

intelbras

User manual

V5501



**V5501
IP phone**

Congratulations, you have just purchased a product with Intelbras quality and security. The V5501 IP Phone has a color display for caller ID, high audio quality, SIP communication protocol compatibility, OPUS codec compatibility and *is* designed to be a solution in *VoIP* (Voice over IP) networks.

Care and safety

Data protection and security

- » Please observe the local laws regarding the protection and use of data and the regulations that prevail in the country.
- » The purpose of data protection legislation is to prevent infringements of individual privacy rights based on the misuse of personal data.

Handling of personal data

- » This system uses and processes personal data such as passwords, detailed CallLogs, network addresses and customer data records, for example.
- » LGPD - General Law for the Protection of Personal Data: Intelbras does not access, transfer, capture, or perform any other type of processing of personal data from this product.

Guidelines that apply to Intelbras employees

- » Intelbras employees are subject to safe trade practices and data confidentiality under the terms of the company's work procedures.
- » It is imperative that the following rules are observed to ensure that statutory service-related provisions (whether internal services or remote administration and maintenance) are strictly followed. This preserves the customer's interests and provides additional personal protection.

Guidelines that govern data handling

- » Ensure that only authorized persons have access to customer data.
- » Use the password assignment features, without allowing any exceptions. Never give passwords to unauthorized persons.
- » Ensure that no unauthorized person can process (store, change, transmit, disable or erase) or use customer data.
- » Prevent unauthorized persons from gaining access to data media, eg backup disks or protocol printouts.
- » Ensure that data media that are no longer needed are completely destroyed and that documents are not stored or left in generally accessible locations.
- » Working together with the client generates trust.

Misuse and hacking invasion

- » Passwords for accessing product information allow the access and alteration of any facility, such as external access to the company's system to obtain data and make calls, therefore, it is of paramount importance that passwords are made available only to those who have authorization for use, at the risk of misuse.
- » The product has security settings that can be enabled, and which will be addressed in the product manual, however, it is essential that the user guarantees the security of the network on which the product is installed, given that the manufacturer is not responsible for the invasion of the product via hacker and cracker attacks.

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1. Technical specifications

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WAN interface	10/100/1000BASE-T 1 × RJ45 ¹
LAN interface	10/100/1000BASE-T 1 × RJ45
Signaling protocol	SIP 2.0
SIP accounts	6 accounts
Codecs	G.711A, G.711U, G.726-16, G.726-24, G.726-32, G.726-40, G.729AB, iLBC, OPUS and G.722 ²
Power supply	Input 100 to 240 Vac / 50-60 Hz Output 5V, 0.6A
Maximum power consumption	3 W
Display	2.8 inches (320×240), color with backlight
Dimensions (W × H × D)	181 × 175.5 × 184.4 mm
Weight	654 g
Temperature	0 °C to 45 °C
Operating humidity	10% to 65%
Storage Humidity	10% to 95%

¹ This product is PoE and meets the IEEE 802.3af standard on its WAN interface () - dispense the use of external power supply if your network structure supports PoE technology.

² The G.722 (wideband) codec is responsible for HD Voice. However, to be able to enjoy high definition voice, the PBX must also support this codec.

Attention: » The V5501 IP telephone uses VoIP (voice over IP) technology and the quality of its operation depends on the traffic conditions and prioritization of the network to which the product is connected. In case of abnormalities in established calls, such as audio problems, check the network situation with the VoIP provider beforehand.

- » Consult your VoIP provider which codec (voice encoder/decoder) to use and the necessary settings on the IP terminal for better voice quality.

2. Characteristics

2.1. V5501

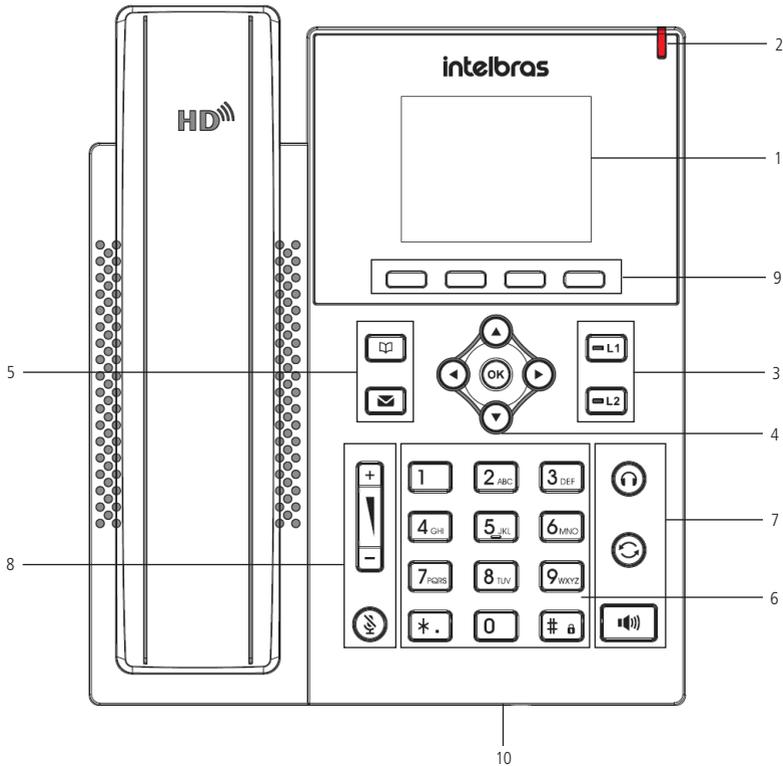
- » Fast/Gigabit Ethernet (10/100/1000 Mbps) network interface.
- » PoE (Power Over Ethernet) support.
- » 2.8 inch LCD display (320×240), color with backlight.
- » Supports configuration via web browser, via display or via auto-provisioning.
- » Firmware update via web browser or via auto-provisioning.
- » Support for codecs G.711A, G.711U, G.726-16, G.726-24, G.726-32, G.726-40, G.729AB, iLBC, OPUS and G.722 ².
- » HD Voice support.
- » Headset-specific input.
- » Phonebook for 1000 contacts.
- » Call history supporting 1000 records (incoming, outgoing, lost and diverted).
- » Allows you to register up to 6 SIP accounts.
- » Foot fit at 2 angles allowing for a 45 or 50 degree adjustment.
- » Two keys for account selection (L1 and L2) with LED status indicator.
- » Acoustic echo canceller, full duplex (AEC).
- » Voice Activity Detection (VAD), Comfort Noise Generation (CNG), Background NoiseEstimation (BNE), Noise Reduction (NR).
- » Adaptive jitter buffer.
- » DTMF: In-band, Out-of-band (DTMF-Relay (RFC2833) and SIP INFO).
- » IPv4/IPv6/IPv4&IPv6 support.

- » Support static IP / DHCP / PPPoE configuration.
- » 802.1x support.
- » VPN support (L2TP and OpenVPN).
- » VLAN support.
- » QoS (*Quality of Service*) support.
- » Support for *UDP/TCP/TLS* protocols.
- » Support voice encryption (SRTP).

3. Product

3.1. Front view

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Front view IP Phone V5501

1. Display

2. Status LED: presents a visual signal (red light) that indicates the current status of the phone (incoming call, missed call, phone in use and voicemail message).

3. Line keys:

- » **L1:** signals the status of account 1 or allows the configuration of functions acting as a programmable key.
- » **L2:** signals the status of account 2 or allows the configuration of functions acting as a programmable key.

4. Navigation keys

OK: must be pressed to confirm the selected option or to access the network status menu when the phone is idle.

»  : moves the cursor to the right.

»  : moves the cursor to the left.

»  : moves the cursor up or when idle, allows you to select the account.

»  : moves the cursor down or when idle, allows you to select the account.

5. Fixed function keys:

»  : access the directory to add, edit or search for a contact to make a call.

»  : allows you to access your voicemail.

6. Alphanumeric keypad.

7. Fixed function keys:

»  : allows you to make and receive calls using the handset's speakerphone.

»  : press to call the last number dialed.

»  : allows you to generate and answer calls through the headset.

8. Volume keys:



»  : allows you to increase or decrease the receiver (RX) volume of the handset, headset, speakerphone and the telephone ringer volume.

»  : press this key during the conversation to stop the audio transmission.

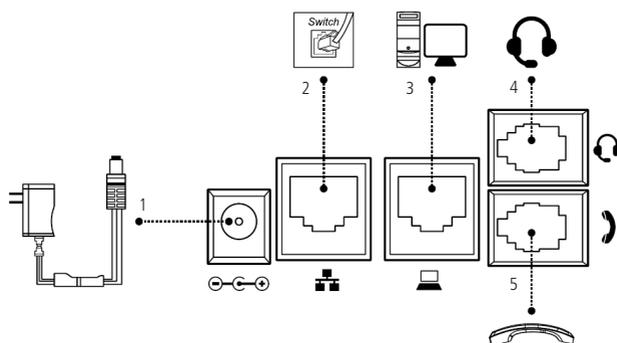
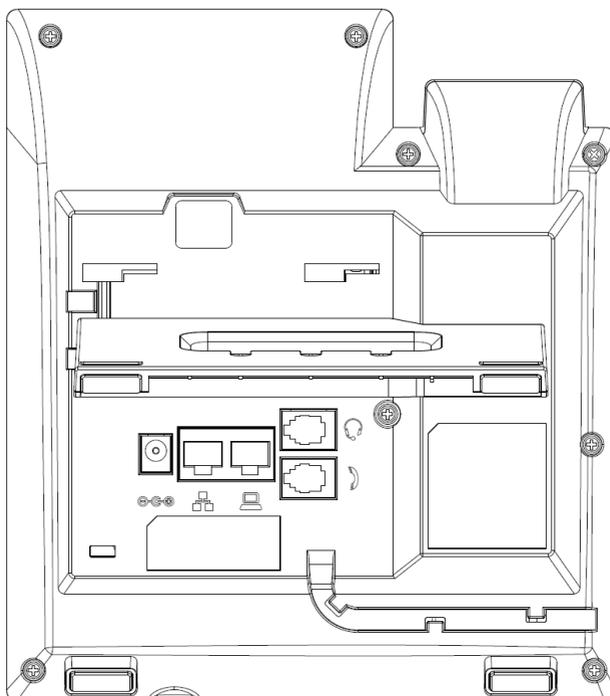
9. Soft keys: keys with *adaptive* functions

»  : allows access to the menu and other options such as call history, mail and phone book. Its function may change depending on the status of the phone. For example: when you have a call in progress, the keys will present the options of *Call Waiting (Hold)*, *Flash*, *Conference* and *Hang up call*.

10. Hands-free microphone.

3.2. Rear view

V5501



Rear view IP Phone V5501

1. Power Supply 5 V.
2. Ethernet port for WAN network connection.
3. Ethernet port for LAN (PC) network connection.
4. Headphone connection (headset).
5. Connection for the handset.

4. LEDs

4.1. Programmable keys (L1 and L2) set to BLF¹

LED status	Description
Green, fixed	The monitored account is in sleep state
Flashing Red	A call is coming to the monitored account
Red (fixed)	The monitored account is on a call
Yellow	Call on Hold
Turned Off	Not active as BLF

¹ Check if the PBX supports BLF.

4.2. LED status indicator (red LED)

LED status	Description
Off	On-hook or phone off
Fast flashing	Phone receiving a call (phone calling)
Slowly flashing	After establishing a call, it indicates that the call has been muted or <i>on hold</i> . In idle, indicates that the phone has unanswered calls
Steady on	Phone booting up, dialing in, connecting after dialing or on an established call (including conference, transfer, etc.)

4.3. Display

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The V5501 IP Phone has a 2.8-inch, full-color, backlit display. The display shows the options that can be accessed through the soft keys, date and time, account and network status.



V5501 sleep screen

1. Softkeys: these keys change function according to the operation performed on the telephone.
2. Displays the name of the SIP account in use.
3. Phone status icons.
4. Function shortcuts, accessible via the ◀▶ arrow keys.

See the following table for the meaning of the icons that may appear on the display:

Shortcuts

	Shortcut to <i>Call History</i>		Shortcut to voicemail
	Shortcut to message box		Shortcut to <i>Do Not Disturb</i> (DND)

Telephone status

	Network connected.		Forwarding enabled
	Network disconnected		keyboard locked
	Looking for IP		Active auto answer
	Network with VLAN		Open VPN active
	Ring muted		SIP hotspot active
	<i>Do Not Disturb</i> (DND) function active		

Call icons

	Receiving call		Call on <i>Hold</i>
	Call through the handset		Call through headset
	Call via speakerphone		<i>Mute</i> function active
	Indicates call quality		

Alert icons

	Indicates missed calls		Indicates new message in mailbox
	Indicates new voicemail message		Indicates that the <i>Do Not Disturb</i> (DND) function is active

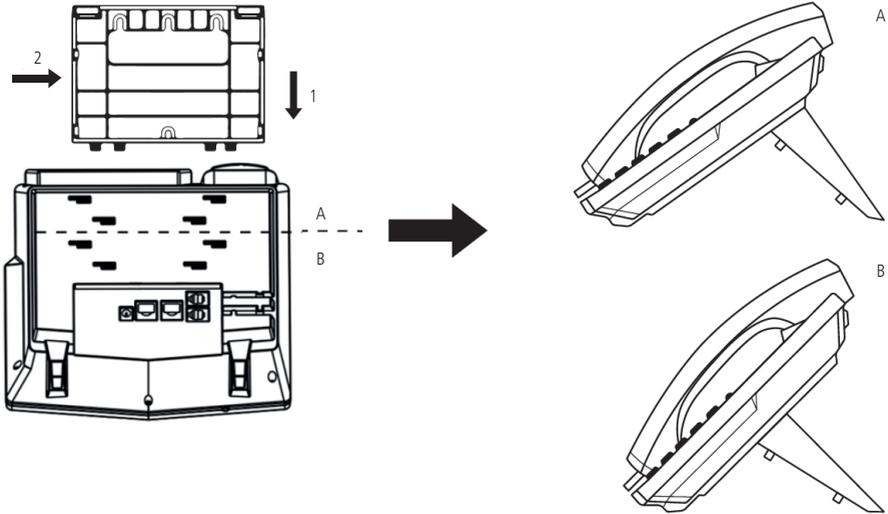
Character input type (softkey)

	Input with first letter uppercase and remainder lowercase		Lowercase input
	Entering numbers and letters		Capital letters input
	Number input		

5. Installation

5.1. Desk position

The V5501 IP Telephone allows two height adjustments when installed in the *desk* position. Attach the product support as shown below:



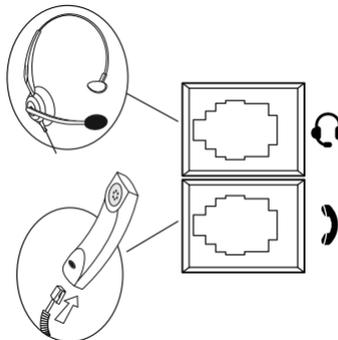
Mounting the foot on the base of the V5501 phone

To mount the foot to the IP phone base, first engage the latch as indicated in position 1 and then push in as indicated in position 2.

Note: the V5501 IP Phone does not support the wall position.

5.2. Handset and/or headset connection

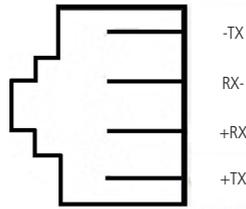
Connect the handset and/or headset¹, as shown in the following image:



Headset and handset connection

¹ Headset must be purchased separately.

