

6 Using the Phone

6.1 Making Phone Calls

■ Default Line

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



Figure 33 - Default Line

■ Dialing Methods Please always dial *89# first followed by your PIN code

User can dial a number by,

- Entering the number directly
- Selecting a phone number from phonebook contacts (Refer to **6.2 Using Phonebook**)
- Selecting a phone number from cloud phonebook contacts (Refer to **6.3 Using Cloud Phonebook**)
- Selecting a phone number from call logs (Refer to **6.4 Call Logs**)
- Redialing the last dialed number

■ Dialing Number then Opening Audio

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





Figure 34 - Dialing a Number before Audio Channel Opened

■ Opening Audio then Dialing the Number

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

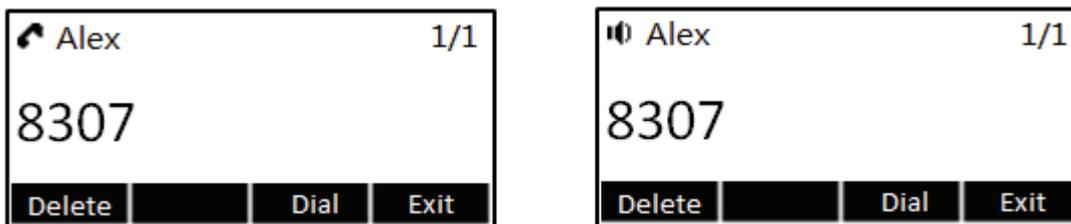


Figure 35 - Dial a Number after Audio Channel Opened

NOTICE! For some users who get used to dial a number immediately by pressing **#** key, the user must login to the web to enable 'Press "#" to Send' option in page [Line] -> [Dial Plan] -> "Basic Settings" and apply it.



■ Cancel Call

While calling the number, user can press [End] button or close the audio channel by put back the handset or press the hands-free button to drop the call.



Figure 36 - Calling Remote Party

■ Answering Incoming Call

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



Figure 37 - Incoming Call Screen

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



■ Talking

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

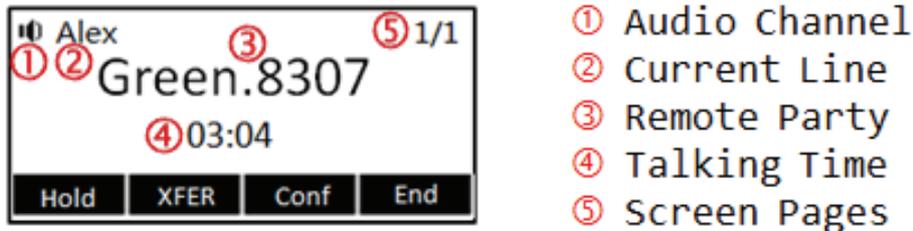


Figure 38 - Talking Mode Screen

Audio Channel – The icon reflects the current audio channel being used.

Current Line – The line is being used on the call.

Remote Party – The name or number of the remote party.

Talking time – The time passed since the call established.

Screen Pages – The number of screen pages. User can press up/down navigator buttons to switch screen page.

■ Call Holding /Resuming

User can hold the remote party by pressing [Hold] button and the button will be changed to [Resume] icon. User can press the [Resume] button to resume the call.



Figure 39 - Call Holding Screen

■ Call Ended

When user finished the call, user can put the handset back to the device to hang up the call or press the hands-free button to close the audio channel to hang up.

NOTICE! When the call is held or in holding state, the user must press [Resume] button to back to call mode, or putting the handset back to the device or pressing Speaker-free button to hang up is not available.



6.1.1 Make / Receive Second Call

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

■ Second Incoming Call

When there is another incoming call during talking a phone call, this call will be waiting for user to answer 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 same as normal incoming call. When the waiting call is answered, the first call will be put on hold automatically.



