FLYINGVOICE

IP PHONE USER GUIDE
FIP16Plus

Version 1.0.0
Sep. 2021

Copyright

Copyright © Flyingvoice Network Technology CO., LTD.

Copyright © Flyingvoice Network Technology CO., LTD. All rights reserved. No parts of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, photocopying, recording, or otherwise, for any purpose, without the express written permission of Flyingvoice Network Technology CO., LTD. Under the law, reproducing includes translating into another language or format.

When this publication is made available on media, Flyingvoice Network Technology CO., LTD. gives its consent to downloading and printing copies of the content provided in this file only for private use but not for redistribution. No parts of this publication may be subject to alteration, modification or commercial use. Flyingvoice Network Technology CO., LTD. will not be liable for any damages arising from use of an illegally modified or altered publication.

Trademark

Flyingvoice®, the logo and the name and marks are trademark of Flyingvoice Network Technology CO., LTD, which are registered legally in China, the United States, EU (European Union) and other countries.

All other trademarks belong to their respective owners. Without Flyingvoice's express written permission, the recipient shall not reproduce or transmit any portion thereof in any form or by any means, with any purpose other than personal use.

Warranty

1. Warranty

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS GUIDE ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS GUIDE ARE BELIEVED TO BE ACCURATE AND PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF PRODUCTS.

2. Disclaimer

FLYINGVOICE NETWORK TECHNOLOGY CO., LTD. MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS GUIDE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A

PARTICULAR PURPOSE. FLYINGVOICE Network Technology CO., LTD. shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance, or use of this guide.

3. Limitation of Liability

Flyingvoice and/or its respective suppliers are not responsible for the suitability of the information contained in this document for any reason. The information is provided "as is",

and Flyingvoice does not provide any warranty and is subject to change without notice. All risks other than risks caused by use of the information are borne by the recipient. In no event, even if Flyingvoice has been suggested the occurrence of damages that are direct, consequential, incidental, special, punitive or whatsoever (Including but not limited to loss of business profit, business interruption or loss of business information), shall not be liable for these damages.

End User License Agreement

This End User License Agreement ("EULA") is a legal agreement between you and Flyingvoice. By installing, copying or otherwise using the Products, you: (1) agree to be bounded by the terms of this EULA, (2) you are the owner or an authorized user of the device, and (3) you represent and warrant that you have the right, authority and capacity to enter into this agreement and to abide by all its terms and conditions, just as if you had signed it. The EULA for this product is available on the Flyingvoice Support page for the product.

Patent Information

China, the United States, EU (European Union) and other countries are protecting one or more patents of accompanying products and/or patents being applied by Flyingvoice.

Technical Support

Visit www.flyingvoice.com for product documents and FAQ, or contact Flyingvoice by email at support@flyingvoice.com. We'll get you the help you need.

GNU GPL INFORMATION

Flyingvoice phone firmware contains third-party software under the GNU General Public License (GPL). Flyingvoice uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Flyingvoice products can be downloaded online:

https://www.flyingvoice.com/download/gpl.html

Table of Contents

About This Guide

Thank you for choosing Flyingvoice FIP16Plus IP phone, which delivers the industry's leading HD audio quality and a wide range of business telephony features, such as Call Hold, Call Transfer, Busy Lamp Field, Call Recording, Paging and Conference over an IP network. Meanwhile, it features a compact appearance, robust performance and cost efficiency for daily voice communications.

This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the IP phone. As you read this guide, keep in mind that some features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

Related Documentation

The following types of related documents are available on each page:

- Datasheet
- Quick start guide

Getting Started with Your Phone

This chapter provides the overview of phone hardware and screen layout, and how to navigate your phone for the best performance.

