

<https://namlong.vn> Hotline: 092 888 2345

KX-HTS Step by Step Guide Maintenance

August 8, 2016

Panasonic System Networks
PBX SE team

Specifications are subject to change without notice.

1. Maintenance

When PBX does not work correctly, process for maintenance is as follows.

1. Restart KX-HTS by power off and power on again.
2. If above is not effective, upgrade software to latest version.
3. If above is not effective, get [system data](#), [syslog](#) and [SMDR](#).
Send them to Panasonic or distributor.
4. If cause cannot be found by above and WAN port of KX-HTS is connected with internet, set remote connection so that Panasonic or distributor can access to the KX-HTS through internet.

2. Web-MC Maintenance

The screenshot displays the HTS Web Maintenance Console interface. The top header includes the HTS logo, the text 'Web Maintenance Console' with the version '000.00211', and a language dropdown menu set to 'English (US)'. A left-hand navigation menu contains 'PBX Configuration', 'Network Configuration', and 'Maintenance'. The 'Maintenance' menu is expanded to show sub-items: '1. Management', '2. System Control', and '3. Utility'. The main content area is titled 'Maintenance' and is divided into two sections: 'Version Information' and 'System Information'. The 'Version Information' section lists: Main Unit Version (000.00211), Bootloader Version (1.002), Router Version (UGW-6.1.1-1951-11May16), and WAVE300 Version (03.05.00.49). The 'System Information' section lists: MPR-ID (FAFF-3000-421B-244A), Main Unit Region (BX), and System Up Time (0 days 3 hours 21 minutes). At the bottom of the System Information section, there is a 'Copyright Notice' (© Panasonic System Networks Co., Ltd. 2016) and a 'View' button.

Version Information	
Main Unit Version	000.00211
Bootloader Version	1.002
Router Version	UGW-6.1.1-1951-11May16
WAVE300 Version	03.05.00.49

System Information	
MPR-ID	FAFF-3000-421B-244A
Main Unit Region	BX
System Up Time	0 days 3 hours 21 minutes

Copyright Notice © Panasonic System Networks Co., Ltd. 2016

[View](#)

3. Table of Contents

Chapter	Contents
1	Management
2	System Control (Firmware version up)
3	Utility
4	SMDR (CDR)
5	IP Trace

Chapter 1

Management

11-1. Web Programming

The screenshot displays the HTS Web Maintenance Console interface. The top header includes the HTS logo, the text 'Web Maintenance Console' with the version '000.00211', and a language dropdown menu set to 'English (US)'. A left-hand navigation menu lists categories: PBX Configuration, Network Configuration, and Maintenance. Under Maintenance, there are sub-items: 1.Management, 1.Web Programming (highlighted), 2.System Control, and 3.Utility. The main content area is titled 'Web Programming' and shows a breadcrumb trail: Maintenance > 1.Management > 1.Web Programming. The configuration items are as follows:

Configuration Item	Value / Options	Action
Remote Web Maintenance	<input type="radio"/> Enable <input checked="" type="radio"/> Disable	
Web Maintenance Password for Local Access	****	Edit
Web Maintenance Password for Remote Access	****	Edit
System PIN for Manager	****	Edit
Web Auto Logout Duration	120 (5 - 1440)	

11-2. Web Programming (Remote)

Password for remote access is independent from local access. Remote access through WAN by https is disabled by default. Remote access can be enabled by Web-MC (Local access) or by phone.

Remote Web Maintenance Enable Disable

Manager Extension :

Off hook + *# 1234 (System PIN) # + 196 + 1(Open) / 0(Close) #

=> Confirmation tone is sent after 10s.

Web Maintenance Password for Local Access	Web Maintenance Password for Remote Access	System PIN for Manager
New Password (must be 4-16 characters) [0-9 a-z A-Z]	New Password (must be 8-16 characters including numeric character and alpha character) [0-9 a-z A-Z]	New PIN (must be 4-10 numeric characters) [0-9]
Confirm Password [0-9 a-z A-Z]	Confirm Password [0-9 a-z A-Z]	Confirm PIN [0-9]
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	<input type="button" value="OK"/> <input type="button" value="Cancel"/>	<input type="button" value="OK"/> <input type="button" value="Cancel"/>

11-3. Web Programming (Condition)

Https is closed automatically if wrong password is input 3 times.
Https is closed automatically after 24 hours from opening it, even if remote access is not closed manually by Web-MC or phone.

Remote access is not allowed for extension user account.
(INSTALLER only)

Remote access control by phone is available by remote SIP phone also. DISA also can be used.

Call DISA + *47 + 101 (Manager Extension) + 1111 (PIN of 101 for example) + *#
1234 (System PIN) # + 196 # + 1 (https open) / 0 (https close) #.

11-4. Web Programming (Condition)

Local access by INSTALLER is closed for one hour, if wrong password is input 3 times.

