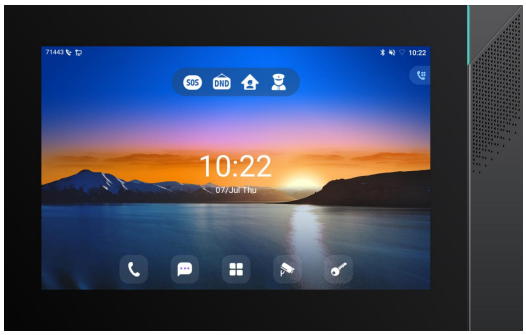


i55A&i55A-Z&i57A&i57A-Z
User Manual

Software Version: 2.6
Release Date: 2022/07/15

Directory

1 Picture

2 Table

3 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 external power supply that is included in the package. Other power supply may cause damage to the phone and affect the behavior or induce noise.
- Before using the external power supply in the package, please check the home power voltage. Inaccurate power voltage may cause fire and damage.
- Please do not damage the power cord. If power cord or plug is impaired, do not use it because it may cause fire or electric shock.
- Do not drop, knock or shake the phone. Rough handling can break internal circuit boards.
- This phone is design for indoor use. Do not install the device in places where there is direct sunlight. Also do not put the device on carpets or cushions. It may cause fire or breakdown.
- Avoid exposure the phone to high temperature or below 0℃ 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

4.1 Overview

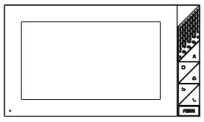
Fanvil i55A&i55A-Z is a 7 inch indoor station, built-in Bluetooth 5.0 and 2.4G/5G Wi-Fi. Based on Android 9.0 operating system, the interface operation is smooth and intelligent. It is mainly used in residential area, villa, office buildings and other places for receiving calling and communicating through the door phone and open the door remotely. It can provide reliable security assurance and the easy access control service for the users, creating a safe and comfortable living environment.
The i55A & i55A-Z is stylish and simple in appearance, with different decoration styles. It has a 7-inch capacitive touch screen, sensitive touch control, precision and no dead Angle. It is built with 1.5W dual speakers and AEC algorithm to achieve high-quality two-way hands-free calls. Monitor the video door machine and the scope of the camera picture, rich interface to meet different application scenarios.

Fanvil i57A&i57A-Z is a 10.1 inch indoor station, built-in Bluetooth 5.0 and 2.4G/5G Wi-Fi, integrated with Micro USB and TF interface. Based on Android 9.0 operating system, the interface operation is smooth and intelligent. It is mainly used in residential area, villa, office buildings and other places for receiving calling and communicating through the door phone and open the door remotely. It can provide reliable security assurance and the easy access control service for the users, creating a safe and comfortable living environment.

The i57A & i57A-Z stylish and simple appearance, with different decoration styles, 10.1 inch capacitive touch screen, sensitive touch, accurate without dead Angle. The appearance design with a sense of science and technology, built-in dazzling RGB atmosphere lights, support personalized specific state of the light effect prompt effect, to provide rich visual experience. Built-in 2W speaker and AEC algorithm for high-quality two-way hands-free calls, built-in Bluetooth (BT 5.0) and WiFi (2.4ghz and 5GHz). Surveillance camera screen, rich interface, to meet different application scenarios. The wall-mounted installation mode is supported, which is suitable for diverse application scenarios.

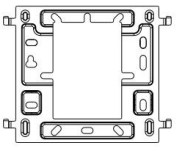
In order to help some users who are interested to read every detail of the product, this user manual is provided as a user's reference guide. Still, the document might not be up to date with the newly release software, so please kindly download updated user manual from Fanvil website, or contact with Fanvil support if you have any question using i55A&i55A-Z&i57A&i57A-Z.

4.2 Packing Contents



Indoor Unit

Quick Installation Guide



Wall-mount Bracket

10 pin Cable*2

2 pin Cable*1

Screw Fixing Seat*5

TA4*30mm Screw*5

TM6#*20mm Screw*5

PM4*16mm Screw*3

5 Install Guide

5.1 Use PoE or external Power Adapter

I55A&I55A-Z&I57A&I57A-Z, called as 'the device' hereafter, supports two power supply modes, power supply from external power adapter or over Ethernet (PoE) complied switch.

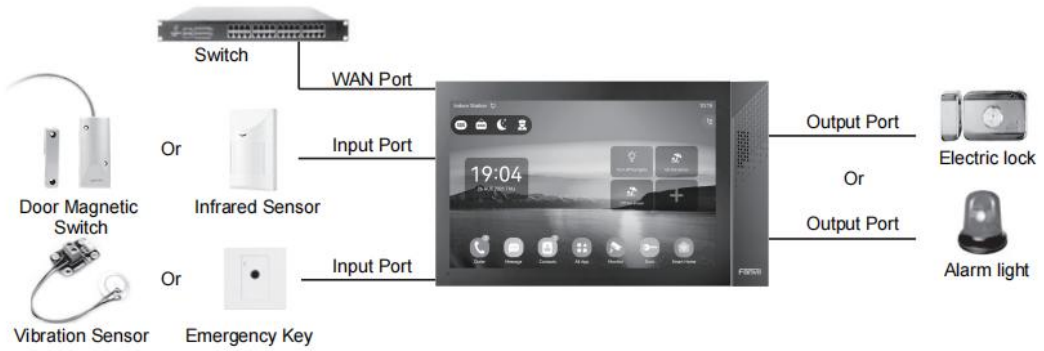
PoE power supply saves the space and cost of providing the device additional power outlet. With a PoE switch, the device can be powered through a single Ethernet cable which is also used for data transmission. By attaching UPS system to PoE switch, the device can keep working at power outage just like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

For users who do not have POE equipment, the traditional power adaptor should be used. If the device is connected to both POE switch and external power adapter, device will get power supply from POE switch in priority, and change to external power adapter once the POE power supply fails.

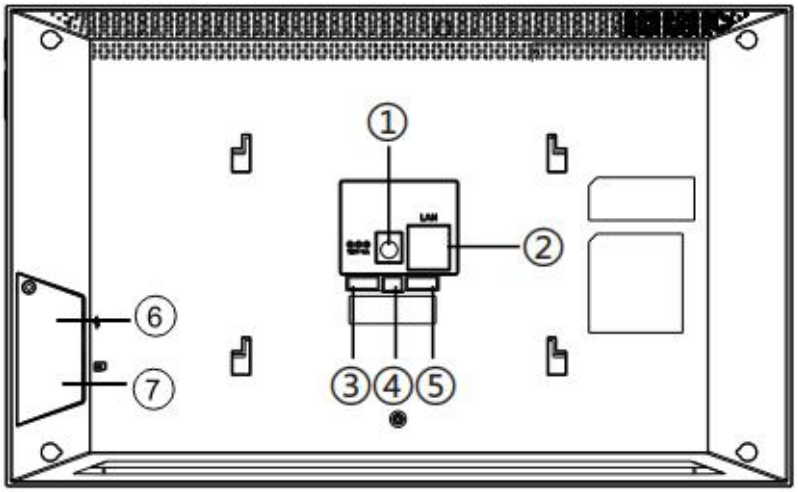
Please use the power adapter supplied by Fanvil and the PoE switch met the specifications to ensure the device work properly.

5.2 Installation

5.2.1 External Device Connection Diagram



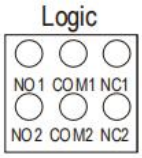
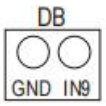
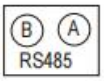
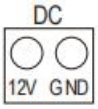
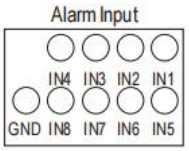
Picture 1 - External Device



Picture 2 - Device Connection

Table 1 - Status Prompt and Notification Icons

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	2 sets of short-circuit output interfaces: corresponding to the short-circuit input interface, login device webpage settings, can be connected to electric locks, alarms etc.	
③-2	1 sets of doorbell interfaces.	
③-3	1 sets of RS485 interfaces.	
④	Power interface: 12V/1A input.	
⑤	8 sets of alarm input interfaces: input devices for connecting switches, infrared sensor, door sensor, vibration sensors etc.	
⑥	USB interface（Only i57A&i57A-Z ）	
⑦	TF Card（Only i57A & i57A-Z ）	

6 Appendix Table

6.1 Appendix I - Icon

Table 2 - Keypad Icons

	Management Center（Only i55A & i55A-Z ）
	Video Monitoring （Only i55A & i55A-Z ）
	Answer（Only i55A & i55A-Z ）
	Return/Hang up（Only i55A & i55A-Z ）
	Unlock（Only i55A & i55A-Z ）
	Volume down & Volume up（Only i57A & i57A-Z ）
	Power Button（Only i57A & i57A-Z ）

Table 3 - Status Prompt and Notification Icons

	Call Hold
	Keep Back
	Network Disconnected
	SMS
	Call forward activated
	Auto-answering activated
	Mute Microphone
	HD Audio

	Connecting WIFI
	WIFI network anomaly
	Open Bluetooth
	SIP Hotspot
	DND
	Miss Calllog
	Unread voice message
	Enable Restricted Incoming List
	Enable Allowed Incoming List
	Enable Restricted Outgoing List

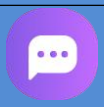
Table 4 - DSSkey Icons

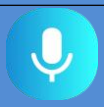
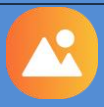
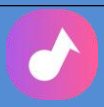
图标	Translate
	Line
	BLF
	Speed Dial
	Intercom
	Voice Message
	Call forward
	Key Event/DND

	Key Event/Call Hold
	Key Event/Phonebook
	Key Event/Redial
	Key Event/Pickup
	Key Event/Auto Redial On
	Key Event/Auto Redial Off
	Key Event/Call Forward
	Key Event/Call Logs
	Key Event/Flash
	Key Event/Headset
	Key Event/Release
	Key Event/SMS
	Key Event/Call Back
	Key Event/Hide DTMF
	Key Event/Power Light
	Key Event/Prefix
	Key Event/Hot Desking
	Key Event/End
	Key Event/Disposition

	Key Event/Escalate
	Key Event/Trace
	Key Event/Handfree
	Key Event/Answer Key
	Key Event/Private Hold
	Local Contact & LDAP Contact & XML Contact & Broadsoft Contact
	Record
	URL & Action URL & XML Browser
	DTMF
	BLF List
	Multicast

6.2 Appendix II - Application Icons

 dial	Click this icon to enter the pre-dial interface, and then dial the number using the screen or keyboard.
 SMS	Have SMS writing, reading and sending functions
 Device Settings	It includes system information, network Settings, account Settings, call Settings, etc. You can set them in the corresponding menu.
 Bluetooth Speaker	Set the speaker playback on the connected Bluetooth

 Contact	Supports search, add, delete, and edit contacts.
 IE	Support access to various websites.
 Recorder	Call and non-call recording is supported, and export is supported.
 Calendar	Display and view dates, create activity alerts, and more.
 System Settings	Including basic Settings, call Settings, advanced Settings and about the device and other four major options, you can set the corresponding menu (this setting is the Android system built-in Settings).
 Video Player	Supports video playback in MP4 format only.
 Call Records	Enter Call Records to view all call records. You can also view all calls, outgoing calls, and missed calls separately through the option key.
 Photo	Supports image preview and saving in Bmp, Jpeg, and Png formats.
 File	Used to save all kinds of downloaded files.
 Music Player	Music player - can import recordings and music to play.
 Monitor	Add, view, and edit monitoring devices
 Door Lock	Edit the door lock and open the door Settings.
	Click this icon to enter the app list interface

Apply List	
 Equipment Housekeeper	Memory acceleration, garbage removal, auto-start management, and software management can be set in the corresponding menu.

6.3 Appendix III - Indicator Light

Type	Status	Indicate
indicator light	Ringing	Default blue flash，Settable
	Keep	Default off，Settable
	Mute	Default off，Settable
	Call/Dial	Default off，Settable
	Read new	Default blue slow flash，Settable
	Missed Calls	Default blue slow flash，Settable
Ambient Lighting（Only i57A&i57A-Z）	Standby	Default off，Settable
	Ringing	Default off，Settable
	Call	Default off，Settable
	Outgoing calls	Default off，Settable

6.4 Appendix IIII －LED Definition

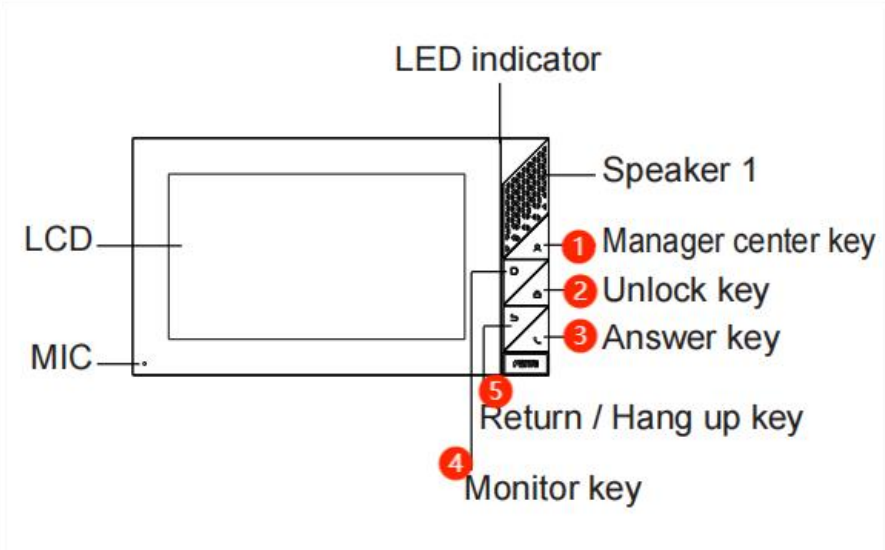
Table 5 - DSSKEY LED State

Type	LED Light	LED State
Line Key	Off	Line inactive
	Green On	Line ready (Registered)
	Green Blinking	Ringing
	Red Blinking	Line is trying to register
	Red Blinking	Line error (Registration failure)
	Red On	Dialing/Line in use (Talking)
	Yellow Blinking	Call holding
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 Instruction of Keypad

7.1.1 i55A&i55A-Z Key description



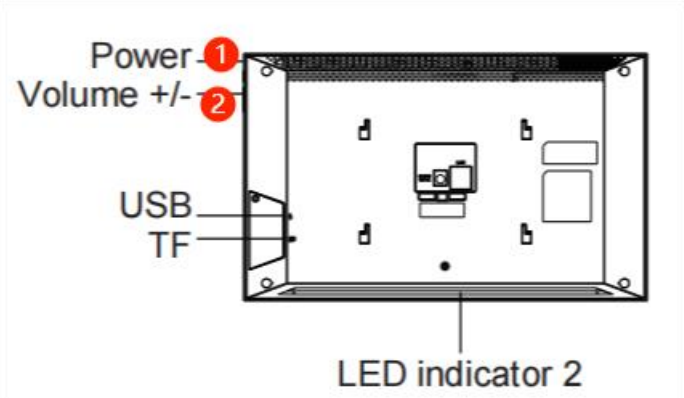
Picture 3 - Key description

The picture above shows the key layout of the device. Each key provides its own specific functions. Users can operate the device by referring to the instructions of the keys in the illustrations in this section.

Table 6 - Key description

Key index	Key name	description
①	Management center button	One click outgoing set number
②	Unlock key	One key door opening during call
③	Answer key	Answer when there is a call
④	Video surveillance	One click View of access control / camera
⑤	Return / hang up key	Hang up while talking Menu, return to the parent directory

7.1.2 i57A&i57A-Z Key description



Picture 4 - Key description

The picture above shows the key layout of the device. Each key provides its own specific functions. Users can operate the device by referring to the instructions of the keys in the illustrations in this section.

Table 7 - Key description

Key index	Key name	description
①	Power button	Screen out
②	Volume up / down button	Control the volume of the device

7.2 Screen Touch Instructions

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

- Click

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

The device supports multi-touch.

- Long Press

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

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

- Slide

The device supports sliding up and down.

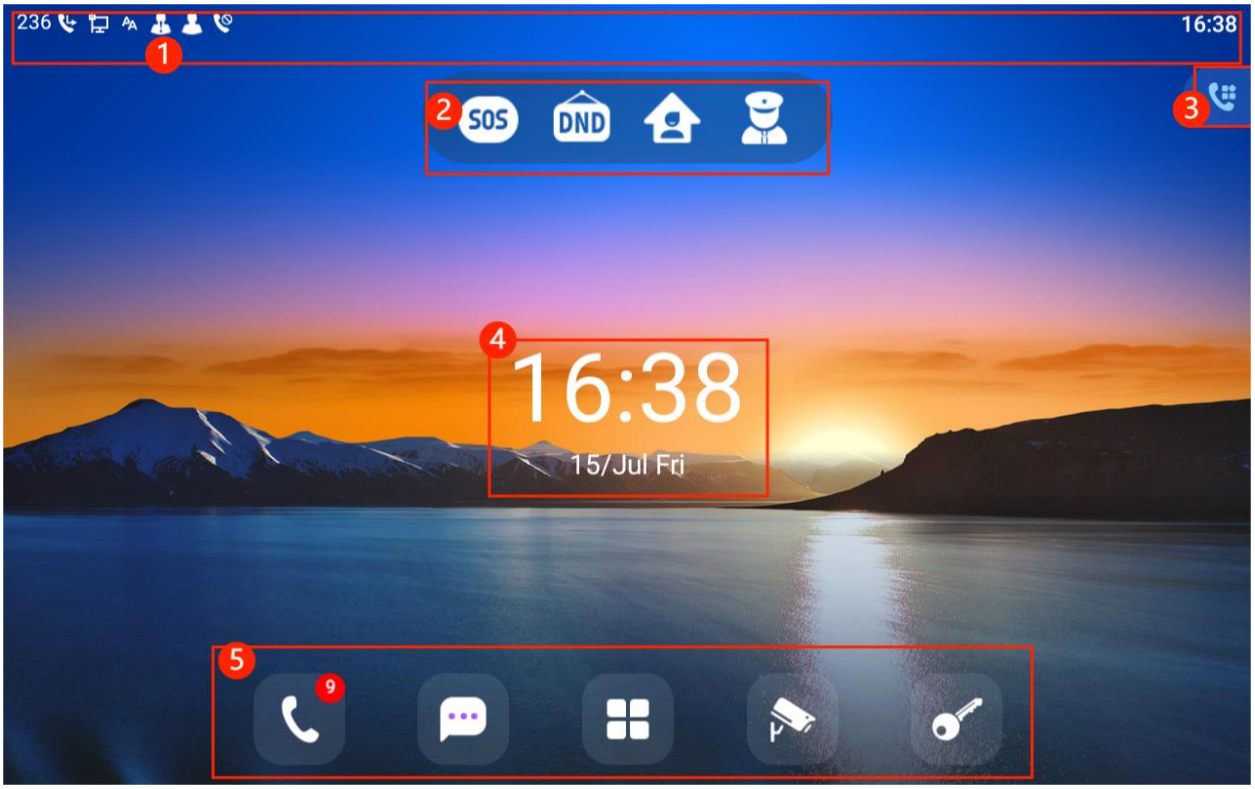
Slide down the standby home page to view the network connection information, date time and other information of the device;Slide up to exit the above information interface.

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

- Drag

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

7.3 Idle Screen



Picture 5 -Default home screen

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

① ：the status bar displays the equipment status, information and notification of dynamic messages (such as voice message, missed call, automatic response, do not disturb, locking status, network connection status, etc.).

② ：emergency call, DND, security mode and call management center are displayed, and users can change them in the device settings.

③ ： application keys, users can operate the device through the application.

④ ： displays the time and date, which can be changed by setting the time zone, etc.

⑤ ： application keys, users can operate the device through the application.

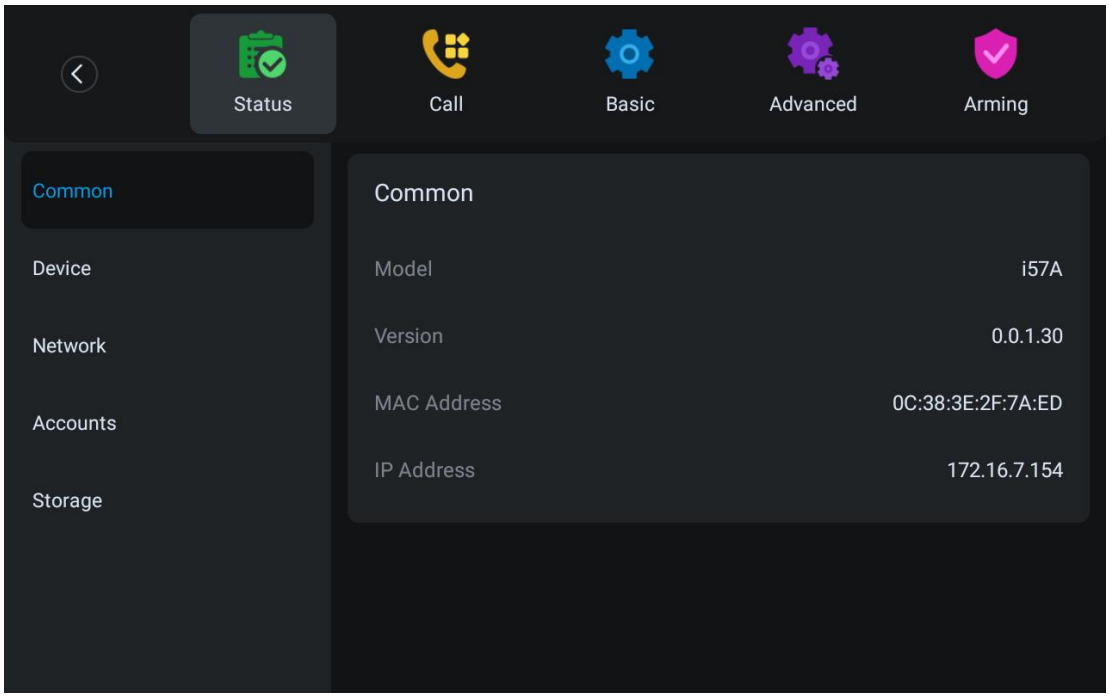
Icon description is described in 6.2 Appendix II.

7.4 Device Status

The device status includes the following information about the device:

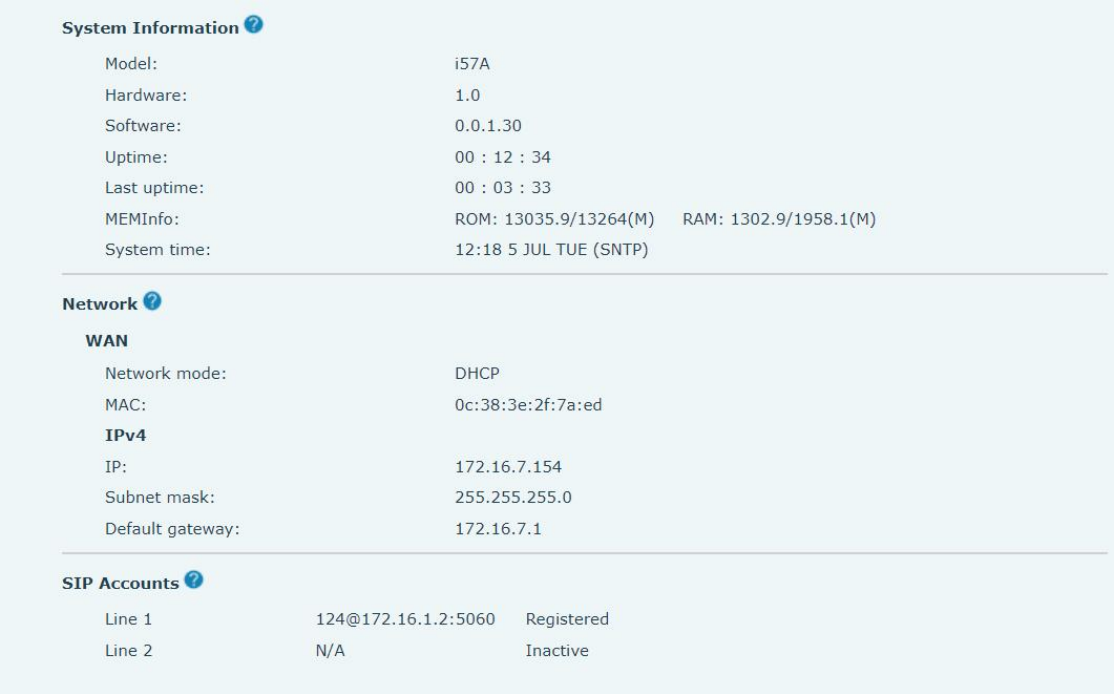
The user can view the device status through the device interface and the web interface.

- Device interface: when the device is in standby, press [**Device Settings**] > > [**Common**], select options to view the corresponding information, as shown in the figure：



Picture 6 - Device Status

- WEB interface：Refer to 7.5 Web management to log in the device page, enter the [**System**] >> [**Information**] page, and check the device status, as shown in the figure:

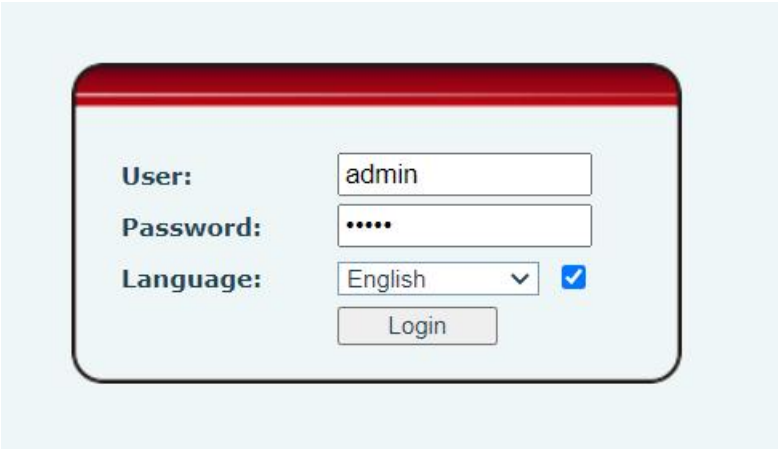


Picture 7 - WEB device status

7.5 Web Management

Users can use the web page of the device to manage and operate the device. Users first need to enter the IP address of the device in the browser and open the web page of the device. The user can view the IP address of the device by pressing [**Device setting**] > > [**Status**].

Open the browser, enter the device IP, log in to the device web page, and the first thing you see is the device login page.



Picture 8 - Landing page

Users must correctly enter the user name and password to log in to the web page. The default user

name and password are "admin". For the specific details of the operation page, please refer to page 11 Web configurations.

7.6 Network Configurations

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

Devices use IP network connections to provide services. Unlike traditional devices based on circuit technology, IP devices connect with each other through the network based on IP address to exchange data packets and data.

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

There are two common IP configuration modes about IPv4.

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

The device is default configured in DHCP mode.

Please see 10.7.2.1 network Settings for detailed configuration and use.

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. Just like a SIM card on a mobile phone, it stores the

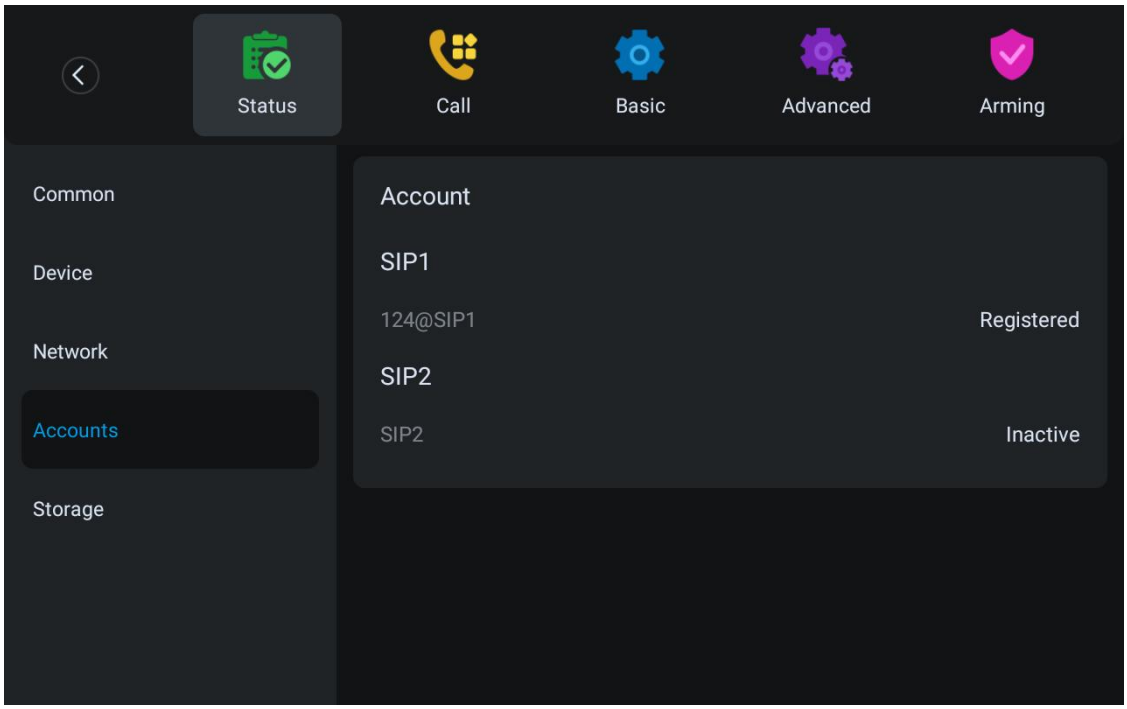
service provider and the account information used for registration and authentication. When the device is applied with the configuration, it will register the device to the service provider with the server's address and user's authentication as stored in the configurations.

The user can conduct line configuration on the interface of the device 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.

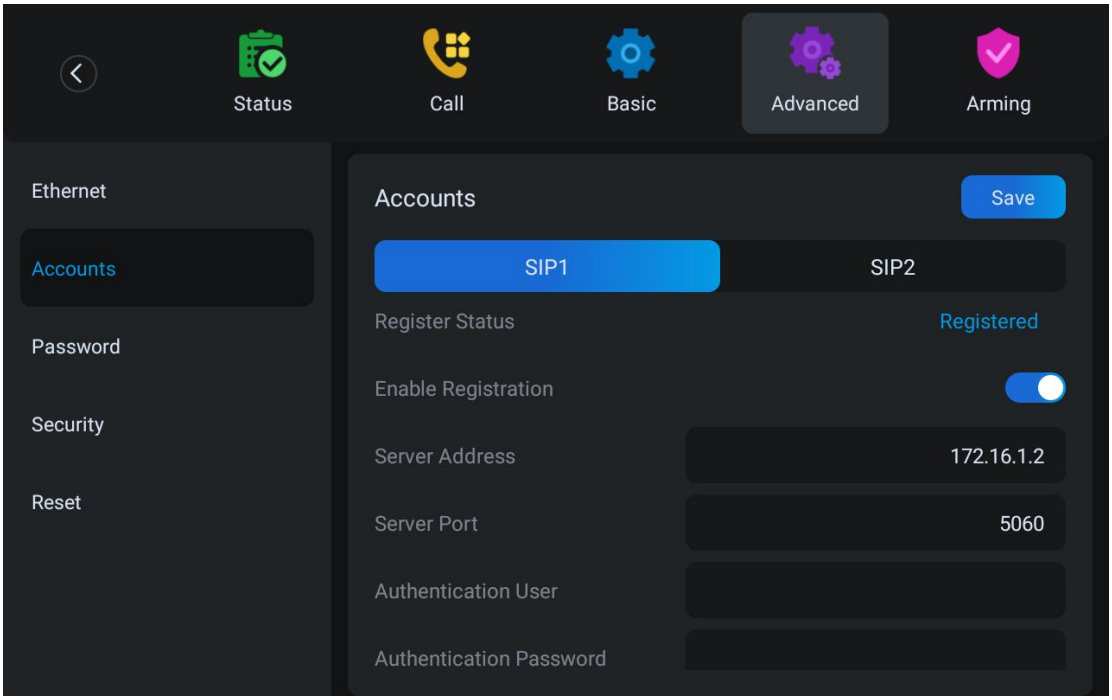
- Device interface：To manually configure a line, the user can press the line key for a long time, or press the button in the function menu [**Device Settings**] >> [**advanced**] >> [**Accounts**] configuration, click “OK” to save the configuration.

