

## FAQ about PH802

1. In Memory, I have subscribed several numbers to the same server. But when in Presence, it fails to display online status. Why?
2. How to run the function of User-Defined Voice, Voice Record, and auto answer?
3. IP phone PH802 fails to record voice, why?
4. Why does IP phone PH802 fail to start up normally and display “**POST MODE**” on the screen?
5. How to change ring tone of IP phone PH802?
6. How to use auto-answer function? Is this function can be configured according to ringer frequency?

1. In Memory, I have subscribed several numbers to the same server. But when in Presence, it fails to display online status. Why?

1) Make sure whether the server supports function of checking under Presence status. Our IP phone PH802 can work normally integrated with our IPPBX system and Asterisk PBX.

2) Check whether “Advanced-SIP->Enable Subscribe” function is enabled or not.

3) Please confirm that your account is successfully registered into SIP1. And registration will be resubmitted after you select “Enable Subscribe”. At this moment, the phone will record presence status from server again.

2. How to run the function of User-Defined Voice, Voice Record?

1) Firstly, please enter IP phone MENU, input password 123, find “Voice Recordà User Defined” and press REC key then press it again to end recording. Whenever nobody answers the phone, caller can hear your defined voice. At the same time, caller can also leave you a message. Message sign will be displayed on the screen.

2) Record in calling process: In the process of calling, you can press REC key to start recording and press it again to end voice record.

3. IP phone PH802 fails to record voice, why?

1) Make sure Switch is turned on, logon WEB config page and select “**Enable Voice Record, User-Defined Voice, Incoming Record Playing**” in MENU “Advanced-Call Service”

2) Check whether the voice inbox exceeds the space quota, since our phone PH802 just allows 3 voice records. Please save the space and have another try.

4. Why does IP phone PH802 fail to start up normally and display “**POST MODE**” on the screen?

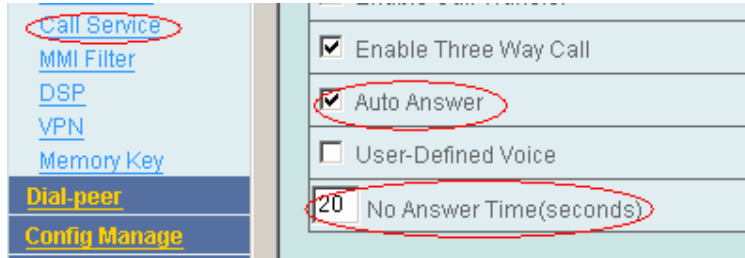
“POST MODE” on the phone screen indicates that image file has been destroyed and therefore unable to start the system. In this case, you need to restore image file by FTP tool. (Please refer to advanced configure manual for restoration instruction)

5. How to change ring tone of IP phone PH802?

Enter the config page, find “Advanced-DSP” menu and select favorite ring tone and save config.

6. How to use auto-answer function? Is this function can be configured according to ringer frequency?

Our IP phone support auto-answer function. Clients can set auto-answering incoming calls in given time as below:



- 1) Select “Auto Answer” under menu “Advanced-Call Service”
- 2) You can set No Answer Time.