

# IP Phone Routine Maintenance



# Foreword

- This course is mainly:
  - Introduce how to check if the status is normal
  - Introduce how to backup data and view logs
  - Introduce how to obtain capture

# Course Objective



Understand and know Normal state

Through this course  
you will be able to



Learn how to download and trace logs



Understand how to obtain capture

# Contents

- 1 Status Check
- 2 Log & Data Backup & Upgrade
- 3 Network Capture

# Status Check

01

# Status Check

## Status->Basic

- 1. Account Information:** View account registration status
- 2. LAN Link Status:** Check the network connection status
- 3. System Uptime:** Determine whether the device has been restarted

The screenshot shows the DINSTAR web interface with the following sections and data:

Product Information	
Model	C62S
MAC Address	F8:A0:3D:67:55:A8
SN	DED1-0709-7064-0063
Firmware Version	2.62.11.12.20
Hardware Version	62.2.1.1.0.1.6.1

Network Information	
Mode(IPv4/IPv6)	IPv4

IPv4	
Type	Static IP
IP Address	172.28.51.105
Subnet Mask	255.255.0.0
Gateway	172.28.1.1
DNS1	8.8.8.8
DNS2	

Account Information	
Account1	70001@172.28.48.99 Disabled
Account2	6005@172.27.10.14 Disabled
Account3	20002@172.27.10.14 UnRegistered
Account4	1000@172.27.10.14 Disabled
Account5	None@None UnRegistered
Account6	None@None UnRegistered

Other	
LAN Link Status	Connected
LAN Speed and Duplex	100Mbps FullDuplex
System Uptime	219:28:15
Primary NTP	1.pool.ntp.org
Secondary NTP	2.pool.ntp.org
VPN Status	Disabled
NMS Status	Disabled
VLAN ID	NULL

# Status Check

Status->Basic

- 4. 4G:** Insert SIM card into the phone and check the card registration status

The screenshot displays the 'Basic' status page of a DINSTAR device. The page is organized into several sections: Product Information, Network Information, IPv4, IPv6, and 4G. The 4G section is highlighted with a red box, showing the following details:

4G	
Link Status	Disconnect
Register Status	UnKnown
PDP Address	
IP Address	
Signal	0 dBm
IMSI	
Number	

Other sections include:

- Product Information:** Model (A220), MAC Address (F8:A0:3D:7F:57:D6), SN (DEE3-A725-9037-0031), Firmware Version (V100R001C22B158), Hardware Version (60.8.1.2.0.1.6.0).
- Network Information:** Mode(IPv4/IPv6) (IPv4 & IPv6).
- IPv4:** Type (DHCP), IP Address (172.28.15.107), Subnet Mask (255.255.0.0), Gateway (172.28.1.1), DNS1 (172.28.1.1), DNS2 (61.139.2.69).
- IPv6:** IPv6 Type (DHCP), IPv6 Address (2020::5c), IPv6 Gateway (fe80::366b:5bff:fef6:cadf), IPv6 DNS1 (2020::5), IPv6 DNS2 (240c::6666).

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# Log & Data Backup & Upgrade

