



**Oddnitive**  
Technologies

**USER GUIDE:  
FANVIL DESKPHONE**

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<b>Call Transfer .....</b>	<b>30</b>
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# Overview

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XU series includes high-end enterprise DSS intelligent display color screen phone, which greatly improves enterprise production efficiency with advanced design, high-cost performance, paperless office tool. It is not only a desktop phone, but also an elegant article that is put in the sitting room or office.

XU series, Fanvil enterprise IP phones, which are the latest generation of IP phone developed based on the X series, inheriting many excellent features of the previous X series traditional phone, such as

high-definition voice, headphones and high-performance echo cancellation full duplex speaker, fast / gigabit Ethernet, QoS, encryption transmission, automatic configuration, new system, smooth operation, flat interface settings and many other advantages.

For enterprise users, XU series are cost-effective office equipment; while realizing environmental protection, they also provide convenient operation. Users can flexibly configure and define the functions of two DSS keys, space saving and cost. It will be an ideal choice for enterprise users and family users who pursue high quality and high efficiency.

In order to help some interested users better understand the details of the product, this user manual can be used as a reference guide for the use of XU series. This document may not be applicable to the latest version of the software. If you have any questions, you can use the help prompt interface of the device phone or download and update your user manual from the official website.



(Fanvil  
X3U/X4U/X5U/X6U  
deskphone)



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# Safety Instructions

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Please read the following safety notices before installing or using this unit. They are crucial for the safe and reliable operation of the device.

- Please use the external power supply that is included in the package. Other power supply may cause damage to the phone and affect the behavior or induce noise.
- Before using the external power supply in the package, please check the home power voltage. Inaccurate power voltage may cause fire and damage.
- Please do not damage the power cord. If power cord or plug is impaired, do not use it because it may cause fire or electric shock.
- Do not drop, knock or shake the phone. Rough handling can break internal circuit boards.
- This phone is designed for indoor use. Do not install the device in places where there is direct sunlight. Also do not put the device on carpets or cushions. It may cause fire or breakdown.
- Avoid exposure to the phone a high temperature or below 0, or high humidity.
- Avoid wetting the unit with any liquid.
- Do not attempt to open it. Non-expert handling of the device could damage it. Consult your authorized dealer for help, or else it may cause fire, electric shock and breakdown.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth that has been slightly dampened in a mild soap and water solution.
- When lightning, do not touch power plug, it may cause an electric shock.
- Do not install this phone in an ill-ventilated place. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

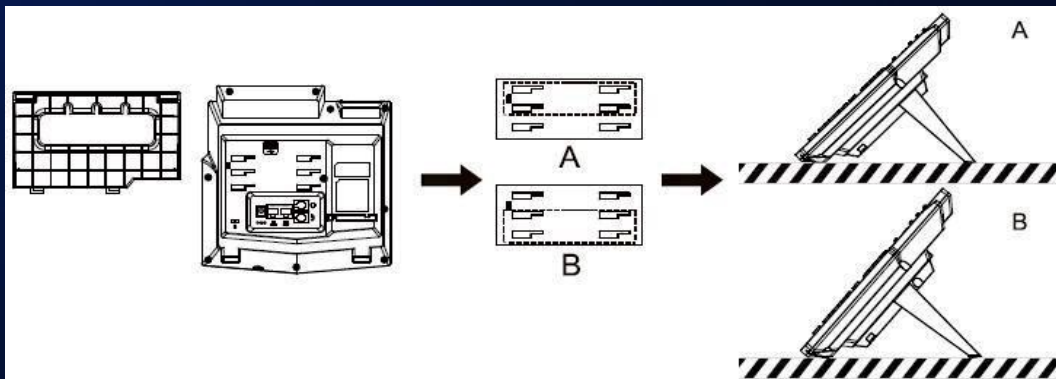


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# Desktop and Wall Mounted Method

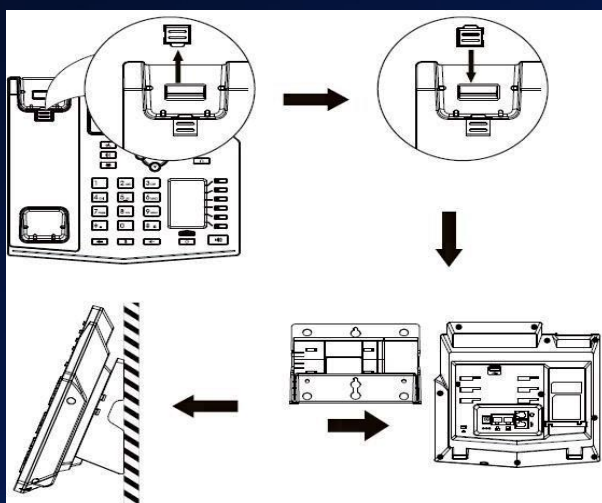
The device supports two installation modes, desktop and wall mounted. If the phone is on the desktop, please follow the instructions in the picture below to install the phone.

