



# **C620**

## **SIP Wireless Conference Phone Administrator and Provisioning Manual**

## CONTENTS

<b>Preface .....</b>	<b>7</b>
Text Conventions .....	8
Audience .....	8
Related Documents .....	8
<b>Introducing the C620.....</b>	<b>9</b>
About the C620 SIP Wireless Conference Phone .....	10
Quick Reference Guide .....	11
C620 Base Station .....	11
C620 Conference Phone .....	12
Network Requirements .....	13
C620 Configuration Methods .....	15
Customizing Soft Keys.....	16
<b>Configuration Using the Phone Menus .....</b>	<b>18</b>
Viewing the Main Menu .....	19
Using the Status menu.....	19
Viewing Line status .....	21
Using the Admin Settings Menu .....	22
Using the Network Setting menu .....	24
Using the Security menu.....	30
Using the Provisioning menu .....	30
Editing the handset PIN code .....	33
<b>Using the WebUI.....</b>	<b>34</b>
Using the Web User Interface (WebUI) .....	35
Status Page .....	38
System Status.....	38
Device Status.....	39
System Pages .....	40
SIP Account Management.....	40
General Account Settings .....	40
Dial Plan.....	43
SIP Server Settings.....	44

Registration Settings .....	44
Outbound Proxy Settings .....	44
Backup Outbound Proxy Settings .....	45
Caller Identity Settings .....	45
Audio Settings .....	45
Quality of Service .....	47
Signaling Settings .....	47
Voice Settings .....	48
Feature Access Codes Settings .....	48
Voicemail Settings .....	50
NAT Traversal .....	50
Music on Hold Settings .....	51
Network Conference Settings .....	51
Session Timer .....	51
Jitter Buffer .....	52
Keep Alive .....	52
XSI .....	53
Call Settings.....	54
General Call Settings .....	54
Do Not Disturb.....	54
Call Forward.....	54
User Preferences.....	56
General User Settings.....	56
Wireless Conference Phone .....	57
Soft Keys .....	57
Type .....	59
Server Application.....	60
Action URI Syntax .....	60
Action URI .....	62
XML Push Settings.....	64
Network Pages .....	65
Basic Network Settings.....	66
Basic Network Settings .....	66
Advanced Network Settings.....	68
VLAN.....	68
LLDP-MED .....	69
802.1x .....	69
VPN.....	70
Contacts Pages .....	71
Base Directory .....	71
Create Base Directory Entry .....	73
Directory Import/Export .....	73
Blacklist.....	74
Create Blacklist Entry.....	75
Blacklist Import/Export .....	77
LDAP .....	78
LDAP Settings.....	78
Broadsoft Directory and CallLogs .....	80
Directory Type .....	81

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CallLogs Type .....	81
Remote XML .....	82
Remote XML Directory Format .....	82
Servicing Pages .....	84
Reboot .....	84
Time and Date .....	84
Time and Date Format .....	86
Network Time Settings .....	86
Time Zone and Daylight Savings Settings .....	86
Manual Time Settings .....	87
Custom Language .....	88
Firmware Upgrade .....	89
Base Firmware .....	89
Wireless Conf. Phone Firmware .....	89
Firmware Server Settings .....	90
Manual Firmware Update and Upload .....	91
Updating the base station .....	91
Updating the conference phone .....	91
Provisioning .....	93
Provisioning Server .....	94
Plug-and-Play Settings .....	94
DHCPv4 Settings .....	95
Resynchronization .....	95
Import Configuration .....	97
Export Configuration .....	97
Reset Configuration .....	98
Security .....	99
Passwords .....	99
Web Server .....	100
Trusted Servers .....	100
Trusted IP .....	101
Certificates .....	102
Device Certificate .....	102
Trusted Certificate .....	103
TR-069 Settings .....	104
System Logs .....	105
Syslog Settings .....	105
Network Trace .....	106
Download Log .....	106
<b>Provisioning Using Configuration Files .....</b>	<b>107</b>
The Provisioning Process .....	108
Resynchronization: configuration file checking .....	109
C620 restart .....	109
Configuration File Types .....	110
Data Files .....	111
Configuration File Tips and Security .....	112
Clearing parameters with %NULL in configuration file .....	112
Guidelines for the MAC-specific configuration file .....	112

Securing configuration files with AES encryption .....	113
<b>Configuration File Parameter Guide .....</b>	<b>115</b>
"sip_account" Module: SIP Account Settings .....	117
General configuration file settings .....	117
MAC-specific configuration file settings .....	127
"hs_settings" Module: Handset Settings .....	131
General configuration file settings .....	132
MAC-specific configuration file settings .....	136
"system" Module: System settings .....	137
MAC-specific configuration file settings .....	137
"network" Module: Network Settings .....	138
General configuration file settings .....	138
MAC-specific configuration file settings .....	140
"provisioning" Module: Provisioning Settings .....	143
General configuration file settings .....	143
MAC-specific configuration file settings .....	146
"time_date" Module: Time and Date Settings .....	148
"log" Module: Log Settings .....	153
"remoteDir" Module: Remote Directory Settings .....	154
"web" Module: Web Settings .....	159
"trusted_ip" Module: Trusted IP Settings .....	160
"trusted_servers" Module: Trusted Server Settings .....	161
"user_pref" Module: User Preference Settings .....	162
General configuration file settings .....	162
MAC-specific configuration file settings .....	162
"call_settings" Module: Call Settings .....	163
General configuration file settings .....	163
MAC-specific file settings .....	163
"audio" Module: Audio Settings .....	165
"file" Module: Imported File Settings .....	167
General configuration file settings .....	167
MAC-specific configuration file settings .....	169
"xml_app" Module: XML App Settings .....	170
"tr069" Module: TR-069 Settings .....	171
"tone" Module: Tone Definition Settings .....	173
"profile" Module: Password Settings .....	177
General configuration file settings .....	178
MAC-specific configuration file settings .....	178
"speed_dial" Module: Speed Dial Settings .....	179
<b>Troubleshooting .....</b>	<b>180</b>
Common Troubleshooting Procedures .....	180
<b>Appendixes .....</b>	<b>181</b>
Appendix A: Maintenance .....	181
Appendix B: GNU General Public License .....	182



# PREFACE

Congratulations on your purchase of this Snom product. Please thoroughly read this manual for all the feature operations and troubleshooting information necessary to install and operate your new Snom product. You can also visit our website at [www.snomamericas.com](http://www.snomamericas.com).

This administrator and provisioning manual contains detailed instructions for installing and configuring your C620 SIP Wireless Conference Phone with software version 0.4.1.0 or newer. See *“Using the Status menu” on page 19* for instructions on checking the software version on the C620. Please read this manual before installing the product.

Please print this page and record the following information regarding your product:

Model number: C620

Type: SIP Wireless Conference Phone

Serial number: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Place of purchase: \_\_\_\_\_



Both the model and serial numbers of your Snom product can be found on the bottom of the device.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

## Text Conventions

Table 1 lists text formats and describes how they are used in this guide.

Table 1. Description of Text Conventions

Text Format	Description
<b>Screen</b>	Identifies text that appears on a device screen or a WebUI page in a title, menu, or prompt.
<b>HARD KEY</b> or <b>DIAL-PAD KEY</b>	Identifies a hard key, including the dial-pad keys.
<b>CallFwd</b>	Identifies a soft key.
 <b>NOTE</b> Notes provide important information about a feature or procedure.	Example of a Note.
 <b>CAUTION</b> A caution means that loss of data or unintended circumstances may result.	Example of a Caution.

## Audience

This guide is written for installers and system administrators. It assumes that you are familiar with networks and VoIP, both in theory and in practice. This guide also assumes that you have ordered your IP PBX equipment or service and selected which PBX features you want to implement. This guide references specific IP PBX equipment or services only for features or settings that have been designed for a specific service. Please consult your equipment supplier or service provider for recommended switches, routers, and firewall and NAT traversal settings, and so on.

As the C620 SIP Wireless Conference Phone becomes certified for IP PBX equipment or services, Snom may publish interop guides for those specific services. The interop guides will recommend second-party devices and settings, along with C620-specific configurations for optimal performance with those services. For the latest updates, visit our website at [www.snomamericas.com](http://www.snomamericas.com).

## Related Documents

The **C620 Quick Installation Guide** contains a quick reference guide to the C620 external features and brief instructions on connecting the C620 to a working IP PBX system.

The **C620 User manual** contains a quick reference guide, full installation instructions, instructions for making and receiving calls, and a guide to all user-configurable settings.

The documents are available from our website at [www.snomamericas.com](http://www.snomamericas.com).



## CHAPTER 1

# INTRODUCING THE C620

This administrator and provisioning guide contains detailed instructions for configuring the C620 SIP Wireless Conference Phone. Please read this guide before attempting to configure the C620.

Some of the configuration tasks described in this chapter are duplicated in the Web User Interface (WebUI) described in the next chapter, but if you need to assign static IP addresses, they must be set at each device.

This chapter covers:

- *[“About the C620 SIP Wireless Conference Phone” on page 10](#)*
- *[“Quick Reference Guide” on page 11](#)*
- *[“Network Requirements” on page 13](#)*
- *[“C620 Configuration Methods” on page 15](#)*
- *[“Customizing Soft Keys” on page 16.](#)*

## About the C620 SIP Wireless Conference Phone

The Snom C620 SIP Wireless Conference Phone is designed to work with popular SIP telephone (IP PBX) equipment and services. Once you have ordered and configured your SIP equipment or service, the C620 enables you to make and receive calls as you would with any other business phone.

The C620 base station features include:

- Up to 3 SIP account registrations
- Up to 2 active SIP sessions
- 9 programmable soft key “slots”
- Power over Ethernet enabled
- 1,000-entry base directory

The C620 conference phone features include:

- Backlit Liquid Crystal Display
- Speakerphone, hold and mute capability
- 3-way conferencing
- 100-entry call history shared across Received and Missed calls
- 200-entry local directory

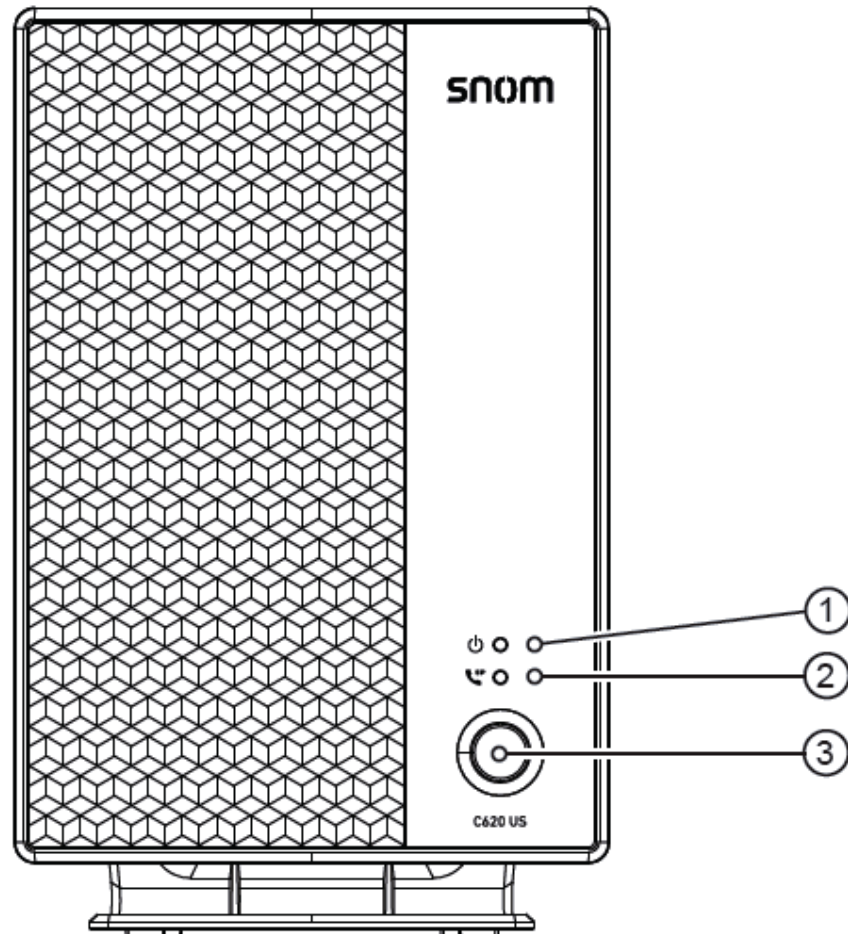
You can configure the C620 using the menus on the conference phone, a browser-based interface called the WebUI, or an automatic provisioning process (see [“Provisioning Using Configuration Files” on page 107](#)). The WebUI enables you to configure the C620 using a computer that is connected to the same Local Area Network. The WebUI resides on the C620, and may get updated with firmware updates.


The C620 has three programmable soft keys in three layers. You can program these soft keys for the Idle screen, Call Active screen, Call Held screen and Live Dial screen. For more details, see [“Customizing Soft Keys” on page 16](#).


## Quick Reference Guide

The external features of the C620 base station and conference phone are described below.

### C620 Base Station

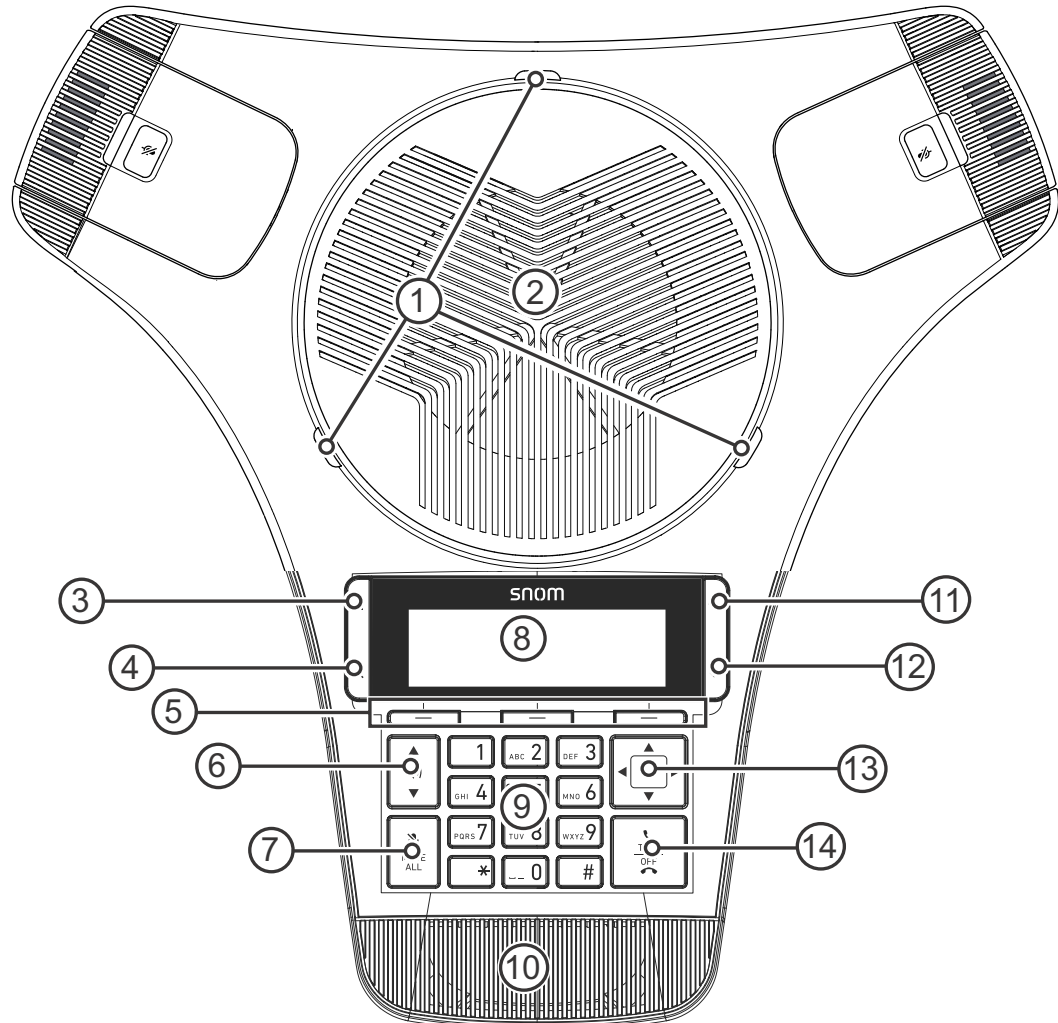


1.  (Power LED)

2.  (VoIP LED)

3. LINK key

## C620 Conference Phone



1. Status indicator

2. Speaker

3.  (HOLD)

4.  (CANCEL)

5. Soft Keys


6. Volume

7. **MUTE ALL**

8. LCD display screen

9. Dial pad keys

10. Front microphone

11.  (Menu)

12.  (OK)

13. Navigation Keys

14. **TALK / OFF**

## Network Requirements

A simple C620 SIP Wireless Conference Phone installation example is shown in Figure 1. A switched network topology is recommended for your LAN (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s).

The office LAN infrastructure should use Cat.-5/Cat.-5e cable.

The C620 base station requires a wired connection to the LAN. However, wireless connections from your LAN to other devices (such as laptops) in your office will not impede performance.

A Dynamic Host Configuration Protocol (DHCP) server is recommended and must be on the same subnet as the C620 SIP Wireless Conference Phones so that IP addresses can be auto-assigned. In most cases, your network router will have a DHCP server. By default, the C620 has DHCP enabled for automatic IP address assignment.

**NOTE**

Some DHCP servers have default settings that limit the number of network IP addresses assigned to devices on the network. You should log in to your server to confirm that the IP range is sufficient.

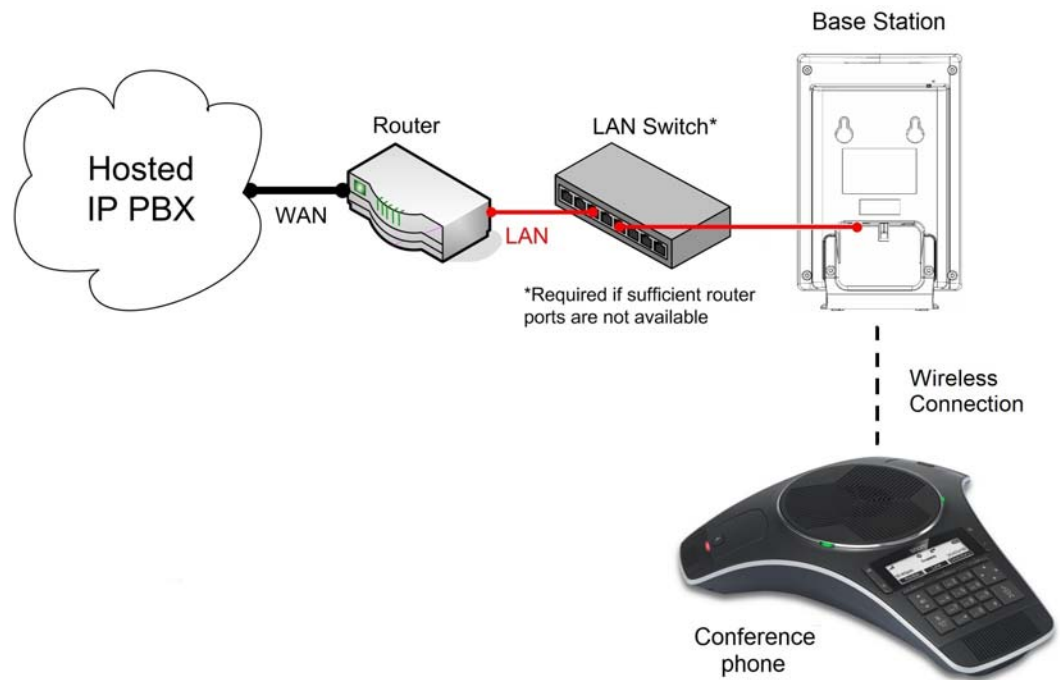
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If no DHCP server is present, you can assign a static IP to the C620. You can assign a static IP address using the C620 menu.

To assign a static IP: On the handset Main menu, go to **Status & Settings > Admin settings > Network setting > IPv4 (or IPv6) > Set static IP**.

If you do not have a DHCP server or do not manually assign static IPs, you will not be able to access the WebUI.

A DNS server is recommended to resolve the path to the Internet and to a server for firmware and configuration updates. If necessary, the system administrator can also download upgrade files and use the WebUI to update the C620 firmware and/or configuration settings manually.



**Figure 1. C620 Installation Example**

## C620 Configuration Methods

You can configure the C620 using one of the following methods:

- From the conference phone using the menus. The conference phone menus are best suited to configuring a few settings, perhaps after the initial setup has been done. For administrators, the settings available on the conference phone menus include network settings, account settings, and provisioning settings. See [“Using the Admin Settings Menu” on page 22](#). Many of the settings accessible on the conference phone are most useful for end users. Through the menu, they can customize the screen appearance, sounds, and manage calls. For more information, see the C620 User Manual.
- The Web User Interface, or WebUI, which you access using your Internet browser. See [“Using the WebUI” on page 34](#). The browser-based interface is easy to navigate and best suited to configuring a large number of C620 settings at once. The WebUI gives you access to every setting required for configuring a single device. You can enter service provider account settings on the WebUI, configure the soft keys, and set up provisioning, which will allow you to automatically and remotely update the C620 after initial configuration.
- Provisioning using configuration files. Working with configuration files enables you to configure the device at regular intervals. There are several methods available to enable the C620 to locate and upload the configuration file. For example, you can enable the C620, when it starts up or reboots, to check for the presence of a configuration file on a provisioning server. If the configuration file is new or has been modified in any way, the C620 automatically downloads the file and applies the new settings. For more information, see [“Provisioning Using Configuration Files” on page 107](#).

## Customizing Soft Keys

You can use the WebUI or parameters to customize the soft keys that appear on the Idle screen, Call Active screen, Call Held screen and Live Dial screen. For more details, see [“Soft Keys” on page 57](#) and [“hs\\_settings” Module: Handset Settings” on page 131](#).

Table 2 shows the soft key options available for each screen. Each screen can have a maximum of nine soft keys.

**Table 2. Custom Soft Keys**

Screen	Available Soft Keys	Soft Key Text
Idle	Blank	
	Directory	Dir
	Call History	Call Hist
	Redial	Redial
	Messages	Message
	Do Not Disturb	DND
	Call Forward	CallFWD
	Call Forward All	FwdAll
	Call Forward No Answer	CFNA
	Call Forward Busy	cfwdB
	Call Return	CallBack
	Line (visible with more than one account assigned)	Line
	Settings	Settings
	Quick Dial	Qdial
Call Active	Blank	
	New	New
	End	End
	Hold	Hold
	Transfer	Transfer
	Conference	Conf.
	Private hold	Priv hold
Call Held	Blank	
	End	End
	New	New



**Table 2. Custom Soft Keys**

Screen	Available Soft Keys	Soft Key Text
	Resume	Resume
	Transfer	Transfer
	Conference	Conf.
	Quick Dial	Qdial
Live Dial	Blank	
	Directory	Dir
	Call History	Call Hist
	Redial	Redial
	Messages	Message
	End	End
	Dial	Dial
	Cancel	Cancel
	Backspc	Backspc
	Quick Dial	Qdial

## CHAPTER 2

# CONFIGURATION USING THE PHONE MENUS


The C620 Main Menu has the following sub-menus:

- **Directory**—view and dial entries in the Local directory, Base directory, Broadsoft directory, Blacklist and Speed dial list.
- **Call history**—view missed calls, received calls and dialed calls.
- **Message**—access the voice messages on each account.
- **Call Features**—set DND, call forward settings and other calling features.
- **Status & Settings**—display the Status & Settings menu with the following items:
  - **Status**—view the C620 network status, account registration status, and product information.
  - **User settings**—configure the language, date/time, programmable keys, display settings, audio settings, and register/deregister conference phones/wireless mics to the base station.
  - **Admin settings**—configure network settings (enter static IP addresses, for example), secure browsing, provisioning settings, edit PIN code, and perform firmware update.

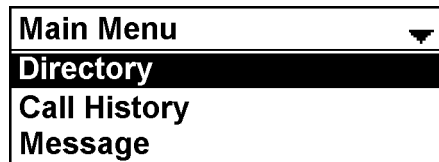
This chapter contains instructions for using the Admin Settings menu and for accessing the Status menu. See the C620 User Manual for more information about the other menus.

## Viewing the Main Menu


*To use the conference phone menu:*

1. When the conference phone is idle, press .

The **Main Menu** appears.



2. Press ▼ or ▲ to highlight the desired sub-menu, and then press .

- Press  to select a menu item.




- Press  to cancel an operation or return to the previous screen.

## Using the Status menu

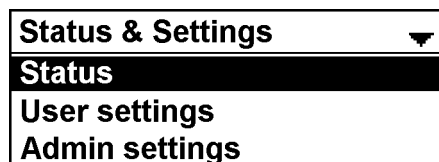
Use the **Status** menu to verify network settings and begin troubleshooting if network problems or account registration issues affect operation.


You can also find the software version of the C620 on the **Product Info** screen, available from the **Status** menu.

*To view the Status menu:*

1. When the conference phone is idle, press .
2. On the **Main Menu**, press ▲ or ▼ to highlight **Status & Settings**, and then press .
3. With **Status** highlighted, press .

The **Status** menu appears.



4. On the **Status** menu, press ▲ or ▼ to highlight the desired menu item, and then press .

The available status menus are listed in Table 3.

**Table 3. Status menu summary**

Menu	Information listed
Network	<ul style="list-style-type: none"> <li>■ IPv4 or IPv6 <ul style="list-style-type: none"> <li>● IP Type (DCHP/Auto/Static IP/Disabled)</li> <li>● IP address</li> <li>● Subnet Mask</li> <li>● Gateway IP address</li> <li>● DNS Server 1 IP address</li> <li>● DNS Server 2 IP address</li> </ul> </li> </ul>
Line	<p>Lines and registration status. On the <b>Line</b> menu, highlight and select the desired line to view detailed line status information:</p> <ul style="list-style-type: none"> <li>■ Line Status (Registered/Not registered)</li> <li>■ Display name</li> <li>■ User ID</li> <li>■ Server</li> </ul>
Product Info	<p>Shows the product info for the speaker or base station. Select <b>Speaker</b> or <b>Base</b> to view the:</p> <ul style="list-style-type: none"> <li>■ Model number (speaker only)</li> <li>■ Serial number (speaker only)</li> <li>■ Firmware version</li> <li>■ V-Series</li> <li>■ Hardware version</li> </ul>

## Viewing Line status

To view line status, from the **Status** menu, select **Line**. The **Line** menu lists the available lines, along with icons indicating each line's current registration status.

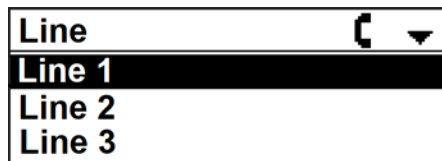





Table 4. Line status icons

Icon	Description
	Line registered
	Line unregistered



**To view complete status information for a line:**

On the **Line** menu, press ▲ or ▼ to highlight the desired line, and then press . The Line status screen appears.





## Using the Admin Settings Menu

**To access the Admin Settings menu:**

1. When the conference phone is idle, press .
2. On the **Main Menu**, press **▲** or **▼** to highlight **Status & Settings**, and then press .

The **Status & Settings** screen appears.

<b>Status &amp; Settings</b>	▼
<b>Status</b>	
<b>User settings</b>	
<b>Admin settings</b>	

3. Press **▲** or **▼** to highlight **Admin settings**, and then press .
4. Use the dial pad to enter the admin password, and then press . The default password is **admin**.
  - To switch between entering uppercase letters, lowercase letters and numbers, press the middle soft key until its label displays **ABC**, **abc** or **123**.
  - With **ABC** or **abc** selected, press **1**, **0**, **X** or **#** to enter symbols. The period and “@” symbols are available under the **X** key.
  - Press **Backspc** to delete a character.

<b>Password:</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
<div> <div>Backspc</div> <div>ABC</div> <div>Next</div> </div>

The Admin settings are listed in Table 5.