02

# Data Backup

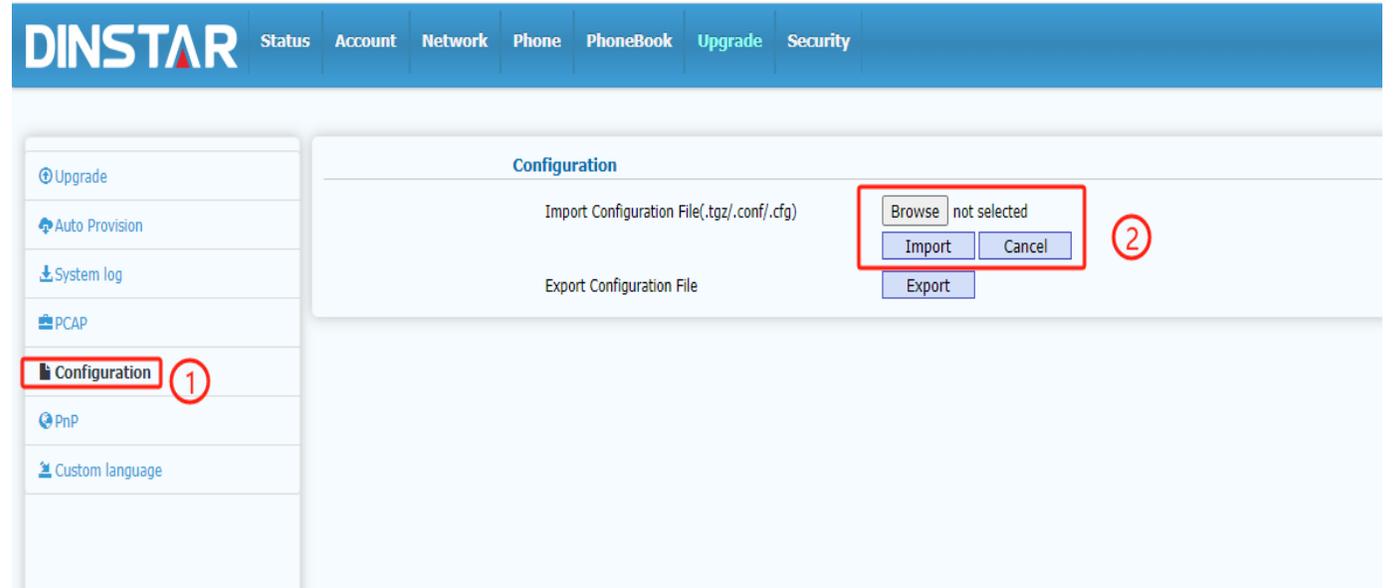
1. Click **Upgrade**-> **Configuration**

2. Click export

The screenshot displays the DINSTAR web interface. At the top, a blue navigation bar contains the DINSTAR logo and several menu items: Status, Account, Network, Phone, PhoneBook, Upgrade, and Security. The 'Upgrade' menu item is highlighted with a red box. Below the navigation bar, a left sidebar lists various system management options: Upgrade, Auto Provision, System log, PCAP, Configuration, PnP, and Custom language. The 'Configuration' option is highlighted with a red box and a circled '1'. The main content area is titled 'Configuration' and contains two sections. The first section, 'Import Configuration File(.tgz/.conf/.cfg)', includes a 'Browse' button, the text 'not selected', and 'Import' and 'Cancel' buttons. The second section, 'Export Configuration File', features an 'Export' button that is highlighted with a red box and a circled '2'.

# Data Restore

1. Click **Upgrade-> Configuration**
2. Select the file and click on Import



# Upgrade

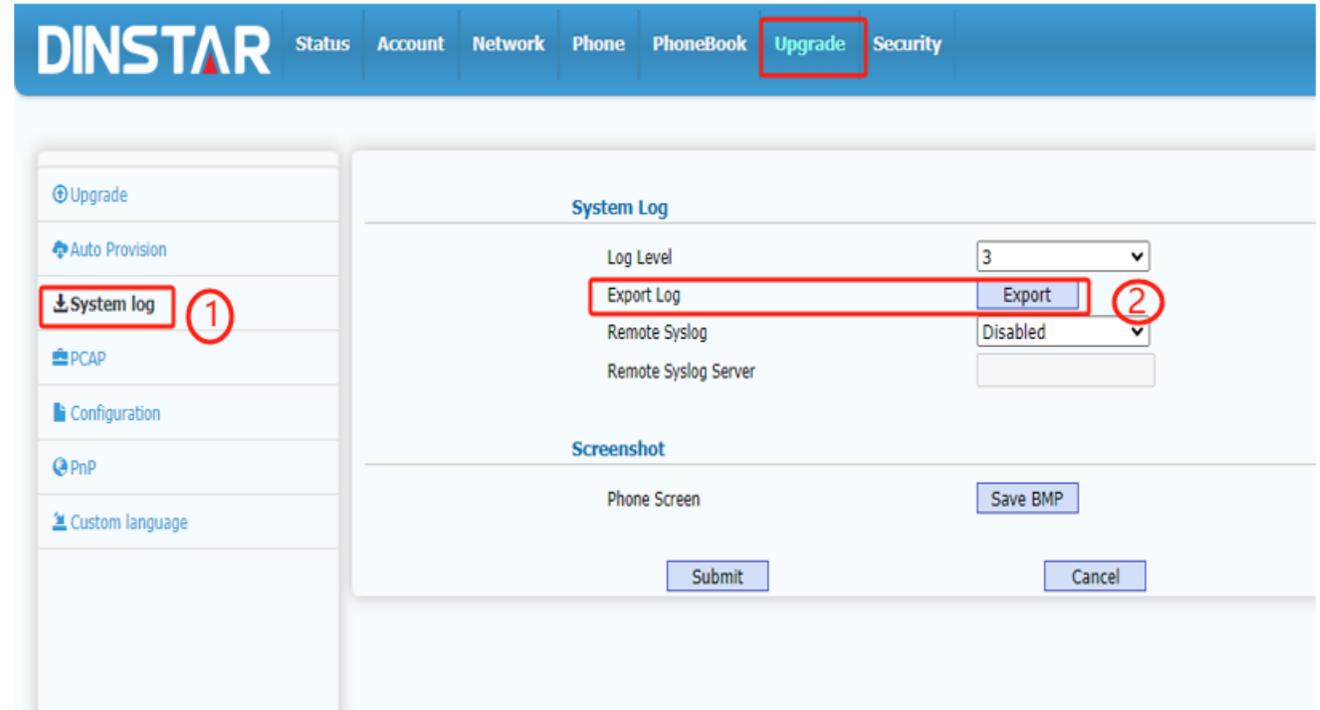
1. Click **Upgrade**-> **Upgrade**
2. Select the file and click on submit
3. Reboot device

