Dinstar UC350 Pro Advance Training

Sunny & Rambo

Foreword

UC350Pro is a new generation IP PBX for large capacity unified communication solutions. Based on the powerful hardware platform, it up to 5,000 extensions and 500 concurrent calls which are integrated voice, video, paging, fax, conference, recording, and other useful functions. It is suitable for helping to build the telephony system of large and medium-sized enterprises and can meet the branch office needs of large group enterprises and government agencies, helping enterprises and industry customers to establish a convenient and efficient IP telephone system.

This document show some advance features of UC350 for high level scenario.

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DINSTAR

1 How to Auto Provision

2 How to using HA

3 How to using VLAN

4 How to using Event Report

5 How to using PMSI

6 How to using Operator Console

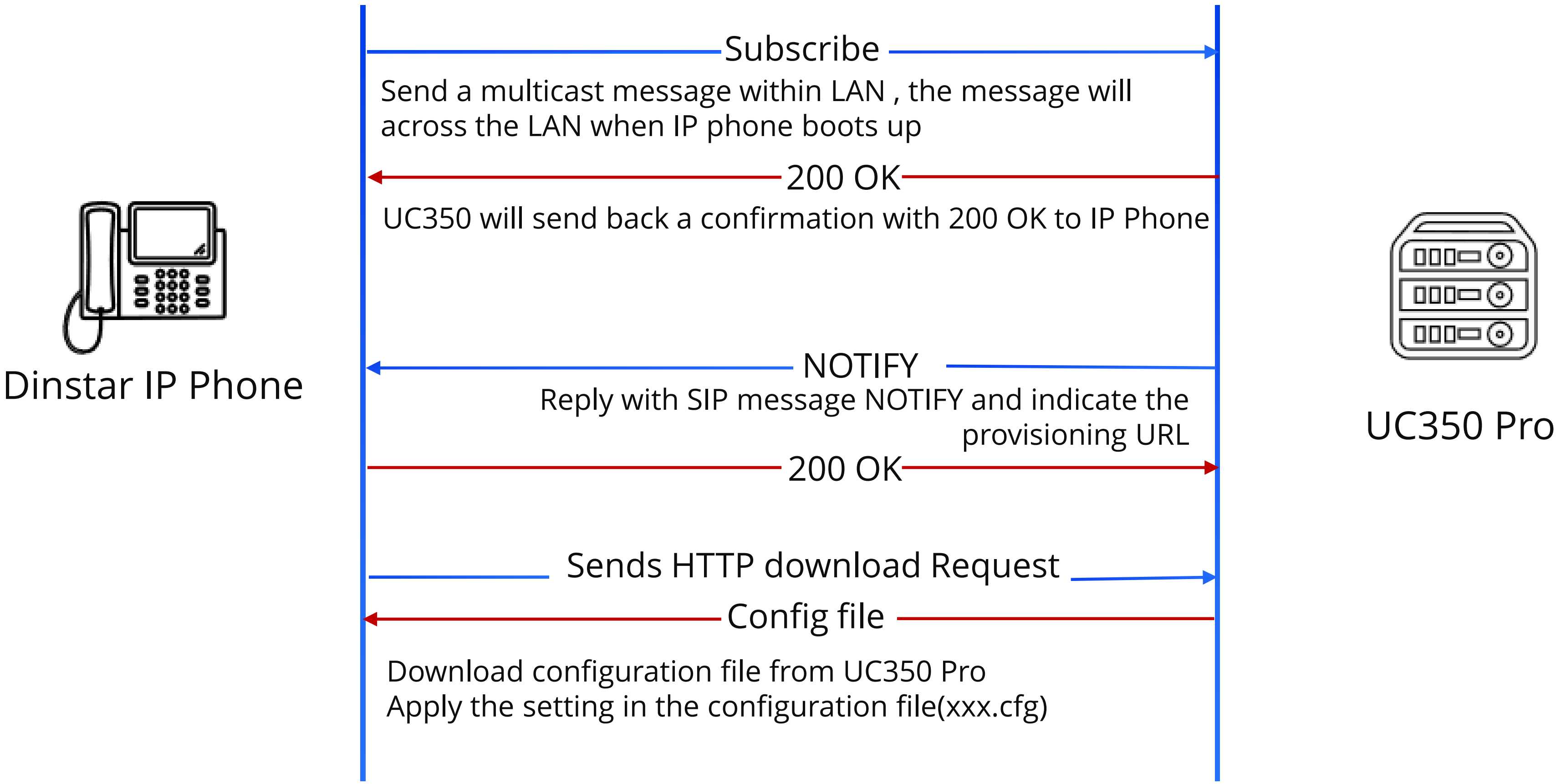
How to using Auto Provision

01

- Auto Provision Logic
- Assigning an extension to phone (MAC)
- How to using PIN

DINSTAR

Auto Provision Logic



Dinstar IP Phone

UC350 Pro

Subscribe

Send a multicast message within LAN , the message will across the LAN when IP phone boots up

200 OK

UC350 will send back a confirmation with 200 OK to IP Phone

NOTIFY

Reply with SIP message NOTIFY and indicate the provisioning URL

200 OK

Sends HTTP download Request

Config file

Download configuration file from UC350 Pro
Apply the setting in the configuration file(xxx.cfg)

Auto Provision Logic

1. When the IP Phone booting up, it will send PNP subscribe that's broadcast.
2. UC350 Pro receives PNP subscribe message from IP Phone, it will check the configuration file list base MAC of IP Phone before send Notify message to IP Phone.
   If have, the MessageBody of Notify will carrier URL https:// ${HTTPS_IP}:1443/pnp/{$MAC}.cfg.
   If not, the MessageBody of Notify will carrier URL https:// ${HTTPS_IP}:1443/pnp/general.cfg.

3. The Dinstar IP phone will analysis it after received the Notify and download the file.

4. If the file name is {$MAC}.cfg, IP Phone will apply it directly, the auto provision is done.

5. If the file name is general.cfg, IP Phone will analysis and check it have node Config.CustomCfg.Url or not. If have, mean the PIN feature enabled.

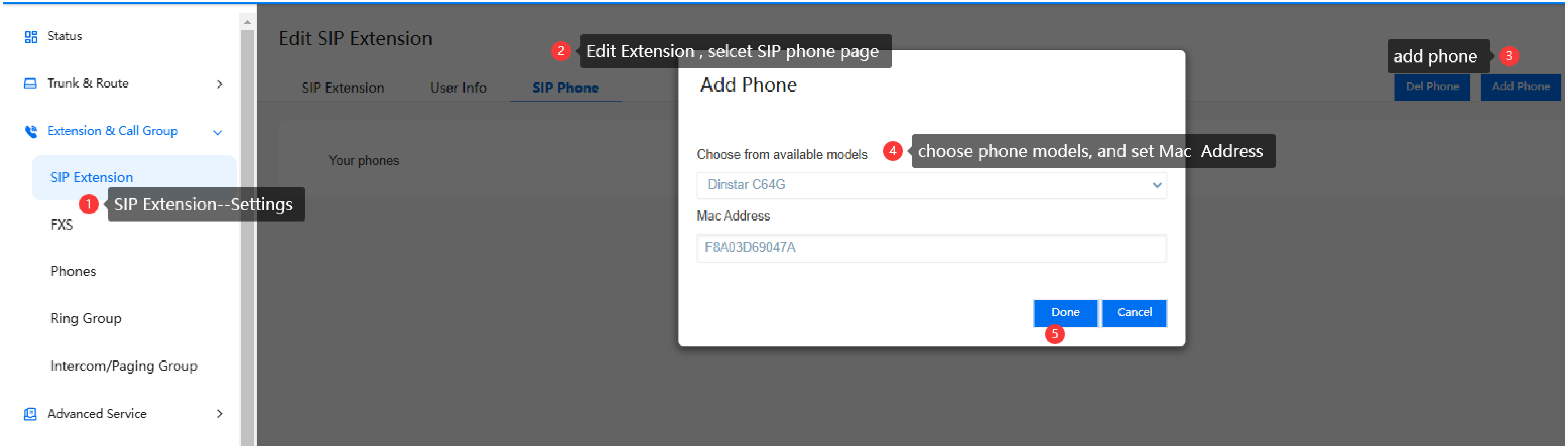
The IP Phone will pop-up window to prompt "Please Enter PIN"; When user inputs the "PIN" code, the phone will take the input as the filename and try download the file. Because the node Config.CustomCfg.Url carrier value https:// ${HTTPS_IP}:1443/pnp//$pin.cfg

IP Phone will download the configuration file "$PIN.cfg" and apply it.

Assigning an extension to phone (MAC)

2.1 Assigning a phone & MAC to an extension

We can edit the extension to assign a phone to an extension. The extension will be bound to the phone, and when the MAC of the phone is recognized, the UC will send the configuration to the phone, realizing the automatic configuration of the phone.



① SIP Extension--Settings

② Edit Extension , selcet SIP phone page

③ add phone

④ choose phone models, and set Mac Address

⑤

Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
Edit SIP Extension
SIP Extension
User Info
SIP Phone
Your phones
Del Phone
Add Phone
Add Phone
Done
Cancel

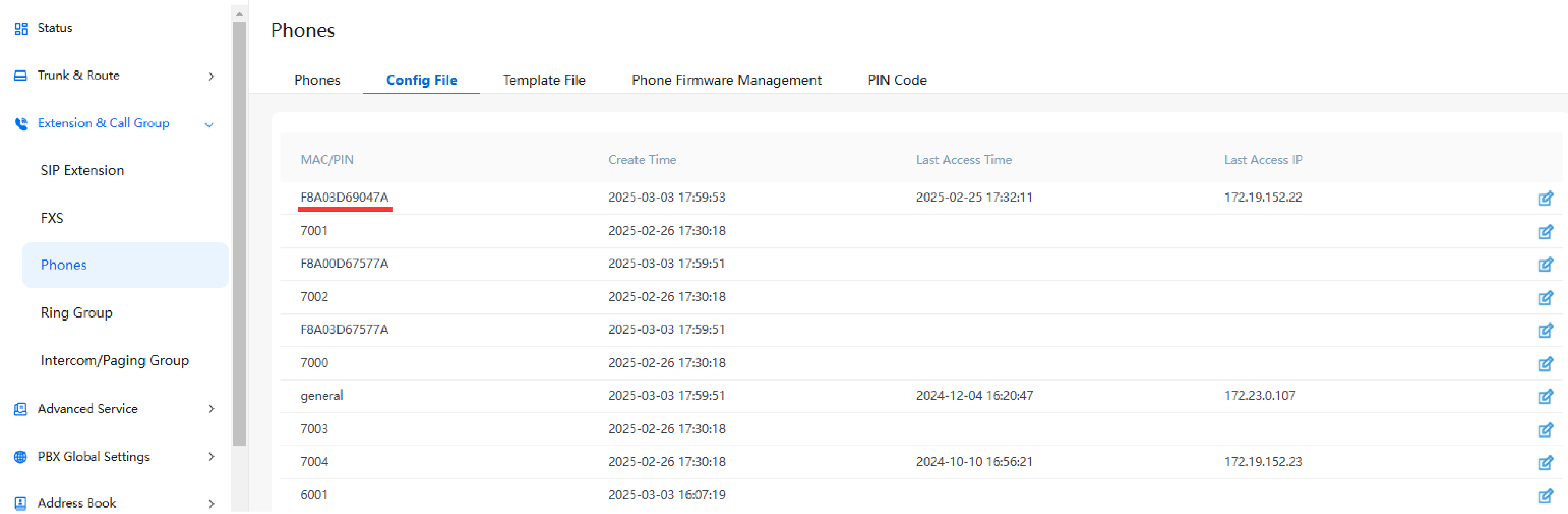
Choose from available models: Dinstar C64G

Mac Address: F8A03D69047A

Assigning an extension to phone (MAC)

2.2 Check Config File

In the table of Config File, we can see the assigned MAC file. The IP Phone will download the file and apply it when do auto provision.

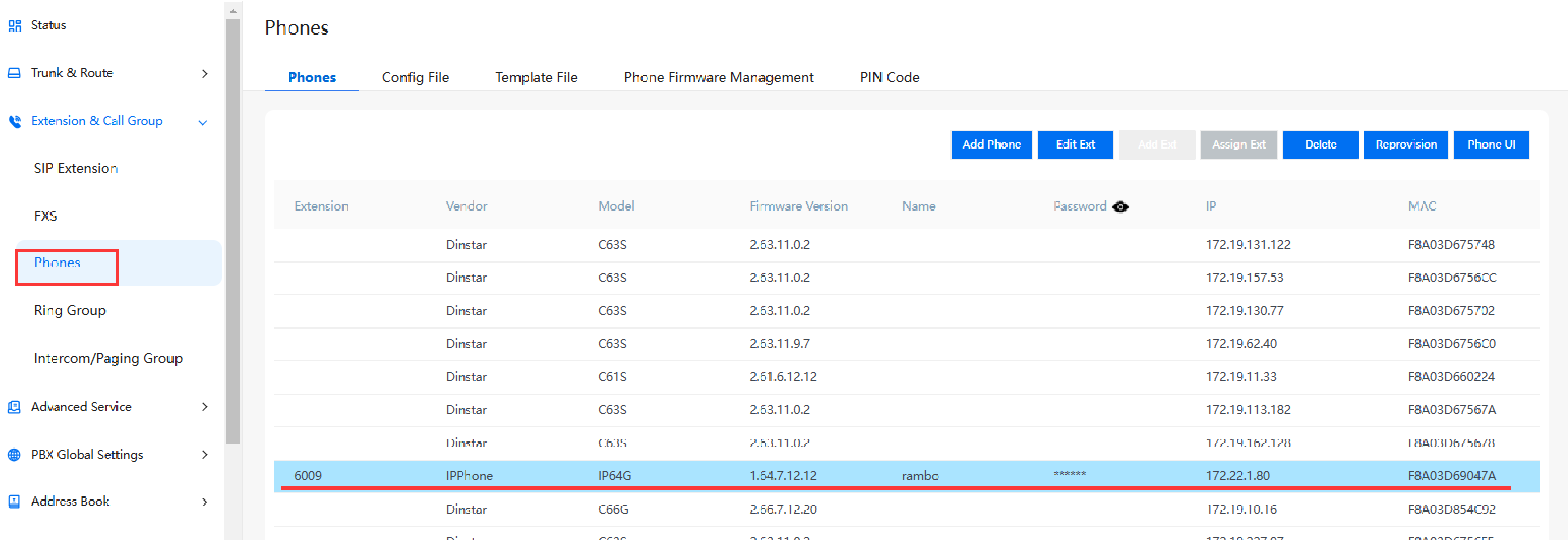

Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
Phones
Phones
Config File
Template File
Phone Firmware Management
PIN Code

MAC/PIN	Create Time	Last Access Time	Last Access IP
F8A03D69047A	2025-03-03 17:59:53	2025-02-25 17:32:11	172.19.152.22
7001	2025-02-26 17:30:18		
F8A00D67577A	2025-03-03 17:59:51		
7002	2025-02-26 17:30:18		
F8A03D67577A	2025-03-03 17:59:51		
7000	2025-02-26 17:30:18		
general	2025-03-03 17:59:51	2024-12-04 16:20:47	172.23.0.107
7003	2025-02-26 17:30:18		
7004	2025-02-26 17:30:18	2024-10-10 16:56:21	172.19.152.23
6001	2025-03-03 16:07:19		

Assigning an extension to phone (MAC)

2.3 View the binding of the phone to the extension.

In the table of phone, we can see the online phones who send subscribe to UC. If show Extension that means had been assignments.

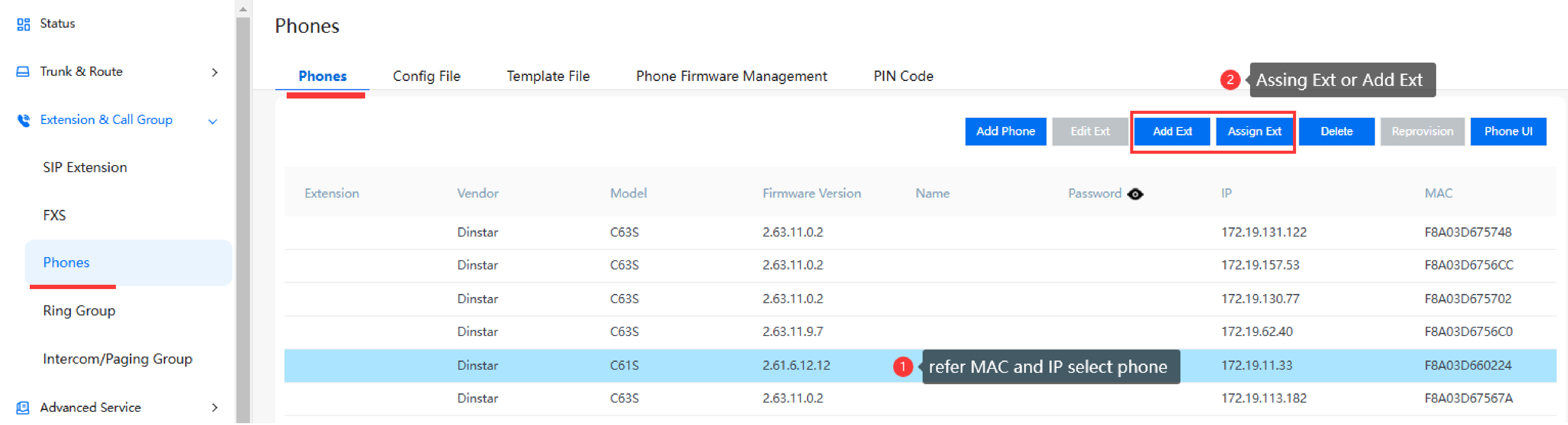

Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
Phones
Phones
Config File
Template File
Phone Firmware Management
PIN Code
Add Phone
Edit Ext
Add Ext
Assign Ext
Delete
Reprovision
Phone UI

Extension	Vendor	Model	Firmware Version	Name	Password	IP	MAC
	Dinstar	C63S	2.63.11.0.2			172.19.131.122	F8A03D675748
	Dinstar	C63S	2.63.11.0.2			172.19.157.53	F8A03D6756CC
	Dinstar	C63S	2.63.11.0.2			172.19.130.77	F8A03D675702
	Dinstar	C63S	2.63.11.9.7			172.19.62.40	F8A03D6756C0
	Dinstar	C61S	2.61.6.12.12			172.19.11.33	F8A03D660224
	Dinstar	C63S	2.63.11.0.2			172.19.113.182	F8A03D67567A
	Dinstar	C63S	2.63.11.0.2			172.19.162.128	F8A03D675678
6009	IPPhone	IP64G	1.64.7.12.12	rambo	******	172.22.1.80	F8A03D69047A
	Dinstar	C66G	2.66.7.12.20			172.19.10.16	F8A03D854C92

Assigning an extension to phone (MAC)

2.4 Phone Assigning Extensions

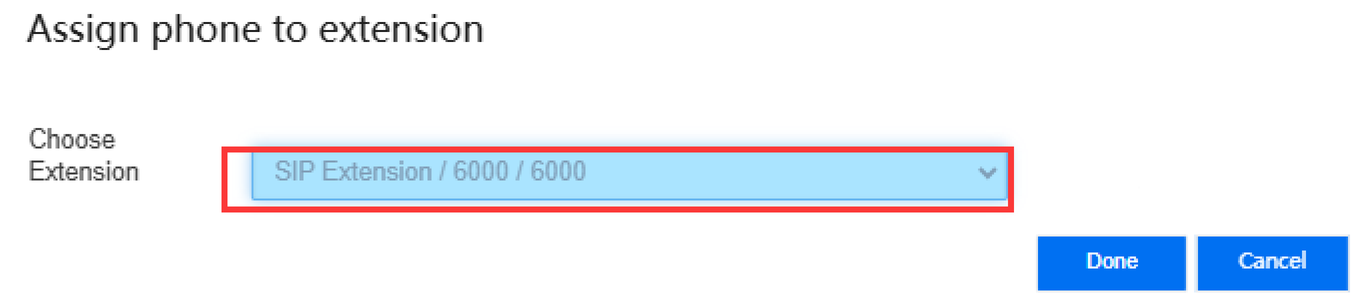
In the table of phone, based on the recognized MAC&IP, we can directly assign extensions or add new extensions.


Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
Phones
Phones
Config File
Template File
Phone Firmware Management
PIN Code
Add Phone
Edit Ext
Add Ext
Assign Ext
Delete
Reprovision
Phone UI

② Assing Ext or Add Ext

① refer MAC and IP select phone

Extension	Vendor	Model	Firmware Version	Name	Password	IP	MAC
	Dinstar	C63S	2.63.11.0.2			172.19.131.122	F8A03D675748
	Dinstar	C63S	2.63.11.0.2			172.19.157.53	F8A03D6756CC
	Dinstar	C63S	2.63.11.0.2			172.19.130.77	F8A03D675702
	Dinstar	C63S	2.63.11.9.7			172.19.62.40	F8A03D6756C0
	Dinstar	C61S	2.61.6.12.12			172.19.11.33	F8A03D660224
	Dinstar	C63S	2.63.11.0.2			172.19.113.182	F8A03D67567A



Assign phone to extension

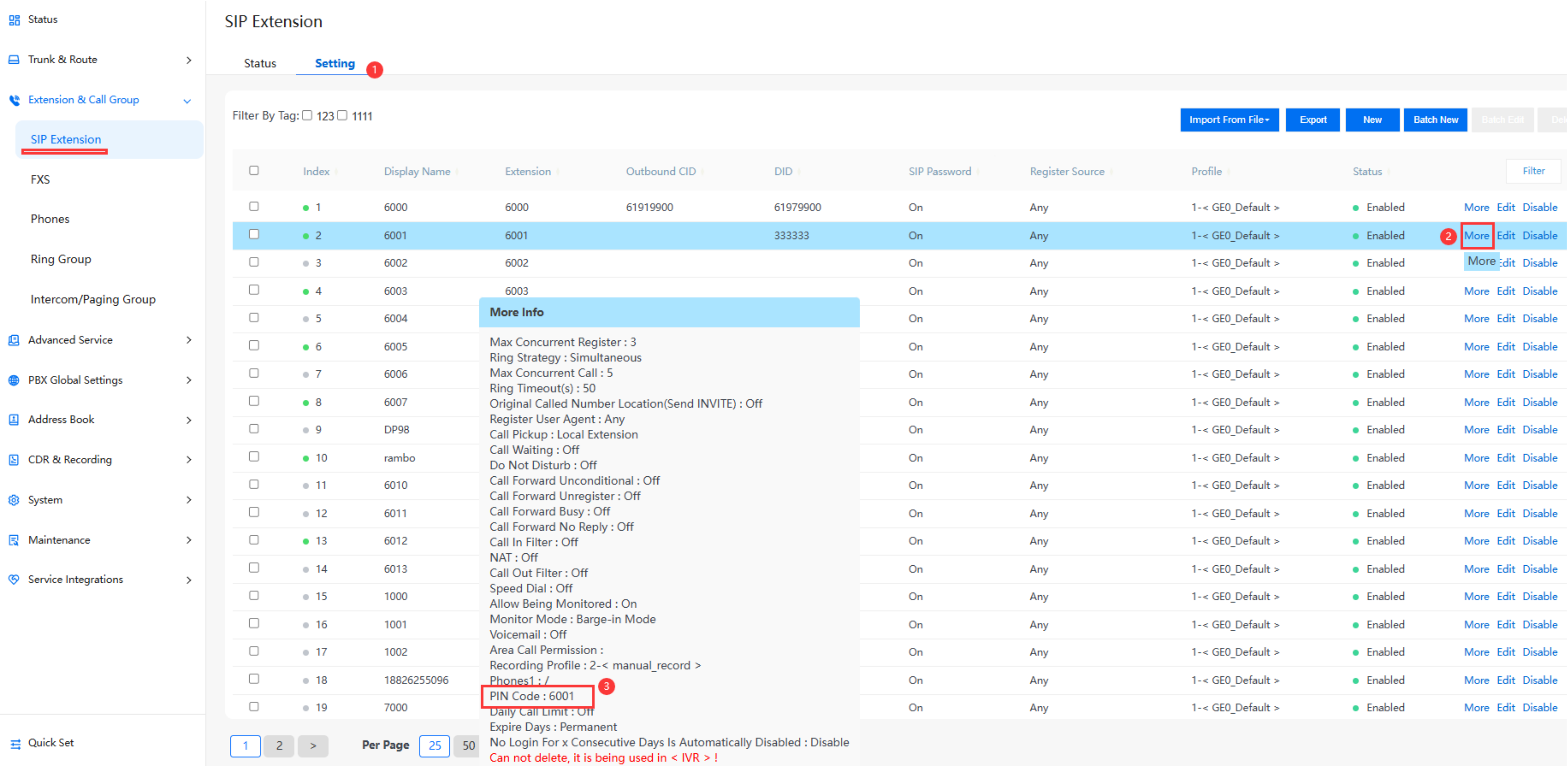
Choose Extension: SIP Extension / 6000 / 6000

Done
Cancel

How to using PIN

DINSTAR

3.1 Extension set PIN code



Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
CDR & Recording
System
Maintenance
Service Integrations
Quick Set
SIP Extension
Status
Setting
1
Import From File
Export
New
Batch New
Batch Edit
Del
Filter
2
More
3
1
2
>
Per Page
25
50

Filter By Tag: ☐ 123 ☐ 1111

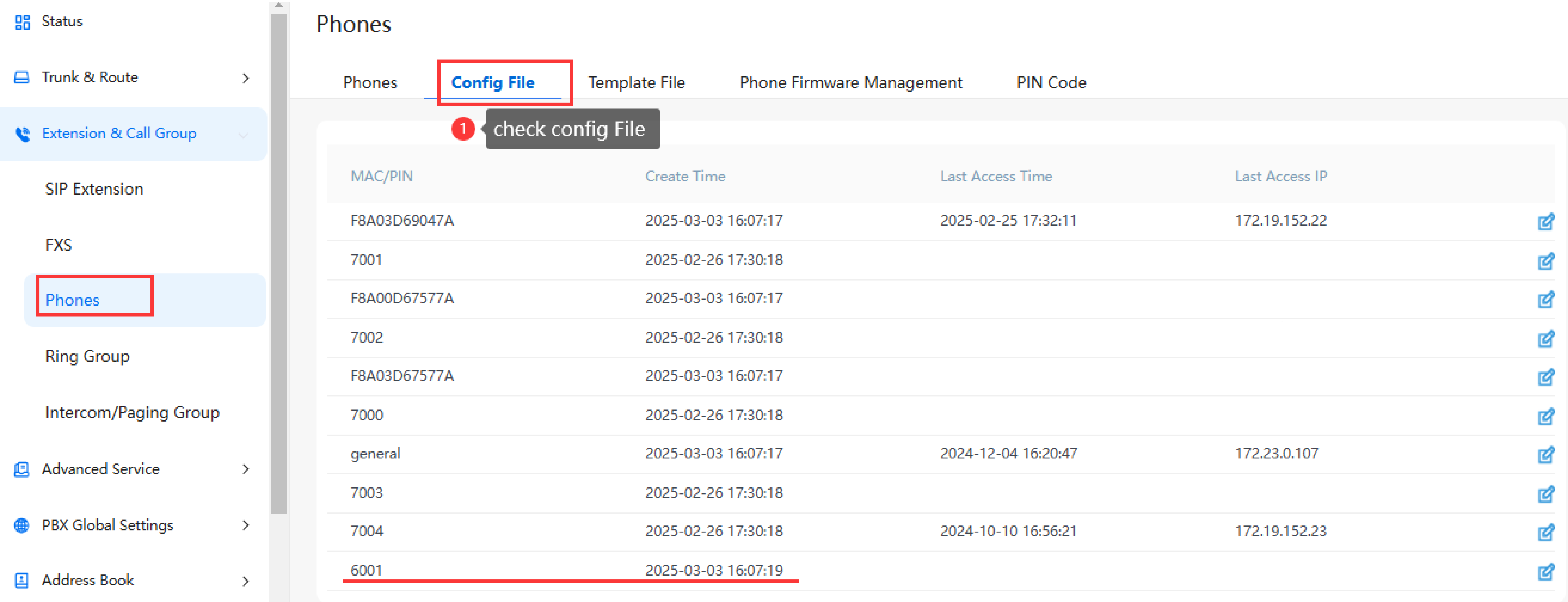
☐	Index	Display Name	Extension	Outbound CID	DID	SIP Password	Register Source	Profile	Status	
☐	● 1	6000	6000	61919900	61979900	On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 2	6001	6001		333333	On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 3	6002	6002			On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 4	6003	6003			On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 5	6004				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 6	6005				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 7	6006				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 8	6007				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 9	DP98				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 10	rambo				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 11	6010				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 12	6011				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 13	6012				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 14	6013				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 15	1000				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 16	1001				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 17	1002				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 18	18826255096				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable
☐	● 19	7000				On	Any	1-< GEO_Default >	● Enabled	More Edit Disable

More Info

Max Concurrent Register : 3
Ring Strategy : Simultaneous
Max Concurrent Call : 5
Ring Timeout(s) : 50
Original Called Number Location(Send INVITE) : Off
Register User Agent : Any
Call Pickup : Local Extension
Call Waiting : Off
Do Not Disturb : Off
Call Forward Unconditional : Off
Call Forward Unregister : Off
Call Forward Busy : Off
Call Forward No Reply : Off
Call In Filter : Off
NAT : Off
Call Out Filter : Off
Speed Dial : Off
Allow Being Monitored : On
Monitor Mode : Barge-in Mode
Voicemail : Off
Area Call Permission :
Recording Profile : 2-< manual_record >
Phones1 : /
PIN Code : 6001
Daily Call Limit : Off
Expire Days : Permanent
No Login For x Consecutive Days Is Automatically Disabled : Disable
Can not delete, it is being used in < IVR > !

How to using PIN

3.2 Check Config file of PIN


Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
Phones
Phones
Config File
Template File
Phone Firmware Management
PIN Code

① check config File

MAC/PIN	Create Time	Last Access Time	Last Access IP
F8A03D69047A	2025-03-03 16:07:17	2025-02-25 17:32:11	172.19.152.22
7001	2025-02-26 17:30:18		
F8A00D67577A	2025-03-03 16:07:17		
7002	2025-02-26 17:30:18		
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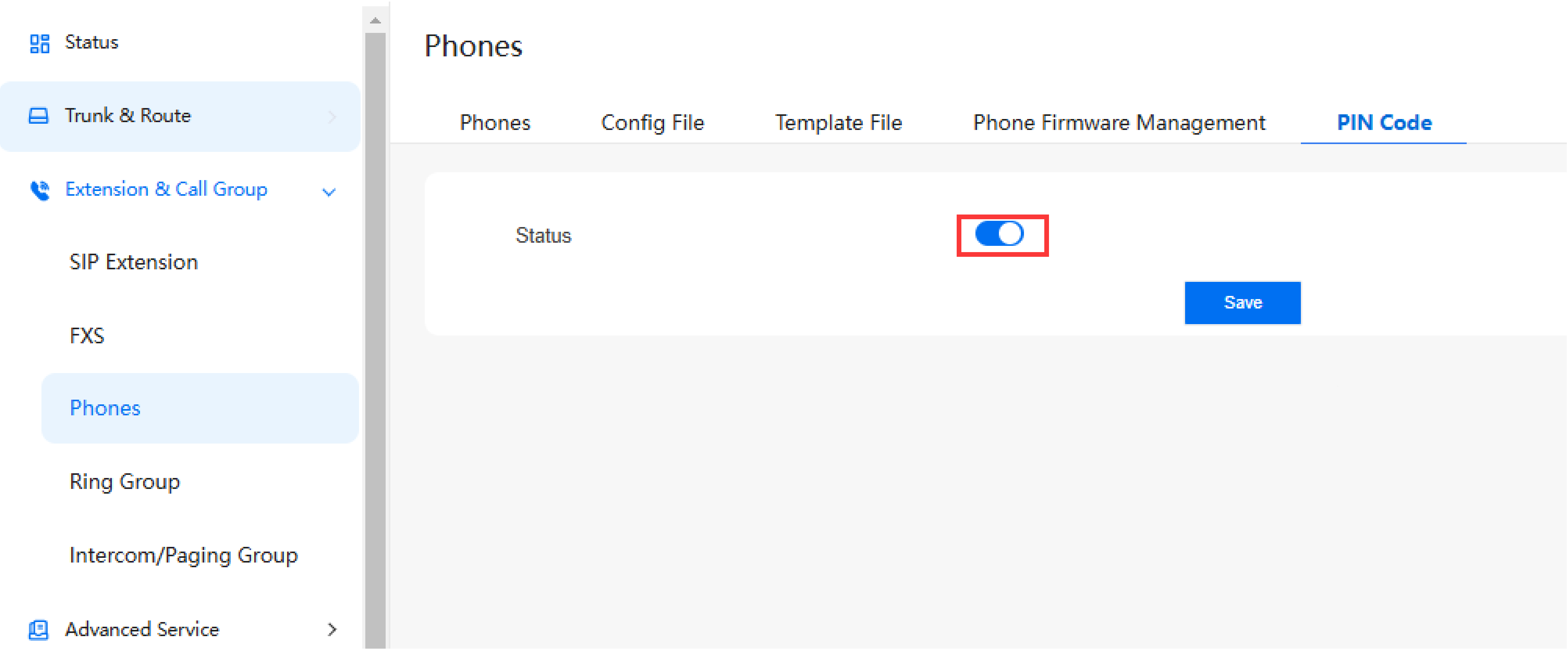
general	2025-03-03 16:07:17	2024-12-04 16:20:47	172.23.0.107
7003	2025-02-26 17:30:18		
7004	2025-02-26 17:30:18	2024-10-10 16:56:21	172.19.152.23
6001	2025-03-03 16:07:19		

How to using PIN

3.3 Enable PIN code Status


Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
Phones
Phones
Config File
Template File
Phone Firmware Management
PIN Code
Save

Status ●

How to using PIN

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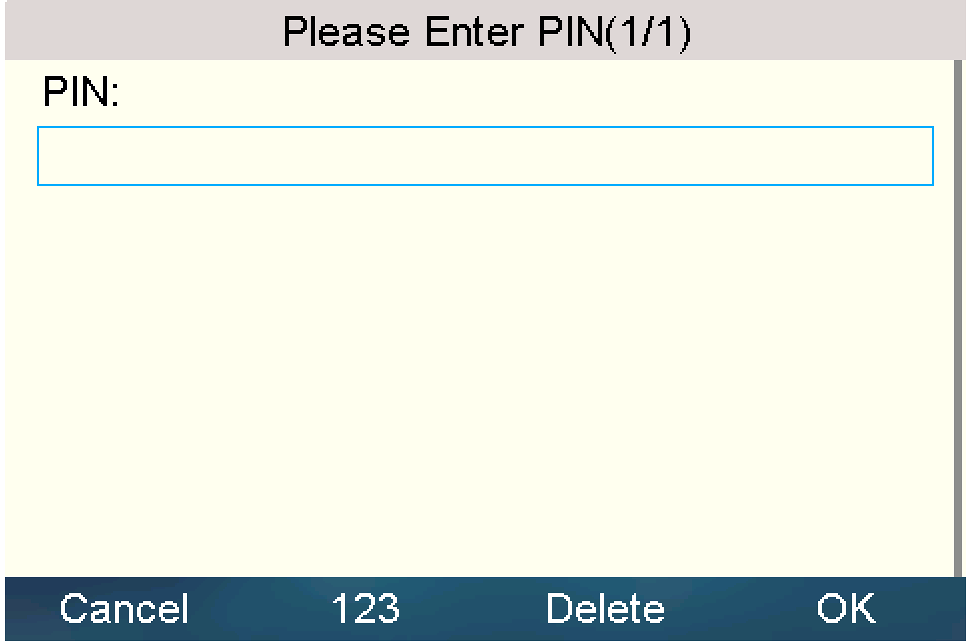
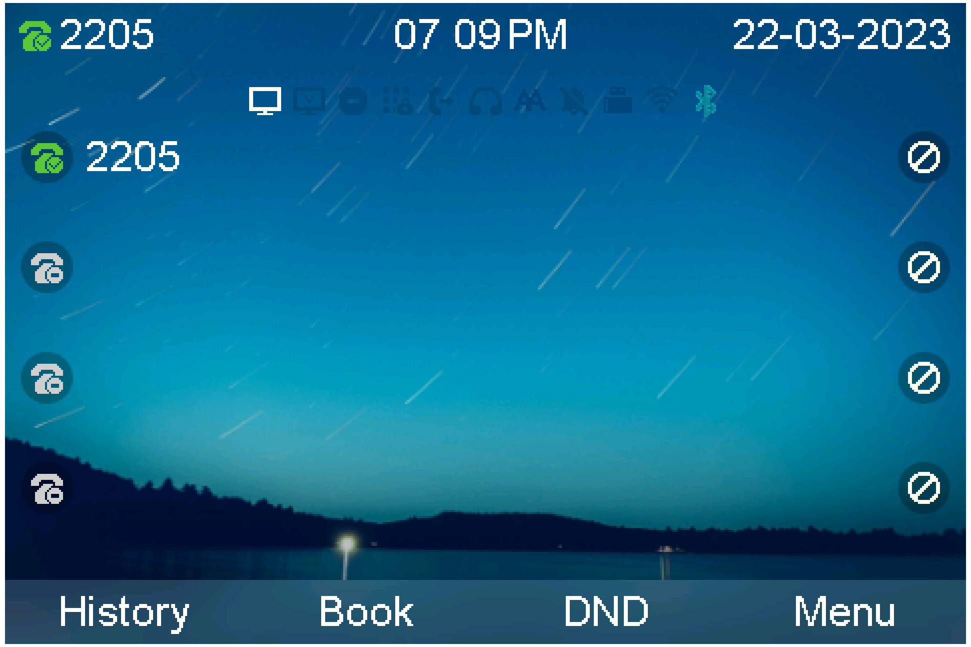
3.4 Enter the PIN in the phone to download the configuration

When the phone prompts “Please Enter PIN”, enter the file name(For example 2205), the file will be downloaded from the UC, and the configuration will take effect in the phone.