**Table 5. Admin setting summary**

Setting	Options
Network setting	IPv4 IPv6 VLAN ID
Security	Secure Browsing (Enabled, Disabled)



**Table 5. Admin setting summary**

Setting	Options
Provisioning	Server string Login ID Login PW
Edit PIN code	Edit PIN code
Firmware update	Select <b>Firmware update</b> to have the handset check whether a firmware update is available. See <a href="#">“Updating the conference phone” on page 91</a> .

## Using the Network Setting menu

Use the Network setting menu to configure network-related settings for the C620. For more information about these settings, see [“Basic Network Settings” on page 66](#) and [“Advanced Network Settings” on page 68](#).

### To use the Network setting menu:


1. From the **Admin Settings** menu, press ▲ or ▼ to highlight **Network setting**, and then press .
2. Press ▲ or ▼ to highlight **IPv4** or **IPv6**, and then press .

Network setting ▼
IPv4
IPv6
VLAN ID


The **IPv4** or **IPv6** menu appears.

IPv4 ▼
Mode
Set static IP
Set static DNS

### To enable or disable DHCP:

1. From the **IPv4** or **IPv6** menu, with **Mode** highlighted, press .
- The **IP Type** screen appears.

IP Type ▼
DHCP
Static IP
Disabled

2. Press ▲ or ▼ to select **DHCP** (for IPv4), **Auto** (for IPv6), **Static IP**, or **Disabled**, and then press .

For IPv4, DHCP is enabled by default, which means the C620 will get its IP address from the network. When DHCP is disabled, you must enter a static IP address for the C620. For IPv6, DHCP is disabled by default.





You must be familiar with TCP/IP principles and protocols to configure static IP settings.

### To set static IP for the C620:

1. From the **IPv4** or **IPv6** menu, menu, press ▲ or ▼ to highlight **Set static IP**, and then press

If **Mode** is set to Static IP, the **Set static IP** menu appears. If **Mode** is not set to Static IP an error message appears briefly before returning you to the **Network setting** menu.

<b>Network setting</b> ▼
<b>DHCP in use.</b> <b>Static IP</b> <b>cannot be used</b>

2. On the **Set static IP** menu, with **IP Address** highlighted, press .

<b>Set static IP</b> ▼
<b>IP Address</b>
<b>Subnet Mask</b>
<b>Gateway</b>

3. Enter the Static IP Address.

<b>IP Address</b>
0.0.0.0_
<b>Backspc</b> <b>Save</b>

- Press **Backspc** to delete numbers.
  - Use the dial pad to enter numbers.
  - For IPv6, press **2** or **3** repeatedly to select the letters printed on the key.
  - For IPv6, press the **X** key to add a **:** symbol.
  - For IPv4, press the **X** key to add a **.** symbol.
4. Press **.**
  5. On the **Set static IP** menu, press ▲ or ▼ to highlight **Subnet Mask** for IPv4 or **Prefix** for IPv6, and then press



6. Enter the Subnet Mask for IPv4 or Prefix for IPv6.

Subnet Mask

0.0.0.0\_

Backspc

Save

Prefix:

64\_

Backspc

Save

7. Press **Save**.
8. On the **Set static IP** menu, press ▲ or ▼ to highlight **Gateway**, and then press



9. Enter the Gateway.

Gateway

0.0.0.0\_

Backspc

Save

10. Press **Save**.
11. On the **Set static IP** menu, press ▲ or ▼ to highlight **DNS1**, and then press



12. Enter the IP address of the primary DNS server for your network.

The value you enter will also be assigned to: **IPv4 or IPv6 > Set Static DNS > DNS1**.

DNS 1

0.0.0.0\_

Backspc

Save

13. Press **Save**.
14. On the **Set static IP** menu, press ▲ or ▼ to highlight **DNS2**, and then press




15. Enter the IP address of the secondary DNS server for your network.

The value you enter will also be assigned to: **IPv4 or IPv6 > Set Static DNS > DNS2**.

DNS 2	
0.0.0.0_	
Backspc	Save




16. Press **Save** .

## To set static DNS:

1. From the **IPv4** or **IPv6** menu, press **▲** or **▼** to highlight **Set static DNS**, and then press .


The **Set static DNS** menu appears.

<b>Set static DNS</b> ▼
<b>static DNS</b>
DNS1
DNS2

2. On the **Set static DNS** menu, with **static DNS** highlighted, press .
3. Press **▲** or **▼** to select **Enabled** or **Disabled**, and then press .
4. On the **Set Static DNS** menu, press **▲** or **▼** to highlight **DNS 1**, and then press .
5. Enter the IP address for the primary DNS server.

The value you enter will also be assigned to: **IPv4** or **IPv6** > **Set Static IP** > **DNS1**.

<b>DNS 1</b>
0.0.0.0_
<b>Backspc</b> <b>Save</b>


- Press **Backspc** to delete numbers.
  - Use the dial pad to enter numbers.
  - For IPv6, press **2** or **3** repeatedly to select the letters printed on the key.
  - For IPv6, press the **X** key to add a **:** symbol.
  - For IPv4, press the **X** key to add a **.** symbol.
6. Press **Save**.
  7. On the **Set static DNS** menu, press **▲** or **▼** to highlight **DNS 2**, and then press .
  8. Enter the IP address for the secondary DNS server. The C620 uses this server if the primary server does not respond.

The value you enter will also be assigned to: **IPv4** or **IPv6** > **Set Static IP** > **DNS2**.


DNS 2	
0.0.0.0_	
Backspc	Save

9. Press **Save** .



**To set the VLAN ID for the C620:**

1. From the **Network setting** menu, press ▲ or ▼ to highlight **VLAN ID**, and then press .


VLAN ID	▼
WAN port	
VID	
Priority	

2. On the **VLAN ID** menu, with **WAN port** highlighted, press .  
The WAN Port screen appears.

WAN port	▲
Enabled	
Disabled	

3. Press ▲ or ▼ to select **Enabled** or **Disabled**, and then press .
4. On the **VLAN ID** menu, press ▲ or ▼ to highlight **VID**, and then press .
5. Enter the WAN VID. The valid range is 0 to 4095.

VID	
0_	
Backspc	Save

- Use the dial pad to enter numbers.
  - Press **Backspc** to delete numbers.
6. Press **Save** .
  7. On the **VLAN ID** menu, press ▲ or ▼ to highlight **Priority**, and then press .

8. Enter the WAN Priority. The valid range is 0 to 7.



Priority

0

Backspc Save

9. Press **Save**.

## Using the Security menu

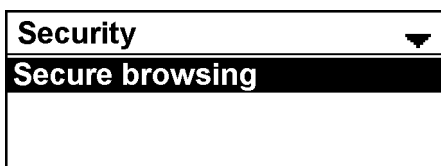
Use the Security menu to configure secure browsing settings.

**To turn on/off secure browsing:**

1. From the **Admin Settings** menu, press ▼ to highlight **Security**, and then press





The Security menu appears.



Security ▼

Secure browsing

2. With **Secure Browsing** selected, press .
3. Press ▲ or ▼ to select **Enabled** or **Disabled**, and then press .

The message “Reboot Base to apply new Web server” appears.

4. Press **Ok**.

After a few moments, the C620 will reboot.

## Using the Provisioning menu

Use the Provisioning menu to configure auto-provisioning settings. For more information about auto-provisioning, see [“Provisioning” on page 93](#) and [“Provisioning Using Configuration Files” on page 107](#).

On the Provisioning menu you can configure:

- Server string—the URL of the provisioning server. The URL can include a complete path to the configuration file.
- Login ID—the username the C620 will use to access the provisioning server.
- Login PW—the password the C620 will use to access the provisioning server.

## To use the Provisioning menu:

1. From the **Admin Settings** menu, press ▼ to highlight **Provisioning**, and then press



The **Provisioning** menu appears.

<b>Provisioning</b>	▼
<b>Server string</b>	
<b>Login ID</b>	
<b>Login PW</b>	

2. On the **Provisioning** menu, with **Server string** highlighted, press



3. Enter the URL of the provisioning server.

- Press **Backspc** to delete a character.
- Use the dial pad to enter characters.
- To switch between entering uppercase letters, lowercase letters and numbers, press the middle soft key until its label displays **ABC**, **abc** or **123**.
- With **ABC** or **abc** selected, press **1**, **0**, **X** or **#** to enter symbols. The period and "@" symbols are available under the **X** key.

<b>Server string:</b> https://secure-
<b>Backspc</b>   <b>ABC</b>   <b>Save</b>

The format of the URL must be RFC 1738 compliant, as follows:

"<schema>://<user>:<password>@<host>:<port>/<url-path>"

"<user>:<password>@" may be empty.


"<port>" can be omitted if you do not need to specify the port number.

4. Press **Save**.
5. On the **Provisioning** menu, press ▲ or ▼ to highlight **Login ID**, and then press



6. Enter the Login ID for access to the provisioning server if it is not part of the server string.

<b>Login ID:</b>
<b>Backspc</b>   <b>ABC</b>   <b>Save</b>

7. Press **Save**.
8. On the **Provisioning** menu, press ▲ or ▼ to highlight **Login PW**, and then press .

9. Enter the Login password.

**Login PW:**

**Backspc**
**ABC**
**Save**

10. Press **Save**.



## Editing the handset PIN code

The PIN code is a four-digit code that you use to deregister the handset from the base. The default PIN is **1590**.

### *To edit the PIN code:*

1. From the Admin Settings menu, press ▼ to highlight **Edit PIN code**, and then press



The **Enter old PIN** screen appears.

**Enter old PIN:**

**Backspc** **Next**

2. Enter the current PIN using the dial pad keys.
  - Press **Backspc** to delete a number.
3. Press **Next**.
4. Enter the new PIN, and then press **Next**.
5. Repeat entering the new PIN, and then press **Next**.

## CHAPTER 3

# USING THE WEBUI

The WebUI allows you to configure all aspects of C620 SIP Wireless Conference Phone operation, including account settings, soft keys, network settings, contact lists, and provisioning settings. The WebUI is embedded in the C620 operating system. When you access the WebUI, you are accessing it on the device, not on the Internet.

This chapter describes how to access the WebUI and configure C620 settings. This chapter covers:

- [\*“Using the Web User Interface \(WebUI\)” on page 35\*](#)
- [\*“Status Page” on page 38\*](#)
- [\*“System Pages” on page 40\*](#)
- [\*“Network Pages” on page 65\*](#)
- [\*“Contacts Pages” on page 71\*](#)
- [\*“Servicing Pages” on page 84.\*](#)

## Using the Web User Interface (WebUI)

The Web User Interface (WebUI) resides on the C620 SIP Wireless Conference Phone's base station. You can access it using an Internet browser. After you log in to the WebUI, you can configure the C620 on the following pages:

### System

- SIP Account Management (see [page 40](#))
- Call Settings (see [page 54](#))
- User Preferences (see [page 56](#))
- Server Application (see [page 60](#))

### Contacts

- Blacklist
- LDAP (see [page 78](#))
- Remote XML (see [page 82](#))

### Network






- Basic Network Settings (see [page 66](#))
- Advanced Network Settings (see [page 68](#))

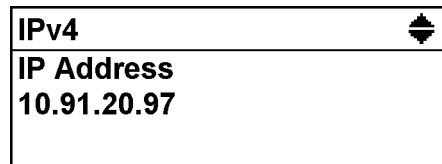
### Servicing

- Reboot (see [page 84](#))
- Time and Date (see [page 84](#))
- Firmware Upgrade (see [page 89](#))
- Provisioning (see [page 93](#))
- Security (see [page 99](#))
- Certificates (see [page 102](#))
- Tr069 (see [page 104](#))
- System Logs (see [page 105](#))

The WebUI also has a **System Status** page, where you can view network status and general information about the C620. The information on the Status page matches the **Status** menu available on the conference phone.




## To access the WebUI:

1. Ensure that your computer is connected to the same network as the C620.
2. Find the IP address of the C620:
  - a. When the conference phone is idle, press .
  - b. On the **Main Menu**, press ▼ to highlight **Status & Settings**, and then press .
  - c. With **Status** highlighted, press .
  - d. With **Network** highlighted, press .
  - e. Press ▼ to highlight **IPv4** or **IPv6**, and then press .
  - f. Press ▼ to scroll down the screen to display the IP address.



3. On your computer, open an Internet browser. (Depending on your browser, some of the pages presented here may look different and have different controls. Ensure that you are running the latest update of your preferred browser.)
4. Type the C620 IP address in the browser address bar and press **ENTER** on your computer keyboard.  
The browser displays a window asking for your user name and password.
5. For the user name, enter **admin**. For the password, enter the default password, **admin**. You can change the password later on the WebUI **Security** page, available under **Servicing**.
6. Click **OK**.  
The WebUI appears.

Click topics from the navigation bar along the top of the WebUI, and then click the links along the left to view individual pages. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log in again.

Most WebUI configuration pages have a  button. Click  to save changes you have made on the page. During a configuration session, click  before you move on to the next WebUI page.

The remaining procedures in this section assume that you are already logged into the WebUI.



The settings tables in this section contain settings that appear in the WebUI and their equivalent settings in the configuration file template. You can use the configuration file template to create custom configuration files. Configuration files can be hosted on a provisioning server and used for automatically configuring phones. For more information, see [“Provisioning Using Configuration Files” on page 107](#).

---

## Status Page

On the Status pages, you can view network status and general information about the base station and conference phone. Some of the information on the Status pages is also available on the Status menu available on the conference phone.

### System Status

The System Status page shows:

- **General** information about your device, including model, MAC address, and firmware version
- **Account Status** information about your SIP account registration
- **Network** information regarding your device's network address and network connection

STATUS

System Status

Device Status

STATUS

SYSTEM

NETWORK

CONTACTS

General

Model:

C620

Serial Number:

CHNLB31101900046

MAC Address:

00:04:13:AF:00:A0

RFPI:

032F5C7EE8

Link Status:

Connected

Boot Version:

1.17

Software Version:

0.4.0.8

V-Series:

2.10.53.17a1

Hardware Version:

R1A

EMC Version:

0

Network Time Settings:

us.pool.ntp.org

Account Status

Account 1:

Registered

Account 2:

Registered

Account 3:

Not Registered

IPv4

IP Mode:

dhcp

IP Address:

10.91.20.97

Subnet Mask:

255.255.0.0

Gateway:

10.91.0.1

Primary DNS:

10.88.162.6

Secondary DNS:

10.88.162.10

VPN:

Disabled

IPv6

IP Mode:

disable

IP Address:

::

Prefix:

0

Gateway:

Primary DNS:

Secondary DNS:

## Device Status

The device status page shows the name and registration status of devices.

The devices that can be registered include:

- maximum of one conference phone
- up to two wireless microphones
- up to two C52-SP Expansion Speakerphones

The page lists the maximum of five devices, even if fewer devices are registered.

STATUS		STATUS	SYSTEM	NETWORK	CONTACTS
System Status					
Device Status		Device Status			
		Device Type	Registration Status		
1:		Wireless Conf. Phone	Registered	<a href="#">Deregister</a>	
2:		Wireless Mic	Registered	<a href="#">Deregister</a>	
3:		Wireless Mic	Registered	<a href="#">Deregister</a>	
4:		-	Not Registered	<a href="#">Deregister</a>	
5:		-	Not Registered	<a href="#">Deregister</a>	

To deregister a device:

1. Click [Deregister](#) for the device you want to deregister.
2. Click OK at the confirmation prompt “Are you sure you want to deregister this device?”

After a few moments, the device is deregistered. It no longer appears on the Device Status page.

## System Pages

### SIP Account Management

On the SIP Account Management pages, you can configure each account you have ordered from your service provider.

The SIP Account settings are also available as parameters in the configuration file. See [“sip\\_account” Module: SIP Account Settings](#) on page 117.

SYSTEM	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
SIP Account Management					
Account 1	SYSTEM ACCOUNT MANAGEMENT ACCOUNT 1				
Account 2					
Account 3					
Call Settings	General Account Settings				
Account 1	<input checked="" type="checkbox"/> Enable Account				
Account 2	Account label: <input type="text" value="711"/>				
Account 3	Display Name: <input type="text" value="711"/>				
User Preferences	User Identifier: <input type="text" value="711"/>				
Wireless Conference Phone	Authentication Name: <input type="text" value="711"/>				
Soft Keys	Authentication Password: <input type="text"/>				
Server Application	Dial Plan: <input type="text" value="x+P"/>				
	Call Restriction Dial plan: <input type="text"/>				
	Inter-Digit Timeout (secs): <input type="text" value="3"/>				
	Maximum Number of Calls: <input type="text" value="4"/>				
	Feature Synchronization: <input type="text" value="Disable"/>				
	Line Type: <input type="text" value="Private"/>				
	Barge-In: <input type="text" value="Disable"/>				
	DTMF Method: <input type="text" value="Auto"/>				
	Unregister After Reboot: <input type="text" value="Disable"/>				
	Call Rejection Response Code: <input type="text" value="486"/>				

### General Account Settings

Click the link for each setting to see the matching configuration file parameter in [“Configuration File Parameter Guide”](#) on page 115. Default values and ranges are listed there.

Setting	Description
Enable Account	Enable or disable the SIP account. Select to enable.
Account label	Enter the name that will appear on the conference phone display when account x is selected. The Account Label identifies the SIP account throughout the WebUI and on the handset Dialing Line menu.
Display Name	Enter the Display Name. The Display Name is the text portion of the caller ID that is displayed for outgoing calls using account x.



Setting	Description
User Identifier	Enter the User identifier supplied by your service provider. The User ID, also known as the Account ID, is a SIP URI field used for SIP registration. <b>Note:</b> Do not enter the host name (e.g. "@sipservice.com"). The WebUI automatically adds the default host name.
Authentication Name	If authentication is enabled on the server, enter the authentication name (or authentication ID) for authentication with the server.
Authentication Password	If authentication is enabled on the server, enter the authentication password for authentication with the server.
Dial Plan	Enter the dial plan, with dialing strings separated by a   symbol. See <a href="#">“Dial Plan” on page 43</a> .
Call Restriction Dial plan	Used to restrict users from dialing out numbers through dial plan matching on a per-account basis.
Inter Digit Timeout (secs)	Sets how long the conference phone waits after any "P" (pause) in the dial string or in the dial plan.
Maximum Number of Calls	Select the maximum number of concurrent active calls allowed for that account.
Feature Synchronization	Enables the C620 to synchronize with BroadWorks Application Server. Changes to features such as DND, Call Forward All, Call Forward No Answer, and Call Forward Busy on the server side will also update the settings on the conference phone menu and WebUI. Similarly, changes made using the conference phone or WebUI will update the settings on the server.
Line Type	Select the line type to Private or Shared. A private line will be accessible only at the C620 you are configuring. Shared lines can be assigned to more than one SIP endpoint. For more information about using shared lines, see the C620 User Guide.
Barge-in	Not applicable.
DTMF method	Select the default DTMF transmission method. You may need to adjust this if call quality problems are triggering unwanted DTMF tones or you have problems sending DTMF tones in general.
Unregister after reboot	Enables the phone to unregister the account(s) after rebooting-before the account(s) register again as the phone starts up. If other phones that share the same account(s) unregister unexpectedly in tandem with the rebooting C620, disable this setting.

Setting	Description
Call Rejection Response Code	<p>Select the response code for call rejection. This code applies to the following call rejection cases:</p> <ul style="list-style-type: none"><li>■ User presses <b>Reject</b> for an incoming call (except when Call Forward Busy is enabled)</li><li>■ DND is enabled</li><li>■ Phone rejects a second incoming call with Call Waiting disabled</li><li>■ Phone rejects an anonymous call with Anonymous Call Rejection enabled</li><li>■ Phone rejects call when the maximum number of calls is reached</li></ul>

---

## Dial Plan

The dial plan consists of a series of dialing rules, or strings, that determine whether what the user has dialed is valid and when the conference phone should dial the number.

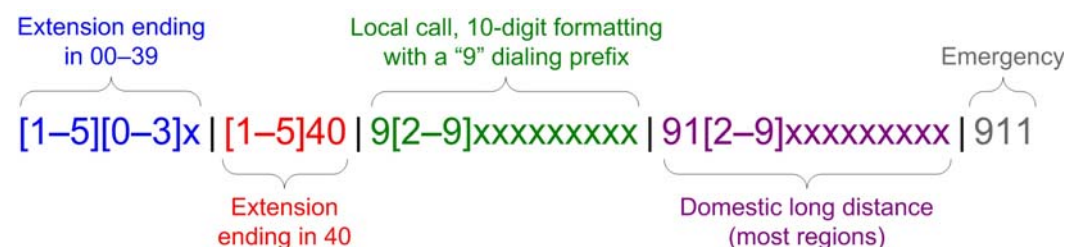


Numbers that are dialed when forwarding a call—when the user manually forwards a call, or a pre-configured number is dialed for Call Forward All, Call Forward–No Answer, or Call Forward Busy—always bypass the dial plan.

Dialing rules must consist of the elements defined in the table below.

Element	Description
x	Any dial pad key from 0 to 9, including # and *.
[0-9]	Any two numbers separated by a hyphen, where the second number is greater than the first. All numbers within the range are valid, excluding # and *.
x+	An unlimited series of digits.
,	This represents the playing of a secondary dial tone after the user enters the digit(s) specified or dials an external call prefix before the comma. For instance, "9,xxxxxxx" means the secondary dial tone is played after the user dials 9 until any new digit is entered. "9,3xxxxxx" means only when the digit 3 is hit would the secondary dial tone stop playing.
PX	This represents a pause of a defined time; X is the pause duration in seconds. For instance, "P3" would represent pause duration of 3 seconds. When "P" only is used, the pause time is the same as the Inter Digit Timeout (see <a href="#">“SIP Account Management” on page 40</a> ).
(0:9)	This is a substitution rule where the first number is replaced by the second. For example, "(4:723)xxxx" would replace "46789" with "723-6789". If the substituted number (the first number) is empty, the second number is added to the number dialed. For example, in "(:1)xxxxxxxxx", the digit 1 is appended to any 10-digit number dialed.
	This separator is used to indicate the start of a new pattern. Can be used to add multiple dialing rules to one pattern edit box.

A sample dial plan appears below.



## SIP Server Settings

<b>SIP Server</b>	
Server Address:	<input type="text" value="10.91.20.221"/>
Port:	<input type="text" value="5060"/>

Setting	Description
Server address	Enter the IP address or domain name for the SIP server.
Port	Enter the port number that the SIP server will use.

## Registration Settings

<b>Registration</b>	
Server Address:	<input type="text" value="10.91.20.221"/>
Port:	<input type="text" value="5060"/>
Expiration (secs):	<input type="text" value="3600"/>
Registration Freq (secs):	<input type="text" value="10"/>

Setting	Description
Server address	Enter the IP address or domain name for the registrar server.
Port	Enter the port number that the registrar server will use.
Expiration (secs)	Enter the desired registration expiry time in seconds.
Registration Freq (secs)	Enter the desired registration retry frequency in seconds. If registration using the Primary Outbound Proxy fails, the Registration Freq setting determines the number of seconds before a registration attempt is made using the Backup Outbound Proxy.

## Outbound Proxy Settings

<b>Outbound Proxy</b>	
Server Address:	<input type="text"/>
Port:	<input type="text" value="5060"/>

Setting	Description
Server Address	Enter the IP address or domain name for the proxy server.
Port	Enter the port number that the proxy server will use.

## Backup Outbound Proxy Settings

<b>Backup Outbound Proxy</b>	
Server Address:	<input type="text"/>
Port:	<input type="text" value="5060"/>

Setting	Description
Server address	Enter the IP address or domain name for the backup proxy server.
Port	Enter the port number that the backup proxy server will use.

## Caller Identity Settings

<b>Caller Identity</b>	
Source Priority 1:	<input type="text" value="PAI"/>
Source Priority 2:	<input type="text" value="RPID"/>
Source Priority 3:	<input type="text" value="From"/>

Setting	Description
Source Priority 1	Select the desired caller ID source to be displayed on the incoming call screen: "From" field, RPID (Remote-Party ID) or PAI (P-Asserted Identity) header.
Source Priority 2	Select the lower-priority caller ID source.
Source Priority 3	Select the lowest-priority caller ID source.

## Audio Settings

<b>Audio</b>	
Codec Priority 1:	<input type="text" value="G.711u"/>
Codec Priority 2:	<input type="text" value="G.711a"/>
Codec Priority 3:	<input type="text" value="G.729a/b"/>
Codec Priority 4:	<input type="text" value="G.726"/>
Codec Priority 5:	<input type="text" value="G.722"/>
Codec priority 6:	<input type="text" value="None"/>
Codec priority 7:	<input type="text" value="iLBC"/>
<input type="checkbox"/> Enable Voice Encryption (SRTP)	
<input type="checkbox"/> Enable G.729 Annex B	
Preferred Packetization Time (ms):	<input type="text" value="20"/>
DTMF Payload Type:	<input type="text" value="101"/>

Setting	Description
Codec priority 1	Select the codec to be used first during a call.
Codec priority 2	Select the codec to be used second during a call if the previous codec fails.

Setting	Description
Codec priority 3	Select the codec to be used third during a call if the previous codec fails.
Codec priority 4	Select the codec to be used fourth during a call if the previous codec fails.
Codec priority 5	Select the codec to be used fifth during a call if the previous codec fails.
Codec priority 6	Select the codec to be used sixth during a call if the previous codec fails.
Codec priority 7	Select the codec to be used seventh during a call if the previous codec fails.
Enable voice encryption (SRTP)	Select to enable secure RTP for voice packets.
Enable G.729 Annex B	When G.729a/b is enabled, select to enable G.729 Annex B, with voice activity detection (VAD) and bandwidth-conserving silence suppression.
Preferred Packetization Time (ms)	Select the packetization interval time.
DTMF Payload Type	Set the DTMF payload type for in-call DTMF from 96–127.

## Quality of Service

Quality of Service	
DSCP (voice):	<input type="text" value="46"/>
DSCP (signalling):	<input type="text" value="26"/>

Setting	Description
DSCP (voice)	Enter the Differentiated Services Code Point (DSCP) value from the Quality of Service setting on your router or switch.
DSCP (signalling)	Enter the Differentiated Services Code Point (DSCP) value from the Quality of Service setting on your router or switch.

## Signaling Settings

Signaling Settings	
Local SIP Port:	<input type="text" value="5060"/>
Transport:	<input type="text" value="UDP"/>

Setting	Description
Local SIP port	Enter the local SIP port.
Transport	<p>Select the SIP transport protocol:</p> <ul style="list-style-type: none"><li>■ TCP (Transmission Control Protocol) is the most reliable protocol and includes error checking and delivery validation.</li><li>■ UDP (User Datagram Protocol) is generally less prone to latency, but SIP data may be subject to network congestion.</li><li>■ TLS (Transport Layer Security)—the C620 supports secured SIP signalling via TLS. Optional server authentication is supported via user-uploaded certificates. TLS certificates are uploaded using the configuration file. See <a href="#">“file” Module: Imported File Settings</a> on page 167 and consult your service provider.</li></ul>

## Voice Settings

Voice	
Min Local RTP Port:	<input type="text" value="18000"/>
Max Local RTP Port:	<input type="text" value="19000"/>

Setting	Description
Min Local RTP Port	Enter the lower limit of the Real-time Transport Protocol (RTP) port range. RTP ports specify the minimum and maximum port values that the phone will use for RTP packets.
Max Local RTP Port	Enter the upper limit of the RTP port range.

## Feature Access Codes Settings

If your IP PBX service provider uses feature access codes, then enter the applicable codes here.

Feature Access Codes	
Voicemail:	<input type="text" value="*97"/>
DND ON:	<input type="text"/>
DND OFF:	<input type="text"/>
Call Forward All ON:	<input type="text"/>
Call Forward All OFF:	<input type="text"/>
Call Forward No Answer ON:	<input type="text"/>
Call Forward No Answer OFF:	<input type="text"/>
Call Forward Busy ON:	<input type="text"/>
Call Forward Busy OFF:	<input type="text"/>
Anonymous Call Reject ON:	<input type="text"/>
Anonymous Call Reject OFF:	<input type="text"/>
Anonymous Call ON:	<input type="text"/>
Anonymous Call OFF:	<input type="text"/>

Setting	Description
Voicemail	Enter the voicemail access code. The code is dialed when the user selects a line from the Message menu.
DND ON	Enter the Do Not Disturb ON access code.
DND OFF	Enter the Do Not Disturb OFF access code.
Call Forward All ON	Enter the Call Forward All ON access code.
Call Forward All OFF	Enter the Call Forward All OFF access code.
Call Forward No Answer ON	Enter the Call Forward No Answer ON access code.
Call Forward No Answer OFF	Enter the Call Forward No Answer OFF access code.



