Avaya Handset Administration Tool (HAT) Administration Guide

CCMS
Avaya SIP
UNIStim
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Chapter One: Introduction

This document explains how to install the Handset Administration Tool (HAT) and use it to configure and maintain the Avaya 3641/3645 Wireless IP Telephones.

Software Requirements and Protocols

You can use the HAT software to configure your Avaya 3641/3645 Wireless IP Telephones. HAT version 4.0.2 is a tri-mode version that supports the following protocols:

- Avaya CCMS
- Avaya SIP
- Avaya Unistim

Select the protocol on the Settings tab of HAT according to the protocol of your telephone system before opening the Settings Editor.

Resources

Documentation

The following documents provide additional information.

- Avaya 3641/3645 Wireless IP Telephones CCMS Admin Guide, 21-601637
- Avaya 6120/6140 WLAN Handsets Fundamentals (UNIStim) NN43001.505

Software

The following softwares are required to begin configuration procedures:

- The Handset Administration Tool software
- Handset software: To download the software:
  2. Click Support > Products.
  3. Enter the product name:
     - For CCMS and SIP protocol: IP Wireless Telephone Solutions.
     - For UNIStim protocol: WLAN Handset 6100 Series.
  4. Click Download.
  5. Select the software version from the list of available downloads.

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Chapter Two: Avaya Handset Administration Tool Installation

The HAT software is a software utility installed on a PC with a USB port. It is designed as a time-saving device for rapid administration and configuration of a number of handsets. During operation, the USB cable must be connected from USB port of the PC to the USB port of the Dual Charger.

The HAT software allows you to:

1. Set all options on the Admin menu. See the Admin Guide for your protocol for detailed information on these options.
2. Set all options on the Config menu. See the Admin Guide for your protocol for detailed information on these options.
3. Record error information to assist troubleshooting.
4. Upgrade handset software.

**Note:**
Although it is possible to configure all options manually using CCMS and UNIStim protocols, in systems which provide remote configuration, like Avaya SIP, the HAT tool is mandatory for basic configuration (regulatory domain, wireless network access, etc. See the relevant Admin Guide for more information.

The Setup.msi file will download and install the files for the Handset Administration Tool and download the files for the USB driver. The USB driver must be installed as a separate process after the Handset Administration Tool is installed.

**Note:**
HAT version 4.0.2 supports CCMS, SIP, and UNIStim protocols.

Necessary components:
- PC with a USB port running Windows 2000, Windows XP, or Windows Vista. Alternatively a Windows 2003 Server may be used.
- Dual Charger for the Avaya 3641/3645 Wireless IP Telephone.
- Power supply for the appropriate country or region.
- Avaya USB cable or comparable cable (with 5-pin “mini-B” connector).

⚠️ **Note:**
USB cables vary in the ability to make a proper connection to the USB port of the Dual Charger. Use the USB cable available through Avaya to ensure compatibility.

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**When to use the Handset Administration Tool**

Although it is possible to configure all options manually through the Admin menu, this process can be a tedious, especially if you have many handsets to configure. However, the most efficient use of the HAT varies by protocol.

⚠️ **Note:**
You can select your protocol from a dropdown box in the Settings tab.

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**SIP Systems**

SIP systems use a remote 46xxsettings.txt configuration file which allows handsets to download configuration options through the Wireless LAN. In SIP systems, the HAT tool is useful for configuring the options which establish the Wi-Fi connection (regulatory domain, wireless network access, etc.) after which the 46xxsettings.txt configuration file can be downloaded to activate the remaining options. After handset deployment and as configuration requirements change, the options on one or all handsets can be changed by the administrator by editing the 46xxsettings.txt configuration file.

The benefits of using the remote configuration method after the initial provisioning include:

1. You can update the handsets over the air; the physical handset is not required.
2. You can update handsets globally and on a per handset basis.
3. Handsets update automatically and in parallel, so you only need to change the configuration files once and then load it on the provisioning server. It’s much faster than having to put one handset after another into HAT.

---

**Installing the Handset Administration Tool**

1. Locate the correct Setup.exe file and copy this file to your local drive. Click the Setup.msi file to start the installation process.
   
   The Install wizard will guide you through the setup.

2. Accept the license agreement to finish the setup.

3. Click **Finish** to exit the wizard.
The Handset Administration Tool appears in your Programs list under the Start menu as HandsetAdmin and as an icon on your desktop.