Please Enter PIN(1/1)

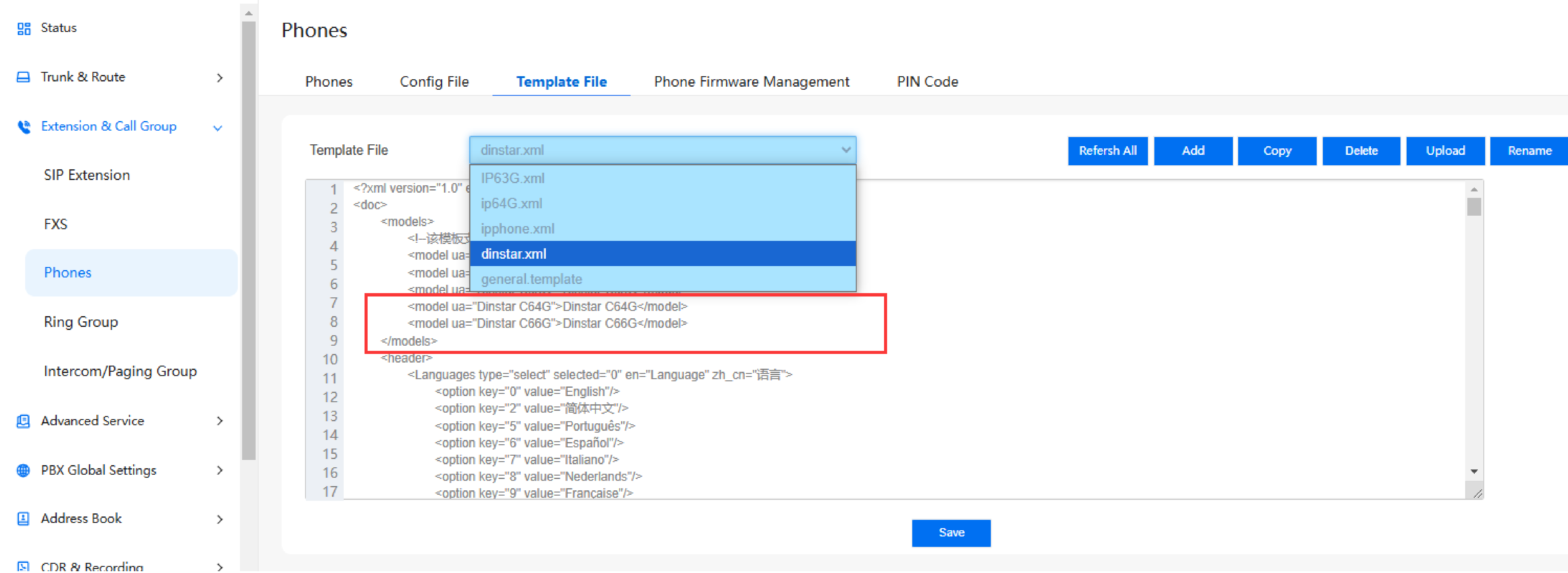
PIN:

Cancel
123
Delete
OK


2205
07 09 PM
22-03-2023
2205
History
Book
DND
Menu

Tips

If you need to support other phone models, you can add a template file and refer to the file format to add support for other phone models.


Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
CDR & Recording
Phones
Phones
Config File
Template File
Phone Firmware Management
PIN Code
Refersh All
Add
Copy
Delete
Upload
Rename
IP63G.xml
ip64G.xml
ipphone.xml
dinstar.xml
general.template
Save

Template File: dinstar.xml

```
<?xml version="1.0"
<doc>
        <models>
                <!–该模板
                <model ua=
                <model ua=
                <model ua=
                <model ua="Dinstar C64G">Dinstar C64G</model>
                <model ua="Dinstar C66G">Dinstar C66G</model>
        </models>
        <header>
                <Languages type="select" selected="0" en="Language" zh_cn="语言">
                        <option key="0" value="English"/>
                        <option key="2" value="简体中文"/>
                        <option key="5" value="Português"/>
                        <option key="6" value="Español"/>
                        <option key="7" value="Italiano"/>
                        <option key="8" value="Nederlands"/>
                        <option key="9" value="Francaise"/>
```

How to using HA

02

- High Availability Logic
- Heartbeat configuration
- Floating IP configuration

High Availability Logic

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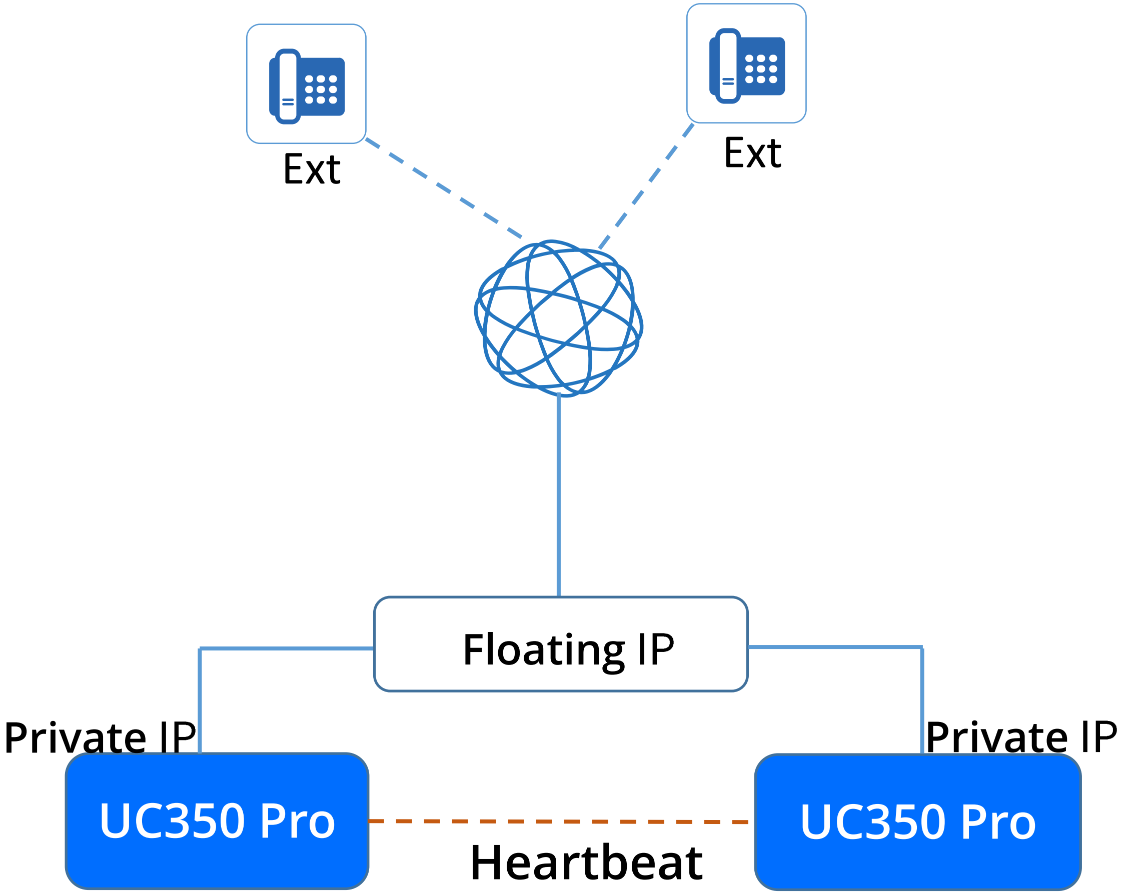
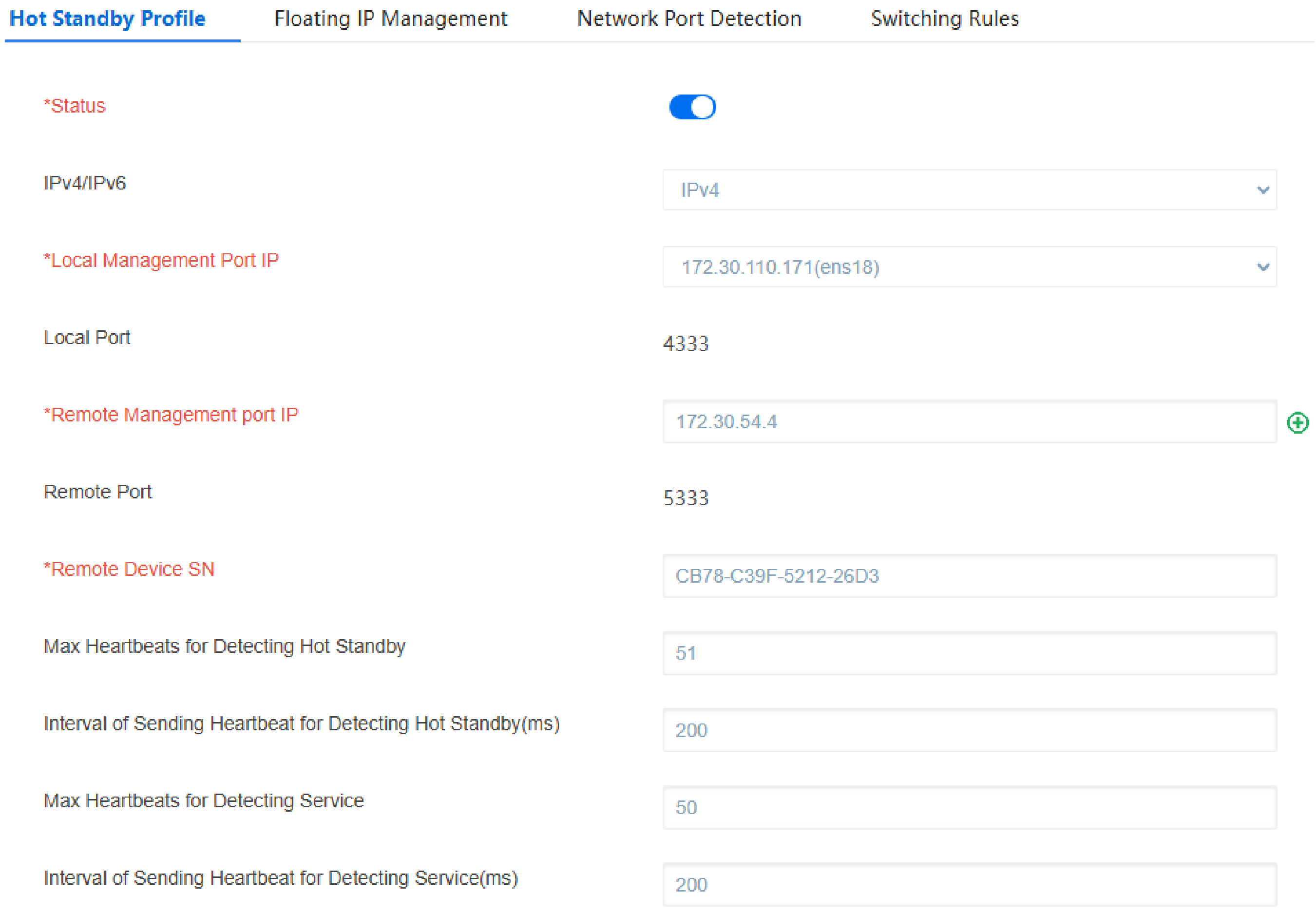

Ext
Ext
Floating IP
Private IP
Private IP
UC350 Pro
UC350 Pro
Heartbeat

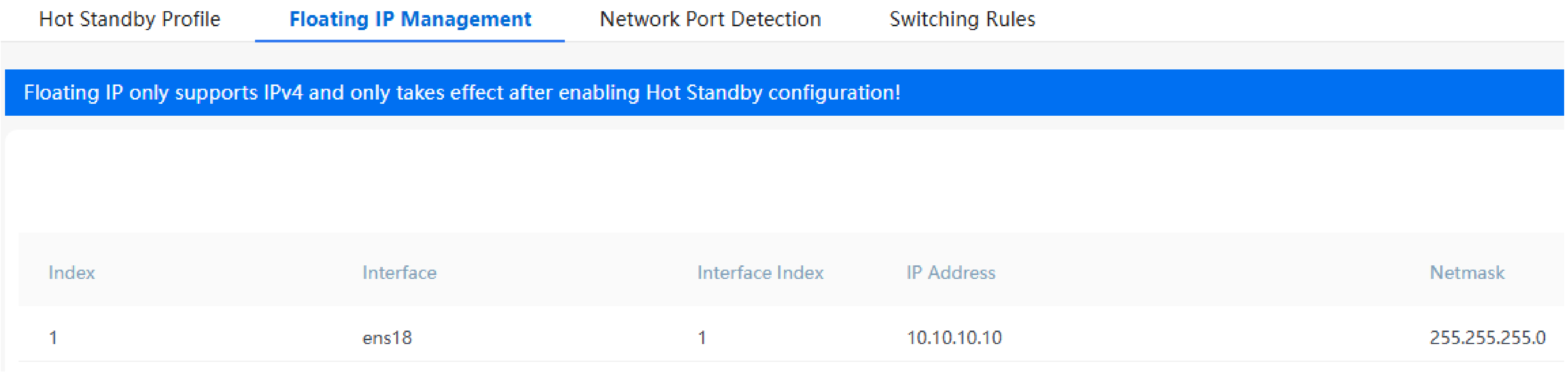
Heartbeat Configuration


Hot Standby Profile
Floating IP Management
Network Port Detection
Switching Rules

*Status	●
IPv4/IPv6	IPv4
*Local Management Port IP	172.30.110.171(ens18)
Local Port	4333
*Remote Management port IP	172.30.54.4
Remote Port	5333
*Remote Device SN	CB78-C39F-5212-26D3
Max Heartbeats for Detecting Hot Standby	51
Interval of Sending Heartbeat for Detecting Hot Standby(ms)	200
Max Heartbeats for Detecting Service	50
Interval of Sending Heartbeat for Detecting Service(ms)	200

- Local Management Port
- Remote Management IP
- Remote SN

Floating IP Configuration


Hot Standby Profile
Floating IP Management
Network Port Detection
Switching Rules

Floating IP only supports IPv4 and only takes effect after enabling Hot Standby configuration!

Index	Interface	Interface Index	IP Address	Netmask
1	ens18	1	10.10.10.10	255.255.255.0

Note: The Floating IP need the network support

How to using VLAN

03

- VLAN Scenario
- Add VLAN Configuration
- How to bonding VLAN

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VLAN Scenario

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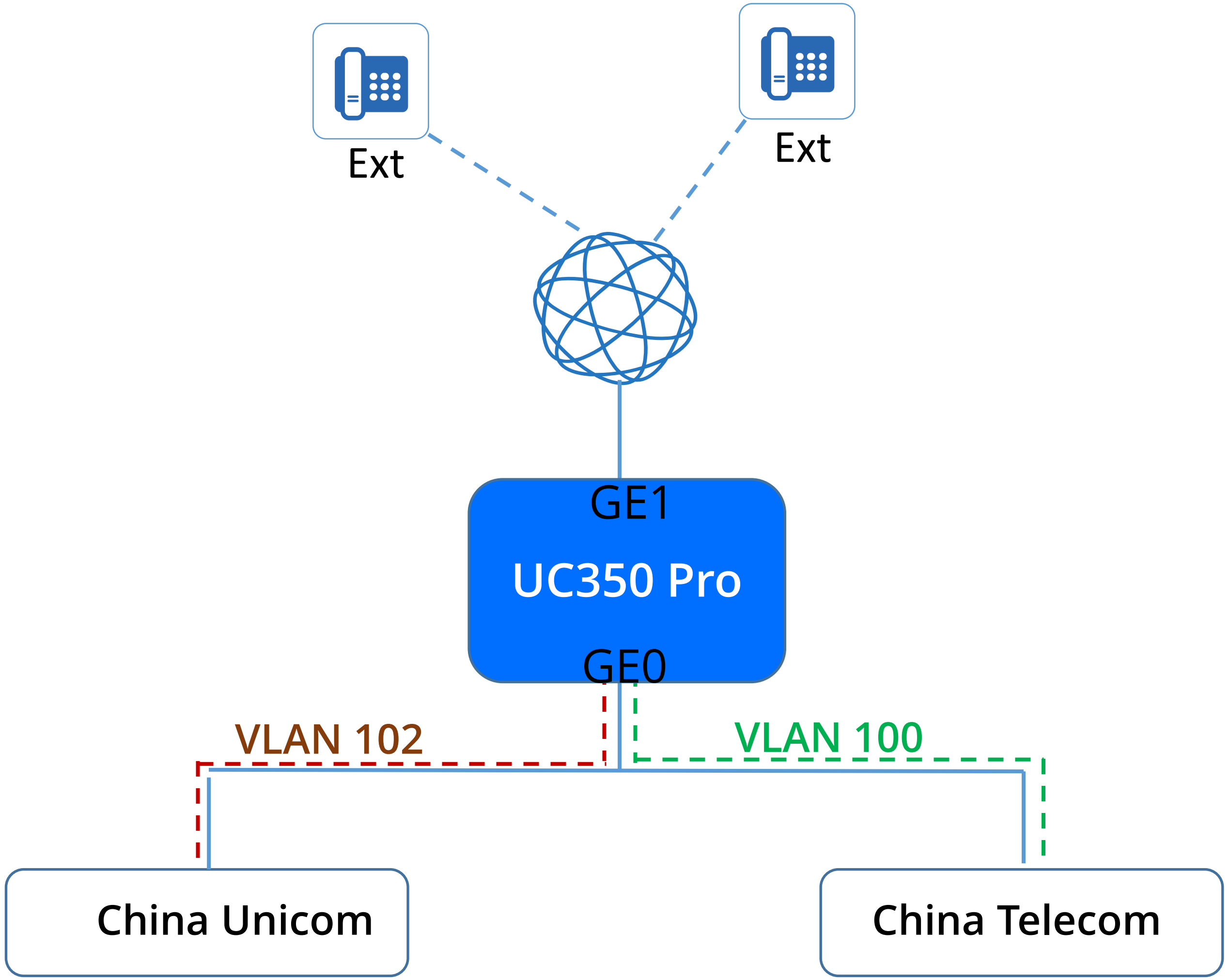
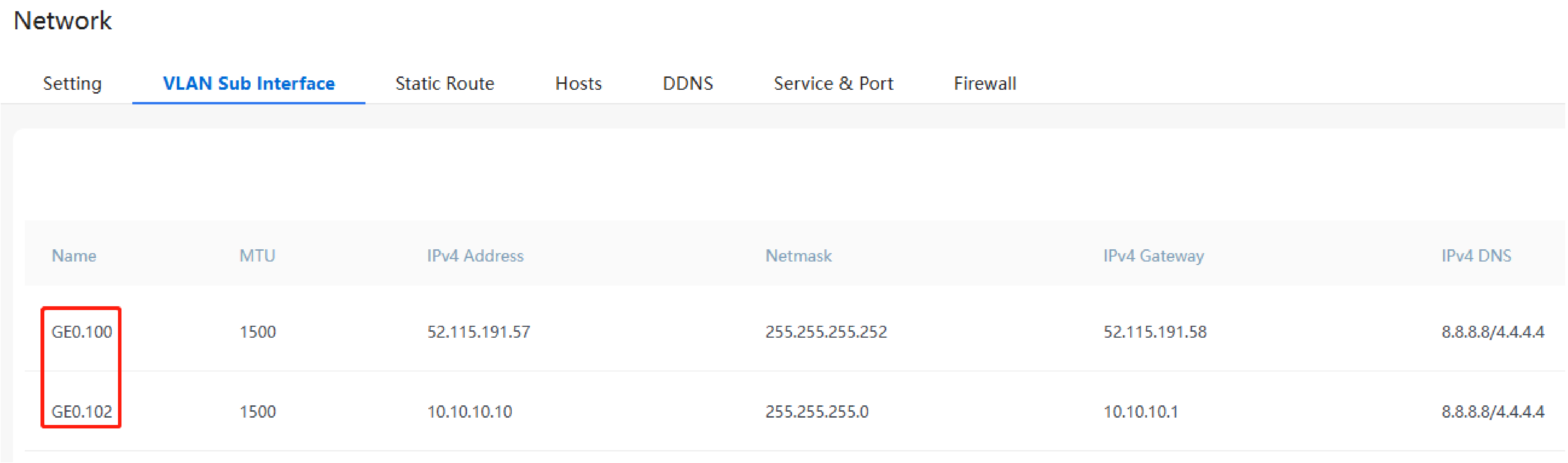