Topics

Hardware Overview

FIP16Plus Hardware
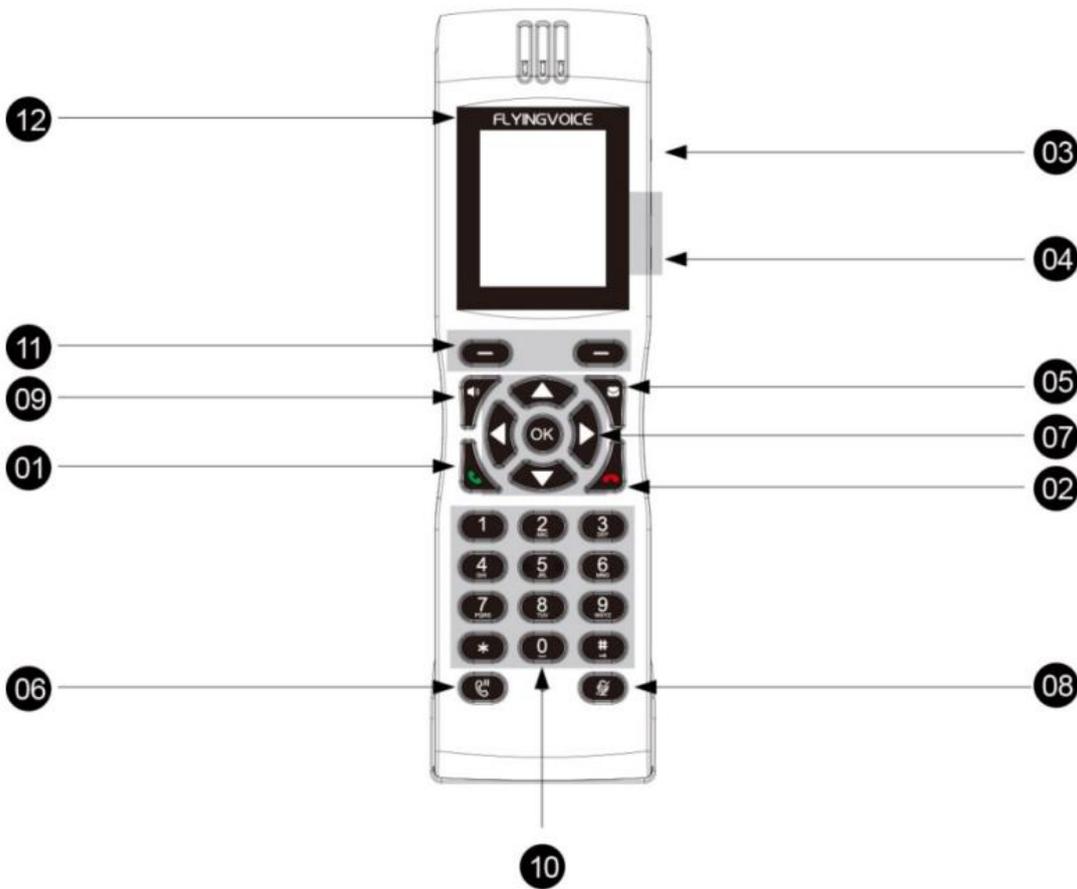
NO.	Item	Description
1	Dial Key	Dial and answer calls
2	Hang Up Key	Hang up the call or enter home page

3	Power Button	Turn on or turn off the phone
4	Volume Key	Adjusts the volume of the headset and speaker
5	MESSAGE Key	Accesses voice mails
6	HOLD Key	Places a call on hold or resumes a held call
7		Switch option and browse the interface information
		Menu or confirm operation
8	Mute Key	Toggles and indicates the mute feature.
9	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode.
10	Keypad	Provides the digits and special characters in context-sensitive applications
11	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time
12	Logo	FLYINGVOICE Logo

Screen and Icons

The user screens and icon indicators can help you navigate and understand the important information on the phone's status.

Topics

Idle Screen

The idle screen is made up of the status bar, line keys, and soft keys. The time & date in the status bar or middle of the screen varies by phone models.
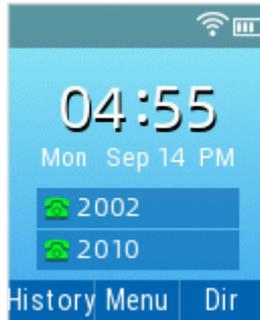
1. Status Bar: Display the default account, feature status icons, and the time. The status icons are displayed when features are activated.

