



Fanvil X7

User Guide

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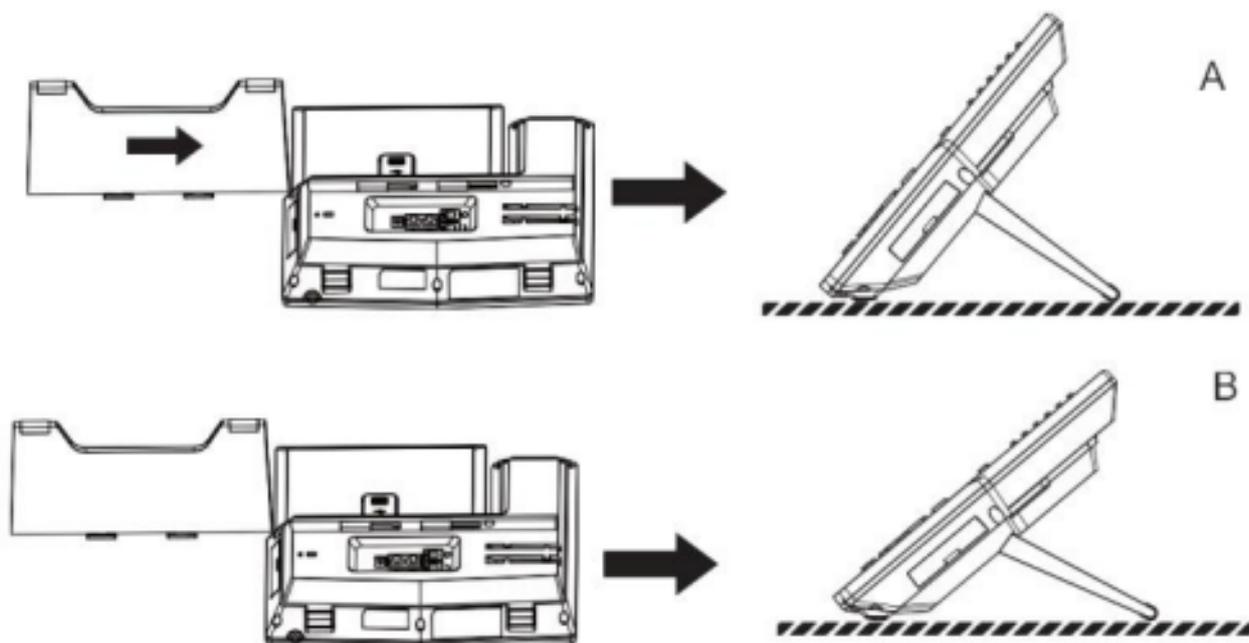
Connecting your new handset

When your phone arrives, please make sure that everything listed below is included.

