



User Manual

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3 Safety Instruction

3.1 Safety Instruction

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 product-specified power adapter. If you need to use a power adapter provided by another manufacturer due to special circumstances, please confirm that the voltage and current of the provided adapter meet the specifications of this product, and it is recommended to use a product that has passed safety certification, otherwise it may cause fire or electric shock accidents. When using this product, do not damage the power cord, do not twist, stretch and strap it, and do not press it under heavy objects or sandwich between items, otherwise it may cause fire or electric shock caused by broken power cord.
- Before using the product, please confirm that the temperature and humidity of the environment in which it is located meet the working needs of the product. (Moving this product from the air-conditioner to the natural temperature, the surface or internal components of this product may produce condensate vapor, and the product needs to be dried naturally before turning on the power supply.))
- 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.

3.2 FCC

This device complies with Part 15 of 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.

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 residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it 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.

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

4 Overview

4.1 Overview

The equipment is an indoor station with 7-inch or 10.1-inch color touch screen and rich interfaces.

It is mainly used in residential area, villa, office building and other places for receiving calls and communicating through the door phone and achieving remote door-opening. It provides more reliable security assurance and the easier access control for the users, creating a safe and comfortable living environment.

In order to help some interested users to better understand the details of the product, the user manual can be used as a reference guide for the use of equipment. This document may not apply to the latest version of the software.

If you have any questions, you can use the help prompt interface that comes with the device, or download and update your user manual from the official website.

4.2 Packing Contents

| | | |
|---|---|---|
|  |  |  |
| Indoor Unit | Quick Installation Guide | Wall-mount Bracket |
|  |  |  |
| 2*3 pin Cable*3 | Screw Fixing Seat*4 | TA4*30mm Screw*4 |
|  |  |  |
| KM3*30mm Screw*2 | TM6*20mm Screw*4 | PM4*16mm Screw*2 |

5 Install Guide

5.1 Use PoE or external Power Adapter

Equipment support two power supply modes: external power adapter and Ethernet (PoE) switch power supply mechanism

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.

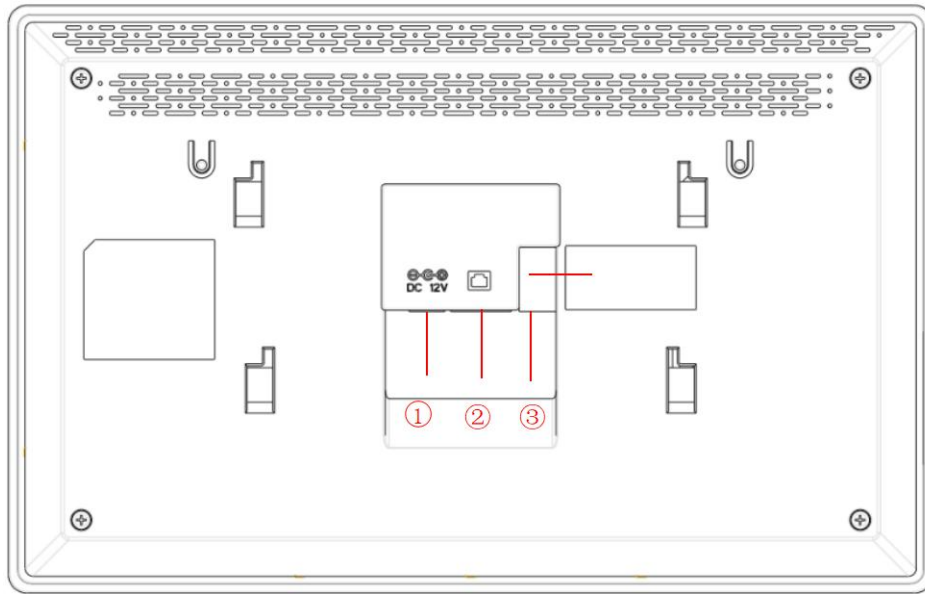
Please use the power adapter supplied by Fanvil and the PoE switch met the specifications to ensure the device work properly.

5.2 Desktop Installation

5.2.1 Peripheral connection



Picture 1 - Peripheral connection diagram



Picture 2 - interface
















Table 1- interface

| No. | Description | Interface |
|-----|---|---|
| 1 | Power interface: 12V/1A input | |
| 2 | Ethernet interface: standard RJ45 interface, 10/100M adaptive, it is recommended to use CAT5 or CAT5E network cable | |
| 3-1 | Power interface: 12V/1A input | <div> <div>○ GND</div> <div>○ 12V</div> </div> |
| 3-2 | 1 sets of doorbell interfaces | <div> <div>○ DB_IN1</div> </div> |
| 3-3 | 1 sets of short-circuit output interfaces: can be connected to electric locks, alarms etc. | <div> <div>○ NC1 ○ COM1</div> <div>○ NO1</div> </div> |
| 3-4 | 8 sets of alarm input interfaces: input devices for connecting switches, infrared sensor, door sensor, vibration sensors etc. | <div> <div>○ ALARM IN 1 ○ ALARM IN 2 ○ ALARM IN 3</div> <div>○ ALARM IN 4 ○ ALARM IN 5 ○ ALARM IN 6</div> <div>○ ALARM IN 7 ○ ALARM IN 8</div> </div> |
| 3-5 | 1 sets of RS485 interfaces: can be connected to card reader, sensor etc. | <div> <div>○ 485 B ○ 485 A</div> </div> |

6 Appendix Table

6.1 Appendix I - Icon

Table 2 - Status Prompt and Notification Icons

| | |
|---|--------------------------|
|  | Call out |
|  | Call in |
|  | Mute Microphone |
|  | Call voice quality |
|  | Call voice encryption |
|  | Call Hold |
| HD | HD Audio |
|  | Network Disconnected |
|  | Enable VLAN |
|  | Enable VPN |
|  | Keyboard locked |
|  | Call forward activated |
| AA | Auto-answering activated |
|  | Connecting WIFI |
|  | Wi-Fi network abnormal |
|  | SIP Hotspot |
|  | DND |























| | |
|---|----------------------|
|  | Missed call |
|  | SMS |
|  | Unread voice message |
|  | Network storm |

Table 3- DSSkey Icons

| Icon | Explanation |
|---|-----------------|
|  | Speed Dial |
|  | Intercom |
|  | Key Event |
|  | URL/Action URL |
|  | BLF List |
|  | Multicast |
|  | Memory Key None |
|  | None |
|  | Line |
|  | DTMF |

6.2 Appendix II –Function key state definition

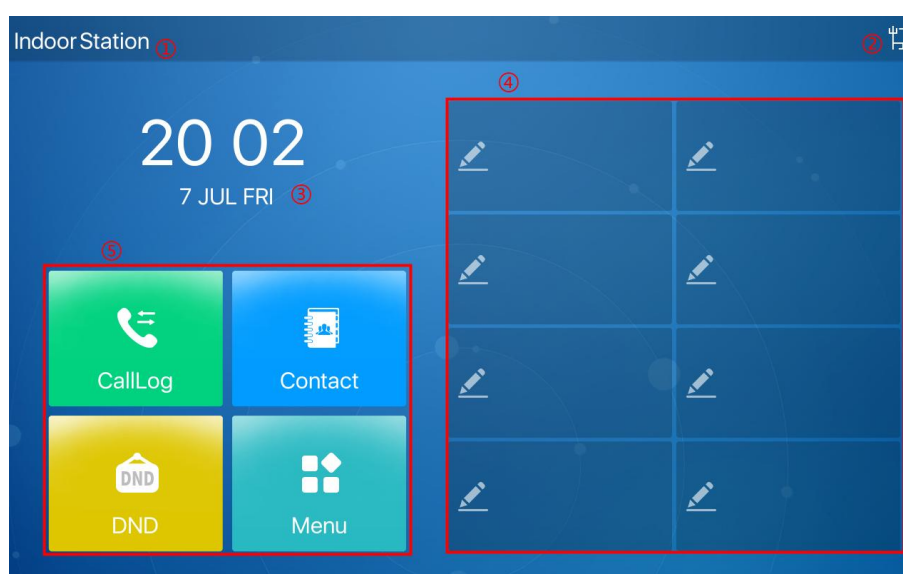
Table 4 - Look-up Table of Characters

| Type | Icon | State | Description |
|----------|---|----------------|-----------------------------------|
| Line Key |  | Gray | Line is not configured |
| |  | Green On | Line ready (Registered) |
| |  | Red Blinking | Line is trying to register |
| |  | Red Blinking | Line error (Registration failure) |
| DND |  | Red On | Enable DND |
| |  | Off | Disable DND |
| MWI |  | Green Blinking | New voice message waiting |
| |  | Off | No new voice message |

7 User Getting Started

7.1 Introduction to the User

7.1.1 Standby interface



Picture 3- Standby interface

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

The upper half of the main screen displays the welcome message, time and date, and status information (such as automatic answer, network connection status, etc.).

Table 5- Standby interface

| Number | Description |
|--------|----------------------|
| 1 | Welcome word, number |
| 2 | Status icon |
| 3 | Time, Date |
| 4 | Custom function |
| 5 | Common Functions |

Icon descriptions are described in [6.1 Appendix I](#).

7.1.2 Dial interface

The dial interface is mainly used to make calls, enter the contacts, call history

interface.



Picture 4 - Menu Interface








Table 6 - Dial Interface

| Number | Features | Description |
|--------|------------------------|---|
| 1 | Dialpad | Enter the dial interface |
| 2 | Contact | Enter the contact interface, view/edit contacts |
| 3 | Call records | Enter the call log interface, view the call log |
| 4、5 | Turn page | When the list supports multiple pages, page up and down |
| 6 | Home | Back to main interface |
| 7 | Volume Down Key | Volume Adjustment |
| 8 | Volume Up Key | Volume Adjustment |
| 9 | Number matching record | After entering the number, the query record displays |
| 10 | Input box | Enter number |
| 11 | Numeric keypad | 0-9, *, # |
| 12 | Input method | Switch input method, 123/abc/ABC/Abc/2aB |
| 13 | Switch Line | Switch the line from which to dial |
| 14 | Redial | After entering the number, press it to redial the number; If the number is not entered, press the number that last called out |
| 15 | Dial key | After entering the number, press to call out |

7.1.3 Commonly used icons on the interface

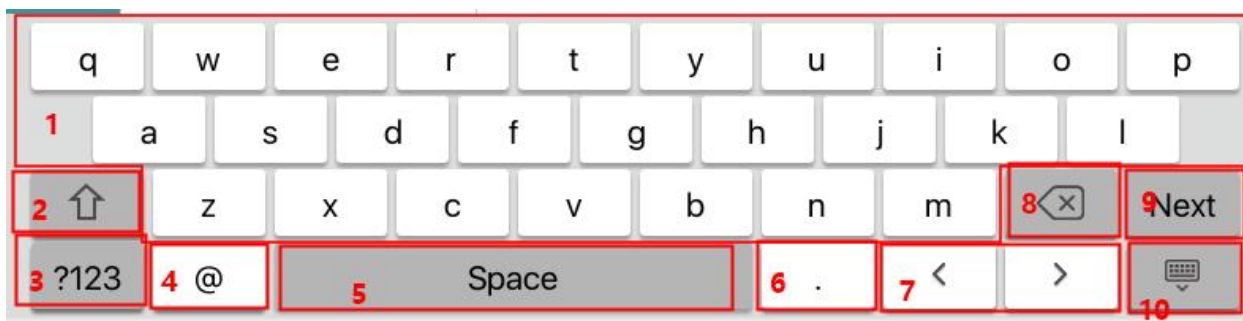
Introduction to icons commonly used by equipment.

Table 7- Commonly used icons

| Icon | Description | Icon | Description |
|---|------------------------|---|---------------|
|  | Back to main interface |  | Previous page |
|  | Next page |  | Return |
|  | Search for contacts |  | Add |
|  | Save | | |



7.2 Use of touch keyboard


The device supports using the touch keyboard to enter data.



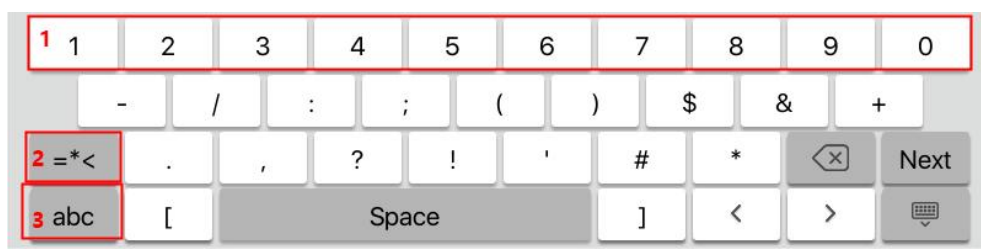
Picture 5 - Keyboard

Table 8 - Keyboard

| Number | Function keys | Description |
|--------|---|--|
| 1 | 26 English letters | Type letters |
| 2 |  | Switch to uppercase letter input mode |
| 3 |  | Switch to number, special character input mode |
| 4、6 | Special characters | @、. |
| 5 | Space Bar | Enter a Space |
| 7 | Switch | Switch input characters left and right |
| 8 | Delete | Delete entered characters |



| | | |
|----|---|-----------------------------|
| 9 | Next | Switch to the next edit box |
| | Done | Save operation |
| 10 |  | Hide keyboard |

Tap **?123** on the screen to switch to number and special character input mode.



Picture 6 - Keyboard numbers & characters

Table 9 - Keyboard numbers & characters

| Number | Function keys | Description |
|--------|---|--|
| 1 | Number Key | Type in data |
| 2 |  | Switch to special character input mode |
| 3 |  | Switch lowercase English letter input mode |

7.3 Device Status

The phone status includes the following information:

- Network Status
- The Phone Device Information
- SIP Account Information
- TR069 Connection Status (Displayed only in [State] on LCD)

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

Device interface: When the device is in standby, press **[Menu]** >> **[Status]**, select options to view corresponding information, as shown in the picture:

| Network | | |
|---------|-------------|--------------|
| Network | 1. Vlan Id | None |
| Phone | 2. Wi-Fi IP | N/A |
| Account | 3. SSID | N/A |
| TR069 | 4. Mode | DHCP/IPv4 |
| | 5. IPv4 | 172.16.7.188 |

Picture 7- Device status

- WEB interface: Refer to [7.4 Web management](#) to log in the phone page, enter the [System] >> [Information] page, and check the phone status, as shown in the picture:

Information

Account

Configurations

Upgrade

Auto Provision

FDMS

Tools

System

Network

Line

Settings

Phonebook

Call logs

Function Key

Security

Device Log

Security Settings

System Information

Model: i53W

Hardware: V1.0

Software: 0.1.2

Uptime: 00 : 18 : 43

MEMInfo: ROM: 29.3/128(M) RAM: 37.6/94(M)

System time: 2020-9-9 15:55 (SNTP)

Network

WAN

Network mode: DHCP

MAC: 0c:38:3e:46:1e:62

IPv4

IP: 172.16.12.207

Subnet mask: 255.255.255.0

Default gateway: 172.16.12.1

SIP Accounts

Line 10305@172.16.1.2:5060Registered

Line 2N/AInactive

Line 3N/AInactive

Line 4N/AInactive

Line 5N/AInactive

Picture 8- Device status

7.4 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]**.



Picture 9- Login 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](#).


7.5 Network Configurations

The i504&i506&i504W&i506W device supports two network connection methods: wired network connection and wireless network connection. Users need to choose the corresponding connection method according to their own situation.

The device uses an IP network connection to provide services. Unlike traditional devices based on line circuit technology, IP devices are connected to each other through the network to exchange data packets and data based on the device's IP address.

To enable the device, the network configuration must first be properly configured. To configure the network, users need to find the device function menu button **[Menu]** >> **[Advanced Settings]** >> **[Network]** >> **[Network Settings]**.

The default password for entering advanced settings is "123".

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 three network types, IPv4/IPv6/IPv4&IPv6

There are three common IP configuration types for IPv4

- DHCP – This is the mode that automatically obtains the network configuration from the server. The user does not need to manually configure any parameters. Suitable

for most users.

- Static IP configuration – This option allows users to manually configure each IP parameter, including IP address, mask, gateway and primary DNS server and backup DNS server. This usually applies to some professional network user environments.
- PPPoE – This option is usually suitable for users who connect to the network through a broadband service account. To establish a PPPoE connection, the user should provide the user name and password provided by the operator.
- The default configuration of the device is the network mode of automatic configuration

There are two common IP configuration types for IPv6

- DHCP – This is the mode that automatically obtains the network configuration from the server. The user does not need to manually configure any parameters. Suitable for most users.
- Static IP configuration – This option allows users to manually configure each IP parameter, including IP address, mask, gateway, and primary and secondary domain names. This usually applies to some professional network user environments.

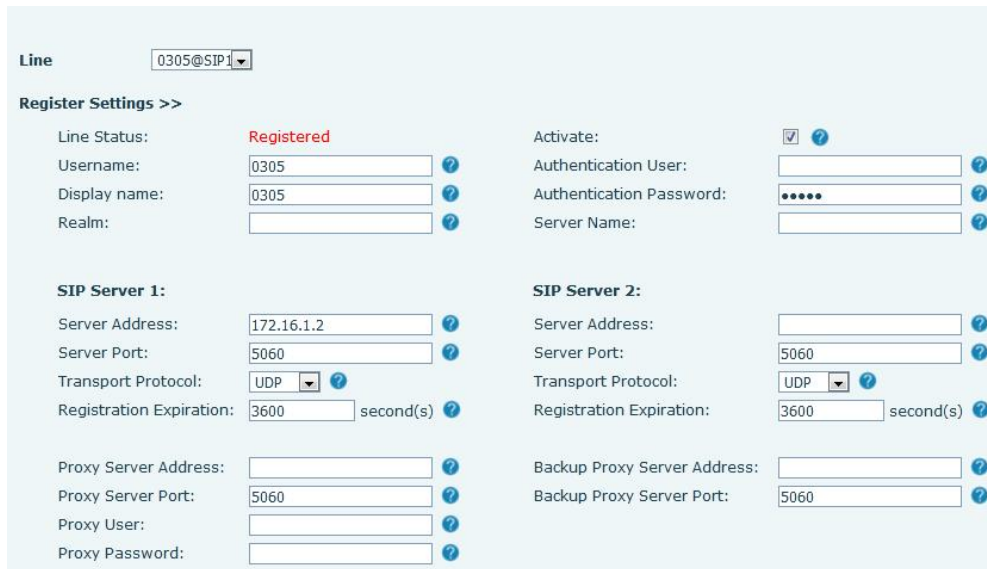
For specific configuration and use, please refer to [10.6.2.1 Network Settings](#) and [10.5 WiFi](#)

7.6 SIP Configurations

There must be at least one line is configured properly in order 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.

Web interface: After logging in the Web, enter [Line] >> [SIP] to configure each line, and click Apply to save the configuration.



The screenshot displays the 'Line' configuration page for '0305@SIP1'. The 'Register Settings >>' section shows the line is 'Registered'. Fields include Username (0305), Display name (0305), and Realm. The 'SIP Server 1' section is configured with Server Address 172.16.1.2, Server Port 5060, Transport Protocol UDP, and Registration Expiration 3600 seconds. The 'SIP Server 2' section is currently empty. Proxy and Backup Proxy settings are also present but empty.

| Field | Value |
|-----------------------------|-------------------------------------|
| Line | 0305@SIP1 |
| Line Status | Registered |
| Username | 0305 |
| Display name | 0305 |
| Realm | |
| Activate | <input checked="" type="checkbox"/> |
| Authentication User | |
| Authentication Password | |
| Server Name | |
| SIP Server 1: | |
| Server Address | 172.16.1.2 |
| Server Port | 5060 |
| Transport Protocol | UDP |
| Registration Expiration | 3600 second(s) |
| SIP Server 2: | |
| Server Address | |
| Server Port | 5060 |
| Transport Protocol | UDP |
| Registration Expiration | 3600 second(s) |
| Proxy Server Address | |
| Proxy Server Port | 5060 |
| Proxy User | |
| Proxy Password | |
| Backup Proxy Server Address | |
| Backup Proxy Server Port | 5060 |

Picture 10- Web Line Registration

8 Basic Function

8.1 Making Phone Calls

■ Default Line

The equipment provides 6 SIP line services. If all the 6 lines are configured successfully, the user can use any line to make or receive calls. If the user has set a default line, the number or name currently used by default will be displayed in the upper left corner of the screen interface. To enable or disable the default line function, the user can go through **[Menu] >> [Function] >> [Basic Settings] >> [General]** or complete the settings on the web page (**[Web Page] >> [Settings] >> [Function Settings] 】 >> 【Basic Settings】**).

■ Dialing Methods

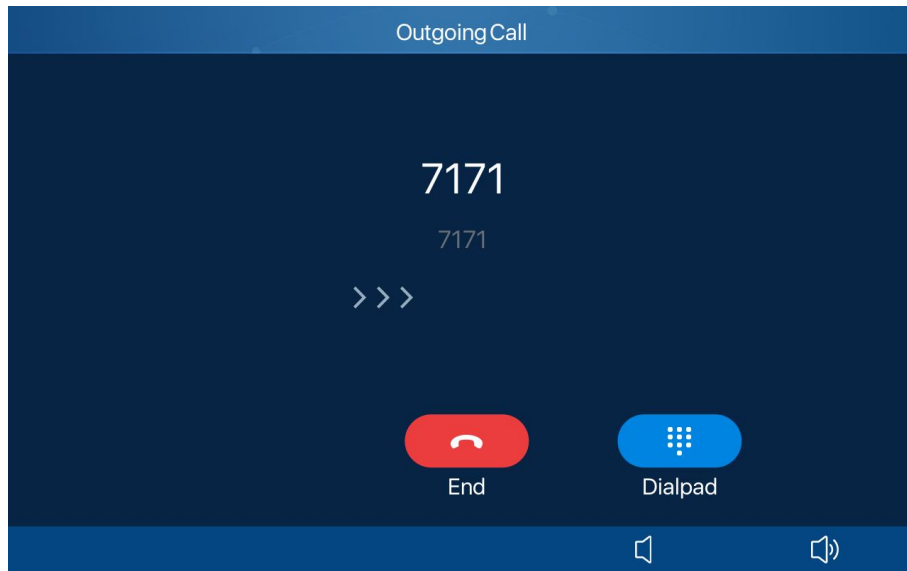
User can dial a number by:

- Entering the number directly
- Press the Redial to make a call
- Selecting a phone number from phonebook contacts (Refer to [10.2 Phonebook](#))
- 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](#))



Picture 11 - Dial interface

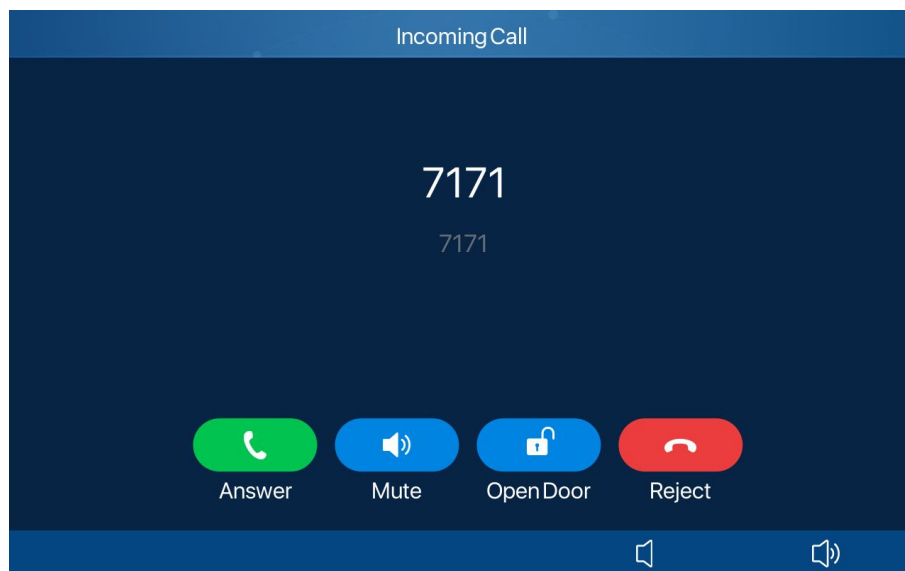
When calling a number, the user can press **[End]** to cancel the call.



Picture 12 - Call interface

8.2 Answer a call

When the device is idle and there is an incoming call, the user will see the following call reminder screen.