Figure 40 – Second Incoming Call Screen

■ Second Outgoing Call

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

■ Switching between Two Calls

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



Figure 40 - Dual Calls



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

■ Ending One Call

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

6.1.2 Join / Split Two Calls (3-way Local Conference)

In the dual call mode, user can join two calls into a conference call by pressing [Conf] button. When two calls are joined, user can split them by pressing [Split] button.



Figure 41 - Conference Call

6.1.3 Call Transfer

When the user is talking with a remote party and wish to transfer the call to another remote party, there are two way to transfer the call, attended and unattended.

■ Attended Transfer

The attended call transfer is also known as the 'polite mode' which is to dial through the other remote party, wait for the remote party to answer the call and then transfer the call.

This is the same procedure as making two concurrent calls. In the dual call mode, press the [XFER] button to transfer the first party to the second one.



■ Unattended / Blind Transfer

Unattended transfer is also known as 'Fire and Forget' mode. Instead of connecting to the second party first and confirming the second call is established, user press [XFER] button first then dial the second party number. When the number is dialed, user can press[XFER] button again and the first party will be transfer to the second.

This is like helping the first party to dial to the second one. However, the transfer could be successful if the second party answered it, or could be failed if the second party is busy or rejected it.

NOTICE! More advanced transfer configuration, please refer to 8.14 LINES / Dial Plan.

6.2 Using Phonebook

User can save contacts' information in the phonebook and dial the contact's phone number(s) from the phonebook. To open the phonebook, user can press soft-menu button [Dir] in the default standby screen or keypad.

By default the phonebook is empty, user may add contact(s) into the phonebook manually or from call logs .

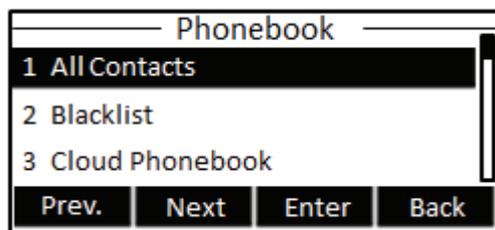


Figure 42 - Phonebook screen

NOTICE! The device can save up to total 500 contact records.





Figure 43 - Phonebook is Empty

When there are contact records in the phonebook, the contact records will be arranged in the alphabet order. User may browse the contacts with up/down navigator keys. User may fast scroll the contact list by holding the 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.

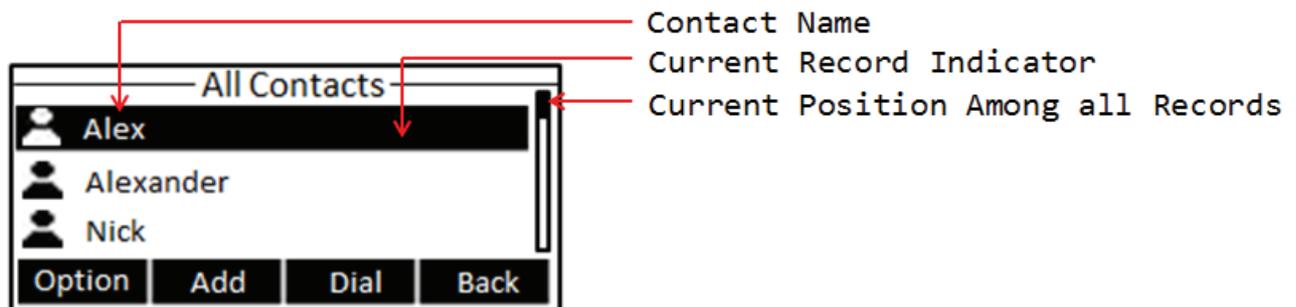


Figure 44 - Browsing Phonebook

6.2.1 Add / Edit / Delete Contact

To add a new contact, user should press [Add] button to open Add Contact screen and enter the contact information of the followings,

- Contact Name
- Tel. Number
- Mobile Number
- Other Number
- Ring Tone
- Contact Group



