



Configure Features

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Phone Adapter Configuration Utility

You can configure or customize some phone features with the Phone Adapter Configuration Utility webpage. Your administrator gives you the page URL, your user ID, and password.

In the Configuration Utility page, you can view some network and administration settings, as well as some basic information about your ATA, such as firmware version, serial number, and memory use.

Most people use the Phone Adapter Configuration Utility page to set up a few basic features such as Speed dial or Call forward. To set up these features, refer to the following table.

The following table describes the phone features that you configure from the Phone Adapter Configuration Utility webpage.

Table 1: Configuration Utility Features

Feature	Description
Call forward and Selective call forward.	<p>You specify the number that will receive calls when call forward is enabled on the phone. Use the Configuration Utility page to set up more complicated call forward functions, for example, when your line is busy.</p> <p>For more information, see Call Forward Settings, on page 3 or Selective Call Forward Settings, on page 3 and Set Up Phone Features with Phone Adapter Configuration Utility, on page 2.</p>

Feature	Description
Speed dial.	You assign phone numbers to a line so that you can quickly call that person. For more information, see Speed Dial Settings, on page 4 and Set Up Phone Features with Phone Adapter Configuration Utility, on page 2
Supplementary services.	Configure such features as Call waiting, Do not disturb, or Called ID. For more information, see Supplementary Service Settings, on page 5 and Set Up Phone Features with Phone Adapter Configuration Utility, on page 2
Distinctive ring	You can assign a specific ring to a phone number or line. For more information, see Distinctive Ring Settings, on page 6 and Set Up Phone Features with Phone Adapter Configuration Utility, on page 2 .
Ring setting	You can assign a specific ring to a certain situation such as when a call is on hold or during a call back. For more information, see Ring Settings, on page 6 and Set Up Phone Features with Phone Adapter Configuration Utility, on page 2 .

Set Up Phone Features with Phone Adapter Configuration Utility

Use the Phone Adapter Configuration Utility page to set up a few basic features such as Speed dial, Call forward or Do not disturb.

Before you begin

Before you set up a feature, you should review the corresponding settings page.

Procedure

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- Step 1** Sign into Phone Adapter Configuration Utility as an user.
 - Step 2** Select **Voice > User**
 - Step 3** Navigate to the feature pane and set the fields.
 - Step 4** Click **Save**.
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Call Forward Settings

You can forward calls from any line on your phone to another phone number. But call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

Call forward is set up from the Voice tab of the Configuration Utility page. Use the information in the following table to guide you. Once you have entered your settings, click **Save** to retain your revisions.

When a call is forwarded, you hear a short ring before the call is forwarded to the new number.

The following table describes the Call Forward settings that you configure from the Voice tab of the Configuration Utility page.

Table 2: Call Forward Settings

Field Name	Description	Usage Guidelines
Cfwd All Dest	Call Forward All Destination. Default setting: blank	Use when you want to forward all of your incoming calls to another phone number. Enter the number that will receive the forwarded call.
Cfwd No Ans Dest	Call Forward No Answer Destination. Default setting: blank	Use with Cfwd All Dest when you want your calls forwarded to a second person, if your first choice does not answer.
Cfwd Busy Dest	Call Forward Busy Destination. Default setting: blank	Use with Cfwd All Dest when you want your calls forwarded to a second person, if your first choice is on another call.
Cfwd No Ans Delay	Call Forward No Answer Delay. Default setting: 20	The delay in seconds before Call Forward No Answer triggers.

Selective Call Forward Settings

You can have a list of up to 8 phone numbers that are forwarded whenever they call you. When someone calls from one of these numbers, you hear a ring and the call is forwarded to the new number.

When entering Call Forward Selective Caller setting, you can use ? to match any single digit or * to match a range of digits. For example:

- 1408*—a call is forwarded to the corresponding destination if the phone number starts with 1408

- 1512???1234—a call is forwarded to the corresponding destination if the phone number is an 11-digit number starting with 1512 and ending with 1234

You can also forward the last call that you received, or block the last call.

Selective call forward is set up from the Voice tab of the Configuration Utility page. Use the information in the following table to guide you. Once you have entered your settings, click **Save** to retain your revisions.

The following table describes the Call Forward settings that you configure from the Voice tab of the Configuration Utility page.

Table 3: Selective Call Forward Settings

Field Name	Description	Usage Guidelines
Cfwd Sel1-8 Caller	Call Forward Selective Caller Default setting: blank	Enter the phone number that you want redirected. When a phone number matches the entry, the call is forwarded to the corresponding Cfwd Selective Destination.
Cfwd Sel1-8 Dest	Call Forward Selective Destination Default setting: blank	Enter the phone number that will receive the forwarded call.
Cfwd Last Caller	Call Forward Last Caller Default setting: blank	Enter the last caller's phone number. This caller is actively forwarded to the Cfwd Last Dest using Call Forward Last.
Cfwd Last Dest.	Call Forward Last Destination Default setting: blank	The destination for the Cfwd Last Caller.
Block Last Caller	- Default setting: blank	The number of the last caller; this caller is blocked via the Block Last Caller Service.
Accept Last Caller	- Default setting: blank	The number of the last caller; this caller is accepted via the Accept Last Caller Service.