Ext
Ext
GE1
UC350 Pro
GE0
VLAN 102
VLAN 100
China Unicom
China Telecom

Add VLAN Configuration

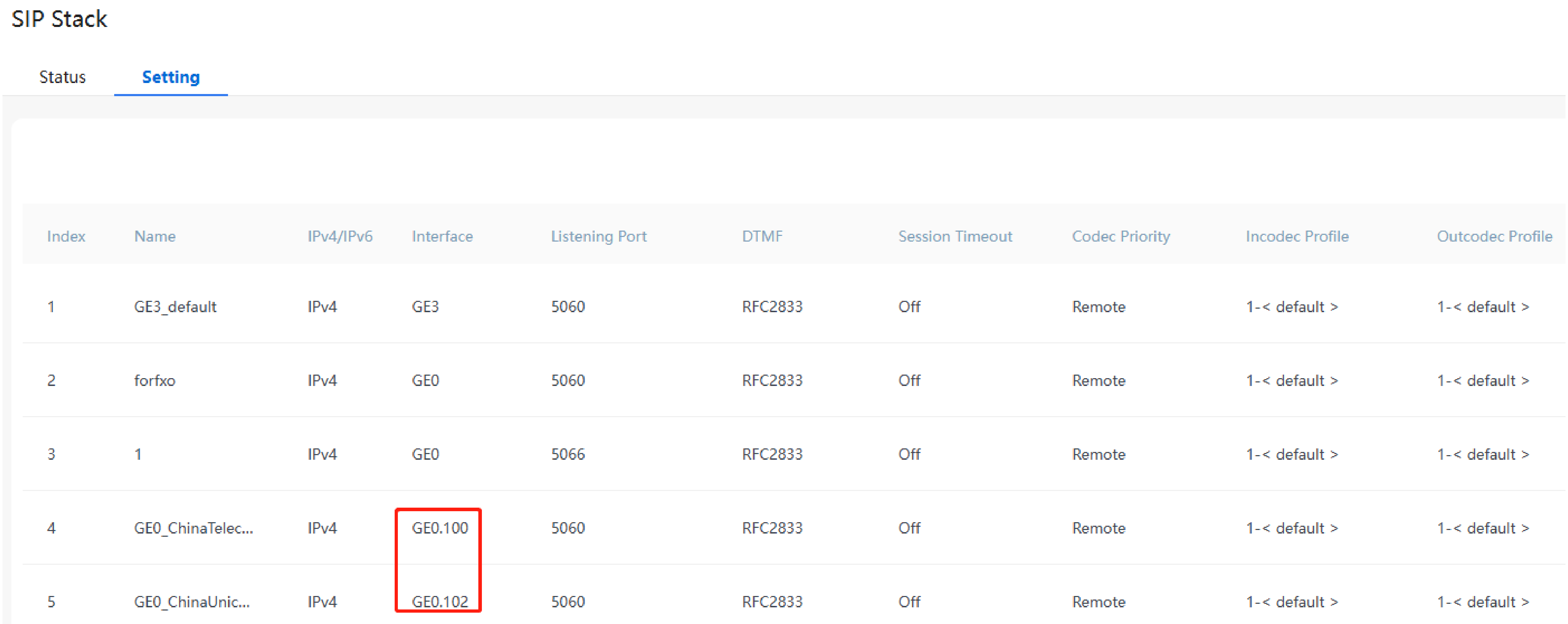

Network
Setting
VLAN Sub Interface
Static Route
Hosts
DDNS
Service & Port
Firewall

Name	MTU	IPv4 Address	Netmask	IPv4 Gateway	IPv4 DNS
GE0.100	1500	52.115.191.57	255.255.255.252	52.115.191.58	8.8.8.8/4.4.4.4
GE0.102	1500	10.10.10.10	255.255.255.0	10.10.10.1	8.8.8.8/4.4.4.4

Note:

Need reboot whole UC350 Pro to active VLAN.

How to bonding VLAN



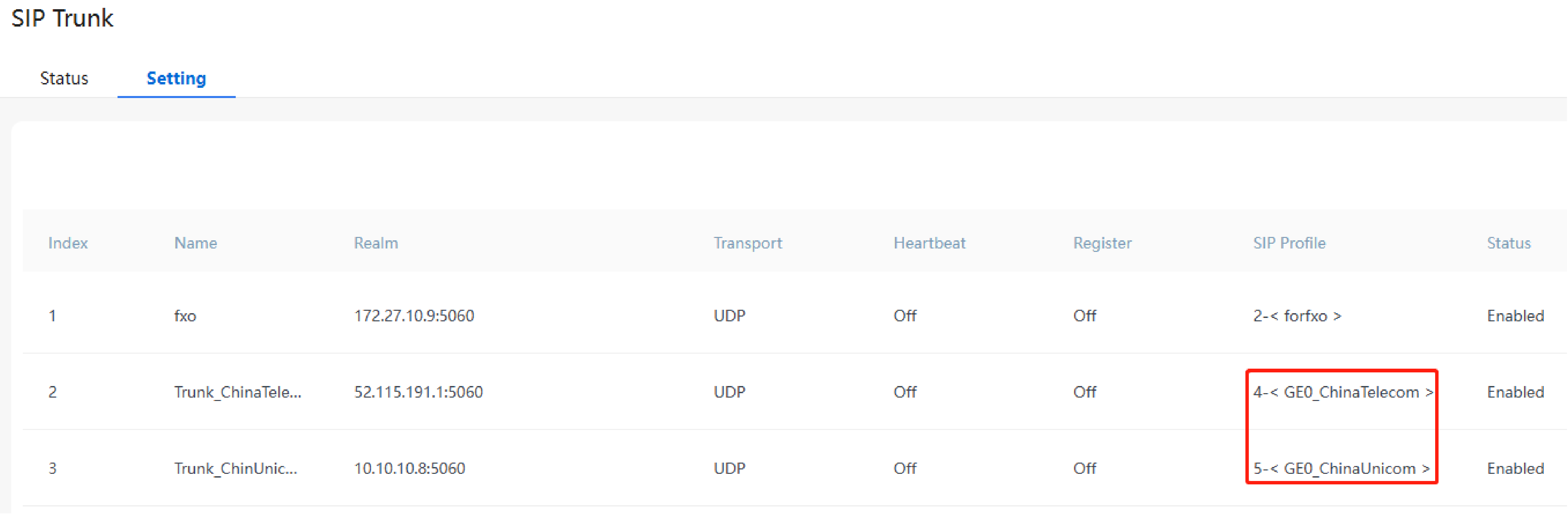
SIP Stack

Index	Name	IPv4/IPv6	Interface	Listening Port	DTMF	Session Timeout	Codec Priority	Incodec Profile	Outcodec Profile
1	GE3_default	IPv4	GE3	5060	RFC2833	Off	Remote	1-< default >	1-< default >
2	forfxo	IPv4	GE0	5060	RFC2833	Off	Remote	1-< default >	1-< default >
3	1	IPv4	GE0	5066	RFC2833	Off	Remote	1-< default >	1-< default >
4	GE0_ChinaTelec...	IPv4	GE0.100	5060	RFC2833	Off	Remote	1-< default >	1-< default >
5	GE0_ChinaUnic...	IPv4	GE0.102	5060	RFC2833	Off	Remote	1-< default >	1-< default >

Open the Page “PBX Global Settings” >>”SIP Stack”

Add the specific SIP Profile for each VLAN.

How to bonding VLAN


SIP Trunk

Index	Name	Realm	Transport	Heartbeat	Register	SIP Profile	Status
1	fxo	172.27.10.9:5060	UDP	Off	Off	2-< forfxo >	Enabled
2	Trunk_ChinaTele...	52.115.191.1:5060	UDP	Off	Off	4-< GE0_ChinaTelecom >	Enabled
3	Trunk_ChinUnic...	10.10.10.8:5060	UDP	Off	Off	5-< GE0_ChinaUnicom >	Enabled

Open the Page “Trunk&Route” >>”SIP Trunk”.

Add the Trunk, SIP Profile choose the added Profile.

How to using Event Report

04

- Event Report Describe
- URL Format
- How to using Event

DINSTAR

Event Report Describe

UC350 Pro allows the following events to be reported :

- Call Status
- CDR
- SIP Extension Register/Unregister
- SIP Trunk Available/Unavailable
- Voice Recording

URL Format

UC350 Pro using URL send the report to external server.

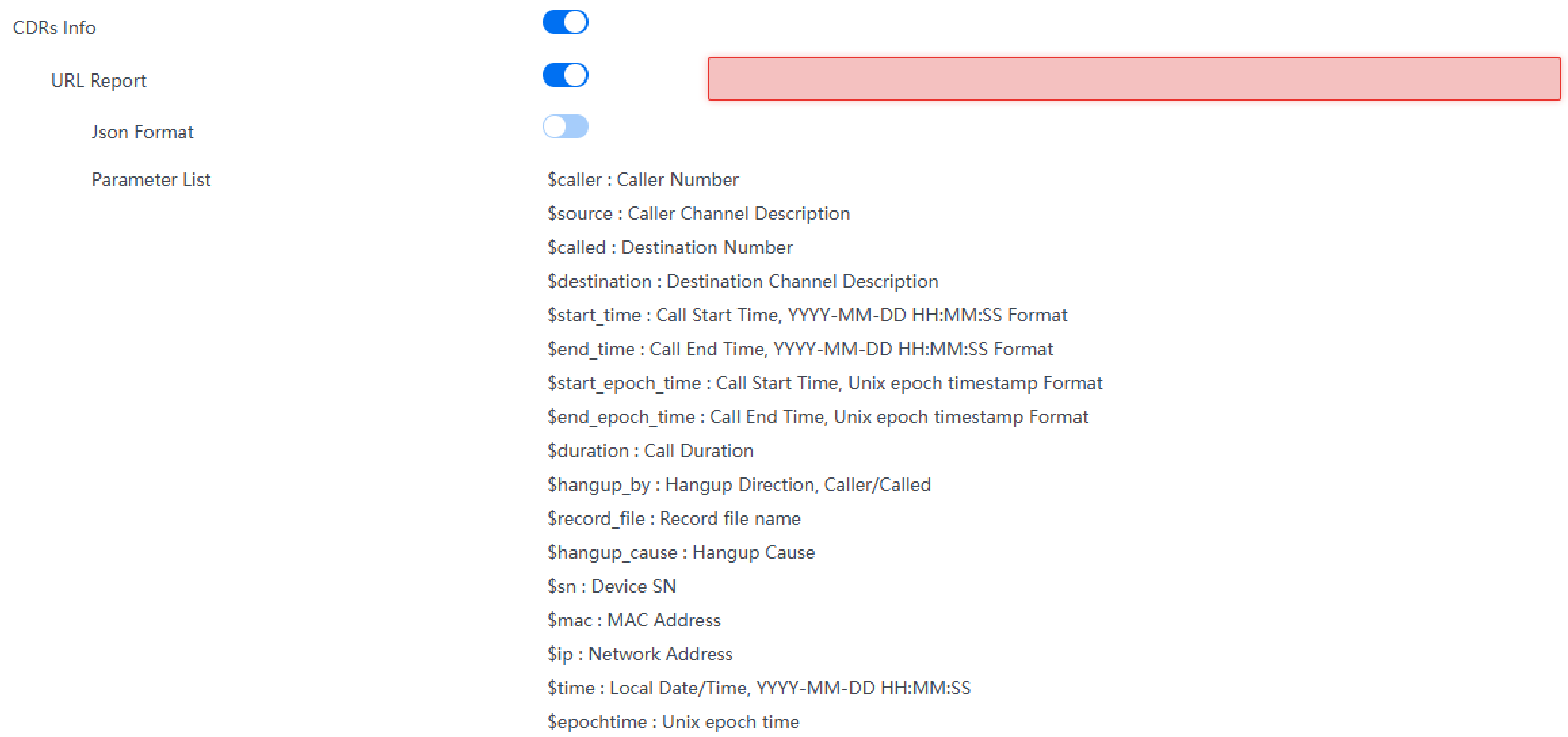
Format:

http://ip:port/event?key1=$value1&key2=$value2

$Value refers to the parameter that needs to be reported.

Key can be defined by users, but it’s generally the same with value.

URL Format



CDRs Info ●

URL Report ●

Json Format ○

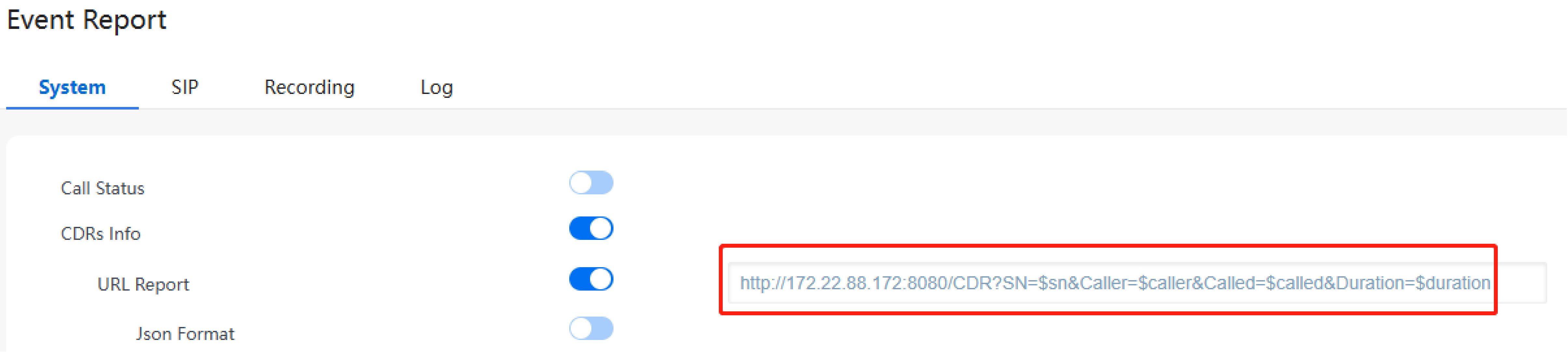
Parameter List

$caller : Caller Number
$source : Caller Channel Description
$called : Destination Number
$destination : Destination Channel Description
$start_time : Call Start Time, YYYY-MM-DD HH:MM:SS Format
$end_time : Call End Time, YYYY-MM-DD HH:MM:SS Format
$start_epoch_time : Call Start Time, Unix epoch timestamp Format
$end_epoch_time : Call End Time, Unix epoch timestamp Format
$duration : Call Duration
$hangup_by : Hangup Direction, Caller/Called
$record_file : Record file name
$hangup_cause : Hangup Cause
$sn : Device SN
$mac : MAC Address
$ip : Network Address
$time : Local Date/Time, YYYY-MM-DD HH:MM:SS
$epochtime : Unix epoch time

When move the cursor to URL field, it will list the full $value supported.

Note: different Event type, the value have different.

How to using Event



Event Report

Call Status ○

CDRs Info ●

URL Report ● http://172.22.88.172:8080/CDR?SN=$sn&Caller=$caller&Called=$called&Duration=$duration

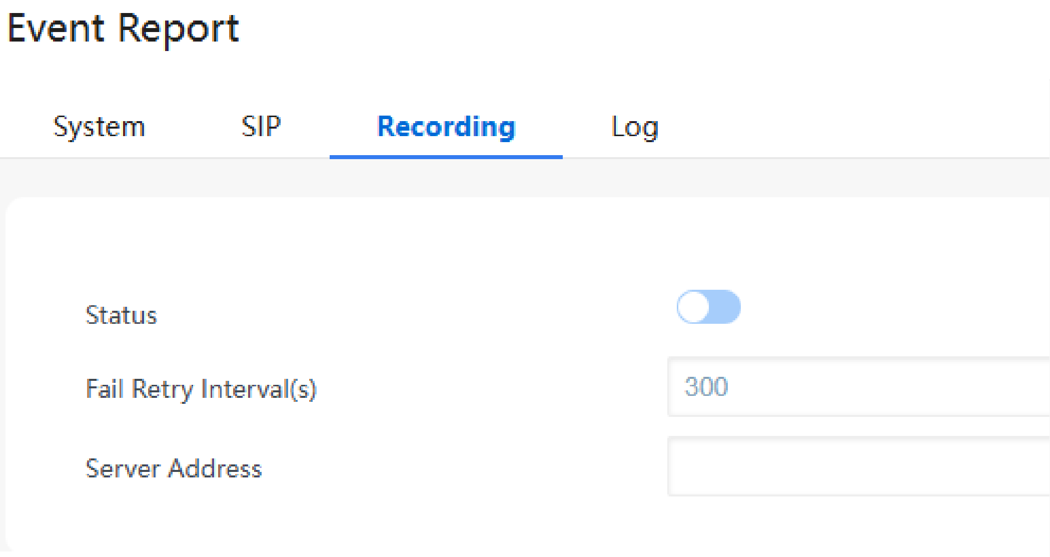
Json Format ○

Example:

http://172.22.88.172:8080/CDR?SN=$sn&Caller=$caller&Called=$called&Duration=$duration

This URL will report the UC350's SN, the call's Caller, Called, duration to external server.

How to using Event



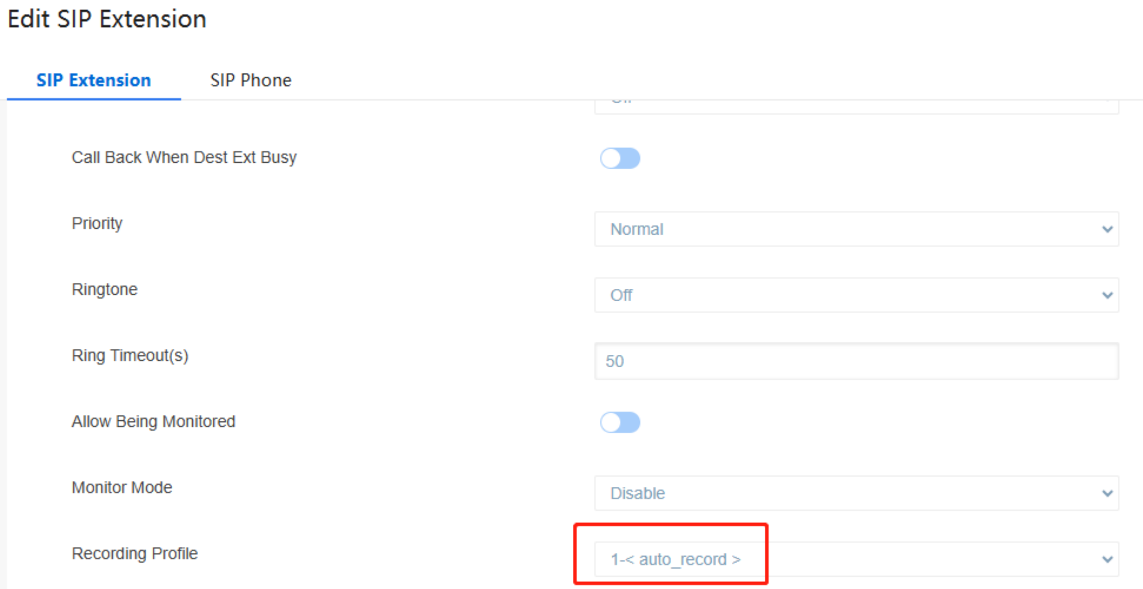
Event Report

System
SIP
Recording
Log

Status: ○

Fail Retry Interval(s): 300

Server Address:



Edit SIP Extension

SIP Extension
SIP Phone

Call Back When Dest Ext Busy: ○

Priority: Normal

Ringtone: Off

Ring Timeout(s): 50

Allow Being Monitored: ○

Monitor Mode: Disable

Recording Profile: 1-< auto_record >

Note:

- About the voice recording, need enable the recording in extension.
- UC350Pro will copy the local recording and send out.

