

# i56A User Manual



**Software Version: 1.0.0**

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### 3 FCC Statement

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution!

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## 4 Safety Instruction

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Please read the following safety notices before installing or using this unit. They are crucial for the safe and reliable operation of the device.

- Please use the external power supply that is included in the package. Other power supply may cause damage to the phone and affect the behavior or induce noise.
- Before using the external power supply in the package, please check the home power voltage. Inaccurate power voltage may cause fire and damage.
- Please do not damage the power cord. If power cord or plug is impaired, do not use it because it may cause fire or electric shock.
- Do not drop, knock or shake the phone. Rough handling can break internal circuit boards.
- This phone is design for indoor use. Do not install the device in places where there is direct sunlight. Also do not put the device on carpets or cushions. It may cause fire or breakdown.
  - Avoid exposure the phone to high temperature or below 0°C or high humidity.
  - Avoid wetting the unit with any liquid.
  - Do not attempt to open it. Non-expert handling of the device could damage it. Consult your authorized dealer for help, or else it may cause fire, electric shock and breakdown.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth that has been slightly dampened in a mild soap and water solution.
- When lightning, do not touch power plug, it may cause an electric shock.
- Do not install this phone in an ill-ventilated place. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

## 5 Overview

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### 5.1 Overview

The i56A is a 10.1 inch indoor station, built-in Bluetooth 5.0 and 2.4G/5G Wi-Fi, integrated with Micro USB and TF interface. Based on Android 9.0 operating system, the interface operation is smooth and intelligent. It is mainly used in residential area, villa, office buildings and other places for receiving calling and communicating through the door phone and open the door remotely. It can provide reliable security assurance and the easy access control service for the users, creating a safe and comfortable living environment.

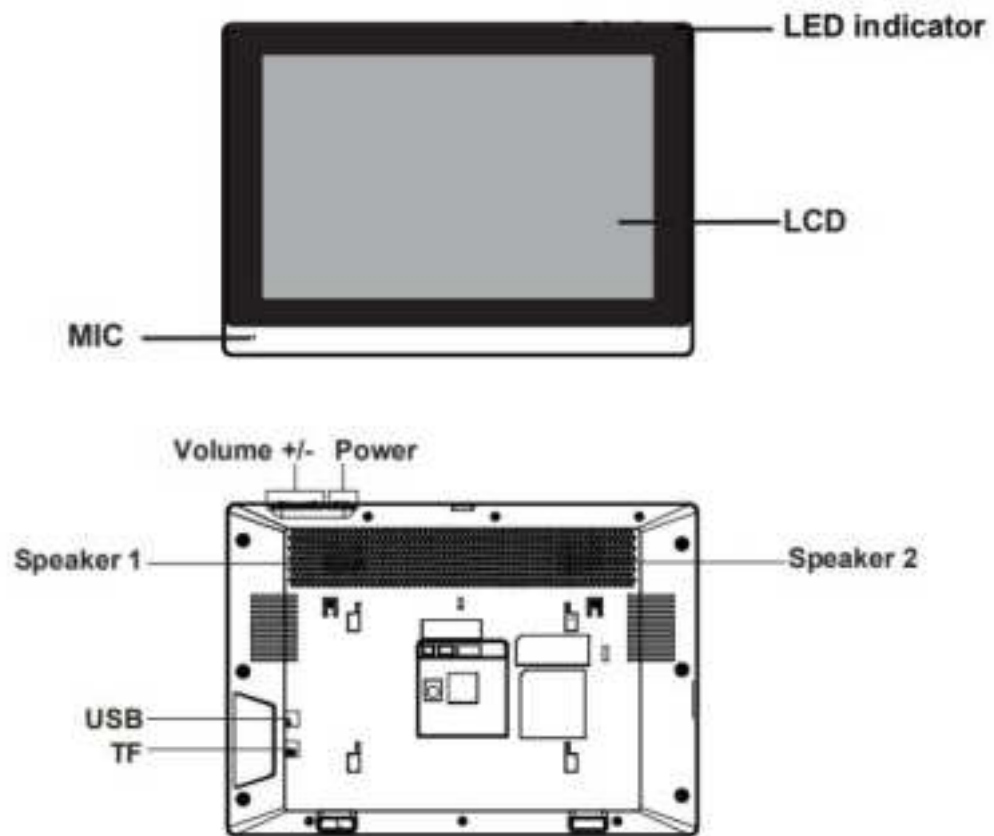
In order to help some users who are interested to read every detail of the product, this user manual is provided as a user's reference guide. Still, the document might not be up to date with the newly release software, so please kindly download updated user manual from Fanvil website, or contact with Fanvil support if you have any question using i56A.

### 5.2 Product Introduction

#### 5.2.1 i56A Physical specifications

- 1) Panel description

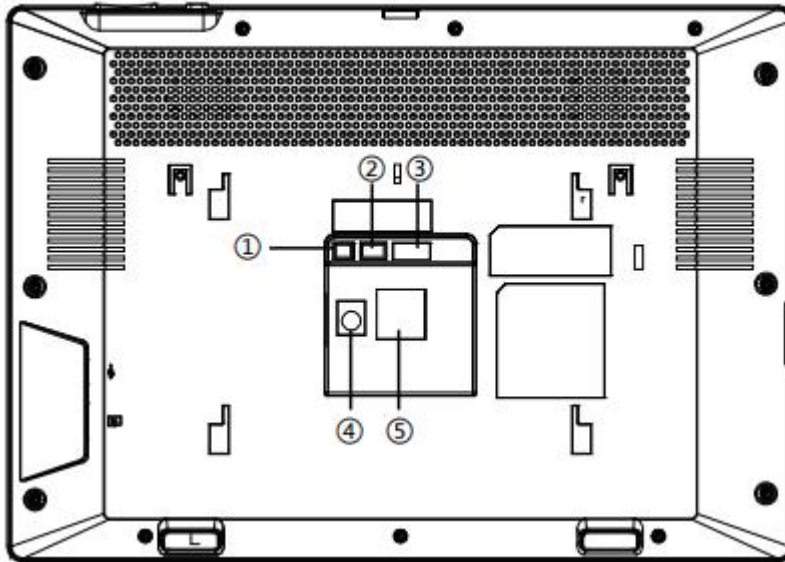
1) Panel



***Picture 1 -Panel description***

2) Interface description

There are some interfaces on the back of the device for connecting power supply, alarms etc. The connections are as follows:



**Picture 2 -Interface Description**

**Table 1 - Interface Description**

No.	Description	Interface
1	1 set of RS485 interface: can be connected to card reader, sensor etc.	
2	2 sets of short-circuit output interfaces: corresponding to the short-circuit input interface, login device webpage settings, can be connected to electric locks, alarms etc.	
3	8 sets of alarm input interfaces: input devices for connecting switches, infrared sensor, door sensor, vibration sensors etc.	
4	Power interface: 12V/1A input.	
5	Ethernet interface: standard RJ45 interface, 10/100M adaptive, it is recommended to use CAT5 or CAT5E network cable.	

### 3) External device connection diagram





**Picture 3 -External device connection diagram**

## 6 Install Guide

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### 6.1 Use PoE or external Power Adapter

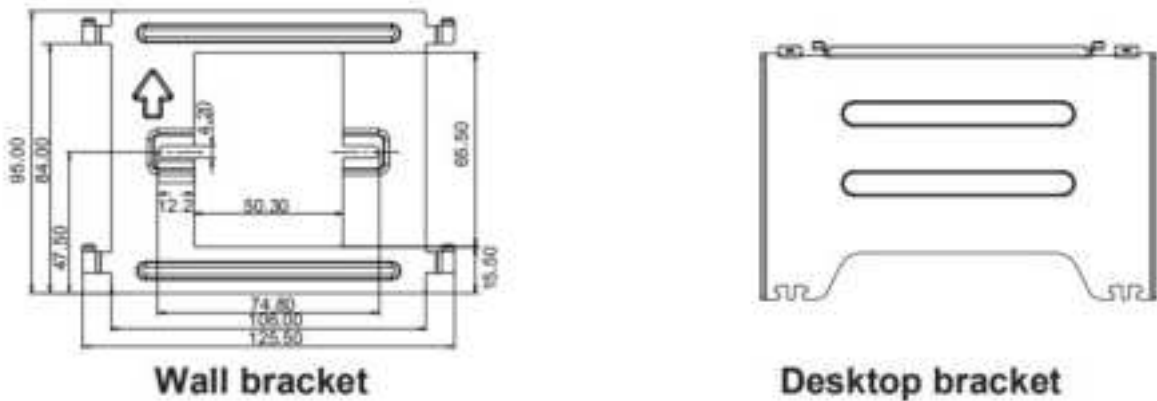
I56A, called as 'the device' hereafter, supports two power supply modes, power supply from external power adapter or over Ethernet (PoE) complied switch.

PoE power supply saves the space and cost of providing the device additional power outlet. With a PoE switch, the device can be powered through a single Ethernet cable which is also used for data transmission. By attaching UPS system to PoE switch, the device can keep working at power outage just like traditional PSTN telephone which is powered by the telephone line.

For users who do not have PoE equipment, the traditional power adaptor should be used. If the device is connected to a PoE switch and power adapter at the same time, the power adapter will be used in priority and will switch to PoE power supply once it fails.

Please use the power adapter supplied by Fanvil and the PoE switch met the specifications to ensure the device work properly.

## 6.2 Installation (two models)



**Picture 4 -Equipment Support**

### Model 1. Wall-mounted Installation

#### Step 1. Install wall bracket

Without 86 embedded box in the wall

- A. According to the position of the cable in the wall, dig out a square hole (height\*width\*depth=65.5\*50.5\*50mm) that can accommodate all cables.
- B. Align the square hole of the wall bracket with the hole dug out before, then mark the two fixation holes through bracket on the wall.
- C. Take down the bracket, using an electric drill to make the two fixation holes on the wall, then insert the two screw fixing seats provided.
- D. Fix the wall bracket on the wall with two TA4\*30 screws.



**Picture 5 -Wall Mount 1**

With 86 embedded box in the wall

- A. Make sure all cables in the embedded box .

B. Fix the wall bracket on the 86 embedded box with two PM4\*16mm screws.

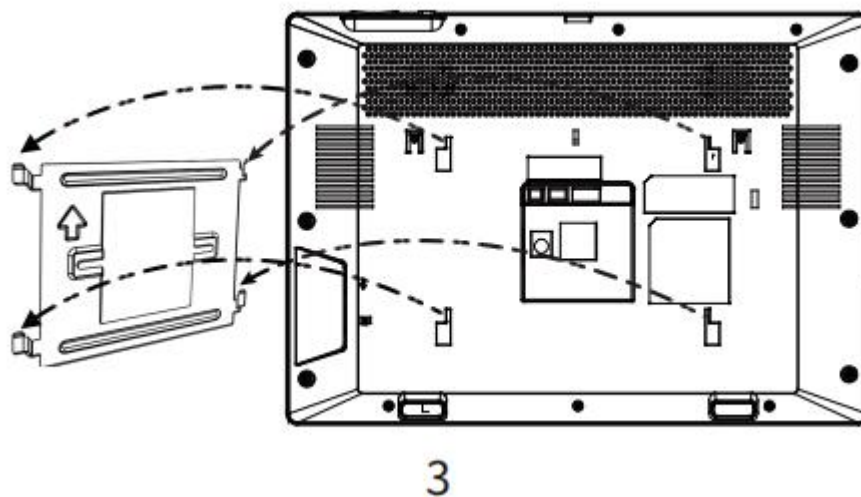


**Picture 6 -Wall Mount 2**

Step 2. Connect peripherals

A. If you need to connect other input and output devices, please connect to the host through the cable.

Step 3. Power on the device. If it is working properly, align the slot on the rear side of the panel with the pin on the wall bracket and slide the host down to complete the installation.

