Device Manager
User Manual

Software Version: 1.0

Date：2023/03/03

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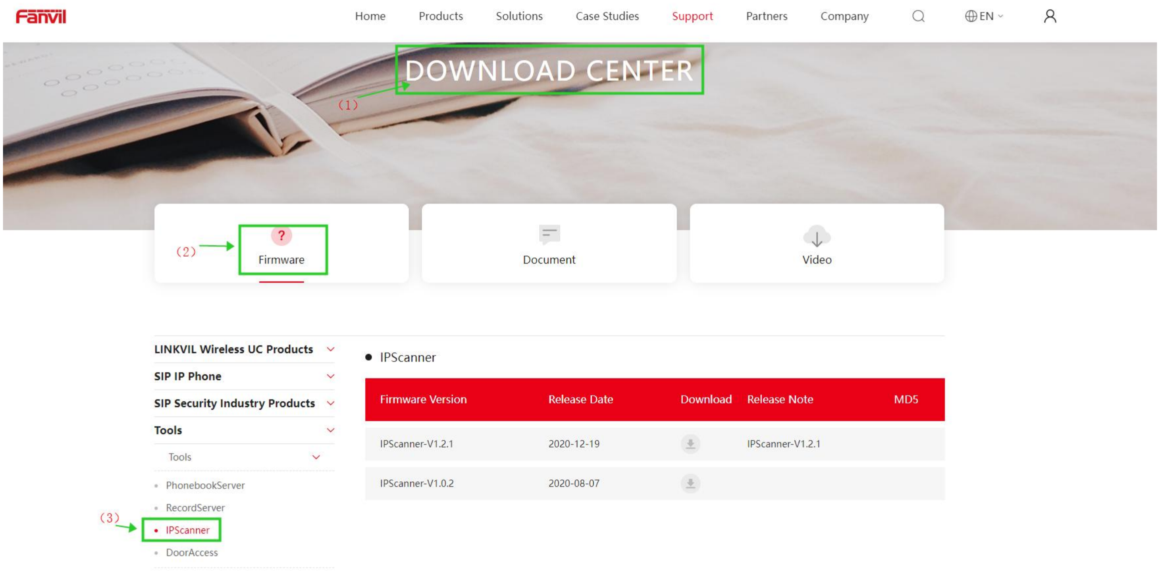
3 Overview

Device Manager is a self-developed LAN IP scanning tool for Fanvil products, Device Manager can get the basic information of the device, such as IP address, software version, device MAC, etc. It supports managing the device through Device Manager, rebooting, upgrading, configuring parameters and other operations to facilitate. It supports Device Manager to manage devices, reboot, upgrade, configure parameters and other operations, so that users can manage devices simply and efficiently.

4 Installation

4.1 Installation Package

Go to [**Support**]>>[**Download Center**] >> [**Tools**] >> [**IPScanner**] module on the Fanvil website, select the software version you need to download, and click download to save it to local.



- IPScanner

Firmware Version	Release Date	Download	Release Note	MD5
IPScanner-V1.2.1	2020-12-19		IPScanner-V1.2.1	
IPScanner-V1.0.2	2020-08-07			

picture 1 - Official Website Address

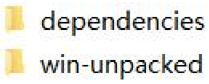
4.2 Installation method

4.2.1 Easy Installation

Users can download the unpacked folder directly from the official website and unpack it to the desired location to use it directly.

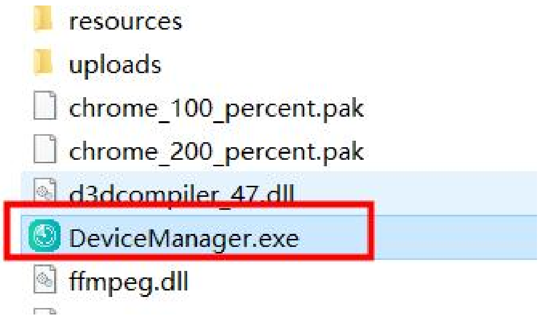
The unpacked folder contains two folders:

- **Dependencies**, which contains the program installation packages that need to be installed during use;
- **win-unpacked**, which contains the software application.



dependencies
win-unpacked

Enter the win-unpacked folder, select the .exe program shown below, double click or right click [Run] to run the tool.



resources

uploads

chrome_100_percent.pak

chrome_200_percent.pak

d3dcompiler_47.dll

DeviceManager.exe

ffmpeg.dll

Note!!!

If you need to use FDDP scanning, you need to install [WinPcap Driver], unzip the installation package downloaded from the official website and choose the version of [WinPcap Driver] that is consistent with the local computer system (win7 or win10 system) to install, so as to ensure the normal use of the function. See 6.2 FDDP Unable to Scan

4.3 Installation System

DeviceManager is compatible with Win7 and above 64-bit system versions. For Win7 Home Normal version need to perform a special step of *FDDP unable to installed step 2*. See 6.2 FDDP Unable to Scan

5 Basic Functions

5.1 Device List

5.1.1 Scanning devices

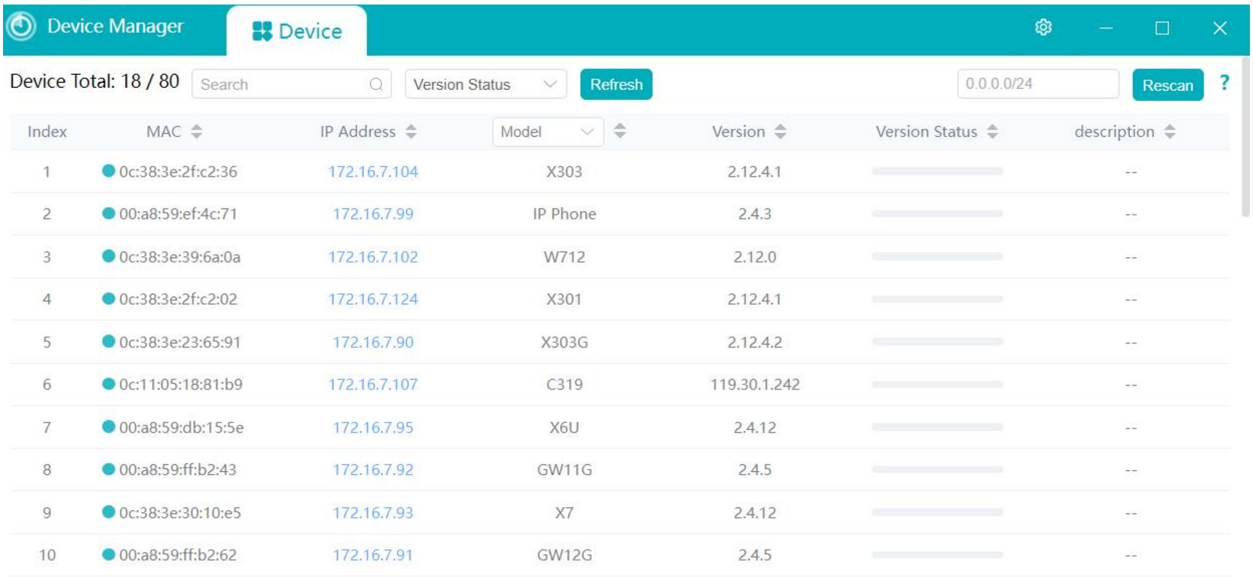
- The tool supports two scanning methods:
  - LAN Scan: used to discover devices only in the LAN where the PC side is located
  - Cross-segment Scan: scans the PC side of the device and the list of devices with the specified network segment address

5.1.1.1 LAN Scan

Click the desktop icon to run the DeviceManager tool. After running, it scans the devices on the LAN where the PC side is located, and then displays the online device information in the form of a list. As shown in Figure 2

The green icon indicates the devices that are currently online;

The gray icon indicates the offline devices at the time of scanning.



Device Total: 18 / 80

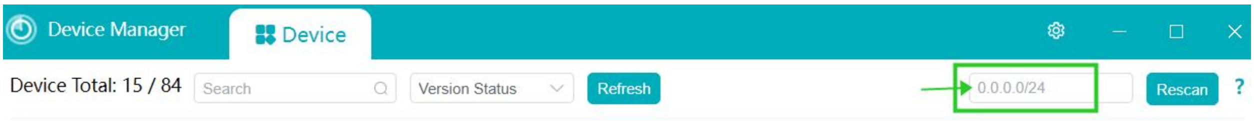
Index	MAC	IP Address	Model	Version	Version Status	description
1	● 0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12.4.1		--
2	● 00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4.3		--
3	● 0c:38:3e:39:6a:0a	172.16.7.102	W712	2.12.0		--
4	● 0c:38:3e:2f:c2:02	172.16.7.124	X301	2.12.4.1		--
5	● 0c:38:3e:23:65:91	172.16.7.90	X303G	2.12.4.2		--
6	● 0c:11:05:18:81:b9	172.16.7.107	C319	119.30.1.242		--
7	● 00:a8:59:db:15:5e	172.16.7.95	X6U	2.4.12		--
8	● 00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.4.5		--
9	● 0c:38:3e:30:10:e5	172.16.7.93	X7	2.4.12		--
10	● 00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.4.5		--

picture 2 - Device List

5.1.1.2 Cross-segment Scan

The tool supports cross-segment scanning. Network segment setting format: IP address/mask. That is: IP address/N.

Fill in the IP address of the device in the position shown in Figure 3, click [**Rescan**], and the list shows the devices online in the set network segment and the devices under the network segment where the current PC is located.



Device Total: 15 / 84

0.0.0.0/24

picture 3 - Fill in IP address

Note!!!

IP address/mask /N indicates the subnet type of this network address.