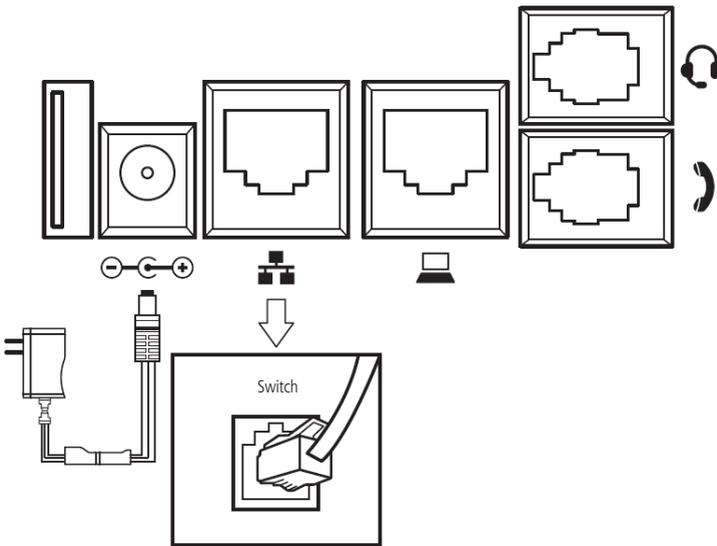
The headset jack for the V5501 IP Phone follows the *TX-*, *RX-*, *RX+* and *TX+* pattern, as shown in the following image:



Headset jack

5.3. Network connection and IP terminal power supply

Connect the *WAN* port of the *IP* terminal to your network equipment via an *Ethernet* cable and the power supply to the 5 Vdc input, as shown in the following image:



Power supply connection

The V5501 IP Phone is PoE - no need for an external power supply if your network structure supports *PoE* technology. Phones can also share the connection with other network devices such as a PC. To do this, connect the IP phone's *LAN* (PC) port to the computer's network interface using an *Ethernet* cable.

6. User interface

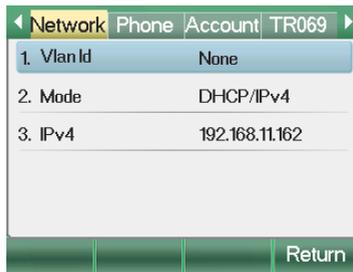
There are two ways to configure the V5501 phone. The first is through the display of the device itself. The second way is using the web interface through your PC's internet browser (Internet Explorer® 11, Mozilla Firefox® 70.0, Google Chrome® 77.0). To access the phone's web interface, check the following steps.

6.1. IP verification

The product is factory configured with DHCP enabled, that is, it will receive the IP from the network's *DHCP* server. To check the IP given to the phone, simply press the *OK* key while in the idle screen, or go to *Menu>Status* and check the IP displayed in the *IP Address field*.

If the network does not have an active *DHCP* server, the network settings must be performed manually through *Menu>Advanced>Network>Network>IP Mode* to set the *IP address* to *Static*. In case of doubt to configure the network information manually, refer to the item in 7.4. *Network configuration* this manual.

The V5501 phone presents the IP as the following image:



Network status

6.2. Access to the web user interface

Access to the web interface configuration menu can be performed by any computer that is connected to the same network as the phone, to access it, check the phone's IP by pressing the *OK* key while in the idle screen, and follow the procedure:

1. On the computer, open an internet browser and enter the phone's IP (http://V5501_IP), you should be directed to the login screen;
2. Type in user name and password. The device configuration page will be displayed.
 - » **Default login:** *admin*.
 - » **Default password:** *admin*.



V5501 IP phones login screen

6.3. Access to advanced settings through the display

To access advanced settings through the display, press *Menu* and then choose *Advance*. You will be asked for the password.

- » **Default login (display):** 123.

7. Settings

7.1. Factory settings (default)

The product comes from the factory with the following network settings:

- » **WAN interface** (📶): *DHCP* client (receives IP from the network).
- » **LAN interface** (🖨️): *Bridge* mode.

7.2. Network access

- » **DHCP:** the IP phone will receive an IP address, mask and gateway automatically provided by a *DHCP* server, eliminating the need to configure it manually. If the IP phone does not receive the network settings, check if it is configured as *DHCP*.
- » **Static IP (fixed):** IP address, mask and gateway will be manually configured by user or network administrator.
- » **PPPoE:** when the modem is in *Bridge* mode and the phone is working as *PPPoE*, the *ADSL* authentication will be done by the phone.

7.3. Phone status check

Status check via the web interface

The *Status* page is displayed right after logging into the web page. This menu displays the status of important phone system and network parameters.

The screenshot shows the Intelbras V5501 web interface. The top navigation bar includes 'English', 'Keep Online', and 'Logout (admin)'. The main menu has options: Information, Account, Configurations, Upgrade, Auto Provision, Tools, and Reboot Phone. The left sidebar lists: System, Network, Line, Phone settings, Phonebook, Call logs, Function Key, Application, Security, and Device Log. The main content area is titled 'System Information' and displays the following data:

Model:	V5501
Hardware:	V1.0
Software:	2.2.18
Uptime:	17 : 17 : 07
Last uptime:	01 : 14 : 27
MEMInfo:	ROM: 1.4/16(M) RAM: 1/23(M)
System time:	2021-7-26 21:23 (VERSION)

Below this, the 'Network' section shows:

WAN	
Network mode:	DHCP
MAC:	00:a8:59:f9:a7:f2
IPv4	

Status check via the web page

Status check via phone menu

To check the status through the phone display, press the *OK* key while the phone is idle, and then use the ◀▶ arrow keys to navigate between *Network*, *Phone*, *Account*, *TR069* and *RTP* status, or to consult the status through from the menu, follow the steps below:

1. Press the *Menu* key, using the ▼▲ keys, select the *Status* item and press the *OK* key;
2. Use the ◀▶ directional keys to navigate between *Network*, *Phone*, *Account*, *TR069* and *RTP* status;
3. Use the ▼▲ arrow keys to navigate between status options.

7.4. Network configuration

Network configuration via the web interface

The phone's network settings can be changed via the web page, to do so, access the *Network>Basic* menu.

Network configuration

- » **Network Mode:** in this field it is possible to choose the *IP* protocol used by the phone. The available options are: *IPv4*, *IPv6* and *IPv4 & IPv6*.
- » **IPv4 Network Status:** displays the network status when using *IPv4* protocol. The statuses shown in this option are: *IP Address*, *Netmask*, *Gateway* and *MAC*.
- » **IPv6 Network Status:** displays the network status when using *IPv6* protocol. The statuses shown in this option are: *IP Address*, *Prefix Length* and *Gateway*.
- » **IPv4 Settings:** allows the configuration of *IPv4* network parameters (*Static IP*, *DHCP* or *PPPoE*). The configurable parameters that may appear depending on the type of configuration chosen are:
 - » **IP address:** *IPv4* address that will be used by the device.
 - » **Netmask:** netmask that will be used by the device.
 - » **Gateway:** address of the network gateway that will be used by the device.
 - » **Enable Identifier Name:** enables the sending of the Identifier Name in DHCP Option *60*.
 - » **Identifier name:** name that will be sent in DHCP option *60*.
 - » **DNS Configuration:** defines whether DNS will be obtained via *DHCP* or manually configured.
 - » **Primary DNS:** *Primary DNS* server address.
 - » **Secondary DNS:** *Secondary DNS* server address.
 - » **DNS Domain:** DNS domain address.
 - » **User:** username for *PPPoE* authentication.
 - » **Password:** password for *PPPoE* authentication.
- » **IPv6 Settings:** allows the configuration of *IPv6* network parameters (*static IP* or *DHCP*). The configurable parameters that may appear depending on the type of configuration chosen are:
 - » **IP address:** *IPv6* address that will be used by the device.
 - » **Prefix Length:** prefix of the *IPv6* address used by the device, accepted values range from 0 to 128.
 - » **Gateway:** address of the network gateway that will be used by the device.
 - » **Primary DNS:** *Primary DNS* server address.
 - » **Secondary DNS:** *Secondary DNS* server address.
 - » **DNS Domain:** DNS domain address.
 - » **DNS Configuration:** defines whether DNS will be obtained via DHCP or manually configured.

Basic network configuration via the display

Static IP (fixed)

1. Press *Menu*, select with ▲▼◀▶ the item *System* and press *OK*;
2. You will be asked for the access password, use the alphanumeric keyboard to enter the password and press *OK*; (Default password: *admin*.) Press softkey *123* to switch between character entry modes if necessary.
3. Use the ▲▼ keys to select the *Network* item and press *OK*;
4. Use the ▲▼ keys to select the *Network* item and press *OK*;
5. Select with the ▲▼ keys the item *IPv4* or *IPv6* and press *OK*;
6. In the *Connection Type* item, use the ◀▶ keys to select the *Static IP* item;
7. Using the ▲▼ keys select the options you want to configure (*IP Address*, *Mask*, *Gateway*, *DNS1* and *DNS2*). To enter an IP address the alphanumeric key *** serves as *."* ;
8. Press the *OK* key to save changes.

Note: after the network settings, it is not necessary to restart the terminal.

DHCP

1. Press *Menu*, select with ▲▼◀▶ the item *System* and press *OK*;
2. You will be asked for the access password, use the alphanumeric keyboard to enter the password and press *OK*; (Default password: *admin*.) Press softkey *123* to switch between character entry modes if necessary.
3. Use the ▲▼ keys to select the *Network* item and press *OK*;
4. Use the ▲▼ keys to select the *Network* item and press *OK*;
5. Select with the ▲▼ keys the item *IPv4* or *IPv6* and press *OK*;
6. In the *Connection Type* item, use the ◀▶ keys to select the *Static IP* item;
7. Using the ▲▼ keys select the options you want to configure (*DNS via DHCP* and *NTP via DHCP*);
 - » **DNS via DHCP:** enables obtaining DNS address via DHCP.
 - » **NTP via DHCP:** enables obtaining the time server address via DHCP.
8. Press the *OK* key to save changes.

Note: after the network settings, it is not necessary to restart the terminal.

PPPoE

1. Press *Menu*, select with ▲▼◀▶ the item *System* and press *OK*;
2. You will be asked for the access password, use the alphanumeric keyboard to enter the password and press *OK*; (Default password: *admin*.) Press softkey *123* to switch between character entry modes if necessary.
3. Use the ▲▼ keys to select the *Network* item and press *OK*;
4. Use the ▲▼ keys to select the *Network* item and press *OK*;
5. Select with the ▲▼ keys the item *IPv4* and press *OK*;
6. In the *Connection Type* item, use the ◀▶ keys to select the *PPPoE* item;
7. Using the ▲▼ keys select the options you want to configure (*Username* and *Password*). Press softkey *123* to switch between character entry modes if necessary;
8. Press the *OK* key to save changes.

Service port configuration

The V5501 phone's access port settings can be changed through the web page, to do so, access the menu *Network>Service port*.

The screenshot shows the Intelbras V5501 web interface. The top navigation bar includes 'Basic', 'Service Port', 'VPN', and 'Advanced'. The left sidebar lists various system settings. The main content area is titled 'Service Port Settings' and contains the following fields:

- Web Server Type: HTTP (dropdown)
- Web Logon Timeout: 15 (input field)
- web auto login:
- HTTP Port: 80 (input field)
- HTTPS Port: 443 (input field)
- RTP Port Range Start: 10200 (input field)
- RTP Port Range End: 10205-65530 (input field)
- RTP Port Quantity: 1000 (input field)

An 'Apply' button is located at the bottom right of the configuration area.

Network port configuration

- » **Service Port Settings:** allows configuration of web access ports as well as RTP port range. The configurable parameters that may appear are:
 - » **Web server type:** determines the default server type used to access the web page, the options are HTTP or HTTPS.
 - » **Web Logon Timeout:** defines the time in which the web page will automatically logout in case of inactivity.
 - » **Web auto login:** by enabling this option, the login of the web page is done through a pop-up.
 - » **HTTP Port:** defines the HTTP access port.
 - » **HTTPS Port:** defines the HTTPS access port.
 - » **RTP Port Range Start:** defines the initial port for receiving and sending RTP packets.
 - » **RTP Port Quantity:** defines the number of RTP ports available from the initial port.

VPN

The VPN parameter settings can be changed via the web page, to do so, access the *Network>VPN* menu.

The screenshot shows the Intelbras V5501 web interface with the 'VPN' menu selected. The main content area is titled 'Virtual Private Network (VPN) Status' and contains the following fields:

- VPN IP Address: 0.0.0.0
- VPN Mode**
 - Enable VPN:
 - Enable NAT:
 - L2TP: (selected)
 - OpenVPN:
 - Open VPN mode: tun (dropdown)
- Layer 2 Tunneling Protocol (L2TP)**
 - L2TP Server Address: 2335014d4317.sn.mytelbras.com (input field)
 - Authentication Name: ip389 (input field)
 - Authentication Password: ***** (password field)

VPN configuration

- » **VPN Status:** shows the *IP* address of the VPN.
- » **VPN Mode:** allows you to enable and select the type of VPN that the phone will use. The available settings are:
 - » **Enable VPN:** enables the use of VPN through the device.
 - » **Enable NAT:** enables the use of NAT when using the VPN function.
 - » **L2TP:** enables the use of L2TP (*Layer 2 Transportation Protocol*) VPN mode.
 - » **OpenVPN:** enables the use of OpenVPN VPN mode.
 - » **OpenVPN Mode:** allows you to select how the OpenVPNmode operates, the available options are:
 - » **Tun:** in this mode OpenVPN will work through layer 3, allowing only traffic of exclusive packets to the *VPN* client.
 - » **Tap:** in this mode OpenVPN will work through layer 2, allowing it to work in *Bridge* mode.
- » **L2TP Configuration:** allows configuring VPN parameters when using *L2TP (Layer 2 Transportation Protocol)* mode. The available settings are:
 - » **L2TP server address:** must be filled in with the *IP* address of the *L2TP* server.
 - » **Authentication Name:** must be filled in with the user for authentication on the *L2TP* server.
 - » **Authentication Password:** must be filled in with the password for authentication on the *L2TP* server.
- » **OpenVPN Files:** allows the insertion of certificates and configuration files for using the Open VPN service. The available options are:
 - » **OpenVPN Configuration file (.ovpn):** allows the insertion of the VPN configuration file in *.ovpn* format.
 - » **CA Root Certification (.crt):** allows the insertion of the certificate of certification authority (CA) in *.crt* format.
 - » **Client Certification (.crt):** allows the insertion of the client certificate in *.crt* format.
 - » **Client key (.key):** allows the insertion of the customer's private key file in *.key* format.

Use the *Select* option to search for the files, *Upload* to send the file to the V5501 and *Delete* if you want to erase the uploaded file.

Advanced

Through the *Network>Advanced* menu, on the web page, it is possible to enable the *LLDP*, *CDP*, *VLAN*, *QoS* and *802.1x* configuration.

The screenshot shows the 'Advanced' configuration page for the Intelbras V5501 device. The left sidebar contains navigation options: System, Network (highlighted), Line, Phone settings, Phonebook, Call logs, Function Key, Application, Security, and Device Log. The main content area is titled 'Advanced' and contains the following settings:

- Link Layer Discovery Protocol (LLDP) Settings:**
 - Enable LLDP:
 - Enable Learning Function:
 - Packet Interval (1-3600): 60 (seconds)
- Cisco Discovery Protocol (CDP) Settings:**
 - Enable CDP:
 - Packet Interval (1-3600): 60
- DHCP VLAN Settings:**
 - Option Value: Custom Option
 - DHCP Option VLAN: 132
- Quality of Service (QoS) Settings:**
 - Enable DSCP:
 - Audio DSCP: 46 (0-63)
 - Signal DSCP: 46 (0-63)
- ARP cache life:**
 - ARP cache life: 2 (Minute)

Advanced network settings

- » **LLDP (Linker Layer Discovery Protocol):** the *LLDP* protocol allows network devices to discover each other. It allows network information to be learned dynamically by directly connected equipment. The available configuration options are:
 - » **Enable LLDP:** allows you to enable or disable the use of the *LLDP* protocol.
 - » **Enable Learning Function:** allows you to enable the self-learning function.
 - » **Packet interval (1-3600):** a value between 1 and 3600 seconds must be entered in this field to define the interval time between *LLDP* packets.