## ➤ Device installation



If the phone is mounted on the wall, please follow the instructions below to install it.

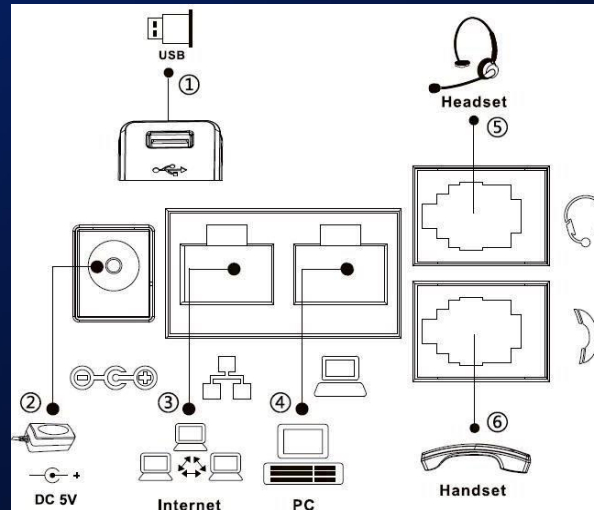
## ➤ Wall mounted Installation



Connect the power adapter, network, PC, phone and earphone to the appropriate port as shown in the picture below.



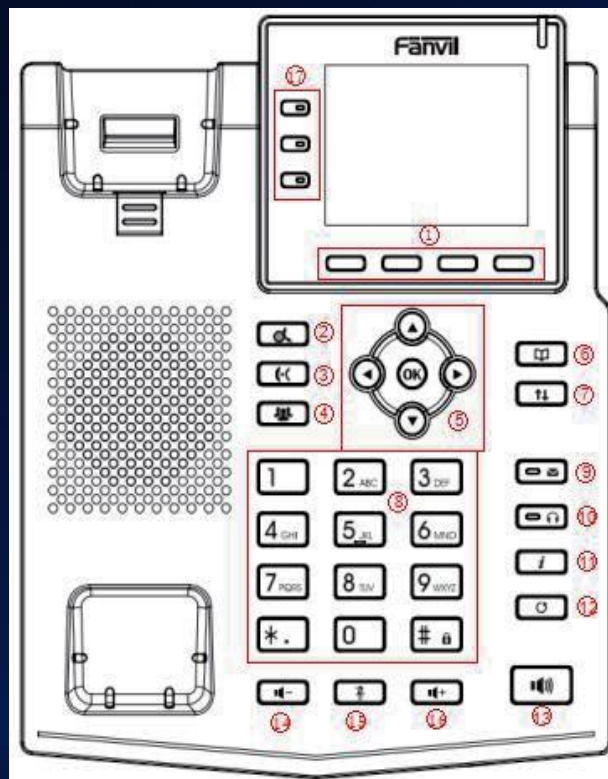
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## Keyboard Layout

### ➤ X3U

#### Instructions of Keypad of X3U



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Number	The keypad names	Instruction
①	Soft-menu Buttons	These four buttons provide different functions corresponding to the soft-menu displayed on the screen.
②	Hold Key	Press the "Hold" key during the call, the user can hold the call and press it again to cancel the holding and restore the normal call state.
③	Transfer Key	Press the "Transfer" button, the user can transfer the current call to other numbers.
④	Conference	Press the "Conference" button, the user can initiate a three-party conference.
⑤	Navigate/OK Keys	The user can press the up/down navigation key to change the line or move the cursor in the screen list. On some Settings and text editing pages, the user can press the left/right navigation key to change options or move the cursor in the screen list to the left/right. OK key: Default is equivalent to soft button confirmation; user can customize the function.
⑥	voice mail	Press the "voice mail" button, and the user enters the interface of SMS and voice mail list.
⑦	Headset Key	Users can press this key to open the headset
⑧	Standard Telephone Keys	The 12 standard telephone keys provide the same function as standard telephones, but further to the standard function, some keys also provide special function by long-pressing the key, Key # - Long-pressed to lock the phone.
⑨	Contact Key	Press the "Contact" key, the user can enter the address book interface and select the contact person to call.
⑩	Call Log Key	Press the "Call Log" button and the user can see the incoming/outgoing calls.
⑪	Status key	The user can press this key to view the status information of the device
⑫	Redial	Press the Redial key to redial the last number dialed
⑬	Hands-free Key	The user can press this key to open the audio channel of the speakerphone.
⑭	Volume Down Key	In the standby state, ring and ring configuration interface, press this button to reduce the ring volume; Press this button to lower the volume on the call or volume adjustment screen.
⑮	Mute Key	During a call, the user can press this key to mute the microphone.



