DINSTAR

UC Basic Configuration Practice Guide

Foreword

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- This course is mainly:
  - Introduce Dinstar UC series.
  - Guide we how to access the device
  - Guide we set network on UC
  - Introduce Dinstar UC common application scenario
  - Learn common application scenario configurations

Course Objective

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Through this course you will be able to

- HOW To Access The Device
- How To SET Network On Device
- How To Make Calls On UC

Contents

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Chapter ONE

The Way To Access Device

01

1. Physical Connection
2. PC Settings
3. Access Device GUI

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Physical Connection

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- ## UC120/UC200

Support Router and Bridge network mode

Default network mode **Router**

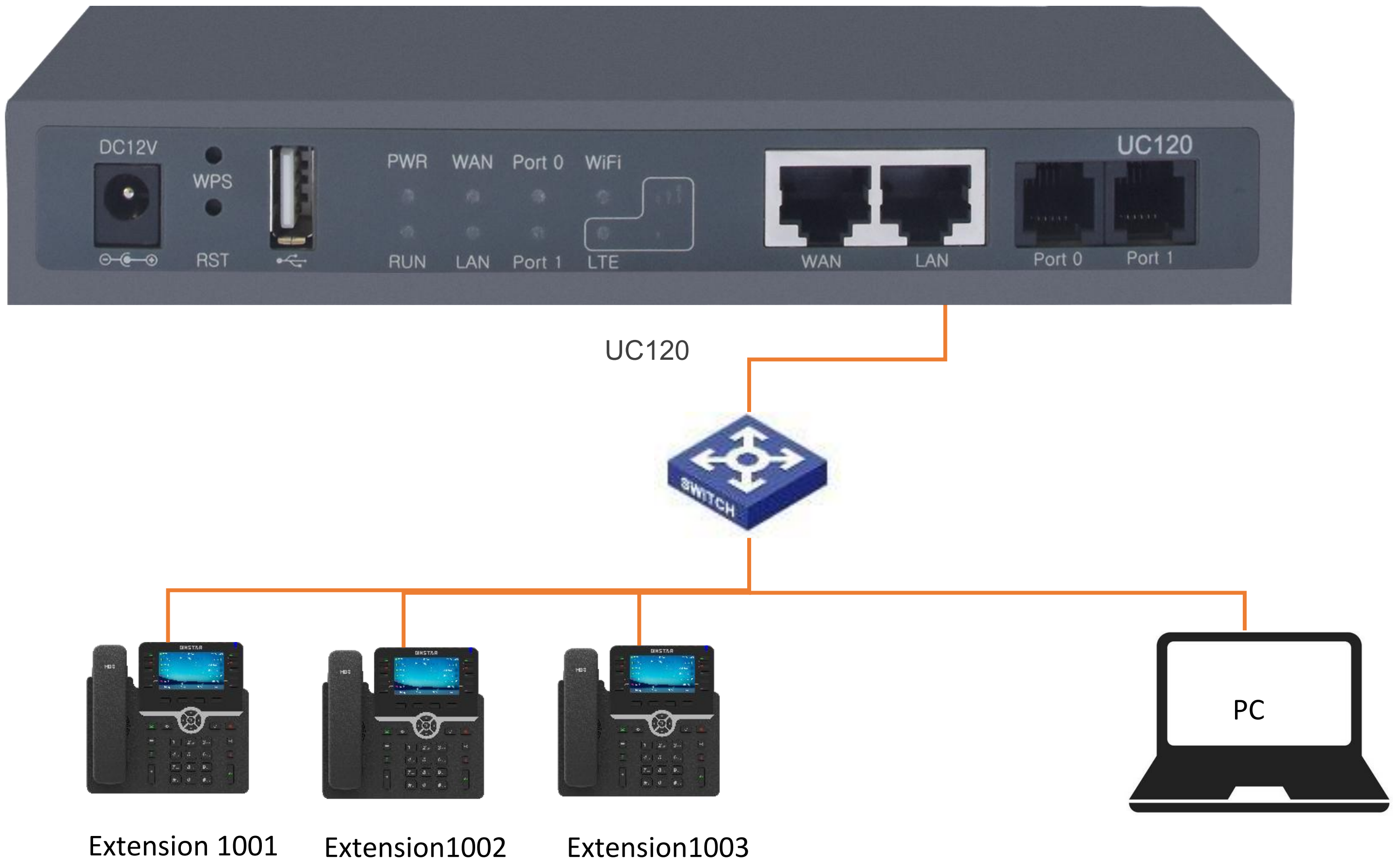
WAN Port DHCP, LAN Port---

192.168.11.1

Default username/password---

admin/admin@123#

Service Port WAN and LAN



Physical Connection

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- ## UC200Pro/UC350

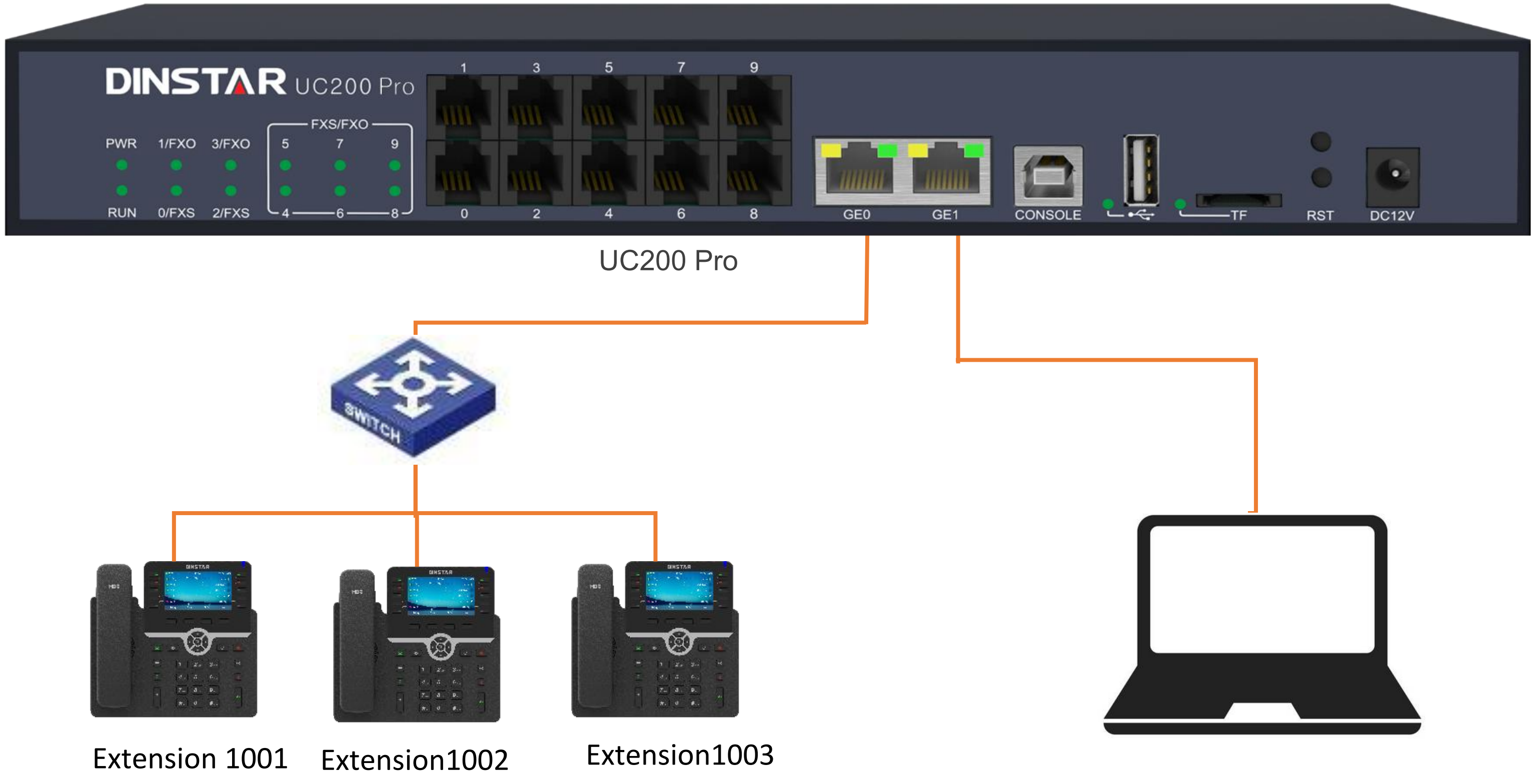
Support Gigabit Ethernet port

Managemet port GE1--192.168.11.1

Default username/password---

admin/admin@123#

Service Port GE0 and GE1



Physical Connection

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- UC350Pro

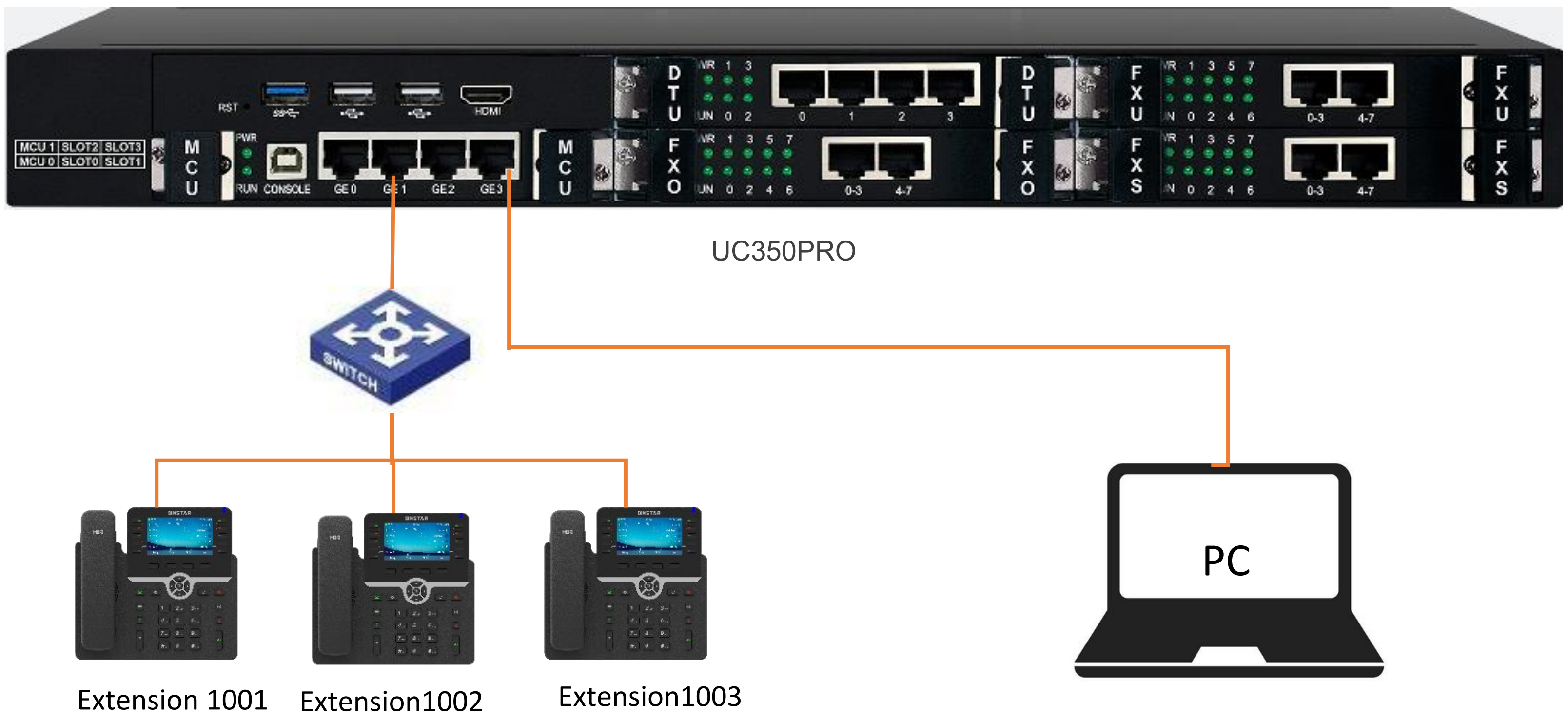
Support Gigabit Ethernet port

Managemet port GE3--192.168.11.1

Default username/password---

admin/admin@123#

Service Port GE0 to GE3



PC Settings

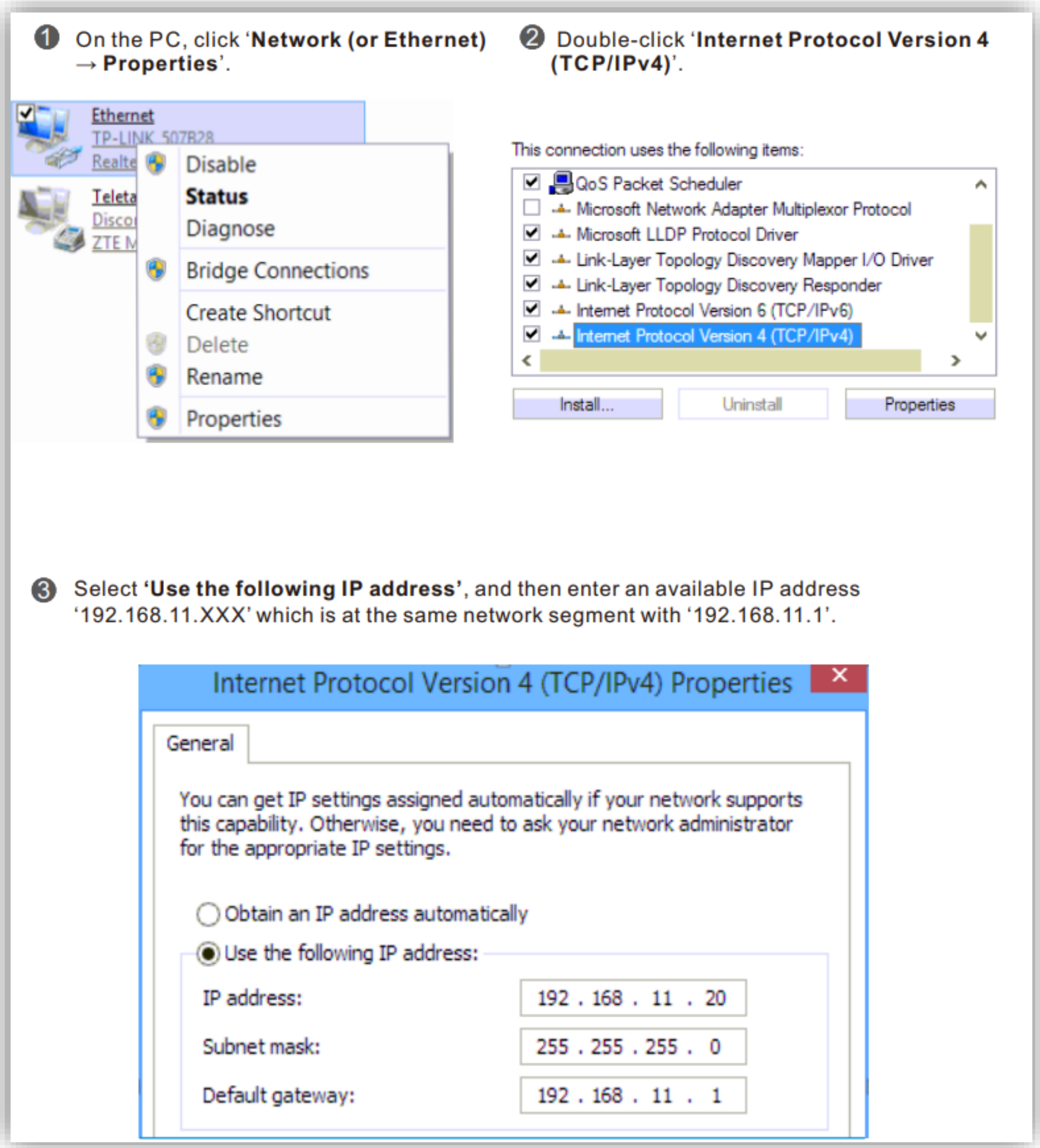
- ## Add IP

Add 192.168.11.xxx/255.255.255.0 to access the UC

Note:

1. Optional IP range: 192.168.11.2-192.168.11.254

2. Set the IP address of the PC as shown in the figure on the right



Access Device GUI

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- ## Access Device

Browser input *https://192.168.11.1* to

login interface .

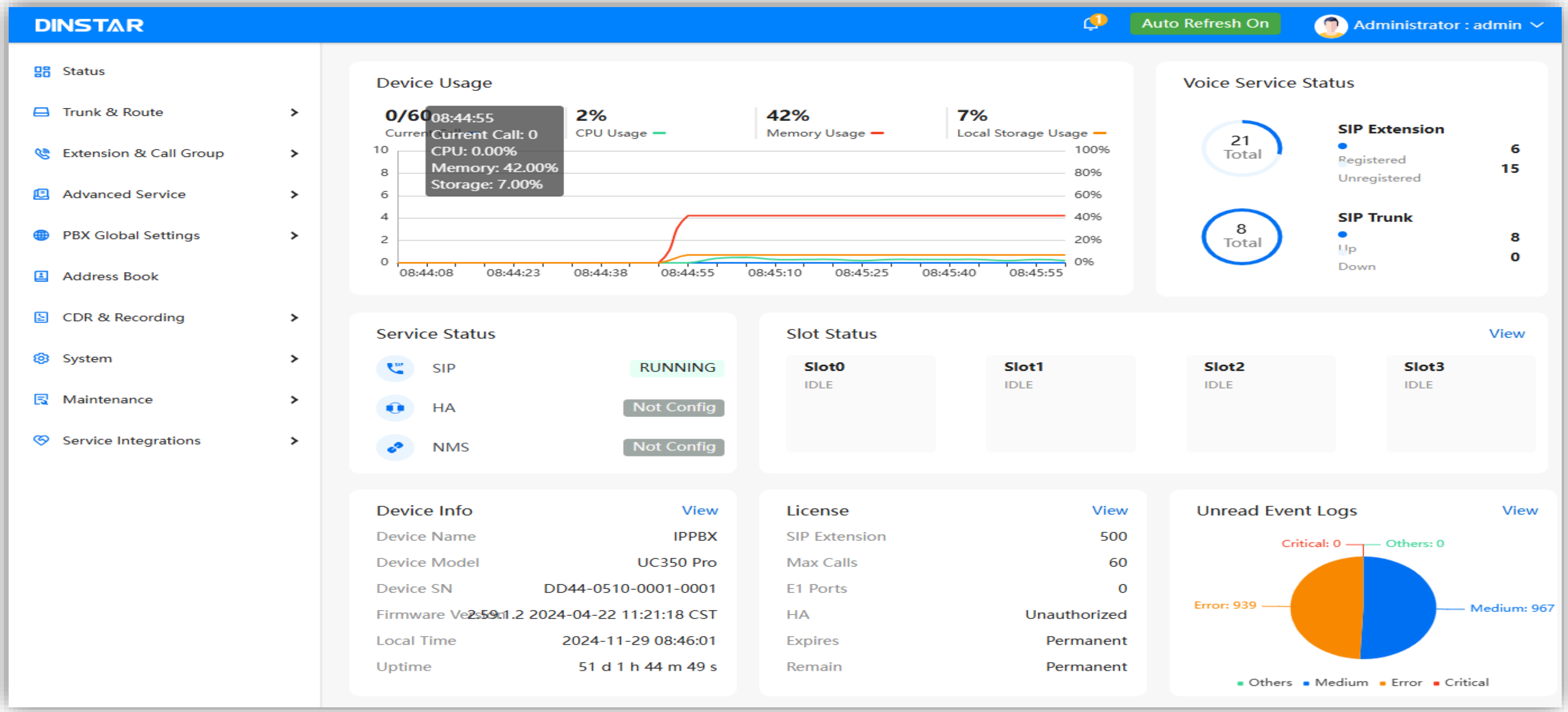
Input Username and Password:

admin/admin@123# ,

Click *Login* to access the device.

