



# User Manual

## V64 / V65

Software Version: 1.0.0

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### 3 Safety Instruction

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

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

## 4 Overview

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### 4.1 Overview

V64, V65 Enterprise-class color phone with corresponding display line keys, which greatly improve enterprise production efficiency with advanced design, high cost performance, paperless office tool. It is not only a desktop phone, but also an elegant article that puts in the sitting room or office.

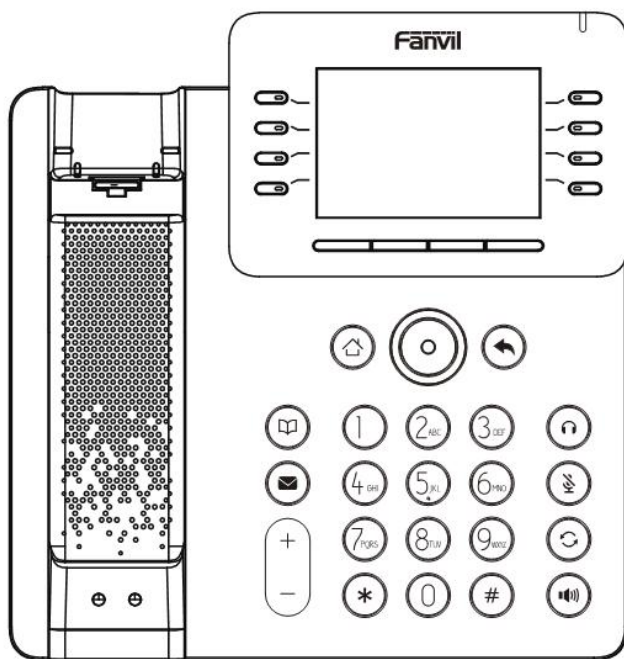
The Device Fanvil enterprise IP phones, which are the latest generation of IP phone developed on the basis of the X series, inheriting many excellent features of the previous X series traditional phone, such as high-definition voice, Headsets and high-performance echo cancellation full duplex speaker, fast / gigabit Ethernet, QoS, encryption transmission, automatic configuration, new system, smooth operation, flat interface settings and many other advantages.

For enterprise users, The Device are the cost-effective office equipment, while realizing environmental protection, they also provide convenient operation. Users can flexibly configure and define the functions of two DSS keys, space saving and cost. It will be an ideal choice for enterprise users and family users who pursue the high quality and high efficiency.

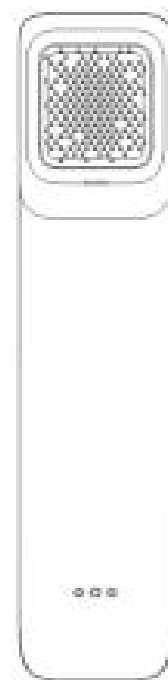
In order to help some interested users better understand the details of the product, this user manual can be used as a reference guide for the use of The Device. This document may not be applicable to the latest version of the software. If you have any questions, you can use the help prompt interface of the device phone, or download and update your user manual from the official website.

## 4.2 Packing Contents

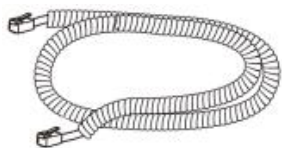
### 4.2.1 V64



IP Phone



Handset



Handset Cord



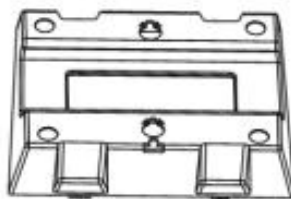
Stand



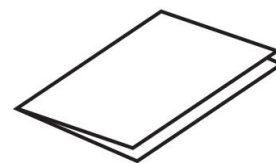
Ethernet Cable



Power Adapter(Optional)

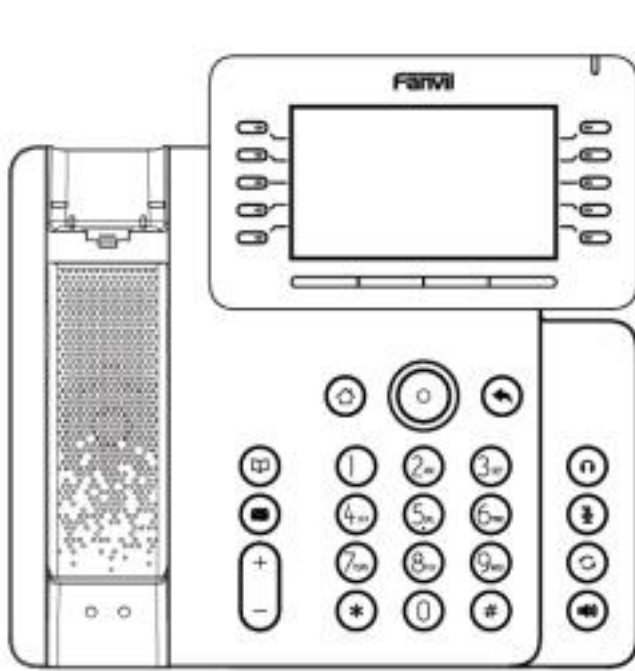


Wall Stand(Buy separately)



Quick Installation Guide

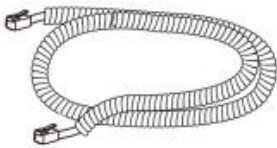
4.2.2 V65



IP Phone



Handset



Handset Cord



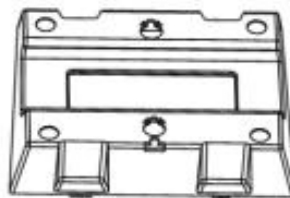
Stand



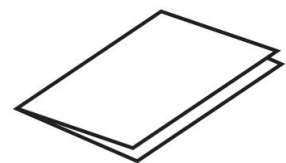
Ethernet Cable



Power Adapter(Optional)



Wall Stand(Buy separately)



Quick Installation Guide



## 5 Desktop Installation

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### 5.1 PoE and the use of external power adapters

The devices support two power supply modes from external power adapter or over Ethernet (PoE) complied switch.

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

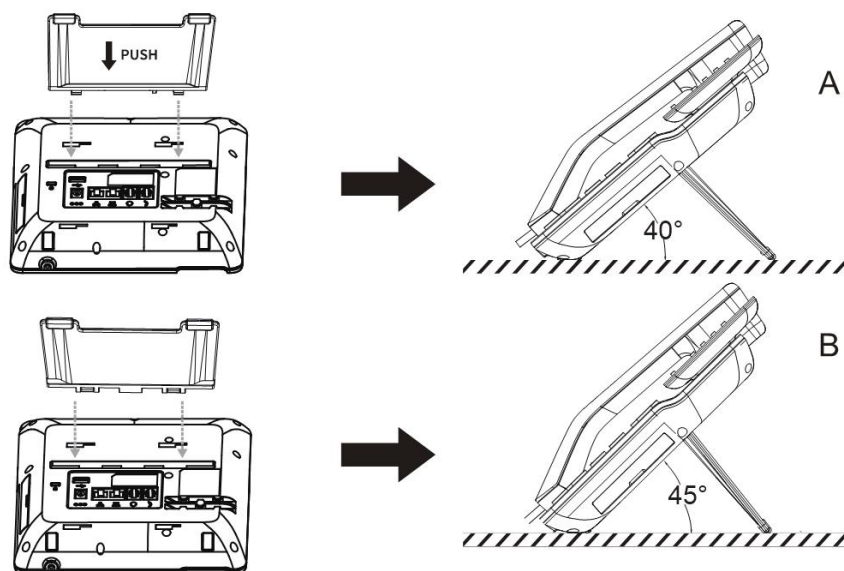
For users who do not have PoE equipment, the traditional power adaptor should be used. If the device is connected to a PoE switch and power adapter at the same time, the power adapter will be used in priority and will switch to PoE power supply once it fails.

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

## 5.2 Desktop and wall mounted method

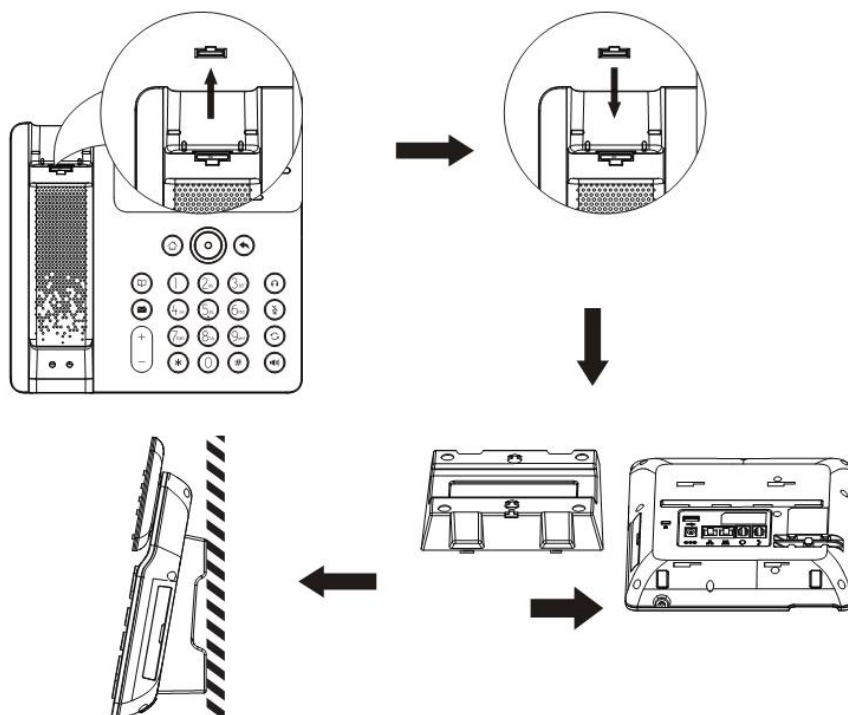
### 5.2.1 V64

The device supports two installation modes, desktop and wall mounted. If the phone is on the desktop, please follow the instructions in the picture below to install the phone.



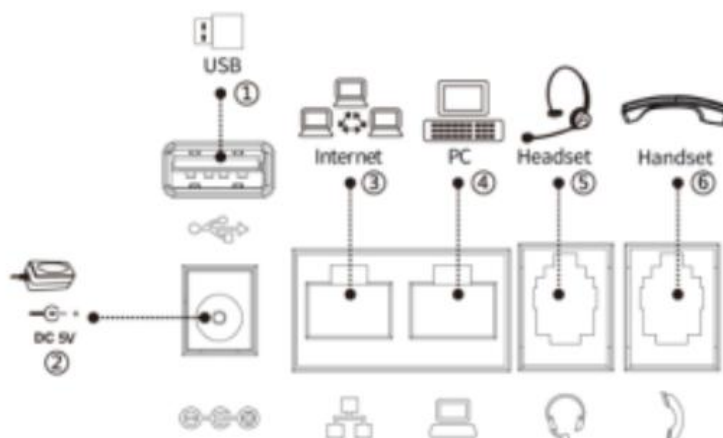
**Picture 1 - Device installation**

If the phone is mounted on the wall, please follow the instructions below to install it.



**Picture 2 - Wall-mounted installation**

Connect the power adapter, network, PC, phone and Headset to the appropriate port as shown in the picture below.



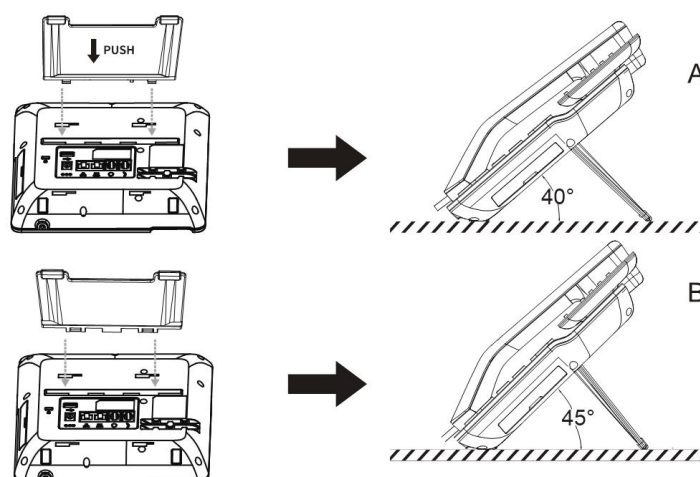
**Picture 3 - Connecting to the Device**

**Table 1 - Hardware Interface Description**

Index	Interface	Description
①	USB Port	Connect USB device (USB flash drive)
②	Power Port	Connect the power adapter.
③	Network Port	Connecting local area network or internet.
④	PC Port	The network port connect to the computer.
⑤	Headset Port	Connect headset.
⑥	Receiver Port	Connect IP Phone handset..

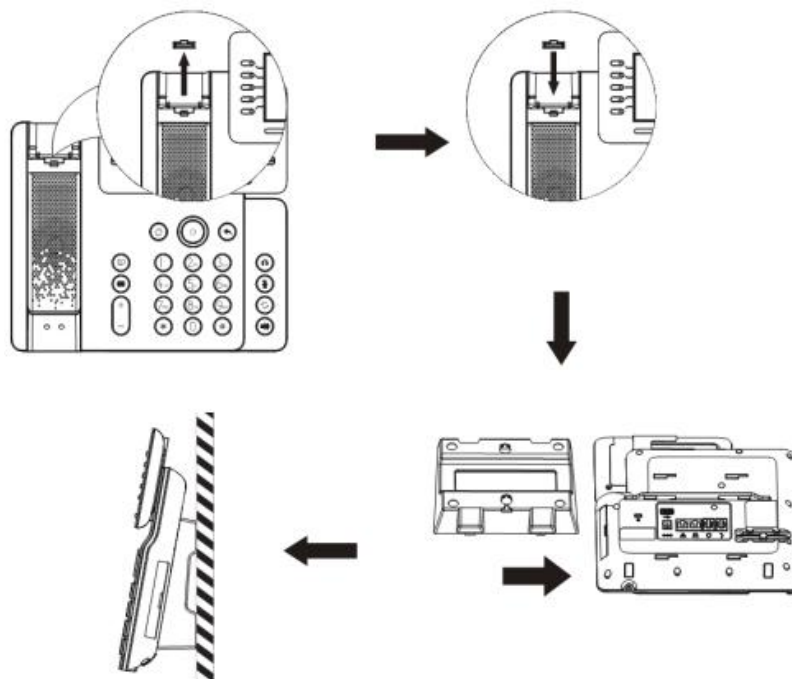
### 5.2.2 V65

The device supports two installation modes, desktop and wall mounted. If the phone is on the desktop, please follow the instructions in the picture below to install the phone.



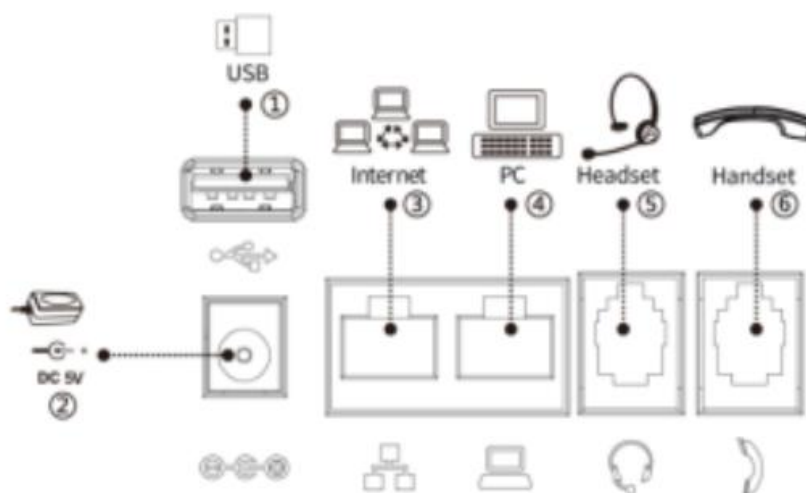
**Picture 4 - Device installation**

If the phone is mounted on the wall, please follow the instructions below to install it.



**Picture 5 - Wall-mounted installation**

Connect the power adapter, network, PC, phone and Headset to the appropriate port as shown in the picture below.



**Picture 6 - Connecting to the Device**

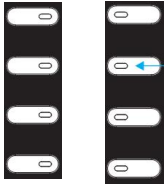









**Table 2 - Hardware Interface Description**

Index	Interface	Description	Note
①	USB Port	Connect USB device (USB flash drive)	
②	Power Port	Connect the power adapter.	
③	Network Port	Connecting local area network or internet.	
④	PC Port	The network port connect to the computer.	
⑤	Headset Port	Connect headset.	
⑥	Receiver Port	Connect IP Phone handset..	