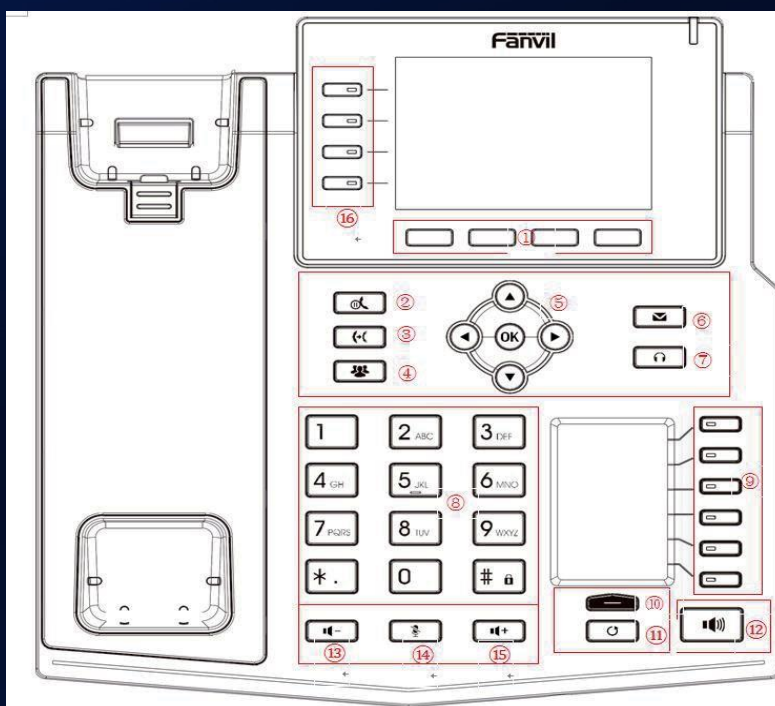
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①⑥	Volume Up Key	In the standby state, ring and ring configuration interface, press this button to increase the ring volume; Press this button to increase the volume on the call or volume adjustment screen.
①⑦	Side Key	Long press the side key to enter the settings interface and set the required functions.

## ➤ X4U/X5U

### Instructions of Keypad of X4U/X5U



Number	The keypad names	Instruction
①	Soft-menu Buttons	These four buttons provide different functions corresponding to the soft-menu displayed on the screen.
②	Hold Key	Press the "Hold" key during the call, the user can hold the call, and press it again to cancel the holding and restore the normal call state.
③	Transfer Key	Press the "Transfer" button, the user can transfer the current call to other numbers.