## Installing the USB Driver

The USB driver installation allows the Dual Charger to be the communication link between the handset and the PC. The folder containing the HandsetAdmin file contains the two USB driver files in a folder called USBDriver. The files are named slnkusb.sys and slnkusb.inf.

1. Find the USB driver files on the PC.
2. Place the Dual Charger on a flat, horizontal surface. Plug the power supply into the Dual Charger and into an appropriate wall outlet.
3. Plug the USB cable into the Dual Charger and into an available USB port on the PC.
4. Power off an Avaya 3641/3645 Wireless IP Telephone, remove the Battery Pack (optional), and place the handset in the Charger. If properly seated, the handset automatically powers up in USB mode and the handset screen displays a USB Mode indication.

**Note:**

If the handset is not properly seated in the Dual Charger, the USB connection will not be made and the Battery Pack will begin charging, and the handset screen displays a Charging… indication. If this occurs, reseat the handset, check the connections on the USB cable, and remove the Battery Pack and try again.

5. Microsoft Windows will start the Found New Hardware Wizard. There is no need to connect to Windows Update, so select No, not this time and click Next.

![Found New Hardware Wizard](image)
6. The files need to be installed from a specific location. Select **Install from a list or specific location (Advanced)** and click **Next**.

7. Select **Search for the best driver in these locations**.

8. Clear the **Search removable media** check box.

9. Select the **Include this location in the search** check box.

10. Click **Browse** to select the **HandsetAdmin** program folder where you downloaded the USB driver files. The default location is the Program directory. Select the **USBdriver** folder.

11. Click **Next**.

12. The following warning message from the Microsoft Wizard displays. The USB driver files are proprietary and were not submitted to Microsoft for testing. They were fully tested to more exacting standards and will not harm your system. Click **Continue Anyway**.
13. Microsoft Wizard installs the USB driver software.

14. The final screen indicates that the USB driver has been successfully installed. Click **Finish** to close the wizard and proceed with handset configuration.

The HAT program is now accessible as a shortcut icon on the desktop and also appears on the Start menu.
Chapter Three: Using the Admin Tabs

Start the HAT program from the Start menu or from the Desktop icon.

HAT has two separate functional areas:

- The Admin Tabs: Used to connect to the handset, set and change the password, retrieve error messages, update handset software, and update the Handset Administration Tool software
- The Handset Settings Editor: Used to configure handsets, as well as create, save and copy Admin menu options. See The Settings Editor for detailed instructions on using the Handset Settings Editor.

HAT uses indicators to alert you to the status of the action being performed.

- Green – indicates ready status
- Yellow – indicates caution or attention
- Red – indicates an error
- Gray – indicates not active status
- Blinking – indicates entry is needed or waiting on system response.

Note:
If closed, the Admin Tabs may be opened from the Settings Editor by selecting the Admin or View option on the Settings Editor menu bar.

Connecting the Handset

There are eight tab labels that describe each of the available functions. The tab labels are: Connect, Password, Error info, Firmware, Settings, Server Certificate, PAC, and Version.

The Connect tab has a prompt line which will state one of three messages:

- Power handset off, then put it in the Dual Charger
- Enter handset’s password
- Connected
The prompt line at the bottom of the window provides information about what action should be taken or the status of the utility.

Insert the handset into the Dual Charger and enter the password.

When the handset is inserted for the first time, the default password must be entered. As a convenience, if you select the Remember password check box, the password is retained as the default password for all handsets. This is useful if all phones use the
same password. Note that the password is encrypted in a file on the PC. Enter the password and click Submit.

The default password for all protocols is 123456

⚠️ **Note:**

Unique passwords for each handset are not remembered.

When connection is established between the program and the handset, the Handset connected indicator turns green and Connected displays on the prompt line. The handset is now ready for configuration.

### Password Configuration

The password is a security measure to restrict access to the handset’s Admin menu settings. Prior to changing a password, the existing password must be entered. The new password must be entered twice for confirmation. If a password is desired to gain access to the handset’s Admin menu, select the Enable password checkbox. If no password is desired, clear the Enable password checkbox. A password may be up to 18 characters. Only numbers and letters are allowed.
The following table illustrates how numbers and letters are entered on the handset’s keypad. The **CAPS/caps** softkey toggles to allow both upper and lowercase letters. Only English characters are allowed.