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

The parameters and screens are listed in below pictures.

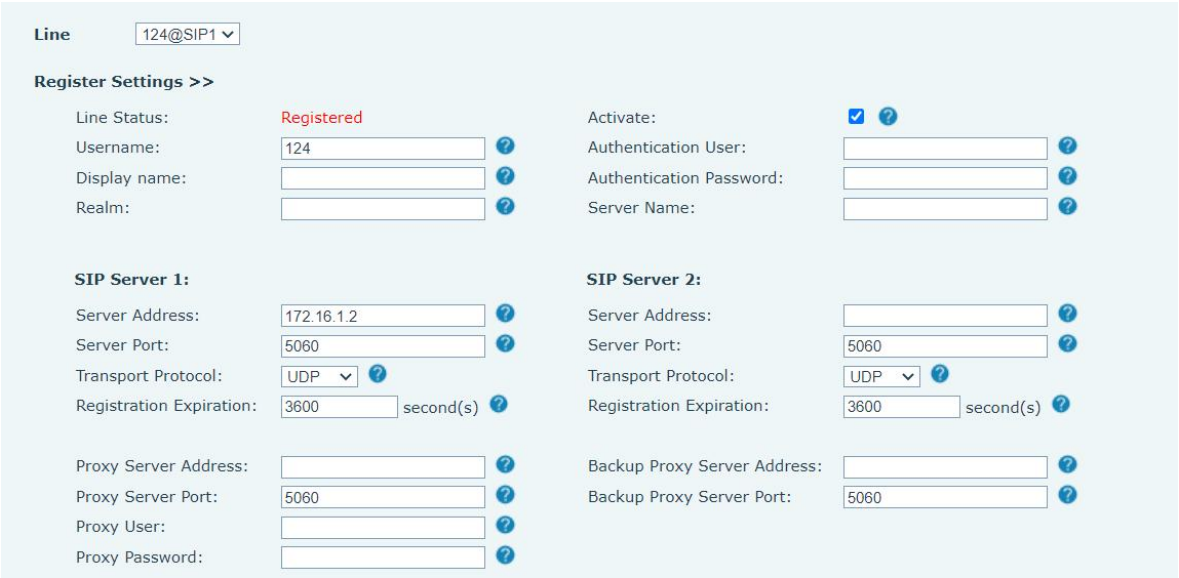


Picture 9 - Device line SIP address and account information



Picture 10 -Device display name and port

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



Picture 11 -Web SIP registration

8 Basic Function

8.1 Making Phone Calls

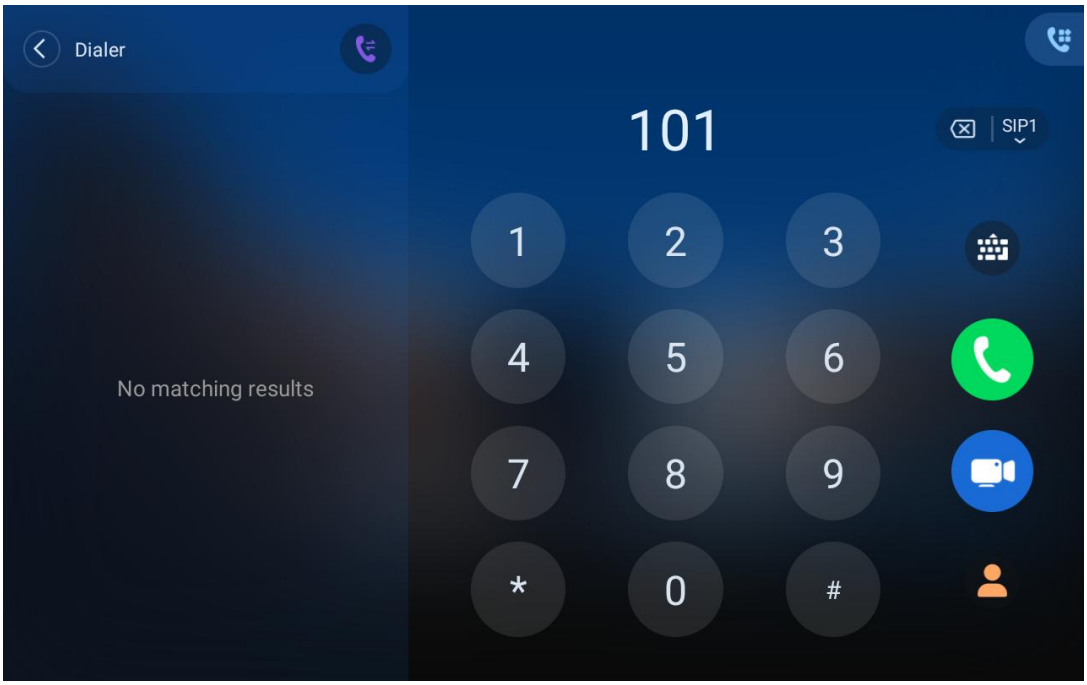
■ **Dialing Methods**

User can dial a number by,

- Entering the number from dialer
- Selecting a phone number from phonebook contacts (Refer to 10.2 Local contacts)
- Selecting a phone number from cloud phonebook contacts (Refer to 10.2.3 Cloud Phone Book)
- Selecting a phone number from call logs (Refer to **10.3 Call Log**)

■ **Dial Number**

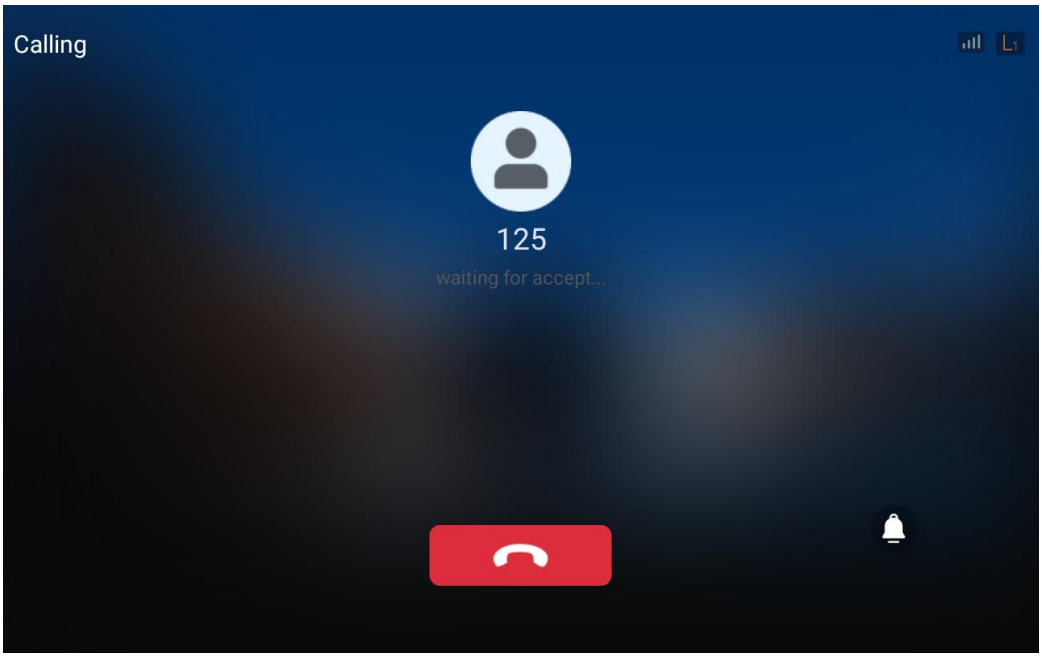
Click dial to enter the dial and enter the number of the call. After dialing, the user can press the [voice] / [Video] button on the function menu to call out. The device can also send numbers over time.



Picture 12 -Dial number

■ **Cancel Call**

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



Picture 13 - Call number

8.2 Answering Calls

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

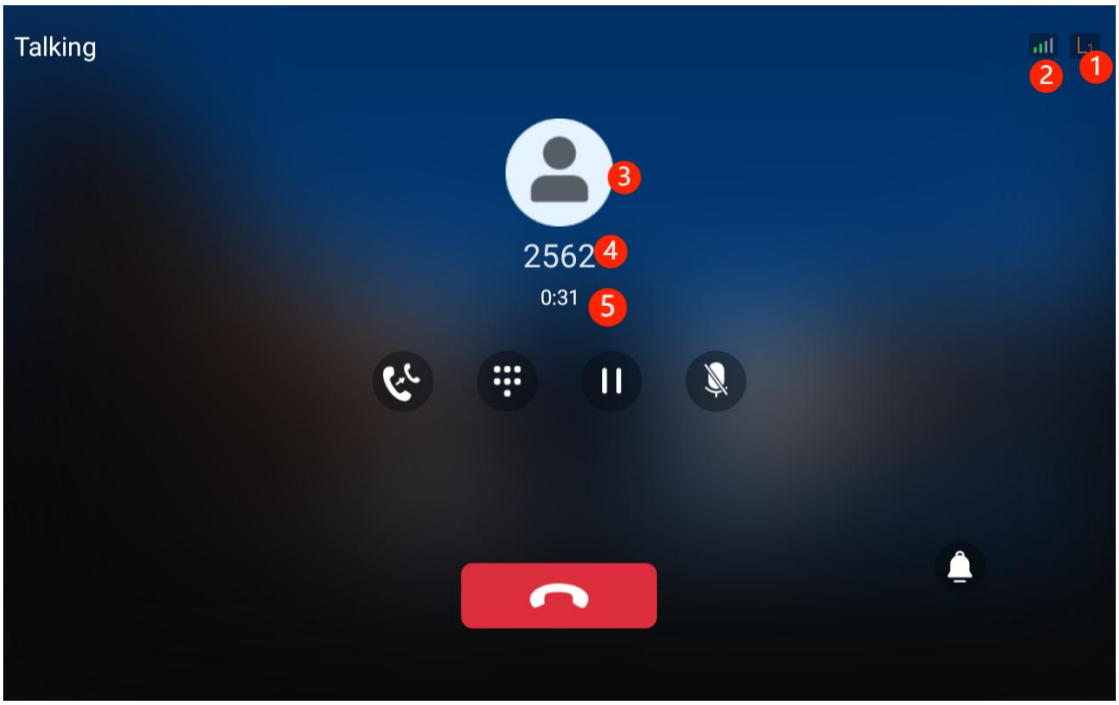
Picture 14 - Answering calls

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

8.2.1 Talking

8.2.1.1 Voice Call

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



Picture 15 - Talking interface

Table 8 - Talking mode

Number	Name	Description
①	The current line	The line currently used by the device.
②	Voice Quality	The voice quality of the current call is related to the network and other factors.
③	User avatar	Default display, user can customize the selection of avatar pictures.
④	Calls to end	The name or number of the person on the other end of the call.
⑤	Call duration	The duration of a call after it has been established.

8.2.1.2 Video Call

When there is a video call, the user can answer the call by pressing the green [**Video answer**] button. After answering, the interface is shown as follows:

Picture 16 - Device video interface

Table 9 - Video call mode

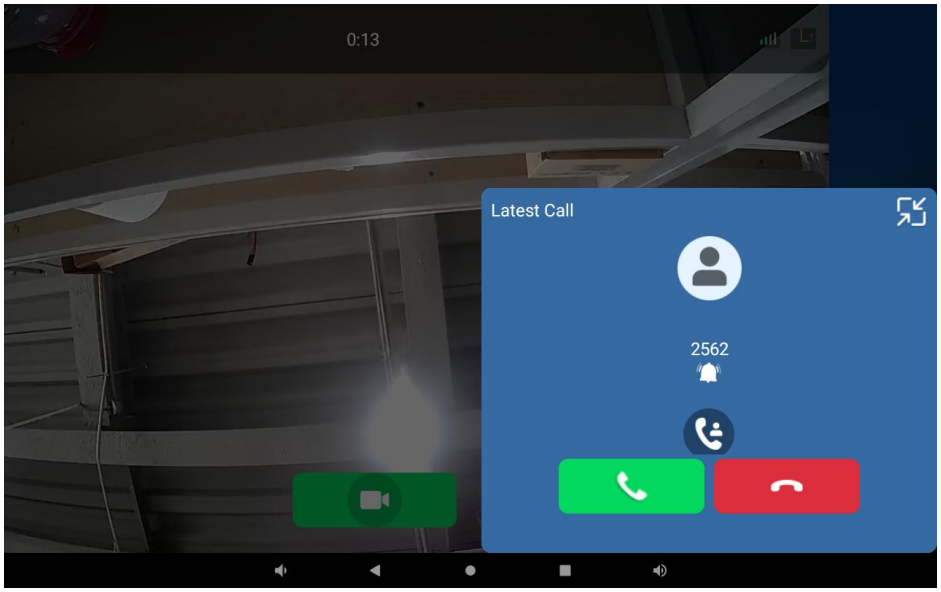
Number	Name	Description
①	Call Transfer	Transfer the incoming number to another number. For details, please refer to 8.11 Call Forward
②	Dial	During the call, enter the door opening password of the access control equipment to open the door. For details, please refer to8.4.3Open the door during the call
③	Call Hold	Keep the current call, please refer to8.9 Call Hold/Resume
④	Call Mute	Turn on the mute mode during the call. For details, please refer to8.8 Mute
⑤	Screenshot	Take screenshots of the current screen during the call. For details, please refer to10.6 Snapshot
⑥	Hang up	End the current call
⑦	Open the door	Open the door of the access control equipment during the call. For details, please refer to8.4 Open the door
⑧	Ringer volume	Adjust the current voice volume during a call

8.2.2 Make / Receive the Second Call

The device supports multiple calls. When there is an established call, the user can still answer another call on any line.

■ **The Second Incoming Call**

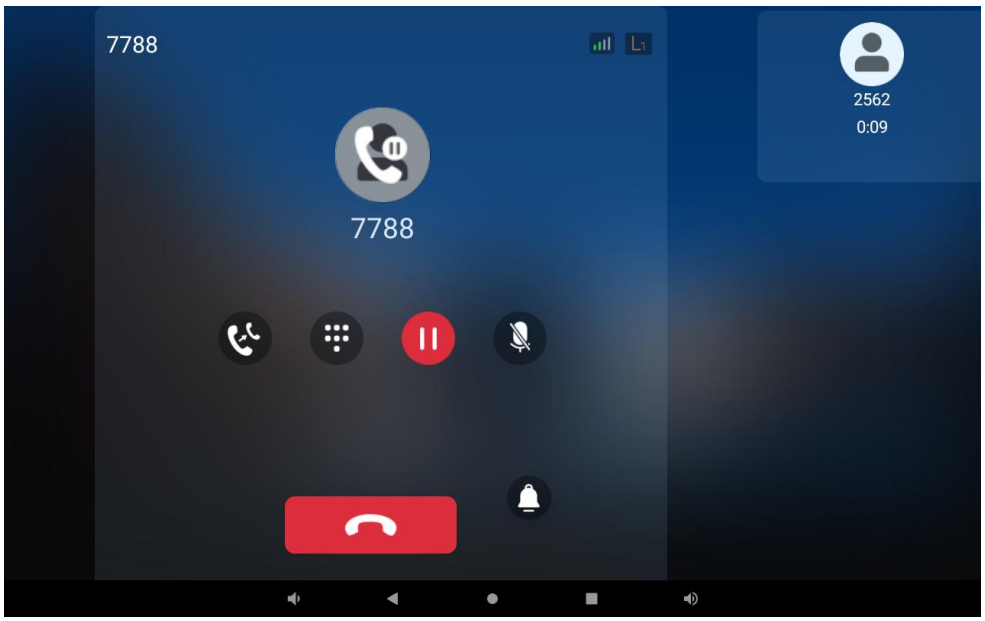
When there is another incoming call during talking a phone call, this call will be waiting for user to answer it. User will see the call message in the middle of current screen. The device will not be ringing but playing call waiting tone in the audio channel of the current call and the LED will be flashing 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 put on hold automatically.



Picture 17 -The second call interface

■ **Switching between Two Calls**

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



Picture 18 - Two way calling

Users can touch the card with their fingers to switch card positioning; Switch calls by pressing

the hold icon in the avatar position.

- **Ending One Call**

The user can hang up the current call by pressing the [**Hang up**] button. The device will return to the hold state in single call mode. The user can also press the [**Resume**] key to resume the current call.

8.3 End of the Call

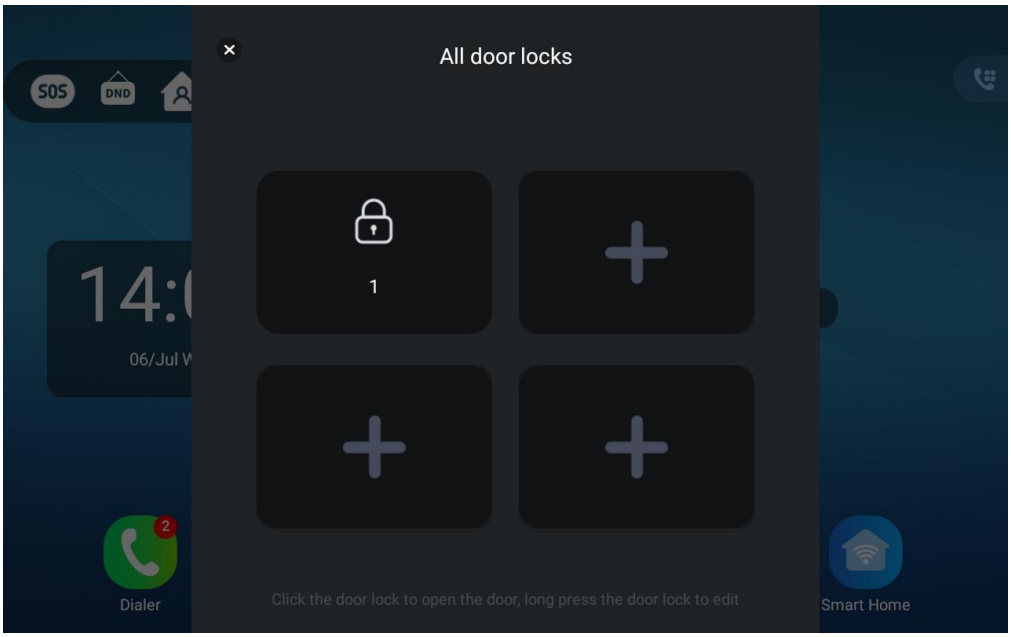
When the user finishes the call, the user presses the [hang up] key to close the voice channel and end the call.

Note! When the device is in the hold state, the user must press the [resume] restore key to return to the call state before ending the call.

8.4 Open Door

8.4.1 Door opening under standby

Click the open door icon, and then click the set door lock device to open the door directly.



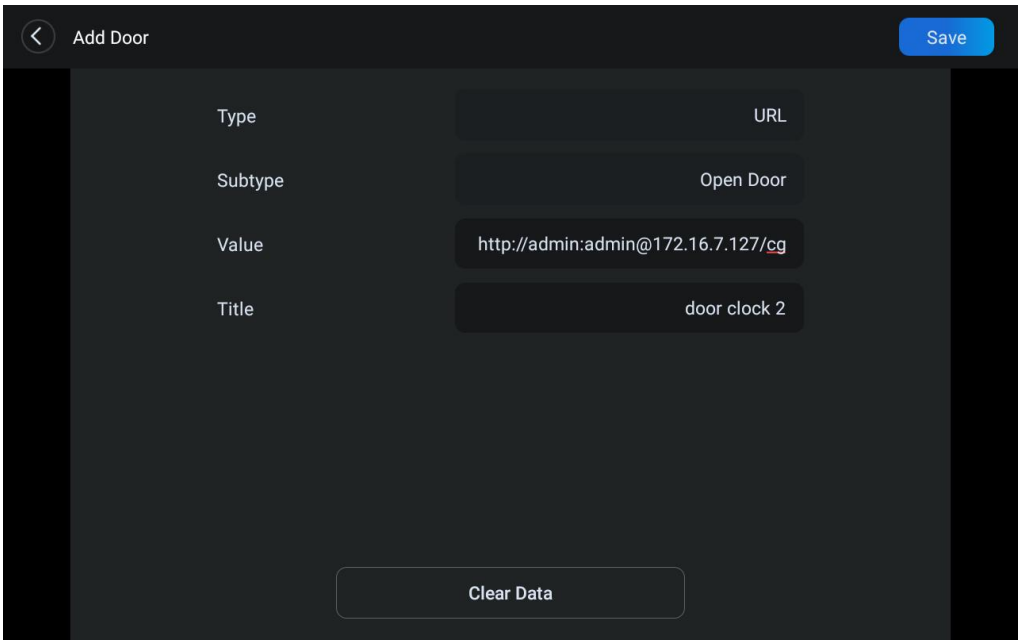
Picture 19 - All door locks

8.4.2 Door opening setting in standby mode

- Add door locks through equipment

In standby mode, click [Door] > > ["+"] to enter the add door lock interface, select the URL and name of the door lock, and press [Save] to confirm and save.

Note! URL format of door lock: http:// device Username: password @ device IP address /cgi-bin/ConfigManApp.com?key=F_LOCK&code= remote door opening password (this URL format is only limited to our products)



Picture 20 - Add door lock

8.4.3 Open the door during the call

- **Input DTMF**

During a call, click the dial icon, pop up the dial, and enter DTMF (door opening password)

- **One button door opening**

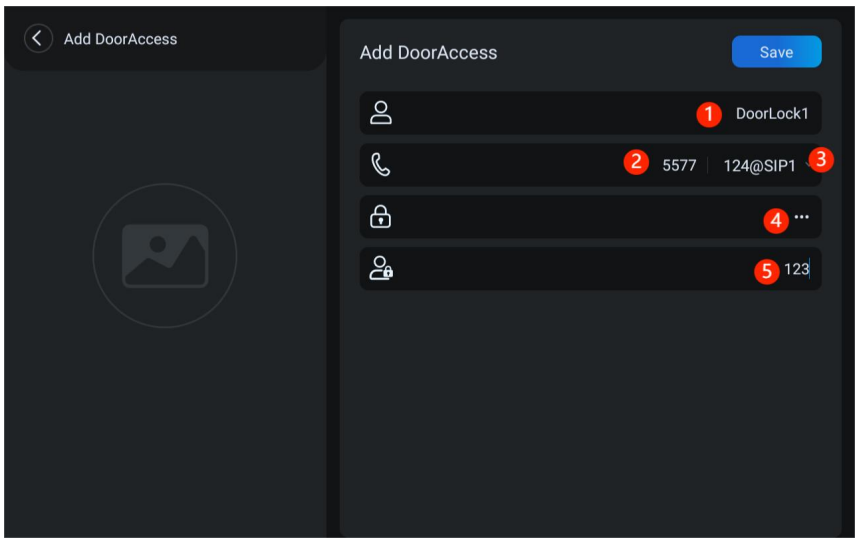
During a call, click the unlock icon.

8.4.4 Door opening setting in call status

When the device is talking with this device number, press the one key open door button, and the corresponding access code or open door password will be sent to the device to open the door.

- Configure on the device

In standby mode, the user selects [**Contacts**] > > [**DoorAccess List**] > > [**Add DoorAccess**] to set the door ban parameters and click the [**Save**] button. As shown in the figure.



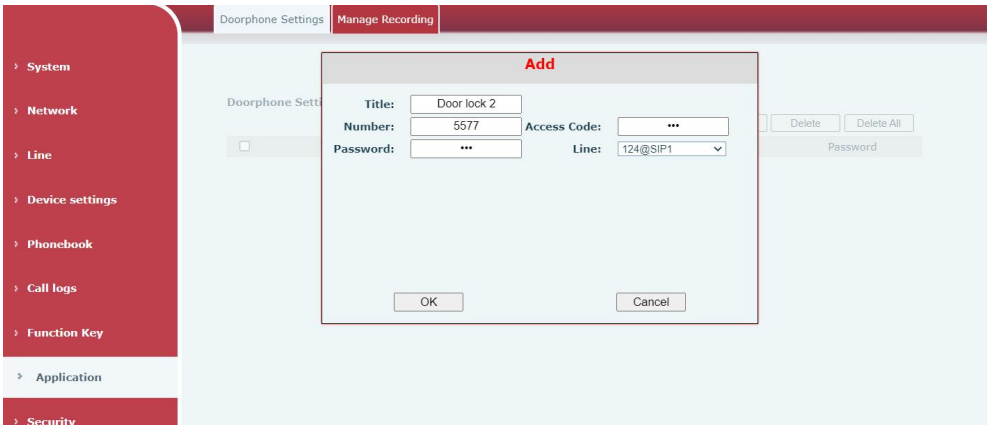
Picture 21 - Add the parameter setting diagram of access control equipment

Table 10 - Add description of access control parameters

Number	Name	Remarks
①	name	Set the name of access control
②	number	Set the number of access control
③	line	Select the door opening route of access control
④	Password	Set the remote door opening password of access control
⑤	Access code	Set the access code of access control (the same as password)

■ Configure in the web page

Log in to the device web page and enter [**Application**] > > [**Doorphone Settings**] to add, delete and modify the password of the access control device.



Picture 22 - Page configuration

8.5 Monitor

Click the [**Monitor**] icon to enter the monitoring video interface, where you can see the information of the bound video screen, and turn the page of the video by sliding left / right.

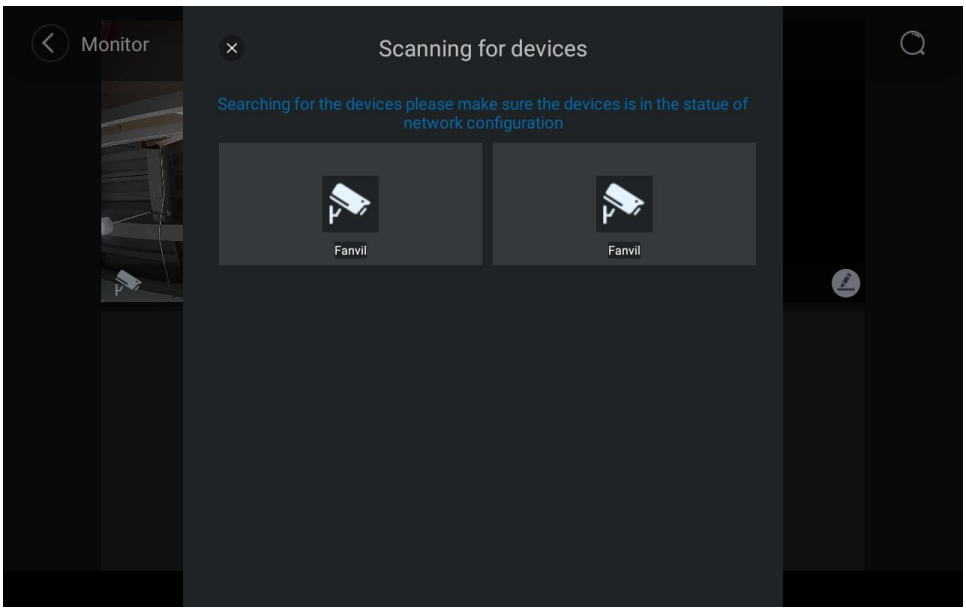
Note! The camera device added by scanning needs to turn on the ONVIF function!

8.5.1 Configure on the device side

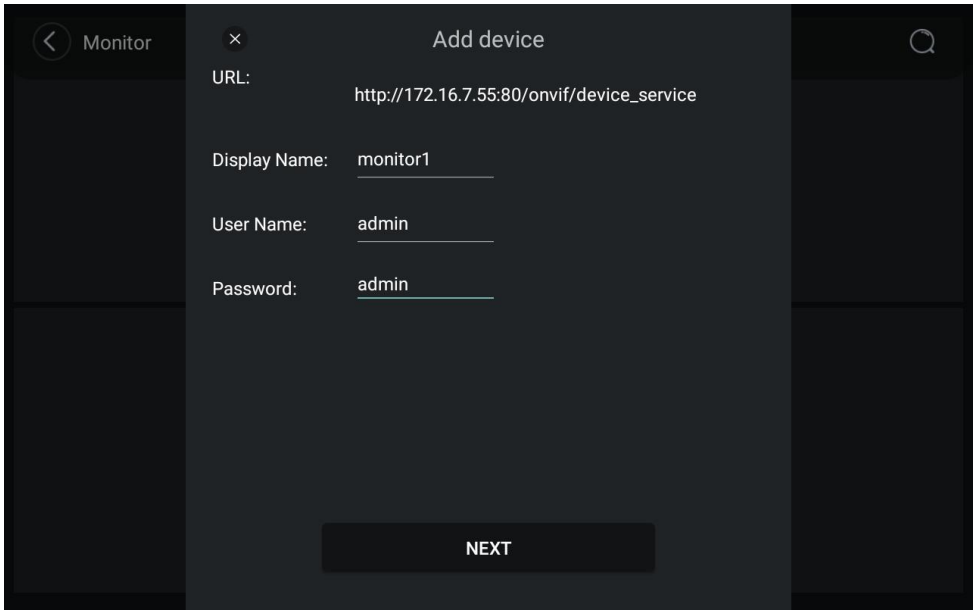
The video information can be added, edited, modified and deleted on the device side.

- Scan add

After the user enters the monitoring interface, click the search icon in the upper right corner, and the device will automatically search the camera device in the same network segment. Click the searched device, fill in the user name and password of the device, and then click [**NEXT**] to complete the addition of the device. When the user returns to the video interface, he can see the picture information of the added monitoring device.



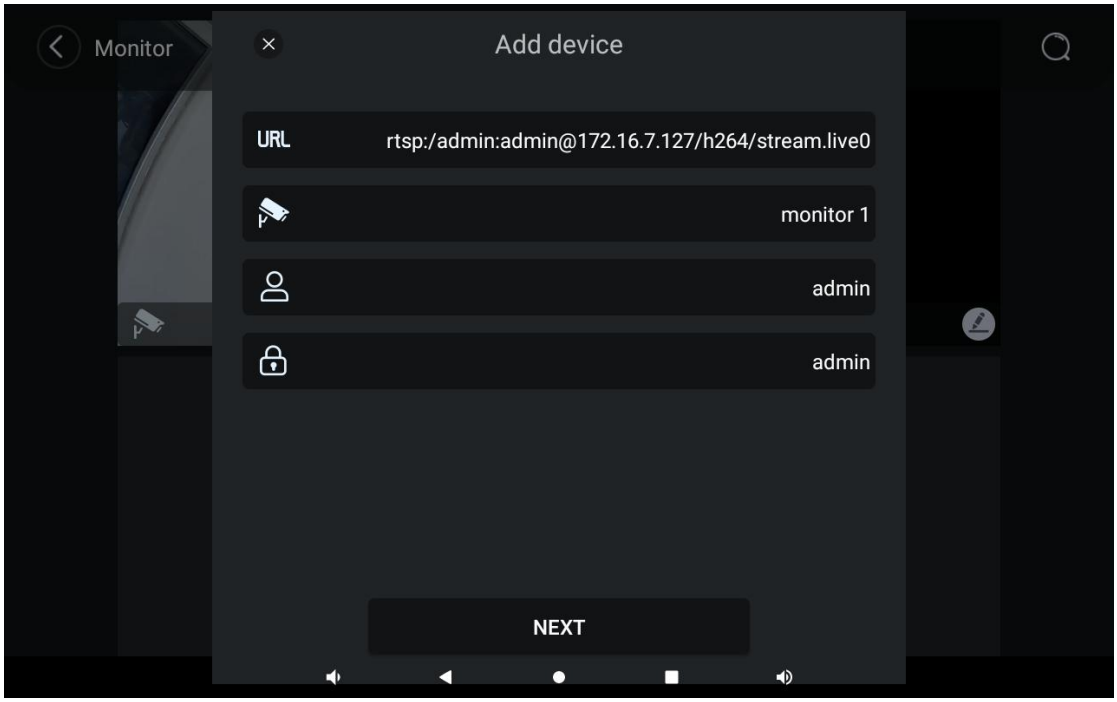
Picture 23 - Scanning monitoring equipment



Picture 24 - Fill in monitoring equipment parameters

- Add manually

The user enters the [**Monitor**] interface, and clicks the Add icon  in the interface to pop up the window of adding equipment. The user fills in according to the parameter description, and then clicks [**NEXT**] to complete the adding operation of the equipment.

