

Quick Start Guide

Hikvision SIP SERVER

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Installation Guide

Installation Guide for SIP SERVER

About this guide

This guide describes hardware ports and indicators on the SIP SERVER, and give instructions on how to install the SIP SERVER and telephony modules.

Warning:

This equipment is not suitable for use in locations where children are likely to be present.

CAUTION: Risk of explosion if the battery is replaced by an incorrect type.

Do not ingest battery. Chemical Burn Hazard!

This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).

Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.

Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.

Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.

Dispose of used batteries according to the instructions.

DS-KS6150

Overview Front Panel

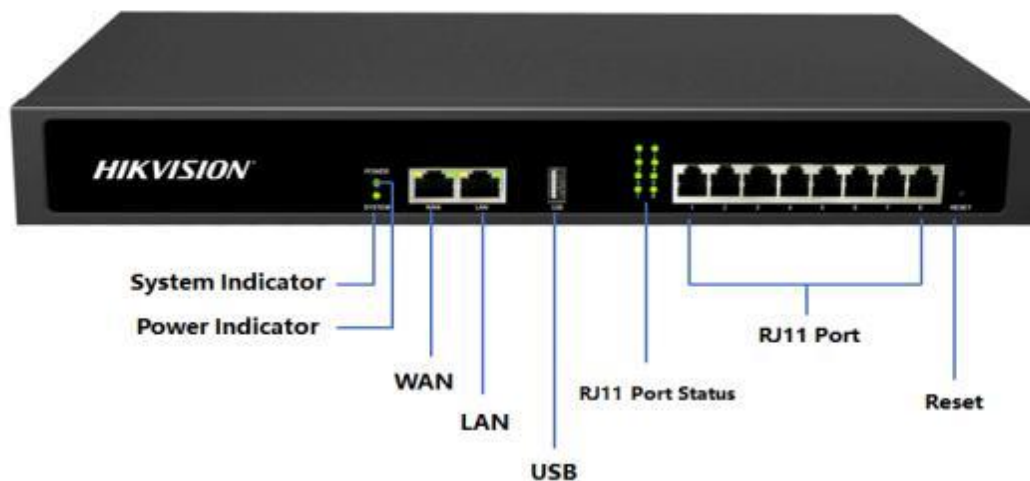


Table . Descriptions of DS-KS6150 Front Panel

LED	Indication	Status	Description
POWER	Power status	On	The power is switched on.
		Off	The power is switched off.
SYSTEM	System status	Blinking	The system is running properly.
		Static/Off	The system goes wrong.
1-8 LED (RJ11 port status)	FXS	Green: static	The analog phone is idle.
		Green: blinking	The analog phone is busy.
	GSM/4G	Red: static	The GSM/4G Trunk is idle.
		Red: blinking slowly	No SIM card.
		Red: blinking rapidly	The GSM/3G/4G trunk is in use.
	BRI	Orange: blinking	The BRI line is disconnected.
		Orange: static	The BRI line is connected or in use.
	FXO	Red: static	The PSTN line is idle.
		Red: blinking slowly	No PSTN line is connected to the FXO port.
		Red: blinking rapidly	The PSTN line is busy.
Port	Description		

LED	Indication	Status	Description
WAN/LAN	<p>DS-KS6150 provides two 10/100/1000Mbps adaptive RJ45 Ethernet ports, and supports 3 Ethernet modes. The default mode is “Single”.</p> <ul style="list-style-type: none"> • Single: LAN port will be used for uplink connection. WAN port is disabled. • Bridge: LAN port will be used for uplink connection. WAN port will be used as bridge for PC connection. • Dual: Both LAN and WAN ports can be used for uplink connection. 		
USB	Insert USB to store auto recording files.		
1-8 Port (RJ11 port)	<ul style="list-style-type: none"> • FXO port(red light): For the connection of PSTN lines or FXS ports of traditional SIP SERVER. • FXS port (green light): For the connection of analog phones. • BRI port (orange light): For the connection of ISDN BRI lines. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>⌞ Note:</p> <p>The sequence number of the ports corresponds to that of the Indicator lights in the front panel. (I.e. the LED lights in the front indicate the connection status of the corresponding ports at the back panel.)</p> </div>		
Reset button	Press and hold for 10 seconds to restore the factory defaults.		

Diagram illustrating the rear panel connections:

- ANT 1, ANT 2, ANT 3, ANT 4 (Antenna Sockets)
- Power Switch
- Power Inlet
- Protective Earth

Port	Description
Antenna Socket	Rotate the antenna into the Antenna Socket.
Power Switch	Press this button to switch on/off the device.

Table 8. Descriptions of DS-KS6150 Rear Panel (continued)

Port	Description
Power Inlet	Connect the supplied power supply to the port.
Protective Earth	Connect to the ground to reduce the risk of electrocution to the user or protect the PBX from the bad effects of external noise in the case of a lightning strike.

DS-KS6160 Overview

Front Panel



Table 9. Descriptions of DS-KS6160 Front Panel

Port	Description		
E1/T1	Connect the E1/T1 line.		
1-8 Port (RJ11 port)	<ul style="list-style-type: none"> • FXO port (red light): For the connection of PSTN lines or FXS ports of traditional PBX. • FXS port (green light): For the connection of analog phones. • BRI port (orange light): For the connection of ISDN BRI lines. 		
	<p>Note: The sequence number of the ports corresponds to that of the Indicator lights in the front panel. (I.e. the LED lights in the front indicate the <u>connection status of the corresponding ports at the back panel.</u>)</p>		
LED	Indication	Status	Description
1-8 (RJ11 port status)	FXS	Green: static	The analog phone is idle.
		Green: blinking	The analog phone is busy.
	GSM/3G/4G	Red: static	The GSM/3G/4G Trunk is idle.
		Red: blinking slowly	No SIM card.

Table 9. Descriptions of DS-KS6160 Front Panel (continued)

Port	Description		
	BRI	Red: blinking rapidly	The GSM/3G/4G trunk is in use.
		Orange: blinking	The BRI line is disconnected.
		Orange: static	The BRI line is connected or in use.
	FXO	Red: static	The PSTN line is idle.
		Red: blinking slowly	No PSTN line is connected to the FXO port.
		Red: blinking rapidly	The PSTN line is busy.