## 6 Appendix Table

### 6.1 Appendix I - Icon


















**Table 3 - Keypad Icons**

Icon	Description	Model
	DSS Keys, It can be set as line key/function key/speed dial key, etc.	V64
	DSS Keys, It can be set as line key/function key/speed dial key, etc.	V65
	Soft keys	V64/V65
	Message waiting indicator	V64/V65
	Left and right navigation keys Up navigation key, Shortcut to call log Down navigation key, Shortcut to Status OK key, Shortcut to Menu	V64/V65
	Home key, go back to Homepage	V64/V65
	Return key, go back to the previous directory	V64/V65
	Phone Book	V64/V65
	MWI	V64/V65
	In idle mode or during ringing: increase or decrease ringer volume In communication: increase or decrease handset, headset or	V64/V65

	hands-free volume	
	Headset key, activate/deactivate headset	V64/V65
	In idle mode: activate/deactivate silent mode In communication mode: mute/un-mute a call	V64/V65
	Redial key, access to redial the last record	V64/V65
	Hand-free key, activate/deactivate hands free	V64/V65

**Table 4 - Status Prompt and Notification Icons**

Screen Icon	Description
	In hands-free mode
	In headset mode
	In handset mode
	Mute activated
	Silent mode
	Call is on hold
	Auto-answering activated
	Call forward activated
	Disable do not disturb (Beige)
	Do not disturb activated (Red)
	SIP hotspot activated

	VLAN activated
	VPN activated
	Bluetooth device paired connection
	New SMS
	New VM messages
	Voice quality level of call
	Keypad locked
	Forward call(s)
	Missed call(s)
	Received call(s)
	Dialed call(s)
	Internet connected
	Internet is disconnected
	No IP address
	Wireless network connected
	Wireless network disconnected
	Wireless network failure



## 6.2 Appendix II - Keyboard character query table

**Table 5 - Look-up Table of Characters**

Mode Icon	Text Mode	Key Button	Characters Of Each Press
123	Numeric	1	1
		2	2
		3	3
		4	4
		5	5
		6	6
		7	7
		8	8
		9	9
		0	0
		*	*.+
		#	#
abc	Lower Case Alphabets	1	@:;()<>
		2	a b c
		3	d e f
		4	g h i
		5	j k l
		6	m n o
		7	p q r s
		8	t u v
		9	w x y z
		0	(space)
		*	.,*/+:-_ =
		#	# ^!&\$%
ABC	Upper Case Alphabets	1	@:;()<>
		2	A B C
		3	D E F
		4	G H I
		5	J K L
		6	M N O
		7	P Q R S
		8	T U V
		9	W Z Y X

		0	(space)
		*	.,*/+-.:_ =
		#	# ^!&\$%
2aB	Mixed type input	1	1
		2	2 a b c A B C
		3	3 d e f D E F
		4	4 g h I G H I
		5	5 j k I J K L
		6	6 m n o M N O
		7	7 p q r s P Q R S
		8	8 t u v T U V
		9	9 w z y x W Z Y X
		0	0
		*	.,*/+-.:_ =
		#	# ^!&\$%

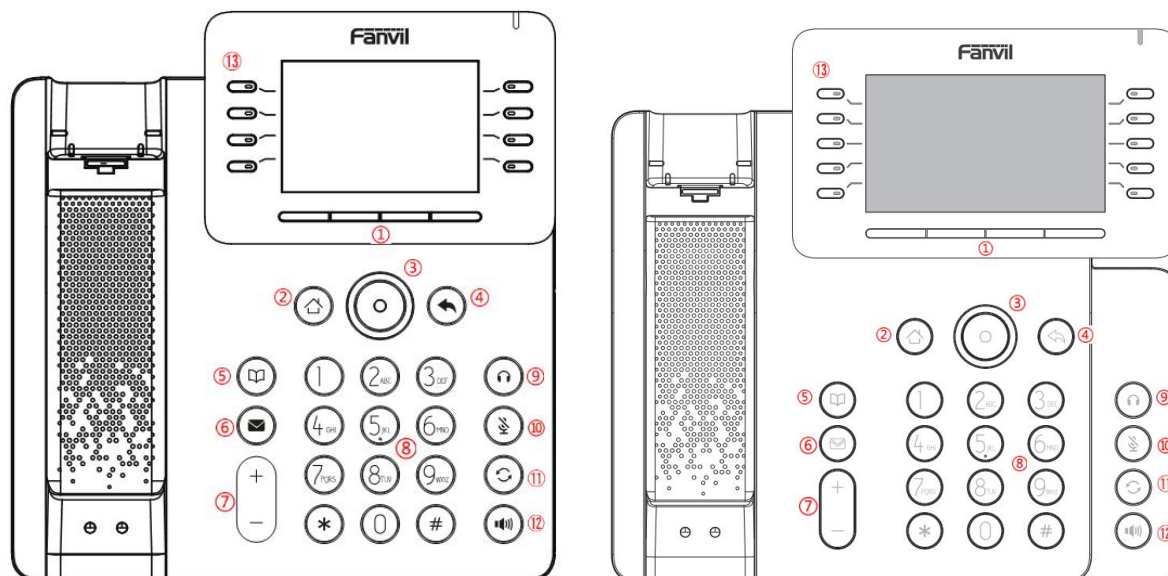
## 6.3 Appendix III - LED Definition

**Table 6 - DSS KEY LED State**

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

## 7 Introduction to the User

### 7.1.1 V64 Keypad



**Picture 7 - Instruction of Keypad of V64/V65**

**Table 7 - Instruction of Keypad of V64/V65**

Number	The keypad names	Instruction
①	Soft-menu Buttons	These four buttons provide different functions corresponding to the soft-menu displayed on the screen.
②	Home key	go back to Homepage
③	Navigate/OK Keys	The user can press the up/down navigation key to change the line or move the cursor in the screen list. On some Settings and text editing pages, the user can press the left/right navigation key to change options or move the cursor in the screen list to the left/right. OK key: Default is equivalent to soft button confirmation; user can customize the function.
④	Return key	go back to the previous directory
⑤	Contact Key	Press the "Contact" key, the user can enter the address book interface and select the contact person to call.
⑥	voice mail	Press the "voice mail" button, and the user enters the interface of SMS and voice mail list.
⑦	In idle mode or during ringing	increase or decrease ringer volume In communication: increase or decrease handset, headset or hands-free volume

⑧	Standard Telephone Keys	The 12 standard telephone keys provide the same function as standard telephones, but further to the standard function, some keys also provide special function by long-pressing the key, Key # - Long-pressed to lock the phone.
⑨	Headset Key	Users can press this key to open the headset
⑩	Mute Key	During a call, the user can press this key to mute the microphone.
⑪	Redial	Press the Redial key to redial the last number dialed
⑫	Hands-free Key	The user can press this key to open the audio channel of the speakerphone.
⑬	Side key	Long press the side button to enter the setting interface and set the required functions

## 7.2 Using Handset / Hands-free Speaker / Headset

### ■ Using Handset

To talk over handset, user should lift the handset off the device and dial the number, or dial the number first, then lift the handset and the number will be dialed. User can switch audio channel to handset by lifting the handset when audio channel is turned on in speaker or Headset.

### ■ Using Hands-free Speaker

To talk over hands-free speaker, user should press the hands-free button then dial the number, or dial the number first then press the hands-free button. User can switch audio channel to the speaker from handset by pressing the hands-free button when audio channel is opened in handset.

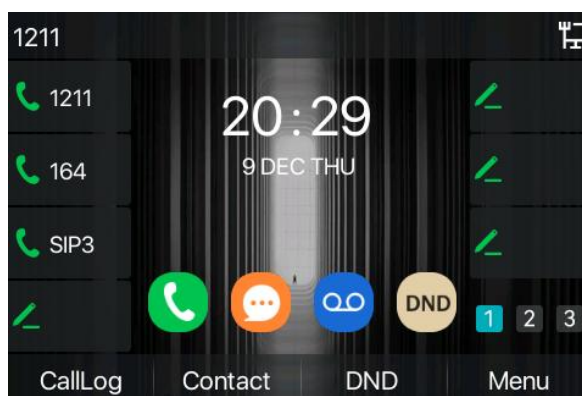
### ■ Using Headset

To use Headset, by default, user should headset button which is defined by DSS key to turn on the Headset. Same as handset and hands-free speaker, user can dial the number before or after the Headset is turned on.

### ■ Using Line Keys (Defined by DSS Key)

User can use line key to make or answer a call on specific line. If handset has been lifted, the audio channel will be opened in handset. Otherwise, the audio channel will be opened in hands-free speaker or Headset.

## 7.3 Idle Screen



**Picture 8 - Screen layout/default home screen**

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

The upper half of the home screen shows the status of the device, information and data that can be edited (such as voice messages, missed calls, auto answer, do not disturb, lock status, network connection status, etc.).

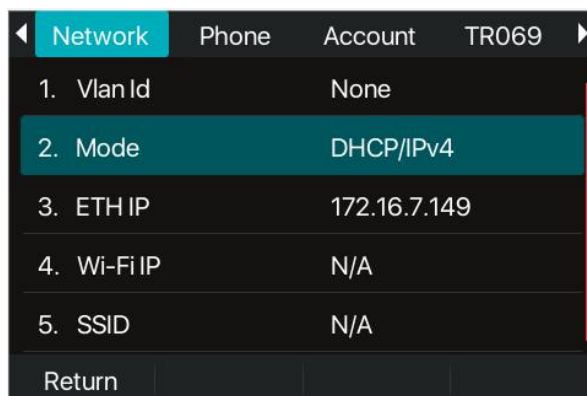
The lower half of the area are the function menu keys, which are also the first layer of function menu keys, through which users can operate the phone.

Users can restore the phone to the default standby screen interface by picking up and dropping the handle.

The left and right part of the area shows default configuration of Side keys, which dynamically display the configuration of SIP information, message, headset, etc., which can be customized by users.

The icon description is described in [6.1 appendix I](#).

In some screens, there are many items or long text to be displayed which could not fit into the screen. They will be arranged in a list or multiple lines with a scroll bar. If the user sees a scroll bar, he can use up/down navigator buttons to scroll the list. By long-pressed the navigator keys, user can scroll the list or items in a faster speed.



**Picture 9 - Scroll icon**

## 7.4 Phone Status

The phone status includes the following information about the phone:

- Network Status:
    - VLAN ID
    - IPv4 or IPv6 status
    - IP Address
    - Network Mode
  - The Phone Device Information:
    - Mac Address
    - Phone Mode
    - Hardware Version number
    - Software Version number
    - Phone Storage (RAM and ROM)
    - System Running Time
  - SIP Account Information:
    - SIP Account
    - SIP Account Status ( register / uncommitted / trying / time out)
  - TR069 Connect Status (Displays only in the phone interface state)
- The user can view the phone status through the phone interface and the web interface.
- Phone interface: When the phone is in standby mode, press **【Menu】** >> **【Status】** and select the option to view the corresponding information, as shown in the figure:

	Network	Phone	Account	TR069
1. Vlan Id	None			
2. Mode	DHCP/IPv4			
3. ETH IP	172.16.7.149			
4. Wi-Fi IP	N/A			
5. SSID	N/A			
Return				

**Picture 10 - The Phone status**

- WEB interface: Refer to [7.5 Web management](#) to log in the phone page, enter the **【System】** >> **【Information】** page, and check the phone status, as shown in the figure:

The screenshot shows the Fanvil web interface. At the top, there are tabs for Information, Account, Configurations, Upgrade, Auto Provision, Tools, and Reboot Phone. On the left, a sidebar menu is visible with options like System, Network, Line, Phone settings, Phonebook, Call logs, Function Key, Application, Security, and Device Log. The main content area displays 'System Information' and 'Network' details.

System Information	
Model:	V64
Hardware:	V2.0
Software:	T0.0.7.1
Uboot :	V1.0
Uptime:	14 : 15 : 01
MEMInfo:	ROM: 27.2/128(M) RAM: 4.2/53(M)
System time:	09:39 10 DEC FRI (SNTP)

Network	
<b>WAN</b>	
Network mode:	DHCP
Ethernet MAC:	00:30:1b:ba:02:db
Wi-Fi MAC:	08:e9:f6:11:d3:fe
Bluetooth MAC:	N/A
<b>IPv4</b>	
Ethernet IP:	172.16.7.149
Wi-Fi IP:	Disconnected
Subnet mask:	255.255.255.0
Default gateway:	172.16.7.1

**Picture 11 - WEB phone status**

## 7.5 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 and open the web page of the phone firstly. The user can check the IP address of the phone by pressing **【Menu】** >> **【Status】**.



The image shows a login form with a red header bar. It contains three input fields: 'User:' with an empty text box, 'Password:' with an empty text box, and 'Language:' with a dropdown menu set to 'English' and a checked checkbox. Below these fields is a 'Login' button.

**Picture 12 - Landing page**

Users must correctly enter the user name and password to log in to the web page. The default user name and password are "admin". For the specific details of the operation page, please refer to page [11 Web configuration](#).

## 7.6 Network Configurations

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

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

The default password for 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 types of networks, IPv4/IPv6/IPv4&IPv6

There are three common IP configuration modes about IPv4

- Dynamic Host Configuration Protocol (DHCP) – This is the automatic configuration mode by getting network configurations from a DHCP server. Users don't need to configure any parameters manually. All configuration parameters will be getting from DHCP server and applied to the device. This is recommended for the most users.
- Static IP Configuration – This option allows user to configure each IP parameters manually, including IP Address, Subnet Mask, Default Gateway, and DNS servers. This is usually used in a technical environment of network users.
- PPPoE - This option is often used by users who connect the device to a broadband modem or router. To establish a PPPoE connection, user should configure username and password provided by the service provider.

The device is default configured in DHCP mode.

There are three common IP configuration modes about IPv6

- DHCP - This is the automatic configuration mode by getting network configurations from a DHCP server. Users need not to configure any parameters manually. All configuration parameters will be getting from DHCP server and applied to the device. This is recommended for most users.
- Static IP configuration - this option allows users to manually configure each IP parameter, including IP address, mask, gateway, and primary and secondary domains. This usually applies to some professional network user environments.

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

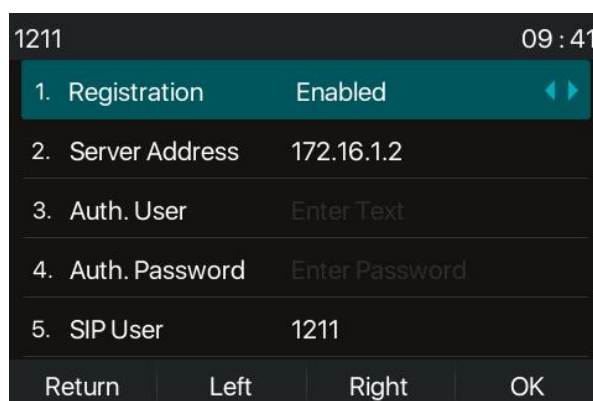
## 7.7 SIP Configurations

A line must be configured properly to be able to provide telephony service. The line configuration is like a virtualized SIM card on a mobile phone which 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 and registered port respectively, which are provided by the SIP server administrator.

- Phone interface: To manually configure a line, the user can press the line key for a long time, or press the button in the function menu **[Menu]** >> **[Advanced Settings]** >> **[Accounts]** >> **[Line n]** configuration, click ok to save the configuration.

**NOTICE! User must enter correct PIN code to be able to advanced settings to edit line configuration. (The default PIN is 123)**

The parameters and screens are listed in below pictures.



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

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

SIP
SIP Hotspot
Dial Plan
Action Plan
Basic Settings
RTCP-XR

- › System
- › Network
- › Line
- › Phone settings
- › Phonebook
- › Call logs
- › Function Key
- › Application
- › Security
- › Device Log

Line 1211@SIP1

**Register Settings >>**

Line Status:	Registered		
Username:	<input type="text" value="1211"/>	<a href="#">?</a>	Activate:
Display name:	<input type="text"/>	<a href="#">?</a>	<input checked="" type="checkbox"/> <a href="#">?</a>
Realm:	<input type="text"/>	<a href="#">?</a>	Authentication User:
			<input type="text"/>
			Authentication Password:
			<input type="text"/>
			Server Name:
			<input type="text"/>

SIP Server 1:	SIP Server 2:
Server Address: <input type="text" value="172.16.1.2"/> <a href="#">?</a>	Server Address: <input type="text"/> <a href="#">?</a>
Server Port: <input type="text" value="5060"/> <a href="#">?</a>	Server Port: <input type="text" value="5060"/> <a href="#">?</a>
Transport Protocol: <span>UDP</span> <a href="#">?</a>	Transport Protocol: <span>UDP</span> <a href="#">?</a>
Registration Expiration: <input type="text" value="3600"/> second(s) <a href="#">?</a>	Registration Expiration: <input type="text" value="3600"/> second(s) <a href="#">?</a>
Proxy Server Address: <input type="text"/> <a href="#">?</a>	Backup Proxy Server Address: <input type="text"/> <a href="#">?</a>
Proxy Server Port: <input type="text" value="5060"/> <a href="#">?</a>	Backup Proxy Server Port: <input type="text" value="5060"/> <a href="#">?</a>
Proxy User: <input type="text"/> <a href="#">?</a>	
Proxy Password: <input type="text"/> <a href="#">?</a>	

**Basic Settings >>**

**Codecs Settings >>** [?](#)

**Advanced Settings >>**

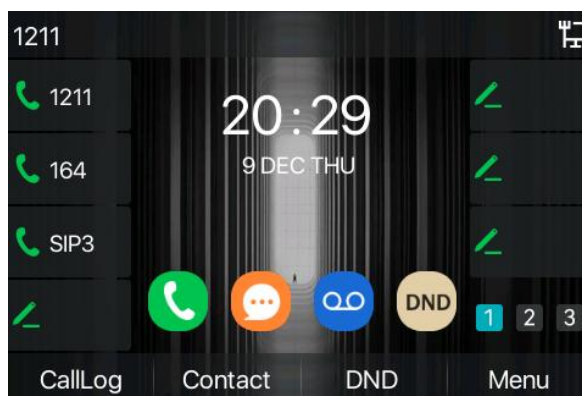
**Picture 14 - Web SIP registration**

## 8 Basic Function

### 8.1 Making Phone Calls

#### ■ Default Line

The device provides twenty line services. If both lines are configured, user can make or receive phone calls on either line. If default line is configured by user, there will be a default line to be used for making outgoing call which is indicated on the top left corner. To change the default line, user can press left/right navigator buttons to switch between two lines. Enable or disable default line, user can press **[Menu]** >> **[Features]** >> **[General]** >> **[Default Line]** or configure from Web Interface (Web / PHONE / Features / Basic Settings).



*Picture 15 - Default line*

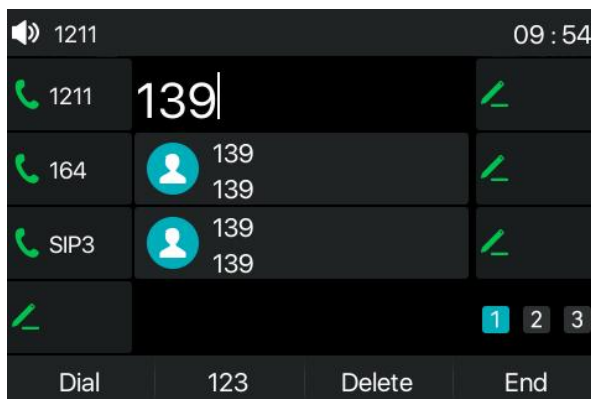
#### ■ Dialing Methods

User can dial a number by,

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

#### ■ Dialing Number then Opening Audio

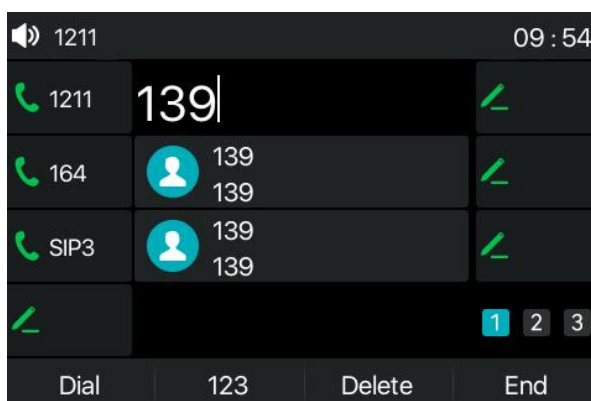
To make a phone call, user can firstly dial a number by one of the above methods. When the dialed number is completed, user can press **[Dial]** button on the soft-menu, or press hand-free button to turn on the speaker or Headset, or lift the handset to call out with the current line, or user can press line key(Configured by DSS Keys) to call out with specified line.