Access Device GUI

After logging in, you will see the status interface



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Chapter Two

UC Call Configuration Instructions

02

1. Local extension call
2. SIP Trunk Call Configuration
3. FXO Trunk Call Configuration
4. E1 Trunk Call Configuration

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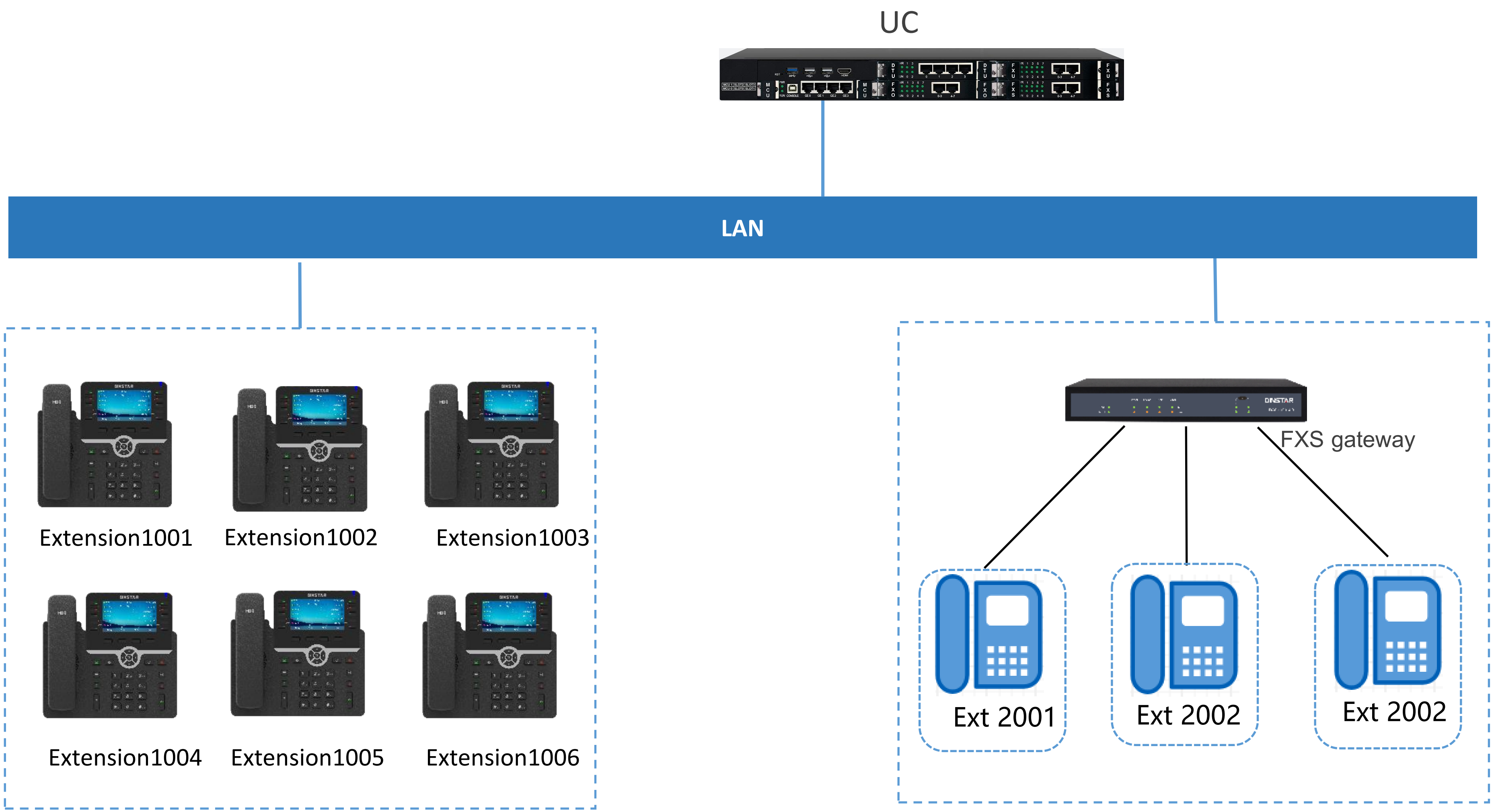
Common Application 1



Local extension call

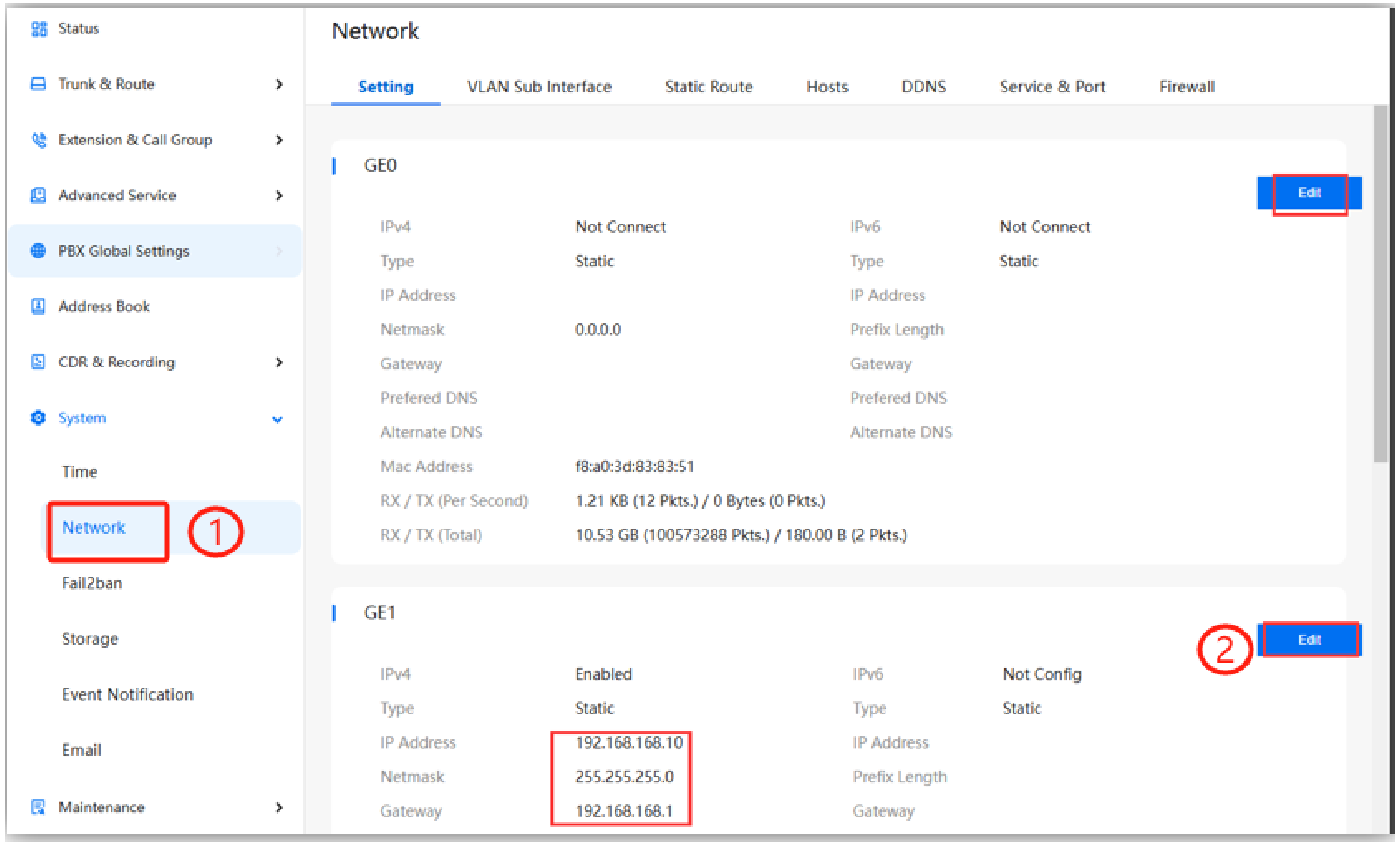
IP Address Setting → SIP Stack Setting → SIP Extension Setting → View Permissions

1.Click **System->Network**

2.Select the network port you want to connect to, and click "Edit" to set the IP address.

Tip:

After setting IP address, you need to save the application and reboot to take effect.



Local extension call

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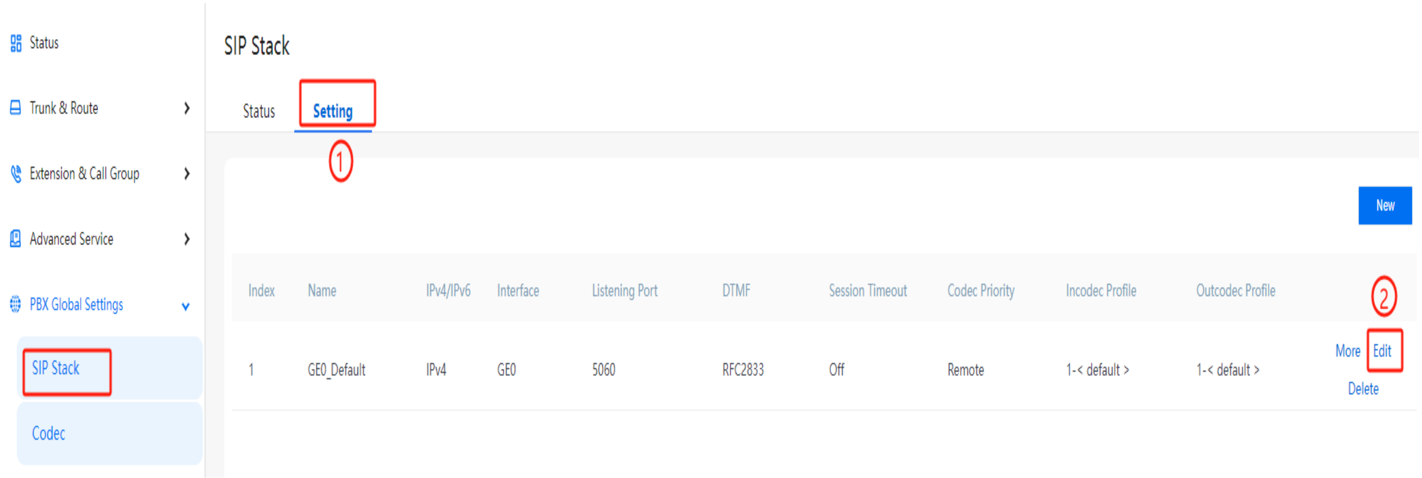
IP Address Setting → **SIP Stack Setting** → SIP Extension Setting → View Permissions

1.Click **PBX Global Settings->SIP Stack->setting**

2.Select “Edit” to set the listening port

Tip:

Default listening port 5060, modify as needed



Local extension call

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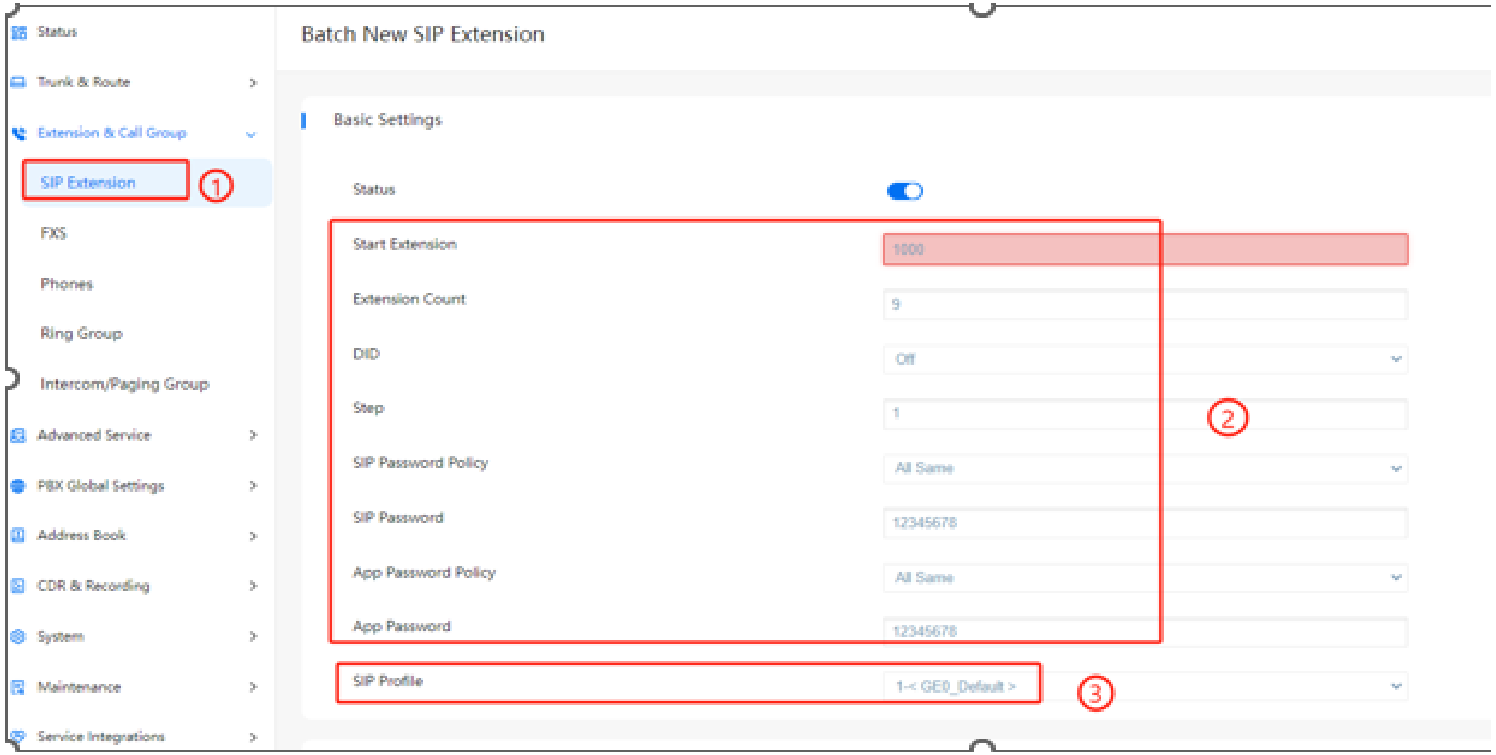
IP Address Setting → SIP Stack Setting → **SIP Extension Setting** → View Permissions

1.Click **Extension & Call Group->SIP Extension**

2.Create Batch new SIP extension, configure the start extension number and password

3.Select network port



Local extension call

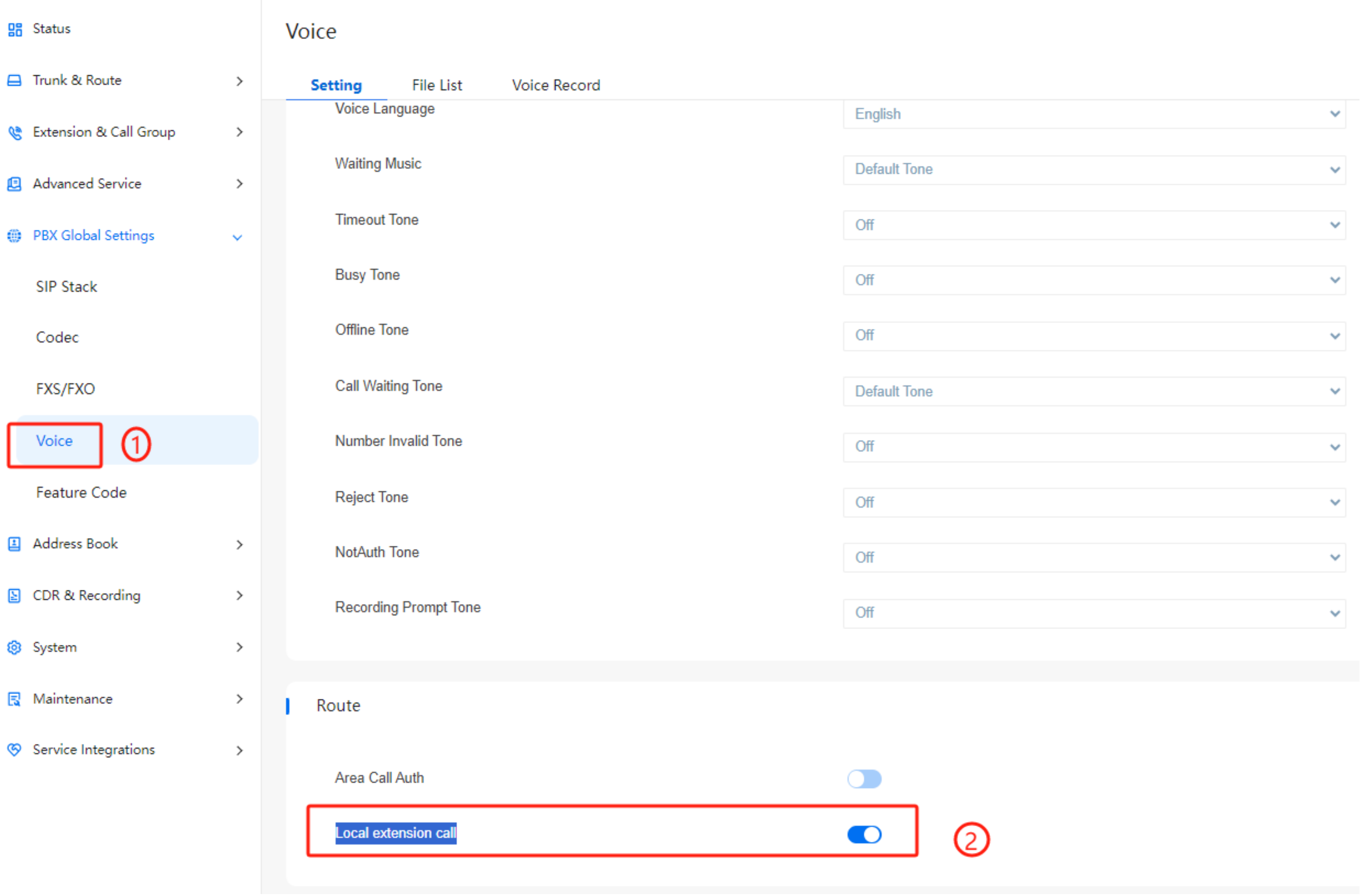
IP Address Setting → SIP Stack Setting → SIP Extension Setting → **View Permissions**

1.Click **PBX Global Setting->Voice**

2. Check if the local extension call configuration is enabled

Tip:

Local extension call Permission is enabled by default



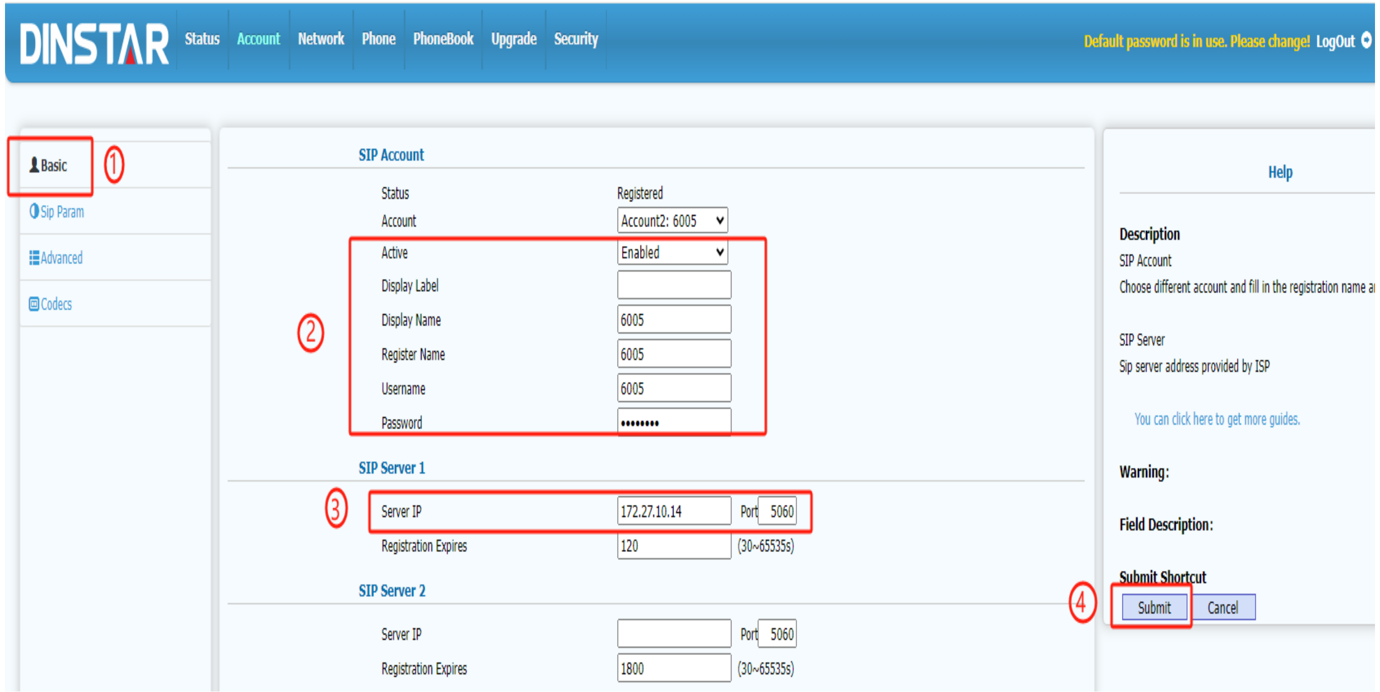
IP Phone registration configuration

1.Click **Account-Basic**

2. Configure the account and password to match the SIP extension number and password of UC

3. Configure the IP and port of UC to be consistent with the UC SIP stack configuration

4. View registration results after submission



FXS registration configuration

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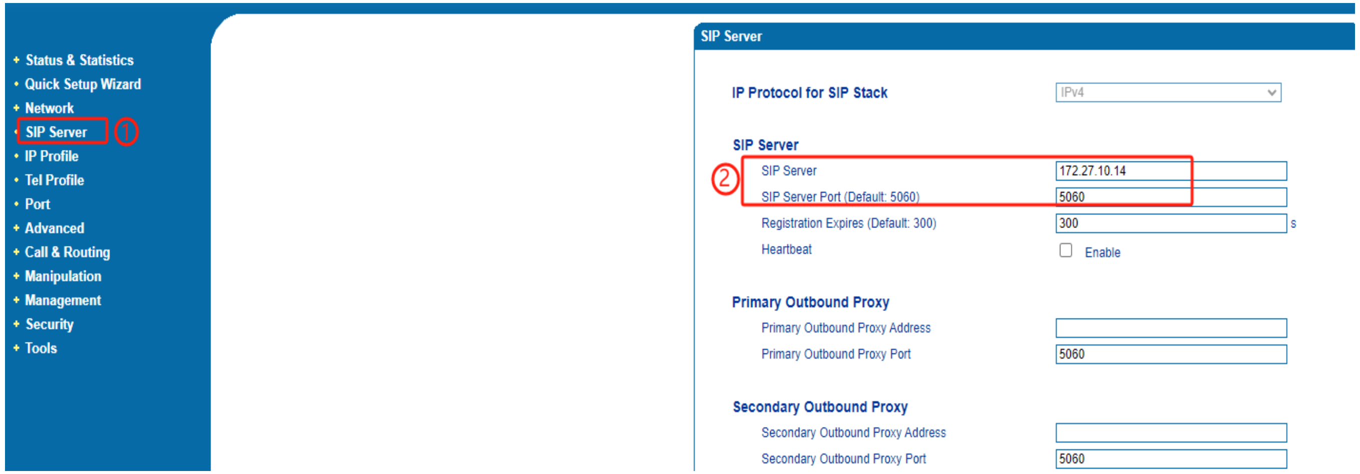
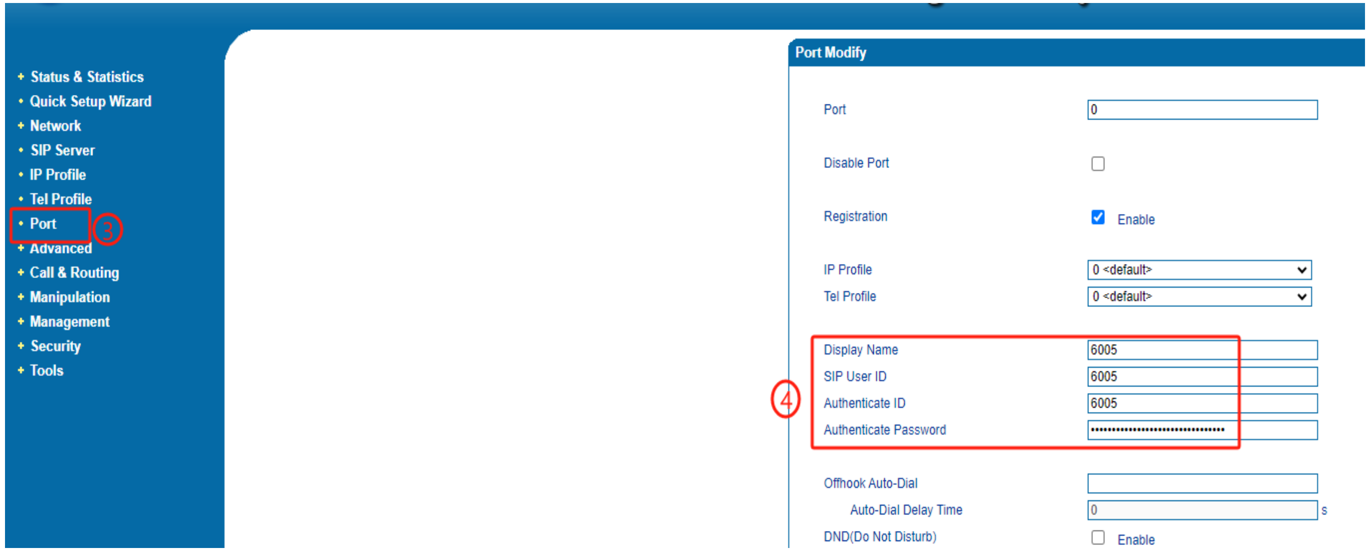
1.Click **SIP Server**

2. Configure the IP and port of UC to be consistent with the UC SIP stack configuration

3. Click **Port**

4.Configure the account and password to match the SIP extension number and password of UC





Common Application 2

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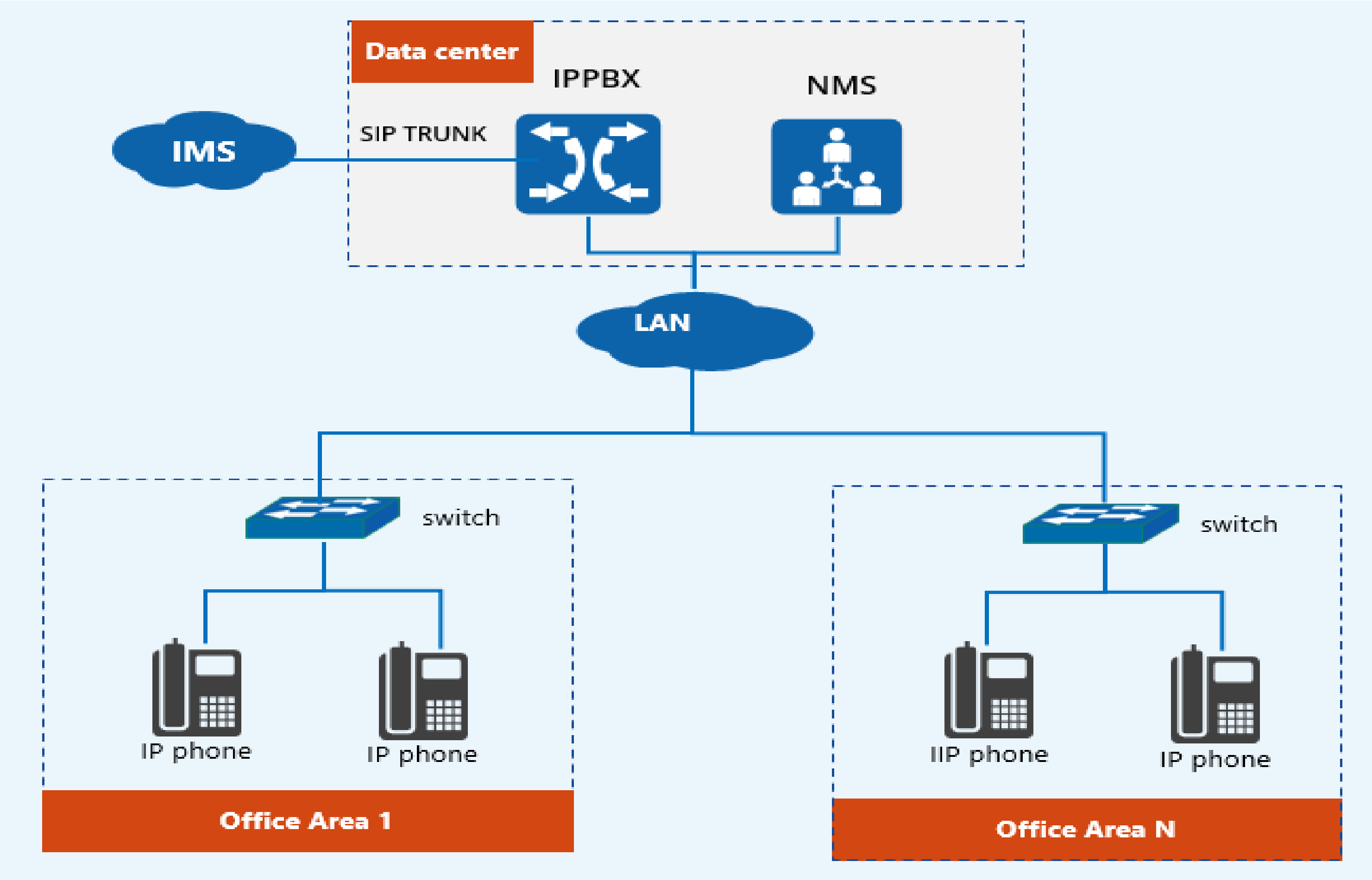

SIP Trunk Call Configuration

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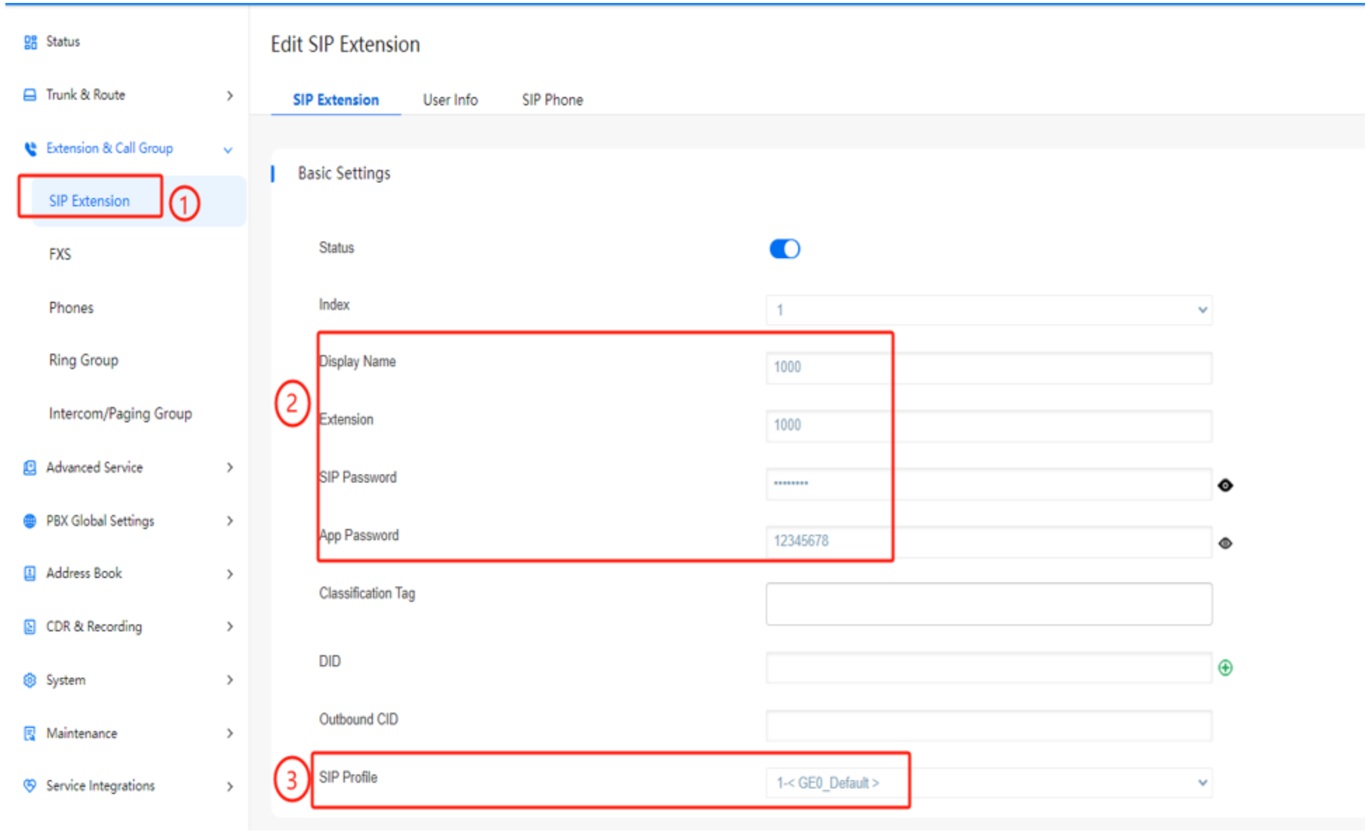
SIP Extension Setting | SIP Trunk Setting | Route Setting

1. Click **Extension & Call Group->SIP Extension**

2. Create a new SIP extension, configure the extension number and password

3. Select network port



SIP Trunk Call Configuration

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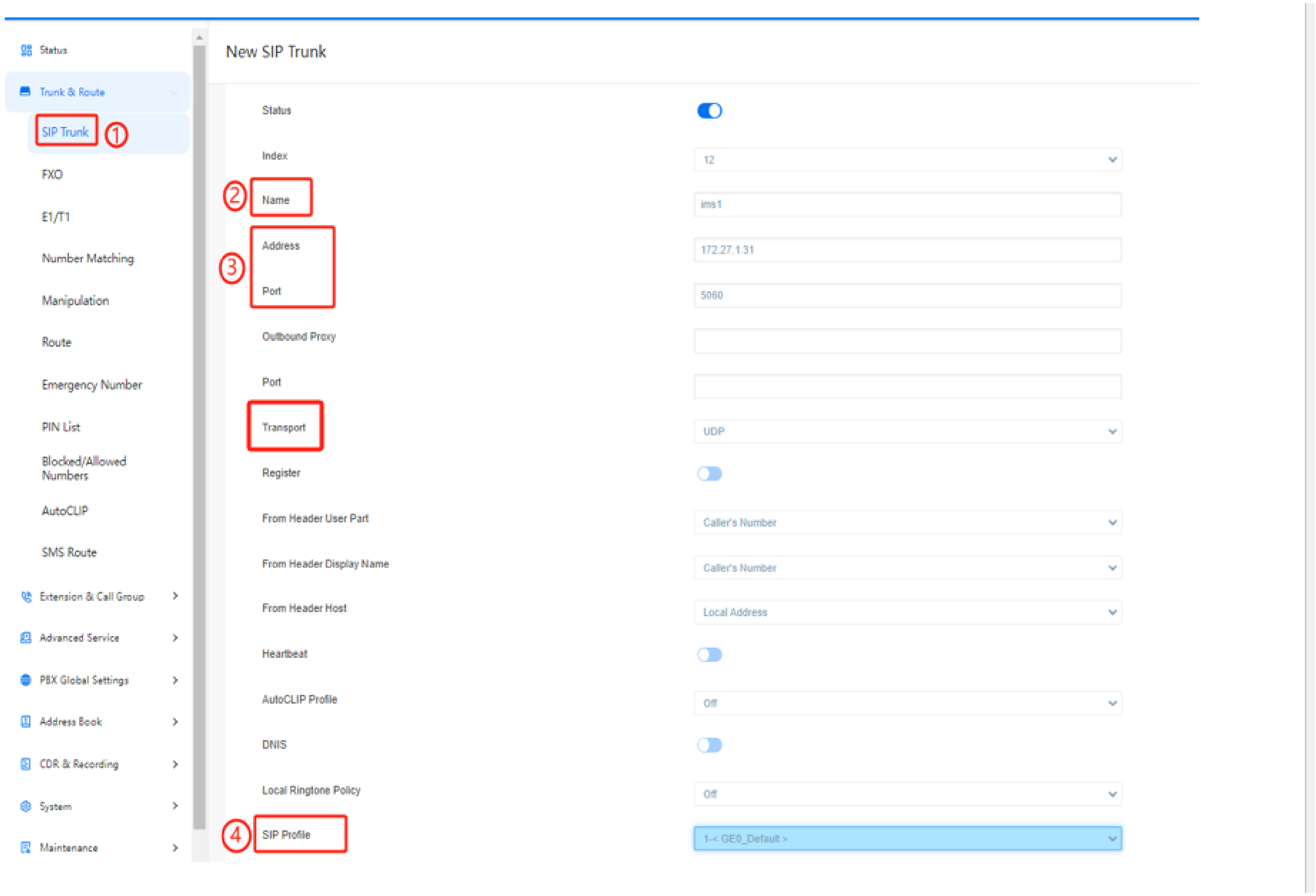
SIP Extension Setting → **SIP Trunk Setting** → Route Setting

1. Click **Trunk & Route->SIP Trunk**
2. Custom trunk name
3. Fill in the IP and port of the operator, select the protocol
4. Select network port



SIP Trunk Call Configuration

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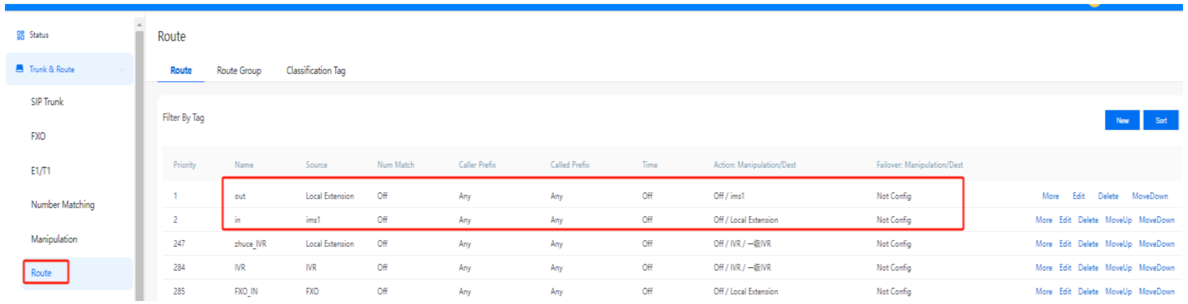
SIP Extension Setting → SIP Trunk Setting → **Route Setting**