Rear Panel

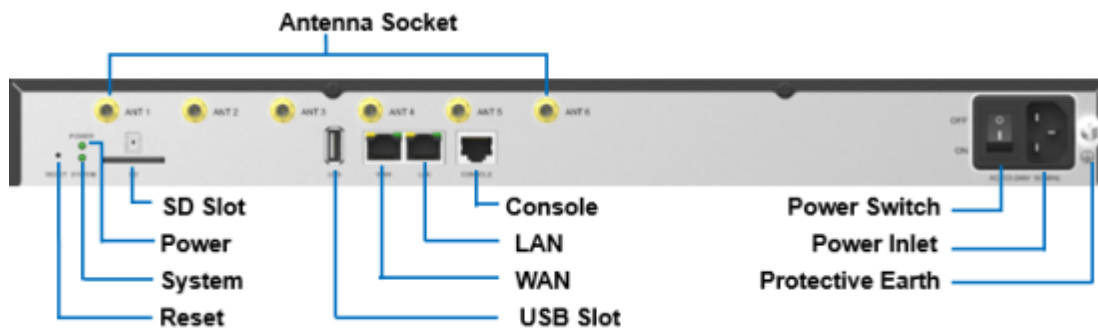


Table 10. Descriptions of DS-KS6160 Rear Panel

LED	Indication	Status	Description
POWER	Power status	On	The power is switched on.
		Off	The power is switched off.
SYSTEM	System status	Blinking	The system is running properly.
		Static/Off	The system goes wrong.
Port	Description		
WAN/LAN	<p>DS-KS6160 provides two 10/100/1000Mbps adaptive RJ45 Ethernet ports, and supports 3 Ethernet modes. The default mode is “Single”.</p> <ul style="list-style-type: none"> • Single: LAN port will be used for uplink connection. WAN port is disabled. • Bridge: LAN port will be used for uplink connection. WAN port will be used as bridge for PC connection. • Dual: Both LAN and WAN ports can be used for uplink connection. 		

Table 10. Descriptions of DS-KS6160 Rear Panel (continued)

LED	Indication	Status	Description
SD	Insert SD card to store auto recording files.		
Reset button	Press and hold for 10 seconds to restore the factory defaults.		
USB	Insert USB device to store auto recording files.		
Console	Connect RS232 line to debug the system.		
Power Switch	Press this button to switch on/off the device.		
Power Inlet	Connect the supplied power supply to the port.		
Protective Earth	Connect to the ground to reduce the risk of electrocution to the user or protect the PBX from the bad effects of external noise in the case of a lightning strike.		
Antenna Socket	Rotate the antenna into the Antenna Socket.		

DS-KS6170 Overview

Front Panel (1*DS-KSMET08)

Note:

DS-KS6170 only supports 2 expansion boards. You can install DS-KSMET08 board or DS-KSMETE1 board according to your needs.



Table 11. Descriptions of DS-KS6170 Front Panel

Port	Description
E1/T1	Connect the E1/T1 line.

Table 11. Descriptions of DS-KS6170 Front Panel (continued)

Port	Description		
1-8 Port (RJ11 port)	<ul style="list-style-type: none"> • FXO port (red light): For the connection of PSTN lines or FXS ports of traditional DS-KS6170. • FXS port (green light): For the connection of analog phones. • BRI port (orange light): For the connection of ISDN BRI lines. <div> <p>Note:</p> <p>The sequence number of the ports corresponds to that of the Indicator lights in the front panel. (I.e. the LED lights in the front indicate the connection status of the corresponding ports at the back panel.)</p> </div>		
LED	Indication	Status	Description
1-8 (RJ11 port status)	FXS	Green: static	The analog phone is idle.
		Green: blinking	The analog phone is busy.
	GSM/3G/4G	Red: static	The GSM/3G/4G Trunk is idle.
		Red: blinking slowly	No SIM card.
		Red: blinking rapidly	The GSM/3G/4G trunk is in use.
	BRI	Orange: blinking	The BRI line is disconnected.
		Orange: static	The BRI line is connected or in use.
	FXO	Red: static	The PSTN line is idle.
		Red: blinking slowly	No PSTN line is connected to the FXO port.
		Red: blinking rapidly	The PSTN line is busy.

Rear Panel

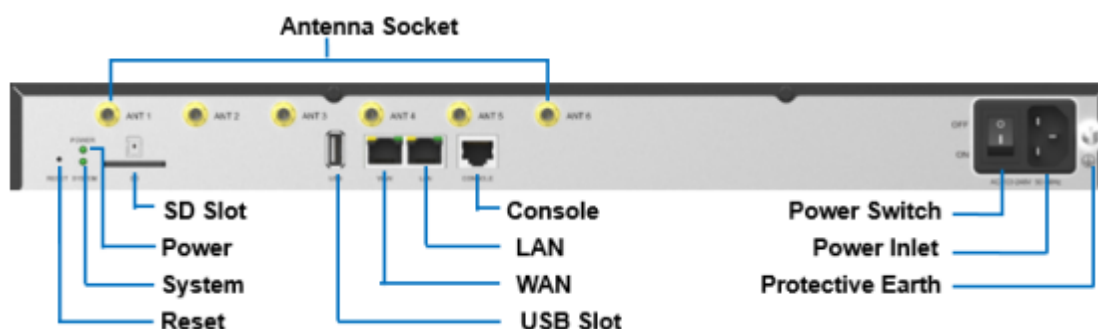


Table 12. Descriptions of DS-KS6170 Rear Panel

LED	Indication	Status	Description
POWER	Power status	On	The power is switched on.
		Off	The power is switched off.
SYSTEM	System status	Blinking	The system is running properly.
		Static/Off	The system goes wrong.
Port	Description		
WAN/LAN	<p>HIKVISION SIP Server provides two 10/100/1000Mbps adaptive RJ45 Ethernet ports, and supports 3 Ethernet modes. The default mode is “Single”.</p> <ul style="list-style-type: none"> • Single: LAN port will be used for uplink connection. WAN port is disabled. • Bridge: LAN port will be used for uplink connection. WAN port will be used as bridge for PC connection. • Dual: Both LAN and WAN ports can be used for uplink connection. 		
SD	Insert SD card to store auto recording files.		
Reset button	Press and hold for 10 seconds to restore the factory defaults.		
USB	Insert USB device to store auto recording files.		
Console	Connect RS232 line to debug the system.		
Power Switch	Press this button to switch on/off the device.		
Power Inlet	Connect the supplied power supply to the port.		
Protective Earth	Connect to the ground to reduce the risk of electrocution to the user or protect the PBX from the bad effects of external noise in the case of a lightning strike.		

Table 12. Descriptions of DS-KS6170 Rear Panel (continued)

LED	Indication	Status	Description
Antenna Socket	Rotate the antenna into the Antenna Socket.		

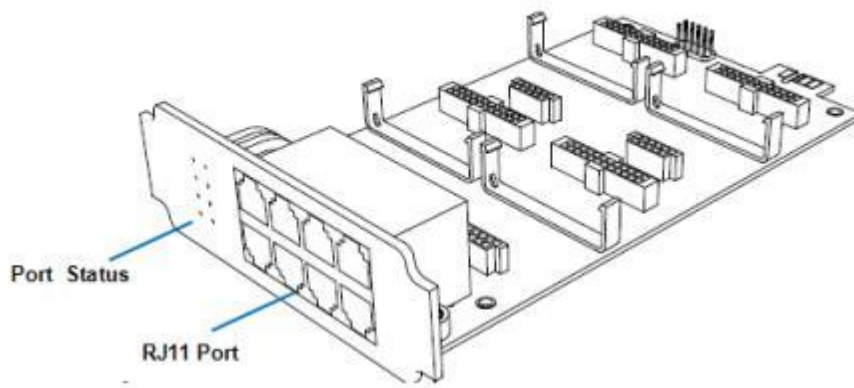
Expansion Board

DS-KS6170 and DS-KS6160 are expandable.

