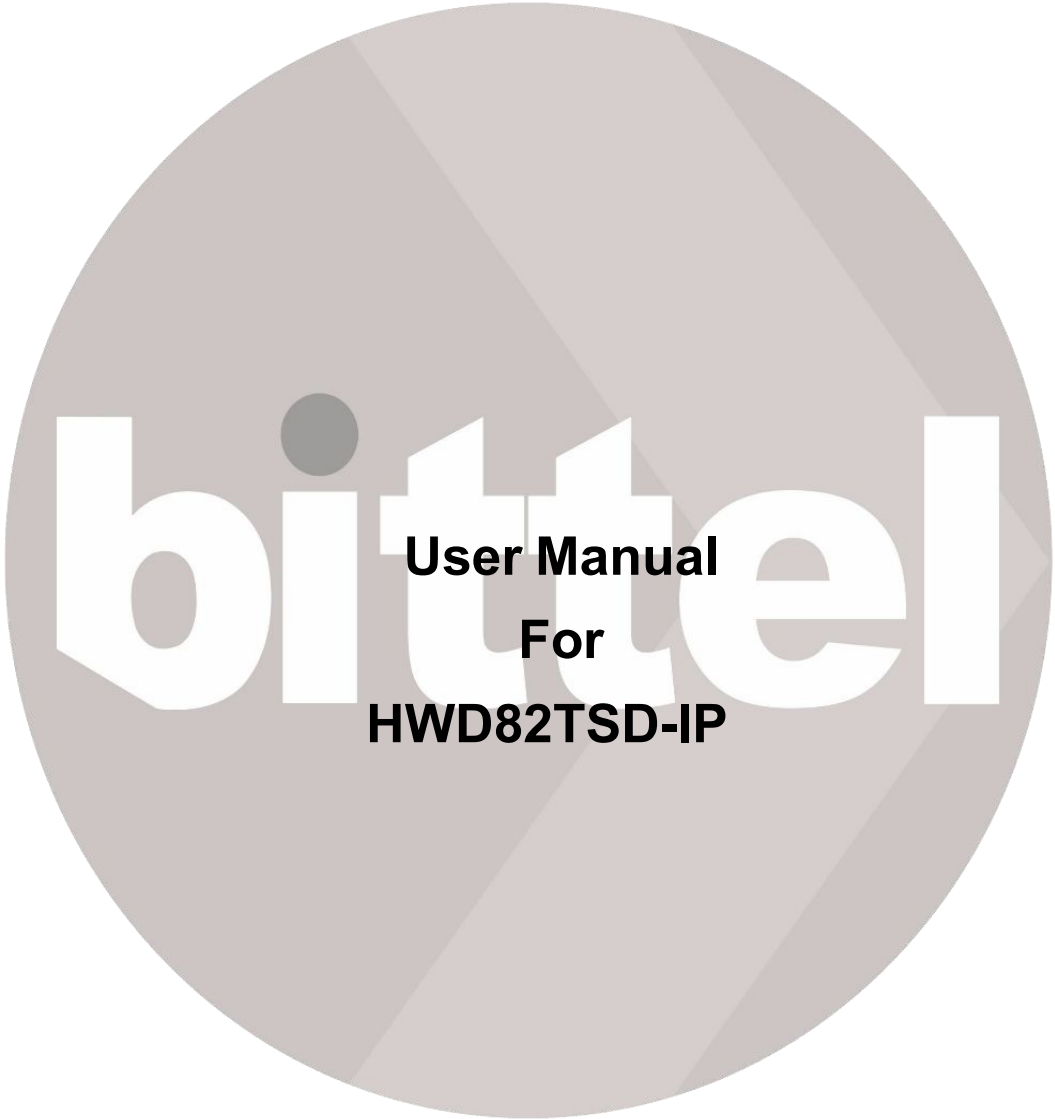


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**User Manual
For
HWD82TSD-IP**

We bring good things to Hotel/Hospitality

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Please read this manual before use.

1. Important Safety Information

Customer safety is paramount, and we are committed to developing products that are safe and effective. However, this product is an electronic device, and its functional components may pose potential safety hazards, especially if misused. To minimize these risks: Follow the instructions provided with the product. Adhere to all warnings in the product and operating guidelines. Carefully read and comply with the information in this document to avoid hazards and ensure a safer working environment.

Regularly inspect the product and its components for damage, wear, or signs of danger. For worn products, contact the manufacturer for replacement after one year of use to prevent unnecessary risks.