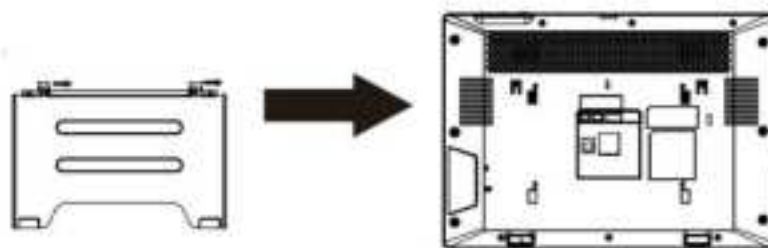


**Picture 7 - Connecting to the Device**

Model 2. Desktop Installation

Align the slot on the rear side of the panel with the pin on the desktop bracket and slide

the bracket up to complete the installation.
















***Picture 8 - Desktop phone installation***






## 7 Appendix Table

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### 7.1 Appendix I - Icon




















**Table 2 - Status Prompt and Notification Icons**

Icons	Description
	Call out
	Call in
	Call Hold
	Network Disconnected
	SMS
	DND
	Call forward activated
	Auto-answering activated
	Hands-free (HF) Mode
	Headphone (HP) Mode
	Handset (HS) Mode
	Mute Microphone
	HD Audio
	The Voice encryption of calling
	Open Bluetooth

	SIP Hotspot
	Connecting WIFI
	Open Bluetooth
	Unread voice message
	USB insert tips

**Table 3 - DSSkey Icons**

Icons	Description
	MWI
	Speed Dial
	Intercom
	Call Park
	Call forward
	Key Event/DND
	Key Event/Call Hold
	Key Event/Call Transfer
	Key Event/Phonebook
	Key Event/Redial
	Key Event/Pickup

	Key Event/Join
	Key Event/Auto Redial On
	Key Event/Auto Redial Off
	Key Event/Call Forward
	Key Event/Call Logs
	Key Event/Flash
	Key Event/
	Key Event/Headset
	Key Event/Release
	Key Event/Lock Phone
	Key Event/SMS
	Key Event/Call Back
	Key Event/Hide DTMF
	Key Event/Power Light
	Key Event/Prefix
	Key Event/Hot Desking
	Key Event/Agent
	Key Event/End
	Key Event/Disposition



	Key Event/Escalate
	Key Event/Trace
	Key Event/Handfree
	Key Event/Answer Key
	Key Event/Private Hold
	URL & Action URL
	BLF List
	Multicast
	Unfold
	Collapse

## 7.2 Appendix II –LED Definition

Type	LED Light	LED State
Line Key	Off	Line inactive
	Green On	Line ready (Registered)
	Green Blinking	Ringing
	Red Blinking	Line is trying to register
	Red Blinking	Line error (Registration failure)
	Red On	Dialing/Line in use (Talking)
	Yellow Blinking	Call holding
BLF	Green On	Subscription number is idle.
	Red On	Subscription number is busy.
	Red On	Subscription number is dialing.
	Off	Subscription number is unavailable.
Presence	Green On	Subscription number is idle.
	Red On	Subscription number is busy.
	Red On	Subscription number is dialing.
	Off	Subscription number is unavailable.
DND	Red On	Enable DND
	Off	Disable DND
MWI	Green Blinking	New voice message waiting
	Off	No new voice message

**Table 4 - DSS KEY LED State**

## 8 Introduction to the User

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### 8.1 Idle Screen



**Picture 9 -Default home screen**

The image above shows the default standby screen, which is the user interface in the most of the time.

The main screen displays the frequently used function menu buttons of the device. It is also the first layer of the function menu buttons. Users can operate the phone through them

### 8.2 View device IP

There are two ways to check the device IP. The default WAN mode is DHCP.

method 1:

After powering on, click [Settings] >> [Common] to query.

Method 2:

After starting, pull down the notification bar to query.

## 8.3 Dial

Dial:

The user can press the dialer key to dial, and the sound will be played from the speaker.

Line dial:

The user can also use the line key to specify the line to make/receive calls.

## 8.4 Screen Touch Instructions

The device can be configured and operated by touching the screen.

### ■ Click

The device can enter the setting and operation interface by clicking on any interface.

The device supports multi-touch.

### ■ Long Press

Long press the app icon on the standby home page, you can adjust the app location or choose to delete.

Long press the application icon in the menu interface to drag it to the main page.

### ■ Slide

The device supports sliding up and down.

Slide down the standby home page to view the network connection information, date time and other information of the device; Slide up to exit the above information interface.

Right slide can expand DSSkey, full screen display custom shortcut key information; Slide left to exit the above interface.

### ■ Drag

Long press the application icon in any interface, and you can drag it to any place.

## 8.5 Phone Status

The phone status includes the following information about the phone:

- Network Status:
  - IPv4
  - IP Address
  - Network Mode
  - Mac Address
- The Phone Device Information:
  - Phone Mode

Hardware Version number  
Software Version number  
Phone Storage (RAM and ROM)  
System Running Time  
Android Version

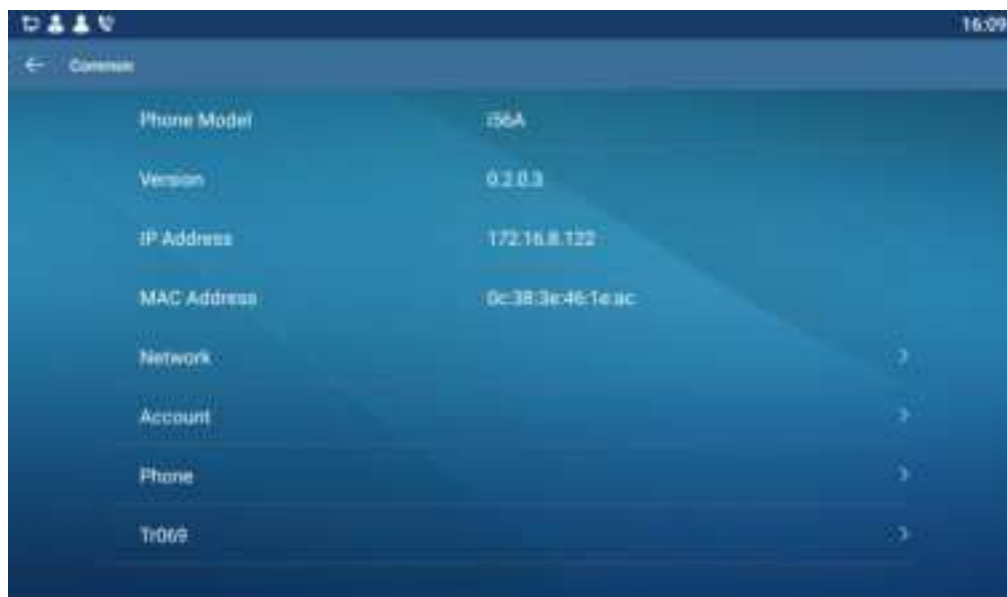
- SIP Account Information:

SIP Account

SIP Account Status (registered / uncommitted / trying / time out)

The user can view the phone status through the phone interface and the web interface.

- Phone interface: When the phone is in standby mode, press **[Menu]** >> **[Status]** and select the option to view the corresponding information, as shown in the figure:



**Picture 10 -The Phone status**

- WEB interface: Refer to [7.6Web management](#) to log in the phone page, enter the [System] >> [Information] page, and check the phone status, as shown in the figure:



Picture 11 -WEB phone status

## 8.6 Web Management

Phone can be configured and managed on the web page of the phone. The user needs to enter the IP address of the phone in the browser at first and open the web page of the phone. The user can check the IP address of the phone by pressing [Menu] >> [Status]. Open the browser, enter the phone IP, and log in to the phone web page. The first thing you see is the phone's login page.



Picture 12 - Landing page

Users must correctly enter the user name and password to log in to the web page. The default user name and password are "admin". For the specific details of the operation


page, please refer to page [11 Web configurations](#).

## 8.7 Network Configurations

The device supports two kinds of network connection modes: wired network connection and wireless network connection. This section describes the wired network connection. For wireless network connection, refer to [10.5 wi-fi](#).

The device relies on IP network connection to provide service. Unlike traditional phone system based on a circuit switched wire technology, IP devices are connected to each other over the network and exchange data in packet basis based on the devices' IP address.

To enable this phone, you must first correctly configure the network configuration. To configure the network, users need to find the phone function menu button **[Settings] >> ] Advanced]>> [Network] >> [Ethernet]**.

**NOTICE!** If user saw a  'WAN Disconnected' icon flashing in the middle of screen, it means the network cable was not correctly connected to the device's network port. Please check the cable is connected correctly to the device and to the network switch, router, or modem.

The device supports IPv4.

There are two common IP configuration modes about IPv4.

- Dynamic Host Configuration Protocol (DHCP) – This is the automatic configuration mode by getting network configurations from a DHCP server. Users need not to configure any parameters manually. All configuration parameters will be getting from DHCP server and applied to the device. This is recommended for most users.
- Static IP Configuration – This option allows user to configure each IP parameters manually, including IP Address, Subnet Mask, Default Gateway, and DNS servers. This is usually used in an office environment or by power users.

The device is default configured in DHCP mode.

Please see [10.7.2.1 network Settings](#) for detailed configuration and use.

## 8.8 SIP Configurations

A line must be configured properly to be able to provide telephony service. The line configuration is like a virtualized SIM card. Just like a SIM card on a mobile phone, it stores the service provider and the account information used for registration and

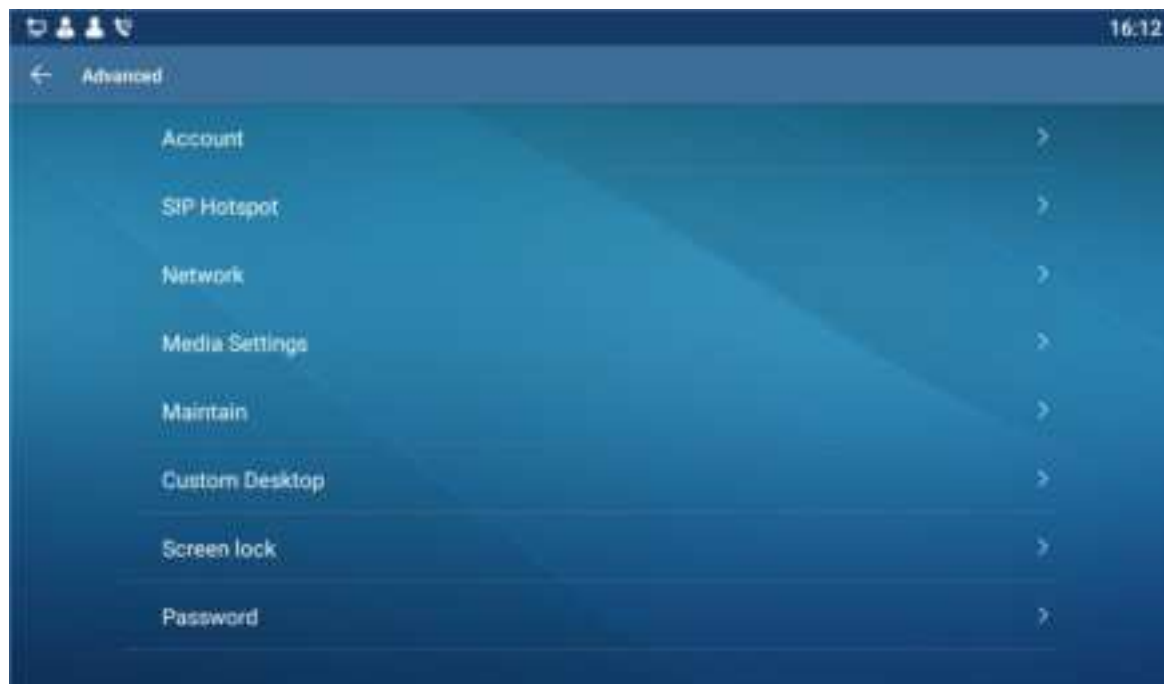
authentication. When the device is applied with the configuration, it will register the device to the service provider with the server's address and user's authentication as stored in the configurations.

The user can conduct line configuration on the interface of the phone or the webpage, and input the corresponding information at the registered address, registered user name, registered password and SIP user, display name and registered port respectively, which are provided by the SIP server administrator.

- Phone interface: To manually configure a line, the user can press the button in the function menu [ **Settings** ] >> [ **Advanced** ]>>[**Account**] >> [ **Line** ] configuration, click "OK" to save the configuration.

**NOTICE! User must enter correct PIN code to be able to advanced settings to edit line configuration. (The default PIN is admin)**

The parameters and screens are listed in below pictures.