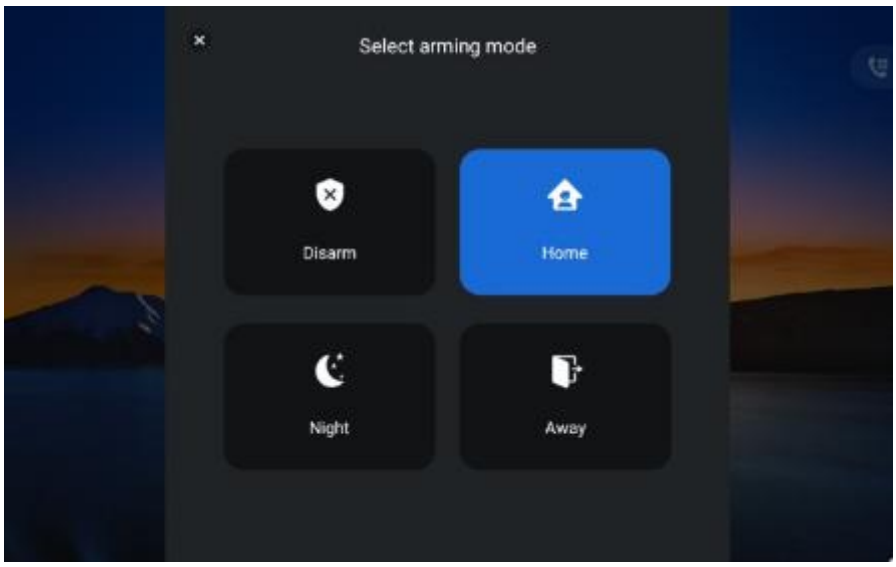


Picture 25 - Configure device monitoring

8.6 Arming（Input Setting）

Users can directly click the security icon  in the standby interface to pop up the selection of security mode, as shown in the figure. Users can click the mode they want to switch, enter the current security password (123456 by default), click [**OK**] to switch successfully, and the screen icon will also become the corresponding security icon. The equipment will carry out security alarm monitoring under this situation.

The security modes supported by the device include home mode, home mode, night mode and disarming mode.

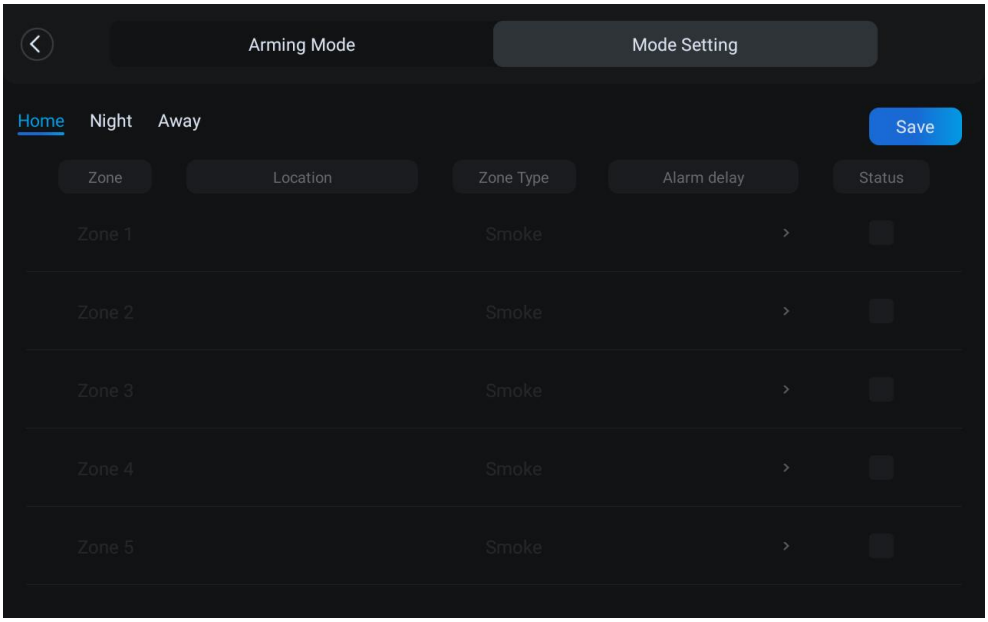


Picture 26 -Switch security mode

8.6.1 Setting security mode

- Set at the equipment end

  The user clicks the menu in the standby interface and selects [**Device Setting**] > > [**Arming**] > > [**Mode Setting**] to enter the configuration of security mode. The device supports 8 defense zones, and users can set them according to their own needs. After setting, click the [**Save**] button to complete the setting of the security zone.

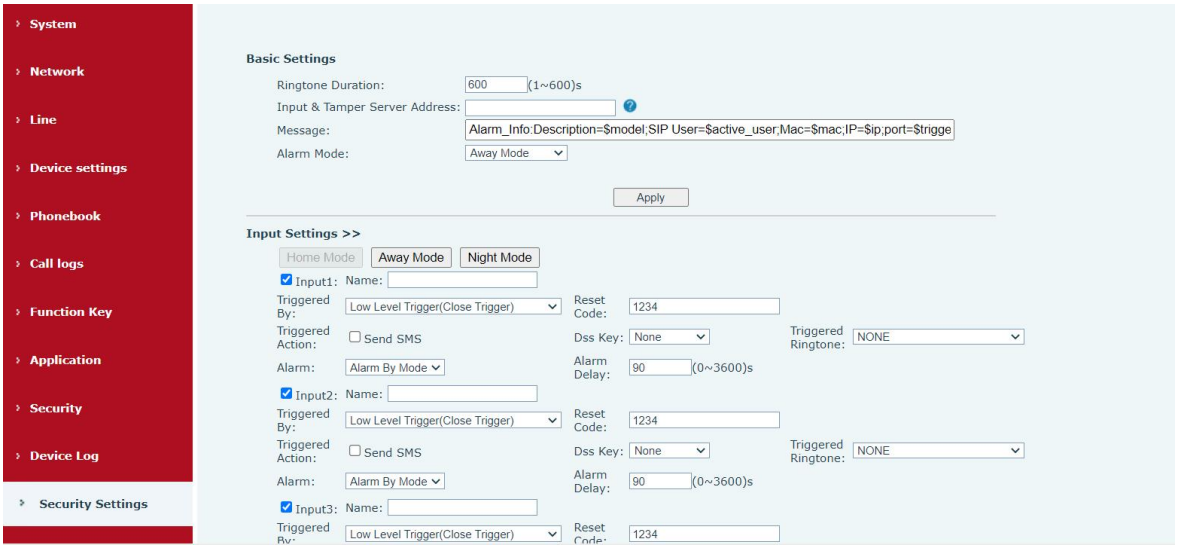


Picture 27 - Security settings

- Set on the web side

  Users can set security mode, select input port and trigger mode in [**Web**] > > [**Security Settings**] > > [**Input Settings**].

  Please refer to for specific parameter descriptions11.40 Security Settings



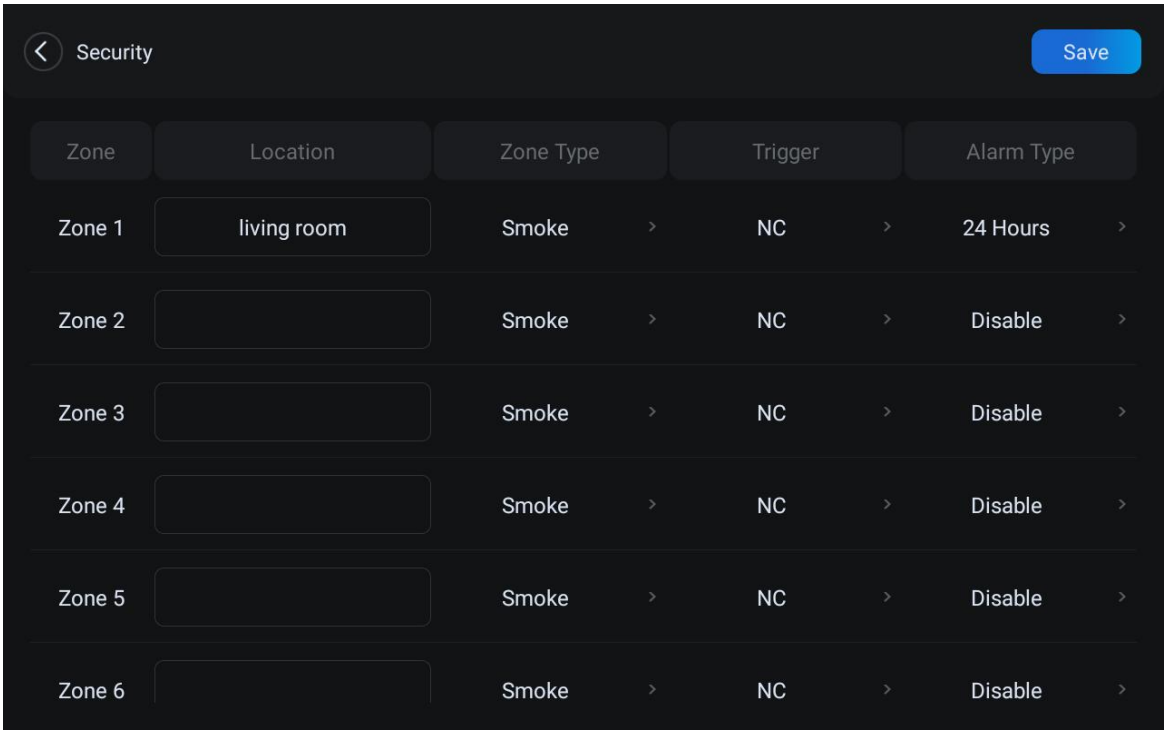
Picture 28 - Web configuration

8.6.2 Zone setting

In the set zone mode, the user uses the equipment to monitor and manage the zone. When the set type trigger occurs, the device can alarm according to the set trigger mode and alarm type.

In the standby interface, the user selects [**Device Settings**] > > [**Advanced**], and the input box for entering the advanced setting password pops up. After entering the password correctly (admin by default), enter the advanced interface, and then select [**Security**] to enter the defense zone

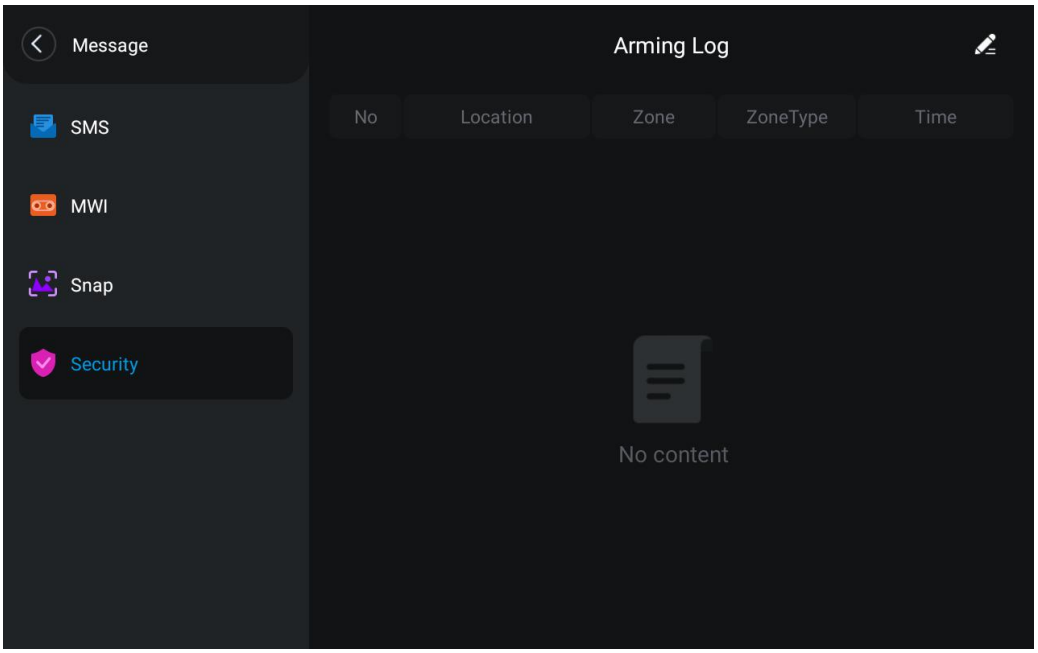
setting interface, and set the security zone of the device according to the interface parameters.



Picture 29 - Defense zone setting

8.6.3 View security log

The user can view the security alarm log in the [Message] interface, and can edit and delete the security alarm log. As shown in the figure.



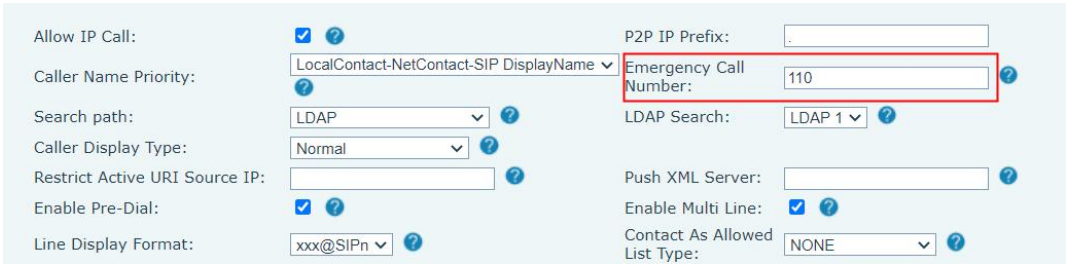
Picture 30 - Arming log

8.7 SOS

In the standby interface, the user can click the icon SOS to make a one button call to the set emergency number. When setting numbers, each emergency number is separated by an English comma.

- Configure on the web side

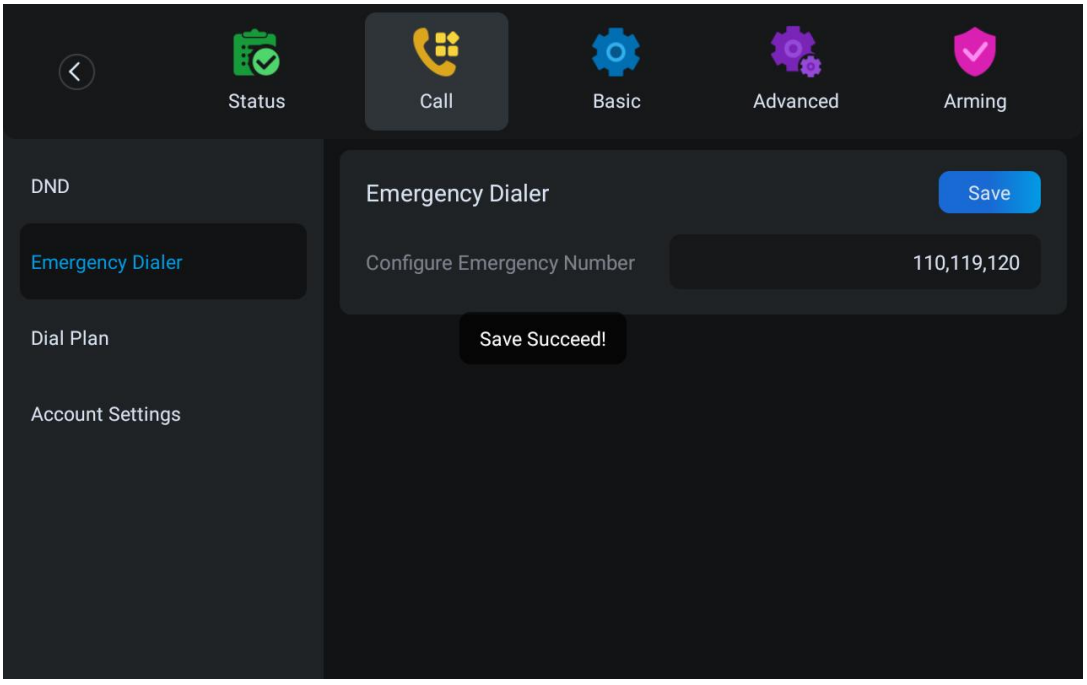
  Users can configure in [**Device settings**] > > [**Features**] > > [**Basic Settings**] on the web side.



Picture 31 - SOS parameter configuration

- Configure at the device end

  Users can set in [**Device Settings**] > > [**Call**] > > [**Emergency Dialer**] on the device side



Picture 32 - Configure emergency number

8.8 Mute

You can turn on mute mode during a call and turn off the microphone so that the local voice is

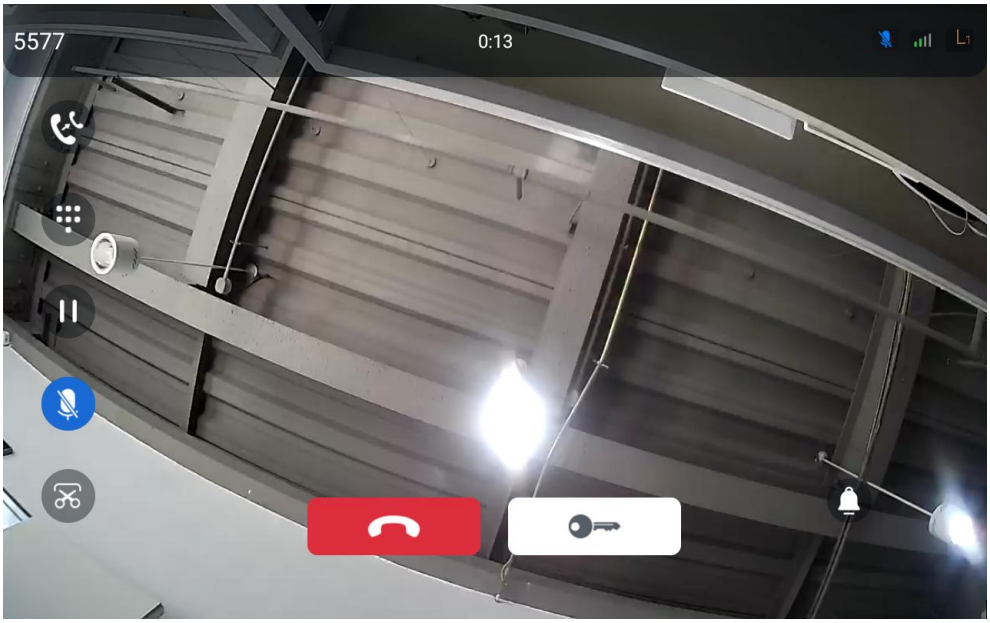
not heard. Normally, mute mode will be automatically turned off at the end of a call. You can also turn on mute on any screen (such as the free screen) and mute the ringtone automatically when there is an incoming call.

Mute mode can be turned on in all call modes .

8.8.1 Mute the call

- During the conversation, press the mute button on the phone: The red light of the mute button will be turned on.

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



Picture 33 - mute the call

- Cancel mute: press cancel mute on the device again. The mute icon is no longer displayed in the call screen. The blue light is off by mute button.

8.8.2 Ringing Mute

- Turn on the ring mute: when the device is in standby, press the volume reduction button in the upper right corner to mute the device:

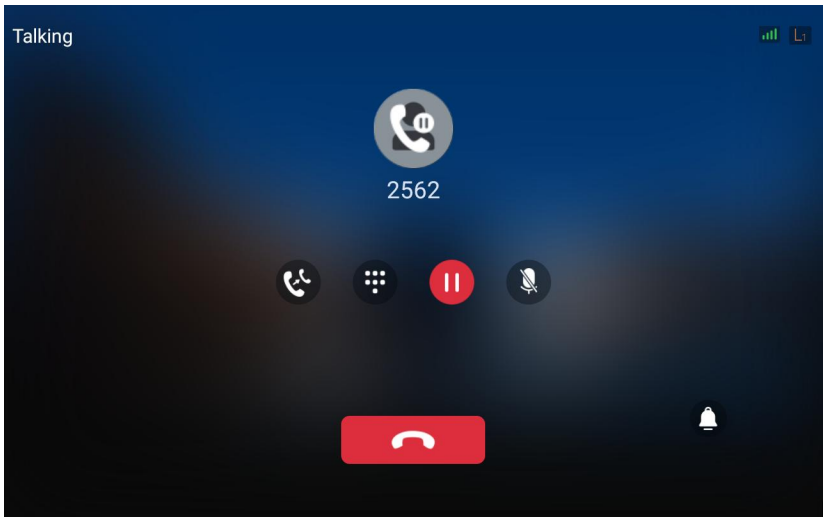
  The ringing mute icon is displayed in the upper right corner of the device. When there is an incoming call, the device displays the incoming call interface but will not ring.

Picture 34 - Ringtone mute

- Cancel ringing tone mute: in the standby or incoming interface, press the device volume increase button again or select the ringing tone icon to pull up the volume to increase or decrease the volume to cancel ringing tone mute. After cancellation, the mute icon will no longer be displayed in the lower right corner. The device mute icon goes out.

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 35 - Call hold

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.

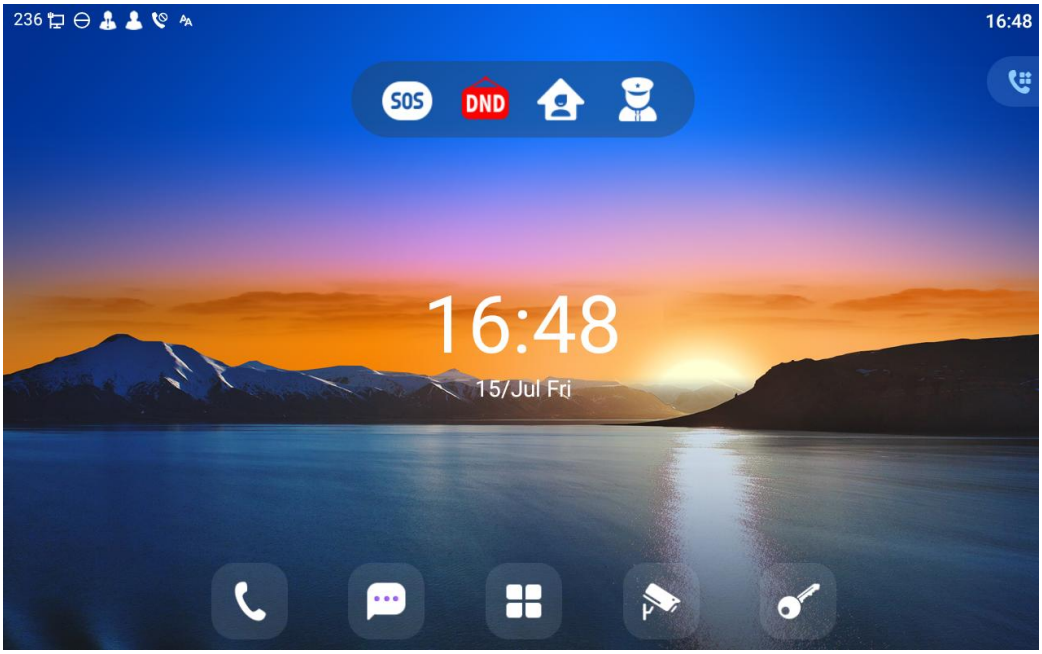
Enable/Disable device all lines DND, Methods the following：

- Device interface：Default standby mode，

1) In standby mode, turn on the device intrusion free function through [**System Settings**] > > [Sound] > > [**Do Not Disturb**] > > [**TURN ON NOW**], and the status prompt bar will have an intrusion free icon.

2) Press the [**TURN OFF NOW**] button again to turn off no disturb, and the no disturb icon in the status prompt bar of the device screen disappears.

3) In the standby interface, click the DND icon directly, and when the icon turns red, you can turn on no disturb. Click the DND icon again to turn off no disturb



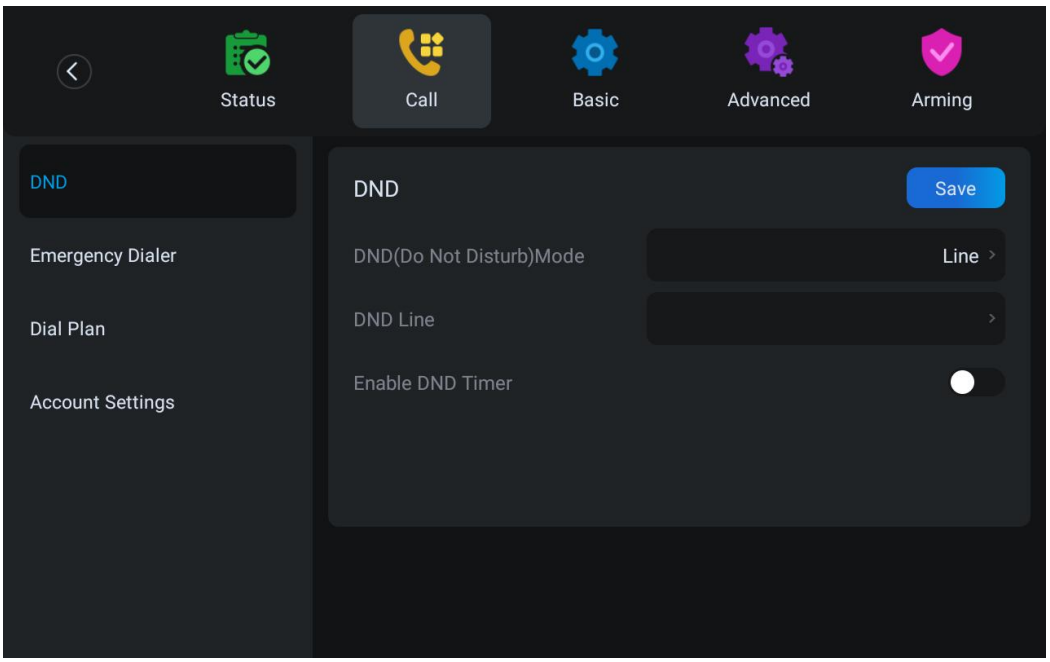
Picture 36 - Enable DND

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

1) Press [**Device Settings**] > > [**Call**] > > [**DND**] to enter the editing page of DND.

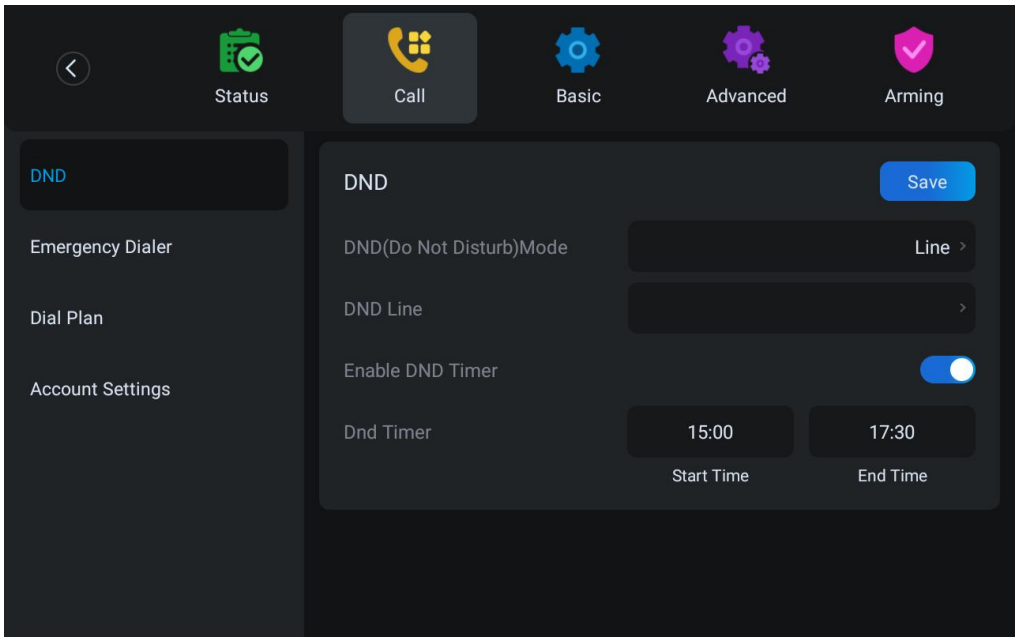
2) Select the line through the left / right navigation keys to adjust the disturbance free mode and status, Press the [**Save**] button to save after completion.

3) The user will see the no disturb icon in the status prompt bar of the device screen, and the SIP line has enabled the no disturb mode.



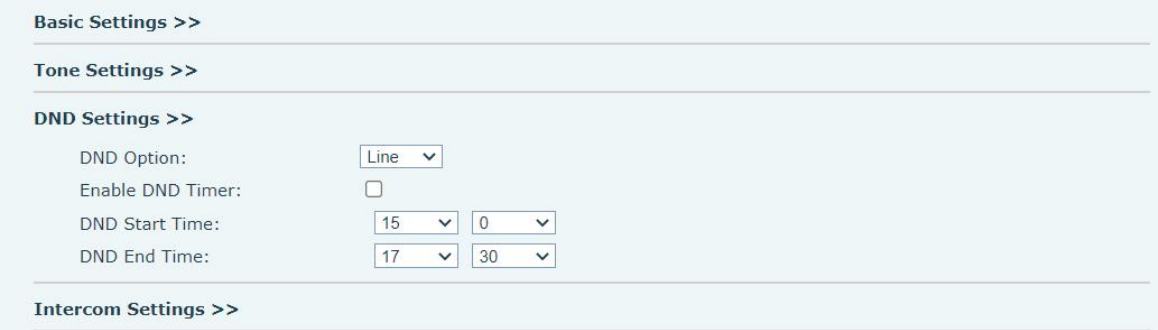
Picture 37 - DND setting interface

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



Picture 38 - DND timer

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



Picture 39 - DND Settings

The user opens the DND of a specific line on the web page: enter [**Line**] > > [**SIP**], select a [**Line**] > > [**Basic setting**], and enable do not disturb.

Picture 40 - Line DND

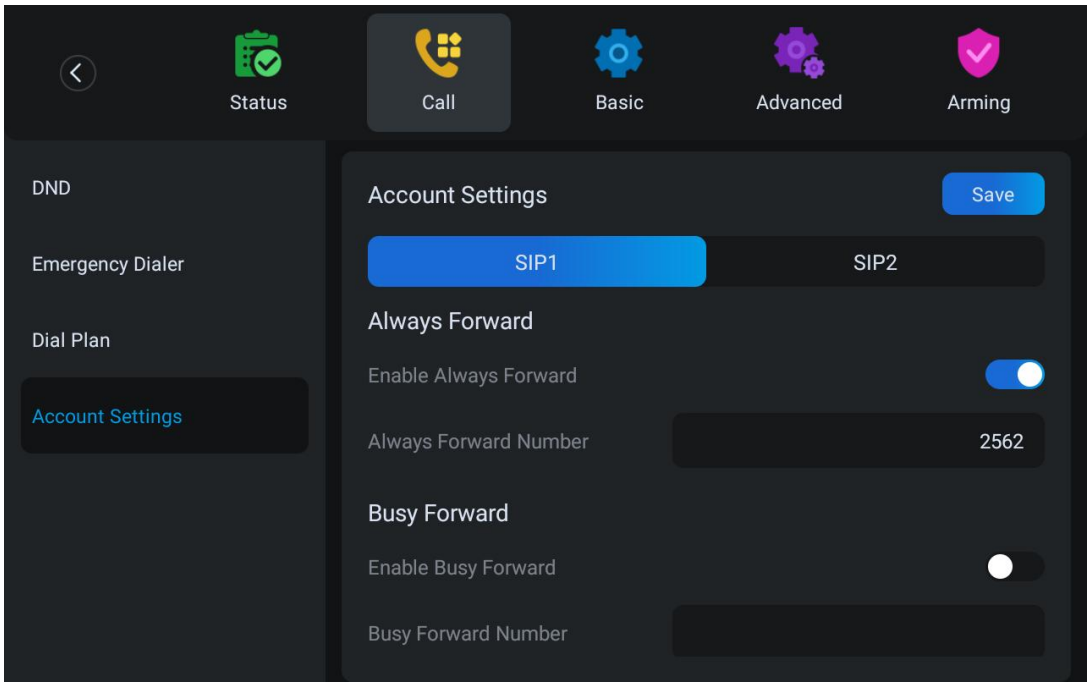
8.11 Call Forward

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.