- » **CDP Settings:** CDP (*Cisco Discovery Protocol*) is a proprietary protocol used by network administrators to obtain information about devices directly connected to the network. The available configuration options are:
 - » **Enable CDP:** allows you to enable the *CDP* function.
 - » **Packet interval (1-3600):** a value between 1 and 3600 seconds must be entered in this field to define the interval time between *CDP* packets.
 - » **DHCP VLAN:** allows you to enable or disable the use of DHCP options for VLAN learning. The available configuration options are:
 - » **Option Value:** allows you to enable the function using a customizable option or disable the function.
 - » **DHCP Option Vlan (128-254):** allows the configuration of the *DHCP* option number used for VLAN learning, the allowed values range from 128 to 254. By default this option is populated with option 132.
 - » **QoS Settings:** allows specifying priorities for packets or traffic classes, that is, it prioritizes packets, improving the quality of communication and becoming extremely useful in conditions of traffic congestion on the output interface. The available configuration options are:
 - » **Enable DSCP:** enables the use of *the QoS function*, using DSCP.
 - » **Signal DSCP:** sets the priority of data packets. Accepts values from (0~63).
 - » **Audio DSCP:** sets the priority of audio packets. Accepts values from (0~63).
- Important:** these parameters will be used on the network to prioritize voice traffic over network data traffic.
- » **ARP cache life:** allows you to configure the *ARP* table storage time on the V5501 IP Phone. By default this time is set to *2 minutes*.
 - » **WAN VLAN Settings:** allows configuration of VLAN parameters for both *LAN (PC)* and *WAN (Ethernet) ports*. The available settings are:
 - » **Enable VLAN:** enables or disables the *VLAN* function.
 - » **WAN VLAN ID:** allows you to configure the VLAN ID for the *WAN (Ethernet)* port.
 - » **802.1p signal priority:** configures the VLAN priority for data, which can be set from 0 to 7.
 - » **LAN VLAN Mode:** allows you to enable or disable the VLAN for the *LAN (Ethernet)* port, or follow the same settings defined for the *WAN (Ethernet)* port through the *Follow WAN* option.
 - » **LAN VLAN ID:** allows you to configure the VLAN ID for the *LAN (PC)* port.
 - » **LAN VLAN Priority:** configures the VLAN priority for data on the LAN, which can be set from 0 to 7.
 - » **802.1x Settings:** allows you to configure the *802.1x* protocol. This item allows you to configure authentication parameters for access to networks that require this authentication. The available settings are:
 - » **802.1x mode:** allows enabling the function, being able to use the *EAP-MD5*, *EAP-TLS* or *PEAP-MSCHAPV2 modes*.
 - » **Identity:** username for *802.1x* authentication.
 - » **Password:** password for *802.1x* authentication.
 - » **CA certificate:** allows the insertion of the certification authority certificate to use the *802.1x* function.
 - » **Device Certificate:** allows entering the device certificate for authentication when using the *802.1x* function.
 - » **Certification File:** allows the insertion of certificates for *HTTPS* authentication. You use the *Select* option, to search for files, *Upload* to send the file to the phone, and *Delete* if you want to delete the uploaded file.

7.5. Line settings

The V5501 phone allows the configuration of 6 SIP accounts. To configure them through the web interface, use the *Account* option on the side tab.

SIP

The screenshot shows the 'SIP' configuration page in the intelbras V5501 web interface. The left sidebar contains navigation options: System, Network, Line (highlighted), Phone settings, Phonebook, Call logs, Function Key, Application, Security, and Device Log. The main content area is titled 'SIP Line' with a dropdown menu set to 'PBXServer'. Below this is the 'Register Settings >>' section, which includes fields for Line Status, SIP User (3700), Display Name (3700), Realm, Activate (checkbox), Authentication User (3700), Authentication Password (*****), Server Name (PBXServer), SIP Server 1 (Server Address: 172.31.2.208, Server Port: 5060, Transport Protocol: UDP, Registration Expiration: 90 seconds), and SIP Server 2 (Server Address, Server Port: 5060, Transport Protocol: UDP, Registration Expiration: 90 seconds).

SIP account setup

- » **Register settings:** in this section you can configure the parameters necessary for the authentication of the *SIP* account with a provider or PBX. The available settings are:
 - » **SIP Line:** select the *SIP* account you want to configure or change settings.
 - » **Line Status:** displays the current registration status of the account. Some of the statuses that can be displayed are:

Status	Reason
Inactive	Account disabled
Registered	The account is authenticated on the <i>SIP</i> server
Failed with 401	The username or password provided for the account is incorrect
Trying	The phone is waiting for the server to respond to the log message
Timeout	There was no response from the server to the registration request
System Error	The server address entered is invalid

- » **Activate:** enables or disables account registration.
- » **SIP User:** *SIP* account username.
- » **Authentication User:** *SIP* account authentication username.
- » **Display name:** name of the account that will be shown on the phone's display.
- » **Authentication Password:** *SIP* authentication password.
- » **Realm:** *SIP* domain address, requested by some operators or services.
- » **Server name:** *SIP* server name, requested by some operators or services.

Note: Username, Authentication User and Password fields are required for account registration in *SIP* server. The Domain (Realm) and Server Name fields will only be needed if your provider needs to send these settings. Use the Enable option to have the account record sent to the *SIP* server.

- » **SIP Server 1:** in this section it is possible to configure the address of the primary *SIP* server or provider for registration as well as the transport protocol used. The available settings are:
 - » **Server Address:** *IP* address or *FQDN* of the primary *SIP* server.
 - » **Server port:** port on which *SIP* messages will be sent to the primary server. The default port used is 5060.
 - » **Transport protocol:** choose the transport protocol that will be used. The phone supports the use of *UDP*, *TCP* or *TLS* protocols.

- » **Registration Expiration:** specifies the time the product will take to send the *SIP* registration to the *SIP* server. The default is *90 seconds*, that is, the registration request will be sent to the server every 90 seconds.
- » **Proxy server address:** *IP* address or *FQDN* of the *SIP proxy server*.
- » **Proxy server port:** port that *SIP* messages will be sent to the proxy server.
- » **Proxy User:** authentication user on the proxy server.
- » **Proxy password:** authentication password on the proxy server.
- » **SIP Server 2:** in this section it is possible to configure the address of the *primary SIP* server or provider for registration as well as the transport protocol used. The registration request for the *secondary SIP* server is sent when for some reason the phone could not register with the primary server. The available settings are the same as for *SIP Server 1* with the exception of the following options:
 - » **Backup Proxy Server Address:** *IP* address or *FQDN* of the *backup proxy SIP* server.
 - » **Backup proxy server port:** port that *SIP* messages will be sent to the proxy server.

Note: the packets will only be sent to the backup proxy server if the device has no response from the main proxy server.

- » **Basic settings:** in this section, the account's basic features settings are available, such as self-service, forwarding, hotline and others. The available settings are:
 - » **Automatic Answering:** when this function is enabled, calls that arrive on the phone will be answered automatically, or after a certain period.
 - » **Enable Auto Answering:** enables or disables the Auto Answer function.
 - » **Auto Answering Delay:** sets the time for the phone to automatically answer the call.
 - » **Call Forwarding:** this function allows that, depending on the status of the telephone, whether it is busy or not answered, a call is automatically forwarded to a configured number. The available settings are:
 - » **Call Forward Unconditional:** enables all incoming calls to be forwarded to the phone.
 - » **Call Forward Number for Unconditional:** number to which the forwarding will always be performed.
 - » **Call Forward on Busy:** enables call forwarding when the phone is busy.
 - » **Call Forward Number for Busy:** number to which the forwarding will be made if busy.
 - » **Call Forward on No Answer:** enables call forwarding for when the call is not answered within a set time.
 - » **Call Forward Number for No Answer:** number to which the forwarding will be made if no answer.
 - » **Call Forward Delay for No Answer:** time for a call to be forwarded if not answered.
 - » **Conference:** this function allows a call to be made with more than two participants, forming an audio conference. The available settings are:
 - » **Conference type:** select whether the conference will be held locally on the phone itself or through a server.
 - » **Server Conference Number:** number that will be sent to the conference server if the option selected in *Conference type* was *Server*.
 - » **Voicemail:** this feature allows access to the server's voicemail, as well as signaling of incoming voice messages. The available settings are:
 - » **Subscribe for Voice Message:** enable the voicemail function.
 - » **Voice Message Number:** must be filled in with the voicemail number of the *SIP* server.
 - » **Voice Message Subscribe Period:** interval time between sending *MWI* message to *SIP* server.
 - » **Hotline:** this function allows you to automatically originate a call to a specified number when you take the handset off-hook, enable the speakerphone or headset. The available settings are:
 - » **Enable Hotline:** enables the Hotline function.
 - » **Hotline Delay:** waiting time until the call is made when enabling the line.
 - » **Hotline number:** hotline call destination number.
 - » **Do Not Disturb (DND):** when enabled, this feature rejects all incoming phone calls.
 - » **Enable DND:** enables *Do Not Disturb*.

Other functions that can be configured in this section are:

- » **Transfer Timeout:** time of completion of the transfer process.
- » **Dial without Registered:** when enabled, the phone can generate calls without having to be registered.
- » **Enable Missed CallLog:** by disabling this option, missed calls will not be logged in the call history.
- » **DTMF Type:** defines the type of DTMF that will be sent to the SIPserver, the available options are *SIP INFO*, *RFC 2833*, *In-band* and *AUTO* (Automatic).
- » **DTMF SIP INFO Mode:** defines the mode of sending the characters # and * to the *SIP* server if the selected DTMF type is *SIP INFO*.
- » **Use STUN:** enables the account to use STUN for NAT.
- » **Use VPN:** enables the account to use VPN.
- » **Enable Failback:** enables registration to the *secondary SIP* server if the phone does not get a response from the primary server.
- » **Failback Interval:** time it takes for the phone to register with the secondary server if there is no response from the primary server.
- » **Signal Retry Counts:** number of attempts to register on the server, until the switch to the secondary server is made.
- » **Codec Settings:** allows the choice of codecs to be used by the selected account. To enable the use of a codec, simply move this codec from the *Disabled Codecs* list to the *Enabled Codecs* list via the options  . The priority of codecs sent to the *SIP* server is according to the order of codecs in the *Codecs enabled* field. For example, the first codec has higher priority than the second. To change the order of codecs use the options  .
- » **Available codecs are:** G.711U, G.711A, G.729AB, G.722, iLBC, G.726-16, G.726-24, G.726-32, G.726-40 and Opus.
- » **Advanced settings:** in this section you can perform advanced account settings. The available settings are:
 - » **Enable Service Code:** enables sending a code to the *SIP* server for activating and deactivating functions. The available settings for this function are:
 - » Enable and disable do not disturb.
 - » Enable and disable forwarding always.
 - » Activate and deactivate forwarding if busy.
 - » Activate and deactivate forwarding if no answer.
 - » Enable and disable anonymous call blocking.
 - » Activate and deactivate call waiting.
 - » Enable and disable anonymous call sending.
 - » **SIP Encryption:** enables the use of encryption in *SIP* messages.
 - » **RTP Encryption (SRTP):** enables the use of *SRTP* encryption for RT Packets. Encryption can be enabled Optionally (accepts encryption if the call destination has encryption) or *Compulsory* (account does not accept unencrypted calls).
 - » **Enable Session Timer:** enables the account to end the call when the session time is updated. The session will be terminated if there is no new session time event update after the timeout period.
 - » **Session Timeout:** sets the time period of the session timer.
 - » **Enable BLF list:** enable the BLF list function. The *BLF List* function allows a *BLF* key to monitor the status of a group.
 - » **BLF list number:** *BLF* list number on the server.
 - » **BLF Server:** *IP* address of the *BLF* list server.
 - » **Response Single Codec:** when enabled, the phone responds to an incoming call request with only one codec.
 - » **Keep alive type:** selects the type of keep alive sent to keep the NAT connection open. The available options are: *SIP option* (sent via *SIP* packets) and *UDP* (sent via *UDP* packets).
 - » **Keep alive interval:** defines the interval time between sending keep alive packets.
 - » **Keep Authentication:** keep the authentication parameters from the previous authentication.
 - » **Blocking Anonymous Call:** blocks incoming anonymous calls on the selected account.
 - » **User Agent:** defines the *user agent*, by default the model is sent with the firmware version.
 - » **Specific Server Type:** sets the line to collaborate with a specific server type.

- » **SIP Version:** allows you to select the desired *SIP* protocol version to use (*RFC 2543* or *RF 3261*).
- » **Anonymous Call Standard:** selects the pattern to be used for anonymous calling.
- » **Local port:** allows you to define the local port on which the product will receive *SIP* messages.
- » **Ring type:** allows you to select the ring to be used by the account.
- » **Enable user=phone:** when enabling this function, a *phone* will be sent in the *user* field of *SIP* messages.
- » **Auto TCP:** automatically uses *TCP* protocol for *SIP* messages over 1500 bytes.
- » **Enable PRACK:** enable the line to support the use of *SIP PRACK* messages.
- » **Enable Rport:** enable the line to add *Rport* in the *SIP* header.
- » **DNS Mode:** selects the DNS mode used by the line, the available modes are: *A*, *SRV* and *NAPTR*.
- » **Enable Long Contact:** allows more parameters in the *Contact* field for *RFC 3840*.
- » **Enable Strict Proxy:** allows the use of Restricted Route. When the phone receives packets from the server, it will use the source IP and not the IP in the *Via* field.
- » **Convert URI:** convert numeric and alphanumeric digits to hexadecimal code.
- » **Use Quote in Display Name:** activate this option to insert the display name between " " Ex: "Intelbras".
- » **Enable GRUU:** enables *Globally Routable User-Agent URI* (GRUU) support.
- » **Sync Clock Time:** enables time synchronization with the server.
- » **Enable Inactive Hold:** makes SDP idle on *INVITE* packets when using the call waiting function.
- » **Caller ID Header:** select the read priority order for caller ID caller identification. The order can be chosen from the options of *From*, *PAI (P-Asserted-Identity)* and *RPID (Remote-Party-ID)*.
- » **Use 182 Response for Call Waiting:** enables the use of answer *182 (Queued)* for call waiting.
- » **Enable Feature Sync:** enables sync for use with *Broadsoft* server.
- » **Enable SCA:** enable the *SCA (Shared Call Appearance)* function.
- » **Park code:** code sent to the server when placing a call in park.
- » **Server Time:** sets the timeout for using the server.
- » **TLS Version:** defines the version of the *TLS* protocol used by the account, the available versions are: *1.0*, *1.1* and *1.2*.
- » **uaCSTA number:** enter the *uaCSTA number (User agent CSTA)*.
- » **Enable Click to Talk:** enable the click to talk function.
- » **Enable Chgport:** enables port updating automatically.
- » **Flash Mode:** select the flash mode for the account, *Normal* or *SIP-Info*.
- » **Flash content-type information:** information sent within the *Flash Type* field via *SIP-info*.
- » **Flash content-body information:** information sent in the flash body (body) via *SIP-info*.
- » **Retrieve Number:** capture number sent to the server.
- » **Intercom Number:** intercom number sent to the server.
- » **No registration on startup:** sends the message *register* with field *expires = 0*, canceling registration on the server when restarting the phone.
- » **Enable MAC header:** enables the use of *MAC* address in the *user agent* field of *SIP* packets.
- » **Enable Register MAC Header:** enables the use of *MAC* address in the *user agent* field of the *SIP* record.
- » **BLF:** when enabled, the account only accepts accurate matching of BLF sessions.
- » **PTime (ms):** enables sending the *PTime* field by default.
- » **SIP Global Settings:** in this section you can configure *SIP* protocol specific settings for the selected account. The available settings are:
 - » **Strict Branch:** when enabling, messages must strictly match the branch field.
 - » **Enable RFC4475:** enables the use of *RFC 4475*.
 - » **Enable strict UA Match:** enables strict matching of the *User agent* field.
 - » **Registration Failure Retry Time:** time interval in which the product makes the registration request to the *SIP* server in case of failure.
 - » **Enable uaCSTA:** enables the use of the *uaCSTA* function.
 - » **Local SIP Port:** allows you to modify the phone 's local *SIP* port.