- DS-KS6160 supports up to 1 DS-KSMET08 /DS-KSMETE1 Expansion Boards; supports 1 DS-KSME100 Module.
- DS-KS6170 supports up to 2 DS-KSMET08 /DS-KSMETE1 Expansion Boards; supports up to 2 DS-KSME100 Modules.

DS-KSMETE1 Expansion Board

DS-KSMETE1 board supports up to 4 modules (8 RJ11 ports).

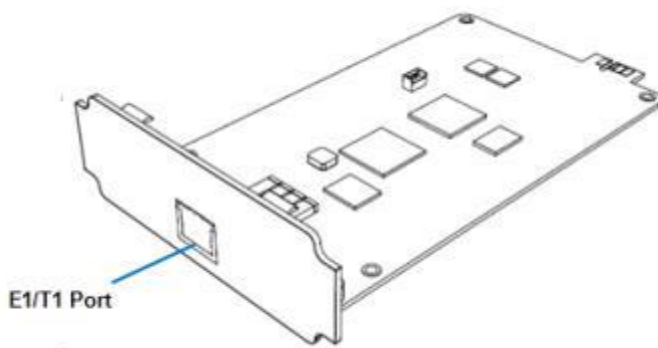


Optional modules on DS-KSMET08 board

- DS-KSMXO2 Module
- DS-KSMXS2 Module
- DS-KSMXOS2 Module
- DS-KSMXB2 Module
- DS-KSM4G Module
- DS-KSMGSM Module

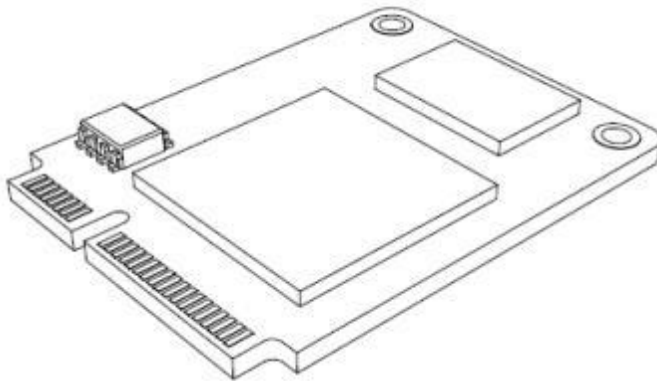
DS-KSMETE1 Expansion Board

DS-KSMETE1 board supports 1 E1/T1 port.



DS-KSME100 Module

DS-KSME100 is a DSP module, used to expand the capacity of SIP SERVER. With a DS-KSME100 module added, the extensions increase 100 and concurrent calls increase 30 additionally.



Install SIP SERVER

Installation Warnings

To avoid unexpected accident, personal injury or device damage, read the safety disclaimers and installation warnings.

Power Safety

- Use only the power cord or power adapter provided with the SIP SERVER.
- Keep the power off during the installation.
- Make sure that the supply voltage matches the specifications indicated on the back panel of the device.
- To avoid the electric accident, do not open or remove the cover of SIP SERVER when it is working as well as off the power.

- Before cleaning the device, cut off the power supply.

Environment

Install the PBX in a location that is clean, free from vibration, electric shock, and temperature/humidity extremes.

The operating temperature should be kept below 104°F (40°C).

Package Contents

Before you begin to install the SIP SERVER, check the package contents. If there is any problem, contact your provider.

Install DS-KS6160/DS-KS6170

Install Telephony Module

Table .

	60	70
DS-KSMET08 Expansion Board	Max. 1	Max. 2
DS-KSMETE1 Expansion Board	Max. 1	Max. 2
Telephony Module	Max. 4	Max. 8
DS-KSME100	Max. 1	Max. 2

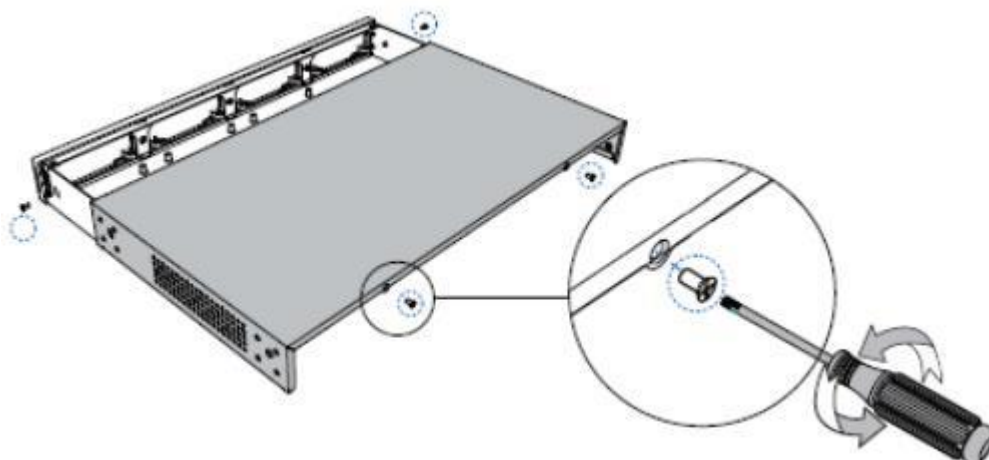
The optional telephony modules are as below:

• DS-KSMXO2	• DS-KSMXB2	• DS-KSM4G
• DS-KSMXS2	• DS-KSMXOS2	• DS-KSMGSM

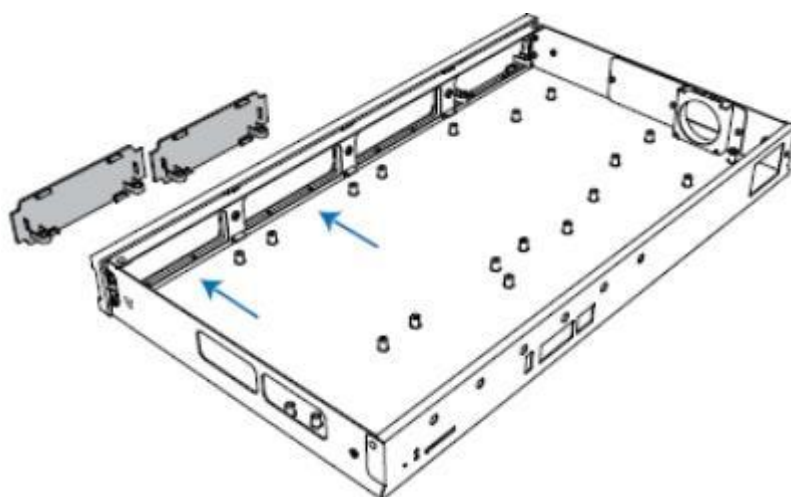
⌞ Note:

Before installing the module, check if the module is clean and intact.