If any of the following conditions occur (though unlikely) or if safety concerns arise. Immediately stop using the product, disconnect it from power and communication lines, and contact customer support (0633-2212188) for guidance:

- a. Power cords, plugs, or adapters are cracked, broken, or damaged.
- b. Overheating, smoke, sparks, or signs of fire are observed.
- c. The product emits cracking, hissing, popping sounds, or strong odors.
- d. Liquid spills or foreign objects enter the device.
- e. The product, power cord, or adapter is exposed to water.
- f. The product is dropped or physically damaged.
- g. The product malfunctions during normal operation as per instructions.

2. Product Introduction

This telephone is specifically designed to meet the practical requirements of hotel guest rooms. It utilizes high-quality electronic components and incorporates multiple patented technologies, offering rich features and stable performance. The product features a stylish and compact design. The handset is equipped with 6 speed-dial keys to accommodate the personalized needs of hotels.

1. Supports DHCP/STATIC IP for IP address acquisition.
2. Supports audio codecs: G.711 / G.722 (HD Voice) / G.723 / G.729AB / G.726 / iLBC.
3. Supports protocols: SIP v2, SDP, RTP, RTCP, STUN, SNTP, DNS, SNMPv2, etc.
4. Complies with SIP protocol standards.
5. Supports firmware upgrades via HTTP/TFTP.
6. Dynamic voice detection; Comfort noise generation; Voice buffering technology; Echo cancellation
7. Handset supports making/receiving calls; each base unit can support up to 5 handsets.

8. Message waiting indicator function.

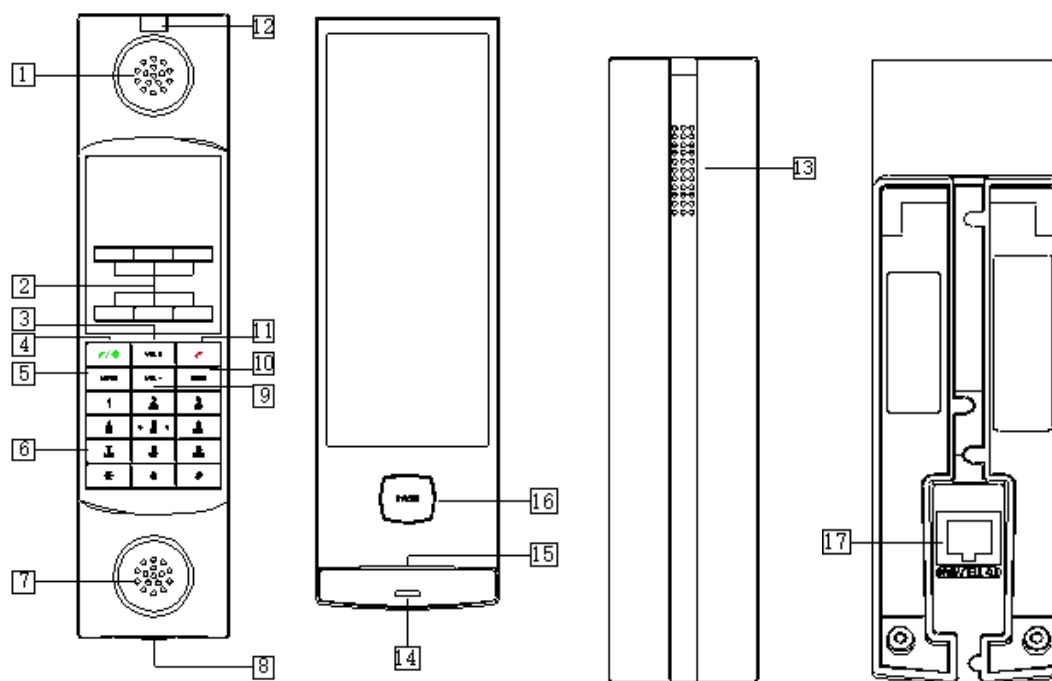
3. Installation and Usage Notes

- a. Power Connection

The base unit supports Power over Ethernet (PoE). Simply connect the Ethernet cable from the PoE port to the TO TEL/WAN port on the base unit for power supply.

- b. Install the base unit in a dry and clean area to avoid moisture, which may affect performance.
- c. Keep the base unit fireproof, splash-proof, and shockproof. Clean surface dust with a soft cloth only—do not use chemical solvents.