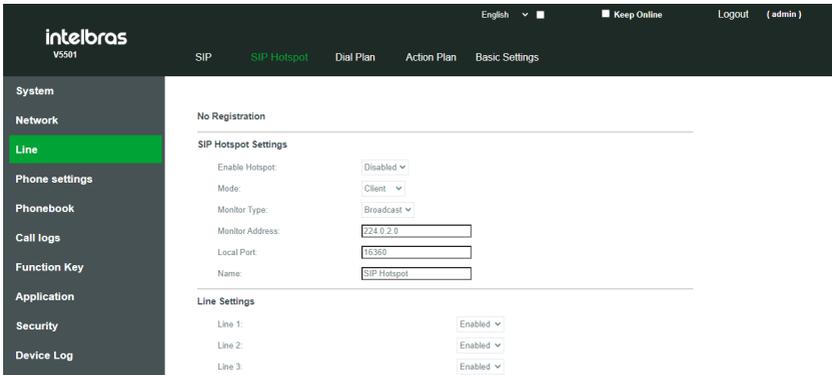
Account setup via display

SIP accounts can be configured through the phone's display, for this, on the display, just access *Menu>Advanced>Accounts*. Select the desired *SIP* account. The *Basic* option presents the basic settings for registering the *SIP* account. The *Advanced* option presents the other *SIP* settings such as DTMF setting and account feature codes.



Menu>Advanced>Accounts

SIP Hotspot



SIP Hotspot configuration

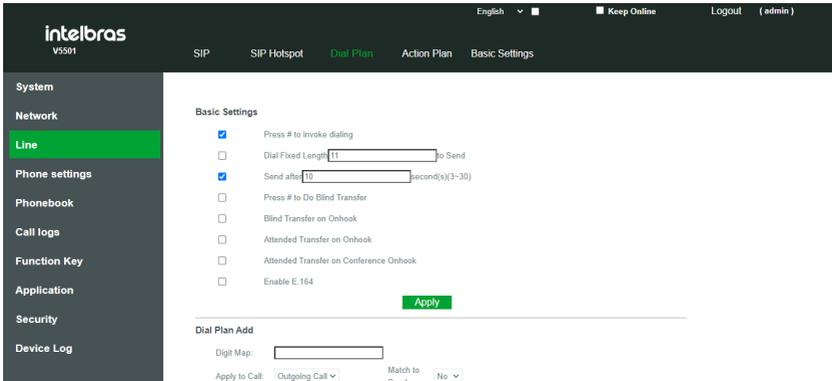
The *SIP Hotspot* function allows you to implement ring groups with different phones that have this function, using only 1 *SIP* account. In this way the *SIP* account can be expanded. 1 phone is configured as *Hotspot*, while the other phones (extensions) must be configured as *Customer*. In this way, when a call arrives at the telephone configured as *Hotspot*, the telephones configured as *Customer* (extensions) will ring, so that the call can be answered on either phone. The options for configuring this function are:

- » **Enable Hotspot:** enable the *SIP Hotspot* function.
- » **Mode:** determines the mode of the *SIP Hotspot* function. Available modes are:
 - » **Hotspot:** *Main* mode, choose this mode for the main phone (which will have the account registered on the server).
 - » **Customer:** choose this mode if you want to set the phone as an *Extension*, from a phone configured as the main (*Hotspot*).
- » **Monitor type:** determines the type of communication between *Hotspot* phones, available communications are via *Broadcast* or *Multicast*.
- » **Monitor Address:** broadcast address (the phone address used as the *Hotspot* and the customers must be the same).
- » **Local port:** port where messages related to the *SIP Hotspot* will be received.
- » **Name:** *Hotspot* extension group name.

- » To configure the *Hotspot* function, at least one *SIP* account must be configured on the main extension (mode: *Hotspot*).
- » To set up a *Hotspot* customer, a registered *SIP* account is not required. The V5501 IP Phone automatically obtains and configures the account. To enable, configure the *Mode* option as *Customer*, and the options: *Monitor Type*, *Address* and *Local Port* must be the same as those configured on the main phone configured as *Hotspot* mode.
- » The default number of the *Main* extension is *0*, while the customer extensions, starting from the *Main* extension, have their number increased by *1*. You can check the number of *Hotspot* extensions via the web page at *Account>SIP Hotspot*.
- » To call from one *Hotspot* extension to another, simply dial the number automatically assigned to the extension. For example: from primary extension *0*, dial *Hotspot 1* customer number to place a call.

Note: when enabling the SIP Hotspot function, a list of configured Hotspot customers will be displayed on the *Account>SIP Hotspot* web page. This list shows the Primary extension name, the connection status of each extension, and the number of each extension, as well as the telephone line number configured as Hotspot.

Dial Plan



Dial Plan

The *Account>Dial Plan* tab allows you to configure the account's dialing functions, as well as the dial plan used. The following are the settings available in each section of the *Conf tab. dial*.

- » **Basic Settings:** allows the configuration of the final digit, maximum number of characters allowed as well as transfer execution settings. The available settings are:
 - » **Press # to invoke dialing:** when enabling this function, the character “#” works as a *send*, that is, when typing a number and ending it with the “#” key, the call starts immediately.
 - » **Dial Fixed Length:** defines the maximum number of digits allowed for the call. For example, if the maximum amount is set to 10, only numbers with up to 10 characters are allowed to be dialed.
 - » **Send after:** sets the delay time, so that the call is automatically originated after dialing.
 - » **Press # to Do Blind Transfer:** when enabling this feature, when a call is on hold and a number is dialed to perform a transfer, the digit '#' at the end of the dialing performs a blind transfer.
 - » **Blind Transfer on Onhook:** by enabling this feature, when a call is on hold and a number is dialed to perform a transfer, hanging up the call performs a blind transfer.
 - » **Attended Transfer on Onhook:** by enabling this function, when the transfer destination number answers the call, the action of hanging up the call executes the transfer of the call that was on hold.
 - » **Attended Transfer on Conference Onhook:** by enabling this function, during a 3-way conference, if you hang up the call, the other 2 participants will continue in conversation.
 - » **Enable E.164:** enables the use of the *E.164* standard in dialing.

- » **Dial Plan Add:** this feature allows you to make the account's dial plan more flexible. Check out the following options for setting up a dial plan:
 - » **Digit Map:** this option allows two types of digit matching. Through the prefix followed by .T, for example: 10.T. This way all dialed numbers starting with 10 will fall under this rule. Another available way is to enter the complete number that you want to enter the dialing rule. The prefix setting allows up to 30 digits for matching.

Note: » In the Prefix option, the following characters can be used to make the rule more flexible:

 - » ● **T:** matches any digit after a given number, with no defined length.
ex. 10T
 - » ● **x:** matches any digit.
Ex.: 328xx2020, any number typed in place of the x will match the rule.
 - » ● **[]:** matches digits specified in the rule separated by a comma or a range separated by -.
Ex.: 328[1,2]2020. Only the numbers 32812020 and 32822020 will match the rule.
 - » **Apply to Call:** determines whether the rule will be applied to outgoing calls, incoming calls, or both.
 - » **Match to Send:** enables or disables the rule.
 - » **Line:** determines which *SIP* account or dialing type the rule will apply to. The available types are:
 - » **Auto:** for all accounts.
 - » **SIP Account:** for specific *SIP* account.
 - » **SIP Dialpeer:** for a specific route.
 - » **Mcast Dialpeer:** for multicast calls.
 - » **Destination:** determines the destination *IP* address of the call if the rule is for dialing via *IP*.
 - » **Port:** determines the destination port of the *SIP* call if the rule is for dialing via *IP*.
 - » **Alias (optional):** determines what should be done with the dialed number if it complies with the created rule. The options are:
 - » **No alias:** no rules apply.
 - » **All:** the number will be completely replaced by another number.
 - » **Add:** the specified number will be added in front of the dialed number.
 - » **Delete:** the defined digits of the dialed number will be removed.
 - » **Replace:** the xxx digits will be replaced by the specified digits.
 - » **Phone Number:** determines the numbers to be used in *Alias*, *All*, *Add* and *Replace*.
 - » **Length:** determines the number of digits to be used in *Alias*, *Erase* and *Replace*, that is, determines the number of digits to be erased or to be replaced.
 - » **Suffix:** determines the characters that will be inserted at the end of the number that has coincided with the created rule.

Dialing setup examples

- » **Example 1:** including area or route code in front of dialed numbers:
 - » **In the Prefix field:** enter the exact number of digits that must be dialed for the dial plan to take action, for example, if you want the route or area code to be added in front of the 10-digit numbers only, fill in xxxxxxxx. If you want the route to be inserted in front of any number starting with 9, fill in the field with 9.T. Next, in the *Account* option, select which account the rule should be applied to, and in the *Alias* option, use the *Add* option and fill in the *Number* field with what you want to be added in front of the number, a route or any other number . Click *Add* to save the rule.
- » **Example 2:** Digit Replacement:
 - » **In the Prefix field,** enter the exact number of digits that must be dialed for the dial plan to take action, for example, if you want the digits of all numbers starting with 1 to be replaced, fill in with 1.T.Next, in the *Account* option, select which account the rule should be applied to, and in the *Alias* option, use the *Replace* option and fill in the *Number* field with the number by which the dialed number will be replaced, and in *Length*, enter the amount of numbers to be replaced, for example, if the first 3 numbers are to be replaced, fill in 3. Click *Add* to save the rule.

Note: if you want to change an already created rule, just select the rule and click on the Change button on the web page. If, instead of changing, you want to delete it, click Delete.

Basic settings

intelbras V5501

English | Keep Online | Logout (admin)

SIP SIP Hotspot Dial Plan Action Plan Basic Settings

System
Network
Line
Phone settings
Phonebook
Call logs
Function Key
Application
Security
Device Log

STUN Settings

STUN NAT Traversal: FALSE

Server Address:

Server Port:

Binding Period: second(s)

SIP Waiting Time: millisecond

Apply

Import Certificates

Load Server File: Select Upload

Index File Name	Issued To	Issued By	Expiration	File Size
-----------------	-----------	-----------	------------	-----------

STUN configuration and certificates

The account option's Basic Settings (*Account>Basic Settings*) allows configuration of STUN and SIP P2P functions. The available configuration options are:

- » **STUN Settings:** allows STUN configuration for the account, available settings are:
 - » **STUN NAT Traversal:** indicates the STUN status.
 - » **Server Address:** IP address or FQDN of the primary STUN server.
 - » **Server Port:** STUN server port.
 - » **Binding Period:** defines the request time, it can be used to keep the NAT connection open.
 - » **SIP Waiting Time:** sets the STUN connection to timeout before sending SIP messages.
 - » **Import Certificates:** allows you to import the TLS certificate used for SIP encryption.

Note: press *Apply* for the settings to be saved and applied.

7.6. Phone settings

In this section, the settings that are independent of the account are available, that is, they apply to the phone as a whole. The features available in this section are:

Features

intelbras V5501

English | Keep Online | Logout (admin)

Features Media Settings MCAST Action Time/Date Time Plan Tone Advanced

System
Network
Line
Phone settings
Phonebook
Call logs
Function Key
Application
Security
Device Log

Basic Settings >>

Enable Call Waiting: <input checked="" type="checkbox"/>	Enable Call Transfer: <input checked="" type="checkbox"/>
Semi-Attended Transfer: <input checked="" type="checkbox"/>	Enable 3-way Conference: <input checked="" type="checkbox"/>
Enable Auto on Hook: <input checked="" type="checkbox"/>	Auto HangUp Delay: <input type="text" value="0"/> (0-30)second(s)
Ring From Headset: <input type="text" value="Disabled"/>	Enable Auto Headset: <input type="checkbox"/>
Enable Silent Mode: <input type="checkbox"/>	Disable Mute for Ring: <input type="checkbox"/>
Enable Default Line: <input checked="" type="checkbox"/>	Enable Auto Switch Line: <input checked="" type="checkbox"/>
Default Ext Line: SIP	Ban Outgoing: <input type="checkbox"/>
Hide DTMF: <input type="text" value="Disabled"/>	Enable Call log: <input type="text" value="Enable"/>
Enable Restricted Incoming List: <input checked="" type="checkbox"/>	Enable Allowed Incoming List: <input checked="" type="checkbox"/>
Enable Restricted Outgoing List: <input checked="" type="checkbox"/>	Enable Country Code: <input type="checkbox"/>

Features setup

The *Phone Settings>Features* tab presents the feature settings that apply to the entire product, not separating by account.

- » **Basic Settings:** allows you to change the phone's basic feature settings. The available options are:
 - » **Enable Call Waiting:** allows the use of the call waiting feature.
 - » **Enable Call Transfer:** allows using the call transfer function.
 - » **Semi-Attended Transfer:** allows you to transfer answered calls in progress.
 - » **Enable 3-way Conference:** allows the use of the 3-way conference feature.
 - » **Enable Auto on Hook:** enables or disables the speakerphone auto hang up when the call ends.
 - » **Auto HangUp Delay:** defines the time that the speakerphone will automatically hang up after receiving the *SIP Bye* message, when the call is ended.
 - » **Ring from Headset:** allows you to set the phone to ring only the headset, phone, or both.
 - » **Enable Auto Headset:** when activating this function and the headset is connected to the phone, it is possible to answer calls directly on the headset by pressing the answer or line key.
 - » **Enable Silent Mode:** when enabled, the phone's ring is silenced, not showing Ring when receiving calls. Allows use of volume keys to remove ring from *Silent* mode.
 - » **Disable Mute for Ring:** when enabled, makes it impossible to silence the phone's ring.
 - » **Enable Default Line:** when enabled, it allows choosing an account other than account *1* to originate calls by default.
 - » **Enable Auto Switch Line:** enables the phone to select only accounts that are registered on the server to make calls.
 - » **Default Ext Line:** sets the default *SIP* account for the call source.
 - » **Ban Outgoing:** when enabling the phone, it does not allow the generation of outgoing calls.
 - » **Hide DTMF:** allows you to hide the digits shown on the display during an ongoing call.
 - » **Enable CallLog:** allows you to enable or disable CallLogs.
 - » **Match Direction:** sets the direction that *DTMF* digits will be hidden.
 - » **Start position:** defines from which position the digits will be hidden.
 - » **Hide Digits:** defines the number of digits to be hidden.
 - » **Enable Restricted Incoming List:** enables or disables the receipt of restricted calls.
 - » **Enable Allowed Incoming List:** enables or disables the use of the allowed numbers list.
 - » **Enable Restricted Outgoing List:** enables or disables the use of the outgoing numbers list.
 - » **Enable Country Code:** enables the inclusion of country code.
 - » **Country code:** allows entering the country code.
 - » **Area code:** allows entering the area code.
 - » **Enable Number Privacy:** enables anonymous call origination.
 - » **Enable DTMF/Transfer:** allows the insertion of a code to use the transfer function, that is, when pressing the transfer key, the code filled in this option will be sent to the server, so that it starts the transfer. Typically used on *SIP* servers that do not support the use of transfer via *INVITE*.
 - » **Enable DTMF/Hold:** allows the insertion of a code for the use of **the Hold function** (call on hold), that is, when pressing the call waiting key, the code filled in this option will be sent to the **SIPserver** so that it can place the call on hold. Usually used in *SIP* servers that do not support the use of the call waiting feature by the *SIP phone*, requiring the server to have control of the call.