Setting	Description
Call Forward Busy ON	Enter the Call Forward Busy ON access code.
Call Forward Busy OFF	Enter the Call Forward Busy OFF access code.
Anonymous Call Reject ON	Enter the Anonymous Call Reject ON access code.
Anonymous Call Reject OFF	Enter the Anonymous Call Reject OFF access code.
Anonymous Call ON	Enter the Anonymous Call ON access code.
Anonymous Call OFF	Enter the Anonymous Call OFF access code.

## Voicemail Settings

<b>Voicemail Settings</b>	
<input type="checkbox"/> Enable MWI Subscription	
Mailbox ID:	<input type="text"/>
Expiration (secs):	<input type="text" value="3600"/>
<input type="checkbox"/> Ignore Unsolicited MWI	

Setting	Description
Enable MWI Subscription	When enabled, the account subscribes to the "message summary" event package. The account may use the User ID or the service provider's "Mailbox ID".
Mailbox ID	Enter the URI for the mailbox ID. The phone uses this URI for the MWI subscription. If left blank, the User ID is used for the MWI subscription.
Expiration (secs)	Enter the MWI subscription expiry time (in seconds) for account x.
Ignore unsolicited MWI	<p>When selected, unsolicited MWI notifications—notifications in addition to, or instead of SUBSCRIBE and NOTIFY methods—are ignored for account x. If the C620 receives unsolicited MWI notifications, the Message Waiting LED will not light to indicate new messages.</p> <p>Disable this setting if:</p> <ul style="list-style-type: none"><li>■ MWI service does not involve a subscription to a voicemail server. That is, the server supports unsolicited MWI notifications.</li><li>■ you want the Message Waiting LED to indicate new messages when the C620 receives unsolicited MWI notifications.</li></ul>

## NAT Traversal

<b>NAT Traversal</b>	
<input type="checkbox"/> Enable STUN	
Server Address:	<input type="text"/>
Port:	<input type="text" value="3478"/>
<input checked="" type="checkbox"/> Enable STUN Keep-Alive	
Keep-Alive Interval (secs):	<input type="text" value="30"/>

Setting	Description
Enable STUN	Enables or disables STUN (Simple Traversal of UDP through NATs) for account x. The Enable STUN setting allows the C620 to identify its publicly addressable information behind a NAT via communicating with a STUN server.

Setting	Description
Server Address	Enter the STUN server IP address or domain name.
Port	Enter the STUN server port.
Enable STUN Keep-Alive	Enables or disables UDP keep-alives. Keep-alive packets are used to maintain connections established through NAT.
Keep-Alive Interval (secs)	Enter the interval (in seconds) for sending UDP keep-alives.

### Music on Hold Settings

<b>Music On Hold</b> <input checked="" type="checkbox"/> Enable Local MoH
--

Setting	Description
Enable Local MoH	Enables or disables a hold-reminder tone that the user hears when a far-end caller puts the call on hold.

### Network Conference Settings

<b>Network Conference</b> <input type="checkbox"/> Enable Network Conference Conference URI: <input type="text"/>
---

Setting	Description
Enable Network Conference	Enables or disables network conferencing for account x.
Conference URI	Enter the URI for the network bridge for conference handling on account x.

### Session Timer

<b>Session Timer</b> <input type="checkbox"/> Enable Session Timer Minimum Value (secs): <input type="text" value="90"/> Maximum Value (secs): <input type="text" value="1800"/>
---

Setting	Description
Enable Session Timer	Enables or disables the SIP session timer. The session timer allows a periodic refreshing of a SIP session using the RE-INVITE message.

Setting	Description
Minimum Value (secs)	Sets the session timer minimum value (in seconds) for account x.
Maximum Value (secs)	Sets the session timer maximum value (in seconds) for account x.

## Jitter Buffer

**Jitter Buffer**  
  
☐ Fixed  
Fixed Delay (ms):   
  
☒ Adaptive  
Normal Delay (ms):   
Minimum Delay (ms):   
Maximum Delay (ms):

Setting	Description
Fixed	Enable fixed jitter buffer mode.
Fixed Delay (ms)	If Fixed is selected, enter the fixed jitter delay.
Adaptive	Enable adaptive jitter buffer mode.
Normal Delay (ms)	If Adaptive is selected, enter the normal or “target” delay.
Minimum Delay (ms)	Enter the minimum delay.
Maximum Delay (ms)	Enter the maximum delay. This time, in milliseconds, must be at least twice the minimum delay.

## Keep Alive

**Keep Alive**  
  
☐ Enable Keep Alive  
Keep Alive interval (secs):   
☒ Ignore Keep Alive Failure

Setting	Description
Enable Keep Alive	Enable SIP keep alive in service of NAT traversal and as a heartbeat mechanism to audit the SIP server health status. Once enabled, OPTIONS traffic should be sent whenever the account is registered. OPTIONS traffic will occur periodically according to the keep-alive interval.
Keep Alive interval (secs)	Set the interval at which the OPTIONS for the keep-alive mechanism are sent.

Setting	Description
Ignore Keep Alive Failure	Enable the phone to ignore keep-alive failure, if the failure can trigger account re-registration and re-subscription (and active calls are dropped).

## XSI

	<b>XSI</b>
	Server Address: <input type="text"/>
	Port: <input type="text" value="0"/>
	Username: <input type="text"/>
	Password: <input type="password"/>

Setting	Description
Server Address	Specifies the Broadsoft XSI server.
Port	Specifies the port used for all XSI services.
Username	The Broadsoft XSI account name.
Password	The password of the Broadsoft XSI account.

## Call Settings

You can configure call settings for each account. Call Settings include Do Not Disturb and Call Forward settings.

The call settings are also available as parameters in the configuration file. See [“call\\_settings” Module: Call Settings](#) on page 163.

### General Call Settings

Setting	Description
Anonymous Call Reject	Enables or disables rejecting calls indicated as "Anonymous."
Enable Anonymous Call	Enables or disables outgoing anonymous calls. When enabled, the caller name and number are indicated as "Anonymous."

### Do Not Disturb

Setting	Description
Enable DND	Turns Do Not Disturb on or off.

### Call Forward

Setting	Description
Enable Call Forward Always	Enables or disables call forwarding for all calls on that line. Select to enable.
Target Number	Enter a number to which all calls will be forwarded.

Setting	Description
Enable Call Forward Busy	<p>Enables or disables forwarding incoming calls to the target number if:</p> <ul style="list-style-type: none"> <li>the number of active calls has reached the maximum number of calls configured for account x</li> <li>Call Waiting Off is selected.</li> </ul>
Target Number	Enter a number to which calls will be forwarded when Call Forward Busy is enabled.
Enable Call Forward No Answer	Enables or disables call forwarding for unanswered calls on that line.
Target Number	Enter a number to which unanswered calls will be forwarded.
Delay	Select the number of rings before unanswered calls are forwarded.

## User Preferences

On the User Preferences page, you can set the language that appears on the WebUI. The User Preferences page is also available to phone users when they log on to the WebUI.

The preference settings are also available as parameters in the configuration file.

See [“user\\_pref” Module: User Preference Settings](#) on page 162.

## General User Settings

Click the link for each setting to see the matching configuration file parameter in [“Configuration File Parameter Guide”](#) on page 115. Default values and ranges are listed there.

Setting	Description
WebUI Language	Sets the language that appears on the WebUI.



## Wireless Conference Phone

The Wireless Conference Phone settings enable you to configure soft keys for the conference phones that are registered to the base station.

### Soft Keys

On the Soft Keys page, you can select which soft keys can appear on the Idle screen, the Call Active screen, the Call Held screen and the Live Dial screen. You can also specify the position of each soft key.

Some soft keys appear only under certain conditions. For example, the Line soft key on the Idle screen appears only if there is more than one registered SIP account. When a "conditional" soft key is not visible, the soft key's position is left empty.

Soft key levels with no soft keys will not be shown if there are multiple soft key levels (as indicated by the ◀ and ▶ icons). Any soft key level where all soft keys are invisible will be dynamically skipped when the user navigates through the available levels. On the C620, a soft key level consists of three soft keys (populated or blank) in a row.

The soft key settings are also available as parameters in the configuration file.

See ["\*hs\\_settings\*" Module: Handset Settings](#) on page 131

SYSTEM

SIP Account Management

Account 1

Account 2

Account 3

Call Settings

Account 1

Account 2

Account 3

User Preferences

Wireless Conference Phone

Soft Keys

Server Application

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

Soft Keys

Device 

1

Idle Screen

Key	Type	Label	Value	Account
Key 1	Redial			Default
Key 2	Line			Default
Key 3	Directory			Default
Key 4	Call History			Default
Key 5	Unassigned			Default
Key 6	Unassigned			Default
Key 7	Unassigned			Default
Key 8	Unassigned			Default
Key 9	Unassigned	LYNE		Default

Call Active Screen

Key	Type	Label	Value	Account
Key 1	End			Default
Key 2	Transfer			Default
Key 3	Conference			Default
Key 4	Unassigned			Default
Key 5	Unassigned			Default
Key 6	Unassigned			Default
Key 7	Unassigned			Default
Key 8	Unassigned			Default
Key 9	Unassigned			Default

Call Held Screen

Key	Type	Label	Value	Account
Key 1	Quick Dial			Default
Key 2	New			Default
Key 3	Resume			Default
Key 4	Transfer			Default
Key 5	Conference			Default
Key 6	Unassigned			Default
Key 7	Unassigned			Default
Key 8	Unassigned			Default
Key 9	Unassigned			Default

Live Dial Screen

Key	Type	Label	Value	Account
Key 1	Backspace			Default
Key 2	Unassigned			Default
Key 3	Dial			Default
Key 4	Redial			Default
Key 5	Directory			Default
Key 6	Call History			Default
Key 7	Unassigned			Default
Key 8	Unassigned			Default
Key 9	Unassigned			Default

Save

In the **Device** setting, select the device number of the conference phone.

The **Type** setting defines the function of the soft key. The following table lists the available selections for Type.

The **Label** setting defines the label text displayed for the soft key. If left blank, the soft key will display the default text for the specified **Type**.

The **Value** and **Account** fields are only applicable for certain **Types**, as described in the following table.

## Type

Setting	Description
Backspace	Configures the key to delete a character on the dial screen.
Call Forward	Configures the key to access the Call Forward menu.
Call Forward All	Configures the key to turn Call Forward All on or off. In the <b>Account</b> setting, select the desired account number for which Call Forward All will apply. Make sure to also configure Call Forward settings on the Call Settings page for the desired account.
Call Forward Busy	Configures the key to turn Call Forward Busy on or off. In the <b>Account</b> setting, select the desired account number for which Call Forward Busy will apply. Make sure to also configure Call Forward settings on the Call Settings page for the desired account.
Call Forward No Answer	Configures the key to turn Call Forward No Answer on or off. In the <b>Account</b> setting, select the desired account number for which Call Forward No Answer will apply. Make sure to also configure Call Forward settings on the Call Settings page for the desired account.
Call History	Configures the key to access the Call History menu.
Call Return	Configures the key to dial the number of the most recently missed call.
Cancel	Configures the key to cancel dialing and exit the live dial screen.
Conference	Configures the key to initiate a conference call.
Dial	Configures the key to dial the number entered on the dial screen.
Directory	Configures the key to access the Directory menu.
Do Not Disturb	Configures the key to turn Do Not Disturb on or off. In the <b>Account</b> setting, select the desired account number.
End	Configures the key to end the call.
Hold	Configures the key to put the call on hold.
Line	Configures the key for accessing a line. This soft key is only visible if more than one account is enabled on the C620.
Messages	Configures the key to access the Message menu. In the <b>Account</b> setting, select the desired account number.

Setting	Description
New	Configures the key to access the dialing screen for making a new call during a call.
Private Hold	Configures the key to put the call on private hold.
Quick Dial	Configures the key to dial the number specified in the <b>Value</b> setting. In the <b>Account</b> setting, select the desired account number.
Redial	Configures the key to access the Dialed Calls menu.
Resume	Configures the key to resume the held call.
Settings	Configures the key to access the User Settings menu.
Transfer	Configures the key to transfer the call.
Unassigned	Configures the key so it does not have a function. If you press the key, nothing will happen.

## Server Application

On the Server Application page, you can enter Action URIs to allow the C620 to interact with a server application by using an HTTP GET request. The action URI triggers a GET request when a specified event occurs. Action URIs allow an external application to take control of the display when an event occurs. These pre-defined events are listed under “Action URI” on the Server Application page.

Action URIs are typically used in conjunction with the XML Browser, which can be customized to deliver an appropriate user experience.

The C620 supports both push and pull server applications. Note that Action URI events are not “push” events as it is the phone that requests a URI when triggered by certain states. You can enable push server applications under “XML Push Settings”.

### Action URI Syntax

To access an XML application, the phone performs an HTTP GET on a URL.

An HTTP GET request may contain a variable name and variable value, which are separated by “=”. Each variable value starts and ends with “\$\$” in the query part of the URL.

Action URI variables pass dynamic data to the server. The valid URL format is:

`http://host[:port]/dir/file name?variable name=$$variable value$$`

where:

- host is the hostname or IP address of the server supporting the XML application
- port is the port number the phones are using for the HTTP request

At the time of the HTTP call, the variable value field is populated with the appropriate data. For example, the following URL passes the SIP Account User Identifier to the server:

`http://10.50.10.140/script.pl?name=$$SIPUSERNAME$$`

A GET request then passes along the following information:

`http://10.50.10.140/script.pl?name=42512`

Assuming that the User Identifier is 42512.

Variable names are defined by the particular XML application being called.

Variable values are predefined and depend on the status of the phone. If the variable has no meaning in the current status, then the phone sends an empty string.

The table below lists all possible variable values. Note that variables applicable during an Incoming or Active Call (such as INCOMINGNAME and REMOTENUMBER) are initialized at the beginning and at the end of the call.

Variable value	Description
SIPUSERNAME	SIP Account User Identifier
DISPLAYNAME	SIP Account Display Name
LOCALIP	Phone's local IP Address
INCOMINGNAME	Caller ID name of the current Incoming Call
REMOTENUMBER	Remote party phone number (Incoming or Outgoing)
REGISTRATIONSTATE	Registration state available from the Registration event. Values are: <ul style="list-style-type: none"><li>■ REGISTERED</li><li>■ DEREGISTERED</li><li>■ FAIL</li></ul>
MAC	The phone's MAC Address
MODEL	The phone's model number: C620.

SYSTEM	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
SIP Account Management Account 1 Account 2 Account 3 Call Settings Account 1 Account 2 Account 3 User Preferences Wireless Conference Phone Soft Keys <b>Server Application</b>	<b>Server Application</b>  <b>Action URI</b>  End of boot sequence: <input type="text"/> Successful Registration: <input type="text"/> On Hook: <input type="text"/> Off Hook: <input type="text"/> Incoming Call: <input type="text"/> Outgoing Call: <input type="text"/> Timer Based: <input type="text"/> Timer Based Interval: <input type="text" value="3600"/> Connected: <input type="text"/> Registration Event: <input type="text"/>  <b>XML Push Settings</b>  <input type="checkbox"/> Enable HTTP Push: <input type="checkbox"/> Enable Push during call <input type="button" value="Save"/>				

## Action URI

Setting	Description
End of boot sequence	<p>The End of boot sequence URI is triggered at the end of the phone boot sequence.</p> <p>Using the End of boot sequence URI, it is possible to develop self-provisioning on the phone. For example, an XML application can identify the phone and generate a MAC-specific file on the fly.</p>
Successful Registration	<p>The Successful Registration URI is triggered the first time the phone registers successfully to a SIP Account. If the phone registers to multiple SIP Accounts, then the Successful Registration URI is triggered for each line.</p>
On Hook	<p>The On Hook URI is triggered when the phone transitions from Active to Idle (or from Paging to Idle). For example, when:</p> <ul style="list-style-type: none"> <li>■ The user presses the <b>End</b> soft key</li> <li>■ The user hangs up the handset during a call</li> <li>■ A transfer is completed and the user returns to idle</li> <li>■ The far end hangs up</li> <li>■ The call was not answered</li> <li>■ The call fails.</li> </ul>

Setting	Description
Off Hook	<p>The Off Hook URI is triggered when the user goes to Dial mode by:</p> <ul style="list-style-type: none"><li>■ Pressing the TALK/OFF hard key</li><li>■ Pressing the [New] soft key during a held call.</li></ul> <p>Note that the Off Hook URI will NOT be triggered when calling a pre-defined number and going immediately to Dialling mode—this event triggers the Outgoing Call URI instead.</p>
Incoming Call	<p>The Incoming Call URI is triggered for each Incoming Ring event or Call Waiting event. Using the Incoming Call URI, it is possible to display extra information on the phone for an Incoming Call. For example, the XML application that is called when there is an Incoming Call can do a database lookup and display information on the caller.</p> <p>Note that this Action URI will not be triggered if DND or Call Forward All is enabled or if Call Waiting is disabled (i.e., the call is rejected).</p>
Outgoing Call	<p>The Outgoing Call URI is triggered each time a SIP INVITE message is sent (Dialling mode). For example, after:</p> <ul style="list-style-type: none"><li>■ Pressing the <b>Dial</b> key in Pre-Dial with populated number</li><li>■ Using the dial pad to speed dial a call</li><li>■ Dialling a Directory number by going off-hook.</li></ul>
Timer Based	<p>The Timer Based URI will be triggered when the configured timeout expires. The timer starts at the end of the phone boot sequence.</p>
Timer Based Interval	<p>Enter the interval before the Timer Based URI is triggered.</p>
Connected	<p>The Connected URI is triggered each time the phone is in an Active Call or is Paging.</p>
Registration Event	<p>The Registration Event URI is triggered every time there is a registration state change. For example:</p> <ul style="list-style-type: none"><li>■ Registered</li><li>■ Deregistered</li><li>■ Fail (Registration timed out, refused, or expired)</li></ul> <p>The Registration Event URI is not triggered when the same event is repeated.</p>

**XML Push Settings**

Setting	Description
Enable HTTP Push	Select to enable HTTP push, which enables the phone to display XML objects that are “pushed” to the phone from the server via http/https POST or SIP NOTIFY.
Enable Push during call	Select to enable the phone to display pushed XML objects during a call. Otherwise, the XML application is displayed after the call is over.



## Network Pages

You can set up the C620 for your network configuration on the Network pages. Your service provider may require you to configure your network to be compatible with its service, and the C620 settings must match the network settings.

The network settings are grouped into Basic and Advanced Settings. IPv4 and IPv6 protocols are supported.

When both IPv4 and IPv6 are enabled and available, the following guidelines apply when determining which stack to use:

- For outgoing traffic, the IP address (or resolved IP) in the server field—either IPv4 or IPv6—will determine which stack to be used.
- In general, most operations can be associated with one of the servers listed on the “Basic Network Settings” page. However, for operations triggered by/dependent upon network status, the phone must determine which server to use. For example, a special case like the “Network down” LED indication on the base station can be ambiguous for server association. Because its primary purpose is to aid in troubleshooting SIP registration issues, this case will be associated with the SIP registration server.
- DNS entries with both IPv4 and IPv6 settings can be used to resolve FQDN entries. There are no preferences with the order of the DNS queries.
- Pcap should include traffic for both stacks.
- Dual stack operations should be transparent to PC port traffic.

**NOTE**

- PnP is not supported on IPv6.
  - VPN is not supported in IPv6 or PPPoE.
- 

The network settings are also available as parameters in the configuration file. See [“network” Module: Network Settings](#) on page 138.

After entering information on this page, click  to save it.

## Basic Network Settings

NETWORK

Basic

Advanced

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

### Basic Network Settings

#### IPv4

☐ Disable
 ☒ DHCP
 ☐ Static IP

IP Address:

Subnet Mask:

Gateway:

0.0.0.0

0.0.0.0

0.0.0.0

☐ PPPoE

Username:

Password:

☐ Manually Configure DNS

Primary DNS:

Secondary DNS:

10.91.0.1

0.0.0.0

#### IPv6

☒ Disable
 ☐ Auto Configuration
 ☐ Static IP

IP Address:

Prefix (0-128):

Gateway:

64

::

☐ Manually Configure DNS

Primary DNS:

Secondary DNS:

Save



NOTE

You must be familiar with TCP/IP principles and protocols to configure static IP settings.

## Basic Network Settings

Click the link for each setting to see the matching configuration file parameter in [“network” Module: Network Settings](#) on page 138. Default values and ranges are listed there.

### IPv4

Setting	Description
Disable	Disables all related IPv4 settings.
DHCP	DHCP is selected (enabled) by default, which means the C620 will get its IP address, Subnet Mask, Gateway, and DNS Server(s) from the network. When DHCP is disabled, you must enter a static IP address for the C620, as well as addresses for the Subnet Mask, Gateway, and DNS Server(s).

Setting	Description
Static IP	When Static IP is selected, you must enter a static IP address for the C620, as well as addresses for the Subnet Mask, Gateway, and DNS Server(s).
IP Address	If DHCP is disabled, enter a static IP address for the C620.
Subnet Mask	Enter the subnet mask.
Gateway	Enter the address of the default gateway (in this case, your router).
PPPoE	Select to enable PPPoE (Point-to-Point Protocol over Ethernet) mode.
Username	Enter your PPPoE account username.
Password	Enter your PPPoE account password.
Manually Configure DNS	Select to enable manual DNS configuration.
Primary DNS	If DHCP is disabled, enter addresses for the primary and secondary DNS servers.
Secondary DNS	

## IPv6

Setting	Description
Disable	Disables all related IPv6 settings.
Auto Configuration	Auto configuration is selected (enabled) by default, which means the C620 will get its IP address, Gateway, and DNS Server(s) from the network. When Auto Configuration is disabled, you must enter a static IP address for the C620, as well as addresses for the Gateway and DNS Server(s).
Static IP	When Static IP is selected, you must enter a static IP address for the C620, as well as an IPv6 address prefix, Gateway, and DNS Server(s).
IP Address	If Auto Configuration is disabled, enter a static IP address for the C620.
Prefix (0–128)	Enter the IPv6 address prefix length (0 to 128 bits).
Gateway	Enter the address of the default gateway (in this case, your router).
Manually Configure DNS	Select to enable manual DNS configuration.
Primary DNS	If Auto Configuration is disabled, enter addresses for the primary and secondary DNS servers.
Secondary DNS	

## Advanced Network Settings

**NETWORK**

Basic  
Advanced

STATUSSYSTEMNETWORKCONTACTSSERVICING

**VLAN**  
☐ Enable LAN Port VLAN  
VID:   
Priority:   
**LLDP-MED**  
☒ Enable LLDP-MED  
Packet Interval (secs):   
**802.1x**  
☐ Enable 802.1x  
Identity:   
MD5 Password:   
**VPN**  
☐ VPN Enable  
VPN Config (file upload):  

No file chosenChoose File  
Update from File

Save

### VLAN

You can organize your network and optimize VoIP performance by creating a virtual LAN for phones and related devices.

Click the link for each setting to see the matching configuration file parameter in [“network” Module: Network Settings](#) on page 138. Default values and ranges are listed there.

Setting	Description
Enable LAN Port VLAN	Enable if the phone is part of a VLAN on your network. Select to enable.
VID	Enter the VLAN ID (vlan 5, for example).
Priority	Select the VLAN priority that matches the Quality of Service (QOS) settings that you have set for that VLAN ID. Outbound SIP packets will be marked and sent according to their priority. 7 is the highest priority. <b>Note:</b> Configuring QOS settings for your router or switch is a subject outside the scope of this document.

**LLDP-MED**

Setting	Description
Enable LLDP-MED	Enables or disables Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED). LLDP-MED is a standards-based discovery protocol supported on some network switches. It is required for auto-configuration with VLAN settings.
Packet Interval (secs)	Sets the LLDP-MED packet interval (in seconds).

**802.1x**

Setting	Description
Enable 802.1x	Enables or disables the 802.1x authentication protocol. This protocol allows the phone to attach itself to network equipment that requires device authentication via 802.1x.
Identity	Enter the 802.1x EAPOL identity.
MD5 Password	Enter the 802.1x EAPOL MD5 password.

## VPN

You can operate the C620 SIP Wireless Conference Phone over a Virtual Private Network (VPN). VPN enables remote users and remote sites to connect to a main corporate network and SIP server with a high level of performance and security.

Configuring VPN using the WebUI consists of enabling VPN and uploading a VPN configuration file. The VPN configuration file (**openvpn\_client.tar**) must contain the following files:

- **client.conf**
- a **keys** folder containing
  - **ca.crt**
  - **client.crt**
  - **client.key**

The filename of the VPN client configuration file and certificates must match the names provided above. For more information about configuring VPN, visit our website at [www.snomamericas.com](http://www.snomamericas.com).



**NOTE**

Ensure that NTP or manual time is configured correctly so that the C620 is using the correct date and time before VPN setup. Mismatched time between sites and servers may invalidate the initial TLS handshake.

Setting	Description
VPN Enable	Enables or disables the phone to connect using the OpenVPN client. If VPN is enabled, but not connected, all SIP traffic will continue to route via the LAN IP. If VPN is enabled and connected, all SIP traffic will route via the VPN tunnel. The exception is the web server, which will still be accessible via the LAN IP.
VPN Config (file upload)	Browse to and upload the VPN configuration file <b>openvpn_client.tar</b> .

## Contacts Pages

### Base Directory

On the Base Directory page, you can manage directory entries that will be available on all conference phones. You can sort, edit, delete, and add contact information for up to 200 entries. In order to back up your contacts or import another local directory file, the page also enables you to export and import the base directory.

The Base Directory lists entries on up to 10 pages, with 20 entries per page. Click [Next](#), [Last](#), [First](#), or a page number to view the desired page of entries.

**CONTACTS**  
 Base Directory  
 Blacklist  
 LDAP  
 Broadsoft  
 Remote XML

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

**Base Directory**  
 Select All ☐ [Sort By Last Name](#)

Total: 20	First Name	Last Name	Ringer Tone	Work	Mobile	Other	Account	
<input type="checkbox"/>	Angela	Martin	0	7325550118			1	<a href="#">Edit</a>
<input type="checkbox"/>	Bronwyn	McDonald	0	2325550140			1	<a href="#">Edit</a>
<input type="checkbox"/>	Charlie	Johnson	0	5550198			1	<a href="#">Edit</a>
<input type="checkbox"/>	Dale	Appleton	0		6045550135		1	<a href="#">Edit</a>
<input type="checkbox"/>	David	Carter	0	2325550194	2325550177		Default Account	<a href="#">Edit</a>
<input type="checkbox"/>	Davis	Swerdlow	0		2325550172		1	<a href="#">Edit</a>
<input type="checkbox"/>	Elkhart	Taxi	0		6045550155		1	<a href="#">Edit</a>
<input type="checkbox"/>	Graham	Ball	0		2325550176		1	<a href="#">Edit</a>
<input type="checkbox"/>	Kathryn	Dolphy	0		6045550195		1	<a href="#">Edit</a>
<input type="checkbox"/>	Linda	Miller	0		6045550117		2	<a href="#">Edit</a>
<input type="checkbox"/>	Lydia	Braithwaite	0	2325550157			1	<a href="#">Edit</a>
<input type="checkbox"/>	Martin	Meyers	0	2325550122			1	<a href="#">Edit</a>
<input type="checkbox"/>	Mary	Williams	0		6045550145	6045550146	Default Account	<a href="#">Edit</a>
<input type="checkbox"/>	Richard	Serling	0		6045550141	7875550181	Default Account	<a href="#">Edit</a>
<input type="checkbox"/>	Robert	Brown	0		6045550105		2	<a href="#">Edit</a>
<input type="checkbox"/>	Sandro	Voss	0	2325550149			1	<a href="#">Edit</a>
<input type="checkbox"/>	Stefan	Wheeler	0		2325550161		1	<a href="#">Edit</a>
<input type="checkbox"/>	Susan	Ballance	0		6045550170		1	<a href="#">Edit</a>
<input type="checkbox"/>	Terry	Ng	0		2325550187		1	<a href="#">Edit</a>
<input type="checkbox"/>	Ursula	Baldwin	0	6045550166			1	<a href="#">Edit</a>

[First](#)
[1](#)
[Last](#)

[Delete Selected Entries](#)  
[Clear Directory](#)

[Add New Entry](#)

**Import Local Directory**  

[Choose File](#)

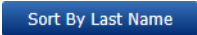






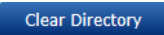
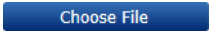


[Import XML](#)  
☐ First line is header, skip [Import CSV](#)

**Export Local Directory**  

[Export XML](#)  
[Export CSV](#)


Table 6 describes the buttons available on the Base Directory page.

