Release Note

Software Version：2.0.14

Models：W710H, W610H, W620H

Date: 2026.10.12

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1 Revise History

No.	Version	Release Time
1	1.0.11/1.0.7	2024.12.30
2	1.0.14.5/1.0.14.1	2025.03.03
3	1.0.15	2025.06.20
4	W710H: 1.0.16	2025.07.15
5	1.2.13/1.2.10	2026.04.10
6	2.0.14/2.0.13	2026.10.12

2 Release 2.0.14/2.0.13

Models	Software Version	Comment
W710H	2.0.14	
W610H	2.0.13	
W620H	2.0.13	

2.1 Recommendation

1. It is recommended to upgrade Manager, Base, and Handset to the latest versions for use together, so as to achieve the best compatibility and stability; otherwise, some compatibility issues may occur.

2.2 New Features

1. Added support for displaying the device name on incoming/outgoing calls, during calls, and on the idle screen via the internal extension after the internal extension is assigned.

2.3 Optimization

1. Improved the SIP account registration mechanism to enhance SIP registration stability.
2. Refactored the roaming strategy to improve roaming stability and efficiency.
3. Improved support for transferring incoming calls while the keypad is locked.
4. Added an anti-downgrade mechanism.

2.4 Bug Fix

1. Fixed an issue where the handset occasionally failed to make or receive calls properly under certain conditions.

2. Fixed an issue where the handset's SIP account occasionally failed to register under certain conditions.

3. Fixed an issue where the Manager or handset occasionally restarted unexpectedly in certain environments.

4. Fixed an issue where there was occasionally no audio during a call under certain conditions.

5. Fixed an issue where calls occasionally experienced lag and delay in certain environments.

3 Release 1.2.13/1.2.10

Models	Software Version	Comment
W710H	1.2.13	
W610H	1.2.10	

3.1 New Features

2. Add the feature that the handset plays a prompt tone when the SIP account registration fails.

3. Support the Ukrainian language.

3.2 Optimization

5. Optimize the network disconnection and reconnection mechanism to enhance network stability.

6. Optimize the device roaming strategy to improve roaming stability and efficiency.

3.3 Bug Fix

6. Fixed the occasional issue where the handset could not make normal calls under specific circumstances.

7. Fixed the occasional issue where the handset SIP account failed to register normally under specific circumstances.

8. Fixed the occasional abnormal restart of the Manager or handset in specific environments.

9. Fixed the issue where the handset could not enter sleep mode, resulting in short battery life in specific environments.

10. Fixed the issue where the Manager web page could not be accessed under specific circumstances.

11. Fixed the issue where handset logs could not be exported normally via the Manager.

12. Fixed the occasional issue where modified handset configurations did not take effect in specific scenarios.

13. Fixed the issue where a second Dial Plan could not be added in the Manager configuration management.

3.4 New Feature Description

1. Add the feature that the handset plays a prompt tone when the SIP account registration fails.

Description: Users can configure the device to play a prompt tone for notification when the handset SIP account registration fails.

- Set whether to play a prompt tone for registration failure of the handset SIP account connected to Manager via the following configuration item:
  - 0: Disable prompt tone for SIP account registration failure;
  - 1: Play prompt tone for registration failure.