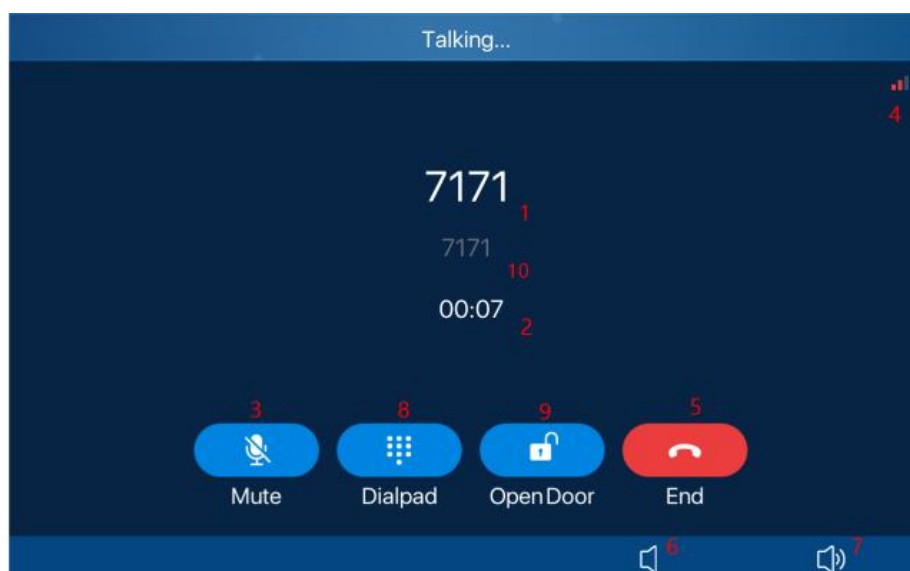


Picture 13 - Audio Call Interface

The user can answer the call by pressing [**Answer**]. To reject an incoming call, the user can press [**Reject**] button on the interface.

8.3 Talking Interface

When the call is established, the user will see the calling interface as shown below:

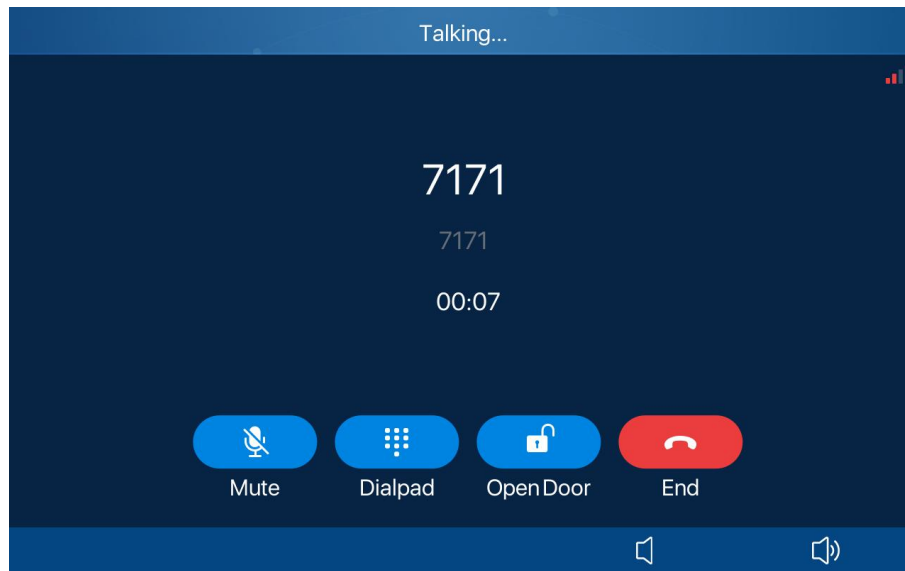


Picture 14- Taking interface

Table 10 - Taking interface

| Number | The keypad names | Instruction |
|--------|-------------------------------------|---|
| 1 | Contact Name | The name of the other party |
| 2 | Call duration | Call duration |
| 3 | Mute icon | Icon indication after the call is muted |
| 4 | Voice quality, HD, voice encryption | Display the current call voice quality, voice call encryption and other icon indicators |
| 5 | End | Hang up |
| 6、7 | Volume addition and subtraction | Adjust call volume |
| 8 | Dailpad | A dialpad will pop out after it's clicked during a call. Users can enter DTMF to open a door. |
| 9 | OpenDoor | Open the door after one click. |
| 10 | Contact Number | Call the other party's number |

8.4 End of call



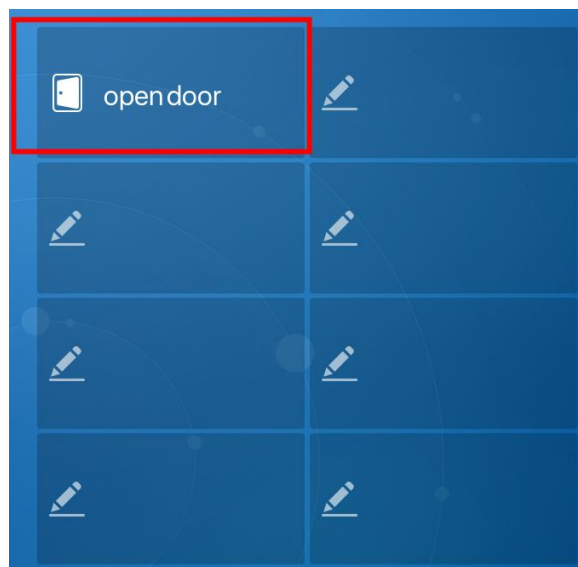
Picture 15- Call end interface

When the user's call ends, you can press **[End]** on the interface

8.5 Open Door

8.5.1 Open the door under standby

Click the set side key to open a door directly.



Picture 16 - OpenDoor Sidekey

8.5.2 Settings of open the door under standby

On the Website, enter [Function Key]>>[Side Key], choose Type as [URL] and Subtype as [Open Door].

Function Key Settings

Dsskey Font Size: (0-5) Apply

Dsskey

| Key | Type | Name | Value | + | - | Subtype | Line | Media | PickUp Number |
|-----|------|-----------|--------------------|---|---|-----------|------|---------|---------------|
| F 1 | URL | open door | http://admin:028Fa | + | - | Open Door | AUTO | DEFAULT | |
| F 2 | None | | | + | - | None | AUTO | DEFAULT | |
| F 3 | None | | | + | - | None | AUTO | DEFAULT | |
| F 4 | None | | | + | - | None | AUTO | DEFAULT | |
| F 5 | None | | | + | - | None | AUTO | DEFAULT | |
| F 6 | None | | | + | - | None | AUTO | DEFAULT | |
| F 7 | None | | | + | - | None | AUTO | DEFAULT | |
| F 8 | None | | | + | - | None | AUTO | DEFAULT | |

Apply

Picture 17 - Add a doorlock

When you add a value, an edit pop-up box pops up. If it is a Fanvil access control device, enter the device IP, user name, and password to automatically synthesize the URL; For third-party devices, you need to enter the full URL. As shown in the following figure:

Edit

URL or IP:

Username:

Password:

OK Cancel

Picture 18 - Edit Popup

8.5.3 Open the door during a call

■ Enter DTMF

During a call, the user can press the dialpad. After the dialpad pops up, the user can enter the DTMF (Open Door Code).

■ OpenDoor

During a call, the user can press [OpenDoor] to open the door by one-click.

8.5.4 Settings of open the door during a call

When the doorphone establishes a call with the device, press the **[OpenDoor]** button, and the corresponding access code or door opening password will be sent to the doorphone to open the door.

■ Settings on LCD

Picture 19 - Add DoorAccess Device

Table 11 - DoorAccess Parameters

| Number | Parameters | Descriptions |
|--------|-------------|--|
| ① | Name | Set the name of the device |
| ② | Number | Set the number of the device |
| ③ | Line | Set the line of the device |
| ④ | Password | Set the password of the device |
| ⑤ | Access code | Set the access code of the device (same as password) |

8.6 Video Preview

The user can bind the video stream of the camera of the door phone and view the situation outside the house with one click.

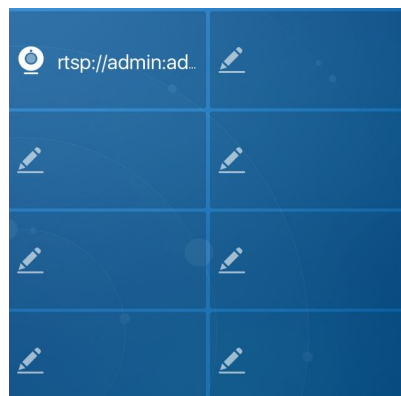
Web: **[Function Key]** >> **[Side Key]**>>**[Dsskey]**. Choose a key, set Type to URL, Subtype to **[IP Camera]**, and fill in the Value blank with the RTSP URL of the camera. Press Apply to save and submit the configuration.

Dsskey

| Key | Type | Name | Value | | | Subtype | Line | Media | PickUp Number |
|-----|------|------|--------------------|---|---|-----------|------|---------|---------------|
| F 1 | URL | | rtsp://admin:admin | + | - | IP Camera | AUTO | DEFAULT | |
| F 2 | None | | | + | - | None | AUTO | DEFAULT | |
| F 3 | None | | | + | - | None | AUTO | DEFAULT | |
| F 4 | None | | | + | - | None | AUTO | DEFAULT | |
| F 5 | None | | | + | - | None | AUTO | DEFAULT | |
| F 6 | None | | | + | - | None | AUTO | DEFAULT | |
| F 7 | None | | | + | - | None | AUTO | DEFAULT | |
| F 8 | None | | | + | - | None | AUTO | DEFAULT | |

Apply

Picture 20 - Web page configuration



Picture 21- Standby interface display after configuration

8.7 Security(Input Settings)

Users can click **[Menu]** on the standby interface to enter the **[Security]** page, as shown in the figure.

←
Security Setting

| | |
|------------------|-----------|
| Security Setting | 1. Input1 |
| Alarm Info | 2. Input2 |
| Security State | 3. Input3 |
| | 4. Input4 |
| | 5. Input5 |
| | 6. Input6 |

○
△
▽

Picture 22 - Security Page

8.7.1 Security Setting

- Set at the device

The user clicks the menu on the standby interface and selects **[Security]>> [Security Setting] >> [Input1]** to enter the configuration of alarm settings. The device supports 8 alarm settings, the user can set their name, trigger mode, whether to enable, alarm delay time, after the setting is completed and saved, the security settings will take effect.

| Input1 | | |
|------------------|-------------------|-------------------|
| Security Setting | 1. Name | Alarm Input1 |
| Alarm Info | 2. Triggered Mode | Low Level Trigger |
| Security State | 3. Enabled | Enabled |
| | 4. Delay Time | 0 |

Picture 23 - Security Setting

- Set on the web page

Users can select the input port and trigger mode on the website **[Security Settings] >> [Input Alarm Settings]**.

| Input Alarm Settings >> | | | | | |
|---|-------------------|-----------------------------------|-------------------|------|--------------------------|
| <input checked="" type="checkbox"/> Input1: | Input Name: | Alarm Input1 | Input Reset Code: | 1234 | |
| | Triggered By: | Low Level Trigger(Close Trigger) | Input Duration: | 0 | (0.00~3600)s |
| | Triggered Action: | <input type="checkbox"/> Send SMS | Dss Key: | None | Triggered Ringtone: None |
| <input checked="" type="checkbox"/> Input2: | Input Name: | Alarm Input2 | Input Reset Code: | 1234 | |
| | Triggered By: | Low Level Trigger(Close Trigger) | Input Duration: | 0 | (0.00~3600)s |
| | Triggered Action: | <input type="checkbox"/> Send SMS | Dss Key: | None | Triggered Ringtone: None |
| <input checked="" type="checkbox"/> Input3: | Input Name: | Alarm Input3 | Input Reset Code: | 1234 | |
| | Triggered By: | Low Level Trigger(Close Trigger) | Input Duration: | 0 | (0.00~3600)s |
| | Triggered Action: | <input type="checkbox"/> Send SMS | Dss Key: | None | Triggered Ringtone: None |
| <input checked="" type="checkbox"/> Input4: | Input Name: | Alarm Input4 | Input Reset Code: | 1234 | |
| | Triggered By: | Low Level Trigger(Close Trigger) | Input Duration: | 0 | (0.00~3600)s |
| | Triggered Action: | <input type="checkbox"/> Send SMS | Dss Key: | None | Triggered Ringtone: None |
| <input checked="" type="checkbox"/> Input5: | Input Name: | Alarm Input5 | Input Reset Code: | 1234 | |
| | Triggered By: | Low Level Trigger(Close Trigger) | Input Duration: | 0 | (0.00~3600)s |
| | Triggered Action: | <input type="checkbox"/> Send SMS | Dss Key: | None | Triggered Ringtone: None |

Picture 24 - Web Settings

8.7.2 Alarm Info

After setting the security settings, the user can use the device to monitor and manage the Area. When the type of setting is triggered, the device can alarm according to the set trigger mode and alarm delay time.

Under the standby interface, the user selects **[Menu]>> [Security] >> [Alarm Information]** to view the alarm information.

| Alarm Info | | | |
|------------------|------|------|------|
| Security Setting | Area | Name | Time |
| Alarm Info | | | |
| Security State | | | |

Picture 25 - Alarm Info

8.7.3 Security State

Users select **[Menu]>> [Security] >> [Security State]** to view the name, status, and alarm delay information of each Area.

| Security State | | | | |
|------------------|-----------|--------------|---------|------------|
| Security Setting | Area | Name | State | Delay Time |
| Alarm Info | 1. Input1 | Alarm Input1 | Enabled | 0s |
| Security State | 2. Input2 | Alarm Input2 | Enabled | 0s |
| | 3. Input3 | Alarm Input3 | Enabled | 0s |
| | 4. Input4 | Alarm Input4 | Enabled | 0s |
| | 5. Input5 | Alarm Input5 | Enabled | 0s |

Picture 26 - Security State

8.8 Dial Query

The device defaults to enable the dial query function, open the dial pad to dial, enter one or more numbers, the dial interface will automatically match the call record, the number list in the contact, click to select the number and call out.

8.9 Auto Answer

The user can enable the automatic answering function on the device, and the device can automatically answer after a call comes in. Auto answer can be activated by distinguishing lines.


The user can start the automatic answer function on the device interface or the web interface.

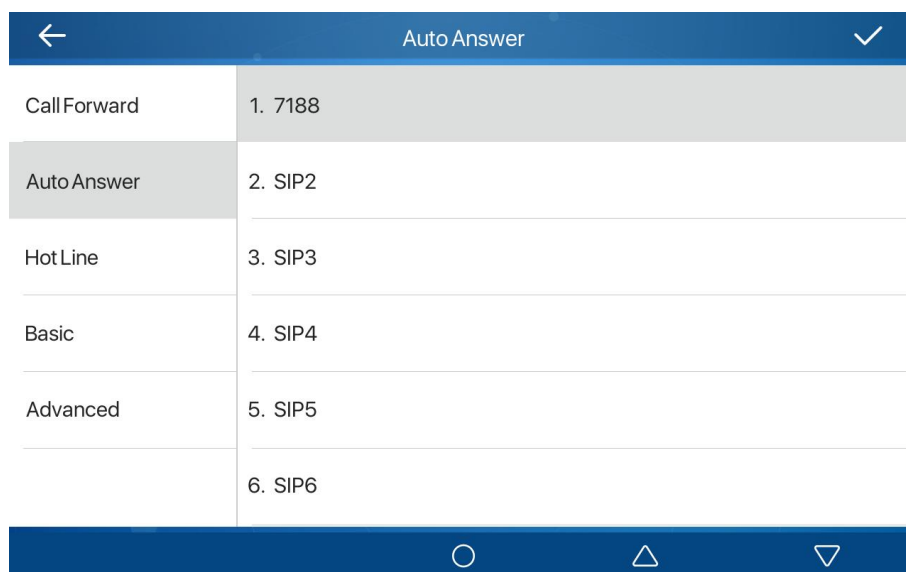
- **Device interface:**

Press **[Menu]>>[Function]>>[Auto Answer]** button;

Press the button to select the line, use the left/right navigation key to turn on/off the auto answer option, set the auto answer time, the default is 5 seconds

Press  to save when finished

The icon  in the upper right corner of the screen indicates that auto answer is enabled.



Picture 27 - Line 1 enables auto-answering

- **Web interface :**

Log into the device webpage, enter **[Line]>>[SIP]**, Select **[Basic Settings]**,

enabled automatic answering, set the automatic answering time and click submit.

Line: 0305@SIP1

Register Settings >>

Basic Settings >>

Enable Auto Answering: ☒ ?

Auto Answering Delay: 5 (0~120)second(s) ?

Call Forward Unconditional: ☐ ?

Call Forward Number for Unconditional: ?

Call Forward on Busy: ☐ ?

Call Forward Number for Busy: ?

Call Forward on No Answer: ☐ ?

Call Forward Number for No Answer: ?

Call Forward Delay for No Answer: 5 (0~120)second(s) ?

Transfer Timeout: 0 second(s) ?

Subscribe For Voice Message: ☐ ?

Voice Message Number: ?

Voice Message: 3600

Subscribe Period: (60~999999)second(s)

Dial Without Registered: ☐ ?

Enable Missed Call Log: ☒ ?

DTMF Type: AUTO ?

DTMF SIP INFO Mode: Send 10/11 ?

Request With Port: ☒ ?

Enable DND: ☐ ?

Use STUN: ☐ ?


Use VPN: ☒ ?

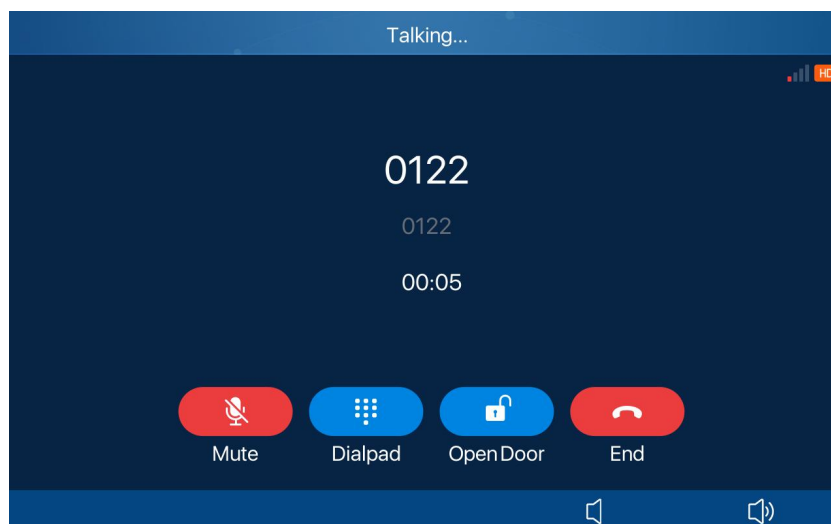
Picture 28- Web page to start auto-answering

8.10 Mute


You can turn on the silent mode and turn off the microphone of the device during a call, so that the other party cannot hear the local voice. Under normal circumstances, the silent mode is automatically turned off as the call ends.

8.10.1 Mute during a call

Press the mute button  on the call interface during a call: The mute button on the device turns red.

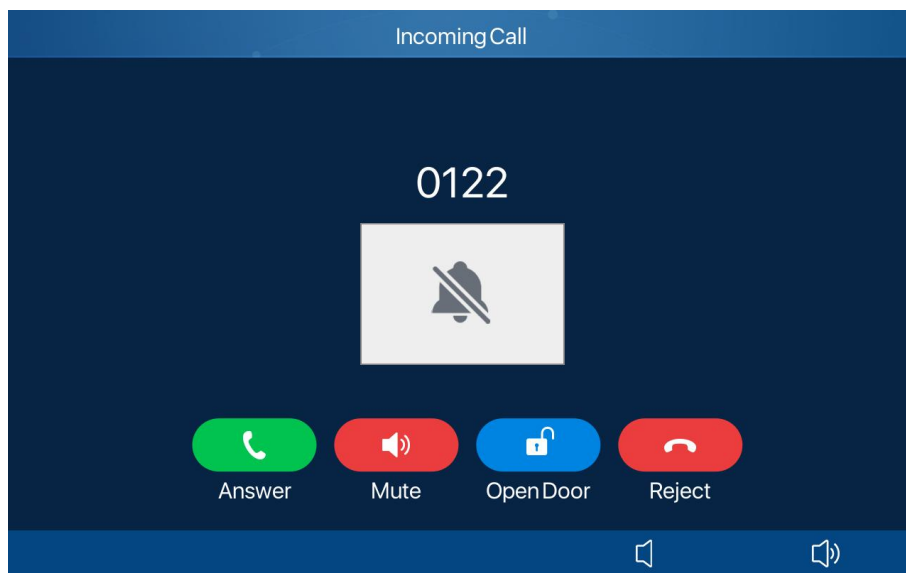


Picture 29- Mute the call

- Unmute the call: Press the mute  on the device again. The red light of the device mute button turns off.

8.10.2 Mute when ringing

- Turn on mute ringing: press the mute button on the incoming call interface when the device is ringing
The mute icon on the incoming call interface of the device turns red and there is no ringtone. After hanging up, the device will still ring the next time there is an incoming call.



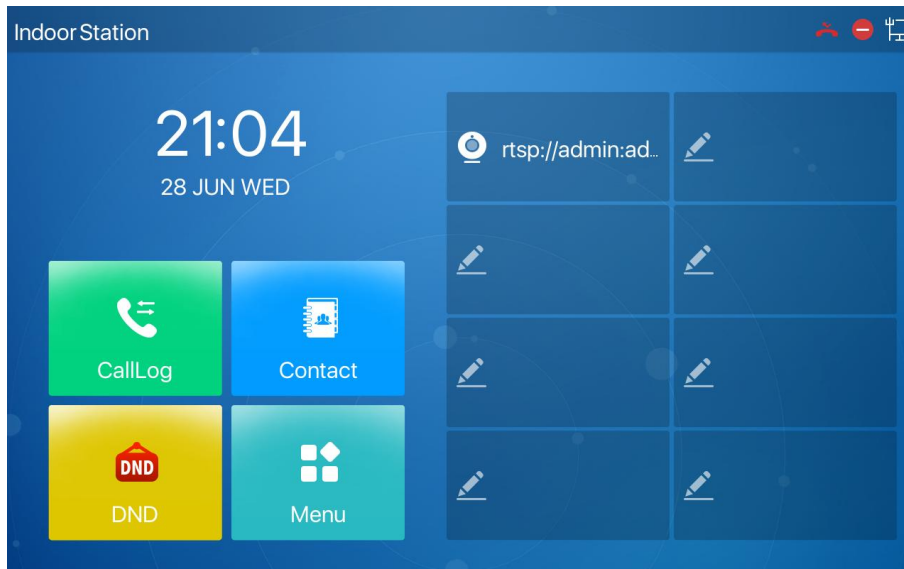
Picture 30 - Ringing mute

8.11 DND

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

Enable/Disable phone all lines DND, steps are the following:

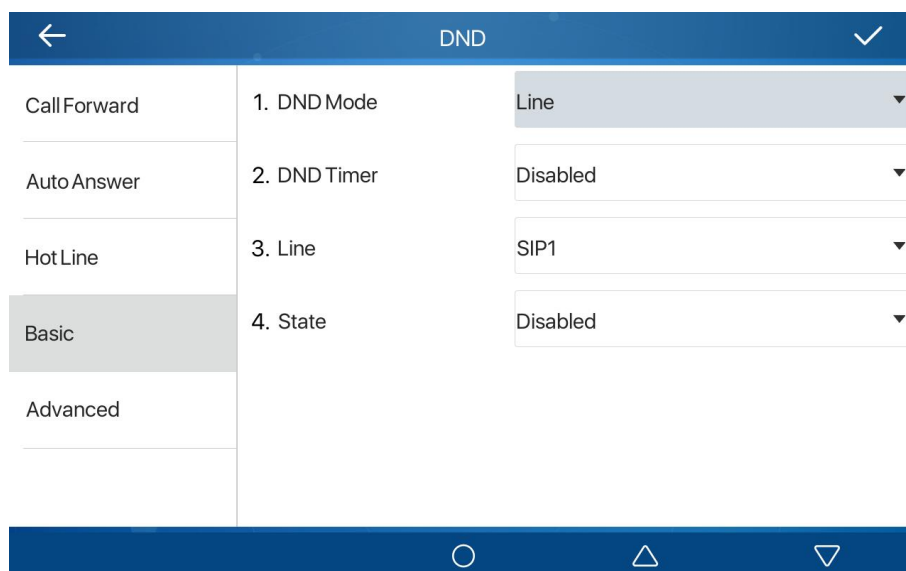
- Phone interface: Default standby mode,
Press [**DND**] button to enable DND, the icon will become red. The phone status prompt bar will have a DND icon.



Picture 31 - DND Display

If the user wants to turn on/off the Do Not Disturb feature on a specific line, the user can configure the Do Not Disturb feature on the Configure Line page.