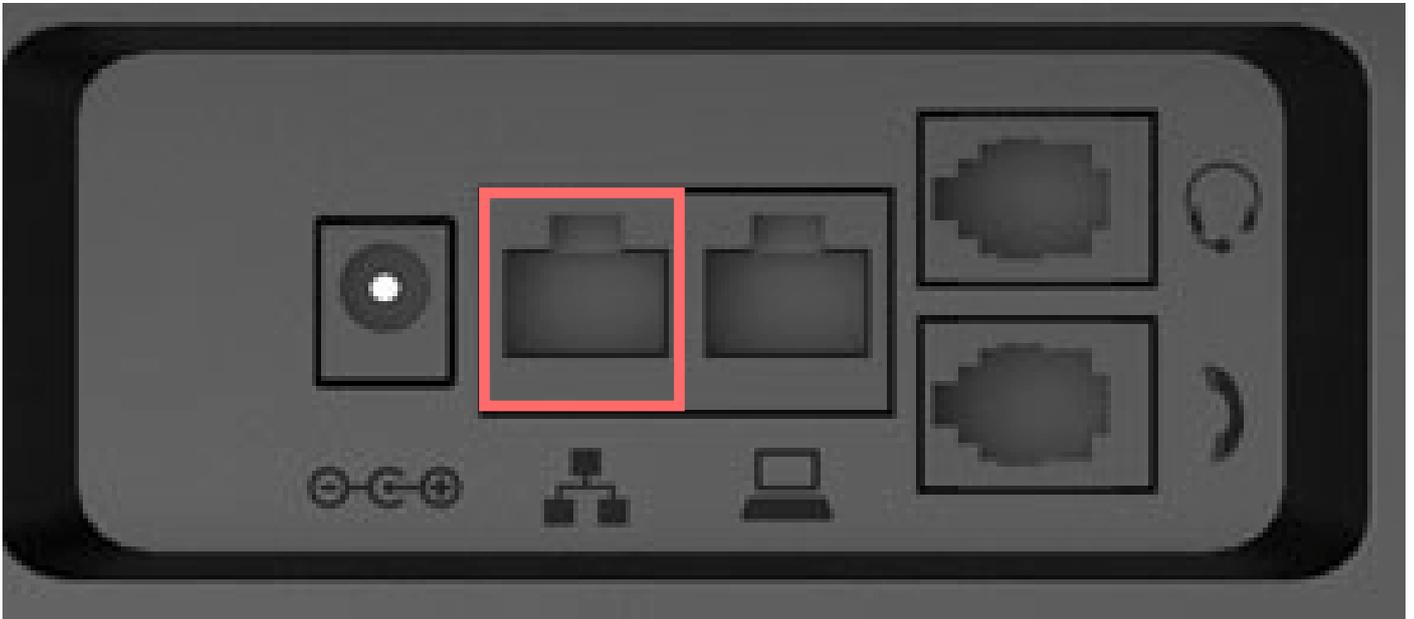
GXP 2130/2140/2160/2170/2135 phone	In the box
Base unit	
Receiver	
Curly Cord	
Power Adaptor	
Ethernet Cable	
Base Stand	
Grandstream Quick Start Guide	

If anything is missing, email customerservices@vivivoip.co.uk who will look into this.

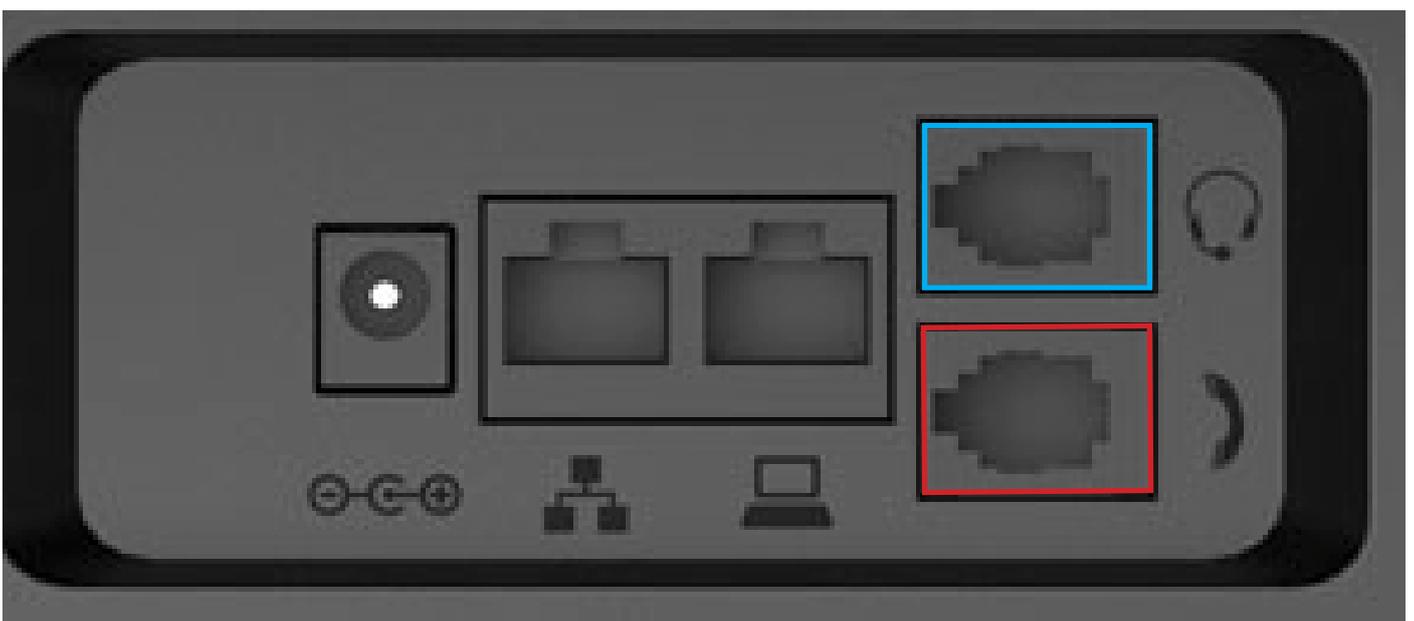
Firstly, insert the stand into the highlighted slots on the back of the phone. You can have the stand two different ways. A more upright position, insert them in the slots highlighted in A and for more of tilt then put them in highlighted in B. Once you've inserted the stand, slide it up to lock it in place and you would need to connect your ethernet cable



