

# Getting To Know Your Fanvil VoIP Phone & Quick Start Guide

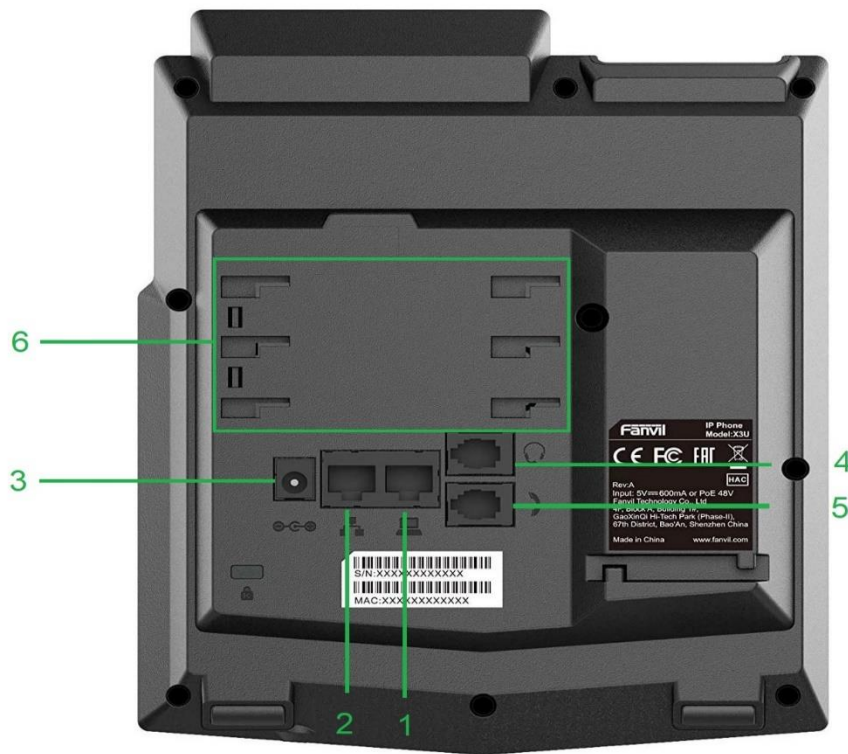




- |                      |                             |
|----------------------|-----------------------------|
| 1. Status Light      | 10. Line Keys               |
| 2. Soft-menu Buttons | 11. Hold Key                |
| 3. Phonebook Key     | 12. Transfer / XFER Key     |
| 4. Call Log Key      | 13. Conference Key          |
| 5. Voice Mail (171)  | 14. Standard Telephone Keys |
| 6. Headset Key       | 15. Navigate/OK Key         |
| 7. Status Key        | 16. Volume Down Key         |
| 8. Redial Key        | 17. Mute Key                |
| 9. Loudspeaker Key   | 18. Volume Up Key           |

Number	Name	Descriptions
1	Status Light	Indicates Missed calls and new voice Mail
2	Soft-menu Buttons	These four buttons provide distinct functions corresponding to the soft menu displayed on the screen
3	Phonebook Key	The Phonebook/Contacts/Directory key brings you to the local + cloud phonebook
4	Call Log Key	Used for viewing the call logs for the phone
5	Voice Mail (171)	Press the "voice mail" button, and the user enters the voicemail interface
6	Headset Key	Users can press this key to open the headset channel or take calls from your headset when the button is pressed
7	Status Key	The user can press this key to view the status information of the device (IP address etc)
8	Redial Key	Press the Redial key to redial the last number dialed
9	Loudspeaker Key	Used to take/make calls using the Loudspeaker
10	Line Keys	Line Keys are used if the phone is setup to take multiple calls at once
11	Hold Key	Press the "Hold" key during the call, the user can place the call on hold, and press it again to un-hold / resume the call
12	Transfer / XFER Key	Pressing the transfer / XFER key places the call on hold and prepares the call for different type of transfers
13	Conference Key	the "Conference" button puts the call on hold, and you can call another internal extension OR external phone number
14	Standard Telephone Keys	The twelve standard telephone keys provide the same function as standard telephones
15	Navigate/OK Key	The user can press the up/down navigation key to change the line or move the cursor in the screen list. Some Settings will allow the user to press the left/right navigation key to change options or move the cursor in the screen list to the left/right. OK Key: Default is equivalent to soft button confirmation
16	Volume Down Key	When the phone is idle, pressing this button will decrease the ring volume. When on an active call it will decrease the in-call volume from the earpiece
17	Mute Key	When the phone is idle, pressing this button will mute the ring volume/turn the phone on silent When on an active call, it will mute the microphone on the handset so the person on the call will not hear you
18	Volume Up Key	When the phone is idle, pressing this button will increase the ring volume. When on an active call it will increase the in-call volume from the earpiece