- 1) Press the **[Menu]>> [Features]>> [Basic] >> [DND]** button to enter the editing page;
- 2) Select **[Line]** to adjust the DND mode and status, and press the ☒ to save it after completion;
- 3) The user will see the DND icon turn red and the SIP line has DND mode enabled.



Picture 32- DND setting interface

Users can also use the DND timer. After setting, within the time range, the Do Not Disturb function will be automatically turned on and the DND icon will turn red.

Picture 33- DND timer

Web interface: Go to **[Settings]** >> **[Function Settings]** >> **[DND Settings]**, set the type of DND (off, phone, line), and DND timing function.

Picture 34- DND Settings

The user opens the DND of a specific line on the webpage: enter **[Line]** >> **[SIP]** >> **[Basic Settings]**, and enable DND.


Picture 35 - Line DND

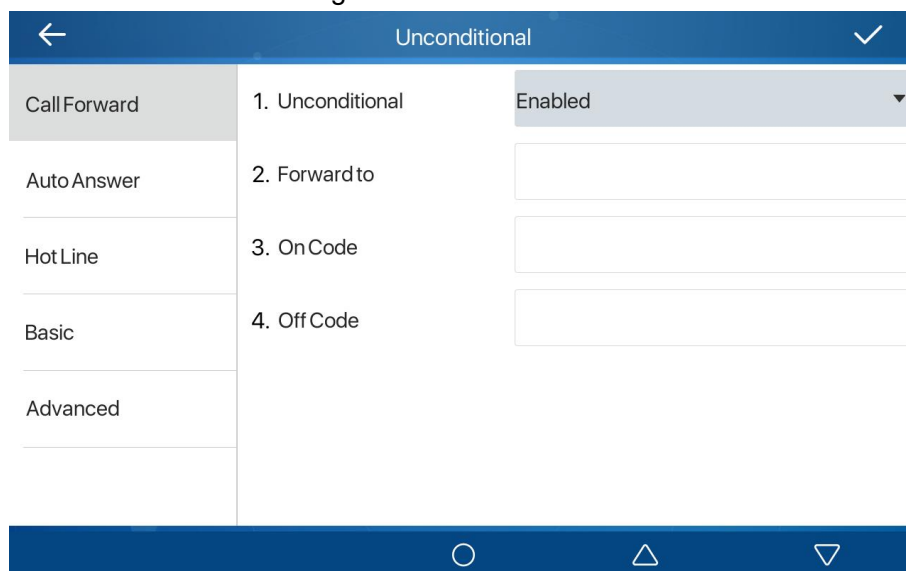
8.12 Call Forward

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 two types:

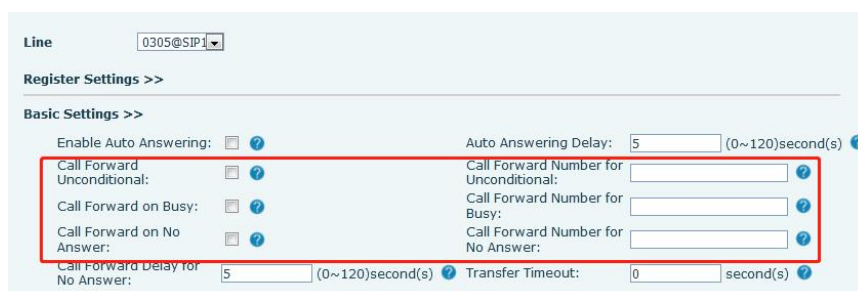
- **Unconditional Call Forward** – Forward any incoming call to the configured number.
- **Call Forward on No Answer** – When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.
- Phone interface: Default standby mode

- 1) Press **[Menu]** >> **[Function]** >> **[Call Forward]** to select the line
- 2) Select the type of call forwarding. Turn on and set the number to be transferred, etc.
- 3) Click the  to save the changes.



Picture 36- Set call forward

Web interface: Enter **[Line]** >> **[SIP]** >> **[Basic Settings]**, and set the forward type, number, and time.

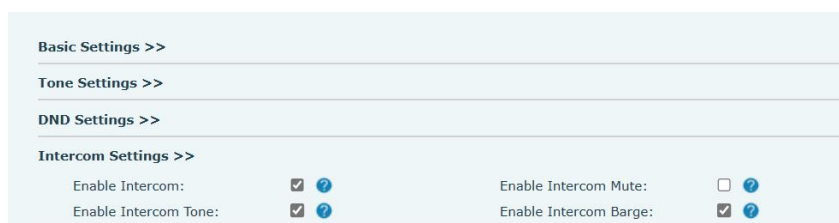


Picture 37- Set call forward

9 Advance Function

9.1 Intercom

After the device enables intercom, it can automatically answer intercom calls.



Picture 38- Web Intercom configure

Table 12 - 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 Tone | If the incoming call is intercom call, the phone plays the intercom 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 |

9.2 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 39- Multicast Settings Page

Table 13 - MCAST Parameters on Web

| Parameters | Description |
|------------------|--|
| Enable Prio Chan | Once enabled, the same port and channel can only be connected. Channel 24 is the priority channel, higher than 1-23; A channel of 0 indicates that no channel priority is used |
| Enable Emer Chan | When enabled, channel 25 has the highest priority |
| Multicast Tone | Listened multicast server name |

Multicast:

- Go to web page of **[Function Key]** >> **[Side Key]** , select the type to MCAST Paging, 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 you set.
- Receiver will receive multicast call and play multicast automatically.

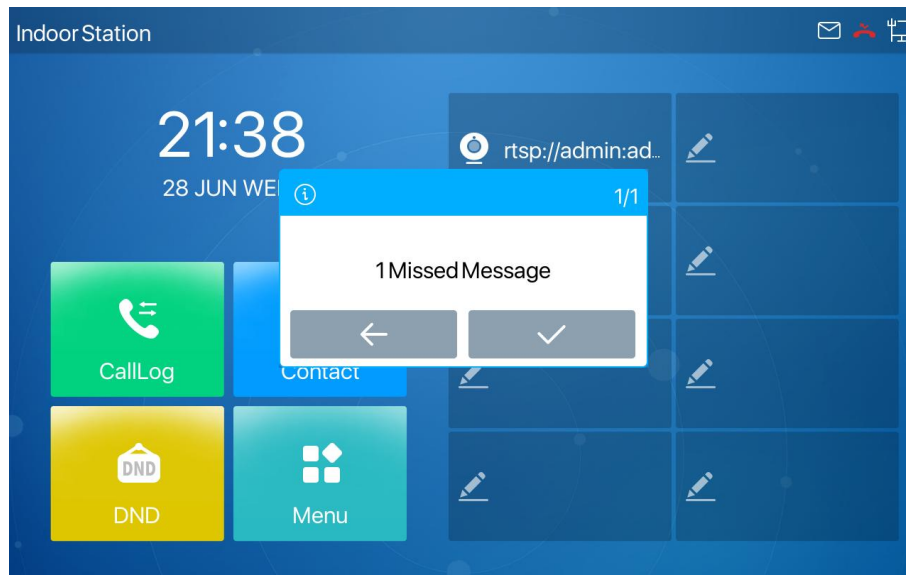
Dynamic multicast:

Function description: Send multicast configuration information through Sip Notify signaling. After receiving the information, the device configures it in the system for multicast monitoring or cancels multicast monitoring in the system

9.3 SMS

9.3.1 SMS

If the service of the line supports the function of the short message, when the other end sends a text message to the number, the user will receive the notification of the short message and display the icon of the new SMS on the standby screen interface.



Picture 40- SMS icon

Send messages:

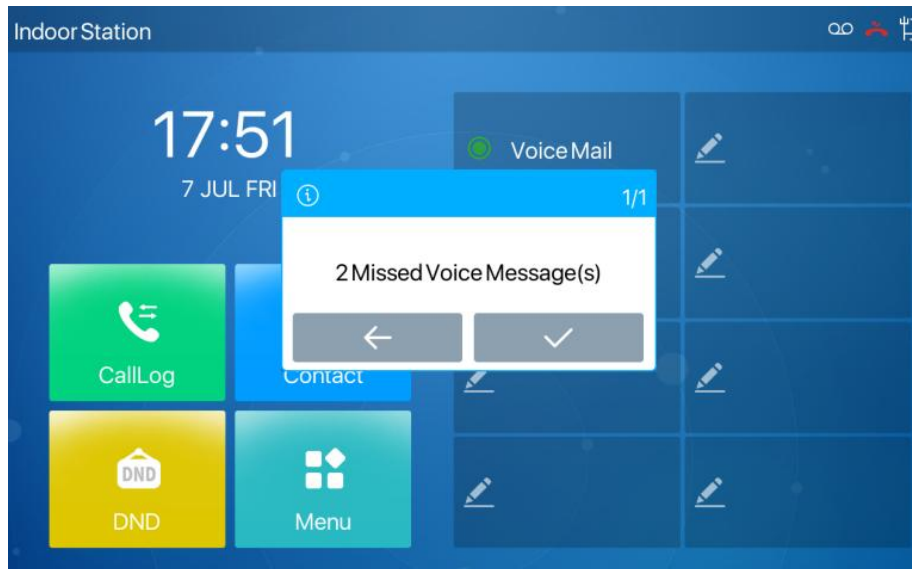
- Go to **[Menu] >> [Message]>>[SMS]**.
- Users can create new messages, select lines and send numbers.
- After editing is completed, click Send.

View SMS:

- Go to **[Menu] >> [Message]**.
- Check **[Inbox]** to read the unread message.

9.3.2 MWI (Message Waiting Indicator)



If the service of the lines supports voice message feature, when the user is not available to answer the call, the caller can leave a voice message on the server to the user. User will receive voice message notification from the server and device will prompt a voice message waiting icon on the standby screen.

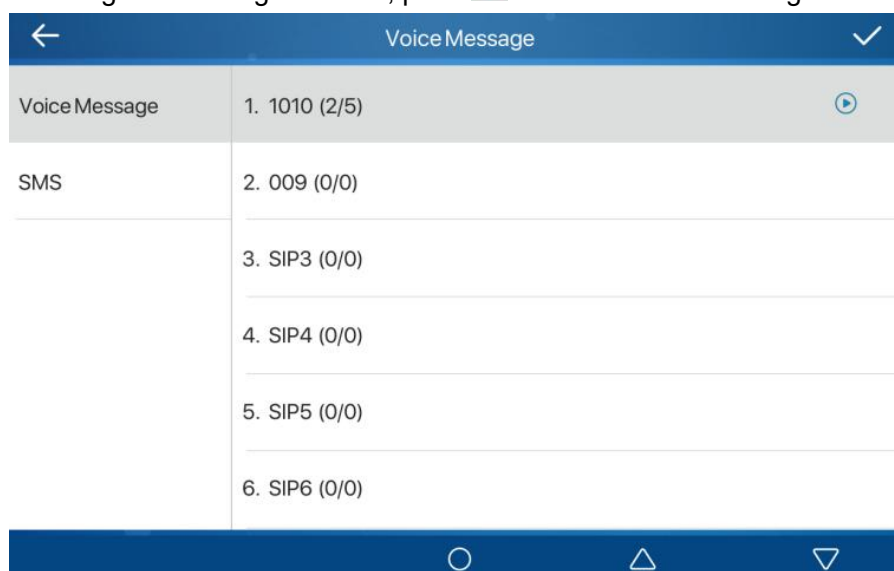


Picture 41- New Voice Message Notification

To listen to a voice message, the user must first configure the voicemail number. After the voicemail number is configured, the user can retrieve the voicemail of the default line.

When the phone is in the default standby state,

- Select **[Message]** under **[Menu]**
- Enter **[Voice Message]** under **[Message]**
- The "2" in brackets on the SIP1 line represents unread voice messages, and "5" represents the total number of voice messages.
- Select the line to enter, enable the message and set the message number, press the upper right corner  to save
- After setting the message number, press  to listen to the message.



Picture 42 - Voice message interface

9.4 SIP Hotspot

SIP hotspot is a simple yet practical function. With simple configurations, the SIP hotspot function can implement group ringing. SIP accounts can be expanded.

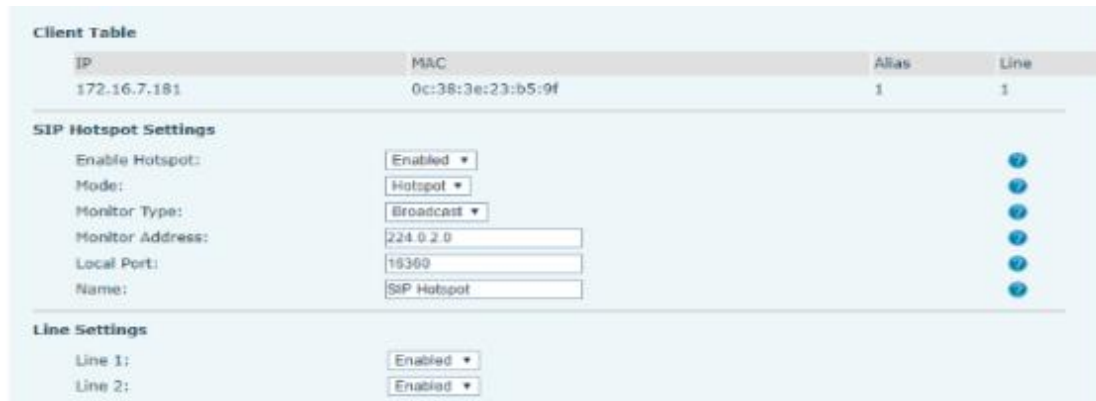
Set a phone as a SIP hotspot and other phones (B and C) as SIP hotspot clients. When somebody calls phone A, phone A, B, and C all ring. When any phone answers the call, other phones stop ringing. The call can be answered by only one phone. When B or C initiates a call, the SIP number registered by phone A is the calling number.

Picture 43- Register SIP account

Table 15- SIP hotspot Parameters

| Parameters | Description |
|-----------------|--|
| Enable Hotspot | Set it to be Enable to enable the feature. |
| Mode | Choose hotspot, phone will be a “SIP hotspot server”; Choose Client, phone will be a “SIP hotspot Client” |
| Monitor Type | Either the Multicast or Broadcast is ok. If you want to limit the broadcast packets, you'd better use broadcast. But, if client choose Broadcast, the SIP hotspot phone must be broadcast. |
| Monitor Address | The address of broadcast, hotspot server and hotspot client must be same. |
| Local Port | Fill in the custom hotspot communication port. The server and client ports need to be consistent. |
| Name | Fill in the name of the SIP hotspot, this configuration is used to distinguish different hotspots under the network to avoid connection conflicts. |
| Ring Mode | Set the ring mode for incoming calls, deciding when there's an incoming call, whether to ring on All/Extension/Hotspot devices. |
| Line Settings | Set whether to associate the SIP hotspot function on the corresponding SIP line. |

Configure SIP hotspot server:



Client Table

| IP | MAC | Alias | Line |
|--------------|-------------------|-------|------|
| 172.16.7.181 | 0c:38:3e:23:b5:9f | 1 | 1 |

SIP Hotspot Settings

Enable Hotspot:

Mode:

Monitor Type:

Monitor Address:

Local Port:

Name:

Line Settings

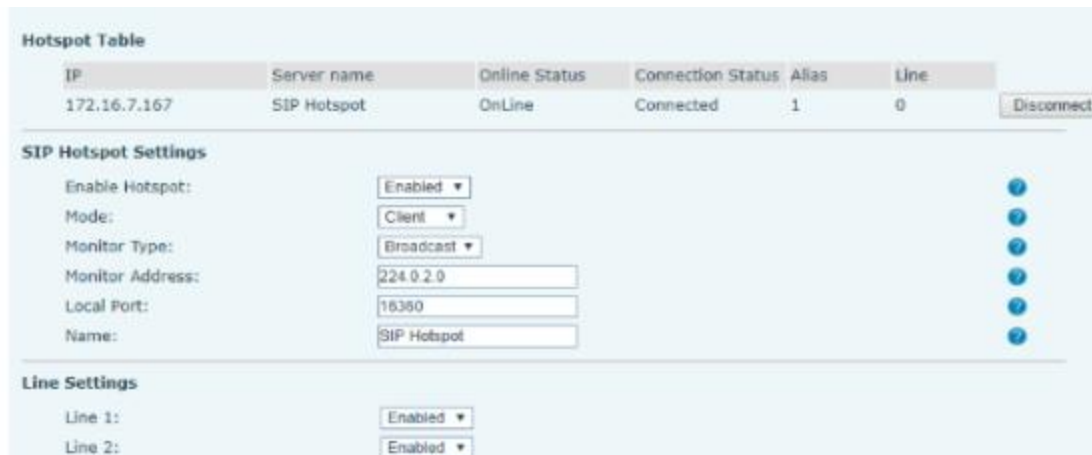
Line 1:

Line 2:

Picture 44- SIP hotspot server configuration

Configure SIP hotspot client:

As a SIP hotspot client, no SIP account needs to be set. The Phone set will automatically obtain and be configured a SIP account. On the SIP Hotspot tab page, set Mode to Client. The values of other options are the same as those of the hotspot.



Hotspot Table

| IP | Server name | Online Status | Connection Status | Alias | Line |
|--------------|-------------|---------------|-------------------|-------|------|
| 172.16.7.167 | SIP Hotspot | OnLine | Connected | 1 | 0 |

SIP Hotspot Settings

Enable Hotspot:

Mode:

Monitor Type:

Monitor Address:

Local Port:

Name:

Line Settings

Line 1:

Line 2:

Picture 45- SIP hotspot client configuration

As the hotspot server, the default extension number is 0. When the phone is used as the client, the extension number is increased from 1, you can view the extension number through the **[SIP Hotspot]** page.

Call extension number:

- The hotspot server and the client can dial each other through the extension number.
- For example, extension 1 dials extension 0.

10 Phone Settings

10.1 Basic Settings

10.1.1 Language

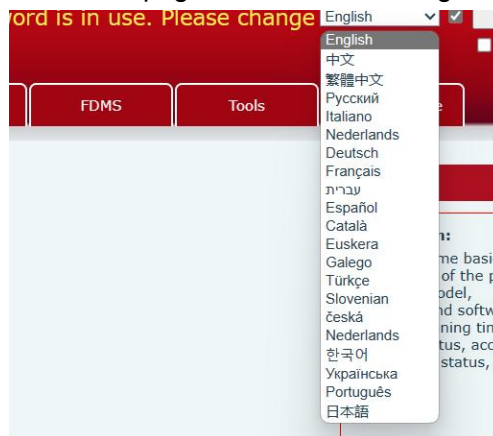
The user can set the phone language through the phone interface or web interface.

- Phone interface : After resetting the factory settings, the user needs to set the language; when setting the language during standby, go to **[Menu] >> [Basic Setting] >> [UI Preference]>> [Language]** Settings, as shown in the figure.



Picture 46 - Set language

- Web interface: Log in to the phone webpage and set the language in the drop-down box at the top right corner of the page, as shown in the figure:



Picture 47- web page language setting

- The function box on the right side of the web interface language setting box is “Synchronize language to device”; if selected, the phone language will be synchronized with the webpage language. If it is not selected, it will not be synchronized.

10.1.2 Time & Date

Users can set the phone time through the phone interface and web interface.

- Phone end: When the phone is in the default standby state, press the **[Menu]** >> **[Basic settings]** >> **[UI Preference]** >> **[Time & Date]** , use the up/down navigation button to edit parameters, press the to save after completion, as shown in the figure:

Picture 48 - set time & date

- Web end: Log in to the phone webpage and enter **[Device Settings]** >> **[Time/Date]** , as shown in the figure:


Picture 49 - Webpage set time &date

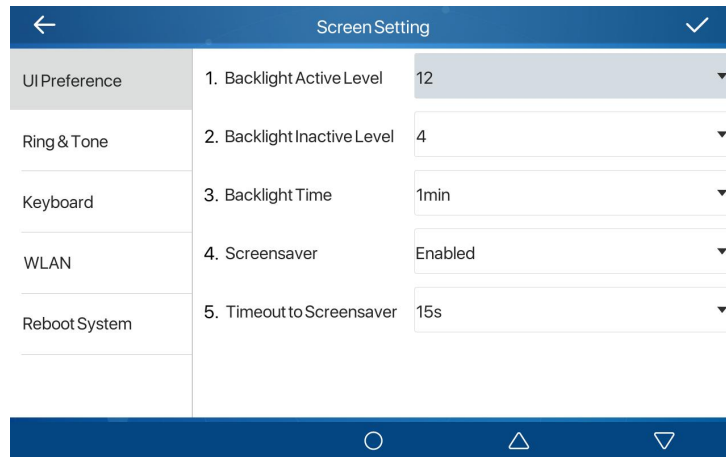
Table 14 - set time Parameters

| Parameters | Description |
|----------------------|--|
| Mode | Auto/Manual Auto: Enable network time synchronization via SNTP protocol, default enabled. Manual: User can modify data manually. |
| SNTP Server | SNTP server address |
| Time zone | Select the time zone |
| Time format | Select time format from one of the followings: <ul style="list-style-type: none"> ■ 1 JAN, MON ■ 1 January, Monday ■ JAN 1, MON ■ January 1, Monday ■ MON, 1 JAN ■ Monday, 1 January ■ MON, JAN 1 ■ Monday, January 1 ■ DD-MM-YY ■ DD-MM-YYYY ■ MM-DD-YY ■ MM-DD-YYYY ■ YY-MM-DD ■ YYYY-MM-DD |
| Separator | Choose the separator between year and moth and day |
| 12-Hour Clock | Display the clock in 12-hour format |
| Daylight Saving Time | Enable or Disable the Daylight Saving Time |

10.1.3 Screen

The user can adjust the brightness of phone screen in LCD in two ways.

- Slide down the outgoing status bar page in standby mode. Slide down again to adjust phone brightness conveniently.
- Enter the [Menu] >> [Basic Settings]>> [UI Preference]>>[Screen] and then adjust the brightness.Click  to save.



Picture 50- set screen Parameters

- Web interface: Enter **[Settings]** >> **[Advanced]**, edit screen parameters, and click Submit to save

10.1.3.1 Brightness and backlight

Set the brightness level in the use state from 1 to 16.

Set the brightness level in energy saving mode from 0 to 16 optional.

Set the backlight time, the default is 1 minute, you can turn it off or choose 15 seconds/30 seconds/1min/2min/...../15h.

The screen saver can be turned on or off, and it is turned on by default.

Web interface: Enter **[Device Settings]** >> **[Advanced]**, edit the screen parameters, and click Submit to save.


Screen Configuration

| | | |
|---------------------------|--------------------------------------|---------------------|
| Backlight Active Level: | <input type="text" value="12"/> | (1~16) |
| Backlight Inactive Level: | <input type="text" value="4"/> | (0~16) |
| Backlight Time: | <input type="text" value="1min"/> | ▼ |
| Customer Backlight Time: | <input type="text" value="60"/> | (1~54000)second(s) |
| Screensaver | <input type="text" value="Enabled"/> | ▼ |
| Timeout to Screensaver: | <input type="text" value="15s"/> | ▼ |
| Customer Time Value: | <input type="text" value="15"/> | (15~21600)second(s) |

Apply

Picture 51- set screen on webpage

10.1.3.2 Screen Saver


- Press [**Screen Settings**] to find the [Screen Saver] button, turn on/off the screen saver, set the timeout time, the default is 120S, press  to save after finished.
- Return to standby after saving, screen saver will display after 120s as follows:



Picture 52 - Screensaver


10.1.4 Ring

When the device is in the default standby mode,

- Enter [**Menu**] >> [**Basic settings**].
- Enter [**Ring&Tone**] >> [**Ring**].
- Set ring type and save it by pressing .

10.1.5 Voice Volume


When the device is in the default standby mode

- Enter [**Menu**] >> [**Basic settings**].
- Enter [**Ring&Tone**] >> [**Voice Volume**]
- Set volume and save it by pressing .

10.1.6 Greeting words

The device is in the default standby state.



- Press [**Menu**] to find the [**Basic Settings**] button.
- Press the [**UI Preference**] button to find the [**Welcome**] button.

- Enter the setting interface, press  to save after completion

Note: Only after the default line selection function is disabled, the welcome message can be displayed in the upper left corner of the standby

10.1.7 Reboot

When the device is in the default standby mode,

- Enter [Menu] >> [Basic setting] >> [Reboot] item.
- Click [Reboot] to indicate whether to restart the phone.
- Press  to restart the phone or press  to exit the prompt box to return to the configuration interface.

