FLYINGVOICE

IP Phone User Guide

P11/P11P/P11G

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Declaration of Conformity

Part 15 FCC Rules

This device complies with Part 15 of the FCC Rules. Operation is subject to the following three conditions:

- This device may not cause harmful interference
- This device must accept any interference received, including interference that may cause undesired operation.
- The distance between user and products should be no less than 20cm

Note: This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate this equipment.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CE

Manufacturer: Flyingvoice Network Technology Co., Ltd.

Address: 1801-1802, Building 1, Chongwen Park, Nanshan Zhiyuan, Nanshan District, Shenzhen, China

Hereby, Flyingvoice Network Technology Co., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU

A copy of the declaration of conformity can be obtained with this user manual; this product is not restricted in the EU.

The wireless operation frequency

WIFI: 2412MHz-2472MHz, Max EIRP Power 18.16 dBm

Safety warning and Attentions

If use adapter, adapter must be comply 2014/30/EU Directive.

Adapter Caution: Adapter shall be installed near the equipment and shall be easily accessible.

Do not store or use your product in temperatures higher than 50ºC.

RF Exposure Statement

The distance between user and products should be no less than 20cm.

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/soft_GPL.aspx

Risk Warning Statement

This risk warning statement contains a summary of external network servers that FVUI will access under its factory settings in order to obtain necessary service support. If you want to prohibit these accesses based on security considerations, you can disable them through the WEB management page.

Number	Server Domain Name	Description	Factory Setting
1	https://prv3.flyingvoice.net:442	Flyingvoice Provision web management configuration server	Disable
2	https://prv4.flyingvoice.net	Flyingvoice Provision web management backup server	Enable
3	pool.ntp.org/cn.pool.ntp.org	NTP server	Enable
4	https://rps.flyingvoice.net	Flyingvoice Provision redirect server	Enable

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About This Guide

Thank you for choosing Flyingvoice P11/P11P/P11G 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 desktop 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

Chapter 1 Introduction

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

Topics

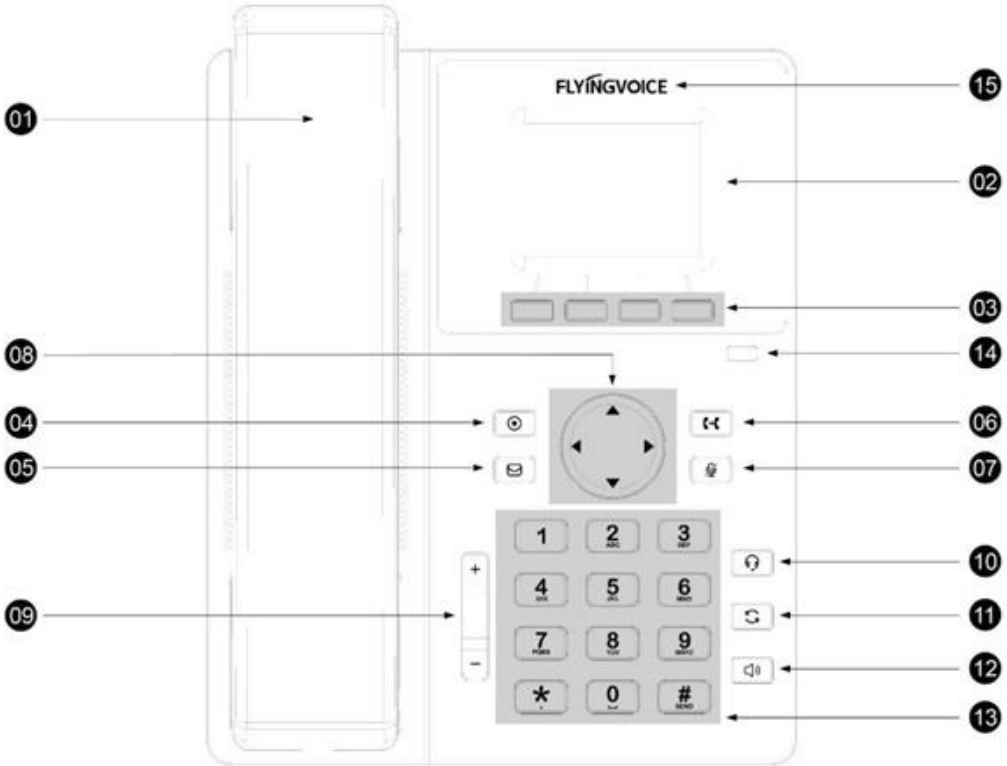
Hardware Overview
LED Indicator
Screen and Icons
Entering Characters

1.1 Hardware Overview

Topics

P11/P11P/P11G Hardware

P11/P11P/P11G Hardware



The main hardware components of the P11P IP phone are described as follows.

NO.	Item	Description
1	Handset	Handset to pick up and answer call
2	Phone Screen	Shows information about your phone, such as calls, messages, soft keys, time and date
3	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
4	Recorder Key	Record the voice when talking
5	MESSAGE Key	Accesses voice mails
6	Transfer Key	Transfers a call to another party
7	Mute Key	Toggles and indicates the mute feature. The key LED glows red when the call is muted.
8	Navigation Keys	Scroll through information or options displayed on the screen. Access History and Directory respectively.
9	Volume Key	Adjusts the volume of the handset, headset, and speaker
10	Headset Key	Toggles and indicates the headset mode. The key LED glows green when headset mode is activated
11	Redial Key	Redials a previously dialed number
12	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated
13	Keypad	Provides the digits and special characters in context-sensitive applications
14	Power LED Indicator	Indicates call status, message status, and phone's system status
15	Logo	FLYINGVOICE Logo

1.2 LED Indicator

Power LED Indicator

The power LED indicator indicates the call, message and phone's system status.

LED Status	Description
Solid red	The phone is initializing
Fast-flashing red (0.3s)	The phone is ringing
Slowly-flashing red (2 flashes in 1s)	The phone receives a voice mail or text message
OFF	The phone is powered off or idle

1.3 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
Calls Screen
Icons in the Status Bar
Line Key Icons
Other Icons

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.

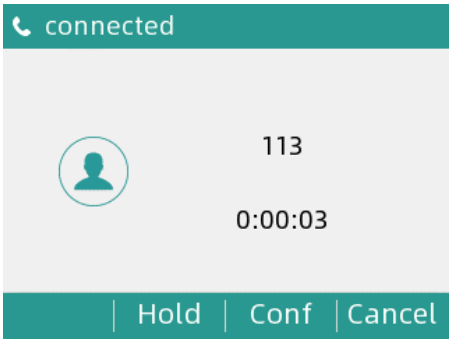
2. Line Keys: Display the information associated with the line keys and feature keys on the phone.

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

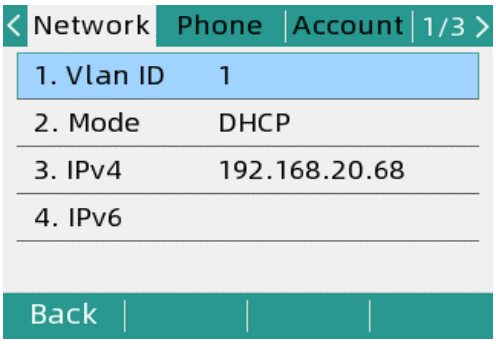
Calls Screen

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 go to **Menu > Status** page to view 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
	Wired network is available		Auto Answer
	Wired network is unreachable		Do Not Disturb (DND)
	Speaker mode		Keep Mute
	Handset mode		Ringer volume is 0
	Headset mode		Missed Calls
	Voice Mail		Call Forward

	Call is on hold		Recording

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

1.4 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.
Delete one or more characters	Position the cursor to the right of the character, and select the **Delete** soft key.