2. Line Keys: Display the information associated with the line keys and feature keys on the phone.

3. Soft Keys: Display the information associated with the feature keys.

Calls Screen

All of your active and held calls are displayed on the calls screen. You can press up or down navigation key to switch among calls.

Check with your system administrator to find out if this feature is available on the phone. When there is an active call and a held call, the calls screen is shown below:

You can press **OK**, then press **Status** to view the Network and Phone status. The phone screen is shown below:
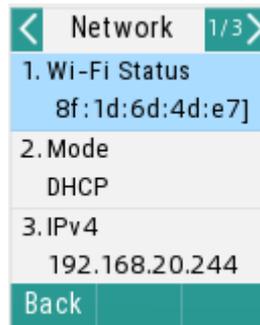
Icons in the Status Bar

Icons in the status bar vary by phone models.

Icon	Description	Icon	Description
🔊	Speaker mode	AA	Auto Answer
📞	Handset mode	⊖	Do Not Disturb (DND)
🎧	Headset mode	🎤	Keep Mute
✉	Voice Mail	🔇	Ringer volume is 0
⏸	Call is on hold	↗	Missed Calls
📶	Wi-Fi connected	📶✕	Wi-Fi connection failed
📞	Call Forward		

Line Key Icons

Icons on the line key that vary by phone models.
Icon indicators (associated with line)

Icon	Description
☎	The private line is registered successfully
☎	Register failed

Other Icons

Call History

Icon	Description
	Received Calls
	Placed Calls
	Missed Calls

Contact

Icon	Description
	Default Contact Picture

Call

Icon	Description
	Waiting
	Ringing
>>>>	Calling

Entering Characters

You can use the keypad keys on your phone to enter or update field information.

The following table describes how to enter different characters using the keypad keys.

Task	Action
Switch input modes	Press the **ABC**, **abc**, **Ab2**, **2aB**, or **123** soft key to switch the input modes.
Enter alphas	Select **ABC**, **abc**, **2aB** mode. press the keys labeled with letters until your desired letter appears. press a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.
Enter numbers	Select **123** mode, press the corresponding keys.
Enter special characters	Select **ABC**, **abc**, **2aB** mode, press ∗ key or # key one or more times to enter one of the following special characters: ∗ **key**: ∗.,'?!\-()@/:_;+&%=<> £ $¥¤[]{}~^¡¿§#"| # **key**: #

	In **123** mode, you can press the * key to choose the following special characters: **.*:/@[]**.
Insert space	Select **ABC**, **abc**, **2aB** mode, press the **0** key.
Move cursor	Press ◄ or ► to position the cursor.
Delete one or more characters	Position the cursor to the right of the character, and select the **Delete** soft key.

Call Features

You can use the phone to place and answer calls, ignore incoming calls, transfer a call to someone else, conduct a conference call and perform other basic call features.

Topics

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

Topics

Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call, and it displays a list of previously placed calls or contacts in your directory.
You can also select the desired contact from the search list, the placed call list or Directory.

Procedure

Do one of the following:

1. Follow the steps below.
- Start typing a phone number.
- Select the desired line.
- press the Speakerphone key ⬜🔊 or the Dial Key.

2. Enter a number or select a contact. Select **Send**.

Note   Your system administrator can enable the live dial-pad feature, which enables your phone to automatically dial out the phone number after some time without selecting **Send**.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Press **Hold** to place the original call on hold.

2. Press **NewCall**, enter the desired number or select a contact.

3. Select **Send**.

Note   Only one call is active at any time, and other calls are on hold. You can press **Swap** to switch the call.

Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, missed, or forwarded.

Procedure

1. Press **History**.

The phone screen displays all call records.

2. Select the desired number and press **Send**.

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Highlight the desired contact and press **Send**.

Answering Calls

When you receive a call, you can choose to answer it manually or automatically.

Topics

Answering a Call

Answering a Call When in a Call

Answering a Call Automatically

Answering a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call. You can choose to answer the incoming call.

Procedure

1. Do one of the following:

● 　Press the Speakerphone key ⬚.

● 　Press the Dial key.

● Press **Answer**.

