

DINSTAR

Quick Start Guide

G430 Series
G500 Series

THANKS FOR CHOOSING DINSTAR'S IP PHONE!

Please read this guide carefully before installing the phone. If you need any technical support, please contact us.

☎ +86 755 61919966

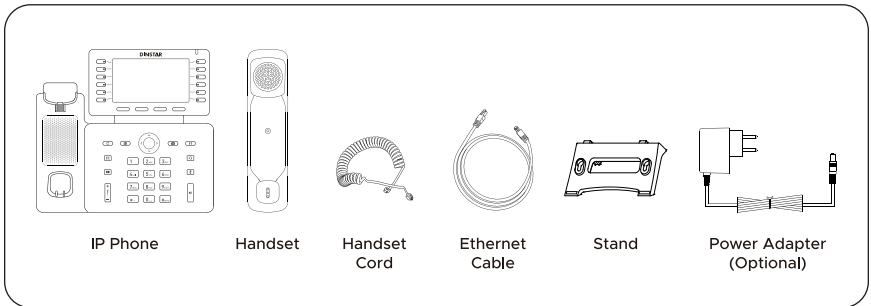
🌐 www.dinstar.cn

✉ support@dinstar.com

Packaging Contents

The following items are included in your package. If you find anything missing, please contact our supporting and customer center.

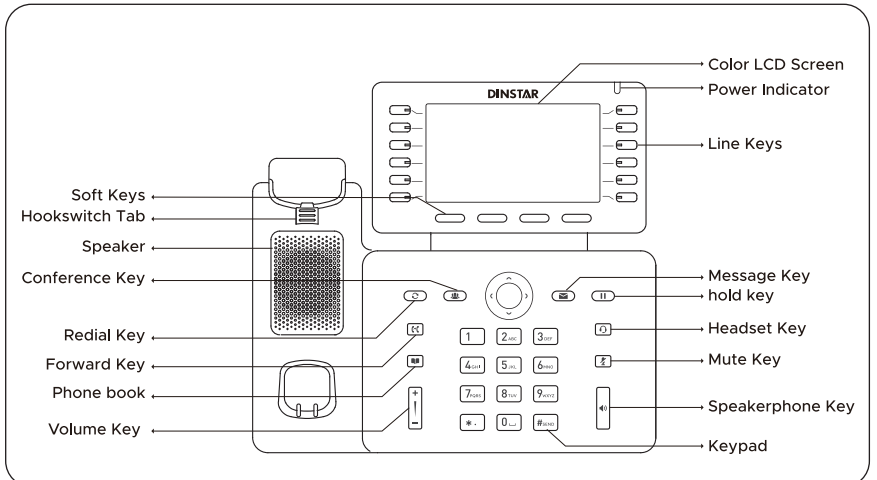
G430/G500 Series IP Phone



Note: This guide manual applies to the G430/G500, G430P/G500P and G430P-W/G500P-W IP Phones. The G430P and G500P models do not come with a power adaptor as standard; power adapters can be purchased separately as needed.

Hardware Component Instructions

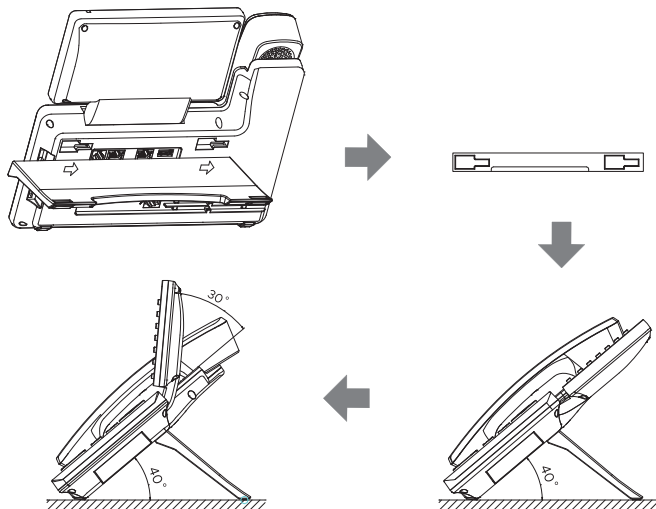
The main hardware components of the G430/G500 series IP Phone are the LCD screen and the keypad. (Using the G500 series as an example)