Speed Dial Settings

You can use specific phone lines to speed-dial people you call often.

Speed dials are set up from the Voice tab of the Configuration Utility page. Use the information in the following table to guide you. Once you have entered your settings, click **Save** to retain your revisions.

The following table describes the Speed Dial settings that you configure from the Voice tab of the Configuration Utility page.

Table 4: Speed Dial Settings

Field Name	Description	Usage Guidelines
Speed Dial 2-9	- Default setting: blank	Enter a phone number that you dial often.

Supplementary Service Settings

In addition to your main call features, the ATA provides support for several supplementary features. All of these services are optional, and may not be available to you if your administrator has disabled them. In some cases, your service provider may support similar features using means other than the ATA.

Supplementary services are set up from the Voice tab of the Configuration Utility page. Use the information in the following table to guide you. Once you have entered your settings, click **Save** to retain your revisions.

The following table describes the Supplementary Service settings that you configure from the Voice tab of the Configuration Utility page.

Table 5: Supplementary Service Settings

Field	Description	Usage Guidelines
CW Setting	Call Waiting. Default setting: Yes	Enable if you want to be notified of an incoming call while on an call.
Block CID	Block Caller ID. Default setting: No	Allows you to block your phone number from phones that have caller identification enabled.
Block ANC	Block Anonymous Calls. Default setting: No	Allows you to block any calls that do not display call information.
DND Setting	Do Not Disturb. Default setting: No	Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.
CID Setting	Caller ID Generation. Default setting: Yes	Enable if you want your Caller identification such as a phone number, name, or other descriptive text appear on the phone display.

Field	Description	Usage Guidelines
CWCID Setting	Call Waiting Caller ID Generation. Default setting: Yes	This feature assigns an ID for a call that is waiting.
Dist Ring	Distinctive Ring. Default setting: Yes	Enable this feature if you plan to configure different numbers to the same phone and want to give different ringtone for each of the numbers.
Message Waiting	- Default setting: no	Enable if you want to be notified of voicemail messages.
CONFCID Setting	Default setting: Yes	-

Distinctive Ring Settings

You can customize how your phone indicates an incoming call by selecting different ringtones. But this feature requires a specific type of computer code called a script. Contact your administrator to have this feature enabled.

Ring Settings

You can customize your ring tones to best suit your needs. For example, you can have one ringtone for your incoming calls, and another ring for your callback notifications.

Ring settings are set up from the Voice tab of the Configuration Utility page. Use the information in the following table to guide you. Once you have entered your settings, click **Save** to retain your revisions.

The following table describes the Ring settings that you configure from the Voice tab of the Configuration Utility page.

Table 6: Ring Settings

Field Name	Description	Usage Guidelines
Default Ring	- Default setting: 1	Allows you to select from one of 8 different ringtones for your incoming calls.
Default CWT	- Default setting: 1	Allows you to select from one of 8 different ringtones for call waiting.
Hold Reminder Ring	- Default setting: 8	Allows you to select from one of 8 different ringtones or none for calls on hold.

Field Name	Description	Usage Guidelines
Call Back Ring	- Default setting: 7	Allows you to select from one of 8 different ringtones for call back notifications
Cfwd Ring Splash Len	- Default setting: 0	Enter the length of the ring when a call is forwarded, from 0 – 10 seconds.
Cblk Ring Splash Len	- Default setting: 0	Enter the length of the ring for the call back notifications, from 0 – 10 seconds.
VMWI Ring Splash Len:	- Default setting: 0	Enter the length of the ring for your voicemail notifications, from 0 – 10 seconds.

Log

The ATA allows you to record incoming, outgoing, and DHCP lists for various events that occur on your network. The Incoming Log displays a temporary list of the source IP addresses and destination port numbers for the incoming Internet traffic. The Outgoing Log displays a temporary list of the local IP addresses, destination URLs/IP addresses, and service/port numbers for the outgoing Internet traffic.

Debug Log Module

Use the **Administration > Log > Debug Log Module** page to enable and configure logging.

- As a best practice, we recommend that you enable logging only when needed, and disable logging when you finish the investigation. Logging consumes resources and can impact system performance.
- In this page, you can select the modules which you want to see debug messages in all severity levels.

Debug Log Setting

If Debug Log Server is enabled on the **Administration > Log > Debug Log Server** page, the ATA will send the debug messages to one server.

Enter the settings as described below. After making changes, click **Submit** to save your settings, or click **Cancel** to redisplay the page with the saved settings.

Table 7: Debug Log Setting

Field	Description
Debug Log Size	Enter the maximum size of the log file in kilobytes. Valid values are from 128 to 1024.

Field	Description
IPv4 Address	Enter the IPv4 address of the debug log server where the messages will be sent.
IPv6 Address	Enter the IPv6 address of the debug log server where the messages will be sent.
Port	Enter the port to use on the server. Valid values are from 1 to 65535.