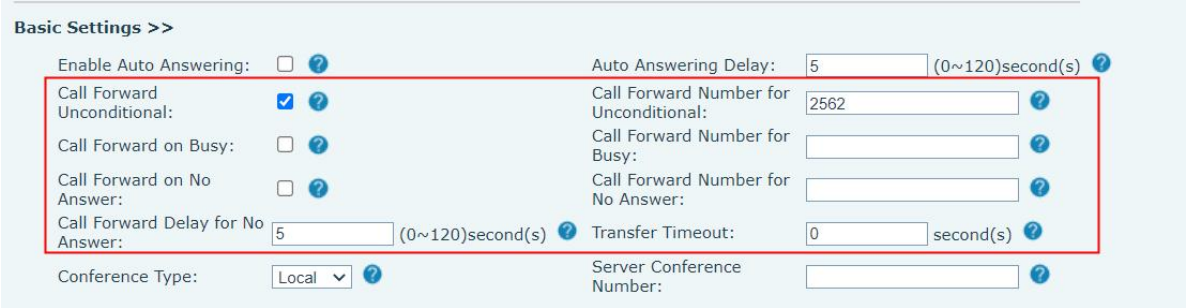
- Device interface：Default standby mode
  1) Press [**Device Settings**] >> [**Call**]>> [**Account Settings**] button, click any line to set up forward settings.
  2) Select the line to be set and enter the call forward settings interface



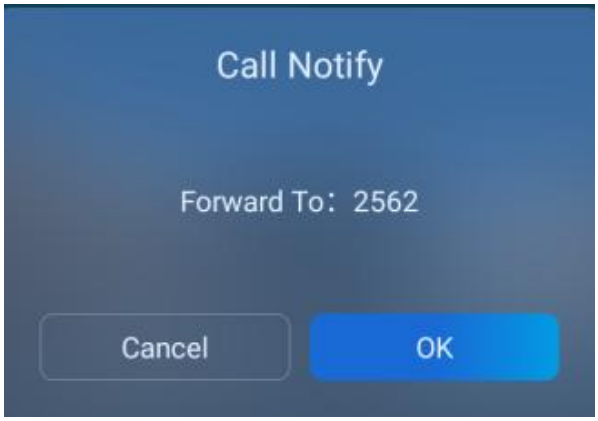
Picture 41 - Select the line to set up call forwarding

3) Click the slide button to select on/off.
4) Configure parameters by clicking on the text box and enter the required information. After completion, press the [**Save**] button to save the changes.

- WEB interface： Enter [**Line**] >> [**SIP**], Select a [**Line**] >> [**Basic settings**], and set the type, number and time of forwarding.



Picture 42 - Page setting call forwarding



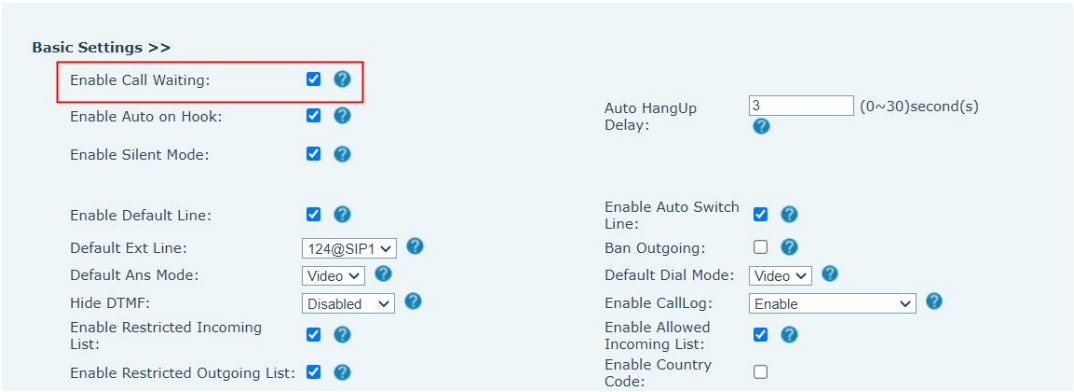
Picture 43 - Call forwarding rendering

8.12 Call Waiting

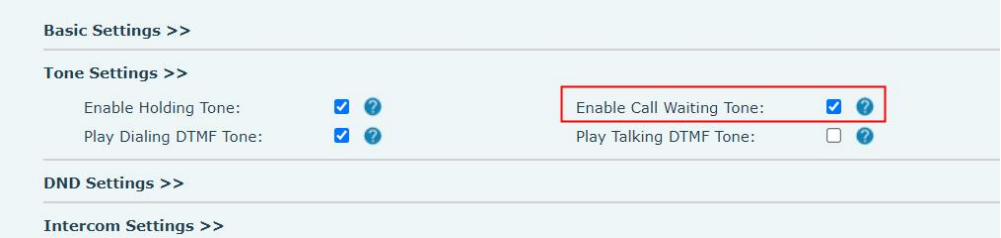
- Enable call waiting: new calls can be accepted during a call.
- Disable call waiting: new calls will be automatically rejected and a busy tone will be prompted.
- Enable call waiting tone: when you receive a new call on the line, the tone will beep.

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

Web interface: enter [**Device settings**] > > [**Features**] > > [**Basic Settings**] to turn on / off call waiting; Enter [**Device settings**] > > [**Features**] > > [**Tone Settings**] to turn on / off the call waiting tone.



Picture 44 - Web call waiting setting



Picture 45 - Web call waiting tone setting

8.13 Dial-up Query

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

8.14 Auto-Answering

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

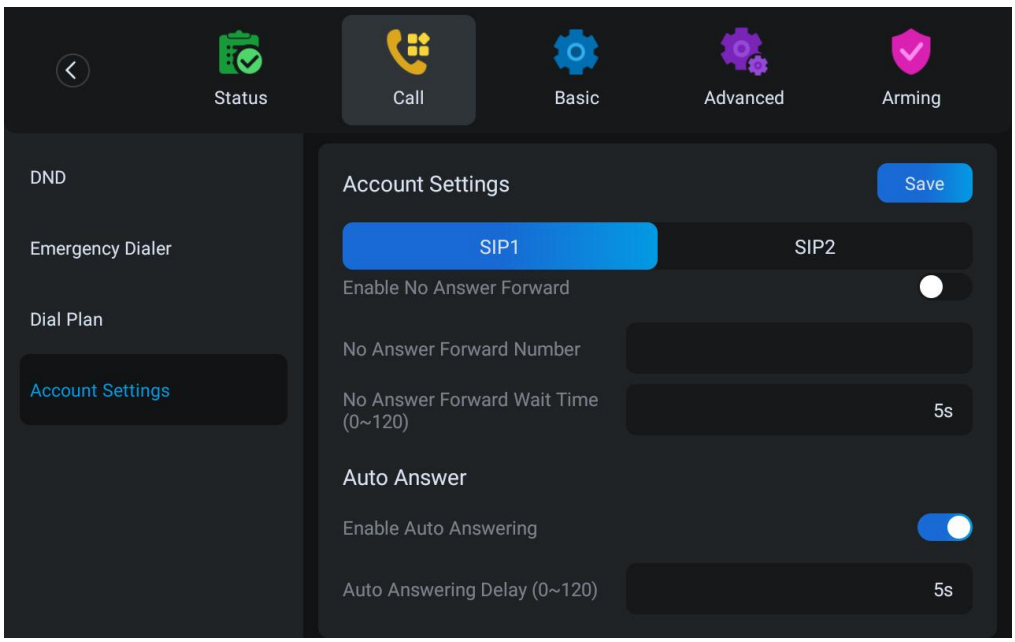
The user can start the automatic answer function in the telephone interface or the webpage interface.

- **Device interface：**

Press [**Device Settings**] >> [**Account Settings**] >> [**Line**] button;

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

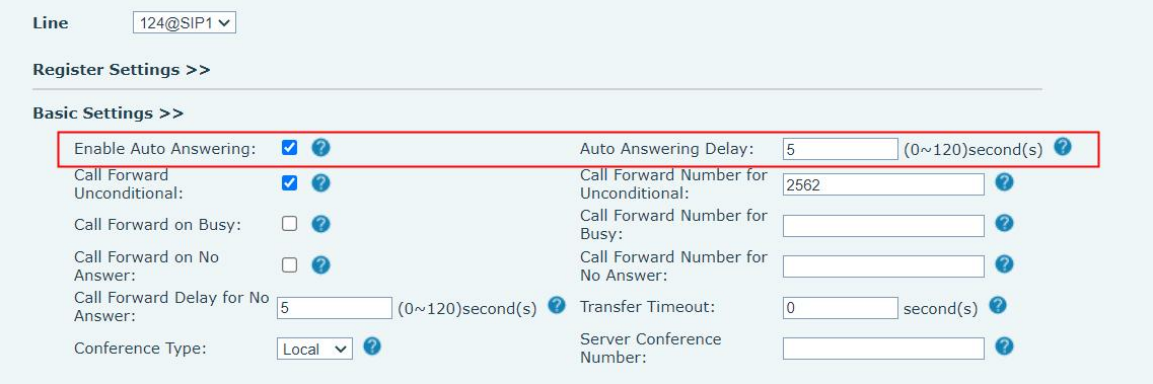
The icon in the upper left corner of the screen  indicates that auto answer is enabled.



Picture 46 - Line 1 enables auto-answering

- **WEB interface：**

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



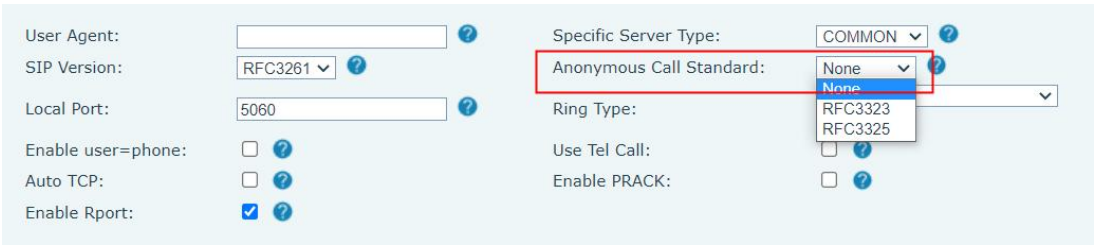
Picture 47 - Web page to start auto-answering

8.15 Anonymous Call

8.15.1 Anonymous Call

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

- The default is none, which is off, and RFC3323 and RFC3325 are optional.
- Select any one to open the anonymous call.
- On the web page [**Line**] >> [**SIP**] >> [**Advanced Settings**] can also open anonymous calls.
- Setting to enable anonymous calls also corresponds to the SIP line. That is, the setting under the SIP1 page can only take effect on the SIP1 line.

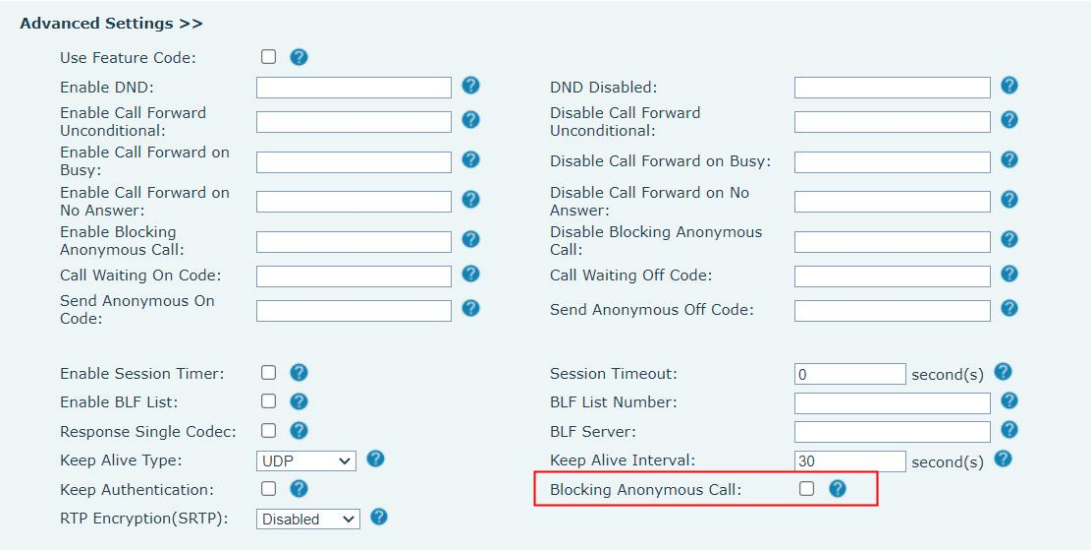


Picture 48 - Enable Anonymous web page call

8.15.2 Ban Anonymous Call

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

- 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.

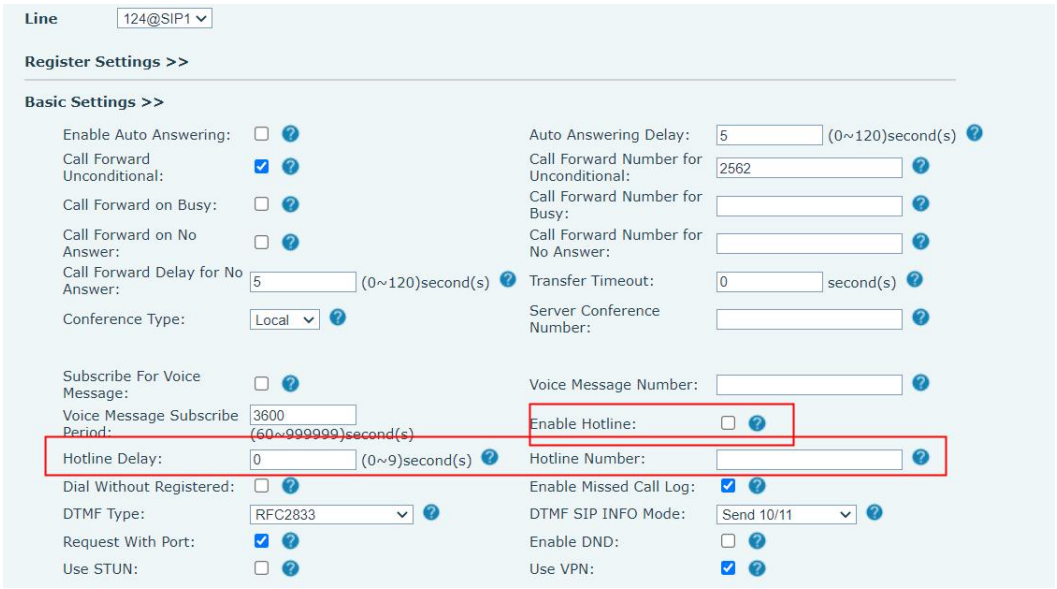


Picture 49 - Page Settings blocking anonymous call

8.16 Hotline

Support hot line dialing. After setting the hot line dialing, the device will call automatically according to the delay time of the hot line.

- 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.

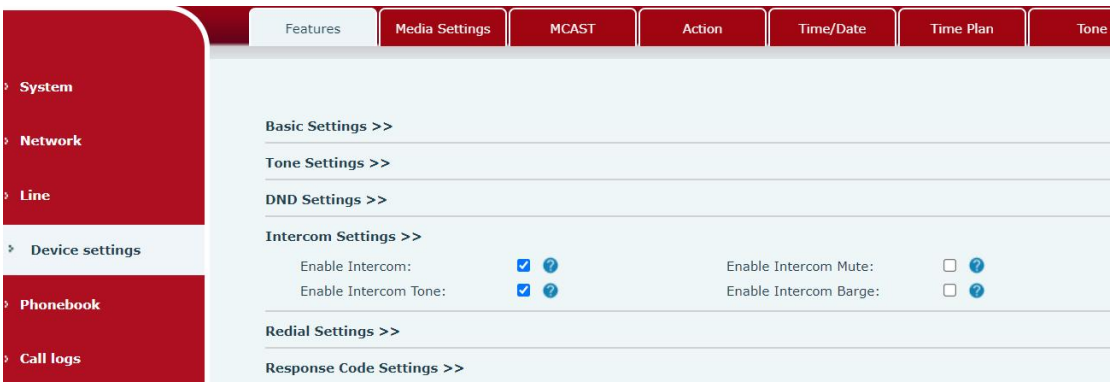


Picture 50 - Hotline set up on web page

9 Advance Function

9.1 Intercom

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



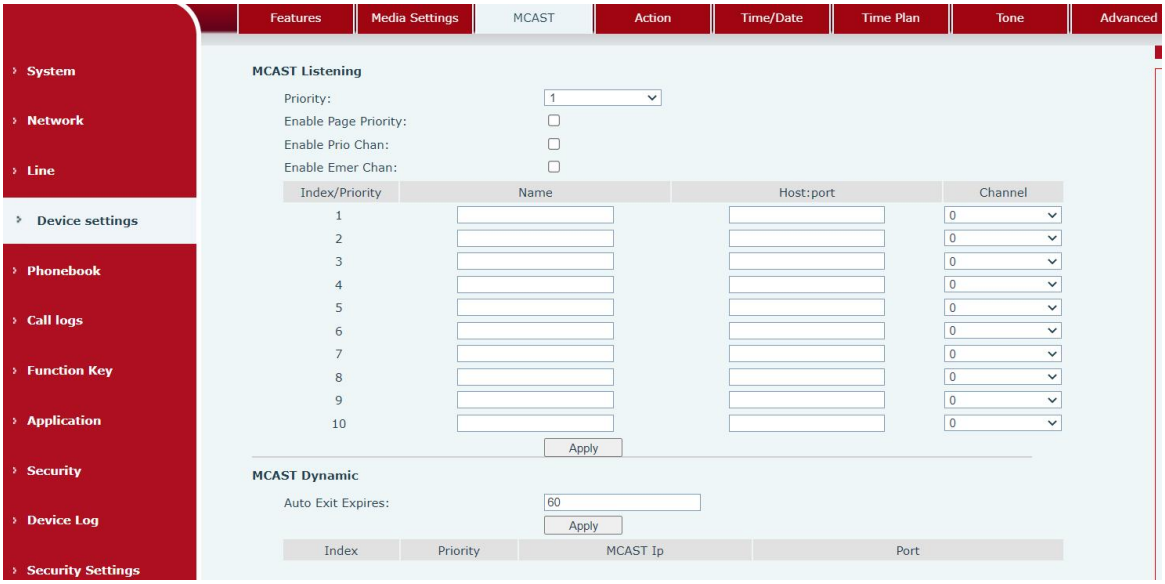
Picture 51 - Web Intercom configure

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 device plays the intercom tone
Enable Intercom Barge	Enable Intercom Barge by selecting it, the device auto answers the intercom call during a call. If the current call is intercom call, the device 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 device, 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 device 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 52 - 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.

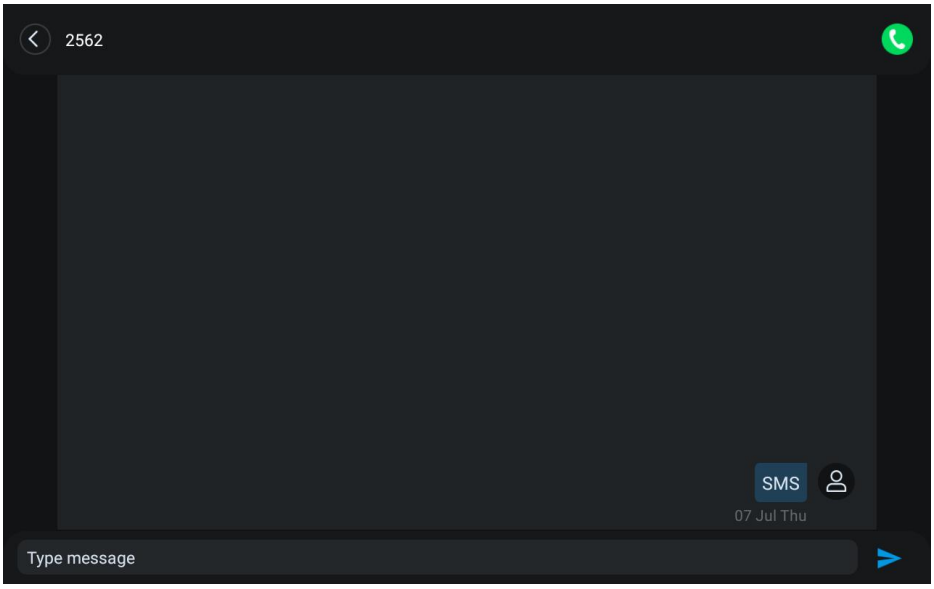
Multicast：

- 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 [**Device Settings**] >> [**MCAST**].
- Press the DSSKEY of Multicast Key which you set.
- Receiver will receive multicast call and play multicast automatically.

9.3 Message

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.

9.3.1 SMS



Picture 53 - SMS

Send messages:

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

View SMS:

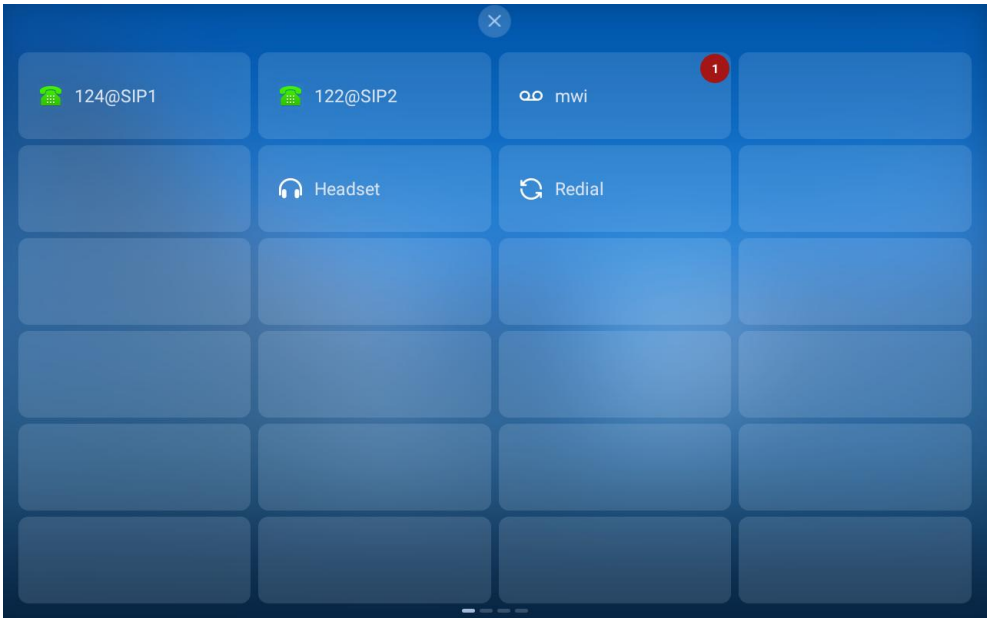
- Use the navigation keys to select the standby icon [**Message**]
- After selecting, press the navigation key [**OK**] to enter the SMS inbox interface.
- Select the unread message and press [**OK**] to read the unread message.

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 [**Reply**], edit it, and click Send.

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.

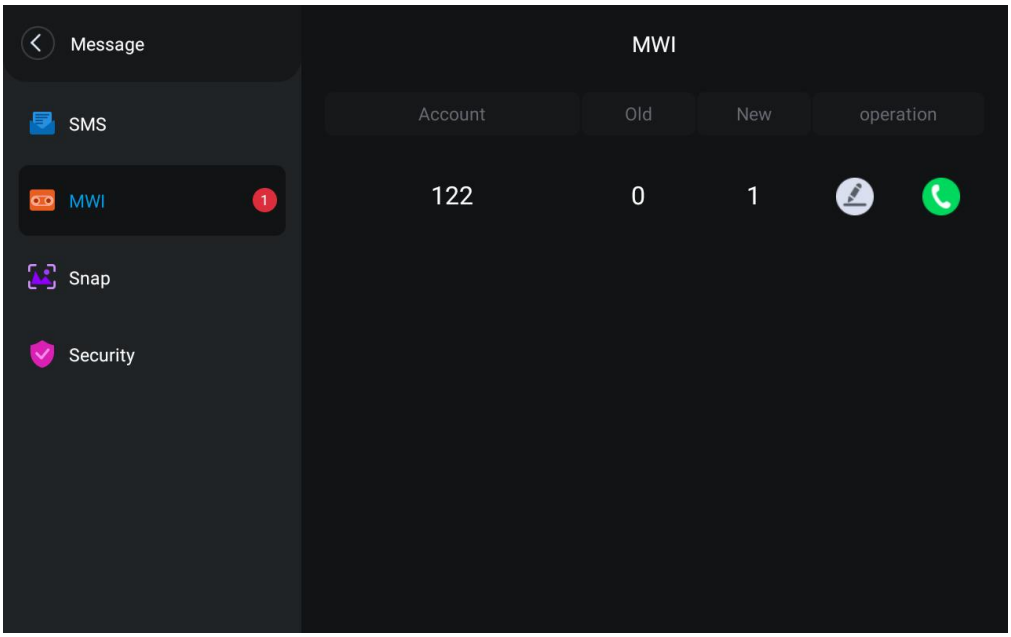


Picture 54 - New Voice Message Notification

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 device is in the default standby state,

- the pull-down status bar displays the number of unread voice messages, and the voice message icon in the Dsskey interface also displays the number of unread voice messages.
- click under the status bar to directly view the total number of voice messages, or click voice messages in the message to enter the voice message interface to directly listen to messages.



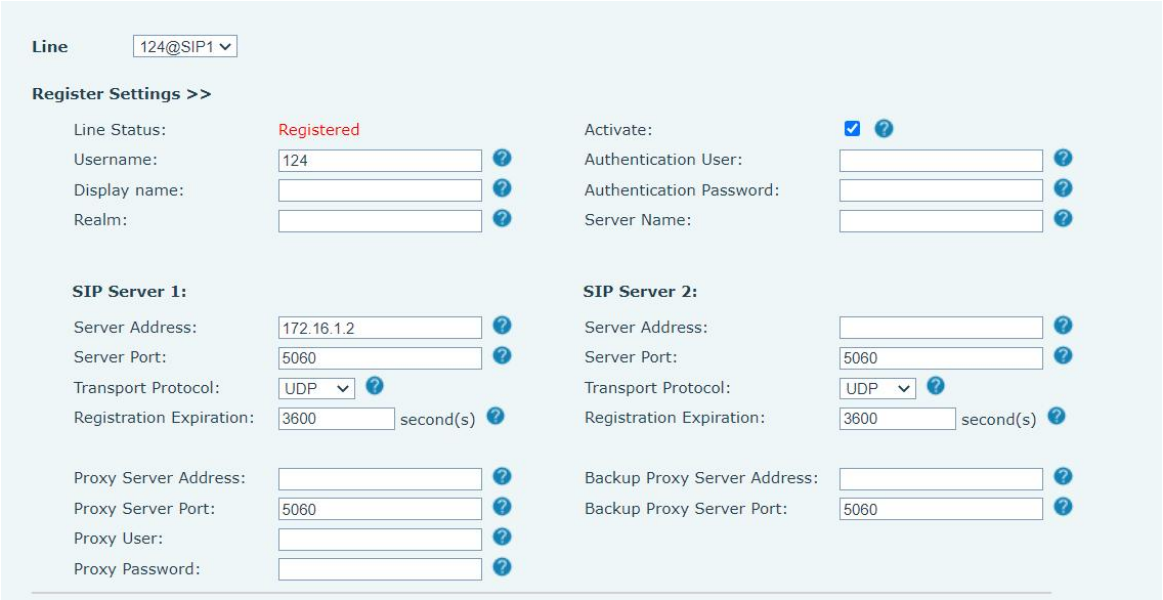
Picture 55 - Voice message interface

9.4 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.

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

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



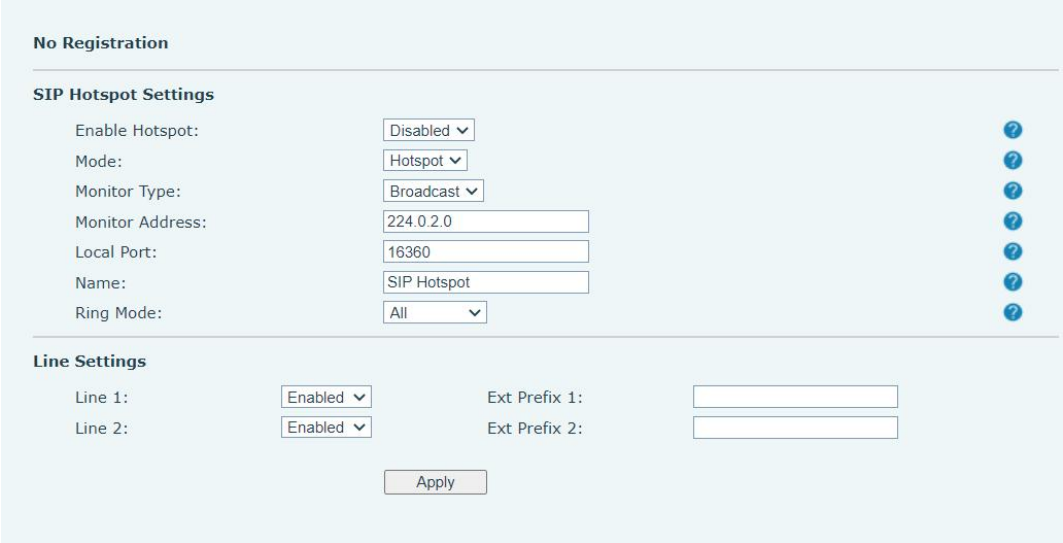
Picture 56 - Register SIP account

Table 13 - SIP hotspot Parameters

Parameters	Description
Device Table	If your device is set to “SIP hotspot server”, Device Table will display as Client Device Table which connected to your device. If your device is set to “SIP hotspot client”, Device Table will display as Server Device Table which you can connect to.
SIP hotspot	
Enable hotspot	Set it to be Enable to enable the feature.
Mode	Choose hotspot, device will be a “SIP hotspot server”; Choose Client, device 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 device 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
Line settings	Set whether to associate the SIP hotspot function on the corresponding SIP line

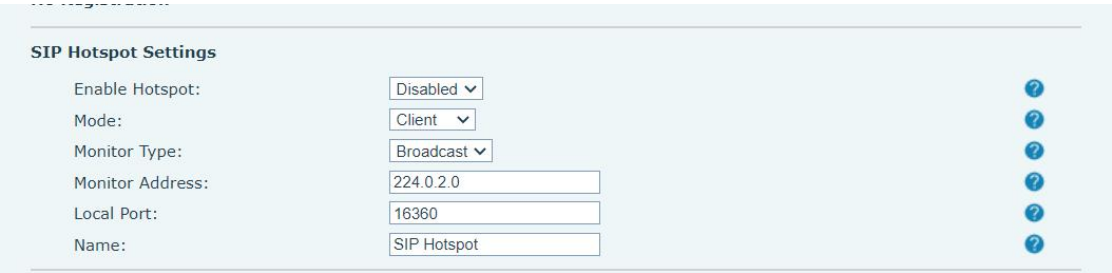
Configure SIP hotspot server:



Picture 57 - SIP hotspot server configuration

Configure SIP hotspot client:

As a SIP hotspot client, no SIP account needs to be set. The device 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.