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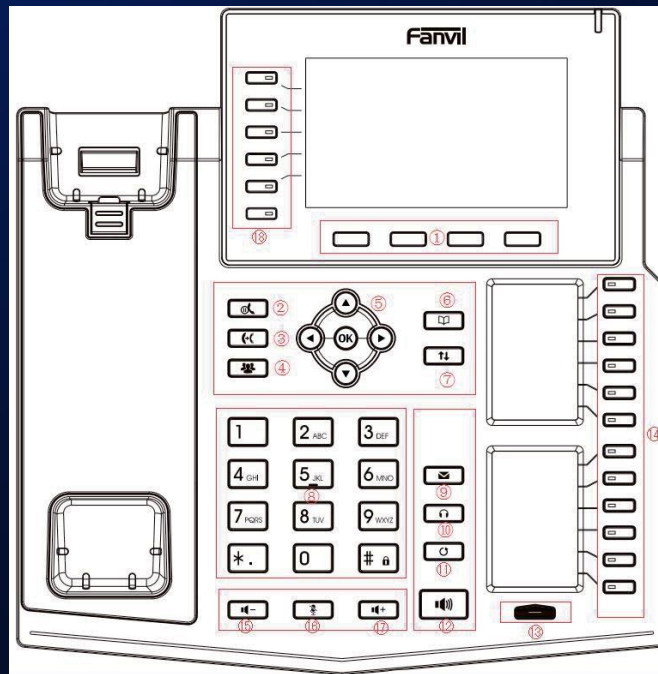
④	Conference	Press the "Conference" button, the user can initiate a three-party conference.
⑤	Navigate/OK Keys	The user can press the up/down navigation key to change the line or move the cursor in the screen list. On some Settings and text editing pages, the user can press the left/right navigation key to change options or move the cursor in the screen list to the left/right.  OK key: Default is equivalent to soft button confirmation; user can customize the function.
O6	<i>voice mail</i>	Press the "voice mail" button, and the user enters the interface of SMS and voice mail list.
O7	<i>Headset Key</i>	Users can press this key to open the headset.
O8	<i>Standard Telephone Keys</i>	The 12 standard telephone keys provide the same function as standard telephones, but further to the standard function, some keys also provide special function by long-pressing the key, Key # - Long-pressed to lock the phone.
O9	<i>DSS KEY</i>	Long press DSS key to enter the settings interface and set the required functions
O10	<i>Next Page Key</i>	Users can switch the second screen page in turn. (X3U is not supported)
O11	<i>Redial</i>	Press the Redial key to redial the last number dialed
O12	<i>Hands-free Key</i>	The user can press this key to open the audio channel of the speakerphone.
O13	<i>Volume Down Key</i>	In the standby state, ring and ring configuration interface, press this button to reduce the ring volume; Press this button to lower the volume on the call or volume adjustment screen.
O14	<i>Mute Key</i>	During a call, the user can press this key to mute the microphone.
O15	<i>Volume Up Key</i>	In the standby state, ring and ring configuration interface, press this button to increase the ring volume; Press this button to increase the volume on the call or volume adjustment screen.
O16	<i>Side Key</i>	Long press the side key to enter the settings interface and set the required functions.



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## ➤ X6U

### Instructions of Keypad of X6U



Number	The keypad names	Instruction
①	Soft-menu Buttons	These four buttons provide different functions corresponding to the soft-menu displayed on the screen.
②	Hold Key	Press the "Hold" key during the call, the user can hold the call, and press it again to cancel the holding and restore the normal call state.
③	Transfer Key	Press the "Transfer" button, the user can transfer the current call to other numbers.
④	Conference	Press the "Conference" button, the user can initiate a three-party conference.
⑤	Navigate/OK Keys	<p>The user can press the up/down navigation key to change the line or move the cursor in the screen list. On some Settings and text editing pages, the user can press the left/right navigation key to change options or move the cursor in the screen list to the left/right.</p> <p>OK key: Default is equivalent to soft button confirmation; user can customize the function.</p>
06	<b>Contact Key</b>	Press the "Contact" key, the user can enter the address book interface and select the contact person to call.



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<b>O7</b>	<b>Call Log Key</b>	Press the "Call Log" button and the user can see the incoming/outgoing calls.
<b>O8</b>	<b>Standard Telephone Keys</b>	The 12 standard telephone keys provide the same function as standard telephones, but further to the standard function, some keys also provide special function by long-pressing the key, Key # - Long-pressed to lock the phone.
<b>O9</b>	<b>Voice Mail</b>	Press the "voice mail" button, and the user enters the interface of SMS and voice mail list.
<b>O10</b>	<b>Headset Key</b>	Users can press this key to open the headset channel
<b>O11</b>	<b>Redial</b>	Press the Redial key to redial the last number dialed
<b>O12</b>	<b>Hands-free Key</b>	The user can press this key to open the audio channel of the speakerphone.
<b>O13</b>	<b>Next Page Key</b>	Users can switch the second screen page in turn. (X3U is not supported)
<b>O14</b>	<b>DSS KEY</b>	Long press DSS key to enter the settings interface and set the required functions
<b>O15</b>	<b>Volume Down Key</b>	In the standby state, ring and ring configuration interface, press this button to reduce the ring volume; Press this button to lower the volume on the call or volume adjustment screen.
<b>O16</b>	<b>Mute Key</b>	During a call, the user can press this key to mute the microphone.
<b>O17</b>	<b>Volume Up Key</b>	In the standby state, ring and ring configuration interface, press this button to increase the ring volume; Press this button to increase the volume on the call or volume adjustment screen.
<b>侧</b>	<b>Side Key</b>	Long press the side key to enter the settings interface and set the required functions.