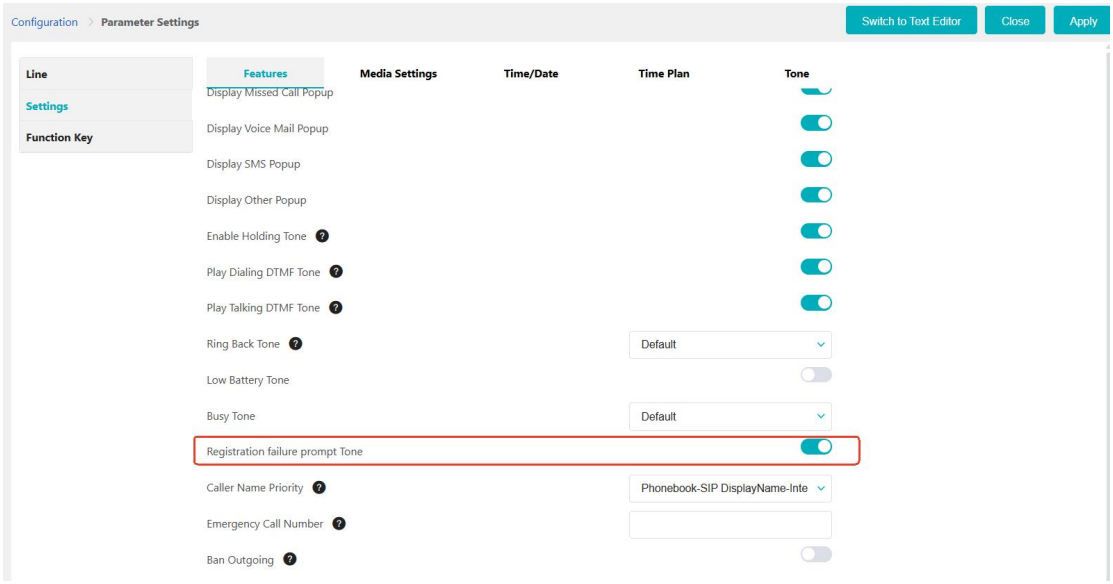
```
call.port.1.SIPRegFailTone = 0
```

- Set whether to play a prompt tone for SIP account registration failure on specific handsets by assigning configuration profiles to the devices:

  1) Access the Manager web page > Handset > Configuration , select or add a configuration profile > Settings > Feature > Settings, then enable or disable the registration failure prompt tone.

  2) After completing the settings, assign this configuration profile to the

corresponding handsets: Access the Manager web page > Handset > Maintenance, select or add a handset for editing > select the configuration profile created in the first step.



4 Release 1.0.16

Models	Software Version	Comment
W710H	1.0.16	
W610H	1.0.15	

4.1 Bug Fix

1. Fix the issue where the SIP accounts on the Manager webpage could not be edited.

5 Release 1.0.15

Models	Software Version	Comment
W710H	1.0.15	
W610H	1.0.15	

5.1 New Features

1. Add the feature that supports adding handsets and assigning SIP accounts via auto provision.

2. Add the feature that supports configuring DSS keys of handsets via auto provision.

5.2 Optimization

1. Optimize the audio quality when using Bluetooth headsets for calls

2. Optimize the pop-up display of W610H

5.3 Bug Fix

1. Fix the issue where SIP account registration fails in specific scenarios when using the TCP protocol.

2. Fix the issue of SIP registration failure on handsets under poor network conditions.

3. Fix the issue where W610H frequently disconnects and reconnects in specific scenarios.

4. Fix the issue where the handset malfunctions due to memory leaks when the

configured XML phone book server disconnects.

5. Fix the issue where W610H cannot make internal calls after Manager Ethernet disconnection.

6. Fixed the occasional issue where some handsets failed to automatically reconnect after rebooting the Manager.

5.4 New Feature Description

1. Add the feature that supports adding handsets and assigning SIP accounts via auto provision.

Description: Add handsets and assign SIP accounts via auto-provisioning by configuring these parameters.

- Provision SIP accounts:

```
ipct.sipServer.N.RegisterAddr =      // SIP server address
ipct.sipServer.N.RegisterPort =      // SIP server port
ipct.sipServer.N.LocalDomain =       // SIP server domain
ipct.account.N.PhoneNumber =         // SIP account number
ipct.account.X.DisplayName =         // SIP account display name
ipct.account.X.User =                // SIP account authentication username
ipct.account.X.Password =            // SIP account authentication password
ipct.account.X.ServerIndex = N       // SIP server index corresponding to the SIP account
```

- Provision handsets:

```
ipct.terminal.N.Name =                // Handset name
ipct.terminal.N.DeviceType = 0        // Handset type: 0--W610H
ipct.terminal.N.AutoPermission = 1    // Enable handset connect to Base
```

ipct.terminal.N.Line1AccountIndex = X // SIP account index associated with the handset

2. Add the feature that supports configuring DSS keys of handsets via auto provision.

Description: Add the feature that supports configuring DSS keys of handsets via auto-provisioning by configuring these parameters.

ipctHandset.dss.page.X.key.N.Type = // Configure DSS key type
ipctHandset.dss.page.X.key.N.Title = // Configure DSS key name
ipctHandset.dss.page.X.key.N.Value = // Configure DSS key value

6 Release 1.0.14.5/1.0.14.1

Models	Software Version	Comment
W710H	1.0.14.5	
W610H	1.0.14.1	

6.1 New Features

1. Add the feature that the W710H Manager can integrate and manage wired phones.

2. Add the feature that the W710H Manager supports fast pairing with handsets by pressing the Reset key.

3. Add the feature that users can upgrade the firmware of terminals in batch by uploading firmware through the W710H Manager webpage.