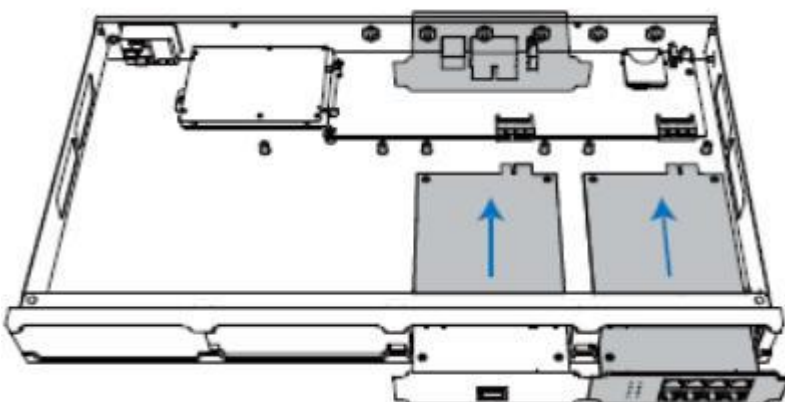
1. Loosen the screws at the bottom of the device and remove the upper cover.



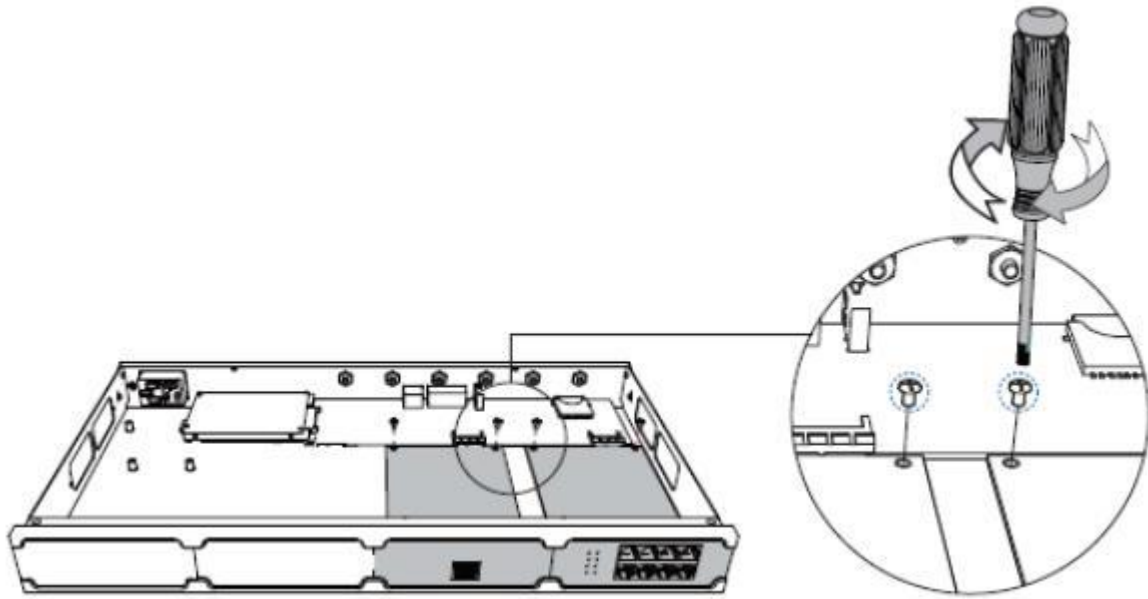
2. Push out the empty board from the inside of the device.



3. Push in the Expansion Board (DS-KSMETE1 or DS-KSMET08).

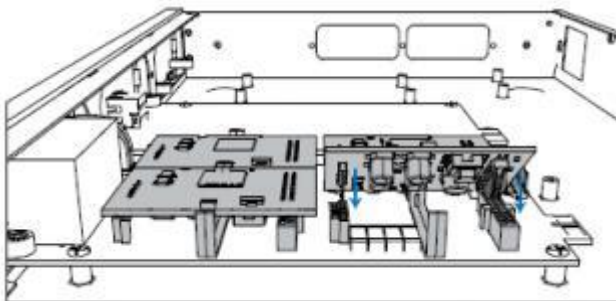


4. Lock the screws to fix the Expansion Board.



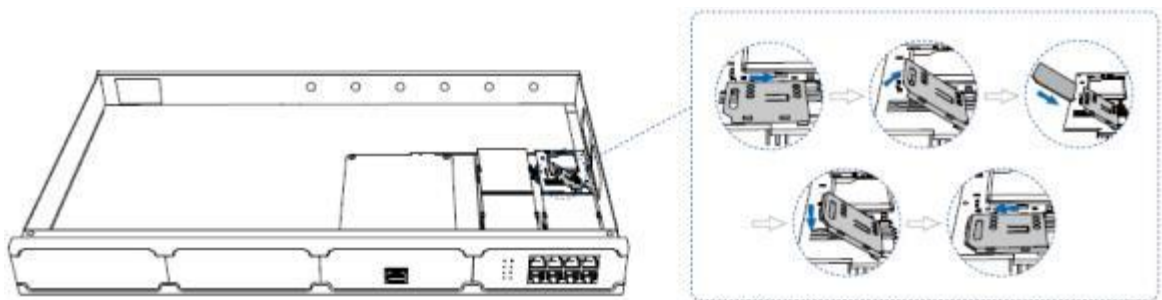
5. Insert the Telephony Modules on the DS-KSMET08 Board.

Note:
Skip this step for DS-KSMETE1Board.

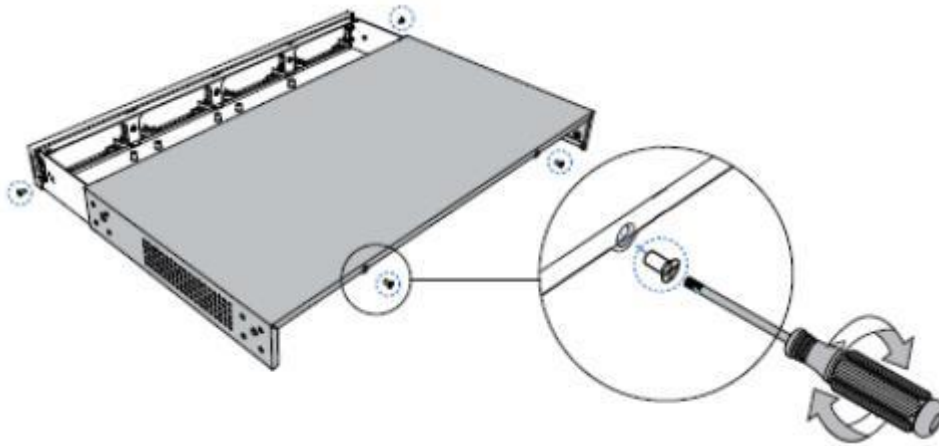


6. Follow the instructions to insert a SIM card on the DS-KSM4G/DS-KSMGSM module.

Note:
Skip this step if no GSM/3G/4G module is installed.