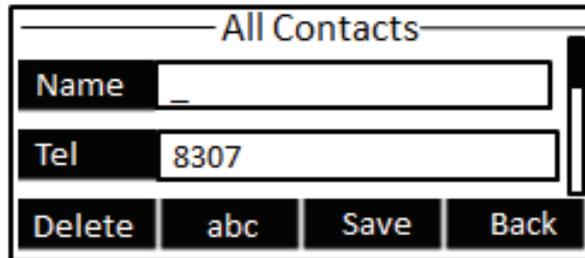


Figure 45 - Add New Contact

User can edit a contact by pressing [Option] -> [Edit] button.

To delete a contact, user should move the record indicator to the position of the contact to be deleted, press [Option] -> [Delete] button and confirm with [Yes].

6.2.2 Add / Edit / Delete Group

User can open the group list by pressing [Groups] button in phonebook screen.

By default, the group list is blank. User can create his/her own groups, edit the group name, add or remove contacts in the group, and delete a group.

To add a group, press [Add] button.

To delete a group, press [Option] -> [Delete] button.

To edit a group, press [Edit] button.

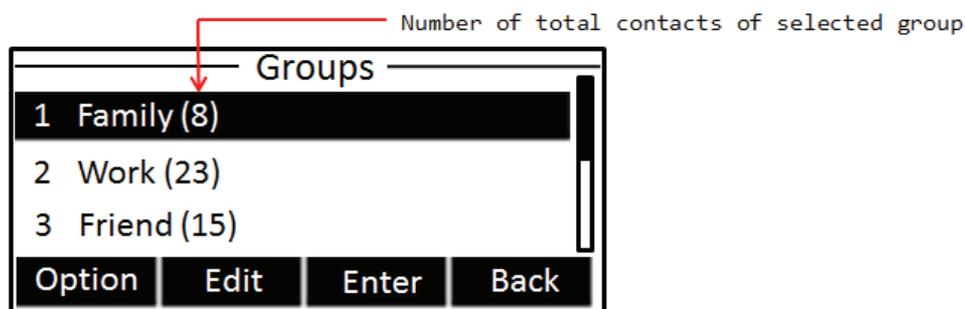


Figure 46 - Group List

6.2.3 Browse and Add / Remove Contacts in Group

User can browse contacts in a group by opening the group in group list with [OK] button.



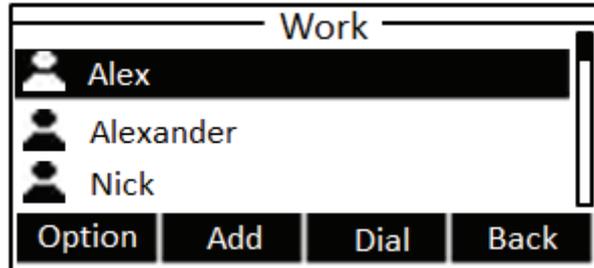


Figure 47 - Browsing Contacts in a Group

When user is browsing contacts of a group, user can also add or remove contacts in that group by pressing [Add] button to enter the group contacts management screen. Select or deselect the contacts by press [Select] button, and save the change with [OK] / [Save] button when finished editing.

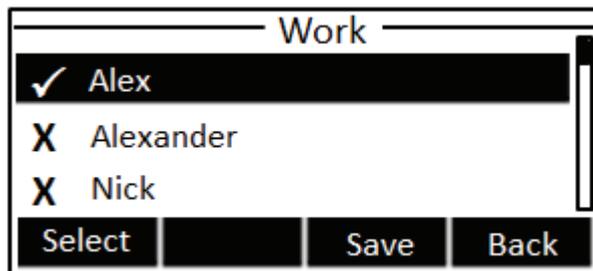


Figure 48 - Select (Add/Remove) Contacts in a Group

6.3 Using Cloud Phonebook

Cloud phonebook allows user to configure the device to download a phonebook from a cloud server. This is very useful 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 for user 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! In regard of creating a cloud phonebook and setting up a cloud phonebook server, please refer to “X5 Administration Guide”.