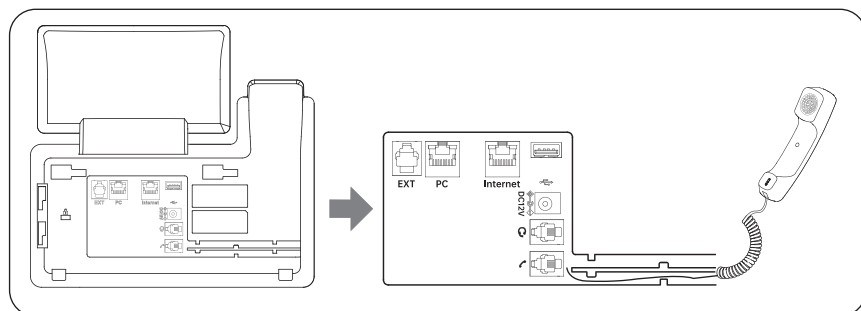
Color LCD Screen	Displays the call, default account, message, soft key, time, date and other related information.
Power Indicator	Indicates the power connection status and other characteristic status of the telephone: - When receiving a call, the indicator light flashes quickly; - When there are missed calls or received voice messages / short messages, the indicator light flashes slowly.
Line Keys	It is used to activate SIP accounts and configure various functions.
Soft Keys	The LCD interface of the phone displays the function names corresponding to the four soft keys, and the user can press the corresponding soft keys to complete the operation.
Hookswitch with Hall sensor	- Lift the handset from the cradle to take the line off-hook. - Replace the handset to the cradle to take the line on-hook.
Keypad	Provides input for numbers, uppercase and lowercase letters, and other special characters.

Assembling the IP Phone

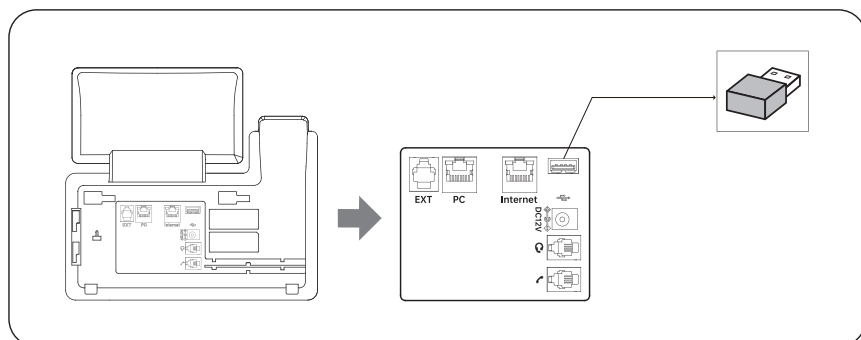
- Attach the stand to the IP Phone, as shown below:



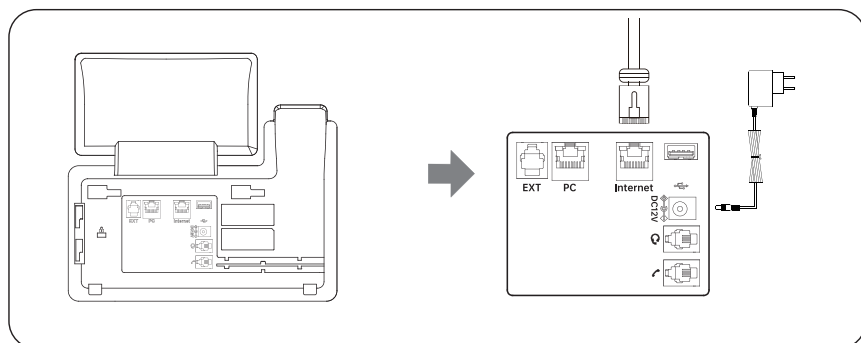
- Connect the handset to the IP phone, as shown below:



- Connect the USB Device to the IP phone, as shown below:



- Connect the network and power, as shown below:



The Internet port supports Power over Ethernet (PoE), compliant with the IEEE 802.3af standard only.

Note: PC, headset and expansion module connection are optional.

I Startup

After the IP Phone is powered on and connected to network, it will start up automatically. And then the IP Phone is ready for use. You can configure the IP Phone via the phone's user interface or the web user interface.

I Configure the IP Phone

There are two ways to configure the IP Phone:

- Configure via the LCD screen on the IP Phone
- Configure via the Web GUI on your PC

Configure via the LCD screen on the IP Phone

The LCD screen and the keypad on the IP phone allows you to execute all call operation tasks and basic configuration changes directly on the phone.

Network Setting:

By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, e.g., IP address, subnet mask and gateway address.