<table>
<thead>
<tr>
<th>Key</th>
<th>caps</th>
<th>CAPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>a b c 2</td>
<td>A B C 2</td>
</tr>
<tr>
<td>3</td>
<td>d e f 3</td>
<td>D E F 3</td>
</tr>
<tr>
<td>4</td>
<td>g h i 4</td>
<td>G H I 4</td>
</tr>
<tr>
<td>5</td>
<td>j k l 5</td>
<td>J K L 5</td>
</tr>
<tr>
<td>6</td>
<td>m n o 6</td>
<td>M N O 6</td>
</tr>
<tr>
<td>7</td>
<td>p q r s 7</td>
<td>P Q R S 7</td>
</tr>
<tr>
<td>8</td>
<td>t u v 8</td>
<td>T U V 8</td>
</tr>
<tr>
<td>9</td>
<td>w x y z 9</td>
<td>W X Y Z 9</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>*</td>
<td>* - _ ! $ % &amp; ' ( ) + : ; / \ = @ ~</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td># &lt;space&gt;</td>
<td></td>
</tr>
</tbody>
</table>
**Error Information**

The **Error info** tab provides a utility to assist the Avaya customer service team to troubleshoot handset errors. When directed by customer service, this utility enables you to save any errors as a file, which can then be sent to Avaya for handling.

**To save errors as a file**

Use the **Browse** button to establish the path and enter the filename. Future saves will point to this same location as the default, so that the same file may be overwritten if desired. A drop-down list box displays the most recently used filenames.

The **File time** window displays the modification timestamp of the file in the **Save error info as file** window.

Power off handset and place it in the Dual Charger.

- Click the **Get file** button to save the file.
- The **Read/Write** indicators will reflect the action as it occurs.
- A progress indicator above the prompt line displays the file transfer progress.

The file will be copied from the handset to the browse location.
Software Updates

The **Firmware** tab allows you to copy software updates to the handset’s memory after they are downloaded from a website.

To install manual updates

*Note:* This method is recommended for manual or single phone updates. For over the air downloading methods, see the Admin Guide for your protocol.

1. Download Avaya 3641/3645 Wireless IP Telephone software update from the Avaya website at [http://support.avaya.com](http://support.avaya.com)
2. Extract the bin files from the zip file to a folder set up for this purpose. Each file must be individually downloaded into the handset.

*Caution!*

Be aware that if there is a TFTP or HTTP server hosting a different version of the handset code, the handsets will continue to download code over the air and revert to the different version. Remove handset code from the TFTP or HTTP server or disable that server before relying on this update procedure.

3. Click **Browse** to locate the software file. The drop-down list box displays the most recently used filenames. The **File time** window displays the modification timestamp of the file in the **Firmware file** window.
4. Check the file version and handset version for comparison as they are shown in the two fields, **File ver** and **Handset ver**. Once the update is complete, the file version will have overwritten the handset version and these two file versions will match.

You may upgrade or downgrade code. The file version fields keep you informed about what you are doing.

5. Verify that the information in the **File ver** window is the correct file to be downloaded and then click the **Update** button. This file copies from the location to the handset. The **Read/Write** indicators reflect the action as it occurs.

While a firmware update is in progress, you may open other tabs and the handset indicators shown on those tables will inform you of the status of the update.

6. (Conditional) Should an **Error** indication occur, retry the update after ensuring that the handset is properly seated and that the USB cable is in good condition and connected securely. Contact Customer Service if an error persists. See **About This Guide** for contact information.
Server Certificate and PAC

Note:
See the Administration Guide for your protocol for complete instructions on server certificates and PAC. The information provided below is only a brief guide to the use of HAT when configuring these parameters.

HAT is used for enrolling a handset with a PEAP certificate. Choose the [Server] Certificate tab and use the file browser to identify the certificate to be loaded. Once chosen, HAT will perform a rudimentary check on the file to make sure the format is DER and that the certificate date is valid. If these tests pass, HAT will indicate that it is valid and enable the Enroll button. Click Enroll to install the certificate onto the handset.

New certificates overwrite existing certificates. Be sure you keep a copy in case you need to reinstall an old certificate.

Certificate
The screen below shows a Valid server certificate that has been identified with the file browser.
Show Certificate Information

When you need to see information about the certificate currently on the handset, click **Show Certificate Information**. The system displays the following screen.