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

To open cloud phonebook list, press [Cloud Phonebook] in phonebook screen.

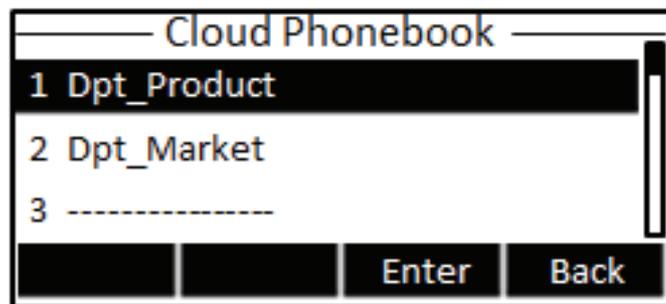


Figure 49 - Cloud Phonebook List

6.3.1 Open Cloud Phonebook

In cloud phonebook screen, user can open a cloud phonebook by pressing [OK] / [Enter] button. The device will start downloading the phonebook. If downloading failed, user will be prompted with a warning message.

Once the cloud phonebook is downloaded completed, user may browse the contact list and dial the contact number same as in local phonebook.

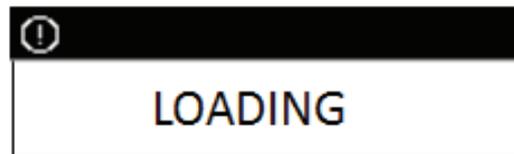


Figure 50 - Downloading Cloud Phonebook



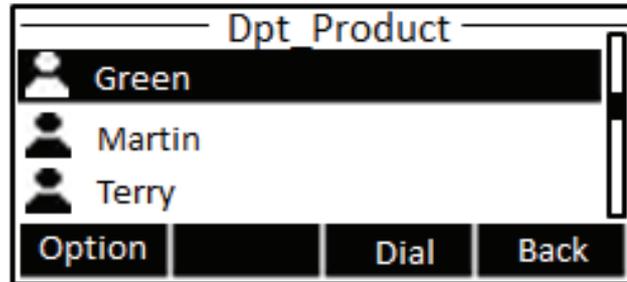


Figure 51 - Browsing Contacts in Cloud Phonebook

6.4 Call Logs

The device can store up to 300 call log records and user can open the call logs to check all incoming, outgoing, and missed call records by pressing soft-menu button [History] or pressing keypad  .

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 [OK] button and dial the number with [Dial] button, or add the call log number to phonebook with pressing [Option] -> [Add to Contact] .

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

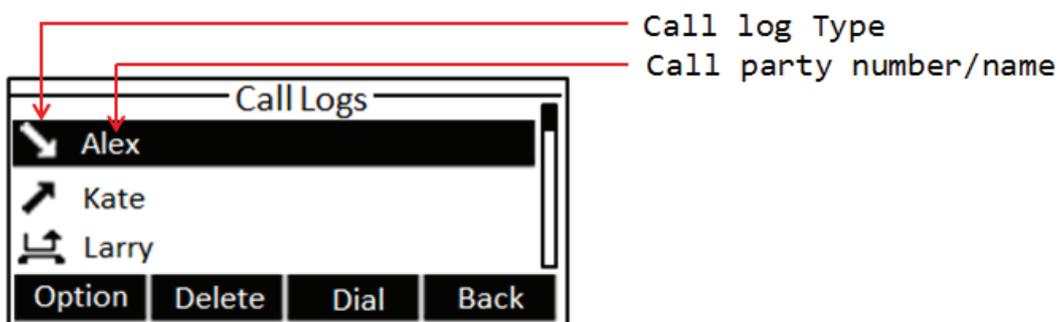


Figure 52 - Call Logs



User can also filter call logs with specific call log type to narrow down the call log records by pressing the left/right navigator button and select one of the call log types in the soft-menu buttons,