How to using PMS

05

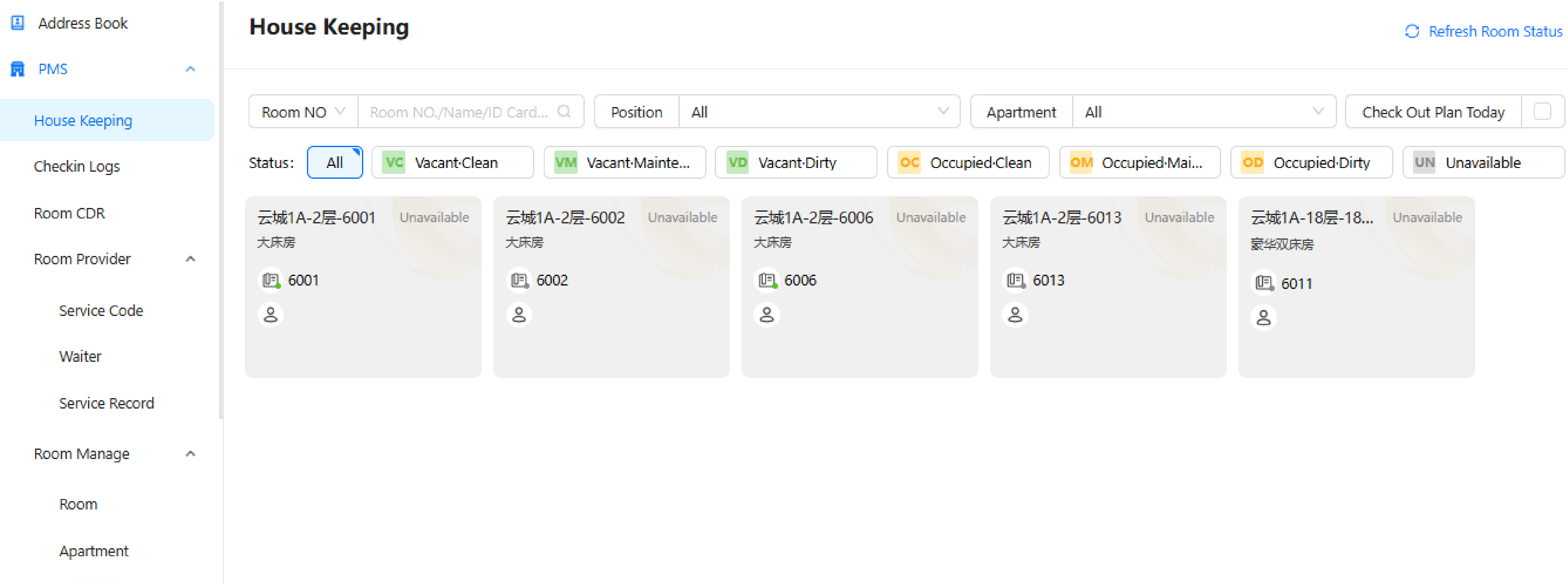
- PMS Introduction
- PMS Configuration
- How to using PMS

DINSTAR

PMS Introduction

PMS: **Property Management System.**

PMS, a software system for managing a property in hotel, features include:Room booking and check-in management, billing and payment processing, customer relationship management.



Address Book

PMS

House Keeping

Checkin Logs

Room CDR

Room Provider

Service Code

Waiter

Service Record

Room Manage

Room

Apartment

House Keeping

Refresh Room Status

Room NO | Room NO./Name/ID Card...

Position: All

Apartment: All

Check Out Plan Today ☐

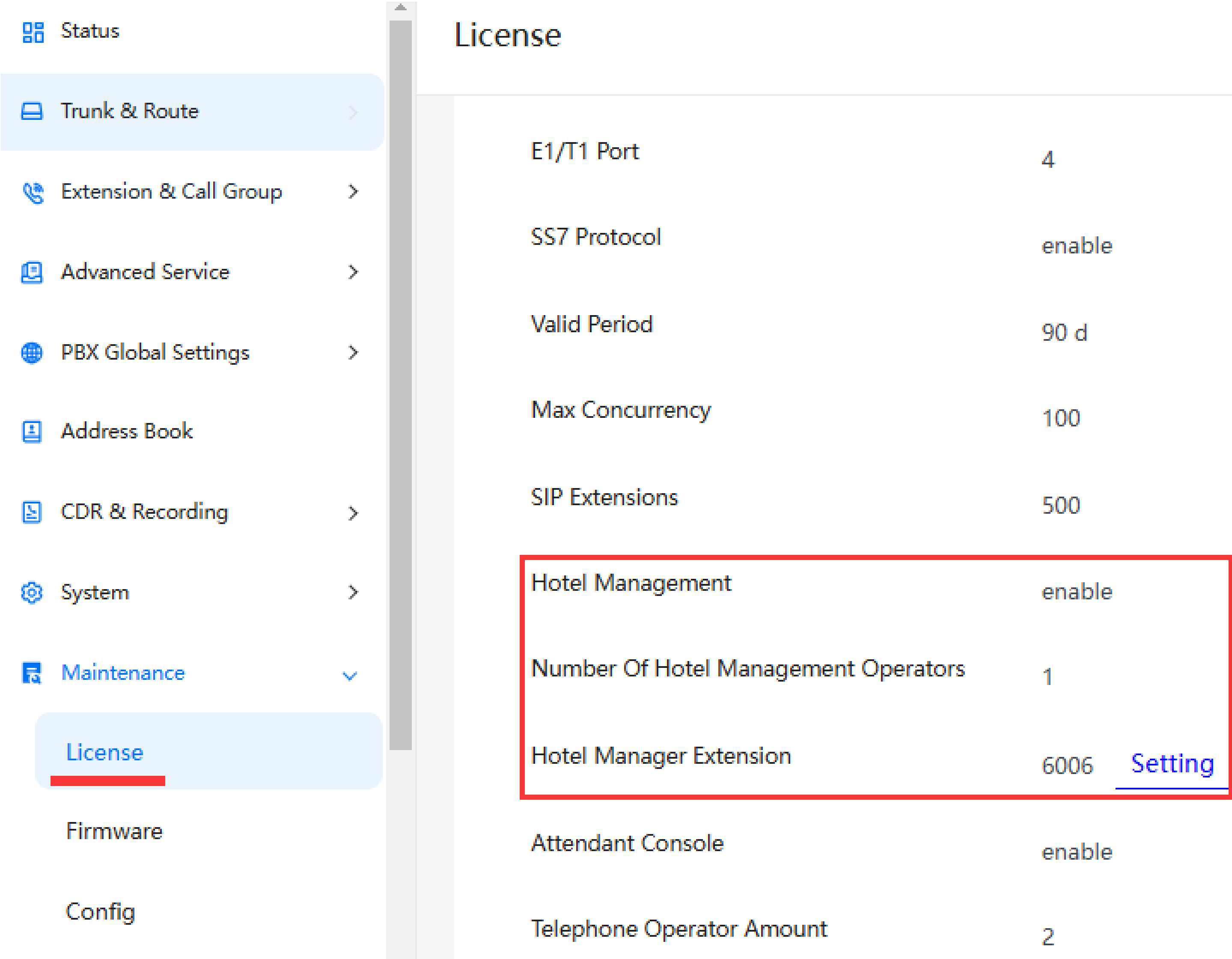
Status: All | VC Vacant·Clean | VM Vacant·Mainte... | VD Vacant·Dirty | OC Occupied·Clean | OM Occupied·Mai... | OD Occupied·Dirty | UN Unavailable

Room	Type	Status	Number
云城1A-2层-6001	大床房	Unavailable	6001
云城1A-2层-6002	大床房	Unavailable	6002
云城1A-2层-6006	大床房	Unavailable	6006
云城1A-2层-6013	大床房	Unavailable	6013
云城1A-18层-18...	豪华双床房	Unavailable	6011

PMS Introduction

Hotel Management requires an additional license to use.

You need to set up Hotel Manager Extension in this page and login to this extension to set up various parameters of the hotel. Other extensions cannot set hotel parameters.


Status
Trunk & Route
Extension & Call Group
Advanced Service
PBX Global Settings
Address Book
CDR & Recording
System
Maintenance
License
Firmware
Config
Setting

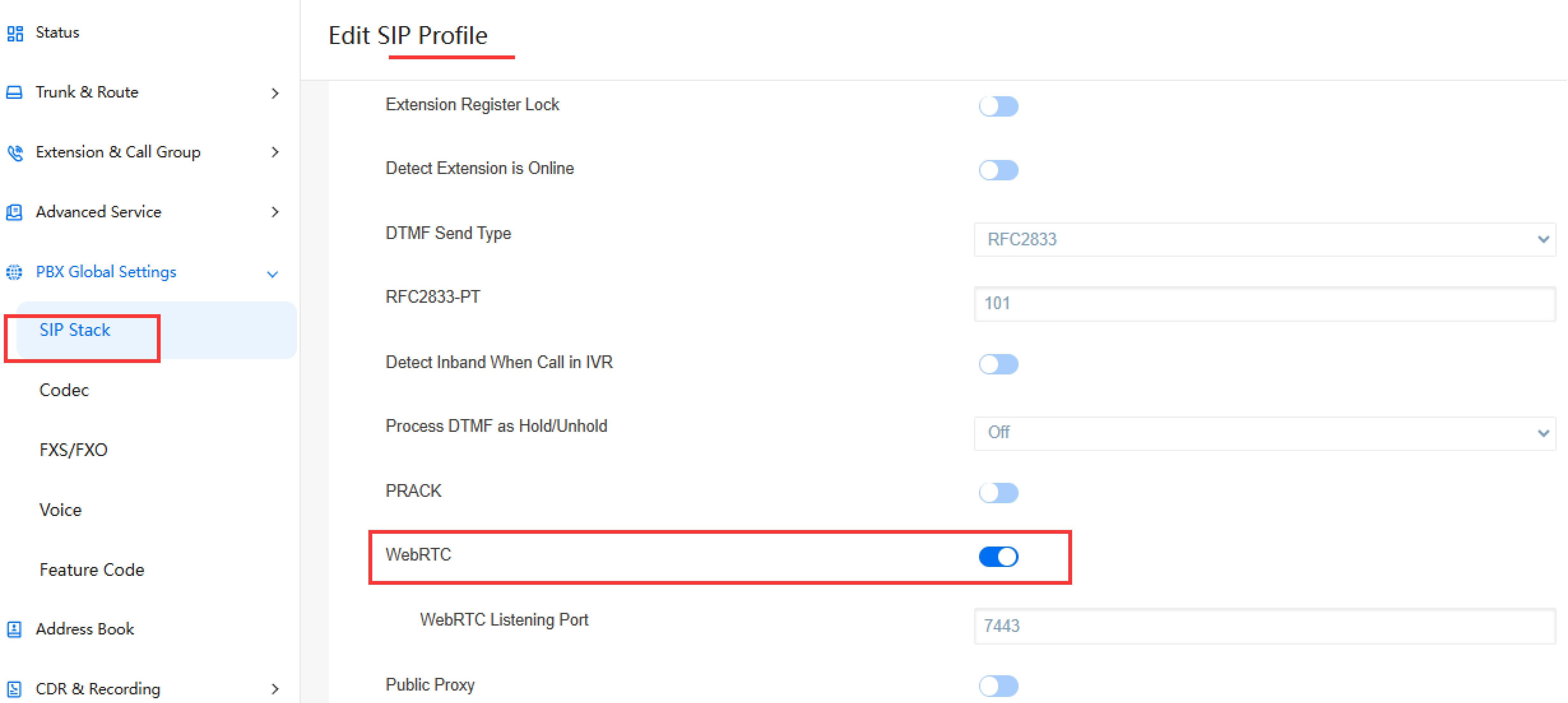
License

E1/T1 Port	4
SS7 Protocol	enable
Valid Period	90 d
Max Concurrency	100
SIP Extensions	500
Hotel Management	enable
Number Of Hotel Management Operators	1
Hotel Manager Extension	6006
Attendant Console	enable
Telephone Operator Amount	2

PMS configuration

DINSTAR

2.1 SIP profile in UC Enable WebRTC


Status
Trunk & Route
Extension & Call Group
Advanced Service
PBX Global Settings
SIP Stack
Codec
FXS/FXO
Voice
Feature Code
Address Book
CDR & Recording

Edit SIP Profile

Extension Register Lock ○

Detect Extension is Online ○

DTMF Send Type: RFC2833

RFC2833-PT: 101

Detect Inband When Call in IVR ○

Process DTMF as Hold/Unhold: Off

PRACK ○

WebRTC ●

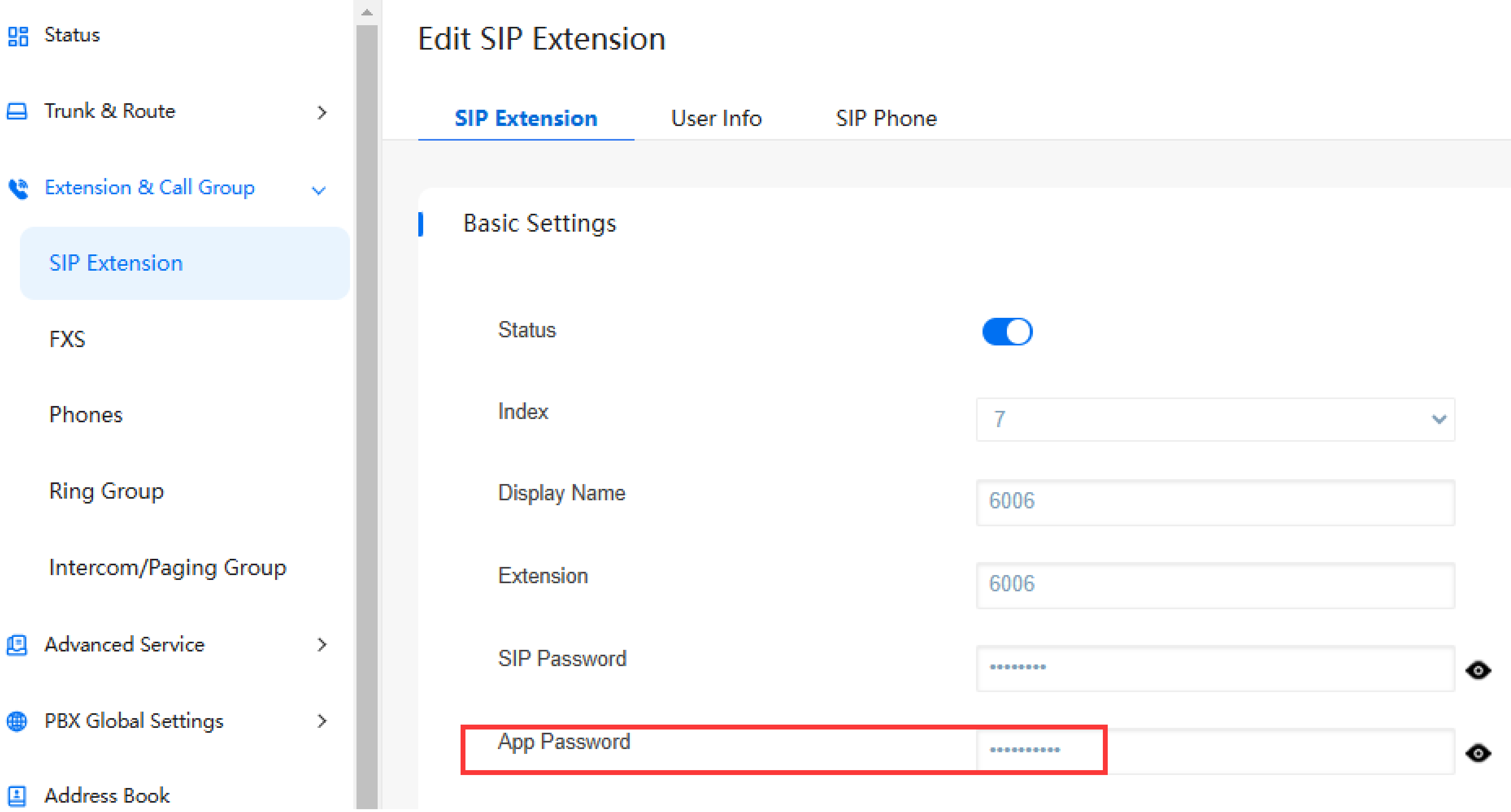
WebRTC Listening Port: 7443

Public Proxy ○

PMS configuration

DINSTAR

2.2 SIP Extension set App Password



Edit SIP Extension

Basic Settings

Status: ●

Index: 7

Display Name: 6006

Extension: 6006

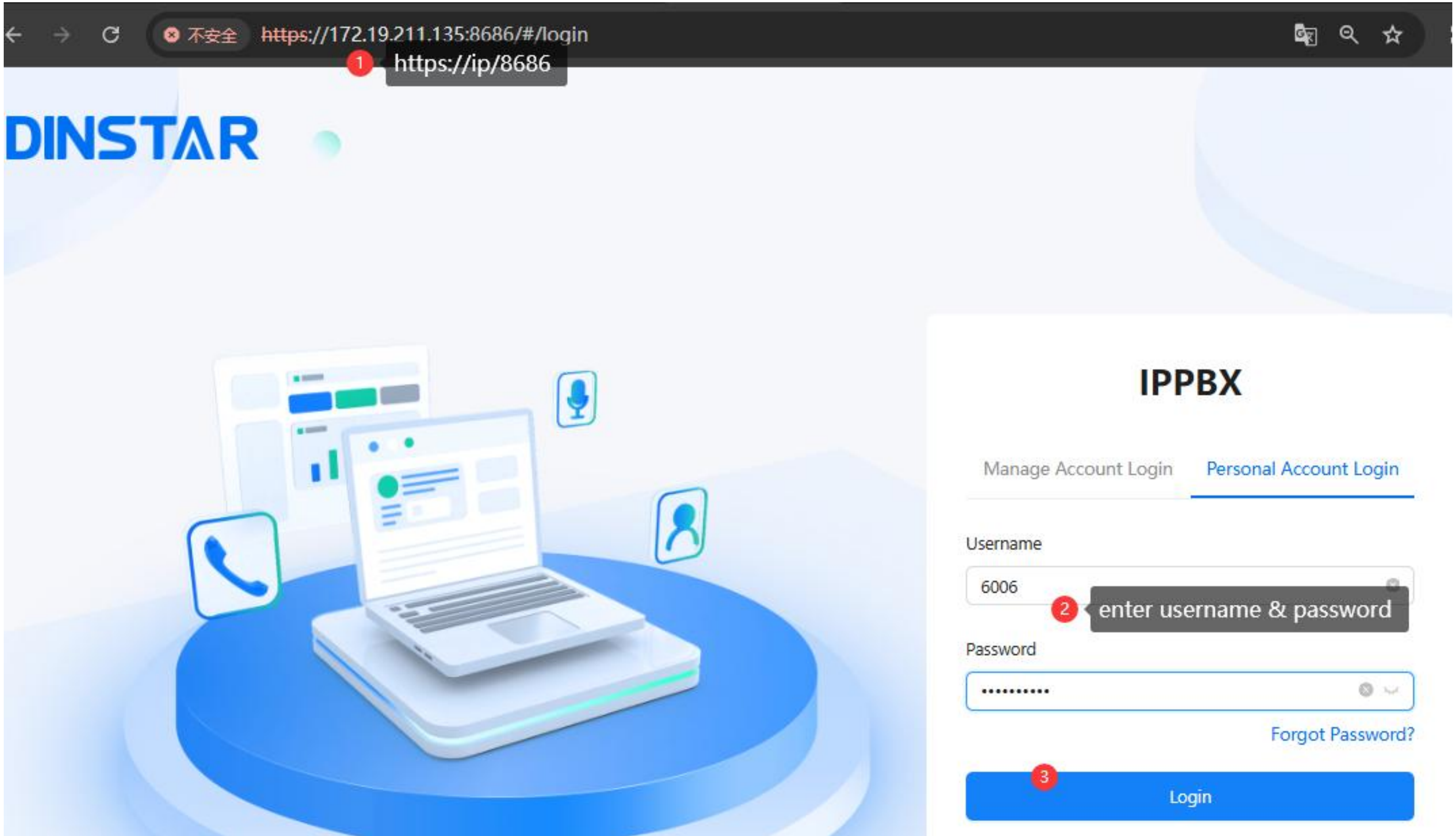
SIP Password: ••••••••

App Password: ••••••••••

Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
SIP Extension
User Info
SIP Phone