Now you need to connect the Ethernet cable from your Router/Switch to the LAN port on the back of the phone, highlighted in red below. If you are limited on network ports, and need a connection for your computer, then you connect an ethernet cable from the PC port of the phone to your PC. The phone will then pass it's connection through to your computer.



Next, connect the receiver to the red highlighted handset port. If you are connecting a headset then use the port highlighted blue. The receiver and headsets ports use the same connector, so make sure you use the correct ports otherwise they won't work.



Once the receiver is connected you can power up your new handset. Insert the power cable into the base unit and plug it in. The handset will power up and show a loading screen on the display.



Getting to know your new handset

Here below is the layout for Fanvil X7, Please note that a lot of functions are all done through your new handset touch screen. The handset has a very minimal layout which we have detailed below the buttons that this handset uses.

Fanvil X7



What do the keypad buttons do

Key Button	What it does
0 - 9, * & #	Standard phone keypad, You can use # to start a call after dialling a number.
Line Keys	2 Line keys with LED lights can be configured with your SIP accounts
	Check your Voicemail (if message waiting indicator is flashing)
	Volume; increase or decrease the volume on an active call either on a receiver/speaker phone/headset, or the ring volume when not on a call
	If using a headset press this key to answer or hang up calls. This also allows the user to toggle between using a headset and the speaker.
	Mute the active call
	Enable/Disable hands-free speaker
	Put the active caller on hold
	Redial the last number you dialled
	<p>Menu. When you are not in active call press on the Menu/OK button to access the menu.</p> <p>While in the menu;</p> <p>Press the UP/DOWN key to scroll through the options.</p> <p>Press the LEFT key to go back to the previous menu</p> <p>When phone is idle you can use the Navigation keypad to access missed calls, dialled calls and answered calls:</p> <p>Press the UP key to view IP address</p>

Handset, Speaker phone and Headset mode

The Fanvil X7 has the ability to make/receive calls via handset, speakerphone or headset mode. When on a call, you can switch from using the receiver to speaker phone by pressing the speaker button. If you are using the speaker already, press the button again with the receiver off the hook to switch back to using the receiver.

Sip Accounts and Lines

Your new Fanvil phone will have 20 active lines on your handset. If you take the phone off the hook the LCD display will show you which account is active and you can dial out from that account.

You can press the relevant line key before making a call to specify which line you would like to make the call from.

If you have accounts on both lines, when an inbound call comes through the line that is ringing will flash red. When you answer the call, the line will then turn solid red. The other line will remain open for you to start another call or begin a transfer.

The LCD Coloured display

Your new Fanvil phone has a colourful LCD display which each series has a different screen display depending if your phone is idle or active, your new Fanvil phone does have few icons that you may want to get familiarise to yourself and also a few soft key menus that may help you if you need to redial or if you need to find IP address for your handset etc.

Below is what your screen would look like when the phone is idle. Please note that the line keys on the Left hand will show your active accounts, If the account is connected it will show green on the screen and if it's disconnected then it will show red. On the right hand side would show you the BLF accounts you have setup, also at the bottom are the softkey options for each handset when the phone is idle.

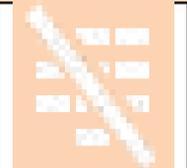


Please note you can customise your the upper half of the screen to show either voice messages, missed calls, auto answer, do not distrub, lock status and network connection status.