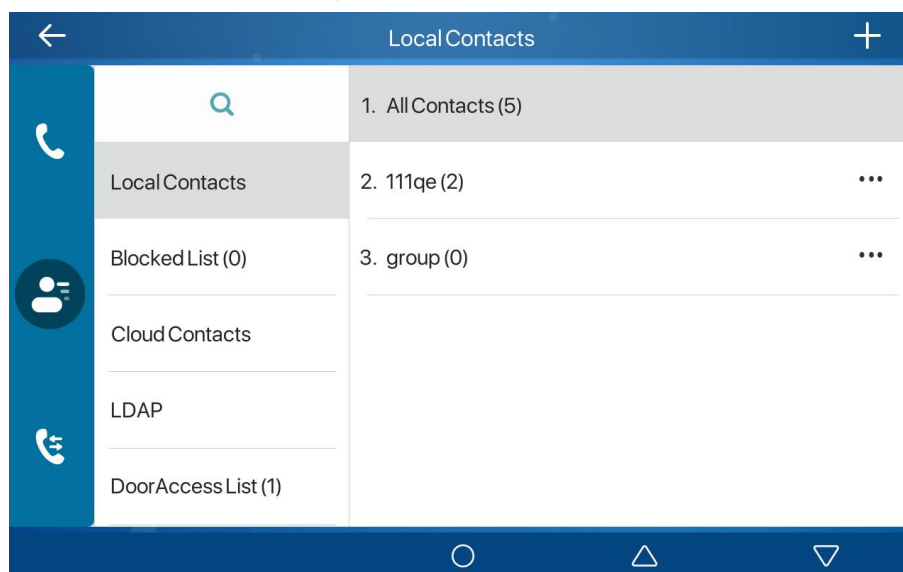
10.2 Phonebook

10.2.1 Local Contacts

Users can save contact information in the phone book and dial the contact's phone number directly in the phone book. The user can open the phone book by pressing the "PhoneBook" in the Menu or press the button "Contact" on the phone in the default main interface.

By default, the phone book is empty, and users can add manually or add contacts to the phone book from the call log (or cloud phone book).

NOTICE! The device can save up to total 1000 contact records.



Picture 53 - Local Contacts


When there are contact records in the phone book, the contact records will be arranged in the alphabetic order. User may browse the contacts with up/down navigator keys. The

record indicator tells user which contact is currently focused.



10.2.1.1 Add / Edit / Delete Contact

Add a contact, click to enter the contact interface, select the first icon (contact icon, selected by default) and add the following contact information.

Picture 54- add contact

User can edit a contact by pressing button .

Picture 55- edit contact

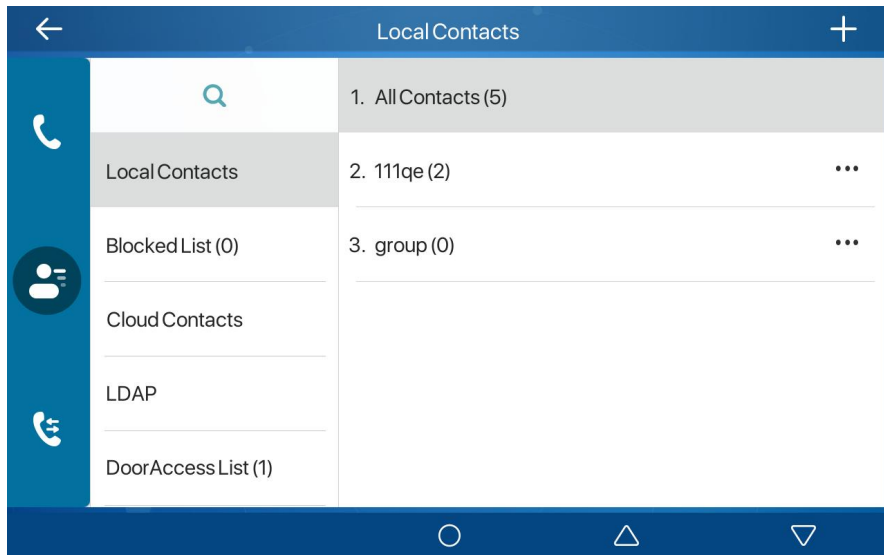
Delete the contact, press  to delete the contact, when press it will prompt whether to delete, press  to delete.

10.2.1.2 Add / Edit / Delete Group

By default, the group list is empty. Users can create their own group, edit group names, add or remove contacts from the group, and delete groups.

- Add group. Enter contact list interface, press to create groups.
- Delete groups, press to delete
- To edit the group, press to edit.

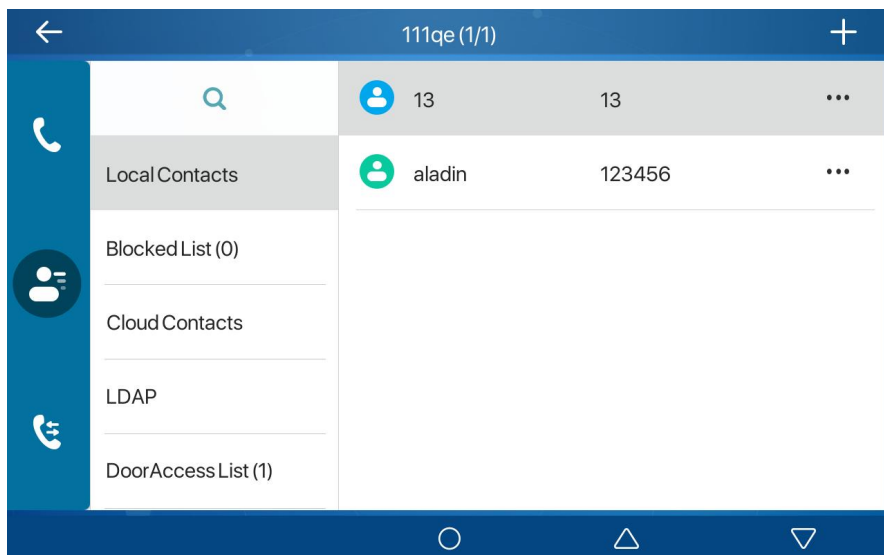
The brackets indicate the total number of records in the group.



Picture 56 - groups

10.2.1.3 Add / Edit / Delete contact in Group

User can browse the contact in group



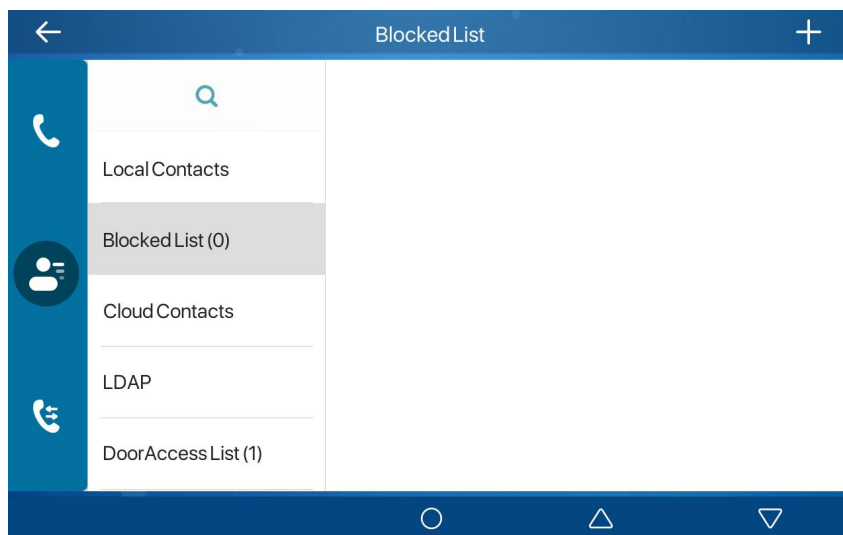
Picture 57- browse the contact in group

When the user browses the contacts in the group, he can press to enter the add contact interface, and then press to save the contact, the contact will also be synchronized to the local phone book. You can also delete contacts in the group by press .

10.2.2 Blocked list

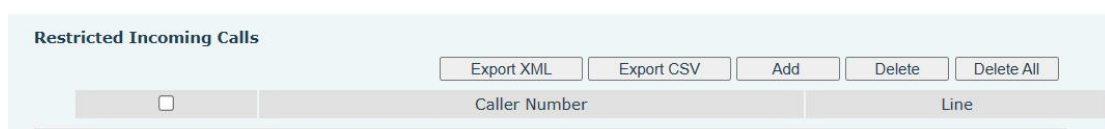
The device supports blacklist, such as the number added to the blacklist, the number of calls directly refused to the end, the end of the phone shows no incoming calls. (Blacklisted Numbers can be called out normally)

- There are multiple ways to add a number to Blacklist on the device. It can be added directly on **[Menu] >> [Phone book] >> [Blocked List]**.
- Select any number in the phone book (both local and network) for configuration addition.
- Select any number in the call log for configuration addition.



Picture 58- Add Blocked List

- There are various ways to add number to the blacklist on web page, which can be added in the **[Phone book] >> [Call list] >> [Restricted Incoming Calls]**.
- Select any number in the phone book (both local and network) for configuration addition.
- Select any number in the call log and add it to blocked list.



Picture 59 - Web Blocked List

10.2.3 Cloud Phone Book

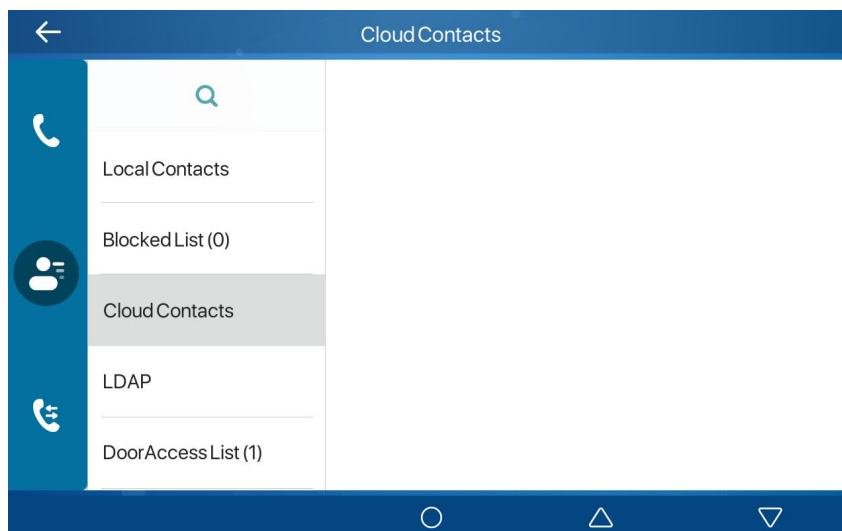
10.2.3.1 Configure Cloud Phone book

Cloud phonebook allows user to configure the device by downloading a phonebook from a cloud server. This is convenient for office users to use the phonebook from a single source and save the effort to create and maintain the contact list individually. It is also a useful tool to synchronize his/her phonebook from a personal mobile phone to the device with Fanvil Cloud Phonebook Service and App which is to be provided publicly soon.

NOTICE! *The cloud phonebook is ONLY temporarily downloaded to the device each time when it is opened on the device to ensure the user get the latest phonebook. However, the downloading may take a couple seconds depending on the network condition. Therefore, it is highly recommended for the users to save important contacts from cloud to local phonebook for saving download time.*

Open cloud phonebook list, press **[Menu]** >> **[PhoneBook]** >> **[Cloud Contacts]** in phonebook screen.

TIPS! *The first configuration on cloud phone should be completed on Web page by selecting **[PhoneBook]** >> **[Cloud Contacts]**. The setting of addition/deletion on device could be done after the first setting on Web page.*



Picture 60 - Cloud Contacts



10.2.3.2 Downloading Cloud Phone book

In cloud phone book screen, user can open a cloud phone book by pressing the network phonebook. The device will start downloading the phone book. The user will be prompted with a warning message if the download fails, Once the cloud phone book is downloaded completely, the user can browse the contact list and dial the contact number same as in local phonebook.

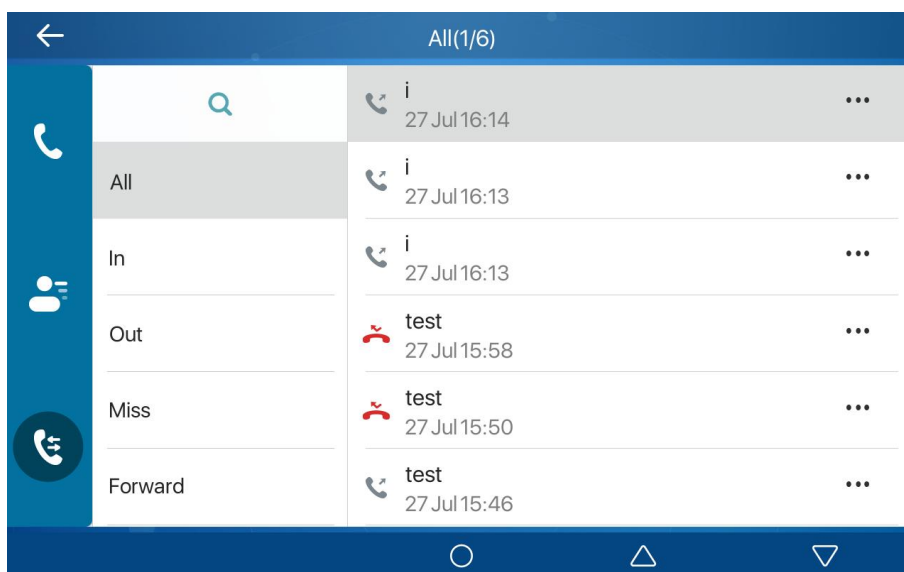
10.3 Call Log

The device can store up to 1000 call log records and user can open the call logs to check all incoming, outgoing, and missed call records by pressing [**CallLog**] icon.

In the call logs screen, user may browse the call logs with up/down navigator keys.

Each call log record is presented with 'call type' and 'call party number / name'. User can check further call log detail by pressing  icon and dial the number with pressing the call log, or add the call log number to phonebook with pressing  Icon >> [**Add to Contact**].





User can delete a call log by pressing [**Delete**] button and can clear all call logs by pressing [**Delete All**] button from .

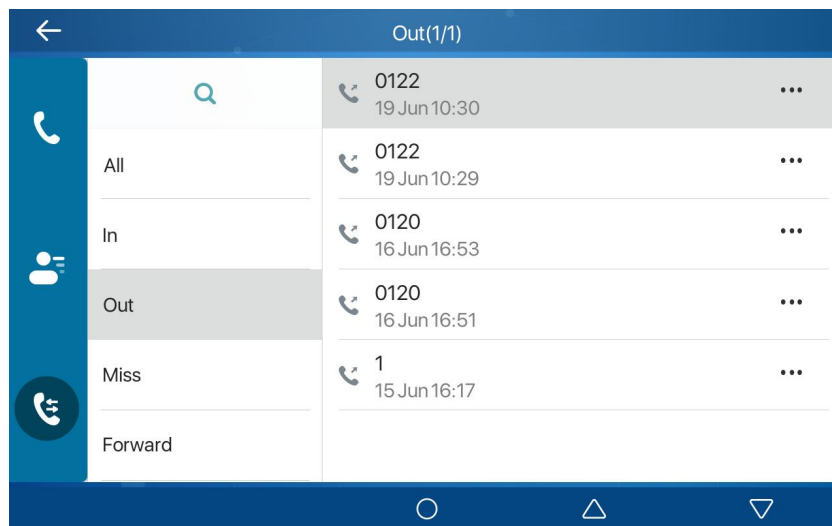


Picture 61- call log

Users can also filter the call records of specific call types to narrow down the scope of

search records, and select a call record type by left and right navigation keys.

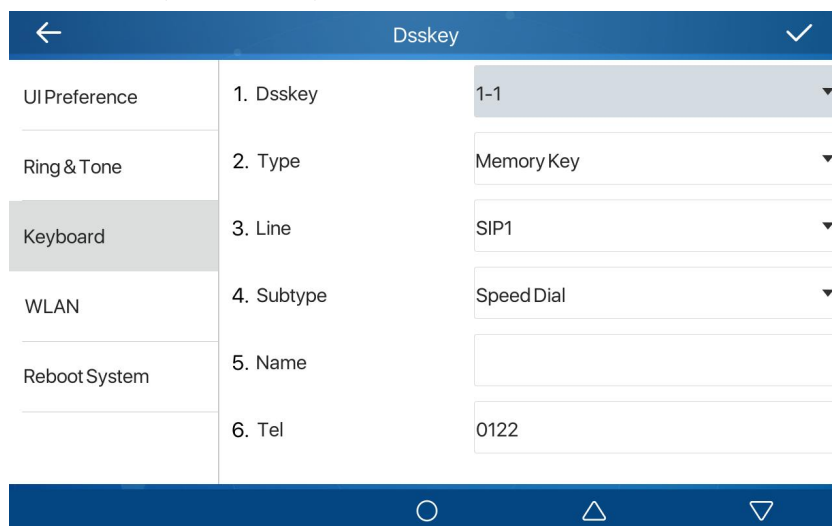
-  - Missed Call Log
-  - Incoming Call Log
-  - Outgoing Call Log
-  - Forward Call Log



Picture 62- Filter callog types

10.4 Function Key

It shows 8 DSSKEY keys in standby mode on Screen, each of which can be customized.



Picture 63- Dss key settings

The DSS Key could be configured as followings,

- ◆ Memory Key
 - Speed Dial/Intercom/BLF/Presence/Call Park/Call Forward (to someone)
- ◆ Line
- ◆ Key Event
 - MWI/DND/Hold/Transfer/Phonebook/Redial/Pickup/Call Forward (to specified line)/Headset/ SMS/Release
- ◆ DTMF
- ◆ URL
- ◆ BLF List Key
- ◆ MCAST Paging
- ◆ MCAST Listening
- ◆ Action URL

Moreover, user also can add the user-defined title for the DSS Keys, which is configured as Memory Key / Line / URL / MCAST Paging.

NOTICE! *User-defined title is up to 10 characters.*

More detailed information *refers to* [12.34 Function Key >> Side Key](#) and [6.2 ppendix ii](#)

10.5 Wi-Fi

The device supports wireless Internet access and has built-in Wi-Fi without external devices.


10.5.1 Wireless network

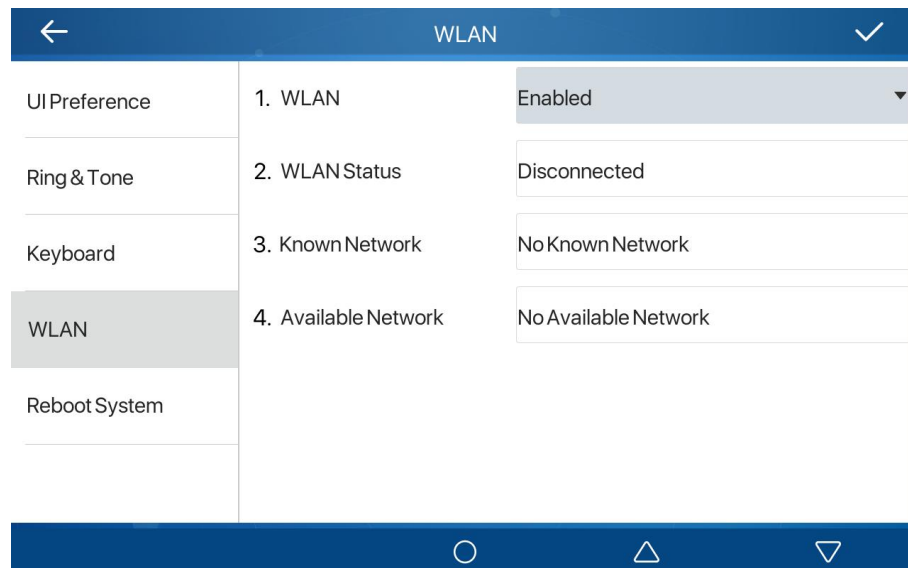
When the device is in the default standby state, search for wireless networks

Press menu **[Menu]** >> **[Basic Settings]** .

Click **[Basic Settings]** >> **[WLAN]**.




Click **[WLAN]** to enter the setting interface.

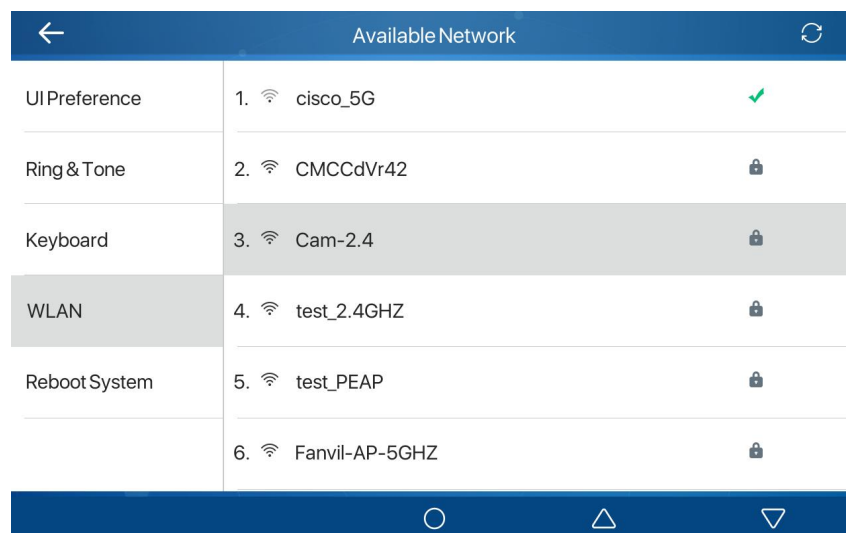
Turn on the wireless network, click  to save, and the device will automatically search for wireless networks under the current network after enabling.



Picture 64 – WLAN Settings

To connect to the wireless network

- Select the available network, select wireless after entering, click , enter username, password to connect
- After connection successful  will change to 



Picture 65-wireless network

Connection to wireless network

- Log in to the webpage, [Network]>>[Wi-Fi Settings]
- Configure Wi-Fi information, after the configuration is complete, click Add
- Turn on Wi-Fi and click Submit.

Wi-Fi Settings

Wi-Fi Enable: ☒ Apply

Wi-Fi Info Add

Wi-Fi Name:

SSID:

Secure Mode: WPA/WPA2-PSK

Encryption Type: TKIP

Username:

Password:

Add

Wi-Fi Info List

| <input type="checkbox"/> | Wi-Fi Name | SSID | Secure Mode | Encryption Type |
|--------------------------|------------|------------------|--------------|-----------------|
| <input type="checkbox"/> | H3C | H3C_fanvil | WPA/WPA2-SPK | TKIP |
| <input type="checkbox"/> | | Fanvil | None | TKIP |
| <input type="checkbox"/> | | Fanvil-AP-2.4GHZ | WPA/WPA2-SPK | AES(CMPP) |
| <input type="checkbox"/> | | | WPA/WPA2-SPK | AES(CMPP) |

Delete Modify

Picture 66- webpage wireless connect

10.6 Advanced

10.6.1 Line Configurations

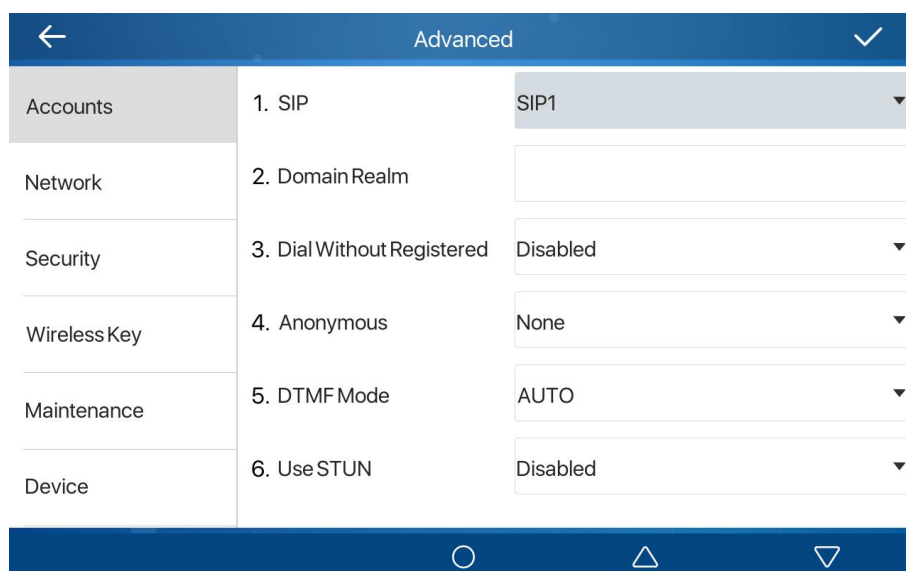
Phone access **[Phone settings] >> [Accounts]** , select **[Basic]** to configure the SIP line on the phone.

Basic

| Accounts | 1. SIP | SIP1 |
|-------------|-------------------|------------|
| Network | 2. Registration | Enabled |
| Security | 3. Server Address | 172.16.1.7 |
| WirelessKey | 4. Auth. User | |
| Maintenance | 5. Auth. Password | |
| Device | 6. SIP User | 7188 |

Picture 67-line configurations

For users who want to configure more options, user should use web management portal to modify or **[More Register Settings]** in accounts on the individual line to configure those options.