**Picture 16 - Enable voice channel dialing**

■ **Opening Audio then Dialing the Number**

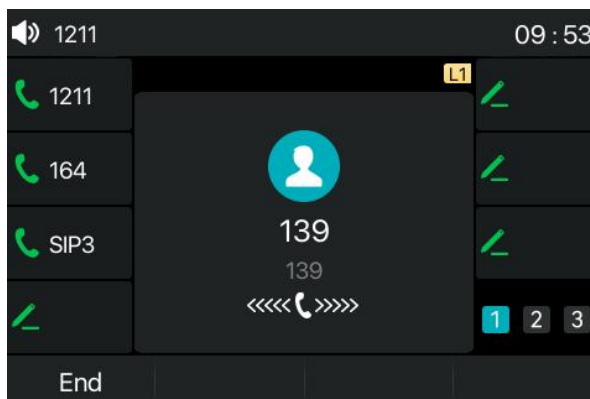
Another alternative is the traditional way to firstly open the audio channel by lifting the handset, then turn on the hands-free speaker or Headset by pressing hands-free button, or line key, and then dial the number with one of the above methods. When completing the number dial, user can press **[Dial]** button or **[OK]** button to call out, or the number can also be dialed out automatically after timeout.



**Picture 17 - Open the voice channel and dial the number**

■ **Cancel Call**

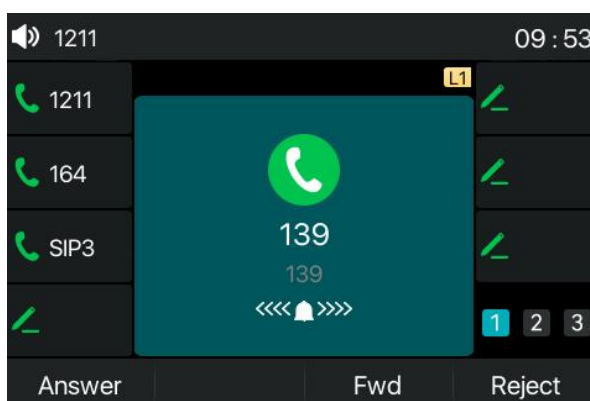
While calling the number, user can stop the audio channel by putting back the handset or pressing the hands-free button to drop the call.



Picture 18 - Call number

## 8.2 Answering Calls

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

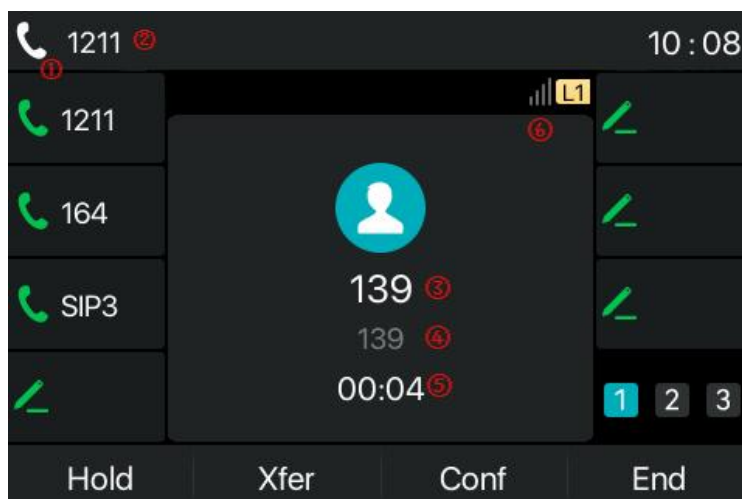


Picture 19 - Answering calls

User can answer the call by lifting the handset, open Headset or speaker phone by pressing the hands-free button, or the [Answer] button. To divert the incoming call, user should press [Divert] button. To reject the incoming call, user should press [Reject] button.

### 8.2.1 Talking

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



**Picture 20 - Talking interface**

**Table 8 - Talking mode**

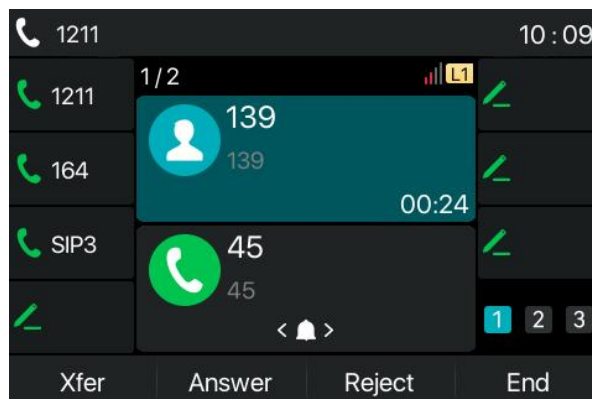
Number	Name	Description
①	Default line	The line currently used by the phone.
②	Voice channel	The icon shows the voice channel mode being used.
③	Calls to end	The name or number of the person on the other end of the call.
④	Call duration	The duration of a call after it has been established.
⑤	Numbers of line	Shows how many calls are present on the current device
⑥	Speech quality	Displays the current voice quality of the call.
⑦	HD audio	Call using G.722 voice coding calls when displayed HD voice icon.

### 8.2.2 Make / Receive Second Call

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

#### ■ Second Incoming Call

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



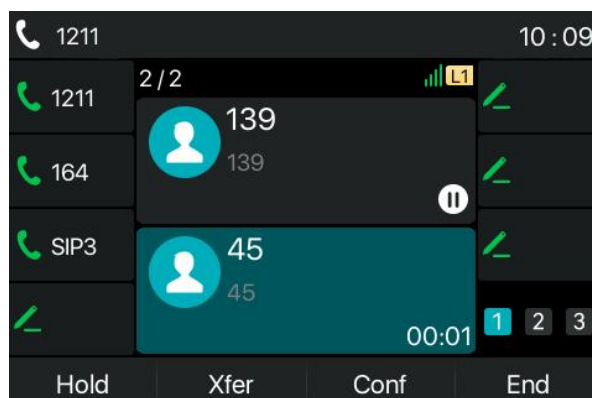
**Picture 21 - The second call interface**

### ■ Second Outgoing Call

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

### ■ Switching between Two Calls

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



**Picture 22 - Two way calling**

User can press up/down navigator buttons to switch screen page, and switch call focus by pressing [Resume] button.

### ■ Ending One Call

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

## 8.3 End of the Call

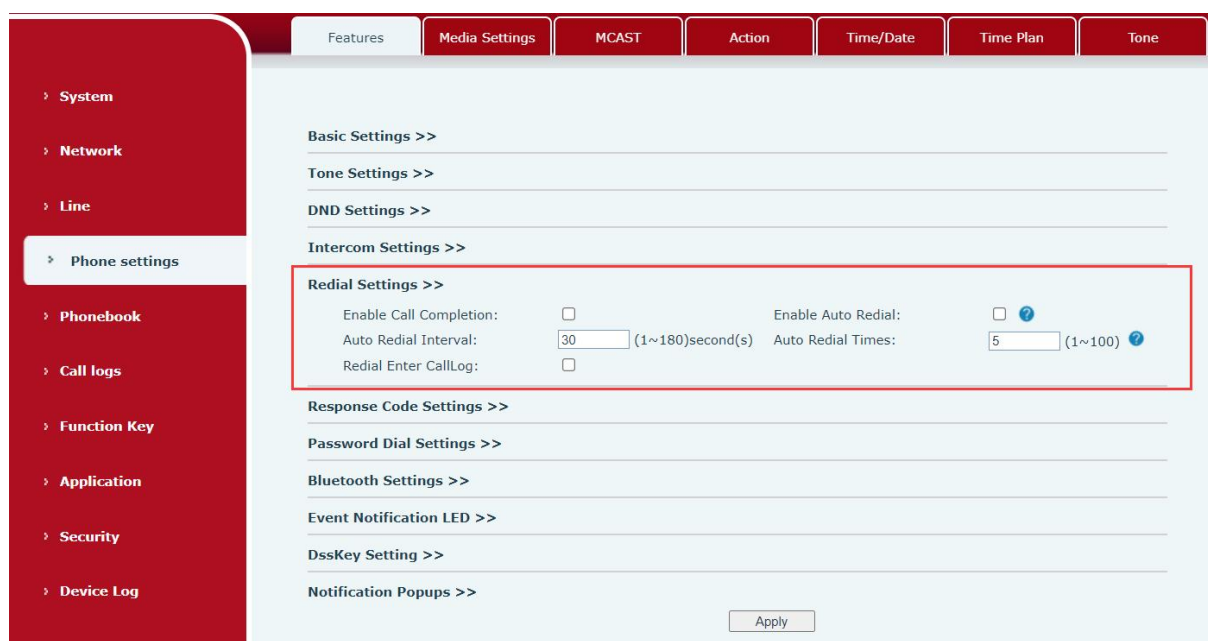
After the user finishes the call, the user can put the handle back on the phone, press the hands-free button or Softkey [End] key to close the voice channel and end the call.



**Note!** When the phone is in the reserved state, the user must press the [Resume] key to return to the call state, or put the receiver back and press the hands-free button to end the call.

## 8.4 Redial

- Redial the last outgoing number:  
When the phone is in standby mode, press the redial button and the phone will call out the last outgoing number.
- Call out any number with the redial key:  
Enter the number, press the redial key, and the phone will call out the number on the dial.
- Press the redial key to enter the call record:  
Log in the phone page, enter [Phone Settings] >> [Features] >> [Redial Settings], check **Redial** to enter the call record page, press the redial button when standby to enter the call record page, and press again to call out the current located number.



**Picture 23 - Redial set**

## 8.5 Dial-up Query

The phone is defaulted to turn on the dial-up inquiry function, dial-out, enter two or more numbers. The dial interface will automatically match the call records, contacts in the number list. Use the navigation key and up and down keys to select the number, press the call out key or wait for time out.

## 8.6 Auto-Answering

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

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

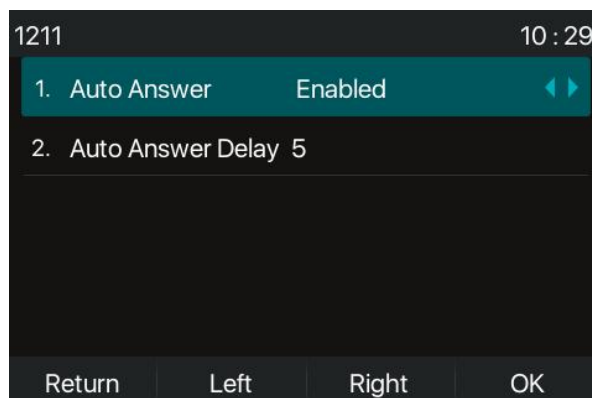
- **Phone interface:**

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

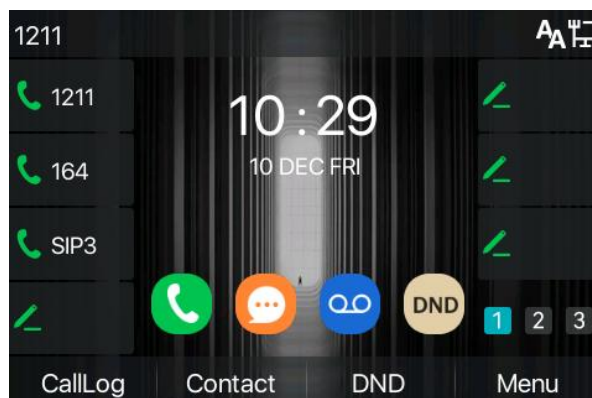
Press the button to select the line, use the left/right navigation key to turn on/off the auto answer option, and set the auto answer time to 5 seconds by default.

After completion, press **[OK]** key to save;

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



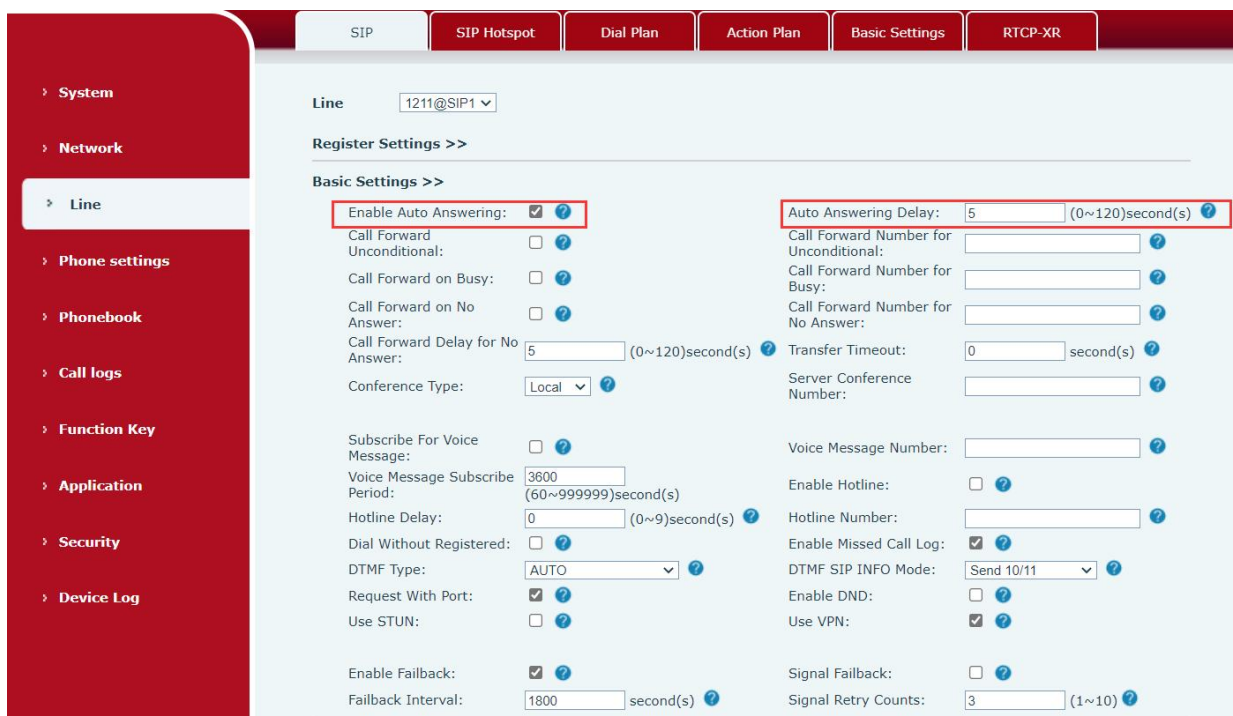
**Picture 24 - Line 1 enables auto-answering**



**Picture 25 - The line has enabled auto-answering**

- **WEB interface:**

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

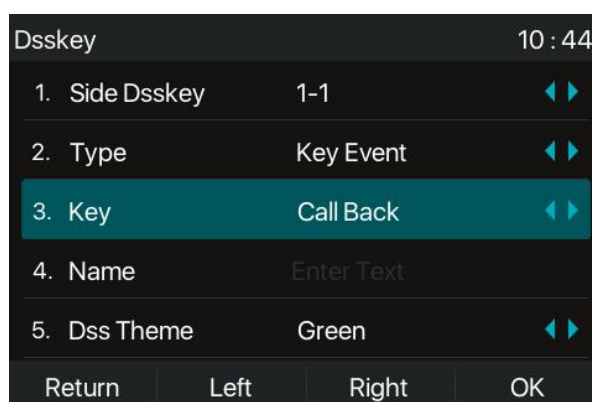


**Picture 26 - Web page to start auto-answering**

## 8.7 Callback

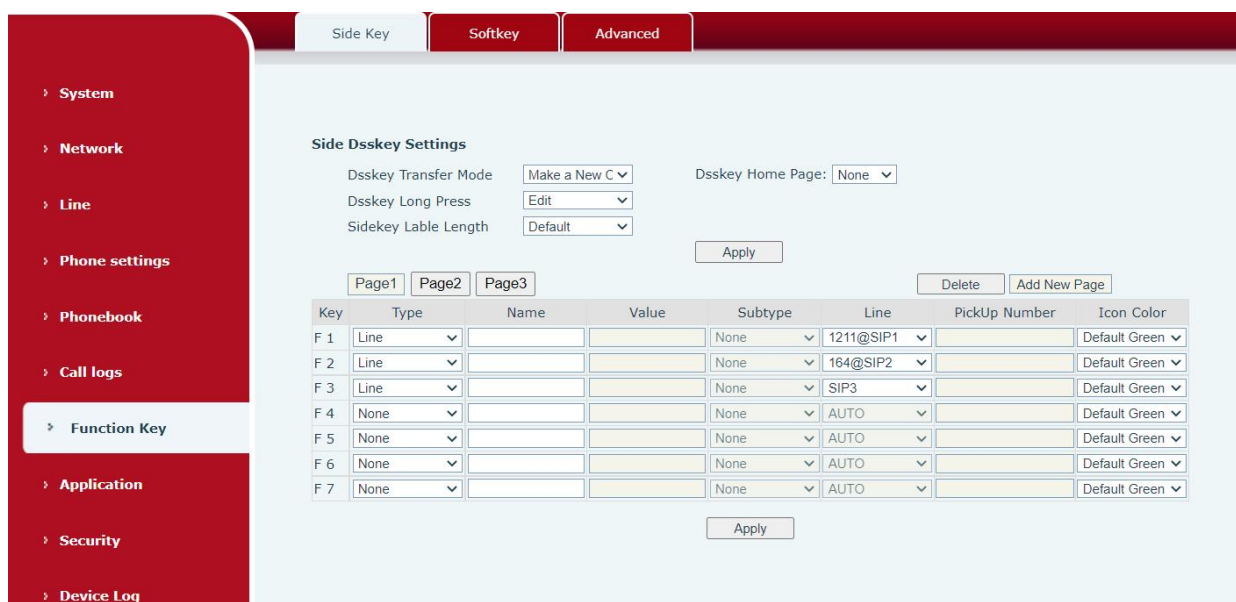
The user can dial back the number of the last call. If there is no call history, press the **[Callback]** button and the phone will say "can't process".

- Set the callback key through the phone interface:  
Under standby, press **[Menu]** >> **[Basic]** >> **[Keyboard]** >> **[DSS key Settings]** or **[Keyboard]** >> **[Soft DSS key Settings]** choose to set up the function keys, key type, type selection function name select callback function, input the callback key name, press **[OK]** key to save.



**Picture 27 - Set the callback key on the phone**

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




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

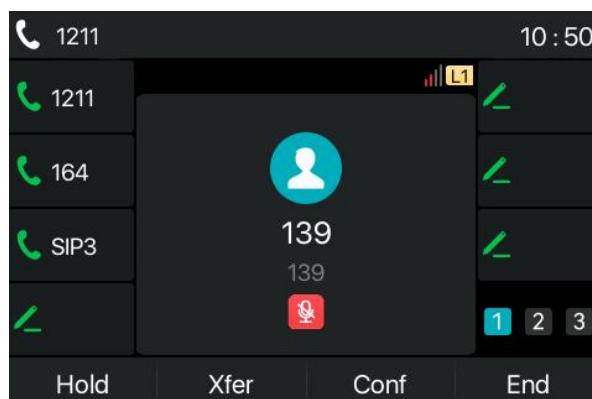
## 8.8 Mute

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

### 8.8.1 Mute the Call

- During the conversation, press the mute button on the phone:  the mute button on the phone will turn on the red light.