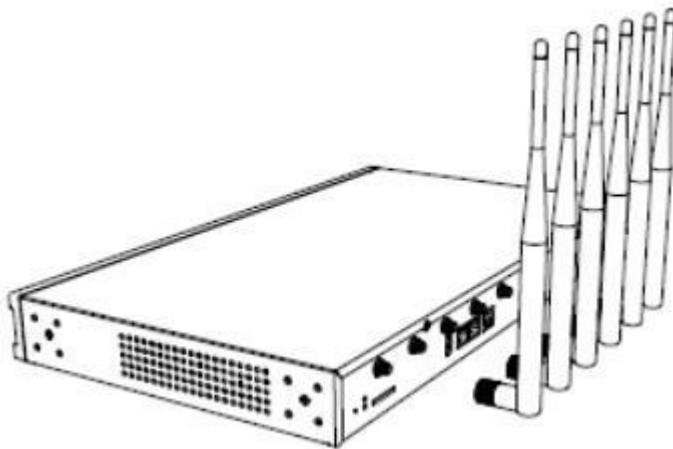


7. Close the cover and fix the screws.



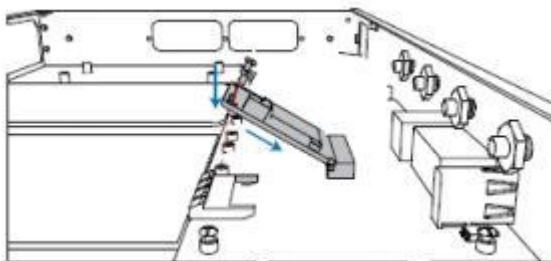
8. Rotate the antenna into the Antenna Socket.

Note:
Skip this step if no GSM/3G/4G module installed.

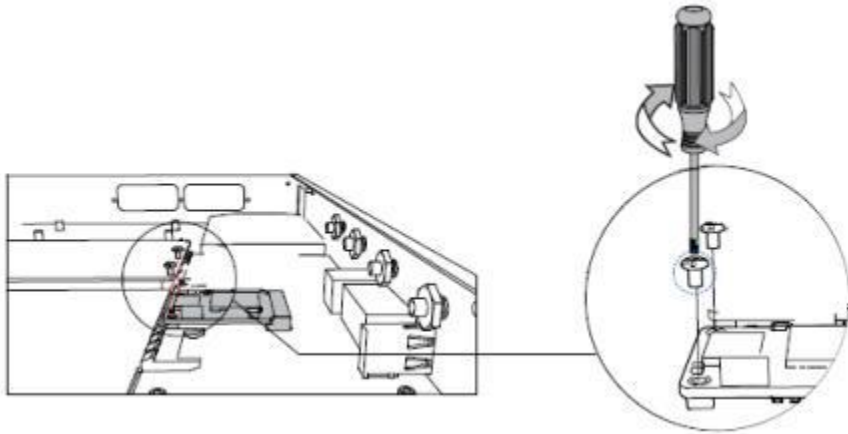


Install DSP Module

1. Open the device upper cover and insert the DSP module (DS-KSME100) into the D-Slot from a tilt angle and then press it down.

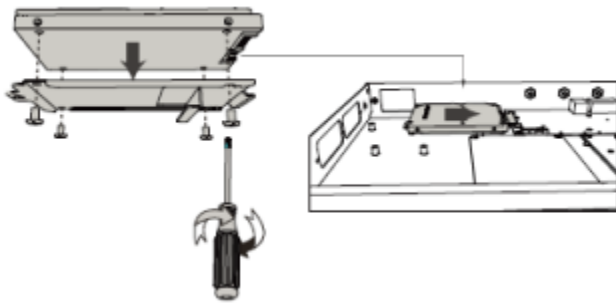


2. Lock the screws to fix the DS-KSME100 module board.

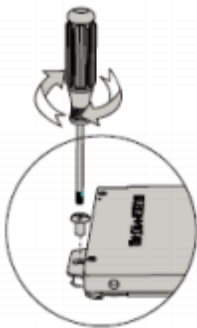


Hard Disk Installation

1. Lock the hard disk on the bracket and push the hard disk into the bracket.



2. Lock the screw to fix the hard disk.



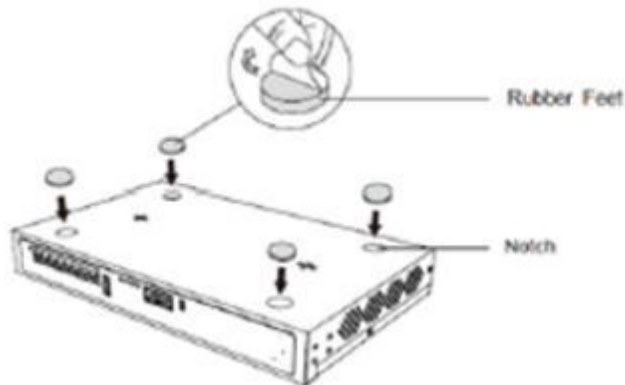
Desktop Installation

⚠ CAUTION:

- Set 5~10cm gaps around the device for air circulation.

- Avoid any heavy thing placed on the device.

1. Place the SIP SERVER on a steady platform.
2. Remove the adhesive backing paper from the rubber feet.
3. Turn over the device and attach the supplied rubber feet to the recessed areas on the bottom at each corner of the device.