-  - Missed Calls
-  - Received Calls / Incoming Calls
-  - Dialled Calls / Outgoing Calls

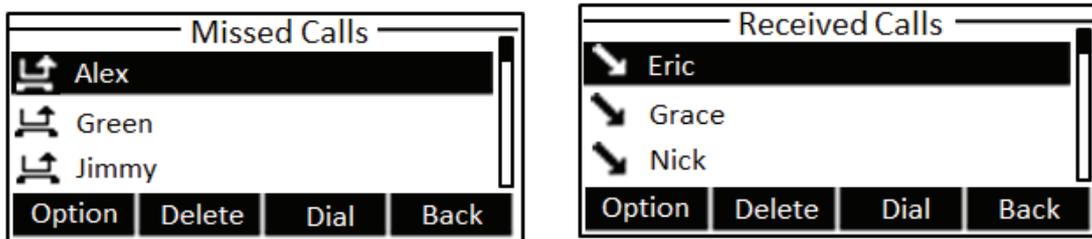


Figure 53 - Filter Call Log Type

6.5 Voice Message

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,



Figure 54 - New Voice Message Notification

To retrieve the voice messages, user must configure the voice message number first. Once the voice message number is configured, user can retrieve the voice message of a line by pressing the [Dial] button in the voice message screen.



When the device is in the default standby mode,

- Browser the DSS LCD items till you find the [MWI] button.
- Press [MWI] button to open voice message configuration screen, select the line to be configured with up/down navigator keys.
- Press [Edit] button to enable and edit the voice message number, when done, press [OK] / [Save] button to save the configuration.

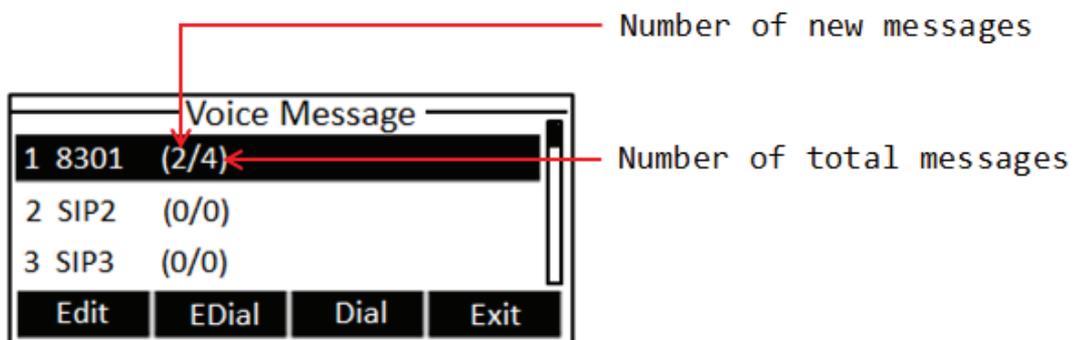


Figure 55 - Voice Message Screen

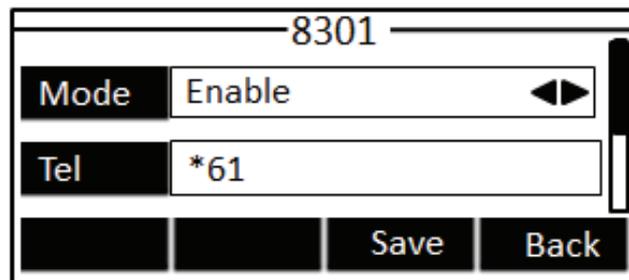


Figure 56 - Configure the Voice Message Number

6.6 Do-Not-Disturb

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.

To quickly enable or disable the DND on all lines,

When the device is in the default standby mode,



- Press [DND] button to enable DND on all line and icon **DND** will be displayed on the screen.
- Press [DND] button again to disable DND on all line and icon **DND** will be disappeared.



