd

1. To restore factory settings, follow these steps:

When the phone is in standby mode, press the numeric keys to enter **33*123# to restore the factory settings.

After the upgrade is successful, check whether the web version is the newly upgraded file and confirm that the configuration file is not lost.

8.2. HOW TO GET THE CONFIGURATION AFTER THE PHONE IS POWERED ON

You can obtain the deployment phone configuration file from the server when the phone is powered on,

local area network

1. Customize the server download path from the phone web.
2. Enable DHCP server option 66 or option 128~254

9. TROUBLESHOOTING

9.1. THE PHONE CANNOT REGISTER TO THE SIP SERVER

1. Check the IP address. If the LAN port mode is DHCP, please make sure the DHCP server is turned on.
2. Check the gateway

3. Check DNS
4. Make sure the account information is consistent with that provided by the service provider
5. Confirm that the SIP server is enabled
6. Confirm the SIP server port, the default is 5060

9.2. THE PHONE CANNOT OBTAIN AN IP ADDRESS

1. Make sure the network cable is plugged into the LAN port
2. Confirm that the network cable and the switch port connected to the network cable are good.
3. Confirm that the DHCP server is turned on and there are allocable IP addresses in the address pool.
4. Try changing the LAN port address to fixed IP mode

9.3. ONLY ONE PARTY CAN HEAR THE AUDIO DURING A CALL

1. Try dialing the handset and base phone to confirm that the microphone and receiver are not working. Is it the handset or base phone that is the problem?
2. Unplug the network cable and power it on again for testing
3. Try calling again

9.4 .THE PHONE CANNOT MAKE CALLS

1. Check whether the network is normal
2. If the server does not support it, select the peer to peer function, and the phone will only register in a fake way.

3. Test whether other accounts on the server are normal. This account may have been occupied.

4. Check whether the handset light is on, whether there is a busy tone, whether there is an IP number report, and the handset charging light will light up normally when the handset is placed on the base. If the charging light is not on, check whether the switch has POE power supply. If there is no POE power supply, a DC5V/1A power supply is required.

5. Check the server configuration

10. PHONE ABBREVIATIONS

DND: Do Not Disturb

CFWD: Call Forward

Bxfer: Blind Transfer

Num: Number

SIP: Session Initiate Protocol

RTP: Real-time Transport Protocol

SDP: Session Description Protocol

VPN: Virtual Private Network

VLAN: Virtual Local Area Network

QoS: Quality of Service

Syslog: System log

UDP: User Data Protocol

TCP: Transmission Control Protocol

TLS: Transport Layer Security Protocol

BLF: Busy Lamp Field

DNS: Domain Name System

SRTP: Secure Real-time Transport Protocol

NTP: Network Time Protocol

VAD: Voice Activity Detection

CNG: Comfort Noise Generator