Picture 68 - Configure Advanced Line Options

10.6.2 Network Settings

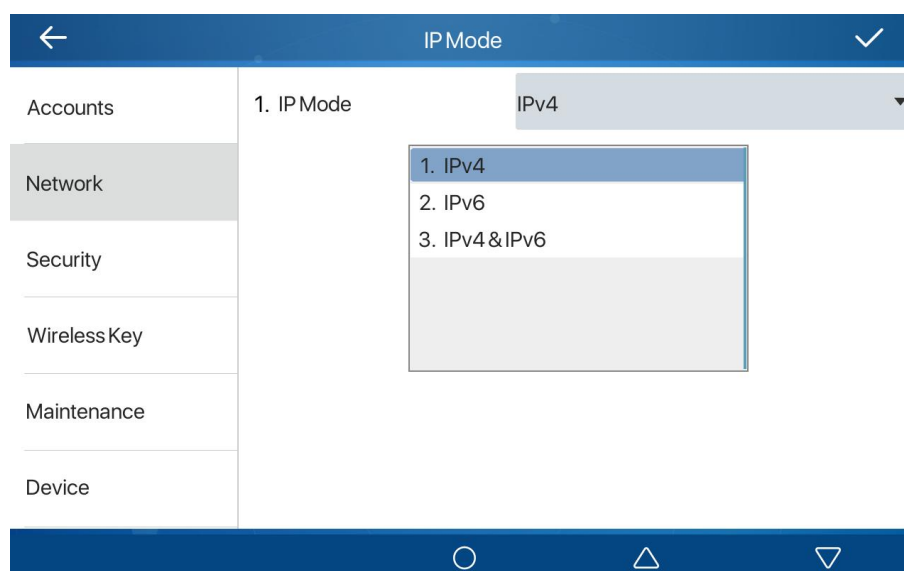
10.6.2.1 Network Settings

Phone access **[Phone Settings]** >> **[Network]** >> **[Network]**, you can configure the SIP line on the phone.

■ IP Mode

There are 3 connection mode options: IPv4、IPv6、IPv4&IPv6

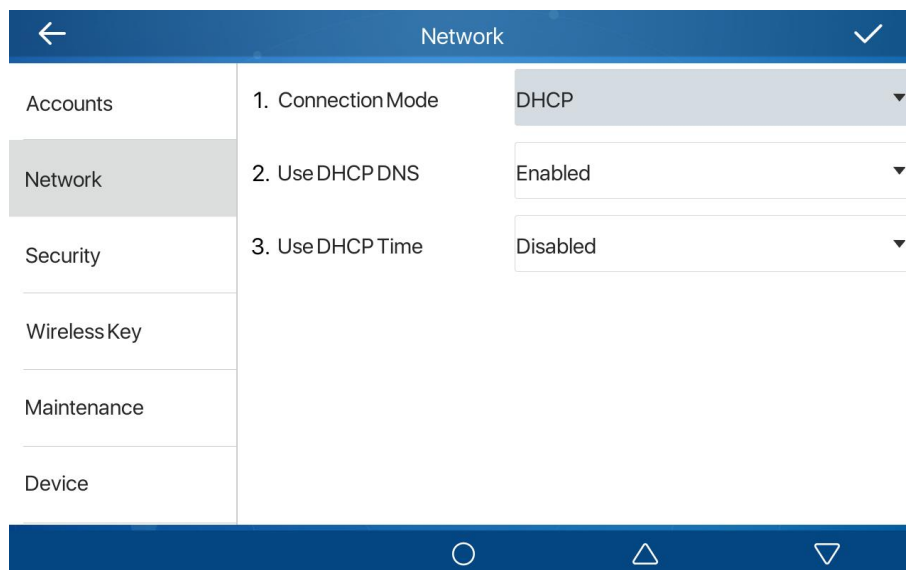
Click to switch IP mode



Picture 69 - IP Mode

■ IPv4

The network type has three modes: DHCP, PPPoE, and static IP.



The screenshot shows the 'Network' settings page. On the left is a sidebar with menu items: Accounts, Network (selected), Security, WirelessKey, Maintenance, and Device. The main area displays three settings:

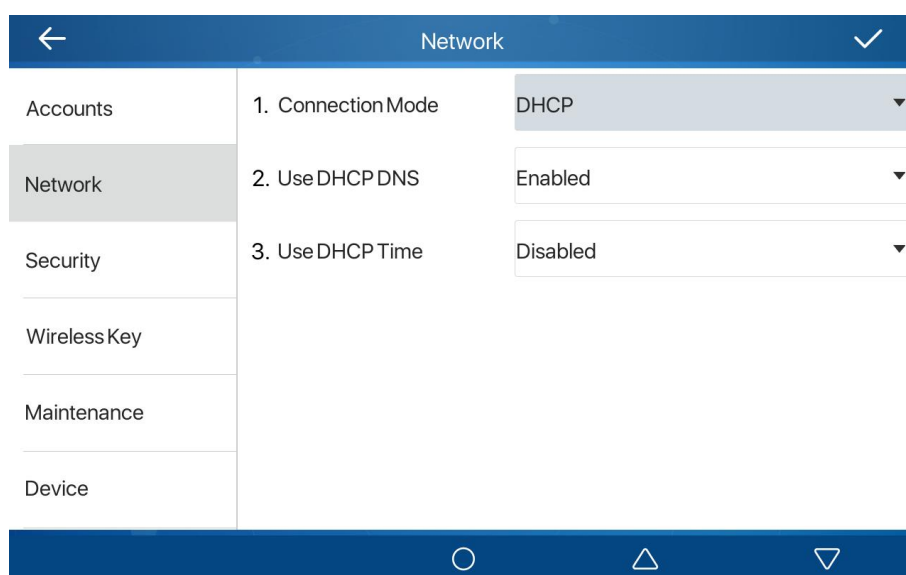
| Setting | Value |
|--------------------|----------|
| 1. Connection Mode | DHCP |
| 2. Use DHCP DNS | Enabled |
| 3. Use DHCP Time | Disabled |

At the bottom of the screen is a navigation bar with three icons: a circle, a triangle pointing up, and a triangle pointing down.

Picture 70 - DHCP network mode

When using DHCP mode, phone will get the IP address from DHCP server (router).

- Obtain DNS Server automatically: It is enabled as default. "Enable" means phone will get DNS address from DHCP server and "disable" means not.



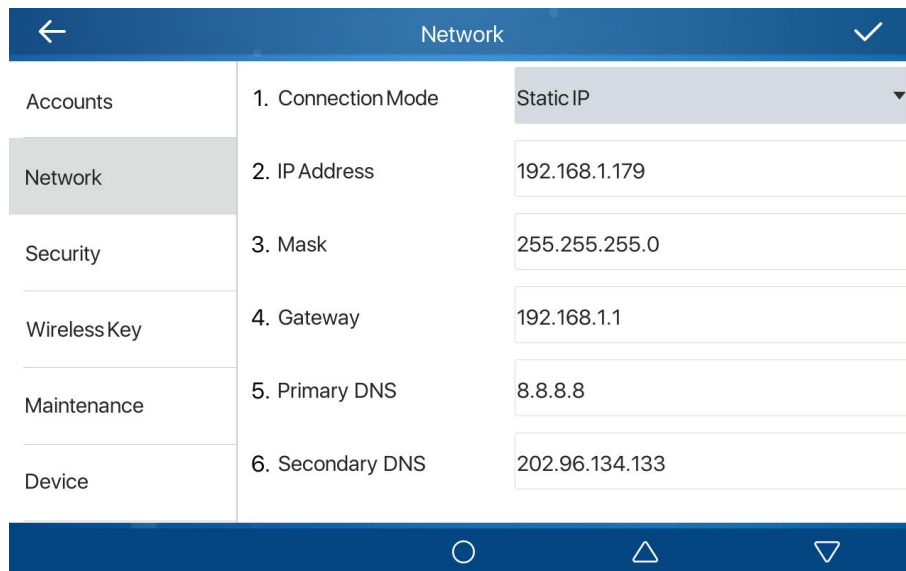
This screenshot is identical to the one in Picture 70, showing the 'Network' settings page with the 'Connection Mode' set to DHCP, 'Use DHCP DNS' set to Enabled, and 'Use DHCP Time' set to Disabled.

Picture 71 - PPPoE network mode

When the network is set to PPPoE, the PPPoE server issues the network IP address of the device.

User: Fill in the username of the PPPoE server.

Password: Fill in the password of the PPPoE server



| Network | | |
|-------------|--------------------|----------------|
| Accounts | 1. Connection Mode | Static IP |
| Network | 2. IP Address | 192.168.1.179 |
| Security | 3. Mask | 255.255.255.0 |
| WirelessKey | 4. Gateway | 192.168.1.1 |
| Maintenance | 5. Primary DNS | 8.8.8.8 |
| Device | 6. Secondary DNS | 202.96.134.133 |

Picture 72- Static IP network mode

When using Static IP mode, user must configure the IP address manually.

- IP Address: Phone IP address.
- Subnet Mask: sub mask of your LAN.
- IP Gateway: The gateway IP address. Phone could access the other network via it.
- Primary DNS: Primary DNS address. The default is 8.8.8.8, Google DNS server address.
- Secondary DNS: Secondary DNS. When primary DNS is not available, it will work.

■ IPv6

- The network type has two modes to : DHCP and static IP.
- DHCP network settings are the same as IPv4.
- The static IP network settings are compatible with IPv4, just need to fill in the prefix in IPv6 Prefix.
- IPv6 Prefix: IPv6 prefix digits, the prefix represents the network bit, similar to the IPv4 subnet mask.

Picture 73- IPv6 Static IP network mode

10.6.2.2 QoS & VLAN

■ LLDP

Link Layer Discovery Protocol. LLDP is a vendor independent link layer protocol used by network devices for advertising their identity, capabilities to neighbors on a LAN segment.

Phone could use LLDP to find the VLAN switch or other VLAN devices and use LLDP to learn feature to apply the VLAN ID from VLAN switch to phone its self.

■ CDP

Cisco Discovery Protocol. CDP is a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. According to the CDP, Cisco devices could share the OS version, IP address, hardware version and so on.

Table 15 - QoS & VLAN

| Parameters | Description |
|---------------------|--|
| LLDP setting | |
| Report | Enable LLDP |
| Interval | LLDP requests interval time |
| Learning | apply the learned VLAN ID to the phone configuration |
| QoS | |
| QoS Mode | configure SIP DSCP and audio DSCP |

| | |
|-----------------|--|
| WAN VLAN | |
| WAN VLAN | WAN port VLAN configuration |
| LAN VLAN | |
| LAN VLAN | LAN port VLAN configuration |
| CDP | |
| CDP | CDP enable/disable , CDP interval time |

10.6.2.3 VPN

Virtual Private Network (VPN) is a technology to allow device to create a tunneling connection to a server and becomes part of the server's network. The network transmission of the device may be routed through the VPN server.

For some users, especially enterprise users, a VPN connection might be required to be established before activate a line registration. The device supports two VPN modes, Layer 2 Transportation Protocol (L2TP) and OpenVPN.

The VPN connection must be configured and started (or stopped) from the device web portal.

■ L2TP

NOTICE! The device only supports non-encrypted basic authentication and non-encrypted data tunneling. For users who need data encryption, please use OpenVPN instead.

To establish a L2TP connection, users should log in to the device web portal, open page [Network] -> [VPN]. In VPN Mode, check the "Enable VPN" option and select "L2TP", then fill in the L2TP server address, Authentication Username, and Authentication Password in the L2TP section. Press "Apply" then the device will try to connect to the L2TP server.

When the VPN connection established, the VPN IP Address should be displayed in the VPN status. There may be some delay of the connection establishment. User may need to refresh the page to update the status.

Once the VPN is configured, the device will try to connect to the VPN automatically when the device boots up every time until user disable it. Sometimes, if the VPN connection does not established immediately, user may try to reboot the device and check if VPN connection established after reboot.

■ OpenVPN

To establish an OpenVPN connection, user should get the following authentication and configuration files from the OpenVPN hosting provider and name them as the following,

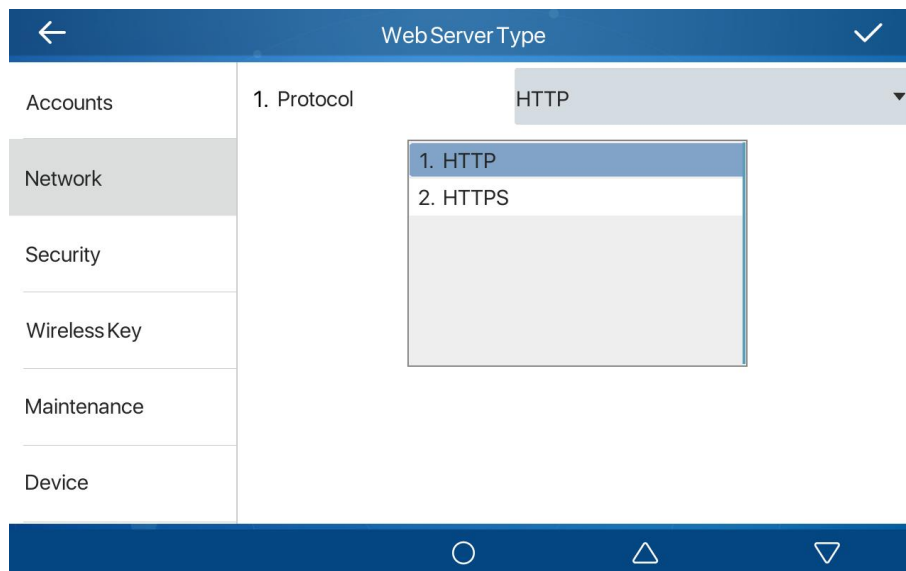
| | |
|-----------------------------|-------------|
| OpenVPN Configuration file: | client.ovpn |
| CA Root Certification: | ca.crt |
| Client Certification: | client.crt |
| Client Key: | client.key |

User then upload these files to the device in the web page [Network] -> [VPN], Section OpenVPN Files. Then user should check “Enable VPN” and select “OpenVPN” in VPN Mode and click “Apply” to enable OpenVPN connection.

Same as L2TP connection, the connection will be established every time when system rebooted until user disable it manually.

10.6.2.4 Web Server Type

Configure the Web Server mode to be HTTP or HTTPS and will be activated after the reboot. Then user could use http/https protocol to access pone web page.

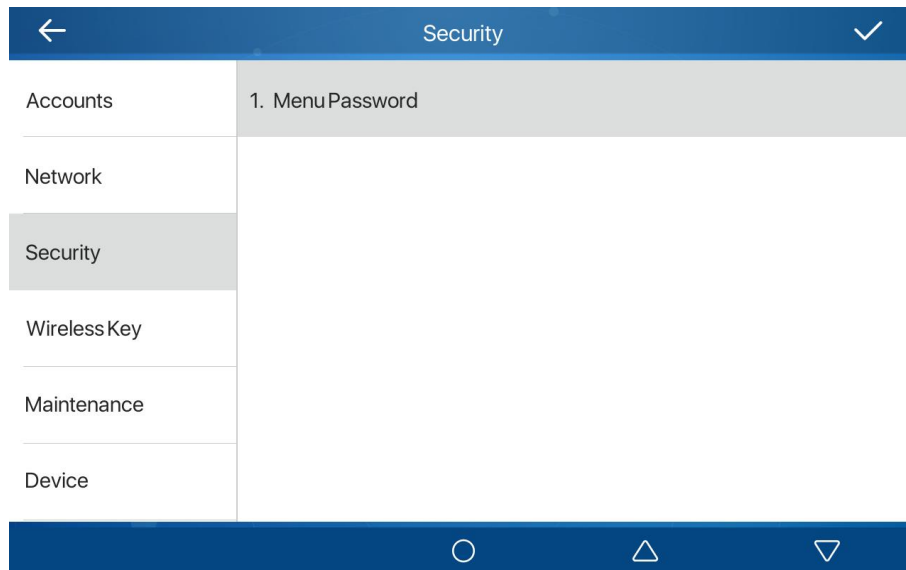


Picture 74 - The phone configures the web server type

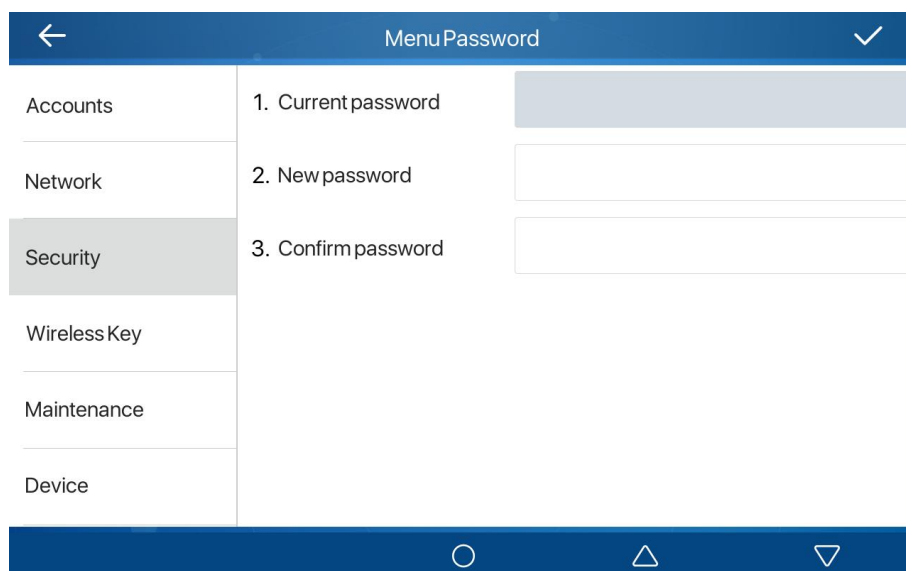
10.6.3 Set The Secret Key

When the device is in the default standby mode,

- Select **[Menu]>> [Advanced]>> [Security]**
- Click **[Menu Password]** to change the password.



Picture 75 - Menu Password



Picture 76 - Menu password setting

The menu password is the advanced setting password.

[Current password] If you not set password, the default password is 123.

[New password] The password you want to reset.

The password immediately takes effect after the setting is completed, and the password is not displayed in plain text after being entered.

10.6.4 Wireless Key

The device is in standby, and by pressing the configured wireless button, you can play a ringtone on the device or make outgoing calls through the registration line.

Web interface: Log in to the device webpage and enter the **[Function Keys]** >> **[Wireless Key]** page. A device can bind up to ten wireless buttons.

| <input type="checkbox"/> | Index | Name | Addr ID | Type | Subtype | Value | Pairing Status | Operation |
|--------------------------|-------|------|----------|------|---------|-------|----------------|------------|
| <input type="checkbox"/> | 1 | | 0000512e | None | AUTO | | Paired | Disconnect |
| <input type="checkbox"/> | 2 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 3 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 4 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 5 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 6 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 7 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 8 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 9 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 10 | | | None | AUTO | | | Binding |

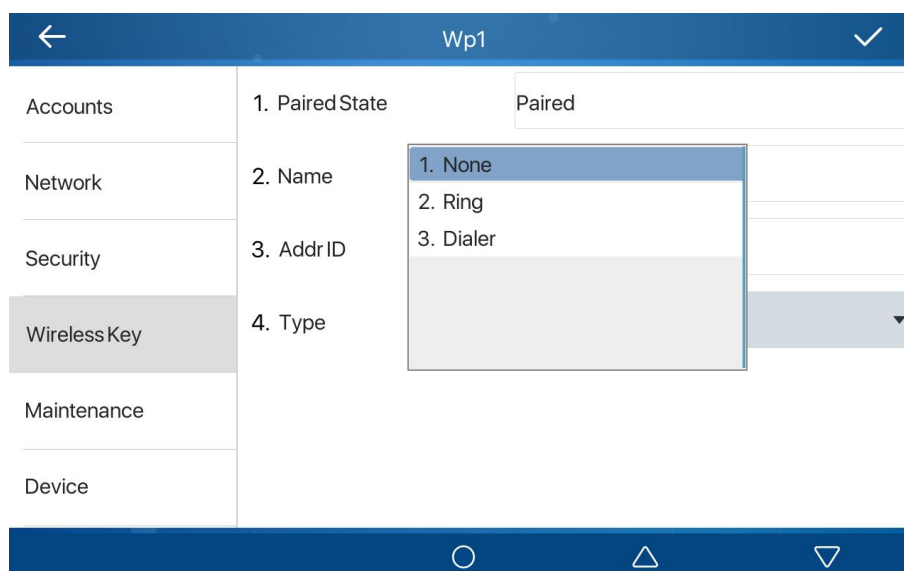
Picture 77 - Wireless key web settings

Device interface: Enter **[Menu]**>>**[Advanced]**>>**[Wireless Key]**.

| | Index | Name | Addr ID | Type | Subtype | Value | Pairing Status | Operation |
|-------------|-------|------|---------|------|---------|-------|----------------|-----------|
| Accounts | 1. | Wp1 | | | | | Paired | ... |
| Network | 2. | Wp2 | | | | | No Paired | ... |
| Security | 3. | Wp3 | | | | | No Paired | ... |
| WirelessKey | 4. | Wp4 | | | | | No Paired | ... |
| Maintenance | 5. | Wp5 | | | | | No Paired | ... |
| Device | 6. | Wp6 | | | | | No Paired | ... |

Picture 78 - LCD wireless key settings

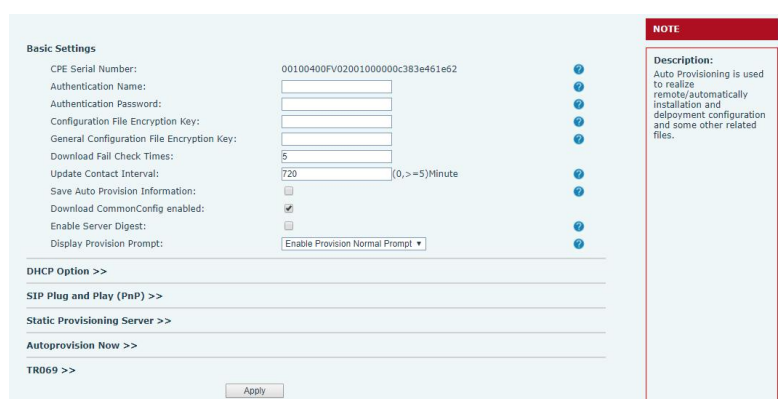
Select any of the wireless buttons 1-10 to scan binding or manually add wireless buttons, and then set the name, type, subtype, value, etc. of the wireless buttons.



Picture 79 - LCD wireless key settings

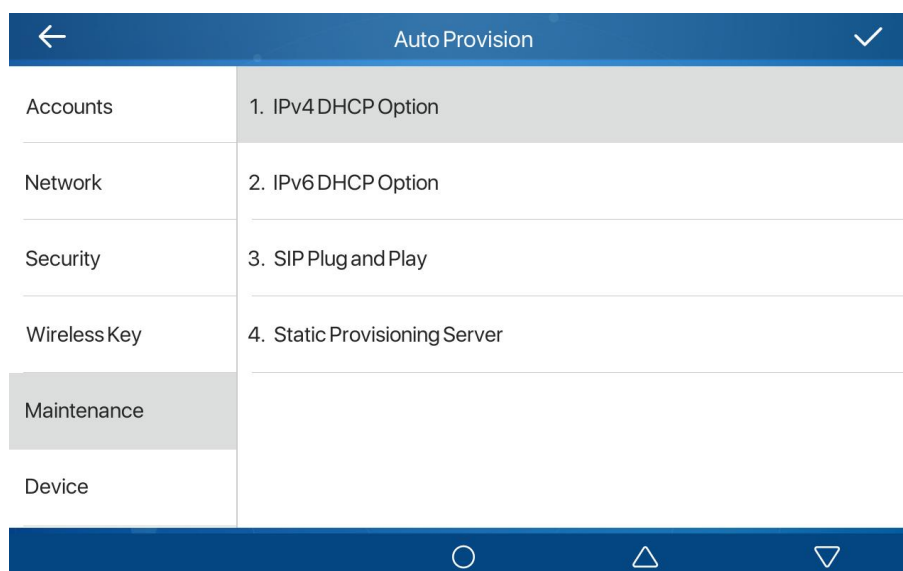
10.6.5 Maintenance

Phone Webpage: Login and go to **[System]** >> **[Auto provision]**.



Picture 80- Page auto provision Settings

LCD: Enter **[Advanced]** >> **[Maintain]** >> **[Auto Provision]**.



Picture 81- Phone auto provision settings

Fanvil devices support SIP PnP, DHCP options, Static provision, TR069.