1. The format must be address/mask

2. The default network class is divided according to class A B C definition, i.e:

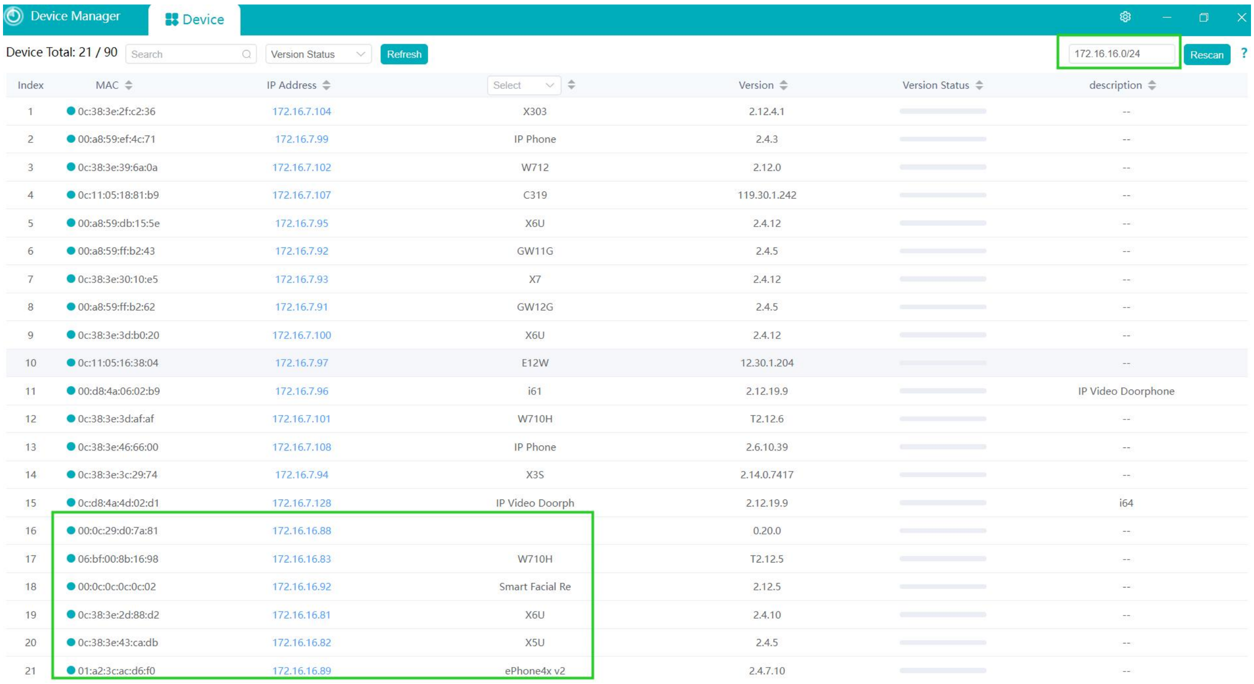
Class A mask: /8

Class B mask: /16

Class C mask: /24

Example:

Scan for devices under the network segment 172.16.16.0/24. 172.16.16.0/24 means: Search the list of all devices under the IP address range 172.16.16.1-172.16.16.254. Enter 172.16.16.0/24 in the corresponding location and click [Rescan]. The list displays the online devices under the 172.16.16.x network segment and the online devices in the network segment where the PC is located.



Device Total: 21 / 90

172.16.16.0/24

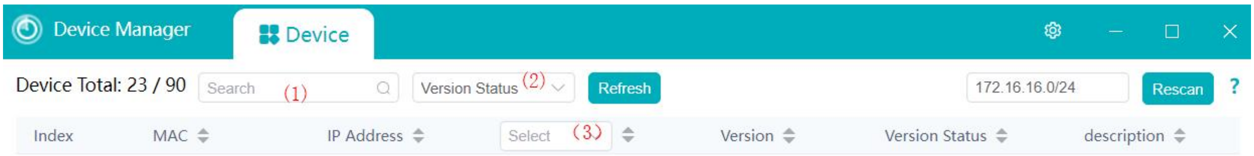
Index	MAC	IP Address	Select	Version	Version Status	description
1	0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12.4.1		--
2	00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4.3		--
3	0c:38:3e:39:6a:0a	172.16.7.102	W712	2.12.0		--
4	0c:11:05:18:81:b9	172.16.7.107	C319	119.30.1.242		--
5	00:a8:59:db:15:5e	172.16.7.95	X6U	2.4.12		--
6	00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.4.5		--
7	0c:38:3e:30:10:e5	172.16.7.93	X7	2.4.12		--
8	00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.4.5		--
9	0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.4.12		--
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.30.1.204		--
11	00:d8:4a:06:02:b9	172.16.7.96	i61	2.12.19.9		IP Video Doorphone
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.12.6		--
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.10.39		--
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0.7417		--
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.12.19.9		i64
16	00:0c:29:d0:7a:81	172.16.16.88		0.20.0		--
17	06:bf:00:8b:16:98	172.16.16.83	W710H	T2.12.5		--
18	00:0c:0c:0c:0c:02	172.16.16.92	Smart Facial Re	2.12.5		--
19	0c:38:3e:2d:88:d2	172.16.16.81	X6U	2.4.10		--
20	0c:38:3e:43:ca:db	172.16.16.82	X5U	2.4.5		--
21	01:a2:3c:ac:d6:f0	172.16.16.89	ePhone4x v2	2.4.7.10		--

picture 4 - Search Results

5.1.2 Screen

By entering or selecting the filtering criteria in the filtering position shown below, Device

Manager can automatically filter the information of the eligible devices according to the filtering criteria.



Device Total: 23 / 90

172.16.16.0/24

picture 5 - Enter filter criteria

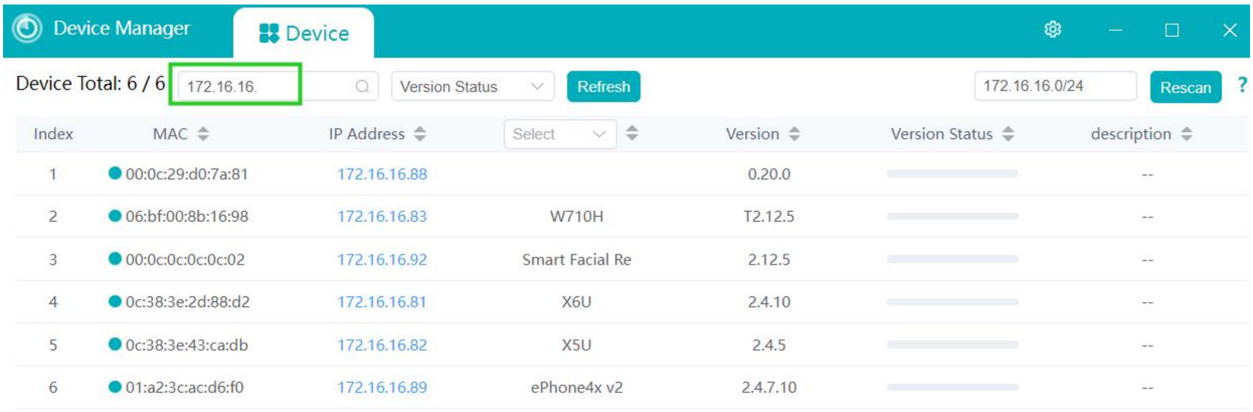
Table 1 - Description of filter criteria

Location	Description
(1)	Query based on MAC, IP address, model number, version number, and description field content for relevant conditions
(2)	Query the devices with different version status. Selectable: **Unknown/Issued/Mismatch/Success**
(3)	Query based on the model number in the list

The filtering query supports any combination of two or three conditions used together.

Example:

- Query the information of the device list containing 172.16.16.



Device Total: 6 / 6

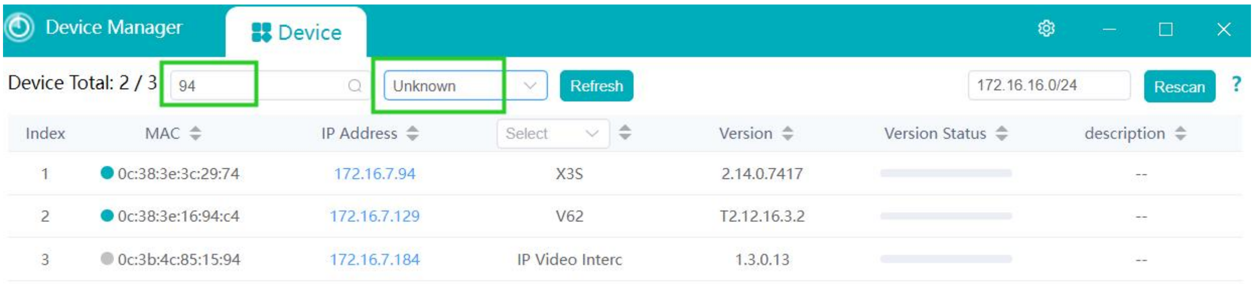
172.16.16.

172.16.16.0/24

Index	MAC	IP Address	Select	Version	Version Status	description
1	00:0c:29:d0:7a:81	172.16.16.88		0.20.0		--
2	06:bf:00:8b:16:98	172.16.16.83	W710H	T2.12.5		--
3	00:0c:0c:0c:0c:02	172.16.16.92	Smart Facial Re	2.12.5		--
4	0c:38:3e:2d:88:d2	172.16.16.81	X6U	2.4.10		--
5	0c:38:3e:43:ca:db	172.16.16.82	X5U	2.4.5		--
6	01:a2:3c:ac:d6:f0	172.16.16.89	ePhone4x v2	2.4.7.10		--

picture 6 - Search result list(1)

- Search the information of the device containing the character "94" and the version status is "Unknown".

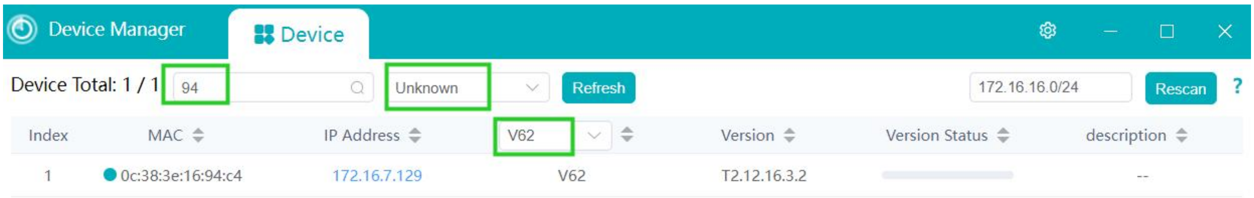


Device Total: 2 / 3 | 94 | Unknown | 172.16.16.0/24

Index	MAC	IP Address	Select	Version	Version Status	description
1	● 0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0.7417		--
2	● 0c:38:3e:16:94:c4	172.16.7.129	V62	T2.12.16.3.2		--
3	● 0c:3b:4c:85:15:94	172.16.7.184	IP Video Interc	1.3.0.13		--

picture 7 - Search result list(2)

- Search the information about devices that contain the number "94" and have a version status of "Unknown" and a model number of “V62”.