Red mute icon is displayed in the call interface, as shown in the figure:




**Picture 29 - Mute the call**


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

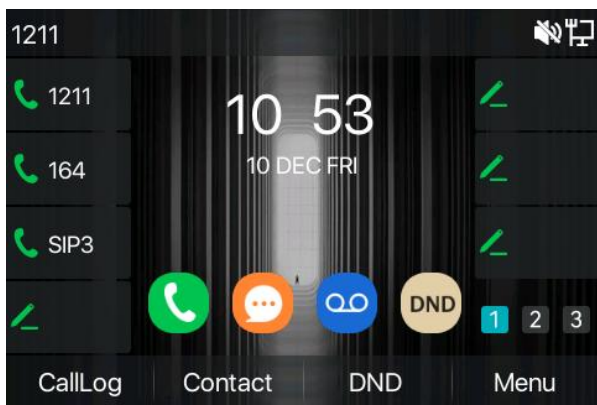
call screen. The red light is off by mute button.

*Note: If the physical mute button of the device has an LED light, when the mute is turned on, the LED light will be solid red, and it will turn off when it is turned off.*




### 8.8.2 Ringing Mute

- Mute: press the mute button when the phone is in standby mode: 

The top right corner of the phone shows the bell mute icon , Mute button red light is always on, when there is an incoming call, the phone will display the incoming call interface but will not ring.

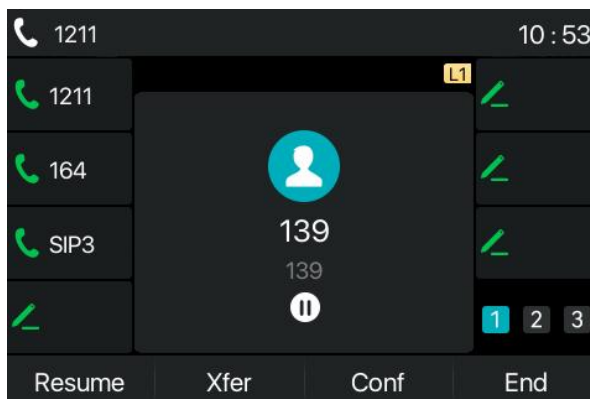


Picture 30 - Ringing mute

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

### 8.9 Call Hold/Resume

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



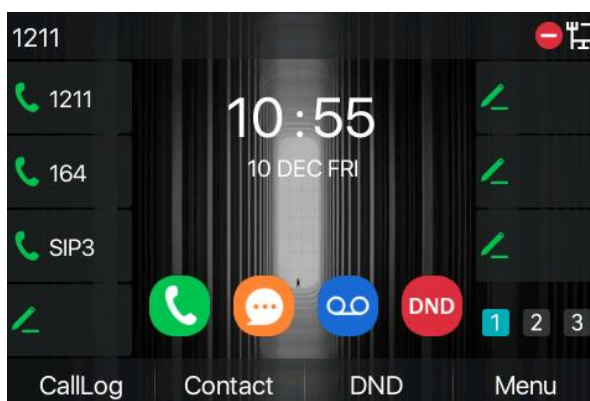
**Picture 31 - Call hold interface**

## 8.10 DND

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

Enable/Disable phone all lines DND, the methods as the following:

- Phone interface: Default standby mode,
  - 1) Press [**DND**] button to enter the DND setting interface, select line or phone to enable DND.
  - 2) Press [**DND**] button to enter the DND setting interface and disable DND.

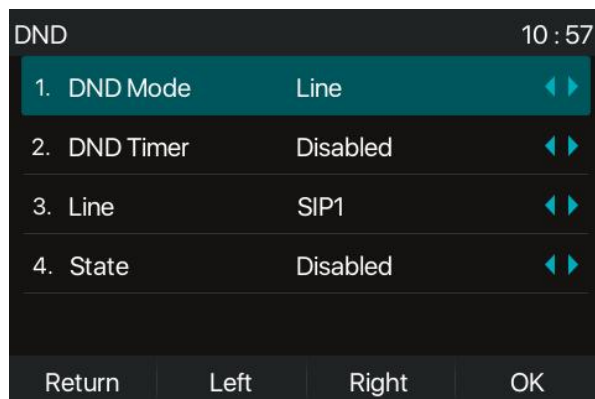


**Picture 32 - Enable DND**

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

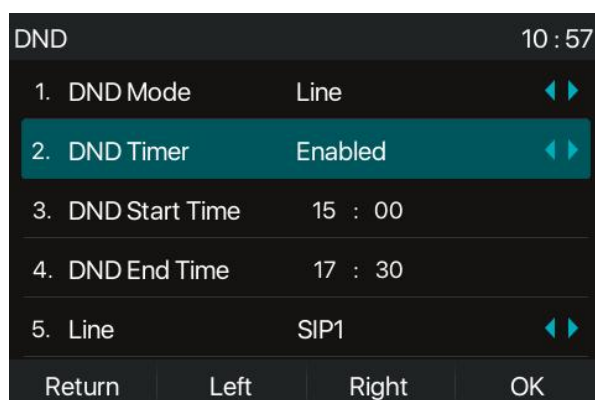
- 1) Press [**Menu**] >> [**Features**] >> [**DND**] button, Enter the [**DND**] to edit the interface.
- 2) Click the left/right navigation button to select the line to adjust the mode and state of "do not disturb", and then press the [**OK**] button to save.

The user will see the DND icon turn red, and the sip-line has enabled the mode of "DND".



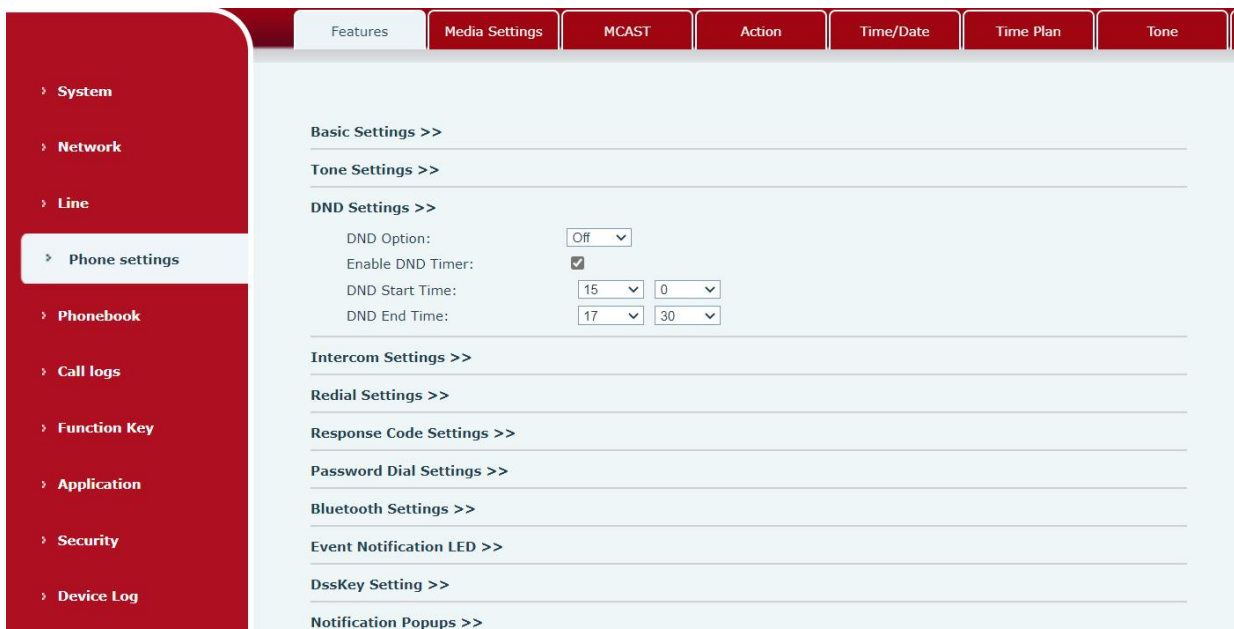
**Picture 33 - DND setting interface**

The user can also use the DND timer. After the setting, the DND function will automatically turn on and the DND icon will turn red when ringing.



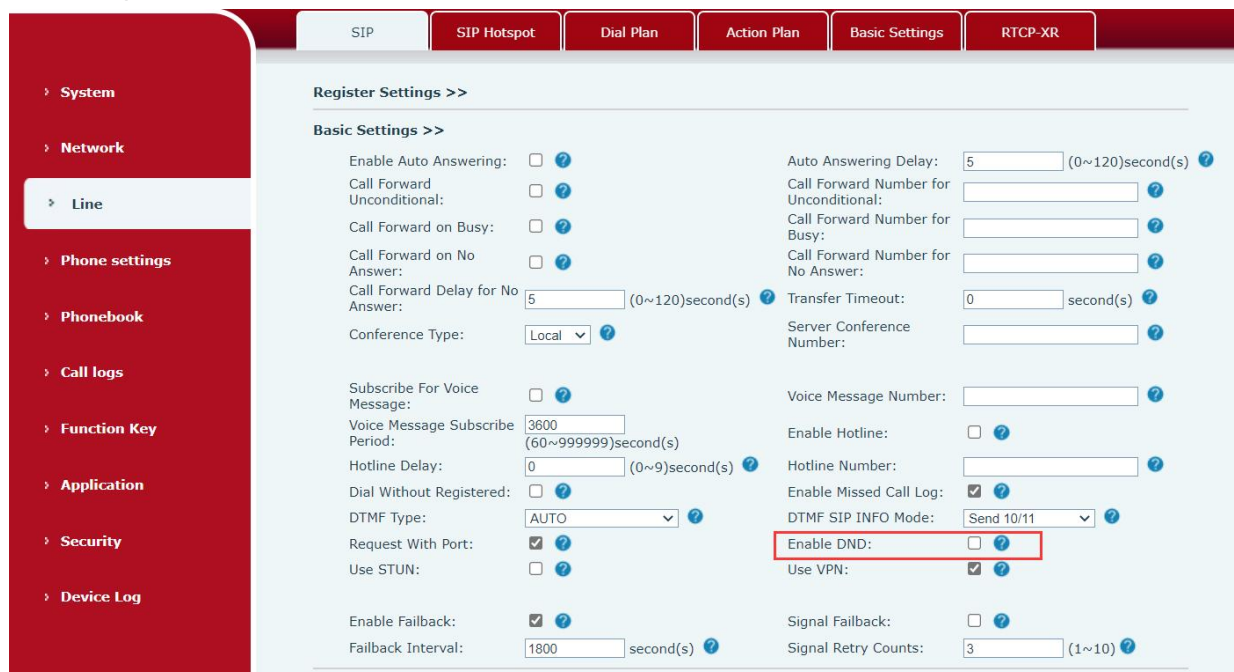
**Picture 34 - DND timer**

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



**Picture 35 - DND Settings**

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



**Picture 36 - Line DND**

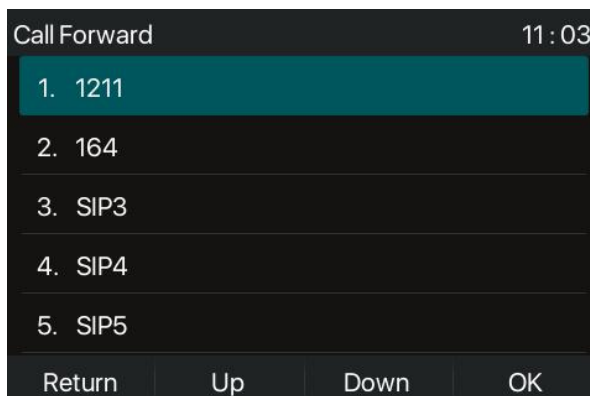
## 8.11 Call Forward

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

There are three types,

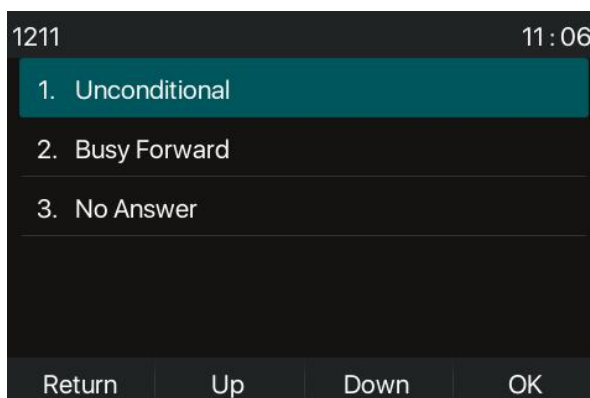


- **Unconditional Call Forward** – Forward any incoming call to the configured number.
- **Call Forward on Busy** – When user is busy, the incoming call will be forwarded to the configured number.
- **Call Forward on No Answer** – When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.
- Phone interface: Default standby mode
  - 1) Press **[Menu]** >> **[Features]** >> **[Call Forward]** button, select the line by up/down navigation key, press **[OK]** button to set call forward.



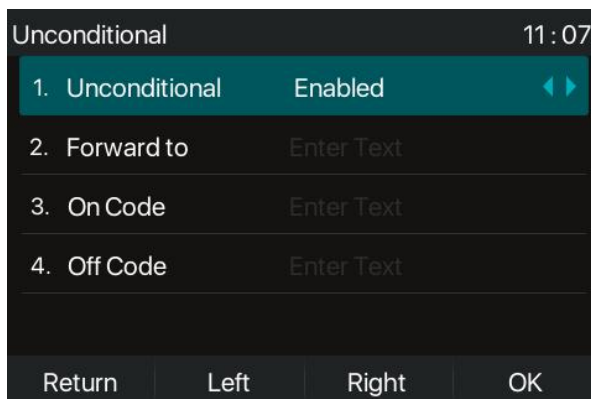
**Picture 37 - Select the line to set up call forwarding**

- 2) Select the call forward type by pressing the up/down navigation button. Click **[OK]** to configure call forwarding and delay time.



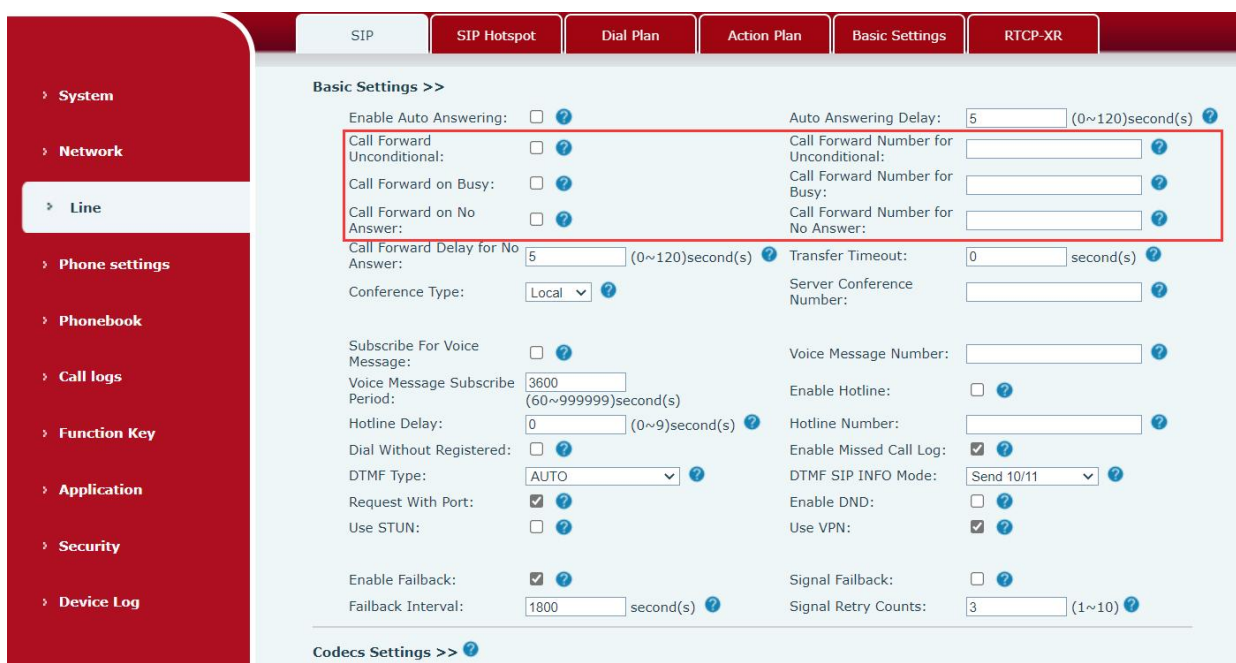
**Picture 38 - Select call forward type**

- 3) Select enable/disable by pressing the left/right navigation button.



**Picture 39 - Enable call forwarding and configure the call forwarding number**

- 4) Browse the parameters set by the up/down navigation key and enter the required information. When finished, press the [OK] button to save the changes.
- WEB interface: Enter [Line] >> [SIP], Select a [Line] >> [Basic settings], and set the type, number and time of forward forwarding.



**Picture 40 - Set call forward**

## 8.12 Call Transfer

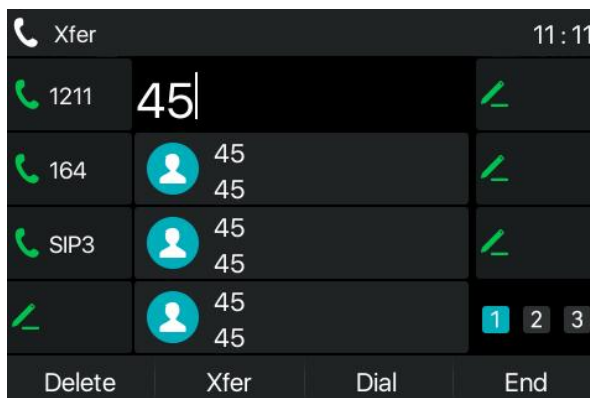
When the user is talking with a remote party and wish to transfer the call to another remote party, there are three way to transfer the call, blind transfer, attended transfer and Semi-Attended transfer.

- Blind transfer: No need to negotiate with the other side, directly transfer the call to the other side.
- Semi-Attended transfer: When you hear the ring back, transfer the call to the other party.
- Attended transfer: When the caller answers the call, transfer the call to the other party.

Note! For more transfer Settings, please refer to [12.6 Line >> Dial Plan](#)

### 8.12.1 Blind transfer

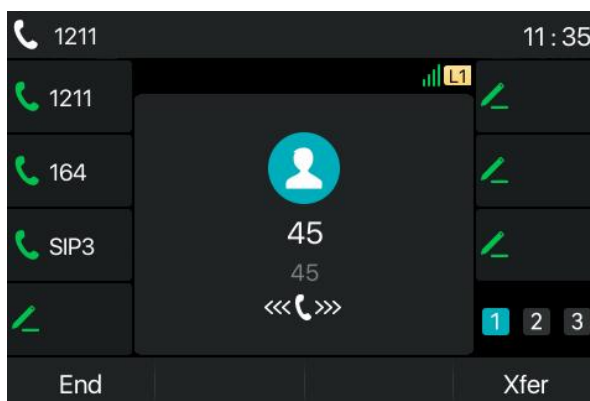
During the call, the user presses the function menu button [Xfer] , Enter the number to transfer or press the contact button or the history button to select the number, press the transfer key again to a third party. After the third party rings, the phone will show that the transfer is successful and hang up.