**Picture 13 - Phone line SIP address and account information**





Picture 14 - Phone display name and port

- WEB interface: After logging into the phone page, enter **[Line]** >> **[SIP]** and select **SIP Line** for configuration, click apply to complete registration after configuration, as shown below:



Picture 15 - Web SIP registration

## 9 Basic Function

### 9.1 Making Phone Calls

#### ■ Default Line

The device provides six line services. If all lines are configured, user can make or receive phone calls on either line. If default line is configured by user, there will be a default line to be used for making outgoing call which is indicated on the top left corner. To use the default line, user can press **[Settings]** >> **[Call]** >> **[Call]** or configure from Web Interface (Web / PHONE / Features / Basic Settings).



**Picture 16 - Default line**

#### ■ Dialing Methods

User can dial a number by,

- Entering the number from dialer
- Selecting a phone number from phonebook contacts (Refer to [10.2.1 Local contacts](#))
- Selecting a phone number from cloud phonebook contacts (Refer to [10.2.3 Cloud Phone Book](#))
- Selecting a phone number from call logs (Refer to [10.3 Call Log](#))

#### ■ Dial Number

To make a phone call, user can firstly dial a number by one of the above methods. When the dialed number is completed, user can press **[Dial]** button on the soft-menu to call out

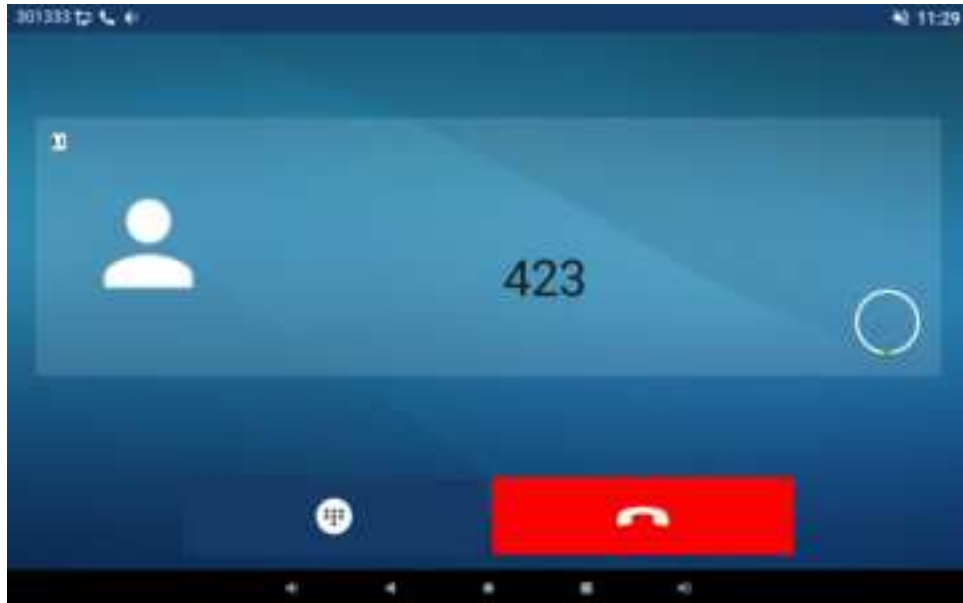
with the default line.



***Picture 17 - Dial number***

### ■ Cancel Call

While calling the number, user can press to end the call with **[End]** button.



*Picture 18 - Call number*

## 9.2 Answering Calls

when the phone is idle and there is a call, the user will see the call reminder screen as below.

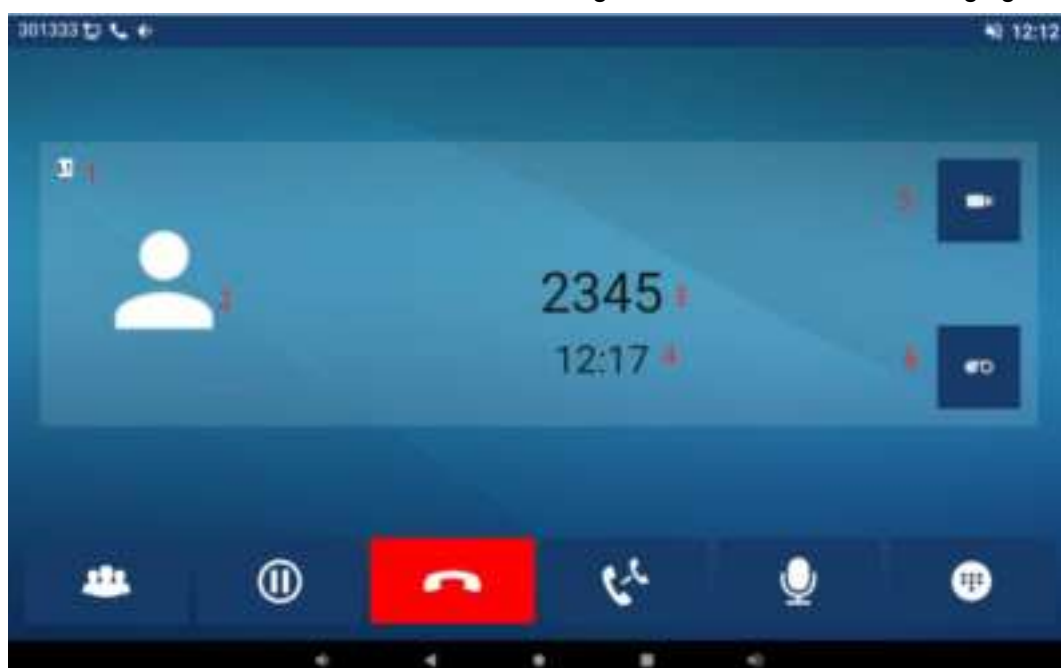


*Picture 19 - Answering calls*

User can answer the call by press the **[Answer]** button. To divert the incoming call, user should press **[Divert]** button. To reject the incoming call, user should press **[Reject]** button.

### 9.2.1 Talking

When the call is connected, user will see a talking mode screen as the following figure.



**Picture 20 - Talking interface**

**Table 9 - Talking mode**

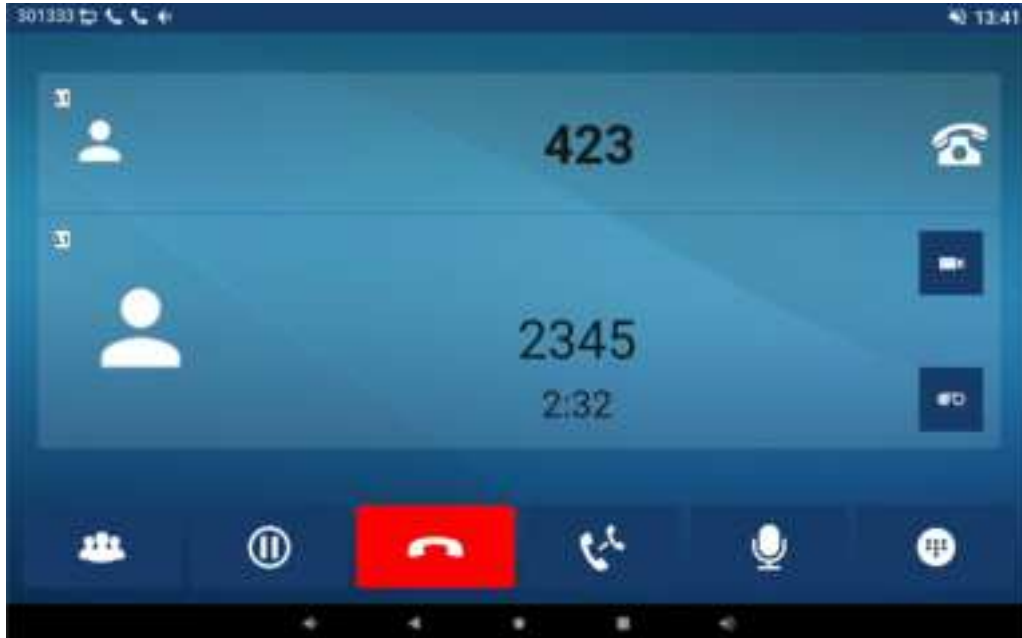
Number	Name	Description
①	The current line	The line currently used by the phone.
②	User avatar	Default display, user can customize the selection of avatar pictures.
③	Calls to end	The name or number of the person on the other end of the call.
④	Call duration	The duration of a call after it has been established.
⑤	Video icon	Click to initiate video call.
⑥	Record icon	Click start recording and click end recording again.

## 9.2.2 Make / Receive the Second Call

The device can support up to multiple calls. When there is already a call established, user can still answer another incoming call on either lines or make a second call on either lines.

### ■ The Second Incoming Call

When there is another incoming call during talking a phone call, this call will be waiting for user to answer it. User will see the call message in the middle of current screen. The device will not be ringing but playing call waiting tone in the audio channel of the current call. User can accept or reject the call as same as normal incoming call. When the waiting call is answered, the first call will be put on hold automatically.



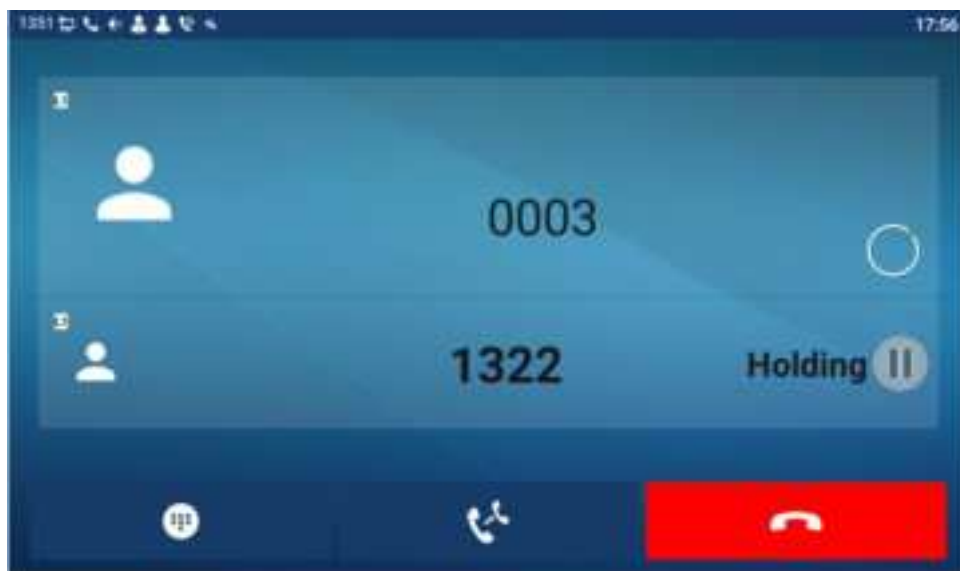
*Picture 21 - The second call interface*

#### ■ **Second Outgoing Call**

To make a second call, user may press **[Xfer]** / **[Conf]** button to make a new call on the default line. Then dial the number the same way as making a phone call. Another alternative for making second call is to pressing DSS Keys dial out from the configured Keys (BLF/Speed Dial). When the user is making a second call with the above methods, the first call could be placed on hold manually first or will be put on hold automatically at second dial.

#### ■ **Switching between Two Calls**

When there are two calls established, user will see a dual calls screen as the following picture.



**Picture 22 - Two way calling**

User can switch screen page by touch the screen, and switch call focus by pressing **[Resume]** button.

#### ■ Ending One Call

User may hang up the current talking call by press **[End]** button. The device will return to single call mode in holding state.

## 9.3 End of the Call

After the user finishes the call, the user can press softkey **[End]** key to end the call.

## 9.4 Video Call

i56A supports a variety of video formats QVGA,CIF,VGA,4CIF,720P,1080p。

The device only supports video decoding, but users can initiate video calls.