The screenshot displays the DINSTAR web interface. At the top, there is a navigation bar with the DINSTAR logo and menu items: Status, Account, Network, Phone, PhoneBook, Upgrade, and Security. The 'Upgrade' menu item is highlighted. On the left side, there is a sidebar menu with the following items: Upgrade (circled in red with a '1'), Auto Provision, System log, PCAP, Configuration, PnP, and Custom language. The main content area shows the 'Upgrade' page. It displays the current Firmware Version (2.62.11.12.20) and Hardware Version (62.2.1.1.0.1.6.1). The 'Type' is set to 'Firmware'. The 'Upgrade' section is highlighted with a red box and a circled '2', showing a 'Browse' button (with 'not selected' text) and 'Submit' and 'Cancel' buttons. Below this, there are 'Reset To Factory Setting' and 'Reboot' buttons, both with 'Submit' labels. The 'Reboot' button is highlighted with a red box and a circled '3'.

# View Log

When the device experiences abnormal restarts or other situations, you can check the logs

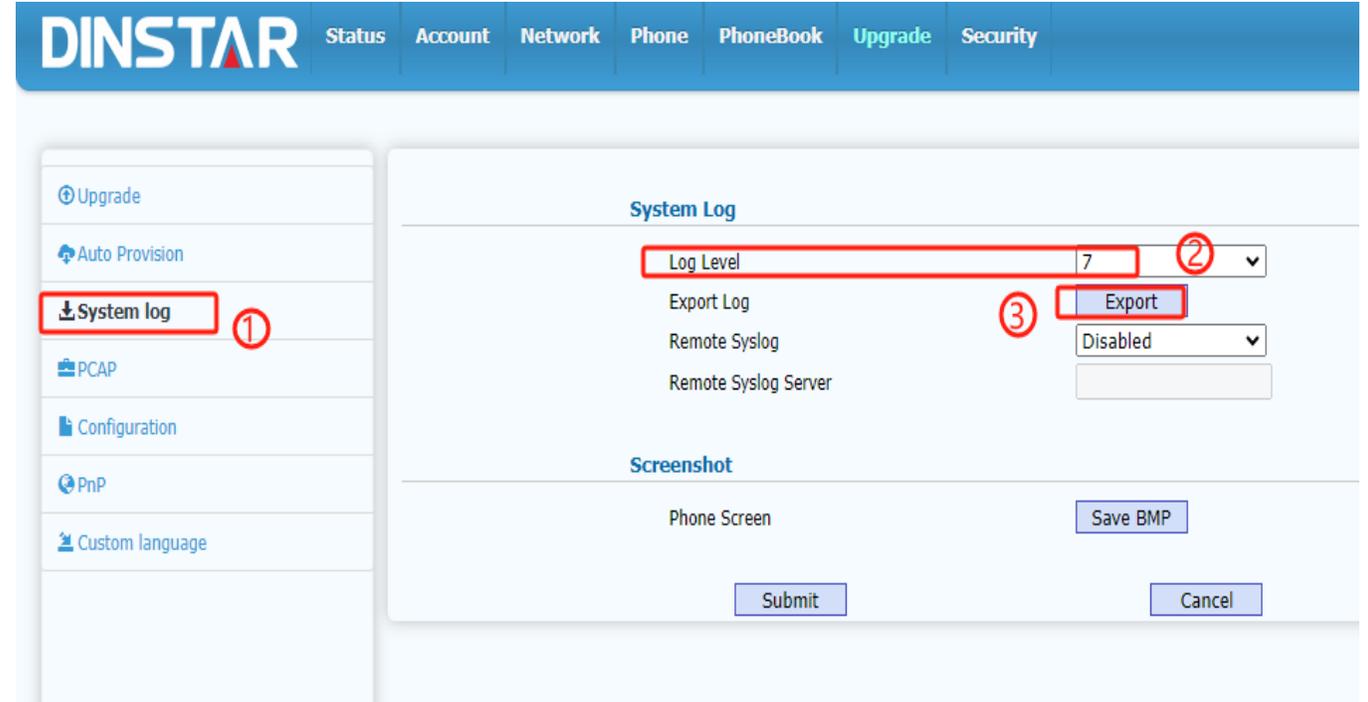
1. Click **Upgrade-System log**
2. Export log