Device Total: 1 / 1 | 94 | Unknown | 172.16.16.0/24

Index	MAC	IP Address	V62	Version	Version Status	description
1	● 0c:38:3e:16:94:c4	172.16.7.129	V62	T2.12.16.3.2		--

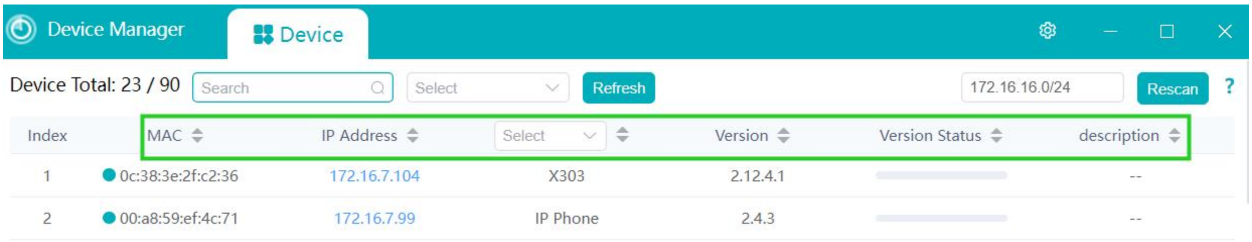
picture 8 - Search result list(3)

5.1.2.1 Cancel the Filtering

After clicking the icon ⊗ in the input box, you can cancel the entered filter criteria and display all the devices.

5.1.3 Sort

In order to get data information about the device faster, it can be solved by sorting. Click the sort icon ⇕ on one of the fields of mac, IP address, model, version number, version status, description for a self-increasing or self-decreasing sorting method.



Device Total: 23 / 90 | Search | Select | 172.16.16.0/24

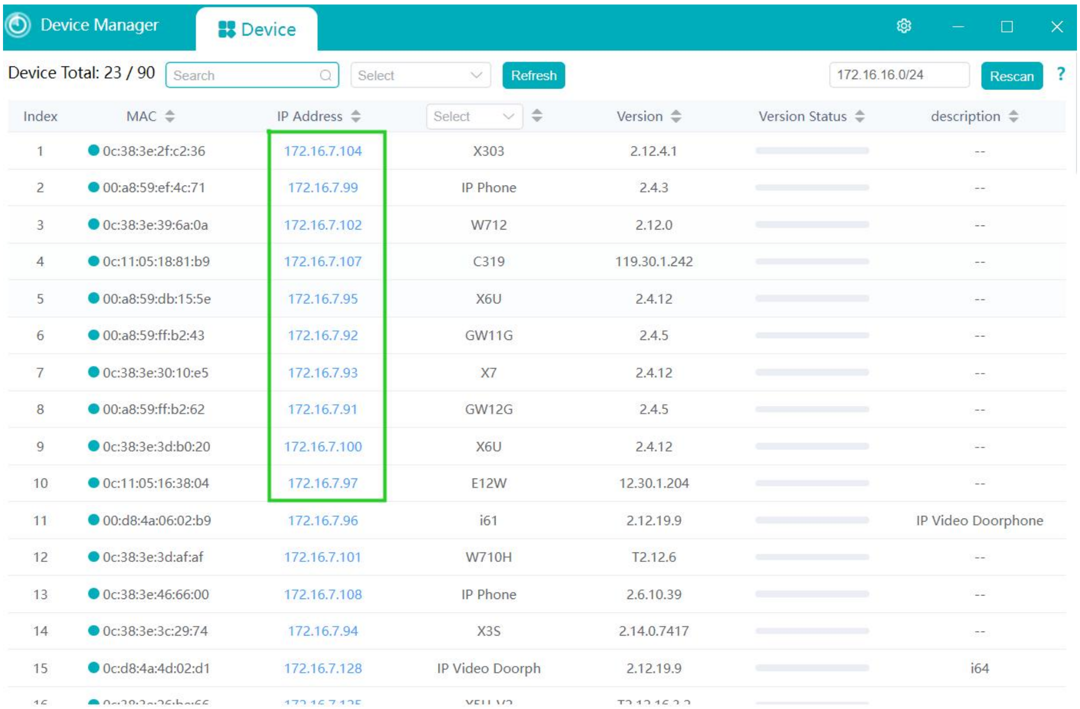
Index	MAC	IP Address	Select	Version	Version Status	description
1	● 0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12.4.1		--
2	● 00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4.3		--

picture 9 - Sort

5.2 Device Management

5.2.1 Access Device Web Pages

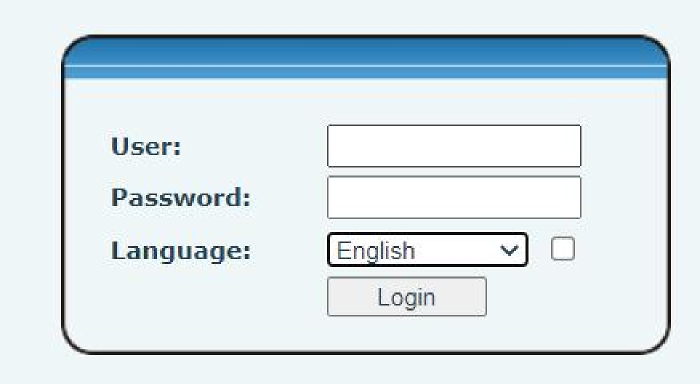
Select the target IP address in the online device, and click on the IP address will automatically jump to the login page of the corresponding device. The login page is shown in Figure 11.



Device Total: 23 / 90 | Search | Select | 172.16.16.0/24

Index	MAC	IP Address	Select	Version	Version Status	description
1	0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12.4.1		--
2	00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4.3		--
3	0c:38:3e:39:6a:0a	172.16.7.102	W712	2.12.0		--
4	0c:11:05:18:81:b9	172.16.7.107	C319	119.30.1.242		--
5	00:a8:59:db:15:5e	172.16.7.95	X6U	2.4.12		--
6	00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.4.5		--
7	0c:38:3e:30:10:e5	172.16.7.93	X7	2.4.12		--
8	00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.4.5		--
9	0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.4.12		--
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.30.1.204		--
11	00:d8:4a:06:02:b9	172.16.7.96	i61	2.12.19.9		IP Video Doorphone
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.12.6		--
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.10.39		--
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0.7417		--
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.12.19.9		i64
16	0c:38:3e:26:be:66	172.16.7.125	X6U V2	T2.12.16.2.2		

picture 10 - Access Device Web Pages



User:

Password:

Language: English □

picture 11 - Login

5.2.2 Upgrade

Select an online device in the device list. It will pop up the device management page. Click the [**Upgrade**] button to upgrade this device on this page.

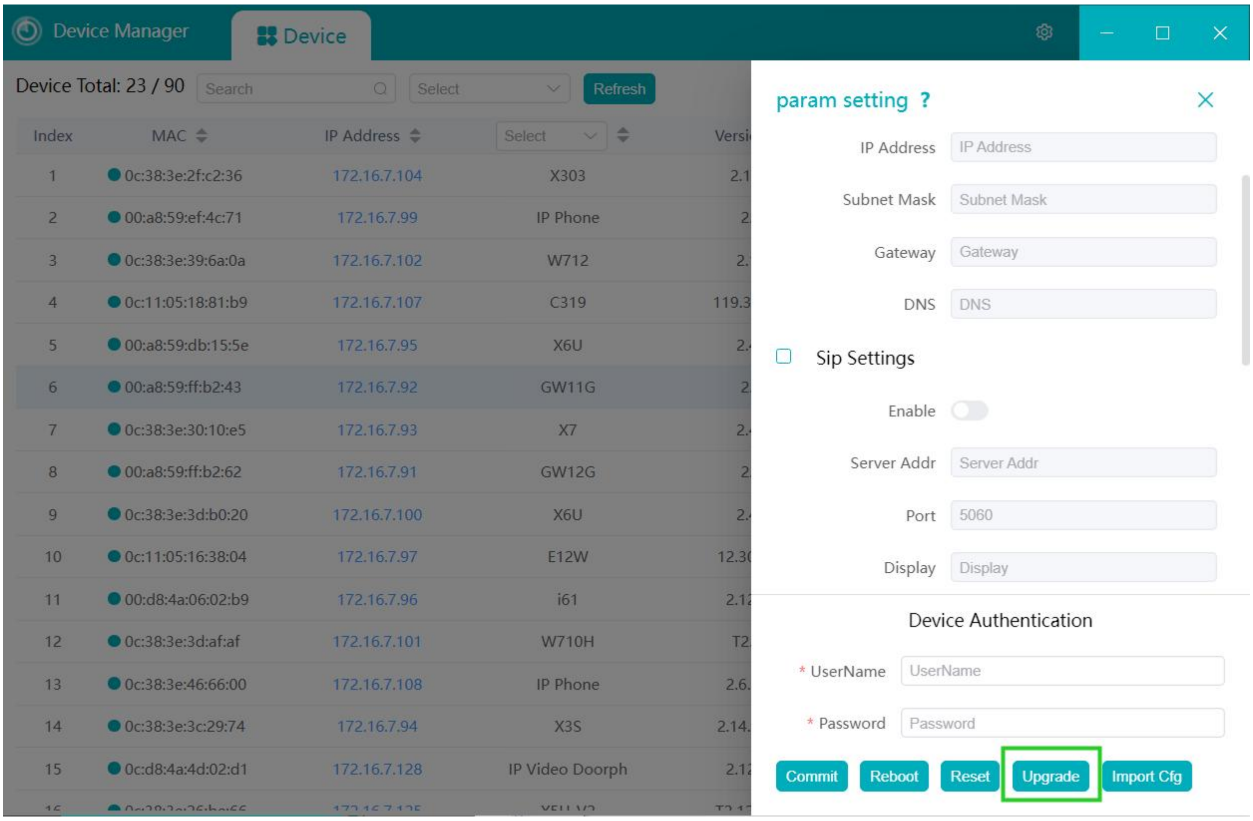
Note: Device authentication is required prior to the upgrade operation. Enter the user name and password for logging into the device web page at the specified location.