Chapter 2 Getting Started

This chapter describes the introductory operation of the P11(P) phone and covers the

For more information and help, please contact us.

Topic

Phone initialization

Phone Status

Basic network settings

Wireless network settings

2.1 Phone initialization

After the phone is powered on, the following steps will be performed.

1. the "FLYINGVOICE" logo is displayed on the LCD interface

2. When the phone is initialized, wait for the progress bar to finish loading.

3. After the phone starts normally, it can obtain network configuration through DHCP.

By default, the phone obtains network configuration such as IP address, subnet mask, default gateway address and DNS server through DHCP server.

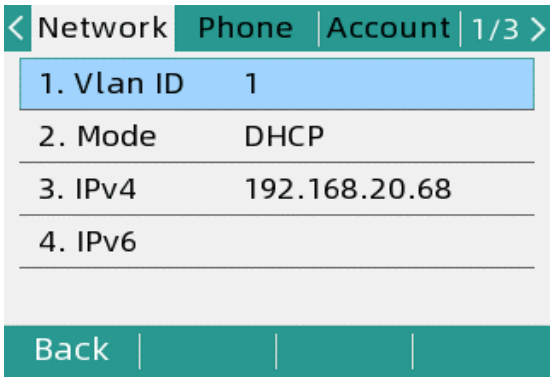
Note: If the phone cannot get the network configuration through DHCP server, please do the basic network settings on page 20.

2.2 Phone Status

Procedure

You can press **Menu**, then press **Status** to view the Network and Phone status.

The phone screen is shown below:



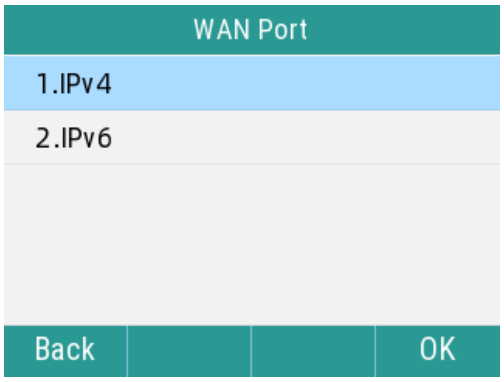
2.3 Basic network settings

If the phone cannot get the network configuration through DHCP server, you need to set it manually.

The phone supports IP mode: IPv4, IPv6.

Set the IP address mode through the phone interface:

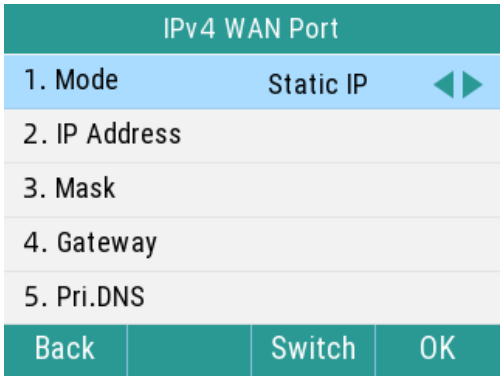
1. Press **Menu**->**Advanced Settings** (default password: admin)->**Network**->**WAN Port**



2. Select **IPv4** or **IPv6**
3. Press **Switch** key to switch the type of IPv4 WAN port, select **Static IP** and **DHCP**

Set a Static IPv4 address through the phone interface:

1. Press **Menu**->**Advanced Settings** (default password: admin)->**Network**->**WAN Port**->**IPv4**
2. Press **Switch** key to switch select **Static IP**
3. Enter the **IP address**, **Mask**, **Default Gateway**, **Primary DNS** and **Secondary DNS** in the corresponding area respectively



4. Press the **OK** to save the operation

2.4 Registration

Usually, the system administrator will pre-configure the relevant parameters and deploy all phones centrally, in this case, the phones are usually already registered with accounts.

The P11P IP phone supports 2 account registrations. If the phone is not registered, you need to register it manually.

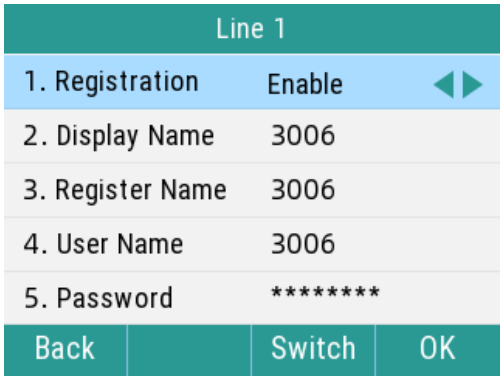
Topic

Phone interface Registration
Web Interface Registration

Phone interface Registration

You can register one or more accounts on the phone

1. Press **Menu**->**Advanced Settings** (default password is admin)->**Account**
2. Select the account you want to set up, click **OK**
3. Press the **Switch** key to switch the account status, and choose to turn on
4. Fill in the corresponding information in the **Display Name**, **Registered Name**, **User Name**, **Password**, **Sip Server**, **SIP Port**, respectively
5. If you want to use outbound proxy server, please enter the corresponding server address in the corresponding proxy server option
6. Press the **OK** key to save the operation



Repeat steps 2-6 to complete the registration of all accounts.

Disable the account via the phone interface.

1. Press **Menu**->**Advanced Settings** (default password is admin)->**Account**
2. Select the account you want to set, press Enter
3. Press **Switch** to switch the account status, select **Disable**
4. Press the **OK** Key to save

Web Registration

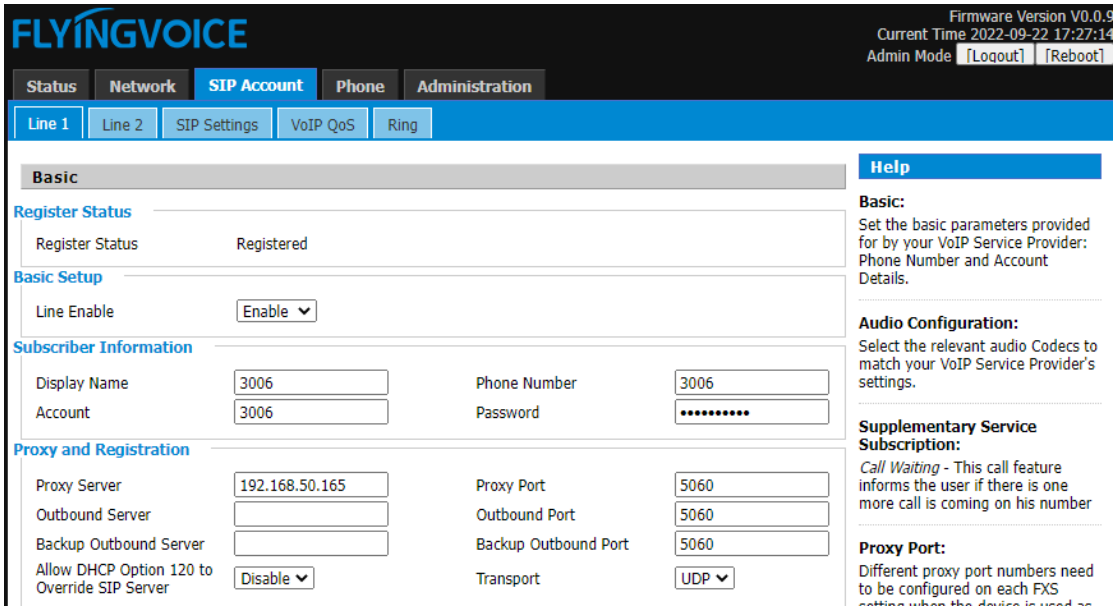
You can register one or more accounts on the webpage

1. After checking the IP address of the phone, enter the IP address in the browser and enter the web management page of the phone

Tip: Default Administrator Username and Password are "admin"

2. Click **SIP Account->Line x,** drop down and select **Line Enable** to **enable**, fill in user

information (**Display Name**, **Phone Name**, **Account**, **Password**), Proxy and Registration information (**Proxy server, Proxy port, Transport**)



3. Click **Save & Apply** to save the operation

Disable the account via the web interface:

1. Click **SIP Account->Line x**, drop down and select Account **Disable**

Tips

Incorrect network settings may cause the network to be unavailable and may also have an impact on the performance of the network. To learn more about the parameters, please consult your system administrator.