Picture 58 - SIP hotspot client configuration

As the hotspot server, the default extension number is 0. When the device 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:

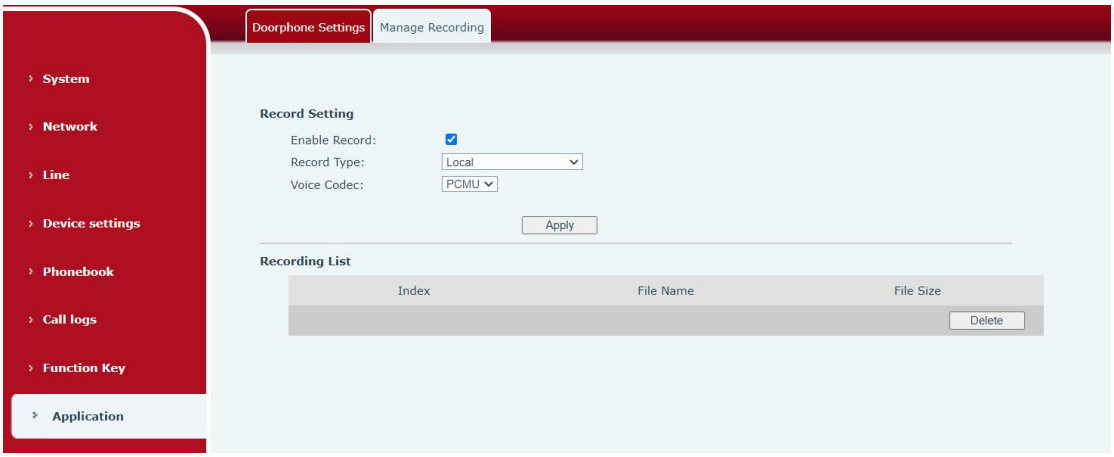
- The hotspot server and the client can dial each other through the extension number.
- For example, extension 1 dials extension 0.

9.5 Record

The device supports recording during a call.

9.5.1 Local Record

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



Picture 59 - WEB local recording

Local recording steps:

- Open the recording on the web page, and set the recording type as local recording.
- Set DSSkey type as key event and type as record in the device/web interface.
- Set up one line call and press the recording key (set DSSkey).
- End the recording. End the call.

View local recording:

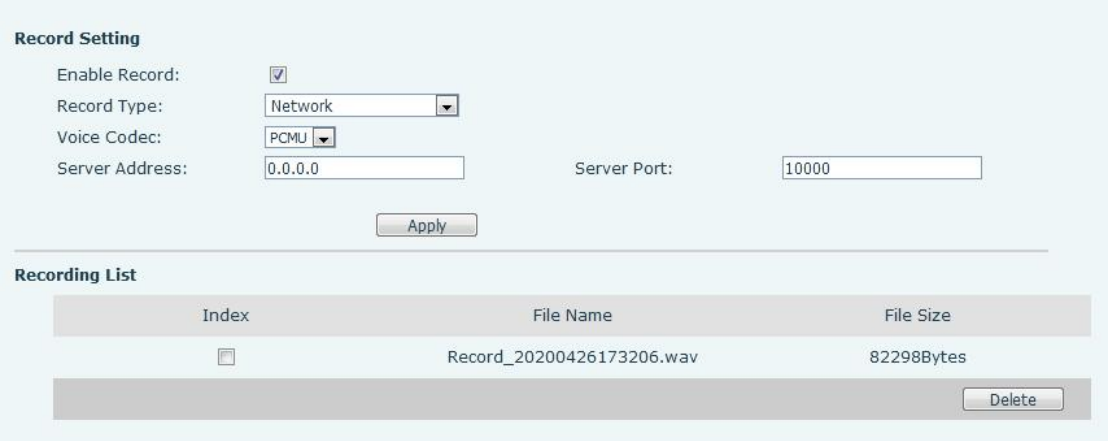
- Enter [**Application**] >> [**Sound Recorder**]
- Enter view the recording file.
- Or enter the webpage [**Application**] under the [**Manage recording**] to view the recording file.

Listen to the record：

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

9.5.2 Server Record

When using the network server to record, it is necessary to open the recording in the device 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:

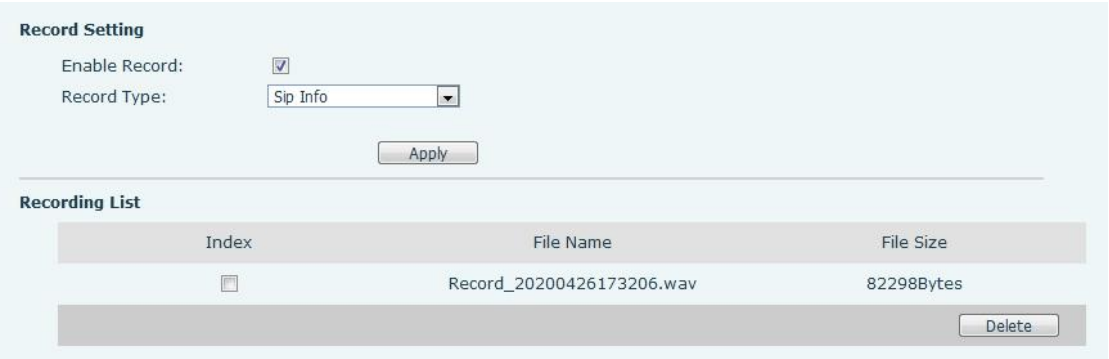


Picture 60 - Web server recording

Note: to be used with Fanvil recording software.

9.5.3 SIP INFO Record

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



Picture 61 - Web SIP info recording

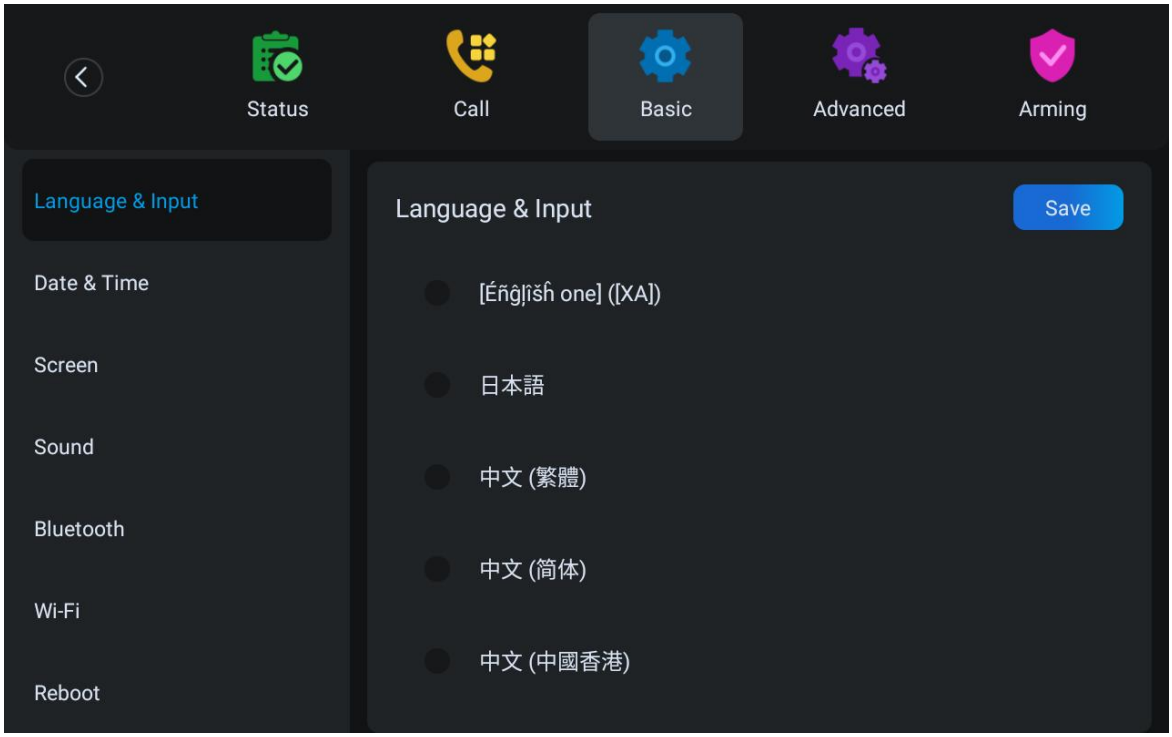
10 Device Settings

10.1 Basic Settings

10.1.1 Language

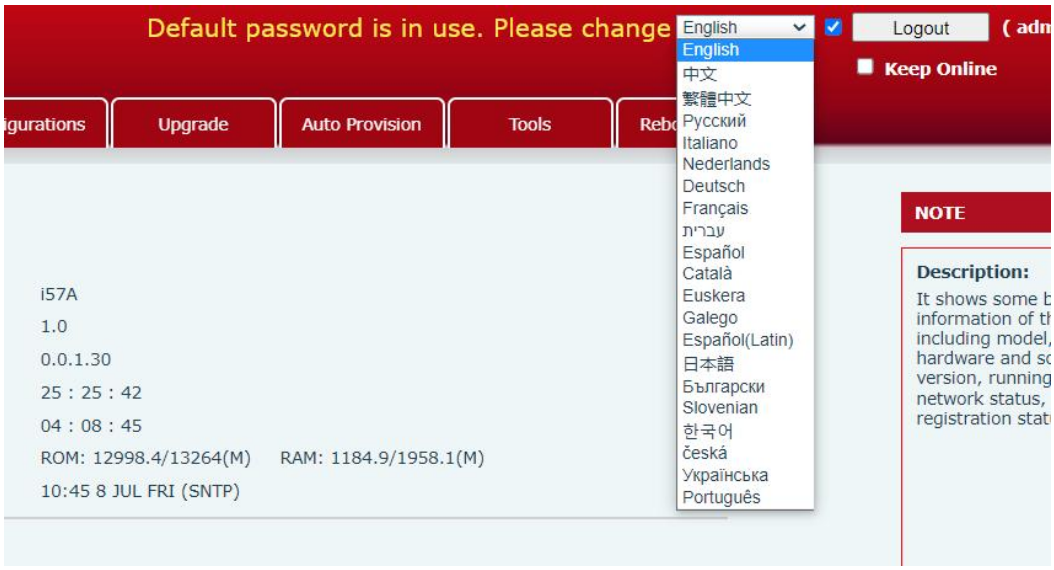
The user can set the device language through the device interface and web interface.

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



Picture 62 - Device language setting

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



Picture 63 - Language setting on Web page

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

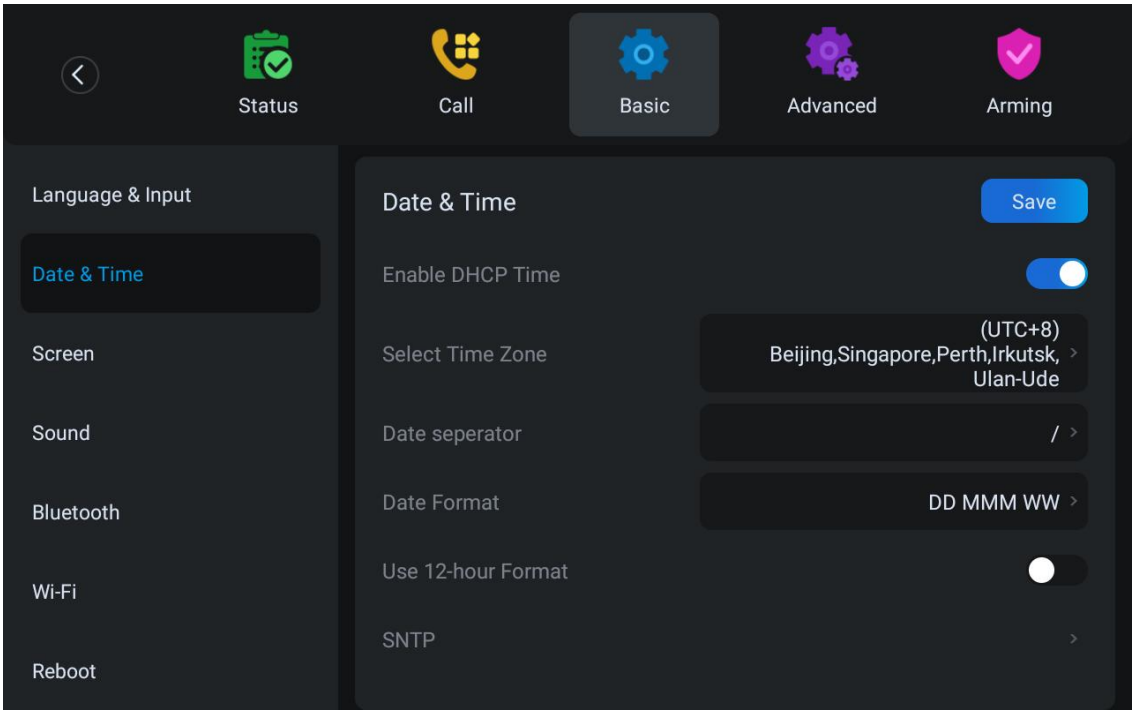
10.1.2 Time & Date

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

Device interface:

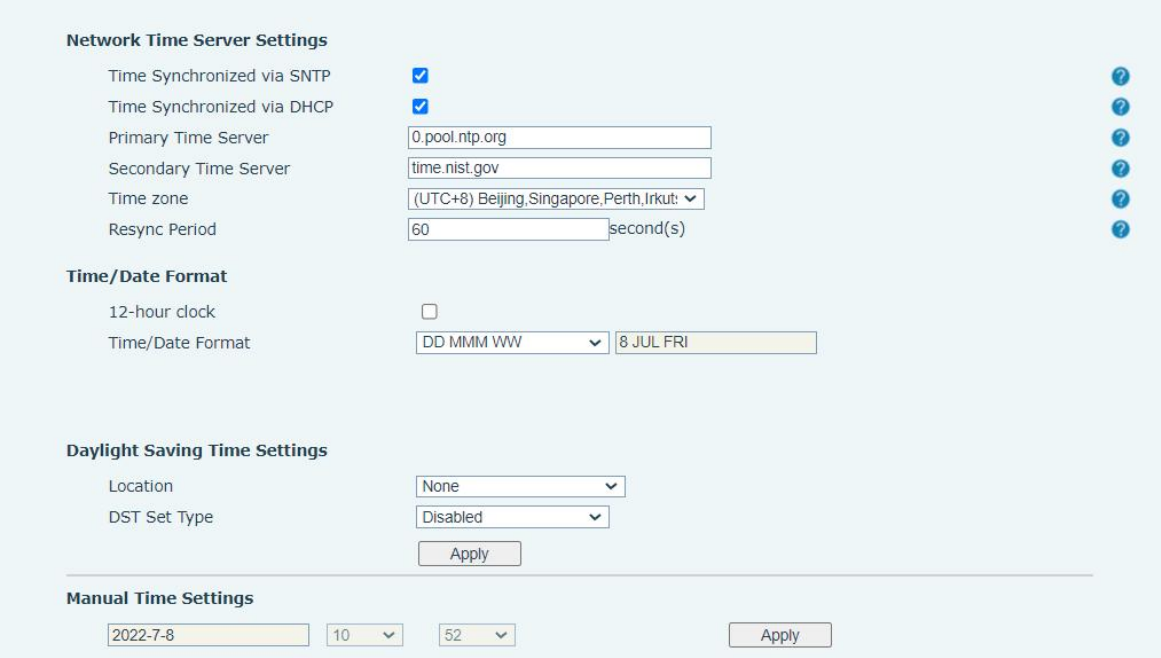
- when the device is in the default standby state, enter [**Device Settings**] > > [**Basic**] > > [Date and time] to configure the date and time.
- when the device is in the default standby state, enter [**All App**] > > [**System Settings**] > > [**System**] > > [**Date & time**] to configure the date and time.

As shown in the figure:



Picture 64 - Set time & date on device

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



Picture 65 - Set time & date on web page

Table 14 - Time Settings Parameters

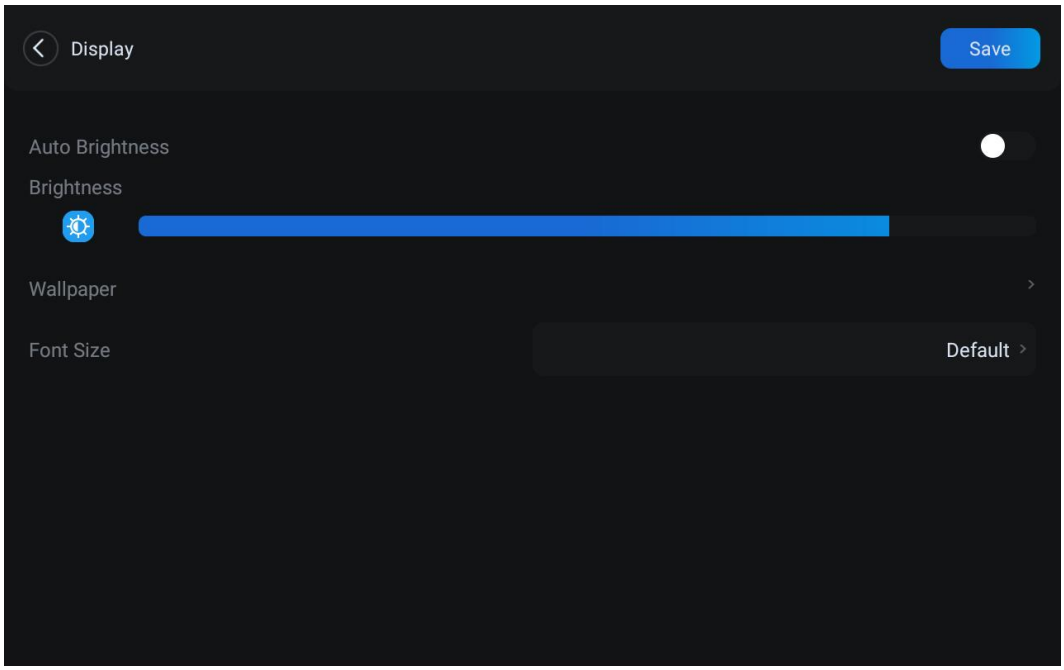
Parameters	Description
Mode	Auto/Manual Auto: Enable network time synchronization via SNTP protocol,

	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: ■ 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 device screen in LCD in two ways.

- Slide down the outgoing status bar page in standby mode. Slide down again to adjust device brightness conveniently.
- Enter the [**Device Settings**] >> [**Basic**]>> [**Screen**]>>[**Display**], and then adjust the brightness.



Picture 66 - Set screen parameters on device

10.1.3.1 Brightness and backlight

- Device interface:

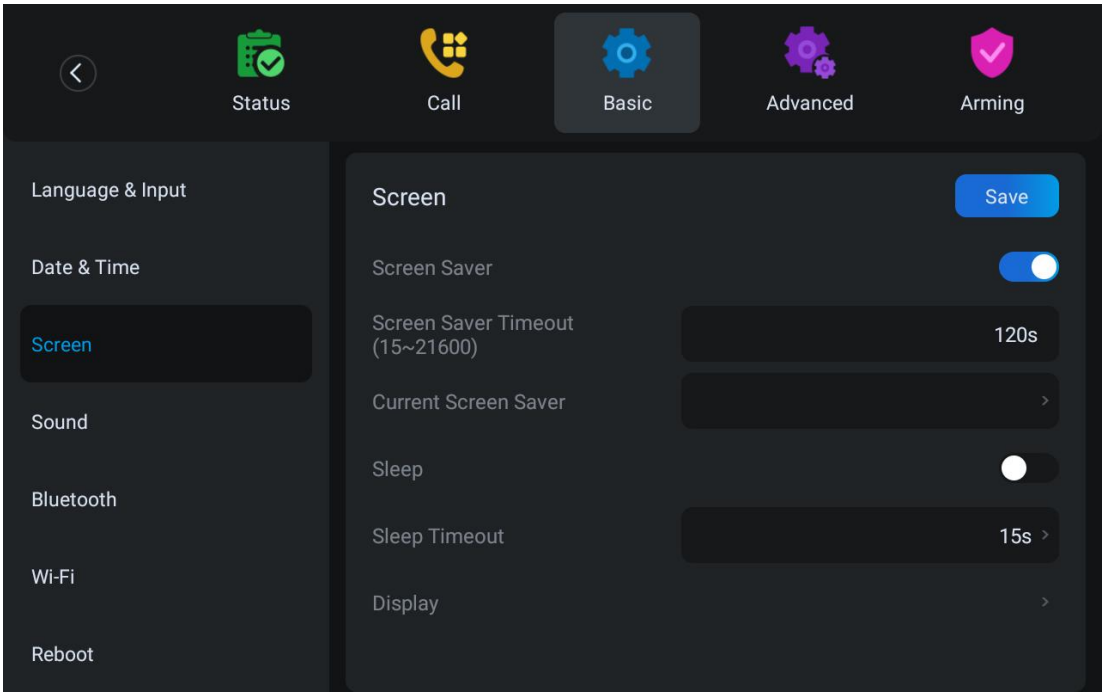
1) in standby mode, slide from the top edge of the screen to enter the status bar;Sliding down again makes it easy to set the brightness of the device.

2) the device enters [**System Setting**] >> [**Display**], which can adjust the brightness and change the wallpaper.

10.1.3.2 Screen Saver

- Device interface:

When the device is in default standby state, press the function menu [**Device settings**]>> [**Basic**] >> [**Screen**] to enable the screen protection, as shown in the figure below:



Picture 67 - screen saver

10.1.4 Ring

When the device is in the default standby mode,

- Enter [**Device Settings**] >> [**Basic**] >> [**Sound**] item till you find [**Tone**] item.
- Enter [**Sound**] >> [**Tone**] set promote tone
- The prompt tone contains Settings such as device Ringtone, Notification Tingtone, Screen locking sounds, etc.

10.1.5 Voice Volume

When the device is in the default standby mode,

- Enter [**Device Settings**] >> [**Basic**] >> [**Sound**] item till you find [**Volume**] item.
- Enter [**Sound**] >> [**Volume**] set promote tone.
- The prompt tone contains Settings such as caller volume, media volume, notification volume, and mute.

10.1.6 Reboot

When the device is in the default standby mode,

- Enter [**Device Settings**] >> [**Basic**] >> [**Reboot**] item.
- Click [**Reboot**] to indicate whether to restart the device.
- Press [**OK**] to restart the device or press [**Cancel**] to exit the prompt box to return to the configuration interface.

10.2 Phone book

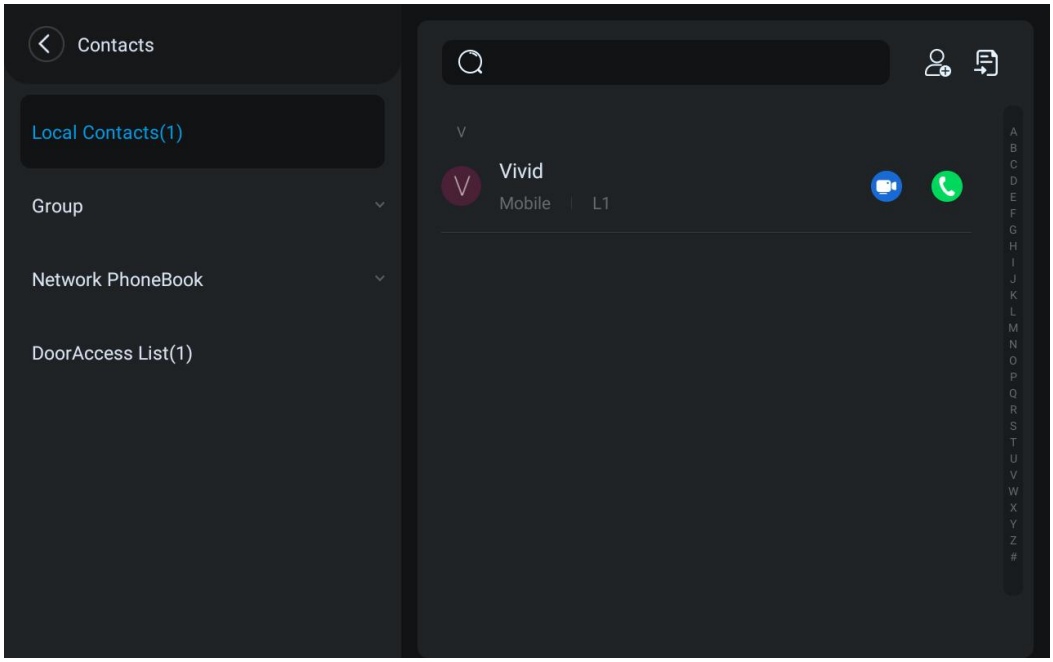
10.2.1 Local contact

Users can save the contact information in the phonebook and dial the phone number of the contact directly in the phonebook. The user can open the phonebook by pressing the function menu key [contact] or the preset key [phonebook] on the device in the default main interface.

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

Access control equipment can also be set in the phone book,For specific settings and usage, please refer to 8.4.3 Open the door during the call

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



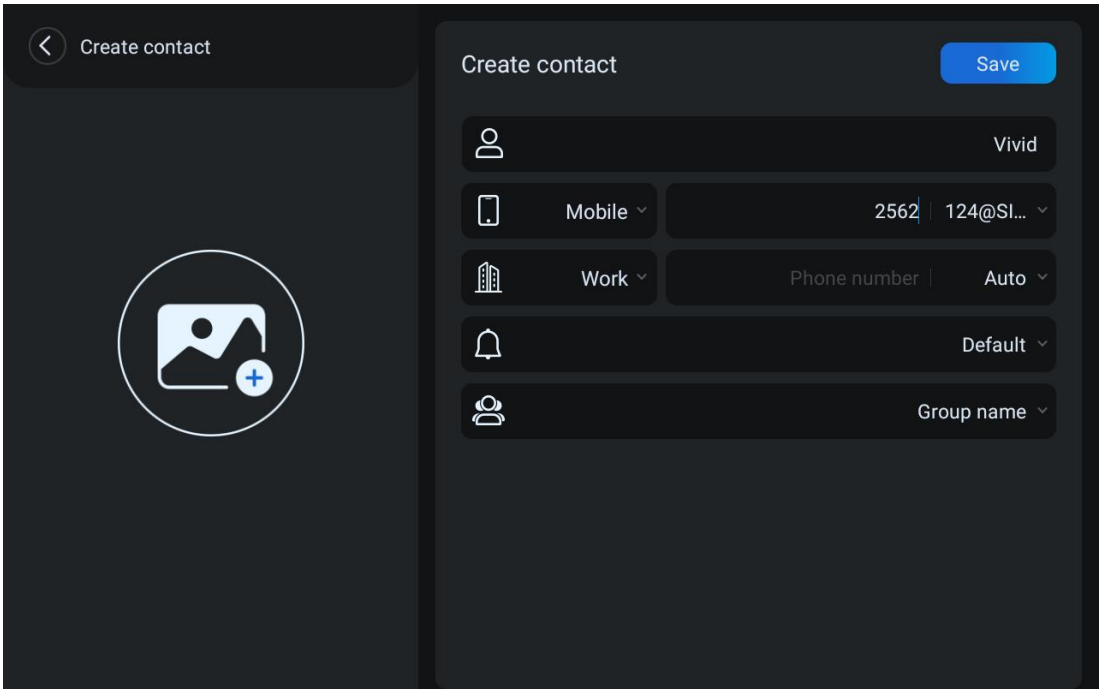
Picture 68 - Local Phone book

When there are contact records in the phone book, the contact records will be arranged in the alphabet order. User may browse the contacts with up/down navigator keys. The record indicator tells user which contact is currently focused. User may check the contact's information by pressing [**OK**] button.

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.

- Contact Name
- Tel. Number
- Mobile Number
- Home Number
- Work Number
- Main Number
- Work Fax
- Home Fax
- Pager
- Other Number
- Custom
- Line
- Contact Group
- Photo
- Ring Tone



Picture 69 - Add New Contact

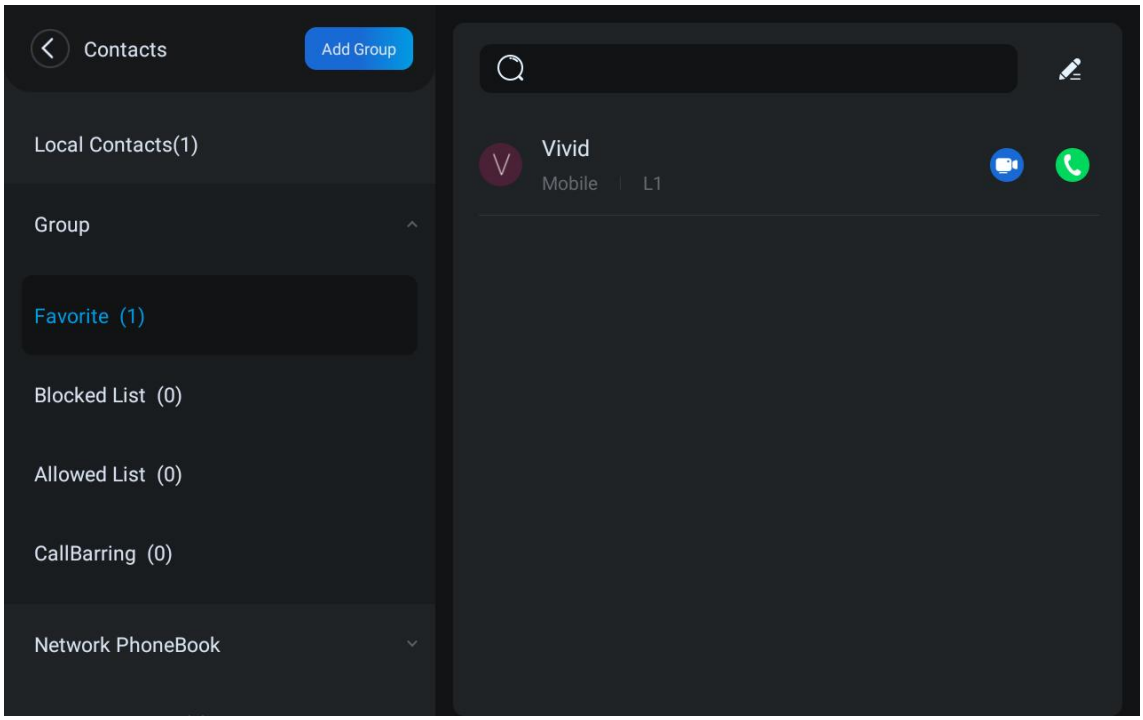
User can edit a contact by pressing [**Edit**] button.

Delete contact: The user can enter the delete contact list by pressing the [Delete] icon, and click the select all button to select all the contacts that you want to delete, or the check box after the user selects a contact; then press the delete icon again You will be prompted to delete the selected contact.

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. In the contact list interface, press the "group" icon to switch to the group list. Click add button again to enter the page of creating groups.
- Delete groups, under groups list.
- To edit the group, press edit.

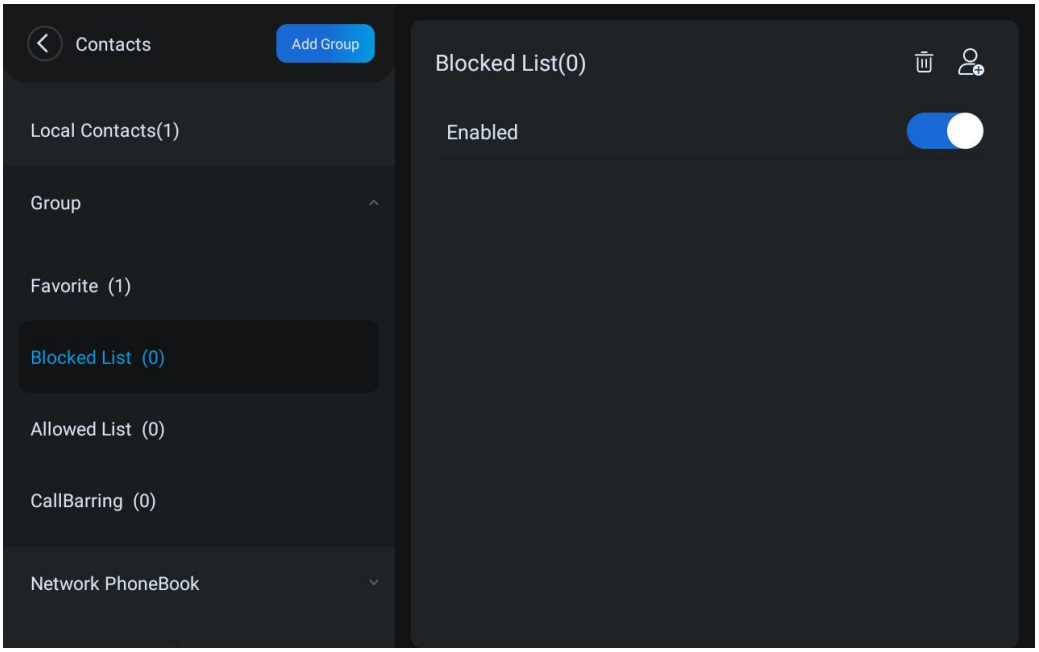


Picture 70 - Group List

10.2.2 Block list

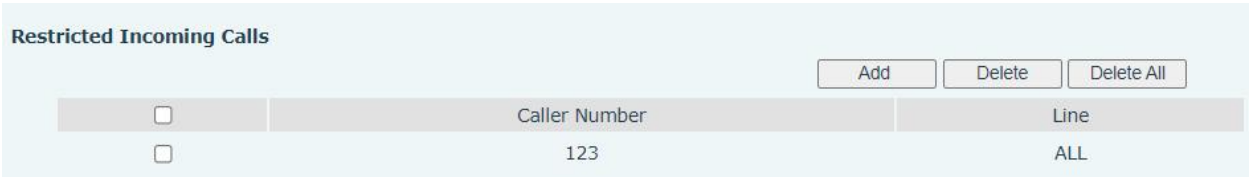
The device supports blocklist, such as the number added to the blocklist, the number of calls directly refused to the end, the end of the phone shows no incoming calls. (blocklist Numbers can be called out normally)

- There are multiple ways to add a number to blocklist on the device. It can be added directly on [**Contacts**] >> [**Group**] >> [**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 71 - Add blocklist

- There are various ways to add number to the blocklist on web page, which can be added in the **[Device 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 for configuration addition.