Handset Icons

Your new Fanvil phone has a lot of icons which you would need to familiarise yourself with, below we have included the icons and what it does. If your are unsure of any icons or need any further assistance on your new handset then please contact the customer service team who would be more than happy to help to assist you

Status Icons

Icon	Definition
	Call out - When you make an outbound call
	Inbound call - Call that comes in
	Call Hold - When you hold the active call this icon will appear
	Network Disconnected - Your handset is disconnected from the LAN network please speak to your IT administrator
	Keypad Locked - Your keypad is locked on your device please press the keypad unlock button to unlock the keypad
	Do Not Disturb activated - If you see this icon on your handset the DND is enabled on the handset
	Call Forwarding - All calls are forwarded to extension or number on the handset.
	Auto Answer - All calls would be auto answered on the answered either to answer or reject

Icon	Definition
	Hands Free Mode - If you enable the loudspeaker this icon will appear to say the call is in loudspeaker mode
	Headset Mode - This icon will appear if you answer the call using your headset that is connected to the device
	Handset Mode - When answering a call from the handset this will appear when you are on active call
	Mute - During an active call when you press the mute button it would mute the microphone - Please note that this would not put the caller on hold the active caller would hear silence
	Voice Quality - During an active call you would see the quality bar 4 green shows its at the highest quality and 1
	WIFI - The base station is connected to the WIFI on your network
	Bluetooth - If you enable Bluetooth this icon will appear
	Missed Calls - Any calls you have missed you would see this icon please go to the missed call list to see who has called you
	Voice message - Any voicemails that are left on your account you would be see the icon on the screen to say a voicemail has been left.

Turn over the page to see how to make calls with your new handset.

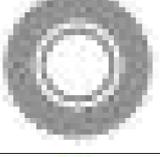
DSS Icons

Icons	Definition
	BLF - New Call
	BLF - Transfers - Blind Transfer & Attend Transfer
	BLF - Conference
	BLF - DTMF
	BLF - List
	Presence
	Voicemail
	Speed Dial
	Call Park
	Call Forward
	Function Key

Icons	Definition
	Line
	DTMF

DSS LED State

Type	Icons	LED State	Reason
Line Key		Grey	Inactive
		Green On	Line Ready
		Green Blinking	Ringing
		Red Blinking	Line is trying to register or registration failed
		Red On	Dialling or Line in use
		Yellow Blinking	Call Holding
BLF		Green On	Line is idle
		Red On	Line is busy or dialling

Type	Icons	LED State	Reason
BLF		Gray	Line is unavailable
Presence		Green on	Subscription Number is idle
		Red on	Subscription Busy or Dialling
		Gray	Subscription unavailable
DND		Red on	DND is enabled
		Gray	DND is disabled
Voicemail		Green Blinking	Voice message waiting
		Gray	No new voice message

How to make calls with your new handset

To dial from your new handset



First pick up the receiver



Once the receiver is picked up the first line will go active - If you need to dial from the second VOIP account then press the second line button below



Dial the number and then press the send key or dial key to start the call.

To redial a number



First pick up the receiver by taking off the hook.



Then press the redial button on the handset to redial the previous number dialled

To call a number from call log



To view your call log please go to the missed call icon on your phone screen

Fanvil		All		10 : 49
All		6654	6654	27 Feb 09:21
In		6654	6654	27 Feb 09:18
Out		6654	6654	26 Feb 21:19
Miss		6654	6654	26 Feb 21:17
Forward		6654	6654	26 Feb 21:17
		6654	6654	26 Feb 21:16

1/14

Return Option Delete Dial

Then go to either 'Received calls', 'Missed Calls' or 'Dialled Calls' touch it on the screen. You can scroll through this list and press OK to select one of the call records. Press OK again to dial that number.

Calling from the phone book



To view your phone book go to contacts on your phone screen



Once you have accessed the phone book, scroll up or down to find the number you are looking for. Press the OK button to select the number, then press OK again to call the selected number.

How to answer calls with your new handset

When a call comes in to your phone



The LCD display will show the number or extension of the caller. To answer a call, lift the handset off the hook.