To use the *Hold* call waiting feature, during an ongoing call press the *Hold* softkey.



Activating the Hold function

To return a call that was on hold, simply press the *Resume* soft key.



Disabling the Hold function

- » **Enable DTMF/Conference:** allows the insertion of a code to use the 3-way conference function, that is, when pressing the conference key, the code filled in this option will be sent to the *SIP* server so that it forms the conference calls. Usually used in *SIP* servers that do not support the use of the conference feature by the *SIP* phone itself, requiring the server to control the calls.
- » **Allow IP Call:** enable point-to-point call origination via *IP* address.
- » **Caller Name Priority:** determines the priority of caller ID on the phone's display when receiving a call. For example: if the selected option is *Directory – LDAP – SIP*, when a call comes in, it will first be identified by the name of the directory, if there is no name in the directory, the *LDAP* identification will be displayed, if not, the identification received from the *SIP* messages.
- » **Emergency Call Number:** defines the number used for emergency calls.
- » **Search Path:** select the contact's search path to display the ID.
- » **LDAP Search:** if the search path selected is *LDAP*, defines in which of the *LDAP* directories the contacts will be searched.
- » **Caller Display Type:** defines whether to show caller ID and how it should be displayed.
- » **Restrict Active URI Source IP:** enables the phone to receive *URI* commands from a specific *IP*.
- » **Push XML Server:** configures the address of the *Push XML* server that the phone will receive *XML* requests from.
- » **Enable Pre-Dial:** when enabling this function, when dialing is initiated with the telephone on standby, the speakerphone will not be automatically activated, being necessary to activate it after the dialing is finished.
- » **Enable Multi Line:** if enabled, allows the phone to handle more than 2 simultaneous calls.
- » **Line Display Format:** selects how the account name should be shown on the display.
- » **Contact As White List Type:** selects the type of whitelist used for checking contacts.
- » **Block XML When Call:** disables *Push XML* during calls.
- » **SIP Notify:** when enabled, the phone displays notifications of events received through the *NOTIFY* message.

- » **Tone Settings:** allows you to change the settings for the tones that are played for certain call statuses:
 - » **Enable Holding Tone:** enables a warning tone to be played when placed on hold.
 - » **Enable Call Waiting Tone:** enables a beep to be played when there are calls on hold.
 - » **Play Dialing DTMF Tone:** enables DTMF tone during dialing.
 - » **Play Talking DTMF Tone:** enables the DTMF dial tone when in conversation.
- » **DND Settings:** allows DND (*Do Not Disturb*) setting in *General* (all accounts) mode.
 - » **DND Option:** enable or disable the DND function.
 - » **Enable DND Timer:** enables the timed DND function.
 - » **DND Start Time:** determines the time when the function should be applied.
 - » **DND End Time:** determines the time at which the function should be disabled.
- » **Intercom Settings:** allows specific configuration of the *Intercom* function.
 - » **Enable Intercom:** enables the *Intercom* function.
 - » **Enable Intercom Mute:** when receiving an Intercom call, the answer is performed with the *Mute* function active.
 - » **Enable Intercom Tone:** emits a tone when receiving an Intercom call, to signal its receipt.
 - » **Enable Intercom Barge:** if enabled, Intercom calls will take precedence over normal calls. When receiving an Intercom call, the ongoing call is automatically put on hold so that the Intercom call can be answered.
- » **Redial Settings:** allows you to configure the redial parameters.
 - » **Redial Enter CallLog:** when enabled, the *Redial* key accesses the call history so that the number to be called can be chosen.
- » **Response Code Settings:** allows you to configure *SIP* responses for certain operating situations.
 - » **DND Response Code:** allows you to configure the *SIP* response sent to the server when the phone is configured with the *DND* (Do Not Disturb) feature.
 - » **Reject Response Code:** allows you to configure the *SIP* response sent to the server when the phone rejects a call.
 - » **Busy Response Code:** allows you to configure the *SIP* response sent to the server when receiving a call while it is busy.
- » **Password Dial Settings:** allows you to configure options for hiding digits.
 - » **Enable Password Dial:** enables the function so that it is possible to hide the digits after a configured prefix.
 - » **Password Dial Prefix:** prefix to start the hide digits function.
 - » **Encryption Number Length:** number of hidden digits after the prefix.
- » **Power LED:** allows you to configure the way the Status LED is signaled for certain phone actions.
 - » **Ringng:** choose the way the LED signals to indicate that you are receiving calls.
 - » **Hold/Held:** choose how the LED signals to indicate that there is a call on hold.
 - » **Mute:** choose how the status LED is signaled to indicate that the *Mute* function is active.
 - » **Talk/Dial:** enables or disables the status LED to indicate a call in progress or call initiation.
 - » **Missed Call:** choose how the status LED will signal to indicate that there has been a missed call.
 - » **SMS/MWI:** choose how the status LED is signaled to indicate receipt of an *SMS* and *VoiceMail* message.
 - » **Common:** enables or disables the status LED signaling when the phone is in sleep.
- » **Notification Pop-up:** allows the configuration of the notification messages that appear on the display.
 - » **Display Missed Call Pop-up:** enables or disables the notification of missed calls via pop-up on the display.
 - » **Device connected pop-up:** enable or disable the notification informing that the phone has been connected to the network, on the display.
 - » **Display Other Pop-up:** enables or disables all pop-up notifications on the phone's display.
 - » **Display MWI Pop-up:** enable or disable notifications via pop-up indicating voicemail message.
 - » **Display SMS Pop-up:** enable or disable notifications via pop-up indicating the receipt of *SMS* messages.

Access to the Features menu via the Display

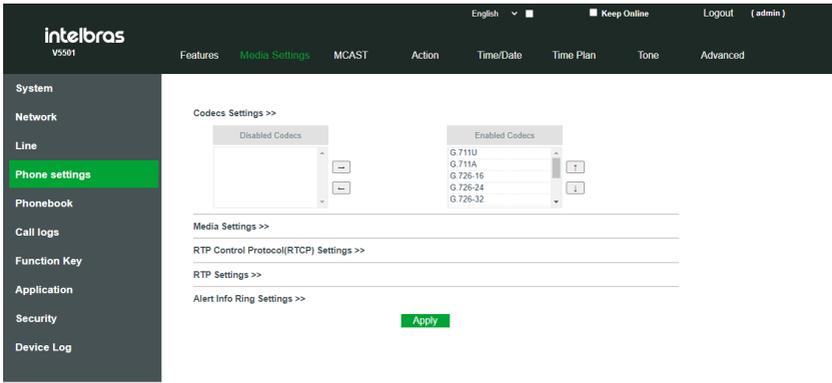
It is possible to configure some features through the telephone display. The features can be accessed through the option *Menu>Features*.



Functions menu

- » Available functions are: *Call Forward, Auto Answer, Call Waiting, DND, Intercom, Ban Anonymous Call, Agent and General*.
- » **Call Forward:** allows you to configure call forwarding for the selected *SIP* account. The types of forwarding available are: *Unconditional, Busy forward* and *No answer*.
- » **Auto Answer:** enables or disables automatic answering of incoming calls on the selected *SIP* account.
- » **Call Waiting:** allows you to enable or disable the use of call waiting for the selected account, and configure the call waiting code if the PBX needs the code to put the call on hold.
- » **DND:** allows you to enable or disable the *Do Not Disturb (DND)* function for a specific *SIP* account or for all accounts.
- » **Intercom:** allows enabling or disabling the reception of Intercom-type calls, as well as defining the parameters for handling Intercom calls.
- » **Ban Anonymous Calls:** allows you to enable or disable blocking of incoming anonymous calls on the specified *SIP* account.
- » **Agent:** the agent function is used when different people use the phone. This way anyone can quickly register their *SIP* account on the same *SIP* server. The *Agent* role is divided into *Normal* or *Guest* type.
 - » **Normal Type:** in this mode a *SIP* account is configured with a new username and password. Configure the *User number, Password, Account* and *History* fields (this option defines whether the history will be saved or not) and use the *Enter* option to log in.
Note: the *SIP* server must be previously configured through the web page or advanced settings of the product.
 - » **Hotel Guest Type:** the *Guest* type is configured in the same way as the *Normal* type, it has the same fields, however server support is required for this function to work correctly.
- » **General:** in the *General* function it is possible to configure options such as *Hide DTMF, Ring from Headset, Default Line, Auto Switch Line, Enable or Disable CallLogs, Enable or Disable Ban Outgoing and Pre-dial*.

Media Settings



Media Settings

The *Phone Settings>Media Settings* tab allows the configuration of audio and video parameters for the entire phone regardless of the account. The settings options are:

- » **Codec settings:** allows you to choose the codecs to be used by the phone. To enable the use of a codec, simply move this codec from the *Disabled Codecs* list to the *Enabled Codecs* list via the options  . The priority of codecs sent to the *SIP* server is according to the order of codecs in the *Codecs enabled* field. For example, the first codec has higher priority than the second. To change the order of codecs use the options  .
- » **Available codecs are:** G.711U, G.711A, G.729AB, G.722, iLBC, G.726-16, G.726-24, G.726-32, G.726-40 and Opus.
- » **Media Settings:** allows you to configure specific phone audio and video parameters. The options are:
 - » **Handset Volume (RX):** allows you to configure the handset receive volume.
 - » **Speakerphone Volume (RX):** allows you to configure the handset receive volume.
 - » **Handsfree Volume (RX):** allows you to configure the speakerphone reception volume.
 - » **Headset Volume (RX):** allows you to configure the headset receive volume.
 - » **Headset Mic Gain:** allows you to configure the headset transmit volume.
 - » **Default Ring Type:** allows you to choose the default ringtone for your phone.
 - » **Headset Ring Volume:** allows you to configure the volume of the ringtone played on the headset, for when the headset ring function is enabled.
 - » **Speakerphone Ring Volume:** allows you to configure the phone ring volume.
 - » **DTMF Payload Type:** allows you to configure the payload of the DTMF sent.
 - » **OPUS Payload Type:** allows OPUS codec payload *configuration*.
 - » **OPUS Sample Rate:** allows you to select the sampling type of the OPUS codec, between *Narrow Band (NB)* or *Wide band (WB)*.
 - » **iLBC Payload Type:** allows configuration of the iLBC codec *payload*.
 - » **iLBC Payload Length:** allows you to configure the payload size of the iLBC *codec*.
 - » **Enable VAD:** allows you to enable or disable the VAD (*Voice Activity Detection*) function.
 - » **Onhook Time:** sets the minimum hook response time.
 - » **Enable MWI Tone:** enables a warning tone to be played when receiving a voicemail message.
 - » **EHS Type:** enables the use of EHS-type headsets.
- » **RTP Control Protocol (RTCP) Settings:** allows *RTP* protocol control settings.
 - » **CNAME User:** defines the *CNAME* username.
 - » **CNAME Host:** sets the *CNAME* server address.
- » **RTP Settings:** allows you to configure keep alive via *RTP*.
 - » **RTP keep alive:** puts the call on hold and sends keep alive packets via *RTP* after 30s.

- » **Alert Info Ring Settings:** allows you to define a distinctive ring for the phone accounts, as well as the ring used based on the message sent by the server.
- » **Value:** allows the insertion of the ring name. This ring name must match the ring sent by the PBX in *SIP* messages when receiving a call.
- » **Line:** defines the *SIP* account to which the configuration will be applied.
- » **Ring type:** defines the ring to be played.

MCAST

Index	Value	Line	Ring Type
Alert Info 1	<input type="text"/>	AUTO	Type 1
Alert Info 2	<input type="text"/>	AUTO	Type 1
Alert Info 3	<input type="text"/>	AUTO	Type 1
Alert Info 4	<input type="text"/>	AUTO	Type 1
Alert Info 5	<input type="text"/>	AUTO	Type 1
Alert Info 6	<input type="text"/>	AUTO	Type 1
Alert Info 7	<input type="text"/>	AUTO	Type 1
Alert Info 8	<input type="text"/>	AUTO	Type 1
Alert Info 9	<input type="text"/>	AUTO	Type 1
Alert Info 10	<input type="text"/>	AUTO	Type 1

Multicast Listening

Under *Phone Settings*>*MCAST*, *Multicast Listening* can be accessed. This feature allows calls to be made to phones in a *Multicast* group. The *Multicast* function allows a call (RTP) to be made to a pre-configured multicast group without the need for *SIP signaling*. It is also possible to configure the reception of multicast calls from up to 10 previously configured multicast groups.

- » **Priority:** sets the priority of the active call, with 1 being the highest priority and 10 being the lowest priority.
- » **Enable page priority:** voice calls in progress have priority over multicast calls.
- » **Name:** *Multicast* server name.
- » **Host:port:** *IP* address and port of the *Multicast* server on which the phone will receive calls.

Note: for Multicast call origination, the Multicast paging function of the programmable keys must be used.

Action

The screenshot shows the 'Action' configuration page in the intelbras V5501 web interface. The left sidebar contains a menu with 'Phone settings' highlighted. The main content area is titled 'Action URL Event Settings' and contains a list of event types, each with an adjacent text input field for configuration:

- Setup Completed: []
- Registration Succeeded: []
- Registration Disabled: []
- Registration Failed: []
- Incoming Call: []
- Outgoing calls: []
- Call Established: []
- Call Terminated: []
- DND Enabled: []
- DND Disabled: []
- Unconditional Call Forward Enabled: []
- Unconditional Call Forward Disabled: []

URL Action setup

URL Action can be configured in *Phone Settings>Action*. Action URL are used by PBX systems that send and receive telephone events. It is normally used for *CTI (Computer Telephony Integration)* functions. The commands filled in the following options will be sent to the server according to the action taken by the user. Available actions are: *Setup Completed, Registration Succeeded, Registration Disabled, Registration Failed, Incoming Call, Outgoing Calls, Call Established, Call Terminated, DND Enabled, DND Disabled, Unconditional Call Forward – Enabled and Disabled, Call Forward on Busy – Enabled and Disabled, Call Forward on No Answer Enabled and Disabled, Call Transfer, Call Hold, Call Resume, Phone Silent, Phone Unsilent, Call Mute, Call Unmute, Missed Calls, IP Changed, Phone State Idle, Phone State Talking, Phone State Ringing, MWI, SMS and Start Reboot.*

Time/Date

The screenshot shows the 'Time/Date' configuration page in the intelbras V5501 web interface. The left sidebar contains a menu with 'Phone settings' highlighted. The main content area is titled 'Network Time Server Settings' and contains the following configuration options:

- Time Synchronized via SNTP:
- Time Synchronized via DHCP:
- Time Synchronized via DHCPv6:
- Primary Time Server: [pool.ntp.org]
- Secondary Time Server: [time.nist.gov]
- Time zone: (UTC-3) Nueva Buenos Aires, no DS
- Resync Period: [60] seconds

Below this, the 'Time/Date Format' section contains:

- 12-hour clock:
- Time/Date Format: DD MMM WW [11 MAR FRI]

Date and Time settings

Time settings can be found in *Phone Settings>Time/Date*. In this tab it is possible to configure the date, time and daylight saving time. The available settings are:

- » **Network Time Server Settings:** allows settings to obtain date and time automatically.
- » **Time Synchronized via SNTP:** enables obtaining time through *NTP servers*.
- » **Time Synchronized via DHCP:** enables discovery of time servers via *DHCP*.
- » **Time Synchronized via DHCPv6:** enables discovery of time servers via *DHCPv6*.
- » **Primary Time Server:** address of the *primary NTP server*.
- » **Secondary Time Server:** *Secondary NTP server* address.