Number	Name	Descriptions
1	PC Port	The PC Port is used when you want to “Bridge” the connections between your PC & Phone (see more on page 5)
2	Network Port	Used to connect your local area network / Internet to the phone
3	DC 5V Power Port	Used to connect the power adapter to power point (optional if there is no POE Connection)
4	Headset Port	Connects compatible Fanvil headsets (sold separately)
5	Handset Port	Connects the IP Phone Handset
6	Base Stand / Wall Bracket Connectors	Used to connect the phone base stand (included in the box) You can place the phone on a desk or flat surface  You can also attach the phone to a wall using the wall bracket (Sold separately)

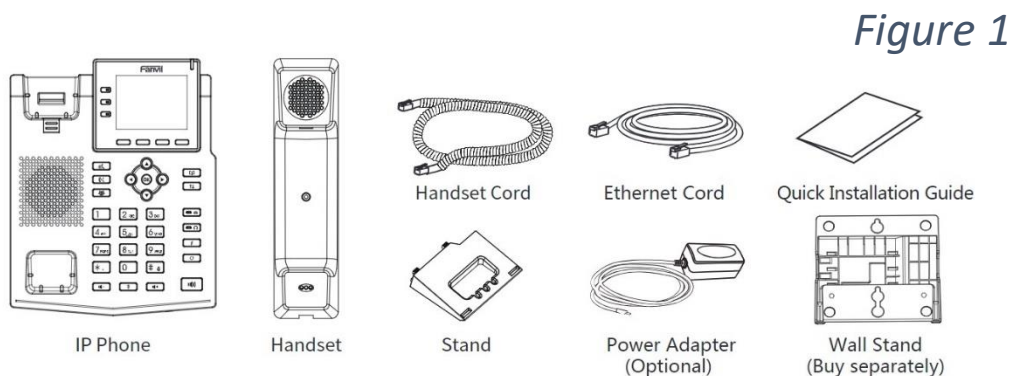
# Unboxing and Installing your Fanvil IP Phone:

## Install Option 1: Connecting to a data point

The numbers added in the description will direct you to the back of the Fanvil ports in the Figure 2.

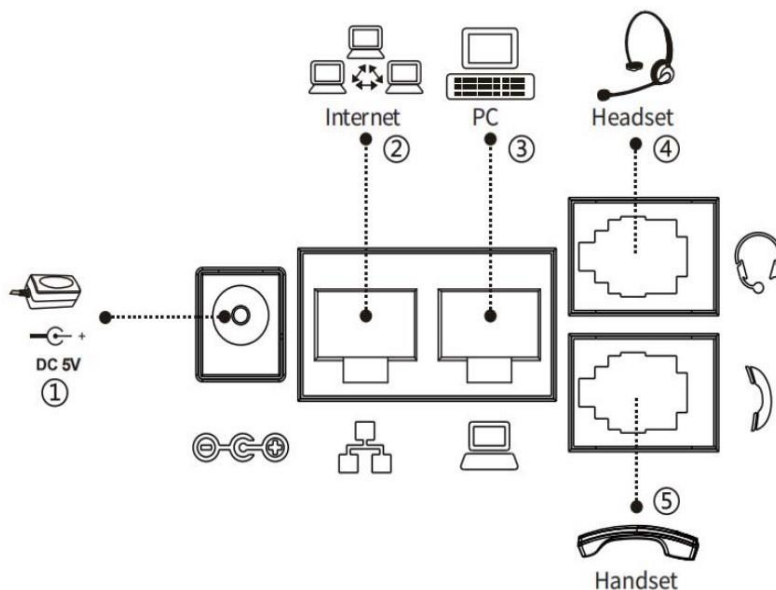
### 1. Unboxing:

- Carefully open the package of the Fanvil IP phone.
- Take out all the components from the box, including the phone, handset, base stand, power adapter, and network cable.



### 2. Hardware Connections:

- Find the "Network" (2) port on the back of the Fanvil IP phone. It is typically labelled with an icon representing a network connection (3 square boxes)
- Take one end of the provided network cable and align the notch on the cable with the notch of the port/socket and insert it firmly into the "Network" (2) port on the phone until it clicks.
- Locate a wall port or Ethernet port on your network switch or router or connect directly to your broadband modem/router.
- Take the other end of the network cable and insert it securely until it clicks into the data point or Ethernet port on your network switch or router.
- once connected the phone should get an IP address (go to MENU > STATUS or press the *i* button) if the phone does not get an IP address or says "negotiating" please ask your IT department to see if the network port it is connected to is open



### 3. Power Connection:

- Plug one end of the power adapter into the DC 5V Power Port on the back of the phone. (1)
- Plug the other end of the power adapter into a nearby power outlet.