![Certificate Information Screen](image)

The system displays the following screen.

PAC

For EAP-FAST, HAT is also used for provisioning a handset with a Protected Access Credential (PAC). Choose the PAC file with the file browser. The user will be prompted to enter the password used to generate the PAC as part of its validation process. Once the PAC is considered to be valid, the **Provision** button will be available for installing the PAC onto the handset.

The screen below shows a valid PAC identified with the file browser after a valid password has been entered.

![Handset PAC Administration Tool](image)
Version

The **Version** tab displays the serial number of the handset and the current version of the Handset Administration Tool software.

Update Mode allows you to select where and how you want to check for updates to the PC program. The program can be updated from either of two locations: FTP Update or Local File Update.

Updates may be installed either automatically or manually. The **Automatic** option sets the program to automatically check the FTP site for updates every time the HAT program is launched. The **Disable** option disables the automatic check and allows you to manually update the program by clicking the **Update Now** button. Any computer that is not connected to the internet should be set to **Disable**.

Depending on the **Update Mode** setting, the **Update Now** button can be used to check the FTP site for an update or to browse to a local location.

**Note:**
Be sure to use the appropriate version of the HAT software for your handset firmware as described on the Avaya support website.
FTP Update

The FTP Update option retrieves the update from an FTP site. During the update process, the program is downloaded to the connected computer and that computer's version of the program is updated. In order to use this option, the computer must have access to the internet.

1. Click **Update Now** to start the FTP update process.

2. If the **Automatic** option is selected, the following prompt will appear before the update is installed. Click **OK** to continue.

The update will be installed by overwriting the previous version.
3. Once the update is downloaded, you can copy the .pkg file to a local location and update other computers using the Local File Update option. See below.

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**Local File Update**

You must obtain the .pkg file to perform a local update. Use the FTP update option explained above or a service option to obtain the .pkg file. Copy the .pkg file to an accessible location.

**Note:**
The Handset Administration Tool must already be installed on any computer that is being updated. Install the HAT software first, and then update it.

The following procedure is used for a local file update.

1. Open the Handset Administration Tool and click the Version tab.
2. Click the Local File Update option.
3. Click Update Now.
4. Browse to the location of the .pkg file and click it.
5. Click OK to continue.
6. Click **OK** to continue. This will install the update by overwriting the previous version.
Chapter Four: Using the Settings Editor

The handset has two menus with configurable options – the Admin menu and the Config menu. The Admin menu contains administrative options that can be password protected. The Config menu has options that enable the end user to customize settings for user preferences. The Settings tab allows you to configure both required and optional settings in the Admin and Config menus. Specific configuration requirements are detailed in the Administration Guide for the protocol you are using.

Opening the Settings Editor

The Settings tab allows you to select the protocol you are using and displays the serial number of the handset and the software version being run.

Select your protocol from the dropdown list.

To enter and modify menu settings you will need to open the Settings Editor. Click the Show Settings Editor button.

When you have opened the Settings Editor, you may close the Admin Tabs window.

*Note:
If you plan on editing other handsets, consider selecting the Remember Password checkbox located in the Connect tab.
To open the Admin Tabs again, go to the **Settings Editor** menu bar and select either **View > Admin Functions**, or any of the options listed under the Admin menu item.

The **Settings Editor** is a powerful utility that allows you to edit or set any Admin menu or Config menu option. Since protocol options vary, the tabs and options are different for each protocol but the general functionality is the same. The **Settings Editor** includes the following areas:

1. **Toolbar** to execute configurations and save files
2. **Tabs** to organize configuration options
3. **Radio buttons** to define the type of option
4. **Editable settings** that list handset options
5. **Handset settings** that have either been uploaded from a handset or have been copied from **Editable settings** options to be downloaded to a handset.

[The Handset Settings Editor screen below shows default values and is for example only and may not match the options or settings available in your version.]
The Settings Editor Toolbar

The **Settings Editor** toolbar allows you to manage configuration files and download and upload configuration settings to and from the handset in the charger.

### File Management

The three filename windows, **System**, **Group**, and **User** match the three columns of radio buttons along the left side of the window. The **Sys Grp Usr** radio buttons allow you to designate the options for System, Group, or User files. The three windows in the File management section allow you to name, open, or save setting types as separate files.