Chapter 3 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
Answering Calls
Disabling Call Waiting
Silencing or Rejecting Incoming Calls
Ending Calls
Muting/Unmuting Audio
Holding and Resuming Calls
Redirecting Incoming Calls
Redirecting Incoming Calls
Call Waiting
Transferring Calls
Conference Calls

3.1 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
Placing Multiple Calls
Redialing a Number
Placing a Call from the Call History
Placing a Call from the Directory

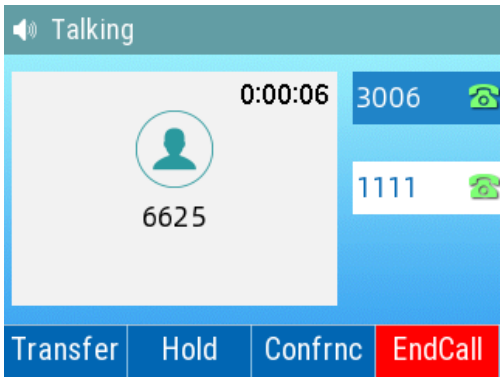
3.1.1 Placing a Call from the Dialer

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

1. Do one of the following:
- Start typing a phone number.
- Select the desired line key.
- Pick up the handset, press the Speakerphone key or the HEADSET key .

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



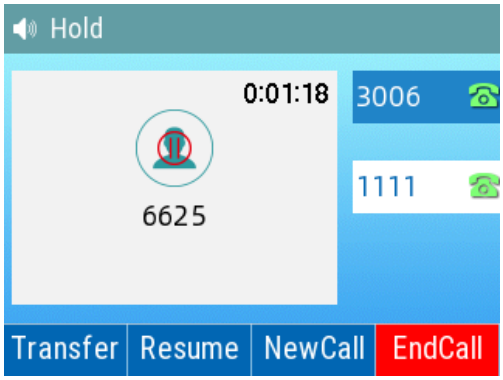
Tip: Your system administrator can enable the live dial-pad feature, which enables your phone to automatically dial out the phone number after some time without selecting **Send**.

3.1.2 Placing Multiple Calls

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

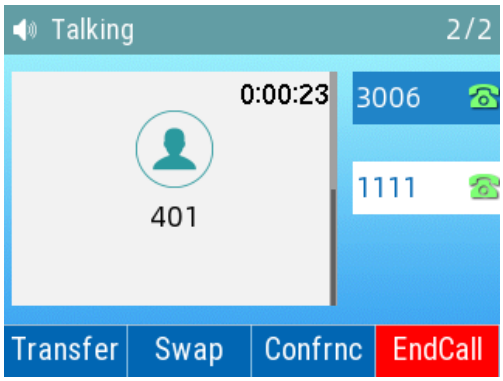
Procedure

1. Press **Hold** to place the original call on hold.
2. Press **NewCall**, enter the desired number or select a contact.



3. Select **Send**.

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



3.1.3 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/Missed/Dialled/Received** call records.*

2. Select the desired number, it will make the call automatically.

3.1.4 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. Select the desired contact and press the desired number.

3.1.5 Placing a Call using the RJ9 headset

Connect the headset, press to activate the headset mode, enter the number and press the **Send** soft key

3.2 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

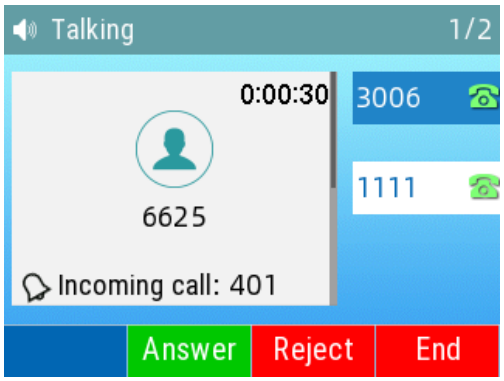
1. Do one of the following:

- Pick up the handset.
- Press the Speakerphone key .
- Press the HEADSET key.
- Press **Answer**.

The call is answered in the speakerphone (hands-free) mode by default.

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.

Tip:

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 (hands-free) mode when your phone is idle.

Tip: 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.

Phone interface

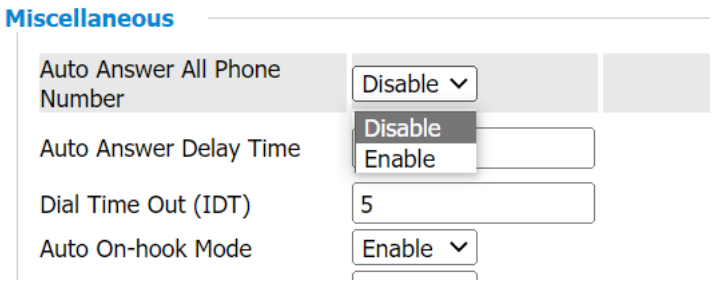
Procedure

1. Navigate to **Menu** > **Features** > **Auto Answer** > **Auto Answer Settings**.
2. Enable the **Auto Answer**.
3. Select **OK**.

Web interface

Procedure

1. Navigate to **Phone**-> **Preferences**-> **Miscellaneous**->**Auto Answer All Phone Number** -> **Save & apply**



3.3 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**.

3.4 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.*

Tip: To activate or deactivate DND quickly, press the DND soft key when the phone is idle.

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.*

Tip: To deactivate DND quickly, press the **DND** soft key when the phone is idle.

3.5 Ending Calls

You can end the current call at any time.

Procedure

1. Do one of the following:

- If you are using the handset, press the **Cancel** key or hang up the handset.
- If you are using the headset, press the **Cancel** key.
- If you are using the speakerphone, press the **Cancel** key, Speakerphone key .

3.6 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.

3.7 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.
The phone ignores engaged audio devices (handset or headset) and plays beep in the Speakerphone (hands-free) mode by default.

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.

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

3.8 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

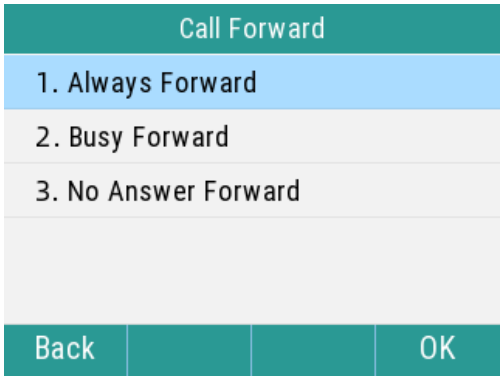
Forwarding All Incoming Calls to a Contact

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 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. Select the desired contact, and select **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**.