Debug Log Viewer

If logging is enabled on the **Administration > Log > Debug Log Viewer** page, you can use the Log Viewer page view the logs online and to download the system log file to your computer. You can limit the contents of the log by choosing the types of entries to include and by specifying keywords.

For information about enabling and configuring logging, see [Debug Log Module, on page 7](#).

Table 8: Debug Log Settings

Field	Description
Download Log	Click this button to download the contents of the log as a file on your computer. In the dialog box, you can open the file or save it. The file can be opened in a text editor such as Notepad.
Clear Log	Click this button to remove all entries from the log.
Filter	Enter a keyword to filter the log entries that appear in the viewer. The page will display only the entries that include the keyword.

Event Log Setting

Use the **Administration > Log > Event Log Setting** page to collect required event logs. Event log messages are sent via SYSLOG protocol using UDP transport type.

Use the Event Log Setting when troubleshooting. Four event categories are defined:

- DEV—Device information. A message is sent once device boot-up and network connectivity are ready.
- SYS—System-related information. A message is sent once while device boot-up and network connectivity are ready.
- CFG—Status of provision and configuration file change. A message is sent every time the provision service restarts due to configuration or network status change.
- REG—Registration status for each line. A message is sent every time registration status changes.

Enter the settings as described below. After making changes, click **Submit** to save your settings, or click **Cancel** to redisplay the page with the saved settings.

Table 9: Event Log Settings

Field	Description
Address	Set the Event log server address.
Port	Set the Event log server port. Default value: 514
Flag	Set the Event log flag, it's a bitwise value. Setting list is as below: <ul style="list-style-type: none"> • <Dev>: 1 (0x01) • <SYS>: 2 (0x01<<1) • <CFG>: 4 (0x01<<2) • <REG>: 8 (0x01<<3) Default value: 15 (All events)

PRT Viewer

Use the **Administration > Log > PRT Viewer** to generate and download Problem Report Tools (PRT) files.

To generate a problem report remotely, see *Generate a Problem Report Remotely*.

After making your changes, click **Submit** to save your settings, or click **Cancel** to redisplay the page with the saved settings.

Table 10: Problem Report Tool Settings

Field	Description
PRT Upload URL	Set the PRT log upload URL
PRT Upload Method	Set the PRT log upload method, POST or PUT . Default: POST
PRT Max Timer	Set the PRT max timer, valid range is 15-1440 minutes Disabled: 0 Default: 0
Problem Report Tools Logs	List the PRT file which is generated by user on ATA.
Generate PRT	Click this button to generate and download the contents of the PRT as a file on your computer. In the dialog box, you can open the file or save it.

Generate a Problem Report Remotely

You can submit a problem report remotely by using the Phone Adapter Configuration Utility.

Before you begin

ATA registers successfully.

Procedure

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- Step 1** Sign into Phone Adapter Configuration Utility.
- Step 2** Select **Administration > Log > PRT Viewer**.
- Step 3** Configure the **PRT Upload URL** parameter to specify the server to which you want to send the problem report. For example: `http://10.74.133.94:9090`.
- For more information about the PRT related parameters, see [PRT Viewer, on page 9](#).
- Step 4** Click **Submit**.
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PCM Viewer

Use the **Administration > Log > PCM Viewer** to download and view PCM.

The ATA allows you to capture the PCM log file while a user offhook to start a call.

After making your changes, click **Submit** to save your settings, or click **Cancel** to redisplay the page with the saved settings.

Table 11: Log Viewer Settings

Field	Description
PCM Capture Enable	Enable or disable capture PCM.
Duration	Enter the PCM capture duration in seconds. The valid range is 20 to 300.
PCM File List	List the PCM file which is captured by user. Click Refresh to refresh the PCM Memory Dump File. Click Download to download the dump file on your computer.

CSS Dump

Use the **Administration > Log > CSS Dump** page to set and download CSS dump file.

Table 12: CSS Dump Settings

Field	Description
Auto Crash Dump	<p>Set whether the ATA creates a crash dump file automatically when it occurs an error.</p> <p>Click Enabled to enable the feature, click Disabled to disable it.</p> <p>Default setting: Disabled</p>
Manual Trigger Key(**##)	<p>Set whether the user can manually trigger the creation of the CSS dump by pressing **## on the phone keypad.</p> <p>Click Enabled to enable the feature, click Disabled to disable it.</p> <p>Default setting: Disabled</p>
CSS Dump List	<p>List the CSS file which is captured by user.</p> <p>Click Refresh to refresh the CSS Memory Dump File.</p> <p>Click Download to download the dump file on your computer.</p>

Crash Dump

Use the **Administration > Log > Crash Dump** page to set and download crash dump file.

Table 13: CSS Dump Settings

Field	Description
Runtime log to flash	<p>Set whether the runtime log can be stored in the flash memory.</p> <p>Click Enabled to enable the feature, click Disabled to disable it.</p> <p>Default setting: Disabled</p>
Crash Dump File	<p>Display the captured crash dump file.</p> <p>Click the file name to download it on your computer.</p> <p>Click Refresh to refresh the crash dump file.</p>