Drag and drop or upload the current file to be upgraded to the specified area, and enter the current firmware version number to be upgraded, click [**Sure**], and the device will be upgraded automatically. When the device upgrade is finished, its upgrade result will be updated on the page.

Table 2 - Version Status Progress Bar Meaning

Icon	Parameter	Description

-	Unknown	Indicates Unknown, i.e. no upgrade operation has been performed
▬	Rolling Green	Indicates that an upgrade is in progress (device has acquired firmware)
▬ !	Static Yellow	Indicates that the firmware configuration has been issued
▬ ✓	Static Green	Upgrade successful (the version reported by the device and the upgraded version are the same)
▬ ⊗	Static Red	Indicates a version mismatch (the version reported by the device is not the same as the upgraded version)



Device Total: 23 / 90

Index	MAC	IP Address	Select	Versi
1	0c:38:3e:2f:c2:36	172.16.7.104	X303	2.1
2	00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.
3	0c:38:3e:39:6a:0a	172.16.7.102	W712	2.
4	0c:11:05:18:81:b9	172.16.7.107	C319	119.3
5	00:a8:59:db:15:5e	172.16.7.95	X6U	2.
6	00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.
7	0c:38:3e:30:10:e5	172.16.7.93	X7	2.
8	00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.
9	0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.3
11	00:d8:4a:06:02:b9	172.16.7.96	i61	2.1
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.1

param setting ?

IP Address: IP Address

Subnet Mask: Subnet Mask

Gateway: Gateway

DNS: DNS

□ Sip Settings

Enable: ○

Server Addr: Server Addr

Port: 5060

Display: Display

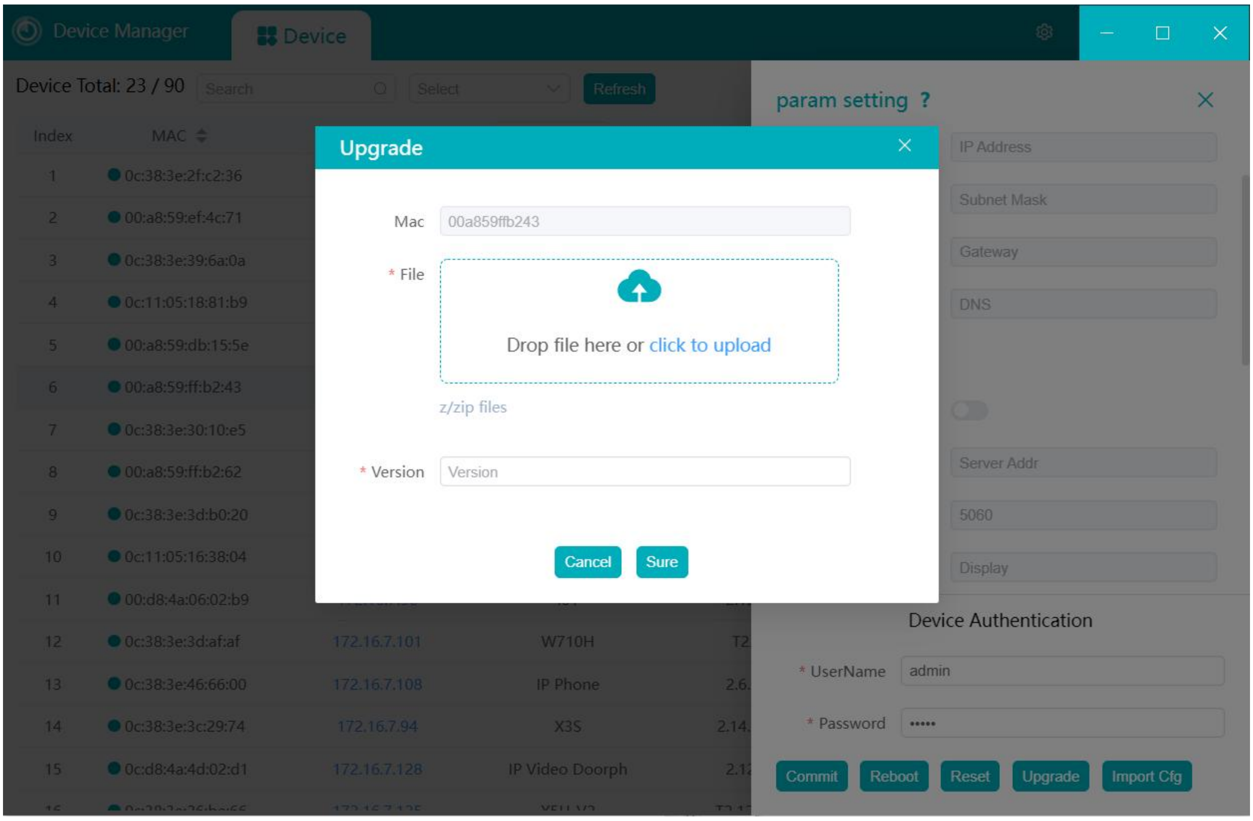
Device Authentication

* UserName: UserName

* Password: Password

Commit | Reboot | Reset | Upgrade | Import Cfg

picture 12 - Upgrade(1)



Device Total: 23 / 90

Index	MAC			
1	0c:38:3e:2f:c2:36			
2	00:a8:59:ef:4c:71			
3	0c:38:3e:39:6a:0a			
4	0c:11:05:18:81:b9			
5	00:a8:59:db:15:5e			
6	00:a8:59:ff:b2:43			
7	0c:38:3e:30:10:e5			
8	00:a8:59:ff:b2:62			
9	0c:38:3e:3d:b0:20			
10	0c:11:05:16:38:04			
11	00:d8:4a:06:02:b9			
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.1

Upgrade

Mac: 00a859ffb243

* File: Drop file here or click to upload

z/zip files

* Version: Version

param setting ?

IP Address

Subnet Mask

Gateway

DNS

Server Addr

5060

Display

Device Authentication

* UserName: admin

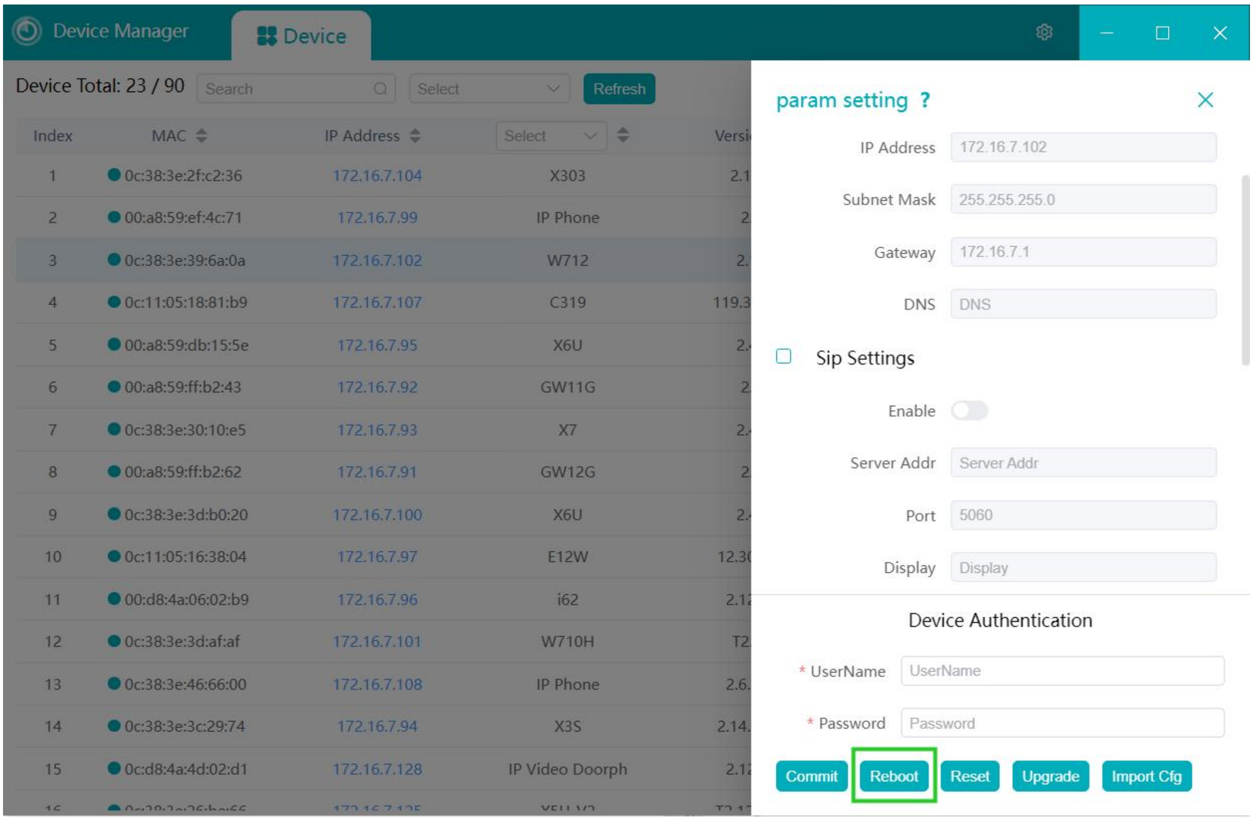
* Password: •••••

picture 13 - Upgrade(2)

5.2.3 Reboot

Select an online device in the device list to bring up the device management page, and click [**Reboot**] button to reboot the device on that page.

Note! Device authentication is required before the reboot operation. Enter the user name and password for logging into the device web page in the specified location.