Figure 57 - DND Enabled on All Lines

If user wishes to enable or disable DND on a specific line, user could change the DND mode in DND configurations.

- Press soft-button [Menu] till you find the [Features] item.
- Enter [Features] item till you find the [DND] item.
- Enter [DND] item till you find [Ring Settings] item.
- Press left/right navigator key to change the DND mode or DND state on specific line. When done, press [Save] button to save the changes.
- User will see icon **DND** 'SIPn Do Not Disturb' against the enabled line.

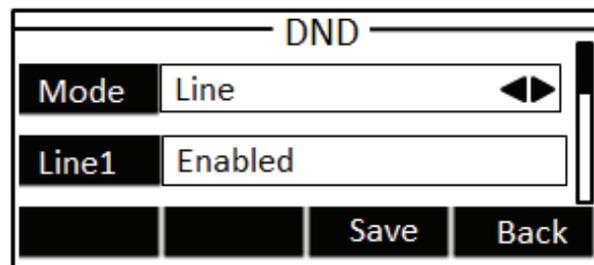


Figure 58 - Configure DND on Line





Figure 59 - DND Enabled on Line1

6.7 Auto-Answering

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

When the device is in the default standby mode, if user wishes to enable or disable auto-answering on a specific line or change the auto-answering delay time, user could change the auto-answering configuration adopt following steps.

- Press soft-button [Menu] till you find the [Features] item.
- Enter [Features] item till you find the [Auto Answer] item.
- Enter [Auto Answer] item to change the auto-answering configuration on a specific line
- Press left/right navigator button to select the auto-answering option. When done, press [Save] button to save the changes.
- The default auto-answering delay is 5 seconds.

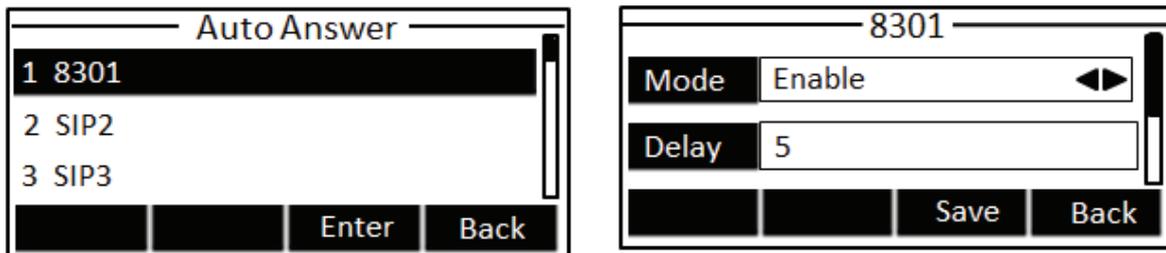


Figure 60 - Configure Auto-answering on Line1





Figure 61 - Auto-answering Enabled on Line1

6.8 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.

To configure call forward, when the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Features] item.
- Enter [Features] item till you find the [Call Forward] item.
- Press [Call Forward] button to open call forward configuration screen, select the line to be configured with up/down navigator keys.
- Press [Enter] button to edit the call forward settings.
- Select the call forward type with up/down navigator keys. Click [Enter] button to configure the call forward number and delay, if applicable.
- Enable or Disable call forward with left/right navigator buttons against specific lines and types.
- If select 'Enable', browse the setting parameters with up/down navigator keys and enter required information. When done, press [Save] / [OK] button to save the changes.