Picture 72 - Web blocklist

10.2.3 Cloud Phone Book

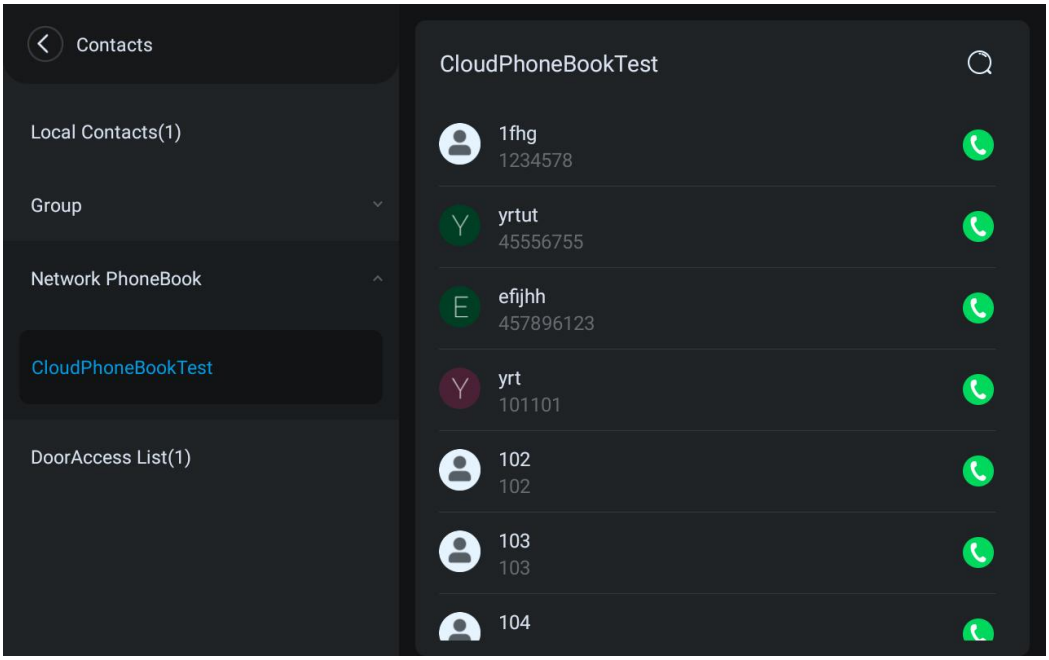
10.2.3.1 Configure Cloud Phone book

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 [**Application**] >> [**Contacts**] >> [**Network PhoneBook**] 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.

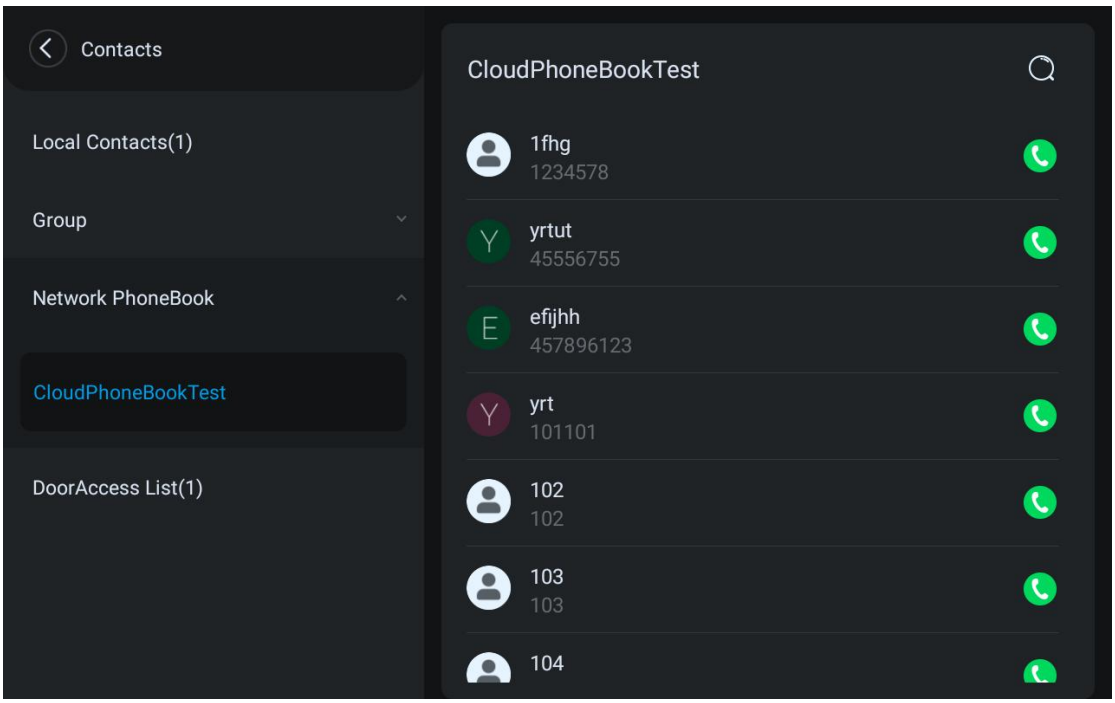


Picture 73 - Cloud phone book list

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.



Picture 74 - Browsing Contacts in Cloud Phone book

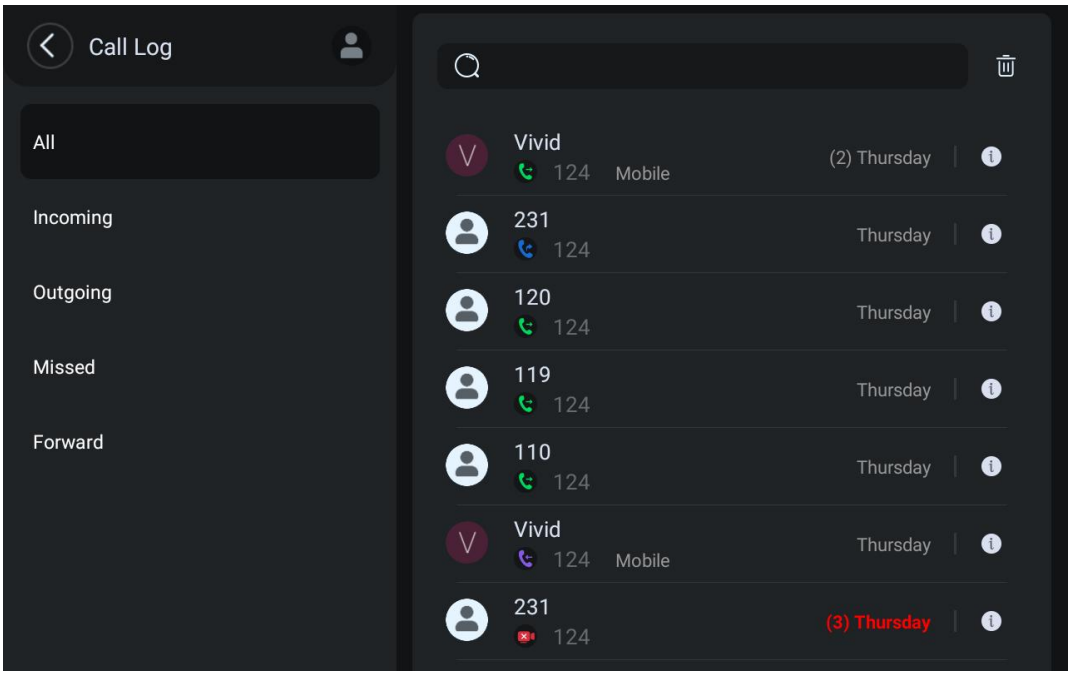
10.3 Call Log

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 [**Info**] icon and dial the number with pressing the call log, or add the call log number to phonebook with pressing [**Info**] 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.



Picture 75 - Call Log

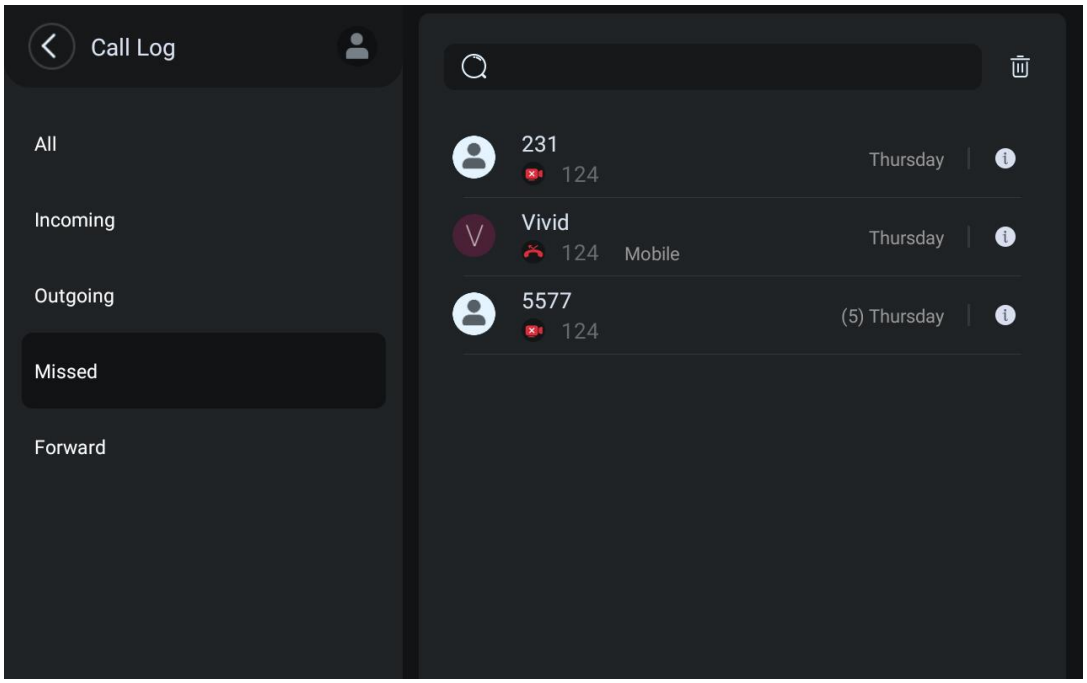
Users can also filter the call records of specific call types to narrow down the scope of search records, and select a call record type by left and right navigation keys.

Missed - Missed Call Log

Incoming - Incoming Call Log

Outgoing - Outgoing Call Log

Forward - Forward Call Log



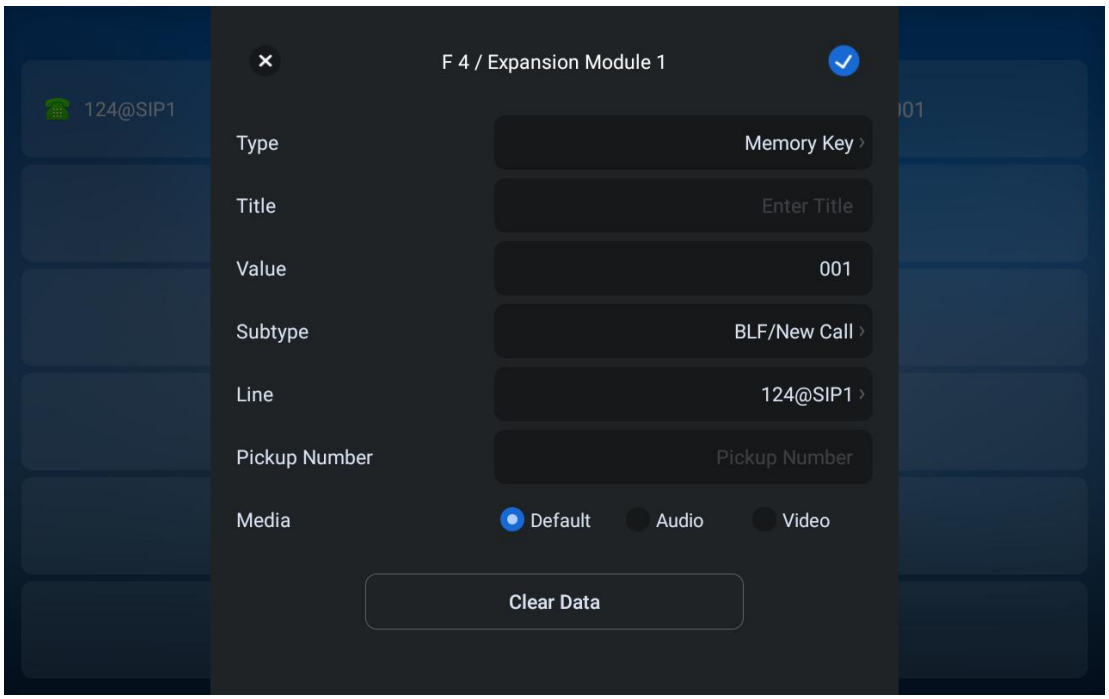
Picture 76 - Filter call record types

10.4 Function Key

- Function key Settings:

It shows 4 DSSKEY keys in standby mode on the Screen, each of which can be customized (expansion keys are not supported). Users can customize and configure each DSSKEY key on each page.

Users can add/delete DSSkey pages through the webpage, and can use the page switch key to switch DSSkey pages. In addition, users can also long press each shortcut key, modify the corresponding key settings.



Picture 77 - DSS LCD Screen Configuration

The DSS Key could be configured as followings,

- Memory Key
  - Speed Dial/Intercom/BLF/New Call/MWI/Presence/Call Forward (to someone)
- Line
- Key Event
  - MWI/DND/Call Hold/Contacts/Redial/Pickup/Auto Redial On/Auto Redial Off/Call Forward /Call Log/Flash/Headset/Release/SMS/Hide DTMF/Power Light/Prefix/Intercom/End/Call Back/Trace/Handfree/Answer Key/Escalate//Private Hold/Disposition/Local Contacts/XML Group/LDAP Group/Record
- DTMF
- Action URL
- BLF List Key

- MCAST Paging
- MCAST Listening
- Action URL
- XML Browser

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

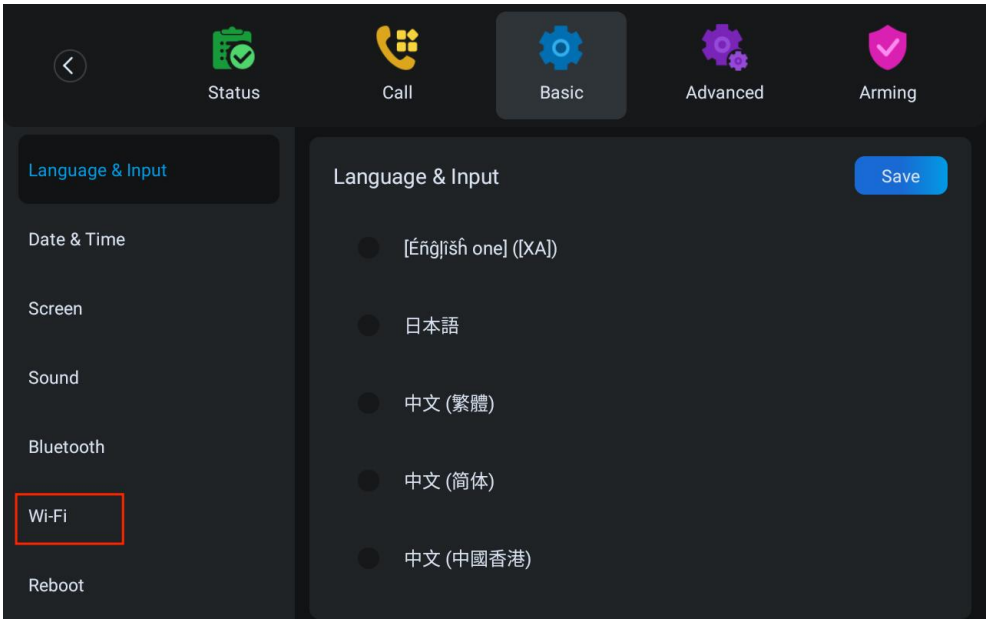
NOTICE! User-defined title is up to 10 characters.

More detailed information *refers to* 11.31 Function key >> Function key

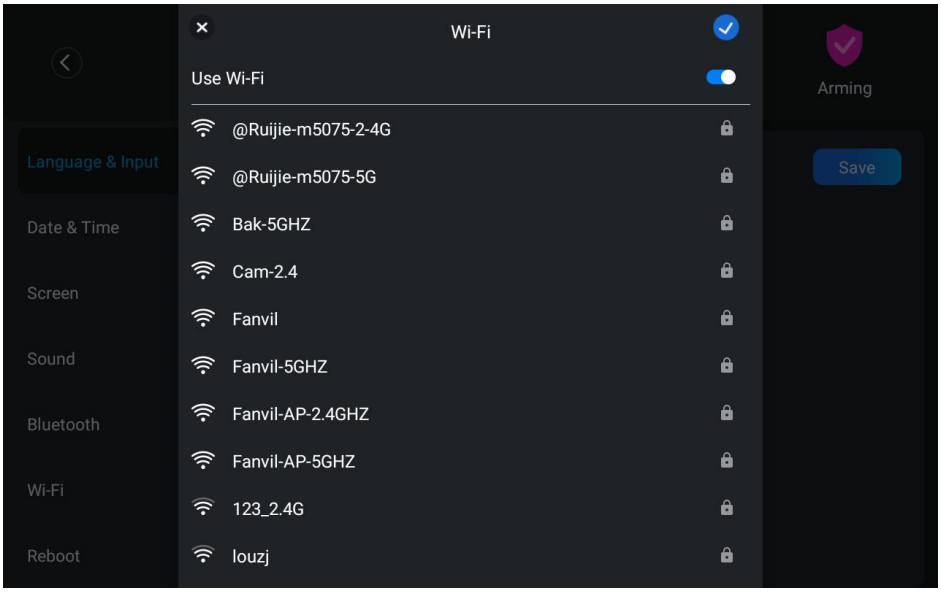
10.5 Wi-Fi

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

- When the device is in the default standby mode,Press [**Application**] till you find the [**Device Settings**]>> [**Basic**]>>[**Wi-Fi**],Enter [**Wi-Fi**] item.
- Enable the Wi-Fi to search the current wireless network automatically.
- Select to the available network, enter the user name and password to connect successfully.



Picture 78 - WIFI settings（1）

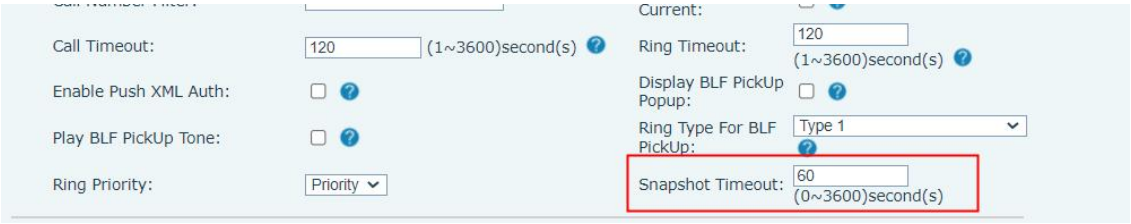


Picture 79 - WIFI settings（2）

10.6 Snap

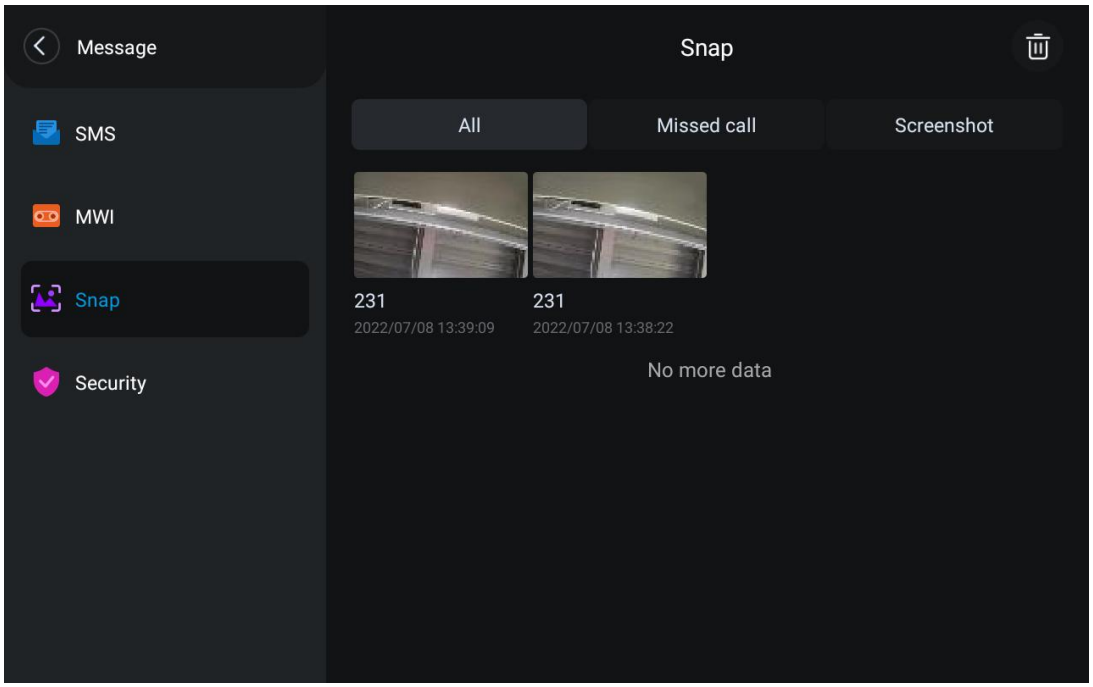
When the user is in the process of video call or when the call is missed due to timeout, the device will perform the function of capturing pictures.

- During the video call, the user can click the icon  on the left to take a screenshot of the current video screen and save it to the local device;
- When the access control device under the phonebook calls an incoming call, the device will automatically capture the picture and save it to the local device if it fails to answer the timeout.In [**Device settings**] > > [**Feature**], you can set the capture timeout, which is 60s by default.



Picture 80 - Snapshot Timeout

The captured pictures are saved locally. Users can view the captured pictures in [**Message**] > > [**Snap**]. The device supports saving 1000 pictures and records.

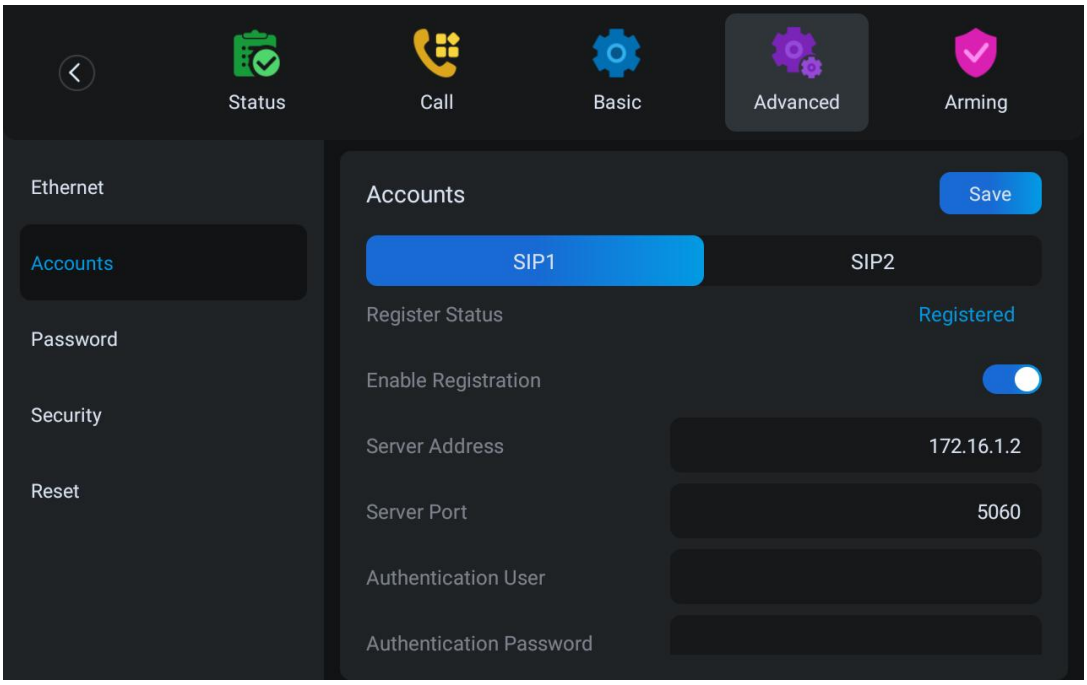


Picture 81 - Snapshot picture display

10.7 Advanced

10.7.1 Line Configurations

Device access [**Device settings**] >> [**Account**] , select [**Register Account]** to configure the SIP line on the device.



Picture 82 - SIP address and account information

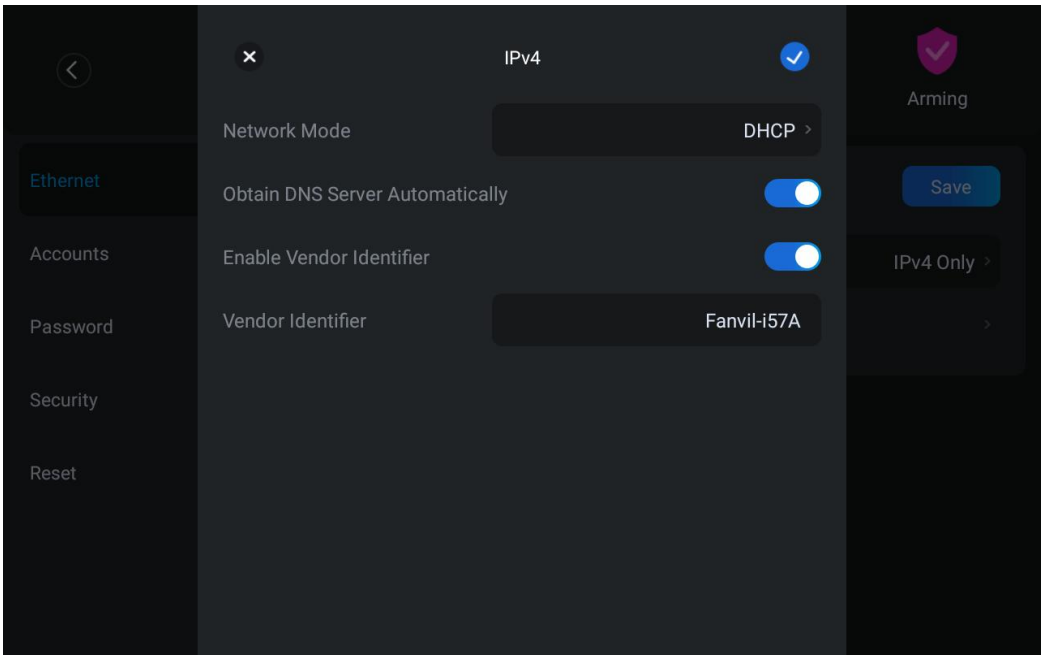
For users who want to configure more options, user should use web management portal to modify or [**More Register Settings**] in accounts on the individual line to configure those options.

10.7.2 Network Settings

10.7.2.1 Network Settings

Device access [**Device Settings**] >> [**Advanced**] >> [**Ethernet**], you can configure the SIP line on the device.

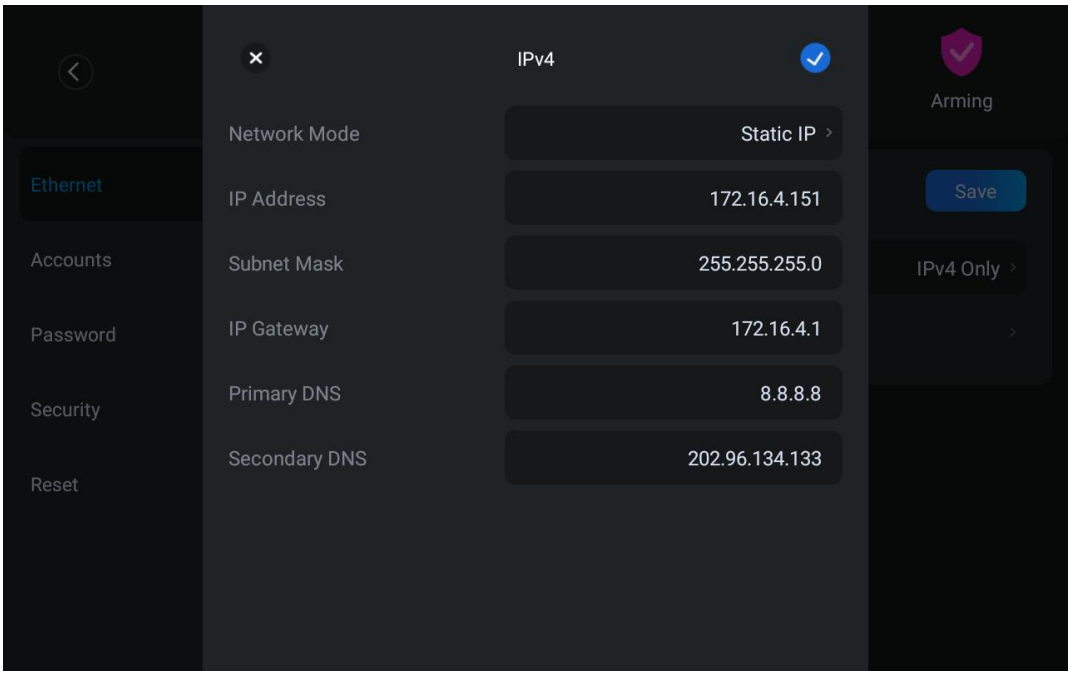
There are 2 connection mode options: DHCP, Static IP.



Picture 83 - 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 Device will get DNS address from DHCP server and "disable" means not.



