

How to Gather Information for FAE on Htek IP Phones



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In the event you are having issues with your phone the FAE at Htek may request that you attach the logs and configuration files of your phone for us. Follow the steps below to provide this information.

- Log into the Web GUI of your phone with your admin username and password.
- 1) admin is the default username
- 2) the default password is also admin
- 3) Click on the Management > Configuration Section

El-Itek	Home Profile Account Network Function Keys Setting	Directory Management
Password Upgrade Auto Provision Configuration Trusted CA Server CA Tools	Configure File Download Device Xml Configuration Restore Xml Configuration Choose file No file chosen Restore Xml Configuration Download Device Bin Configuration Download Device Bin Configuration Choose file No file chosen Restore Bin Configuration Restore Bin Configuration	NOTE Configure File: You can save the phone's configuration file to a backup location, and also restore a backup configuration file System Log: There are two ways to export the system log: download directly, or download by the Syslog server
Restart Reboot	Download User Bin Configuration Download User Bin File Delete User Configuration Delete User File • System Log Download Download System Log Download Syslog Server	

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• Under the Configure File section press the Download XML File button or the Download Bin File button. This will download the phones configuration to your computer

Configure File			
Download Device Xml Configuration	Download Xml File		
Restore Xml Configuration	Choose file No file chosen		
	Restore Xml Configuration		
Download Device Bin Configuration	Download Bin File		
Restore Bin Configuration	Choose file No file chosen		
	Restore Bin Configuration		

• Under the System Log section choose the Syslog Level to DEBUG and press the Download button. This will download the phones current logs to your computer

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System Log	
Download System Log	Download
Syslog Server	
Syslog Level	DEBUG

Another file is pcap files of your phone for us. Follow the steps below to provide this information.

- Log into the Web GUI of your phone with your admin username and password.
- 1) admin is the default username
- 2) the default password is also admin
- 3) Click on the Management > Tool Section

	logout			
I = Htek	Home Profile Account Network Function Keys Setting Directory Management]		
Password	Pcap Feature: Start Stop Export			
Upgrade Auto Provision	Lcd Screen Save Screen			
Configuration	Port Mirror Isable Enable			
Trusted CA Server CA	SaveSet Restart			
Tools Restart				
Reboot				

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• Under the Pcap Feature section press the Start button. This will begin packet capture. When your operation ends. You need to press the Stop button and press the Export button. This will download the phones current pcap file to your computer

Pcap Feature:	Start	Stop	Export
Lcd Screen	Save Screen		

• Attach both files to your support ticket.