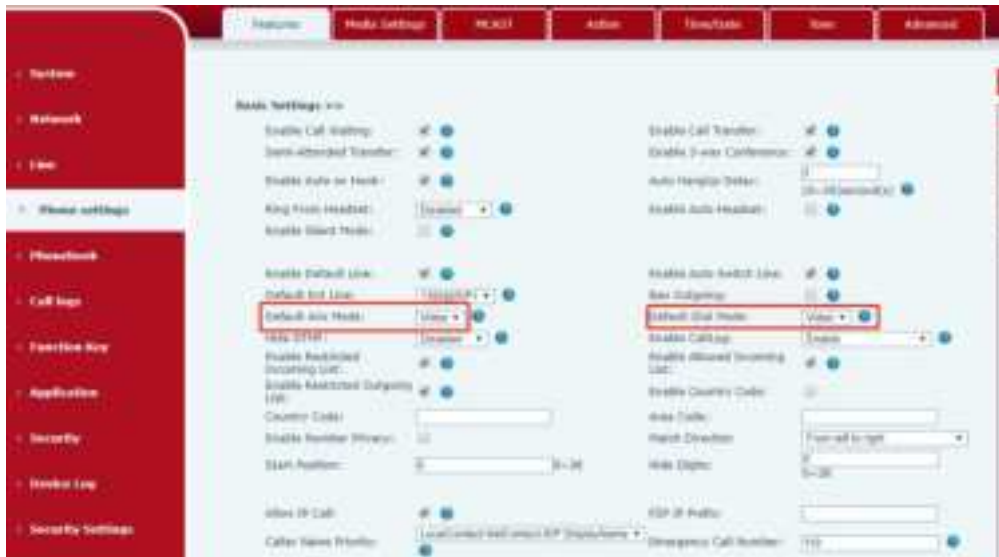
- The default dialing mode is video. When the device dials, it USES video mode to call out by default. If the end device supports sending video, both sides establish video call.
- The default dialing mode is voice. The above operation establishes voice call



**Picture 23 - Video interface**

WEB interface: enter **[Phone Settings] >> [Features] >> [Basic Settings]**, and choose to configure the “Default Dial Mode” and “Default Ans Mode”.





Picture 24 - Video Settings

## 9.5 Redial

- Redial the last outgoing number:  
Set the function key as redial key. When the phone is in standby mode, press the redial key to call out the last number dialed.

## 9.6 Dial-up Query

Phone is defaulted to open the dial-up inquiry function, dial-out, enter two or more Numbers, dial the interface will automatically match call records, contacts in the number list, touch the number that you select to call out.

## 9.7 Auto-Answering

User may enable auto-answering feature on the device and any incoming call will be automatically answered (not including call waiting). The auto-answering can be enabled on line basis.

The user can enable the automatic answer function in the telephone interface or the webpage interface.

- **Phone interface:**

Press [ **Settings** ] >>[**Advanced**]>> [**Account**] >> [**Line**] ;

Press the button to select the line and enter the [**Basic Settings**]. Click on/off the auto answering option and set the auto answering time. The default is 5 seconds. The icon in

the upper left corner of the screen  indicates that auto answer is enabled.



*Picture 25 - Line 1 enables auto-answering*

- **WEB interface:**

Log in the phone page, enter [**Line**] >> [**SIP**], select [**SIP**] >> [**Basic settings**], start auto-answering, and click apply after setting the automatic answering time.



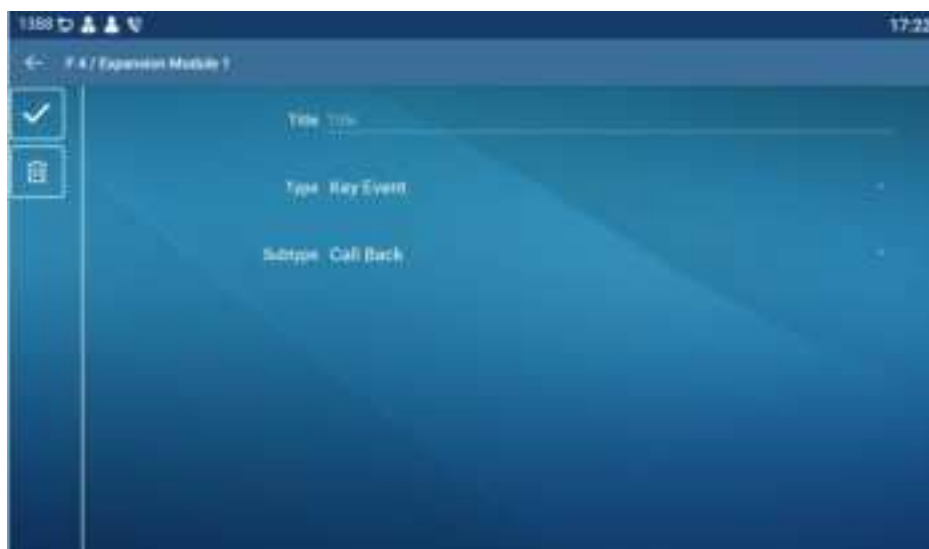
Picture 26 - Web page to start auto-answering

## 9.8 Call Back

The user can dial back the last call. If there is no call history, press the **[Callback]** button and the phone will say "can't process".

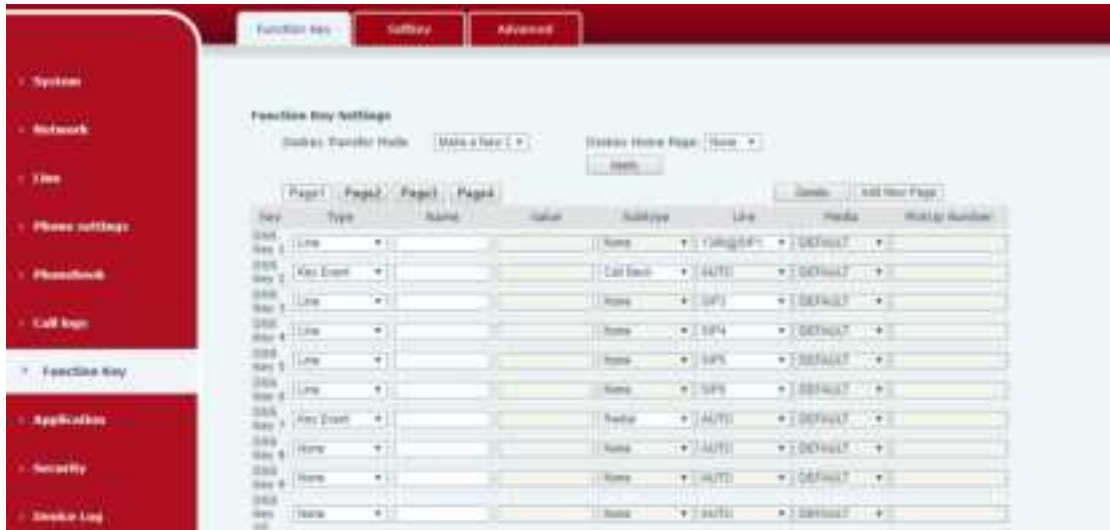
- Set the callback key through the phone interface:

In standby mode, click the unfold button and long press the function key to be set, it will automatically enter the configuration interface; Type select key event type, subtype select call back, you can set the call back key name in the title input box, press **[√]** button to save.



Picture 27 - Set the callback key on the phone

- Set the callback key through the web interface:  
Log in the phone page, enter the **[Function Key] >> [Function Key]** page, select the function Key, set the type as the function Key, and set the subtype as the callback, as shown in the figure:




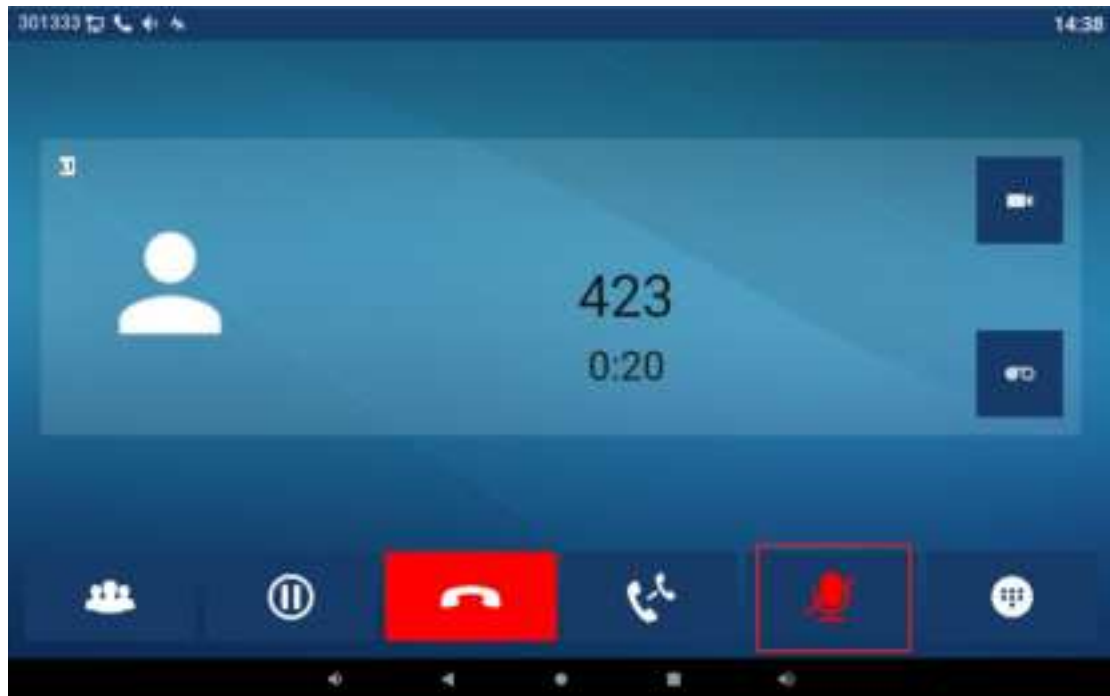
**Picture 28 - Set the callback key on the web page**

## 9.9 Mute

You can turn on mute mode during a call and turn off the microphone so that the local voice is not heard. Normally, mute mode will be automatically turned off at the end of a call. You can also turn on mute on any screen (such as the free screen) and mute the ringtone automatically when there is an incoming call.

### 9.9.1 Mute the Call



- During the conversation, press the mute button on the phone:  The mute will be turned on.  
Red mute icon is displayed in the call interface, as shown in the figure:



*Picture 29 - Mute the call*




- Cancel mute: press cancel mute on the phone again. The mute icon is no longer displayed in the call screen.

### 9.9.2 Ringing Mute

- Mute: press the mute button when the phone is ringing: 
- The top right corner of the phone shows the bell mute icon , when there is an incoming call, the phone will display the incoming call interface but will not ring.

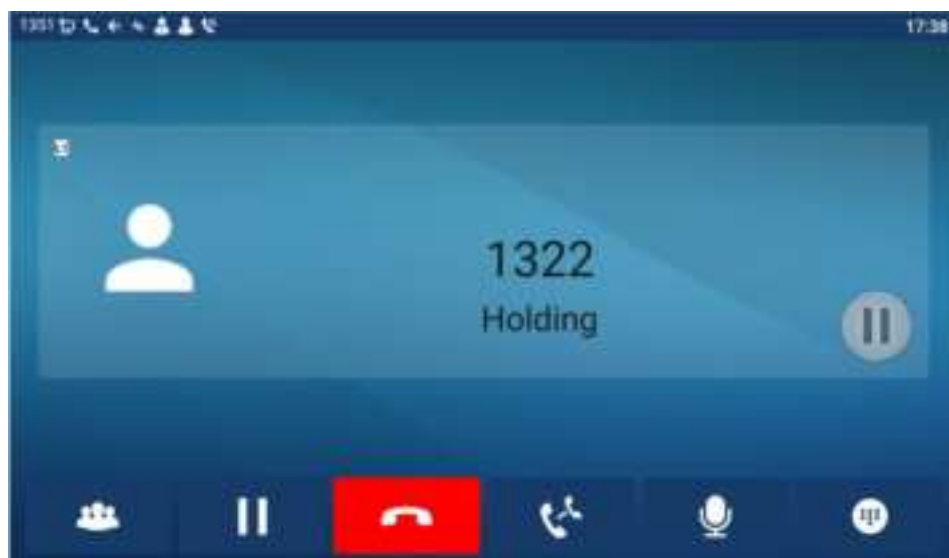


*Picture 30 - Ringing mute*

- Cancel ring tone mute: On the incoming call screen, press the mute button again  or volume up  button to cancel ring tone mute. It will no longer shows mute icon in upper right corner after cancel . The phone mute icon is off

## 9.10 Call Hold/Resume

The user can press the **[Hold]** button to maintain the current call, and this button will become the **[Resume]** button, and the user can press the **[resume]** button to restore the call.