**Table 6. Base Directory commands**

Click	To...
	Sort the list by last name.
	Edit information for an entry
	View the next page of entries.
	View the last page of entries.
	View the first page of entries.
	Delete selected entries from the directory. Click <b>Select All</b> to select every entry on the page you are viewing.
	Add a new directory entry.
	Delete all Directory entries.
	Import a directory file.
 	Export the directory.

**To add a new directory entry:**

1. Click  .  
The **Create Base Directory Entry** page appears.

CONTACTS	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
Base Directory Blacklist LDAP Broadsoft Remote XML	<h3>Create Local Directory Entry</h3> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Ringer Tone: <input type="text" value="Auto"/></p> <p>Account: <input type="text" value="Account 1"/></p> <p>Work Number: <input type="text"/></p> <p>Mobile Number: <input type="text"/></p> <p>Other Number: <input type="text"/></p> <p></p>				

2. Enter the required information as described in the following table.



## Create Base Directory Entry

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields. The maximum length of the first name and last name fields is 15 characters.	n/a	Blank
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1–10	Tone 1
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1–3	Default Account
Work Number	Enter the appropriate names and numbers in these fields.	n/a	Blank
Mobile Number			
Other Number			

## Directory Import/Export

The best way to create a directory file for import is to first export the directory from the phone. After exporting the file, open it in an .xml editor and add or modify entries.

Importing a directory file adds the imported directory entries to existing entries. Therefore, it is possible to have duplicate entries after importing a directory file. If you are importing a "complete" directory file with the aim of replacing the entire current directory, use **Select All** and [Delete Selected Entries](#) to clear the directory before importing the file.



NOTE

Using the configuration file, you can set whether an imported directory file adds to existing entries or replaces existing entries. See [“file” Module: Imported File Settings](#) on page 167.

Directory files are .xml files that have the following tags:

Local Directory WebUI field	Directory file XML tag
First Name	<DIR_ENTRY_NAME_FIRST>
Last Name	<DIR_ENTRY_NAME_LAST>
Work Number	<DIR_ENTRY_NUMBER_WORK>
Mobile Number	<DIR_ENTRY_NUMBER_MOBILE>
Other Number	<DIR_ENTRY_NUMBER_OTHER>
Account	<DIR_ENTRY_LINE_NUMBER>
Call Block (not on WebUI)	<DIR_ENTRY_BLOCK>

Local Directory WebUI field	Directory file XML tag
Ringer Tone	<DIR_ENTRY_RINGER>

## Blacklist

On the Blacklist page, you can manage local blacklist entries. The C620 rejects calls from numbers that match blacklist entries. You can sort, edit, delete, and add up to 200 blacklist entries. In order to back up your blacklist entries or import another local blacklist file, the page also enables you to export and import the blacklist.

The blacklist lists entries on up to 10 pages, with 20 entries per page. Click [Next](#) , [Last](#) , [First](#) , or a page number to view the desired page of entries.



You can also use the C620 menu to manage blacklist entries. For more information, see the C620 User Guide.

**CONTACTS**  
Base Directory  
**Blacklist**  
LDAP  
Broadsoft  
Remote XML

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

**Blacklist**  
Select All ☐ [Sort By Last Name](#)  

Total: 3	First Name	Last Name	Work	Mobile	Other	Account	
<input type="checkbox"/>	Aa-Won	Marketing		23255550108		1	<a href="#">Edit</a>
<input type="checkbox"/>	Jordan	Tyler	2325551011			1	<a href="#">Edit</a>
<input type="checkbox"/>	Roger	Fredericks		3215550109		1	<a href="#">Edit</a>

First 1 Last

[Delete Selected Entries](#)
[Add New Entry](#)

[Clear Blacklist](#)

**Import Blacklist**  

No file chosen
[Choose File](#)

[Import XML](#)

☐ First line is header, skip
[Import CSV](#)

**Export Blacklist**  

[Export XML](#)





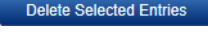

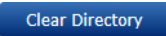
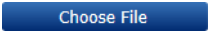


[Export CSV](#)

Table 7 describes the buttons available on the Blacklist page.

**Table 7. Blacklist commands**

Click	To...
<a href="#">Sort By Last Name</a>	Sort the list by last name.


Table 7. Blacklist commands

Click	To...
	Edit information for an entry
	View the next page of entries.
	View the last page of entries.
	View the first page of entries.
	Delete selected entries. Click <b>Select All</b> to select every entry on the page you are viewing.
	Add a new entry.
	Delete all entries.
	Import a blacklist file.
 	Export the blacklist.

**To add a new blacklist entry:**

- Click  .  
The **Create Blacklist Entry** page appears.

**CONTACTS**  
Base Directory  
Blacklist  
LDAP  
Broadsoft  
Remote XML

STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
<b>Create Blacklist Entry</b> First Name: <input type="text"/> Last Name: <input type="text"/> Account: <input type="text" value="Account 1"/> ▾ Work Number: <input type="text"/> Mobile Number: <input type="text"/> Other Number: <input type="text"/> 				

- Enter the required information as described in the following table.

**Create Blacklist Entry**

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields. The maximum length of the first name and last name fields is 15 characters.	n/a	Blank
Last Name			

Setting	Description	Range	Default
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1–3	Account 1
Work Number	Enter the appropriate names and numbers in these fields.	n/a	Blank
Mobile Number			
Other Number			

## Blacklist Import/Export

The best way to create a blacklist file for import is to first export the blacklist from the C620. After exporting the file, open it in an .xml editor and add or modify entries.

Importing a blacklist file adds the imported blacklist entries to existing entries. Therefore, it is possible to have duplicate entries after importing a blacklist file. If you are importing a "complete" blacklist file with the aim of replacing the entire current blacklist, use **Select All** and [Delete Selected Entries](#) to clear the blacklist before importing the file.

**NOTE**

Using the configuration file, you can set whether an imported blacklist file adds to or replaces existing entries. See ["file" Module: Imported File Settings](#) on [page 167](#).

Blacklist files are .xml files that have the following tags:


Blacklist WebUI field	Blacklist file XML tag
First Name	<BLACKLIST_ENTRY_NAME_FIRST>
Last Name	<BLACKLIST_ENTRY_NAME_LAST>
Work Number	<BLACKLIST_ENTRY_NUMBER_WORK>
Mobile Number	<BLACKLIST_ENTRY_NUMBER_MOBILE>
Other Number	<BLACKLIST_ENTRY_NUMBER_OTHER>
Account	<BLACKLIST_ENTRY_LINE_NUMBER>

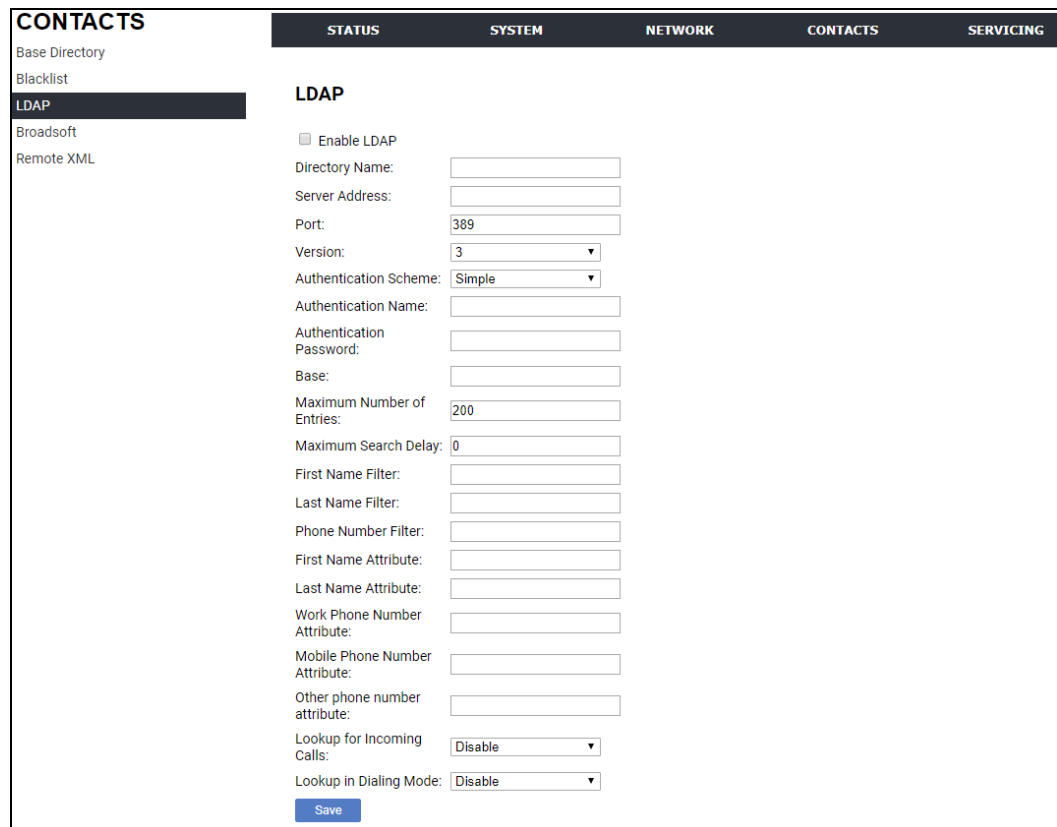
## LDAP

The phone supports remote Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory is hosted on a remote server and may be the central directory for a large organization spread across several cities, offices, and departments. You can configure the phone to access the directory and allow users to search the directory for names and telephone numbers.

The LDAP settings are also available as parameters in the configuration file.

See [“remoteDir” Module: Remote Directory Settings](#) on page 154.

After entering information on this page, click  to save it.



## LDAP Settings

Click the link for each setting to see the matching configuration file parameter in [“remoteDir” Module: Remote Directory Settings](#) on page 154. Default values and ranges are listed there.

Setting	Description
Enable LDAP	Enables or disables the phone's access to the LDAP directory.
Directory name	Enter the LDAP directory name.

Setting	Description
Server address	Enter the LDAP server domain name or IP address.
Port	Enter the LDAP server port.
Version	Select the LDAP protocol version supported on the phone. Ensure the protocol value matches the version assigned on the LDAP server.
Authentication scheme	Select the LDAP server authentication scheme.
Authentication name	Enter the user name or authentication name for LDAP server access.
Authentication password	Enter the authentication password for LDAP server access.
Base	Enter the LDAP search base. This sets where the search begins in the directory tree structure. Enter one of more attribute definitions, separated by commas (no spaces). Your directory may include attributes like "cn" (common name) or "ou" (organizational unit) or "dc" (domain component). For example: ou=accounting,dc=snom,dc=com
Maximum number of entries	Sets the maximum number of entries returned for an LDAP search. Limiting the number of hits can conserve network bandwidth.
Maximum search delay	Enter the delay (in seconds) before the phone starts returning search results.
First name filter	Enter the first name attributes for LDAP searching. The format of the search filter is compliant to the standard string representations of LDAP search filters (RFC 2254).
Last name filter	Enter the last name attributes for LDAP searching. The format of the search filter is compliant to the standard string representations of LDAP search filters (RFC 2254).
Phone number filter	Enter the number attributes for LDAP searching. The format of the search filter is compliant to the standard string representations of LDAP search filters (RFC 2254).
First name attribute	Sets the attribute for first name. What you enter here should match the first name attribute for entries on the LDAP server (gn for givenName, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Last name attribute	Sets the attribute for last name. What you enter here should match the last name attribute for entries on the LDAP server (sn for surname, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.

Setting	Description
Work number attribute	Sets the attribute for the work number. What you enter here should match the work number attribute for entries on the LDAP server (telephoneNumber, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Mobile number attribute	Sets the attribute for the mobile number. What you enter here should match the mobile number attribute for entries on the LDAP server (mobile, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Other number attribute	Sets the attribute for the other number. What you enter here should match the other number attribute for entries on the LDAP server (otherPhone, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Lookup for incoming calls	Enables or disables LDAP incoming call lookup. If enabled, the phone searches the LDAP directory for the incoming call number. If the number is found, the phone uses the LDAP entry for CID info.
Lookup in dialing mode	Enables or disables LDAP outgoing call lookup. If enabled, numbers entered in pre-dial or live dial are matched against LDAP entries. If a match is found, the LDAP entry is displayed for dialing.

## Broadsoft Directory and CallLogs

The C620 supports the display of Broadsoft directories and call logs.

**CONTACTS**  
Base Directory  
Blacklist  
LDAP  
**Broadsoft**  
Remote XML

STATUSSYSTEMNETWORKCONTACTSSERVICING

**Broadsoft Directory and CallLogs**  
Account: Account 1  
**Directory Type**  
Group Directory Enable  
Enterprise Directory Enable  
Group Common Directory Enable  
Enterprise Common Directory Enable  
Personal Directory Enable  
**CallLogs Type**  
Missed Calls Enable  
Received Calls Enable  
Placed Calls Enable  
Save



Setting	Description
Account	Select the desired account number.

## Directory Type

Setting	Description
Group Directory	Enables or disables the display of the Broadsoft Group Directory on the phone for the specified account.
Enterprise Directory	Enables or disables the display of the Broadsoft Enterprise Directory on the phone for the specified account.
Group Common Directory	Enables or disables the display of the Broadsoft Group Common Directory on the phone for the specified account.
Enterprise Common Directory	Enables or disables the display of the Broadsoft Enterprise Common Directory on the phone for the specified account.
Personal Directory	Enables or disables the display of the Broadsoft Personal Directory on the phone for the specified account.

## CallLogs Type

Setting	Description
Missed Calls	Enables or disables the display of Missed Calls.
Received Calls	Enables or disables the display of Received Calls.
Placed Calls	Enables or disables the display of Placed Calls.

## Remote XML

The C620 supports three server-hosted Remote XML directories. A total of 5,000 Remote XML directory entries are supported. The 5,000 entries can be shared across the three remote XML directories.

When the user selects a remote directory to view, the C620 will sync with the directory server. The conference phone will display **Sync failed.** if any of the following failing conditions is encountered:

- Server not reachable
- Remote XML directory file is not available
- Invalid XML directory file

## Remote XML Directory Format

The following shows a sample single-entry file which can be used in a remote XML directory. Note that the default tags are the same as those defined for the Local Directory.

```
<?xml version="1.0" encoding="utf-8"?>
<DIR_ENTRY>
<DIR_ENTRY_NAME_FIRST>John</DIR_ENTRY_NAME_FIRST>
<DIR_ENTRY_NAME_LAST>Smith</DIR_ENTRY_NAME_LAST>
<DIR_ENTRY_NUMBER_OTHER>3333</DIR_ENTRY_NUMBER_OTHER>
<DIR_ENTRY_NUMBER_WORK>1111</DIR_ENTRY_NUMBER_WORK>
<DIR_ENTRY_NUMBER_MOBILE>2222</DIR_ENTRY_NUMBER_MOBILE>
</DIR_ENTRY>
```

CONTACTS		STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
Base Directory						
Blacklist						
LDAP						
Broadsoft						
Remote XML						
Remote XML Directories						
ID	Name	Remote XML URI	Enable Incoming/Outgoing Call Lookup			
1	Remote 1	http://10.88.50.1/xml/1000dir	<input type="checkbox"/>			
2	Remote 2	http://10.88.50.1/xml/xmldir2	<input type="checkbox"/>			
3			<input type="checkbox"/>			
Save						

Setting	Description
Name	<p>Sets the name of the directory as it will appear on the C620 Directory list.</p> <p>The following order applies to the Directory list when multiple server-based directories are enabled:</p> <ol style="list-style-type: none"> <li>1. Local</li> <li>2. Blacklist</li> <li>3. LDAP</li> <li>4. Broadsoft</li> <li>5. Remote XML directory 1</li> <li>6. Remote XML directory 2</li> <li>7. Remote XML directory 3</li> </ol> <p>Any Remote XML directories will move up the list if LDAP and/or Broadsoft directories are not enabled.</p>
Remote XML URI	Enter the location of the XML directory file, from which the phone will sync and retrieve directory entries.
Enable Incoming/ Outgoing Call Lookup	Enables/disables the call lookup feature for incoming and outgoing calls.

## Servicing Pages

### Reboot

To manually reboot the C620 and apply settings that you have updated, click [Reboot](#) .

The image displays two screenshots of the snom C620 web interface, specifically the 'SERVICING' section. The top screenshot shows the 'SERVICING' tab selected in the left sidebar, with the 'Reboot' button visible. The bottom screenshot shows the same page, but the 'Reboot' button is highlighted.

**SERVICING**

Reboot

Time and Date

Custom Language

Firmware Upgrade

Auto Upgrade

Manual Upgrade

Provisioning

Security

Certificates

Device

Trusted Certificates

Tr069

System Logs

**STATUS** **SYSTEM** **NETWORK** **CONTACTS** **SERVICING**

**Reboot**

Reboot Device: [Reboot](#)

### Time and Date

On the Time and Date page, you can manually set the time and date, and the time and date formats. You can also set the system time to follow a Network Time Protocol (NTP) Server (recommended) or you can set the time and date manually.

The time and date settings are also available as parameters in the configuration file.

See ["time\\_date" Module: Time and Date Settings](#) on page 148.

SERVICING

Reboot

Time and Date

Custom Language

Firmware Upgrade

Auto Upgrade

Manual Upgrade

Provisioning

Security

Certificates

Device

Trusted Certificates

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

## Time and Date Format

Date Format:

DD/MM/YY

Time Format:

12 Hour

## Network Time Settings:

☒ Enable Network Time

NTP Server:

us.pool.ntp.org

☐ Use DHCPv4 (Option 42)

## Time Zone and Daylight Savings Settings

Time Zone:

-5 United States-East

☒ Automatically adjust clock for Daylight Savings
 ☐ User-defined Daylight Savings Time

Daylight Savings Start:

March

Week 2

Sunday

02:00

Daylight Savings End:

November

Week 1

Sunday

02:00

Daylight Savings Offset (minutes):

60

☐ Use DHCP (Option 2/100/101)

## Manual Time Settings

Date:

14/01/2020

Time:

11:58:09AM

Apply Now

Save

## Time and Date Format

Click the link for each setting to see the matching configuration file parameter in [“time\\_date” Module: Time and Date Settings](#) on page 148. Default values and ranges are listed there.

Setting	Description
Date Format	Sets the date format.
Time Format	Sets the clock to a 24-hour or 12-hour format.

## Network Time Settings

Setting	Description
Enable Network Time	Enables or disables getting time and date information for your phone from the Internet.
NTP Server	If Enable Network Time is selected, enter the URL of your preferred time server.
Use DHCP (Option 42)	If Enable Network Time is selected, select to use DHCP to locate the time server. Option 42 specifies the NTP server available to the phone. When enabled, the phone obtains the time in the following priority: <ol style="list-style-type: none"><li>1. Option 42</li><li>2. NTP Server</li><li>3. Manual time.</li></ol>

## Time Zone and Daylight Savings Settings

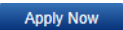
Setting	Description
Time Zone	Select your time zone from the list.
Automatically adjust clock for Daylight Savings	Select to adjust the clock for daylight savings time according to the NTP server and time zone setting. To disable daylight savings adjustment, disable both this setting and User-defined Daylight Savings Time.
User-defined Daylight Savings Time	Select to set your own start and end dates and offset for Daylight Savings Time. To disable daylight savings adjustment, disable both this setting and Automatically adjust clock for Daylight Savings.

Setting	Description
Daylight Savings Start: <ul style="list-style-type: none"><li>■ Month</li><li>■ Week</li><li>■ Day</li><li>■ Hour</li></ul>	If User-defined DST is enabled, set the start date and time for daylight savings: Month, week, day, and hour.
Daylight Savings End: <ul style="list-style-type: none"><li>■ Month</li><li>■ Week</li><li>■ Day</li><li>■ Hour</li></ul>	If User-defined DST is enabled, set the end date and time for daylight savings: Month, week, day, and hour.
Daylight Savings Offset (minutes)	If User-defined DST is enabled, this specifies the daylight savings adjustment (in minutes) to be applied when the current time is between Daylight Savings Start and Daylight Savings End.
Use DHCP (Option 2/100/101)	If Enable Network Time is selected, select to use DHCP to determine the time zone offset. Options 2, 100 and 101 determine time zone information.

## Manual Time Settings

If Enable Network Time is disabled or if the time server is not available, use Manual Time Settings to set the current time.

Setting	Description
Date	Select the current year, month, and day. Click the <b>Date</b> field and select the date from the calendar that appears.
Time	Sets the current hour, minute, and second. Click the Time field, and enter the current time. You can also refresh the page to update the manual time settings.

Click  to start the C620 using the manual time settings.

## Custom Language

On the Export Translation page, you can export WebUI language strings. After exporting language strings, you can use the resulting file as the basis for a custom language translation file (.tpk file).

You can import one custom language for use on the WebUI. The custom language adds to the existing languages available with the firmware.

Importing a custom language can only be done using the configuration file. See [“file” Module: Imported File Settings](#) on page 167.

**SERVICING**

Reboot

Time and Date

**Custom Language**

Firmware Upgrade

Auto Upgrade

Manual Upgrade

Provisioning

Security

Certificates

Device

Trusted Certificates

Tr069

System Logs

**Export Translation**

Export WebUI Translation to File:

English

Export

**SERVICING**

Reboot

Time and Date

**Custom Language**

Firmware Upgrade

Auto Upgrade

Manual Upgrade

Provisioning

Security

Certificates

Device

Trusted Certificates

Tr069

System Logs

**Export Translation**

Export WebUI Translation to File:

English

Export

The available languages for export are identical to the WebUI Language list described in [“User Preferences” on page 56](#).

The filename of the exported language file will be:

- WebUI: <Model Number>-<Display Name>-webui.tpk



## Firmware Upgrade

You can update the C620 with new firmware using the following methods:

- Retrieving a firmware update file from a remote host computer and accessed via a URL. This central location may be arranged by you, an authorized dealer, or your SIP service provider. Enter the URL under **Base Firmware** or **Wireless Conf. Phone Firmware**.
- Using a file located on your computer or local network. No connection to the Internet is required. Consult your dealer for access to firmware update files. Click **Manual Upgrade** to view the page where you can manually upgrade the C620 firmware.

The firmware upgrade settings are also available as parameters in the configuration file. See [“provisioning” Module: Provisioning Settings](#) on page 143.

SERVICING	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
Reboot Time and Date Custom Language Firmware Upgrade <b>Auto Upgrade</b> Manual Upgrade Provisioning Security Certificates Device Trusted Certificates Tr069 System Logs	<div> <b>Base Firmware</b> </div> <div>           Base Firmware URL: <input type="text"/>  <input type="button" value="Update Base Firmware Now"/> </div> <div> <b>Wireless Conf. Phone Firmware</b> </div> <div>           Conf. Phone Firmware URL: <input type="text"/>            Installed Firmware: 0.4.0.8-0  <input type="button" value="Install Conf. Phone Firmware Now"/> </div> <div> <b>Firmware Server Settings</b> </div> <div>           Server Authentication Name: <input type="text"/>            Server Authentication Password: <input type="text"/>  <input type="button" value="Save"/> </div>				

### Base Firmware

Setting	Description
Base Firmware URL	The URL where the C620 Base Station firmware update file resides. This should be a full path, including the filename of the firmware file.

### Wireless Conf. Phone Firmware

Setting	Description
Conf. Phone Firmware URL	The URL where the conference phone firmware update file resides. This should be a full path, including the filename of the firmware file.
Installed Firmware	The version number of conference phone firmware currently installed.

## Firmware Server Settings

Setting	Description
Server authentication name	Authentication username for the firmware server.
Server authentication password	Authentication password for the firmware server.

### ***To update the firmware immediately:***

■ Click [Update Base Firmware Now](#) or [Install Conf. Phone Firmware Now](#) .



You can also configure the C620 to check for firmware updates at regular intervals. See [“Provisioning” on page 93](#).

## Manual Firmware Update and Upload

On the Manual Firmware Update Settings page, you can upgrade the C620 base station and conference phone firmware using a file located on your computer or local network.

The screenshot shows the 'SERVICING' tab in the snom WebUI. The left sidebar lists various settings, with 'Manual Upgrade' highlighted. The main content area has two sections: 'Base Firmware' and 'Wireless Conf. Phone Firmware'. Each section has a 'File Name' field with a 'No file chosen' placeholder and a 'Choose File' button. Below the 'Base Firmware' section is an 'Update from File' button. Below the 'Wireless Conf. Phone Firmware' section is an 'Install Conf. Phone file' button. The 'Installed Conf. Phone Firmware' version is shown as 0.4.0.8-0.

## Updating the base station

**To update the firmware using a file on your computer or local network:**

1. Under **Base Firmware**, click **Choose File** to locate and open the firmware update file.
2. Click **Update from File**.

After clicking **Update from File**, the C620 will update its firmware and restart.

## Updating the conference phone

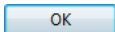
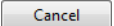
Updating conference phone firmware using the WebUI is a two-step process. First you must download the conference phone firmware and install it on the base station. Second, you must install the conference phone firmware on the conference phone. The conference phone downloads the firmware over the air from the base station.

**To install the conference phone firmware on the base station:**

1. Under **Wireless Conf. Phone Firmware**, click **Choose File** to locate and open the firmware update file.
2. Click **Install Conf. Phone file**.

The confirmation dialog box shown below appears.

The dialog box shows the time '10:91.20.97 says' and a message: 'During the firmware installation, any calls in progress will be terminated. When installation is complete, go to the handset and press MENU > Admin Settings > Software update to begin the update. Install now?'. There are 'OK' and 'Cancel' buttons at the bottom.

3. To begin installing the conference phone firmware, click . The message **Installing handset firmware. Please wait...** appears. To cancel the download, click .

After clicking , the message **System update in progress. Please wait...** appears on the conference phone.

After a successful update, the message **Firmware installation successful** appears on the WebUI.

An error message appears if:

- the conference phone firmware is already up to date.
- the conference phone firmware URL is incorrect, or the file cannot be retrieved for any other reason.
- the conference phone firmware file is corrupted.
- the conference phone doesn't recognize the firmware file. For example, the firmware file may belong to a different ErisTerminal product.


#### ***To install the firmware on the conference phone:***



**NOTE**

Your conference phone will automatically initiate the firmware update after a short period of time, as long as there are no active calls on the base station. If you wish to manually start the firmware update, perform the steps below.

---

1. On the conference phone, press , and then select **Status & Settings**.
2. Select **Admin settings**.
3. Enter the admin password. The default is **admin**. To switch between entering uppercase letters, lowercase letters and numbers, press the middle soft key until its label displays **ABC** , **abc** or **123** .
4. On the Admin settings menu, select **Firmware update**.  
The conference phone checks for new firmware. If new firmware is found, the conference phone screen asks you to proceed with the update.

## Provisioning

Provisioning refers to the process of acquiring and applying new settings for the C620 using configuration files retrieved from a remote computer. After a C620 is deployed, subsequent provisioning can update the C620 with new settings; for example, if your service provider releases new features. See also [“Provisioning Using Configuration Files” on page 107](#).