Answering a Call When in a Call

You can answer a call when there is already an active call on your phone.
When you are in an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.
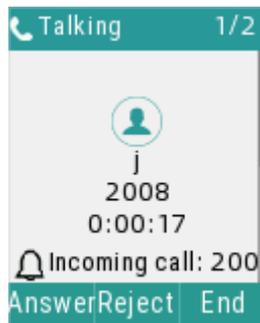
Procedure
1. Select **Answer**.
The active call is placed on hold, and the incoming call becomes active.
Note   You can disable the call waiting feature to reject the incoming call automatically during a call.

Answering a Call Automatically

The auto answer enables you to automatically answer an incoming call in speakerphone mode when your phone is idle.
Note   When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if the auto answer is enabled.
       Your system administrator can configure the phone to automatically answer the incoming call after ending all calls.
Procedure
1. Navigate to **Menu** > **Features** > **Auto Answer** > **Auto Answer Settings**.
2. Enable the **Auto Answer**.
3. Select **OK**.

Switching Among the Speakerphone and Headset Modes

You can select the desired mode before placing a call or can alternate among Speakerphone and headset modes during a call.
Procedure
1. During the call, press the Speakerphone key [🔊], or plug in the headset.

Disabling Call Waiting

If the call waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.

Procedure

1. Navigate to **Menu** > **Features** > **Call Waiting** > **Call Waiting Settings**.

2. Select **Disable**.

3. Select **OK**.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

Rejecting Calls with Do Not Disturb (DND)

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

Topics

Rejecting Calls with DND

Deactivating DND

Rejecting Calls with DND

Procedure

1. Navigate to **Menu** > **Features** > **DND**.

2. Select **Enable** from the DND Status field.

3. Select **OK**.

The DND icon ⊖ *appears in the status bar.*

Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

Procedure

1. Navigate to **Menu** > **Features** > **DND**.

2. Select **Disable** from the DND Status field.

3. Select **OK**.

The DND icon ⊖ *disappears from the status bar.*

Ending Calls

You can end the current call at any time.

Procedure

1. Do one of the following:
● If you are using the headset, press the **Hang Up** key.
● If you are using the speakerphone, press the **Hang Up** key.

Muting/Unmuting Audio

When you are in a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

Procedure

1. Press the MUTE key during a call.
2. Press the MUTE key again to unmute the call.

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played by its sever.

Topics

Holding a Call
Resuming a Held Call

Holding a Call

You can place an active call on hold on your phone.

Procedure

Press **Hold** during a call.

Resuming a Held Call

You can view and resume a held call on the phone.

Procedure

Press **Resume**.

If multiple calls are placed on hold, select the desired call first.

Note When you have multiple calls on the phone and the current call is active, you can select **Swap** to swap to the held call.

Redirecting Incoming Calls

When you are not available to answer calls on your phone, you can forward the calls to another phone.

Topics

Forwarding All Incoming Calls to a Contact
Forwarding All Incoming Calls on All Lines
Deactivating Call Forward
Diverting Calls to a Contact

Forwarding All Incoming Calls to a Contact

You can set up the forwarding type which enables your phone to forward all incoming calls to a contact. There are three types of forwarding:

Always Forward: Forwards all incoming calls immediately.

Busy Forward: Forwards incoming calls when you are busy in a call.

No Answer Forward: Forwards incoming calls when no one answers the calls.

Forwarding All Incoming Calls on All Lines

You can forward all incoming calls on the phone.

Before You Begin

Check with your system administrator if the forward on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu** > **Features** > **Call Forward**.

2. Select the desired forwarding type and select **Enable** from the corresponding field.

3. Enter the contact number you want to forward incoming calls to in the **Forward to** field.

4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **s** field.

5. Optional: Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

6. Select **OK**.

The call forward icon *appears in the status bar.*

Deactivating Call Forward

You can deactivate call forward when you no longer want to forward your calls.