Call Forward			
1	8301		
2	SIP2		
3	SIP3		
Prev.	Next	Enter	Back

Figure 62 - Select Line for Call Forward Configuration

Call Forward			
1	Unconditional		
2	on Busy		
3	on No Answer		
Prev.	Next	Enter	Back

Figure 63 - Select Call Forward Type

Unconditional		
Mode	Enable	
Tel	8307	
	Save	Back

Figure 64 - Activate Call Forward and configure Call Forward Number

No answer		
Tel	8311	
Time	15	
Delete	Save	Back

Figure 65 - Set Delay Time for Call Forward on No Answer



6.9 DSS LCD Configuration

There are 8 DSS keys corresponded to the LCD display to provide dynamic Line/DSS/BLF functions up to five pages at virtualized total 40 DSS keys. User may configure/customize each DSS key in each page.

User can enter the DSS Key page configuration by long-press 'Pn' key, where user can Delete/Add page(s) for the DSS LCD. Besides, user can modify DDS key configuration by long-press each one.

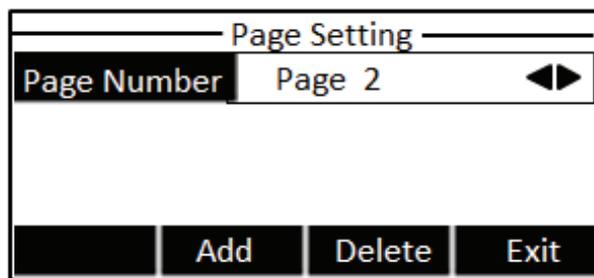


Figure 66 – DSS LCD Page Configuration Screen

The phone provide DSS Key configuration, such as,

- ◆ Memory Key
 - Speed Dial/Intercom/BLF/Presence/Call Park/Call Forward(For someone)
- ◆ Line
- ◆ Key Event
 - MWI/DND/Hold/Transfer/Phonebook/Redial/Pickup/Call Forward(for entitle line)
- ◆ DTMF
- ◆ URL
- ◆ BLF List Key
- ◆ Multicast

BLF/Intercom/Speed Dial number can match contact intelligently as the label, which is stored in phonebook, and DSS LCD will display the contact name rather than extension number.(! This feature is only available after 1.2.101.1009).Moreover, user also can add the user-defined title for the DSS Keys, which is configured as Memory Key / Line / URL / Multicast .

NOTICE! *User-defined title is limited to 10 characters at most.*

More detailed information *refers to 8.26 FUNCTION KEY / Function Key and Table 13 - DSS KEY LED State.*