4. Key and Function Interface Description



- | | | |
|------------------------|--|-----------------------|
| 1. Receiver | 2. Speed Dial | 3. VOL + |
| 4. Handset / Speaker | 5. MUTE | 6. Numeric keypad |
| 7. Handset mic | 8. Female charging port | 9. VOL - |
| 10. HOLD | 11. Hook up | 12. Message Indicator |
| 13. Speaker microphone | 14. Charging and PAGE Indicator Lights | |
| 15. Male charging port | 16. PAGE | 17. TO TEL/WAN port |

5. Methods of Use

5.1 IP Address Announcement

After powering on the handset, press the * key on the panel four times consecutively to enter the voice menu. Follow the voice prompts:

1. First press '1' (Network Configuration)
2. Then press '2' (WAN Port IP Address)

The system will then verbally announce the obtained IP address.

5.2 WEB Interface Login

After obtaining the IP address via voice prompt:

1. Open a browser on your computer and enter the base unit's IP address in the address bar
2. The login interface (as shown in the diagram below) will appear
3. Enter the base unit username and password
4. Click the **[Login]** button to access the WEB interface

Important Notes:

a. Login Credentials:

Admin Mode: Username & password default to admin (lowercase) - allows access to all WEB interface features.

User Mode: Username & password default to user (lowercase) - permits viewing only partial information.

b. Network Configuration:

The base unit ships with DHCP mode enabled by default. Simply connect it to a DHCP-enabled network for automatic network access.

5.3 WEB Interface Function Description

5.3.1 Base Unit Status

- a. Product Information
- b. SIP Account Status
- c. FXS Port Status
- d. Line Status
- e. Network Status
- f. Wireless Info
- g. System Status

5.3.2 Network Configuration

The base unit defaults to DHCP mode for automatic IP address assignment. After accessing the WEB interface, you can adjust settings based on your network environment.

WAN IP Mode	Select the WAN port IP address acquisition method, configurable as Static/DHCP/PPPoE/Bridge
MAC Address Clone	Enable MAC address cloning function?
NAT Enable	Enable NAT function?

VLAN Mode	Enable VLAN mode?
VLAN ID	Set VLAN ID
DNS Mode	DNS type is Manual: The user should manually set the primary DNS and secondary DNS. DNS type is Auto: The IP phone automatically obtains the primary DNS and secondary DNS from the DHCP server.
IP Address	IP address of the network port
Subnet Mask	Subnet mask of the network port
Default Gateway	Default gateway of the network port

Note:

- a. When switching the desk phone's IP address from dynamic to static, you must manually configure the IP address, subnet mask, default gateway, and DNS-related settings.
- b. After performing the IP address switching operation, save and apply the settings first, then restart the desk phone. After the restart, the current IP address will become invalid, and you need to re-announce and log in using the new IP address. Ensure the network is functioning properly when using the desk phone.

5.3.3 SIP Account Configuration

For standard base unit operation, configure only the following essential fields: Proxy Server, Display Name, Phone Number, Account, Password

Basic	Configure the basic information provided by the VoIP service provider, such as phone number, account, password, SIP proxy, etc.
Audio Configuration	Audio Settings: Select Audio Codec.
Supplementary Service Subscription	Accessibility Features
Call Waiting	Enable call waiting function
Hotline	Set Hotline Number
MWI Enable	Enable voicemail function
Voice Mailbox Numbers	Voicemail Server
MWI Subscribe Enable	MWI Subscription

5.3.4 Base Unit Management

On this interface, users can configure the base unit login password, select language preferences, restore factory settings, etc.

5.3.5 Upgrade Method



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Status	Network	Wireless	SIP Account	Phone	Administration		
Management	Firmware Upgrade	Scheduled Tasks	Certificates	Provision	SNMP	TR-069	Diagnosis

Firmware Management	
Firmware Upgrade	
Local Upgrade	Choose File No file chosen
Upgrade	

Local Upgrade	Click " Choose File " to select the firmware file, then click " Upgrade " to begin the update process. Upon successful completion, the base unit will return to the initial interface.
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5.4 WEB Operations

The WEB interface contains extensive settings. Except for routine configurations, do not modify other parameters unless instructed.

6. Voice Menu Instructions

The phone supports a voice menu system for configuration. To access it:

1. Activation: Rapidly press the '*' key four times when the handset is powered on.
2. Exit: Hang up to immediately quit the voice menu.

Network Configuration	Press 1 to enter Menu 2 for network configuration options.
Phone Port Configuration	Press 2 to enter Menu 3 for telephone port options.
Factory Reset	Press 3 to enter the password prompt. After entering the password, the base unit will restore factory settings.
Speed Dial Configuration	Press 4 to enter the speed dial configuration. First enter the speed dial key, then enter the speed dial number to complete the setup.
Reboot	Press 5, enter the password, and the base unit will restart.
WAN Port Login	Press 6, enter the password to configure Wan port login permissions.
WEB Access Port	Press 7, enter the password to configure the web login port.
Software Version	Press 8 to hear the current system software version.