Procedure

1. Navigate to **Menu** > **Features** > **Call Forward**.

2. Select the desired forwarding type and select **Disable** from the corresponding field.

3. Select **OK**.

Diverting Calls to a Contact

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

Procedure

1. Select **Directory (Dir)** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or All Contacts.

3. Highlight the desired contact, and select **Option** > **Detail**.

4. Edit the contact information.

5. Enter a contact's number you want to divert the call to in the Auto Divert field.

6. Select **Save**.

Transferring Calls

During a call, you can transfer the call to another contact. You can use one of two ways:

- **Blind Transfer:** Transfer a call directly to the third party without consulting.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.

Topics

Performing a Blind Transfer

Performing an Attended Transfer

Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Press **XFER** during a call.

2. Do one of the following:

- Enter the number or select a contact from the placed call list you want to transfer to.
- Press **Directory (Dir)**. Select the desired contact from the Directory list.

3. Press B Tran to complete the transfer.

Performing an Attended Transfer

You can transfer a call to another contact after consulting with her/him.

Procedure

1. Press **XFER** during a call.

2. Do one of the following:

- Enter the number or select a contact from the placed call list you want to transfer to.
- Press **Directory (Dir)**. Select the desired contact from the Directory list.

3. Wait until the third party answers the call, press **XFER** to complete the transfer.

Conference Calls

The phone supports a three-way local conference and multi-way network conference. During the conference, follow these tips:

- Use the headset if you're in an open environment.
- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Note Check with your system administrator to find out if the local conference is enabled on your phone.

Topics

Setting Up a Local Conference Call

Setting Up a Local Conference Call

You can set up a local conference call with up to two contacts.
Procedure
1. Place a call to the first party.
2. When the first party answers the call, select **Conference (Conf)** to place a new call.
The active call is placed on hold.
3. Dial the second party's number.
You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.
4. Press **Conference (Conf)** again.

Holding or Resuming a Conference Call

When you place a conference call on hold, other participants cannot hear each other until you resume the held conference call.
Procedure
1. Press **Hold** to place the conference on hold.
2. Press **Resume** to resume the held conference call.

Splitting a Conference Call

You can split the conference call into individual calls. After the split, the conference call ends, and other parties are on hold. Press **Resume** to resume one of the held call or hang up.
Procedure
1. Select **Split**.
2. Press the navigation key up or down to select a held call.
3. Press Resume.

Ending a Conference Call

When you end the conference call, the other parties drop the call.
Procedure
1. Select **End Call (EndCall)**.

Advanced Call Features

You can perform some server-dependent tasks on the phone. Contact your system administrator to find out if your phone supports these advanced call features.

Voice Mail

Voice Mail feature allows you to leave voice messages for someone or listen to your voice mail messages on your IP phones.

This feature is set up on the server-side and not all servers support this feature.

Topics

Leaving Voice Mails

Listening to Voice Mails

Leaving Voice Mails

You can leave a voice mail to someone who is busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.

2. Hang up to complete the voice mail.

Listening to Voice Mails

You can listen to your voice mails on the phone, to obtain voice information sent by a contact.

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Navigate to **Menu** > **Message** > **Voice Mail**.

The phone screen displays the amount of new and old voice mails.

2. Highlight an account, and then select **Connect(Con)**.

3. Follow the voice prompt to listen to your voice mails.

Tip: When the phone prompts that the phone receives a new voice mail, you can press the **Connect** soft key to dial out the voice mail access code directly.

MWI（Message Waiting Indicator）

When a voice message is received, the phone will prompt messages, the voice message icons appear on the LCD interface, and the power indicator slowly flashes red. When all voice messages are checked or deleted, the voice icon disappears and the power indicator turns off.

Note: Not all servers support the MWI function. For more information, please consult your system administrator.

Directory

The phone provides several types of phone directories, which can be customized by your system administrator.

Topics

Local Contacts

Blacklist

Local Contacts

You can store up to 2000 contacts in your local directory, you can search, add, edit and delete a contact.

Topics

Managing the Local Directory Groups

Managing the Local Directory Contacts

Moving a Local Directory Contact to Blacklist

Searching for Contacts

Managing the Local Directory Groups

You can manage the Local Directory groups when the phone is idle.