- » **Time Zone:** allows the selection of the time zone to be applied.
- » **Resync Period:** synchronization time interval with the NTP server.
- » **Time/Date Format:** allows the configuration of the date and time format shown on the display.
- » **12-hour clock:** when enabled, the clock will operate in 12-hour format and not in 24-hour format.
- » **Time/Date Format:** allows you to select the date format.
- » **Daylight Saving Time Settings:** allows you to configure the daylight saving time application as well as define the date and start and end of daylight saving time.
- » **Location:** allows you to choose the country. This way the phone will apply daylight saving time based on location.
- » **DST Set Type:** allows you to choose how daylight saving time is applied. When choosing *Manual*, start and end date options will be available.
- » **Fixed Type:** allows you to select the way the daylight saving time starts and ends, by date or by week.
- » **Offset:** the time that will be summed when daylight saving time starts.
- » **Month:** sets the start and end month for daylight saving time.
- » **Month day:** defines the day of the month on which daylight saving time and end time starts.
- » **Hours:** sets the time of day when daylight saving time starts and when it ends.
- » **Week:** defines the week of the month on which daylight saving time starts and the week ends.
- » **Weekend:** defines the day of the week when daylight saving time starts and ends.
- » **Manual Time Settings:** allows you to set the time manually.

Tone

The screenshot shows the 'Tone Settings' page in the Intelbras V5501 web interface. The header includes the Intelbras logo, language selection (English), and user status (Keep Online, Logout, admin). The navigation menu includes Features, Media Settings, MCAST, Action, Time/Date, Time Plan, Tone (active), and Advanced. The sidebar on the left lists System, Network, Line, Phone settings (highlighted), Phonebook, Call logs, Function Key, Application, Security, and Device Log. The main content area is titled 'Tone Settings' and contains the following configuration options:

Setting	Value
Select Your Tone:	Brazil
Dial Tone:	425/0
Ring Back Tone:	425/1000.0/4000
Busy Tone:	425/250.0/250
Congestion Tone:	
Call waiting Tone:	425/50.0/1000
Holding Tone:	
Error Tone:	
Stutter Tone:	
Information Tone:	
Dial Recall Tone:	
Message Tone:	

Tone setting

The *Phone Settings>Tone* tab allows you to configure phone tones. Settings include frequency and cadence.

In the *Select your tone* option you can choose your country. This way all tones will be configured according to the country standard. If you want to customize specific tones, just choose the *Custom* option in the *Select country* field.

To configure frequency and cadence of tones, observe the following example:

- » **Ring Back Tone:** 425/1000.0/4000.

The 425 before the / is the frequency, while the 1000 is the frequency playback time. If you want to play another frequency at another time interval after the first frequency, just use “,” to separate the cadences. In the example, a 425 Hz tone will be played for 1000ms and then silent for 4000ms. This cadence will continue to repeat itself.

Advanced

intelbras
V5501

English | Keep Online | Logout (admin)

Features | Media Settings | MCAST | Action | Time/Date | Time Plan | Tone | **Advanced**

System
Network
Line
Phone settings
Phonebook
Call logs
Function Key
Application
Security
Device Log

Screen Configuration

Backlight Active Level: (1-16)
Backlight Inactive Level: (0-16)
Backlight Time: (0-5400)(second(s))
Screensaver: Enabled ▾
Timeout to Screensaver: (0-21600)(second(s))

Apply

LCD Menu Password Settings

Menu Password:

Apply

Keyboard Lock Settings

Keyboard Password:

Advanced phone settings

Advanced phone settings can be accessed through *Phone Settings>Advanced*. Advanced settings allow you to change screen configuration, LCD menu password, and keyboard lock settings.

- » **Screen Configuration:** allows you to configure display brightness intensity options as well as sleep screen time.
 - » **Backlight Active Level:** sets the intensity of the screen brightness.
 - » **Backlight Inactive Level:** sets the intensity of the screen brightness when it passes the period of inactivity.
 - » **Backlight Time:** time to detect inactivity and go to sleep by decreasing the backlight intensity.
 - » **Screensaver:** when enabled, when the phone goes to sleep, the screen will only show the time, date, extension number and signaling of missed calls on a completely black background.
 - » **Timeout to Screensaver:** determines how long it takes for the phone to show the screen saver.
- » **LCD Menu Password Settings:** allows you to configure the *Advanced* Menu Access password through the telephone display.
- » **Keyboard Lock Settings:** allows you to configure the keyboard lock function.
 - » **Keyboard Password:** allows you to configure the keypad unlock password.
 - » **Keyboard Time:** sets the amount of time the phone automatically locks the keypad after identifying inactivity.
 - » **Enable Keyboard Lock:** enables the keyboard lock function.

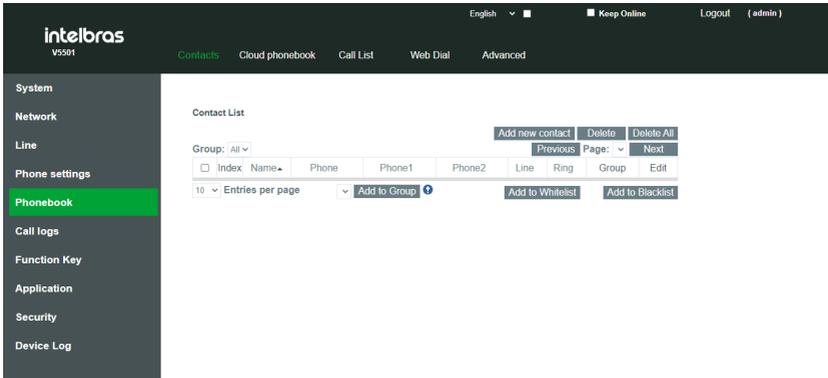
Note: if the lock time is set to 0, the lock is activated on the phone by keeping the # key pressed. When disabling the function by entering the password, when the time is 0, the function is not automatically enabled, requiring manual activation through the phone's # key.

- » **Greeting Words:** sets the display text for the top bar of the display when launching the product.

7.7. Phone book

In this section it is possible to configure and create contact phonebook, configure blocking calls by number, dial through the web page and configure remote directories.

Contacts



Contact list

In *Phonebook*>*Contacts* it is possible to add contacts to the general directory, contact group, whitelist or blacklist. The settings available on this tab are:

- » **Add New Contact:** allows you to add a contact to the phonebook. The entry options allowed for a contact in the directory are:
 - » **Name:** contact identification name.
 - » **Phone:** the contact's primary phone number.
 - » **Phone 1 and 2:** if the contact has more than one contact number, these can be added in this option.
 - » **Line:** allows you to select the account used when dialing this contact from the directory.
 - » **Ring:** allows you to set a specific ring for the contact.
 - » **Group:** if there are groups of contacts previously created, it allows choosing a group for the contact.
- » **Delete:** allows you to delete a selected contact.
- » **Delete all:** deletes all contacts in the phonebook.
- » **Group:** allows you to select a specific group for the contacts to be displayed.
- » **Edit:** allows you to edit the settings of a created contact.
- » **Add to group:** allows you to add a selected contact to a previously configured group.
- » **Add to white list:** allows you to add the selected contact to the white list. The available whitelist options are:
 - » **DND:** allows call reception even when DND is active.
 - » **Forwarding:** allows the call to be received even with forwarding always active.
 - » **All:** receive the call even with DND or forwarding always active.
- » **Add to Blacklist:** allows you to add the selected contact to the blacklist. By adding the contact to this list, all calls from this contact will be automatically denied.

Note: to create contact groups, check the section *Advanced*.

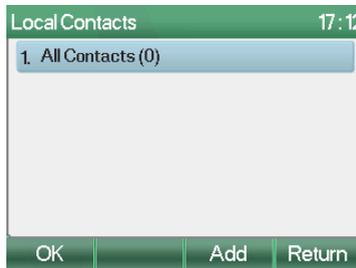
Accessing and adding contacts to the phonebook through the display

To access the phone book, use the key . Upon accessing, you will be directed to the *Contact* menu, where you can choose which phone book you wish to view, the *Contacts* book is the phone's common phone book, while the *Blacklist* and *Whitelist* phone books show the phone's allowed and blocked contacts. Still on this screen, it is possible to access the *Remote Directory*, *LDAP* and *Broadsoft Directory*.



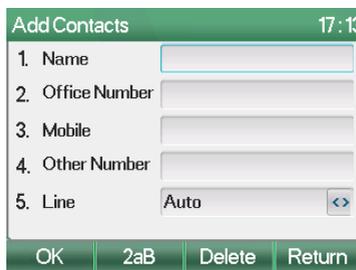
Phone Book type selection screen

In *Contacts*, it is possible to create contact groups using the *Group* softkey, or access all contacts.



Access to all contacts and group creation

In all contacts use the *Add* softkey to add a new contact. The *Name* and *Number* fields must be filled in while the other fields are optional. Press the *OK* softkey to save the contact.



Adding contacts to the phonebook

To dial a phonebook contact, press the *Dial* softkey under the phonebook contact.



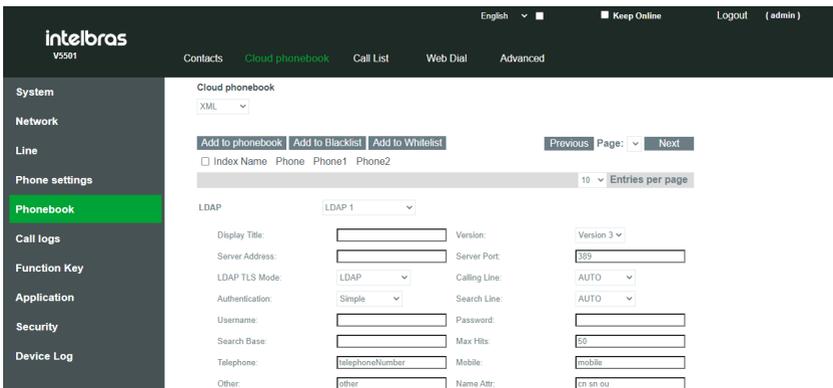
Phone book contacts

To delete a contact from the phonebook, in *Contacts>All Contacts*, press the *Option* softkey. A popup will appear with some options. Option 3 erases only the selected contact, while option 7 erases the entire phonebook.



Deleting contacts

Cloud phonebook



Cloud phonebook setup

In *Phonebook>Cloud phonebook* it is possible to configure the retrieval of phonebooks from a phonebook server. This feature is convenient for locations where there is a need for the phone book to be always up to date with the same contacts, saving the effort of maintaining individual contact lists on each of the phones. The available settings are:

- » **Manage Cloud Phonebook:** allows you to configure XML remote phonebook access. The available settings are:
 - » **Display Title:** name of the phonebook that will be displayed on the phone.
 - » **Server Address:** URL address to access the XML remote phone book.
 - » **Calling Line:** the default account used to generate calls from the directory.

- » **Authentication Name:** authentication user on the phonebook server.
- » **Authentication Password:** authentication password on the phonebook server.

Note: the URL address can be based on HTTP, HTTPs or FTP protocols with or without the need for authentication.

- » **LDAP settings:** the remote phonebook supports users to use the phonebook of an *LDAP* server through the *LDAP* protocol. The *LDAP* server information and the search base must be configured so that the *LDAP* phonebook can be used. The mandatory settings for the function to work are:
 - » **Display Title:** sets the title of the *LDAP* phonebook display.
 - » **Server Address:** *LDAP* server address.
 - » **Server Port:** STUN server port.
 - » **Search base:** location where the contacts will be searched in the *LDAP* server.
- » **Broadsoft CallLogs settings:** allows remote history configuration when using *Broadsoft*.
- » **Broadsoft Directory Settings:** allows remote phone book configuration when using *Broadsoft*.

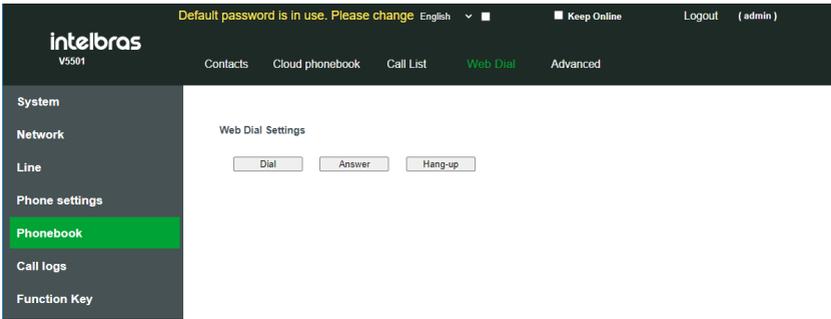
Call list

Call list

In *Phonebook*>*Call list*, it is possible to configure the blocking of calls through the allowed incoming calls and restricted incoming calls, as well as the restrict the outgoing calls. The available settings are:

- » **Restrict Incomig Calls:** the restriction of incoming calls has the function of denying calls from previously configured numbers, making them no longer ring the phone. Click *Add* to add the number or prefix to be blocked. Note that when blocking a prefix, all incoming calls with the configured prefix will be denied. Use the *Delete* option to delete the selected number or *Delete all* to delete the entire blacklist.
- » **Allowed Incoming Calls:** the allowed incoming calls has the function of allowing specific calls to come in even when the DND or divert functions are always enabled. Click *Add* to add a number or prefix to the whitelist. The white list options are *DND* or *Forwarding*, if *DND* is chosen, the call will be received even with the *DND* function active, or if you choose *Forward*, the call will be received even when forwarding is always enabled. Use the *Delete* option to delete a selected contact, or *Delete all* to delete the entire white list.
- » **Restricted Outgoing Calls:** allows blocking the origin of calls to registered numbers. Click *Add* to add a number to block. When attempting to dial this number, the call will be denied and an alert will appear on the display informing you that dialing to this number is blocked. Use the *Delete* option to delete a selected number, or *Delete all* to delete the entire call block list.

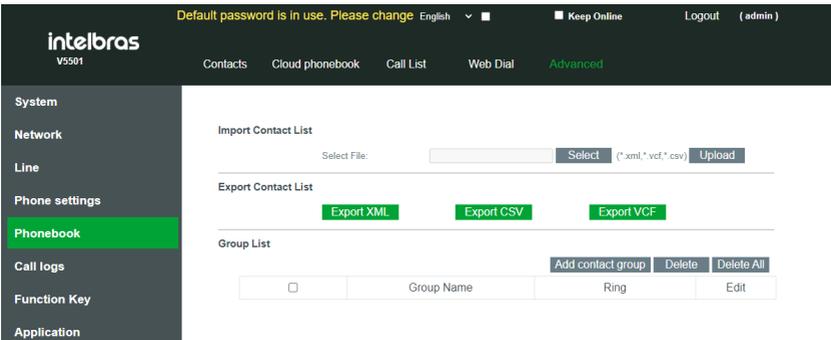
Web Dial



Web Dial settings

In *Phonebook>Web dial*, it is possible to dial, answer or hang up a call on the phone remotely via the web page. Use the *Dial* option to dial through the web page. When initiating the call the IP phone V5501 will initiate the call automatically. Use the *Answer* option to automatically answer a ringing call on your phone, or use the *Hang up* option to hang up a call in progress on your phone.