### 4. Connecting the handset

- plug the handset's connector into the labelled "**Handset**"(5) port on the back of the phone until it clicks.
- connect the second end of the cable into the handset, Lift the handset to test the connection

### 5. Positioning:

- Place the phone on your desired location, either on a desk or mounted on a wall, using the provided phone base stand OR attach the phone to the wall using the wall bracket/stand (Sold Separately)

### 6. Initial Setup:

- When connected to power The Fanvil IP phone will start up once connected to the network/internet will provision to our systems.

## Install Option 2: Bridging the connections.

If you do not have enough free network ports, you can send the data first through the phone then to your PC using the method below.

### 1. Hardware Connections:

- Connect one end of the provided network cable to the "**Network**"(2) port on the back of the Fanvil IP phone.
- Connect the other end of the network cable to a data point or an open wall port OR open port on your network switch or router or direct to your broadband. This will provide network connectivity to the phone. (See Option 1 for more details on connecting the phone directly to a data point or router.)
- Take the second network cable and insert one end into the "**PC**"(3) port on the back of the Fanvil phone. This port is typically labelled with an icon representing a PC connection.
- Take the other end of the second network cable and insert it securely into your PC/laptop



# Making Calls on your Fanvil Phone

## Making a Call

- Enter the desired extension OR external number using the phone's keypad OR select a number in your phonebook/contacts.
- Lift the handset to start the call  
Or press the "**Dial**" softkey on the screen.



## Making a Call with the Loudspeaker

- Enter the desired extension OR external number using the phone's keypad OR select a number in your phonebook/contacts.
- Press the Loudspeaker to initiate a hands-free call  
(Keep in mind that others nearby might hear the conversation)

## Making a Call with a Headset

- Plug in a compatible headset to your Fanvil Phone (Sold Separately)
- Enter the desired number using the phone's keypad.
- Press the "**Headset**" button to make call without disturbing your co-workers.



## Answering a Call:

When your phone rings, you have three options to answer the call based on your preference:

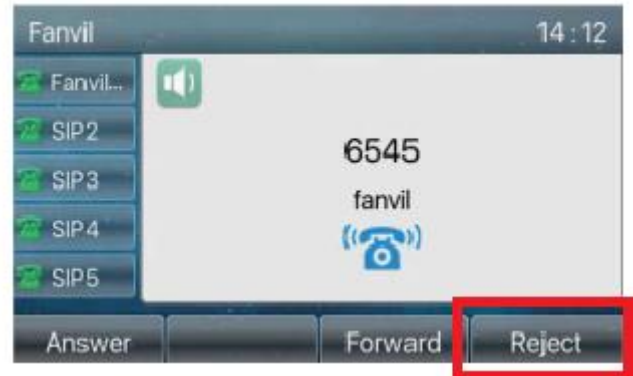
- Option 1: Lift the "**Handset**" to answer the call.
- Option 2: Press the "**Loudspeaker**" button to answer the call using the loudspeaker for hands-free communication.
- Option 3: Press the "**Headset**" button to answer the call using your connected headset.



# Ending or declining a call

## Declining an incoming call on your Fanvil phone

- When your phone is ringing, you will see the incoming call notification on the screen.
- Press the **"Reject"** softkey to decline the incoming call.
- The call will be rejected, and the caller will go to the BUSY action (set for your extension in the nuacom portal)



## To end a call on your Fanvil phone, follow these steps:

- Press the **"End"** softkey to terminate the call.
- If you are using the handset, simply hang up the handset to end the call.
- If you are using the loudspeaker, press the **"Loudspeaker"** softkey to disconnect the call.
- If you are using a compatible headset, press the **"Headset"** button on the phone to end the call. If you are using a wireless headset, you can end the call by replacing the handset on its base/cradle, or buttons on the handset (if available)



# How to listen to your voicemail

(you can also access voicemail via the nuacom portal)



## Using the Voicemail Button or the keypad:

When you have a new voicemail message, the Voicemail button on the phone will blink green.

Press the **"Voicemail"** button on the phone  
OR just Dial **"171"** From the Keypad

Follow the prompts provided by the voicemail system to access your voicemail messages, listen to new messages, and manage your voicemail settings.