How to using PMS

3.1 PMS Account Login



不安全
https://172.19.211.135:8686/#/login
DINSTAR
IPPBX
Manage Account Login
Personal Account Login
Forgot Password?
Login

1 https://ip/8686

Username: 6006

2 enter username & password

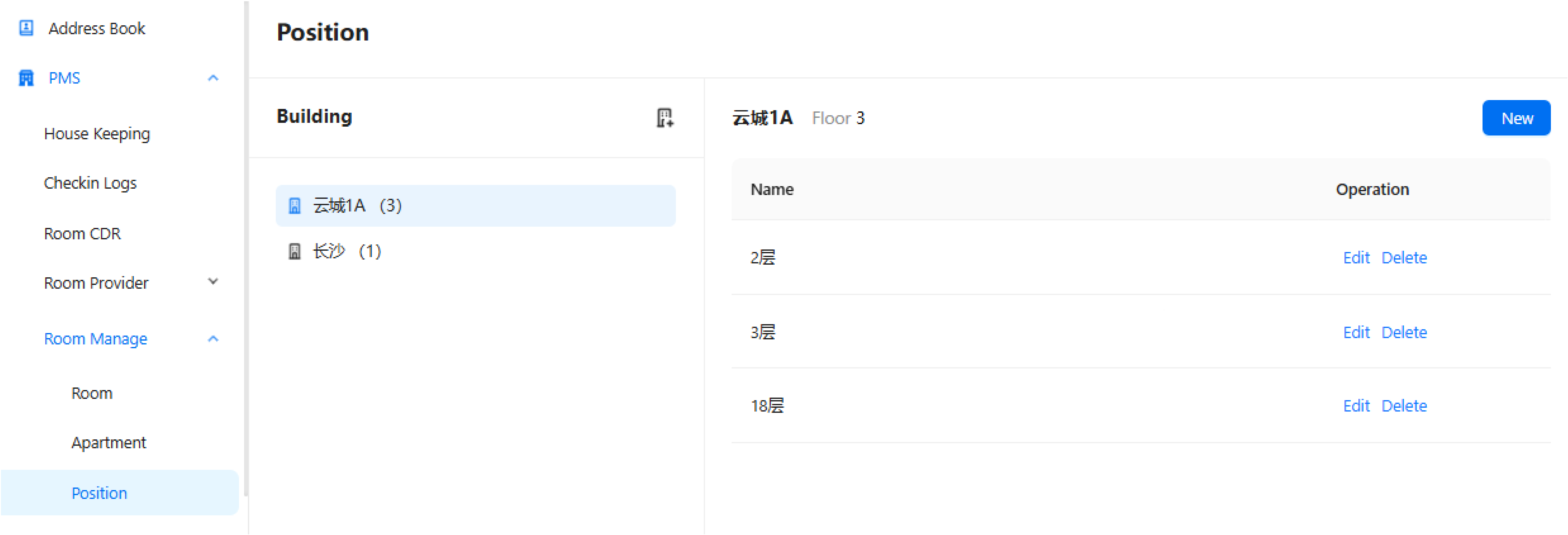
Password: •••••••••••

3

How to using PMS

DINSTAR

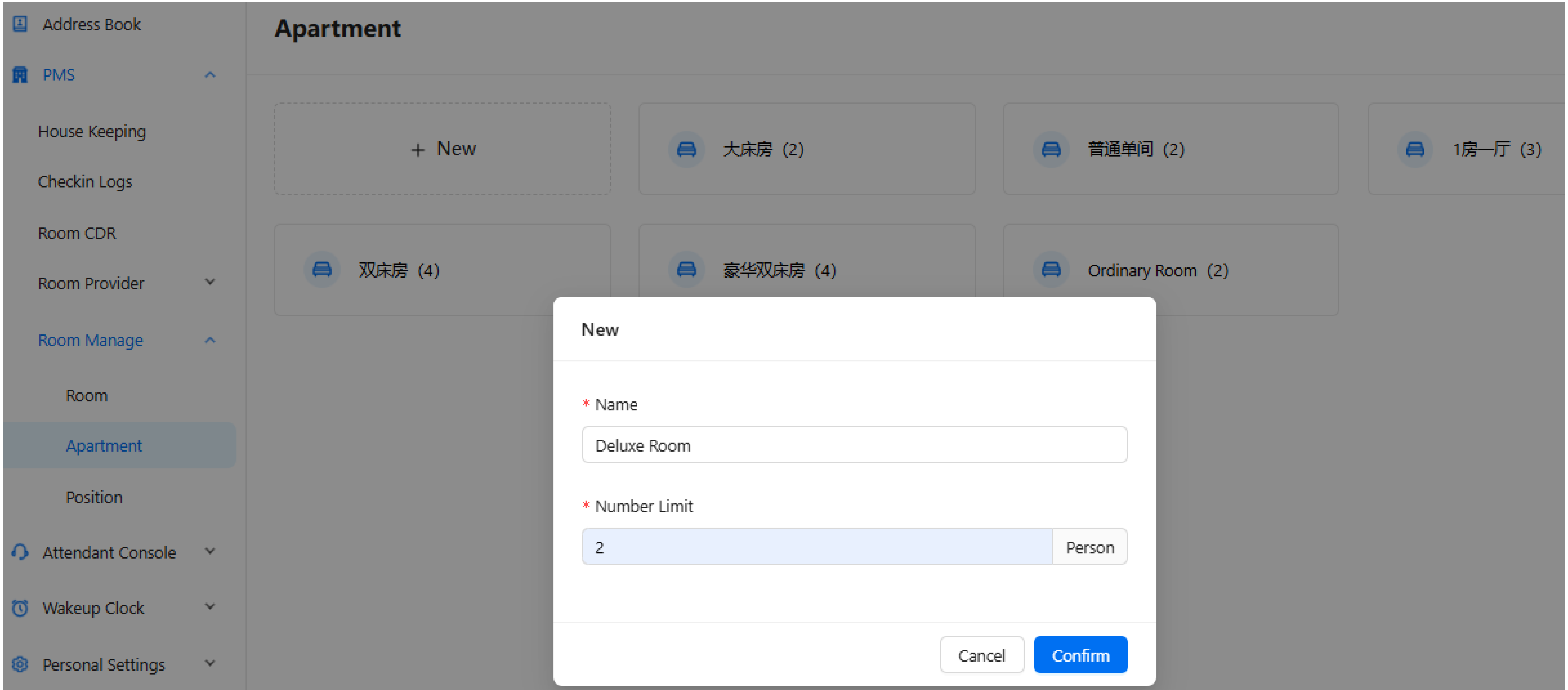
3.2 Room Manage--Position


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Room Manage
Room
Apartment
Position
Position
Building
云城1A (3)
长沙 (1)
云城1A Floor 3
New
Edit
Delete

Name	Operation
2层	Edit Delete
3层	Edit Delete
18层	Edit Delete

How to using PMS

3.3 Room Manage—Apartment


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Room Manage
Room
Apartment
Position
Attendant Console
Wakeup Clock
Personal Settings
Apartment
+ New
大床房（2）
普通单间（2）
1房一厅（3）
双床房（4）
豪华双床房（4）
Ordinary Room（2）
New
Cancel
Confirm

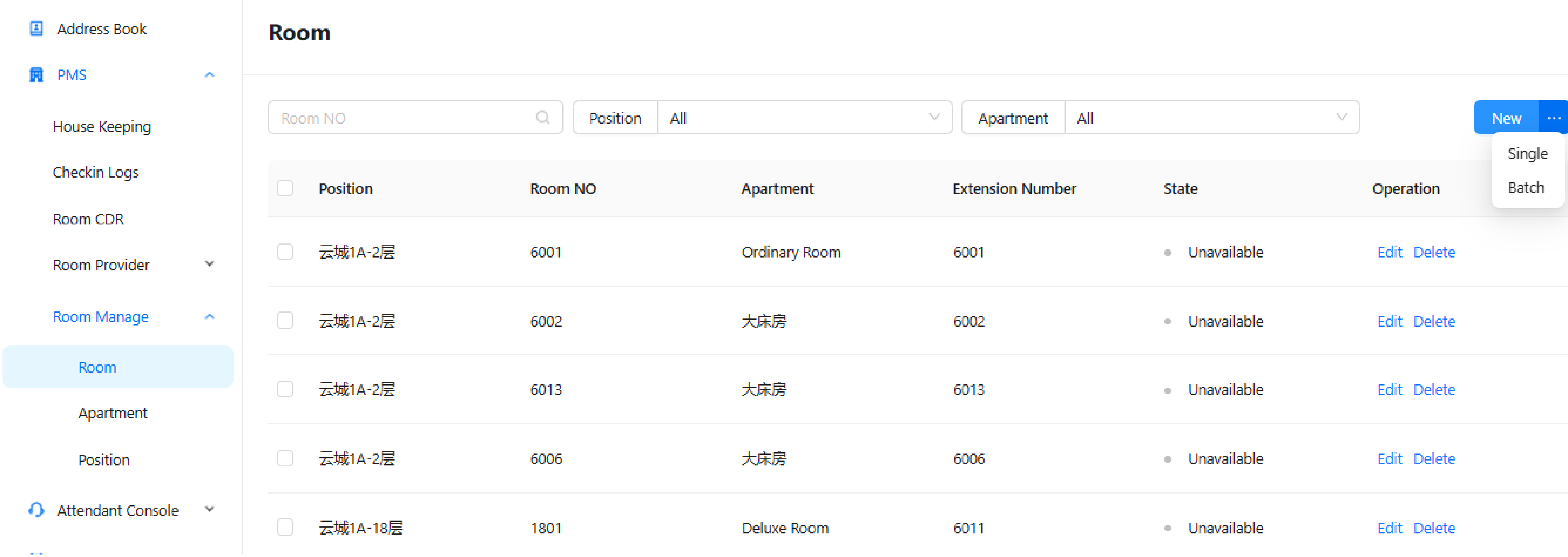
* Name: Deluxe Room

* Number Limit: 2 Person

How to using PMS

3.4 Room Manage—Room

Add Room, set Position/Apartment, and assign extensions.


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Room Manage
Room
Apartment
Position
Attendant Console
Room NO
New
Single
Batch

Room

Position: All

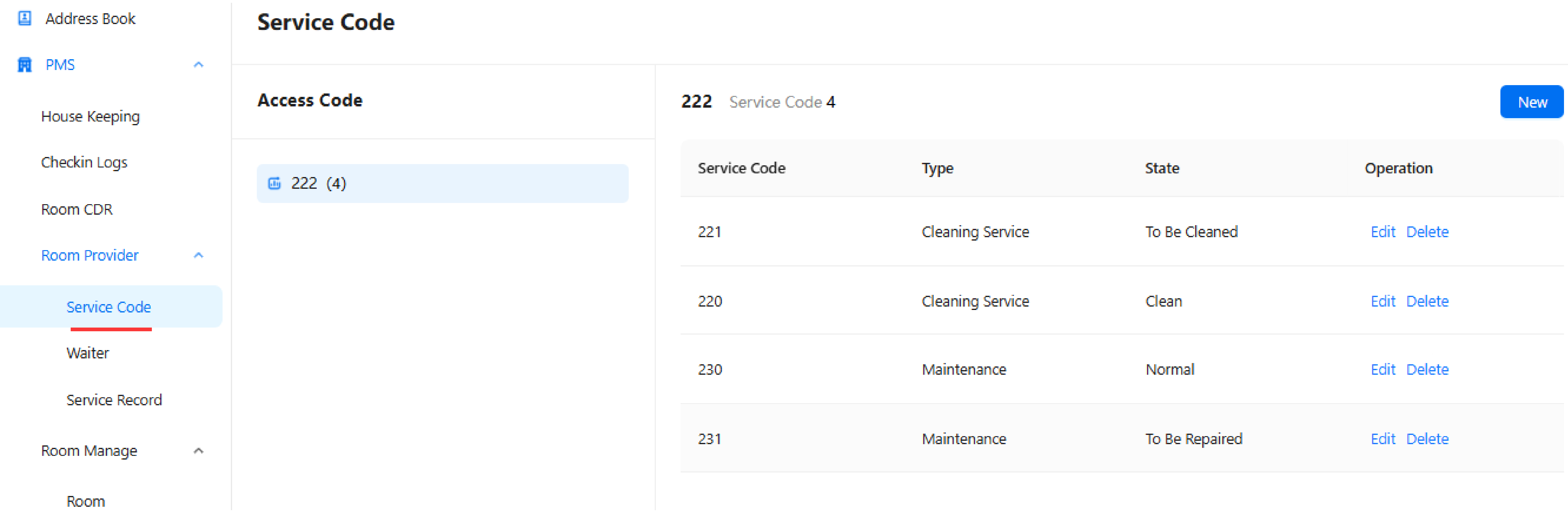
Apartment: All

☐	Position	Room NO	Apartment	Extension Number	State	Operation
☐	云城1A-2层	6001	Ordinary Room	6001	● Unavailable	Edit Delete
☐	云城1A-2层	6002	大床房	6002	● Unavailable	Edit Delete
☐	云城1A-2层	6013	大床房	6013	● Unavailable	Edit Delete
☐	云城1A-2层	6006	大床房	6006	● Unavailable	Edit Delete
☐	云城1A-18层	1801	Deluxe Room	6011	● Unavailable	Edit Delete

How to using PMS

3.5 Room Provider—Service Code

Add Service code


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Service Code
Waiter
Service Record
Room Manage
Room
Service Code
Access Code
222 (4)
New

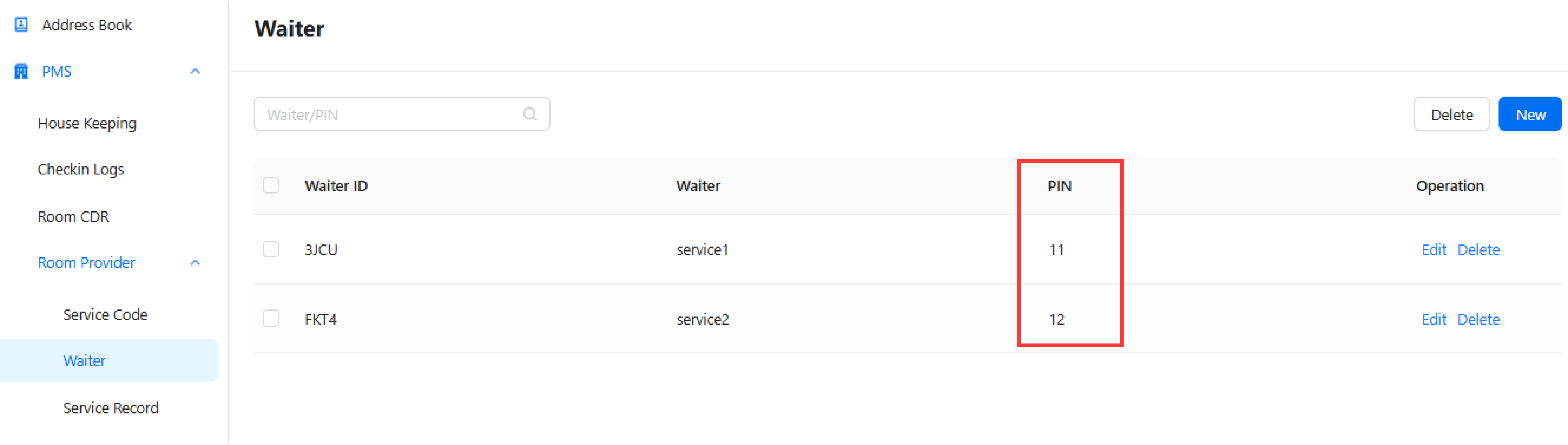
222 Service Code 4

Service Code	Type	State	Operation
221	Cleaning Service	To Be Cleaned	Edit Delete
220	Cleaning Service	Clean	Edit Delete
230	Maintenance	Normal	Edit Delete
231	Maintenance	To Be Repaired	Edit Delete

How to using PMS

3.6 Room Provider—Waiter

Add Waiter and set PIN of service


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Service Code
Waiter
Service Record
Waiter
Waiter/PIN
Delete
New