If your phone cannot contact a DHCP server, you need to configure network settings manually.

IP Network Planning: It is provided by ITSP for registration(required).

(1) Press the Menu soft key when the phone is idle, select Settings→Advanced Setting, input the default password 'admin@123#', and then select Network→LAN Port→IPv4, press Enter soft key.

(2) Select IPv4 Static or PPPoE. If you select IPv4 Static, you need to enter the IP address, subnet mask and gateway address. If you select PPPoE, you need to enter the user name and password of the PPPoE account. The IPv6 configuration is similar to the above operations.

(3) Press the Save soft key to accept the change. Then the network settings is completed.

Wi-Fi Setting

Press the Menu soft key, and then select Settings → Basic Setting → WIFI network to configure the basic Wi-Fi information:

WIFI network: Enable or disable the Wi-Fi function as needed.

Network Preferred: Set the priority for using wired or wireless networks.

WIFI status: Displaying wireless network connection status.

Saved Network: Displays a list of added Wi-Fi networks; you can select and edit any previously saved wireless network.

Available Network: This is a list of nearby available Wi-Fi networks. You can select the Wi-Fi network you want to connect to.

Account Setting:

(1) Press the Menu soft key when the phone is idle, and then select Settings→Advanced Setting, input the default password 'admin@123#', and then select Account, press Enter soft key.

(2) Select an account to configure account information. The following is the explanation of relevant parameters:

Active: Press  or  to select Enable/Disable to enable or disable the account

Label: It is shown on the LCD screen to identify the account.

Display Name: It is shown as caller ID when you place a call.

Register Name: It is an authenticated ID for authentication provided by ITSP (required).

User Name: It is provided by ITSP for registration (required).

Password: It is provided by ITSP for registration (required).

SIP Server: It is provided by ITSP for registration (required).

SIP Port: It is provided by ITSP for registration (required).

For more information about account parameters, please refer to the user manual of the IP Phone.

Configure via the Web interface on your PC

Accessing the web interface on PC

(1) Click Menu→Status when the phone is idle to obtain the IP address of the phone.

(2) Open a web browser on your PC, enter the IP address into the address bar(e.g., https://192.168.11.110'), and then press Enter.

(3) Enter the username (default: admin) and password (default: admin@123#) in to the login page and then click Login.

Note: Password change is required upon initial login.

Network Setting

Click Network→Basic to configure the LAN port and the PC port. If there is a need, click Network to configure the VLAN, VPN, SNMP, TR069, LLDP, local RTP, QoS and 802.1x.

Wi-Fi Setting

(1) Click Network → Wi-Fi to configure the basic Wi-Fi information.

Active: Enable or disable the Wi-Fi function as needed.

Network Priority: Set the priority for using wired or wireless networks.

Saved Network: Displays a list of added Wi-Fi networks; you can select and edit any previously saved wireless network.

Preference

SSID: Name of the wireless network.

Security Mode: Encryption method for the wireless network.

Auto Connect: Choose whether to enable automatic Wi-Fi connection.

Network Settings

Mode: Set the wireless network mode (Currently, IPv6 is not supported by Wi-Fi).

Type (IPv4): Method for obtaining the IP address (Static IP or DHCP).

(2) Click Status → Wi-Fi Status to check the Wi-Fi connection status.

Account Setting

(3) Click Account→Basic to configure the basic information of an account. For the explanation of the account parameters, please refer to Configure via the user interface on the Phone.

(4) If there is a need, click Account to configure the codec, DTMF, call-related information and etc. for the account.

I Basic call Feature

Place a call

Using the handset

(1) Pick up the handset.

(2) Enter the number and then press the Send soft key.

Using the speakerphone

- (1) With the handset on-hook, press .
- (2) Enter the number and then press the Send soft key.

Using the Headset

- (1) With the headset connected, press  to activate the headset mode.
- (2) Enter the number and then press the Send soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and the handset mode by pressing the corresponding key or by picking up the handset.

Answer a call

Using the handset

- (1) Pick up the handset.

Using the speakerphone

- (1) Press .

Using the headset

- (1) Press .

Note: You can reject an incoming call by pressing the Reject soft key.

End a call

Using the handset

Hand up the handset or press the End soft key.

Using the speakerphone

Press  or the End soft key.

Using the handset

Press the End soft key.

Redial

Press History soft key to enter the dialed calls list, press  or  to select the desired entry, and then press  or the Dial soft key.