3.9 Call Waiting

The call waiting feature can be turned on or off.
If the call waiting feature is enabled, new incoming calls can be answered during a call.
If call waiting is turned off, new calls will be automatically rejected during the call and a busy tone will be indicated.

Phone interface configuration

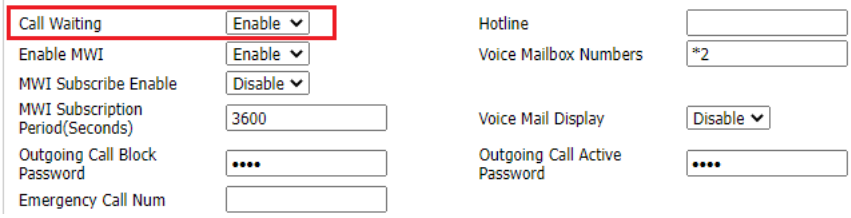
Procedure

1. Press **Menu** -> **Features** -> **Call Waiting** -> **Call Waiting Settings**, click **Switch** key, select On
2. Press the **OK** key to save the operation

Web interface configuration

Procedure

1. **SIP Account**-> **Line x** -> **Call Waiting**, turn on call waiting, **save and apply.**



3.10 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 **Transfer (Trans)** 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 TRAN key or BXFER to complete the transfer.

Tip: If you are using a handset, the transfer can be completed by hanging up the handset. Your system administrator can also set your phone to perform attended transfer when using a Transfer key.

Performing an Attended Transfer

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

Procedure

1. Press **Transfer (Trans)** 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 TRAN key to complete the transfer.

3.11 Conference Calls

The phone supports a 6-way local conference and multi-way network conference. During the conference, follow these tips:

- Use the handset or a 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.

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

Topics

Setting Up a Local Conference Call
Holding or Resuming a Conference Call
Splitting a Conference Call
Ending a Conference Call

Setting Up a Local Conference Call

You can set up a local conference call with up to five contacts.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Conference (Confrnc)** 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. Wait until the second party answers the call, press the **Conference (Confrnc)** key.
5. At this point, a three-person meeting was generated.

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)**.

Chapter 4 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.

Topic

Paging
Voice Mail
Text Message
MWI (Message Waiting Indicator)
Directory
Call History

4.1 Paging

You can use the paging feature to easily and conveniently send time-sensitive announcements to every member of your paging group.

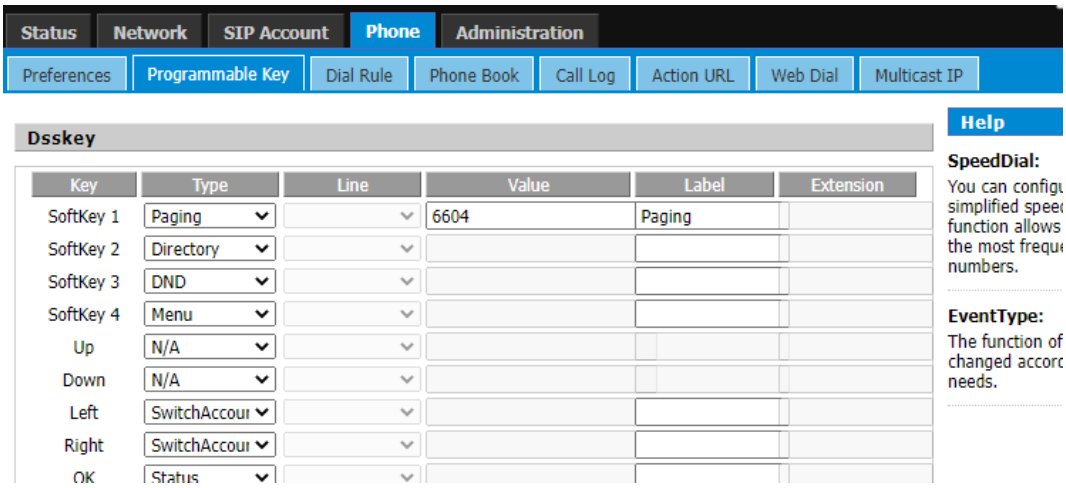
Tip: Paging is not supported by all servers. For more information, please contact your system administrator.

Configuring Paging function

The server side configures the account to use the paging function, and sets up the paging/intercom group number.

Procedure:

1. Finish configuring paging on the PBX
2. Then log into the phone's web interface, go to **Phone->Line key** page, **type** select **Paging**, enter the group number into the value, then click the **Save** button.



3. After that, you can press the configured programable key to use the function.

Using Paging

Paging supports the following functions.

- Calling paging account
- Answering paging calls

Calling a paging account:

1. When the phone is in standby status, press the **Paging key** or **Paging programmable key** to call the paging number on the server side that has the paging function enabled.
2. Press the **Speakerphone key** or **ENDCall** soft key to end the call.

Answering a paging call:

When there is a paging incoming call, the phone will answer the call automatically. You can press the **Speakerphone key** and the **ENDCall soft key** to end the call.

4.2 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. Select an account, and then select **Connect**.
3. Follow the voice prompt to listen to your voice mails.

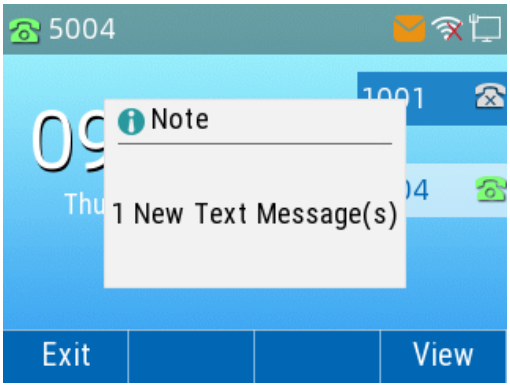
Tip: When the phone prompts that the phone receives a new voice mail, you can press the **Connect** soft key to dial out the voice mail access code directly.

4.3 Text Message

The phone supports the functions of newly sending text messages, viewing sent text messages, receiving and viewing read/unread text messages, saving sent failed text messages, deleting text messages, etc. The main contents include the following.

- New Message
- Inbox
- Sentbox
- Outbox
- Draftbox

When a new text message is received, the power indicator flashes red slowly, the LCD interface indicates "n New text messages", and the voice message icon is displayed in the status bar of the main interface.

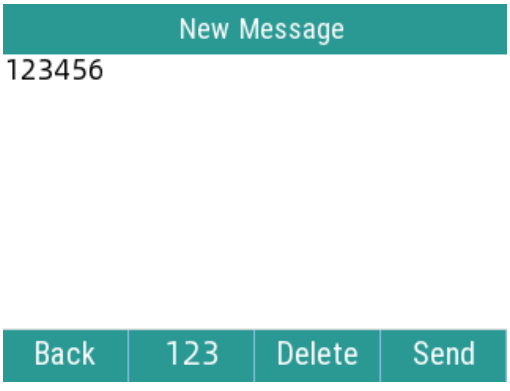


Description: After exiting the text message prompt window, the unread prompt window will not pop up again until there is a new text message, or an account with an unread text message after re-registration.