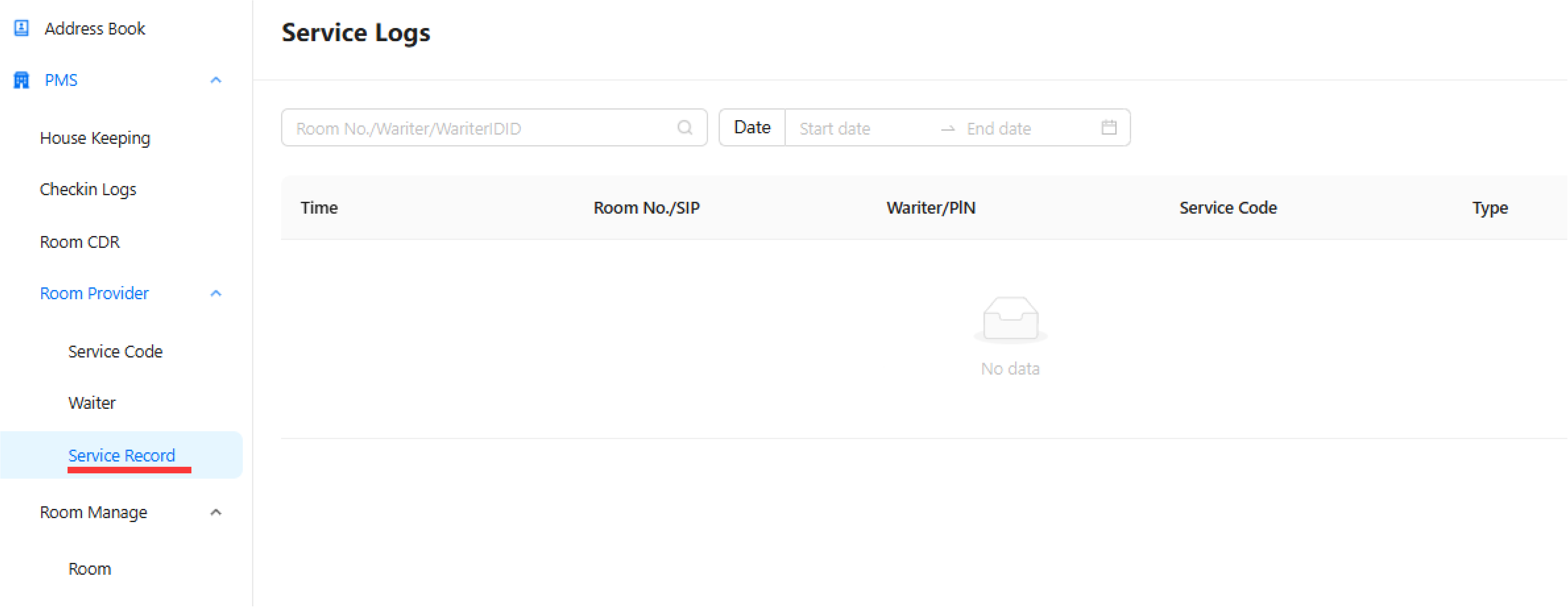
☐	Waiter ID	Waiter	PIN	Operation
☐	3JCU	service1	11	Edit Delete
☐	FKT4	service2	12	Edit Delete

How to using PMS

DINSTAR

3.7 Room Provider—Service Record

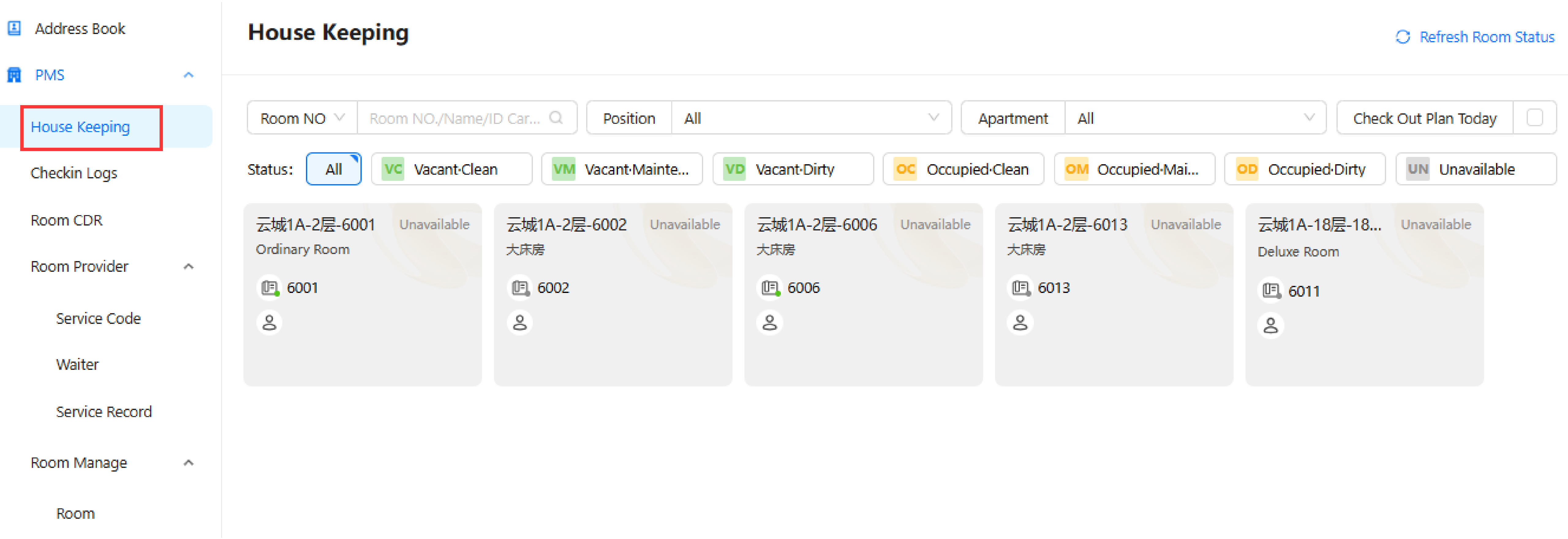
The Waiter of updating the status of room: *Access Code*Service Code*Waiter PIN Code*Room
This page will show the logs.


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Service Code
Waiter
Service Record
Room Manage
Room
Service Logs
Room No./Wariter/WariterIDID
Date
Start date
End date
Time
Room No./SIP
Wariter/PIN
Service Code
Type
No data

How to using PMS

3.8 House Keeping,

Check the status of rooms for occupancy, maintenance, cleaning, etc.


Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Service Code
Waiter
Service Record
Room Manage
Room
House Keeping
Refresh Room Status
Room NO
Room NO./Name/ID Car...
Position
All
Apartment
All
Check Out Plan Today
Status:
All
VC Vacant·Clean
VM Vacant·Mainte...
VD Vacant·Dirty
OC Occupied·Clean
OM Occupied·Mai...
OD Occupied·Dirty
UN Unavailable
云城1A-2层-6001
Unavailable
Ordinary Room
6001
云城1A-2层-6002
Unavailable
大床房
6002
云城1A-2层-6006
Unavailable
大床房
6006
云城1A-2层-6013
Unavailable
大床房
6013
云城1A-18层-18...
Unavailable
Deluxe Room
6011

How to using Attendant Console

06

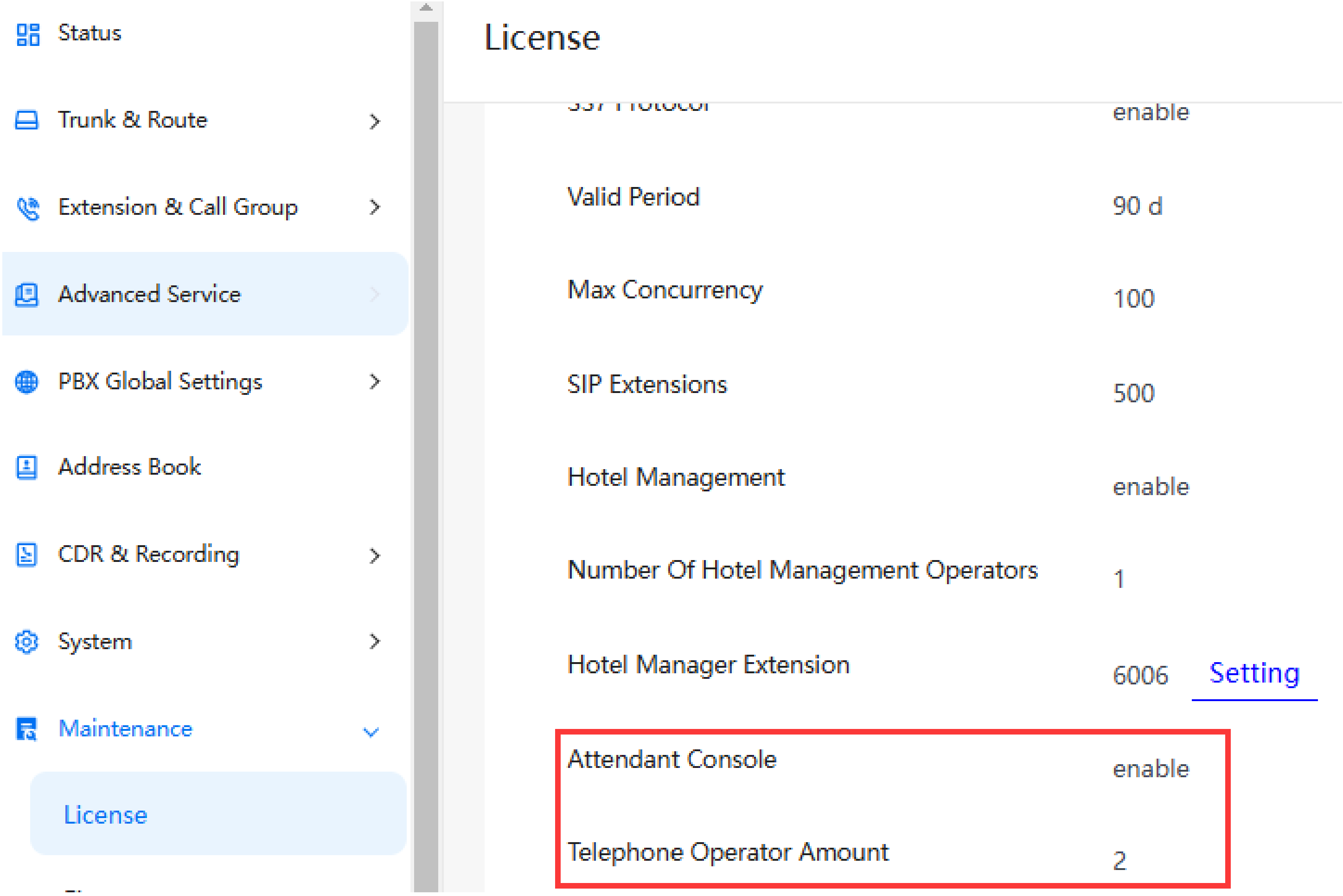
- Attendant Console Introduction
- Attendant Console configuration
- Attendant Console Using

Attendant Console Introduction

The Attendant Console is a feature used to manage call queues and view queues.

Note:

- Attendant Console requires an additional license to use.
- Telephone Operator Amount is the number of operators allowed in the queue.

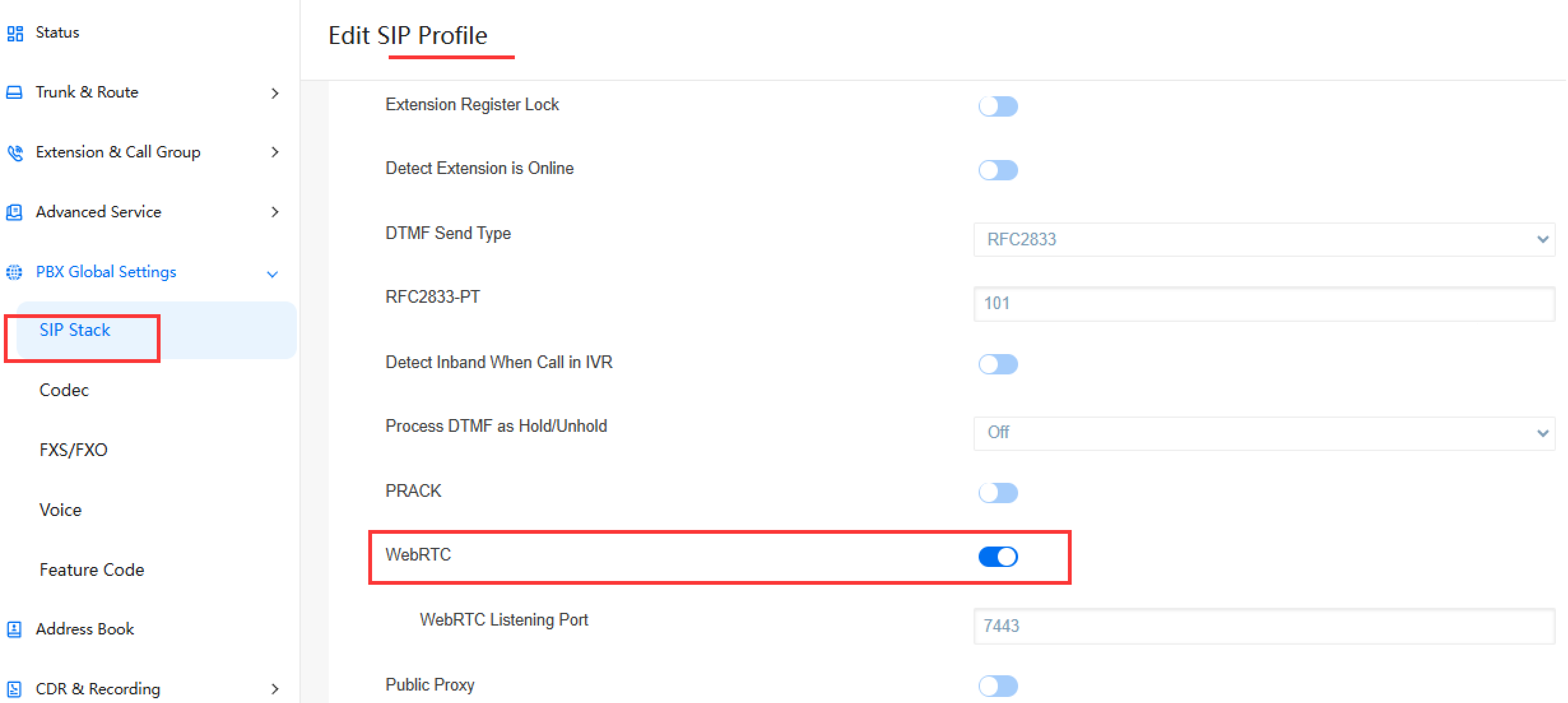

Status
Trunk & Route
Extension & Call Group
Advanced Service
PBX Global Settings
Address Book
CDR & Recording
System
Maintenance
License
Setting

License

Valid Period	90 d
Max Concurrency	100
SIP Extensions	500
Hotel Management	enable
Number Of Hotel Management Operators	1
Hotel Manager Extension	6006
Attendant Console	enable
Telephone Operator Amount	2

Attendant Console Configuration

2.1 SIP profile in UC Enable WebRTC


Status
Trunk & Route
Extension & Call Group
Advanced Service
PBX Global Settings
SIP Stack
Codec
FXS/FXO
Voice
Feature Code
Address Book
CDR & Recording

Edit SIP Profile

Extension Register Lock

Detect Extension is Online

DTMF Send Type: RFC2833

RFC2833-PT: 101

Detect Inband When Call in IVR

Process DTMF as Hold/Unhold: Off

PRACK

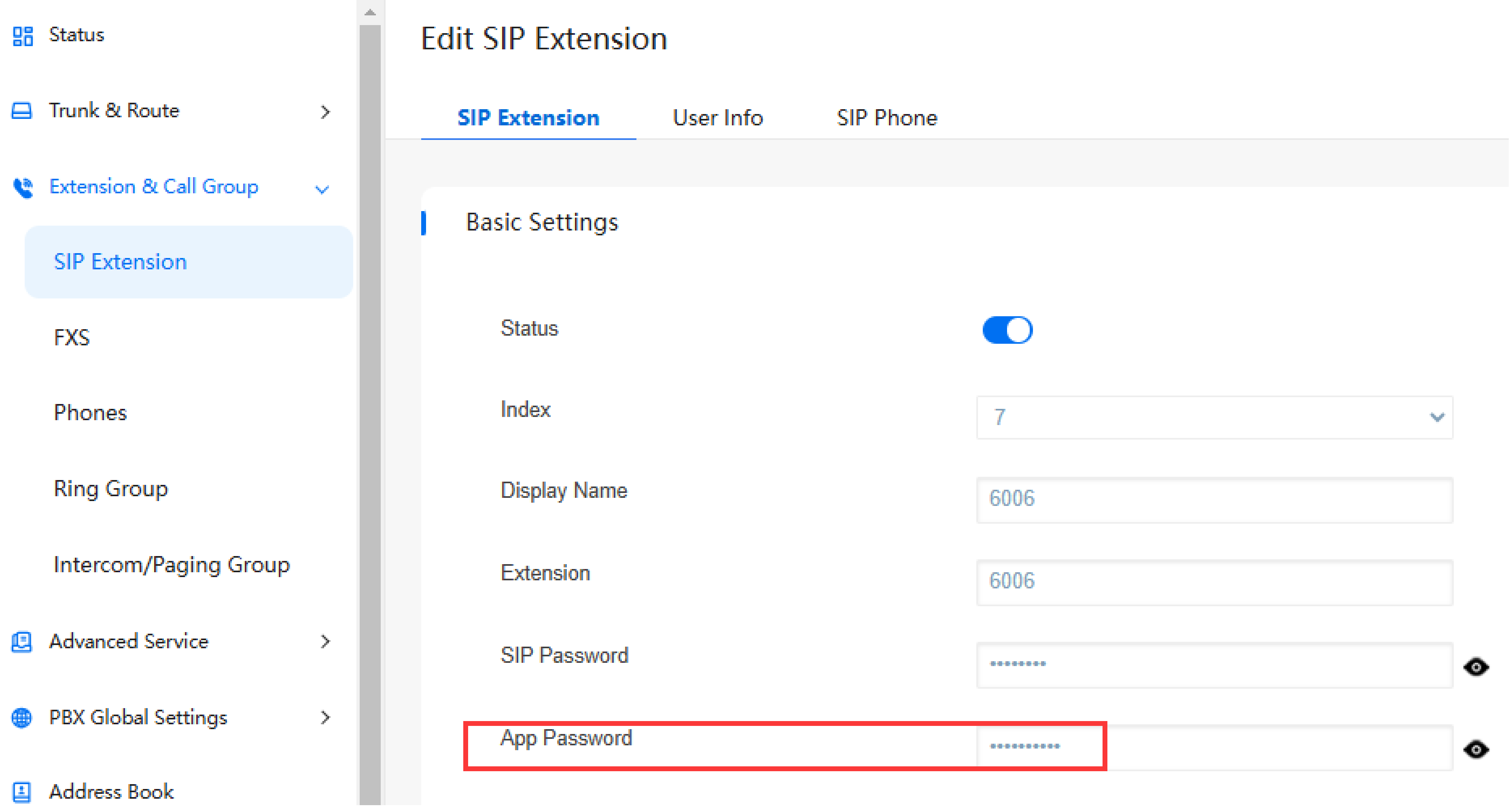
WebRTC

WebRTC Listening Port: 7443

Public Proxy

Attendant Console Configuration

2.2 SIP Extension set App Password


Status
Trunk & Route
Extension & Call Group
SIP Extension
FXS
Phones
Ring Group
Intercom/Paging Group
Advanced Service
PBX Global Settings
Address Book
SIP Extension
User Info
SIP Phone