Menu 2:

WAN port connection type	Press 1 to hear the current Wan port connection type. Enter the password to configure the connection type.
WAN port IP address	Press 2 to hear the current IP address.

WAN port subnet mask	Press 3 to hear the current subnet mask.
Gateway	Press 4 to hear the current gateway.
DNS	Press 5 to hear the current DNS.

Menu 3:

Phone number	Press 1 to hear the current phone number.
Server IP address	Press 2 to hear the current server IP address.
Physical port	Press 3 to hear the current physical port.
Call forwarding settings	Press 4 to configure call forwarding options.

Notes:

- a. After completing settings via the voice menu, restart the base unit.
- b. Password input via keypad:
 - For A, B, C, a, b, c, press 2.
 - For D, E, F, d, e, f, press 3.
 - For G, H, I, g, h, i, press 4.
 - For J, K, L, j, k, l, press 5.
 - For M, N, O, m, n, o, press 6.
 - For P, Q, R, S, p, q, r, s, press 7.
 - For T, U, V, t, u, v, press 8.
 - For W, X, Y, Z, w, x, y, z, press 9.
 - Other characters: Press 0.
 - IP address input: Use '*' for '.' (e.g., 192.168.10.100 → enter 192*168*10*100).
- c. Return to the previous menu: Press * once.
- d. Exit the voice menu: Hang up

7. Methods of Use

7.1 Registration Methods

a. Manual Registration:

1. Press and hold the PAGE key on the base unit for 5 seconds until the indicator light turns off.
2. Within 5 seconds, press **HOLD + * + HOLD + MUTE** on the handset.
3. After a few seconds, the handset will ring once to confirm successful registration.

b. Automatic Registration:

1. Place the handset on the base unit's charging dock.

2. The handset's indicator light will blink once.
3. After approximately 10 seconds, press the PAGE key on the base unit.
4. The handset will ring to confirm successful registration.

7.2 On/Off-Hook Operations

On-hook mode, press the handset's power button (green) (when the handset is not placed on the base). The handset goes off-hook, and the off-hook indicator lights up. Press the handset's OFF button (red) to hang up, and the off-hook indicator turns off.

On-hook mode, press the handset's power button (green) (when the handset is placed on the base with the keypad facing upward). The handset activates hands-free off-hook, and the off-hook indicator lights up. Press the handset's OFF button (red) to hang up, and the off-hook indicator turns off.

7.3 Auto pickup Mode

- a. Activating Auto pickup: On-hook mode, press and hold the handset's **HOLD + * + HOLD + 5 keys** (after activation, when lifting the handset from the charging base, the handset will power on automatically).
- b. Deactivating Auto pickup: On-hook mode, press and hold the handset's **HOLD + # + HOLD + 5 keys** (after deactivation, lifting the handset from the charging base will not trigger automatic power-on).

Note: When the Auto pickup mode is enabled and a Hotline number is set, calls will automatically disconnect after 10 minutes.

7.4 Busy Tone Hang-Up

When the handset is powered on (handset mode), it will automatically hang up after nine busy tones;

When the handset is powered on in hands-free mode, it will automatically hang up after nine busy tones;

7.5 Volume Adjustment

- a. In on-hook mode, press the handset's **HOLD + # + HOLD + VOL+/VOL-** to set the receiver/ring volume to restore to the default level after hanging up (default level is the current level when the command is executed).
- b. In on-hook mode, press the handset's **HOLD + * + HOLD + VOL+/VOL-** to set the receiver/ring volume to not restore to the default level after hanging up.
- c. In on-hook mode, pressing VOL+/VOL- increases/decreases the ring volume, which will not increase/decrease further after reaching the maximum/minimum level.
- d. When powered on, pressing VOL+/VOL- increases/decreases the receiver volume, which will not increase/decrease further after reaching the maximum/minimum level.

7.6 HOLD Function

- a. During a call on the handset, press the HOLD button to enter hold mode, and the off-hook indicator flashes.
- b. In hold mode (handset not placed on the base), press the handset's power button

to cancel hold mode, switch the call to the handset receiver, and the off-hook indicator stays lit.