**Picture 31 - Call hold interface**

## 9.11 DND

User may enable Do-Not-Disturb (DND) feature on the device to reject incoming calls (including call waiting). The DND can be enabled on line basis.

Enable/Disable phone all lines DND, Methods the following:

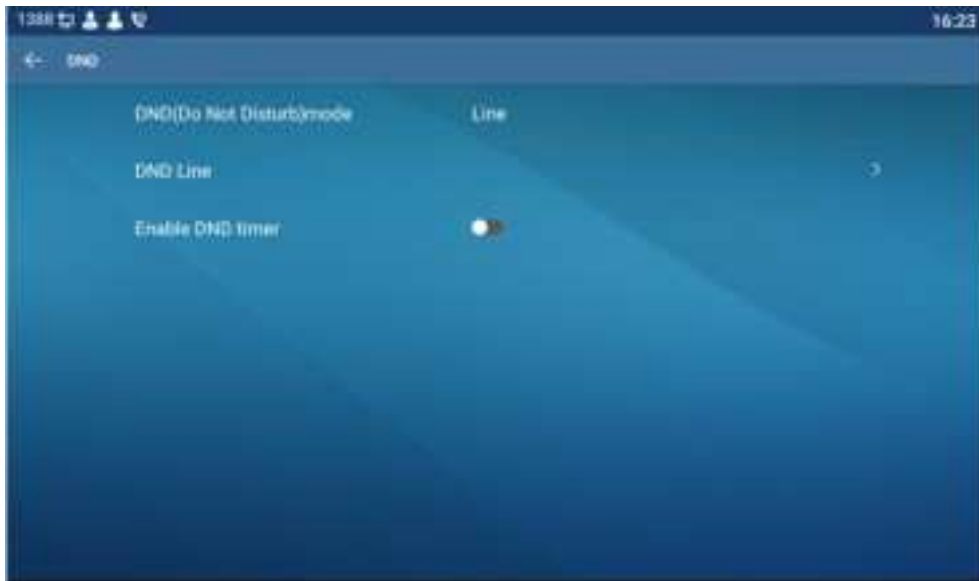
- Phone interface: Default standby mode,
  - 1) In standby, press the [Do Not Disturb] button to turn on the DND function of the phone, the DND icon on the phone screen will turn red , and the phone status prompt bar will have the DND icon.
  - 2) Press the [Do Not Disturb] button again to turn off Do Not Disturb, the DND icon on the phone screen will change back , and the DND icon in the phone status prompt bar disappears.



**Picture 32 - Enable DND**

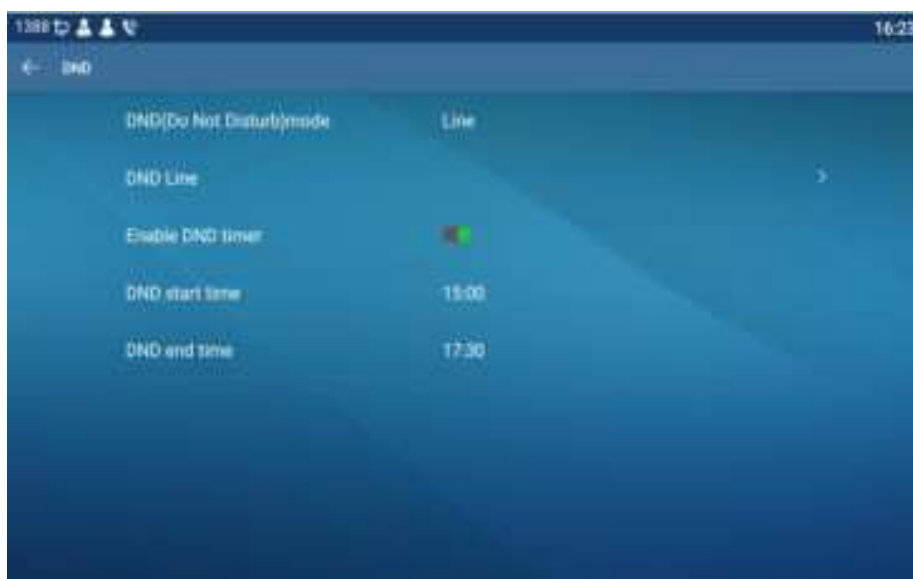
If the user wishes to enable/disable the uninterrupted function on a specific line, the user can set the uninterrupted function on the page of configuring the line.

- 1) Press [ **Settings** ] >>[**DND**] button, Enter the [**DND**] editing interface.
- 2) select the line to adjust the mode and state of "do not disturb".
- 3) The user will see the DND icon turn red, and the sip-line has enabled the mode of "DND".



**Picture 33 - DND setting interface**

The user can also use the DND timer. After the setting, the DND function will be automatically turned on and the DND icon will turn red in the time range.



**Picture 34 - DND timer**

- WEB interface: Enter [**Phone setting**] >> [**Features**] >> [**DND settings**], set the DND type (off, phone, line), and DND timing function.



**Picture 35 - DND Settings**

The user turns on the DND for a specific route on the web page: Enter [Line] >> [SIP], select a [Line] >> [Basic settings], and enable DND.



**Picture 36 - Line DND**

## 9.12 Call Forward

Call forward is also known as 'Call Divert' which is to divert the incoming call to a specific number based on the conditions and configurations. User can configure the call forward settings of each line.

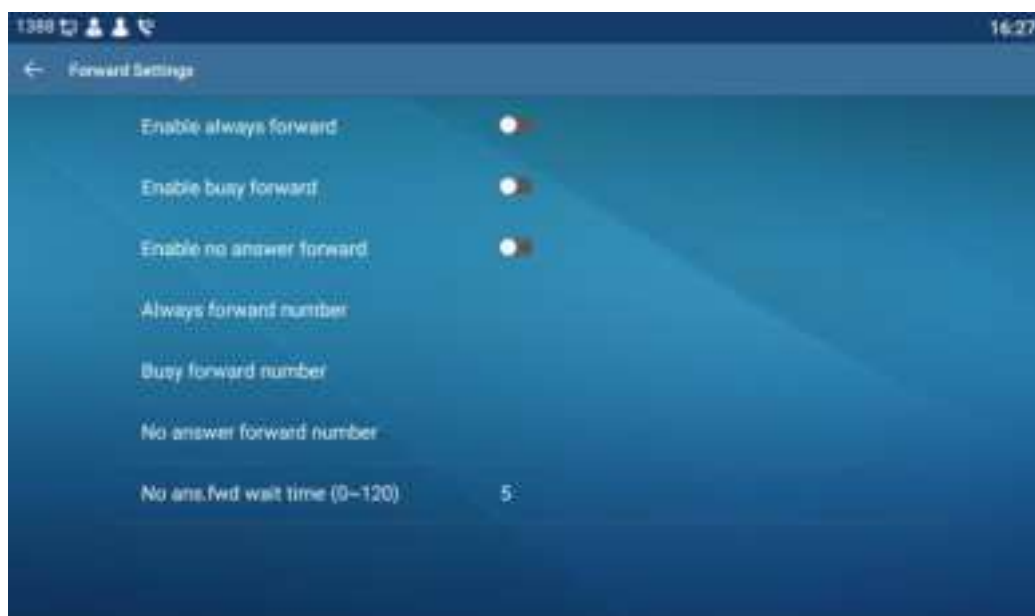
There are three types,

- **Unconditional Call Forward** – Forward any incoming call to the configured number.
- **Call Forward on Busy** – When user is busy, the incoming call will be forwarded to the configured number.
- **Call Forward on No Answer** – When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.
- Phone interface: Default standby mode
  - 1) Press [Settings] >> [Account] >> [Line] button, click any line to set up forward settings.



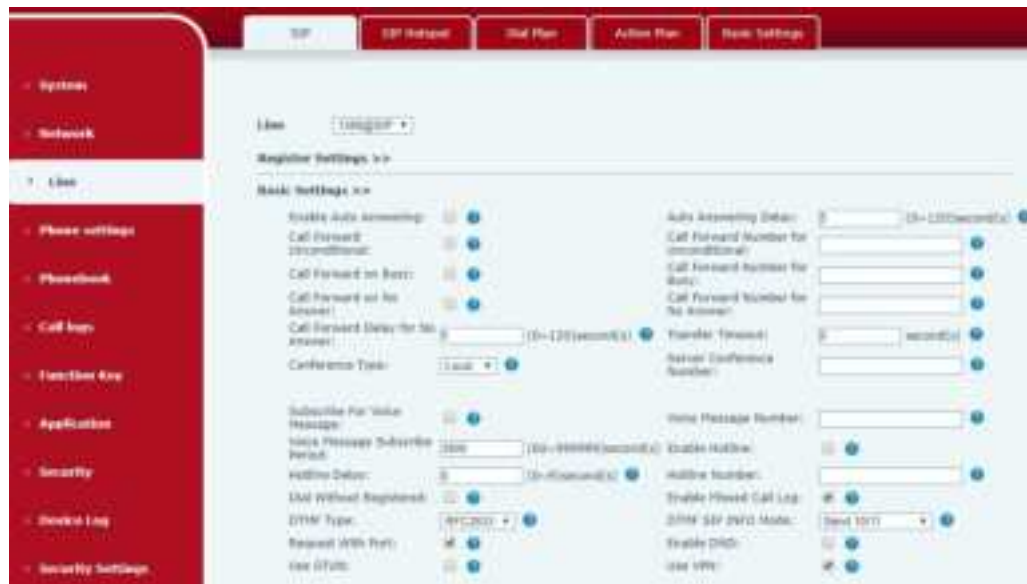
**Picture 37 - Select the line to set up call forwarding**

2) Select the line to be set and enter the call forward settings interface



**Picture 38 - Select call forward type**

- 3) Click the slide button to select on/off.
  - 4) Configure parameters by clicking Settings and enter the required information.
- WEB interface: Enter **[Line]** >> **[SIP]**, Select a **[Line]** >> **[Basic settings]**, and set the type, number and time of forwarding.



**Picture 39 - Set call forward**

## 9.13 Call Transfer

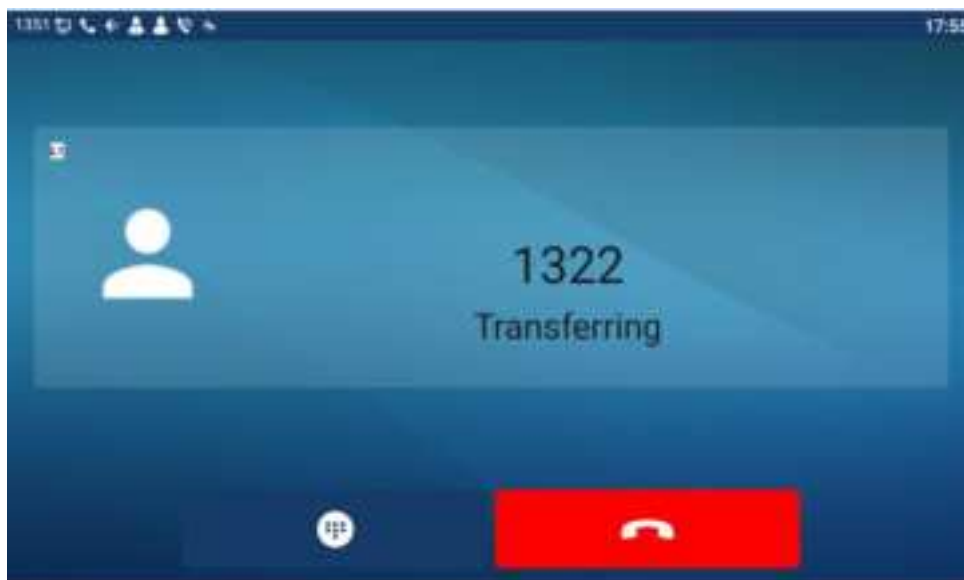
When the user is talking with a remote party and wish to transfer the call to another remote party, there are three ways to transfer the call, blind transfer, attended transfer and Semi-Attended transfer.