New Message

Procedure

1. Press **Menu**->**Message**->**Text Message**->**New Message**
2. Enter the text message content, and the text message cannot be empty



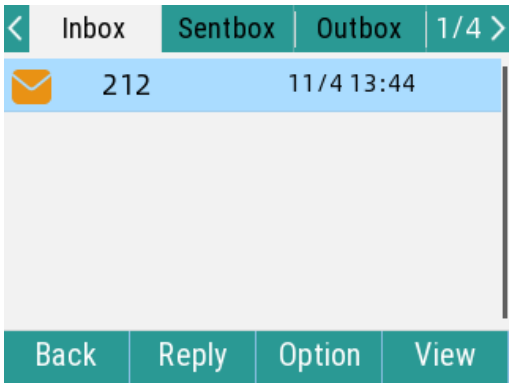
3. When finished, Press **Send** soft key, press the or key to switch the sender account, and then press the or key to fill in the recipient account.
4. After filling in the message, press the **Send** soft button, and if "**Sending Message…**" is prompted, it means the message has been sent to the recipient, if "**Fail to send** " is prompted, it means the recipient does not exist or other errors, the text message will be saved in the **Outbox** and can be changed and resend.

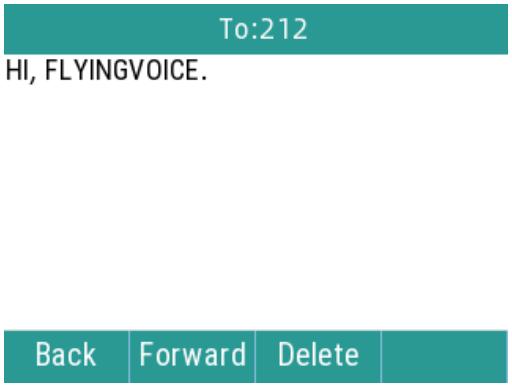
Viewing text messages

To view received messages.

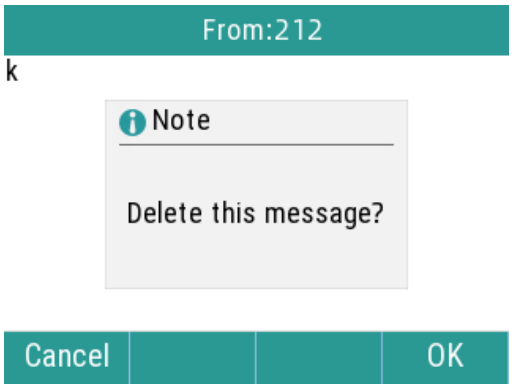
Procedure

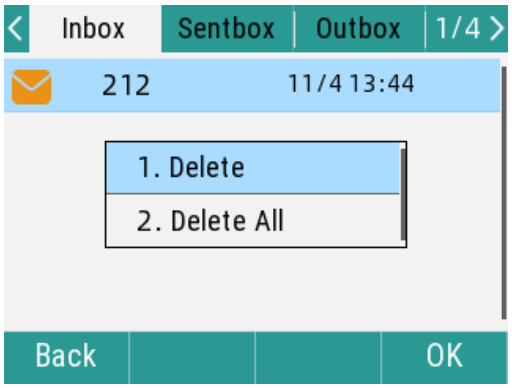
1. Press **Menu**->**Message**->**Text Message**->**Inbox**
2. You can select one message and press the **View** to view the content of this message.





When viewing a text message, you can press the **Reply** to reply to the message directly; you can also press the **Delete** key to delete the message, or press **Option** in the received list to select **Delete** or **Delete All**.

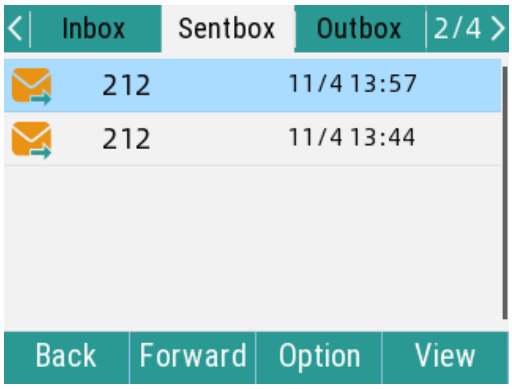


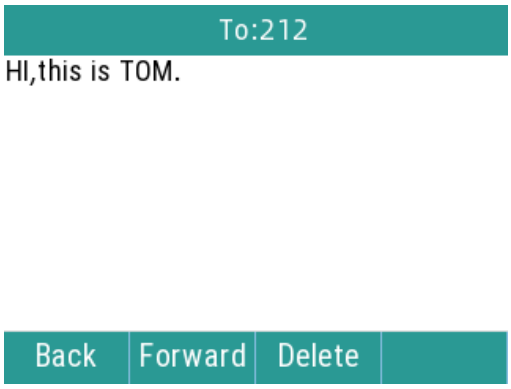


To view sent messages:

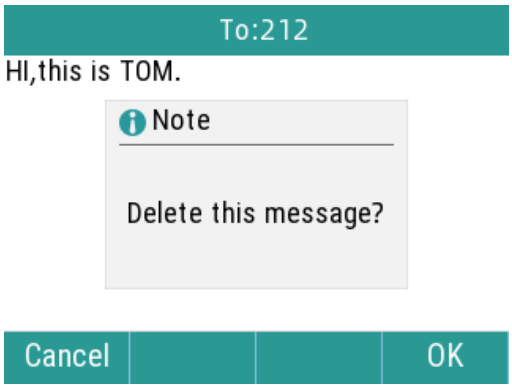
Procedure

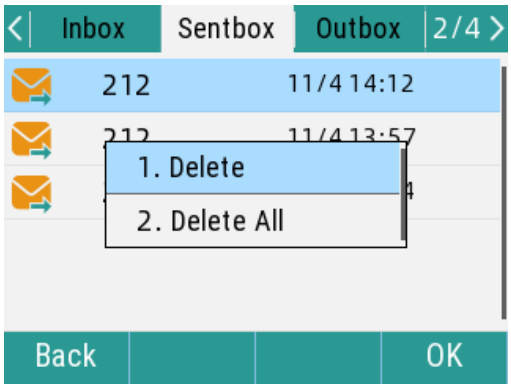
1. Press **Menu**->**Message**->**Text Message**->**Sentbox**
2. You can select one message and press the **View** to view the content of this message.





When viewing a text message, you can press **Forward** to transfer the message to another account; you can also press the **Delete** to delete the message, or press the **Option** in the Sentbox message list to select **Delete** or **Delete All**.



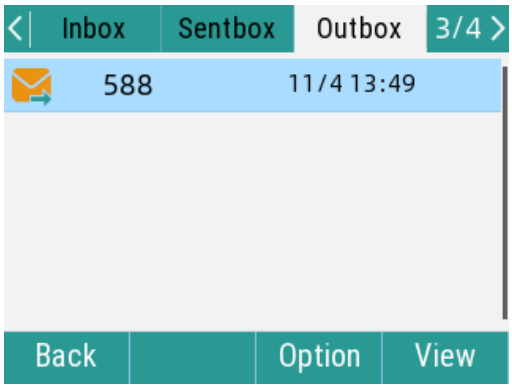


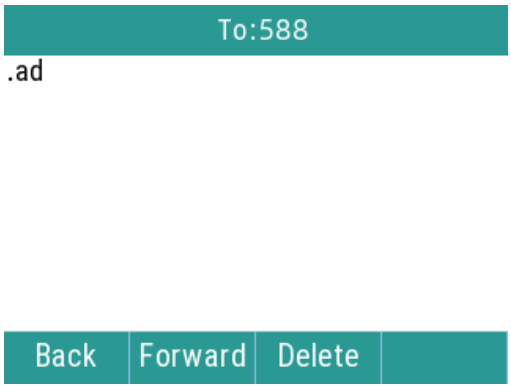
Save Text message

Save to outbox: When sending a text message, it will be automatically saved to the **outbox** after sending failure.