For example, system types relate to network options such as security settings and regulatory domain. Group types relate to Push-to-talk options. User types reference name, extension, and profile options. See *Creating your Configuration Plan* for more information about how to use these options.

The file indicators beside the **Save As** buttons have four colors to indicate the status of the file displayed in the window:

- Red: file does not exist. The filename in the window has not been saved.
- Green: unsaved edits. Changes made in the **Editable settings** fields which have not been saved to a file yet.
- Gray: file up-to-date. The settings have been saved.
- Yellow: file not yet loaded. The filename has been typed into the field but the Open button is not yet selected.

By default, the files will be saved in the **Application** folder under the folder where the program is stored. Use the File menu to set up your own file structure, if desired.

Make a backup of your files if you want to save them. There is no “undo” feature so if you accidently overwrite a file, you will have to recreate it.

### Copy settings

The **Copy settings** arrows and checkboxes allow you to copy between the **Handset settings** column and the **Editable setting** column. The **Sys Grp Usr** checkboxes allow you to copy just the settings you require.
Upload/download and indicators

When the **Read Handset** and **Write Handset** buttons are clicked, they initiate the transfer of configuration data from or to the handset in the charger. The handset indicators change color to indicate the state of the transfer. See the previous page for indicator color significance.

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Tab Options

A tab system organizes the options.

The following image shows the CCMS/UNIStim tab system.

<table>
<thead>
<tr>
<th>Phone Config</th>
<th>Network Config</th>
<th>Push-to-talk Admin</th>
<th>Push-to-talk User</th>
<th>Silent</th>
<th>Vibrate</th>
<th>Loud</th>
<th>Soft</th>
<th>Custom</th>
</tr>
</thead>
</table>

The following image shows the SIP tab system.

<table>
<thead>
<tr>
<th>Phone Config</th>
<th>Network Config</th>
<th>SIP Config</th>
<th>SIP Proxies</th>
<th>SIP Lines</th>
</tr>
</thead>
</table>

Each tab contains options from the Admin menu and/or the Config menu. Admin menu options are password protected and usually set by the system administrator. Config menu options are available to the end user but are also offered here for initial configuration of key settings. Specific options vary by software release and protocol (CCMS, SIP, UNIStim).

**Note:**
For user convenience and efficiency, when the **Write Handset** button is clicked, every option set under the Handset settings column in all nine tabs is written at the same time. Each tab’s options are NOT written separately. Be sure that you set all options before copying the configuration to the handset.

**Note:**
Your handsets may have different options than those available in the Handset Administration Tool. When a handset is placed in the cradle, it is checked for certain features, such as the Regulatory Domain version. The HAT will turn controls on/off based on the information that it gathers. If your handsets have options that are not yet programmed into the HAT, those options will require manual setting using the handset Admin menu if the factory default is not desired.

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Creating Your Configuration Plan

Although not necessary for using the Handset Administration Tool, a configuration plan can maximize its efficiency and save countless hours of handset option management. An example of a configuration plan is provided in the next few pages.
Organize the plan

Determine which options should be categorized as each type – system, group, or user. Generally, system options are listed on the Network tab, group options are on the PTT tabs, and user options are on the profile tabs. The Phone Config tab contains a mix of user and system types.

Note:
Do not create a plan that saves an option in two different categories. Option categories should be established and should not overlap. Example: Speakerphone and Push-to-talk settings are typically tagged as Grp options and saved as Group files.

Create the options and save the settings

Once you have established which options will be categorized as System, Group or User, enter the configuration information into the Editable settings fields.

Start with the System options and enter all system-level field values, such as IP addresses, security, and reg domain. Click the Sys radio button on the left side of the window for each option. Save these settings as a System file by entering a descriptive filename in the System filename field and clicking Save As. See the example on the next page.

Note:
Note that when a setting is changed, the option label is highlighted in green until it is saved.

In the same way, create each Group plan by entering the values in the fields designated as Group types. Click the Grp radio button on the left side of the window for each option. Save each plan under a different name in the Group filename field. You may have several groups – possibly divided by sets of PTT users.

It is recommended that you establish one generic User file that has the default (or desired) values for each User field. Click the Usr radio button on the left side of the window for each option and save the generic user file.