# View Log

Need to view call or registration logs, can track logs

1. Click **Upgrade-System log**
2. Change the log level to 7
3. Reproduce the problem and export the log



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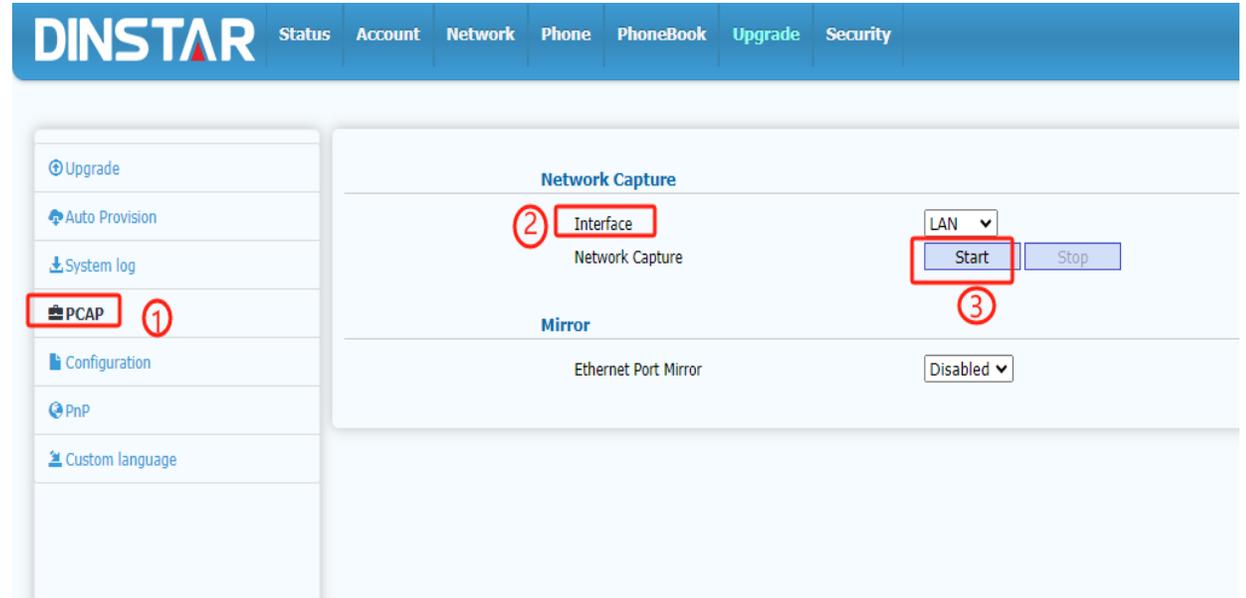
# Network Capture

03

# Network Capture

Get capture when looking at registration messages, call processes, RTP flows, and other messages

1. Click **Upgrade -> PCAP**
2. Select network port
3. Click Start
4. Reproduce issue
5. Click to stop, download network packet to view





# THANKS



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