Procedure

1. Press **Menu->Message->Text Message->Outbox.**
2. Display the list of failed messages, you can one message, press the View to view the message content



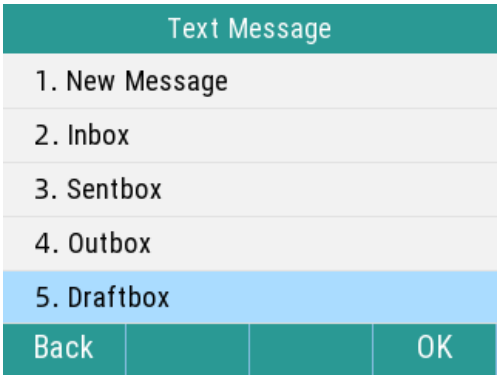


When viewing a text message, you can press **Forward** to transfer the message to another account; you can also press the **Delete** to delete the message, or press the **Option** in the Sentbox message list to select **Delete** or **Delete All**.

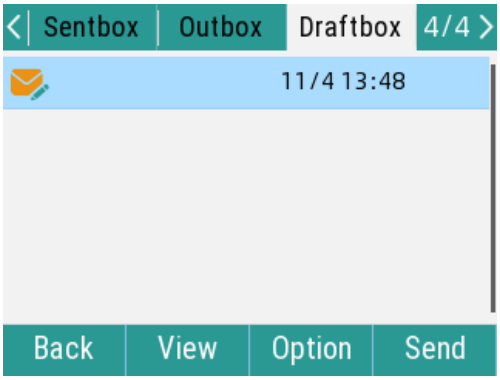
Save to Draftbox: When sending a message, if it is not sent out and you quit editing the message, it will be automatically saved to the draftbox

Procedure

1. Press **Menu**->**Message**->**Text Message**->**Draftbox**



Display the list of unsent messages, select one message, and press **Send** to send the text message directly



Press **View** to view the text message; or press the **Option** to **Delete** or **Delete all**

4.4 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.

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

Option	Description
MWI Enabled	Enable or disable MWI service

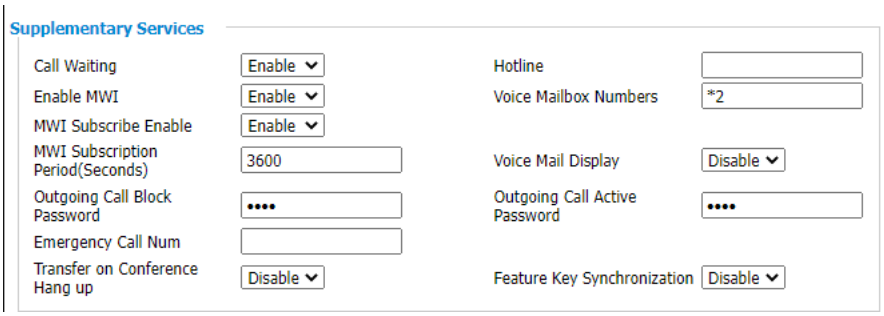
MWI Subscription Enabled	Before the MWI subscription cycle expires, the phone resends the MWI subscription request.

Tip: The type of MWI subscription service used by the phone (account-based or voice-message number-based) depends on the server selected. For more information, please consult your system administrator.

Procedure

To set up MWI enable via the web interface.

1. Click **SIP Account**->**Line x**->Supplementary Services
2. Enable MWI->Select **Enable**(Default Enable)
3. MWI subscription enable->select **Enable**
4. Click **Save & Apply** the save operation



4.5 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 **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. Select 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. Select 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 **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. Select the desired contact, and select **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. Click on the right side of the list-**more**, and select **Delete**.

Tip: 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. Select 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
Viewing Blacklist Contacts
Editing a Blacklist Contact
Deleting Blacklist Contacts
Moving a Blacklist Contact to the Local Directory

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. Select 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
Deleting All Blacklist Contacts

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. Select 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. Select 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. Select the desired contact, and then select **Add to Contact list**.

The phone prompts you whether to move to contact.

3. Select **OK**.

4.6 Remote Phone Book

The remote phone book is a centrally maintained phone book, stored on the remote server. Users only need the access URL of the remote phone book. The IP phone can establish a connection with the remote server and download the phone book, and then display the remote phone book entries on the phone.

Topics

Remote phonebook updated to local (xml)

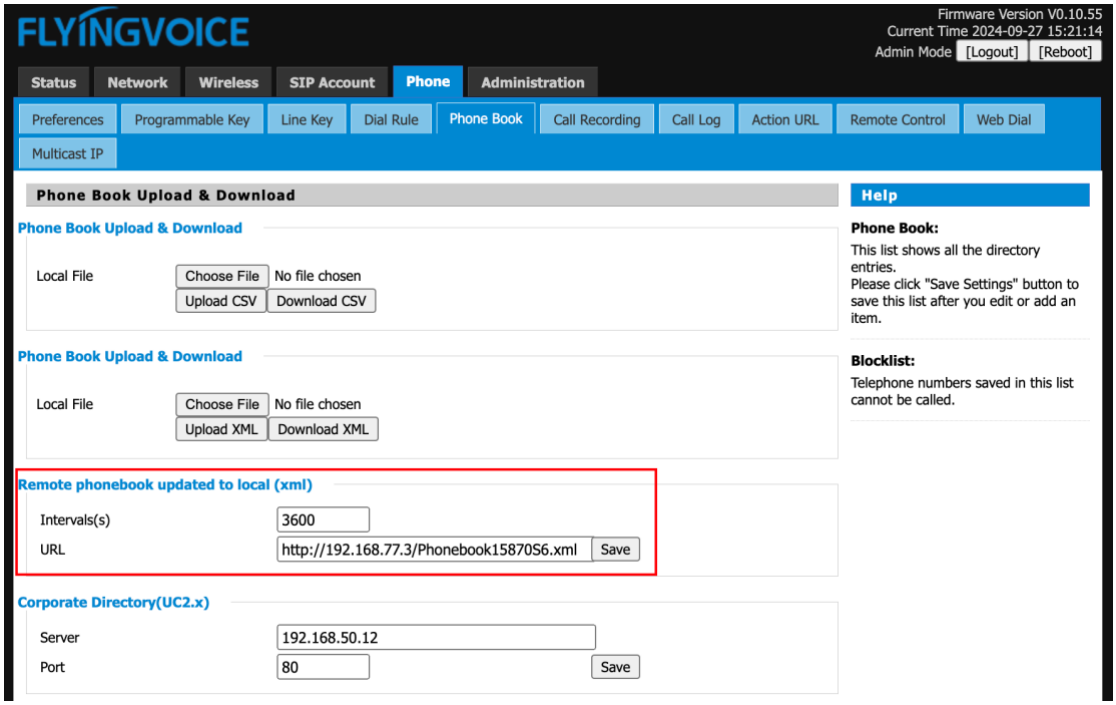
Remote Phonebook

Remote phonebook updated to local (xml)