- Blind transfer: Do not need to negotiate with the other side, directly transfer the call to the other side.
- Semi-Attended transfer.: When you hear the ring back, transfer the call to the other party.
- Attended transfer: When the caller answers the call, transfer the call to the caller.

**Note ! For more transfer Settings, please refer to [12.5Line >> Dial Plan](#).**

### 9.13.1 Blind transfer

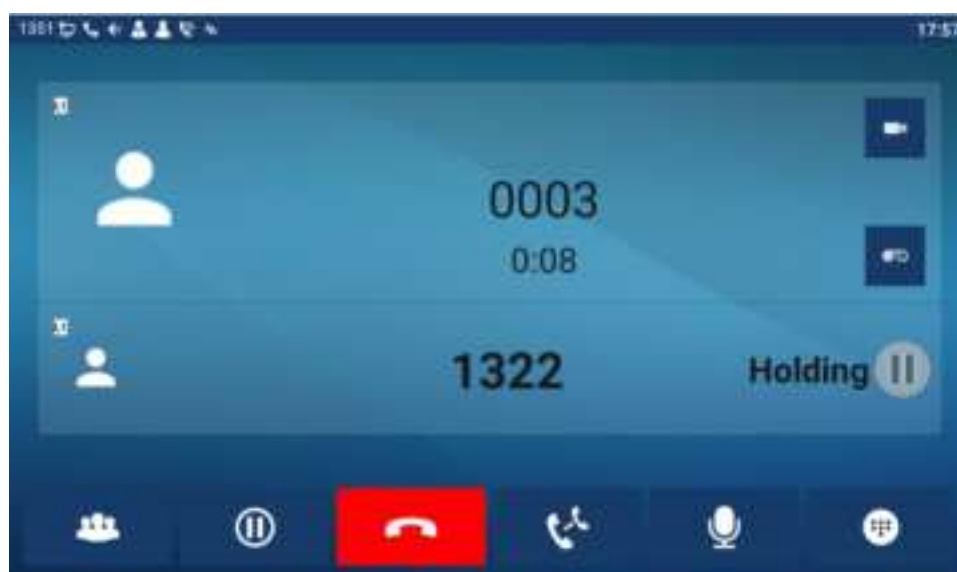
During the call, the user presses the function menu button [**Transfer**] , enter the number to transfer, press the transfer key again to a third party. After the third party rings, the phone will show that the transfer is successful and hang up.



*Picture 40 - Transfer interface*

### 9.13.2 Semi-Attended transfer

During the call, the user presses the function menu button **[transfer]** to input the number to be transferred, and then press the call button. When the third party is not answered, press the transfer on the call interface to make the semi-attendance transfer or press the end button to cancel the semi-attendance transfer.

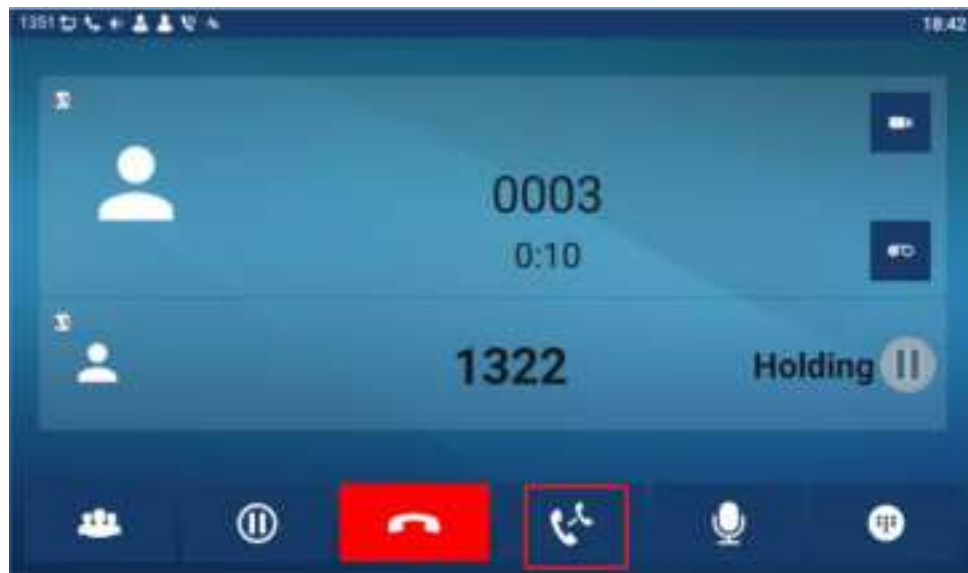


*Picture 41 - Semi-Attended transfer*

### 9.13.3 Attended transfer

Attendance transfer is also known as "courtesy mode", which is to transfer the call by calling the other party and waiting for the other party to answer the call.

Calling is the same procedure. In dual call mode, press the "transfer" button to transfer the first call to the second call.



*Picture 42 - Attended transfer*

## 9.14 Call Waiting

- Enable call waiting: new calls can be accepted during a call.
- Disable call waiting: new calls will be automatically rejected and a busy tone will be prompted.
- Enable call waiting tone: when you receive a new call on the line, the tone will beep.

The user can enable/disable the call waiting function in the phone interface and the web interface.

- Phone interface : Press [**Phone Settings**] >> [**Call**] >> [**Call**], enable/disable call waiting and call waiting tone.



Picture 43 - Call waiting setting

- WEB interface: Enter [Phone Settings] >> [Features] >> [Basic Settings], enable/disable call waiting and call waiting tone.



Picture 44 - Web call waiting setting



**Picture 45 - Web call waiting tone setting**

## 9.15 Conference

### 9.15.1 Local Conference

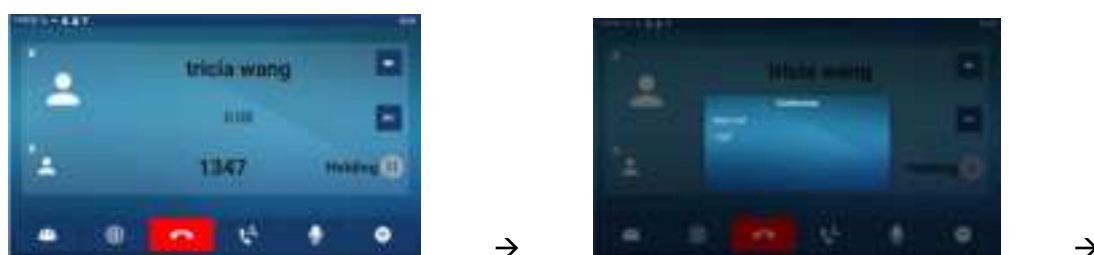
To conduct local conference, the user needs to log in the webpage and enter **[Line]** >> **[SIP]** >> **[Basic settings]**. The meeting mode is set as local (the default is local mode), as shown in the figure:



**Picture 46 - Local conference setting**

Two ways to create a local conference:

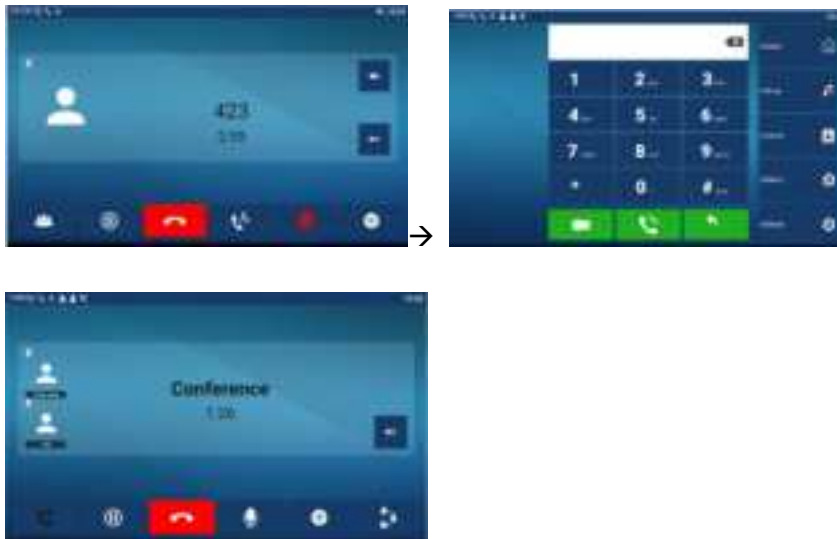
- 1) The device has two channels of communication. Press the conference button on the call interface. When selecting the conference number, select the other number that already exists.





**Picture 47 - Local conference (1)**

- 2) If the device has a call all the way, press the conference key in the call interface, enter the number to join the meeting and press the call; After the opposite end is answered, press the conference button again to set up the local tripartite conference:



**Picture 48 - Local conference (2)**

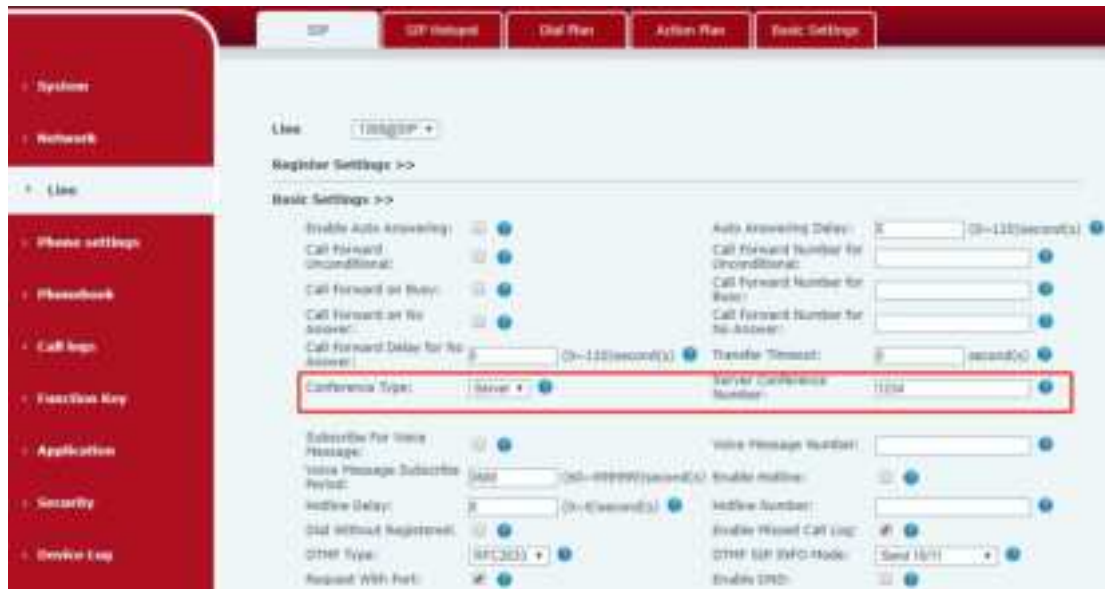
Note: During the conference, press the split button to split the conference and press the end button to end the call.

## 9.15.2 Network Conference

Users need server support for network conference.

Log in the web page, enter [Line] >> [SIP] >> [Basic settings], set the conference mode as server mode (default is local mode), set the server conference room number (please consult your system administrator), as shown in the figure:





**Picture 49 - Network conference**

Method to join a network conference:

- Call the numbers of network conference and when they enter the password then will enter the conference room.
- The two phones have established common calls. Press the conference button to invite new members to the conference. Follow the voice prompt to operate.

Note: the upper limit of the number of participants in the network conference varies according to the server.

## 9.16 Call Park

Call Park requires server support. Consult your system administrator for support.