With automatic provisioning, you enable the C620 to get its settings automatically—the process occurs in the background as part of routine system operation. Automatic provisioning can apply to multiple devices simultaneously.

With manual provisioning on the WebUI, you update the C620 settings (configuration and/or firmware) yourself via **SERVICING > Provisioning > Import Configuration** and/or **SERVICING > Firmware Upgrade > Manual Upgrade**. Manual provisioning can only be performed on one C620 at a time.

On the Provisioning page, you can enter settings that will enable the C620 to receive automatic configuration and firmware updates. The Provisioning page also allows you to manually update C620 configuration from a locally stored configuration file using an Import function. You can also export the C620 configuration—either to back it up or apply the configuration to another C620 in the future—to a file on your computer.

The provisioning process functions according to the Resynchronization settings and Provisioning Server Settings. The C620 checks for the provisioning URL from the following sources in the order listed below:

1. PnP—Plug and Play Subscribe and Notify protocol
2. DHCP Options
3. Preconfigured URL—Any C620 updated to the latest firmware release will have the Redirection Server URL available as the default Provisioning Server URL (see [“provisioning.server\\_address” on page 147](#)).



Using the Redirection Service requires contacting the Snom support team for an account.

---

If one of these sources is disabled, not available, or has not been configured, the C620 proceeds to the next source until reaching the end of the list.

The provisioning settings are also available as parameters in the configuration file. See [“provisioning” Module: Provisioning Settings” on page 143](#).

**SERVICING**  
Reboot  
Time and Date  
Custom Language  
Firmware Upgrade  
    Auto Upgrade  
    Manual Upgrade  
**Provisioning**  
Security  
Certificates  
    Device  
    Trusted Certificates  
Tr069  
System Logs

STATUSSYSTEMNETWORKCONTACTSSERVICING

**Provisioning Server**  
Server URL:   
Server Authentication Name:   
Server Authentication Password:

**Plug-and-Play Settings**  
☒ Enable PnP Subscribe

**DHCPv4 Settings**  
☒ Use DHCPv4 Options  
DHCPv4 Option Priority 1:   
DHCPv4 Option Priority 2:   
DHCPv4 Option Priority 3:   
Vendor Class ID (DHCPv4 60):   
User Class Info (DHCPv4 77):

## Provisioning Server

Setting	Description
Server URL	URL of the provisioning file(s). The format of the URL must be RFC 1738 compliant, as follows: "<schema>://<user>:<password>@<host>:<port>/<url-path>" "<user>:<password>@" may be empty. "<port>" can be omitted if you do not need to specify the port number.
Server authentication name	User name for access to the provisioning server
Server authentication password	Password for access to the provisioning server

## Plug-and-Play Settings

Setting	Description
Enable PnP Subscribe	Select to enable the C620 to search for the provisioning URL via a SUBSCRIBE message to a multicast address (224.0.1.75). The C620 expects the server to reply with a NOTIFY that includes the provisioning URL. The process times out after five attempts.

## DHCPv4 Settings

Setting	Description
Use DHCPv4 Options	Enables the C620 to use DHCP options to locate and retrieve the configuration file. When selected, the C620 automatically attempts to get a provisioning server address, and then the configuration file. If DHCP options do not locate a configuration file, then the server provisioning string is checked. <b>Note:</b> Ensure that DHCP is also enabled on the “Basic Network Settings” page.
DHCPv4 Option Priority 1	If DHCP is enabled, sets the DHCP Option priority. Select the highest priority option.
DHCPv4 Option Priority 2	If DHCP is enabled, sets the DHCP Option priority. Select the second highest priority option.
DHCPv4 Option Priority 3	If DHCP is enabled, sets the DHCP Option priority. Select the third highest priority option.
Vendor Class ID (DHCPv4 60)	DHCP Option 60 is available to send vendor-specific information to the DHCP Server.
User Class Info (DHCPv4 77)	DHCP Option 77 is available to send vendor-specific information to the DHCP Server.

## Resynchronization

On the Resynchronization page, you can select how and when the phone checks for updated firmware and/or configuration files.

### Resynchronization

Mode:

Bootup Check:

Schedule Check:

☒ Disable

☐ Interval(minutes)

☐ Days of the Week

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Start Hour:

End Hour:

☐ Use encryption for configuration file

Passphrase:

Setting	Description
Mode	Sets which files for which the C620 checks. It can check for configuration files, firmware update files (from the URL entered on the Firmware Server Settings page), or both. <b>Note:</b> When checking for both configuration and firmware files, the firmware URL can be within the config file. This firmware URL takes precedence over the URL on the Firmware Server Settings page. It will also update the URL on the Firmware Server Settings page. This allows you to change the firmware URL automatically.
Bootup Check	Sets the C620 to check the provisioning URL for new configuration and/or firmware files upon bootup. The update is applied as part of the reboot process.
Schedule Check: Disable	When selected, disables regularly scheduled file checking.
Schedule Check: Interval(minutes)	Sets an interval for checking for updates. After selecting Interval, enter the interval in minutes between update checks.
Schedule Check: Days of the Week	Select to enable weekly checking for updates on one or more days. After selecting Days of the Week, select the day(s) on which the C620 checks for updates.
Start Hour	Select the hour of the day on which the C620 checks for updates.
End Hour	Select the hour of the day on which the C620 stops checking for updates.
Use encryption for configuration file	Enables an AES-encrypted configuration file to be decrypted before being applied to the C620. Select if the configuration file has been secured using AES encryption. See <a href="#">“Securing configuration files with AES encryption” on page 113</a> .
Passphrase	If the configuration file has been secured using AES encryption, enter the 16-bit key. See <a href="#">“Securing configuration files with AES encryption” on page 113</a> .



## Import Configuration

You can configure the C620 by importing a configuration file from your computer or your local network. For more information about configuration file types and configuration file formatting, see [“Provisioning Using Configuration Files” on page 107](#).

**Import Configuration**  
  
Import from File:

### To import a configuration file:

1. Click  to locate and open the configuration file.
2. Click .

The C620 will update its configuration.

Manually importing a configuration file differs from the auto-provisioning process in that:

- The C620 does not check whether the file has been loaded before. The configuration file is processed whether or not it is different from the current version.
- The C620 will restart immediately after importing the configuration file, without waiting for one minute of inactivity.

## Export Configuration

You can export all the settings you have configured on the WebUI and save them as a configuration file on your computer. You can then use this configuration file as a backup, or use it to update other phones.

Under **Export Configuration**, you can also reset the phone to its default configuration.

**Export Configuration**  
  
Export to File:



The exported configuration file will contain the following passwords in plain text:

- SIP account authentication password
- EAPOL password
- Firmware server password
- Provisioning server password
- Encryption passphrase
- LDAP server password
- Broadsoft directory server password.

Please ensure that you save the exported configuration file in a secure location. You can also disable passwords from being exported as plain text. See [“provisioning.pwd\\_export\\_enable” on page 146](#).

#### **To export the configuration file:**

- Click .

The format of the exported file is **<model name>\_<mac address>.cfg**. For example, **C620\_0011A0OCF489.cfg**.

Exporting a configuration file generates two header lines in the configuration file. These header lines provide the model number and software version in the following format:

```
#Model Number = xxxxxxxx
```


```
#SW Version = xxxxxxxx
```


You can use the exported file as a general configuration file, and duplicate the settings across multiple units. However, ensure that you edit the file to remove any MAC-specific SIP account settings before applying the general configuration file to other units.

## **Reset Configuration**


You can reset the phone to its default settings.

Reset Configuration

Reset Configuration to Default Settings: 



#### **To reset the C620 to its default configuration:**

1. Under **Reset Configuration**, click .
2. When the confirmation box appears, click **OK**.

## Security

On the **Security** page you can reset the admin password, reset the user password, and enter web server settings.


The security settings are also available as parameters in the configuration file. See [“web” Module: Web Settings” on page 159](#).

## Passwords


You can set the administrator password and user password on the WebUI or by using provisioning. For more information on using provisioning to set passwords, see [“profile” Module: Password Settings” on page 177](#).

SERVICING	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
Reboot					
Time and Date					
Custom Language					
Firmware Upgrade					
Auto Upgrade					
Manual Upgrade					
Provisioning					
<b>Security</b>	<b>Passwords</b>				
Certificates					
Device					
	<b>Administrator Password</b>				
	Enter Old Password: <input type="text"/>				
	Enter New Password: <input type="text"/>				
	Re-enter New Password: <input type="text"/>				
	<b>User Password</b>				
	Enter New Password: <input type="text"/>				

### To change the admin password:

1. Enter the old password (for a new C620, the default password is **admin**).
2. Enter and re-enter a new password. The password is case sensitive and can consist of both numbers and letters (to a maximum of 15 characters).
3. Click  .

### To change the User password:

1. Enter the old password (for a new C620, the default password is **user**).
2. Enter and re-enter a new password. The password is case sensitive and can consist of both numbers and letters (to a maximum of 15 characters).
3. Click  .

## Web Server

Trusted Certificates	<b>Web Server</b>	
Tr069	HTTP Server Port:	<input type="text" value="80"/>
System Logs	<input type="checkbox"/> Enable Secure Browsing	
	HTTPS Server Port:	<input type="text" value="443"/>

Setting	Description
HTTP Server port	Port used by the HTTP server.
Enable Secure Browsing	Sets the server to use the HTTPS protocol.
HTTPS Server port	Port used by the HTTPS server.

### To configure Web Server Settings:

1. Enter the HTTP Server port number. The default setting is 80.
2. Enable or Disable Secure Browsing. When enabled, the HTTPS protocol is used, and you must select the HTTPS server port in the next step.
3. Enter the HTTPS server port number. The default setting is 443.



**NOTE** Changing the Web Server settings will reboot the C620.

## Trusted Servers

The Trusted Servers setting provides a means of blocking unauthorized SIP traffic. When enabled, each account's Registration server, SIP server, Outbound Proxy server and Backup Outbound Proxy server will be used as sources for trusted SIP traffic. All unsolicited SIP traffic (for example, INVITE, NOTIFY, unsolicited MWI, OPTIONS) will be blocked unless it is from one of the trusted servers with the enabled accounts.

If additional trusted sources are required beyond what has been specified with the enabled accounts (for example, if IP dialling or other types of server traffic need to be secured), use the Trusted IP settings on the Security page.

<b>Trusted Servers</b>
<input type="checkbox"/> Accept SIP account servers only

Setting	Description
Accept SIP account servers only	Enable or disable using the account servers as sources for trusted SIP traffic.

## Trusted IP

In addition to the Trusted Servers setting, incoming IP traffic can be filtered using an "Allowed IP" list of IP addresses. When this means is enabled, all unsolicited IP traffic will be blocked unless it is from one of the trusted IP addresses on the "Allowed IP" list.

You can enter the "Allowed IP" list in the 10 fields on the "Trusted IP" section. Entries on the "Allowed IP" list must be specified as IP addresses (IPv4 or IPv6).

Three formats are supported for entries on the "Allowed IP" list:

1. IP range specified using CIDR notation (defined in rfc4632). IPv4 or IPv6 address followed by a prefix; for example, 192.168.0.1/24.
2. IP range specified with a pair of starting and ending IPv4 or IPv6 addresses, separated by '-' (for example, 192.168.0.1-192.168.5.6).
  - No space before or after '-'
  - Both starting IP & ending IP have to be with the same IP version
  - Starting IP has to be smaller than the ending IP; otherwise, all traffic will be dropped.
3. Single IP address in IPv4 or IPv6.



To ensure WebUI access after configuring Trusted IP, you must include the IP of the Web Browser on the "Allowed IP" list.

**Trusted IP**  
☐ Accept only allowed IP for incoming requests  
Allowed IP 1:   
Allowed IP 2:   
Allowed IP 3:   
Allowed IP 4:   
Allowed IP 5:   
Allowed IP 6:   
Allowed IP 7:   
Allowed IP 8:   
Allowed IP 9:   
Allowed IP 10:

Setting	Description
Accept only allowed IP for incoming requests	Enable or disable using the "Allowed IP" list to filter all IP traffic.
Allowed IP 1–10	Enter IP addresses or address ranges to be used as sources of authorised IP traffic.

## Certificates

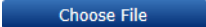

You can add two types of certificates using the WebUI or the provisioning file (see [“file” Module: Imported File Settings” on page 167](#)). The two types of certificates are:

- **Device**—A single Device Certificate can be uploaded so that other parties can authenticate the phone in the following cases:
  - When the phone acts as a web server for the user to manage configurations.
  - When the phone acts as a client for applications where HTTP is supported.
- **Trusted**—Trusted Certificates are for server authentication with secured HTTP transaction in the following applications: SIP signalling, Provisioning, Firmware, and LDAP directory service. Up to 20 trusted certificates can be installed.

### Device Certificate

The screenshot shows the 'Device Certificate' page in the WebUI. The sidebar on the left contains the following menu items: Reboot, Time and Date, Custom Language, Firmware Upgrade, Provisioning, Security, Certificates, Device (highlighted), Trusted Certificates, Tr069, and System Logs. The main content area has a header with tabs: STATUS, SYSTEM, NETWORK, CONTACTS, and SERVICING. Below the header, the title 'Device Certificate' is displayed. The page shows 'Installed Certificate: Factory'. Under 'Custom Certificate:', there is a file upload area with a text box saying 'No file chosen' and a blue 'Choose File' button. Below the text box is a grey 'Import' button. At the bottom of the main content area, there is a grey 'Remove Custom Certificate' button.

#### To upload a Device certificate:

1. On the Device Certificate page, click .
2. Locate the certificate file and click **Open**.
3. On the Device Certificate page, click .

## Trusted Certificate

**SERVICING**  
Reboot  
Time and Date  
Custom Language  
Firmware Upgrade  
    Auto Upgrade  
    Manual Upgrade  
Provisioning  
Security  
Certificates  
    Device  
**Trusted Certificates**  
Tr069  
System Logs

STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
<b>Trusted Certificate</b> Select All <input type="checkbox"/>				
Total: 13	Issue to	Issue by	Expiration	Protected
<input type="checkbox"/>	Snom Phone 1 SHA-256	snom technology AG SHA-256 CA	Dec 31 15:19:52 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Deutsche Telekom Root CA 2	Deutsche Telekom Root CA 2	Jul 9 23:59:00 2019 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	DST Root CA X3	DST Root CA X3	Sep 30 14:01:15 2021 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Verizon Public SureServer CA G14-SHA2	Baltimore CyberTrust Root	Apr 9 16:02:10 2021 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Baltimore CyberTrust Root	Baltimore CyberTrust Root	May 12 23:59:00 2025 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Go Daddy Root Certificate Authority - G2	Go Daddy Root Certificate Authority - G2	Dec 31 23:59:59 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	COMODO RSA Certification Authority	COMODO RSA Certification Authority	Jan 18 23:59:59 2038 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	GlobalSign	GlobalSign	Mar 18 10:00:00 2029 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	VeriSign Universal Root Certification Authority	VeriSign Universal Root Certification Authority	Dec 1 23:59:59 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Certum CA	Certum CA	Jun 11 10:46:39 2027 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Go Daddy Secure Certificate Authority - G2	Go Daddy Root Certificate Authority - G2	May 3 07:00:00 2031 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Go Daddy Class 2 Certification Authority	Go Daddy Class 2 Certification Authority	Jun 29 17:06:20 2034 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	DigiCert Global Root CA	DigiCert Global Root CA	Nov 10 00:00:00 2031 GMT	<input checked="" type="checkbox"/>

Delete Selected Entries
Protect Selected Entries

☐ Only accept trusted certificates

Save

Import Trusted Certificate:

No file chosen
Choose File

Import

On the **Trusted Certificate** page, you can:

- import up to 20 trusted certificates.
- delete individual (or all) certificates.
- protect certificates by selecting them in the **Protected** column, and then clicking **Protect Selected Entries**. Protected certificates cannot be selected for deletion and are not removed during a reset to factory defaults.

Select **Only accept trusted certificates** to enable server authentication. Deselecting this option disables server authentication.

## TR-069 Settings

The Broadband Forum's Technical Report 069 (TR-069) defines a protocol for remote management and secure auto-configuration of compatible devices. On the **Tr069** page, you can enable TR-069 and configure access to an auto-configuration server (ACS).

SERVICING	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
Reboot					
Time and Date					
Custom Language					
Firmware Upgrade					
Auto Upgrade					
Manual Upgrade					
Provisioning					
Security					
Certificates					
Device					
Trusted Certificates					
<b>Tr069</b>					
System Logs					

### TR069

☐ Enable TR069

ACS Username

ACS Password

ACS URL

☐ Enable Periodic Inform

Periodic Inform Interval (seconds)

Connection Request Username

Connection Request Password

[Save](#)

Setting	Description
Enable TR069	Enable/Disable TR-069 subsystem.
ACS Username	User name used for ACS authentication.
ACS Password	Password used for ACS authentication.
ACS URL	URL used to contact the ACS (for example, <a href="http://my.acs:9675/path/to/somewhere/">http://my.acs:9675/path/to/somewhere/</a> ).
Enable Period Inform	Enable/Disable periodic inform method calls.
Periodic Inform Interval (seconds)	Periodic inform method calls interval.
Connection Request Username	If the ACS wants to communicate with the device, it must offer the matching Connection Request user name. When the device sends the report to ACS for the first time, it contains information for this.
Connection Request Password	If the ACS wants to communicate with the device, it must offer the matching Connection Request password. When the device sends the report to ACS for the first time, it contains information for this.



## System Logs

On the **Syslog Settings** page, you can enter settings related to system logging activities. It supports the following logging modes:

- Syslog server
- Volatile file

Under **Network Trace**, you can capture network traffic related to the phone's activity and save the capture as a .pcap file. The file can be used for diagnostic and troubleshooting purposes.

Under **Download Log**, you can save the system log to a file.

The Syslog settings are also available as parameters in the configuration file. See [“log” Module: Log Settings](#) on page 153.

## Syslog Settings

Setting	Description
Enable Syslog	Enable log output to syslog server.
Server Address	Syslog server IP address.
Port	Syslog server port.





Setting	Description
Log Level	<p>Sets the log level. The higher the level, the larger the debug output.</p> <ul style="list-style-type: none"><li>■ 5—ALL</li><li>■ 4—DEBUG</li><li>■ 3—INFO</li><li>■ 2—WARNING</li><li>■ 1—ERROR</li><li>■ 0—CRITICAL</li></ul>

The logging levels are:

- CRITICAL: Operating conditions to be reported or corrected immediately (for example, an internal component failure or file system error).
- ERROR: Non-urgent failures—unexpected conditions that won't cause the device to malfunction.
- WARNING: An indication that an error or critical condition can occur if action is not taken.
- INFO: Normal operational messages.
- DEBUG: Developer messages for troubleshooting/debugging purposes.


## Network Trace

*To perform a network trace:*

1. Start a network trace by clicking  . The button changes to  .
2. Stop the network trace by clicking  .
3. Save the trace by clicking  . Your browser should prompt you to save the **capture.pcap** file.

## Download Log

*To download the system log:*

1. Click  .
2. After your browser prompts you to save the **system.log** file, save the file in the desired location.

## CHAPTER 4

# PROVISIONING USING CONFIGURATION FILES

Provisioning using configuration files is the quickest way to configure multiple C620 SIP Wireless Conference Phones. You can place configuration files on a provisioning server, where the C620 SIP Wireless Conference Phones retrieve the files and update their configuration automatically.

Configuration files have the extension **.cfg** and contain settings that will apply to C620 SIP Wireless Conference Phones. To edit a configuration file, open it with a text editor such as Notepad.

The settings within a configuration file are grouped into modules. Most of the modules group their settings in the same way that settings are grouped on the C620 WebUI. For example, the "time\_date" module in the configuration file contains the same settings that are on the **Time and Date** WebUI page. For a complete list of C620 configuration file modules and their associated parameters, see ["Configuration File Parameter Guide" on page 115](#).

Using the WebUI, you can also import a configuration file and apply the configuration file settings to the C620. For more information, see ["Import Configuration" on page 97](#).

This chapter covers:

- ["The Provisioning Process" on page 108](#)
- ["Configuration File Types" on page 110](#)
- ["Data Files" on page 111](#)
- ["Configuration File Tips and Security" on page 112](#).

## The Provisioning Process

The automatic provisioning process is as follows:

1. Check for new or updated configuration files. For file-checking options, see [“Provisioning” on page 93](#) and [“Resynchronization: configuration file checking” on page 109](#). The C620 maintains a list of the last loaded provisioning files. The C620 compares its current configuration against the files it finds on the provisioning server.

If provisioning has been triggered by the resync timer expiring or by remote check-sync, the C620 checks for updated files after one minute of inactivity.

2. Download the configuration files.

If any file on the provisioning server has changed, the C620 treats it as a new file and downloads it.

If the provisioning URL specifies a path only with no filename, then by default the C620 looks for and retrieves the following two files:

- General file: **<model>.cfg**.
- MAC-specific file: **<model>\_<MAC Address>.cfg**.

The <model> variable is the Snom product model: C620, for example.

If the provisioning URL specifies both a path and filename, then the C620 retrieves only the configuration file specified.

3. The C620 restarts after one minute of inactivity.

During provisioning, the C620 reads the configuration file and validates each module and setting. The C620 considers a setting valid if it is:

- a valid data type
- formatted as a valid setting
- within a valid data range
- part of a module that passes an integrity check. That is, the module's settings are consistent and logical. For example, in the "network" module, if DHCP is disabled, but no static IP address is specified, the module will fail the integrity check and none of the settings will apply.

Invalid modules or invalid settings are skipped and logged as ERROR messages in the system log, but will not interrupt the provisioning process. The system log will include the module parameters that have not been applied. A recognized module with unrecognized settings will cause all other settings in that module to be skipped.

A successful configuration or firmware update is reported as an INFO message in the system log.

See [“Configuration File Parameter Guide” on page 115](#) for the options and value ranges available for each configuration file setting.

## Resynchronization: configuration file checking

You can select a number of options that determine when the C620 checks for new configuration files. This process of checking for configuration files is called Resynchronization. Resynchronization options are available on the WebUI **Provisioning** page, but you can also include them in a configuration file.

The resynchronization options are:

- **Mode**—sets the C620 to check for a configuration file only, a firmware update file only, or both types of file.
- **Never**—configuration file checking is disabled
- **Bootup**—the C620 checks for new configuration files when it boots up. Any updates are applied during the boot-up process.
- **Remote check-sync**—enables you to start a resynchronization remotely using your hosted server's web portal. The Remote check-sync settings are available only in the configuration file, not the WebUI.
- **Repeatedly**, at a defined interval from 60 to 65535 minutes (45 days).

## C620 restart

If the C620 needs to restart after an auto-update, the restart happens only after the device has been idle for one minute.

To prevent users from delaying the update process (auto-updates cannot begin until the C620 has been idle for one minute), or to avoid device restarts that might interfere with incoming calls:

- set the resynchronization interval to a suitable period
- upload any new configuration file(s) to your provisioning server after work hours so that the C620 will download the file(s) when there is no call activity.

When you update the C620 by importing a configuration file using the WebUI, the device restarts immediately after applying the new settings, regardless of whether the C620 is idle.

## Configuration File Types

The C620 is able to retrieve and download two types of configuration file. Depending on your requirements, you may want to make both types of configuration file available on your provisioning server.

The two configuration file types are a general configuration file and a MAC-specific configuration file. The types differ in name only. The formatting of the files' content is the same.

The general configuration file contains settings that are required by every C620 in the system.

The MAC-specific configuration file is a file that only a single C620 can retrieve. The MAC-specific configuration file name contains a C620 MAC address and can only be retrieved by the device with a matching MAC address.

The filename formats for both files are:

- General file: **<model>.cfg**
- MAC-specific file: **<model>\_<MAC Address>.cfg**

The <model> variable is the Snom product model; for example, **C620**. For more information about the MAC-specific configuration file, see [“Guidelines for the MAC-specific configuration file” on page 112](#).

If the provisioning URL specifies a path only with no filename, then by default the C620 will fetch both files.

However, if the provisioning URL specifies both a path and filename, then the C620 will only fetch the single configuration file specified.

Both the general and MAC-specific files can contain any of the available configuration settings. A setting can appear in the general configuration file or the MAC-specific configuration file, or both files, or neither file. If a setting appears in both files, the setting that is read last is the one that applies.

When the C620 fetches both a general and a MAC-specific configuration file, the general file is processed first. You can configure a setting for most of your C620 SIP Wireless Conference Phones in the general file, and then overwrite that setting for just a few C620 SIP Wireless Conference Phones using the MAC-specific file.

## Data Files

The configuration file can also include links to data files for product customization. Allowed data types include the following:

- Directory (contacts, blacklist) in .xml format
- Certificates (server, provisioning) in pem format

Links to data files are in the configuration file's "file" module. This is where you enter any URLs to the data files that the C620 SIP Wireless Conference Phone may require.

None of the data files are exported when you export a configuration file from the C620. However, you can export a Directory or Blacklist .xml file using the WebUI. After modifying the .xml file, you can use the configuration file "file" module to have the C620 import the new file. For a complete list of data file parameters, see ["file" Module: Imported File Settings](#) on page 167.

## Configuration File Tips and Security

All configuration settings are initially stored in a configuration template file. Copy, rename, and edit the template file to create a general configuration file and the MAC-specific configuration files you will need. You can store the general configuration file and the MAC-specific files on your provisioning server.

Do not modify the configuration file header line that includes the model and firmware version.

To save yourself time and effort, consider which settings will be common to all (or the majority of) C620 SIP Wireless Conference Phones. Such settings might include call settings, language, and NAT settings. You can then edit those settings in the configuration template and save it as the general configuration file. The remaining settings will make up the MAC-specific configuration file, which you will have to copy and edit for each C620.

### Clearing parameters with %NULL in configuration file

For configuration file parameters that can have a text string value, you can clear the value of the parameter by applying the value %NULL in the configuration file.

For example: `sip_account.1.display_name = %NULL`

### Guidelines for the MAC-specific configuration file

The C620 downloads the MAC-specific configuration file after the general configuration file. You must create a MAC-specific configuration file for each C620 in your organization's telephone system. The file name must contain the C620 MAC address, which is printed on a label on the back of the device. For example, a Snom C620 SIP Wireless Conference Phone with the MAC address of 00:11:A0:10:6F:2D would download the **C620\_0011A0106F2D.cfg** file.



**NOTE**

When renaming a MAC-specific configuration file, ensure the filename is all upper case.

The MAC-specific configuration file contains settings intended exclusively for that C620 SIP Wireless Conference Phone. Such settings will include SIP account settings such as display name, user ID, and authentication ID.



## Securing configuration files with AES encryption

You can encrypt your configuration files to prevent unauthorized users modifying the configuration files. The C620 firmware decrypts files using the AES 256 algorithm. After encrypting a file and placing it on your provisioning server, you can enable the C620 to decrypt the file after fetching it from the server.

The procedures in this section use OpenSSL for Windows for file encryption, as shown in Figure 2.

To decrypt a configuration file, you will need a 16-character AES key that you specified when you encrypted the file. The key (or passphrase) is limited to 16 characters in length and supports special characters ~ ^ ` % ! & - \_ + = | . @ \* : ; , ? ( ) [ ] { } < > / \ # as well as spaces.

**NOTE**

The encryption of configuration files is supported only for the auto provisioning process. Encrypt files only if you intend to store them on a provisioning server. Do not encrypt files that you intend to manually import to the C620. You cannot enable decryption for manually imported configuration files.

### To encrypt a configuration file:

1. (Optional) Place your configuration file in the same folder as the openssl executable file. If the configuration file is not in the same folder as the openssl executable file, you can enter a relative pathname for the [infile] in the next step.
2. Double-click the **openssl.exe** file.
3. On the openssl command line, type:

```
enc -aes-256-cbc -pass pass:[passphrase123456] -in [infile] -out [outfile]  
-nosalt -p
```

Elements in brackets are examples—do not enter the brackets. Enter a 16-character passphrase and the unencrypted configuration file filename (the "infile") and a name for the encrypted file ("outfile") that will result.