Advanced

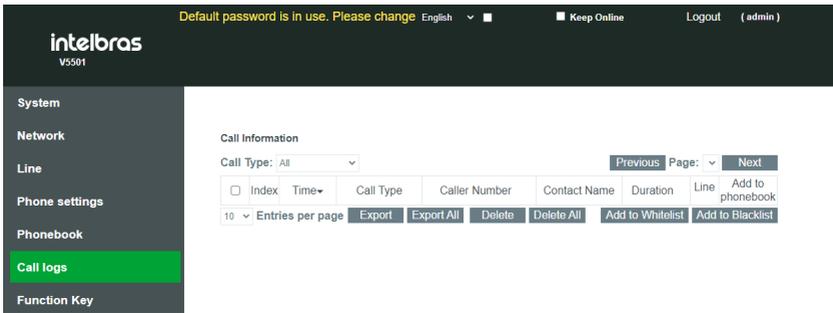


Phonebook export and import

In *Phonebook>Advanced* it is possible to import phonebook, export phonebook as well as create and delete contact group.

- » **Import Contact List:** allows you to import contact lists in *.xml*, *.vcf* and *.csv* formats.
- » **Export Contact List:** allows you to export the phone's contact list in *.xml*, *.vcf* and *.csv* formats.
- » **Group list:** allows the creation of contact groups. To create a contact group, just click on the *Add contact group* option, enter the group name and choose the default ring. Use the *Delete* option to delete a selected group, or *Delete all* to delete all groups. Use the *Edit* option if you want to edit a group's name or ring.

7.8. CallLogs



CallLogs

The *CallLogs* option allows you to view incoming, outgoing, unanswered and forwarded calls from the phone, displaying information on the date and time, number and duration of calls.

- » **Call Type:** allows you to filter the call view by call type.
- » **Add:** allows you to add the call from the history to the address book.
- » **Export:** allows you to export call information in .csv format.
- » **Export All:** allows you to export all call information in .csv format.
- » **Delete:** allows you to delete a selected call in the history.
- » **Delete all:** allows you to delete all calls from the history.
- » **Add to Whitelist:** allows you to add a selected call to the whitelist (allowed incoming calls).
- » **Add to Blacklist:** allows you to add a selected call to the blacklist (restricted incoming calls).

Access to CallLogs through the display

To access the CallLog through the display, you can use the *CallLog* softkey.

Another way to access the call history through the display is to press the *Menu* key and use the directional keys to select the *History* option.



Call history through the display

In the *History*, use the product's directional keys to navigate between the call histories, miss, outgoing (out), incoming (in), forward or all.

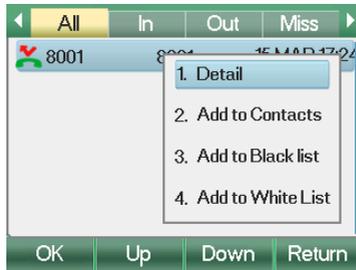
When there is an unanswered call, the phone will show a pop-up indicating that there is a missed call¹ as shown in the following image.



Missed call popup

Use the *Option* softkey to display the contact's options. If you want to check more detailed information about the call, such as number, name, line, time and duration, use the *Details* option.

To add the contact to phonebook, blacklist, or whitelist, use the *Add to Contacts*, *Add to Blacklist* or *Add to White-list* options.



call details

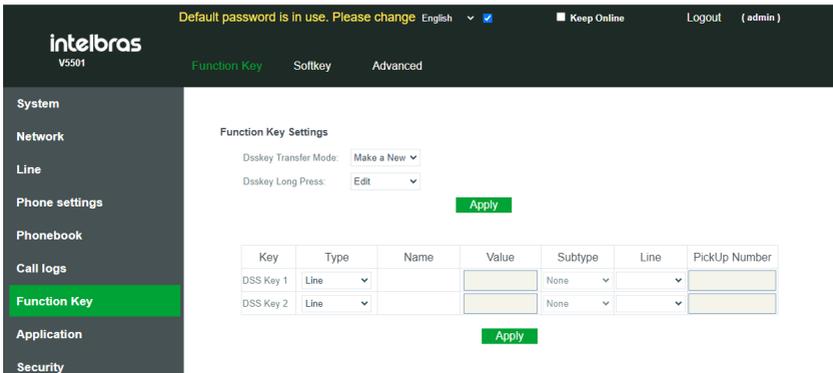
To erase the CallLog records, use the *Delete* softkey or the *Delete all* option using the *option* softkey.

¹ While the missed call pop-up is showing, the product time will be stopped, press Cancel or OK to show the time again.

7.9. Function key

In this section, you can configure the phone's programmable keys and customize the softkeys.

Function keys



Function keys configuration

In *Function Keys>Function Key*, you can configure the phone's programmable keys, and allow the use of some functions in a simplified way. The available settings are:

- » **DSSKey Transfer Mode:** allows you to choose the transfer type using the key programmed with the *BLF* function. The available options are:
 - » **Make New Call:** put the current call on hold and make a new call.
 - » **Blind Transfer:** transfer the call directly by pressing the *BLF* key.
 - » **Attended Transfer:** performs a transfer with answer by pressing the *BLF* key.
 - » **Conference:** makes a 3-way conference when a *BLF* key is pressed during a call.
 - » **Play DTMF:** sends the digits via DTMF to the server when pressing the *BLF* key during a call.
- » **DSS Key:** defines the function of the line Kes L1 and L2.

The types available for the DSS Keys are:

- » **Memory key:** allows the configuration of the following subtypes:
 - » **BLF (New Call, Blind Transfer (BXFER), Attended Transfer (AXFER), Conference and DTMF):** the *BLF* function allows the monitoring of the status of the extensions through LED signaling. Indicates when an extension is busy, idle or receiving a call. The *Name* field represents the name of the key shown on the display, the *Value* field is the number to be monitored and the *Capture Number* field must be filled in with the extension capture code that will be sent to the server when the extension status is receiving a call .
 - » **Presence:** monitors the current status of the extension. To configure, simply enter the extension number in the *Value* field.
 - » **Voice Mail:** access voice mail.
 - » **Speed Dial:** allows you to set up a speed dial number. Use the *Value* field to enter the speed dial number.
 - » **Call Forward:** allows you to configure the key with the forwarding code to be sent to the server.
 - » **Intercom:** allows the use of the intercom feature.
 - » **Call Park:** allows sending the parking code to the server to park the current call.
- » **Line:** allows you to define the softkeys for selecting the *SIP* account to be used for dialing or answering.
- » **Key Event:** allows you to configure programmable keys to serve as hotkeys and perform phone functions such as: *Do Not Disturb, Call Waiting, Flash, Phonebook Access, Pickup, Divert, Reminder Access, Headset Activation, Phone Lock , Phonebook access, Call history, Hands-free activation* and more.
- » **DTMF:** allows you to configure the softkey to send *DTMF* digits during an ongoing call. The number to be sent must be filled in the *Value* field.
- » **URL:** allows you to configure the softkey to open a *URL* directory directly.
- » **BLF List:** allows you to configure the softkey for *BLF* list monitoring. This function is specific for use with Broadsoft.
- » **Multicast Paging:** allows you to configure the softkey to initiate a multicast call. The *Value* field must be filled in with the *Multicast* address, and in the *Subtype* field the codec used for the multicast call must be chosen.
- » **Action URL:** allows you to configure the softkey to perform *URL* actions.
- » **XML Browser:** allows the configuration of the programmable key to access and download the *XML* browser.
- » **Multicast Listen:** allows you to configure the softkey to listen for a specific multicast address. When detecting a multicast call at the specified address and port, the key LED will signal that there is a multicast call in progress. The *Value* field must be configured with *IP:Multicast port* you want to monitor.

Softkey

Default password is in use. Please change English Keep Online Logout (admin)

intelbras V5501 Function Key **Softkey** Advanced

SoftKey Settings

Softkey Mode: Disabled

Softkey Exit Style: Softkey Exit On Right

Screen: Call Dialer

Unselected Softkeys

- Call Back
- Join
- MWI
- Local Contacts
- Pickup
- None
- Clear
- In
- Missed
- Next Line(Next)

Selected Softkeys

- Delete
- Call Log
- Dial
- Exit

softkey configuration

Under *Function Keys*>*Softkey* keys you can customize the softkeys based on the current state of the phone.

- » **Softkey settings:** allows you to configure the softkey layout for certain phone operating states.
 - » **Softkey Mode:** enables or disables the use of more than 4 softkeys per screen. When enabling, selecting *more* the fourth softkey will change its name to more scrolling the *Softkey functions*.
 - » **Softkey Exit style:** determines the position of the back softkey on the phone screens.
 - » **Screen:** allows you to select the state of the phone so that the screen softkeys can be customized.
 - » **Unselected keys:** presents the available functions to be used in the softkeys.
 - » **Selected keys:** displays the functions being used in the softkeys when the action described in the *Screen* option occurs.

Use the options to pass a function from the *Selected Keys* option to the *Selected Keys* option and vice versa. The options determine the order of the softkeys on the display.

- » **Soft DSS Key settings:** allows making custom settings to be used in softkeys. It is possible to configure the same configurable options on the softkeys as shown in item *Function keys*.

Advanced

Default password is in use. Please change English Keep Online Logout (admin)

intelbras V5501 Function Key Softkey **Advanced**

Global Key Settings

Select MemoryKey Action: None

Display Parked Info: Display Blank

Programmable Key Settings

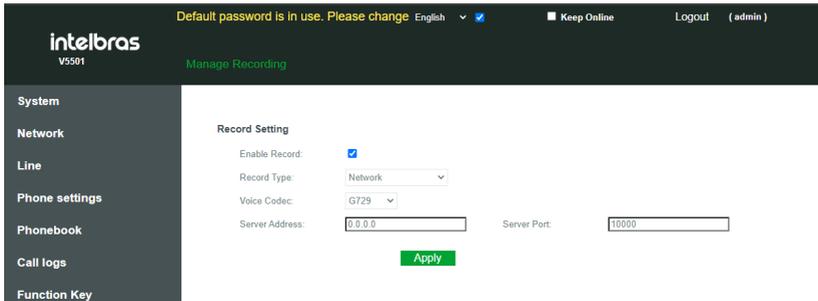
Key	Desktop	Dialer	Calling	Desktop Long Pressed
Up	Next Account	Prev Line(Prev)	Prev Call	Status
Down	Pre Account	Next Line(Next)	Next Call	None
Left	None	None	Volume Down	None
Right	None	None	Volume Up	None

Advanced key configuration

In *Function Keys>Advanced keys* it is possible to configure the actions of the directional keys.

- » **Global Key Settings:** allows you to select the action to be taken when the *BLF* key that monitors the ongoing call with the phone is pressed.
- » **Programmable Key Settings:** allows you to select the action to be taken by each of the phone's directional keys when the phone is on the desktop screen, dialing and calling, or when the keys are held down for 5 seconds.

7.10. Application



The screenshot shows the Intelbras V5501 web interface. At the top, there is a status bar with the text "Default password is in use. Please change" and a language dropdown set to "English". On the right, there are links for "Keep Online", "Logout", and "(admin)". The main header includes the Intelbras logo and "V5501" with a "Manage Recording" link. A left sidebar contains a menu with items: System, Network, Line, Phone settings, Phonebook, Call logs, and Function Key. The main content area is titled "Record Setting" and contains the following configuration options:

- Enable Record:
- Record Type: Network (dropdown menu)
- Voice Codec: G729 (dropdown menu)
- Server Address: 0.0.0.0 (text input)
- Server Port: 10000 (text input)

An "Apply" button is located below the Server Address field.

Record settings

In this section, you can configure the call recording method and manage it.

- » **Recording Settings:** allows you to configure call recording methods.
 - » **Record Type:** allows you to select the type of call recording the available types are:
 - » **Network:** recording is performed on a call recording server.
 - » **SIP Info:** the recording request is sent via *SIP INFO* message, it is necessary that the *SIP* server supports this recording method.
 - » **Voice Codec:** allows you to select the recording codec ¹.
 - » **Server Address:** allows you to configure the recording server address for when the selected type is *Network*.
 - » **Server Port:** allows you to configure the recording server port for when the selected type is *Network*.

Note: to use the recording function, it is necessary to configure a programmable key on the telephone with the function event key and subtype Record. During a call, press the configured key to start recording.

7.11. Security

The *Security* tab allows you to configure access filters, trusted certificates and firewall.

Web Filter

Default password is in use. Please change English Keep Online Logout (admin)

intelbras V5901 Web Filter Trust Certificates Device Certificates Firewall

System
Network
Line
Phone settings
Phonebook
Call logs
Function Key

Web Filter Table

Start IP Address	End IP Address	Option
------------------	----------------	--------

Web Filter Table Settings

Start IP Address End IP Address

Web Filter Setting

Enable Web Filter

web filter configuration

In *Security*>*Web Filter*, you can configure settings that allow you to restrict IP access to the phone. The available settings are:

- » **Web Filter Table Settings:** allows you to select a range of IPs, restricting access to the page to IPs that are outside the selected range.
 - » **Start IP Address:** starting IP address of the range.
 - » **End IP Address:** end IP address of the range.
 - » **Add:** saves the IP range settings by adding them to the phone.
- » **Web Filter Settings:** allows you to enable the web filter function. Select the *Enable web filter* option and click *Apply* to apply the settings.
- » **Web filter table:** shows all the filters added to the phone in option it is possible to change the track configuration or delete the created track.

Trusted certificates

Default password is in use. Please change English Keep Online Logout (admin)

intelbras V5901 Web Filter Trust Certificates Device Certificates Firewall

System
Network
Line
Phone settings
Phonebook
Call logs
Function Key
Application
Security
Device Log

Trust Certificates

Permission Certificate

Permission Certificate

Common Name Validation

Certificate mode

Import Certificates

Load Server File

Certificates List

Index File Name	Issued To	Issued By	Expiration	File Size
				<input type="button" value="Delete"/>

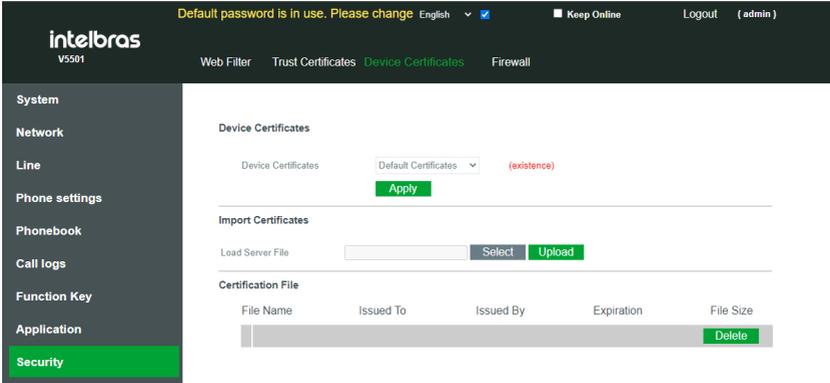
Trusted certificates

In *Security*>*Trusted certificates* you can load certificates that the phone can trust. The available settings are:

- » **Permission Certificates:** allows you to enable the use of trusted certificates and their mode.
 - » **Permission Certificate:** enables or disables the use of certificates.
 - » **Common Name Validation:** enables or disables the use of common validation name.
 - » **Certificate mode:** defines how to accept certificates, standard certificates, custom certificates, or all.

- » **Import certificates:** allows you to import the certificate to your phone. For this click on *Select* to choose the certificate and then upload to import the certificate to the phone.
- » **Certificate List:** displays the certificates imported to the phone.