This can be cleared by power off and on again.

Log-in account for extension user is also closed for each user, if wrong password is input 3 times.

Maximum one INSTALLER and **xx** extension user can log in at the same time.

Chapter 2

System Control

21. Firmware Transfer to PBX (Temporal Memory)

HTS Web Maintenance Console
000.00211 English (US) ▼

PBX Configuration
Network Configuration
Maintenance
1. Management
2. System Control
1. Firmware Transfer to PBX
2. Firmware Update
3. System Data Backup & Restore
4. System Reset
3. Utility

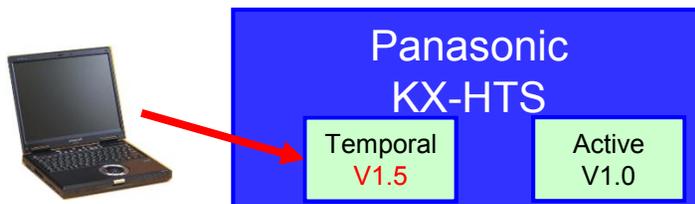
Firmware Transfer to PBX

Maintenance > 2. System Control > 1. Firmware Transfer to PBX

Transfer from Local PC USB Memory

Transfer from Local PC
File Name

Transfer from USB Memory
File Name
Firmware should be placed /private/meigroup/psn/hts/update/



22. Firmware Update (Activate)

HTS Web Maintenance Console
001.00001 English (US) Logout

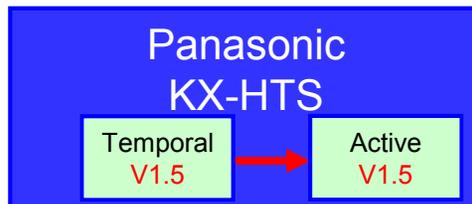
PBX Configuration
Network Configuration
Maintenance

- 1. Management
- 2. System Control
 - 1. Firmware Transfer to PBX
 - 2. Firmware Update
 - 3. System Data Backup & Restore
 - 4. System Reset

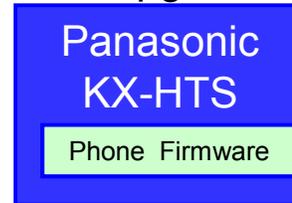
KX-HDV230	xxxx.tar.gz	versionXXX	Delete
-----------	-------------	------------	--------

Update Target

Target	Type	Port	Current Version
<input type="checkbox"/>	Main Unit	-	versionXXX
<input type="checkbox"/>	KX-HDV100	1	versionXXX
<input type="checkbox"/>	KX-HDV100	2	versionXXX



Software of KX-HDV Phone also can be upgraded from KX-HTS.



23-1. System Data Backup

The screenshot displays the HTS Web Maintenance Console interface. The top header includes the HTS logo, the version number 000.00211, and the title 'Web Maintenance Console'. A language dropdown menu is set to 'English (US)'. The left sidebar contains a navigation menu with categories: PBX Configuration, Network Configuration, Maintenance, and Utility. Under Maintenance, there are sub-items: 1. Management, 2. System Control, 3. System Data Backup & Restore (highlighted), and 4. System Reset. The main content area is titled 'System Data Backup & Restore' and shows a breadcrumb trail: Maintenance > 2. System Control > 3. System Data Backup & Restore. Two tabs are visible: 'System Data Backup' (active) and 'System Data Restore'. The 'Backup to' section has two radio button options: 'Local PC' (selected) and 'USB Memory'. A note states: 'If you selected USB Memory, System Data will be placed /private/meigroup/psn/hts/backup/dsys/'.

23-2. System Data Restore

The screenshot displays the HTS Web Maintenance Console interface. The top header includes the HTS logo, the text 'Web Maintenance Console' with the version '000.00211', and a language dropdown menu set to 'English (US)'. On the left, a navigation sidebar lists 'PBX Configuration', 'Network Configuration', and 'Maintenance'. Under 'Maintenance', there are folders for '1. Management', '2. System Control', and '3. Utility'. The '2. System Control' folder is expanded, showing sub-items: '1. Firmware Transfer to PBX', '2. Firmware Update', '3. System Data Backup & Restore', and '4. System Reset'. The main content area is titled 'System Data Backup & Restore' and shows a breadcrumb trail: 'Maintenance > 2. System Control > 3. System Data Backup & Restore'. Two tabs are present: 'System Data Backup' and 'System Data Restore', with the latter being active. Under the 'System Data Restore' tab, there are two radio buttons: 'Local PC' (selected) and 'USB Memory'. Below these, the 'Restore from Local PC' section has a 'File Name' input field and a 'Browse' button. The 'Restore from USB Memory' section has a 'File Name' dropdown menu showing a hyphen '-' and a note: 'System Data should be placed /private/meigroup/psn/hts/backup/dsys/'.