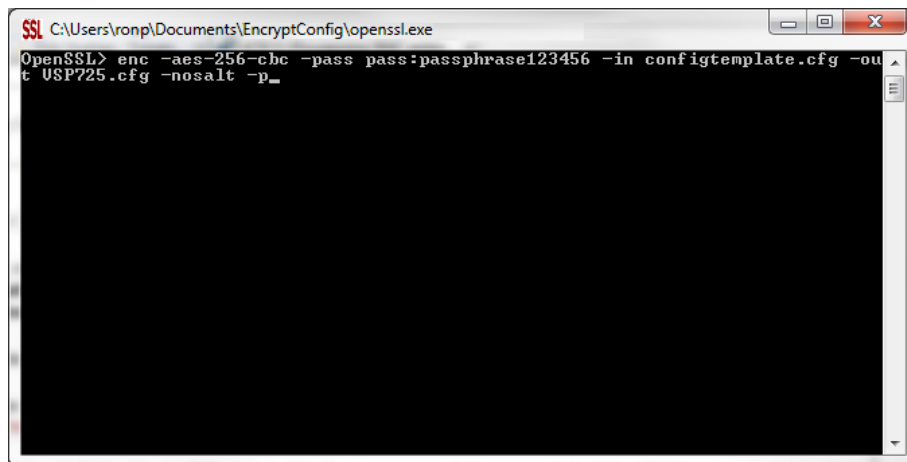


Figure 2. OpenSSL command line

**To enable configuration file decryption:**

1. On the WebUI, click **Servicing > Provisioning**.
2. On the Provisioning page under **Resynchronization**, select **Use Encryption for configuration file**.

**Resynchronization**

Mode:

Bootup Check:

Schedule Check:

☒ Disable

☐ Interval(minutes)

☐ Days of the Week

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Start Hour:

End Hour:

☐ Use encryption for configuration file

Passphrase:

3. Enter the 16-character passphrase that you created when you encrypted the configuration file.
4. Click .

**NOTE**

You must ensure that configuration files are encrypted when enabling AES Encryption. Decrypting an unencrypted file will result in a garbage file that is not processed. This will also be logged as an error in the system log.

## CHAPTER 5

# CONFIGURATION FILE PARAMETER GUIDE

This chapter lists the available options for all the settings within the C620 configuration file. Most settings in the configuration file have an equivalent in the WebUI (see the settings tables in [“Using the WebUI” on page 34](#)). However, the options you must enter when editing the configuration file have a different syntax and format.

The settings are divided into modules. Most modules correspond to a page on the C620 WebUI. You may wish to reorganize the modules within the configuration file itself. The configuration file settings can be listed in any order, and the configuration file will still be valid.

The modules included in the configuration file are:

- [“sip\\_account” Module: SIP Account Settings” on page 117](#)
- [“hs\\_settings” Module: Handset Settings” on page 131](#)
- [“network” Module: Network Settings” on page 138](#)
- [“system” Module: System settings” on page 137](#)
- [“provisioning” Module: Provisioning Settings” on page 143](#)
- [“time\\_date” Module: Time and Date Settings” on page 148](#)
- [“log” Module: Log Settings” on page 153](#)
- [“remoteDir” Module: Remote Directory Settings” on page 154](#)
- [“web” Module: Web Settings” on page 159](#)
- [“trusted\\_ip” Module: Trusted IP Settings” on page 160](#)
- [“trusted\\_servers” Module: Trusted Server Settings” on page 161](#)
- [“user\\_pref” Module: User Preference Settings” on page 162](#)

- [\*"call\\_settings" Module: Call Settings" on page 163\*](#)
- [\*"speed\\_dial" Module: Speed Dial Settings" on page 179\*](#)
- [\*"audio" Module: Audio Settings" on page 165\*](#)
- [\*"file" Module: Imported File Settings" on page 167\*](#)
- [\*"xml\\_app" Module: XML App Settings" on page 170\*](#)
- [\*"tr069" Module: TR-069 Settings" on page 171\*](#)
- [\*"tone" Module: Tone Definition Settings" on page 173\*](#)
- [\*"profile" Module: Password Settings" on page 177\*](#)

## "sip\_account" Module: SIP Account Settings

The SIP Account settings enable you to set up individual accounts for each user. Each account requires you to configure the same group of SIP account settings. The SIP account settings for each account are identified by the account number, from 1 to 3 for the C620.

For example, for account 1 you would set:

```
sip_account.1.sip_account_enable = 1
```

```
sip_account.1.label = Line 1
```

```
sip_account.1.display_name = 1001
```

```
sip_account.1.user_id = 2325551001
```

and so on.

For account 2, you would set:

```
sip_account.2.sip_account_enable = 1
```

```
sip_account.2.label = Line 2
```

```
sip_account.2.display_name = 1002
```

```
sip_account.2.user_id = 2325551002
```

and so on, if you have additional accounts to configure.

The SIP account settings follow the format: sip\_account.x.[element], where x is an account number ranging from 1 to 3 for the C620.

All these settings are exported when you manually export the configuration from the C620.

### General configuration file settings

---

<b>Setting:</b>	sip_account.x.dial_plan		
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<b>Description:</b>	Sets the dial plan for account x. See <a href="#">“Dial Plan” on page 43</a> .		
---------------------	--	--	--

<b>Values:</b>	Text string	<b>Default:</b>	x+P
----------------	-------------	-----------------	-----

---

---

<b>Setting:</b>	sip_account.x.call_restrict_dial_plan		
-----------------	---------------------------------------	--	--

<b>Description:</b>	Enter call restriction dial plan, to prevent users from completing calls to certain numbers for this account.		
---------------------	---	--	--

<b>Values:</b>	text string (dial plan syntax)	<b>Default:</b>	Blank
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---

<b>Setting:</b>	<code>sip_account.x.inter_digit_timeout</code>		
<b>Description:</b>	Sets the inter-digit timeout (in seconds) for account x. The inter-digit timeout sets how long the C620 waits after the last digit is entered before dialing the number.		
<b>Values:</b>	1–10	<b>Default:</b>	3
<b>Setting:</b>	<code>sip_account.x.maximum_call_number</code>		
<b>Description:</b>	Sets the maximum number of concurrent active calls allowed for that account.		
<b>Values:</b>	1–4	<b>Default:</b>	4
<b>Setting:</b>	<code>sip_account.x.dtmf_transport_method</code>		
<b>Description:</b>	Sets the transport method for DTMF signalling for account x.		
<b>Values:</b>	auto, rfc2833, inband, info	<b>Default:</b>	auto
<b>Setting:</b>	<code>sip_account.x.unregister_after_reboot_enable</code>		
<b>Description:</b>	Enables or disables the C620 to unregister account x after rebooting.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.primary_sip_server_address</code>		
<b>Description:</b>	Sets the SIP server IP address for account x.		
<b>Values:</b>	IPv4, IPv6 or FQDN	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.primary_sip_server_port</code>		
<b>Description:</b>	Sets the SIP server port for account x.		
<b>Values:</b>	1–65535	<b>Default:</b>	5060
<b>Setting:</b>	<code>sip_account.x.primary_registration_server_address</code>		
<b>Description:</b>	Sets the registration server IP address for account x.		
<b>Values:</b>	IPv4, IPv6 or FQDN	<b>Default:</b>	Blank

<b>Setting:</b>	<code>sip_account.x.primary_registration_server_port</code>		
<b>Description:</b>	Sets the registration server port for account x.		
<b>Values:</b>	1–65535	<b>Default:</b>	5060
<b>Setting:</b>	<code>sip_account.x.primary_registration_expires</code>		
<b>Description:</b>	Sets the expiration time (in seconds) of the current registration for account x.		
<b>Values:</b>	30–7200	<b>Default:</b>	3600
<b>Setting:</b>	<code>sip_account.x.registration_retry_time</code>		
<b>Description:</b>	Sets the retry frequency of the current registration for account x.		
<b>Values:</b>	1–1800	<b>Default:</b>	10
<b>Setting:</b>	<code>sip_account.x.reliable_provisional_response_option</code>		
<b>Description:</b>	<p>Sets the 100rel/PRACK option. Indicates if the reliable provisional responses are disabled, supported, or required.</p> <p>1 (supported):</p> <ul style="list-style-type: none"> <li>■ We will include "100rel" in "Supported" header.</li> <li>■ This triggers the remote side (server or remote client) to include "Requires:100rel" in their response (180 or 183). Server may choose not to do so. But if it does, we need to respond with PRACK.</li> <li>■ We will NOT include a "Requires: 100rel" in our requests (INVITE). i.e. we won't force anyone to use 100rel, but we will do if we were asked to do.</li> </ul> <p>2 (required):</p> <ul style="list-style-type: none"> <li>■ Everything as described for supported, plus our outgoing INVITE also includes "Requires: 100rel".</li> <li>■ This forces the remote party must support 100rel.</li> </ul>		
<b>Values:</b>	0 (disabled), 1 (supported), 2 (required)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.primary_outbound_proxy_server_address</code>		
<b>Description:</b>	Sets the outbound proxy server IP address for account x.		
<b>Values:</b>	IPv4, IPv6 or FQDN	<b>Default:</b>	Blank

<b>Setting:</b>	<code>sip_account.x.primary_outbound_proxy_server_port</code>		
<b>Description:</b>	Sets the outbound proxy server port for account x.		
<b>Values:</b>	1–65535	<b>Default:</b>	5060
<b>Setting:</b>	<code>sip_account.x.backup_outbound_proxy_server_address</code>		
<b>Description:</b>	Sets the backup outbound proxy server IP address for account x.		
<b>Values:</b>	IPv4, IPv6 or FQDN	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.backup_outbound_proxy_server_port</code>		
<b>Description:</b>	Sets the backup outbound proxy server port for account x.		
<b>Values:</b>	1–65535	<b>Default:</b>	5060
<b>Setting:</b>	<code>sip_account.x.codec_priority.1</code>		
<b>Description:</b>	Sets the highest-priority codec for account x.		
<b>Values:</b>	g711u, g711a, g729, g726, g722, g723_1, ilbc <b>Default:</b> g711u		
<b>Setting:</b>	<code>sip_account.x.codec_priority.2</code>		
<b>Description:</b>	Sets the second highest-priority codec for account x.		
<b>Values:</b>	none, g711u, g711a, g729, g726, g722, g723_1, ilbc <b>Default:</b> g711a		
<b>Setting:</b>	<code>sip_account.x.codec_priority.3</code>		
<b>Description:</b>	Sets the third highest-priority codec for account x.		
<b>Values:</b>	none, g711u, g711a, g729, g726, g722, g723_1, ilbc <b>Default:</b> g729		
<b>Setting:</b>	<code>sip_account.x.codec_priority.4</code>		
<b>Description:</b>	Sets the fourth highest-priority codec for account x.		
<b>Values:</b>	none, g711u, g711a, g729, g726, g722, g723_1, ilbc <b>Default:</b> g726		



<b>Setting:</b>	<code>sip_account.x.codec_priority.5</code>		
<b>Description:</b>	Sets the fifth highest-priority codec for account x.		
<b>Values:</b>	none, g711u, g711a, g729, g726, g722, g723_1, ilbc	<b>Default:</b>	g722
<b>Setting:</b>	<code>sip_account.x.codec_priority.6</code>		
<b>Description:</b>	Sets the highest-priority codec for account x.		
<b>Values:</b>	none, g711u, g711a, g729, g726, g722, g723_1, ilbc	<b>Default:</b>	g723_1
<b>Setting:</b>	<code>sip_account.x.codec_priority.7</code>		
<b>Description:</b>	Sets the highest-priority codec for account x.		
<b>Values:</b>	none, g711u, g711a, g729, g726, g722, g723_1, ilbc	<b>Default:</b>	ilbc
<b>Setting:</b>	<code>sip_account.x.voice_encryption_enable</code>		
<b>Description:</b>	Enables or disables SRTP voice encryption for account x.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.g729_annexb_enable</code>		
<b>Description:</b>	Enables G.729 Annex B, with voice activity detection (VAD) and bandwidth-conserving silence suppression. This setting applies only when G.729a/b is selected in a <code>sip_account.x.codec_priority</code> parameter.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.ilbc_payload_type</code>		
<b>Description:</b>	Set the default payload type for the ilbc codec.		
<b>Values:</b>	96-127	<b>Default:</b>	98
<b>Setting:</b>	<code>sip_account.x.dscp</code>		
<b>Description:</b>	Sets the Voice Quality of Service Layer 3 - DSCP for account x.		
<b>Values:</b>	0-63	<b>Default:</b>	46

<b>Setting:</b>	<code>sip_account.x.sip_dscp</code>		
<b>Description:</b>	Sets the Signalling Quality of Service Layer 3 - DSCP for account x.		
<b>Values:</b>	0–63	<b>Default:</b>	26
<b>Setting:</b>	<code>sip_account.x.local_sip_port</code>		
<b>Description:</b>	Sets the Local SIP port for account x.		
<b>Values:</b>	1–65535	<b>Default:</b>	Account 1: 5060 Account 2: 5070 Account 3: 5080
<b>Setting:</b>	<code>sip_account.x.transport_mode</code>		
<b>Description:</b>	Sets the Signalling Transport Mode for account x.		
<b>Values:</b>	udp, tcp, tls	<b>Default:</b>	udp
<b>Setting:</b>	<code>sip_account.x.mwi_enable</code>		
<b>Description:</b>	Enables or disables message waiting indicator subscription for account x. Enable if SUBSCRIBE and NOTIFY methods are used for MWI.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.mwi_subscription_expires</code>		
<b>Description:</b>	Sets the MWI subscription expiry time (in seconds) for account x.		
<b>Values:</b>	15–65535	<b>Default:</b>	3600
<b>Setting:</b>	<code>sip_account.x.mwi_ignore_unsolicited</code>		
<b>Description:</b>	Enables or disables ignoring of unsolicited MWI notifications—notifications in addition to, or instead of, SUBSCRIBE and NOTIFY methods—for account x. Disable if MWI service is configured on the voicemail server and does not involve a subscription to a voicemail server.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

<b>Setting:</b>	<code>sip_account.x.nat_traversal_stun_enable</code>		
<b>Description:</b>	Enables or disables STUN (Simple Traversal of UDP through NATs) for account x. STUN enables clients, each behind a firewall, to establish calls via a service provider hosted outside of either local network.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.nat_traversal_stun_server_address</code>		
<b>Description:</b>	Sets the STUN server IP address.		
<b>Values:</b>	IPv4, IPv6 or FQDN	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.nat_traversal_stun_server_port</code>		
<b>Description:</b>	Sets the STUN server port.		
<b>Values:</b>	1–65535	<b>Default:</b>	3478
<b>Setting:</b>	<code>sip_account.x.nat_traversal_stun_keep_alive_enable</code>		
<b>Description:</b>	Enables or disables UDP keep-alives. Keep-alive packets are used to maintain connections established through NAT.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1
<b>Setting:</b>	<code>sip_account.x.nat_traversal_stun_keep_alive_interval</code>		
<b>Description:</b>	Sets the interval (in seconds) for sending UDP keep-alives.		
<b>Values:</b>	0–65535	<b>Default:</b>	30
<b>Setting:</b>	<code>sip_account.x.keep_alive_enable</code>		
<b>Description:</b>	Enable SIP keep alive for NAT traversal and monitoring SIP server status.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.keep_alive_interval</code>		
<b>Description:</b>	Sets the interval (in seconds) for sending keep-alives.		
<b>Values:</b>	1-3600	<b>Default:</b>	15

<b>Setting:</b>	<code>sip_account.x.keep_alive_ignore_failure</code>		
<b>Description:</b>	Enable the phone to ignore keep-alive failure, if failure triggers re-subscription (and calls are dropped).		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.music_on_hold_enable</code>		
<b>Description:</b>	Enables or disables a hold-reminder tone that a far-end caller hears when put on hold during a call on account x.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1
<b>Setting:</b>	<code>sip_account.x.sip_session_timer_enable</code>		
<b>Description:</b>	Enables or disables the SIP session timer.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.sip_session_timer_min</code>		
<b>Description:</b>	Sets the session timer minimum value (in seconds) for account x.		
<b>Values:</b>	90–65535	<b>Default:</b>	90
<b>Setting:</b>	<code>sip_account.x.sip_session_timer_max</code>		
<b>Description:</b>	Sets the session timer maximum value (in seconds) for account x.		
<b>Values:</b>	90–65535	<b>Default:</b>	1800
<b>Setting:</b>	<code>sip_account.x.check_trusted_certificate</code>		
<b>Description:</b>	Enables or disables accepting only a trusted TLS certificate for account x.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.preferred_ptime</code>		
<b>Description:</b>	Enter the packetization interval time in milliseconds.		
<b>Values:</b>	10, 20, 30, 40, 50, 60	<b>Default:</b>	20
<b>Setting:</b>	<code>sip_account.x.cid_src_priority.1</code>		
<b>Description:</b>	Sets the first priority of the caller ID source to be displayed on the incoming call screen.		

<b>Values:</b>	from, pai, rpid	<b>Default:</b>	pai
<hr/>			
<b>Setting:</b>	<code>sip_account.x.cid_src_priority.2</code>		
<b>Description:</b>	Sets the second priority of the caller ID source to be displayed on the incoming call screen.		
<b>Values:</b>	none, from, pai, rpid	<b>Default:</b>	rpid
<hr/>			
<b>Setting:</b>	<code>sip_account.x.cid_src_priority.3</code>		
<b>Description:</b>	Sets the third priority of the caller ID source to be displayed on the incoming call screen.		
<b>Values:</b>	none, from, pai, rpid	<b>Default:</b>	from
<hr/>			
<b>Setting:</b>	<code>sip_account.x.call_rejection_response_code</code>		
<b>Description:</b>	Select the response code for call rejection. This code applies to the following call rejection cases: <ul style="list-style-type: none"><li>■ User presses <b>Reject</b> for an incoming call</li><li>■ DND is enabled</li><li>■ Phone rejects a second incoming call with Call Waiting disabled</li><li>■ Phone rejects an anonymous call with Anonymous Call Rejection enabled</li><li>■ Phone rejects call when the maximum number of calls is reached</li></ul>		
<b>Values:</b>	480, 486, 603	<b>Default:</b>	486
<hr/>			
<b>Setting:</b>	<code>sip_account.x.dtmf_payload_type</code>		
<b>Description:</b>	Set the configurable RTP payload type for in-call DTMF.		
<b>Values:</b>	96-127	<b>Default:</b>	101
<hr/>			
<b>Setting:</b>	<code>sip_account.x.use_register_route_header</code>		
<b>Description:</b>	Use Route header for REGISTER		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1

---

<b>Setting:</b>	<code>sip_account.dirty_host_ttl</code>		
<b>Description:</b>	Specify the "Time to Live" (TTL) for dirty hosts in seconds. This means that, when a phone was unable to reach a host, the phone will not try to reach this host again until the time specified in this field has elapsed. If this setting is 0 or empty, it has no effect (the host is set as "dirty" but only for 0 seconds, which means it will have no effect on future requests).		
<b>Values:</b>	0-7200	<b>Default:</b>	0

---

<b>Setting:</b>	<code>sip_account.mac_info_in_every_sip_message</code>		
<b>Description:</b>	Extends the User Agent Header by the MAC address in all SIP messages. When enabled, the MAC address is added to *every* SIP message (all IDs), in the following way: _User-Agent:_ snomM200/FWversion MAC e.g. User-Agent: snomC520/v1.40.40-1 000413...		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	<code>sip_account.pnp_local_sip_port</code>		
<b>Description:</b>	Local SIP port for the purpose of checking ua-profile event to process provisioning PnP upon received notification.		
<b>Values:</b>	1-65535	<b>Default:</b>	5170

---

<b>Setting:</b>	<code>sip_account.service_unavailable_handling_option</code>		
<b>Description:</b>	Configuration option to handle two modes of failover. 1 = failover triggered by un-responsive server 0 = failover triggered by network received 503 sip reponse. We can only parse Retry-After if value=1. So if we need to honor Retry-After, we need to set value=1.		
<b>Values:</b>	0, 1	<b>Default:</b>	1

---

---

<b>Setting:</b>	<code>sip_account.dns_query_option</code>		
<b>Description:</b>	Select DNS query option for SIP traffic only: 0 (DNS query with A record only) 1 (DNS query with NAPTR/SRV/A)  DNS query for all other traffic (e.g. HTTP) should always perform A record only.		
<b>Values:</b>	0, 1	<b>Default:</b>	1

---



---

<b>Setting:</b>	<code>sip_account.shared_local_sip_port_enable</code>		
<b>Description:</b>	Allow the same SIP local port for multiple accounts. If enabled, the SIP local port defined in parameter <b><code>sip_account.shared_local_sip_port</code></b> will be used instead of the SIP local ports defined for the accounts, parameter: <b><code>sip_account.x.local_sip_port</code></b> .		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---



---

<b>Setting:</b>	<code>sip_account.shared_local_sip_port</code>		
<b>Description:</b>	Defines the local SIP port to be used by all accounts, if enabled by parameter <b><code>sip_account.shared_local_sip_port_enable</code></b> .		
<b>Values:</b>	1-65535	<b>Default:</b>	5060

---



---

<b>Setting:</b>	<code>sip_account.sips_uri_enable</code>		
<b>Description:</b>	Defines whether to use SIPS URI or SIP URI with TLS encryption. 1 = sips uri generated 0 = sip uri generated with "transport=tls". This was the deprecated method of doing tls, which was replaced by sips uri. sips uri is our default setting.		
<b>Values:</b>	0, 1	<b>Default:</b>	1

---

## MAC-specific configuration file settings

---

<b>Setting:</b>	<code>sip_account.x.sip_account_enable</code>		
<b>Description:</b>	Enables account x to be used by the device.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

---

<b>Setting:</b>	<code>sip_account.x.label</code>		
<b>Description:</b>	Sets the text that identifies the account on the device LCD. The account label appears on the dialing screen and other call appearance screens.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>sip_account.x.display_name</code>		
<b>Description:</b>	Sets the text portion of the caller ID that is displayed for outgoing calls using account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>sip_account.x.user_id</code>		
<b>Description:</b>	Sets the account ID for account x. Depending on your service provider's specifications, this could be an extension number. <b>Note:</b> Do not enter the host name (e.g. "@sipservice.com"). The configuration file automatically adds the default host name.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>sip_account.x.authentication_name</code>		
<b>Description:</b>	Sets the authentication name for account x. Depending on your service provider's specifications, this could be identical to the user ID.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>sip_account.x.authentication_access_password</code>		
<b>Description:</b>	Sets the authentication password for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>sip_account.x.feature_sync_enable</code>		
<b>Description:</b>	Enables or disables feature synchronization for account x. When enabled, features configured on the service provider's web portal will automatically be updated on the device's WebUI.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---



<b>Setting:</b>	<code>sip_account.x.access_code_retrieve_voicemail</code>		
<b>Description:</b>	Sets the voicemail retrieval feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_dnd_on</code>		
<b>Description:</b>	Sets the do not disturb (DND) ON feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_dnd_off</code>		
<b>Description:</b>	Sets the do not disturb (DND) OFF feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_cfa_on</code>		
<b>Description:</b>	Sets the Call Forward All ON feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_cfa_off</code>		
<b>Description:</b>	Sets the Call Forward All OFF feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_cfna_on</code>		
<b>Description:</b>	Sets the Call Forward No Answer ON feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_cfna_off</code>		
<b>Description:</b>	Sets the Call Forward No Answer OFF feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_cfb_on</code>		
<b>Description:</b>	Sets the Call Forward Busy ON feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

<b>Setting:</b>	<code>sip_account.x.access_code_cfb_off</code>		
<b>Description:</b>	Sets the Call Forward Busy OFF feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_anonymous_call_block_on</code>		
<b>Description:</b>	Sets the Anonymous Call Block ON feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_anonymous_call_block_off</code>		
<b>Description:</b>	Sets the Anonymous Call Block OFF feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_outgoing_call_anonymous_on</code>		
<b>Description:</b>	Sets the Anonymous Outgoing Call ON feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.access_code_outgoing_call_anonymous_off</code>		
<b>Description:</b>	Sets the Anonymous Outgoing Call OFF feature access code for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.mwi_uri</code>		
<b>Description:</b>	Sets the MWI URI that will be used for MWI subscription. If this setting is left blank, the C620 uses the account x user ID for MWI subscription.		
<b>Values:</b>	SIP URI text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>sip_account.x.network_conference_enable</code>		
<b>Description:</b>	Enables or disables network conferencing for account x.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>sip_account.x.network_bridge_uri</code>		
<b>Description:</b>	Sets the URI for the network conferencing bridge on account x.		
<b>Values:</b>	Text string (SIP URI)	<b>Default:</b>	Blank

## "hs\_settings" Module: Handset Settings

The Handset Settings allow you to configure account assignments and names for the devices that are registered to the base station. For more information on registering devices, see the C620 User Guide.