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## Using Handset / Hands-free Speaker / Headphone

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- Using Handset

To talk over handset, user should lift the handset off the device and dial the number, or dial the number first, then lift the handset and the number will be dialed. Users can switch audio channel to handset by lifting the handset when audio channel is turned on in speaker or headphone.

- Using Hands-free Speaker

To talk over hand-free speaker, users should press the hand-free button then dial the number, or dial the number first then press the hands-free button. Users can switch audio channel to the speaker from handset by pressing the hands-free button when audio channel is opened in handset.

- Using Headphone

By default, the user should headset button which is defined by DSS key to turn on the headphone. Same as handset and hands-free speaker, user can dial the number before or after the headphone is turned on.

- Using Line Keys (Defined by DSS Key)

Users can use line key to make or answer a call on specific line. If the handset has been lifted, the audio channel will be opened in handset. Otherwise, the audio channel will be open with hands-free speakers or headphones.

## Idle Screen

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The image above shows the default standby screen, which is the user interface most of the time.

The upper half of the home screen shows the status of the device, information and data that can be edited (such as voice messages, missed calls, auto answer, do not disturb, lock status, network connection status, etc.).

The lower half of the area are the function menu keys, which are also the first layer of function menu keys, through which users can operate the phone.

Users can restore the phone to the default standby screen interface by picking up and dropping the handle. The left and right part of the area shows default configuration of Side keys, which dynamically display the configuration of SIP information, message, headset, etc., which can be customized by users.

In some screens, there are many items or long text to be displayed which could not fit into the screen. They will be arranged in a list or multiple lines with a scroll bar. If the user sees a scroll bar, he can use up/down navigator buttons to scroll the list. By pressing the navigator keys for long time, the user can scroll the list or items at a faster speed.



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# Phone Status

The phone status includes the following information about the phone:

- Network Status: VLAN ID

IPv4 or IPv6 status IP Address Network Mode

- The Phone Device Information: Mac Address

Phone Mode

Hardware Version number Software Version number

Phone Storage (RAM and ROM) System Running Time

- SIP Account Information: SIP Account

SIP Account Status (register / uncommitted / trying / time out)

- TR069 Connect Status (Displays only in the phone interface state)

The user can view the phone status through the phone interface and the web interface.

- Phone interface: When the phone is in standby mode, press IMenu) >> IStatus) and select the option to view the corresponding information, as shown in the figure:

Network	Phone	Account	TR069
1. Vlan Id	None		
2. Mode	DHCP/IPv4		
3. IPv4	172.16.7.209		
Return			



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- WEB interface: Refer to Web management to log in the phone page, enter the (System) >> (Information) page, and check the phone status, as shown in the figure:



## Web Management

Phone can be configured and managed on the web page of the phone. The user needs to enter the IP address of the phone in the browser and open the web page of the phone first. The user can check the IP address of the phone by pressing [Menu] >> [Status].



Users must correctly enter the username and password to log in to the web page. The default username and password are "admin".



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# Making Phone Calls

- Default Line

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



- Dialing Methods

User can dial a number by,

- Entering the number directly
- Selecting a phone number from phonebook contacts (Refer to 10.2.1 Local contacts)
- Selecting a phone number from cloud phonebook contacts (Refer to 10.2.3 Cloud Phone Book)
- Selecting a phone number from call logs (Refer to 10.3 Call Log)
- Redialing the last dialed number

- Dialing Number then Opening Audio



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



- Opening Audio then Dialing the Number

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



- Cancel Call

While calling the number, the user can stop the audio channel by putting back the handset or pressing the hands-free button to drop the call.



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## Answering Calls

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



Users can answer the call by lifting the handset, open headphones or speaker phone by pressing the

hands-free button, or the [Answer] button. To divert the incoming call, users should press the [Divert] button. To reject the incoming call, the user should press the [Reject] button.

## Talking

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



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Number	Name	Description
①	Default line	The line is currently used by the phone.
A	Voice channel	The icon shows the voice channel mode being used.
⊙	Calls to end	The name or number of the person on the other end of the call.
Í	Call duration	The duration of a call after it has been established.
L	Numbers of line	Shows how many calls are present on the current device
ı	Speech quality	Displays the current voice quality of the call.
Ł	HD audio	Call using G.722 voice coding calls when displayed HD voice icon.