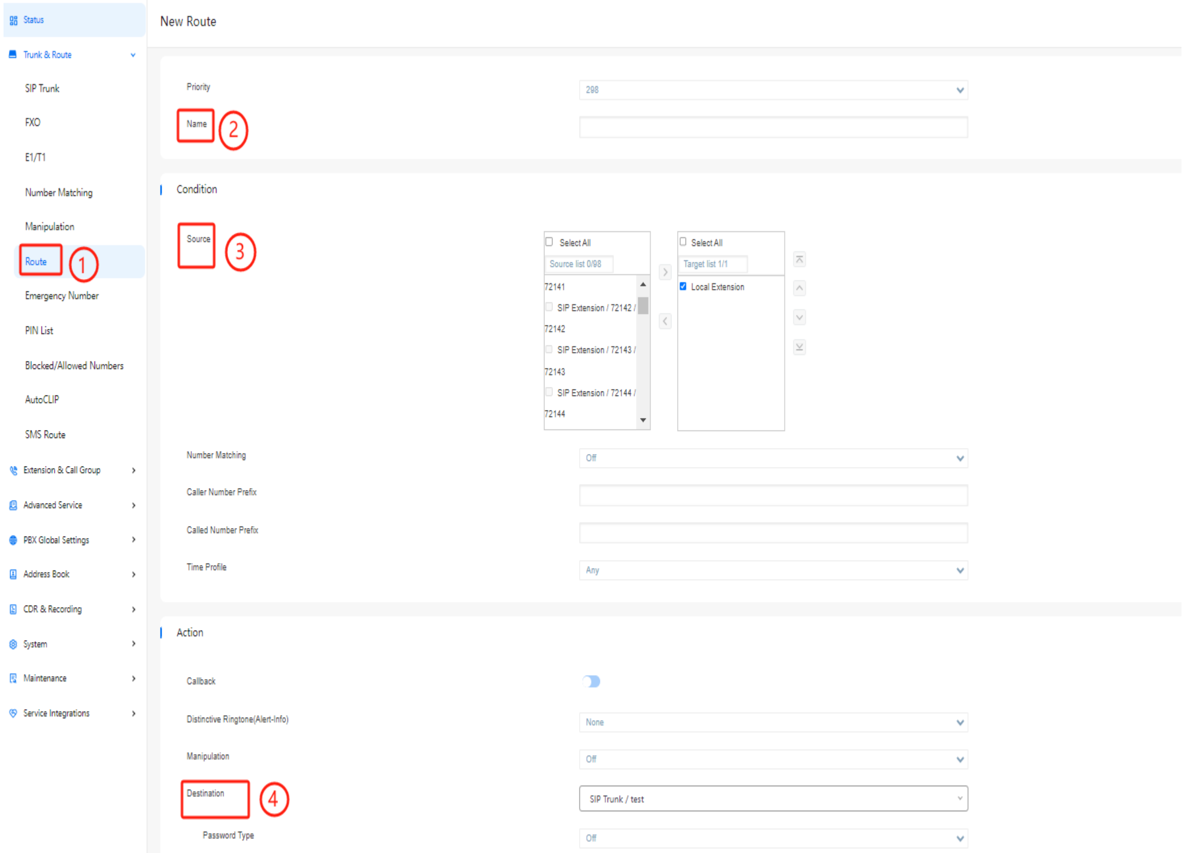
1.Click **Trunk & Route->Route**

2. Custom route name

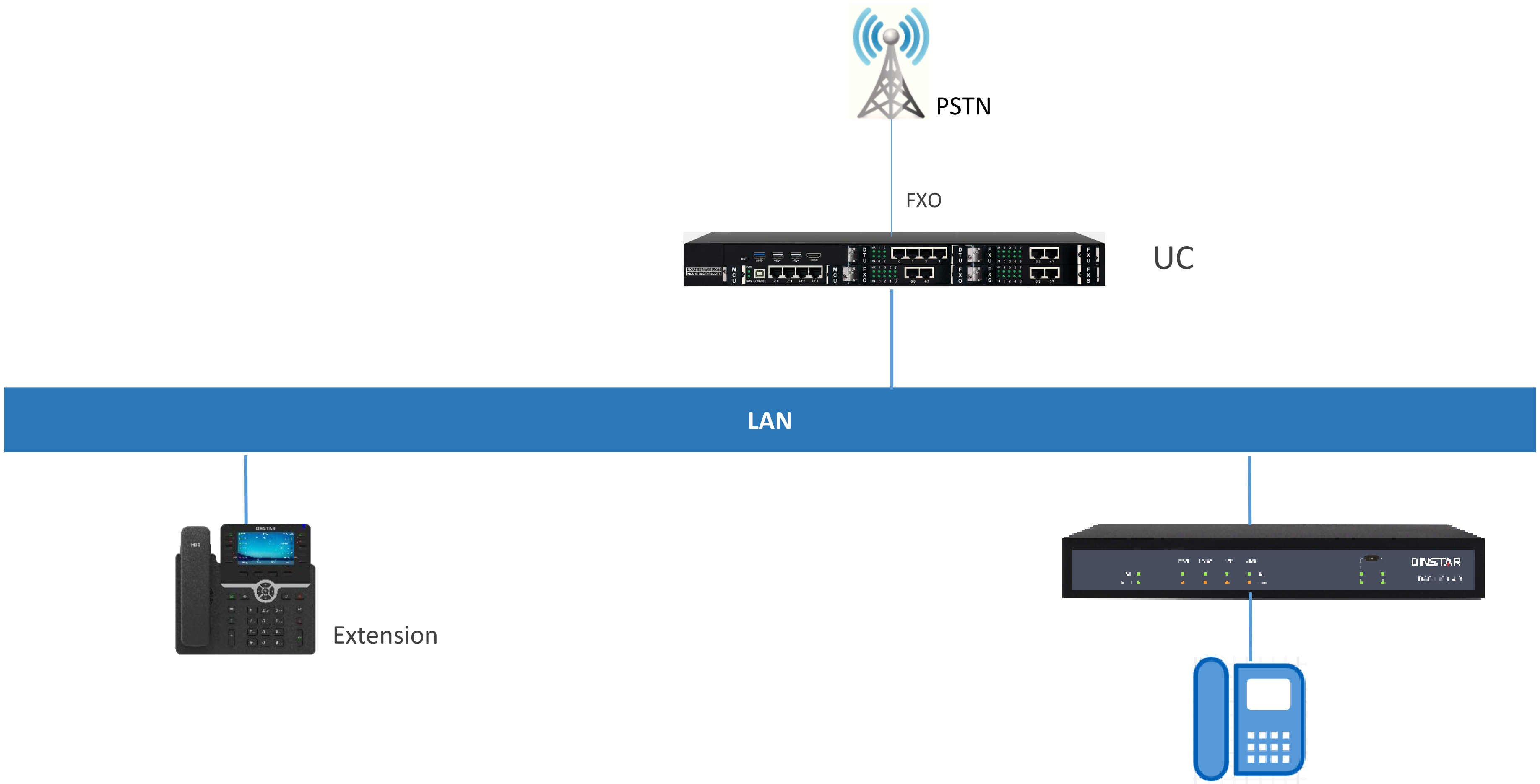
3. Select call source/SIP extension

4. Select call Destination/SIP Trunk





Common Application 3



FXO Trunk Call Configuration

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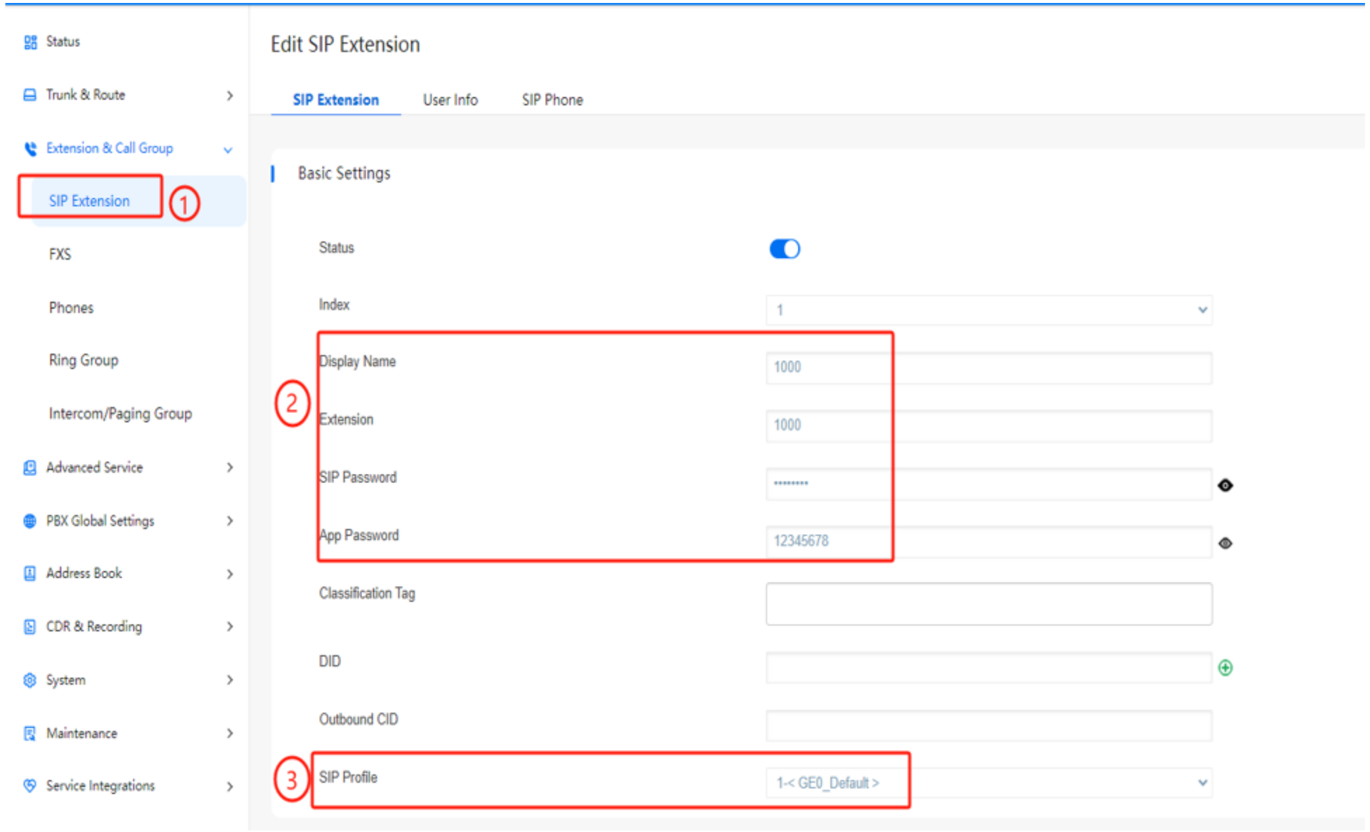
SIP Extension Setting | FXO Trunk Setting | Route Setting

1. Click **Extension & Call Group->SIP Extension**

2. Create a new SIP extension, configure the extension number and password

3. Select network port



FXO Trunk Call Configuration

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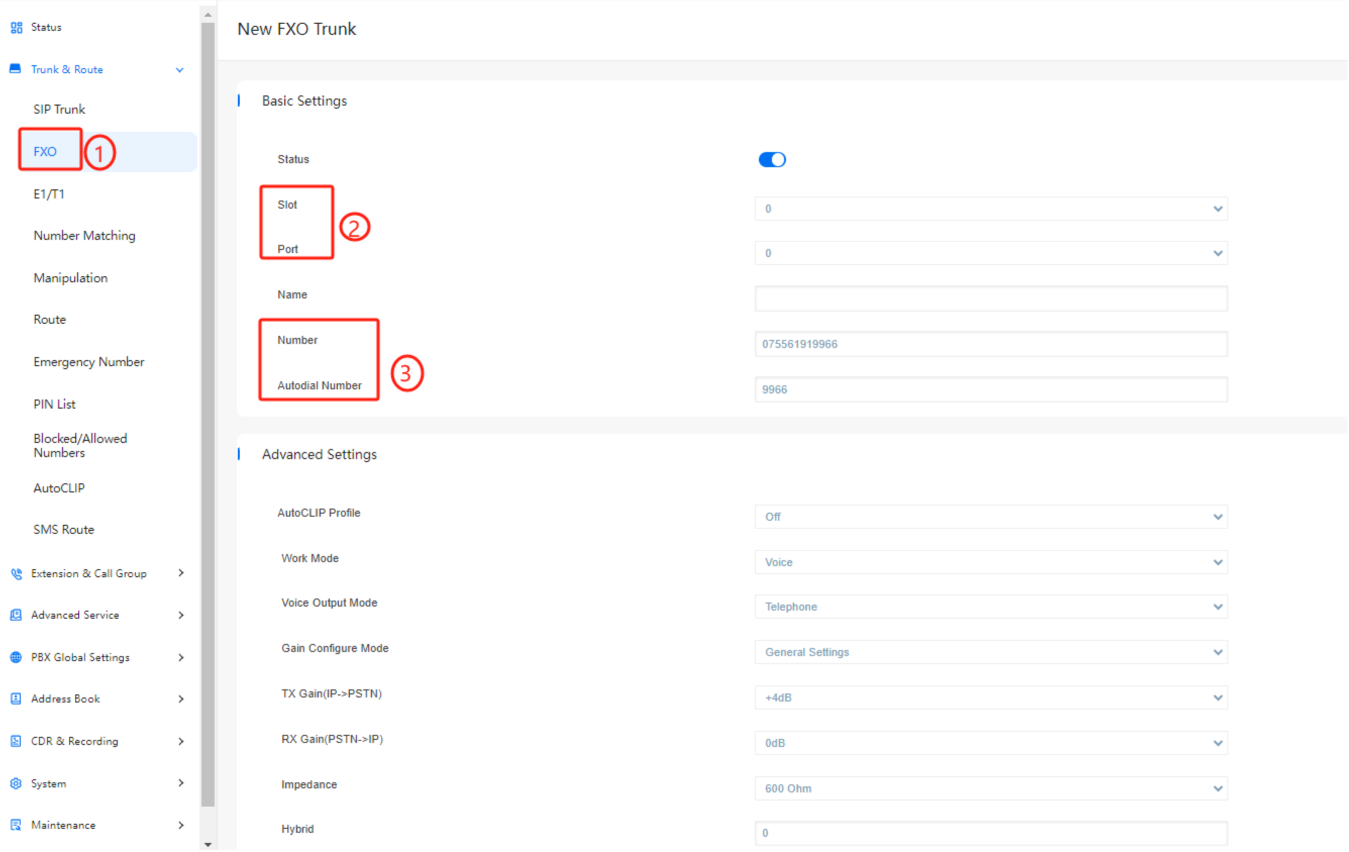
SIP Extension Setting | **FXO Trunk Setting** | Route Setting

1. Click **Trunk & Route->FXO Trunk**
2. Select the slot and port where the FXO slot is located
3. Fill in the number and autodial number



FXO Trunk Call Configuration

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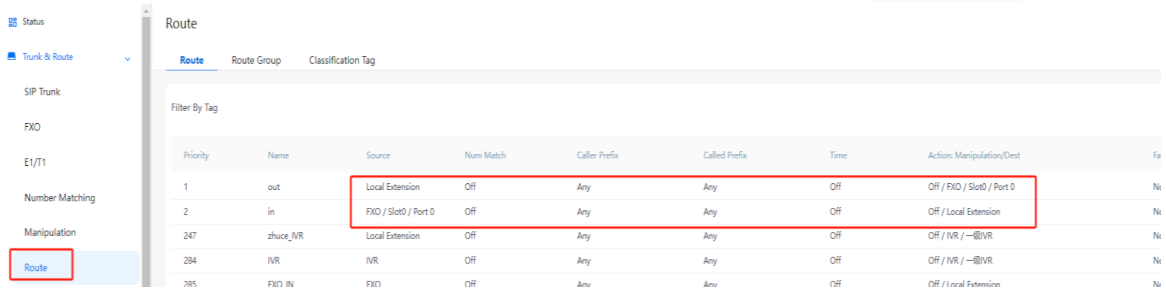
SIP Extension Setting → FXO Trunk Setting → **Route Setting**