Transferring protocol: FTP、TFTP、HTTP、HTTPS

Table 16 - Auto Provision

| Parameters | Description |
|---|---|
| Basic settings | |
| CPE Serial Number | Display the device SN |
| Authentication Name | The user name of provision server |
| Authentication Password | The password of provision server |
| Configuration File Encryption Key | If the device configuration file is encrypted , user should add the encryption key here |
| General Configuration File Encryption Key | If the common configuration file is encrypted, user should add the encryption key here |
| Download Fail Check Times | If there download is failed, phone will retry with the configured times. |
| Update Contact Interval | Phone will update the phonebook with the configured interval time. If it is 0, the feature is disabled. |
| Save Auto Provision Information | Save the HTTP/HTTPS/FTP user name and password. If the provision URL is kept, the information will be kept. |
| Download Common Config enabled | Whether phone will download the common configuration file. |
| Enable Server Digest | When the feature is enable, if the configuration of server is changed, phone will download and update. |
| DHCP Option | |

| | |
|-----------------------------------|---|
| Option Value | Configure DHCP option, DHCP option supports DHCP custom option DHCP option 66 DHCP option 43, 3 methods to get the provision URL. The default is Option 66. |
| Custom Option Value | Custom Option value is allowed from 128 to 254. The option value must be same as server define. |
| Enable DHCP Option 120 | Use Option120 to get the SIP server address from DHCP server. |
| SIP Plug and Play (PnP) | |
| Enable SIP PnP | Whether enable PnP or not. If PnP is enable, phone will send a SIP SUBSCRIBE message with broadcast method. Any server can support the feature will respond and send a Notify with URL to phone. Phone could get the configuration file with the URL. |
| Server Address | Broadcast address. As default, it is 224.0.0.0. |
| Server Port | PnP port |
| Transport Protocol | PnP protocol, TCP or UDP. |
| Update Interval | PnP message interval. |
| Static Provisioning Server | |
| Server Address | Provisioning server address. Support both IP address and domain address. |
| Configuration File Name | The configuration file name. If it is empty, phone will request the common file and device file which is named as its MAC address. The file name could be a common name, \$mac.cfg, \$input.cfg. The file format supports CFG/TXT/XML. |
| Protocol Type | Transferring protocol type , supports FTP、TFTP、HTTP and HTTPS |
| Update Interval | Configuration file update interval time. As default it is 1, means phone will check the update every 1 hour. |
| Update Mode | Provision Mode. 1. Disabled. 2. Update after reboot. 3. Update after interval. |
| TR069 | |
| Enable TR069 | Enable TR069 after selection |
| ACS Server Type | There are 2 options Serve type, common and CTC. |
| ACS Server URL | ACS server address |
| ACS User | ACS server username (up to is 59 character) |

| | |
|---------------------------|---|
| ACS Password | ACS server password (up to is 59 character) |
| Enable TR069 Warning Tone | If TR069 is enabled, there will be a prompt tone when connecting. |
| TLS Version | TLS version (TLS 1.0, TLS 1.1, TLS 1.2) |
| INFORM Sending Period | INFORM signal interval time. It ranges from 1s to 999s |
| STUN Server Address | Configure STUN server address |
| STUN Enable | To enable STUN server for TR069 |

10.6.6 Firmware Upgrade

- Web page: Login phone web page, go to **[System] >> [Upgrade]**.

Picture 82- Web page firmware upgrade


- LCD interface: go to **[Menu] >> [Maintain] >> [Upgrade]** .

Table 17- firmware upgrade

| Parameter | Description |
|-------------------------|--|
| Upgrade server | |
| Enable Auto Upgrade | Enable automatic upgrade, If there is a new version txt and new software firmware on the server, phone will show a prompt upgrade message after Update Interval. |
| Upgrade Server Address1 | Set available upgrade server address. |
| Upgrade Server Address2 | Set available upgrade server address. |

| | |
|-------------------------------------|--|
| Update Interval | Set Update Interval. |
| Firmware Information | |
| Current Software Version | It will show Current Software Version. |
| Server Firmware Version | It will show Server Firmware Version. |
| [Upgrade] button | If there is a new version txt and new software firmware on the server, the page will display version information and upgrade button will become available; Click [Upgrade] button to upgrade the new firmware. |
| New version description information | When there is a corresponding TXT file and version on the server side, the TXT and version information will be displayed under the new version description information. |

- The file requested from the server is a TXT file called vendor_model_hw10.txt. It will be written as hw10 if no difference on hardware. All Spaces in the filename are replaced by underline.
- The URL requested by the phone is HTTP:// server address/vendor_Model_hw10.txt: The new version and the requested file should be placed in the download directory of the HTTP server, as shown in the figure:



| 名称 | 修改日期 | 类型 | 大小 |
|---------------------------------------|-----------------|---------------|-----------|
| fanvil_x6_hww1_0.txt | 2018/9/11 17:57 | 文本文档 | 1 KB |
| fanvil_x6_hww1_1.txt | 2018/9/11 17:57 | 文本文档 | 1 KB |
| fanvil_x6_hww1_2.txt | 2018/9/11 17:57 | 文本文档 | 1 KB |
| fanvil_x6_hww1_3.txt | 2018/9/11 17:57 | 文本文档 | 1 KB |
| x6-6904-P0.12.12-1.6.3-2502T2018-0... | 2018/8/21 19:52 | WinRAR 压缩文... | 35,847 KB |

- TXT file format must be UTF-8
- vendor_model_hw10.TXT The file format is as follows:
Version=1.6.3 #Firmware
Firmware=xxx/xxx.z #URL, Relative paths are supported and absolute paths are possible, distinguished by the presence of protocol headers.
BuildTime=2018.09.11 20:00
Info=TXT|XML

Xxxxx
Xxxxx
Xxxxx
Xxxxx

- After the interval of update cycle arrives, if the server has available files and

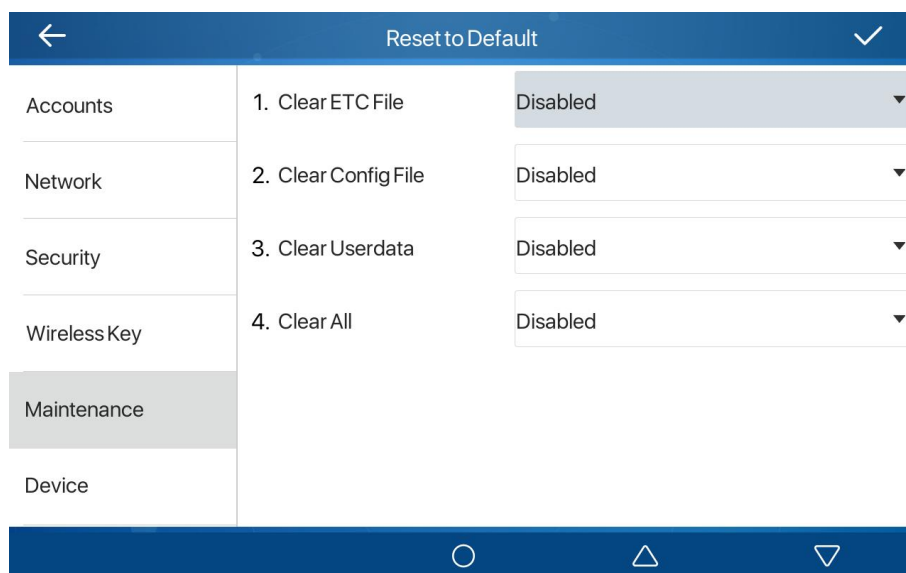
versions, the phone will prompt as shown below. Click [view] to check the version information and upgrade.

10.6.7 Factory Reset

The phone is in default standby mode.

- Press [**Advanced**] >> [**Maintain**]>> [**Factory Reset**].
- Press the [**Reset**] button to select the file to be cleared.

Press [**OK**] to clear after completion. When you select clear configuration file and clear all, the phone will restart automatically after clearing.



Picture 83 - Factory reset

11 Web Configurations

11.1 Web Page Authentication

The user can log into the web page of the phone to manage the user's phone information and operate the phone. Users must provide the correct user name and password to log in.

When logging in to the web page with the same or different IP, if the user name/password is entered incorrectly three times, the web page will be locked and you can log in again after 5 minutes.

A screenshot of a web login interface. It features a light blue background with a rounded rectangle containing the login fields. The fields are labeled 'User:', 'Password:', and 'Language:'. The 'User:' and 'Password:' fields are text input boxes. The 'Language:' field is a dropdown menu currently set to 'English'. Below the language dropdown is a 'Login' button. There is also a small square checkbox to the right of the language dropdown.

Picture 84- web login

When the user logs in for the first time, the default user name and password are used. If the password is not changed after login, the web page will prompt "The default password is being used, please change it". After clicking, you can jump to the modify password interface to modify the login password.



Picture 85 - default password prompt

11.2 System >> Information

User can get the system information of the device in this page including,

- Model
- Hardware Version
- Software Version
- Uptime

- Memory Information

And summarization of network status,

- Network Mode
- MAC Address
- IP
- Subnet Mask
- Default Gateway

Besides, summarization of SIP account status,

- SIP User
- SIP account status (Registered / Unapplied / Trying / Timeout)

11.3 System >> Account

On this page the user can change the password for the login page.

Users with administrator rights can also add or delete users, manage users, and set permissions and passwords for new users.

11.4 System >> Configurations

On this page, users with administrator privileges can view, export, or import the phone configuration, or restore the phone to factory Settings.

- **Clear Configurations**

Select the module in the configuration file to clear.

SIP: account configuration.

AUTOPROVISION: automatically upgrades the configuration

TR069:TR069 related configuration

MMI: MMI module, including authentication user information, web access protocol, etc.

DSS Key: DSS Key configuration

- **Clear Tables**

Select the local data table to be cleared, all selected by default.

- **Reset Phone**

The phone data will be cleared, including configuration and database tables.

11.5 System >> Upgrade

Upgrade the phone software version, customized ringtone, background, logo, etc., can also be upgraded to delete the file. Ring tone support “.wav” format.

11.6 System >> Auto Provision

The Auto Provision settings help IT manager or service provider to easily deploy and manage the devices in mass volume. If these four methods are configured at the same time, the terminal will be automatically deployed in the order in which the configuration is obtained first, and the first obtained configuration will be used first.

Supporting protocols: FTP、 TFTP、 HTTP、 HTTPS.

11.7 System >> Tools

Tools provided in this page help users to identify issues at trouble shooting. Please refer to [12 Trouble Shooting](#) for more detail.

11.8 System >> Reboot Phone

This page can restart the phone.

11.9 Network >> Basic

This page allows users to configure network connection types and parameters.

Picture 86- Network settings

Network priority: When wired and wireless are enabled at the same time, you can choose to use wired or wireless first.

Network type: you can view the information of wired/wireless network

11.10 Network >> Wi-Fi Settings

Only for i504W and i506W.

This page allows you to enable WiFi, add WiFi information, and manage the Wi-Fi info list.

| | Wi-Fi Name | SSID | Secure Mode | Encryption Type |
|--------------------------|------------|------------------|------------------|-----------------|
| <input type="checkbox"/> | 123 | 123 | None | TKIP |
| <input type="checkbox"/> | | Fanvil-AP-2.4GHZ | WPA-PSK/WPA2-PSK | AES(CMPP) |

Picture 87 - Wi-Fi settings


Table 18 - Wi-Fi settings

| Parameter | Description |
|-----------|-------------|
|-----------|-------------|

| Wi-Fi Settings | |
|-----------------|---|
| Wi-Fi Enable | Enable/disable Wi-Fi |
| Wi-Fi Info Add | |
| Wi-Fi Name | Customize the name of Wi-Fi |
| SSID | The exact SSID of the Wi-Fi users want to add |
| Secure Mode | The secure mode of the Wi-Fi |
| Encryption Mode | The encryption mode of the Wi-Fi |
| Username | Under some secure mode, the user needs to input an username |
| Password | Input the password the Wi-Fi needs. |

11.11 Network >> Service Port

This page provides settings for Web page login protocol, protocol port settings and RTP port.



Picture 88- Service Port Settings

Table 19 - Service port

| Parameter | Description |
|----------------------|--|
| Web Server Type | Reboot to take effect after settings. Optionally, the web page login is HTTP/HTTPS. |
| Web Logon Timeout | Default as 15 minutes, the timeout will automatically exit the login page, need to login again. |
| Web auto login | After the timeout does not need to enter a user name password, will automatically login to the web page. |
| HTTP Port | The default is 80. If you want system security, you can set ports other than 80. Such as :8080, webpage login: HTTP://ip:8080 |
| HTTPS Port | The default is 443, the same as the HTTP port. |
| RTP Port Range Start | The value range is 1025 to 65535. The value of RTP port starts from the initial value set. For each call, the value of voice and |

| | |
|-------------------|------------------------|
| | video port is added 2. |
| RTP Port Quantity | Number of calls. |

11.12 Network >> VPN

Users can configure VPN connections on this page。 Please refer to [10.6.2.3 VPN](#) and get more details.

11.13 Line >> SIP

Configure the Line service configuration on this page.

Table 20- Line configuration on the web page

| Parameter | Description |
|--------------------------|---|
| Register Settings | |
| Line Status | Display the current line status at page loading. To get the up to date line status, user has to refresh the page manually. |
| Activate | Whether the service of the line is activated |
| Username | Enter the username of the service account. |
| Authentication User | Enter the authentication user of the service account |
| Display Name | Enter the display name to be sent in a call request. |
| Authentication Password | Enter the authentication password of the service account |
| Realm | Enter the SIP domain if requested by the service provider |
| Server Name | Input server name. |
| SIP Server 1 | |
| Server Address | Enter the IP or FQDN address of the SIP server |
| Server Port | Enter the SIP server port, default is 5060 |
| Transport Protocol | Set up the SIP transport line using TCP or UDP or TLS. |
| Registration Expiration | Set SIP expiration date. |
| SIP Server 2 | |

| | |
|---------------------------------------|---|
| Server Address | Enter the IP or FQDN address of the SIP server |
| Server Port | Enter the SIP server port, default is 5060 |
| Transport Protocol | Set up the SIP transport line using TCP or UDP or TLS. |
| Registration Expiration | Set SIP expiration date. |
| SIP Proxy Server Address | Enter the IP or FQDN address of the SIP proxy server. |
| Proxy Server Port | Enter the SIP proxy server port, default is 5060. |
| Proxy User | Enter the SIP proxy user. |
| Proxy Password | Enter the SIP proxy password. |
| Backup Proxy Server Address | Enter the IP or FQDN address of the backup proxy server. |
| Backup Proxy Server Port | Enter the backup proxy server port, default is 5060. |
| Basic Settings | |
| Enable Auto Answering | Enable auto-answering, the incoming calls will be answered automatically after the delay time |
| Auto Answering Delay | Set the delay for incoming call before the system automatically answered it |
| Call Forward Unconditional | Enable unconditional call forward, all incoming calls will be forwarded to the number specified in the next field |
| Call Forward Number for Unconditional | Set the number of unconditional call forward |
| Call Forward on Busy | Enable call forward on busy, when the phone is busy, any incoming call will be forwarded to the number specified in the next field. |
| Call Forward Number for Busy | Set the number of call forward on busy . |
| Call Forward on No Answer | Enable call forward on no answer, when an incoming call is not answered within the configured delay time, the call will be forwarded to the number specified in the next field. |
| Call Forward Number for No Answer | Set the number of call forward on no answer. |
| Call Forward Delay for No Answer | Set the delay time of not answered call before being forwarded. |
| Transfer Timeout | Set the timeout of call transfer process. |
| Subscribe For Voice Message | Enable the device to subscribe a voice message waiting notification, if enabled, the device will receive notification from the server if there is |

| | |
|--------------------------------|---|
| | voice message waiting on the server |
| Voice Message Number | Set the number for retrieving voice message |
| Voice Message Subscribe Period | Set the interval of voice message notification subscription |
| Enable Hotline | Enable hotline configuration, the device will dial to the specific number immediately at audio channel opened by off-hook handset or turn on hands-free speaker or headphone |
| Hotline Delay | Set the delay for hotline before the system automatically dialed it |
| Hotline Number | Set the hotline dialing number |
| Dial Without Registered | Set call out by proxy without registration |
| Enable Missed Call Log | If enabled, the phone will save missed calls into the call history record. |
| DTMF Type | Set the DTMF type to be used for the line |
| DTMF SIP INFO Mode | Set the SIP INFO mode to send '*' and '#' or '10' and '11' |
| Enable DND | Enable Do-not-disturb, any incoming call to this line will be rejected automatically |
| Subscribe For Voice Message | Enable the device to subscribe a voice message waiting notification, if enabled, the device will receive notification from the server if there is voice message waiting on the server |
| Use VPN | Set the line to use VPN restrict route |
| Use STUN | Set the line to use STUN for NAT traversal |
| Enable Failback | Whether to switch to the primary server when it is available. |
| Failback Interval | A Register message is used to periodically detect the time interval for the availability of the main Proxy. |
| Signal Failback | Multiple proxy cases, whether to allow the invite/register request to also execute failback. |
| Signal Retry Counts | The number of attempts that the SIP Request considers proxy unavailable under multiple proxy scenarios. |
| Codecs Settings | Set the priority and availability of the codecs by adding or remove them from the list. |
| Video Codecs | Select video code to preview video. |

| Advanced Settings | |
|------------------------------------|--|
| Use Feature Code | When this setting is enabled, the features in this section will not be handled by the device itself but by the server instead. In order to control the enabling of the features, the device will send feature code to the server by dialing the number specified in each feature code field. |
| Enable DND | Set the feature code to dial to the server |
| Disable DND | Set the feature code to dial to the server |
| Enable Call Forward Unconditional | Set the feature code to dial to the server |
| Disable Call Forward Unconditional | Set the feature code to dial to the server |
| Enable Call Forward on Busy | Set the feature code to dial to the server |
| Disable Call Forward on Busy | Set the feature code to dial to the server |
| Enable Call Forward on No Answer | Set the feature code to dial to the server |
| Disable Call Forward on No Answer | Set the feature code to dial to the server |
| Enable Blocking Anonymous Call | Set the feature code to dial to the server |
| Disable Blocking Anonymous Call | Set the feature code to dial to the server |
| Call Waiting On Code | Set the feature code to dial to the server |
| Call Waiting Off Code | Set the feature code to dial to the server |
| Send Anonymous On Code | Set the feature code to dial to the server |
| Send Anonymous Off Code | Set the feature code to dial to the server |
| SIP Encryption | Enable SIP encryption such that SIP transmission will be encrypted |
| RTP Encryption | Enable RTP encryption such that RTP transmission will be encrypted |
| Enable Session Timer | Set the line to enable call ending by session timer refreshment. The call session will be ended if there is not new session timer event update received after the timeout period |
| Session Timeout | Set the session timer timeout period |
| Enable BLF List | Enable/Disable BLF List |
| BLF List Number | BLF List allows one BLF key to monitor the status of a group. Multiple BLF lists are supported. |
| Response Single Codec | If setting enabled, the device will use single codec in response to an incoming call request |
| BLF Server | The registered server will receive the subscription package from ordinary application |

| | |
|---------------------------|---|
| | <p>of BLF phone.</p> <p>Please enter the BLF server, if the sever does not support subscription package, the registered server and subscription server will be separated.</p> |
| Keep Alive Type | Set the line to use dummy UDP or SIP OPTION packet to keep NAT pinhole opened |
| Keep Alive Interval | Set the keep alive packet transmitting interval |
| Keep Authentication | Keep the authentication parameters from previous authentication |
| Blocking Anonymous Call | Reject any incoming call without presenting caller ID |
| User Agent | Set the user agent, the default is Model with Software Version. |
| Specific Server Type | Set the line to collaborate with specific server type |
| SIP Version | Set the SIP version |
| Anonymous Call Standard | Set the standard to be used for anonymous |
| Local Port | Set the local port |
| Ring Type | Set the ring tone type for the line |
| Enable user=phone | Sets user=phone in SIP messages. |
| Use Tel Call | Set use tel call |
| Auto TCP | Using TCP protocol to guarantee usability of transport for SIP messages above 1500 bytes |
| Enable Rport | Set the line to add rport in SIP headers |
| Enable PRACK | Set the line to support PRACK SIP message |
| DNS Mode | Select DNS mode, A, SRV, NAPTR |
| Enable Long Contact | Allow more parameters in contact field per RFC 3840 |
| Enable Strict Proxy | Enables the use of strict routing. When the phone receives packets from the server, it will use the source IP address, not the address in via field. |
| Convert URI | Convert not digit and alphabet characters to %hh hex code |
| Use Quote in Display Name | Whether to add quote in display name, i.e. "Fanvil" vs Fanvil |
| Enable GRUU | Support Globally Routable User-Agent URI (GRUU) |

| | |
|-----------------------------------|---|
| Sync Clock Time | Time Sync with server |
| Enable Inactive Hold | With the post-call hold capture package enabled, you can see that in the INVITE package, SDP is inactive. |
| Caller ID Header | Set the Caller ID Header |
| Use 182 Response for Call waiting | Set the device to use 182 response code at call waiting response |
| Enable Feature Sync | Feature Sync with server |
| Enable SCA | Enable/Disable SCA (Shared Call Appearance) |
| CallPark Number | Set the CallPark number. |
| Server Expire | Set the timeout to use the server. |
| TLS Version | Choose TLS Version. |
| uaCSTA Number | Set uaCSTA Number. |
| Enable Click To Talk | With the use of special server, click to call out directly after enabling. |
| Enable Chgport | Whether port updates are enabled. |
| VQ Name | Open the VQ name for VQ RTCP-XR. |
| VQ Server | Open VQ server address for VQ RTCP-XR. |
| VQ Port | Open VQ port for VQ RTCP-XR. |
| VQ HTTP/HTTPS Server | Enable VQ server selection for VQ RTCP-XR. |
| Flash mode | Chose Flash mode, normal or SIP info. |
| Flash Info Content-Type | Set the SIP info content type. |
| Flash Info Content-Body | Set the SIP info content body. |
| PickUp Number | Set the scramble number when the Pickup is enabled. |
| JoinCall Number | Set JoinCall Number. |
| Intercom Number | Set Intercom Number. |
| Unregister On Boot | Whether to enable logout function. |
| Enable MAC Header | Whether to open the registration of SIP package with user agent with MAC or not. |
| Enable Register MAC Header | Whether to open the registration is user agent with MAC or not. |
| BLF Dialog Strict Match | Whether to enable accurate matching of BLF sessions. |
| PTime(ms) | Set whether to bring ptime field, default no. |
| SIP Global Settings | |
| Strict Branch | Set up to strictly match the Branch field. |

| | |
|---------------------------------|--|
| Enable Group | Set open group. |
| Enable RFC4475 | Set to enable RFC4475. |
| Enable Strict UA Match | Enable strict UA matching. |
| Registration Failure Retry Time | Set the registration failure retry time. |
| Local SIP Port | Modify the phone SIP port. |
| Enable uaCSTA | Set to enable the uaCSTA function. |

11.14 Line >> SIP Hotspot

Please refer to [9.4 SIP Hotspot](#).

11.15 Line >> Dial Plan

Basic Settings

- ☒ Press # to invoke dialing
- ☐ Dial Fixed Length to Send
- ☒ Send after second(s)(3~30)
- ☐ Enable E.164

Picture 89- Dial plan settings

Table 21- Phone 7 dialing methods

| Parameters | Description |
|---------------------------|---|
| Press # to invoke dialing | The user dials the other party's number and then adds the # number to dial out; |
| Dial Fixed Length | The number entered by the user is automatically dialed out when it reaches a fixed length |
| Timeout dial | The system dials automatically after timeout |
| Enable E.164 | Please refer to e. 164 standard specification |

Add dialing rules:

Picture 90 - Custom setting of dial - up rules

Table 22 - Dial - up rule configuration table

| Parameters | Description |
|---|--|
| Dial rule | <p>There are two types of matching: Full Matching or Prefix Matching. In Full matching, the entire phone number is entered and then mapped per the Dial Peer rules.</p> <p>In prefix matching, only part of the number is entered followed by T. The mapping will then take place whenever these digits are dialed. Prefix mode supports a maximum of 30 digits.</p> |
| <p>Note: Two different special characters are used.</p> <ul style="list-style-type: none"> ■ x -- Matches any single digit that is dialed. ■ [] -- Specifies a range of numbers to be matched. It may be a range, a list of ranges separated by commas, or a list of digits. | |
| Destination | Set Destination address. This is for IP direct. |
| Port | Set the Signal port, and the default is 5060 for SIP. |
| Alias | Set the Alias. This is the text to be added, replaced or deleted. It is an optional item. |
| <p>Note: There are four types of aliases.</p> <ul style="list-style-type: none"> ■ all: xxx – xxx will replace the phone number. ■ add: xxx – xxx will be dialed before any phone number. ■ del –The characters will be deleted from the phone number. ■ rep: xxx – xxx will be substituted for the specified characters. | |

| | |
|--------|---|
| Suffix | Characters to be added at the end of the phone number. It is an optional item. |
| Length | Set the number of characters to be deleted. For example, if this is set to 3, the phone will delete the first 3 digits of the phone number. It is an optional item. |

This feature allows the user to create rules to make dialing easier. There are several different options for dialing rules. The examples below will show how this can be used.