The following parameters are used to customize the soft keys.

```
hs_settings.x.pfk.softkey.y.idle.feature
hs_settings.x.pfk.softkey.y.idle.label
hs_settings.x.pfk.softkey.y.idle.value
hs_settings.x.pfk.softkey.y.idle.account

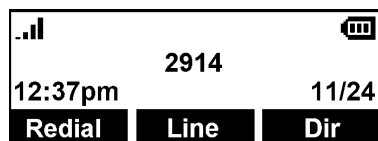
hs_settings.x.pfk.softkey.y.call_active.feature
hs_settings.x.pfk.softkey.y.call_active.label
hs_settings.x.pfk.softkey.y.call_active.value
hs_settings.x.pfk.softkey.y.call_active.account

hs_settings.x.pfk.softkey.y.call_held.feature
hs_settings.x.pfk.softkey.y.call_held.label
hs_settings.x.pfk.softkey.y.call_held.value
hs_settings.x.pfk.softkey.y.call_held.account

hs_settings.x.pfk.softkey.y.live_dial.feature
hs_settings.x.pfk.softkey.y.live_dial.label
hs_settings.x.pfk.softkey.y.live_dial.value
hs_settings.x.pfk.softkey.y.live_dial.account
```

Soft keys appear on the phone screen in the same order as the y index of the soft key parameters. For example, the following parameter/value combination will result in the Idle screen shown below.

```
hs_settings.1.pfk.softkey.1.idle.feature = redial
hs_settings.1.pfk.softkey.1.idle.label = (blank)
hs_settings.1.pfk.softkey.1.idle.value = (blank)
hs_settings.1.pfk.softkey.1.idle.account = 0
hs_settings.1.pfk.softkey.2.idle.feature = select_line
hs_settings.1.pfk.softkey.2.idle.label = (blank)
hs_settings.1.pfk.softkey.2.idle.value = (blank)
hs_settings.1.pfk.softkey.2.idle.account = 0
hs_settings.1.pfk.softkey.3.idle.feature = dir
hs_settings.1.pfk.softkey.3.idle.label = (blank)
hs_settings.1.pfk.softkey.3.idle.value = (blank)
hs_settings.1.pfk.softkey.3.idle.account = 0
```



## General configuration file settings

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.idle.feature</code>		
<b>Description:</b>	Sets the features assigned to the soft keys on the idle screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	blank, dir, call_log, redial, message, dnd, cfwd, cfwd_all, cfna, cfwd_busy, callback, select_line, settings, quick_dial	<b>Default:</b>	y = 1: redial y = 2: select_line y = 3: dir y = 4: call_log y = 5-9: blank
<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.idle.label</code>		
<b>Description:</b>	Sets the label of the soft keys on the idle screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If left blank, the phone will display the default label for the selected feature (e.g. label "Dir" for the feature "dir").		
<b>Values:</b>	text string	<b>Default:</b>	blank
<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.idle.value</code>		
<b>Description:</b>	Sets the value for the soft key on the idle screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If the feature is quick_dial, this is the phone number that is dialed when you press the soft key.		
<b>Values:</b>	text string	<b>Default:</b>	blank
<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.idle.account</code>		
<b>Description:</b>	Sets the account number to which the soft key feature applies, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	0-3	<b>Default:</b>	0 (default account)

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_active.feature</code>		
<b>Description:</b>	Sets the features assigned to the soft keys on the call active screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	blank, new, end, hold, transfer, conf, pri_hold	<b>Default:</b>	y = 1: end y = 2: transfer y = 3: conf y = 4-9: blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_active.label</code>		
<b>Description:</b>	Sets the label of the soft keys on the call active screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If left blank, the phone will display the default label for the selected feature (e.g. label "End" for the feature "end")		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_active.value</code>		
<b>Description:</b>	Sets the value for the soft key on the call active screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_active.account</code>		
<b>Description:</b>	Sets the account number to which the soft key feature applies, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	0-3	<b>Default:</b>	0 (default account)

---

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_held.feature</code>		
<b>Description:</b>	Sets the features assigned to the soft keys on the call held screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	blank, new, end, resume, transfer, conf, quick_dial	<b>Default:</b>	y = 1: end y = 2: new y = 3: resume y = 4: transfer y = 5: conf y = 6-9: blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_held.label</code>		
<b>Description:</b>	Sets the label of the soft keys on the call held screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If left blank, the phone will display the default label for the selected feature (e.g. label "End" for the feature "end")		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_held.value</code>		
<b>Description:</b>	Sets the value for the soft key on the call held screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If the feature is quick_dial, this is the phone number that is dialed when you press the soft key.		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.call_held.account</code>		
<b>Description:</b>	Sets the account number to which the soft key feature applies, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	0-3	<b>Default:</b>	0 (default account)

---

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.live_dial.feature</code>		
<b>Description:</b>	Sets the features assigned to the soft keys on the live dial screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	blank, dir, call_log, redial, message, end, dial, select_line, cancel, backspc, quick_dial	<b>Default:</b>	y = 1: backspc y = 2: blank y = 3: dial y = 4: redial y = 5: dir y = 6-9: blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.live_dial.label</code>		
<b>Description:</b>	Sets the label of the soft keys on the live dial screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If left blank, the phone will display the default label for the selected feature (e.g. label "Backspc" for the feature "backspc")		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.live_dial.value</code>		
<b>Description:</b>	Sets the value for the soft key on the live dial screen, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number). If the feature is quick_dial, this is the phone number that is dialed when you press the soft key.		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>hs_settings.x.pfk.softkey.y.live_dial.account</code>		
<b>Description:</b>	Sets the account number to which the soft key feature applies, where x = 1 to 6 (device number of the conference phone), and y = 1 to 9 (soft key number).		
<b>Values:</b>	0-3	<b>Default:</b>	0 (default account)

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---

<b>Setting:</b>	<code>hs_settings.autoreg_enable</code>		
<b>Description:</b>	Enable/disable HS auto registration <ul style="list-style-type: none"> <li>■ If enabled, device with IPEI matching with <b>hs_settings.x.ipei</b> will be allowed to register without going through manual DECT registration</li> <li>■ Otherwise, device have to be registered through manual DECT registration</li> <li>■ See also parameters <b>hs_settings.x.ipei</b>, <b>system.x.registered_ipei</b></li> </ul>		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	<code>hs_settings.handset_us_pin_code</code>		
<b>Description:</b>	Sets the new 4-digit PIN for handset registration/deregistration.		
<b>Values:</b>	4-digit number	<b>Default:</b>	1590

---

## MAC-specific configuration file settings

---

<b>Setting:</b>	<code>hs_settings.x.handset_name</code>		
<b>Description:</b>	Sets the name for device x. You can use up to 11 letters and/or numbers. Use alphanumeric characters only—no symbol characters are allowed.		
<b>Values:</b>	Text string	<b>Default:</b>	SPEAKER BOX (only if the device is a conference phone)

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---

<b>Setting:</b>	<code>hs_settings.x.ipei</code>		
<b>Description:</b>	(where x ranges from 1-6) <ul style="list-style-type: none"> <li>■ Registration slot reserved for device with the same IPEI as the configured one.</li> <li>■ Device with the same IPEI as the configured IPEI can register as Device x without going through manual DECT registration</li> <li>■ See also parameters <b>hs_settings.autoreg_enable</b>, <b>system.x.registered_ipei</b>.</li> </ul>		
<b>Values:</b>	String (IPEI)	<b>Default:</b>	blank

---



## “system” Module: System settings

The System settings enables you to configure DECT related settings for the C620 SIP Wireless Conference Phone.

### MAC-specific configuration file settings

---

**Setting:** `system.x.registered_ipei`

**Description:** Read-only parameters indicating device registration status (for both auto & manual registration) (where x ranges from 1-10).

- [blank] if no device is registered to the slot
- See also parameters `hs_settings.autoreg_enable`, `hs_settings.x.ipei`.

**Values:** N/A

**Default:** N/A

---

## "network" Module: Network Settings

The network settings follow the format: network.[element].

### General configuration file settings

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<b>Setting:</b>	network.vlan.wan.enable		
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<b>Description:</b>	Enables or disables the WAN VLAN.		
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<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
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<b>Setting:</b>	network.vlan.wan.id		
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<b>Description:</b>	Sets the WAN VLAN ID.		
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<b>Values:</b>	0–4095	<b>Default:</b>	0
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<b>Setting:</b>	network.vlan.wan.priority		
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<b>Description:</b>	Sets the WAN port priority.		
---------------------	-----------------------------	--	--

<b>Values:</b>	0–7	<b>Default:</b>	0
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<b>Setting:</b>	network.lldp_med.enable		
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<b>Description:</b>	Enables or disables LLDP-MED.		
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<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1
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<b>Setting:</b>	network.lldp_med.interval		
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<b>Description:</b>	Sets the LLDP-MED packet interval (in seconds).		
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<b>Values:</b>	1–30	<b>Default:</b>	30
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<b>Setting:</b>	network.eapol.enable		
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<b>Description:</b>	Enables or disables 802.1x EAPOL.		
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<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
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<b>Setting:</b>	network.eapol.identity		
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<b>Description:</b>	Sets the 802.1x EAPOL identity.		
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<b>Values:</b>	Text string	<b>Default:</b>	Blank
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<b>Setting:</b>	<code>network.eapol.access_password</code>		
<b>Description:</b>	Sets the 802.1x EAPOL MD5 password.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>network.vendor_class_id</code>		
<b>Description:</b>	Sets the vendor ID for DHCP option 60.		
<b>Values:</b>	Text string	<b>Default:</b>	snomC620
<hr/>			
<b>Setting:</b>	<code>network.user_class</code>		
<b>Description:</b>	Sets the user class for DHCP option 77.		
<b>Values:</b>	Text string	<b>Default:</b>	snomC620

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## MAC-specific configuration file settings

---

<b>Setting:</b>	<code>network.ip.mode</code>		
<b>Description:</b>	Sets the IPv4 network mode.		
<b>Values:</b>	disable, dhcp, static, pppoe	<b>Default:</b>	dhcp

---

---

<b>Setting:</b>	<code>network.ip.static_ip_addr</code>		
<b>Description:</b>	Sets a static IP address for the network.		
<b>Values:</b>	Text string (IPv4)	<b>Default:</b>	Blank

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<b>Setting:</b>	<code>network.ip.subnet_mask</code>		
<b>Description:</b>	Sets the subnet mask for the network.		
<b>Values:</b>	Text string (IPv4)	<b>Default:</b>	Blank

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---

<b>Setting:</b>	<code>network.ip.gateway_addr</code>		
<b>Description:</b>	Sets the Gateway IP address.		
<b>Values:</b>	Text string (IPv4)	<b>Default:</b>	Blank

---

---

<b>Setting:</b>	<code>network.ip.dns1</code>		
<b>Description:</b>	Sets the primary DNS server IP address.		
<b>Values:</b>	Text string (IPv4)	<b>Default:</b>	Blank

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---

<b>Setting:</b>	<code>network.ip.dns2</code>		
<b>Description:</b>	Sets the secondary DNS server IP address.		
<b>Values:</b>	Text string (IPv4)	<b>Default:</b>	Blank

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---

<b>Setting:</b>	<code>network.ip.manually_configure_dns</code>		
<b>Description:</b>	Enable or disable manual DNS configuration.		
<b>Values:</b>	0 (disable), 1 (enable)	<b>Default:</b>	0

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---

<b>Setting:</b>	<code>network.ip.pppoe.service_name</code>		
<b>Description:</b>	If IPv4 mode is PPPoE, enter the name of the applicable PPPoE provider, in case more than one is available.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>network.ip.pppoe.username</code>		
<b>Description:</b>	If IPv4 mode is PPPoE, enter your PPPoE account username.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>network.ip.pppoe.access_password</code>		
<b>Description:</b>	If IPv4 mode is PPPoE, enter your PPPoE account password.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>network.ip6.mode</code>		
<b>Description:</b>	Set the IPv6 network mode, depending on how the device will be assigned an IP address.		
<b>Values:</b>	disable, auto, static	<b>Default:</b>	disable

---

<b>Setting:</b>	<code>network.ip.static_ip6_addr</code>		
<b>Description:</b>	When IPv6 mode is static, enter the static IP address for the network.		
<b>Values:</b>	Text string (IPv6)	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>network.ip6.prefix</code>		
<b>Description:</b>	When IPv6 mode is static, enter the IPv6 address prefix length.		
<b>Values:</b>	0–128	<b>Default:</b>	64

---

<b>Setting:</b>	<code>network.ip6.gateway_addr</code>		
<b>Description:</b>	When IPv6 mode is static, enter the default gateway address.		
<b>Values:</b>	Text string (IPv6)	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>network.ip6.dns1</code>		
<b>Description:</b>	If manual DNS configuration is enabled, enter the address for the primary DNS server.		
<b>Values:</b>	Text string (IPv6)	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>network.ip6.dns2</code>		
<b>Description:</b>	If manual DNS configuration is enabled, enter the address for the secondary DNS server.		
<b>Values:</b>	Text string (IPv6)	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>network.ip6.manually_configure_dns</code>		
<b>Description:</b>	Enable or disable manual DNS configuration for IPv6.		
<b>Values:</b>	0 (disable), 1 (enable)	<b>Default:</b>	0
<hr/>			
<b>Setting:</b>	<code>network.vpn.enable</code>		
<b>Description:</b>	Enables or disables the phone to connect using the OpenVPN client. For more information, see <a href="#">“VPN” on page 70</a> .		
<b>Values:</b>	0 (disable), 1 (enable)	<b>Default:</b>	0

---

## "provisioning" Module: Provisioning Settings

The provisioning settings follow the format: provisioning.[element].

All these settings are exported when you manually export the configuration from the C620.

### General configuration file settings

<b>Setting:</b>	provisioning.dhcp_option_enable		
<b>Description:</b>	Enables or disables using DHCP options for locating the configuration and firmware files.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1
<b>Setting:</b>	provisioning.dhcp_option_priority_1		
<b>Description:</b>	Sets the first priority DHCP option for the provisioning/firmware file check.		
<b>Values:</b>	0, 66, 159, 160	<b>Default:</b>	66
<b>Setting:</b>	provisioning.dhcp_option_priority_2		
<b>Description:</b>	Sets the second priority DHCP option for the provisioning/firmware file check.		
<b>Values:</b>	0, 66, 159, 160	<b>Default:</b>	159
<b>Setting:</b>	provisioning.dhcp_option_priority_3		
<b>Description:</b>	Sets the third priority DHCP option for the provisioning/firmware file check.		
<b>Values:</b>	0, 66, 159, 160	<b>Default:</b>	160
<b>Setting:</b>	provisioning.resync_mode		
<b>Description:</b>	Sets the mode of the device's provisioning/firmware file check. This determines which files the device retrieves when the resync process begins.		
<b>Values:</b>	config_only, firmware_only, config_and_firmware	<b>Default:</b>	config_and_firmware

---

<b>Setting:</b>	<code>provisioning.bootup_check_enable</code>		
<b>Description:</b>	Enables or disables bootup check for configuration and firmware files.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1

---

<b>Setting:</b>	<code>provisioning.schedule_mode</code>		
<b>Description:</b>	Sets the type of schedule check for configuration and firmware files.		
<b>Values:</b>	disable, interval, weekday	<b>Default:</b>	disable

---

<b>Setting:</b>	<code>provisioning.resync_time</code>		
<b>Description:</b>	Sets the interval (in minutes) between checks for new firmware and/or configuration files.		
<b>Values:</b>	0–65535	<b>Default:</b>	0 (OFF)

---

<b>Setting:</b>	<code>provisioning.weekdays</code>		
<b>Description:</b>	Sets the day(s) when the device checks for new firmware and/or configuration files. Enter a comma-delimited list of weekdays from 0 (Sunday) to 6 (Saturday). For example, 5,6,0 means the provisioning check will be performed on Friday, Saturday and Sunday.		
<b>Values:</b>	text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>provisioning.weekdays_start_hr</code>		
<b>Description:</b>	Sets the hour when the device checks for new firmware and/or configuration files.		
<b>Values:</b>	0–23	<b>Default:</b>	0

---

<b>Setting:</b>	<code>provisioning.weekdays_end_hr</code>		
<b>Description:</b>	Sets the hour when the device stops checking for new firmware and/or configuration files.		
<b>Values:</b>	0–23	<b>Default:</b>	0

---



<b>Setting:</b>	<code>provisioning.remote_check_sync_enable</code>		
<b>Description:</b>	Enables or disables remotely triggering the device to check for new firmware and/or configuration files. The file checking is triggered remotely via a SIP Notify message from the server containing the <b>check-sync</b> event.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1
<hr/>			
<b>Setting:</b>	<code>provisioning.crypto_enable</code>		
<b>Description:</b>	Enables or disables encryption check for the configuration file(s). Enable if you have encrypted the configuration file(s) using AES encryption.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<hr/>			
<b>Setting:</b>	<code>provisioning.crypto_passphrase</code>		
<b>Description:</b>	Sets the AES encryption passphrase for decrypting the configuration file(s). Enter the key that was generated when you encrypted the file.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>provisioning.check_trusted_certificate</code>		
<b>Description:</b>	Enables or disables accepting only a trusted TLS certificate for access to the provisioning server.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<hr/>			
<b>Setting:</b>	<code>provisioning.pnp_enable</code>		
<b>Description:</b>	Enables or disables the C620 checking for the provisioning URL using the Plug-and-Play Subscribe and Notify protocol.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1
<hr/>			
<b>Setting:</b>	<code>provisioning.pnp_response_timeout</code>		
<b>Description:</b>	Sets how long the C620 repeats the SUBSCRIBE request if there is no reply from the PnP server.		
<b>Values:</b>	1–60	<b>Default:</b>	10

---

---

<b>Setting:</b>	<code>provisioning.pwd_export_enable</code>
<b>Description:</b>	Enables or disables passwords from being exported in plain text. This parameter is not available on the WebUI. The passwords affected are: <ul style="list-style-type: none"><li>■ <code>network.eapol.access_password</code></li><li>■ <code>provisioning.fw_server_access_password</code></li><li>■ <code>provisioning.server_access_password</code></li><li>■ <code>profile.admin.access_password</code></li><li>■ <code>profile.user.access_password</code></li><li>■ <code>sip_account.x.authentication_access_password</code></li><li>■ <code>remoteDir.ldap_access_password</code></li><li>■ <code>remoteDir.broadsoft_access_password</code></li></ul>
<b>Values:</b>	0 (disabled), 1 (enabled) <b>Default:</b> 0

---

## MAC-specific configuration file settings

---

<b>Setting:</b>	<code>provisioning.firmware_url</code>
<b>Description:</b>	Sets the URL for the server hosting the firmware file.
<b>Values:</b>	Text string <b>Default:</b> Blank

---

<b>Setting:</b>	<code>provisioning.handset_firmware_url</code>
<b>Description:</b>	Sets the URL for the server hosting the handset firmware file.
<b>Values:</b>	Text string <b>Default:</b> Blank

---

<b>Setting:</b>	<code>provisioning.fw_server_username</code>
<b>Description:</b>	Sets the authentication name for the server hosting the firmware file.
<b>Values:</b>	Text string <b>Default:</b> Blank

---

<b>Setting:</b>	<code>provisioning.fw_server_access_password</code>
<b>Description:</b>	Sets the authentication password for the server hosting the firmware file.
<b>Values:</b>	Text string <b>Default:</b> Blank

---

---

<b>Setting:</b>	<code>provisioning.server_address</code>		
<b>Description:</b>	Sets the provisioning server IP address.		
<b>Values:</b>	Text string	<b>Default:</b>	<code>https://et.vtechphones.com/r g2/</code>

---

<b>Setting:</b>	<code>provisioning.server_username</code>		
<b>Description:</b>	Sets the authentication name for the provisioning server.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>provisioning.server_access_password</code>		
<b>Description:</b>	Sets the authentication password for the provisioning server.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

## "time\_date" Module: Time and Date Settings

The time and date settings follow the format: time\_date.[element].

All these settings are exported when you manually export the configuration from the C620.

All the time and date settings are included in the general configuration file.

---

**Setting:** time\_date.date\_format

**Description:** Sets the format for displaying the date.

**Values:** DD/MM/YY, MM/DD/YY, YY/MM/DD      **Default:** DD/MM/YY

---

---

**Setting:** time\_date.24hr\_clock

**Description:** Enables or disables 24-hour clock.

**Values:** 0 (disabled), 1 (enabled)      **Default:** 1

---

---

**Setting:** time\_date.ntp\_server

**Description:** Enables or disables NTP server to set time and date.

**Values:** 0 (disabled), 1 (enabled)      **Default:** 1

---

---

**Setting:** time\_date.ntp\_server\_addr

**Description:** Sets the URL for the NTP server.

**Values:** IPv4, IPv6 or FQDN      **Default:** us.pool.ntp.org

---

---

**Setting:** time\_date.ntp\_dhcp\_option

**Description:** Enables or disables DHCP option 42 to find the NTP server.

**Values:** 0 (disabled), 1 (enabled)      **Default:** 0

---

---

**Setting:** time\_date.selected\_timezone

**Description:** Sets the local time zone.

---

<b>Values:</b>	Pacific/Pago_Pago, Pacific/Honolulu, America/Adak, America/Anchorage, America/Vancouver, America/Tijuana, America/Los_Angeles, America/Edmonton, America/Chihuahua, America/Denver, America/Phoenix, America/Winnipeg, Pacific/Easter, America/Mexico_City, America/Chicago, America/Nassau, America/Montreal, America/Grand_Turk, America/Havana, America/New_York, America/Caracas, America/Halifax, America/Santiago, America/Asuncion, Atlantic/Bermuda, Atlantic/Stanley, America/Port_of_Spain, America/St_Johns, America/Godthab, America/Argentina/Buenos_Aires, America/Fortaleza, America/Sao_Paulo, America/Noronha, Atlantic/Azores, GMT, America/Danmarkshavn, Atlantic/Faroe, Europe/Dublin, Europe/Lisbon, Atlantic/Canary, Europe/London, Africa/Casablanca, Europe/Tirane, Europe/Vienna, Europe/Brussels, Europe/Zagreb, Europe/Prague, Europe/Copenhagen, Europe/Paris, Europe/Berlin, Europe/Budapest, Europe/Rome, Europe/Luxembourg, Europe/Skopje, Europe/Amsterdam, Africa/Windhoek, Europe/Tallinn, Europe/Helsinki, Asia/Gaza, Europe/Athens, Asia/Jerusalem, Asia/Amman, Europe/Riga, Asia/Beirut, Europe/Chisinau, Europe/Kaliningrad, Europe/Bucharest, Asia/Damascus, Europe/Istanbul, Europe/Kiev, Africa/Djibouti, Asia/Baghdad, Europe/Moscow, Asia/Tehran, Asia/Yerevan, Asia/Baku, Asia/Tbilisi, Asia/Aqtau, Europe/Samara, Asia/Aqtobe, Asia/Bishkek, Asia/Karachi, Asia/Yekaterinburg, Asia/Kolkata, Asia/Almaty, Asia/Novosibirsk, Asia/Krasnoyarsk, Asia/Bangkok, Asia/Shanghai, Asia/Singapore, Australia/Perth, Asia/Seoul, Asia/Tokyo, Australia/Adelaide, Australia/Darwin, Australia/Sydney, Australia/Brisbane, Australia/Hobart, Asia/Vladivostok, Australia/Lord_Howe, Pacific/Noumea, Pacific/Auckland, Pacific/Chatham, Pacific/Tongatapu	<b>Default:</b> America/New_York
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---

<b>Setting:</b>	time_date.daylight_saving_auto_adjust		
<b>Description:</b>	Sets the device to automatically adjust clock for daylight savings.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1

---

---

<b>Setting:</b>	time_date.daylight_saving_user_defined		
<b>Description:</b>	Enables or disables manual daylight savings configuration.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

---

<b>Setting:</b>	time_date.daylight_saving_start_month		
<b>Description:</b>	Sets the month that daylight savings time starts.		
<b>Values:</b>	January, February, March, April, May, June, July, August, September, October, November, December	<b>Default:</b>	March

---

---

<b>Setting:</b>	time_date.daylight_saving_start_week		
<b>Description:</b>	Sets the week that daylight savings time starts.		
<b>Values:</b>	1–5	<b>Default:</b>	2

---

---

<b>Setting:</b>	time_date.daylight_saving_start_day		
<b>Description:</b>	Sets the day that daylight savings time starts.		
<b>Values:</b>	Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	<b>Default:</b>	Sunday

---

---

<b>Setting:</b>	time_date.daylight_saving_start_hour		
<b>Description:</b>	Sets the hour that daylight savings time starts.		
<b>Values:</b>	00:00, 01:00, 02:00, 03:00, 04:00, 05:00, 06:00, 07:00, 08:00, 09:00, 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00	<b>Default:</b>	02:00

---

<b>Setting:</b>	<code>time_date.daylight_saving_end_month</code>		
<b>Description:</b>	Sets the month that daylight savings time ends.		
<b>Values:</b>	January, February, March, April, May, June, July, August, September, October, November, December	<b>Default:</b>	November
<hr/>			
<b>Setting:</b>	<code>time_date.daylight_saving_end_week</code>		
<b>Description:</b>	Sets the week that daylight savings time ends.		
<b>Values:</b>	1–5	<b>Default:</b>	1
<hr/>			
<b>Setting:</b>	<code>time_date.daylight_saving_end_day</code>		
<b>Description:</b>	Sets the day that daylight savings time ends.		
<b>Values:</b>	Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	<b>Default:</b>	Sunday
<hr/>			
<b>Setting:</b>	<code>time_date.daylight_saving_end_hour</code>		
<b>Description:</b>	Sets the hour that daylight savings time ends.		
<b>Values:</b>	00:00, 01:00, 02:00, 03:00, 04:00, 05:00, 06:00, 07:00, 08:00, 09:00, 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00	<b>Default:</b>	02:00
<hr/>			
<b>Setting:</b>	<code>time_date.daylight_saving_amount</code>		
<b>Description:</b>	Sets the daylight savings time offset in minutes.		
<b>Values:</b>	0–255	<b>Default:</b>	60
<hr/>			
<b>Setting:</b>	<code>time_date.timezone_dhcp_option</code>		
<b>Description:</b>	Enables or disables DHCP option 2/100/101 for determining time zone information.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

---

<b>Setting:</b>	<code>time_date.ntp_server_update_interval</code>		
<b>Description:</b>	Sets the delay between NTP server updates, in seconds.		
<b>Values:</b>	0-4294967295	<b>Default:</b>	1000

---

<b>Setting:</b>	<code>time_date.time_and_date</code>		
<b>Description:</b>	Manually sets the date and time. Use the format <year>-<month>-<day>T<hour>:<minute>:<second>		
<b>Values:</b>	<year>-<month>-<day>T <hour>:<minute>:<second>	<b>Default:</b>	2016-03-01T12:00:00

---



## "log" Module: Log Settings

The log settings control system logging activities. System logging may be required for troubleshooting purposes. The following logging modes are supported:

- Serial/Console—system log output to an external console using a serial/RS-232 cable
- Syslog server—output to a log file on a separate server
- Volatile file

The log settings follow the format: log.[element].

All the log settings are included in the general configuration file.

<b>Setting:</b>	log.syslog_enable		
<b>Description:</b>	Enables or disables log output to syslog server.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	log.syslog_server_address		
<b>Description:</b>	Sets the syslog server IP address.		
<b>Values:</b>	Text string (IPv4 or IPv6)	<b>Default:</b>	Blank
<b>Setting:</b>	log.syslog_server_port		
<b>Description:</b>	Sets the syslog server port.		
<b>Values:</b>	1–65535	<b>Default:</b>	514
<b>Setting:</b>	log.syslog_level		
<b>Description:</b>	Sets the log level. The higher the level, the larger the debug output. 5—all 4—debug 3—info 2—warning 1—error 0—critical		
<b>Values:</b>	0–5	<b>Default:</b>	2

## "remoteDir" Module: Remote Directory Settings

The remote directory settings follow the format: remoteDir.[element].

All these settings are exported when you manually export the configuration from the C620.

All the remote directory settings are included in the general configuration file.

---

<b>Setting:</b>	remoteDir.ldap_enable		
<b>Description:</b>	Enables or disables the C620 SIP Wireless Conference Phone's access to the LDAP directory.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	remoteDir.ldap_directory_name		
<b>Description:</b>	Sets the LDAP directory name.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	remoteDir.ldap_server_address		
<b>Description:</b>	Sets the LDAP server IP address.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	remoteDir.ldap_port		
<b>Description:</b>	Sets the LDAP server port.		
<b>Values:</b>	1–65535	<b>Default:</b>	389

---

<b>Setting:</b>	remoteDir.ldap_protocol_version		
<b>Description:</b>	Sets the LDAP protocol version.		
<b>Values:</b>	version_2, version_3	<b>Default:</b>	version_3

---

<b>Setting:</b>	remoteDir.ldap_authentication_type		
<b>Description:</b>	Sets the LDAP authentication type.		
<b>Values:</b>	simple, ssl	<b>Default:</b>	simple

---

---

<b>Setting:</b>	<code>remoteDir.ldap_user_name</code>		
<b>Description:</b>	Sets the LDAP authentication user name.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>remoteDir.ldap_access_password</code>		
<b>Description:</b>	Sets the LDAP authentication password.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>remoteDir.ldap_base</code>		
<b>Description:</b>	Sets the LDAP search base. This sets where the search begins in the directory tree structure. Enter one or more attribute definitions, separated by commas (no spaces). Your directory may include attributes like "cn" (common name) or "ou" (organizational unit) or "dc" (domain component). For example, ou=accounting,dc=snom,dc=com		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>remoteDir.ldap_max_hits</code>		
<b>Description:</b>	Sets the maximum number of entries returned for an LDAP search. Limiting the number of hits can conserve network bandwidth.		
<b>Values:</b>	0–32000	<b>Default:</b>	200

---

<b>Setting:</b>	<code>remoteDir.ldap_search_delay</code>		
<b>Description:</b>	Sets the LDAP maximum search delay in seconds.		
<b>Values:</b>	0–500	<b>Default:</b>	0

---

<b>Setting:</b>	<code>remoteDir.ldap_firstname_filter</code>		
<b>Description:</b>	Sets the LDAP first name attribute filter.		
<b>Values:</b>	Text string	<b>Default:</b>	Firstname

---

<b>Setting:</b>	<code>remoteDir.ldap_lastname_filter</code>		
<b>Description:</b>	Sets the LDAP last name attribute filter.		
<b>Values:</b>	Text string	<b>Default:</b>	Lastname

---

<b>Setting:</b>	<code>remoteDir.ldap_number_filter</code>		
<b>Description:</b>	Sets the LDAP number filter.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>remoteDir.ldap_firstname_attribute</code>		
<b>Description:</b>	Sets the name attributes. Enter the name attributes that you want the C620 to display for each entry returned after an LDAP search. Separate each attribute with a space. For example, givenName sn will display the first name and surname for each entry.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>remoteDir.ldap_lastname_attribute</code>		
<b>Description:</b>	Sets the last name attributes.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>remoteDir.ldap_work_number_attributes</code>		
<b>Description:</b>	Sets the number attributes. Enter the number attributes that you want the C620 to display for each entry returned after an LDAP search. Separate each attribute with a space. For example, telephoneNumber mobile will display the work phone number and mobile phone number for each entry.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>remoteDir.ldap_mobile_number_attributes</code>		
<b>Description:</b>	Sets the mobile number attributes.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<hr/>			
<b>Setting:</b>	<code>remoteDir.ldap_other_number_attributes</code>		
<b>Description:</b>	Sets the “other” number attributes.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>remoteDir.ldap_incall_lookup_enable</code>		
<b>Description:</b>	Enables or disables LDAP incoming call lookup. If enabled, the C620 searches the LDAP directory for the incoming call number. If the number is found, the C620 uses the LDAP entry for CID info.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>remoteDir.ldap_outcall_lookup_enable</code>		
<b>Description:</b>	Enables or disables LDAP outgoing call lookup. If enabled, numbers entered in pre-dial or live dial are matched against LDAP entries. If a match is found, the LDAP entry is displayed for dialing.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>remoteDir.ldap_check_certificate</code>		
<b>Description:</b>	Enables or disables accepting only a trusted LDAP certificate.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>remoteDir.xml.x.name</code>		
<b>Description:</b>	Sets the name of the directory as it will appear on the phone's Directory list. For this and following parameters, x is the number of the XML directory (1–3).		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>remoteDir.xml.x.uri</code>		
<b>Description:</b>	The location of the XML directory file, from which the phone will sync and retrieve directory entries.		
<b>Values:</b>	URI	<b>Default:</b>	Blank
<b>Setting:</b>	<code>remoteDir.xml.x.call_lookup_enable</code>		
<b>Description:</b>	Enables/disables the call lookup feature for incoming and outgoing calls.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>remoteDir.xml.x.contact_entry_tag</code>		
<b>Description:</b>	Sets the tag name for directory entry.		
<b>Values:</b>	Text string	<b>Default:</b>	DIR_ENTRY

---

<b>Setting:</b>	<code>remoteDir.xml.x.first_name_tag</code>		
<b>Description:</b>	Sets the first name tag for a directory entry.		
<b>Values:</b>	Text string	<b>Default:</b>	DIR_ENTRY_NAME_FIRST

---

<b>Setting:</b>	<code>remoteDir.xml.x.last_name_tag</code>		
<b>Description:</b>	Sets the last name tag for a directory entry.		
<b>Values:</b>	Text string	<b>Default:</b>	DIR_ENTRY_NAME_LAST

---

<b>Setting:</b>	<code>remoteDir.xml.x.work_number_tag</code>		
<b>Description:</b>	Sets the work number tag for a directory entry.		
<b>Values:</b>	Text string	<b>Default:</b>	DIR_ENTRY_NUMBER_WORK

---

<b>Setting:</b>	<code>remoteDir.xml.x.mobile_number_tag</code>		
<b>Description:</b>	Sets the mobile number tag for a directory entry.		
<b>Values:</b>	Text string	<b>Default:</b>	DIR_ENTRY_NUMBER_MOBILE

---

<b>Setting:</b>	<code>remoteDir.xml.x.other_number_tag</code>		
<b>Description:</b>	Sets the other number tag for a directory entry.		
<b>Values:</b>	Text string	<b>Default:</b>	DIR_ENTRY_NUMBER_OTHER

---

## "web" Module: Web Settings

The web settings control the web server IP, port, and security settings.