24. System Reset

The screenshot displays the HTS Web Maintenance Console interface. The top header includes the HTS logo, the text 'Web Maintenance Console' with the version '000.00211', and a language dropdown menu set to 'English (US)'. On the left side, there is a navigation menu with categories: 'PBX Configuration', 'Network Configuration', and 'Maintenance'. Under 'Maintenance', there are sub-items: '1. Management', '2. System Control', '3. Utility', and a list of tasks: '1. Firmware Transfer to PBX', '2. Firmware Update', '3. System Data Backup & Restore', and '4. System Reset'. The main content area is titled 'System Reset' and shows a breadcrumb trail: 'Maintenance > 2. System Control > 4. System Reset'. Below the title, there is a 'System Reset' label and a 'Reset' button. A 'Memo' section contains a large, empty text input field.

Chapter 3

Utility

31. USB

The screenshot displays the HTS Web Maintenance Console interface. The top navigation bar includes the HTS logo, the title 'Web Maintenance Console', the version '001.00001', a language dropdown set to 'English (US)', and a 'Logout' link. The left sidebar contains a menu with categories: 'PBX Configuration', 'Network Configuration', and 'Maintenance'. Under 'Maintenance', there are sub-categories: '1. Management', '2. System Control', and '3. Utility'. The '3. Utility' category is expanded, showing '1. USB' (highlighted with a dotted border), '2. System Log', and '3. Email Notification'. The main content area is titled 'USB' and shows a breadcrumb trail: 'Maintenance > 3.Utility > 1.USB'. Below the breadcrumb is a table with four columns: 'Capacity', 'Used', 'Available', and 'Unmount'. The table contains one row of data. Below the table is a 'Memo' section with a text input area.

Capacity	Used	Available	Unmount
123,456 Bytes	123,456 Bytes	123,456 Bytes	Unmount

Memo

32. System Log

HTS Web Maintenance Console 000.00211 English (US) Save & Logout

System Log
Maintenance > 3.Utility > 2.System Log

Log Type Syslog Error Log - Major Error Log - Minor
[Option](#)

Log

```
[syslog_major]
[syslog_minor]
2016 Jun 7 09:16:23 (none) [#err] [AP][MN] MN ALM #002 10001000 System Restart
2016 Jun 6 09:52:11 (none) [#err] [AP][MN] MN ALM #002 10001000 System Restart
2016 Jun 2 21:33:39 (none) [#err] [AP][MN] MN ALM #002 10001000 System Restart
2016 Jun 2 13:59:15 (none) [#err] [AP][MN] MN ALM #002 10001000 System Restart
[syslog_update]
```

Save Log [Save](#) Clear Log [Clear](#)

33. Email Notification

See step by step guide No.3 chapter 2 (VM to e-mail) for details.

The screenshot displays the HTS Web Maintenance Console interface. The top header includes the HTS logo, the text 'Web Maintenance Console' with the version '000.00211', and a language dropdown menu set to 'English (US)'. On the left, a navigation sidebar lists 'PBX Configuration', 'Network Configuration', and 'Maintenance'. Under 'Maintenance', there are sub-items: '1.Management', '2.System Control', '3.Utility', '1.USB', '2.System Log', and '3.Email Notification'. The main content area is titled 'Email Notification' and shows a breadcrumb trail: 'Maintenance > 3.Utility > 3.Email Notification'. Below the title, there are two tabs: 'Email Notification' (active) and 'SMTP'. The configuration is divided into three sections: 'System Alarm' with fields for 'Filtering Setting' (checkboxes for Major and Minor), 'Email Address 1', 'Email Address 2', and 'Subject' (pre-filled with 'HTS System Alarm'); 'Voice Mail' with a 'Subject' field (pre-filled with 'Voice Message Recording'); and 'Send Test Email' with 'Email Address' and 'Subject' (pre-filled with 'Test Email from HTS') fields. An 'Execute' button is located at the bottom of the 'Send Test Email' section.

Chapter 4

SMDR (CDR)

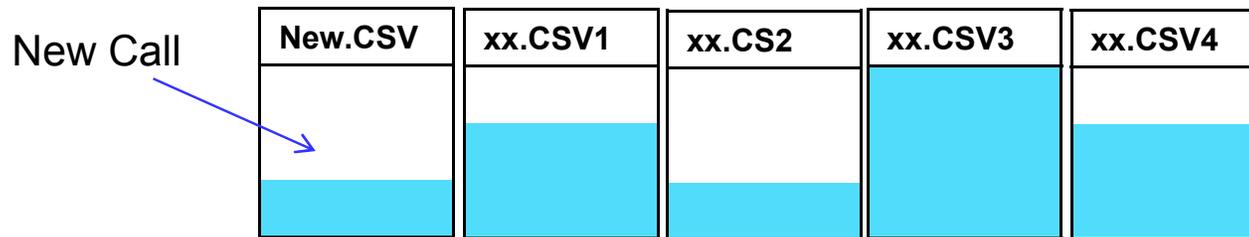
41. SMDR

SMDR is saved using Web-MC manually. (Not automatic)