Device Total: 23 / 90

Index	MAC	IP Address	Select	Versi
1	● 0c:38:3e:2f:c2:36	172.16.7.104	X303	2.1
2	● 00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.
3	● 0c:38:3e:39:6a:0a	172.16.7.102	W712	2.
4	● 0c:11:05:18:81:b9	172.16.7.107	C319	119.3
5	● 00:a8:59:db:15:5e	172.16.7.95	X6U	2.
6	● 00:a8:59:ff:b2:43	172.16.7.92	GW11G	2
7	● 0c:38:3e:30:10:e5	172.16.7.93	X7	2.
8	● 00:a8:59:ff:b2:62	172.16.7.91	GW12G	2
9	● 0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.
10	● 0c:11:05:16:38:04	172.16.7.97	E12W	12.3
11	● 00:d8:4a:06:02:b9	172.16.7.96	i62	2.1
12	● 0c:38:3e:3d:af:af	172.16.7.101	W710H	T2
13	● 0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.
14	● 0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.
15	● 0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.1

param setting ?

IP Address: 172.16.7.102

Subnet Mask: 255.255.255.0

Gateway: 172.16.7.1

DNS: DNS

□ Sip Settings

Enable

Server Addr: Server Addr

Port: 5060

Display: Display

Device Authentication

* UserName: UserName

* Password: Password

picture 14 - Reboot

5.2.4 Reset

Select an online device in the device list and it will pop up the device management page, and click [**Reset**] button to restore the factory operation of this device in this page.

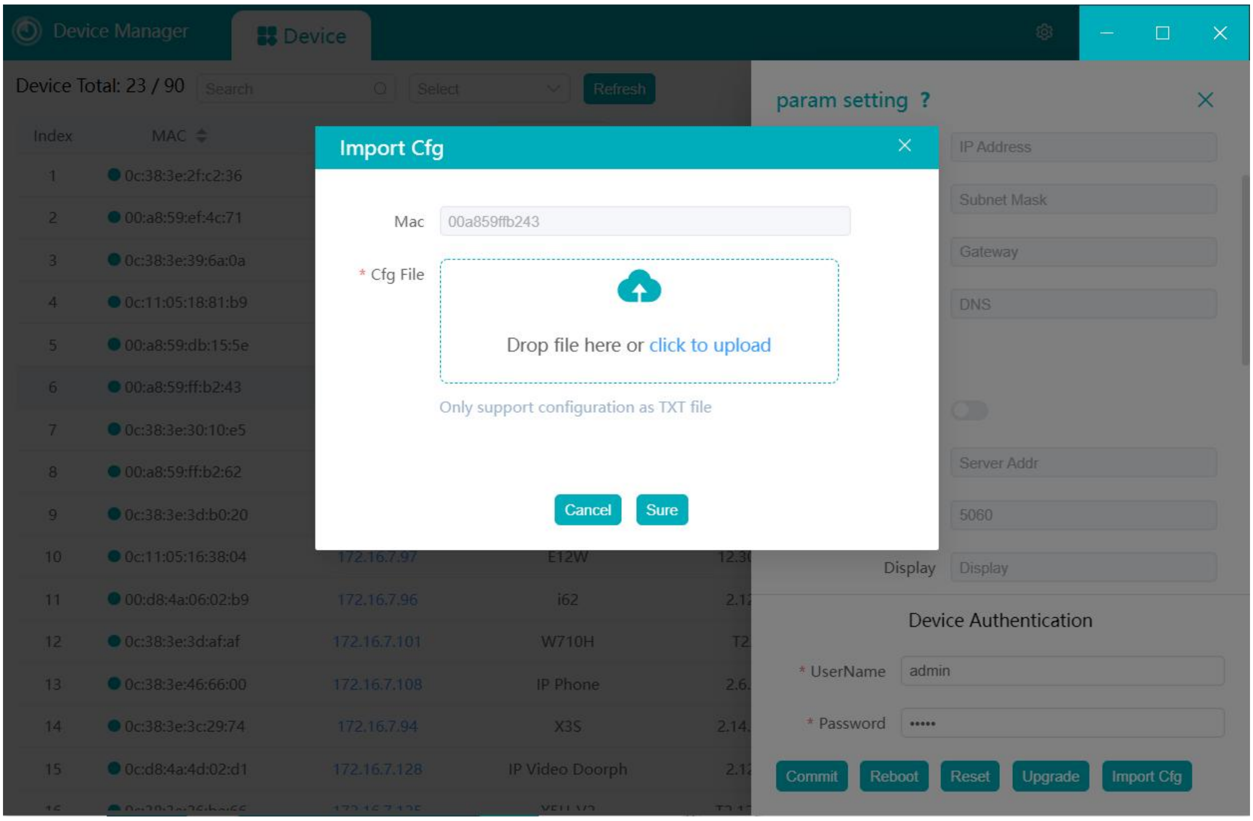
Note! You need to authenticate the device before restoring the factory. Enter the user name and password for logging into the device web page in the specified location.

5.2.5 Import Configurations

When you need to change some configurations on the device, you can operate the device through the device management page by clicking the [**Import Cfg**] button.

Note！ Device authentication is required before importing the configuration operation. Enter the user name and password for logging in to the device web page at the specified location.

Select an online device in the device list, click [Import Cfg] button through the device management page to enter the page of importing configuration file, drag and drop the configuration file to the specified area, and then click [Sure] to make changes to some configurations in the device.



Device Total: 23 / 90

Index	MAC			
1	0c:38:3e:2f:c2:36			
2	00:a8:59:ef:4c:71			
3	0c:38:3e:39:6a:0a			
4	0c:11:05:18:81:b9			
5	00:a8:59:db:15:5e			
6	00:a8:59:ff:b2:43			
7	0c:38:3e:30:10:e5			
8	00:a8:59:ff:b2:62			
9	0c:38:3e:3d:b0:20			
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.3
11	00:d8:4a:06:02:b9	172.16.7.96	i62	2.1
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.1

Import Cfg

Mac: 00a859ffb243

* Cfg File: Drop file here or click to upload

Only support configuration as TXT file

Cancel Sure

param setting ?

IP Address

Subnet Mask

Gateway

DNS

Server Addr

5060

Display: Display

Device Authentication

* UserName: admin

* Password: •••••

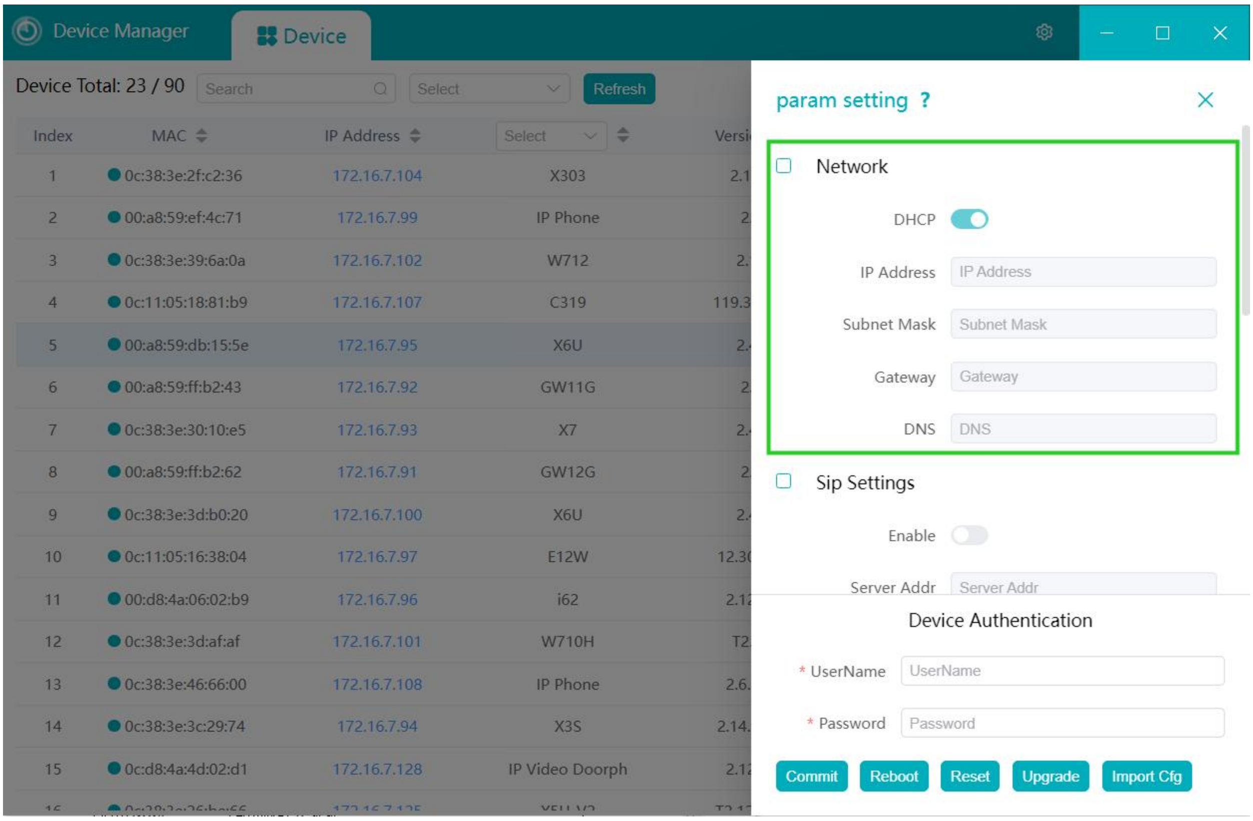
picture 15 - Import Cfg

Note! The configuration file only supports NC format

5.3 Param Setting

5.3.1 Network

Select an online device in the device list to bring up the device management page. Users have to check the "**Network**" module before they can edit the parameter information of this module.



Device Total: 23 / 90

Index	MAC	IP Address	Select	Versi
1	0c:38:3e:2f:c2:36	172.16.7.104	X303	2.1
2	00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2
3	0c:38:3e:39:6a:0a	172.16.7.102	W712	2.
4	0c:11:05:18:81:b9	172.16.7.107	C319	119.3
5	00:a8:59:db:15:5e	172.16.7.95	X6U	2.
6	00:a8:59:ff:b2:43	172.16.7.92	GW11G	2
7	0c:38:3e:30:10:e5	172.16.7.93	X7	2.
8	00:a8:59:ff:b2:62	172.16.7.91	GW12G	2
9	0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.3
11	00:d8:4a:06:02:b9	172.16.7.96	i62	2.1
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.1

param setting ?