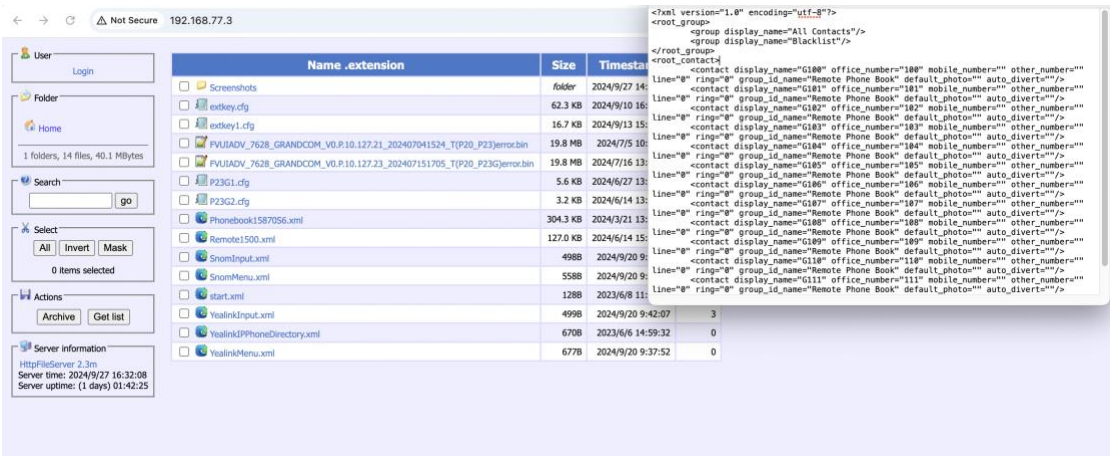
Remote Phone book is to download all the server's Phonebook(.xml) to the phone Local Contacts, you can see the complete organization structure and contact information.

Configure Remote phonebook (.xml) to Local Contacts via Web UI:

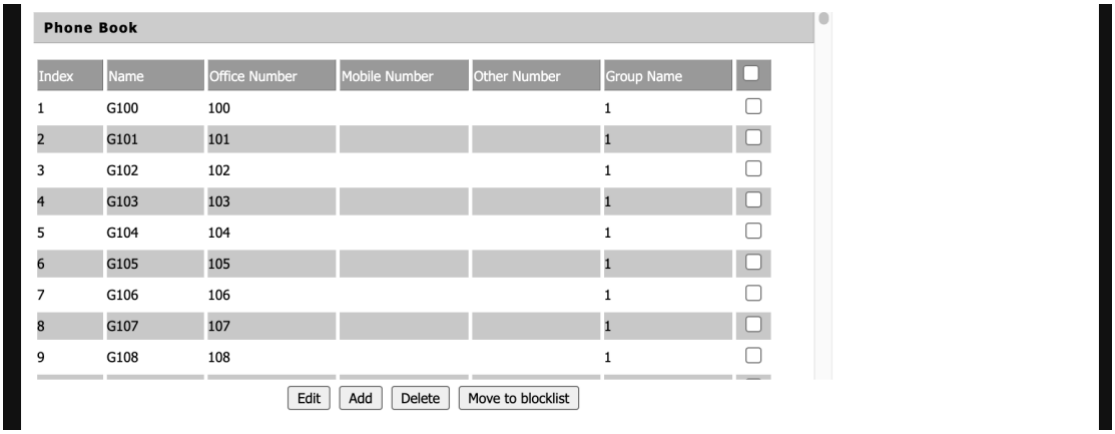
1. Go to the web interface and click **Phone** -> **Directory**-> **Remote Phonebook update to local (xml).**
2. Fill in the **URL** (remote phonebook address), the detection interval is 3600s by default.
3. Click **Save**



Example of xml file (http server):

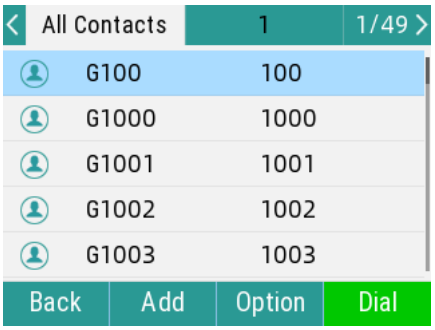


You can view the Phonebook (All Contacts) on the web:



View Remote phonebook (All Contacts) through the phone screen:

1. Click **Menu**->**Directory**->**Local Contacts**, you can see the imported phonebook.
2. View the list of contacts in the phonebook



Remote Phonebook

You can access the Remote Phone Book remotely and see the complete organization contact information. you can configure up to 4 URLs.

Procedure

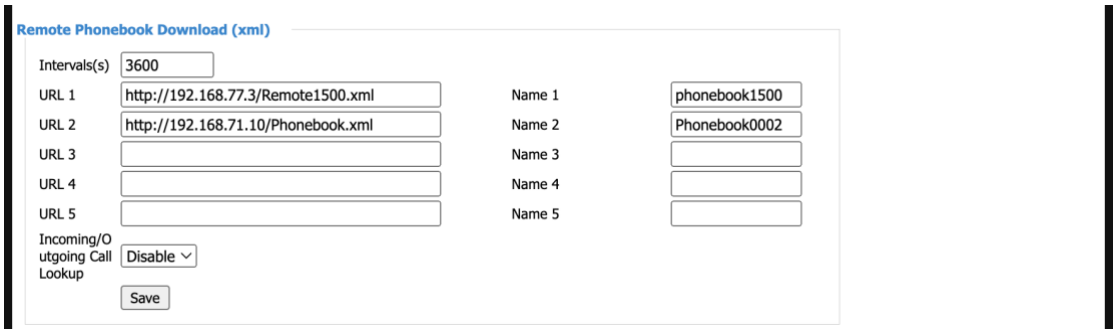
Configure the Remote Phone Book via the Web UI:

1. Go to the web UI and click **Phone** -> **Phonebook** -> **Remote Phonebook Download (xml)**
2. In URL, fill in the **URL** address and Phonebook name (directory name), optional

Incoming/Outgoing Call Lookup

3. Click **Save**

TIPS: You can fill in more than one remote phonebook URL.

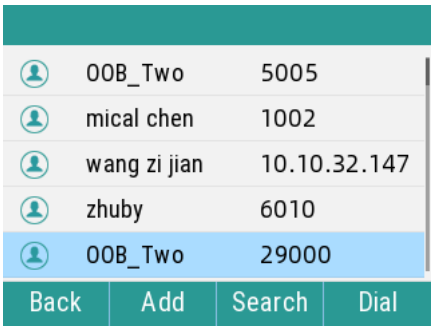


To view the remote phone book through the phone screen:

1. Click **Menu**->Remote Phone Book->Remote Address Book and select the imported remote group.

2. View the list of contacts in the **Remote Phone book**.

TIPS: You can Dial/Search/Add Contacts.