## Make / Receive a Second Call

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

- Second Incoming Call

When there is another incoming call while talking a phone call, this call will be waiting for the user to answer. Users will see the call message in the middle of the current screen. The device will not be ringing but playing call waiting tone in the audio channel of the current call and the LED will be flashing in green. Users can accept or reject the call as same as normal incoming call. When the waiting call is answered, the first call will be held on automatically.



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- Second Outgoing Call

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

- Switching between Two Calls

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



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



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- Ending One Call

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

## End of the Call

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After the user finishes the call, the user can put the handle back on the phone, press the hands-free button or Softkey [End] key to close the voice channel and end the call.

Note! When the phone is in the reserved state, the user must press the [Resume] key to return to the call state or put the receiver back and press the hands-free button to end the call.

## Redial

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- Redial the last outgoing number:

When the phone is in standby mode, press the redial button and the phone will call out the last outgoing number.

- Call out any number with the redial key:

Enter the number, press the redial key, and the phone will call out the number on the dial.

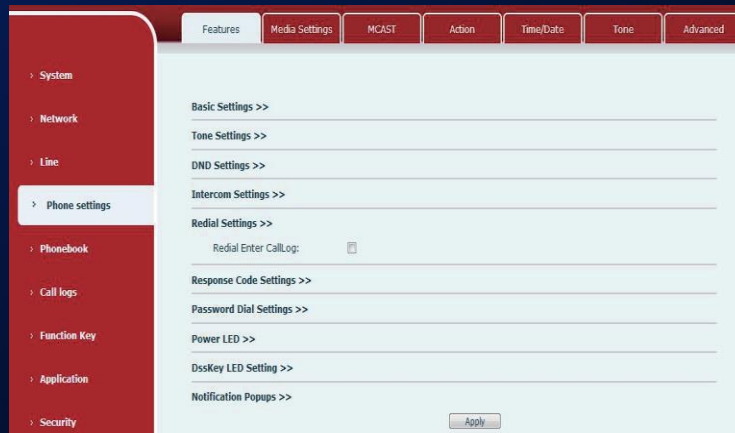
- Press the redial key to enter the call record:

Log in the phone page, enter [Phone Settings] >> [Features] >> [Redial Settings], check Redial to enter the call record page, press the redial button when standby to enter the call record page, and press



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again, to call out the current located number.

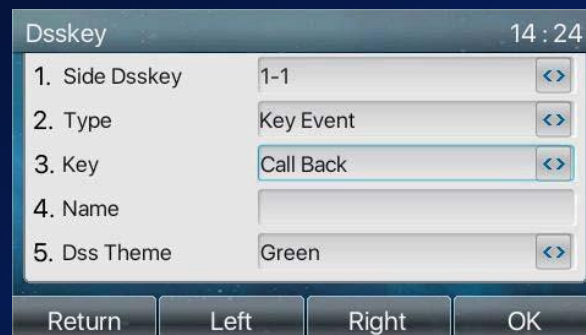


## Callback

The user can dial back the number of the last call. If there is no call history, press the [Callback] button and the phone will say "can't process".

- Set the callback key through the phone interface:

Under standby, press [Menu] >> [Basic Settings] >> [Keyboard Settings] >> [Function key] or [Keyboard Settings] >> [Soft function key] choose to set up the function keys, key type, type selection function name selects callback function, input the callback key name, press [OK] key to save.



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- Set the callback key through the web interface:

Log in the phone page, enter the [Function Key] >> [Side Key] or [Function Key] >> [Function Key] page, select the function Key, set the type as the function Key, and set the subtype as the callback, as shown in the figure:


Key	Type	Name	Value	Subtype	Line	Media	PickUp Number	Icon Color
DSS Key 1	Line			None	8325@SIP1	DEFAULT		Default Green
DSS Key 2	None			None	AUTO	DEFAULT		Default Green
DSS Key 3	None			None	AUTO	DEFAULT		Default Green
DSS Key 4	None			None	AUTO	DEFAULT		Default Green
DSS Key 5	None			None	AUTO	DEFAULT		Default Green

## Mute

You can turn on mute mode during a call and turn off the microphone so that the local voice is not heard. Normally, mute mode is automatically turned off at the end of a call. You can also turn on mute on any screen (such as the free screen) and mute the ringtone automatically when there is an incoming call.

Mute mode can be turned on in all call modes (handles, headphones or hands-free).

## Mute the Call

- During the conversation, press the mute button on the phone:  the mute button on the phone will turn on the red light.