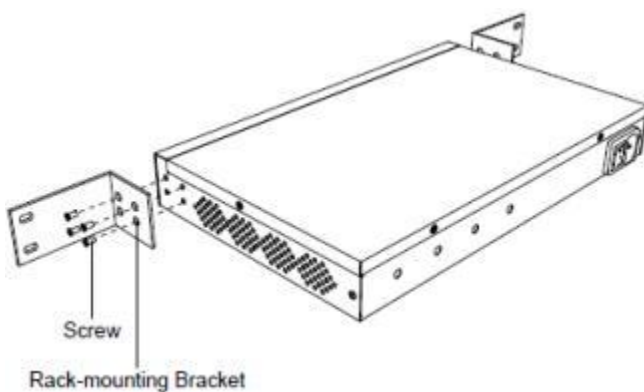


Rack Installation

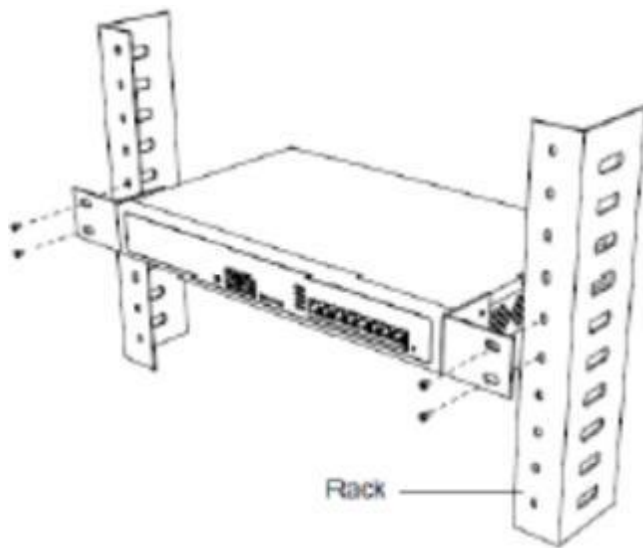
⚠ CAUTION:

- Be careful not to drop any components. Dropping components may damage them or cause an injury.
- Only use the 19-inch rack mounting kits (attached bracket and fittings) included with the SIP SERVER.

1. Fix the brackets to the left and right sides of the SIP SERVER with 4 screws



2. Place the SIP SERVER in the 19-inch rack and fix both brackets to the rack with the rack's proprietary mounting equipment.

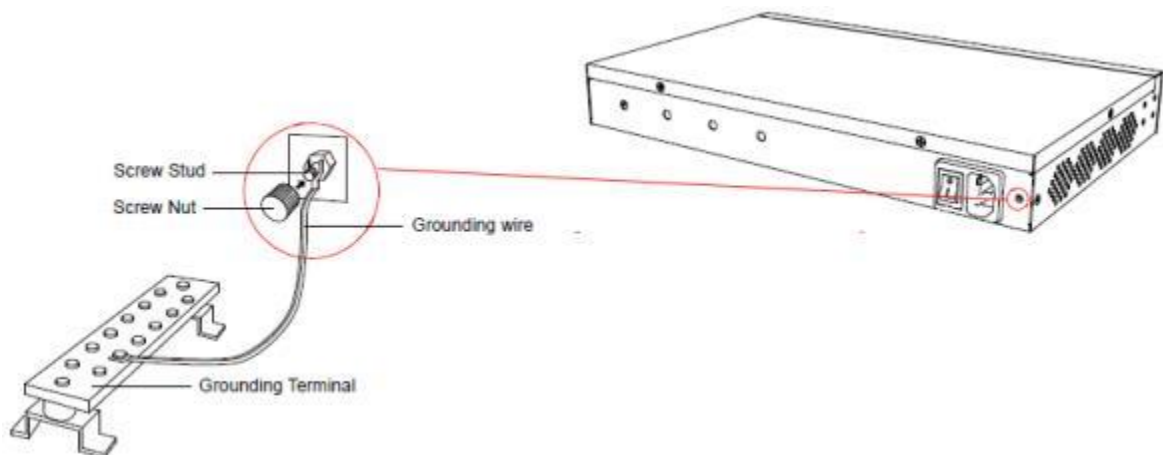


Ground Connection

⚠ CAUTION:

- Proper grounding (connection to ground) is very important to reduce the risk of electrocution to the user or protect the SIP SERVER from the bad effects of external noise in the case of a lightning strike.
- A permanent connection between ground and the ground terminal of the SIP SERVER must be made.

1. Tighten the provided screw stud into the Grounding port on SIP SERVER.
2. Insert an 18AWG grounding wire (user supplied).
3. Tighten the provided screw nut.
4. Attach the grounding wire to the grounding terminal.



Getting Started

Log in to SIP SERVER Web Portal

SIP SERVER System provides two different web portals for users with different roles to quickly access, set up, and manage the system. This topic describes the difference between them, and introduces how to log in to the SIP SERVER web portal.

Web portals overview

Table 1.

Web portal	Description
Administrator portal	<p>Dedicated web portal for super administrator.</p> <p>Super administrator has the highest privileges. Once logged in, the super administrator can access and manage all the SIP SERVER system features, including creating extension accounts for users and granting privileges to the created user accounts.</p> <p>Login address: IP address/admin.</p>
Management portal	<p>The web portal for users with administrative privileges.</p> <p>Users who have a specific role assigned by the super administrator can log in through this portal. Once logged in, users can only access and manage the specific PBX system features that are granted to their roles.</p> <p>Login address: IP address.</p>

Log in to administrator portal

Prerequisites

- You have connected the network cable.

Select either of the following two methods to connect network cable.

- Use a network cable to connect the LAN port of the SIP SERVER to the net-work adapter port of the PC.

- Use a network cable to connect the LAN port of the SIP SERVER to a switch or a router, and also connect your PC to the switch or router.
- An operation and maintenance terminal (a PC) is available. The PC must meet the following requirements:
 - Have a web browser installed. The following table shows the compatible browsers.

Table 2.

Web Browser	Version
Google Chrome (recommended)	Chrome 87 or later
Microsoft Edge	Edge 87 or later
Opera	Opera 72 or later

- Support the resolution of 1366 x 768 or higher.
- You have set the IP address of your PC.

The IP address of the PC must be on the same network segment as that of the SIP SERVER and cannot conflict with IP addresses of other devices.



Note:

- The default IP address of SIP SERVER System is 192.168.5.150, and the default gateway address is 192.168.5.1.
- If you fail to access the SIP SERVER web portal, contact your net-work administrator to check if your PC can communicate with the IP address 192.168.5.150.

Procedure

1. Open the web browser, enter the SIP SERVER IP address in the address bar, followed by a forward slash and the word "admin", i.e. **SIP SERVER IP address/ad-min**, and press **Enter**.

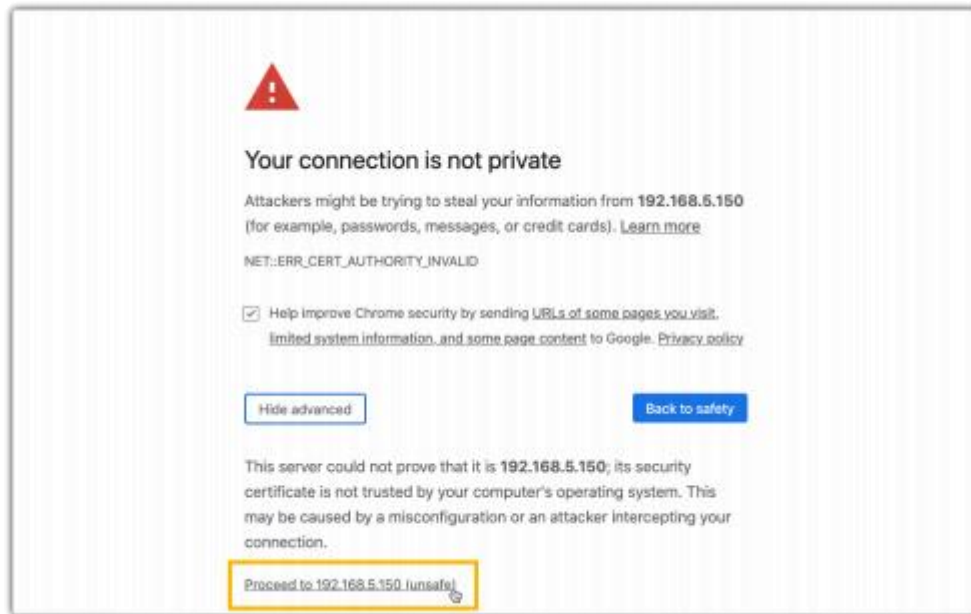
For example, the default IP address is 192.168.5.150, then you should enter 192.168.5.150/admin.