Topics

Adding Contact Groups

Editing Contact Groups

Deleting Contact Groups

Adding Contact Groups

To organize your contacts and make them easier to find, you can add additional groups in the Local Directory.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select Option >**AddGrp**.

3. Enter the desired group name and select **Ring Type**.

4. Select **Save**.

Editing Contact Groups

You can change or add the group's information.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Highlight the desired group.

3. Select **Option** > **Detail**.

4. Edit the group information.

5. Select **Save**.

Deleting Contact Groups

When you delete a contact group, the contacts in the group will not be deleted. You can view the contacts in **All Contacts** list.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Highlight the desired group.

3. Select **Option** > **Delete**.

The phone prompts you whether to delete the group.

4. Select **OK**.

Managing the Local Directory Contacts

You can manage the Local Directory contacts when the phone is idle.

Topics
Adding Contacts
Viewing Contacts
Editing Contacts
Deleting a Contact
Deleting All Contacts

Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Select **Option** >**Add**.

4. Enter your contact's information.

5. Select the desired account from the **Account** field.

6. Select **Save** .

Viewing Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

The contact names are displayed in alphabetical order.

Editing Contacts

You can update your contacts' information.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Highlight the desired contact, and select **Option** >**Detail**.

4. Edit the contact information.

5. Select **Save**.

Deleting a Contact

You can delete any contact from the Local Directory.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Highlight the desired contact, and select **Option** > **Delete**.

The phone prompts you whether to delete the contact.

4. Select **OK**.

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Select **Option** > **Delete All**.

The phone prompts you whether to delete all contacts.

4. Select **OK**.

Moving a Local Directory Contact to Blacklist

You can move a contact in the Local Directory to blacklist. Incoming calls from this contact will be rejected automatically.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Highlight the desired contact, and select **Option** > **Add to Blacklist**.

The phone prompts you whether to move to the blacklist.

4. Select **OK**.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory** > **Local Contacts**.

2. Select **Search**.

3. Enter your search criteria in the search field.

Blacklist

Incoming calls from the Blacklist are rejected automatically.

Topics

Adding a Blacklist Contact

You can add a blacklist contact on the phone to prevent someone from calling you.

Procedure

1. Navigate to **Menu** > **Directory** > **Blacklist**.

2. Select **Add**.

3. Enter the blacklist contact's information.

4. Select **Save**.

Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

Procedure

1. Navigate to **Menu** > **Directory** > **Blacklist**.

Editing a Blacklist Contact

You can update your blacklist contacts' information.

Procedure

1. Navigate to **Menu** > **Directory** > **Blacklist**.

2. Highlight the desired blacklist contact, and select **Option** > **Detail**.

3. Edit the blacklist contact information.

4. Select **Save**.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts. If a contact is removed from the blacklist, you can answer the call from the contact normally.

Topics

Deleting a Blacklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

Procedure

1. Navigate to **Menu** > **Directory** > **Blacklist**.

2. Highlight the desired blacklist contact.

3. Select **Option** > **Delete**.

The phone prompts you Delete selected item.

4. Select **OK**.

Deleting All Blacklist Contacts

You can delete all contacts from the Blacklist when you are ready to answer calls from them again.

Procedure

1. Navigate to **Menu** > **Directory** > **Blacklist**.

2. Highlight the desired blacklist contact, select **Option** > **Delete All**.

The phone prompts you whether to delete all contacts.

3. Select **OK**.

Moving a Blacklist Contact to the Local Directory

You can move a blacklist contact to a Local Directory. Incoming calls from this contact will not be rejected automatically.

Procedure

1. Navigate to **Menu** > **Directory** > **Blacklist**.

2. Highlight the desired contact, and then select **Option** > **Add to Contact list**.

The phone prompts you whether to move to contact.

3. Select **OK**.

Call History

The call history list includes Missed Calls, Placed Calls, Received Calls and Forwarded Calls, and each list holds 100 entries.

Topics

Viewing History Records
Saving a History Record to Local Directory
Saving a History Record to Blacklist
Deleting History Records

Viewing History Records

The history record saves the call information such as the caller's name and number, local line and call duration.