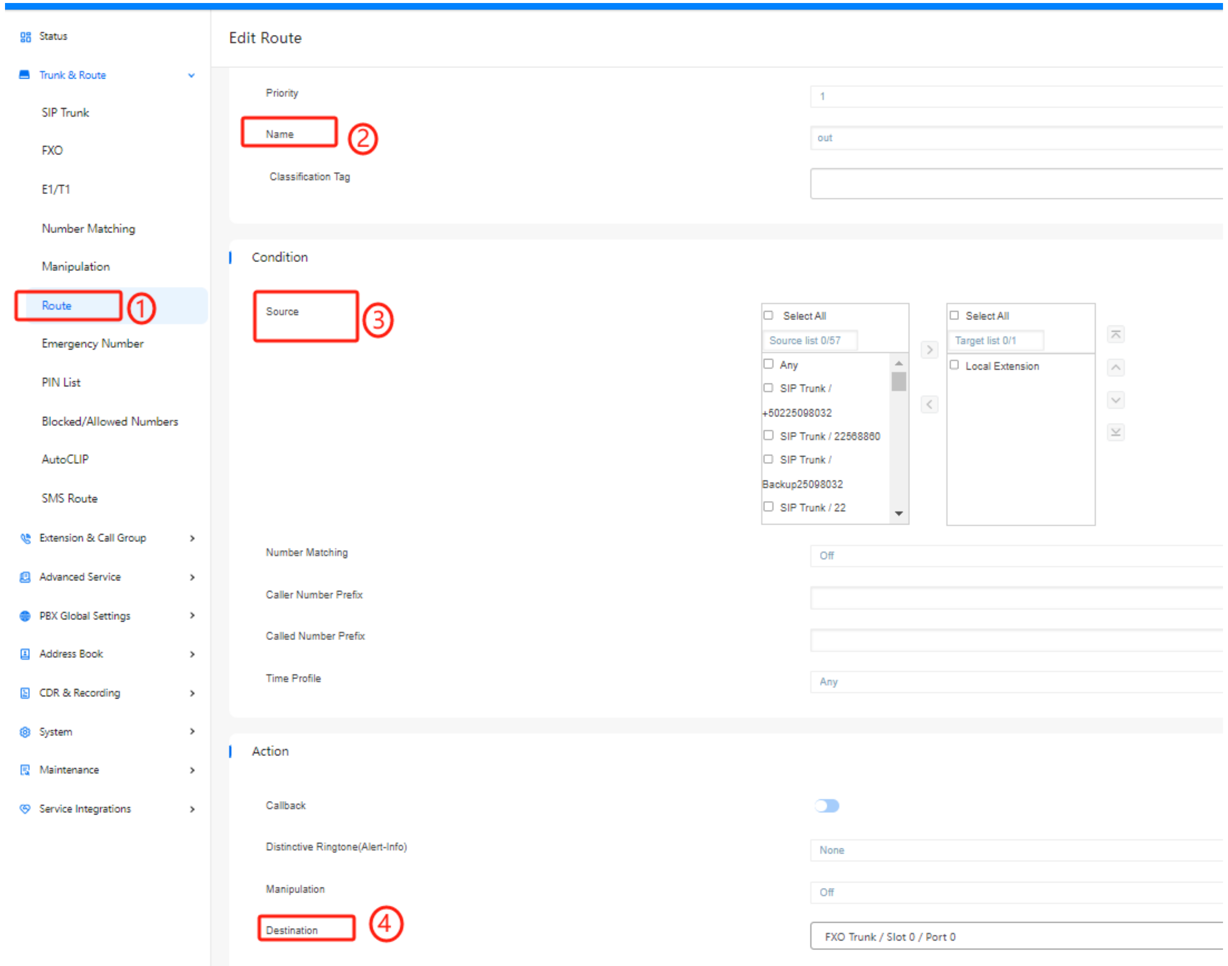
1.Click **Trunk & Route->Route**

2. Custom route name

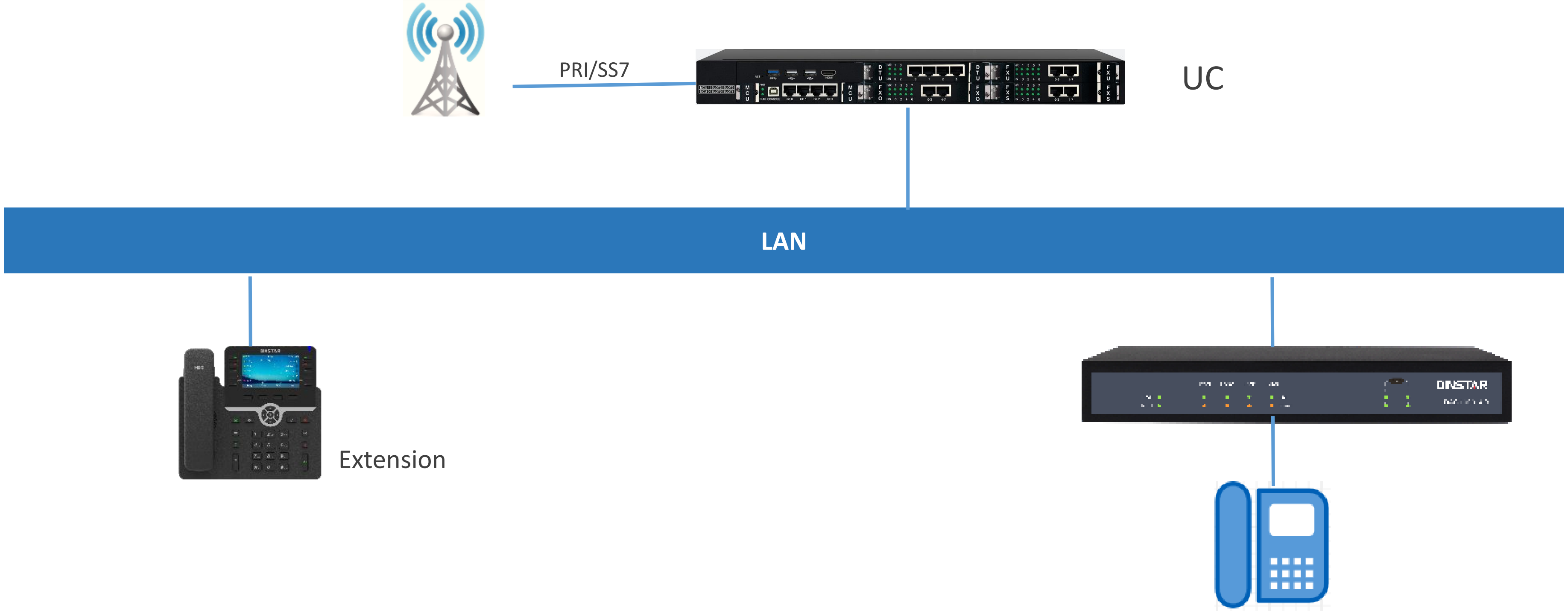
3. Select call source/SIP extension

4. Select call Destination/FXO Trunk





Common Application 4



E1 Trunk Call Configuration

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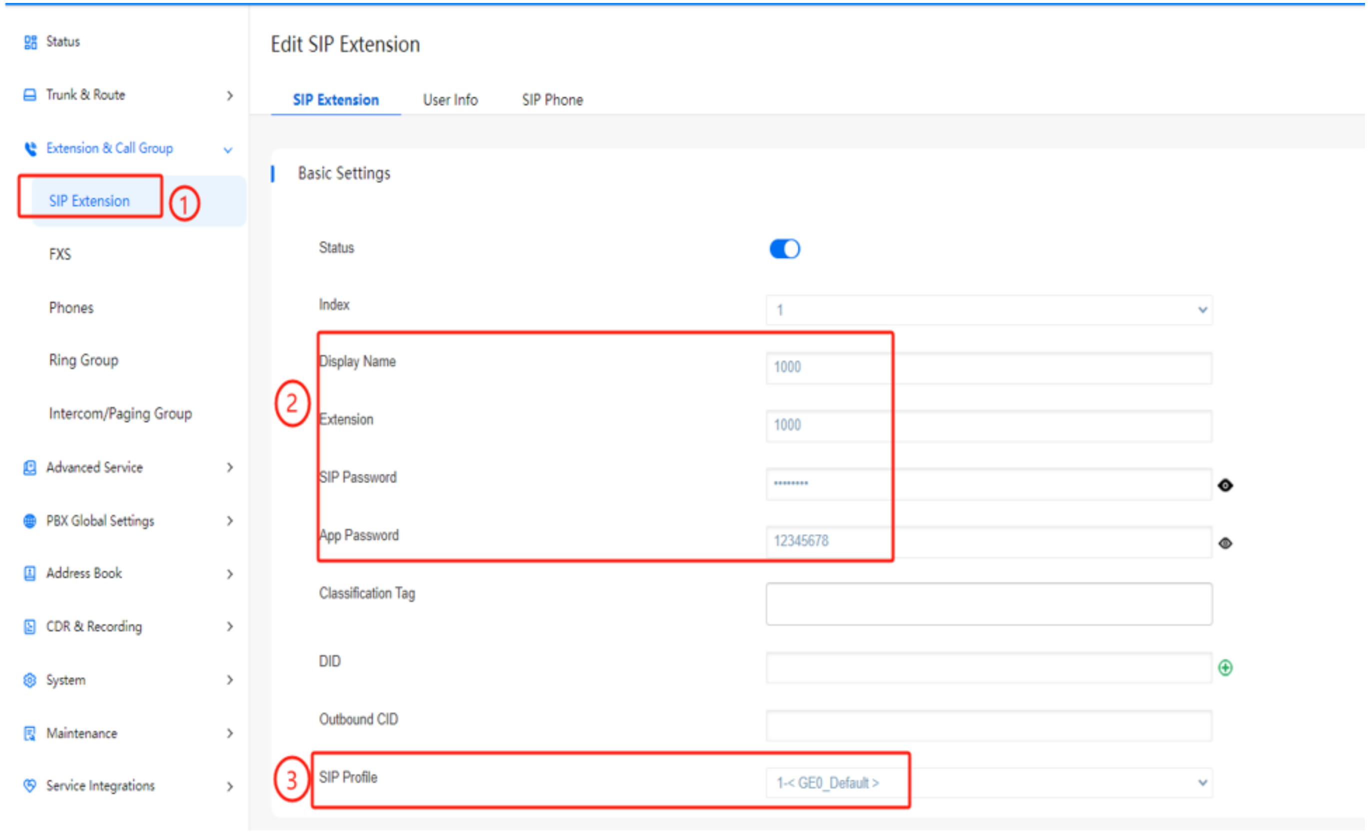
SIP Extension Setting → PRI Configuration (optional) → SS7 Configuration (optional) → Route Setting

1. Click **Extension & Call Group->SIP Extension**
2. Create a new SIP extension, configure the extension number and password
3. Select network port



E1 Trunk Call Configuration

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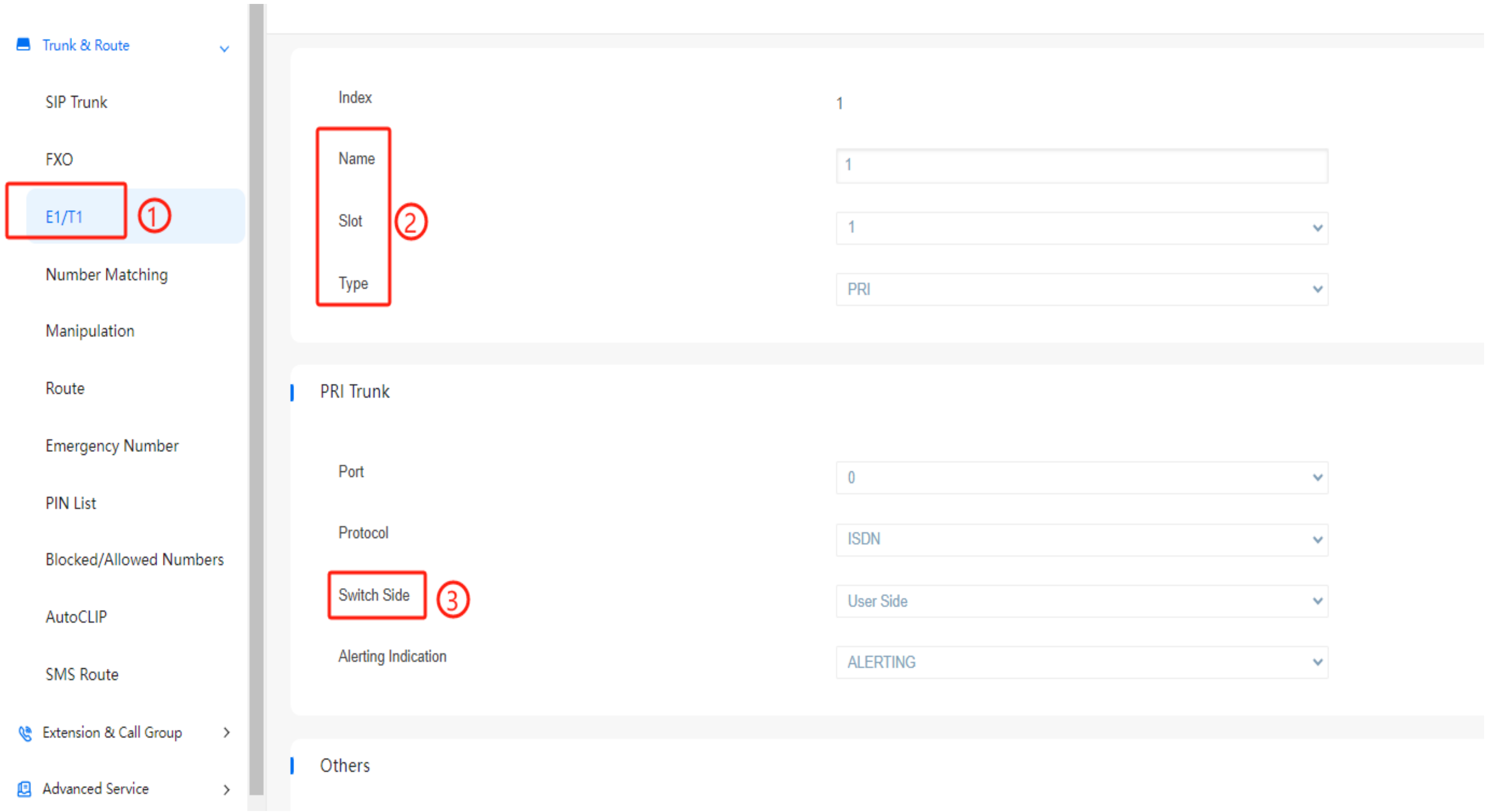
SIP Extension Setting → PRI Configuration (optional) → SS7 Configuration (optional) → Route Setting

1.Click **Trunk & Route->E1/T1**

2. Custom name, select slot, type is PRI

3.Select switch side



E1 Trunk Call Configuration

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SIP Extension Setting → PRI Configuration (optional) → **SS7 Configuration (optional)** → Route Setting

1.Click **Trunk & Route->E1/T1**

2. Custom name, select slot, type is SS7

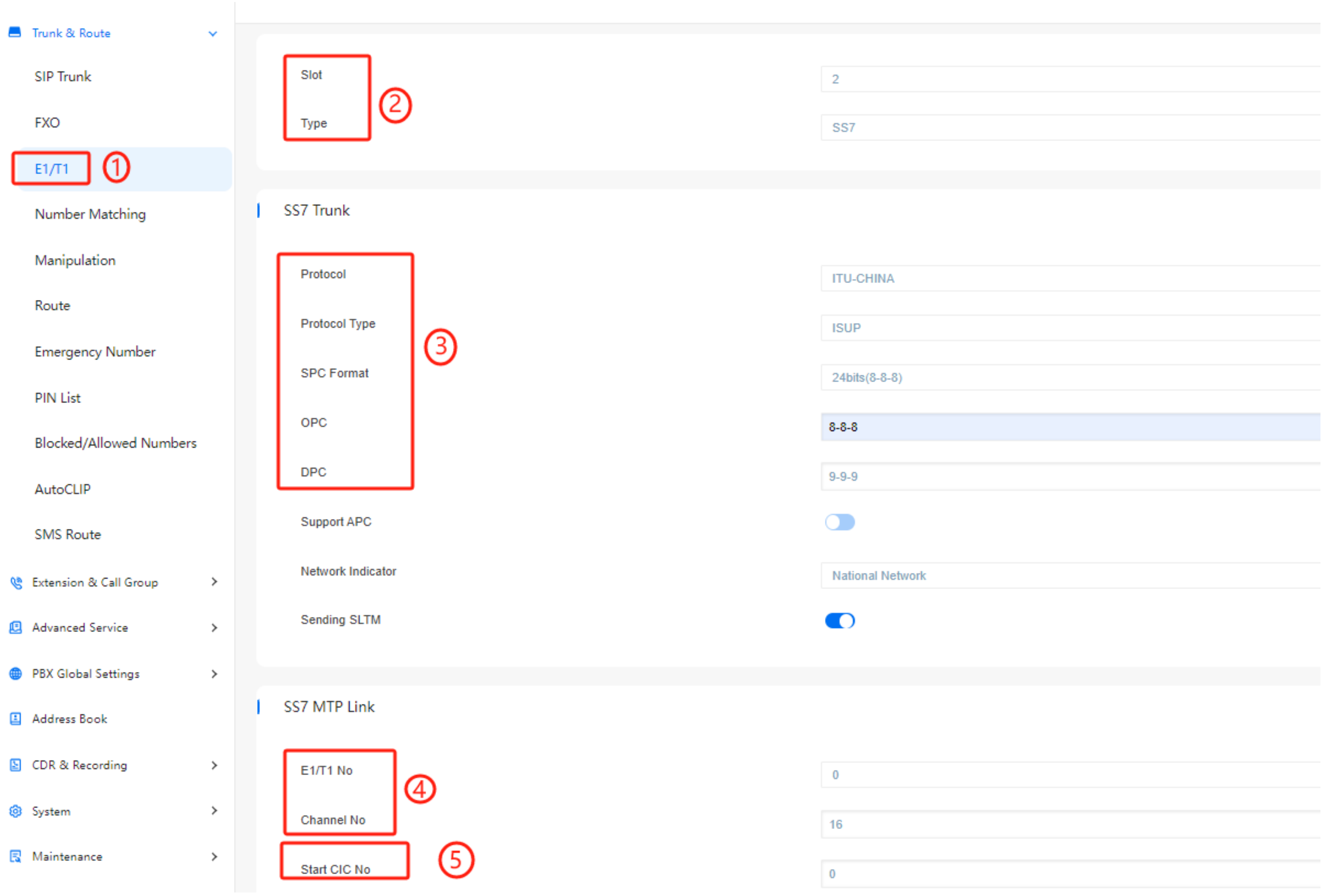
3. Configure SS7 trunk

4. Configure ss7 MTP link

5. Configure CIC

Tip:

OPC、DPC、MTP link, CIC related parameter configuration is consistent with the operator



E1 Trunk Call Configuration

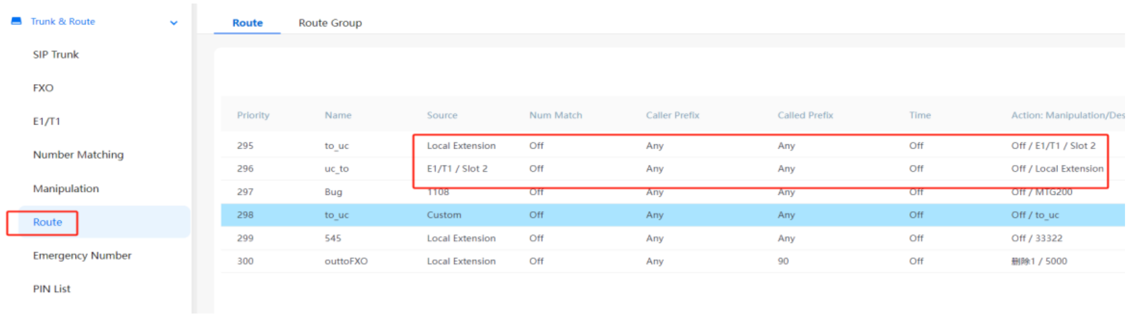
PRI Configuration (optional) → SS7 Configuration (optional) → SIP Trunk Setting → **Route Setting**

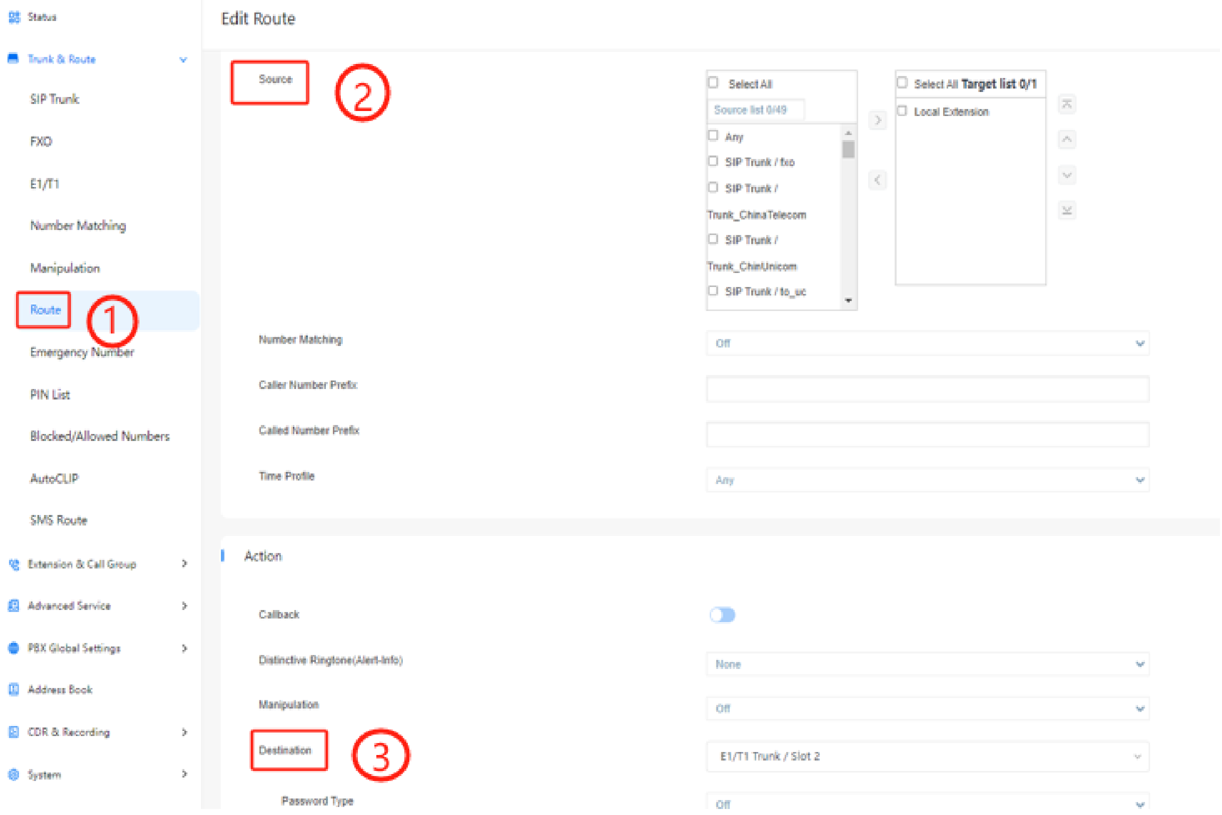
1.Click **Trunk & Route->Route**

2. Select call source/SIP extension

3. Select call Destination/ E1/T1 Trunk

4. Configure incoming routing using the same method





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Chapter Three

Common Function Configuration

03

1. VLAN
2. Call Queue
3. Paging
4. IVR
5. Recording

VLAN

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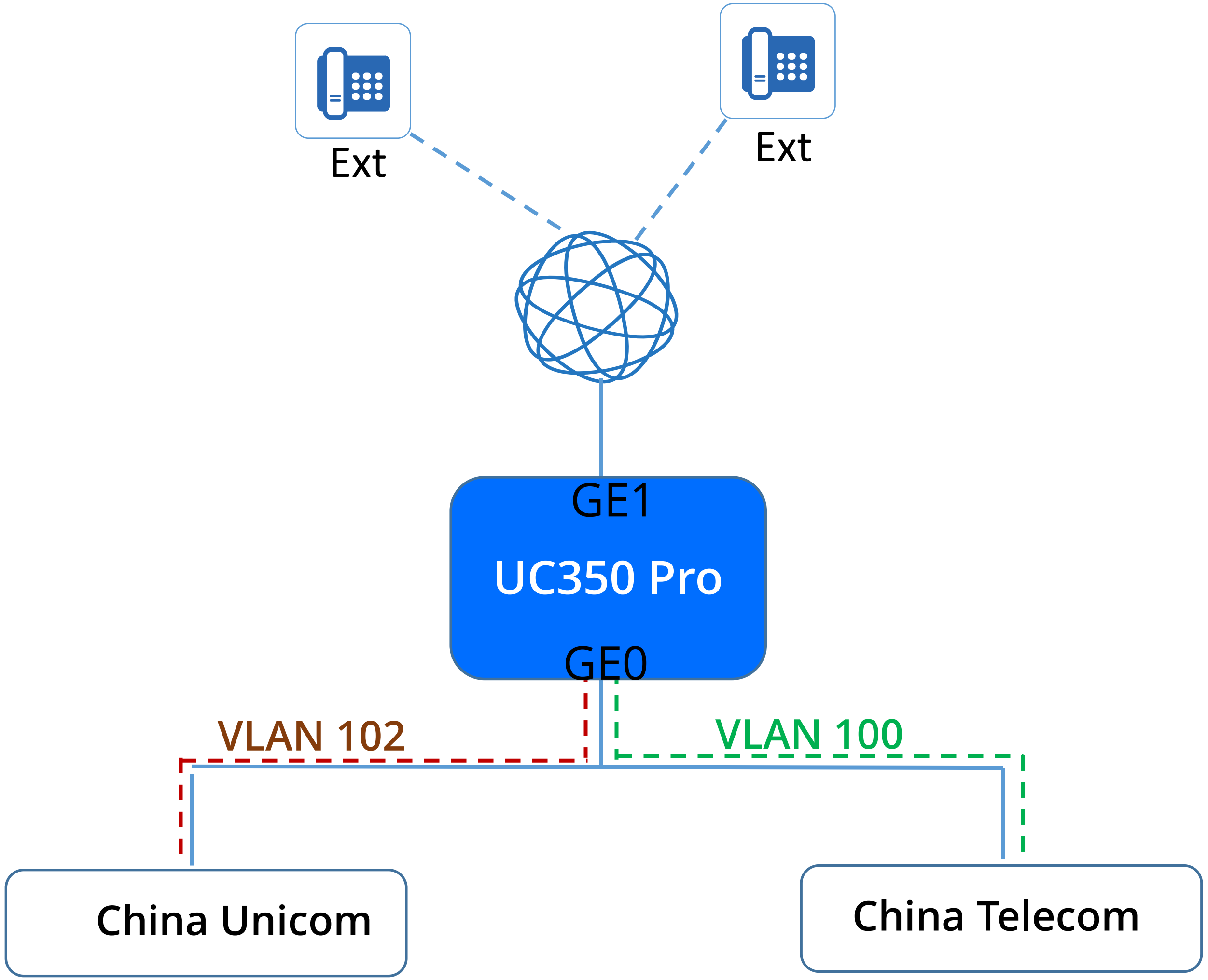
- **VLAN Scenario**