Edit SIP Extension

Basic Settings

Status ●

Index 7

Display Name 6006

Extension 6006

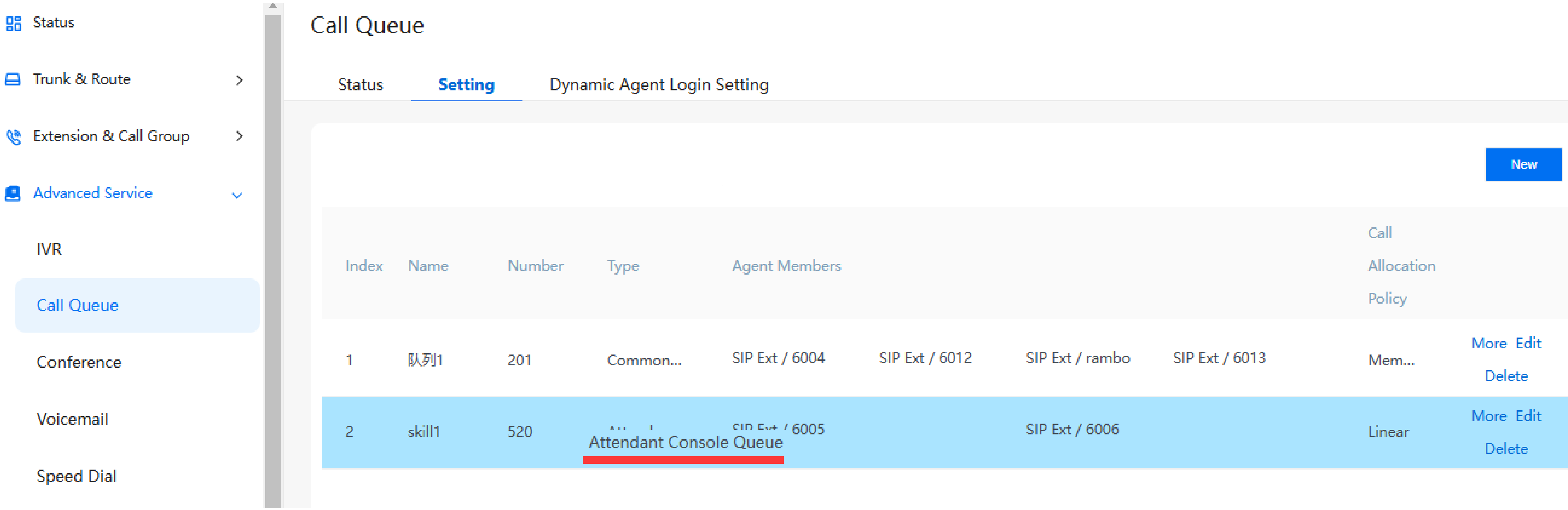
SIP Password ••••••••

App Password ••••••••••

Attendant Console Configuration

2.3 Add Call Queue

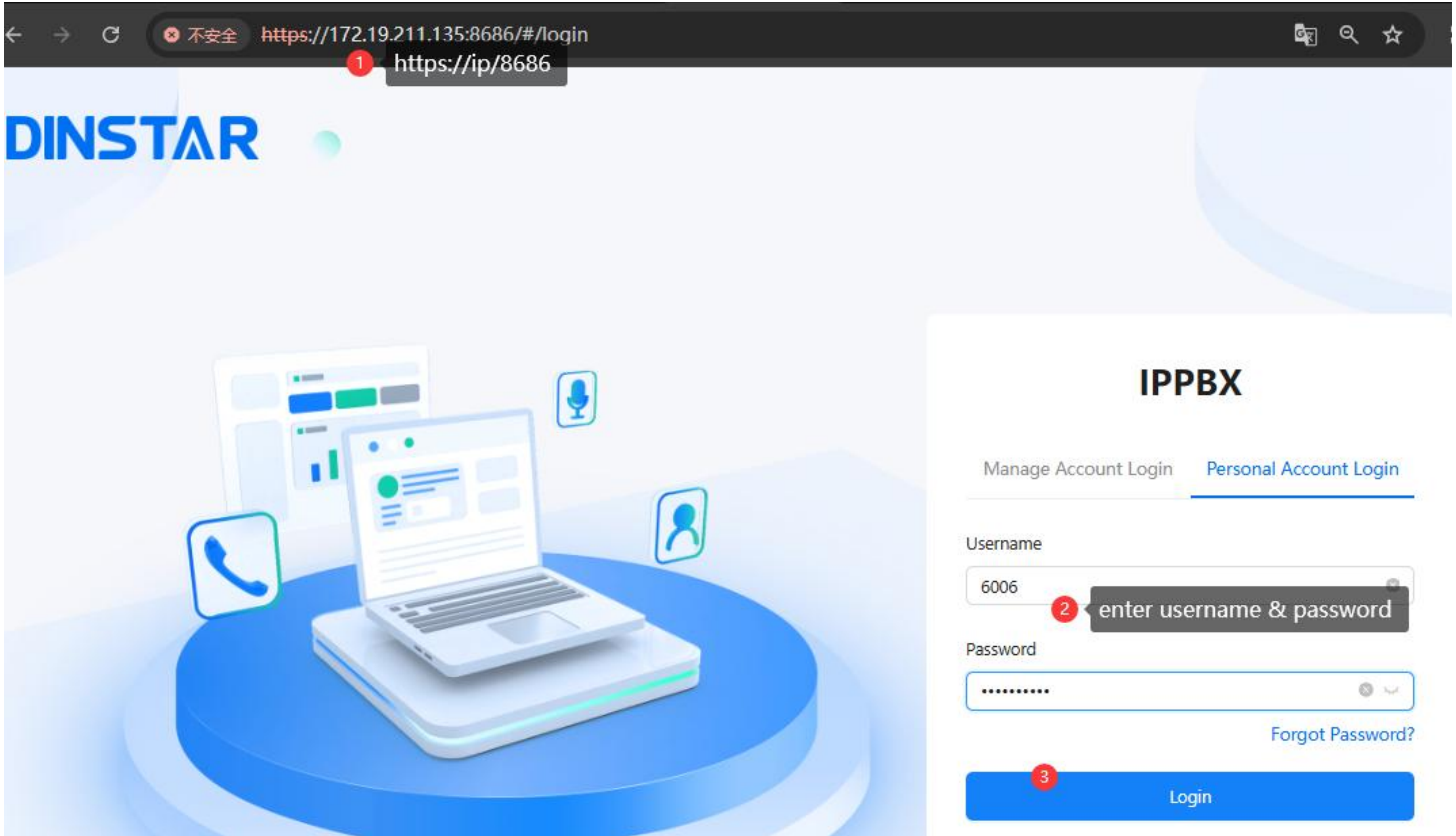
Refer to the user manual to set up the call queue,point is setting the type to Attendant Console Queue.


Status
Trunk & Route
Extension & Call Group
Advanced Service
IVR
Call Queue
Conference
Voicemail
Speed Dial
Call Queue
Status
Setting
Dynamic Agent Login Setting
New

Index	Name	Number	Type	Agent Members				Call Allocation Policy	
1	队列1	201	Common...	SIP Ext / 6004	SIP Ext / 6012	SIP Ext / rambo	SIP Ext / 6013	Mem...	More Edit Delete
2	skill1	520	Attendant Console Queue	SIP Ext / 6005		SIP Ext / 6006		Linear	More Edit Delete

Attendant Console Using

3.1 SIP Account Login



不安全 ~~https~~://172.19.211.135:8686/#/login

1 https://ip/8686

IPPBX

Username: 6006

2 enter username & password

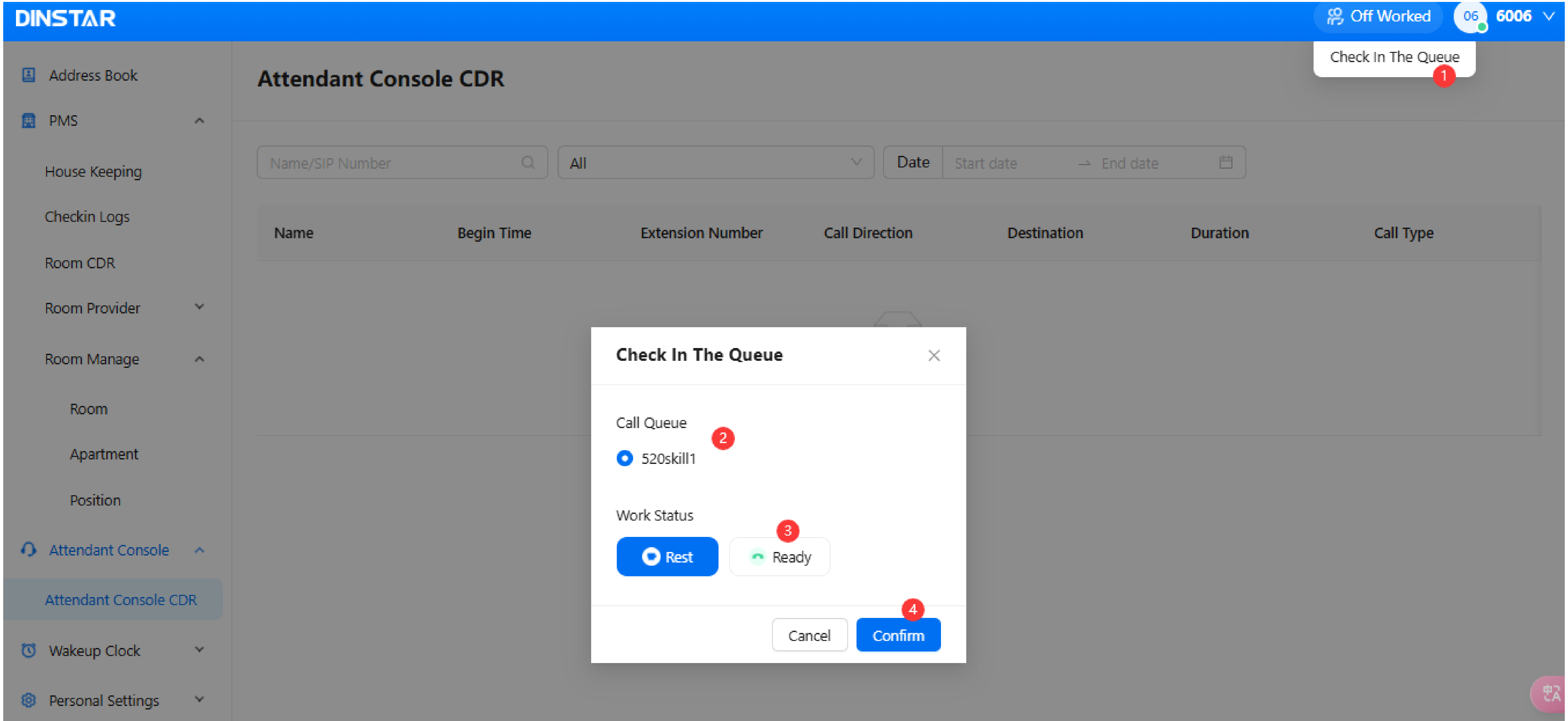
Password: ••••••••••

3 Login

DINSTAR
Manage Account Login
Personal Account Login
Forgot Password?

Attendant Console Using

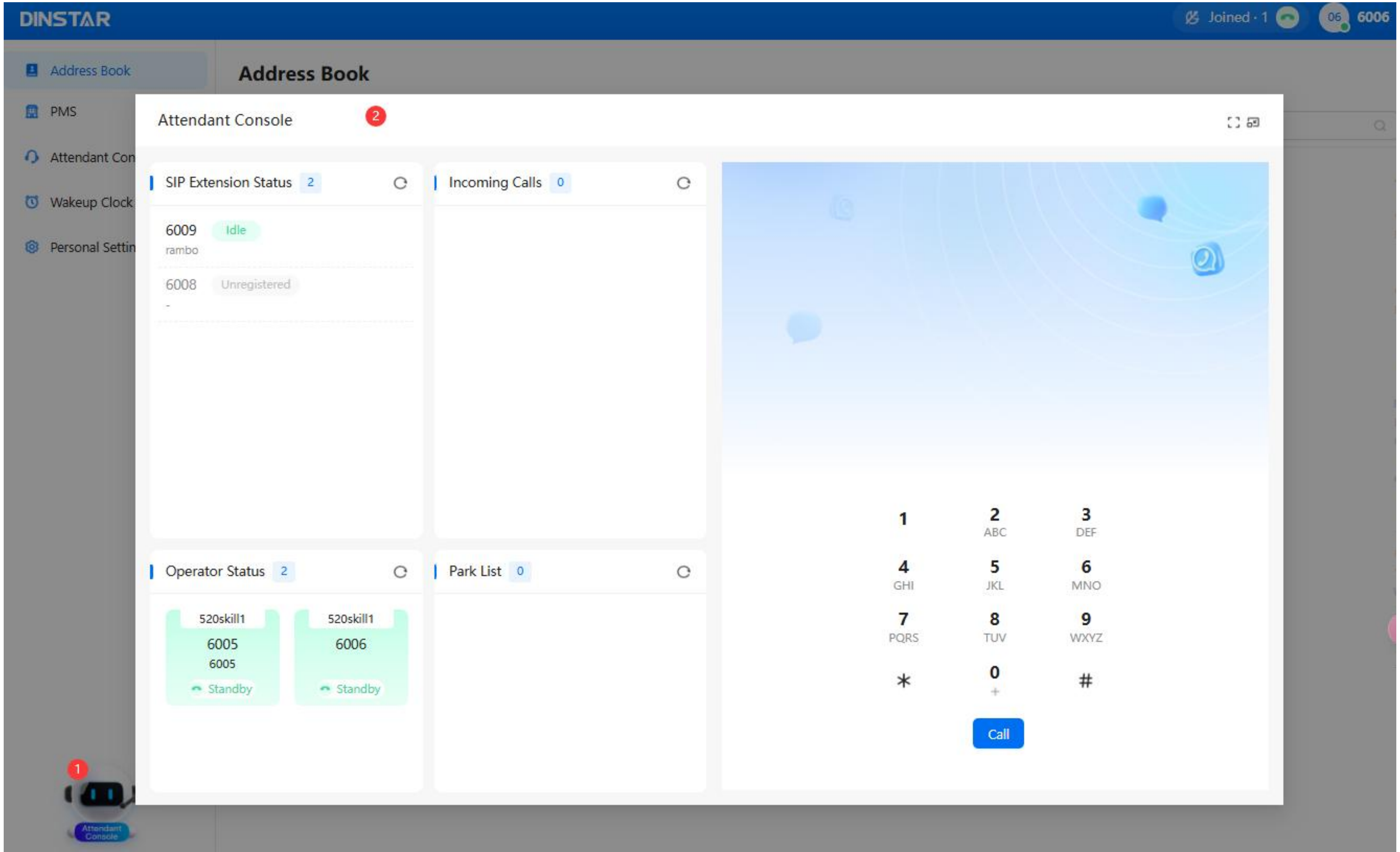
3.2 Check in The Queue


DINSTAR
Off Worked
06
6006
Check In The Queue
1
Address Book
PMS
House Keeping
Checkin Logs
Room CDR
Room Provider
Room Manage
Room
Apartment
Position
Attendant Console
Attendant Console CDR
Wakeup Clock
Personal Settings
Attendant Console CDR
Name/SIP Number
All
Date
Start date
End date
Name
Begin Time
Extension Number
Call Direction
Destination
Duration
Call Type
Check In The Queue
Call Queue
2
● 520skill1
Work Status
3
Rest
Ready
4
Cancel
Confirm

Attendant Console Using

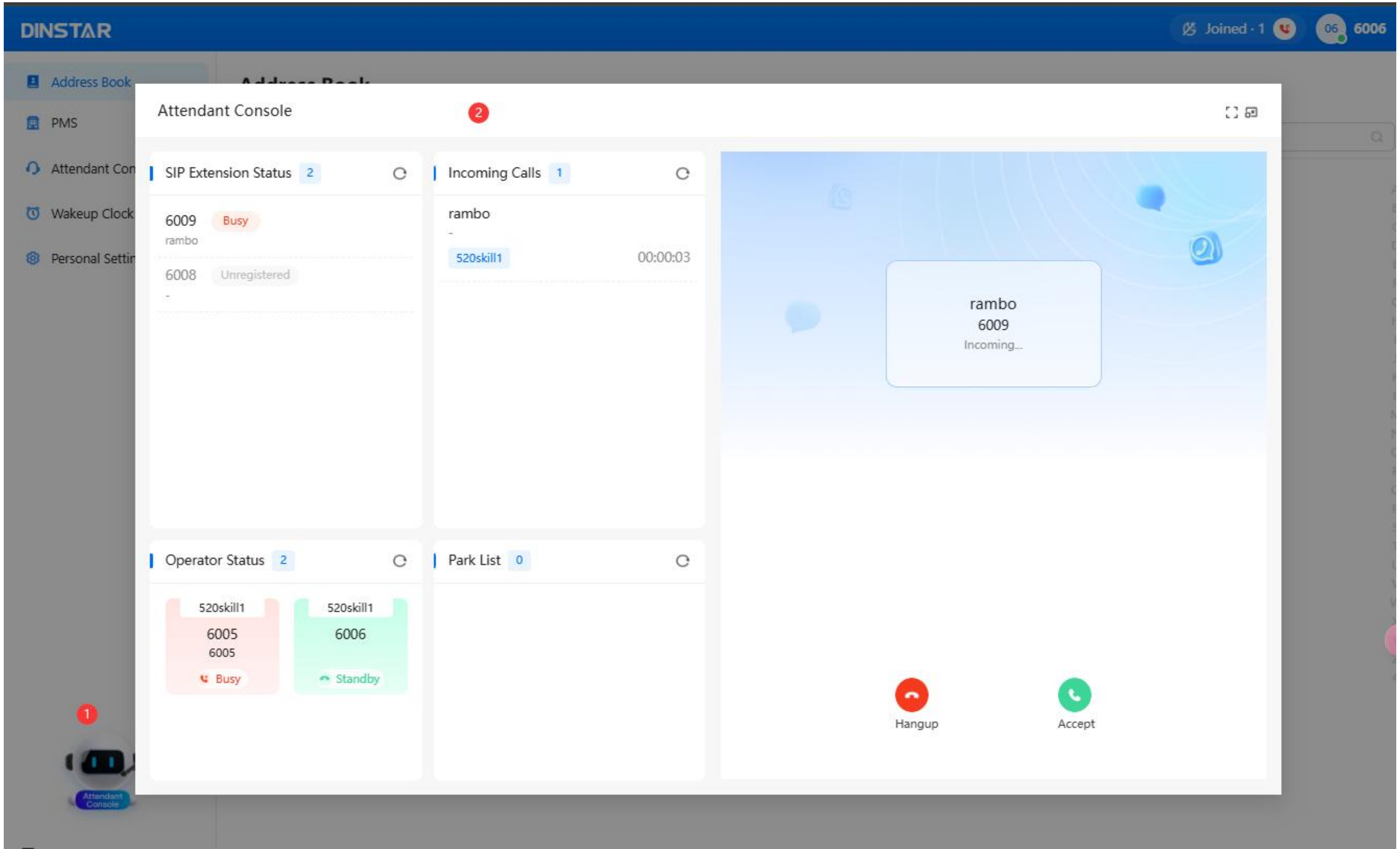
DINSTAR

3.3 click Attendant Console Icon to Open Attendant Console


DINSTAR
Joined · 1
06
6006
Address Book
PMS
Attendant Con
Wakeup Clock
Personal Settin
Address Book
Attendant Console
2
SIP Extension Status 2
6009 Idle
rambo
6008 Unregistered
-
Incoming Calls 0
Operator Status 2
520skill1
6005
6005
Standby
520skill1
6006
Standby
Park List 0
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
Call
1
Attendant Console

Attendant Console Using

3.4 Check the call status of the queue


DINSTAR
Joined · 1
06
6006
Address Book
PMS
Attendant Con
Wakeup Clock
Personal Settin
Address Book
Attendant Console
2
1
Attendant Console
Hangup
Accept

SIP Extension Status 2

6009 Busy
rambo

6008 Unregistered
-

Incoming Calls 1

rambo
-
520skill1 00:00:03

Operator Status 2

520skill1
6005
6005
Busy

520skill1
6006
Standby

Park List 0

rambo
6009
Incoming...

DINSTAR

THANKS

✉ sales@dinstar.com

🌐 www.dinstar.com

☎ +86 755 6191 9966