Press  directly when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

Press  to mute the microphone during a call.

Press  again to un-mute the call.

Call Hold and Resume

Place a call on hold

Press  or the Hold soft key during an active call.

To resume a call

If there is only one call on hold, press  or the Resume soft key.

If there is more than one call on hold, press  or  to select the desired call, and then press  or the Resume soft key.

Call Transfer

- (1) Press the Trans soft key during an active call. The call is placed on hold.
- (2) Enter the number you want to transfer to.
- (3) Press Trans soft key again.

Call Forward

- (1) Press  to enter the interface for configuring call forwarding, or press the Menu soft key when the phone is idle and then select Features→Call Forward.
- (2) Select the desired forward type:
- (3) Always Forward: Incoming calls are forwarded unconditionally.
- (4) Busy Forward: Incoming calls are forwarded when the phone is busy.
- (5) No Answer Forward: Incoming calls are forwarded if not answered after a period of time.
- (6) Enter the number you want the call to be forwarded to. For No Answer Forward, set a value in the Timeout field for determining the duration of the ringing time before the call is forwarded.
- (7) Press the Save soft key to accept the change.

Call Conference

- (1) Press  or the New soft key to make a new call to a third party during an active call.
- (2) Press  again or the Conf soft key to start a three-way conference after the third party has answered the call.
- (3) Press the Conf soft key, enter the number, then press the Send soft key to call the fourth party.
- (4) Press  or the Conf soft key to start a four-way conference after the fourth party has answered the call.

- (5) Repeat steps 3–4 consecutively to create up to ten-party conferences.
- (6) When the call conference ends, press the End soft key to disconnect all parties.

Speed Dial

To configure a speed dial key:

- (1) Press the Menu soft key when the phone is idle, and then select Features→Programmable Keys→Line Keys.
- (2) Select the desired line key, and then press the Enter soft key.
- (3) Press the Switch soft key to select Speed Dial from the Type field, and then enter the number for speed dial in the Value field.
- (4) Press the Save soft key to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.

Hotline

To configure a hotline number:

- (1) Press the Menu soft key when the phone is idle, select Settings → Advanced Setting, input the default password 'admin@123#', and then select Account.
- (2) Press the Switch soft key to select Enable for the Hotline Active field, and then enter the desired hotline number in the Hotline Number field.
- (3) Enter the hotline delay time in the Timeout field. The valid values range from 0 to 5 and default value is 4.
- (4) Press the Save soft key to accept the change.

To use the hotline:

Pick up the handset or press , and the call to the preset hotline will be dialed out automatically.

Voice Message

Message waiting indicator(MWI) on the idle LCD screen indicates one or more voice messages are waiting at the message center. The power indicator slowly flashes red.

To listen to voice message:

- (1) Press  or the Menu soft key, navigate to Messages→Voice Messages → View Voice Messages, select an account, then press the Conn soft key.

(2) Follow the voice prompts to listen to your voice message.

DND

To enable DND:

Press the DND soft key when the phone is idle, or press the Menu soft key and then select Features→DND to enable DND and complete relevant configurations.

Customize the IP Phone

Call History

(1) Press the History soft key when the phone is idle, press  or  to scroll through the call list.

(2) Select an entry from the list, and you can do the following:

Press the Dial soft key to place a call to this entry;

Press the Delete soft key to delete the entry from the list.

If you press the Option soft key, you can also do the following:

Select Detail to view detailed information about the entry;

Select Add to Contacts to add the entry to the local phonebook;

Select Add to Blacklist to add the entry to the blacklist;

Select Add to Whitelist to add the entry to the whitelist;

Select Delete All to delete all entries from the history call list.

Phonebook

To add a contact to the local phonebook:

(2) Press  or the Menu soft key when the phone is idle, and then select Book→Local Phone book→All Contacts.

(2) Press the Add soft key to add a contact to the phonebook.

(3) Enter the contact's information in corresponding fields and press the Save soft key.

To delete a contact:

(1) Press  or the Menu soft key when the phone is idle, and then select Book→Local Phonebook→ All Contacts.

(2) Press  or  to select the desired contact, press the Option soft key and then select Delete from the prompt list.

(3) Press the OK soft key when the LCD screen displays 'Delete selected item?'.

Volume Adjustment

Press  during a call to adjust receiver volume of the handset/speakphone/headset, Press the same key when the phone is idle or ringing to adjust the ring volume. You can also press the Menu soft key and select Settings→Basic Setting→Volume Setting to adjust the talk volume, tone volume, ring volume, Mic (handset/headset/handfree) volume as well as key volume.