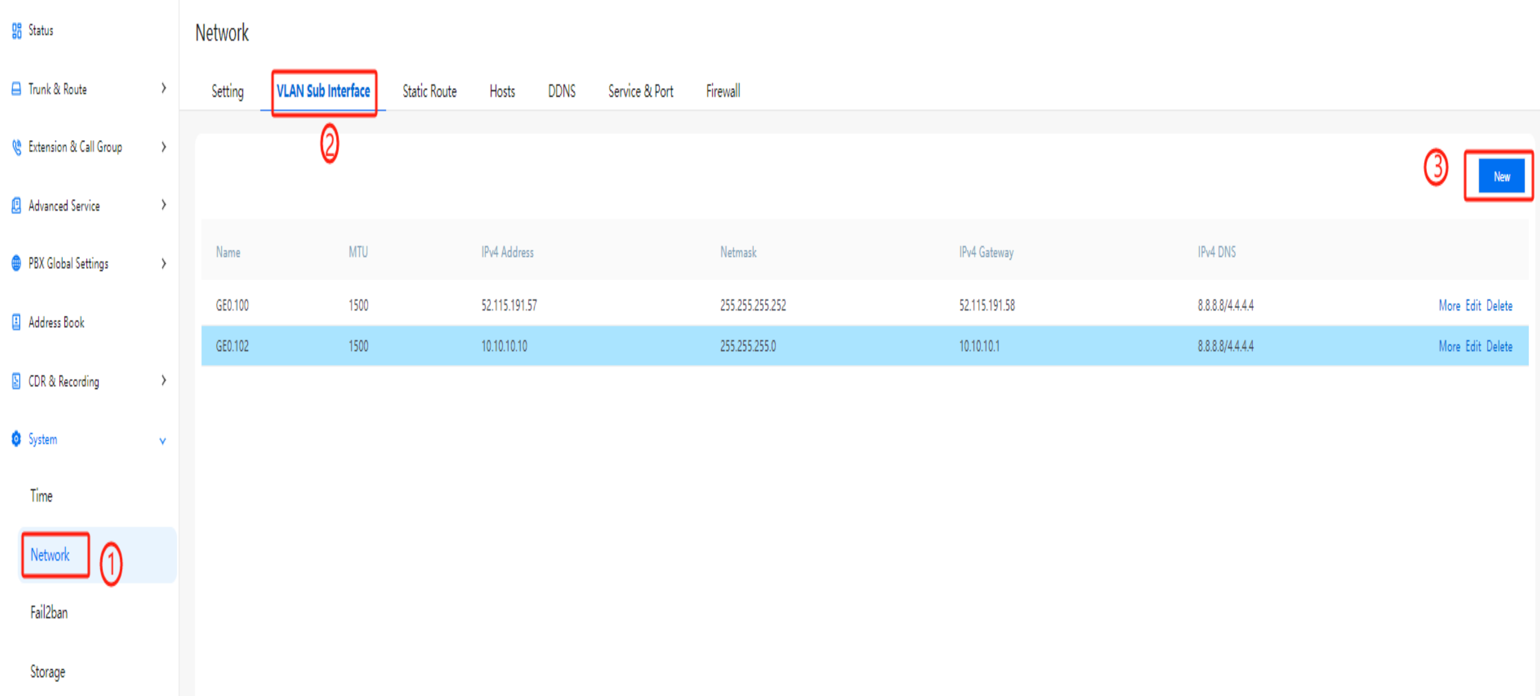
VLAN

- ## Add VLAN Configuration

1.Click **System->Network**

2.Select VLAN Sub Interface

3.Click new

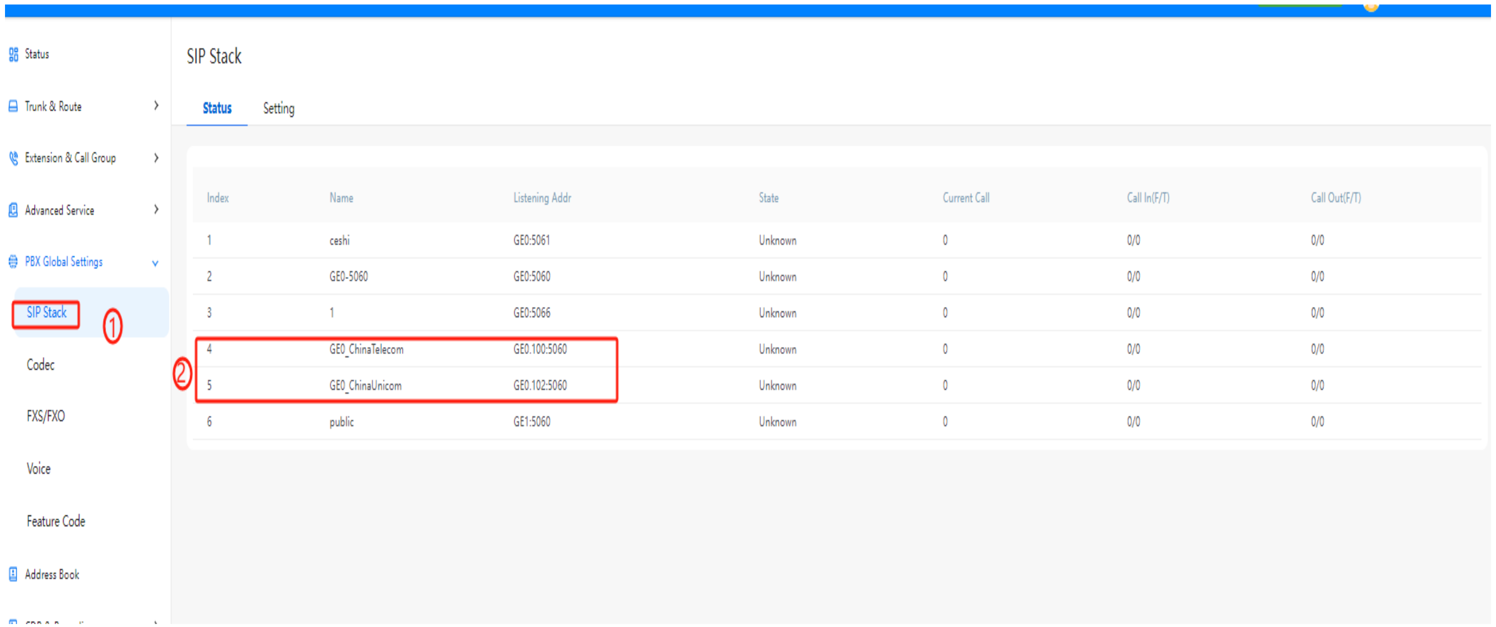


VLAN

• bonding VLAN

1.Click **PBX Global Settings ->SIP Stack**

2. Add the specific SIP Profile for each VLAN



VLAN

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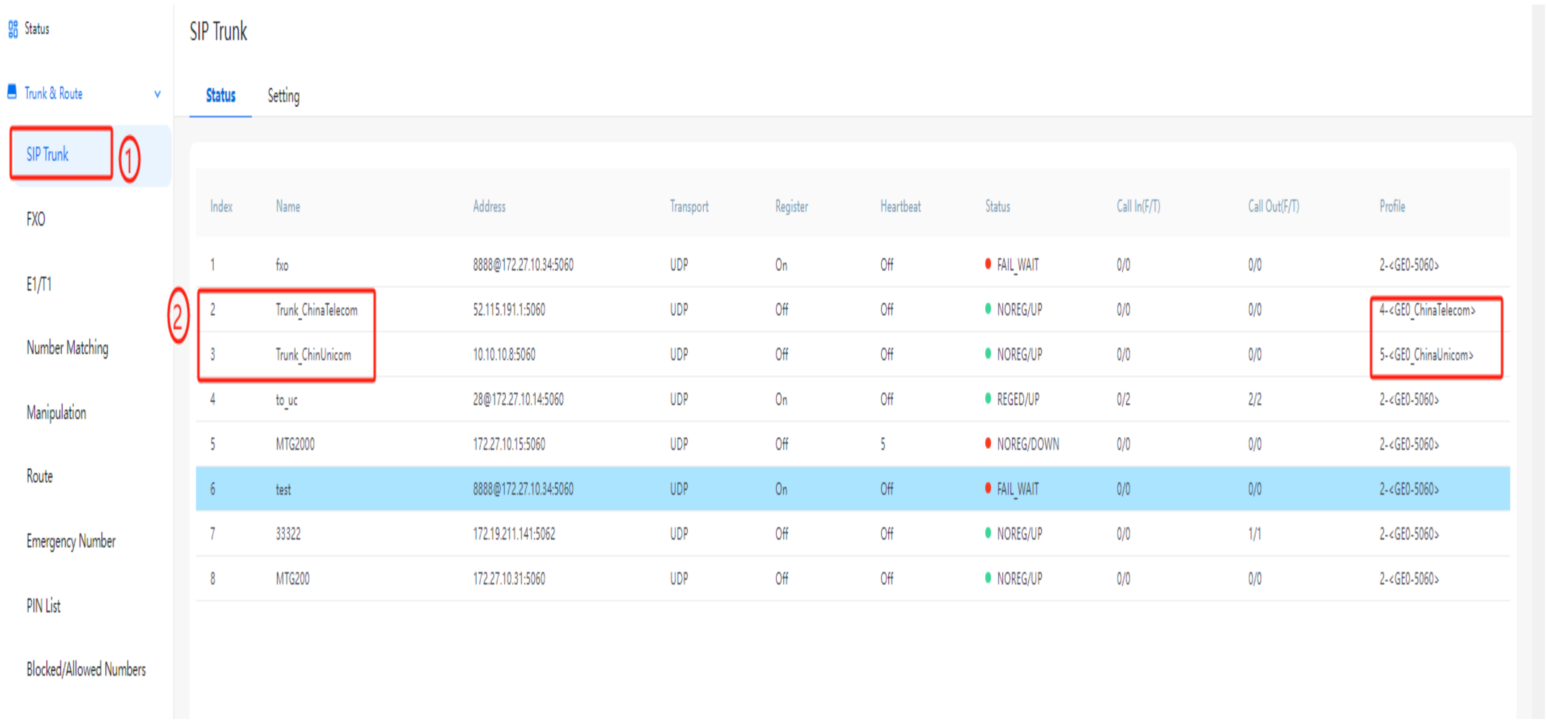
- ## bonding VLAN

1.Click **Trunk & Route ->SIP Trunk**

2. Add the Trunk, SIP Profile choose the added Profile



Call Queue

- ## Main Scenarios

Limited number of customer service representatives

Seasonal and specific marketing activities bring about peak call periods

- ## Main function

When a customer calls into the queue, the call will be intelligently assigned to an extension. If all extensions are busy, the call will be queued and wait

Call Queue

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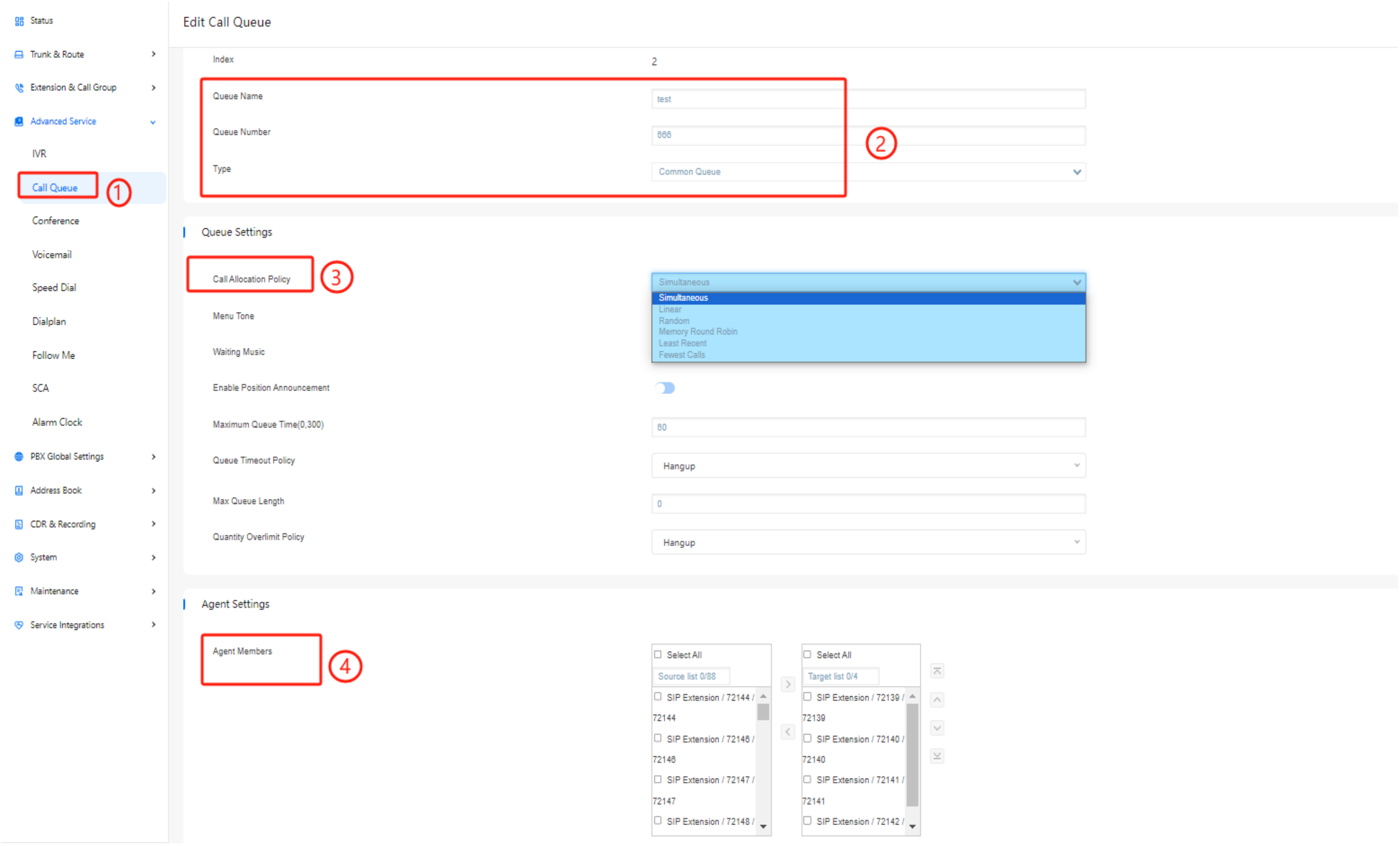
- ## Configure Call Queue

1.Click **Advanced Service->Call Queue**

2. Configure queue number, select type

3. Select call allocation policy

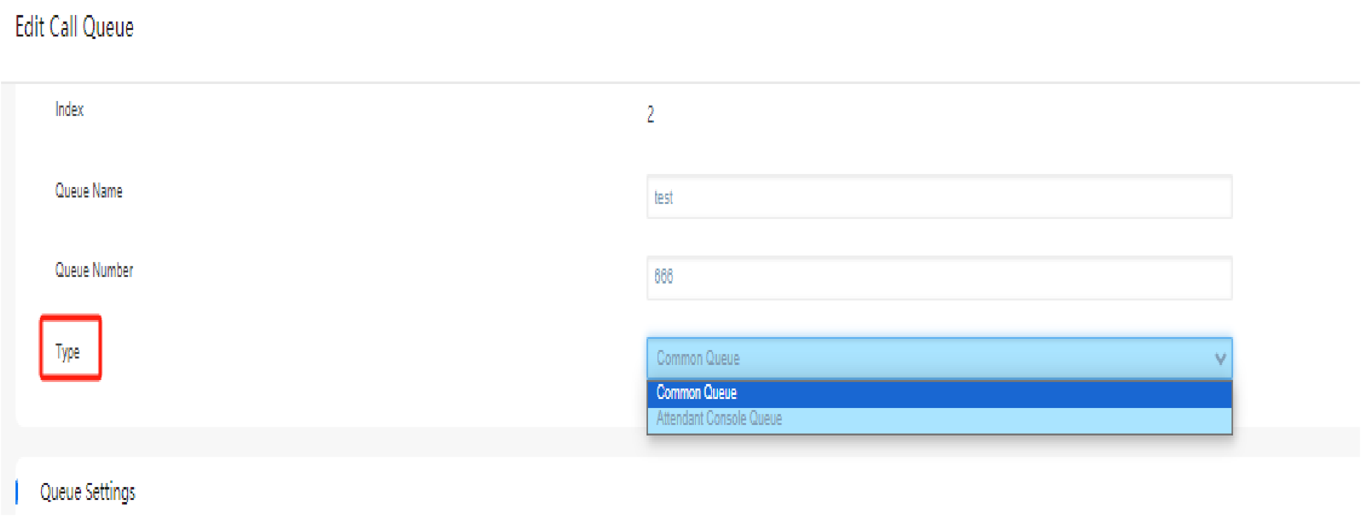
4. Select agent members



Call Queue

- ## Parameters-Type

Common queue: corresponding to the current call queue function, suitable for scenarios where the phone serves as the agent terminal



Attendant console queue: used to support call center business. To use a web call center, this type of call queue must be created first

Call Queue

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• Parameter-call allocation policy

Simultaneous: The agents ring together.