Example 1: All Substitution -- Assume that it is desired to place a direct IP call to IP address 172.168.2.208. Using this feature, 123 can be substituted for 172.168.2.208.

| User-defined Dial Plan Table | | | | | | | | |
|------------------------------|-----------|------|---------------|--------------------------------|----------------------------|--------|---------|--|
| Index | Digit Map | Call | Match to Send | Line | Alias Type: Number(length) | Suffix | Media | |
| 1 | "123" | Out | No | SIP DIALPEER(172.16.1.15:5560) | | | Default | |

Picture 91- Dial rules table (1)

Example 2: Partial Substitution -- To dial a long distance call to Beijing requires dialing area code 010 before the local phone number. Using this feature 1 can be substituted for 010. For example, to call 62213123 would only require dialing 162213123 instead of 01062213123.

| User-defined Dial Plan Table | | | | | | | | |
|------------------------------|-----------|------|---------------|-------------|----------------------------|--------|---------|--|
| Index | Digit Map | Call | Match to Send | Line | Alias Type: Number(length) | Suffix | Media | |
| 1 | "1T" | Out | No | Fanvil@SIP1 | rep:010(1) | | Default | |

Picture 92- Dial rules table (2)

Example 3: Addition -- Two examples are shown. In the first case, it is assumed that 0 must be dialed before any 11 digit number beginning with 13. In the second case, it is assumed that 0 must be dialed before any 11 digit number beginning with 135, 136, 137, 138, or 139. Two different special characters are used.

x -- Matches any single digit that is dialed.

[] -- Specifies a range of numbers to be matched. It may be a range, a list of ranges

separated by commas, or a list of digits.

11.16 Line >> Action Plan

Action Plan application: a technical implementation defined and designed by Fanvil for remote control and behavior linkage between Fanvil terminal equipment and other equipment. That is, when an event occurs on the Fanvil terminal, the terminal can perform an action, and this action is completed according to a Plan rule.

Table 23- action plan

| Parameter | Description |
|-------------|---|
| Action | Default: when the rule is triggered, the phone displays video or converts multicast according to the RTSP URL or multicast address port set by the website. Video: when the rule is triggered, the phone accesses the RTSP URL configured by the URL to display the video. MCAST-XFER: when the rule is triggered, the phone converts the incoming call or multicast into multicast and sends it to the set multicast address port. Record: the phone automatically turns on the recording function when the rule is triggered. Mute: the phone will mute automatically. When the rule is triggered. Answer: when the rule is triggered, the phone automatically answers the incoming call. |
| Number | Auxiliary phone number (support video) |
| Type | Early: trigger execution before call establishment. Connected: trigger execution after call establishment |
| Direction | For call mode, incoming/outgoing call |
| Line | Set up outgoing lines. |
| Username | Bind the user name of the IP camera. |
| Password | Bind IP camera password. |
| URL | Video streaming information or MCAST IP address. |
| User Agent | Set user agent information |
| MCAST Codec | The multicast code that is sent when the multicast conversion rule is triggered |

11.17 Line >> Basic Settings

Set up the register global configuration.

Table 24- Set the line global configuration on the web page

| Parameters | Description |
|-------------------------|---|
| STUN Settings | |
| Server Address | Set the STUN server address |
| Server Port | Set the STUN server port, default is 3478 |
| Binding Period | Set the STUN binding period which can be used to keep the NAT pinhole opened. |
| SIP Waiting Time | Set the timeout of STUN binding before sending SIP messages |
| SIP P2P Settings | |
| Enable Auto Answering | Enable auto-answering, the incoming calls will be answered automatically after the delay time |
| Auto Answering Delay | Set the delay for incoming call before the system automatically answered it |
| DTMF Type | Set the DTMF type to be used for the line |
| DTMF SIP INFO Mode | Set the SIP INFO mode to send '*' and '#' or '10' and '11' |
| Enable Preview | After enabling it, preview will be turned on during IP calls. |
| Preview Mode | Set the preview mode to 18x or 2xx. |
| Call-ID Format | Default format is \$id@\$ip |
| Display name | The name that is displayed when the calling request is sent. |
| User name | Set the User name |

11.18 Lines >> RTCP-XR

Log in to the phone webpage and visit the Line >> RTCP-XR >> VQ RTCP-XR Settings page.

VQ RTCP-XR Settings

| | |
|--|---|
| VQ RTCP-XR Session Report: | <input type="button" value="Enable"/> ▾ |
| VQ RTCP-XR Interval Report: | <input type="button" value="Enable"/> ▾ |
| Period for Interval Report(5~99): | <input type="text" value="60"/> |
| Warning threshold for Moslq(15~40): | <input type="text" value="40"/> |
| Critical threshold for Moslq(15~40): | <input type="text" value="25"/> |
| Warning threshold for Delay(10~2000): | <input type="text" value="150"/> |
| Critical threshold for Delay(10~2000): | <input type="text" value="200"/> |
| Display Report options on Web: | <input type="button" value="Enable"/> ▾ |
| <input type="button" value="Apply"/> | |

Picture 93 - VQ RTCP-XR Settings

Table 25 - VQ RTCP-XR parameters

| 参数 | 描述 |
|-------------------------------|---|
| VQ RTCP-XR Settings | |
| VQ RTCP-XR Session Report | Whether to enable VQ report sending in Session mode |
| VQ RTCP-XR Interval Report | Whether to enable VQ report sending in Interval mode |
| Period for Interval Report | The interval at which VQ reports are sent periodically |
| Warning threshold for Moslq | When the phone calculates that the Moslq value x10 is below the set threshold, it issues a warning report |
| Critical threshold for Moslq | When the phone calculates that the Moslq value x10 falls below the set threshold, a critical report is issued |
| Warning threshold for delay | When the phone calculates that the Moslq value x10 is higher the set threshold, it issues a warning report |
| Critical threshold for delay | When the phone calculates that the one-way delay is greater than the set threshold, a critical report is issued |
| Display report options on Web | Whether to display the VQ report data of the last call through the web |

11.19 Hotspot Managed Extension

Log in to the phone webpage and visit the Line >> Hotspot Managed Extension page.

Managed Extension Settings

Enable Manage Mode: ☐ Apply

Local Extension Information

| Ext | Group | Registration Number | Edit |
|-----|-------|---------------------|-------------------|
| 0 | 22; | 7188; | Edit |

Managed Extension Information

Add Delete ReProvision Reboot Add to Group Move To UnManaged

| <input type="checkbox"/> | Index | Extension Name | Mac | Model | SoftVersion | Ip | Ext | Group | Status | Registration Number | Edit |
|--------------------------|-------|----------------|-------------------|---------|---------------|--------------|-----|-------|--------|---------------------|------|
| <input type="checkbox"/> | 1 | | 0c:38:3e:2f:7a:eb | i57A | 1.0.0.29 | 172.16.7.121 | 1 | | OnLine | 7188; | |
| <input type="checkbox"/> | 2 | | 00:a8:59:fb:19:19 | DT-200U | 2.6.10.215.39 | 172.16.1.217 | | | OnLine | | |
| <input type="checkbox"/> | 3 | | 0c:38:3e:3c:15:0c | FH-S01 | T2.12.43.2 | 172.16.7.177 | 2 | | OnLine | | |

UnManaged Extension Information

Delete Move To Managed

| <input type="checkbox"/> | Index | Mac | Model | SoftVersion | Ip | Ext | Status | Registration Number |
|--------------------------|-------|-------------------|---------|---------------|--------------|-----|--------|---------------------|
| <input type="checkbox"/> | 1 | 0c:38:3e:2f:7a:eb | i57A | 1.0.0.29 | 172.16.7.121 | 1 | OnLine | 7188; |
| <input type="checkbox"/> | 2 | 00:a8:59:fb:19:19 | DT-200U | 2.6.10.215.39 | 172.16.1.217 | | OnLine | |
| <input type="checkbox"/> | 3 | 0c:38:3e:3c:15:0c | FH-S01 | T2.12.43.2 | 172.16.7.177 | 2 | OnLine | |

Hotspot Group Information

Add Delete

Picture 94 - Hotspot Managed Extension Settings

Table 26 - Hotspot managed extension parameters

| Parameter | Description |
|---|---|
| Hotspot managed extension settings | |
| Enable Manage Mode | Enable the extension manage mode, and only devices added to the managed extension information can be used as extensions |
| Local Extension Information | |
| Ext | The extension number of the device |
| Group | The group to which the device belongs |
| Edit | Edit the device so that it belongs or does not belong to any group |
| Managed Extension Information | |
| Index | Displays the sequence number of the extension |
| Extension Name | Displays the name of the extension |
| Ext | The extension number of the extension |
| Status | Displays the current status of the extension |
| Registration Number | Displays the registration number of the extension |
| Edit | Click to edit the extension, group, line custom number, and other information of the extension |
| Add | Click Add to manually add extension information |
| ReProvision | You can upgrade the version to the selected extension |
| Add to Group | You can add selected extensions to selected groupings |
| Move To UnManaged | You can move selected extensions to the Unmanaged Extensions list |
| UnManaged Extension Information | |

| | |
|----------------------------------|---|
| Move To Managed | You can move selected extensions to the Managed Extensions list |
| Hotspot Group Information | |
| Index | Displays the ordinal number of the group |
| Name | Displays the name of the group |
| Number | Displays the number of the group |
| Add | Click to add new group information |

11.20 Device Settings >> Features

Configuration phone features.

Table 27- General function Settings

| Parameters | Description |
|---------------------------------|---|
| Basic Settings | |
| Enable Auto Onhook | The phone will hang up and return to the idle automatically at hands-free mode |
| Auto Onhook Time | Specify Auto Onhook time, the phone will hang up and return to the idle automatically after Auto Hand down time at hands-free mode, and play dial tone Auto Onhook time at handset mode |
| Enable Silent Mode | When enabled, the phone is muted, there is no ringing when calls, you can use the volume keys and mute key to unmute. |
| Disable Mute for Ring | When it is enabled, you can't mute the phone |
| Enable Default Line | If enabled, user can assign default SIP line for dialing out rather than SIP1. |
| Enable Auto Switch Line | Enable phone to select an available SIP line as default automatically |
| Default Ext Line | Select the default line to use for outgoing calls |
| Ban Outgoing | If you select Ban Outgoing to enable it, and you cannot dial out any number. |
| Hide DTMF | Configure the hide DTMF mode. |
| Enable CallLog | Select whether to save the call log. |
| Enable Restricted Incoming List | Whether to enable restricted call list. |
| Enable Allowed Incoming List | Whether to enable the allowed call list. |
| Enable Restricted Outgoing List | Whether to enable the restricted allocation list. |

| | |
|-------------------------------|--|
| Enable Country Code | Whether the country code is enabled. |
| Country Code | Fill in the country code. |
| Area Code | Fill in the area code. |
| Enable Number Privacy | Whether to enable number privacy. |
| Match Direction | Matching direction, there are two kinds of rules from right to left and from left to right. |
| Start Position | Open number privacy after the start of the hidden location. |
| Hide Digits | Turn on number privacy to hide the number of digits. |
| Allow IP Call | If enabled, user can dial out with IP address |
| P2P IP Prefix | Prefix a point-to-point IP call. |
| Caller Name Priority | Change caller ID display priority. |
| Search path | Select the search path. |
| LDAP Search | Select from with one LDAP for search |
| Emergency Call Number | Configure the Emergency Call Number. Despite the keyboard is locked, you can dial the emergency call number |
| Restrict Active URI Source IP | Set the device to accept Active URI command from specific IP address. More details please refer to this link |
| Push XML Server | Configure the Push XML Server, when phone receives request, it will determine whether to display corresponding content on the phone which sent by the specified server or not. |
| Enable Pre-Dial | Disable this feature, user enter number will open audio channel automatically. Enable the feature, user enter the number without opening audio channel. |
| Enable Multi Line | If enabled, up to 10 simultaneous calls can exist on the phone, and if disabled, up to 2 simultaneous calls can exist on the phone. |
| Line Display Format | Custom line format: SIPn/SIPn: xxx/xxx@SIPn |
| Contact As White List Type | NONE/BOTH/DND White List/FWD White List |
| Block XML When Call | Disable XML push on call. |
| SIP notify | When enabled, the phone displays the information when it receives the relevant notify content. |
| Call Number Filter | Configure a special character ampersand (&) to |

| | |
|--------------------------|---|
| | filter out ampersand when you call a caller whose number is 78&9 |
| Auto Resume Current | If the current path changes, the HOLD is lifted automatically |
| Call Timeout | Automatically hang up after how long the call lasts |
| Ring Timeout | Ring duration of an incoming call |
| Enable Push XML Auth | After this function is enabled, push xml requires user name and password authentication |
| Description | Description displayed on the IP scan tool |
| Tone Settings | |
| Enable Holding Tone | When turned on, a tone plays when the call is held |
| Enable Call Waiting Tone | When turned on, a tone plays when call waiting |
| Play Dialing DTMF Tone | Play DTMF tone on the device when user pressed a phone digits at dialing, default enabled. |
| Play Talking DTMF Tone | Play DTMF tone on the device when user pressed a phone digits during taking, default enabled. |
| Auto Answer Tone | After this function is enabled, the automatic answer will hear a beep sound |
| Ring Back Tone | Customize the outgoing call tone |
| Busy Tone | Customize the hang-up tone |
| DND Settings | |
| DND Option | Select to take effect on the line or on the phone or close. |
| Enable DND Timer | Enable DND Timer, If enabled, the DND is automatically turned on from the start time to the off time. |
| DND Start Time | Set DND Start Time |
| DND End Time | Set DND End Time |
| Intercom Settings | |
| 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 Tone | If the incoming call is intercom call, the phone plays the intercom 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 |
| Response Code Settings | |
| DND Response Code | Set the SIP response code on call rejection on DND |
| Busy Response Code | Set the SIP response code on line busy |
| Reject Response Code | Set the SIP response code on call rejection |
| Password Dial Settings | |
| Enable Password Dial | Enable Password Dial by selecting it, When number entered is beginning with the password prefix, the following N numbers after the password prefix will be hidden as *, N stands for the value which you enter in the Password Length field. For example: you set the password prefix is 3, enter the Password Length is 2, then you enter the number 34567, it will display 3**67 on the phone. |
| Encryption Number Length | Configure the Encryption Number length |
| Password Dial Prefix | Configure the prefix of the password call number |
| Notification Popups | |
| Display Missed Call Popup | No incoming call popup prompt after opening, no popup prompt when closing, open by default. |
| Display MWI Popup | Voice message popup prompt is not answered after opening, and it is opened by default if there is no popup prompt when closing. |
| Display SMS Popup | There is popup prompt for unread messages after opening, and there is no popup prompt when closing. It is opened by default. |
| Display Other Popup | When the handle is not hung back after opening, registration fails, IP acquisition fails, Tr069 connection fails and other abnormalities, there will be popup prompt when it is opened; otherwise, there will be no prompt when it is closed, and it will be opened by default. |

11.21 Settings >> Media Settings

Change audio and video-related settings.

Table 28 - Voice settings

| Parameter | Description |
|---|--|
| Codecs Settings | Select enable or disable voice encoding: G.711A/U, G.722, G.723.1, G.726-16/24/32/40, G.729AB, ILBC, opus, MPA |
| Video codec | |
| Video codec | Select to enable video encoding:H264 |
| Media Setting | |
| Default Ring Type | Configure default ringtones. If no special ringtone is set for thephonenumber, the default ringtone will be used |
| Speakerphone Volume | Set the hands-free volume to 1-9 |
| Speakerphone Ring Volume | Set the volume of hands-free ringtone to 0~9 |
| Speakerphone SignalTone Volume | Set the volume of hands-free tone to 1~9 |
| G.723.1 Bit Rate | 5.3kb/s or 6.3kb/s is available |
| AMR Payload Type | Enter the AMR payload type, the value must be 96~127 |
| DTMF Payload Type | Enter the DTMF payload type, the value must be 96~127. |
| Headset Mic Gain | Set the earphone's radio volume gain to fit different models of earphones. |
| Opus payload type | Set Opus load type, range 96~127. |
| OPUS Sample Rate | Set Opus sampling rate, including opus-nb (8KHz) and opus-wb (16KHz). |
| ILBC Payload Type | Set the ILBC Payload Type, the value must be 96~127. |
| ILBC Payload Length | Set the ILBC Payload Length |
| Enable VAD | Whether voice activity detection is enabled. |
| Enable Voice Mail Tone | When there is a new voice message message, the phone will start aspecial dial tone |
| Rtp Detection Timeout | If no RTP is received at the specified time, the call ends automatically |
| Enable the patting spring to generate Flash | Whether to turn on the plug spring to generate Flash |
| Video bit rate | Set the bit rate of video:64kbps, 192kbps, 256kbps, 384kbps, 512kbps, 768kbps, 1Mbps, 1.6Mbps, 2Mbps, 3Mbps, 4Mbps |
| Video frame rate | Set the video frame rate: 5fps, 10fps, 15fps, 20fps, |

| | |
|--|--|
| | 25fps, 30fps |
| Video resolution | Set Video resolution: CIF,VGA,4CIF,720P,1080P |
| H.264 Payload Type | Set the H264 Payload Type , the value must be 96~127. |
| Video Direction | Sendonly: To set up a video call, the SDP package in the invite package is sendonly. Sendrecv: Set up a call. The SDP package in the invite package is sendrecv |
| RTP Control Protocol(RTCP) Settings | |
| CNAME user | Set CNAME user |
| CNAME host | Set CNAME host |
| RTP Settings | |
| RTP keep alive | Hold the call and send the packet after 30s |
| Alert Info Ring Settings | |
| Value | Set the value to specify the ring type. |
| Line | Select the line to use for incoming calls |
| Ring Type | 1.wav-7.wav, Default, None |

11.22 Settings >> 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.

Table 29 - Multicast parameters

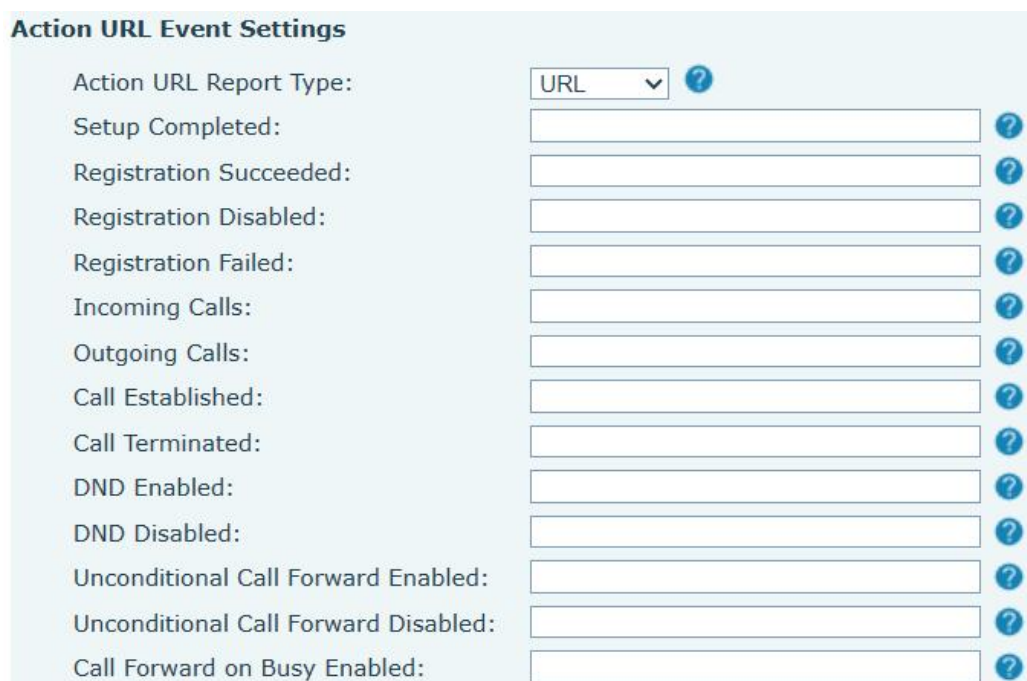
| Parameters | Description |
|------------------|--|
| Enable Prio Chan | Define the priority of the active call, 1 is the highest priority, 10 is the lowest. |
| Enable Emer Chan | When enabled, channel 11 has the highest priority |
| Multicast Tone | Set the tone that plays when multicast is received |

11.23 Settings >> Action

Action URL

Note! Action urls are used for IPPBX systems to submit phone events.

Action URL setting: Configure the URL to report the action to the server, for example, fill in the URL: http://InternalServer/FileName.xml? (Internal Server is the IP address of the server, File Name is the xml file name of the action reported on the storage device)



| Action URL Event Settings | |
|--------------------------------------|-------|
| Action URL Report Type: | URL ? |
| Setup Completed: | ? |
| Registration Succeeded: | ? |
| Registration Disabled: | ? |
| Registration Failed: | ? |
| Incoming Calls: | ? |
| Outgoing Calls: | ? |
| Call Established: | ? |
| Call Terminated: | ? |
| DND Enabled: | ? |
| DND Disabled: | ? |
| Unconditional Call Forward Enabled: | ? |
| Unconditional Call Forward Disabled: | ? |
| Call Forward on Busy Enabled: | ? |

Picture 95 - Action Url web settings

11.24 Settings >> Time/Date

The user can configure the time Settings of the phone on this page.

o

Table 30 – Time & Date settings

| Parameters | Description |
|-------------------------------------|---|
| Network Time Server Settings | |
| Time Synchronized via SNTP | Enable time-sync through SNTP protocol |
| Time Synchronized via DHCP | Enable time-sync through DHCP protocol |
| Primary Time Server | Set primary time server address |
| Secondary Time Server | Set secondary time server address, when primary server is not reachable, the device will try to connect to secondary time server to get time synchronization. |
| Time Zone | Select the time zone |
| Resync Period | Time of re-synchronization with time server |

| | |
|--------------------------------------|--|
| 12-Hour Clock | Set the time display in 12-hour mode |
| Date Format | Select the time/date display format |
| Daylight Saving Time Settings | |
| Location | Choose your location, phone will set daylight saving time automatically based on the location |
| DST Set Type | Choose DST Set Type, if Manual, you need to set the start time and end time. |
| Fixed Type | Daylight saving time rules are based on specific dates or relative rule dates for conversion. Display in read-only mode in automatic mode. |
| Offset | The offset minutes when DST started |
| Month Start | The DST start month |
| Week Start | The DST start week |
| Weekday Start | The DST start weekday |
| Hour Start | The DST start hour |
| Minute Start | The DST start minute |
| Month End | The DST end month |
| Week End | The DST end week |
| Weekday End | The DST end weekday |
| Hour End | The DST end hour |
| Minute End | The DST end minute |
| Manual Time Settings | You can set your time manually |

11.25 Setting >> Time plan

Users can configure the time plan to restart and upgrade phone

Table 31 - time plan

| parameter | description |
|-------------------|---|
| Type | Timed restart, timed upgrade, timed forward |
| Repetition period | Do not repeat: execute once within the set time range Daily: Perform this operation in the same time every day Weekly: Perform this operation in the same time of the week Monthly: Perform this operation in the same time of the Month |
| Effective time | Set the operation time |
| Forward Number | Set the SIP number for forwarding in the time range |
| Line | Set the line for forwarding in the time range |

Time Plan List: ?

| <input type="checkbox"/> Index | Name | Type | Special configure | Repetition period | Effective time |
|--------------------------------|------|---------------|-------------------|-------------------|----------------|
| <input type="checkbox"/> 1 | Test | Timed upgrade | | Weekly(SUN;) | 20:00-23:00 |

[Delete](#)

Picture 96 - time plan

By setting a time pause list, users can set a date when time plan is temporarily unavailable.

Time Plan Pause:

Name:

Start time:

Stop time:

[Add](#)

Time Plan Pause List:

| <input type="checkbox"/> Index | Name | Start time | Stop time |
|--------------------------------|-------|------------|------------|
| <input type="checkbox"/> 1 | Pause | 2023/08/01 | 2023/08/15 |

[Delete](#)

Picture 97 - Time plan pause list

11.26 Settings >> Tone

This page allows users to configure a phone prompt.

You can either select the country area or customize the area. If the area is selected, it will bring out the following information directly. If you choose to customize the area, you can modify the button tone, call back tone and other information.