You can also answer calls by pressing the speaker button, and then the line button that is ringing

Multiple Incoming calls



If you are already on a call and another call comes through, then your phone will play a beeping tone to inform you that you have a call waiting.

Press the flashing line key to switch to and answer the new call. The original call you were on will now be placed on hold.

You can press the first line key to swap back to the original call

Putting the phone on DND mode



To enable DND (do not disturb) mode, follow these steps;

Press the DND button on the screen to enable the DND on your handset



If the DND feature is enabled then you will see this icon on your screen and any calls that come to you won't ring, and instead be sent to your voicemail or other extensions in the call group.

Phone function during a call

Call Waiting / Call Hold



Hold - Press the HOLD key (highlighted in blue) to place the active call on hold.



Resume - When you put somebody on hold the screen will show that somebody is on hold. When you are ready to resume the call, press the hold key again

How to mute the microphone



To mute the microphone during the active call you need to press the Mute key.

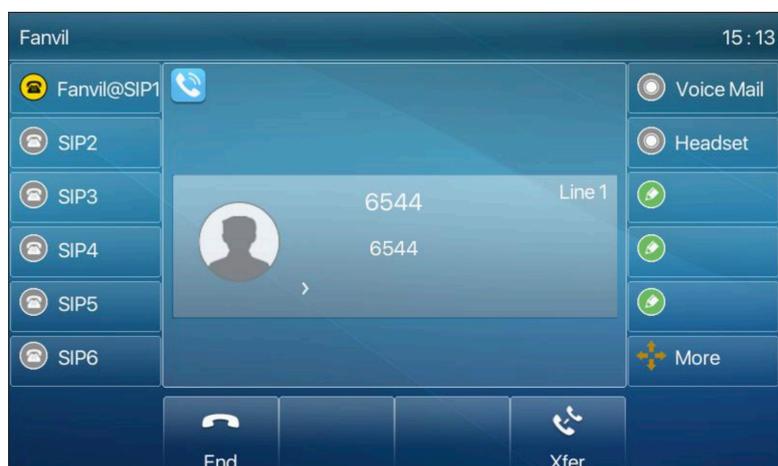
After this, the caller will not be able to hear you. Press the button again to unmute.

Please note, this does not place the call on hold, just prevents the other party hearing you.

To transfer a caller



Blind - To transfer the caller to another extension without speaking to the other person first, press the Transfer Key on the screen, dial the number or extension you want to transfer to, and then press the Transfer Key again to send the caller to that destination.



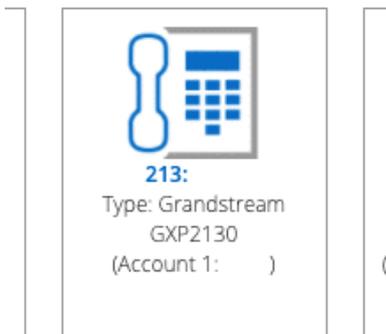
Attended - To transfer the caller to another extension or number and speak to the other person first before transferring the call, first press the Hold key then press the transfer key. Now dial the number or extension you want to transfer to, and wait for them to answer.

If they are happy to take the call, then press the Transfer Key on screen to transfer the call to the other person.

How to setup BLF on your phone



To setup the BLF on your phone first go to the VIVI portal and then go to Speed Dial



Then choose the extension that you want to add busy lights too.

	Name	Number
Key 1	<input type="text" value="Sales"/>	<input type="text" value="207"/>
Key 2	<input type="text" value="Joe"/>	<input type="text" value="201"/>
Key 3	<input type="text"/>	<input type="text"/>
Key 4	<input type="text"/>	<input type="text"/>

Then type in the name and extension for each field you want and then click on Save and then you need to reboot the handset to see the changes.



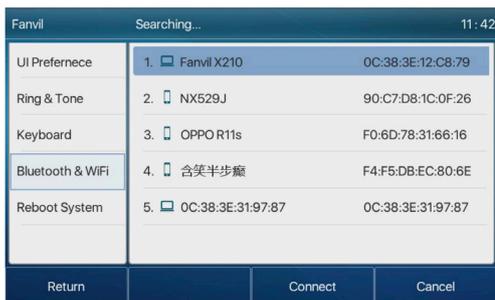
Once you have rebooted the phone you should see on the right hand side the BLF working and should be either Green that they are available or red if they are in a call.