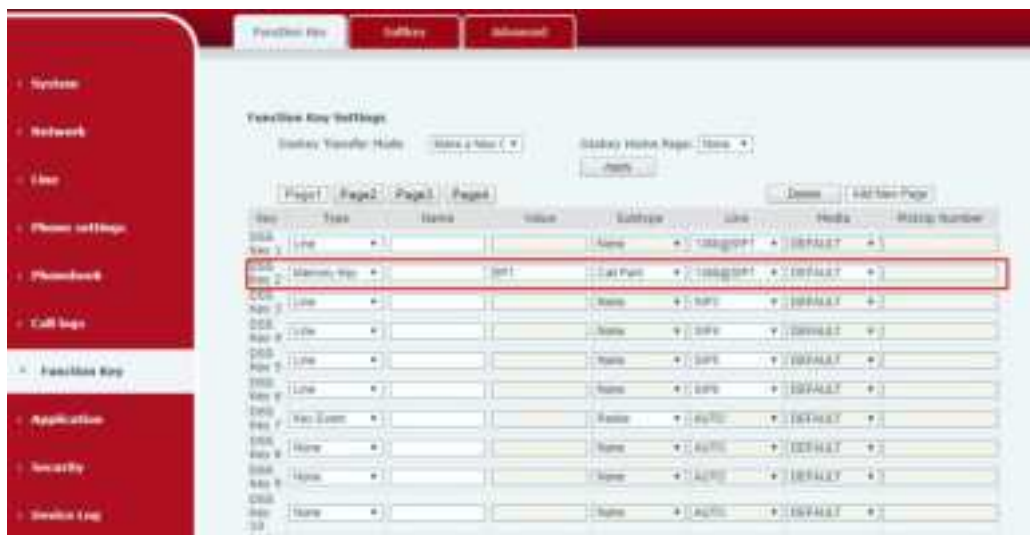
When you are on the call, it is not convenient to answer the phone at this time, you can press the configured park button to hold the call; After the Call Park is successful, you can resume the call by pressing the configured park button on other devices.

Set the call park button:

- Phone interface: In standby mode, long press an editable key to enter the function key setting interface. key function key type as memory and subtypes to call park, reside values for the server calls park number, set up corresponding SIP lines.
- WEB interface: log in the phone page, enter the **[Function Key]** >> **[Function Key]** page, select a DSSkey, set the function key type as memory key, the subtype as call park, and the value as the call park number of the server, and set the corresponding SIP line.



**Picture 50 - Phone set call park**



**Picture 51 - WEB set call park**

## 9.17 Pick Up

Picking-up requires server support. Consult your system administrator for support.

You can use the Pick Up function to answer incoming calls from other users. The phone can pick up incoming calls by configuring DSSkey for BLF and setting the Pick Up code. In standby mode, long press an editable key to enter the interface of function key setting. Set the function key type as memory key and the subtype as BLF/NEW CALL, and set the corresponding SIP line. Finally fill in the grab number.

- Set the line, function key type as memory key, subtype as BLF/NEW CALL, set

subscription number, and pick up code

- Other phones call the subscription number, and the opposite end is in the incoming ring.
- Press the DSS key to pick up the phone.
- The caller picks up the call and speaks to it.

WEB interface: Log in the phone webpage, enter the **[Function Key]** >> **[Function Key]** page, select a DSSkey, set the memory key type as memory key, the subtype as BLF/NEW CALL, and set the corresponding SIP line and pick up codes.



**Picture 52 - Phone pick up setting**



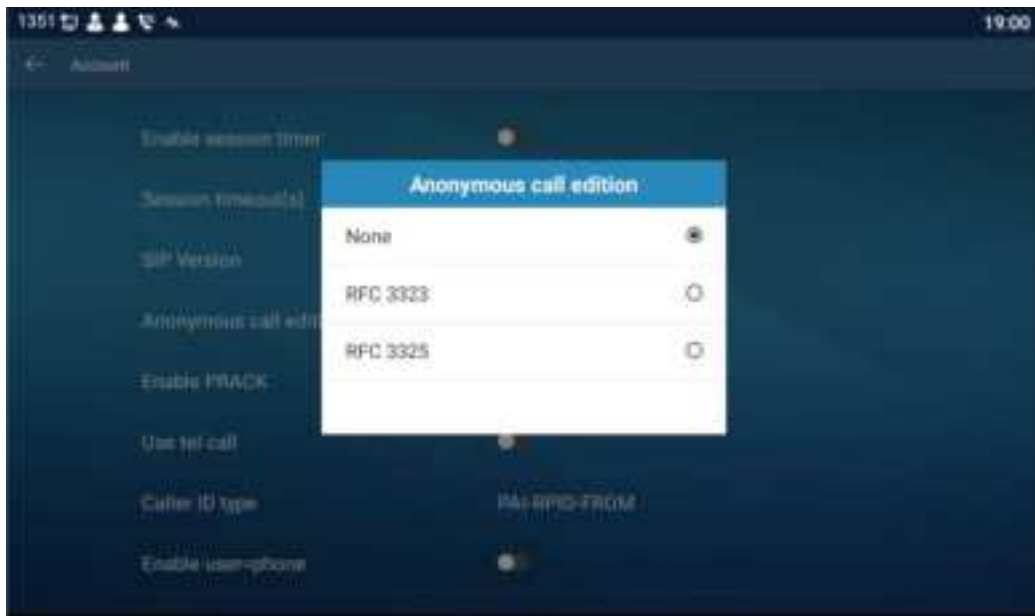
Picture 53 - WEB pick up setting

## 9.18 Anonymous Call

### 9.18.1 Anonymous Call

The phone can set up anonymous calls to hide the calling number and the calling name.

- You can see anonymity in the context of **[Settings] >> [Account] >> [Line] >> [Advanced Settings] >> [Anonymous call edition]**.
- The default is none, which is off, and RFC3323 and RFC3325 are optional.
- Select any one to open the anonymous call.



**Picture 54 - Enable anonymous call**

- On the web page [Line] >> [SIP] >> [Advanced Settings] can also open anonymous calls.
- Setting to enable anonymous calls also corresponds to the SIP line. That is, the setting under the SIP1 page can only take effect on the SIP1 line.



**Picture 55 - Enable Anonymous web page call**

The following is a transcript of an anonymous call received by the phone.



*Picture 56 - Anonymous call log*

### 9.18.2 Ban Anonymous Call

The device can be set to prohibit anonymous calls, that is anonymous calls to the number will be directly rejected.

- In the phone **[Settings]** >> **[Account]** >> **[Line]** >> **[Advanced Settings]** >> **[Ban anonymous call]**, can be enable and disable.



*Picture 57 - Anonymous calls are not allowed on the phone*

- On the web page **[Line]** >> **[SIP]** >> **[Advanced Settings]**, also can disable anonymous calls.
- The setup to disable anonymous calls also corresponds to the SIP line. That is, the setting under the SIP1 page can only take effect on the SIP1 line.

The image shows the 'SIP Settings' page in the Fanvil management interface. The left sidebar contains a navigation menu with categories: System, Network, User, Phone settings, Phonebook, Call logs, Function key, Application, Security, and Device Log. The main content area is divided into several tabs: SIP, SIP Trunking, SIP Main, Action Plan, and Basic Settings. The 'SIP' tab is currently selected. It contains two columns of settings. The 'Blocking Anonymous Call' checkbox is highlighted with a red rectangular box. Other settings include 'Enable Call Forward on Busy', 'Enable Call Forward on No Answer', 'Enable Waiting Anonymous Call', 'Call Waiting On Code', 'Send Anonymous To Code', 'Enable Answer Transfer', 'Enable RFP Call', 'Response Single Code', 'Keep Alive Type', 'Keep Authentication', 'SIP Encryption/DTMF', 'User Agent', 'SIP Version', 'Local Port', 'Enable auto-provision', 'Auto T32', 'Enable Register', 'Enable Call Forward on Busy', 'Enable Call Forward on No Answer', 'Enable Waiting Anonymous Call', 'Call Waiting Off Code', 'Send Anonymous Off Code', 'Session Timeout', 'SIP Call Duration', 'SIP Server', 'Keep Alive Interval', 'Specific Server Type', 'Anonymous Call Standard', 'Ring Type', 'Use T32 Call', and 'Enable MFC'. Each setting has a corresponding input field or a toggle switch.

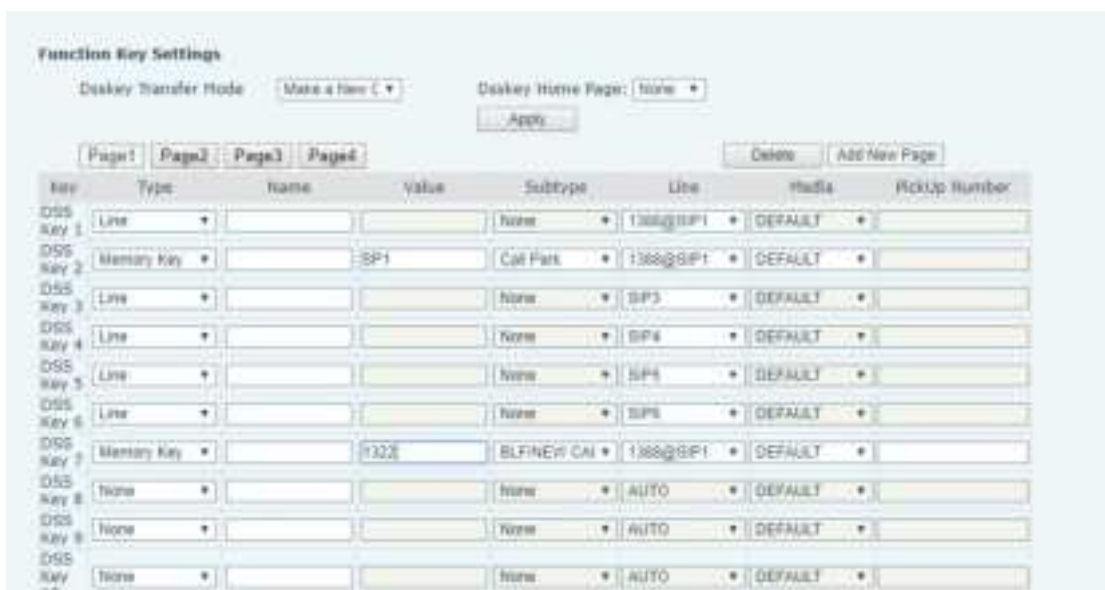
Picture 58 - Page Settings blocking anonymous call

## 10 Advance Function

### 10.1 BLF (Busy Lamp Field)

#### 10.1.1 Configure the BLF Functionality

Page interface: log in the phone page, enter the [Function key] >> [Function key] page, select a DSS key, set the function key type as memory key, choose subtype among BLF/NEW CALL, BLF/BXFER, BLF/AXFER, BLF/CONF, set BLF/DTMF value as the number which is subscribed, set the corresponding SIP line. The pickup number is provided by the server. The specific use of reference [8.17 Pick up](#).



Key	Type	Name	Value	Subtype	Line	Radio	Pickup Number
DSS Key 1	Line			None	1388@SIP1	DEFAULT	
DSS Key 2	Memory Key		BP1	Call Park	1388@SIP1	DEFAULT	
DSS Key 3	Line			None	SIP3	DEFAULT	
DSS Key 4	Line			None	SIP4	DEFAULT	
DSS Key 5	Line			None	SIP4	DEFAULT	
DSS Key 6	Line			None	SIP5	DEFAULT	
DSS Key 7	Memory Key		1302	BLF/NEW CALL	1388@SIP1	DEFAULT	
DSS Key 8	None			None	AUTO	DEFAULT	
DSS Key 9	None			None	AUTO	DEFAULT	
DSS Key 10	None			None	AUTO	DEFAULT	

**Picture 59 - Web page configuration BLF function key**

- Phone interface: Click unfold, long press a function key to enter the function key Settings interface, key function key types of memory, a subtype of BLF/NEW CALL, BLF/BXFER, BLF/AXFER, BLF/CONF, BLF/DTMF, the values to be subscription number, and set up corresponding SIP lines.





**Picture 60 - Phone configuration BLF function key**

**Table 6 - BLF Function key subtype parameter list**

Subtype	Standby is described	Calling is described
BLF/NEW CALL	Pressing the BLF key while standby to dial the subscriber number.	When you press this BLF key while talking to another user, you create a new call along with the subscribed number.
BLF/BXFER	Pressing the BLF key while standby to dial the subscriber number.	When you press this BLF key while talking to another user, you blind transfer the call to the subscribed number.
BLF/AXFER	Pressing the BLF key while standby to dial the subscriber number.	When you press this BLF key while talking to another user, you attendance transfer the call to the subscribed number.
BLF/Conference	Pressing the BLF key while standby to dial the subscriber number.	When you press this BLF key while talking to another user, you invite the subscriber number to join the meeting.
BLF/DTMF	Pressing the BLF key while standby to dial the subscriber number.	When the BLF key is pressed while talking to another user, the phone automatically sends the DTMF corresponding to the BLF key number.