Tone Settings

Select Your Tone: ?

Dial Tone: ?

Ring Back Tone: ?

Busy Tone: ?

Congestion Tone: ?

Call waiting Tone: ?

Holding Tone: ?

Error Tone: ?

Stutter Tone: ?

Information Tone: ?

Dial Recall Tone: ?

Message Tone: ?

Howler Tone: ?

Number Unobtainable Tone: ?

Warning Tone: ?

Record Tone: ?

Auto Answer Tone: ?

[Apply](#)

Picture 98 - Webpage Tone

11.27 Settings >> Advanced

User can configure the advanced configuration settings in this page.

- Screen Configuration.
 - Enable Energy Saving
 - Backlight Time
 - Screen Saver
- LCD Menu Password Settings.
- Configure Greeting Words

The greeting message will display on the top left corner of the LCD when the device is idle, which is limited to 16 characters. The default chars are 'Indoor Station'.

11.28 Phonebook >> Contact

User can add, delete, or edit contacts in the phonebook in this page. User can browse the phonebook and sorting it by name, phones, or filter them out by group.

To add a new contact, user should enter contact's information and press "Add" button to add it.

To edit a contact, click on the checkbox in front of the contact, the contact information will be copied to the contact edit boxes, press "Modify" button after finished editing.

To delete one or multiple contacts, check on the checkbox in front of the contacts wished to be deleted and click the "Delete" button, or click the "Clear" button with selecting any contacts to clear the phonebook.

User can also add multiple contacts into a group by selecting the group in the dropdown options in front of "Add to Group" button at the bottom of the contact list, selecting contacts with checkbox and click "Add to Group" to add selected contacts into the group. Similarly, user can select multiple users and add them into blacklist by click "Add to Blacklist" button.

11.29 Phonebook >> Cloud phonebook

Cloud Phonebook

User can configure up to 8 cloud phonebooks. Each cloud phonebook must be configured with an URL where an XML phonebook is stored. The URL may be based on HTTP/HTTPs or FTP protocol with or without authentication. If authentication is required,

user must configure the username and password.

To configure a cloud phonebook, the following information should be entered,

- Phonebook name (must)
- Phonebook URL (must)
- Access username (optional)
- Access password (optional)

LDAP Settings

The cloud phonebook allows user to retrieve contact list from a LDAP Server through LDAP protocols.

User must configure the LDAP Server information and Search Base to be able to use it on the device. If the LDAP server requests an authentication, user should also provide username and password.

To configure a LDAP phonebook, the following information should be entered,

- Display Title (must)
- LDAP Server Address (must)
- LDAP Server Port (must)
- Search Base (must)
- Access username (optional)
- Access password (optional)

Web page preview

Phone page supports preview of Internet phone directory and contacts

- After setting up the XML Voip directory or LDAP,
- Select **[Phone book] >> [Cloud phone book] >> [Cloud phone book]** to select the type.
- Click the set XML/LDAP to download the contact for browsing.

Cloud phonebook

XML
XML1
XML2
XML3
XML4
BACK

Add to phonebook
Add to Blacklist
Add to Whitelist
Previous
Page:
Next

| <input type="checkbox"/> | Index | Name | Phone | Phone1 | Phone2 |
|--------------------------|-------|------|-------|--------|--------|
| | | | | | |

10 Entries per page

Manage Cloud Phonebooks

| Index | Cloud phonebook name | Cloud phonebook URL | Calling Line | Search Line | Authentication Name | Authentication Password |
|-------|----------------------|---------------------|--------------|-------------|---------------------|-------------------------|
| 1 | | | AUTO | AUTO | | |
| 2 | | | AUTO | AUTO | | |
| 3 | | | AUTO | AUTO | | |
| 4 | | | AUTO | AUTO | | |

Apply

Picture 99 - Web cloud phone book Settings

11.30 Phonebook >> Call List

■ Restricted Incoming Calls:

It is similar like a blacklist. Add the number to the blacklist, and the user will no longer receive calls from the stored number until the user removes it from the list.

Users can add specific Numbers to the blacklist or add specific prefixes to the blacklist to block calls with all Numbers with this prefix.

■ Allowed Incoming Calls:

When DND is enabled, the incoming call number can still be called.

■ Restricted Outgoing Calls:

Adds a number that restricts outgoing calls and cannot be called until the number is removed from the table.

11.31 Phonebook >> Web Dial

Use web pages for call, reply, and hang up operations.

11.32 Phonebook >> Advanced

Users can export the local phone book in XML, CSV, and VCF format and save it on the local computer.

Users can also import contacts into the phone book in XML, CSV, and VCF formats.

Attention! If the user imports the same phone book repeatedly, the same contact will be ignored. If the name is the same but the number is different, the contact is created again.

Users can delete groups or add new groups on this page. Deleting a contact group will not delete contacts in that group.

11.33 Call Logs

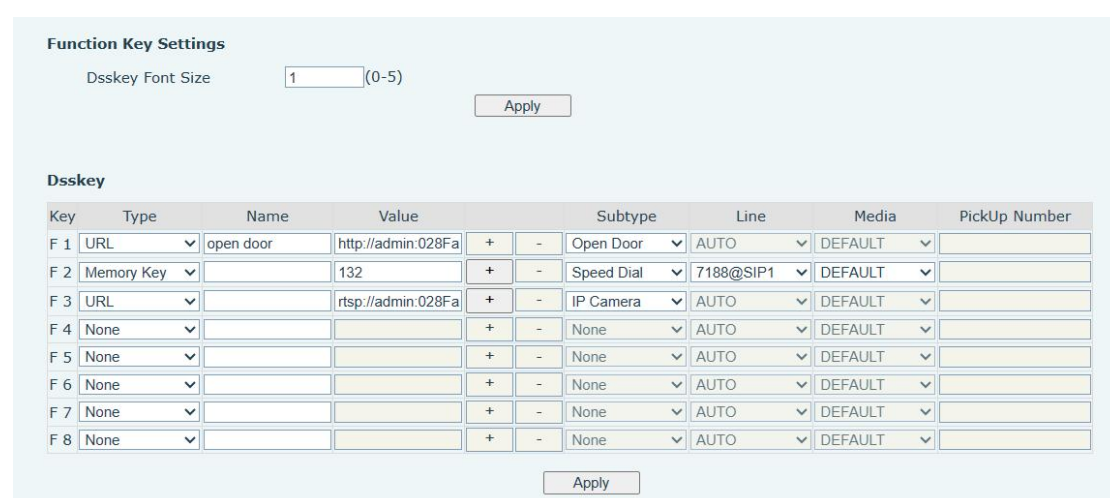
The user can browse the complete call record in this page. The call record can be sorted by time, call number, contact name or line, and the call record can be screened by call record type (incoming call, outgoing call, missed call, forward call).

The user can also save the number in the call record to his/her phone book or add it to the blacklist/whitelist.

Users can also dial the web page by clicking on the number in the call log.

Users can also download call records conditionally and save them locally.

11.34 Function Key >> Side Key



Function Key Settings

Dsskey Font Size: (0-5)

| Key | Type | Name | Value | Subtype | Line | Media | PickUp Number |
|-----|------------|-----------|--------------------|------------|-----------|---------|---------------|
| F 1 | URL | open door | http://admin:028Fa | Open Door | AUTO | DEFAULT | |
| F 2 | Memory Key | | 132 | Speed Dial | 7188@SIP1 | DEFAULT | |
| F 3 | URL | | rtsp://admin:028Fa | IP Camera | AUTO | DEFAULT | |
| F 4 | None | | | None | AUTO | DEFAULT | |
| F 5 | None | | | None | AUTO | DEFAULT | |
| F 6 | None | | | None | AUTO | DEFAULT | |
| F 7 | None | | | None | AUTO | DEFAULT | |
| F 8 | None | | | None | AUTO | DEFAULT | |

Picture 100 - Function key settings

The function key font size can be adjusted, and the side keys' font size displayed on the screen will take effect immediately after submission.

The device has 8 side keys, and the user can configure each side key on the web page.

Table 32 - Side key settings

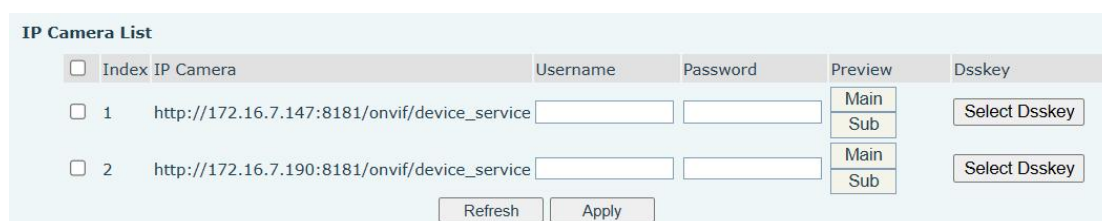
| Parameters | Description |
|------------------------------|---|
| Function Key Settings | |
| Dsskey Font Size | 0-5, the default is 1 |
| Dsskey | |
| Memory Key | Speed Dial: You can call the number directly which you set. This feature is convenient for you to dial the number which you frequently dialed. |

| | |
|-----------------|--|
| | Intercom: This feature allows the operator or the secretary to connect the phone quickly; it is widely used in office environments. |
| Line | It can be configured as a Line Key. User is able to make a call by pressing Line Key. |
| Key Event | User can select a key event as a shortcut to trigger. For example: MWI / DND / Release / Headset / Hold / etc. |
| DTMF | It allows user to dial or edit dial number easily. |
| URL | Open the specific URL directly. |
| BLF List | Displays the BLF list number for the subscription |
| MCAST Paging | Configure the multicast address and voice encoding that the user can press to initiate multicast |
| Action URL | The user can use a specific URL to make basic calls to the phone. |
| Mcast Listening | Configure the multicast address, when there is RTP, press the button to listen to the multicast |

11.35 Function Key >> Advanced

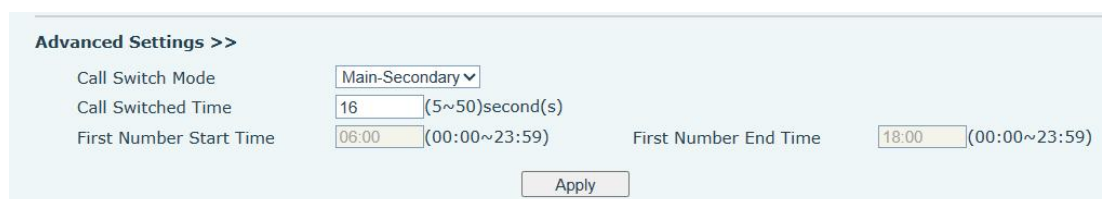
■ IP Camera List

Support to discover the IP Camera in local area network. After scanning, you can bind the camera to the function key and press it to view video



Picture 101- IP Camera List

■ Advanced Settings



Picture 102 - Advanced Settings Parameters

Table 33 - Advanced Settings Parameters

| Parameters | Description |
|------------|-------------|
|------------|-------------|

| Advanced Settings | |
|-------------------------|---|
| Call Switch Mode | <p>Number 1 to call number 2 mode selection.</p> <p><Main/Secondary >: If the first number is not answered within the set time, it will automatically switch to call the second number</p> <p><Time Period>: The system time is automatically detected during the call, and the first number is called if it is within the time period of number 1, otherwise the second number is called</p> |
| Call Switched Time | Set the time for number 1 to call number 2, which is 16 seconds by default |
| First Number Start Time | The start time of number 1 when defining the time period pattern. Default "06:00" |
| First Number End Time | The end time of number 1 when defining the time period pattern. The default is "18:00" |

11.36 Function Key >> Wireless Key

| <input type="checkbox"/> | Index | Name | Addr ID | Type | Subtype | Value | Pairing Status | Operation |
|--------------------------|-------|------|----------|------|---------|-------|----------------|------------|
| <input type="checkbox"/> | 1 | | 0000512e | None | AUTO | | Paired | Disconnect |
| <input type="checkbox"/> | 2 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 3 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 4 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 5 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 6 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 7 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 8 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 9 | | | None | AUTO | | | Binding |
| <input type="checkbox"/> | 10 | | | None | AUTO | | | Binding |

Picture 103 - Web Wireless Key

Table 34 - Wireless Key Settings

| Parameter | Description |
|-----------|--|
| Name | Set the wireless key name |
| Addr id | The unique identification ID of the wireless button, the addrids of each wireless button are unique (ID is displayed in hexadecimal, only numbers and letters are supported, special characters are not supported) |
| Type | Select the function type of wireless button, including: Ring, Dial number |
| Subtype | When Type is Ring, the subtype displays the ringtone selection. |

| | |
|----------------|---|
| | When Type is Dial number, the subtype displays Line selection. |
| Value | When Type is Dial number, the value can be edited to speed dial number; |
| Pairing Status | Displays pairing status, including: pairing, paired, disconnected |
| Operation | Bind or disconnect the button |

Pairing methods:

- Enter the addr ID manually

Log in to the IP address of the device, enter the [Function Key] >> [Wireless Key] to add a key information.

When adding a key, the user needs to fill in the name, addr id (unique identification of different keys), type, subtype, and value (optional) of the new key. After filling in, click Bind or Submit, and the device will be paired with the Addr ID device. If the status shows Paired, the new key is successfully added.

- Automatically scan addr IDs

Log in to the IP address of the device and go to [Function Key] >> [Wireless Key].

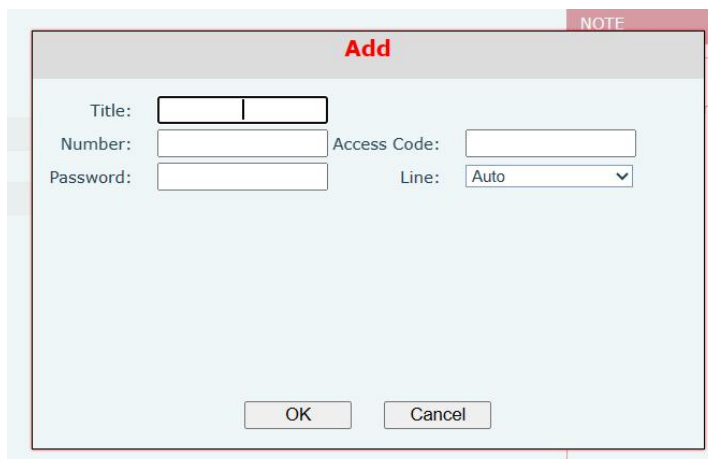
Add a new button: Click Binding in the list, the device will enter the pairing state. Open the wireless key and press it shortly, the pairing status of the device web page changes to Paired and displays the addr ID of the key, indicating that the pairing was successful.

If the pairing is not successful after pressing the key once, you can try to press the wireless key several times to avoid pairing failure due to information loss.

After successful pairing, users can fill in the name, type, subtype, and value (optional) of the new button, and click Apply to save them.

11.37 Application >> Doorphone Settings

Log in to the device webpage, enter [Application] >> [Doorphone Settings], and add, delete, or modify the password of the doorphone .



Picture 104 - Doorphone Settings

11.38 Security >> Web Filter

The user can set up a configuration management phone that allows only machines with a certain network segment IP access.

Web Filter Table ⓘ

| Start IP Address | End IP Address | Option |
|------------------|----------------|--------|
|------------------|----------------|--------|

Web Filter Table Settings

Start IP Address ⓘ End IP Address ⓘ

Web Filter Setting ⓘ

Enable Web Filter ☐

Picture 105- Web Filter settings

Web Filter Table ⓘ

| Start IP Address | End IP Address | Option |
|------------------|----------------|--|
| 172.16.12.14 | 172.16.12.24 | <input type="button" value="Modify"/> <input type="button" value="Delete"/> |

Picture 106- Web Filter Table

Add and remove IP segments that are accessible; Configure the starting IP address within the start IP, end the IP address within the end IP, and click **[Add]** to submit to take effect. A large network segment can be set, or it can be divided into several network segments to add. When deleting, select the initial IP of the network segment to be deleted from the drop-down menu, and then click **[Delete]** to take effect.

Enable web page filtering: configure enable/disable web page access filtering; Click the "apply" button to take effect.

Note: if the device you are accessing is in the same network segment as the phone, please do not configure the filter segment of the web page to be outside your own network segment, otherwise you will not be able to log in the web page.

11.39 Security >> Trust Certificates

Set whether to open license certificate and general name validation, select certificate

module.

You can upload and delete uploaded certificates.

Picture 107 - Certificate of settings

11.40 Security >> Device Certificates

Select the device certificate as the default and custom certificate.

You can upload and delete uploaded certificates.

Picture 108 - Device certificate setting

11.41 Device Log >> Device Log

You can grab the device log, and when you encounter an abnormal problem, you can send the log to the technician to locate the problem. See [12.6 Get log information](#).

11.42 Security Settings

Basic Settings

Ringtone Duration: (1~600)s
Input & Tamper Server Address:
Message:

Input Settings >>

Input Alarm Settings >>

☒ Input1:
Input Name: Input Reset Code:
Triggered By: Input Duration: (0.00~3600)s
Triggered Action: ☐ Send SMS Dss Key: Triggered Ringtone:
☒ Input2:
Input Name: Input Reset Code:
Triggered By: Input Duration: (0.00~3600)s
Triggered Action: ☐ Send SMS Dss Key: Triggered Ringtone:
☒ Input3:
Input Name: Input Reset Code:
Triggered By: Input Duration: (0.00~3600)s
Triggered Action: ☐ Send SMS Dss Key: Triggered Ringtone:
☒ Input4:

Picture 109 - Input and output settings

Table 35 - Input/Output parameters

| Parameter | Description |
|-------------------------------|---|
| Basic Settings | |
| Ringtone Duration | The duration of the alarm bell |
| Input & Tamper Server Address | Configure the remote response server address (including the remote response server address and the alarm trigger server address). When the input port is triggered, a short message will be sent to the server, the message format is as follows: Alarm_Info:Description=i51;SIP User=;Mac=0c:38:3e:39:6a:b6;IP=172.16.7.189;port=Input |
| Input Settings | |
| Input | Enable or disable the input port |
| Triggered By | When low level trigger (closed trigger) is selected, the detection input port (low level) closed trigger. |
| | When the high level trigger (disconnect trigger) is selected, the detection input port (high level) disconnect trigger. |
| Input Name | Set the name and type of the sensor connected to the input port |
| Input Reset Code | After the alarm is triggered, enter the reset code to stop the alarm |
| Input Duration | If it is triggered for a specified period of time, perform actions |

| | |
|------------------------------|--|
| | such as sending short messages |
| Send SMS | Enable or disable the input port to send messages to the server |
| Dss Key | When set to dsskey1 or dsskey2, trigger dsskey to make a call, the default is none |
| Triggered Ringtone | Support ringtone selection |
| Output Settings | |
| Triggered by DTMF Ring tone | Select the DTMF trigger ring tone. |
| Triggered by URI Ringtone | Select the URI trigger ring tone. |
| Triggered By SMS Ringtone | Select the SMS trigger ring tone. |
| Triggered By Dsskey Ringtone | Select the Dsskey trigger ring tone. |
| Output | Enable or disable Output |
| Standard Status | When choosing the low level trigger (NO: normally open), when meet the trigger condition, trigger the NO port disconnected. |
| | When choosing the high level trigger (NC: normally close), when meet the trigger condition, trigger the NC port close. |
| Output Duration | Set the output change duration time, the default is 5 seconds. |
| Trigger by input | When the input port meets the trigger condition, the output port will trigger (the port level time changes, controlled by <output duration>). |
| Trigger by DTMF | Enable or disable trigger by DTMF. The device will check the received DTMF sent by remote device, if it matches the DTMF trigger code, the device will trigger corresponding output port. |
| DTMF Trigger Code | Input the DTMF trigger code, default value is 1234. |
| DTMF Reset Code | Input the DTMF reset code, default value is 4321. |
| Reset By | Reset the output port mode by duration or state. By duration: Reset the output port status when output duration occurs. By state: Reset the output port status when device's call state changes. |
| Trigger by URI | Enable or disable trigger by URI. User can send commands from remote device or server to i16SV series device, if the command is correct, then device will trigger corresponding output port. |
| Trigger Message | Input trigger message for trigger by URI mode. |

| | |
|-----------------------|--|
| Rest Message | Input reset message for trigger by URI mode. |
| Trigger by SMS | <p>Enable or disable trigger by SMS.</p> <p>User can send ALERT command to i16SV series device, if the command is correct, then device will trigger corresponding output port.</p> |
| Trigger SMS | Input trigger message for trigger by SMS mode. |
| Reset SMS | Input reset message for trigger by SMS mode. |
| Trigger by Input | Select the input port, when the input port meets the trigger condition, the output port will be triggered (The Port level time change, By < Output Duration > control) |
| Trigger By Call state | <p>Select call state to trigger the output port, options are:</p> <p>Talking: When the device's talking status changes, trigger the output port.</p> <p>Ringing: When the device's ringing status changes, trigger the output port.</p> <p>Calling: When the device's calling status changes, trigger the output port.</p> |
| Trigger By DssKey | Enable or disable trigger by dsskey. If any of the dsskey is selected, when the dsskey application performs, the output port will be triggered. |
| Triggered Hangup | Trigger the output port after hanging up |
| Hangup Delay | Hang up trigger delay, default 5 seconds |

12 Trouble Shooting

When the phone is not in normal use, the user can try the following methods to restore normal operation of the phone or collect relevant information and send a problem report to Fanvil technical support mailbox.

12.1 Get Device System Information

Users can get information by pressing the **[Menu]** >> **[Status]** option in the phone. The following information will be provided:

The network information

Device information (model, software and hardware version), etc.

12.2 Reboot Device

Users can reboot the device from menu, **[Menu]** >> **[Basic]** >> **[Reboot System]**, and press **[Reboot]**. Or, simply remove the power supply and restore it again.

12.3 Reset Device to Factory Default

Reset Device to Factory Default will erase all user's configuration, preference, database and profiles on the device and restore the device back to the state as factory default.

To perform a factory default reset, user should press **[Menu]** >> **[Advanced]** >> **[Maintenance]**. Then choose **[Factory Reset]** and choose the information you want to clear. The device will be rebooted into a clean factory default state.

12.4 Screenshot

If there is a problem with the phone, the screenshot can help the technician locate the function and identify the problem. In order to obtain screen shots, log in the phone webpage **[System]** >> **[Tools]**, and you can capture the pictures of the main screen (you can capture them in the interface with problems).

Syslog

Enable Syslog: ☐

Server Address:

Server Port:

APP Log Level:

Export Log: ☐

WLAN Log

Enable WLAN Log: ☐

Packet Capture

Screenshot

Main Screen:

Watch Dog

Enable Watch Dog: ☒

PING

PING Result:

Picture 110- Input and output settings

12.5 Network Packets Capture

Sometimes it is helpful to dump the network packets of the device for issue identification. To get the packets dump of the device, user needs to log in the device web portal, open page **[System]** >> **[Tools]** and click **[Start]** in “LAN Packets Capture” section. A pop-up message will be prompt to ask user to save the capture file. User then should perform relevant operations such as activate/deactivate line or making phone calls and click **[Stop]** button in the web page when operation finished. The network packets of the device during the period have been dumped to the saved file.

Syslog

Enable Syslog: ☐

Server Address:

Server Port:

APP Log Level:

Export Log: ☐

WLAN Log

Enable WLAN Log: ☐

WLAN Packet Capture

LAN Packet Capture

Screenshot

Main Screen:

Picture 111- Web capture


User may examine the packets with a packet analyzer or send it to Fanvil support mailbox.

12.6 Get Log Information

Log information is helpful when encountering an exception problem. In order to get the log information of the phone, the user can login the phone web page, open the page [Device log], click the [Start] button, follow the steps of the problem until the problem appears, and then click the [End] button, [Save] to local analysis or send the log to the technician to locate the problem.

12.7 Common Trouble Cases

Table 37 - Trouble Cases

| Trouble Case | Solution |
|---|--|
| Device could not boot up | <ol style="list-style-type: none"> 1. The device is powered by external power supply via power adapter or PoE switch. Please use standard power adapter provided by Fanvil or PoE switch met with the specification requirements and check if device is well connected to power source. 2. If you saw "POST MODE" on the device screen, the device system image has been damaged. Please contact location technical support to help you restore the phone system. |
| Device could not register to a service provider | <ol style="list-style-type: none"> 1. Please check if device is well connected to the network. The network Ethernet cable should be connected to the  [Network] port. 2. Please check if the device has an IP address. Check the system information, if the IP displays "Negotiating...", the device does not have an IP address. Please check if the network configurations is correct. 3. If network connection is fine, please check again your line configurations. If all configurations are correct, please kindly contact your service provider to get support, or follow the instructions in "12.5 Network Packet Capture" to get the network packet capture of registration process and send it to Fanvil support to analyze the issue. |