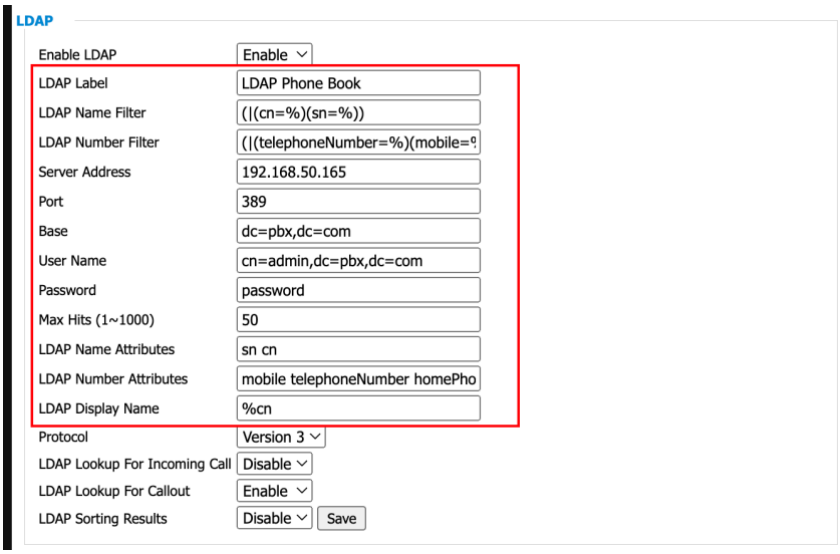


4.7 LDAP

LDAP stands for Lightweight Directory Access Protocol, which is a client-server protocol for accessing a directory service.LDAP directory feature of the Flyingvoice phone allows you to search for contacts.

Configure LDAP Address Book through the web interface:

1. Click **Phone**-> **Phonebook**->**LDAP**, select **Enable** LDAP
2. Fill in the server address information of Corporate address book, as shown below.
3. Click **Save.**



Example (Labeling selection depends on the server):

Enable LDAP: Enable/Disble

LDAP Label: LDAP Phone Book（Display Name）

LDAP Name Filter: (|(cn=%)(sn=%))

LDAP Number Filter: (|(telephoneNumber=%)(homePhone=%)(mobile=%))

LDAP Server Address: 192.168.20.165

Port: 389

Base: dc=pbx,dc=com

User Name: cn=admin,dc=pbx,dc=com

Password: password

Max Hits (1~1000)：50

LDAP Name Attributes: cn sn displayName

LDAP Number Attributes: telephoneNumber homePhone mobile mail departmentNumber

LDAP Display Name: %cn

Protocol: Version 3

LDAP Lookup For Incoming Call: Enable

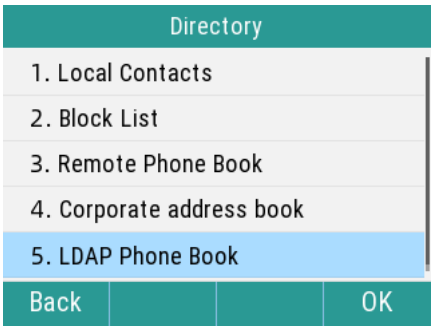
LDAP Lookup For Callout: Enable

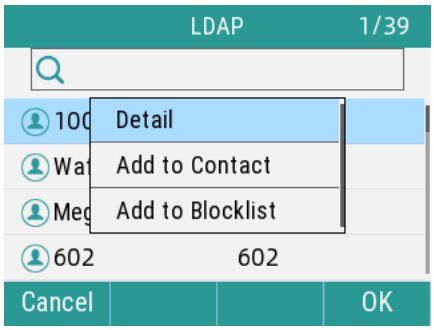
LDAP Sorting Results: Enable

Add to Contact/Blocklist through LDAP Phone Book:

1. On the Phone UI, go to **Menu**-> **Directory**, select your **LDAP**.

2. Select a number, press **Option**->**Add to Contact/Blocklist**, you can view the **Detail** of a contact or **Dial**.





Search Contacts through LDAP Phone Book:

1. On the Phone UI, go to **Menu**-> **Directory**, select your **LDAP**.
2. Enter the **keywords** for the contact and the screen will display the search results.

4.8 Call History

The call history list includes Missed Calls, Dailled Calls, Received Calls, and each list holds 60 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. Select 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. Select 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. Select 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. Select the desired entry, and select **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. Select the desired entry, and select **Delete All**.

The phone prompts you whether to delete all the records.

4. Select **OK**.

Chapter 5 Customizing Your Phone

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

Topics

Basic Setting
Audio Settings

5.1 Basic Setting

Topics

Backlight
Language
Time & Date
Changing the Administrator Password
Call Immediately key
Phone lock

Backlight

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:

Brightness：

Navigate to **Menu** > **Basic** > **Display** > **Backlight**, click **<** or **> key** to select Current screen brightness and idle backlight brightness.

- **You can select：1、2、3、4、5、6、7**

Activation 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**
2. Select the desired time from the **Backlight** field.
3. Select **Save**.

Backlight Brightness: When the phone is active, the screen brightness can be adjusted in 7 levels. When the phone is in Idle, the screen brightness can be adjusted in 8 levels.

Procedure

1. Navigate to **Menu** > **Basic** > **Display** > **Active Level** or **Backlight Idle Intensity**.
2. Select the desired level from the corresponding field.

3. Select **Save**.

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**.

Changing the Administrator Password

By default, you need input administrator password to access the **Advanced** setting 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**.

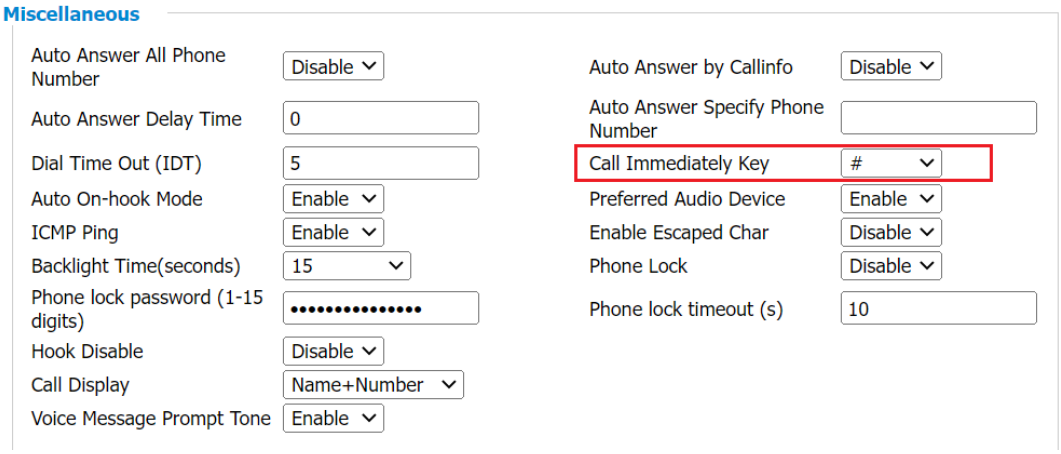
2. Select **Menu Password** Enter your old and new password information.
3. Select **OK**.

Call Immediately key

You can set the "#" key or the "*" key as the call Immediately key, the default is the "#" key Setting via phone web

Procedure

1. **Phone**-> **Preferences**-> **Miscellaneous**
2. Select "#" or "*", click **save and apply**



Phone lock

To set the keypad lock locally via the phone.

1. Press **Menu**->**Basic Settings**->**Phone Lock**
2. Select the Phone Lock on or off by press **Switch**
3. fill in the **keyboard lock time** (unit: seconds)
4. Click **Set Password**, fill in the new password, confirm again and press **OK**

Tip: If the two password input is same, it will prompt "password change successfully", else it will prompt "two password input inconsistent", you need to input password again

5. After successful setting, the LCD will be locked after the screen is turned off, click the **Unlock**, enter password and click **OK** to unlock the screen.

5.2 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** >**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.

Tip: 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. Select 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. Choose the desired contact, and select **Option** > **Detail**.
4. Select the desired ring tone from the **Ring Type** field.
5. Select **Save**.

Chapter 6 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
Resetting to Factory Settings

6.1 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.

6.2 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.

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