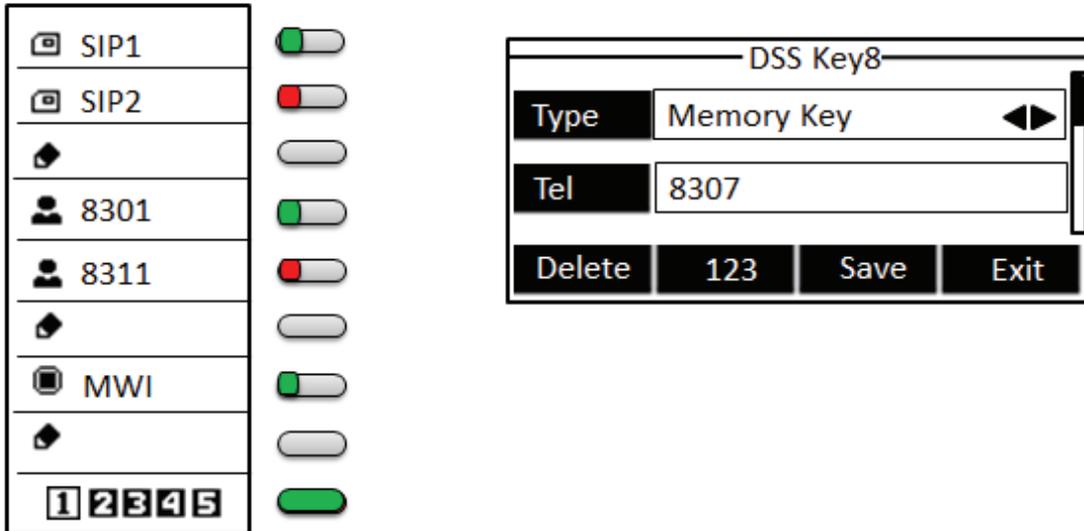


Figure 67 – DSS LCD Screen Configuration



7 Phone Settings

7.1 Adjust Audio Volume

When the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Settings] item.
- Enter [Settings] item till you find the [Basic Settings] item.
- Enter [Basic Settings] item till you find [Voice Volume] item.
- Enter [Voice Volume] item and you will find [Handset Volume],[Handsfree Volume] and [Headset Volume] item.
- Enter [Handset Volume] or [Handsfree Volume] or [Headset Volume] item, press Left / Right navigator keys to adjust the audio volume for different mode.
- Save the adjustment by pressing [OK] or [Save] when done.

7.2 Set Ring Tone Volume and Type

When the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Settings] item.
- Enter [Settings] item till you find the [Basic Settings] item.
- Enter [Basic Settings] item till you find [Ring Settings] item.
- Enter [Ring Settings] item and you will find [Ring Volume] and [Ring Type] item.
 - Enter [Ring Volume] item and you find [Headset Volume] and [Handsfree Volume] item.
 - ◆ Enter [Headset Volume] or [Handsfree Volume] item, press left / right navigator keys to adjust the ring volume.
 - ◆ Save the adjustment by pressing [OK] when done.
 - Enter [Ring Type] item, press left / right navigator keys to change the ring type.
 - ◆ Save the adjustment by pressing [OK] when done.

7.3 Adjust LCD Contrast

When the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Settings] item.
- Enter [Settings] item till you find the [Basic Settings] item.



- Enter [Basic Settings] item till you find [Screen Settings] item.
- Enter [Basic Settings] item till you find [Contrast] item.
- Enter [Contrast] item, press left / right navigator keys to adjust the LCD contrast.
- Save the adjustment by pressing [OK] or [Save] when done.

7.4 Set Device Time/Date

When the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Settings] item.
- Enter [Settings] item till you find the [Basic Settings] item.
- Enter [Basic Settings] item till you find [Time & Date] item.
- Enter [Time & Date] item, use up/down navigator keys to edit the time/date parameters and save the settings by pressing [OK] or [Save] when done.

Table 1 - 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
12-Hour Clock	Display the clock in 12-hour format
Daylight Saving Time	Enable or Disable the Daylight Saving Time
Time format	Select time format from one of the followings: <ul style="list-style-type: none"> ■ 1 JAN, MON ■ 1 January, Monday ■ JAN 1, MON ■ January 1, Monday ■ MON, 1 JAN ■ Monday, 1 January ■ MON, JAN 1 ■ Monday, January 1 ■ DD-MM-YY



	<ul style="list-style-type: none"> ■ DD-MM-YYYY ■ MM-DD-YY ■ MM-DD-YYYY ■ YY-MM-DD ■ YYYY-MM-DD
Date(Only Mode=Manual)	Edit the date of the device in the format of yyyy/mm/dd.
Time(Only Mode=Manual)	Edit the time of the device in the format of hh:mm:ss. Hh=00~23, mm=00~59, ss=00~59

7.5 Reboot the Device

When the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Reboot System] item.
- Press [OK] or [Enter] button, a warning message “Reboot Now?” will be prompt to user.
- Press [Yes] or [OK] button to execute the reset command, or [No] to exit.

7.6 Reset to Factory Default

When the device is in the default standby mode,

- Press soft-button [Menu] till you find the [Settings] item, and press [OK] or [Enter] button.
- Enter [Advanced Settings] item, then input the device PIN (Default PIN is 123) to enter the interface.
- Enter [Reset to Default] item, then a warning message “Factory Reset, Continues?” will be prompt to user.
- Press [Yes] or [OK] button to execute the reset command, or [No] to exit.