☐ Network

DHCP ●

IP Address: IP Address

Subnet Mask: Subnet Mask

Gateway: Gateway

DNS: DNS

☐ Sip Settings

Enable ○

Server Addr: Server Addr

Device Authentication

* UserName: UserName

* Password: Password

picture 16 - Setting Network

Table 3 - Network Parameters

Parameter	Description
DHCP	Obtain IP address dynamically Enable to get it dynamically, use the static IP set after closing
IP Address	Set IP address, format: xxx.xxx.xxx.xxx, IP address cannot be repeated
Subnet Mask	Set the subnet mask, the default is 255.255.255.0
Gateway	Set the gateway
DNS	DNS server address

Note! Authentication of the device is required for [**Commit**]. The authenticated user name and password are the user name and password for login on the web side of the device Only when the authentication is passed, the operation will be executed.

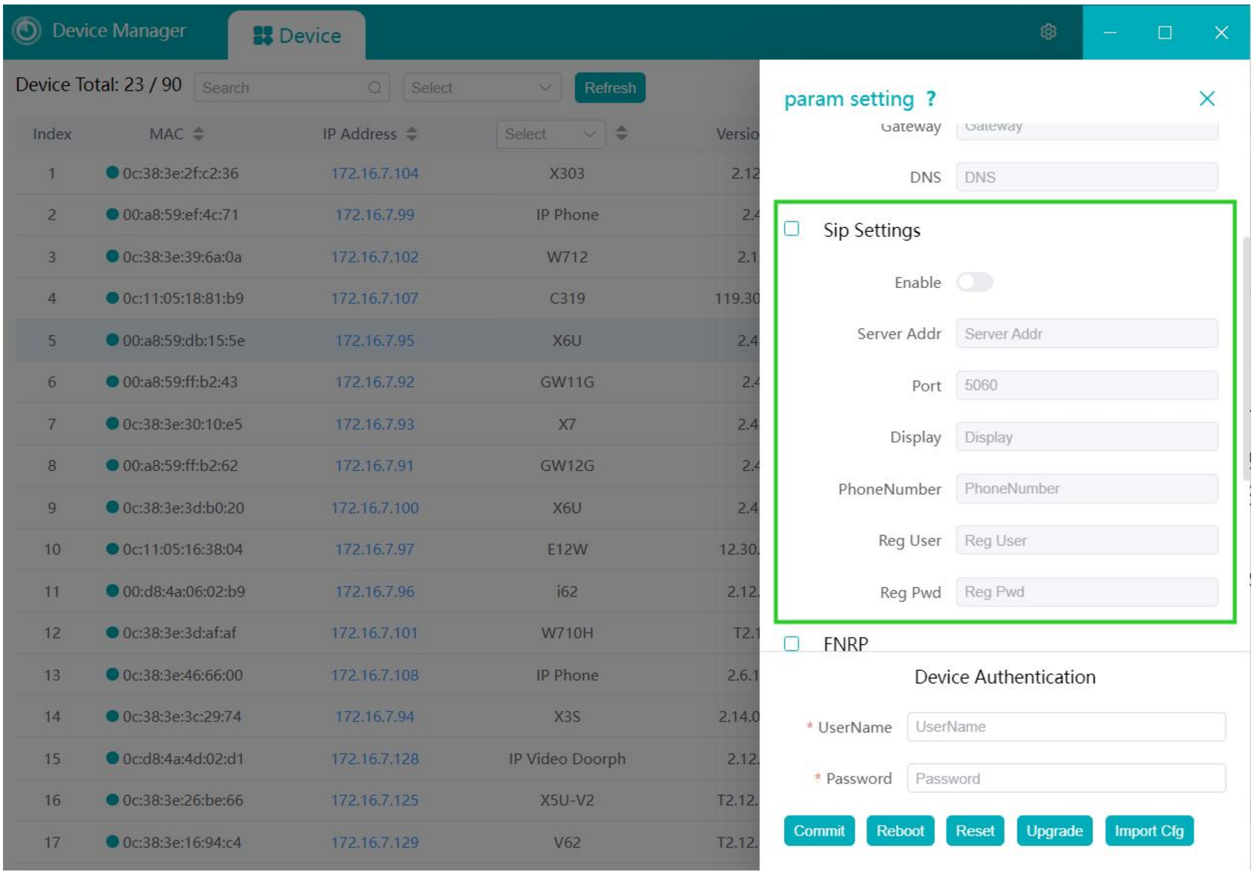
5.3.2 SIP Line Settings

Without logging into the device web page, users can configure the SIP lines of the device directly on the current page. The registration information of line 1 is configured by default.

Table 4 - SIP Line Parameters

Parameter	Description
Enable	Enable SIP account
Server Addr	SIP Server Address
Port	SIP server port number
Display	The display name of the registered SIP account
PhoneNumber	Registered SIP number
Reg User	The name of the authentication for accessing the SIP server
Reg Pwd	Refers to the password for accessing the SIP server

Note! Authentication of the device is required for [**Commit**]. The authenticated user name and password are the user name and password for login on the web side of the device Only when the authentication is passed, the operation will be executed.



Device Total: 23 / 90

Index	MAC	IP Address	Select	Versio
1	● 0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12
2	● 00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4
3	● 0c:38:3e:39:6a:0a	172.16.7.102	W712	2.1
4	● 0c:11:05:18:81:b9	172.16.7.107	C319	119.30
5	● 00:a8:59:db:15:5e	172.16.7.95	X6U	2.4
6	● 00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.4
7	● 0c:38:3e:30:10:e5	172.16.7.93	X7	2.4
8	● 00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.4
9	● 0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.4
10	● 0c:11:05:16:38:04	172.16.7.97	E12W	12.30.
11	● 00:d8:4a:06:02:b9	172.16.7.96	i62	2.12.
12	● 0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.1
13	● 0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.1
14	● 0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0
15	● 0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.12.
16	● 0c:38:3e:26:be:66	172.16.7.125	X5U-V2	T2.12.
17	● 0c:38:3e:16:94:c4	172.16.7.129	V62	T2.12.

Gateway: Gateway

DNS: DNS

□ Sip Settings

Enable: ○

Server Addr: Server Addr

Port: 5060

Display: Display

PhoneNumber: PhoneNumber

Reg User: Reg User

Reg Pwd: Reg Pwd

□ FNRP

Device Authentication

* UserName: UserName

* Password: Password

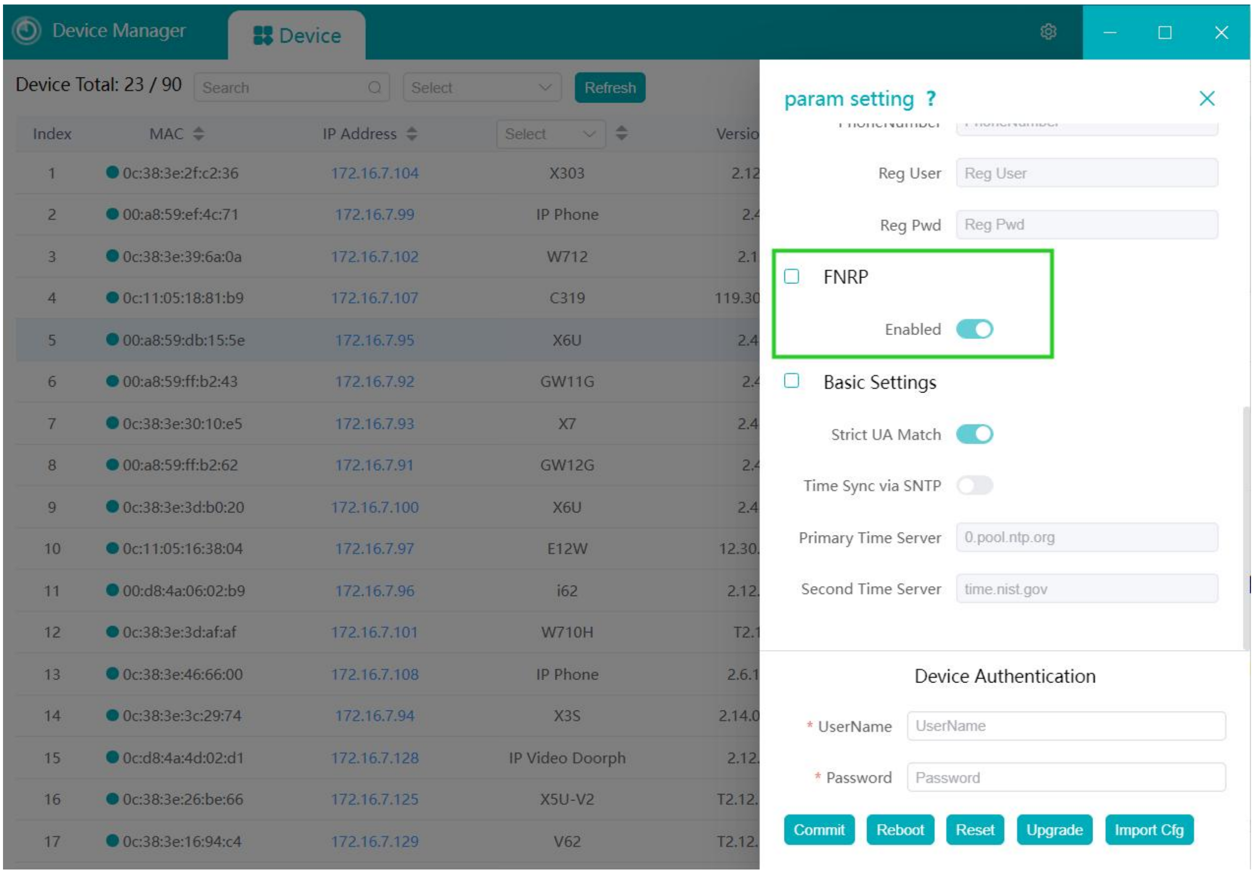
picture 17 - SIP Settings

5.3.3 FNRP

When the device line registration fails or is not registered, it is impossible to make calls using SIP lines. The FNRP configuration ensures normal calls between devices even if the line is abnormal. This setting allows you to configure FNRP directly on the current page of the device without logging into the device webpage.