Note:

If it is your first time to access the system, you will be redirected to the Installation Wizard.

2. If a warning appears to remind you that the page is not secure, ignore the warning on the web page, expand the **Advanced** tab, and proceed to the SIP SERVER web.



3. Enter the credentials of the supper administrator account, then click **LOG IN**.

- **Username:** The **username** or **email address** of super administrator account that you have configured in the Installation Wizard.
- **Password:** The password of the super administrator account.

4. If you have set up two-factor authentication, you need to enter an authentication code.
 - a. Enter the authentication code provided by an authenticator application or email.
 - b. **Optional:** Select the checkbox of **Trusted Device**.



Note:

For the device from which you log in most frequently, you can select the option to add it as a trusted device. In this way, you don't have to re-enter an authentication code with this device for the next 180 days.

- c. Click **LOG IN**.

Log in to management portal

Prerequisite

- An operation and maintenance terminal (a PC) is available. The PC must meet the following requirements:
 - Have a web browser installed. The following table shows the compatible browsers.

Table 3.

Web Browser	Version
Google Chrome (recommended)	Chrome 87 or later

Web Browser	Version
Microsoft Edge	Edge 87 or later
Opera	Opera 72 or later

- Support the resolution of 1366 x 768 or higher.
- You have set the IP address of your PC.

The IP address of the PC must be on the same network segment as that of the PBX and cannot conflict with IP addresses of other devices.

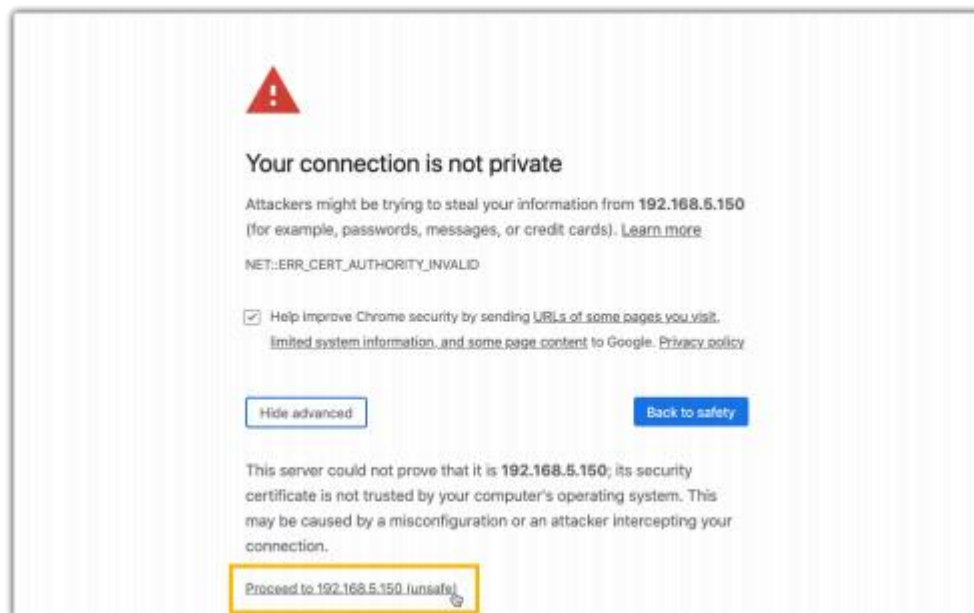


Note:


- The default IP address of SIP SERVER System is 192.168.5.150, and the default gateway address is 192.168.5.1.
- If you fail to access the SIP SERVER web portal, contact your net-work administrator to check if your PC can communicate with the IP address 192.168.5.150.

Procedure

1. Open the web browser, enter the IP address of the SIP SERVER in the address bar, and press **Enter**.
2. If a warning appears to remind you that the page is not secure, ignore the warning on the web page, expand the **Advanced** tab, and proceed to the SIP SERVER web.



3. Enter the credential of the user account, then click **LOG IN**.
 - **Username:** The **email address** or **extension number** of the user account.
 - **Password:** The password of the user account.
4. If you have set up two-factor authentication,, you need to enter an authentication code.
 - a. Enter the authentication code provided by an authenticator application or email.
 - b. **Optional:** Select the checkbox of **Trusted Device**.

 **Note:**
For the device from which you log in most frequently, you can select the option to add it as a trusted device. In this way, you don't have to re-enter an authentication code with this device for the next 180 days.
 - c. Click **LOG IN**.
5. In the bottom left corner, click **Access Management Portal**.

Initial Setup Using the Installation Wizard

When you access the SIP SERVER web portal for the first time, you need to finish initial configurations for the system using the Installation Wizard.

Prerequisites

You have accessed the SIP SERVER web portal and entered the Installation Wizard.



Warning:

The Installation Wizard only appears when you first configure the system with factory settings.

Procedure

- [Step 1. Configure the system network](#)
- [Step 2. Set up super administrator account](#)
- [Step 3. Configure the system time](#)

- [Step 4. Localize and customize the system](#)
- [Step 5. Check and confirm the configurations](#)

Step 1. Configure the system network

Set the Ethernet mode and related configuration of corresponding Ethernet interface.

1. In the **Basic** section, select the Ethernet mode and default interface.
 - **Ethernet Mode:** Select an Ethernet mode.
 - **Single:** Only LAN interface is used for connection, WAN interface is disabled.
 - **Bridge:** LAN interface is used for connection, WAN interface is used as bridge for other devices' connection.
 - **Dual:** Both LAN interface and WAN interface are used for connection.



Note:

Dual Ethernet mode is typically for the scenario that the Internet Telephony Service Provider (ITSP) offers a dedicated networking for VoIP communication.

- **Default Interface:** Optional. Select a default interface if the system is in dual Ethernet mode.
2. In the **LAN** section, enter the network information for the LAN interface of the SIP SERVER.
 3. **Optional:** In the **WAN** section, enter the network information for the WAN interface of the SIP SERVER.
 4. Click **Next**.

A pop-up window appears and displays the information of network detection.