If desired, user settings can be saved for each user, if desired, as each handset is configured. If you determine that each handset configuration should be saved, it is easiest to do this during the configuration process. See Downloading a configuration plan to a handset, below.

Alternately, you can upload options from a correctly-configured handset; copy them to the Editable settings column, categorize them and save them. See Uploading a configuration plan from a handset below.
**Configuration planning worksheet (sample)**

Use this or a similar worksheet to design your configuration plan.

Plan category ___System______ Filename ___System01____________

<table>
<thead>
<tr>
<th>Sys</th>
<th>Grp</th>
<th>Usr</th>
<th>Label</th>
<th>Editable Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Time Zone</td>
<td>-7 Mountain</td>
</tr>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Daylight Saving</td>
<td>DST Auto (USA)</td>
</tr>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Protected Speed Dial Number</td>
<td>5555</td>
</tr>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Protected Speed Dial Name</td>
<td>Security</td>
</tr>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Assign to</td>
<td>1</td>
</tr>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Speakerphone</td>
<td>Enabled</td>
</tr>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>Predial</td>
<td>Enabled</td>
</tr>
</tbody>
</table>

[The Handset Settings Editor screen below is for example only and may not match the options or settings in your software release.]
### Admin Menu

**Editable settings**

- **Time Zone**: GMT
- **Daylight Saving**: DST No Adjust
- **User Language**: English
- **SIP Login Username**
- **SIP Login Password**
- **SIP Freq1 Username**
- **SIP Freq1 Password**
- **SIP Freq2 Username**
- **SIP Freq2 Password**
- **SIP Freq3 Username**
- **SIP Freq3 Password**
- **SIP Freq4 Username**
- **SIP Freq4 Password**
- **SIP Freq5 Username**
- **SIP Freq5 Password**
- **SIP Freq6 Username**
- **SIP Freq6 Password**

**Handset settings**

- **Phone Group**: 0
- **Emergency Dial**: Disabled
- **Call**: Disabled
- **Location Service**: Disabled
- **Transmit Interval**: 10 Minutes
- **Location Server IP**: 0.0.0.0
- **Location Server Port**: 0.0.0.0

### Config Menu

- **Keypad Autoback**: Disabled
- **Display Contrast**: 18
- **SNMP IP Address**: 
- **SNMP Community**: 
- **Hearing Aid**: Use No Hearing Aid
- **Startup Song**: Play
- **Feedlot**: Enabled
- **Call Log**: Enabled
- **Active User Profile**: Loud

*Power handset off, then put in the Dual Charger.*
Downloading and Uploading Configuration Plans

Once your configuration plans are established, the settings must be downloaded into the handsets.

Download a configuration plan to a handset

1. Seat the handset in the charger.
2. Use the Open button located in the File management section on the toolbar to open the System, Group, and User cfg files for this handset.
3. In the Editable settings fields, enter the Extension and User name for this handset. Note that the Extension field has a Next button that is useful when configuring a quantity of handsets.
4. Copy the settings to the Handset settings fields using the Copy settings arrow.
5. Click Write Handset.
   You may want to save the configuration, load new files or edit settings for the next handset (steps 1 and 2) during the download.
6. (Conditional) If you wish to save the settings unique to this handset, enter the identifying information into the filename fields, such as user name or extension number and then click Save As.
7. When the Handset indicator turns off, the download has finished and the handset may be removed from the charger.

Upload a configuration plan from a handset

1. Click the Read Handset button to begin the upload.
2. You may copy these settings over to the Editable settings fields using the left Copy settings arrow to use them to create configuration plans as described above or to save them by user or extension.
Appendix A: Regulatory Domain Mismatch Warning

The options that are available on the Settings Editor may not match the options currently enabled on the handset. This could happen if you update the software in the handset without also updating the Handset Administration Tool. Or you could update the Handset Administration Tool but not the handset software. In either of these situations different options may appear on the Handset Administration Tool than are available in the handset.

If the Regulatory Domains in the handset are not supported by the currently installed version of the Handset Administration Tool, a warning message will appear:

**Warning:** A newer version of the Regulatory Domain is supported by the handset. Upgrading this application is recommended.

This message indicates that the Handset Administration Tool software needs to be updated. Please see the section *Software Updates*.

If it is necessary to load earlier versions of the handset and Handset Administration Tool code, this message could also appear. If so, reset the handset defaults and proceed with configuration.