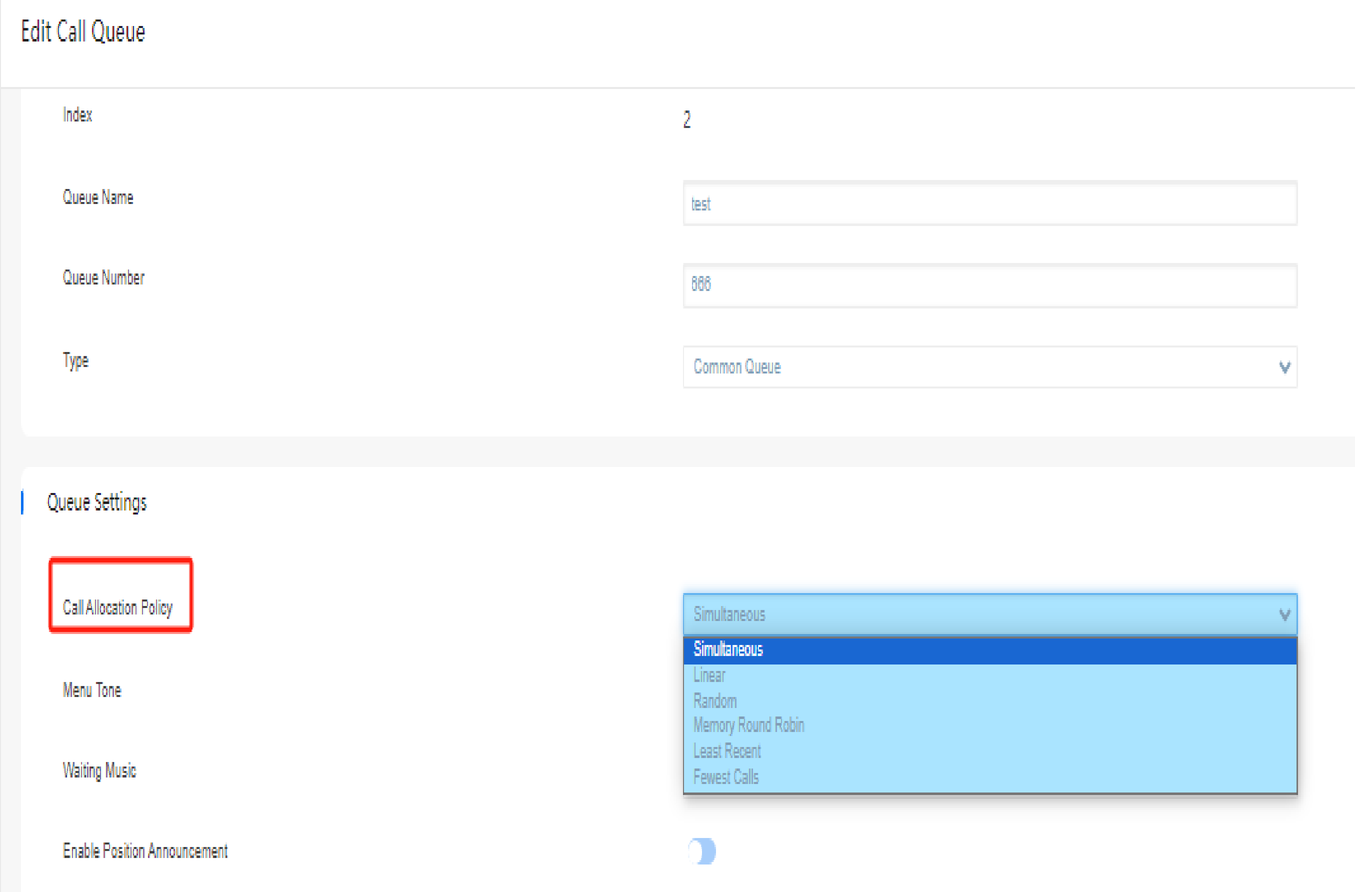
Linear: When there is no incoming call, a new user calls in, each time it will ring sequentially from the first agent.

Random: one is randomly selected for ringing.

Memory round robin: When there is no incoming call, a new user calls in, and the ringing starts from the next agent who hangs up last before.

Least recent: namely the time from the end of the agent's last call to the present, ringing in the order from longest to shortest time.

Fewest calls: The ringing starts from the least to the most according to the times of calls.



Paging

- ## Main Scenarios

In hospitals, it can be used for emergency calls and cross departmental information synchronization

At school, it can be used for opening ceremonies and daily notifications

In shopping malls, used for promotional activities and safety management

- ## Main function

Implement one to many communication

Paging

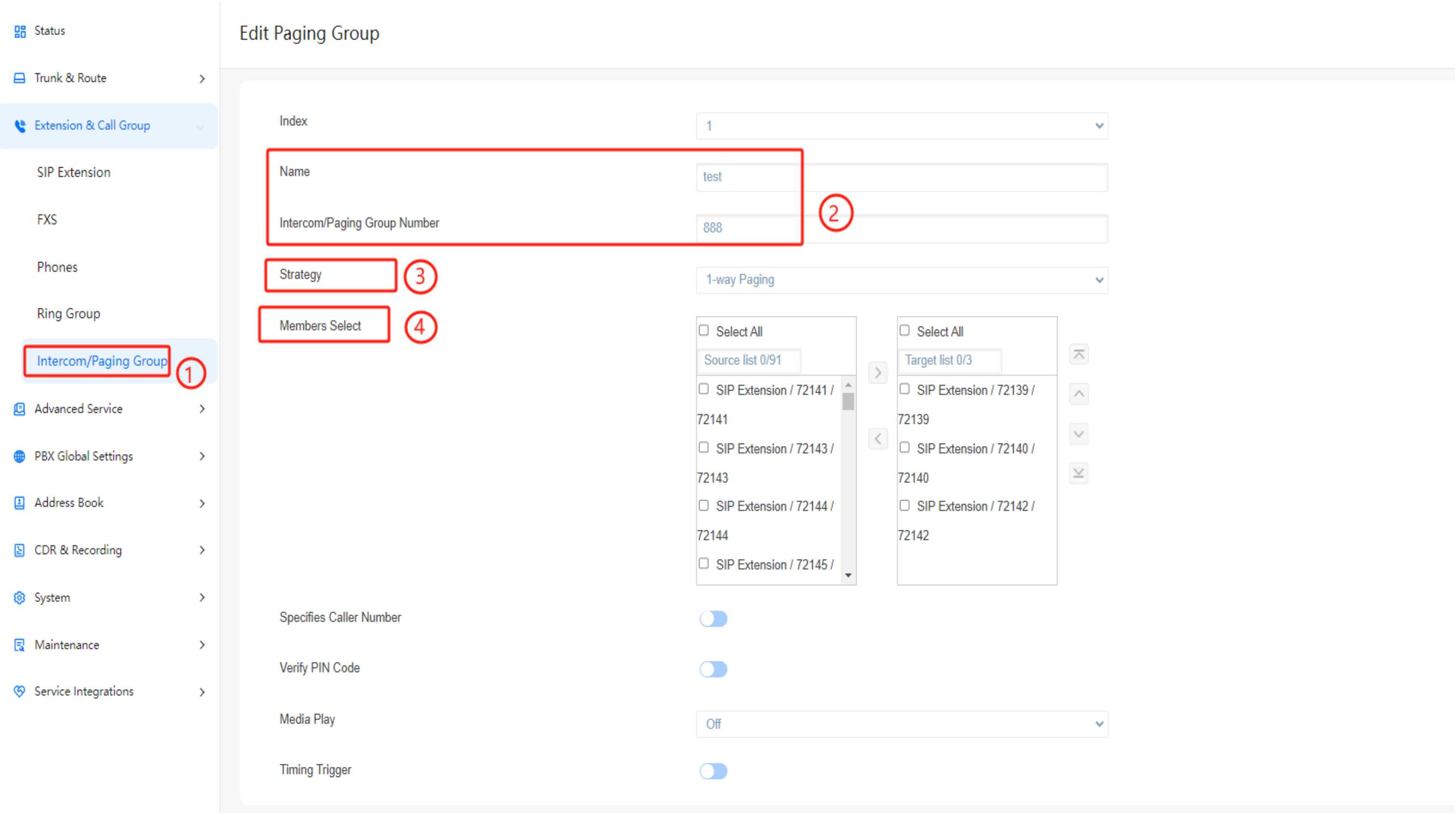
- **Configure Paging**

1.Click **Extension & Call Group>Intercom/Paging Group**

2. Configure name and number

3. Select Strategy

4. Select members

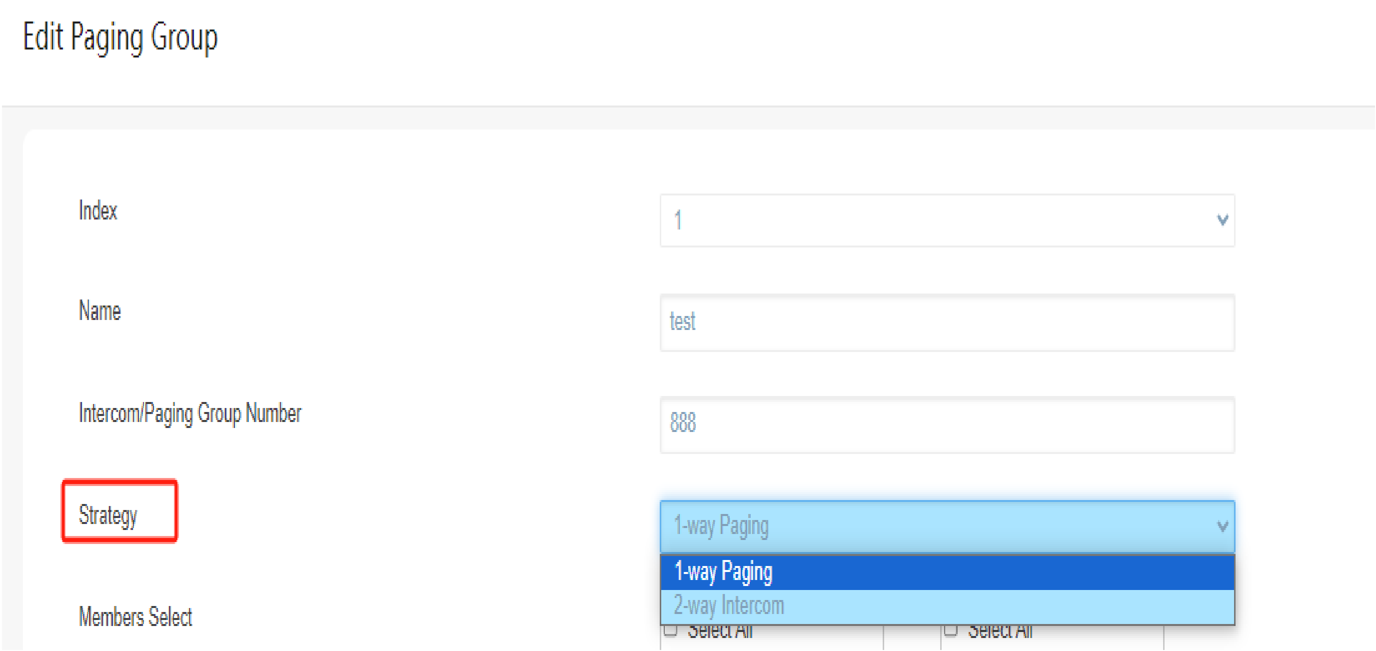


Paging

- ## Parameters-Strategy

1-way Paging: members of the paging group only can listen to the voice of presenter and cannot answer the call

2-way Intercom: members of the paging group can have conversation with the presenter, but members cannot talk to each other



IVR

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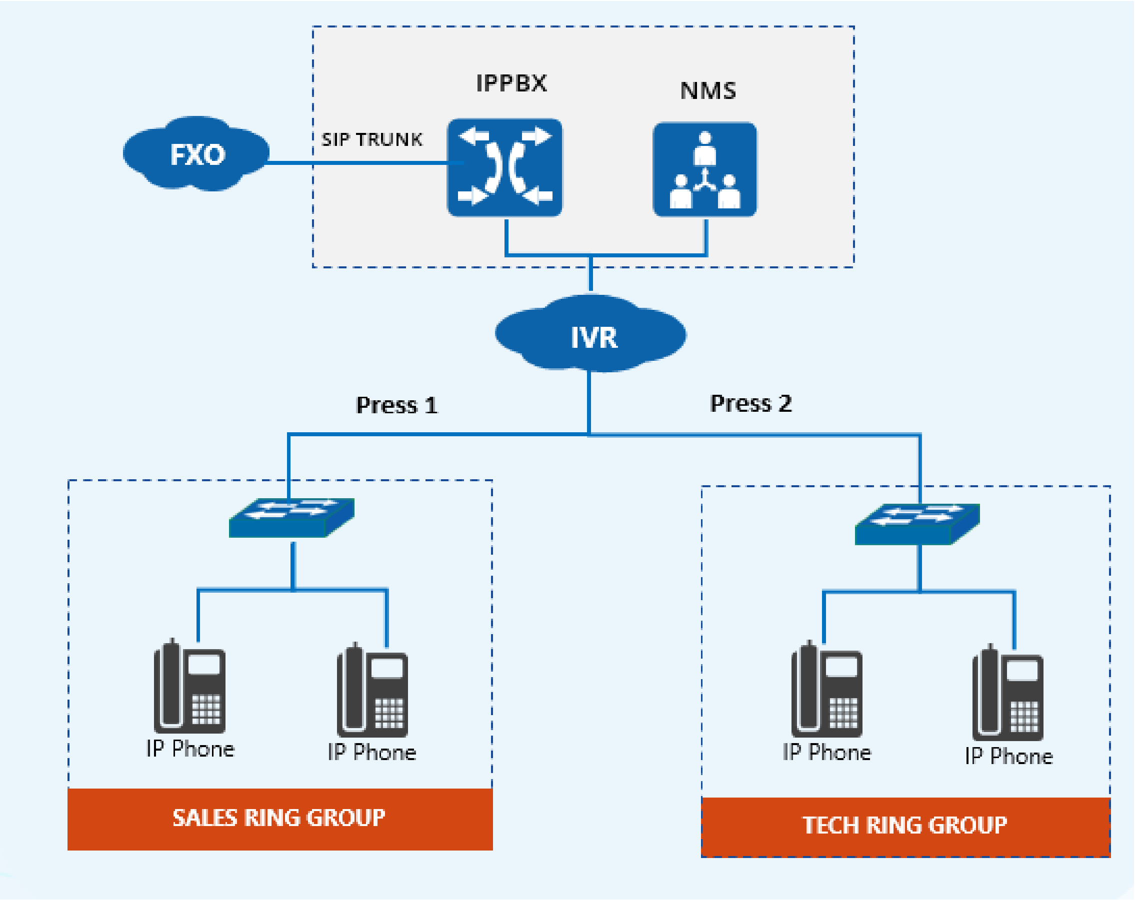
- ## Main function

Auto answer: The system automatically answers the call and provides a voice menu.

User interaction: The user selects menu options by voice or by pressing buttons.

Information query: Provide account balance, order status and other information.

Call forwarding: Transfers the call to the corresponding department or personnel as selected by the user.



IVR

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• IVR Configuration

Ring group setting → Upload IVR file → IVR Menu Hints setting → IVR Menu setting

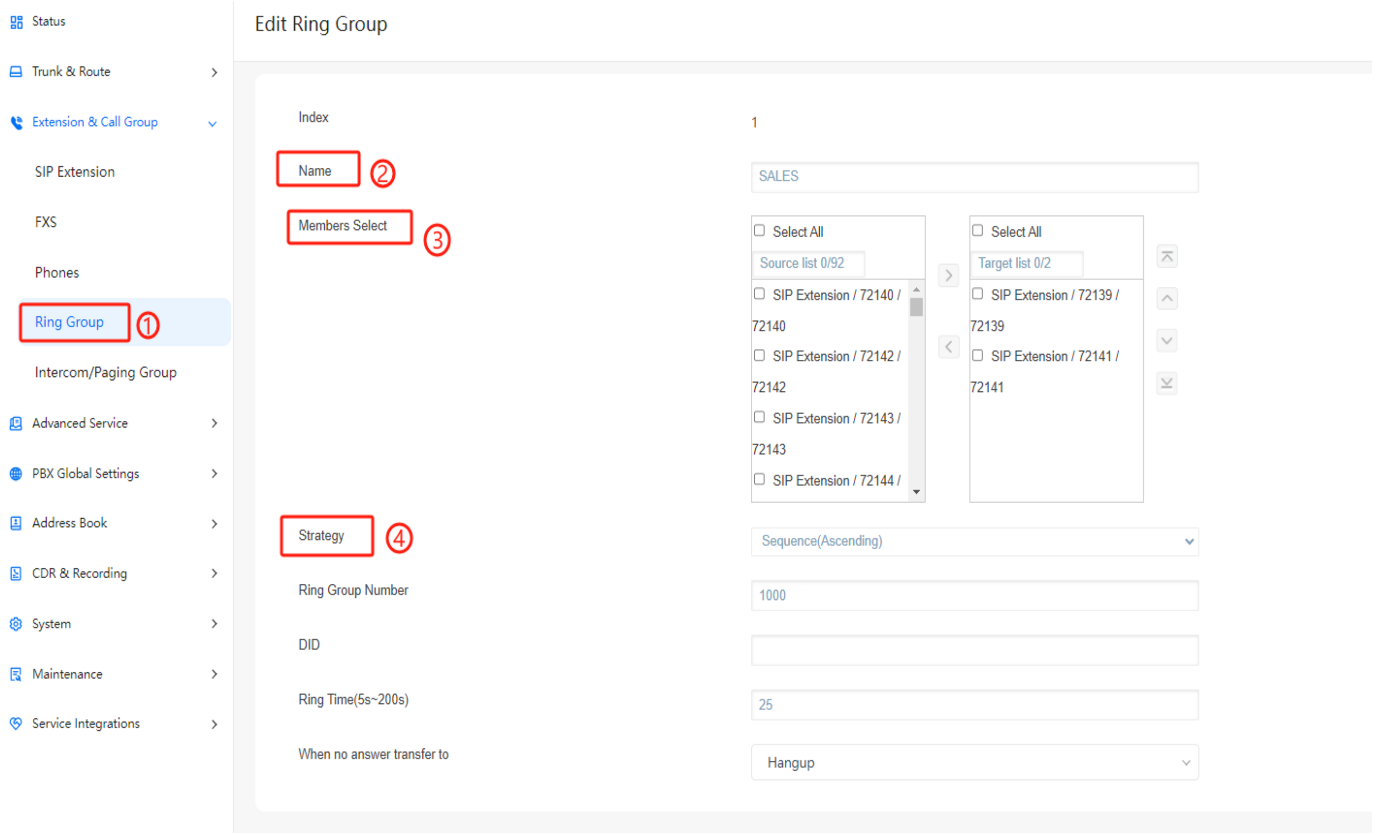
1.Click **Extension & Call Group->Ring Group**