Picture 84 - Static IP network mode

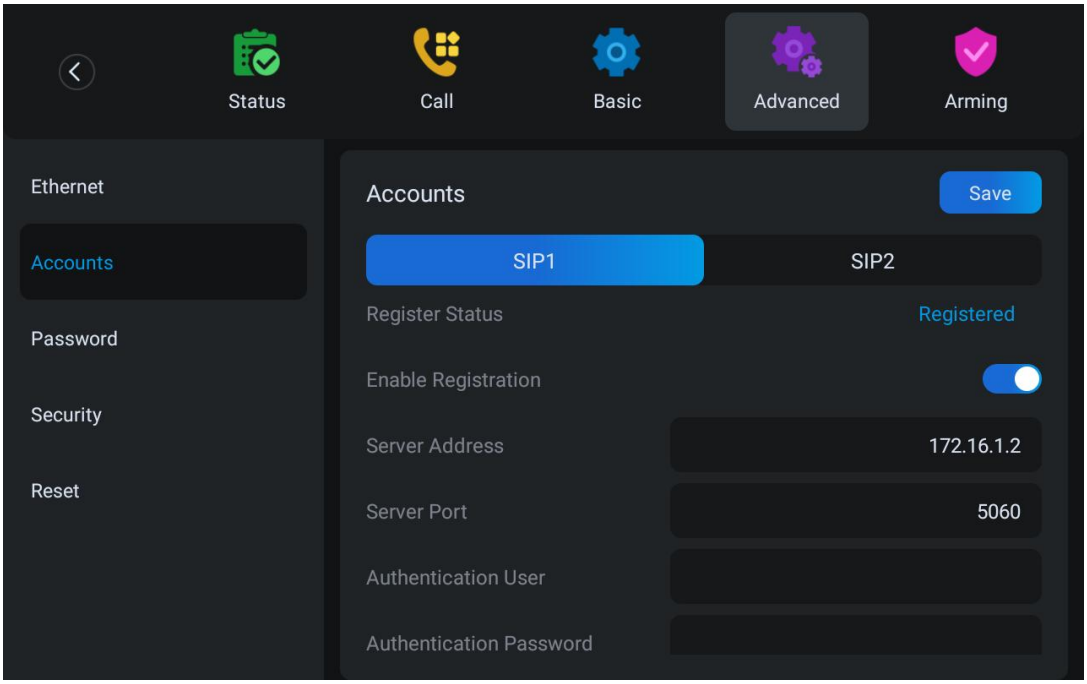
When using Static IP mode, user must configure the IP address manually.

- IP Address：Device IP address.
- Subnet Mask: sub mask of your LAN.
- IP Gateway：The gateway IP address. Device 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.

10.7.2.2 Web Server Type

Access [**Device Settings**]>> [**Advanced**]>> [**Accounts**] >>[**Service Port**]to configure the Web Server mode.

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.

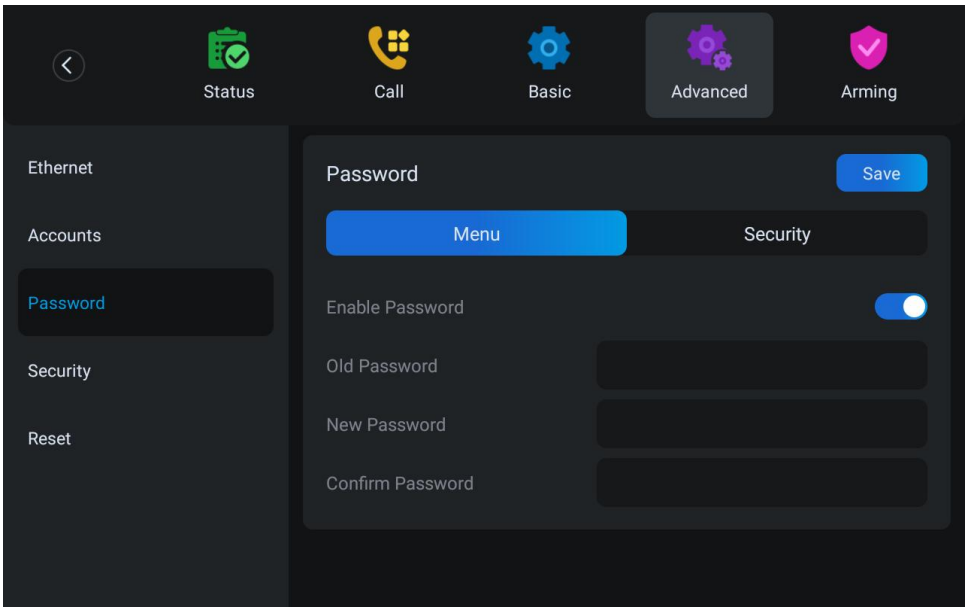


Picture 85 - The device configures the web server type

10.7.3 Set The Secret Key

The device is in the default standby state,

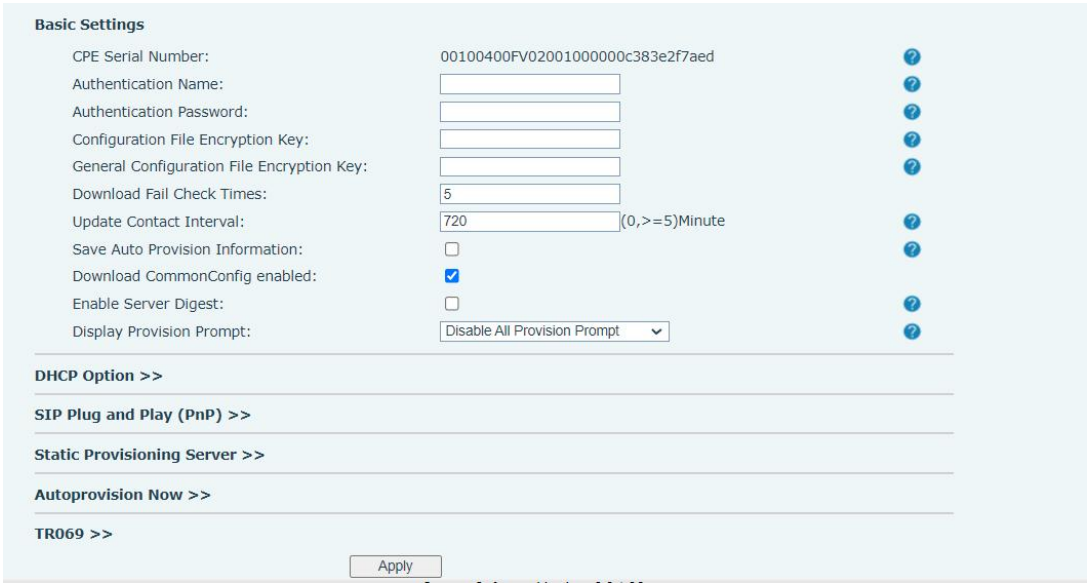
- find [**Device Settings**] > > [**Advanced**] > > [**Password**] in the application.
- Click to enter [**Menu**] to change the password of the menu and security mode.



Picture 86 - Menu password and Settings

10.7.4 Maintenance

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



Picture 87 - Page auto provision Settings

Fanvil devices support SIP PnP, DHCP options, Static provision, TR069. If all of the 4 methods are enabled, when the terminal starts, the configuration obtained first will be used for automatic deployment according to the order of obtaining the configuration.

Transferring protocol: FTP、 TFTP、 HTTP、 HTTPS

Details refer to **Fanvil Auto Provision in**

Table 15 - 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	Device 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 Device will download the common configuration file.

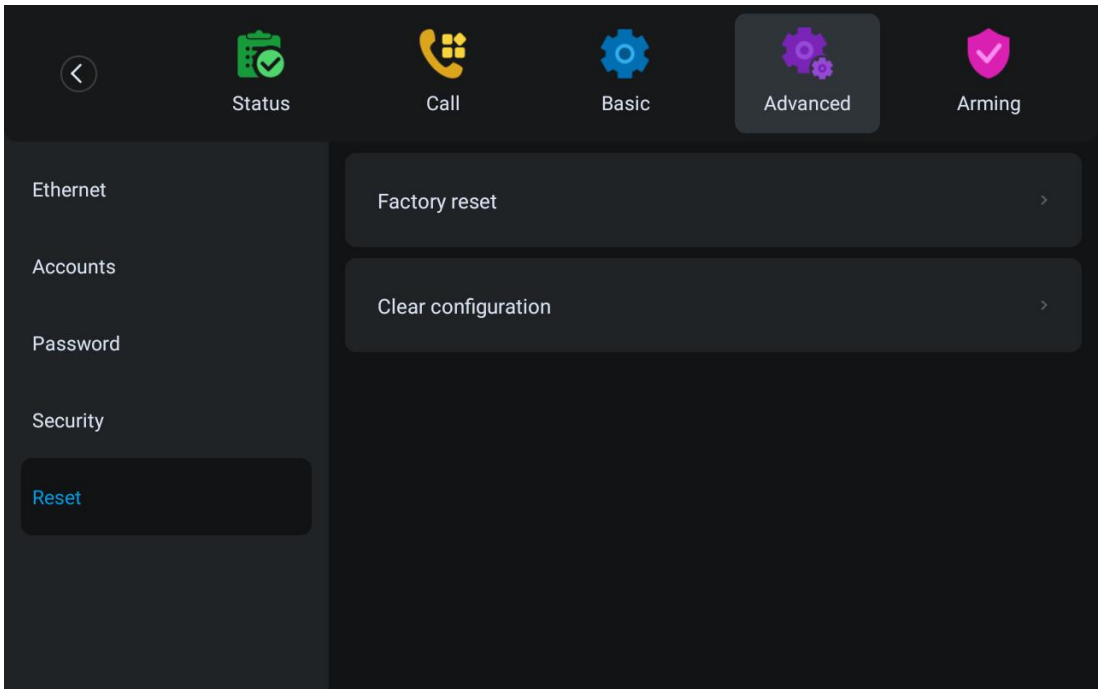
Enable Server Digest	When the feature is enable, if the configuration of server is changed, Device will download and update.
DHCP Option	
Option Value	Confiugre DHCP option, DHCP option supports DHCP custom option | DHCP option 66 | DHCP option 43, 3 methods to get the provision URL. The default is Option 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, device will send a SIP SUBSCRIBE message with broadcast method. Any server can support the feature will respond and send a Notify with URL to device. device 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, device 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 device 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

10.7.5 Factory Reset

1) The device is in the default standby state,

- find [**Device Settings**] > > [**Advanced**] (enter the password (the default password is admin) to enter the interface).
- find [**Reset**], select the file to be reset, press the [**Factory reset**] button after completion, and the device will restart automatically after reset.
- click [**Clear configuration**], select the content to be cleared, and then press [**Clear**] in the upper right corner. After clearing, the device will restart automatically.



Picture 88 - Reset to default

11 Web Configurations

11.1 Web Page Authentication

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

11.2 System >> Information

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

- Model
- Hardware Version
- Software Version
- Uptime

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 device configuration, or restore the device 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

Basic Network

■ **Clear Tables**

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

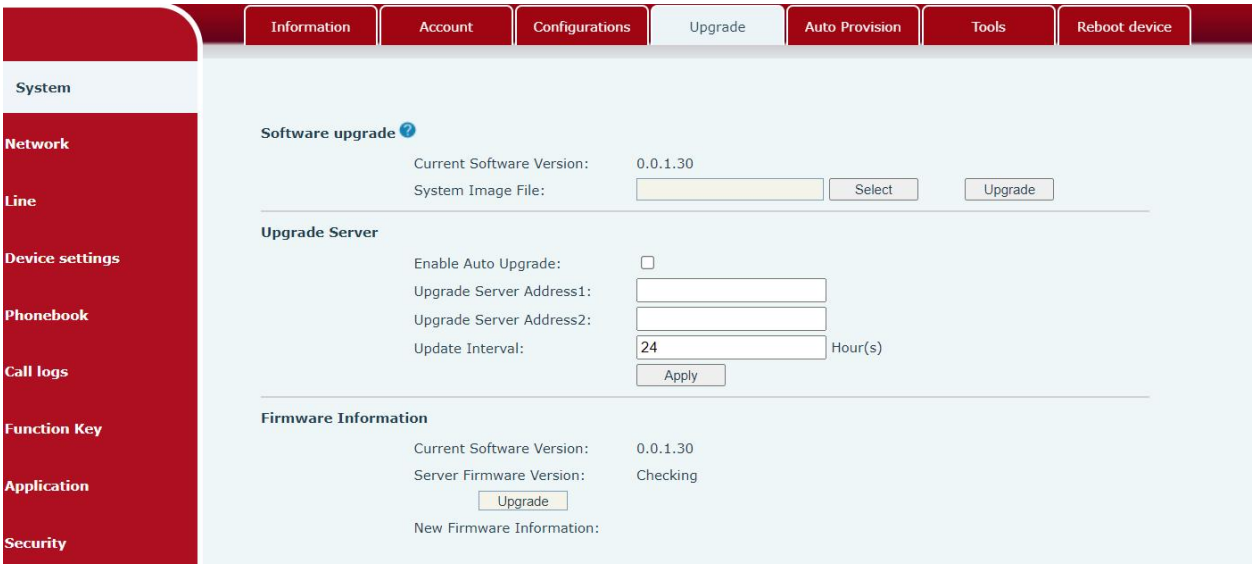
■ **Reset Device**

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

11.5 System >> Upgrade

Upgrade the device software version, customized ringtone, can also be upgraded to delete the file. Ring tone support ".wav" format.

- web interface: log in to the device web page and enter the [**System**] > > [**Upgrade**] page.



Picture 89 -Web online upgrade

Table 16 - Online upgrade

Parameter	Describe
Upgrade Server	
Enable Auto Upgrade	Check enable automatic upgrade, and the device can detect the txt version information and available versions in the HTTP server.
Upgrade Server Address1	Fill in the available primary upgrade server (HTTP server) address.
Upgrade Server Address2	Fill in the address of the available backup upgrade

	server (HTTP server). When the primary server is unavailable, request the backup server.
Upgrade Interval	The web page starts to automatically detect the upgrade and configure the interval. If the server has a new version, the device will prompt for the upgrade at the interval.
Software Version information	
Current Software Version	Displays the current device software version number.
Server software version	Displays the server software version number.
[**Upgrade**] button	When there is a corresponding TXT file and version on the server side, the [**Upgrade**] button changes from grayed out to available. Click [**Upgrade**] to choose whether to upgrade.
New version description information	When the server has the corresponding TXT file and version, the and version information in txt will be displayed under the new version description information.

11.6 System >> Auto Provision

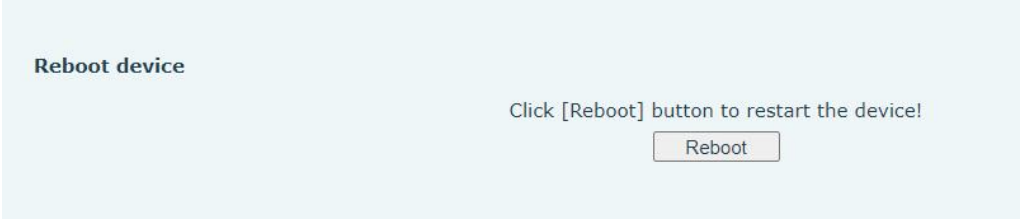
The Auto Provision settings help IT manager or service provider to easily deploy and manage the devices in mass volume. For the detail of Auto Provision, please refer to this link Auto Provision Description: 10.7.4 Maintenance.

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 Device

This page can restart the device.



Picture 90 - Reboot Device

11.9 Network >> Basic

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

11.10 Network >> Service Port

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

Picture 91 - Service Port Settings

Table 17 - 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.

11.11 Network >> Advanced

Advanced network Settings are typically configured by the IT administrator to improve the

quality of the device service. For configuration, query the 10.7 advanced Settings.

11.12 Line >> SIP

Configure the Line service configuration on this page.

Table 18 - Line configuration on the web page

Parameters	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 device 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.
Conference Type	Set the type of call conference, Local=set up call conference by the device itself, maximum supports two remote parties, Server=set up call conference by dialing to a conference room on the server
Server Conference Number	Set the conference room number when conference type is set to be Server
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 device 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 of BLF device. Please enter the BLF server, if the sever does not support subscription package, the registered server and subscription server will be separated.
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

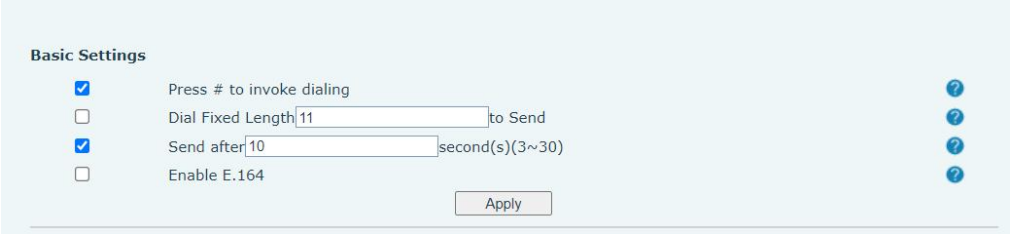
	messages above 1500 bytes
Enable Rport	Set the line to add rport in SIP headers
Enable PRACK	Set the line to support PRACK SIP message
DNS Mode	Select DNS mode, A, SRV, NAPTR
Enable Long Contact	Allow more parameters in contact field per RFC 3840
Enable Strict Proxy	Enables the use of strict routing. When the device 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.
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.
Packing time	Set the packaging time, unit: milliseconds, optional values: 10, 20, 30, 40, 50, 60
Transaction timer T1	Configure the duration of SIP transaction timer T1, unit: milliseconds, range: 500-10000
Transaction timer T1	Configure the duration of SIP transaction timer T1, unit: milliseconds, range: 2000-40000
Transaction timer T1	Configure the duration of SIP transaction timer T1, unit: milliseconds, range: 2500-60000
Search number	
Incoming call resident number	Hold the call to the configured number, record the number of voice broadcast, and then use the number recorded by other terminals to retrieve the call
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 device SIP port.
Enable uaCSTA	Set to enable the uaCSTA function.

11.13 Line >> SIP Hotspot

Please refer to 9.4 SIP Hotspot.

11.14 Line >> Dial Plan



Picture 92 - Dial plan settings

Table 19- device 4 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 93 - Custom setting of dial - up rules

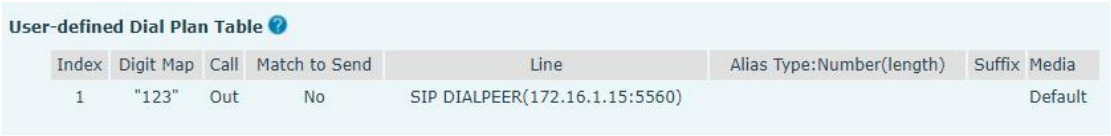
Table 20- Dial-up rule configuration table

Parameters	Description
Dial rule	There are two types of matching: Full Matching or Prefix Matching. In Full matching, the entire device number is entered and then mapped per the Dial Peer rules. In prefix matching, only part of the number is entered followed by T. The mapping with then take place whenever these digits are dialed. Prefix mode supports a maximum of 30 digits.
Note: 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.	
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.
Note: There are four types of aliases.	

■ 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 device 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.

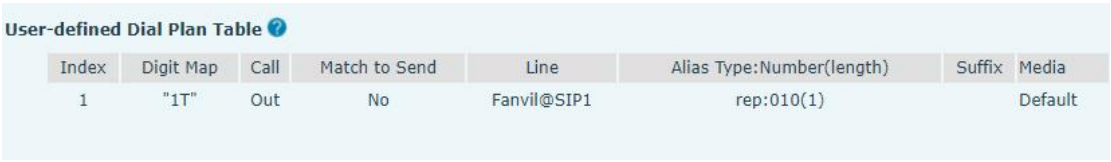


User-defined Dial Plan Table

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 94 - 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 95 - Dial rules table (2)

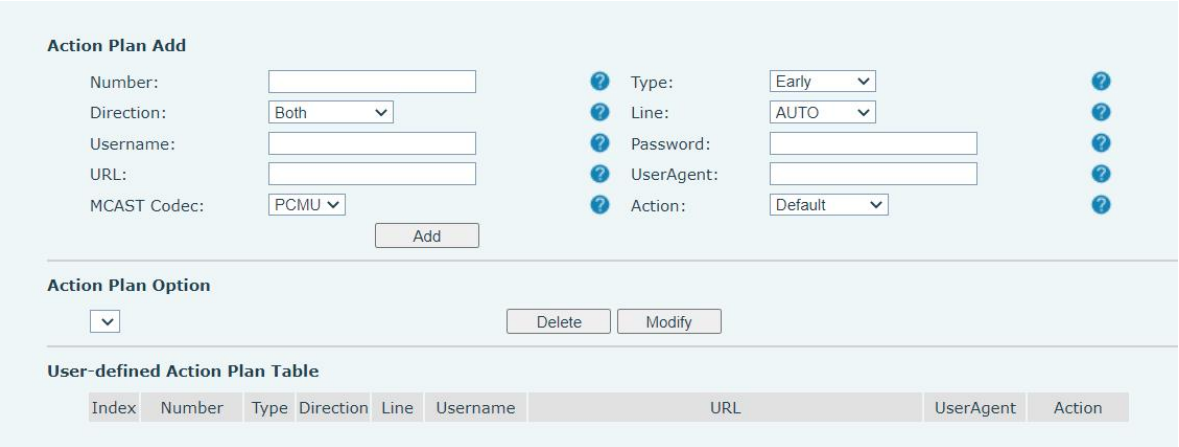
Example 3: Addition -- Two examples are shown. In the first case, it is assumed that 0 must be dialed before any 11 digit number beginning with 13. In the second case, it is assumed that 0 must be dialed before any 11 digit number beginning with 135, 136, 137, 138, or 139. Two different special characters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

11.15 Line >> Action Plan

When calling to a phone, the bounded IP camera synchronously transmits video to the opposite phone (video support).

Log in to the device web, visit [**Line**] >[**Action plan**], and configure action plan rules.



Picture 96 - Action Plan

Table 21 - Action Plan

Parameter	Description
Number	Auxiliary phone number (support video)
Type	Support video display on call.
Direction	For call mode, incoming/outgoing call displays video
Line	Set up outgoing lines.
Username	Bind the user name of the IP camera.
Password	Bind IP camera password.
URL	Video streaming information.
User Agent	Set user agent information
MCAST Codec	Set multicast coding
Action	Action when the configured number is triggered

11.16 Line >> Basic Settings

Set up the register global configuration.

Table 22 - 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
Certification File	
TLS Certification File	Upload or delete the TLS certification file used for encrypted SIP transmission.

11.17 Device settings >> Features

Configuration device features.

Table 23 - General function Settings

Parameters	Description
Basic Settings	
Enable Call Waiting	Enable this setting to allow user to take second incoming call during an established call. Default enabled.
Enable Call Transfer	Enable Call Transfer.
Enable Auto Onhook	The device will hang up and return to the idle automatically at hands-free mode
Auto Onhook Time	Specify Auto Onhook time, the device 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 device is muted, there is no ringing when calls, you can use the volume keys and mute key to unmute.
Enable Default Line	If enabled, user can assign default SIP line for dialing out rather than SIP1.
Enable Auto Switch Line	Enable device 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.
Default Answer Mode	Default answer mode, video or voice
Default Dialing Mode	Default call mode, video or voice
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.
Emergency Call Number	
Search path	Select the search path.
LDAP Search	Select from with one LDAP for search
Caller Information Display Mode	Name display style
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 device receives request, it will determine whether to display corresponding content on the device 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 device, and if disabled, up to 2 simultaneous calls can exist on the device.
Line Display Format	Custom line format：SIPn/SIPn：xxx/xxx@SIPn
Contact As Allowed List Type	NONE/BOTH/DND Allowed List/FWD Allowed List
Block XML When Call	Disable XML push on call.
SIP notify	When enabled, the device displays the information when it receives the relevant notify content.

Call number filtering	
Automatically resume the current call	If the current road changes, it will automatically release hold
Call timeout	If the remote device fails to answer within the time, the local end will automatically hang up
Ringing timeout	
Enable push XML authentication	Enable push XML authentication
Display the grab prompt window	If the subscribed BLF number has an incoming call, whether to display the prompt interface of snap in
Play the prompt tone of grabbing and answering	Whether to play a prompt tone when there is an incoming call from the subscribed BLF number
Snap ring type	When there is an incoming call from the subscribed BLF number, the device plays the ringing tone type
Call priority	
Capture timeout	
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 device digits at dialing, default enabled.
Play Talking DTMF Tone	Play DTMF tone on the device when user pressed a device digits during taking, default enabled.
DND Settings	
DND Option	Select to take effect on the line or on the device 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 device plays the intercom tone
Enable Intercom Barge	Enable Intercom Barge by selecting it, the device auto answers the intercom call during a call. If the current call is intercom call, the device will reject the second intercom call

Redial Settings	
Enable Call Completion	
Enable Auto Redial	
Auto Redial Interval	valid value:1-180.
Auto Redial Times	valid value:1-100.
Redial Enter CallLog	
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 device.
Encryption Number Length	Configure the Encryption Number length
Password Dial Prefix	Configure the prefix of the password call number
Event Notification Indicator	
Common	In standby mode, the power light is off when it is turned off, and red is always on when it is turned on. Default off
SMS/Voice Mail	The status of power lamp when there is unread short message/voice message, including off/on/Slowblink/Fastblink, default slow flash. The status of the power light when there is unread short message /voice message, including off / on /Slowblink/Fastblink, and the default is Slowblink.
Missed call	The status of the power light when there is a missed call, including off / on / Slowblink/Fastblink. The default is Slowblink.
Talk/Dial	In the talk/dial state, the power lamp state, off is off, on is always red bright, the default is off.
Ringing	Power lamp status when there is an incoming call, including off/on/Slowblink/Fastblink, default flash.
Mute	Power lamp status in mute mode, including off/on/Slowblink/Fastblink, off by default.
Hold/Held	The status of the power light when it is held / reserved, including

	off / on / Slowblink/Fastblink, which is off by default
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 Device Connect Popup	There is a popup prompt when the WIFI adapter is connected. There is no popup prompt when the WIFI adapter is closed. It is on by default.
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.
LampEffect Setting	
Ringing	The status of the power light when ringing in a call, including off / White / Red / Orange /Yellow / Green / Cyan / Blue / Purple / Breathing / Gradient, is off by default
Dial	The status of the power light when dialing in a call,including off / White / Red / Orange /Yellow / Green / Cyan / Blue / Purple / Breathing / Gradient, is off by default
Talking	During a call, the power light status, including off / White / Red / Orange /Yellow / Green / Cyan / Blue / Purple / Breathing / Gradient, is off by default
LampEffect Play Time	The playback duration setting of the power light, including always / customized, customized by default
Custom LampEffect Time	Custom light effect time, unit: second, range is 60~28800, default is 600
Common	The power light status of the default event in a call,including off / White / Red / Orange /Yellow / Green / Cyan / Blue / Purple / Breathing / Gradient, is off by default

11.18 Device settings >> Media Settings

Change voice Settings.

Table 24- Voice settings

Parameter	Description
Codecs Settings	Select enable or disable voice encoding: G.711A/U,G.722,G.729, G.726-16,G726-24,G726-32,G.726-40, ILBC,opus
Video codec	
Video codec	Select to enable video encoding:H264
Media Setting	
DTMF Payload Type	Enter the DTMF payload type, the value must be 96~127.
Headset Mic Gain	Set the Headset's radio volume gain to fit different models of Headsets.
Opus playload 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 voice activity detection	Detect whether the RTP stream is muted
Turn on voice message dial tone	When it is turned on, the dial tone is voice message prompt tone in the dialing state
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
H.264Payload Type	Set the H264 Payload Type，the value must be 96~127.
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.
Ring Type	Type1-Type9

11.19 Device 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 device, 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 device to receive an RTP stream from pre-configured multicast listening address without involving SIP signaling. You can specify up to 10 multicast listening addresses.

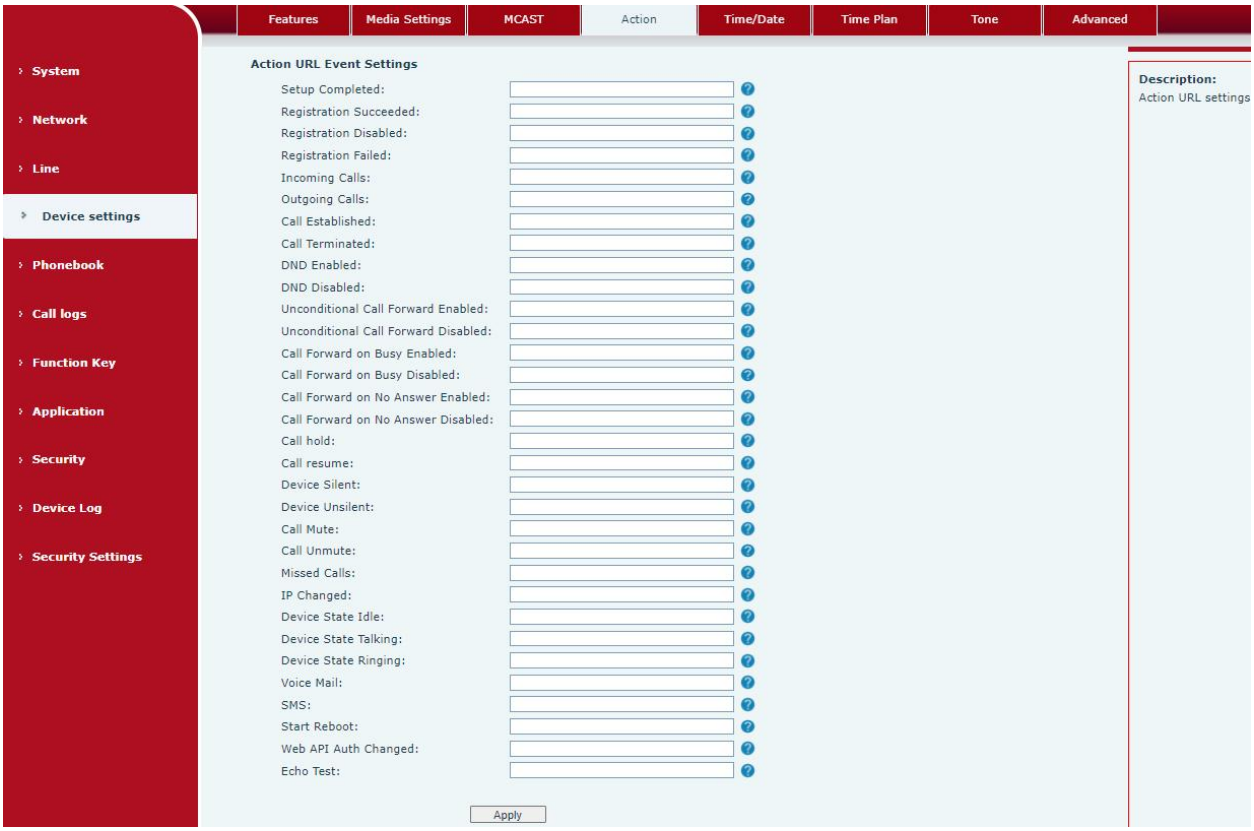
Table 25 - Multicast parameters

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.

11.20 Device setting >> Action

Note! The operation URL is used for the IPPBX system to submit device events.

Action URL setting: configure the URL to report actions to the server. For example, fill in the URL: http://InternalServer /FileName.xml? (InternalServer is the IP address of the server, and FileName is the XML file name of the action reported by the storage device)



Picture 97 - Action URL

11.21 Device settings >> Time/Date

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

Table 26 - 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	

Local	Choose your local, device will set daylight saving time automatically based on the local
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

11.22 Device settings >> Time Plan

The user can set the time point and time period to let the device perform a certain action at a certain time or within a certain time period.