4. Adds a filter condition for the online status of handsets on the W710H Manager webpage.

6.2 Optimization

3. Optimize time zones with the add Taipei timezone option.

4. Optimize the maximum number of SIP accounts supported by Manager from 100 to 300.

5. Optimize the web UI display.

6. Changed the backup DNS address from 114.114.114.114 to 8.8.8.8.

6.3 Bug Fix

4. Fixed the intermittent issue where the SIP account assigned to the handset became unassigned when the handset reconnected to the Base.

5. Fixed the intermittent issue where the handset couldn’ t make a call after the handset disconnected from the Manager/Base during a call and then reconnected.

6. Fixed compatibility issues with the 3CX server.

6.4 Known Issue

1. After a wired phone registers an internal extension of the system, if the Manager restarts, the wired phone can re-establish calls after 5 minutes.

2. When downgrading the W710H Manager from version 1.0.14.x to below 1.0.14, the following configuration needs to be manually set to 1, or the system needs to be reset; otherwise, the handset's internal extension number will fail to register:

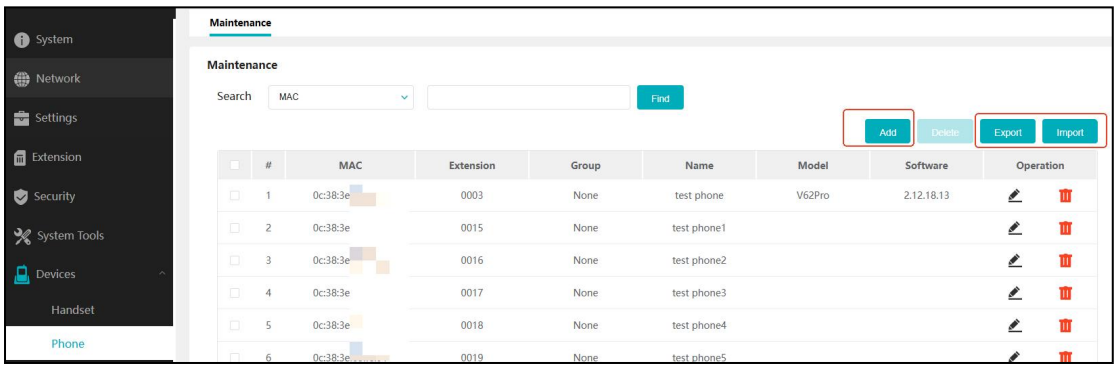
```
hotspot.Enabled = 0
```

6.5 New Feature Description

1. Add the feature that the W710H Manager can integrate and manage wired phones: the Manager can assign internal extensions for wired phones, so that the wired phones and wireless handsets are able to establish calls within the LAN.

Description:

1) Access the W710H Manager webpage >>[Device]>>[Phone], click Add, set the MAC address, select SIP Line and Extension Number, and add a single device; or Export the template, Edit, and then Import , and add devices in batches.



2) The wired phone can register an internal extension number of the system through the following two methods:

① Register via auto provision (applicable only if the Manager and wired phone are within the same LAN): After adding the wired phone to the Manager, power on or reboot the factory phone; the phone will get an extension number automatically.

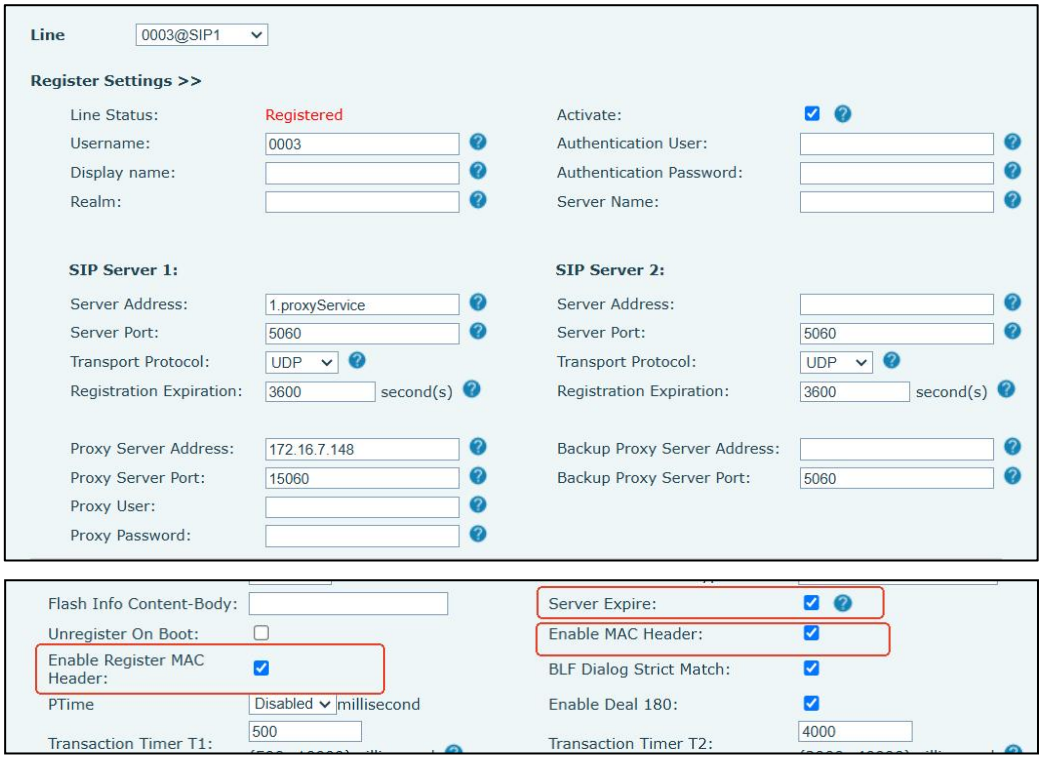
② Register manually:

a. Obtain registration information from the Manager

- Server Address: N.proxyService: N is the number of the selected line when you add a phone. For example, if SIP1 is selected, set it to 1.proxyService
- Proxy Server Address: the IP address of the Manager
- Proxy Server Port: 15060
- Username: the extension number you assigned to the phone.

b. Access the wired phone web page >> Line >> SIP >> Register Settings , enter the SIP Server Address, Proxy Server Address, Proxy Server Port, and Username with the registration information obtained in step a.

c. Access the wired phone web page >> Line >> SIP >> Advanced Settings, Enable Register MAC Header or Enable MAC Header , and make sure the Server Expire is enabled, then Apply



3) Wired phones can create calls with handsets in the system via extension numbers without a third-party SIP server.

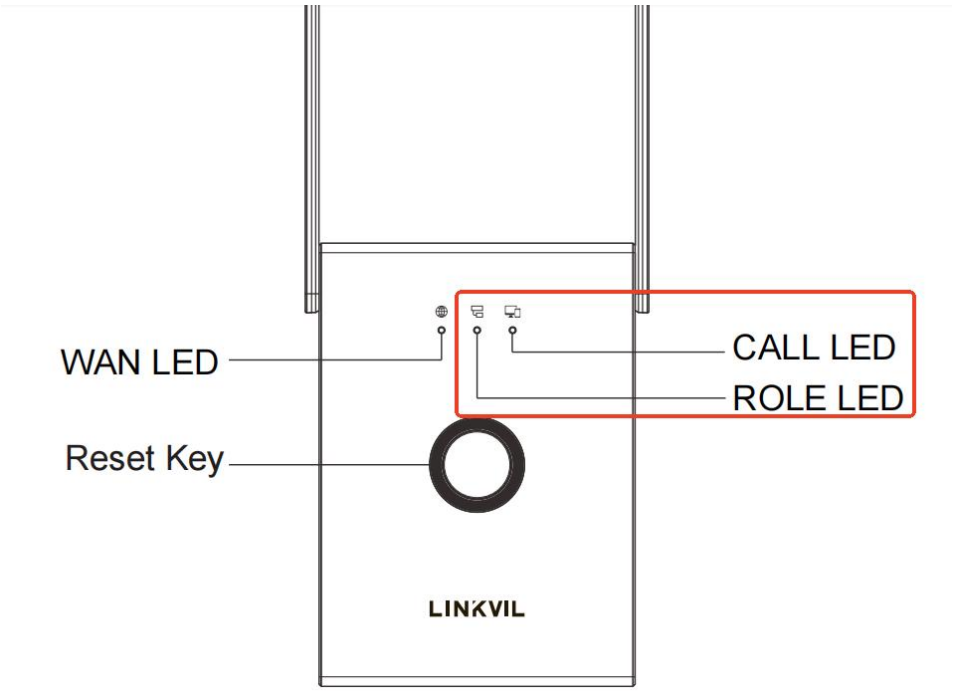
2. Add the feature that the W710H Manager supports fast pairing with handsets by pressing the Reset key.

