

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **HTek UC912G** IP phone to register with **the mywlpbx Elite platform v5.2.0** — from installation through manual configuration and auto provisioning (DHCP, HTTP, TFTP).



HTek UC912G IP phone

IDENTIFYING YOUR PHONE MODEL

The exact model information is printed on the back of each HTek phone. Models can have significantly different requirements and installation procedures — confirm you have the **UC912G** before starting, or the setup may not complete successfully.

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model on the back of the phone
- **Firmware** — Version 2.0.4.4.33, checked via the phone's web interface
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release 5.2.0

CHECK PHONE FIRMWARE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Go to **Status** in the left navigation menu
- 3 The **Firmware Version** field displays the phone's firmware

FIND PHONE IP ADDRESS

- 1 Press the **Menu** softkey three times
- 2 The IP address is displayed at the top of the display

CHECK PBX VERSION

- 1 Log in to the mywlpbx Elite platform, navigate to **Settings > About**

Edition: Multi-Tenant, Release: 5.2.0.0 (73ebcc09), Running: 13.19.2-gc-bc02d0d8, Proxy v5.2.0 (1cfbb13), API: 5.2

INSTALLATION

OPTION A – POWER ADAPTER

- 1 Connect the DC plug on the power adapter to the DC port on the phone, and the other end into an electrical outlet
- 2 Connect an Ethernet cable between the Internet port on the phone and a network port on your router or switch

OPTION B – POWER OVER ETHERNET (POE)

- 1 Connect an Ethernet cable between the Internet port on the phone and an available port on a PoE-compliant router or switch

NOTE: If using PoE, you do not need the AC adapter. Ensure the Ethernet cable and router/switch are PoE compliant.

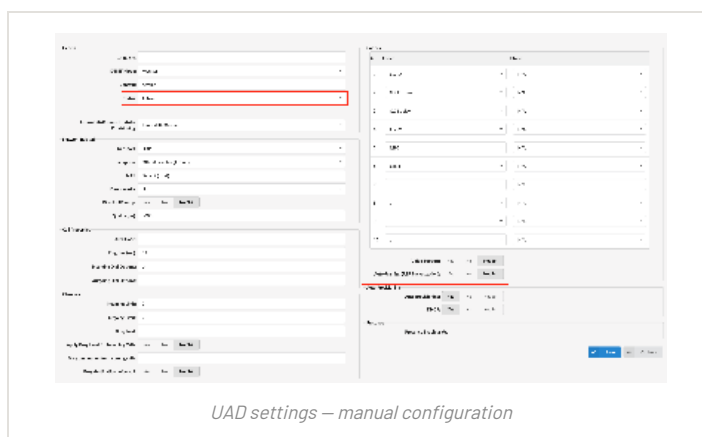
RESET TO FACTORY SETTINGS

Not required for brand-new phones – but a must for any phone previously used.

- 1 Browse to the phone's IP, e.g. <http://192.168.1.22>
- 2 Log in (factory default: `admin` / `admin`), click the **Management** tab, then **Upgrade**
- 3 Click **Reset** – the phone resets to factory settings and reboots automatically
- 4 Wait for the device to finish rebooting before continuing

MANUAL CONFIGURATION – UAD SETTINGS

- 1 Browse to the mywlpbx Elite platform, e.g. <http://192.168.1.10>, and log in with your e-mail address and password
- 2 Navigate to **Settings > UAD**
- 3 Make sure the HTek UC912G UAD is enabled – click the **Edit** icon for the HTek UC912G
- 4 Set **Status** = **Active**, **Auto provisioning** = **No**, **DHCP** = **Yes**
- 5 Click **Save**



WARNING: Do not unplug or remove power while the phone is updating firmware or configuration.

MANUAL CONFIGURATION – EXTENSION & REGISTRATION

CREATE THE EXTENSION

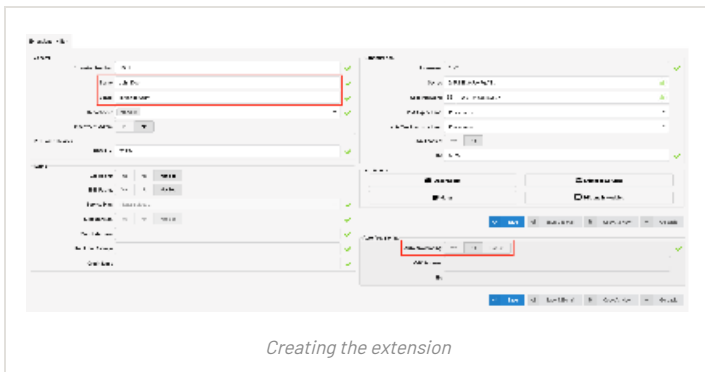
- 1 **Extensions > Add Extension** > **UAD** = HTek UC912G, **Location** = Local or Remote > **Next step**

Local is for extensions registered on the LAN; **Remote** is for extensions registered from remote networks, WAN, Internet, etc.