# Viewing Call logs & Call History

You can access call logs to review your call history, including incoming, outgoing, and missed calls.

- Press the “Call logs” softkey on the screen or button on the phone.
- The phone will display a list of recent call logs.
- Use the arrow keys or navigation buttons to scroll through the call log list to view different entries. Like All calls, in, out and missed calls.
- To see more details about a specific call log entry, select the entry using the arrow keys or navigation buttons, and press the "OK" button or soft key.




- **The call logs can be disabled on the phone if you wish** go to Menu > Features > General > Call logs (set to disabled)



## Viewing and returning Missed Calls

A missed call on the Fanvil phone is indicated by a red blinking icon on the right corner of the Phone, and a missed call notification will appear on the screen.



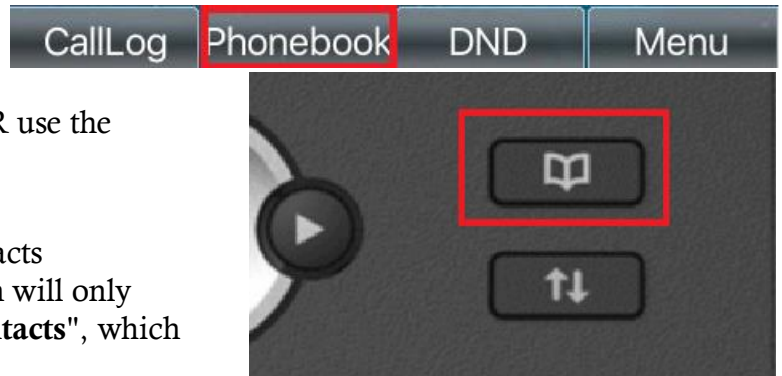
- Press the “Call logs” softkey on the screen.
- While in the Call logs section, press the right arrow key to select the calls IN logs.
- Any missed calls will be noted with the  Symbol.
- To call back the missed number, press the "Dial" softkey.
- Alternatively, you can lift the handset to start the call on the number highlighted.



# How to view contacts on the Fanvil Phone

## Viewing Contacts:

- Press to the "**Phonebook / Contact / Directory**" Softkey on the phone OR use the physical phonebook button.
- The phone will display the list of contacts you can save "**Local Contacts**" (which will only display for that phone) or "**Cloud Contacts**", which pulls from the nuacom portal
- Scroll through the list using the arrow keys to view the contacts and use the methods noted previously to call the number.



**PLEASE NOTE - The phone can pull contacts from your cloud phonebook/directory on the nuacom portal, to import contacts see the guide by scanning the QR code or Navigate to nuacom.ie website, then in the top menu select Resources > Knowledge Base then search "Import Contacts".**

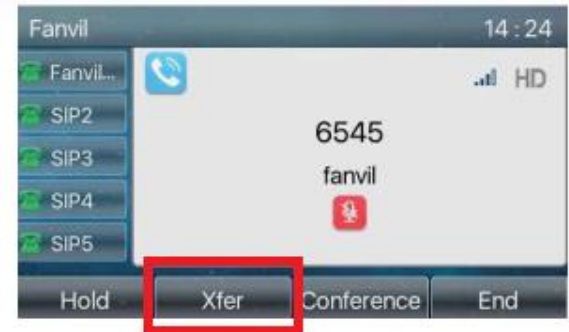


# Transferring Calls

Call transfer is a useful feature on the Fanvil phone that allows you to transfer an active call to another person's extension or external phone number. There are two types of call transfer: blind and attended.

## BLIND transfer: (Direct Transfer)

- During an active call, press the "Transfer / Xfer" soft key on your phone's display screen. Or the physical "Transfer" Button on the Device
- Enter the extension number or the external number you want to transfer the call to.
- Press the "Xfer" soft key or "Transfer" button again to complete the transfer. you can also press the "Cancel" soft key to return to the original call.



## ATTENDED transfer: (Communicates with the transfer recipient before forwarding the call)

- During an active call, press the "Transfer / Xfer" soft key on your phone's display screen. Or the physical "Transfer" Button on the Device **(This will place the caller on hold)**
- Enter the extension of the person or external number you wish to transfer the call to.
- After typing in the number, you can wait for 5 seconds, and the call will be made to that person OR you can press the "Dial" option that appears to connect the call quicker.  
**(on some models like the X5U or X6U you can press the BLF instead)**
- Wait for the person or department to answer the call & let them know who is on the call.
- press the "Xfer" soft key on your phone's display screen OR use the "Transfer" Button on the phone one last time to complete the transfer, or press "Cancel" to return to the original call.