Description:

After **Auto Authorized** is enabled, it is not necessary to add the MAC address of the handset on the Manager page. Any handset can connect to the Manager after entering the password. There are two ways to enable Auto-Authorized:

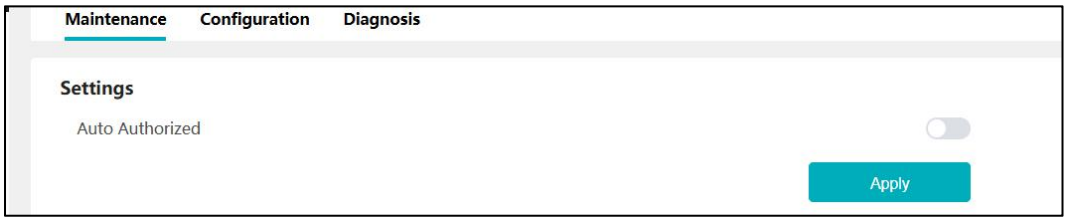
1) Press and hold the Reset key for 3 seconds until the ROLE LED and CALL LED flash twice quickly. Release the button, and the device will enter **Auto Authorized** mode (ROLE LED stays on, CALL LED flashes slowly).

Auto Authorized mode will be disabled automatically after 90 seconds if you enable it by the Reset key.



2) You can enable Auto Authorized by accessing the Manager web page > [Devices]> [Handset]> [Maintenance].

After Auto Authorized is enabled from the web page, it will not be disabled automatically. You can access the Manager webpage > [Devices]> [Handset]> [Maintenance] to disable Auto Authorized; you can also press and hold the Reset key for 3 seconds to disable Auto Authorized.



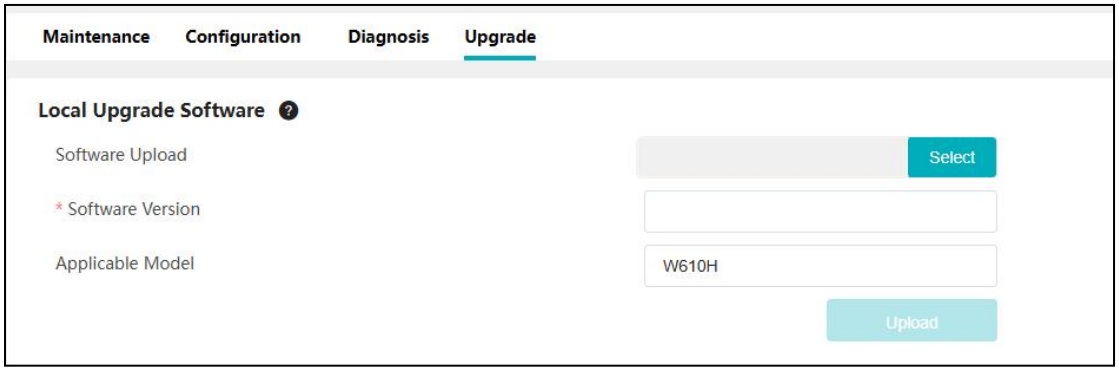
3. Add the feature that users can upgrade the firmware of terminals in batch by uploading firmware through the W710H Manager webpage.

Description:

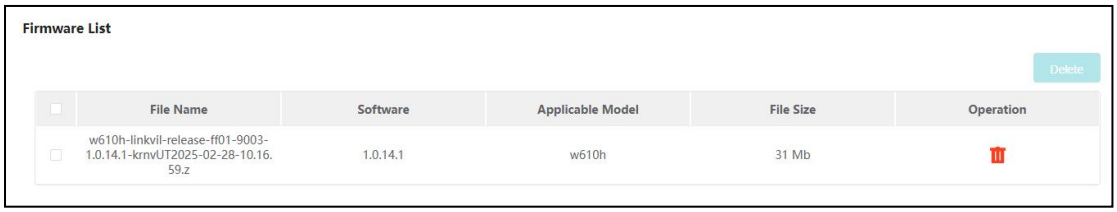
1) Access W710H Manager webpage >>[Device]>>[Handset] >> [Upgrade]>> [Local Software Upgrade], select the firmware of W610H, automatically retrieve or manually edit the software version number, and click Apply.

Note:

- The device can only automatically recognize the software version number of the default firmware file name.
- The submitted software version number must match the firmware version. Inconsistencies may lead to repeated upgrades.



2) After applying, the firmware will display in the Firmware List ([Device]>> [Handset] >> [Upgrade]>>Firmware List), and handsets will upgrade automatically.



7 Release 1.0.11/1.0.7

Models	Software Version	Comment
W710H	1.0.11	
W610H	1.0.7	

7.1 Known Issue

1. The second number of the software version of the Base and Handset must be the same so that they can match.
2. W710H 1.0.5 and earlier versions cannot be networked with W710H 1.0.5 and later versions
3. W610H 1.0.0 and later versions support U disk upgrade.