Picture 41 - Transfer interface

### 8.12.2 Semi-Attended transfer

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

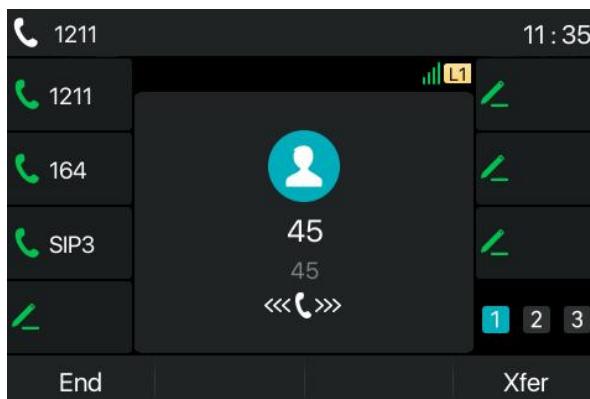


Picture 42 - Semi-Attended transfer

### 8.12.3 Attended transfer

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

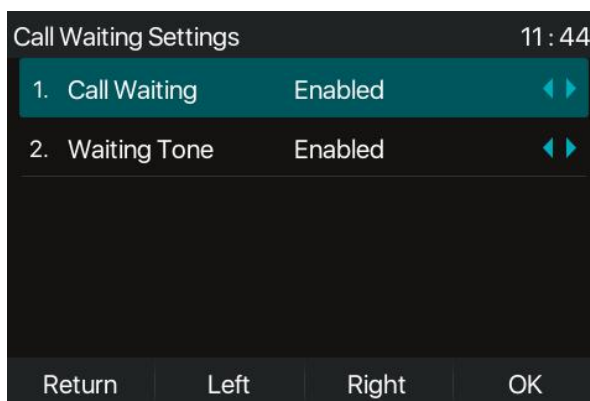
The same procedure to calling. In dual call mode, press the "transfer" button to transfer the first call to the second call.



**Picture 43 - Attended transfer**

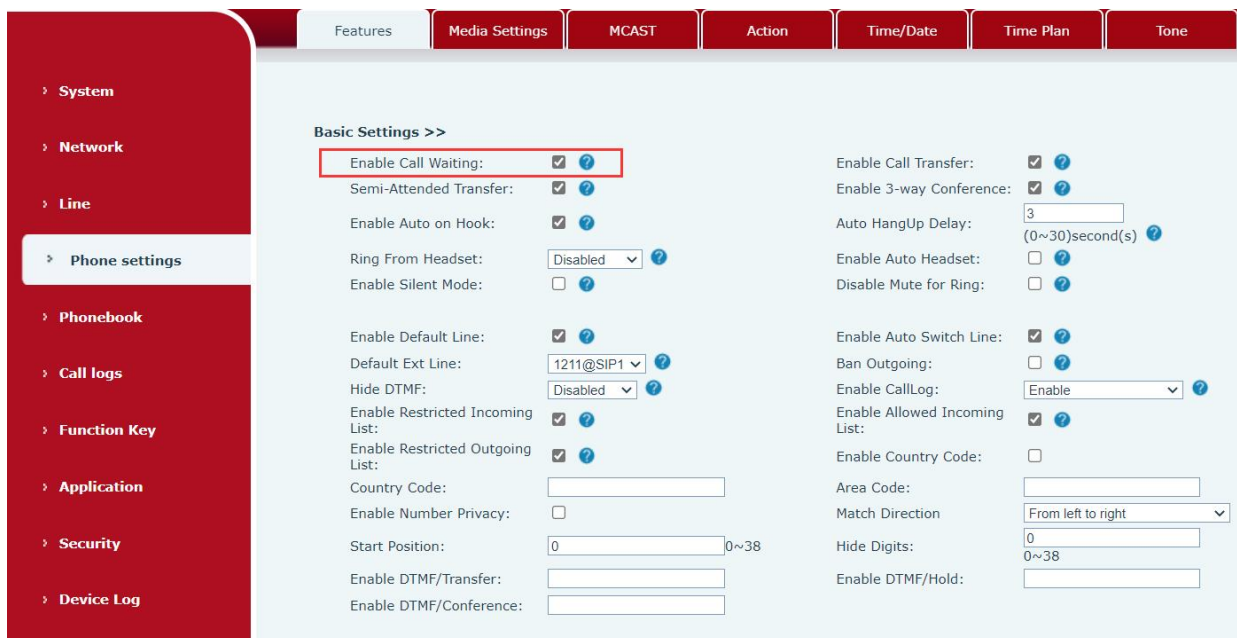
## 8.13 Call Waiting

- Enable call waiting: new calls can be accepted during a call.
- Disable call waiting: new calls will be automatically rejected and a busy tone will be prompted.
- Enable call waiting tone: when you receive a new call on the line, the tone will beep.
- The user can enable/disable the call waiting function in the phone interface and the web interface.
- Phone interface: Press **[Menu]** >> **[Features]** >> **[Call waiting]**, the navigation key and left/right button enable/disable call waiting and call waiting tone. Press **[Menu]** >> **[Features]** >> **[Call waiting]**, the navigation key and left/right button enable/disable call waiting and call waiting tone.



**Picture 44 - Call waiting setting**

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



Picture 45 - Web call waiting setting

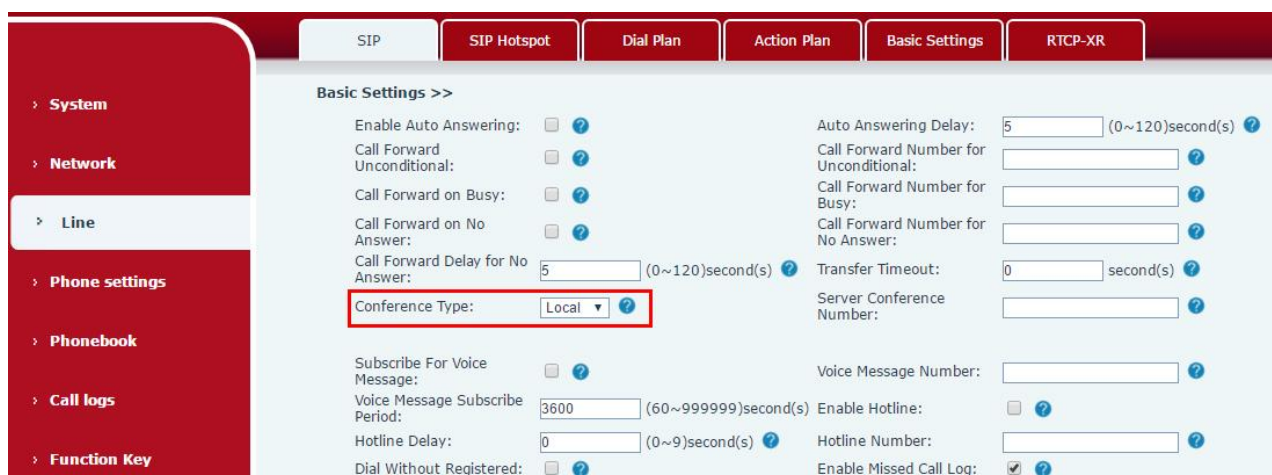


Picture 46 - Web call waiting tone setting

## 8.14 Conference

### 8.14.1 Local Conference

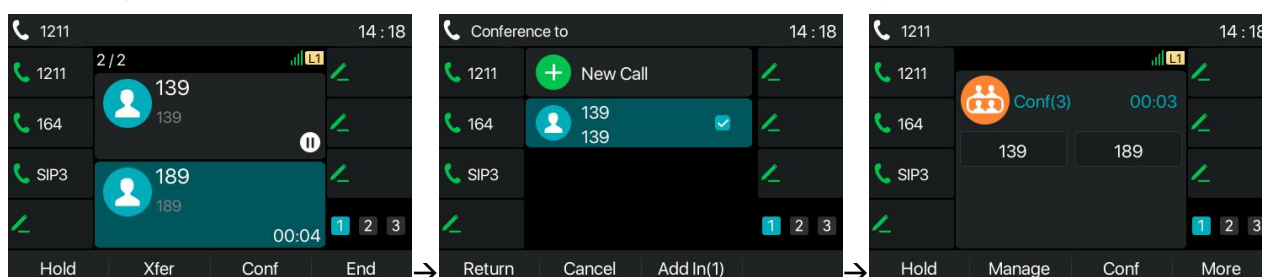
To conduct local conference, the user needs to log in the webpage and enter [Line] >> [SIP] >> [Basic settings]. The meeting mode is set as local (the default is local mode), as shown in the figure:



**Picture 47 - Local conference setting**

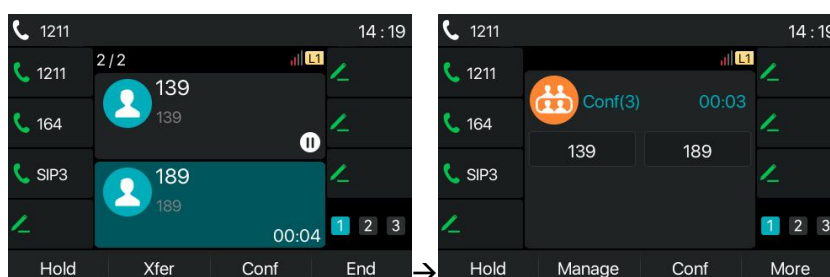
Two ways to create a local conference:

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



**Picture 48 - Local conference (1)**

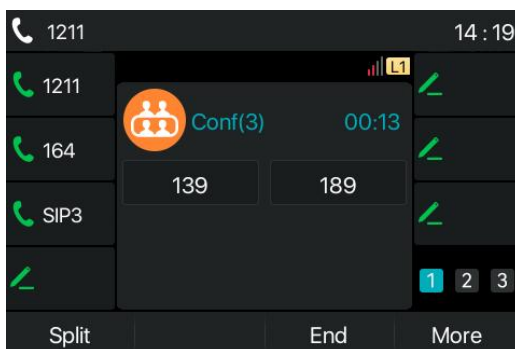
- 2) If the device has a call all the way, press the conference key in the call interface, enter the number to join the meeting and press the call; After the opposite end is answered, press the conference button again to set up the local tripartite conference:



**Picture 49 - Local conference (2)**

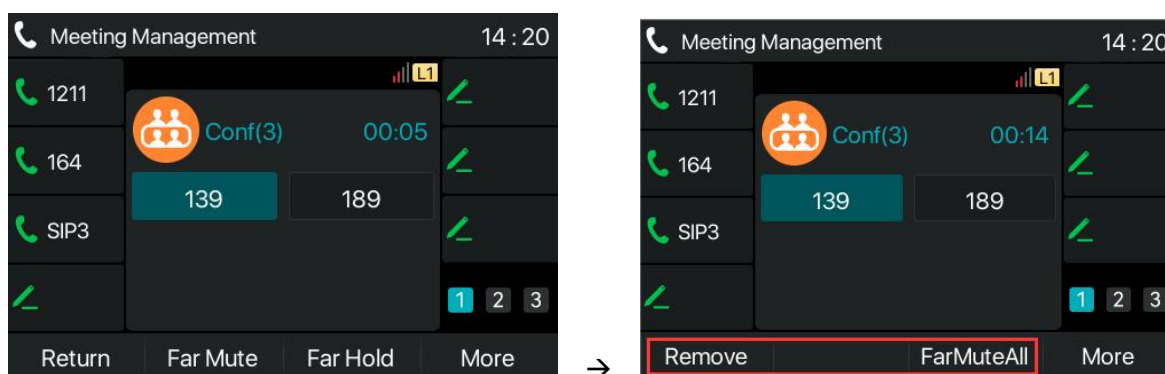
*Note: During the conference, press the split button to split the conference and press the end button to end the call.*

On the conference page, press the "More" button to see the end button, the effect is as follows:



Picture 50 - Local conference (3)

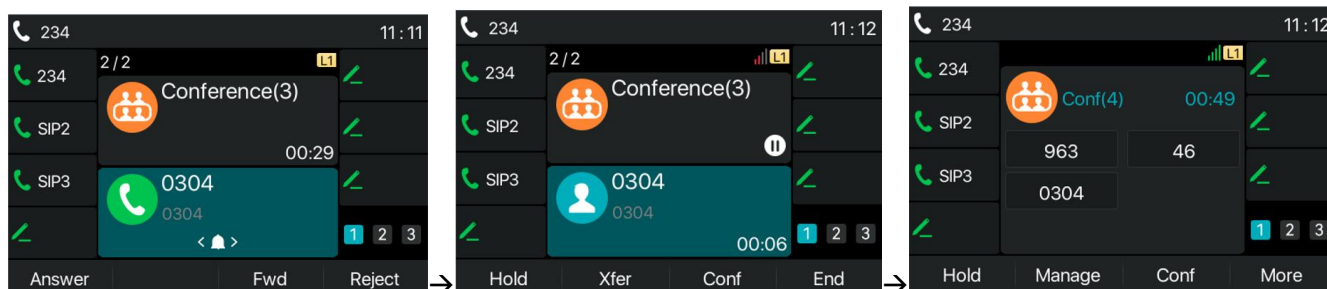
Press the "Management" button to see the "Far Mute, Far Hold" button,  
 Press More on the current page to see the effect of "Far Mute All" as follows:



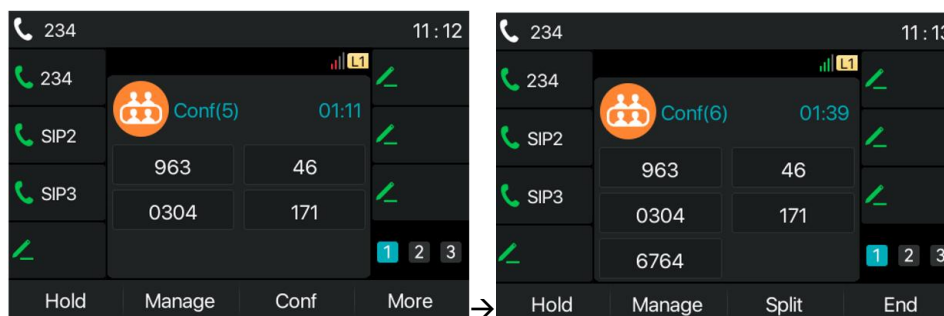
Picture 51 - Local conference (4)

3) When the device is in a three-way conference, make another call, answer the conference, and then join the four-way conference. In the same way, you can join the 5-way conference and the 6-way conference

4) When the device reaches a 6-way conference, the page displays the "Split" button, the device supports a maximum of 6-way conferences and has reached the maximum, and the conference button will not be displayed at this time.





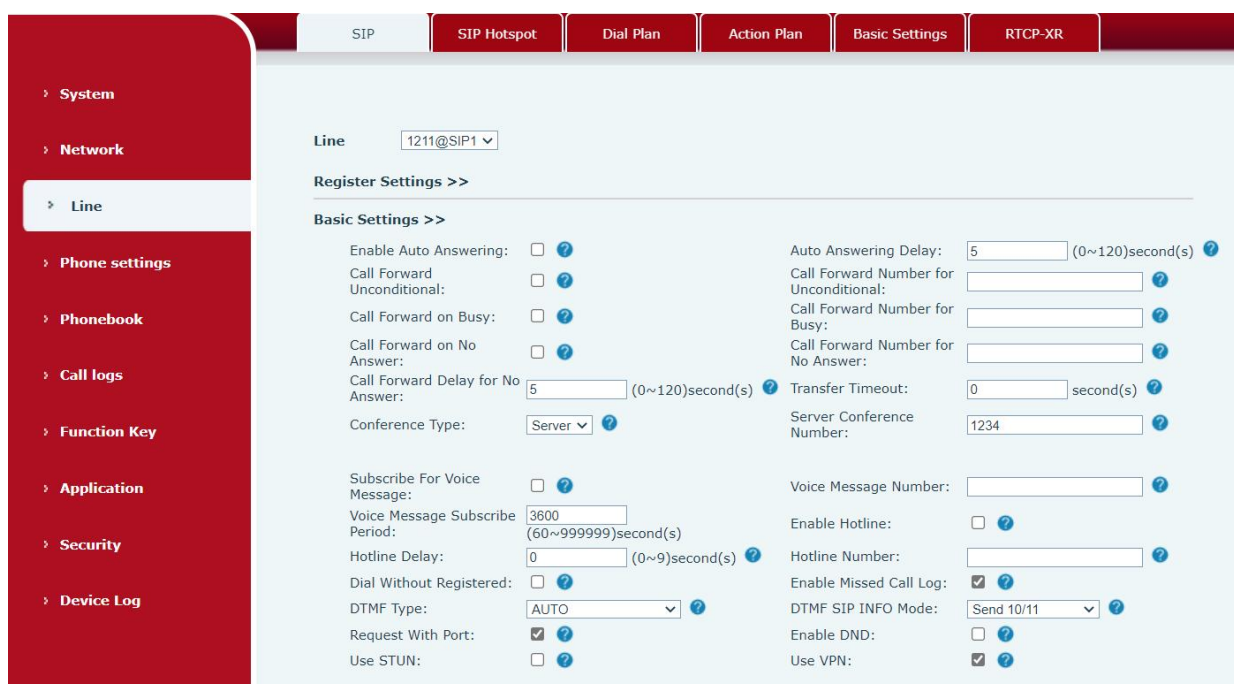


Picture 52 - Local conference (5)

## 8.14.2 Network Conference

Users need server support for network conference.

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



Picture 53 - Network conference

Method to join a network conference:

- Multi-way call number of network conference room and enter the password then all enter the conference room.
- The two phones have established common calls. Press the conference button to invite new members to the conference. Follow the voice prompt to operate.