- c. In hold mode (handset placed on the base with the keypad facing upward), press the handset's power button to cancel hold mode, switch the call to hands-free mode, and the off-hook indicator stays lit.
- d. In hold mode (handset not placed on the base), placing the handset back on the base will keep it in hold mode. Lifting the handset again resumes the handset receiver call, and the off-hook indicator stays lit.
- e. In hold mode (handset placed on the base with the keypad facing upward), lifting the handset resumes the handset receiver call, and the off-hook indicator stays lit.

7.7 MUTE Function

- a. During a handset receiver/hands-free call, press the MUTE button to disable transmission, and the MUTE indicator lights up steadily;
- b. In mute mode, press the MUTE button again to resume transmission, and the MUTE indicator turns off;
- c. In mute mode, the handset can be hung up normally, which simultaneously deactivates the mute mode.

7.8 Speed Dial Keys

- a. Subset Synchronization with Base Speed Dial Keys Setup Method:
On-hook/off-hook mode, press ***#92#** to enable synchronization with base speed dial keys mode.

Handset Speed Dial Keys M1-M6(Bottom row, left to right: M1). Default stored numbers correspond to webpage M11-M16. Configuration methods:

1. Via Voice Menu:

Speed dial keys map to voice menu codes:

- M11 → 12
- M12 → 13
- M13 → 14
- M14 → 17
- M15 → 18
- M16 → 19

2. Web Configuration

- Access the phone's web interface.
- Navigate to **【VOIP】** → Speed Dial M11-M16.
- Enter numbers and click Save & Apply.

- b. Manual Storage Operation Method

In on-hook/off-hook mode, press ***#93#** to enable manual storage mode;

In on-hook mode, press **HOLD + number + HOLD + speed dial key** to store number.

In on-hook mode, press **HOLD + HOLD + speed dial key** (hold over 3s) to clear stored number;

- c. One-Touch Direct Dial Function

In on-hook/off-hook mode, press ***#91#** to enable one-touch direct dial function;

In on-hook/off-hook mode, press *#90# to disable one-touch direct dial function; Default setting enables one-touch direct dial function. Speed dial keys do not support hang-up functionality.

7.9 MSG Voicemail Retrieval

When a new voicemail arrives and remains unchecked, the message indicator light will flash to alert the user. The light turns off after retrieving the voicemail via the handset.

Retrieval Method:

1. Pick up the handset and dial *97 to access the voicemail system.
2. Enter the login password (default: the phone's number). A success prompt will play.
3. Voicemail menu options:
 - Press 1: Play the first message.
 - Press 6: Play the next message.
 - Press 7: Delete the current message.

7.10 Handset Sleep Mode

In on-hook mode, press the MUTE key five times consecutively to enter sleep mode. After placing the handset back on the base charging dock, it exits sleep mode. In sleep mode, remove the battery to disconnect power for over 10 seconds and then reconnect power to restore the handset to normal mode.

7.11 Wireless Connection Function (Requires super password for activation)

8. Packing List

1. Base Unit
2. Ethernet Cable
3. Handset
4. Battery

9. Simple failure diagnosis and troubleshooting

The base unit has no power.	1. Check if the network cable is properly connected and whether it supports POE 2. Verify if the base unit's power source is incorrectly selected.
The base unit cannot obtain an IP address.	1. Check whether the base unit's dialing method is correct. 2. Verify if the network environment is functioning normally. 3. Check if there are VLAN settings on the network.
Unable to access the base unit's web interface.	Check whether the computer and the base unit are on the same network.
Handset has no audio.	Check whether the handset is properly connected to the base unit.
Unable to make outgoing calls.	1、 Check whether the network connection is normal. 2、 Whether the account is enabled. 3、 Whether the base unit account and server information are filled in correctly.
Abnormal operation	Power off the base unit, then power it on again. Wait for one minute

	after power-on before performing any operations.
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10. Environmental Statement

The products meet the requirements of international environmental protection standards, such as packaging materials to comply with the Packaging Directive: $Pb+Cd+Hg+Cr^{6+}<100PPM$.

11. WARRANTY

This product is warranted for a period of 12 months from the date of purchase against faulty materials or workmanship. If during this period a defect arises, we may repair or replace the product, at Bittel's discretion, provided that:

- 1) The product has not been used for any purpose other than normal use,
- 2) Unauthorized product repair or modifications have not been attempted.
- 3) The product has never been used in a harsh or corrosive environment.
- 4) No damage in transit

THIS LIMITED WARRANTY GIVES THE BUYER SPECIFIC LEGAL RIGHTS. THE BUYER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

This warranty is only valid for merchandise purchased directly from Bittel or dealers or distributors Bittel Co. authorized.

12. FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CONTACT BITTEL

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