### 10.1.2 Use the BLF Function

The BLF, also known as a "busy light field," notifies the user of the status of the

subscribed object and is used by the server to pick up the call. BLF helps you monitor the other person's status (idle, ringing, talking, off).

BLF function:

- Monitor the status of subscribed phones.
- Call the subscribed number.
- Transfer calls to the subscribed number.
- Pick up incoming calls from subscribed number.

1) Monitors the status of subscribed phones.

Configuration BLF function keys, when the subscription of the number of the state (idle, ringing, talking) is changed, the function key state of LED lights will have corresponding change, see [Appendix II 6.2](#) to get to know each other under different status leds.

2) Call the subscribed number.

When the phone is in standby mode, press the configured BLF key to call out the subscribed number.

3) Transfer calls/calls to the subscribed number.

Refer to [Table 9.1.1-blif function key](#) subtype parameter list, the BLF key can be used for blind rotation, attention-rotation and semi-attention-rotation of the current call, and also can invite the subscribed number to join the call and send DTMF, etc.

4) Pickup incoming calls from subscribed phones.

When configuring BLF function key, configure the pickup number.

When the subscription number telephone rings, refer to [Appendix II 6.2](#) will flash a red light. At this point, press the BLF button to answer the incoming call from the subscribed number.

## 10.2 BLF List

BLF List Key is to put the number to be subscribed into a group on the server side, and the phone uses the URL of this group to make unified subscription. The specific information, number, name and status of each number can be resolved based on notify sent from the server. The unoccupied Memory Key is then set to the BLF List Key. If the state of the subscription object changes later, the corresponding led light state will be changed.

Configure BLF List function: log in the phone page, enter the [Line] >> [SIP] >> [Advanced settings] page, open the BLF List, and configure the BLF List number.



Picture 61 - Configure the BLF List functionality

Use the BLF List function: when the configuration is completed, the phone will automatically subscribe to the contents of the BLF List group. Users can monitor, call and transfer the corresponding number by pressing the BLF List key.



Picture 62 - BLF List number display

## 10.3 Record

The device supports recording during a call.

### 10.3.1 Local Record

When using local recording, it is necessary to start recording on the phone page [Application] >> [Manage recording], select the local type and set the voice coding. The webpage is as follows:



**Picture 63 - WEB local recording**

#### Local recording steps:

Open the recording on the web page, and set the recording type as local recording.

Set DSSkey type as key event and type as record in the phone/web interface.

Set up one line call and press the recording key (set DSSkey).

End the recording. End the call.

View local recording:

- Enter [Application] >> [Sound Recorder]
- Enter view the recording file.
- Or enter the webpage [Application] under the [Manage recording] to view the recording file.

Listen to the record:

- Enter [Application] >> [Sound Recorder].
- Enter view the recording file.
- Select the recording file that you want to listen to, and click listen to the recording.

### 10.3.2 Server Record

When using the network server to record, it is necessary to open the recording in the phone web page **[Application]** >> **[Manage recording]**. The type is selected as network, and the address and port of the recording server are filled in and the voice coding is selected. The web is as follows:



**Picture 64 - Web server recording**

**Note: to be used with Fanvil recording software.**

Please refer to the documentation for specific usage: **Call Recording Configuration and Use Description**

<http://www.fanvil.com.cn/Uploads/Temp/download/20180928/5badccd249853.pdf>

### 10.3.3 SIP INFO Record

The phone is registered with a server that supports SIP INFO recording. After registering the account, check the recording module of **[Application]** >> **[Manage recording]** to open the Record Settings, and the recording type is SIP INFO.



**Picture 65 - Web SIP info recording**

## 10.4 Agent

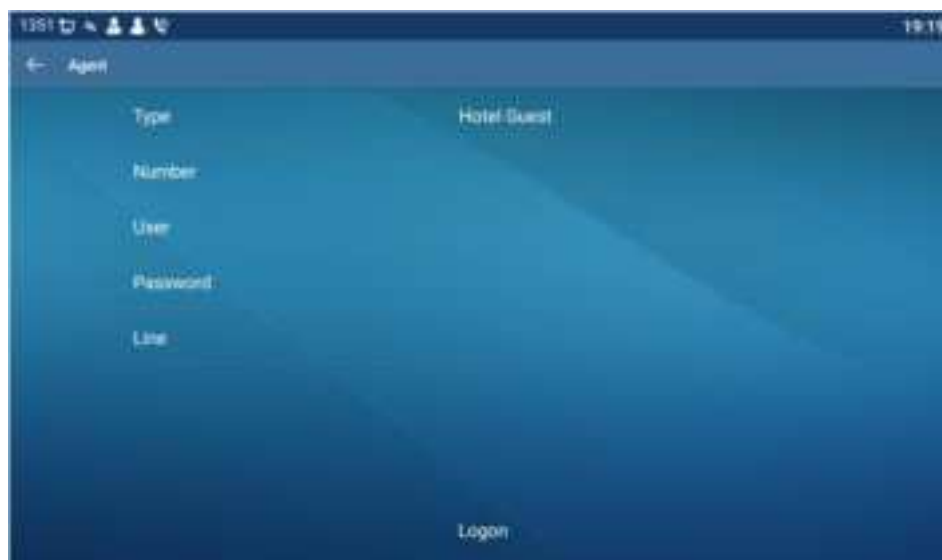
Agent (Agent function) of the phone can be realized: when multiple people use a device for Agent services at different times, he or she can quickly register his or her SIP account on the same server. The Agent functions of the phone can be divided into Normal and Hotel Guest. The Hotel Guest mode requires server support.

Normal Mode:

Configure agent function: set a DSS key as agent, press the function key or enter the **[Settings] >> [Call] >> [More] >> [Agent]** to enter the agent page. The SIP server needs to be configured before the account can be configured.



**Picture 66 - Configure the agent account in normal mode**



**Picture 67 - Configure the proxy account-hotel Guest mode**

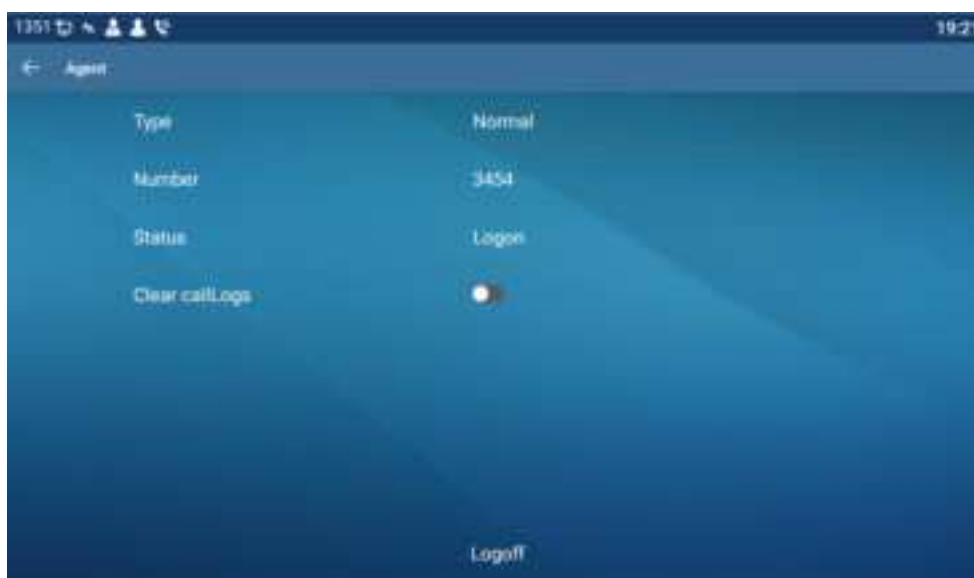
**Table 7 - Agency mode**

Parameter	Description
<b>Normal mode</b>	
Number	Set the proxy account number.
User	Set the proxy account number to verify the user name.
Password	Set the proxy account number to verify the password.
Line	Select the SIP line.
CallLog	Users can choose to save all types, or delete.
<b>Hotel Guest mode</b>	
Number	Set the proxy account number.
Password	Set the proxy account number to verify the password.
Line	Select the SIP line.
CallLog	Users can choose to save all types, or delete.
Status	The user can select the status of the number, the optional status is: login, logout, invalid, valid, SMS.

Using agent functions:

- 1) When the phone has been configured on SIP server, fill in the correct number and user name password, click login and then the phone can be registered to the SIP server;
- 2) After registration, click logout and the phone can delete the user name and password, and log out of the SIP account.
- 3) Click Unregister and the phone retain the user name and password, and logs

out of the SIP account.



Picture 68 - Agent logon page

## 10.5 Intercom

When the Intercom is enabled, it can automatically receive calls from the intercom.



Picture 69 - Web Intercom configure

Table 8 - Intercom configure

Parameter	Description
Enable Intercom	When intercom is enabled, the device will accept the incoming call request with a SIP header of Alert-Info instruction to automatically answer the call after specific delay.
Enable Intercom Mute	Enable mute mode during the intercom call
Enable Intercom Barge	If the incoming call is intercom call, the phone plays the intercom tone



Tone	
Enable Intercom Barge	Enable Intercom Barge by selecting it, the phone auto answers the intercom call during a call. If the current call is intercom call, the phone will reject the second intercom call

## 10.6 MCAST

This feature allows user to make some kind of broadcast call to people who are in multicast group. User can configure a multicast DSS Key on the phone, which allows user to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address without involving SIP signaling. You can also configure the phone to receive an RTP stream from pre-configured multicast listening address without involving SIP signaling. You can specify up to 10 multicast listening addresses.



**Picture 70 - Multicast Settings Page**

**Table 9 - MCAST Parameters on Web**

Parameters	Description
Normal Call Priority	Define the priority of the active call, 1 is the highest priority, 10 is the lowest.
Enable Page Priority	The voice call in progress shall take precedence over all incoming paging calls.
Name	Listened multicast server name
Host: port	Listened multicast server's multicast IP address

	and port.
--	-----------

#### Multicast:

- Go to web page of [Function Key] >> [Function Key] , select the type to multicast, set the multicast address, and select the codec.
- Click Apply.
- Set up the name, host and port of the receiving multicast on the web page of [Phone Settings] >> [MCAST].
- Press the DSSKEY of Multicast Key which you set.
- Receiver will receive multicast call and play multicast automatically.

## 10.7 SCA (Shared Call Appearance)

Users need the support of server end to use SCA function. You can refer to <http://www.fanvil.com/Uploads/Temp/download/20180920/5ba38181e4e4b.pdf>

### 1) Configure on Phone

- When registering with the BroadSoft server, a Fanvil Phone can register the account created previously on multiple terminals.

The screenshot shows the Fanvil phone web interface for configuring SIP settings. The 'Line' dropdown is set to '125@SIP1'. Under 'Register Settings >>', the 'Line Status' is 'Registered'. The 'Username' field is highlighted with a red box and contains the value '125'. The 'Display name' is also '125'. The 'Realm' field is empty. To the right, under 'Created SCA accounts', the 'Authentication User' and 'Authentication Password' fields are highlighted with a red box. The 'Authentication User' is empty, and the 'Authentication Password' contains '\*\*\*\*\*'. The 'Server Name' field is empty. Below this, under 'SIP Server 1: Broadsoft Server address', the 'Server Address' field is highlighted with a red box and contains '172.16.1.2'. The 'Server Port' is '5060', 'Transport Protocol' is 'UDP', and 'Registration Expiration' is '3600 second(s)'. To the right, under 'SIP Server 2:', the 'Server Address' is empty, 'Server Port' is '5060', 'Transport Protocol' is 'UDP', and 'Registration Expiration' is '3600 second(s)'. At the bottom, there are fields for 'Proxy Server Address', 'Proxy Server Port', 'Proxy User', and 'Proxy Password', all of which are empty.

**Picture 71 - Register BroadSoft account**

- After the phone registers on the BroadSoft server, a server type needs to be set. Specifically, log in to the web page of the phone, choose [Line] >> [SIP] >> [Advanced Settings] and set Specific Server Type to BroadSoft, as shown in the following figure.