Table 27- Time Plan

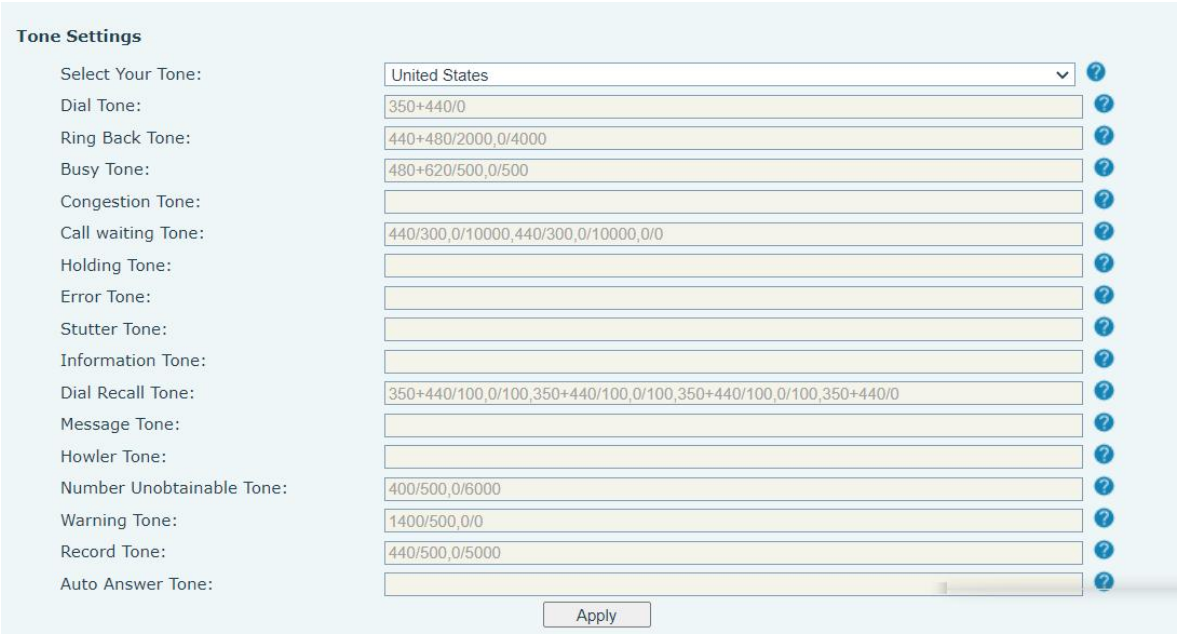
Parameters	Description
Type	Timed reboot, Timed upgrade, Timed forward, regular play audio
Repetition period	No repetition：Execute once within the set time range Daily：Perform this operation in the same time range every day Weekly：Do this within the time range of the day of the week Monthly：Perform this operation within the time range of the day of each month
Effective time	Set the execution period
Forward number	Select the SIP line number of forward transfer in the time range
Line	Select the SIP line for forward transfer in the time range

Picture 98 - Time plan

11.23 Device settings >> Tone

This page allows users to configure a device 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.



Picture 99 - Tone settings on the web

11.24 Device 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.

The password is admin by default.

- Keyboard Lock 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 'VOIP PHONE'.

11.25 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 blocklist by click "Add to blocklist" button.

11.26 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)

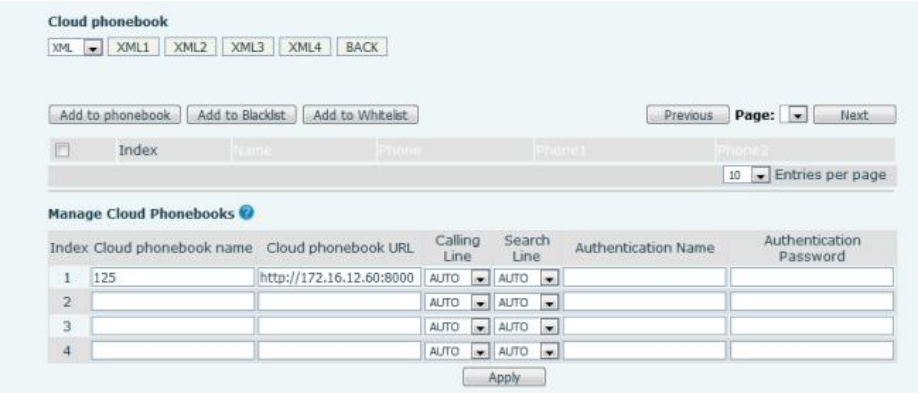
Access password (optional)

Note! Refer to the LDAP technical documentation before creating the LDAP phonebook and phonebook server.

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.



Picture 100 - Web cloud phone book Settings

11.27 Phonebook >> Call List

■ Restricted Incoming Calls：

It is similar like a blocklist. Add the number to the blocklist, 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 blocklist or add specific prefixes to the blocklist 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.

11.28 Phonebook >> Web Dial

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

11.29 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.

11.30 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).

Users can also save the number in the call record to his/her phone book or add it to the blocklist/allowedlist.

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

11.31 Function Key >> Function Key

● Function Key Configuration：

One-key transfer Settings: establish new call, Play DTMF.

DSS Key home page: None/Page1/Page2/Page3

The device provides 72 user-defined shortcuts that users can configure on a web page.

Table 28 - Function Key configuration

Parameters	Description
Memory Key	**BLF (NEW CALL/BXFE /AXFER)**: It is used to prompt user the state of the subscribe extension, and it can also pick up the subscribed number, which help user monitor the state of subscribe extension (idle, ringing, a call). There are 3 types for one-touch BLF transfer method. p.s. User should enter the pick-up number for specific BLF key to fulfill the pick-up operation. **Presence**: Compared to BLF, the Presence is also able to view whether the user is online. Note: You cannot subscribe the same number for BLF and Presence at the same time **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 device quickly; it is widely used in office environments. **Voice message**: when the user does not answer, the caller can keep the voice message to the server, and the user can display the notice of voice message on the standby screen interface **Call forwarding**: the user transfers the incoming call to another number device
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.
Multicast	Configure the multicast address and audio codec. User presses the key to initiate the multicast.
Action URL	The user can use a specific URL to make basic calls to the device.
XML browser	Users can set the DSS Key for specific URL download and other operations.

11.32 Function Key >> Softkey

The User Settings mode and display style, display page.

Table 29 - Softkey configuration

Parameter	Description
Softkey Mode	
Softkey mode	Disabled and More，Default is Disabled
Softkey Style	
Softkey display style	Softkey Exit on Left or Right
Screen	
Divert Dialed	Redial/2aB/Delete/Exit/Forward/Local Contacts/CallLog /Clear/Missed/Dialed/Headset/Video/Audio/Remote XML /DSS Key
Ending	Redial/End/Headset/Release/DSS Key
Ringing	Answer/Forward/Reject/Mute/Release/Headset/Video/Audio/DSS key
Talking	Hold/Transfer/Conference/End/Mute/Release/New Call/ Local Contacts/Listen/CallLog/Next call/Prev call/ Private/Headset/Video/Audio/DSS Key
Trying	End/Release/Headset/DSS Key

11.33 Function Key >> Advanced

- **Global key Settings**

The default configuration is empty, and the global memory key function can be configured.
The configured memory key has a call path. If the global configuration is maintained, pressing the memory key again will maintain the call path. If the same configuration hung up, press the memory key again will hang up this road call.

- **Programmable key Settings**

Please refer to the Table 32 Softkey configuration

- **IP Camera List**

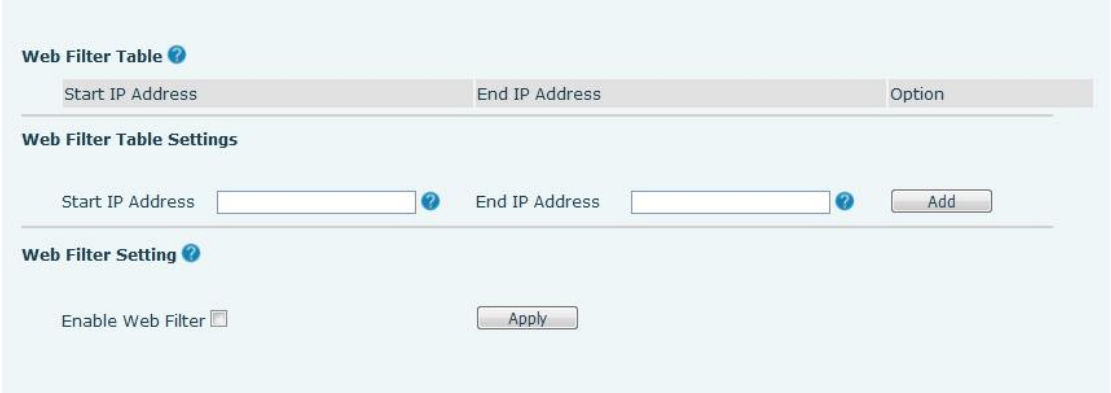
Picture 101 - IP Camera List

11.34 Application >> Manage Recording

See 9.5 Record for details of recording.

11.35 Security >> Web Filter

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



Picture 102 - Web Filter settings

Picture 103 - Web Filter settings

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.

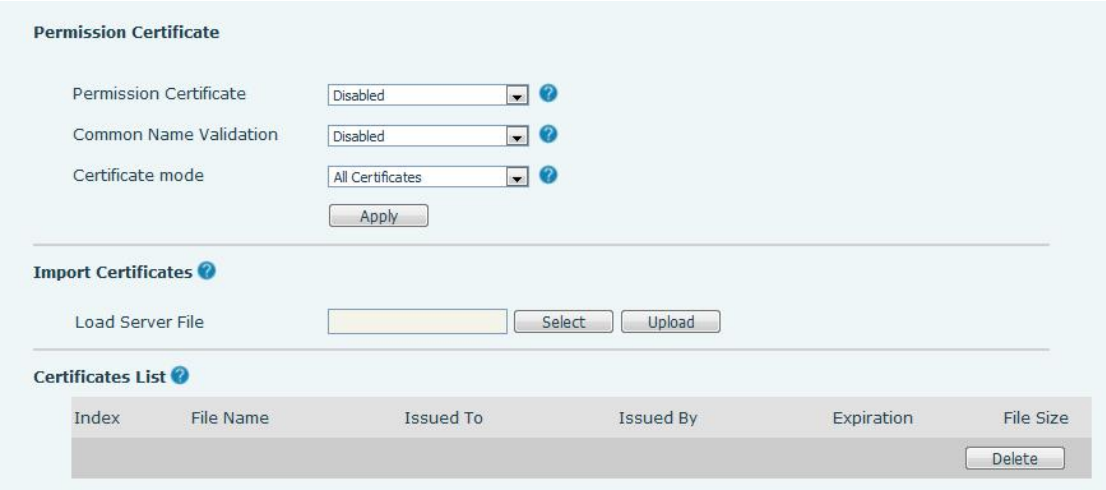
Enable web page filtering: configure enable/disable web page access filtering; Click the "apply" button to take effect.

Note: if the device you are accessing is in the same network segment as the device, 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.

11.36 Security >> Trust Certificates

Set whether to open license certificate and general name validation, select certificate module. You can upload and delete uploaded certificates.

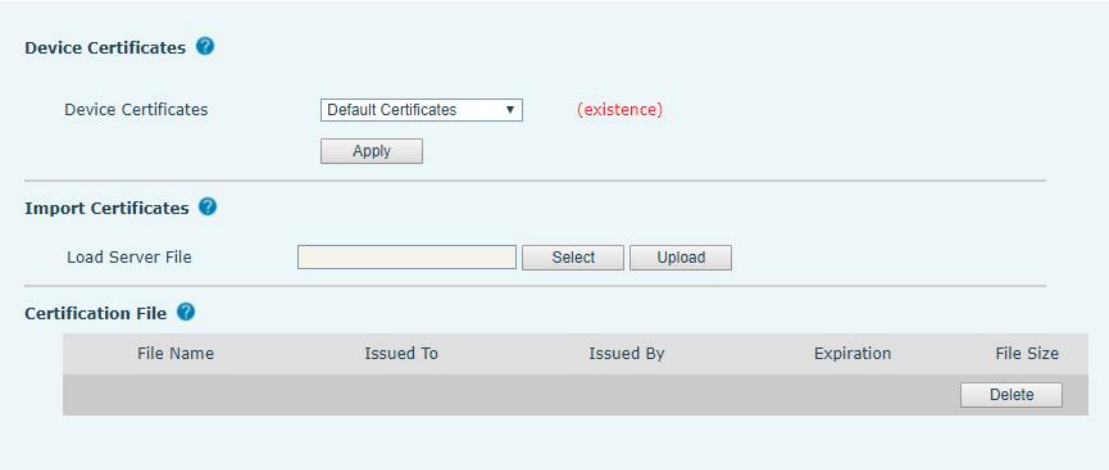


Picture 104 - Certificate of settings

11.37 Security >> Device Certificates

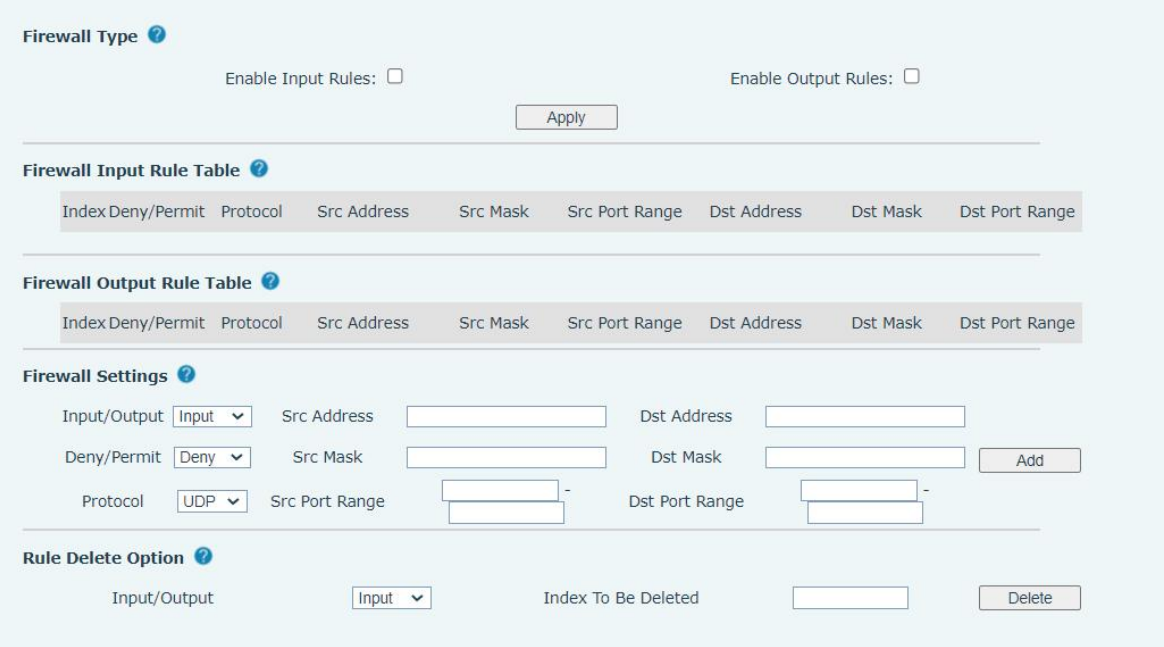
Select the device certificate as the default and custom certificate.

You can upload and delete uploaded certificates.



Picture 105 - Device certificate setting

11.38 Security >> Firewall



Picture 106 - Network firewall Settings

Through this page can set whether to enable the input, output firewall, at the same time can set the firewall input and output rules, using these Settings can prevent some malicious network access, or restrict internal users access to some resources of the external network, improve security.

Firewall rule set is a simple firewall module. This feature supports two types of rules: input rules and output rules. Each rule is assigned an ordinal number, allowing up to 10 for each rule.

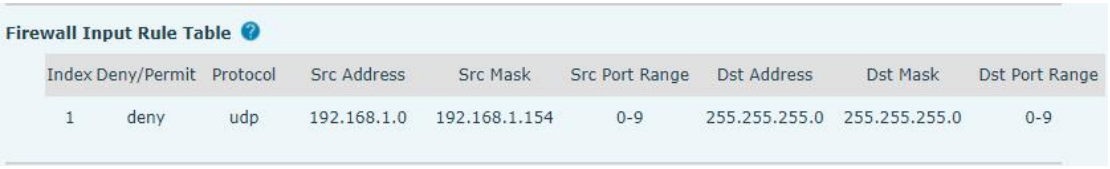
Considering the complexity of firewall Settings, the following is an example to illustrate:

Table 30 - Network Firewall

Parameter	Description
Enable Input Rules	Indicates that the input rule application is enabled.
Enable Output Rules	Indicates that the output rule application is enabled.
Input/Output	To select whether the currently added rule is an input or output rule.
Deny/Permit	To select whether the current rule configuration is disabled or allowed;
Protocol	There are four types of filtering protocols: TCP | UDP | ICMP | IP.
Src Port Range	Filter port range
Src Address	Source address can be host address, network address, or all addresses 0.0.0.0; It can also be a network address similar to *.*.*.0, such as: 192.168.1.0.

Dst Address	The destination address can be either the specific IP address or the full address 0.0.0.0; It can also be a network address similar to *.*.*.0, such as: 192.168.1.0.
Src Mask	Is the source address mask. When configured as 255.255.255.255, it means that the host is specific. When set as 255.255.255.0, it means that a network segment is filtered.
Dst Mask	Is the destination address mask. When configured as 255.255.255.255, it means the specific host. When set as 255.255.255.0, it means that a network segment is filtered.

After setting, click [**Add**] and a new item will be added in the firewall input rule, as shown in the figure below:



Picture 107 - Firewall Input rule table

Then select and click the button [**Apply**].

In this way, when the device is running: ping 192.168.1.118, the packet cannot be sent to 192.168.1.118 because the output rule is forbidden. However, other IP of the ping 192.168.1.0 network segment can still receive the response packet from the destination host normally.

Picture 108 - Delete firewall rules

Select the list you want to delete and click [**Delete**] to delete the selected list.

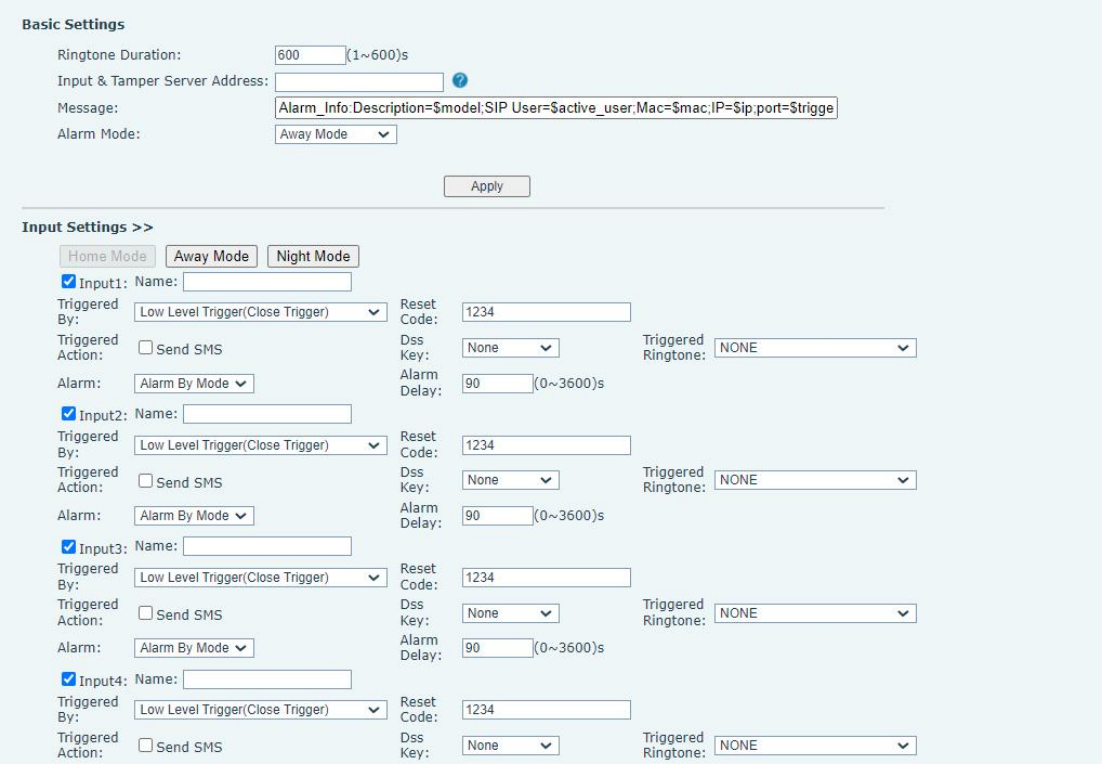
11.39 Device Log >> Device Log

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. See12.6 Get log information.

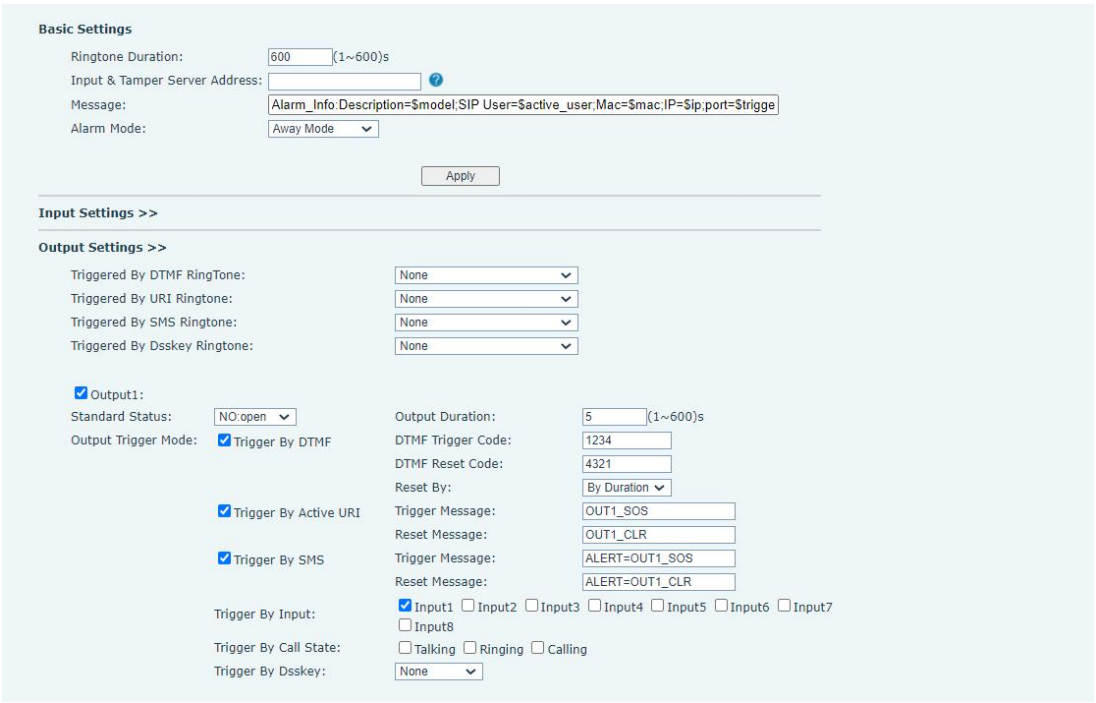
11.40 Security settings

The user can set the security information in this interface. When the device is triggered according to the alarm information, it will send the alarm information to the server and play the set

alarm bell.



Picture 109 - Security settings（1）



Picture 110 - Security settings（2）

Table 31- Security Settings

Security Settings	
Parameters	**Description**

Basic Settings	
Ringtone Duration	Set the ringtone duration, default value is 5 seconds.
Input & Tamper Server Address	Set remote server address. The device will send message to the server when the alarm is triggered. The message format is：Alarm_Info:Description=i16SV;SIP User=;Mac=0c:38:3e:3a:06:65;IP=; port=Input . The message content can also be customized.
Input settings	
Input Detect	Enable or disable Input Detect
Triggered by	When choosing the low level trigger (closed trigger), detect the input port (low level) closed trigger.
	When choosing the high level trigger (disconnect trigger), detect the input port (high level) disconnected trigger.
Triggered Action	**Send SMS:** Set the alert message send to server if selected. **Dss Key:** The device will perform corresponding Dss Key configurations if any key is selected, by default the value is none. **Triggered Ringtone:** Select triggered ring tone.
Output Settings	
Output Response	Enable or disable Output Response
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.
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 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	Enable or disable trigger by SMS. User can send ALERT command to i16SV series device, if the command is correct, then device will trigger corresponding output port.
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	Select call state to trigger the output port, options are: Talking: When the device's talking status changes, trigger the output port. Ringing: When the device's ringing status changes, trigger the output port. Calling: When the device's calling status changes, trigger the output port.
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.

12 Trouble Shooting

When the device is not in normal use, the user can try the following methods to restore normal operation of the device 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 [**Device Settings**] >> [**Status**] option in the device.The following information will be provided:

The network information

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

12.2 Reboot Device

The user can restart the device through the function key, enter [**Application**] > > [**device Settings**] > > [**Basic**] and press [**Reboot**], or directly unplug the power and restart the device.

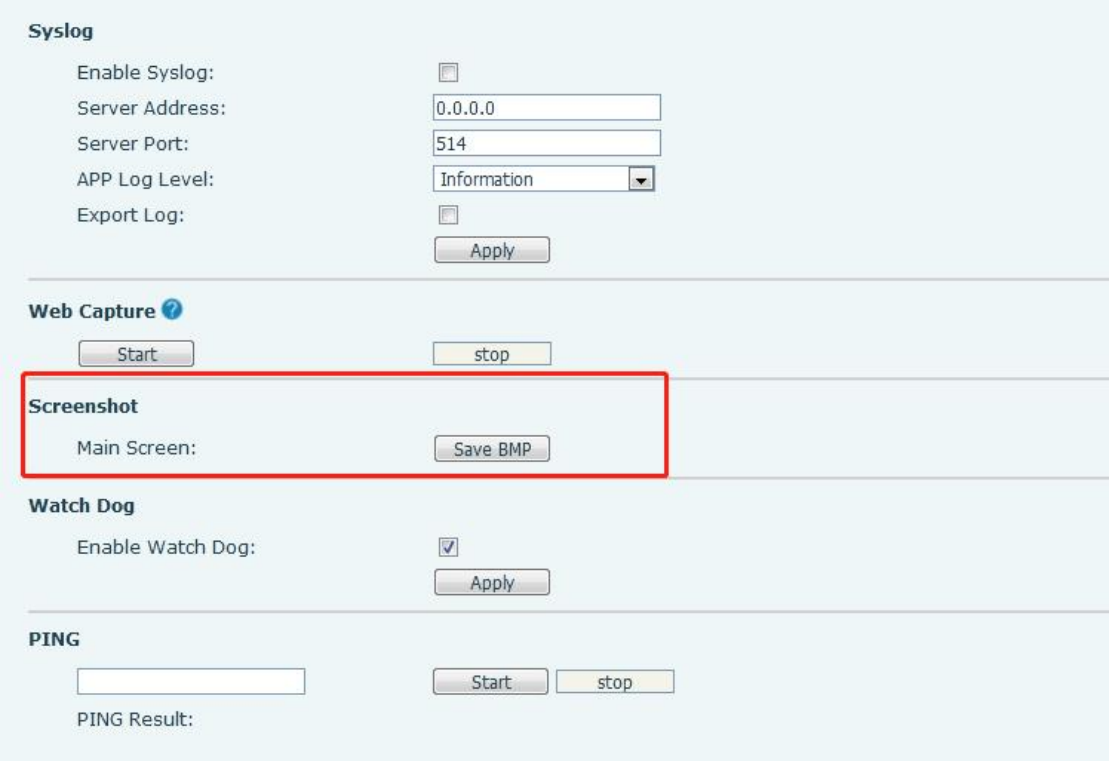
12.3 Reset Device to Factory Default

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 restore factory reset, press [**Application**] > > [**device Settings**] > > [**Advanced**], then enter the password to enter the interface, select [**Factory reset**], and press [**Reset**]. The equipment will return to the factory default state.

12.4 Screenshot

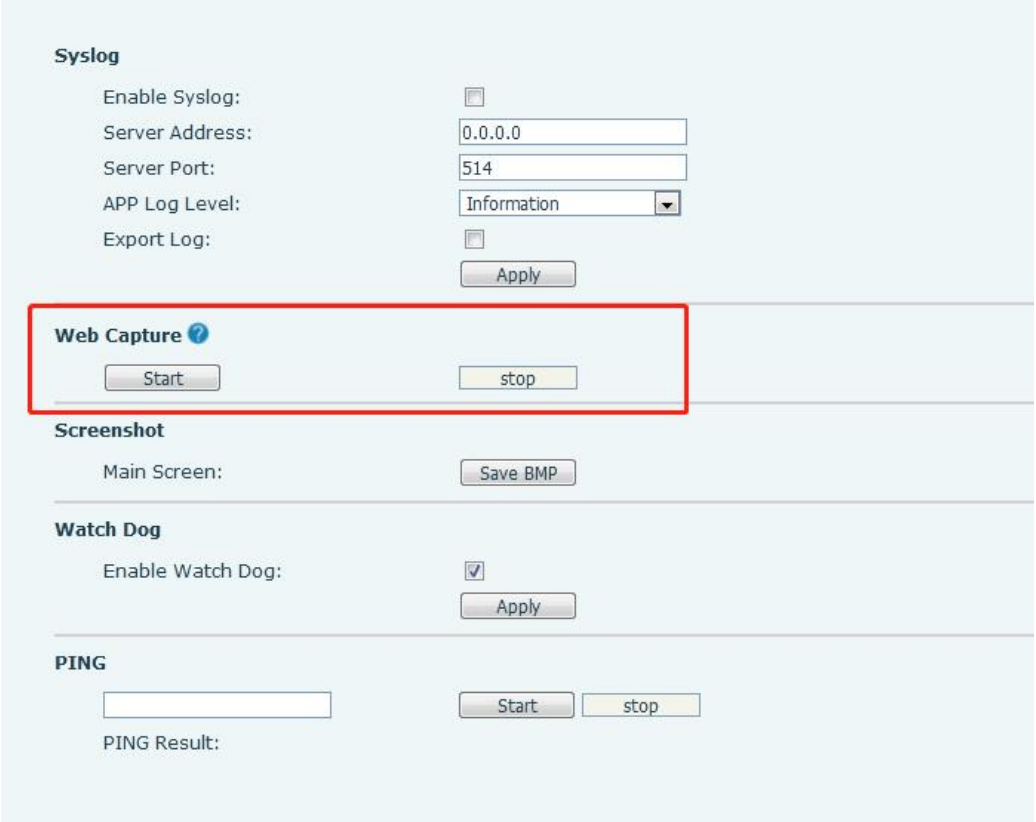
If there is a problem with the device, the screenshot can help the technician locate the function and identify the problem. In order to obtain screen shots, log in the device webpage [**System**] >> [**Tools**], and you can capture the pictures of the main screen (you can capture them in the interface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



Picture 111 - Screenshot

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 "Network 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 device 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.

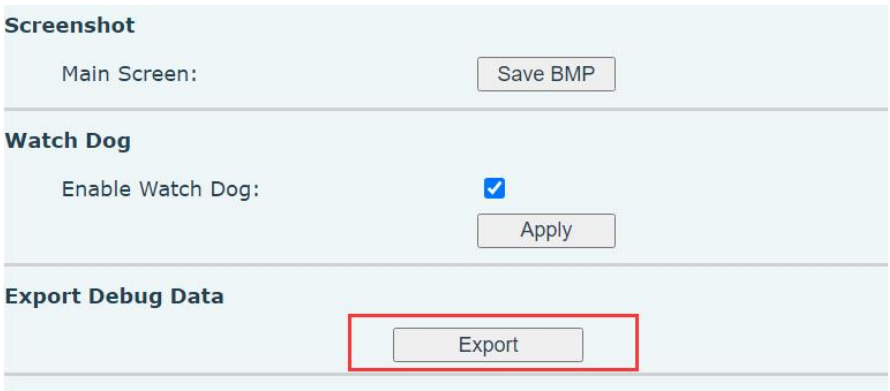


Picture 112 - Web capture

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

12.6 Export Debug Data

When encountering abnormal problems, log information is helpful. Users can export debugging information with one click on the web page. After a while, send the exported compressed package to fanvil technical support mailbox and describe the problem in detail.



picture 113 - Export Debug Data

12.7 Common Trouble Cases

Table 32 - Trouble Cases

Trouble Case	Solution
Device could not boot up	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.
Device could not register to a service provider	1. Please check if device is well connected to the network. The network Ethernet cable should be connected to the  [Network] port NOT the  [PC] port. If the cable is not well connected to the network icon  [WAN disconnected] will be flashing in the middle of the screen. 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 “13.5 Network Packet Capture” to get the network packet capture of registration process and send it to Fanvil support to analyze the issue.
No Audio or Poor Audio in Handset	1. The network bandwidth and delay may be not suitable for audio call at the moment.
Audio is chopping at far-end in Hands-free speaker mode	This is usually due to loud volume feedback from speaker to microphone. Please lower down the speaker volume a little bit, the chopping will be gone.