Device certificates

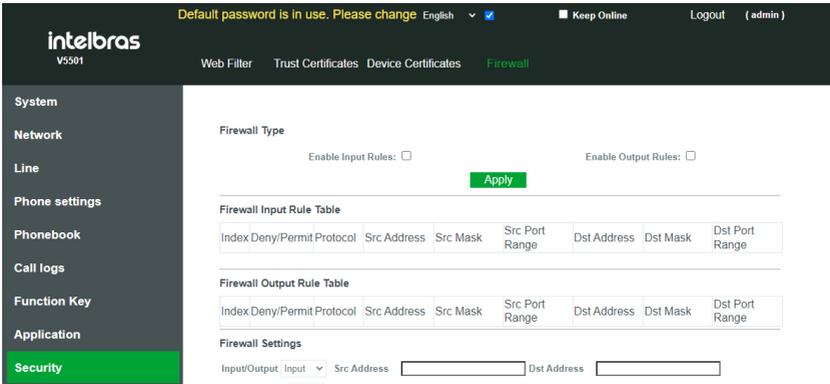


Device certificates

In *Security>Device certificates*, you can upload the phone's certificate.

- » **Device certificates:** allows you to select whether the phone will use your default certificate, or a custom certificate.
- » **Import Certificates:** allows you to import a custom certificate to your phone. To choose the certificate to be imported, press *Select*, and then choose the certificate. The *Upload* button will save the certificate to the device.
- » **Certificates:** displays all custom certificates imported to the phone. Press *Delete* if you want to delete the certificate.

Firewall



Firewall configuration

In *Security>Firewall* it is possible to make advanced configurations of permission to send and receive packets for certain IPs. The available settings are:

- » **Firewall Type:** determines the type of firewall to be applied, being able to choose either an inbound rule or an outbound rule. Inbound rules determine what will be done with packets that are sent to the phone, while outbound rules determine what will be done with packets that are sent over the phone.

- » **Firewall Settings:** allows you to configure firewall rules. The available options are:
 - » **Input/Output:** defines whether the rule is input or output.
 - » **Source Address:** defines the source IP for packets.
 - » **Dst Address:** defines the destination IP for packets.
 - » **Src Mask:** defines the source netmask of packets.
 - » **Dst Mask:** defines the destination netmask of packets.
 - » **Src Port Range:** defines the source port for packets.
 - » **Dst Port Range:** defines the destination port for packets.
 - » **Deny/Permit:** defines what will be done with packages, whether to deny or allow them.
 - » **Protocol:** defines the protocol of the packets, the options are *UDP*, *TCP* and *ICMP*.

Note: click Add to save the created rule. To delete the rule, just select the type of rule in Input/Output and the index of the created rule. Then click on Delete.

7.12. Web access password

The screenshot shows the Intelbras V5501 web interface. At the top, there is a notification: "Default password is in use. Please change" with a language dropdown set to "English" and a "Keep Online" checkbox. The user is logged in as "admin". The navigation menu includes: Information, Account (selected), Configurations, Upgrade, Auto Provision, Tools, and Reboot Phone. The left sidebar shows a tree view with "System" selected, and sub-items: Network, Line, Phone settings, Phonebook, Call logs, Function Key, Application, and Security.

The main content area is titled "Add New User" and contains the following form fields:

- Username:
- Web Authentication Password:
- Confirm Password:
- Privilege: Administrators (dropdown menu)

Below the form is a green "Add" button. Underneath, there is a section titled "User Accounts" with a table:

User	Privilege
admin	Administrators
guest	Users

Access password setup

In *System>Account*, it is possible to change the login and password to access the phone's web page.

- » **To add a new user:** fill in the *Username* field with the name you want to login. In the field *Web Authentication Password*, enter the user's access password, repeat this password in the *Confirm password* field. Choose one of two user privileges:
 - » **Administrator:** this category grants full access to the phone's settings through the web page without restrictions.
 - » **User:** this category grants partial access to the phone's settings, restricting access to recording configuration, security, firmware upgrade, factory default reset, and auto-provisioning.

Press *Add* to create the new user.

If you want to remove a user or change the access password, choose a user in the *User management* topic and select the *Delete* option to delete the user or *Modify* to choose a new password.

7.13. Settings backup

The screenshot shows the Intelbras V5501 web interface. The top navigation bar includes 'Default password is in use. Please change', 'English', 'Keep Online', and 'Logout (admin)'. The main menu has 'Information', 'Account', 'Configurations', 'Upgrade', 'Auto Provision', 'Tools', and 'Reboot Phone'. The left sidebar is expanded to 'System'. The main content area is titled 'Export Configurations' and contains two sections: 'Export Configurations' with instructions to right-click to save in '.txt' or '.xml' format, and 'Import Configurations' with a 'Configuration file:' input field, a 'Select' button, and an 'Import' button. Below this is a 'Clear Configuration >>' button and a 'Content to Keep' list (MMI, BASIC NETWORK, SIP, AUTOPROVISION) and a 'Content to Reset' list (DSS KEY, TR069).

Backup setup

To backup phone settings or import new settings, go to *System>Configurations*.

To download the backup file, right-click under the option *Click here to SAVE configurations in .txt format* and select the *Save link* as option.

If you just want to view the provisioning file, just click directly with the left mouse button on the option *Right Click here to SAVE configurations in .txt format*.

To import a configuration file into the product, simply click *Select* under import configurations. Choose the file to be imported and then click *Import*.

Note: the file formats supported by the phone are .txt and .xml.

7.14. Restoring the factory default

The screenshot shows the Intelbras V5501 web interface. The top navigation bar includes 'Default password is in use. Please change', 'English', 'Keep Online', and 'Logout (admin)'. The main menu has 'Information', 'Account', 'Configurations', 'Upgrade', 'Auto Provision', 'Tools', and 'Reboot Phone'. The left sidebar is expanded to 'System'. The main content area is titled 'Import Configurations' and contains a 'Configuration file:' input field, a 'Select' button, and an 'Import' button. Below this is a 'Clear Configuration >>' button and a 'Content to Keep' list (MMI, BASIC NETWORK, SIP, AUTOPROVISION) and a 'Content to Reset' list (DSS KEY, TR069). There are also two arrow buttons between the lists and a 'Delete' button at the bottom.

Importing factory defaults and settings

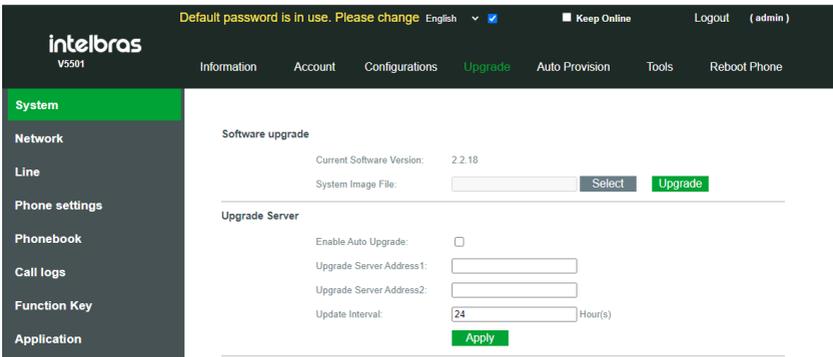
In *System>Configurations* it is possible to restore the product's factory settings. You can select specific settings to return to factory settings or restore all product settings to the factory default.

- » **To restore specific settings to the factory default:** in *System>Configuration>Reset Phone*, the *Keep* table shows the settings that should remain unchanged, while the *Erase* table shows the settings that will be restored to the factory default. Use options   to move settings from one table to another. See the description of each option below:
 - » **MMI:** clears voicemail settings for all phone accounts.
 - » **BASIC NETWORK:** clears the product's network settings.
 - » **SIP:** clears the product's *SIP* account settings.
 - » **AUTOPROVISION:** clears all settings related to autoprovisioning.
 - » **DSS KEY:** clears all softkey settings on the product.
 - » **TR069:** clears all *TR069* feature settings.

When selecting which options should be deleted or kept on the product, click the *Delete* key to return the settings contained in the *Delete* table to the factory default.

- » **To restore all settings to factory default:** in *System>Settings>Restore Default*, click the *Apply* button. A popup will appear asking if you want to restart your phone. Press *[OK]* The phone will restart, and when it boots it will be with all factory settings.

7.15. Firmware update



Firmware update

To update the product firmware, go to *System>Upgrade*.

The most current product firmware file can be obtained from the website www.intelbras.com.

To update the product manually, in *System image file* use the *Select* option to insert the firmware file. After that click *Upgrade* to start the firmware update.

To update the product automatically, you can use an update server. The available options are:

- » **Enable Auto Upgrade:** enables the use of the update server.
- » **Upgrade Server Address 1:** *IP* address of the server containing the product firmware.
- » **Upgrade Server Address 2:** secondary update server *IP* address.
- » **Update interval:** interval at which the product will check the server for a new update.

To check the current phone version, check the *Firmware Version* option.

7.16. Auto-provisioning

Auto-provisioning settings

In `System>Auto Provision` it is possible to configure the autoconfiguration settings via provisioning. This feature allows the phone to search on a server specified by its configuration file, configuring itself automatically.

- » **Basic Settings:** allows you to configure general authentication information on the provisioning server.
 - » **Authentication Name:** user for authentication on the server.
 - » **Authentication Password:** authentication password on the phonebook server.
 - » **Configuration File Encryption Key:** password for decryption of the provisioning file if it is encrypted.
 - » **General Configuration File Encryption Key:** password for decrypting the phones default configuration file if the file has been encrypted.
 - » **Download Fail Check Times:** in case the download of the file from the server has failed, it sets the amount and times the phone will try to download within a time interval.
 - » **Update Contact Interval:** sets the time interval at which the phone will download the provisioning file looking for new settings.
 - » **Save Auto Provision Information:** enables provisioning of the specific configuration file.
 - » **Download CommonConfig enabled:** enables common configuration file provisioning.
 - » **Enable Server Digest:** enables the provisioning function.
- » **DHCP option:** allows choosing the DHCP option in which the phone will receive the provisioning server address, if it is sent via *DHCP*. Options are *66*, *43* or *custom*.
- » **DHCPv6 Option:** allows you to choose the DHCPv6 option in which the phone will receive the provisioning server address if it is sent via DHCP in IPV6 networks. Options are *66*, *43* or *custom*.
- » **SIP Plug and Play (PnP):** the *PNP* (Plug & Play) configuration allows automatic detection of the provisioning server through multicast messages. The available configuration options are:
 - » **Enable SIP PnP:** enables the PNP provisioning function.
 - » **Server Address:** multicast address where packets will be sent to find the server.
 - » **Server port:** port where packets will be sent.
 - » **Transport protocol:** defines the protocol and network transport used to communicate with the server.
 - » **Update Interval:** set the time interval when the phone will search for the server.
- » **Static Provisioning Server:** allows you to set the address of a provisioning server statically. The available settings are:
 - » **Server Address:** provisioning server address.
 - » **Configuration file name:** name of the provisioning file that the phone should look for on the server.
 - » **Protocol type:** protocol used by the server. Available protocols are *FTP*, *FTTP*, *HTTP*, *HTTPS*.

- » **Update Interval:** set the time interval when the phone will search for the server.
- » **Update Mode:** enables or disables the provisioning function.

Note: the product provisioning priority follows the following order : DHCP Option>PNP Configuration>Static Server.

- » **Autoprovision now:** using this option the phone will start the update process immediately, without having to wait for the time defined in the update interval.

7.17. Tools

The screenshot shows the Intelbras V5501 web interface. The top navigation bar includes 'Information', 'Account', 'Configurations', 'Upgrade', 'Auto Provision', 'Tools' (highlighted), and 'Reboot Phone'. The left sidebar menu has 'System' selected. The main content area is titled 'Syslog' and contains the following configuration options:

- Enable Syslog:
- Server Address:
- Server Port:
- APP Log Level:
- Export Log:

Below these settings are three buttons: 'Apply', 'Export Log', and 'Web Capture'.

log capture

In *System>Tools* some support options are available, log collection, display image capture and ping directly from the product.

- » **Syslog:** allows collecting the product's internal logs, sending them to a server, or exporting them directly through the *Export syslog option*.
- » **Web Capture:** allows capturing network packets that are sent to the phone or that the phone sends to the server.
- » **Screenshot:** allows you to capture the current state of the phone's display.
- » **Ping:** allows you to check the response of an address on the network via the phone.

Warranty term

It is expressly stated that this contractual warranty is granted under the following conditions:

Customer name:

Customer Signature:

INVOICE NO.

Date of purchase:

Model:

Serial No.:

Reseller:

1. All parts, pieces and components of the product are guaranteed against any manufacturing defects, which may present, for a period of 1 (one) year - this being 90 (ninety) days of legal warranty and 9 (nine) months of contractual warranty -, counted from the date of purchase of the product by the Consumer, as stated in the invoice for the purchase of the product, which is an integral part of this Term throughout the national territory. This contractual guarantee includes the free exchange of parts, parts and components that have a manufacturing defect, including the expenses with the labor used in this repair. If no manufacturing defect is found, but a defect (s) arising from improper use, the Consumer shall bear these expenses.
2. The installation of the product must be done according to the Product Manual and / or Installation Guide. If your product requires installation and configuration by a qualified technician, look for a suitable and specialized professional, and the costs of these services are not included in the value of the product.
3. Once the defect is found, the Consumer must immediately contact the nearest Authorized Service listed in the list provided by the manufacturer - only these are authorized to examine and remedy the defect during the warranty period provided herein. If this is not respected, this guarantee will lose its validity, as it will be characterized as a violation of the product.
4. In the event that the Consumer requests home care, he / she should go to the nearest Authorized Service for consultation of the technical visit fee. If the need to remove the product is found, the resulting expenses, such as transportation and security of the product's return, are under the responsibility of the Consumer.
5. The warranty will totally lose its validity in the event of any of the following cases: a) if the defect is not a manufacturing defect, but caused by the Consumer or by third parties outside the manufacturer; b) if the damage to the product comes from accidents, disasters, agents of nature (lightning, floods, landslides, etc.), humidity, voltage in the electrical network (overvoltage caused by accidents or excessive fluctuations in the network), installation / use not in accordance with the user manual or due to the natural wear and tear of parts, pieces and components; c) if the product has been influenced by a chemical, electromagnetic, electrical or animal nature (insects, etc.); d) if the product's serial number has been tampered with or erased; e) if the device has been tampered with.
6. This warranty does not cover loss of data, therefore, it is recommended, if applicable for the product, that the Consumer regularly back up the data contained in the product.
7. Intelbras is not responsible for the installation of this product, and also for any attempted fraud and / or sabotage of its products. Keep the software and applications updates used up to date, if applicable, as well as the necessary network protections to protect against intrusions (hackers). The equipment is guaranteed against vices within its normal conditions of use, and it is important to be aware that, as it is an electronic equipment, it is not free from fraud and scams that may interfere with its correct functioning.
8. After its useful life, the product must be delivered to an authorized technical assistance from Intelbras or directly to the environmentally appropriate final destination, avoiding environmental impacts and health. If you prefer, the battery as well as other unused Intelbras electronics can be disposed of at any Green Eletron collection point (electronic waste manager to which we are associated). In case of doubt about the reverse logistics process, please contact us by phone (48) 2106-0006 or 0800 704 2767 (Monday to Friday from 8:00A.M. to 8:00P.M. and on Saturdays from 8:00A.M. to 6:00P.M.) or through e -mail suporte@intelbras.com.br.

These being the conditions of this complementary Warranty Term, Intelbras S / A reserves the right to change the general, technical and aesthetic characteristics of its products without prior notice.

The manufacturing process for this product is not covered by the requirements of ISO 14001.

All images in this manual are illustrative.

intelbras



talk to us

Customer Support: (48) 2106 0006

Forum: forum.intelbras.com.br

Support via chat: chat.intelbras.com.br

Support via e-mail: suporte@intelbras.com.br

Customer Service: 0800 7042767

Where to buy? Who installs it? 0800 7245115

Imported to Brazil by: Intelbras S/A – Indústria de Telecomunicação Eletrônica Brasileira
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