Ring tones

(1) Press the Menu soft key when the phone is idle, and then select Settings→Basic Setting→Ring Tones.

(2) Press  or  to select the desired ring tone, and then press the Save soft key.

Trouble Shooting

(1) Cannot obtain IP via DHCP

A.Check the physical port connection between the phone and the switch: ensure the phone is connected to the Internet port; if it's connected to a PC port, move it to the Internet port.

B.Check the phone's network acquisition method on the device: go to Menu → Settings → Advanced Settings (password: admin@123#) → Network → LAN Port and verify that the IP acquisition method is set to "Dynamic (DHCP)".

(2) Cannot access the web interface

A.Verify the network environment: access the web interface directly via the phone's IP if the phone and PC are on the same LAN; otherwise, check the Ethernet cable connection between the phone's PC port and the PC network port.

B.Click Menu→Status on the phone to view and confirm the phone's IP address; verify you entered the correct IP address in the browser.

C.On the phone go to Menu → Settings → Advanced Settings → Network → WebServer, and confirm that "Web Type" is not set to "Disabled".

D.If you are inside a LAN, make sure the phone's IP does not conflict with other devices on the network.

(3) SIP account registration failed

A.Log in to the web management interface in a browser, navigate to Account → Basic, and check that the SIP server IP and port for the account match the registration server. Also verify the SIP account's registration name and password match the credentials provided by the server.

B.Check network connectivity between the IP phone and the server. In the web management interface, go to Network → Diagnostics and use Ping to test the SIP server IP address to confirm connectivity between the phone and the SIP server.

(4) Calls fail / cannot be connected

A. On the phone, check the account registration status via the number display: green indicates registered, red indicates not registered. Or log in to the web management interface and go to Account → Basic to see whether the corresponding SIP account is unregistered or has dropped offline.

B. In the web management interface, go to Network → Diagnostics and use Ping to test network stability; ensure there is no abnormal packet loss.

C. Check whether the SIP server has applied number translations, routing rules, or other service configurations or restrictions.

D. Confirm the destination number exists, is registered, and is not set to Do Not Disturb.

(5) Restore to factory settings

A. On the phone, go to Menu → Settings → Advanced Settings → Restore to Factory, then press OK soft key when the LCD screen displays 'reset to Factory?' to confirm the factory reset.

B. In the web management interface, go to Maintenance/Upgrade → Upgrade, locate "Restore to Factory setting" and click "Submit".

C. With the phone powered off, press and hold the "*" and "#" keys simultaneously, then

Shenzhen Dinstar Co., Ltd.

Address: Floor 18, Building 7A, Vanke Cloud City Phase 1, Xingke 1st Street,
Xili Sub-district, Nanshan District, Shenzhen.



Qualification Certificate

Model

Inspector

MAC/SN

Date

Warranty Card

■ Warranty Claim Form

Cusomter's Name: _____ Purchase Date: _____

Address: _____ Telephone: _____

Date of Failure	Problem Description S/N of Faulty Devices/Parts	Repaired Results	Repaired Date

To help us serve you better. Please fill out this Warrant Claim Form and ship it together with faultydevices/parts.Thanks for your cooperation.

■ Warranty Terms and Conditions

We provide warranty cover for this appliance subject to the following conditions:

1. For any fault that occurs during normal use within one month after product sale, customer can ask for freereturn,replacement or repair,and Dinstar pays the freight out and home.
2. For any fault that occurs during normal use within one year after product sale, customer can enjoy freemaintenance,and part of the return freight is borne by Dinstar.
3. Customer can stll enjoy maintenance services within three years after product sale, but he or she needs topay the cost of materials.
4. Customer can still enjoy maintenance services after three years since product sale, but he or she needs to paythe cost of labor and materials.
5. Please bring purchase certificate and the warranty card (effective when stamped). If these are notpresented,the free warranty period will be calculated from the date of production.
6. Customer cannot have free warranty service under the following conditions:
 - 1) The free warranty period has expired.
 - 2) Damages caused by human activities (including the damages due to incompliance with the requirements in user manual during installation or use).
 - 3) Damages due to use of accessories that are not produced by Dinstar.
 - 4) Consequences resulting from unauthorized tampering with the product.
 - 5) Damages during transportation, loading or unloading
 - 6) Damages caused by force majeure such as earthquake, fire disaster and lightning stroke.