The web settings follow the format: web.[element].

All the web settings are included in the general configuration file.

---

<b>Setting:</b>	web.server_enable		
<b>Description:</b>	Enables or disables the availability of the phone's embedded WebUI.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	1

---

---

<b>Setting:</b>	web.http_port		
<b>Description:</b>	Sets the http port when http is enabled.		
<b>Values:</b>	1–65535	<b>Default:</b>	80

---

---

<b>Setting:</b>	web.https_enable		
<b>Description:</b>	Sets server to use the https protocol.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

---

<b>Setting:</b>	web.https_port		
<b>Description:</b>	Sets the https port when https is enabled.		
<b>Values:</b>	1–65535	<b>Default:</b>	443

---

## “trusted\_ip” Module: Trusted IP Settings

The trusted\_ip settings provide enhanced security for the C620. When enabled, these settings can filter network traffic and reject any traffic from unauthorized sources.

The trusted\_ip settings follow the format: trusted\_ip.[element].

All the trusted\_ip settings are included in the general configuration file.

---

<b>Setting:</b>	trusted_ip.only_accept_allowed_ip		
<b>Description:</b>	Enables or disables using the Allowed IP list to filter network traffic. When enabled, all unsolicited IP traffic will be blocked unless it is from one of the trusted IP addresses on the "Allowed IP" list.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	trusted_ip.x.allow_ip		
<b>Description:</b>	Enter an IP address or address range for one instance of the “Allowed IP” list. x ranges from 1 to 10. See <a href="#">“Trusted IP” on page 101</a> for more information.		
<b>Values:</b>	Text string (IPv4 or IPv6, IP range in IPv4 or IPv6)	<b>Default:</b>	Blank

---



## “trusted\_servers” Module: Trusted Server Settings

The trusted\_servers settings provide enhanced security for the C620. When enabled, these settings can filter network traffic and reject any traffic from unauthorized sources.

The trusted\_servers settings follow the format: trusted\_servers.[element].

All the trusted\_servers settings are included in the general configuration file.

---

<b>Setting:</b>	<code>trusted_servers.only_accept_sip_account_servers</code>		
<b>Description:</b>	Enables or disables using each enabled account's Registration server, SIP server, Outbound Proxy server and Backup Outbound Proxy server as sources for trusted SIP traffic.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

## "user\_pref" Module: User Preference Settings

The user settings are accessible to the C620 user. These settings are useful for initial setup. You may wish to remove these settings from auto-provisioning update files so that users do not have their own settings overwritten.

The user preference settings follow the format: user\_pref.[element].

### General configuration file settings

---

**Setting:** user\_pref.account.x.diversion\_display

**Description:** Enables or disables the display of diversion <name-addr> info (if available) for calls forwarded to account x.

**Values:** 0 (disabled), 1 (enabled)    **Default:** 1

---

**Setting:** user\_pref.feature\_access\_code\_on\_sip\_registered\_enable

**Description:** Enables or disables Feature Access Code (FAC) call sending out after registration succeeded. If enabled, then allow FAC call to be sent only if user changes corresponding status locally.

**Values:** 0 (disabled), 1 (enabled)    **Default:** 0

---

### MAC-specific configuration file settings

---

**Setting:** user\_pref.web\_language

**Description:** Sets the language that appears on the WebUI.

**Values:** en, fr, es    **Default:** en

---

## "call\_settings" Module: Call Settings

The call settings configure data related to a user's call preferences. The data is stored internally at /mnt/flash/CallSettings.xml.

All the call settings (except one) follow the format: `call_settings.account.x.[element]` where `x` is an account number ranging from 1 to 3.

### General configuration file settings

---

<b>Setting:</b>	<code>call_settings.early_media_preferred</code>
<b>Description:</b>	Controls what to do when 180 Ringing message is received after 183 Session Progress message (SDP): ignore it and continue with early media (1), or switch to local RBT (0). <ul style="list-style-type: none"><li>■ when set to 1, after 183 is received, early media will be played on handset even if 180 is received afterward.</li><li>■ when set to 0, local ringback tone will be played if 180 is received after 183.</li></ul>
<b>Values:</b>	0, 1
<b>Default:</b>	0

---

### MAC-specific file settings

---

<b>Setting:</b>	<code>call_settings.account.x.block_anonymous_enable</code>
<b>Description:</b>	Enables or disables anonymous call blocking.
<b>Values:</b>	0 (disabled), 1 (enabled)
<b>Default:</b>	0

---

<b>Setting:</b>	<code>call_settings.account.x.outgoing_anonymous_enable</code>
<b>Description:</b>	Enables or disables outgoing anonymous calls.
<b>Values:</b>	0 (disabled), 1 (enabled)
<b>Default:</b>	0

---

<b>Setting:</b>	<code>call_settings.account.x.dnd_enable</code>
<b>Description:</b>	Enables or disables Do Not Disturb for account <code>x</code> .
<b>Values:</b>	0 (disabled), 1 (enabled)
<b>Default:</b>	0

---

<b>Setting:</b>	<code>call_settings.account.x.call_fwd_always_enable</code>
<b>Description:</b>	Enables or disables Call Forward Always for account <code>x</code> .
<b>Values:</b>	0 (disabled), 1 (enabled)
<b>Default:</b>	0

---

<b>Setting:</b>	<code>call_settings.account.x.call_fwd_always_target</code>		
<b>Description:</b>	Sets the Call Forward Always target number for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>call_settings.account.x.call_fwd_busy_enable</code>		
<b>Description:</b>	Enables or disables Call Forward Busy for account x.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>call_settings.account.x.call_fwd_busy_target</code>		
<b>Description:</b>	Sets the Call Forward Busy target number for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>call_settings.account.x.cfna_enable</code>		
<b>Description:</b>	Enables or disables Call Forward No Answer for account x.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0
<b>Setting:</b>	<code>call_settings.account.x.cfna_target</code>		
<b>Description:</b>	Sets the Call Forward No Answer target number for account x.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank
<b>Setting:</b>	<code>call_settings.account.x.cfna_delay</code>		
<b>Description:</b>	Sets the Call Forward No Answer delay (in number of rings) for account x.		
<b>Values:</b>	1–10	<b>Default:</b>	6

## “audio” Module: Audio Settings

The audio settings include jitter buffer parameters and RTP port settings.

All the audio settings are included in the general configuration file.

---

<b>Setting:</b>	<code>audio.x.jitter_mode</code>		
<b>Description:</b>	Select the desired mode for the jitter buffer: fixed (static) or adaptive. This setting depends on your network environment and conditions.		
<b>Values:</b>	fixed, adaptive	<b>Default:</b>	adaptive

---

<b>Setting:</b>	<code>audio.x.fixed_jitter.delay</code>		
<b>Description:</b>	When in fixed jitter buffer mode, set the delay (in ms) desirable to provide good audio quality with the minimal possible delay.		
<b>Values:</b>	30–500	<b>Default:</b>	70

---

<b>Setting:</b>	<code>audio.x.adaptive_jitter.min_delay</code>		
<b>Description:</b>	When in adaptive jitter buffer mode, set the minimum delay (in ms) desirable to maintain data packet capture and audio quality.		
<b>Values:</b>	20–250	<b>Default:</b>	60

---

<b>Setting:</b>	<code>audio.x.adaptive_jitter.target_delay</code>		
<b>Description:</b>	When in adaptive jitter buffer mode, set the target delay (in ms) desirable to provide good audio quality with the minimal possible delay.		
<b>Values:</b>	20–500	<b>Default:</b>	80

---

<b>Setting:</b>	<code>audio.x.adaptive_jitter.max_delay</code>		
<b>Description:</b>	When in adaptive jitter buffer mode, set the maximum delay (in ms) desirable to maintain data packet capture and audio quality.		
<b>Values:</b>	180–500	<b>Default:</b>	240

---

<b>Setting:</b>	<code>audio.x.rtp.port_start</code>		
<b>Description:</b>	Sets the Local RTP port range start.		
<b>Values:</b>	1–65535	<b>Default:</b>	18000

---

---

<b>Setting:</b>	<code>audio.x.rtp.port_end</code>		
<b>Description:</b>	Sets the Local RTP port range end.		
<b>Values:</b>	1–65535	<b>Default:</b>	19000

---

<b>Setting:</b>	<code>audio.rtcp_xr.enable</code>		
<b>Description:</b>	Enables or disables reporting of RTCP XR via SIP to a collector server. RTP Control Protocol Extended Reports (RTCP XR) are used for voice quality assessment and diagnostics.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

## "file" Module: Imported File Settings

The "file" parameters enable the provisioning file to import additional configuration files of various types, including:

- Contact lists
- Security certificates

The following certificates are supported:

- Per-account TLS certificate (you can choose to use the Account 1 certificate for all accounts)
- LDAP
- Web server (the C620 has a default self-signed web server certificate)
- Provisioning
- Languages

File parameter values are URLs that direct the C620 to the location of the file to be imported.

None of these settings are exported when you manually export the configuration from the C620.

### General configuration file settings

---

<b>Setting:</b>	<code>file.certificate.x.url</code>		
<b>Description:</b>	URL to upload a trusted certificate file in pem or crt. It will be given index x and marked as unprotected. x ranges from 1 to 20.		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.protected_certificate.x.url</code>		
<b>Description:</b>	URL to upload a trusted certificate file in pem or crt. It will be given index x and marked as protected. x ranges from 1 to 20.		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.certificate.trusted.url</code>		
<b>Description:</b>	URL to upload a trusted certificate file in pem or crt. It will be given the first available index and marked as unprotected. For example, <code>&lt;protocol&gt;://&lt;user&gt;:&lt;password&gt;@&lt;host&gt;:&lt;port&gt;/&lt;url-path&gt;</code>		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

---

<b>Setting:</b>	<code>file.protected_certificate.trusted.url</code>		
<b>Description:</b>	URL to upload a trusted certificate file in pem or crt. It will be given the first available index and marked as protected. For example, <code>&lt;protocol&gt;://&lt;user&gt;:&lt;password&gt;@&lt;host&gt;:&lt;port&gt;/&lt;url-path&gt;</code>		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.protected_certificate.custom_device.url</code>		
<b>Description:</b>	URL to upload a custom device certificate to override the factory installed device certificate. For example, <code>&lt;protocol&gt;://&lt;user&gt;:&lt;password&gt;@&lt;host&gt;:&lt;port&gt;/&lt;url-path&gt;</code>		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.action</code>		
<b>Description:</b>	<p>Enables you to delete certain certificates.</p> <ul style="list-style-type: none"><li>■ <code>removecertificate_customdevice</code>: remove the custom device certificate and resume the use of the factory installed device certificate</li><li>■ <code>removecertificate_allnonprotected</code>: remove all non-protected trusted certificates</li><li>■ <code>removecertificate_all</code>: remove the custom device certificate and all protected or non-protected trusted certificates</li></ul> <p>Enables you to delete a custom language from the WebUI, the deskset screens, or both.</p>		
<b>Values:</b>	<code>removecertificate_customdevice</code> , <code>removecertificate_allnonprotected</code> , <code>removecertificate_all</code> , <code>removecustomlanguage_all</code> , <code>removecustomlanguage_webui</code>	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.vpn.advanced_config</code>		
<b>Description:</b>	URL of OpenVPN client configuration file. For more information, see <a href="#">“VPN” on page 70</a> .		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---



## MAC-specific configuration file settings

---

<b>Setting:</b>	<code>file.contact.directory.append</code>		
<b>Description:</b>	URL of contact directory to be imported. Entries in the imported file will be added to existing directory entries.		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.contact.directory.overwrite</code>		
<b>Description:</b>	URL of contact directory to be imported. Entries in the imported file will replace all existing directory entries.		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.contact.blacklist.append</code>		
<b>Description:</b>	URL of contact blacklist to be imported. Entries in the imported file will be added to existing blacklist entries.		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>file.contact.blacklist.overwrite</code>		
<b>Description:</b>	URL of contact blacklist to be imported. Entries in the imported file will replace all existing directory entries.		
<b>Values:</b>	URI	<b>Default:</b>	Blank

---

## “xml\_app” Module: XML App Settings

The C620 supports both push and pull server applications. The XML app settings allow you to enable “push” events and how they interact with the phone during calls.

The XML app settings are included in the general configuration file.

---

<b>Setting:</b>	<code>xml_app.http_push_enable</code>		
<b>Description:</b>	Enable or disable HTTP push, which enables the phone to display XML objects that are “pushed” to the phone from the server via http/https POST or SIP NOTIFY.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	<code>xml_app.push_during_call_enable</code>		
<b>Description:</b>	Enable or disable the phone to display pushed XML objects during a call. Otherwise, the XML application is displayed after the call is over.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

## “tr069” Module: TR-069 Settings

The Broadband Forum's Technical Report 069 (TR-069) defines a protocol for remote management and secure auto-configuration of compatible devices. The TR-069 settings allow you to enable TR-069 and configure access to an auto-configuration server (ACS).

All the TR-069 settings are included in the general configuration file.

---

<b>Setting:</b>	<code>tr069.enable</code>		
<b>Description:</b>	Enable/disable the TR-069 subsystem.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	<code>tr069.acs.url</code>		
<b>Description:</b>	Enter the URL to the auto configuration server (ACS).		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>tr069.acs.username</code>		
<b>Description:</b>	Enter user name for ACS authentication.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>tr069.acs.access_password</code>		
<b>Description:</b>	Enter password for ACS authentication.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>tr069.periodic_inform.enable</code>		
<b>Description:</b>	Enable/disable the phone sending Inform messages to the server.		
<b>Values:</b>	0 (disabled), 1 (enabled)	<b>Default:</b>	0

---

<b>Setting:</b>	<code>tr069.periodic_inform.interval</code>		
<b>Description:</b>	Set the interval (in seconds) between sending Inform messages.		
<b>Values:</b>	1–65535	<b>Default:</b>	3600

---

---

<b>Setting:</b>	<code>tr069.connection_request.username</code>		
<b>Description:</b>	Set the user name for authenticating the connection sent from the ACS.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

<b>Setting:</b>	<code>tr069.connection_request.access_password</code>		
<b>Description:</b>	Set the password for authenticating the connection sent from the ACS.		
<b>Values:</b>	Text string	<b>Default:</b>	Blank

---

## "tone" Module: Tone Definition Settings

The Tone Definition settings configure data for various tones for the purpose of localization. The Audio Manager component uses the data from this model to populate the mcu on bootup.

Each tone definition must be a string of 12 elements separated by a space:

```
"<num of freq> <freq1> <amp1> <freq2> <amp2> <freq3> <amp3> <freq4> <amp4>
<on duration> <off duration> <repeat count>"
```

Where:

<num of freq>: 0-4

<freq1>: 0-65535

<amp1>: -32768-32767

<freq2>: 0-65535

<amp2>: -32768-32767

<freq3>: 0-65535

<amp3>: -32768-32767

<freq4>: 0-65535

<amp4>: -32768-32767

<on duration>: 0-2<sup>32</sup>

<off duration>: 0-2<sup>32</sup>

<repeat count>: 0-65535

All the tone definition settings are included in the general configuration file.

---

<b>Setting:</b>	tone.inside_dial_tone.num_of_elements		
-----------------	---------------------------------------	--	--

<b>Description:</b>	Sets the number of tone elements for the dial tone.		
---------------------	---	--	--

<b>Values:</b>	1-5	<b>Default:</b>	1
----------------	-----	-----------------	---

---

---

<b>Setting:</b>	tone.inside_dial_tone.element.1		
-----------------	---------------------------------	--	--

<b>Description:</b>	Defines the inside dial tone element 1.		
---------------------	---	--	--

<b>Values:</b>	Tone element string	<b>Default:</b>	2 440 -22 350 -22 0 0 0 0 65535 0 65535
----------------	---------------------	-----------------	--

---

---

<b>Setting:</b>	tone.inside_dial_tone.element.x		
<b>Description:</b>	Defines the inside dial tone element x.		
<b>Values:</b>	Tone element string	<b>Default:</b>	Blank

---

<b>Setting:</b>	tone.inside_dial_tone.num_of_repeat_all		
<b>Description:</b>	Sets the number of repeats of all elements in sequence; that is, repeating back to the first element.		
<b>Values:</b>	0–65535	<b>Default:</b>	0

---

<b>Setting:</b>	tone.stutter_dial_tone.num_of_elements		
<b>Description:</b>	Sets the number of tone elements for the stutter dial tone.		
<b>Values:</b>	1–5	<b>Default:</b>	2

---

<b>Setting:</b>	tone.stutter_dial_dial_tone.element.1		
<b>Description:</b>	Defines the stutter dial tone element 1.		
<b>Values:</b>	Tone element string	<b>Default:</b>	2 440 -22 350 -22 0 0 0 0 100 100 10

---

<b>Setting:</b>	tone.stutter_dial_dial_tone.element.2		
<b>Description:</b>	Defines the stutter dial tone element 2.		
<b>Values:</b>	Tone element string	<b>Default:</b>	2 440 -22 350 -22 0 0 0 0 65535 065535

---

<b>Setting:</b>	tone.stutter_dial_tone.element.x		
<b>Description:</b>	Defines the stutter dial tone element x.		
<b>Values:</b>	Tone element string	<b>Default:</b>	Blank

---

<b>Setting:</b>	tone.stutter_dial_tone.num_of_repeat_all		
<b>Description:</b>	Sets the number of repeats of all elements in sequence; that is, repeating back to the first element.		
<b>Values:</b>	0–65535	<b>Default:</b>	0

---

---

<b>Setting:</b>	tone.busy_tone.num_of_elements		
<b>Description:</b>	Sets the number of tone elements for the busy tone.		
<b>Values:</b>	1–5	<b>Default:</b>	1

---

<b>Setting:</b>	tone.busy_tone.element.1		
<b>Description:</b>	Defines the busy tone element 1.		
<b>Values:</b>	Tone element string	<b>Default:</b>	2 480 -22 620 -22 0 0 0 0 375 375 65535

---

<b>Setting:</b>	tone.busy_tone.element.x		
<b>Description:</b>	Defines the busy tone element x.		
<b>Values:</b>	Tone element string	<b>Default:</b>	Blank

---

<b>Setting:</b>	tone.busy_tone.num_of_repeat_all		
<b>Description:</b>	Sets the number of repeats of all elements in sequence; that is, repeating back to the first element.		
<b>Values:</b>	0–65535	<b>Default:</b>	0

---

<b>Setting:</b>	tone.ring_back_tone.num_of_elements		
<b>Description:</b>	Sets the number of tone elements for the ringback tone.		
<b>Values:</b>	1–5	<b>Default:</b>	2

---

<b>Setting:</b>	tone.ring_back_tone.element.1		
<b>Description:</b>	Defines the ringback tone element 1.		
<b>Values:</b>	Tone element string	<b>Default:</b>	2 440 -22 480 -22 0 0 0 0 400 200 1

---

<b>Setting:</b>	tone.ring_back_tone.element.2		
<b>Description:</b>	Defines the ringback tone element 2.		
<b>Values:</b>	Tone element string	<b>Default:</b>	2 440 -22 480 -22 0 0 0 0 400 2000 1

---

---

<b>Setting:</b>	tone.ring_back_tone.element.x		
<b>Description:</b>	Defines the ringback tone element x.		
<b>Values:</b>	Tone element string	<b>Default:</b>	Blank

---

<b>Setting:</b>	tone.ring_back_tone.num_of_repeat_all		
<b>Description:</b>	Sets the number of repeats of all elements in sequence; that is, repeating back to the first element.		
<b>Values:</b>	0–65535	<b>Default:</b>	65535

---

<b>Setting:</b>	tone.congestion_tone.num_of_elements		
<b>Description:</b>	Sets the number of tone elements for the congestion tone.		
<b>Values:</b>	1–5	<b>Default:</b>	3

---

<b>Setting:</b>	tone.congestion_tone.element.1		
<b>Description:</b>	Defines the dial tone element 1.		
<b>Values:</b>	Tone element string	<b>Default:</b>	1 950 -22 0 0 0 0 0 0 330 0 1

---

<b>Setting:</b>	tone.congestion_tone.element.2		
<b>Description:</b>	Defines the dial tone element 2.		
<b>Values:</b>	Tone element string	<b>Default:</b>	1 1400 -22 0 0 0 0 0 0 330 0 1

---

<b>Setting:</b>	tone.congestion_tone.element.3		
<b>Description:</b>	Defines the dial tone element 3.		
<b>Values:</b>	Tone element string	<b>Default:</b>	1 1800 -22 0 0 0 0 0 0 330 1000 1

---

<b>Setting:</b>	tone.congestion_tone.element.x		
<b>Description:</b>	Defines the dial tone element x (x = 4–5).		
<b>Values:</b>	Tone element string	<b>Default:</b>	Blank

---



---

<b>Setting:</b>	tone.congestion_tone.num_of_repeat_all		
<b>Description:</b>	Sets the number of repeats of all elements in sequence; that is, repeating back to the first element.		
<b>Values:</b>	0–65535	<b>Default:</b>	65535

---

<b>Setting:</b>	tone.dial_tone.num_of_elements		
<b>Description:</b>	Sets the number of tone elements for the dial tone.		
<b>Values:</b>	1–5	<b>Default:</b>	1

---

<b>Setting:</b>	tone.dial_tone.element.1		
<b>Description:</b>	Defines the dial tone element 1.		
<b>Values:</b>	Tone element string	<b>Default:</b>	2 440 -22 350 -22 0 0 0 0 65535 0 65535

---

<b>Setting:</b>	tone.dial_tone.element.x		
<b>Description:</b>	Defines the dial tone element x (x = 2–5).		
<b>Values:</b>	Tone element string	<b>Default:</b>	Blank

---

<b>Setting:</b>	tone.dial_tone.num_of_repeat_all		
<b>Description:</b>	Sets the number of repeats of all elements in sequence; that is, repeating back to the first element.		
<b>Values:</b>	0–65535	<b>Default:</b>	0

---

## "profile" Module: Password Settings

The password settings allow you to set the default administrator and user passwords in the configuration file. The administrator password is usually included in the general configuration file, while the user password is usually included in the MAC-specific configuration file. The passwords can also be set using the WebUI. Be aware that scheduled provisioning configuration file updates may reset these passwords.

## General configuration file settings

---

<b>Setting:</b>	<code>profile.admin.access_password</code>		
<b>Description:</b>	Sets the administrator password for accessing the admin menus on the conference phone and the WebUI.		
<b>Values:</b>	Text string (15 characters maximum)	<b>Default:</b>	admin

---

## MAC-specific configuration file settings

---

<b>Setting:</b>	<code>profile.user.access_password</code>		
<b>Description:</b>	Sets the user password for logging on to the WebUI and editing user-accessible settings.		
<b>Values:</b>	Text string (15 characters maximum)	<b>Default:</b>	user

---

## "speed\_dial" Module: Speed Dial Settings

The custom speed dial settings enable you to program up to 10 numbers that the phone user dials frequently.

The speed dial settings follow the format `speed_dial.x.[element]`, where x is the speed dial entry number that matches the dial pad key (0-9).

All the speed dial settings are included in the general configuration file.

---

<b>Setting:</b>	<code>speed_dial.x.account</code>		
<b>Description:</b>	Sets the account that the speed dial key uses to dial the number. 0 = default account. 1-3 = account number.		
<b>Values:</b>	0-3	<b>Default:</b>	0

---

<b>Setting:</b>	<code>speed_dial.x.name</code>		
<b>Description:</b>	Sets the name of the speed dial entry.		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

<b>Setting:</b>	<code>speed_dial.x.number</code>		
<b>Description:</b>	Sets the number to be dialed.		
<b>Values:</b>	text string	<b>Default:</b>	blank

---

# TROUBLESHOOTING

If you have difficulty with your C620 SIP Wireless Conference Phone, please try the suggestions below.



For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at [www.snomamericas.com](http://www.snomamericas.com).

## Common Troubleshooting Procedures

Follow these procedures to resolve common issues. For more troubleshooting information, see the user's manual for your product.

### The firmware upgrade or configuration update isn't working.

- Before using the WebUI, ensure you have the latest version of your web browser installed. Some menus and controls in older browsers may operate differently than described in this manual.
- Ensure you have specified the correct path to the firmware and configuration files on the **SERVICING > Firmware Upgrade > Auto Upgrade** page and the **SERVICING > Provisioning** page.
- If the phone is not downloading a MAC-specific configuration file, ensure the filename is all upper case.

### Provisioning: "Use DHCP Option" is enabled, but the C620 is not getting a provisioning URL from the DHCP Server.

- Ensure that DHCP is enabled in Network settings.

# APPENDIXES

## Appendix A: Maintenance

### Taking care of your products

- Your C620 SIP Wireless Conference Phone contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the conference phone in the charging dock gently.
- Save the original packing materials to protect your C620 SIP Wireless Conference Phone if you ever need to ship it.

### Avoid water

- You can damage your C620 SIP Wireless Conference Phone if it gets wet. Do not install the C620 SIP Wireless Conference Phone near a sink, bathtub or shower.

### Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

### Cleaning your products

- Your C620 SIP Wireless Conference Phone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the C620 SIP Wireless Conference Phone should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND NETWORK CABLE FROM THE WALL, then pull the unit out by the unplugged cords.

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