Red mute icon is displayed in the call interface, as shown in the figure:



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Cancel mute: press  cancel mute on the phone again. The mute icon is no longer displayed on the call screen. The red light is off by mute button.

## Call Hold/Resume

The user can press the [Hold] button to maintain the current call, and this button will become the [Resume] button, and the user can press the "resume" button to restore the call.



## DND

Users may enable Do-Not-Disturb (DND) feature on the device to reject incoming calls (including call waiting). The DND can be enabled on line basis.

Enable/Disable phone all lines DND, the methods as the following:

- Phone interface: Default standby mode,



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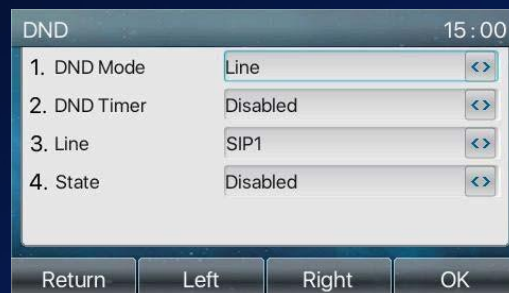
- 1) Press the [DND] button to enter the DND setting interface, select line or phone to enable DND.
- 2) Press the [DND] button to enter the DND setting interface and disable DND.



If the user wants to enable/disable the uninterrupted function on a specific line, the user can set the uninterrupted function on the page of configuring the line.

- 1) Press [Menu] >> [Features] >> [DND] button, Enter the [DND] to edit the interface.
- 2) Click the left/right navigation button to select the line to adjust the mode and state of "do not disturb", and then press the [OK] button to save.

The user will see the DND icon turn red, and the sip-line has enabled the mode of "DND".



The user can also use the DND timer. After the setting, the DND function will automatically turn on and the DND icon will turn red when ringing.



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DND 15:00

1. DND Mode	Line	<>
2. DND Timer	Enabled	<>
3. DND Start Time	15 : 00	
4. DND End Time	17 : 30	
5. Line	SIP1	<>

Return Left Right OK

WEB interface: Enter [Phone setting] >> [Features] >> [DND settings], set the DND type (off, phone, line), and DND timing function.

Features Media Settings MCAST Action Time/Date Tone Advanced

System  
Network  
Line  
Phone settings  
Phonebook  
Call logs

Basic Settings >>

Tone Settings >>

DND Settings >>

DND Option: Off

Enable DND Timer: ☐

DND Start Time: 15 0

DND End Time: 17 30

Intercom Settings >>

Redial Settings >>

The user turns on the DND for a specific route on the web page: Enter [Line] >> [SIP], select a [Line] >> [Basic settings], and enable DND.

SIP SIP Hotspot Dial Plan Action Plan Basic Settings RTPC-XR

System  
Network  
Line  
Phone settings  
Phonebook  
Call logs  
Function Key  
Application

Basic Settings >>

Enable Auto Answering: ☐ ?

Call Forward Unconditional: ☐ ?

Call Forward on Busy: ☐ ?

Call Forward on No Answer: ☐ ?

Call Forward Delay for No Answer: 5 (0~120)second(s) ?

Conference Type: Local ?

Subscribe For Voice Message: ☐ ?

Voice Message Subscribe Period: 3600 (60~999999)second(s) ?

Hotline Delay: 0 (0~9)second(s) ?

Dial Without Registered: ☐ ?

DTMF Type: AUTO ?

Request With Port: ☒ ?

Use STUN: ☐ ?

Auto Answering Delay: 5 (0~120)second(s) ?

Call Forward Number for Unconditional: ?

Call Forward Number for Busy: ?

Call Forward Number for No Answer: ?

Transfer Timeout: 0 second(s) ?

Server Conference Number: ?

Voice Message Number: ?

Enable Hotline: ☐ ?

Hotline Number: ?

Enable Missed Call Log: ☒ ?

DTMF SIP INFO Mode: Send 10/11 ?

Enable DND: ☐ ?

Use VPN: ☒ ?