Select “**FNRP**” module, enable FNRP, and click [**Commit**].

Select one of the online devices in the device list, and through the pop-up device management page, you need to authenticate the device when submitting the parameters. When the authentication is passed, the operation will be executed correctly.



Device Total: 23 / 90

Index	MAC	IP Address	Select	Versio
1	0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12
2	00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4
3	0c:38:3e:39:6a:0a	172.16.7.102	W712	2.1
4	0c:11:05:18:81:b9	172.16.7.107	C319	119.30
5	00:a8:59:db:15:5e	172.16.7.95	X6U	2.4
6	00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.4
7	0c:38:3e:30:10:e5	172.16.7.93	X7	2.4
8	00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.4
9	0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.4
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.30.
11	00:d8:4a:06:02:b9	172.16.7.96	i62	2.12.
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.1
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.1
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.12.
16	0c:38:3e:26:be:66	172.16.7.125	X5U-V2	T2.12.
17	0c:38:3e:16:94:c4	172.16.7.129	V62	T2.12.

Reg User: Reg User

Reg Pwd: Reg Pwd

□ FNRP

Enabled: on

□ Basic Settings

Strict UA Match: on

Time Sync via SNTP: off

Primary Time Server: 0.pool.ntp.org

Second Time Server: time.nist.gov

Device Authentication

* UserName: UserName

* Password: Password

picture 18 - FNRP Setting

Table 5 - FNRP Parameter

Parameter	Description
Enable FNRP	FNRP Enable the FNRP function, and when the SIP line registration number is abnormal, the call can still be made

Prerequisites for this configuration to take effect:

① the calling device is under the same LAN;

② the calling device has closed 【Enable Strict UA Match】, allowing IP incoming calls

③ Calling devices have closed video preview or changed video preview to 18x mode;

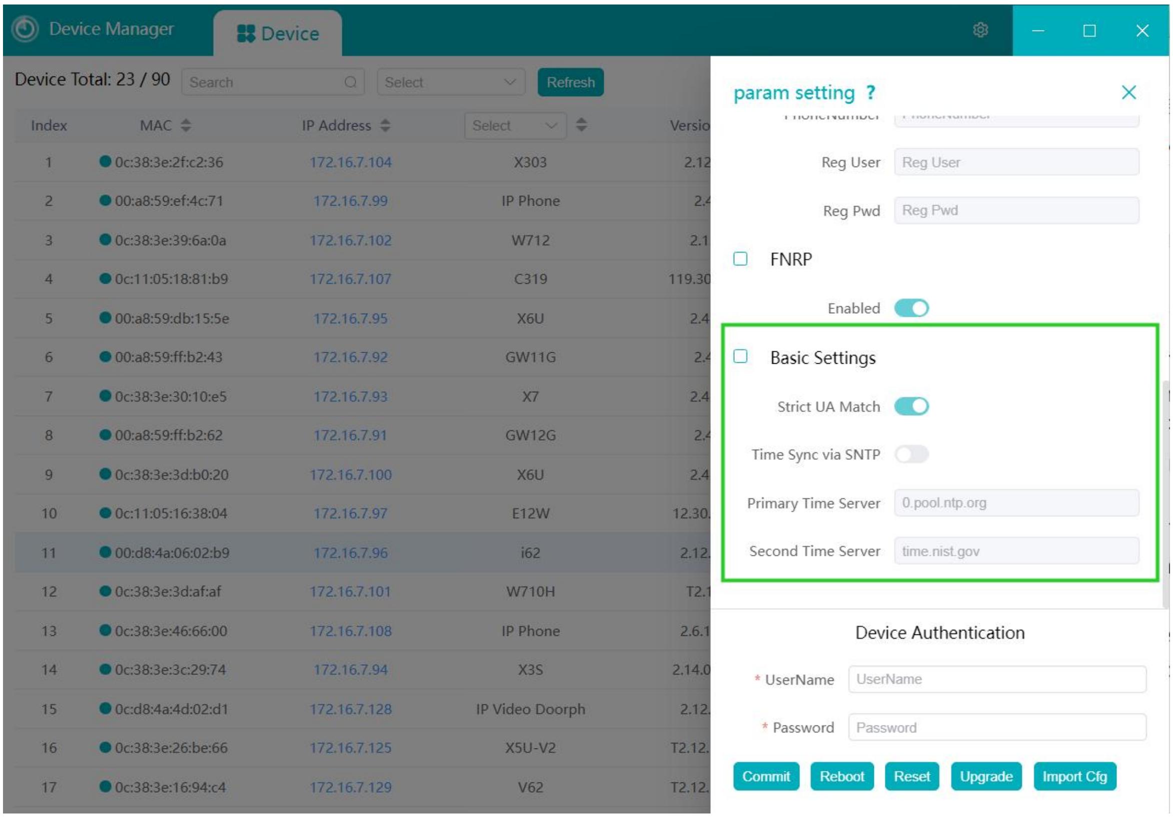
5.3.4 Basic Settings

Support setting to allow incoming IP calls and setting to synchronize the time server address. The specific configuration is shown in Figure 19 below.

Table 6 - Basic Setting Parameter

Parameter	**Description**
Strict UA Match	When closed, the device can answer incoming calls in IP mode
Time Sync via SNTP	When opened, the device automatically obtains the corresponding network time according to the network area where it is located
Primary Time Server	The device obtains the network time of the region according to the primary time server address
Second Time Server	The device obtains the network time of the area according to the secondary time server address

Note! Authentication of the device is required for [**Commit**]. The authenticated user name and password are the user name and password for login on the web side of the device Only when the authentication is passed, the operation will be executed.



Device Total: 23 / 90

Index	MAC	IP Address	Select	Versio
1	0c:38:3e:2f:c2:36	172.16.7.104	X303	2.12
2	00:a8:59:ef:4c:71	172.16.7.99	IP Phone	2.4
3	0c:38:3e:39:6a:0a	172.16.7.102	W712	2.1
4	0c:11:05:18:81:b9	172.16.7.107	C319	119.30
5	00:a8:59:db:15:5e	172.16.7.95	X6U	2.4
6	00:a8:59:ff:b2:43	172.16.7.92	GW11G	2.4
7	0c:38:3e:30:10:e5	172.16.7.93	X7	2.4
8	00:a8:59:ff:b2:62	172.16.7.91	GW12G	2.4
9	0c:38:3e:3d:b0:20	172.16.7.100	X6U	2.4
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.30.
11	00:d8:4a:06:02:b9	172.16.7.96	i62	2.12.
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.1
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.1
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.12.
16	0c:38:3e:26:be:66	172.16.7.125	X5U-V2	T2.12.
17	0c:38:3e:16:94:c4	172.16.7.129	V62	T2.12.

Reg User: Reg User

Reg Pwd: Reg Pwd

□ FNRP

Enabled: ●

□ Basic Settings

Strict UA Match: ●

Time Sync via SNTP: ○

Primary Time Server: 0.pool.ntp.org

Second Time Server: time.nist.gov

Device Authentication

* UserName: UserName

* Password: Password

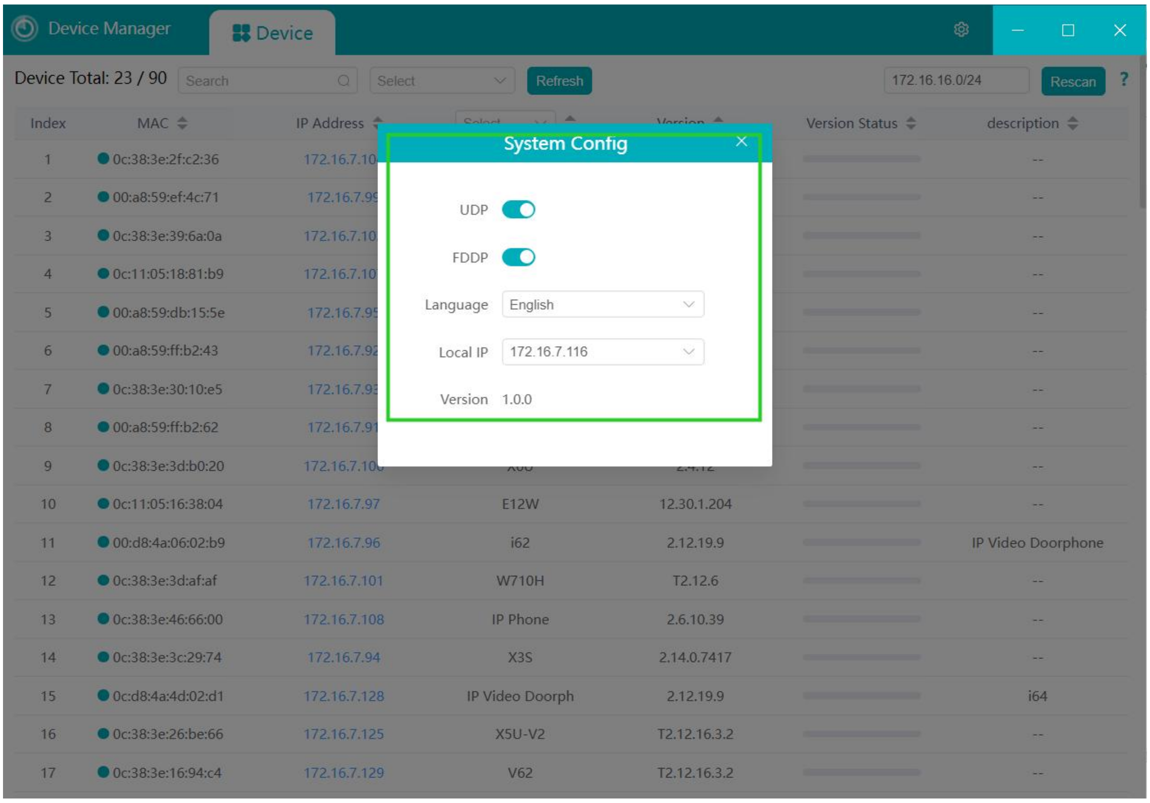
picture 19 - Basic Settings

5.4 System Config

5.4.1 Scan Protocol

➢ Device Manager supports two types of scanning protocols:

- UDP：Scans devices that support SIP PNP
- FDDP：Scans devices that support FDDP protocol and can be scanned and set network parameters when the device has no IP
- Enables both methods by default



Device Total: 23 / 90

System Config

UDP ●

FDDP ●

Language: English

Local IP: 172.16.7.116

Version: 1.0.0

Index	MAC	IP Address	Select	Version	Version Status	description
1	0c:38:3e:2f:c2:36	172.16.7.10				--
2	00:a8:59:ef:4c:71	172.16.7.99				--
3	0c:38:3e:39:6a:0a	172.16.7.10				--
4	0c:11:05:18:81:b9	172.16.7.10				--
5	00:a8:59:db:15:5e	172.16.7.95				--
6	00:a8:59:ff:b2:43	172.16.7.92				--
7	0c:38:3e:30:10:e5	172.16.7.93				--
8	00:a8:59:ff:b2:62	172.16.7.91				--
9	0c:38:3e:3d:b0:20	172.16.7.100				--
10	0c:11:05:16:38:04	172.16.7.97	E12W	12.30.1.204		--
11	00:d8:4a:06:02:b9	172.16.7.96	i62	2.12.19.9		IP Video Doorphone
12	0c:38:3e:3d:af:af	172.16.7.101	W710H	T2.12.6		--
13	0c:38:3e:46:66:00	172.16.7.108	IP Phone	2.6.10.39		--
14	0c:38:3e:3c:29:74	172.16.7.94	X3S	2.14.0.7417		--
15	0c:d8:4a:4d:02:d1	172.16.7.128	IP Video Doorph	2.12.19.9		i64
16	0c:38:3e:26:be:66	172.16.7.125	X5U-V2	T2.12.16.3.2		--
17	0c:38:3e:16:94:c4	172.16.7.129	V62	T2.12.16.3.2		--

picture 20 - System Config

5.4.2 System language and local settings

- Language: Chinese, English;
- Local IP: the current local IP address will be automatically obtained in the network connection state;
- Version: the version information of the tool.

6 Solutions to Common Problems

6.1 Flashback

6.1.1 Phenomenon

After the installation is completed, open Device Manager, the phenomenon of flashback during the loading process.

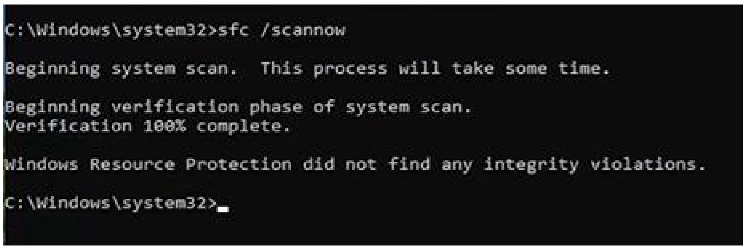
6.1.1.1: When you open it for the first time, it flashes back immediately without any operation.

6.1.1.2: Flashback in the process of use.

6.1.2 Solutions

For 6.1.1.1: You need to check and repair the system image file with the Dism command. To repair it, open the cmd terminal command line in the administrator mode and type the following commands in order:

① Input: sfc/scannow, and enter. All protected system files will be immediately scanned for integrity and repaired if possible. The finished result is shown below.

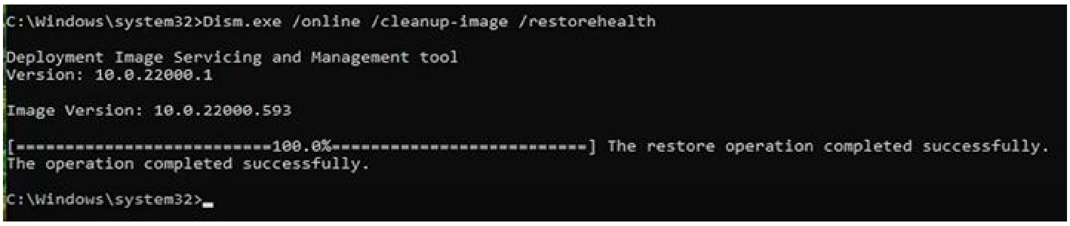


```
C:\Windows\system32>sfc /scannow

Beginning system scan.  This process will take some time.

Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection did not find any integrity violations.

C:\Windows\system32>_
```

② Input: Dism /Online /Cleanup-Image /CheckHealth , then enter - this step is used to check all corrupted files, it only performs a health check and does not perform any repair. It can be skipped.

③ Input: DISM /Online /Cleanup-Image /ScanHealth , then enter. -This step is mainly used to scan for corrupted parts of Windows image files. It can be skipped.

④ Input: Dism /Online /Cleanup-Image /restoreHealth. and enter. -This step is used to automatically attempt to repair errors in the Windows image file after they have been scanned. The result of the completed repair command is shown below.



```
C:\Windows\system32>Dism.exe /online /cleanup-image /restorehealth

Deployment Image Servicing and Management tool
Version: 10.0.22000.1

Image Version: 10.0.22000.593

[==========================100.0%==========================] The restore operation completed successfully.
The operation completed successfully.

C:\Windows\system32>_
```

⑤ After restarting the computer after the above command is executed, the problem can be solved.

For 6.1.1.2: When the port is occupied during the running of the program, the tool will remind the user to kill the ports of other processes so as not to affect the use of this tool.

6.2 FDDP Unable to Scan

6.2.1 Phenomenon

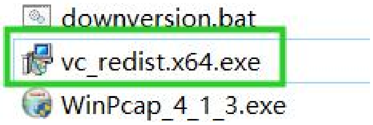
When using FDDP scanning, the software will prompt that you need to download the WinPcap driver before you can use the FDDP scan method.

6.2.2 Solutions

When prompted to download and install the driver, you need to follow the process below:

①Check the computer system where the tool is currently installed. For Windows7HomeBasic, you need to execute step 2 first, other computer systems can skip step 2 directly.

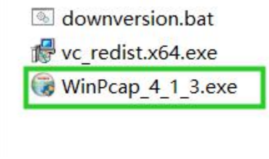
② First, the user needs to double-click or right-click [Run as administrator] to install the driver. Follow the installation instructions step by step until the installation is complete. DeviceManager relies on vcredist files to run. Windows7HomeBasic of the existing system may lack the latest VC runtime library, so the need to run the program to optimize for different CPU patch execution procedures.



downversion.bat
vc_redist.x64.exe
WinPcap_4_1_3.exe

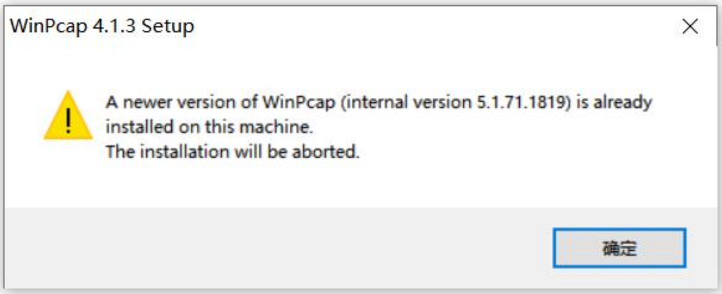
Note! This step is only for the computer system is Windows7HomeBasic, other system versions can directly skip the step.

③ Users can directly double-click or right-click [Run as administrator] **WinPcap_4_1_3.exe** to install the driver directly.



downversion.bat
vc_redist.x64.exe
WinPcap_4_1_3.exe

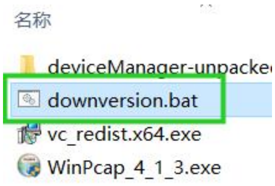
④If you encounter the prompt page shown below when executing step 3, it means that there is a higher version of winPacp on the current computer, which restricts the installation of the current version, so go to step 5



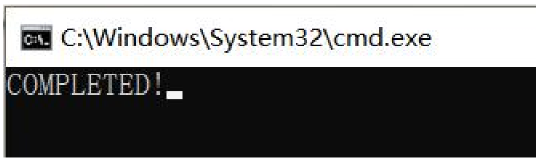
WinPcap 4.1.3 Setup

A newer version of WinPcap (internal version 5.1.71.1819) is already installed on this machine.
The installation will be aborted.

⑤ Just right click [as administrator] to run the program named “downversion.bat” in the file package. This step will not affect other programs in the system and will not damage any files or performance of the computer.



The following message will appear after running to indicate successful installation. If access is denied when executing, try restarting the PC first, then run it.



C:\Windows\System32\cmd.exe

```
COMPLETED!
```

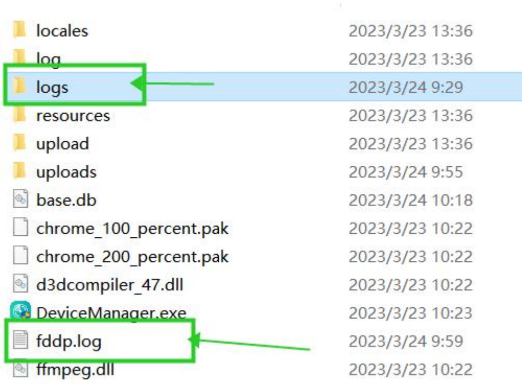
Note! The current file can only be placed anywhere on the C or D drive.

⑥After step 5, install the WinPcap driver again.

⑦After installation is complete, you can use the FDDP method of scanning.

6.3 Log Location

If the user has problems with the tool, he can provide the technical service staff with the operation log file information, and then analyze the cause of the problem and provide a solution.
The file directories to be provided are as follows:



```
locales                       2023/3/23 13:36
log                           2023/3/23 13:36
logs                          2023/3/24 9:29
resources                     2023/3/23 13:36
upload                        2023/3/23 13:36
uploads                       2023/3/24 9:55
base.db                       2023/3/24 10:18
chrome_100_percent.pak        2023/3/23 10:22
chrome_200_percent.pak        2023/3/23 10:22
d3dcompiler_47.dll            2023/3/23 10:22
DeviceManager.exe             2023/3/23 10:23
fddp.log                      2023/3/24 9:59
ffmpeg.dll                    2023/3/23 10:22
```