# Using Hold & Resume

Fanvil phones support a "Hold & Resume" feature, which allows users to place an active call on hold and then resume the call later. To use this feature on the Fanvil, follow these steps.

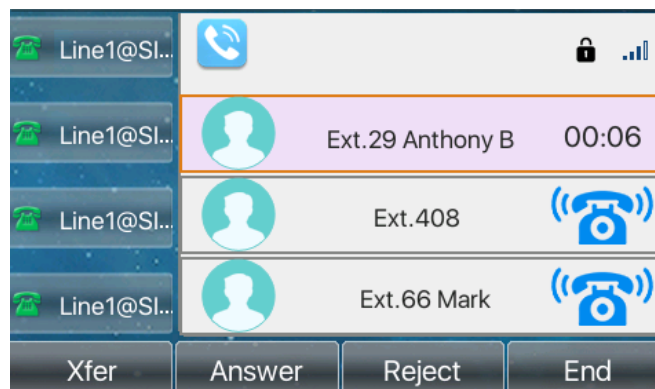
## Put a Call on Hold (when on an active call)

- Press the physical "Hold" button or the softkey button labelled "Hold."
- To resume the call from hold, Press the "Resume" softkey or the physical "Hold" button again.



## Engaging with Multiple calls at once

- If your phone is setup for the "Ring in Use" option in the queue OR your phone gets multiple calls at once, you can use the arrow keys and you can set different actions depending on what call is currently highlighted



# Conference Calls

You can engage with up to three participants for a collaborative conversation.

- Make a call to the first extension/number you wish to include
- To add the Second Person, press the physical "Conference" Button or the "Conference" softkey (this will place the first call on hold)
- Enter the number or extension of the second participant and press the "Dial" softkey to call the second person.
- Once the second call is connected, press the "Conference" Button again to merge the calls into a conference call.
- Now, all participants are connected in the conference call.
- To end the conference call, simply hang up the phone, and all participants will be disconnected.



# Do Not Disturb (DND)

The "Do Not Disturb" feature on the Fanvil phones allows you to prevent incoming calls from ringing your phone.

When activated, callers will be directed to voicemail, or the BUSY action set via the extension's rules on the nuacom portal (if no action is setup the caller will hear a busy signal and the call will end)

## Activating Do Not Disturb:

You can activate the Do Not Disturb feature using either the DND soft key.



When the DND/do not disturb is turned **ON** the DND tag will turn **RED**, and the icon shown in the photo to the right will be seen.



## Deactivating Do Not Disturb:

To deactivate the Do Not Disturb feature and allow incoming calls to ring your phone again, simply press the DND key again.

# BLF keys

Some Fanvil phone models (X5U / X6U / X210) use BLF keys on the side panel of the phone.

BLF keys can be used to call that extension/agent/user at the press of a button  
The phone comes pre-configured with the extension names on your account's extension list.

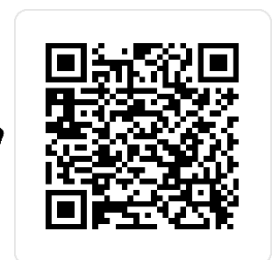


(you can use the page key to go through the list of extensions)

## BLF Status Lights & Meaning

- Green Light: This means the person's line is free.
- Red Light: The red-light signals that the line is currently in use.
- Blinking or Flashing: If you see a light flashing, it means there is an incoming call.

Navigate to [nuacom.ie](http://nuacom.ie) website, then in the top menu select Resources > Knowledge Base then search “BLF keys” or scan the barcode for more info into BLF keys on our knowledge base.



*SCAN ME*



# Call Parking on a Fanvil phone.

Call parking is a useful call management feature on some models of Fanvil phones that allows you to send the call to a “parking” lot so another member of the team can take the call

please note – call parking & putting a call on HOLD are different features & call parking is NOT available with the X3U/X3U Pro models

- To PARK the call, simply press the PARK button when on an active call.
- The system will park the call and provide you with a parking lot number where the call is parked.
- Inform the intended recipient within your office about the call and the specific parking lot number where it is parked. They can then retrieve the call from that parking lot.
- If your device has BLF keys on the side panel, you can see that there is a call PARKED as the status of the PARK LOT will change to RED.






**To Create a Support Ticket, please email**

**[support@nuacom.ie](mailto:support@nuacom.ie)**

**To Call our support hotline**

Please call **777** from any Nuacom phone

**OR**

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