REQUIRED EXTENSION FIELDS

- **Name** – e.g. John Smith
- **E-mail** – e.g. john.smith@yourdomain.com (receives all system notifications)
- **Department** – e.g. Sales

Click **Save**.



REGISTER THE PHONE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Log in (`admin / admin`), click **Profile**, set **Primary SIP Server** to the PBX hostname or IP, and click **SaveSet**
- 3 Click **Account** – **Account Active** – select the **Yes** radio box
- 4 **SIP User ID / Authenticate ID** – the Extension number, e.g. `1003`
- 5 **Authenticate Password** – the extension Secret (generated automatically for each new extension)
- 6 Click **SaveSet** and wait for the device to reboot
- 7 The phone registers to the PBX automatically after the reboot
- 8 Dial `*123` to verify the registration
- 9 After the reboot, dial `*123` to verify the registration.

AUTO PROVISIONING

1 UAD SETTINGS

- 1 Log in to the mywlpbx Elite platform, navigate to **Settings > UAD**
- 2 Click **Edit** for the HTek UC912G, set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, click **Save**

2 CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = HTek UC912G, **Location** = Local or Remote > **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com
- **Auto Provisioning** — set to Yes
- **MAC Address** — from the back of the phone, e.g. 001FC1123456

Click **Save**.

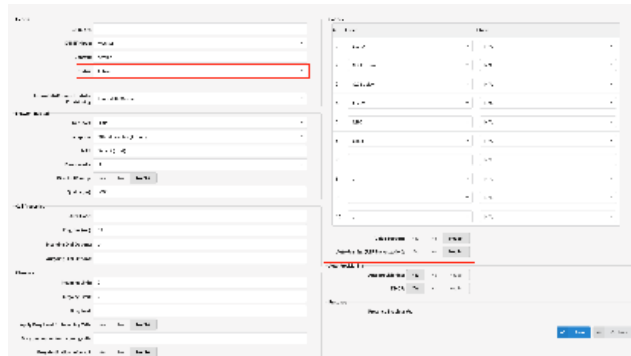
SERVER ADDRESS FORMATS

- **HTTP** — voip.yourdomain.com/prov
- **TFTP** — voip.yourdomain.com

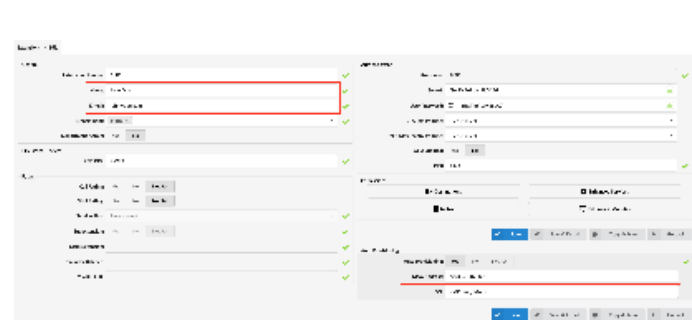
HTTP is the recommended protocol type.

3 REGISTER VIA HTTP OR TFTP

- 1 Browse to the phone's IP, log in (**admin** / **admin**) and click the **Management** tab
- 2 Click **Auto Provision** in the left navigation menu
- 3 Enter the auto-provisioning credentials into the **User Name** and **Password** fields
- 4 Decide on the server type: HTTP or Trivial FTP (HTTP recommended)
- 5 Enter the server address — hostname or IP followed by **/prov**, no protocol prefix (see formats at left)
- 6 Click **SaveSet**, then **Autoprovision Now** — provisioning runs during the reboot
- 7 Wait a couple of seconds for the configuration to update — **do not power off the phone**. The phone picks up its configuration from the PBX during the reboot. Dial ***123** to verify.



UAD settings — auto provisioning



Extension with auto provisioning

ADDITIONAL TEMPLATE & SUMMARY

ADDITIONAL CONFIGURATION TEMPLATE

To include additional UAD configuration for the HTek UC912G, add fields to the **User Agent General Auto Provisioning Template** under **Settings > UAD > HTek UC912G** — or add them directly to a single extension in its **UAD Auto Provisioning Template** section.

*HTek UC912G IP phone*

PROVISIONING SUMMARY

After successful registration via any method, dial ***123** to verify. If registration fails:

- Verify the UAD is **Active** with the correct provisioning setting
- For auto provisioning: confirm the MAC address matches
- Confirm the phone can reach the PBX on the network
- Re-check the **Server URL** and credentials

FACTORY DEFAULTS AT A GLANCE

- **Web login** — phone web credentials
- **Firmware** — 2.0.4.4.33
- **Registration check** — dial *123
- **Provisioning path** — /prov
- **Recommended protocol** — HTTP