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



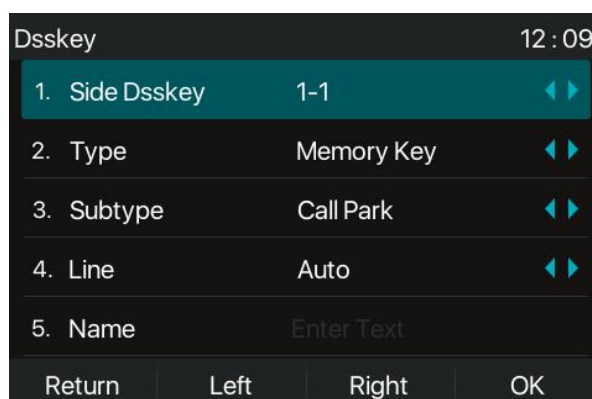
## 8.15 Call Park

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

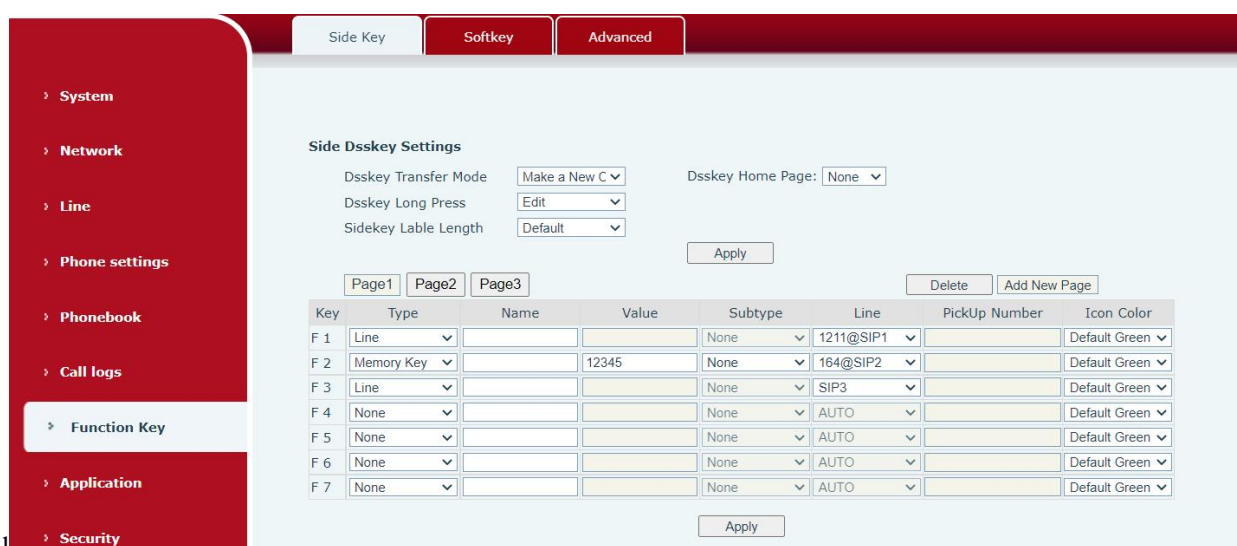
When you are on the call, if it is not convenient to answer the phone at this time, you can press the configured park button to hold the call; After a successful park, you can resume the call by pressing the configured park button on other devices.

Set the call park button:

- Phone interface: long press a function key to enter the function key Settings interface, or through the **[Menu] >> [Basic Settings] >> [Keyboard Settings]** enter the settings interface of function keys, and set the key function type as memory and subtypes as call park, reside values for the server calls park number, set up corresponding SIP lines.
- WEB interface: log in the phone page, enter the **[Function Key] >> [Function Key]** page, select a DSSkey, set the function key type as memory key, the subtype as call park, and the value as the call park number of the server, and set the corresponding SIP line.



**Picture 54 - Phone set call park**



**Picture 55 - WEB set call park**

## 8.16 Pick Up

Pick up requires server support. Consult your system administrator for support.

You can use the Pick Up function to answer incoming calls from other users. The phone can pick up incoming calls by configuring DSSkey for BLF and setting the Pick Up code.

Phone interface: press **[Menu]** >> **[Basic Settings]** >> **[Keyboard Settings]** >> **[DSS Key Settings]**, select the function key to set.

- Set the line, function key type as memory key, subtype as BLF/NEW CALL, set subscription number, and pick up code.
- Other phones call the subscription number, and the opposite end is in the incoming ring.
- Press the DSS key to pick up the phone.
- The caller picks up the call and speaks to it.

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

**Picture 56 - Phone pick up setting**

Side Dsskey Settings

Dsskey Transfer Mode:  Dsskey Home Page:

Dsskey Long Press:

Sidekey Lable Length:

Key	Type	Name	Value	Subtype	Line	PickUp Number	Icon Color
F 1	Memory Key		1234	BLF/NEW CAI	1211@SIP1		Default Green
F 2	Line			None	164@SIP2		Default Green
F 3	Line			None	SIP3		Default Green
F 4	None			None	AUTO		Default Green
F 5	None			None	AUTO		Default Green
F 6	None			None	AUTO		Default Green
F 7	None			None	AUTO		Default Green

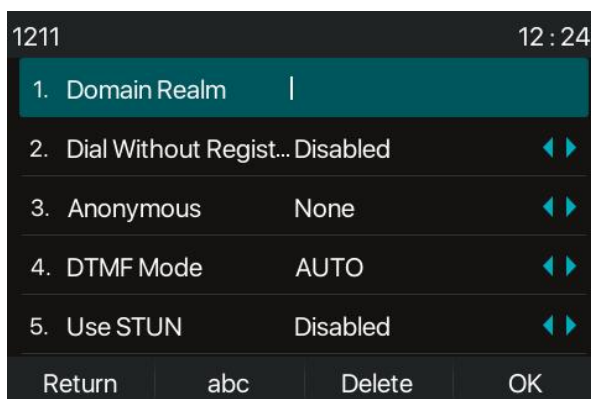
Picture 57 - WEB pick up setting

## 8.17 Anonymous Call

### 8.17.1 Anonymous Call

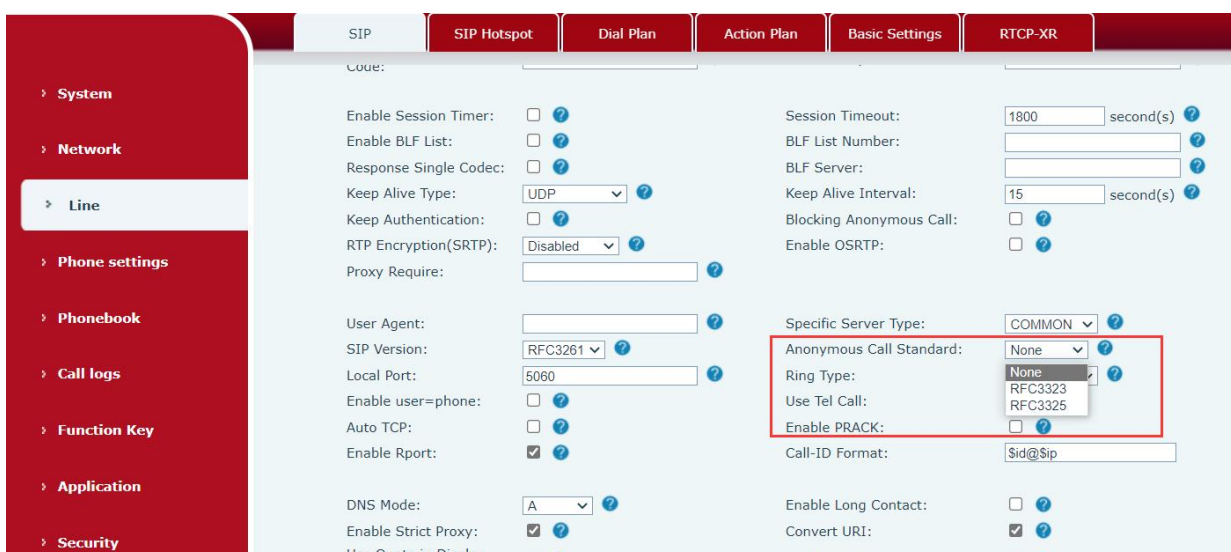
The phone can set up anonymous calls to hide the calling number and the calling name.

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



Picture 58 - Enable anonymous call

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



Picture 59 - Enable Anonymous web page call

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

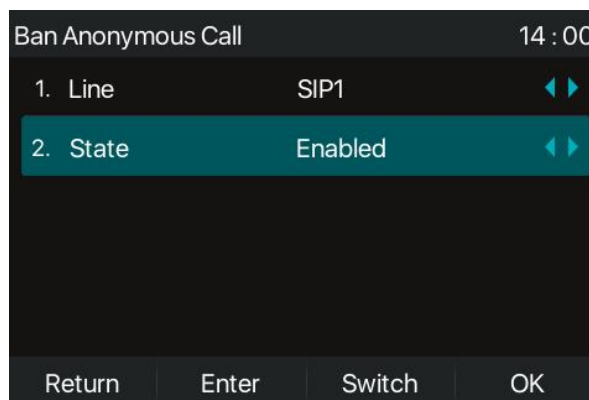


**Picture 60 - Anonymous call log**

### 8.17.2 Ban Anonymous Call

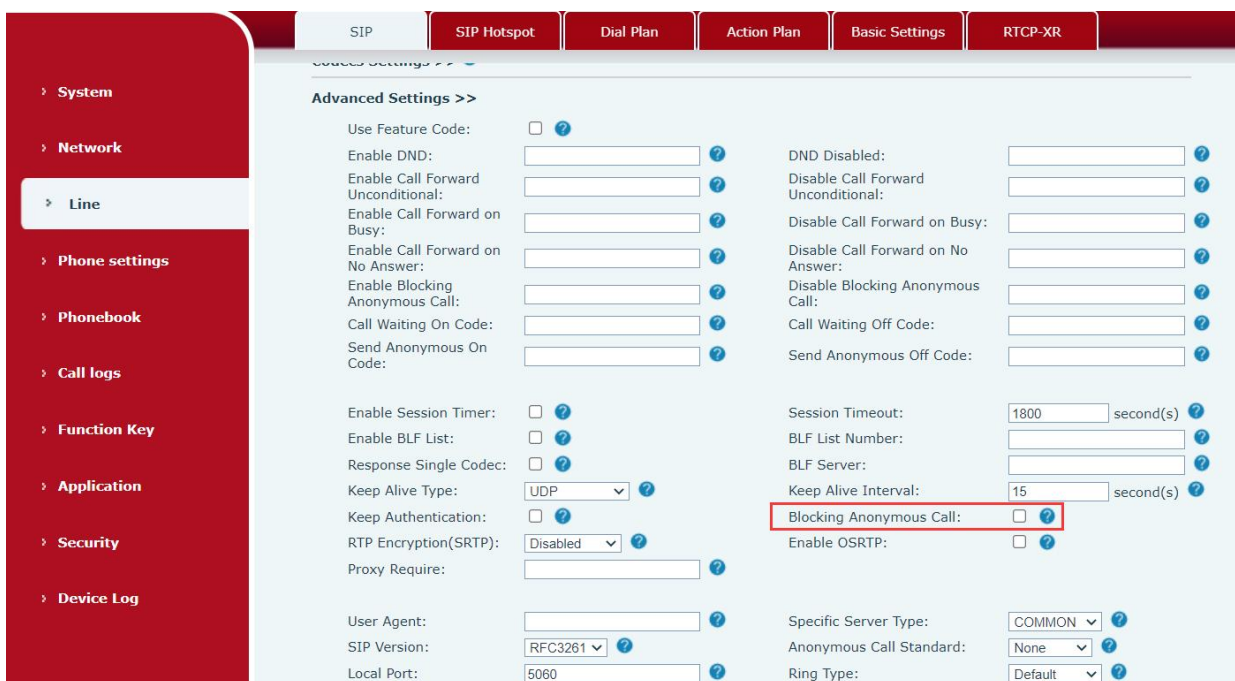
The device can be set to prohibit anonymous calls, that is anonymous calls to the number will be directly rejected.

- In the phone **[Menu]** >> **[Features]** >> **[Ban anonymous call]**, click to enter and all SIP lines will be displayed.
- Click Softkey **[Switch]** or **[<] [>]** to switch the SIP line and enable anonymous call.



**Picture 61 - Anonymous calls are not allowed on the phone**

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

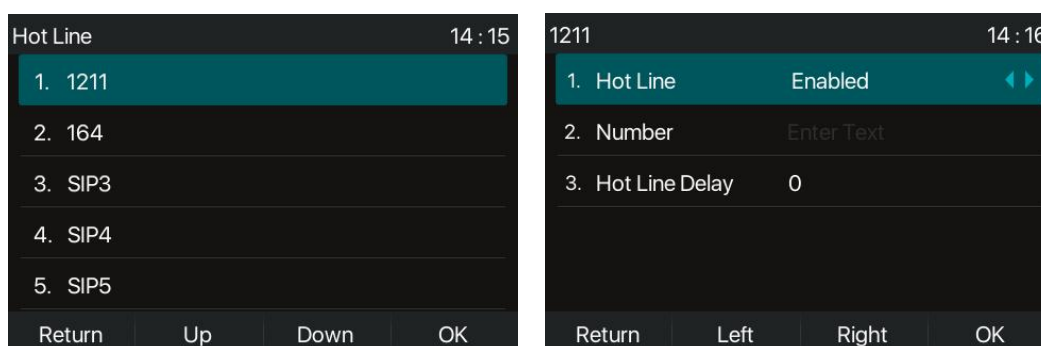


**Picture 62 - Page Settings blocking anonymous call**

## 8.18 Hotline

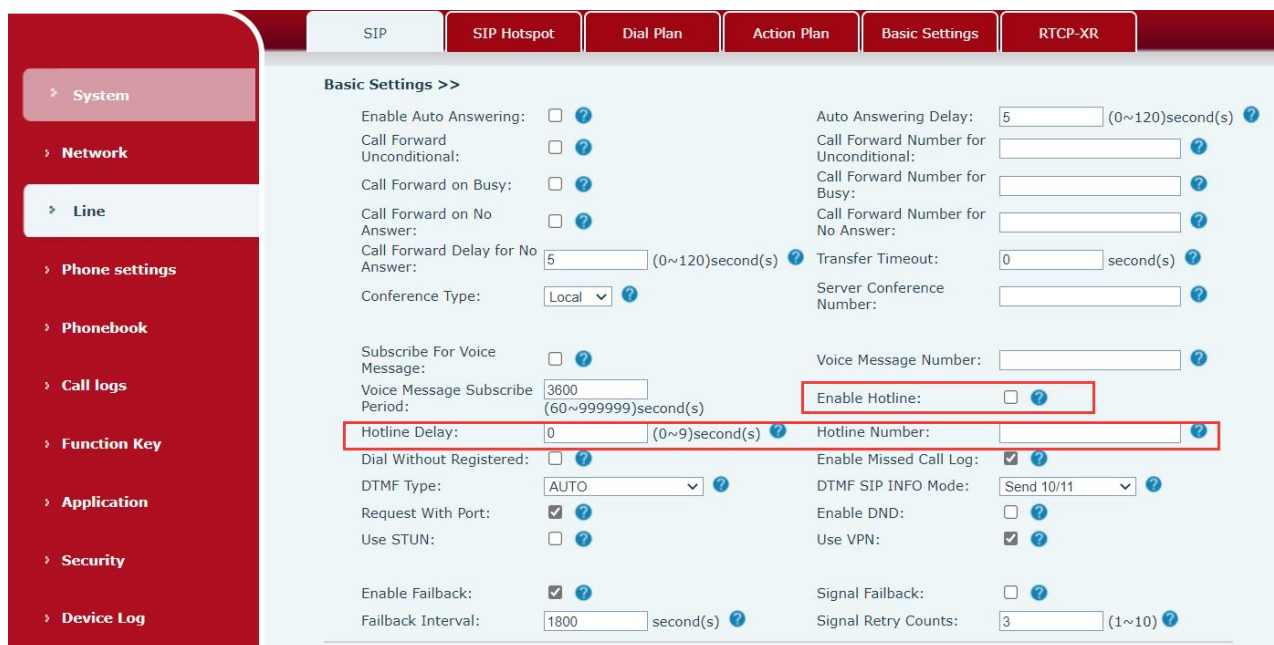
The device supports hotline dialing. After setting up the hotline dialing, directly pick up the handset, hands-free, Headset, etc., and the phone will automatically call according to the hotline delay time.

- In the phone **[Menu] >> [Features] >> [Advanced] >> [Hotline]**, click to enter and all SIP lines will be displayed.
- Then set the hotline for each SIP line, which is off by default.
- Open the hotline, set the hotline number, set the delay time of the hotline.



**Picture 63 - Phone hotline setting interface**

- On the website **[Line] >> [SIP] >> [Basic Settings]**, can also set up a hotline.
- The setup hotline also corresponds to the SIP line. That is, the hotline set in the SIP1 webpage can only be activated in the SIP1 line.

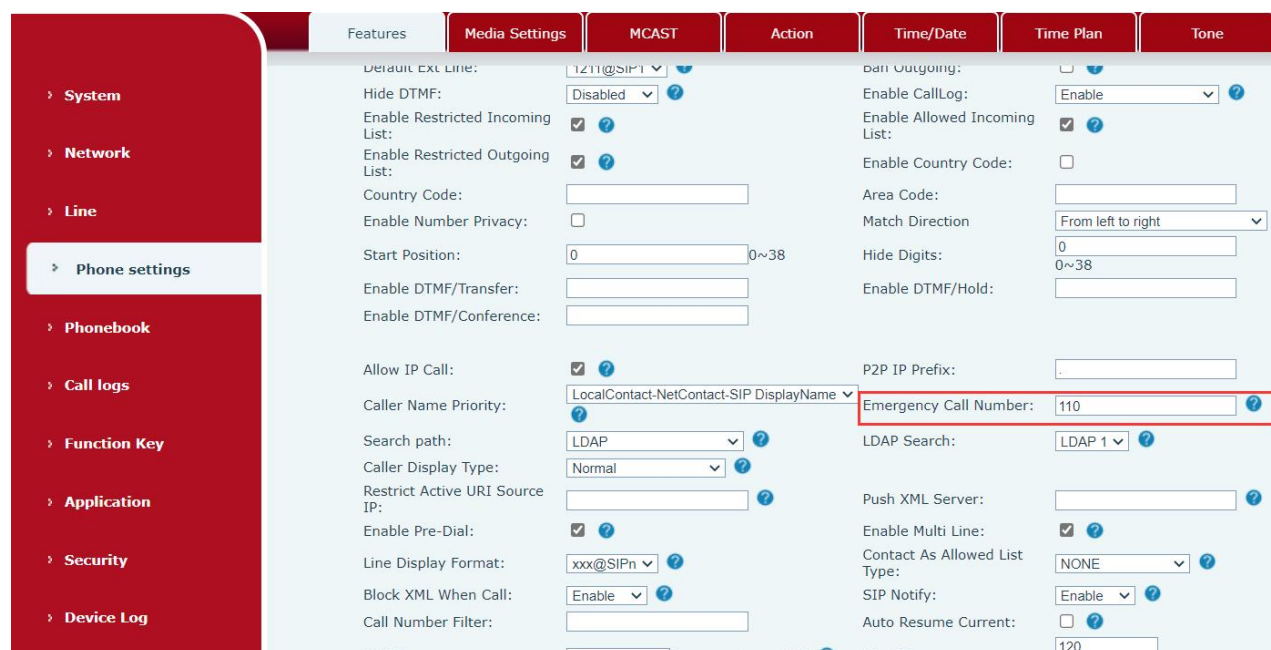


**Picture 64 - Hotline set up on webpage**

## 8.19 Emergency Call

The emergency call function is used to set the corresponding emergency call number on the phone after enabling the keypad lock. You can also call emergency services when your phone is locked.