Procedure

1. Press **History**.

2. Select the desired list.

3. Highlight the desired entry.

4. Select **Option** > **Detail**.

Saving a History Record to Local Directory

To identify someone's call the next time, you can save a history record to the Local Directory.

Procedure

1. Select **History**.

2. Select the desired list.

3. Highlight the desired entry, and select **Option** > **Add to Contacts**.

4. Edit the contact information.

5. Select **OK**.

Saving a History Record to Blacklist

You can prevent someone from calling you again by saving a history record to Blacklist.

Procedure

1. Select **History**.

2. Select the desired list.

3. Highlight the desired entry, and select **Option** > **Add to Blacklist**.

4. Edit the contact information.

5. Select **OK**.

Deleting History Records

You can delete one or all call records from the call history list.

Topics

Deleting a Call Record

Deleting All Call Records

Deleting a Call Record

You can delete any call record from the call history list.

Procedure

1. Press **History**.

2. Select the desired list.

3. Highlight the desired entry, and select **Option** > **Delete**.

Deleting All Call Records

You can delete all call records from the call history list.

Procedure

1. Press **History**.

2. Select the desired list.

3. Highlight the desired entry, and select **Option** > **Delete All**.

The phone prompts you whether to delete all the records.

4. Select **OK**.

Customizing Your Phone

You can make your phone more personalized by customizing various settings.

Topics

Changing the Administrator Password

By default, you require an administrator password to access the **Advanced/Advanced Settings** menu. The default password is "admin". For security reasons, you should change the default password as soon as possible.

Procedure

1. Navigate to **Menu** > **Advanced** > **Change Password**.
2. Select **Menu Password** Enter your old and new password information.
3. Select **OK**.

Changing the Backlight and Time

You can change the brightness of the phone screen during phone activity and inactivity. The brightness automatically changes after the phone has been idle for a specified time.

You can change the screen backlight and time in the following settings:

Backlight Time: The delay time to change the brightness of the phone screen when the phone is inactive. Backlight time includes the following settings:

● **Always On:** Backlight is on permanently.
● **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is changed when the phone is inactive after the designated time.

Procedure

1. Navigate to **Menu** > **Basic** > **Display** > **Backlight Time**.
2. Select the desired time from the **Backlight Time** field.
3. Select **OK**.

Changing the Language

Your phone supports several languages that you can choose to use on the phone.

Contact your system administrator to find out exactly which languages are supported on your

phone.

Procedure

1. Navigate to **Menu** > **Basic** > **Language**.

2. Select the desired language.

3. Select **OK**.

The phone language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also variable.

Topics

Setting the Time and Date Manually

Changing the Time and Date Format

Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Procedure

1. Navigate to **Menu** > **Basic** > **Time & Date** > **General**.

2. Select the Manual from the General field.

3. Edit the date and time.

4. Select **OK**.

The time and date set on the phone will be changed accordingly.

Changing the Time and Date Format

You can set the phone to display the time in 12-hour format or 24-hour format.

Procedure

1. Navigate to **Menu** > **Basic**> **Time & Date** > **Time Format**.

2. Select the desired time format.

3. Select **OK**.

Audio Settings

You can change the basic audio settings on your phone.

Topics

Adjusting the Volume

Setting the Ring Tone

Adjusting the Volume

You can adjust the volume of the ringer, media, and the audio during a call.

Procedure

1. Press the **Volume** key to adjust the volume.

Setting the Ring Tone

You can set distinctive ring tones for groups or contacts in your Local Directory so that you can identify the caller when your phone rings.

The ring tones are used according to this priority: Contact ring tone>Group ring tone>Account ring tone >Phone ring tone.

Topics

Setting a Ring Tone for the Phone

Setting a Ring Tone for a Group

Setting a Ring Tone for a Contact

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Navigate to **Menu** > **Basic**> **Ring Tones** >**Ring Type**.

2. Select the desired ring tone.

3. Select **OK**.

Setting a Ring Tone for a Group

You can select a unique ring tone for various groups in your Local Directory.

Note   You can only set a ring tone for a group that is added manually.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory**> **Local Contacts**.