2. Set ring group name

3. Select the extension numbers of the ringing group members

4. Select Strategy : Sequence (Ascending), Sequence (Cyclic Ascending), Simultaneous and Random

5. Create other ringing groups using the same method



IVR

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• IVR Configuration

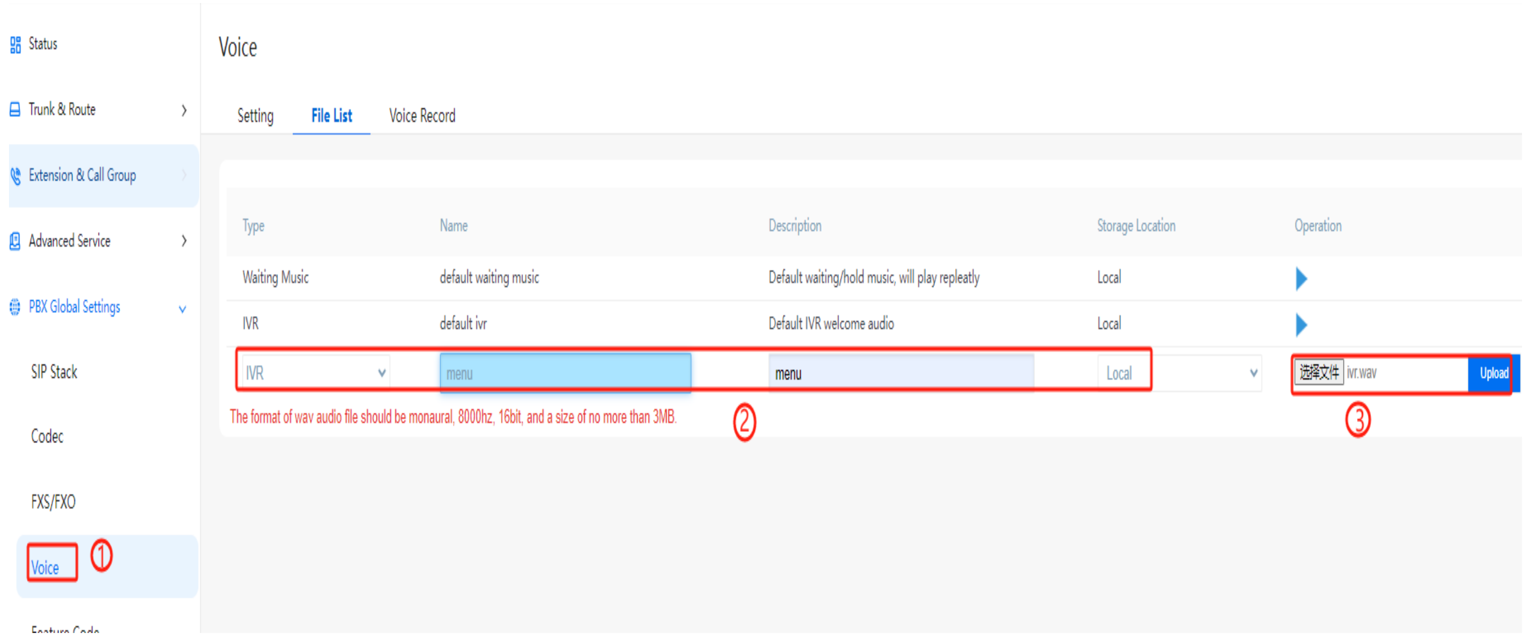
Ring Group Setting → Upload IVR file → IVR Menu Hints setting → IVR Menu setting

1.Click **PBX Global Settings->Voice**

2. Select the upload file type, set the name and description

3.Choose the prepared voice file and click the upload

Note: the format of the wav audio file uploaded must be : **monaural, 8000hz, 16bit, and size of no more than 3M**



IVR

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• IVR Configuration

Ring Group Setting → Upload IVR file → **IVR Menu Hints setting** → IVR Menu setting

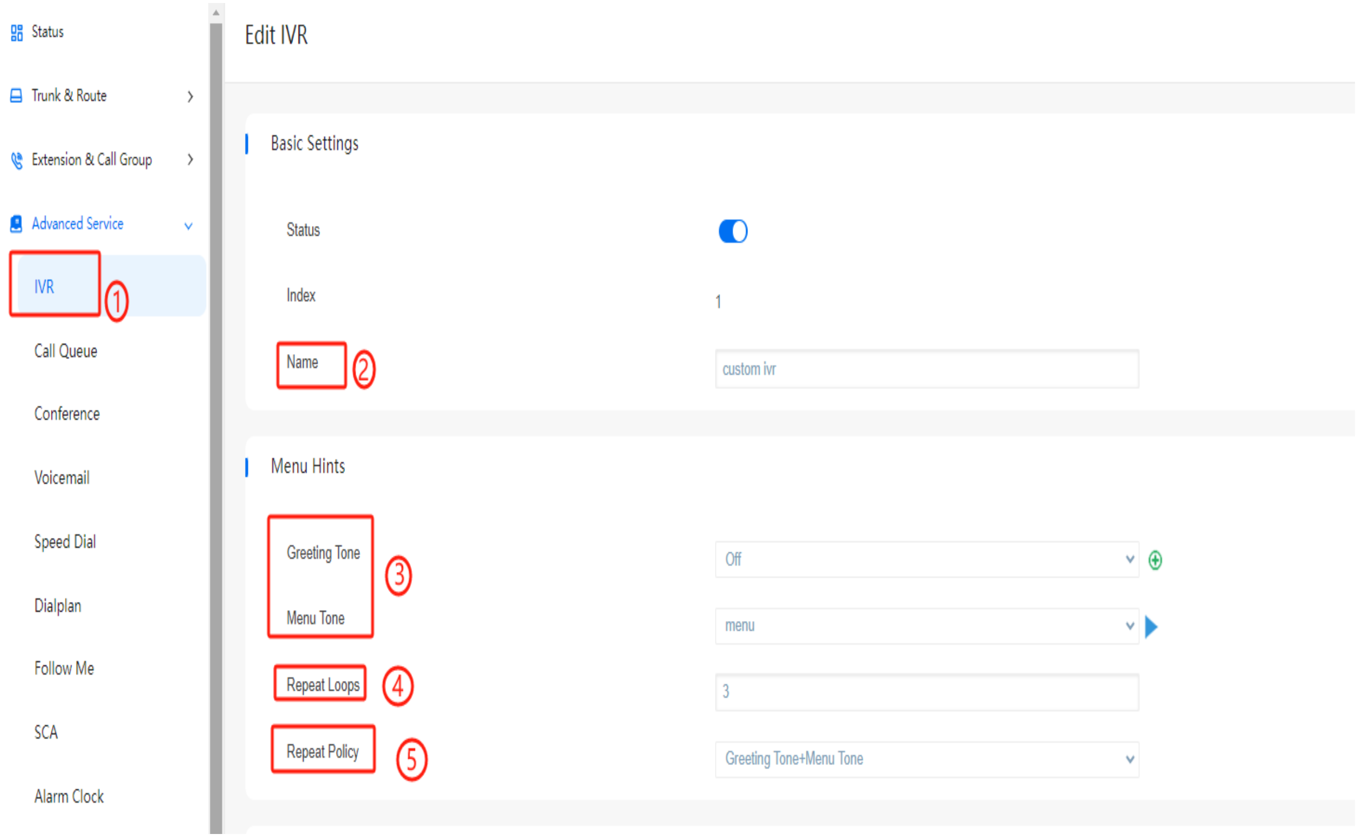
1.Click **Advanced Service->IVR**

2. Customize the name of the IVR

3. Set greeting tone and menu tone: When a call comes to the IVR, play the greeting tone first and then the menu tone

4.Set Repeat Loops: it is 3 in default. the call will be hung up after the IVR has been repeated for three times during timeout

5.Set Repeat Policy : It can be configured with "Greeting Tone + Menu Tone" or "Menu Tone"



IVR

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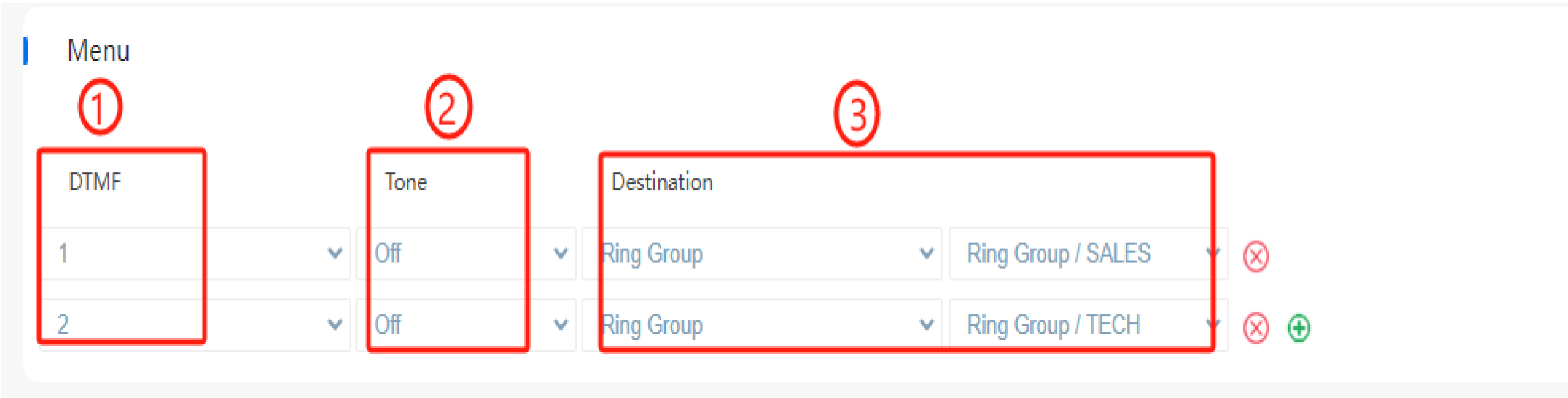
- **IVR Configuration**

Ring Group Setting → Upload IVR file → IVR Menu Hints setting → IVR Menu setting

1. Set DTMF: select the number of the destination

2.Set Tone: The tone that is played before the callee rings, Default is off

3.Select Destination and the corresponding ringing group



Recording

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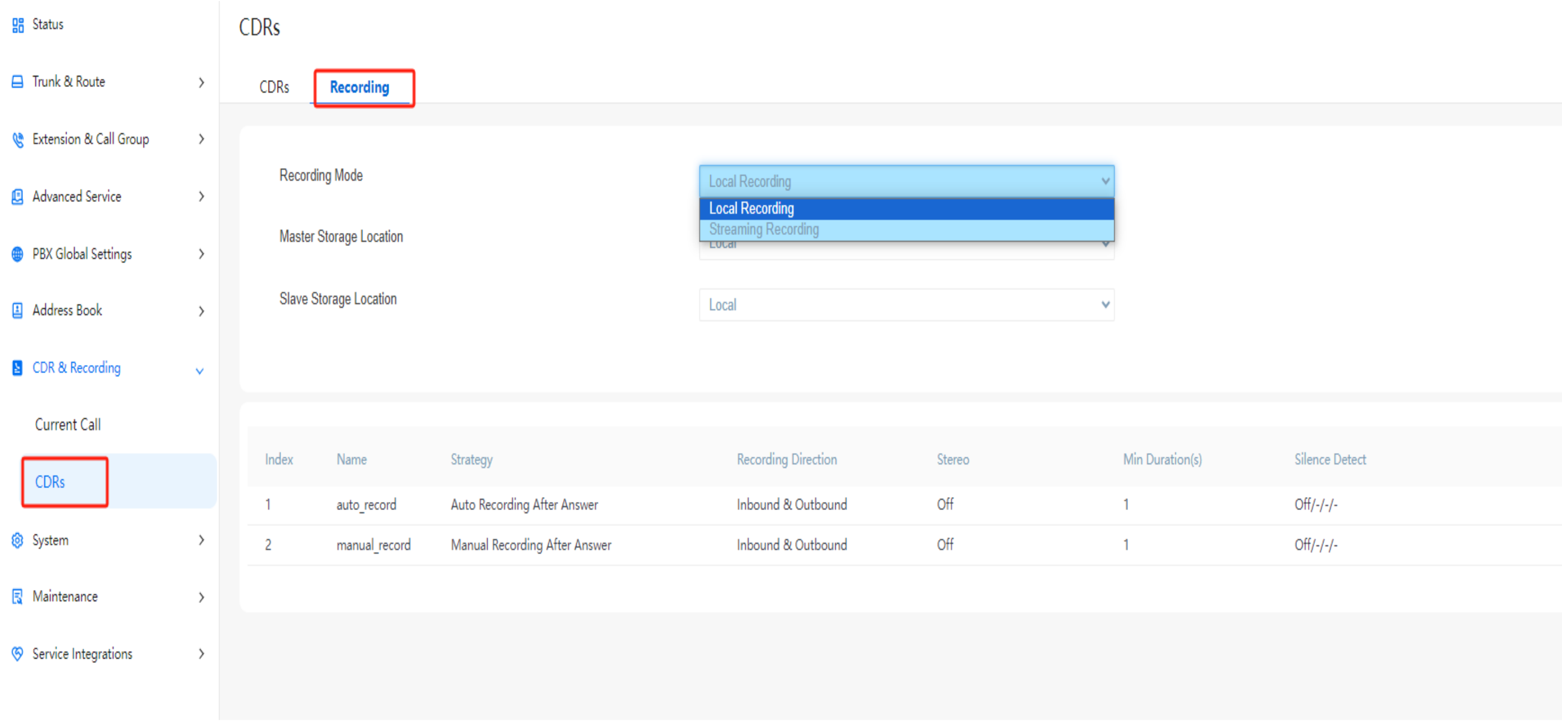
- ## View & Set Recording Rules

Recording Mode: local recording or streaming recording

local recording : Select the storage location for the recording, which can be either local or Udisk

streaming recording: Configure the recording server address, and the recording will be uploaded to the server

Edit& New: can adjust parameters such as strategy, recording direction, recording object, time, etc



Recording

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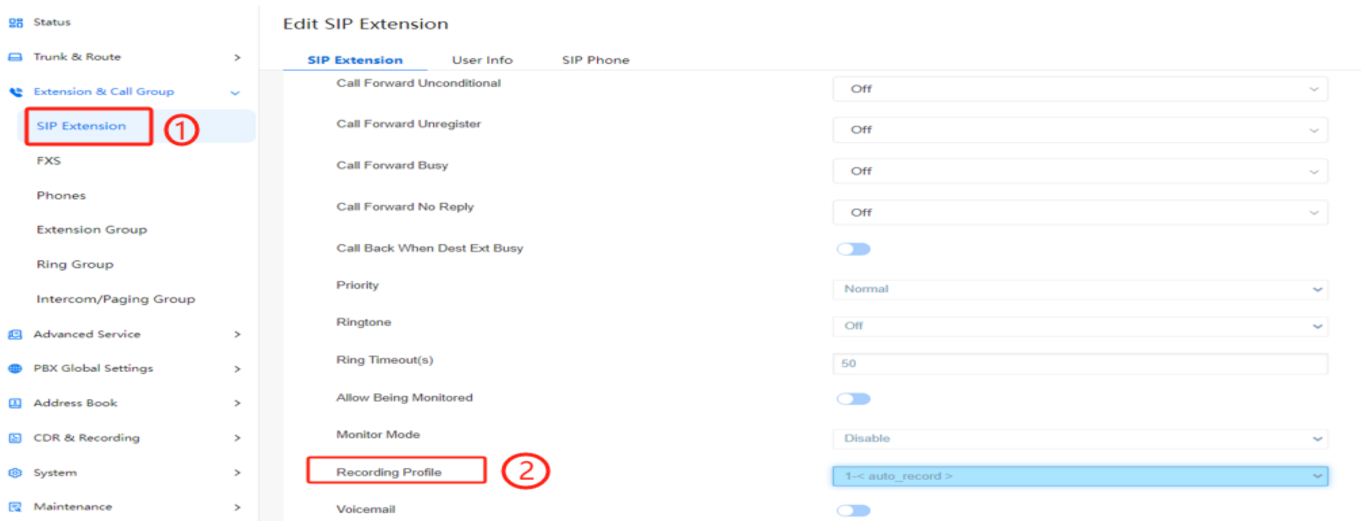
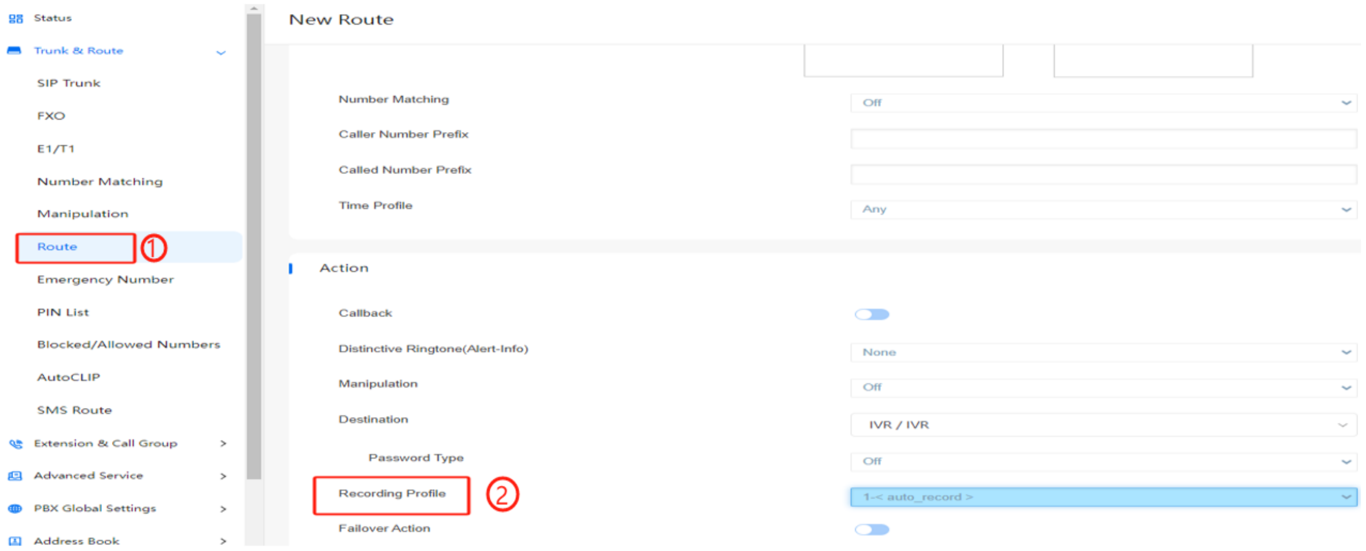
- ## Recording configuration

SIP extension/FXS extension: After enabling recording, extension calls will be recorded according to the selected recording rules

Routing: After activation, calls that match the routing are recorded according to the selected rules





Recording

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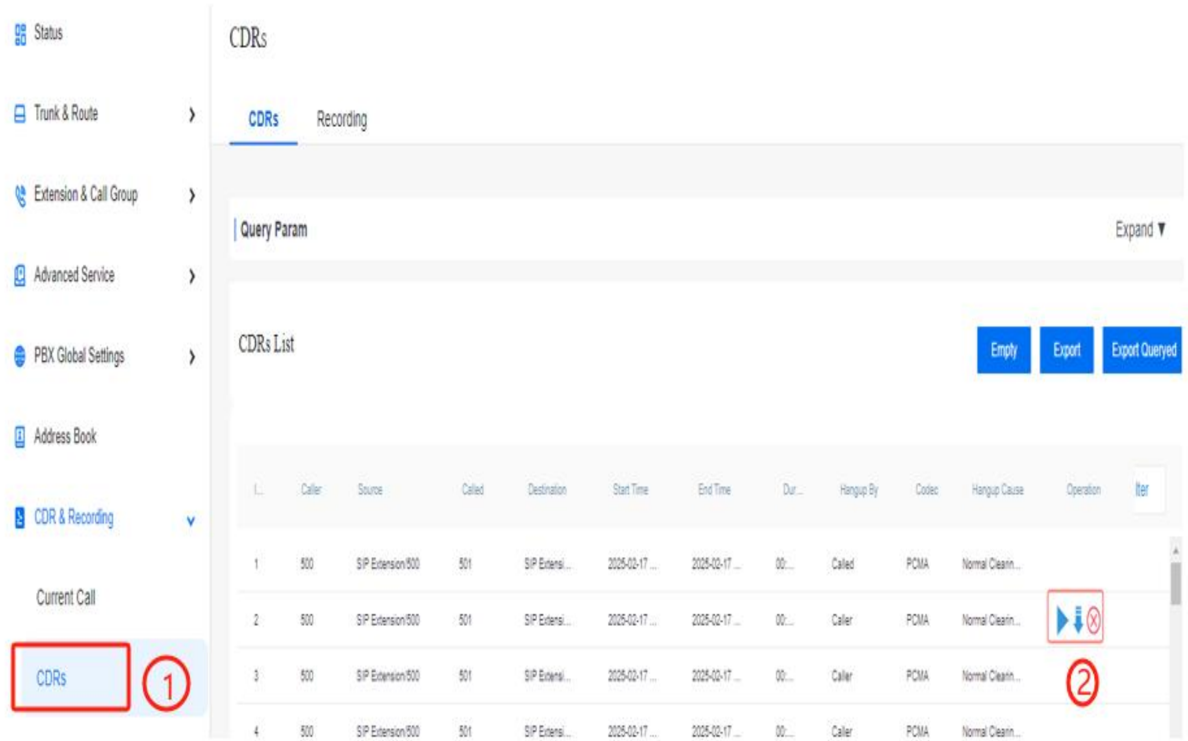
- ## Record viewing

View recording files on the

CDR & Recording->CDR

Parameter	Description
	Play the recording files.
	Download the recording files.
	Delete the recording files.



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