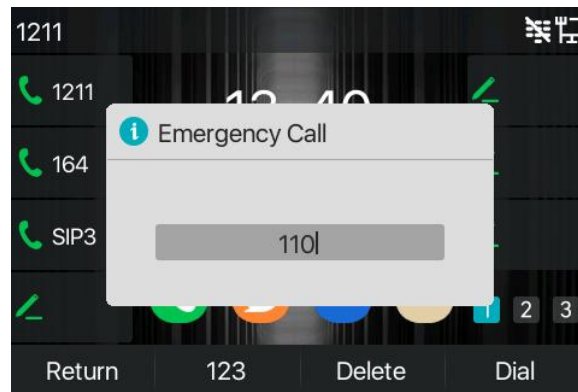
- 1) Configure the emergency call number: log in the phone page, enter the **[Phone Settings]** >> **[Function Settings]**>> **[Basic Settings]**page, set up the emergency call code, if you need to set up more than one emergency call code, please use ", "to separate.



**Picture 65 - Set up an emergency call number**



- 2) When the phone set the keyboard lock, you can call the emergency call number without unlocking, as shown in the figure:



***Picture 66 - Dial the emergency number***

## 9 Advance Function

### 9.1 BLF (Busy Lamp Field)

#### 9.1.1 Configure the BLF Functionality

- Page interface: log in the phone page, enter the [Function key] >> [Side key] page, select a DSS key, set the function key type as memory key, choose subtype among BLF/NEW CALL, BLF/BXFER, BLF/AXFER, BLF/CONF, set BLF/DTMF value as the number to be subscribed, set the corresponding SIP line. The pickup number is provided by the server. The specific usage refers to [8.16 Pick up](#).

The screenshot shows the 'Advanced' tab of the 'Side Key' configuration page. Under 'Side Dsskey Settings', there are dropdown menus for 'Dsskey Transfer Mode' (Make a New C), 'Dsskey Long Press' (Edit), and 'Sidekey Lable Length' (Default). Below this is a table with 7 rows for function keys (F1-F7). The first row (F1) is configured as a 'Memory Key' with value '1234', subtype 'BLF/NEW CAI', and line '1211@SIP1'. The other rows are either 'Line' or 'None' types. There are 'Page1', 'Page2', 'Page3' tabs and 'Delete', 'Add New Page' buttons. An 'Apply' button is at the bottom.

Key	Type	Name	Value	Subtype	Line	PickUp Number	Icon Color
F 1	Memory Key		1234	BLF/NEW CAI	1211@SIP1	*8	Default Green
F 2	Line			None	164@SIP2		Default Green
F 3	Line			None	SIP3		Default Green
F 4	None			None	AUTO		Default Green
F 5	None			None	AUTO		Default Green
F 6	None			None	AUTO		Default Green
F 7	None			None	AUTO		Default Green

**Picture 67 - Web page configuration BLF function key**

- Phone interface: long press a function key to enter the function key Settings interface, or go to the [Menu] >> [Basic Settings] >> [Keyboard Settings] to enter [Soft function key] to set the settings interface, set the key function types as memory keys and a subtype of BLF/NEW CALL, BLF/BXFER, BLF/AXFER, BLF/CONF, BLF/DTMF. The values is the subscription number, and set up corresponding SIP lines.

The screenshot shows the 'Soft DSS Key Settings' menu on a phone. The settings are as follows:

- 1. Softkey: 1-1
- 2. Type: Memory Key
- 3. Subtype: BLF/New Call
- 4. Line: SIP1
- 5. Name: Enter Text

Navigation options at the bottom: Return, Left, Right, OK.



**Picture 68 - Phone configuration BLF function key**

**Table 9 - BLF Function key subtype parameter list**

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

### 9.1.2 Use the BLF Function

The BLF, also known as a "busy light field," notifies the user of the status of the subscribed object and is used by the server to pick up the call. BLF helps you monitor the other person's status (idle, ringing, talking, off).

BLF function:

- Monitor the status of subscribed phones.
- Call the subscribed number.
- Transfer calls/calls to the subscribed number.
- Pickup incoming calls from subscribed number.

1) Monitors the status of subscribed phones.

Configuration BLF function keys, when the subscription of the number of the state (idle, ringing, talking) is changed, the LED lights of function key will have corresponding change, see [appendix III 6.3 LED](#) to get to know each other under different status leds.

2) Call the subscribed number.

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

3) Transfer calls to the subscribed number.

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

4) Pickup incoming calls from subscribed phones.

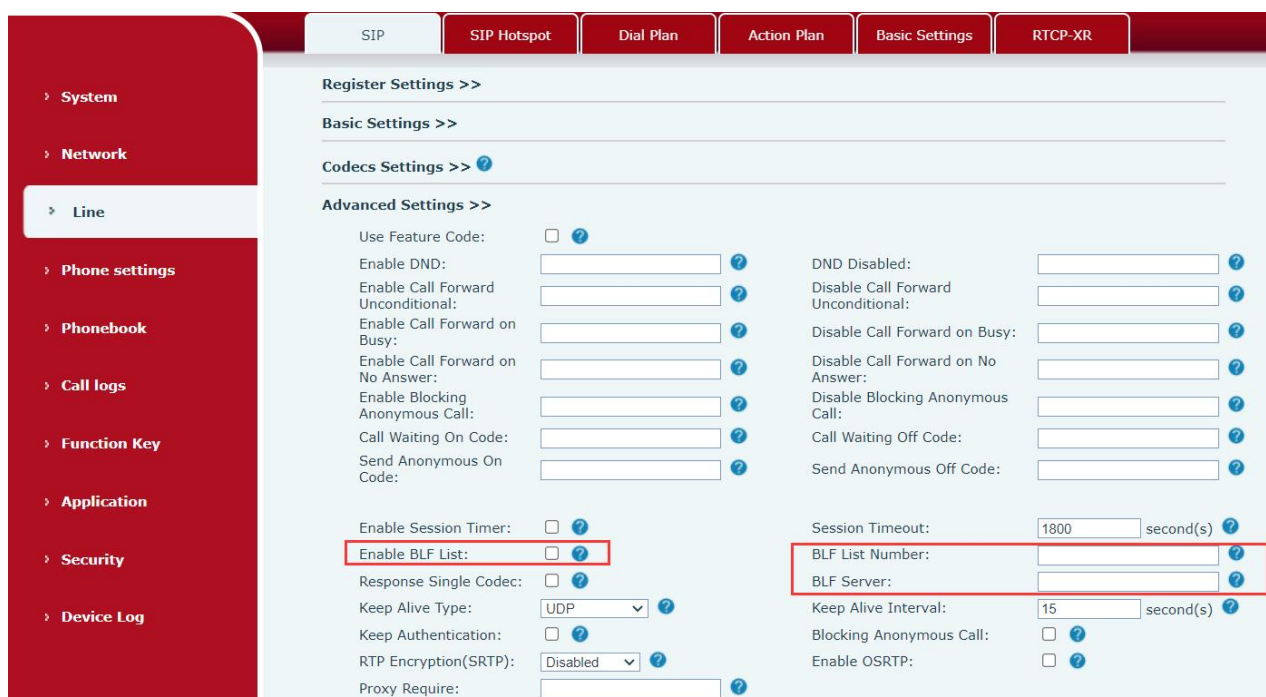
When configuring BLF function key, configure the pickup number.

When the subscription number telephone rings, refer to [appendix III 6.3, BLF LED](#) will turn red at this time. At this point, press the BLF button to answer the incoming call from the subscribed number.

## 9.2 BLF List

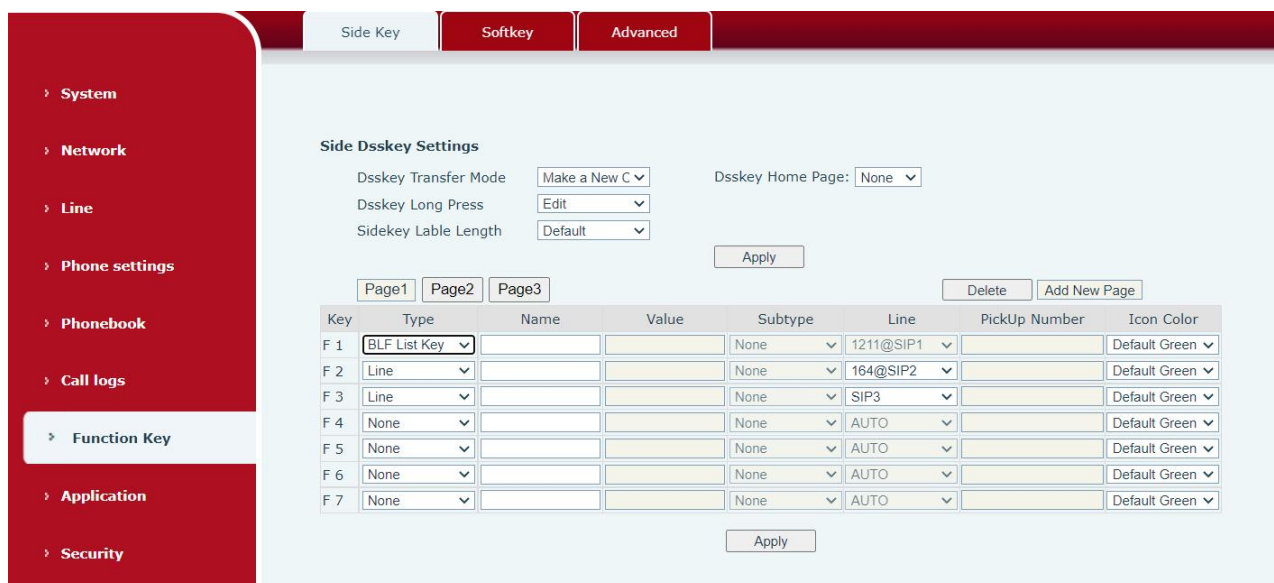
BLF List Key is to put the number to be subscribed into a group on the server side, and the phone uses the URL of this group to make unified subscription. The specific information, number, name and status of each number can be resolved based on notify sent from the server. The unoccupied Memory Key is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

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



**Picture 69 - Configure the BLF List functionality**

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



**Picture 70 - BLF List number display**

## 9.3 Record

The device supports recording during a call.

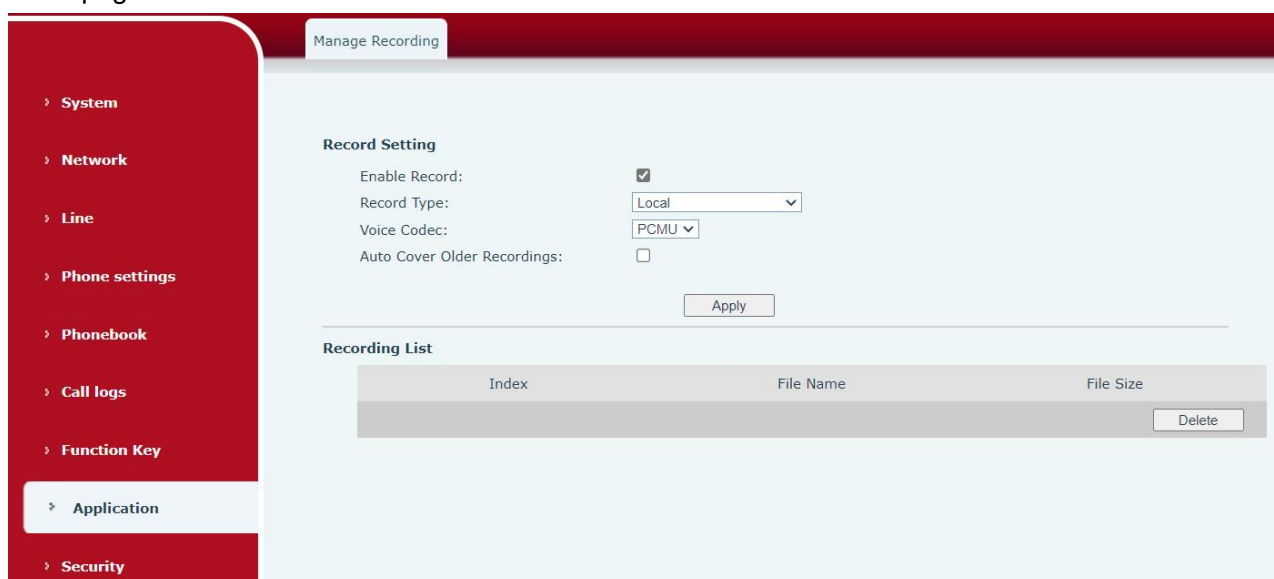
### 9.3.1 Local Record (USB flash disk)

The local recording must be mounted on a usb flash drive to support recording, so the device needs to support a usb flash drive.

When using local recording, it is necessary to start recording on the phone page

[Application] >> [Manage recording], select the local type and set the voice coding.

The webpage is as follows:



**Picture 71 - Local Record**

Local recording steps:

- Plug the U disk into the USB port of the phone, open the recording on the web page, and set the recording type as local recording.
- Set DSSkey type as key event and type as record in the phone/web interface.
- Set up one line call and press the recording key (set DSSkey).
- End the recording. End the call.

View local recording:

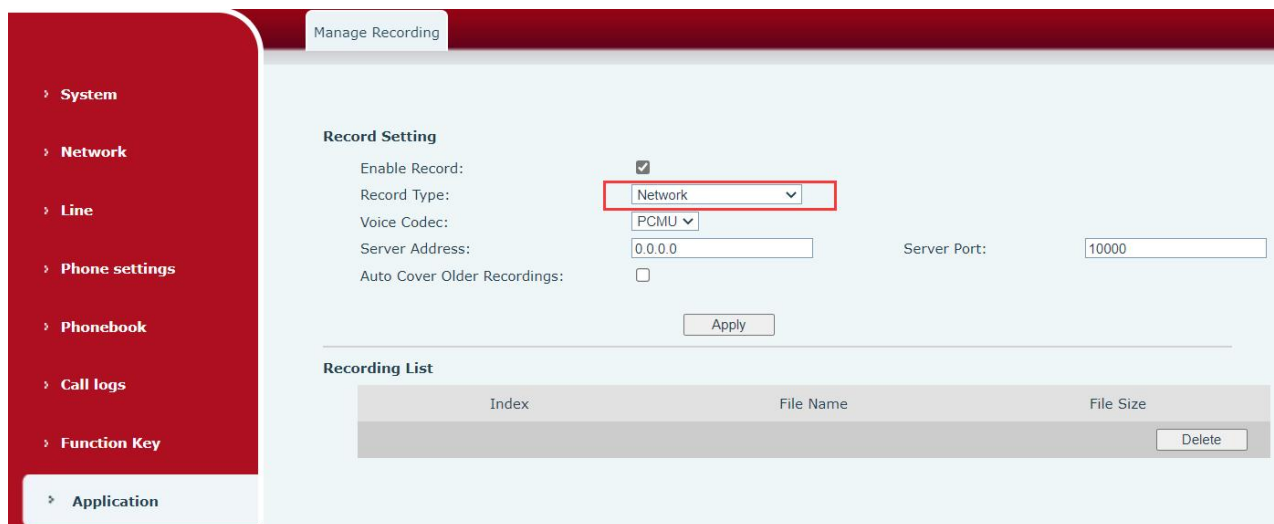
- Enter **[Menu]** >> **[Application]** >> **[USB]**.
- Enter **[USB]** to view the recording file.
- Or enter the webpage **[Application]** under the **[Manage recording]** to view the recording file.

Listen to the record:

- Enter **[Menu]** >> **[Application]** >> **[USB]**.
- Enter **[USB]** to view the recording file.
- Select the recording file that you want to listen to, and click the "play" button of Soft key to listen to the recording.

### 9.3.2 Server Record

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

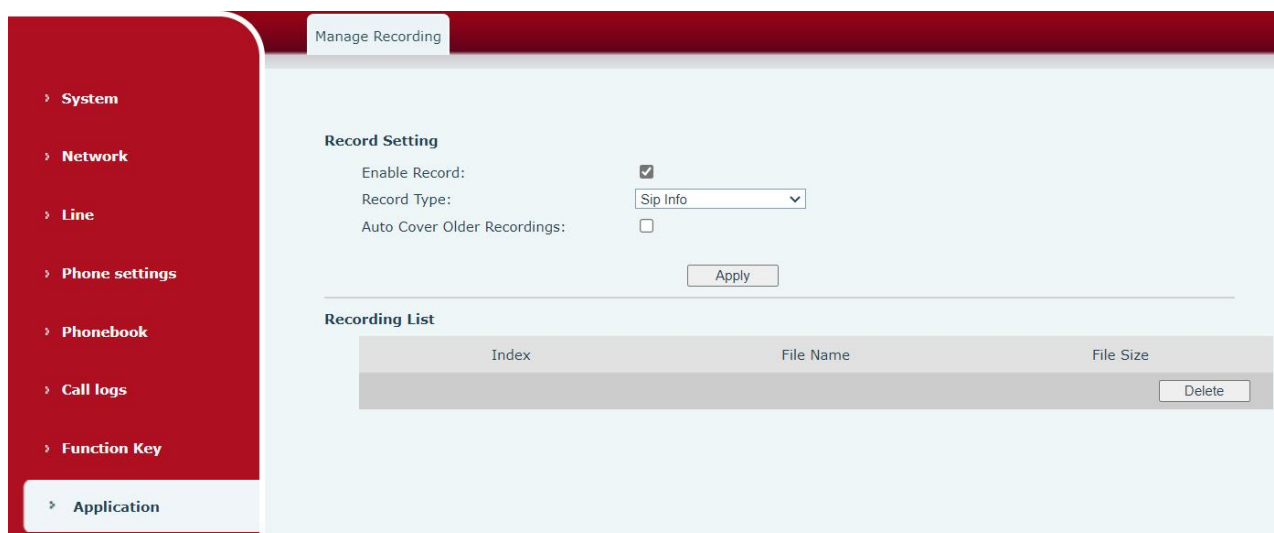


**Picture 72 - Web server recording**

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

### 9.3.3 SIP INFO Record

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



**Picture 73 - Web SIP info recording**

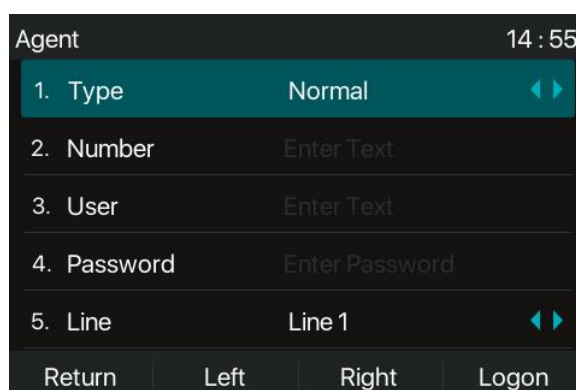
## 9.4 Agent

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

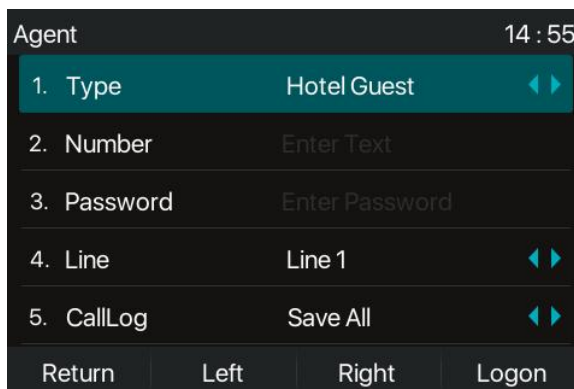
Normal Mode:

Configure agent function: set a DSSkey as agent, press the function key or enter the **[Menu]** >>

**[Features]** >> **[Agent]** to enter the agent page. The SIP server needs to be configured before the account can be configured.