2. Highlight the desired group.

3. Select **Option** > **Detail**.

4. Select the desired ring tone from the **Ring Type** field.

If a specific ring tone is selected, this group uses the ring tone according to the priority: Contact ring tone>Group ring tone.

5. Select **Save**.

Setting a Ring Tone for a Contact

You can select a unique ring tone for various contacts in your Local Directory. This helps you quickly identify callers according to the ring tones.

Procedure

1. Select **Directory** or navigate to **Menu** > **Directory**> **Local Contacts**.

2. Select the desired contact group or **All Contacts**.

3. Highlight the desired contact, and select **Option** > **Detail**.

4. Select the desired ring tone from the **Ring Type** field.

5. Select **Save**.

Wireless Network

You can connect the phones to a wireless network if Wi-Fi is available within the area. For

more information, contact your system administrator.

Topics

Activating the Wi-Fi Mode

You can activate the Wi-Fi mode to connect your phone to an available wireless network.

Procedure

1. Navigate to **Menu** > **Basic** > **Wi-Fi**.

2. Select **On** from the **Wi-Fi** field.

3. Select **OK**.

The phone scans the available wireless networks in your area.

Connecting to the Wireless Network

After you have activated the Wi-Fi mode, you can connect the phone to the wireless network.

Connecting to an Available Wireless Network Manually

When you enable the Wi-Fi mode, the phone automatically connects to the saved wireless network, you can also connect it manually.

Before You Begin

Get the password of the wireless network from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure

1. Navigate to **Menu** > **Basic** > **Wi-Fi**.

2. Highlight the **Available Network(s)**.

3. Optional: To research the available network, select **Scan**.

4. Highlight the desired wireless network and select **Connect(Con)**.

5. If the network is secure, enter its password.

6. Select **OK**.

Viewing the Wireless Network Information

You can view the wireless network information (for example, Profile Name, SSID or Signal Strength) when the Wi-Fi mode is activated.

Procedure

1. Navigate to **Menu** > **Basic** > **Wi-Fi** > **Available Network(s)**

2. Highlight the desired network to view the detailed wireless network information.

If the phone is connected to a wireless network successfully, you can also navigate to **Menu** > **Basic**> **Wi-Fi** > **Wi-Fi Status** to view the connected wireless network information.

Disconnecting the Wireless Network Connection

When you no longer want to connect to the current wireless network, you can disconnect it.
Procedure
1. Navigate to **Menu** > **Basic** > **Wi-Fi**.
2. Select **Available Network(s)**.
3. Highlight the connected wireless network, and select **Discon**.
Tip: You can also disconnect the wireless network when deactivating the Wi-Fi mode.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.
Procedure
1. Navigate to **Menu** > **Basic** > **Wi-Fi**.
2. Select **Off** from the **Wi-Fi** field.
3. Select **OK**.

Phone Lock

You can lock the IP phone to prevent accidental clicks. Once the IP phone is locked, anyone must press the corresponding button to unlock it.

Lock Procedure
1. Navigate to **Menu** > **Basic** > **Phone Lock**.
2. Select **the lock time** from the **Lock Time** field.
3. Select **OK**.

Unlock Procedure
1. Press the # key.
2. Press the * key.

Maintaining Your Phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues along with other tasks your system administrator may ask you to perform.

Topics

Rebooting Your Phone

The improper operation may cause malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure

1. Navigate to **Menu** > **Basic** > **Reboot**.

The phone prompts you whether to reboot the phone.

2. Select **OK**.

Tip: You can also long press the Cancel key on the keypad when the phone is idle to reboot the phone.

Resetting to Factory Settings

When some issues occur on your phone and you have tried all troubleshooting suggestions but still do not solve the problem, you can reset your phone to factory configurations.

This operation will delete all your personal configuration settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory settings.

Procedure

1. Navigate to **Menu** > **Advanced** (default password: admin) > **Reset to Factory Settings**.

2. Select **Reset to Factory Settings**.

The phone prompts you whether to reset the setting.

3. Select **OK**.

The phone begins resetting.

Note   Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.