Step 2. Set up super administrator account

1. In the **Basic** section, enter the information of the super administrator account.



Note:

- Do NOT forget the username and password of the super administrator account, or you need to reset your system to reconfigure the account and log in to the PBX.



- The super administrator has access to all features on the system, and the super administrator can assign administrator role to users.

- **Username:** Specify the username that is used to log in to SIP SERVER web portal.
- **Password:** Specify the password that is used to log in to SIP SERVER web portal.
- **Repeat the password:** Repeat the password to confirm.
- **Email Address:** Enter the email address of the super administrator.
The email address can be used to receive system notifications, reset weblogin password, and log in to the administrator portal.
- **Mobile Number:** Enter the mobile number that can be used to receive system notifications.
- **Prefix:** Optional. Enter the prefix according to the dial pattern of the outbound route, so that the system can successfully send calls to the mobile number.

2. In the **Event Notifications** section, configure event notifications for the super administrator.

- **Send Event Notification to SIP SERVER Administrator:** Decide whether to enable notifications for the super administrator or not.
- **Contact Name:** Enter the name of the super administrator.



Note:

This name helps you identify the super administrator from the Notification Contacts list.

- **Notification Level:** System notifications are divided into different levels according to importance. You can select notification levels to filter and receive the relevant notifications.
- **Notification Method:** Select method(s) to receive notifications.

For more information of event notifications, see [Event Notification Overview](#).

3. Click **Next**.

Step 3. Configure the system time

1. In the **Date and Time** section, configure the time zone and daylight saving time, and set up the date and time manually or synchronize with an NTP server.

**Note:**

To synchronize system time with an NTP server, make sure that the PBX can access the Internet.

2. In the **Display Format** section, select the display format for date and time.
3. Click **Next**.

Step 4. Localize and customize the system

1. In the **System Prompt Language** section, select the radio button beside a system prompt to set it as the default system prompt.

**Note:**

Click **Download Online Prompts** to download more prompts.


2. In the **Other Settings** section, adjust the following settings for your local installation.
 - **Notification Email Language:** Select which language of email contents to be received.
 - **Device Name:** Specify a name for the SIP SERVER system.
 - **Name Display Format:** Select the display format for Extension User's Name and Contact Name.
 - **Tone Region:** Select your country/region or the nearest neighboring country/region to enable the default dial tone, busy tone, ring tone for your region.
 - **Enable Allowed Country/Region Code Dialing Protection:** To restrict users from making international calls, enable this option. When enabled, users can not make international calls to any countries or regions.

**Note:**

To allow users to make international calls to specific countries or regions, you need to grant permission to desired users, and set the allowed countries or regions. For more information, see [Restrict International Calls to Specific Countries or Regions](#).

- **International Dialing Code:** Enter the prefix of international call according to your country.
When a user tries to call a number starting with the prefix, the SIP SERVER outbound route will identify this call as an international call.
3. Click **Next** to see the summary.

Step 5. Check and confirm the configurations

1. Check the all the configured settings on the **Summary** page.
2. To edit the configurations of a specific step, click  beside the step title.
3. To edit the configurations of the previous step, click **Re-configure**.
4. If all the configurations are confirmed, click **Reboot** to take effect.

Result

All the configurations take effect after the system reboots.

You need to access the new IP address of the SIP SERVER and log in to SIP SERVER web portal by the super administrator username and password.



Note:

The IP address of your PC must be on the same network segment as that of the SIP SERVER, or you cannot access the SIP SERVER.

Change the Password of Super Administrator

If you know the current password of super administrator, you can log in to the SIP SERVER administrator portal and follow the steps to change the super administrator's password.

Background information

The username and password of super administrator are configured in [Installation Wizard](#).




Important:

- The username of super administrator cannot be changed unless you reset the system.
- If you forget the password of super administrator, you can reset the password. For more information, see [Reset the Password of Super Administrator](#).

Procedure

1. Log in to SIP SERVER administrator portal.

2. At the top-right corner of the web page, click  and select **Change Password**.
3. On the pop-up window, enter the old password and new password.
4. Click **Save**.

Result

The password is reset, you will be logged out of the web page automatically. To log in to SIP SERVER administrator portal, enter the new password.

Reset the Password of Super Administrator

As a super administrator, you can reset your weblogin password if you forget the password.

Prerequisites

- If your device is deployed on the local LAN and cannot access the network, you can only change the password on the device and cannot use the mailbox



Important:

If you forget the username of super administrator, you need to reset the system to reconfigure a new username.

- For Basic Plan, you can only reset your password in the local network of the SIP SERVER system.

Procedure

1. Access the SIP SERVER weblogin page, click **Forgot Password?** to enter the **Forget Password** page.
2. On the **Forget Password** page, enter the following information:
 - **Extension number or username:** The username of super administrator.
 - **Email Address:** The email address that is associated with the super administrator.
3. Click **Send**.

A password reset email is sent to super administrator's email address.
4. Check the password reset email, and click the link provided in the email to enter the **Reset Password** page.



This link is valid for 30 minutes and can only be used once.

5. On the **Reset Password** page, enter your new password twice, and click **Save**.


Result

The password of super administrator is changed. You need to log in to SIP SERVER administrator portal by the new password next time.

Set up Company Information

Company information contains basic information about your company, including company name, company phone number, and company address. This topic describes how to set up company information.

Procedure

1. Log in to SIP SERVER web portal.
2. At the top-right corner of the web page, click  and select **Company Information**.
3. In the pop-up window, do as follows:
 - a. Configure the name, the phone number, and the address of your company as needed.

**Note:**

If you enable **Organization Management** feature on the system, the **Company Name** is required and will be used as the root organization name. For more information, see [Enable or Disable Organization Management](#).

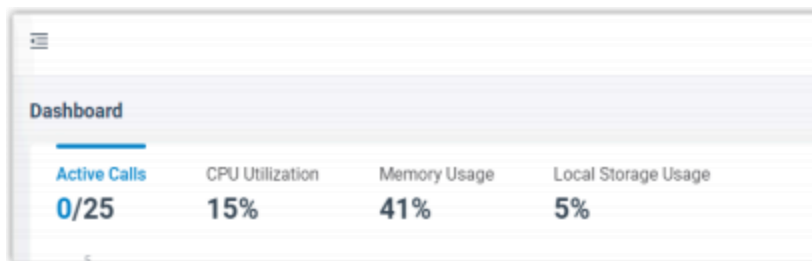
- b. Click **Save**.

View System Information

This topic describes how to view a summary of information about your system hardware, firmware and network.

Procedure

1. Log in to SIP SERVER web portal, go to **Dashboard**.
2. At the top-right corner of **Dashboard**, click **Information**.



The following information is displayed:

- Network
- Device Name
- Product Model
- Serial Number
- Hardware Version
- Firmware Version
- System Time
- Uptime
- Maximum Extensions
- Maximum Concurrent Calls