**Picture 74 - Configure the agent account in normal mode**



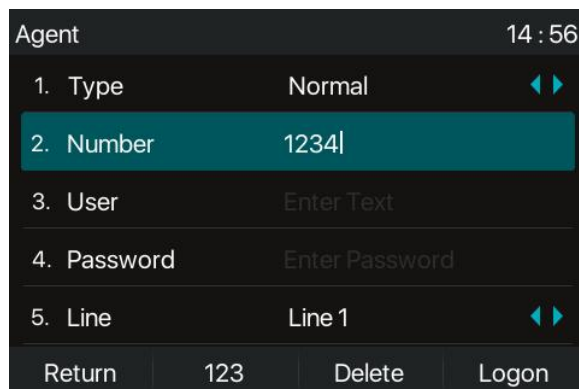
**Picture 75 - Configure the proxy account-hotel Guest mode**

**Table 10 - Agency mode**

Parameter	Description
<b>Normal mode</b>	
Number	Set the proxy account number.
User	Set the proxy account number to verify the user name.
Password	Set the proxy account number to verify the password.
Line	Select the SIP line.
CallLog	Users can choose to save all types, or delete.
<b>Hotel Guest mode</b>	
Number	Set the proxy account number.
Password	Set the proxy account number to verify the password.
Line	Select the SIP line.
CallLog	Users can choose to save all types, or delete.

Using agent functions:

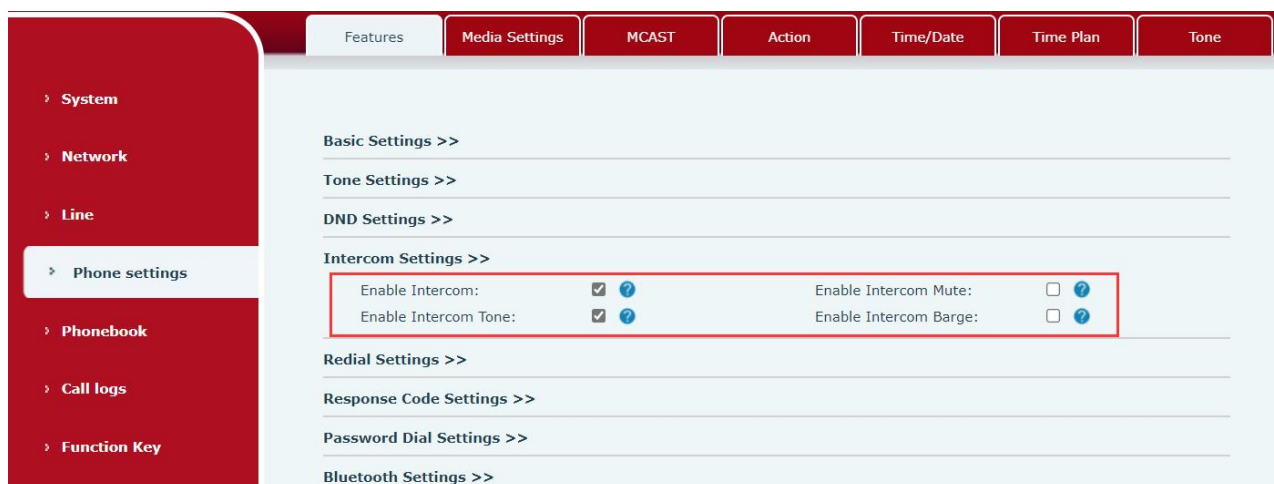
- 1) When the phone has been configured on SIP server, fill in the correct number and user name password, click login and then the phone can be registered to the SIP server;
- 2) After registration, click logout and the phone can delete the user name and password, and log out of the SIP account.
- 3)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



**Picture 76 - Agent logon page**

## 9.5 Intercom

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



**Picture 77 - Web Intercom configure**

**Table 11 - 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

## 9.6 MCAST

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

**Picture 78 - Multicast Settings Page**

**Table 12 - MCAST Parameters on Web**

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

### Multicast:

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



## 9.7 SCA (Shared Call Appearance)

Users need the support of server end to use SCA function.

1) Configure on Phone

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

The screenshot shows the configuration page for a SIP line. The line is identified as '123@SIP1' and is in a 'Registered' state. The registration settings are divided into two SIP servers. SIP Server 1 is configured for a BroadSoft server with the address '172.16.1.2' and port '5060'. SIP Server 2 is also configured with port '5060'. A red box highlights the authentication fields for the primary account, showing 'Authentication User' as '123' and 'Authentication Password' as masked characters. A note above these fields states: 'The user name and password of the primary account created'. Other settings include transport protocol 'UDP' and registration expiration of '3600' seconds.

**Picture 79 - Register BroadSoft account**

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

The screenshot displays the 'Advanced Settings' for SIP. Various options are available, including SIP Encryption, Session Timer, BLF List, and Keep Alive. The 'Specific Server Type' dropdown menu is highlighted with a red box and is set to 'BroadSoft'. Other settings include 'RTP Encryption(SRTP)' set to 'Disabled', 'Session Timeout' at '0' seconds, and 'Keep Alive Interval' at '30' seconds.

**Picture 80 - Set BroadSoft server**

- If a Fanvil phone needs to enable the SCA function. Specifically, log in to the webpage of the phone set,

choose [Line] >> [SIP] >> [Advanced Settings], and select Enable SCA. If SCA is not enabled, the registered line is the private line.

**Picture 81 - Enable SCA**

After an account is configured and successfully registered, you can configure lines whose DSS Key is Shared Call Appearance on the Function Key page to facilitate viewing the call status of the group. Each line key represents a call appearance. Understand the call status by referring to [6.3 Appendix III –LED](#).

To facilitate private hold, configure keys whose DSS Key is Private Hold on the Function Key page. Pay attention that the public hold key is the softkey-hold key during a call.

Key	Type	Name	Value	Subtype	Line	Media	PickUp Number	Icon Color
DSS Key 1	Key Event			Private Hold	8325@SIP1	DEFAULT		Default Green
DSS Key 2	None			None	AUTO	DEFAULT		Default Green
DSS Key 3	None			None	AUTO	DEFAULT		Default Green
DSS Key 4	None			None	AUTO	DEFAULT		Default Green

**Picture 82 - Set Private Hold Function Key**

- Each phone registered with the BroadSoft server should be configured as above, then the SCA function can be used.

## 2) LED Status

To facilitate viewing the call status of a group, configure the DSS Key as SCA. The following table describes the LEDs of lines in different states.

**Table 13 - LED Status of SCA**

State&Direction	Local	Remote
Idle	Off	Off
Seized	Steady green	Steady red
Progressing (outgoing call)	Steady green	Steady red
Alerting (incoming call)	Fast blinking green	Fast blinking green
Active	Steady green	Steady red
Public Held (hold)	Slow blinking green	Slow blinking red
Held-private (private hold)	Slow blinking yellow	Steady red
Bridge-active (Barge-in)	Steady green	Steady red
Bridge-held	Steady green	Steady red

## 3) Shared Call Appearance(SCA)

The following lists a couple of instances to facilitate understanding.

In the following scenarios, the manager and secretary register the same SCA account and the account is configured based on the preceding steps.

Scenario 1: When this account receives an incoming call, the phone sets of both the manager and the secretary will receive the call and ring. If the manager is busy, the manager can reject the call and the manager's phone set stops ringing but the secretary's phone set keeps ringing until the secretary rejects/answers the call or the call times out.

Scenario 2: When this account receives an incoming call, if the secretary answers the call first and the manager is required to answer the call, the secretary can press the Public Hold key to hold this call and notify the manager. The manager can press the line key corresponding to the SCA to answer the call.

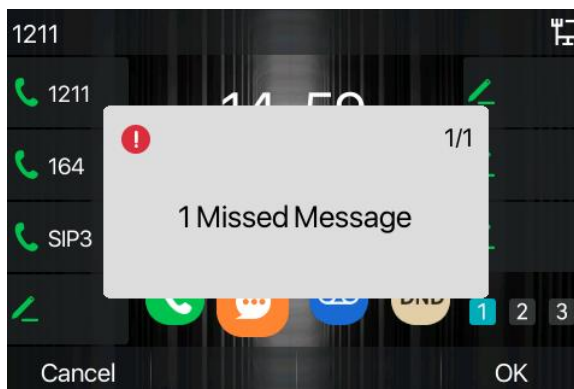
Scenario 3: The manager is in an important call with a customer and needs to leave for a while. If the manager does not want others to retrieve this call, the manager can press the Private Hold key.

Scenario 4: The manager is in a call with a customer and requires the secretary to join the call to make records. The secretary can press the corresponding SCA line key to barge in this call.

## 9.8 Message

### 9.8.1 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 83 - 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:

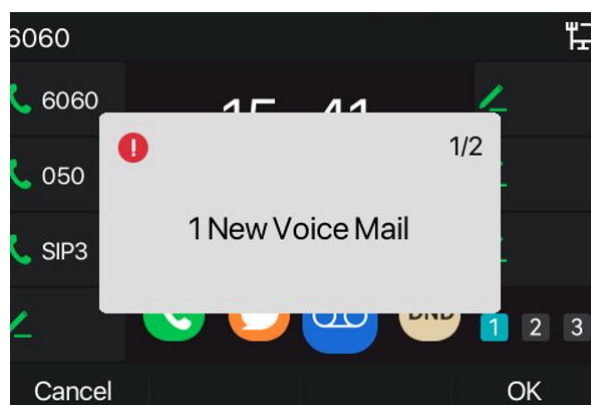
- Use the navigation keys to select the standby icon [message]
- After selecting, press the navigation key [OK] to enter the SMS inbox interface.
- Select the unread message and press [OK] to read the unread message.

Reply to SMS:

- Use the navigation keys to select the standby icon [Message].
- After selecting, press the navigation key [OK] to enter the SMS inbox interface.
- Select the message you want to reply to, select Softkey's [Reply], edit it, and click Send.

### 9.8.2 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.



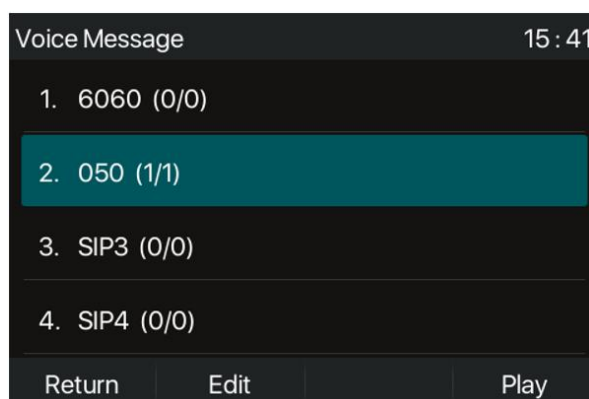
**Picture 84 - New Voice Message Notification**

**Voice message icon**

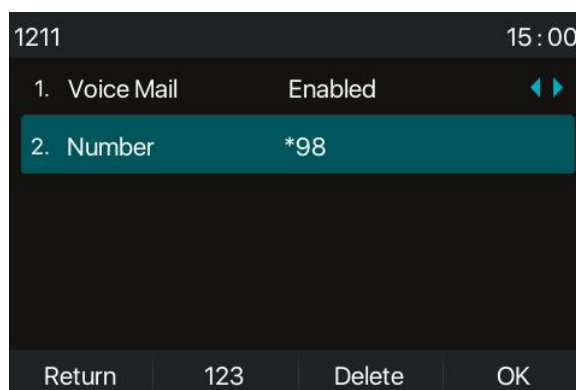
To listen to a voice message, the user must first configure the voicemail number. After the voicemail number is configured, the user can retrieve the voicemail of the default line.

When the phone is in the default standby state,

- The Side Key is pre-installed with a voice message shortcut key - [MWI] key.
- Press [MWI] to open the voice message configuration interface, and select the line to be configured by pressing the up/down navigation buttons.
- Press the [Edit] button to edit the voice message number. When finished, press the [OK] button to save the configuration.
- In the following picture, “17” in front of Fanvil line brackets represents unread voice messages, and “17” represents the total number of voice messages.



**Picture 85 - Voice message interface**



**Picture 86 - Configure voicemail number**

## 9.9 SIP Hotspot

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

The users can set functions as a SIP hotspot and other phones set (B and C) function as SIP hotspot clients. When somebody calls phone set A, phone sets A, B, and C all ring at the same time. When any phone set answers the call, other phone sets stop ringing. The call can be answered by only one phone set. When B or

C initiates a call, the SIP number registered by phone set A is the calling number.

To set a SIP hotspot, register at least one SIP account.

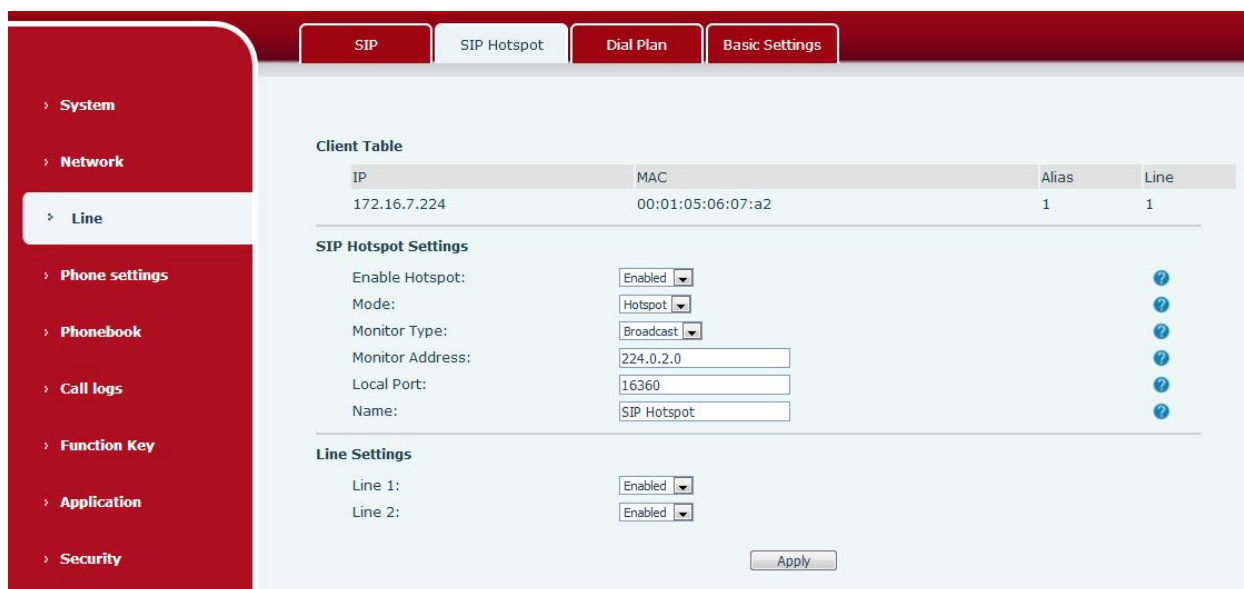
**Picture 87 - Register SIP account**

**Table 14 - SIP hotspot Parameters**

Parameters	Description
Device Table	If your phone is set to “SIP hotspot server”, Device Table will display as Client Device Table which connected to your phone. If your phone is set to “SIP hotspot client”, Device Table will display as Server Device Table which you can connect to.
<b>SIP hotspot</b>	
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.
Remote Port	Type the Remote port number.

Configure SIP hotspot server:

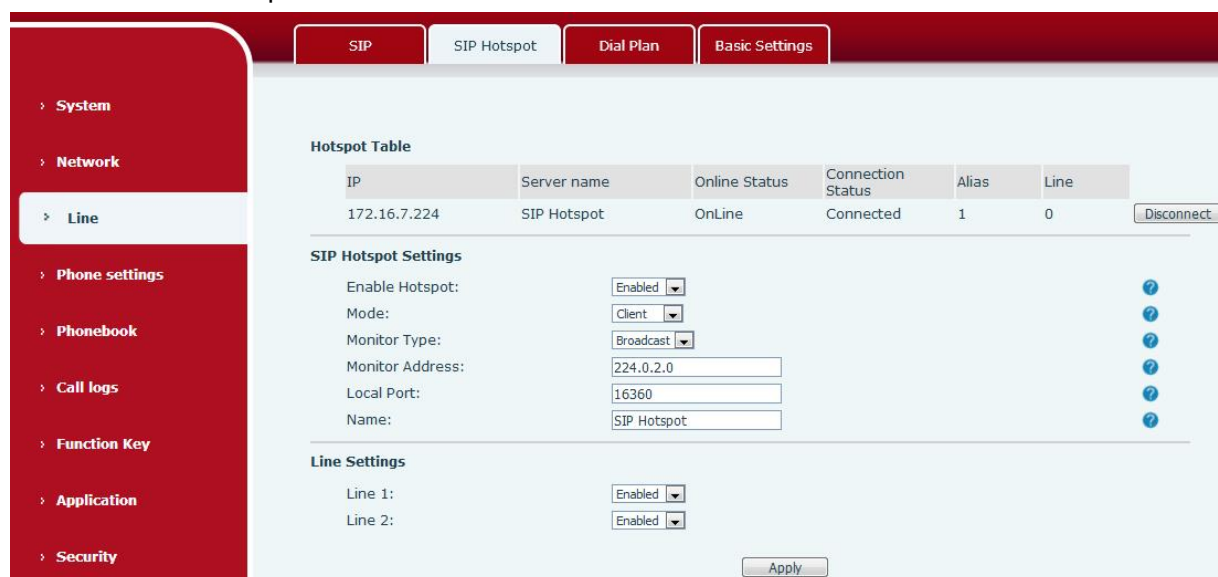




**Picture 88 - SIP hotspot server configuration**

Configure SIP hotspot client:

To set as a SIP hotspot client, no SIP account needs to be set. The Phone set will automatically obtain and configure 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.



**Picture 89 - 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.