How to setup bluetooth on your new handset

On your Fanvil X7, you have the ability to connect a bluetooth headset to your phone so you can take calls wireless. Follow the step by step guide below to find how to connect your device to your phone



Open the Menu and go to Basic, and then Bluetooth. You need to make sure that the Bluetooth Status is “Enabled”.



Start scanning for devices to connect to..

When it has found the device you are looking, for highlight it with the arrow keys (nav keys) and choose “Pair”

Once you have chosen Pair, you may need to enter a PIN for the device you are connecting. Enter the PIN displayed on the connecting device, or if one is not displayed, use 0000.

After a few seconds, the phone will show “Connected” on the screen.

If you want to disconnect the device from the phone, go to the Bluetooth Scan section again, choose the device, and press the disconnect softkey to remove it from the handset.

To Access the Web configuration

You can access the web configuration UI of your handset by typing its IP address into the URL bar of a web browser. The login details for the handset will be sent to you by our team if you need to access the phone. Contact the support team if you need access, and we'll arrange this for you.

If you are unsure what you need to do then you can arrange a remote session with our support team who can investigate any issues and change settings as needed..

Faulty Handset or replacement parts

If your handset develops a fault then we will need to do a remote session with you to see what the issue is. You may be asked to move the handset to another ethernet port or swap some parts with another phone that is working to see if the issue persists. You'll also need to reboot the handset, and possibly any networking equipment such as your router or network switches. If the handset is faulty we will email you instructions on where to return the handset..

If your phone needs a replacement part like a PSU, Receiver or Curly Cord etc, then please get in touch with the customer service team or our support team who will place an order for you after some testing. You may be charged for the part.

If you are experiencing any issues on the next page we have given you some helpful tips on how to resolve some issues you may be facing

Please note - to return to main menu on any function please press the left arrow key to go back on the menu

Faults and Solutions

Issue	Solution
<p>Receiver is not picking up any sound</p>	<p>First, check if the phone cable is in the Handset port and not the Headset port (page 5)</p> <p>Then, dial 121 to do an echo test. While on the call, press the volume key and make sure the volume hasn't been turned down.</p> <p>Check if the speaker phone is working.</p> <p>The receiver or curly cord may be faulty. If possibly, swap these with any others you have to confirm if it is the receiver/ curly cord</p>
<p>Poor Audio or Low Volume in Headphone</p>	<p>The network bandwidth from your ISP may not be suitable for audio calls please make sure to contact your ISP to see if there is an issue with your line</p> <p>Also make sure that your headphone are compatible with the Fanvil handset as this is the cause of poor audio quality</p>
<p>Phone is not ringing</p>	<p>You may have DND on the handset. If you do, you'll see an icon on the LCD display. See Page 15 - 'Putting the phone on DND mode'</p>
<p>Phone says Network Down</p>	<p>If the phone LCD display says Network Down or the network status is hollow then it means that your IT network may be experiencing issues. First, check if your computer and other devices have a working internet connection and can load up web pages.</p> <p>If you do have an internet connection, you may need to reboot your router or any network switches that you have. If this doesn't help, contact the support team.</p> <p>If you have no internet connection on any device, you may need to contact your ISP or building manager.</p>
<p>Busy Lights are not green</p>	<p>Only other extensions can show as green. If you enter a number as a speed dial, the key will not light up.</p> <p>If you have rebooted the handset and the Busy Lights have not come back on please make sure you have typed in the correct extension number for the busy light and try again</p>

<p>I have changed my name on the phone and it is not showing up</p>	<p>Login to the portal and go to 'Change Handset Name' to check if the correct name is listed. If it isn't, change the name and click save.</p> <p>If it is correct here, then go to System Editor > Extensions, and change the name from here. Click on save and apply. Now reboot your handset to update the name.</p>
<p>Time and Date are not in UK format</p>	<p>Open the menu and go to Preference > 'Date and Time' > Time Zone. Choose GMT London, or the location you are based from, and press OK to set the time zone.</p> <p>To change the Date format, go to Preference > Date and Time > Date Display Format and choose the format you prefer.</p>