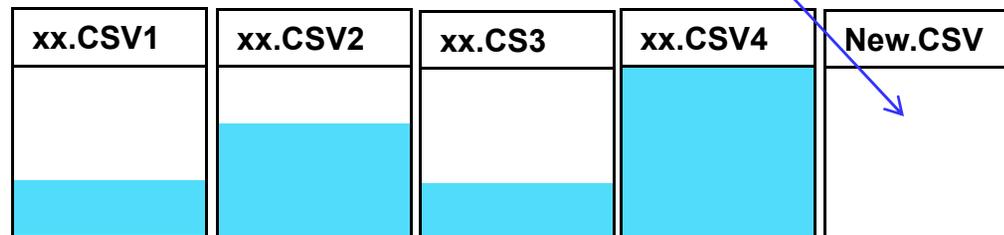
The screenshot displays the HTS Web Maintenance Console interface. The top header shows 'HTS Web Maintenance Console' and the phone number '000.00314'. On the left, a navigation menu is visible with categories: 'PBX Configuration', 'Network Configuration', and 'Maintenance'. Under 'PBX Configuration', there are sub-items: '1. System', '2. Extension', '3. Trunk', '4. TRS/ARS', '5. System Speed Dialling', '6. Conference', and '7. Voice Mail'. The main content area is titled 'CDR' and shows the breadcrumb 'PBX Configuration > 1. System > 7. CDR'. It features a 'CDR Recording' section with radio buttons for 'Enable' (selected) and 'Disable'. Below this is a 'Save CDR to PC' section with a 'Save' button. A 'Memo' section contains text in English and Spanish: 'Call records are saved in 1 new CSV file and 4 old CSV files. The maximum size of each file is 2.5 megabytes. Around 10,000 calls can be saved in each file.' and 'Los registros de llamadas son almacenados en 1 archivo CSV nuevo y 4 archivos CSV anteriores. El tamaño máximo de cada archivo es de 2.5 Mega Bytes. Alrededor de 10.000 llamadas son almacenadas en cada archivo.'

42. SMDR

Call records are saved in 1 new CSV file and 4 old CSV files.
The maximum size of each file is 2.5 megabytes.
Around 10,000 calls can be saved in each file.

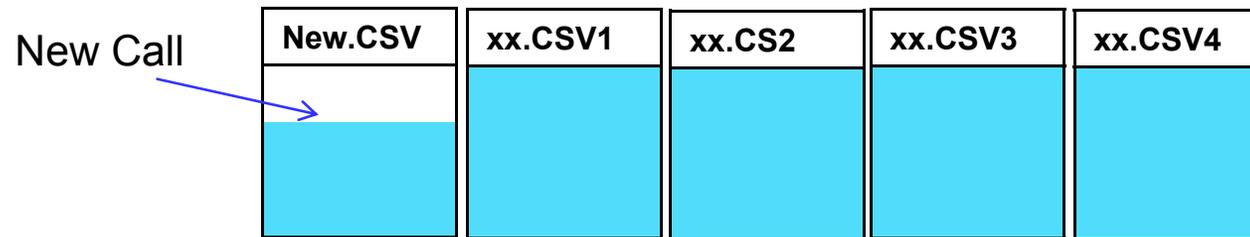


After back up to PC



43. SMDR

Around 10,000 calls can be saved in each file.
40,000 – 50,000 calls can be saved in KX-HTS if no back-up by
Web-MC.



After overflow



Chapter 5

IP Trace

51. Port Mirroring

LAN 2 supports Port Mirroring for trouble shooting.

Network Configuration

LAN1 Information

IP Address	192.168.0.101
Subnet Mask	255.255.255.0
MAC Address	BC:C3:42:1B:24:4A

LAN2/WAN2 Setting & Information

LAN2/WAN2 Port *) LAN2 WAN2

Port Mirroring

IP Address

Subnet Mask

MAC Address

WAN1 Information

- Disable
- LAN1 Port
- WAN1 Port
- WLAN Port
- LAN1&WLAN Port
- LAN1&WLAN&WAN1 Port



Thank you !

<https://namlong.vn> Hotline: 092 888 2345

Revision

Date	No.	Change
June 30, 2015	All	First draft
July 23, 2015	All	2nd draft
June 15, 2016	51	LAN2 supports port mirroring.
July 27, 2016	All	First official release
August 8, 2016	Chapter 2	Picture was added for firmware version up.
	Chapter 3	Details for e-mail notification was moved to step by step guide No.3 (VM to e-mail).