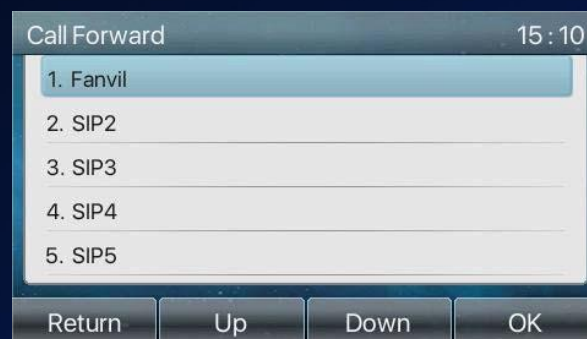
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# Call Forward

Call forward is also known as 'Call Divert', which is to divert the incoming call to a specific number based on the conditions and configurations. Users can configure the call forward settings of each line.

There are three types,

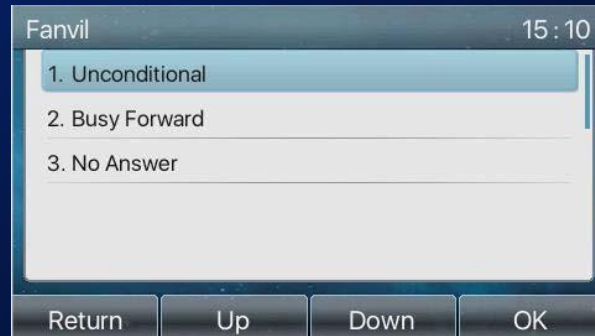
- Unconditional Call Forward – Forward any incoming call to the configured number.
- Call Forward on Busy – When user is busy, the incoming call will be forwarded to the configured number.
- Call Forward on No Answer – When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.
- Phone interface: Default standby mode
  - 1) Press [Menu] >> [Features] >> [Call Forward] button, select the line by up/down navigation key, press [OK] button to set call forward.



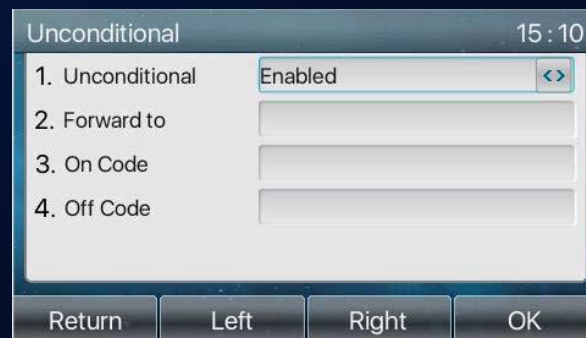
- 2) Select the call forward type by pressing the up/down navigation button. Click [OK] to configure call forwarding and delay time.



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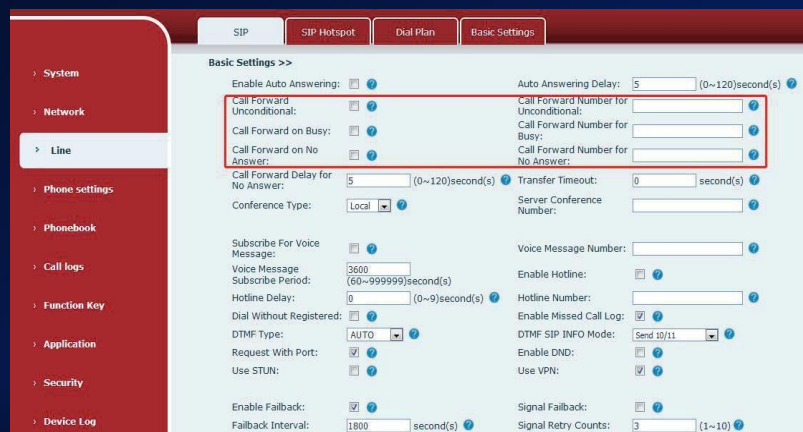


- 3) Select enable/disable by pressing the left/right navigation button.



- 4) Browse the parameters set by the up/down navigation key and enter the required information. When finished, press the [OK] button to save the changes.

- WEB interface: Enter [Line] >> [SIP], select a [Line] >> [Basic settings], and set the type, number and time of forward forwarding.



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# Call Transfer



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When the user is talking with a remote party and wishes to transfer the call to another remote party, there are three ways to transfer the call, blind transfer, attended transfer and Semi-Attended transfer.

- Blind transfer: No need to negotiate with the other side, directly transfer the call to the other side.
- Semi-Attended transfer: When you hear the ring back, transfer the call to the other party.
- Attended transfer: When the caller answers the call, transfer the call to the other party.

## Blind Transfer

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During the call, the user presses the function menu button [Transfer] or the transfer button  on the phone, Enter the number to transfer or press the contact button or the history button to select the number, press the transfer again or blind transfer to  a third party. After the third-party rings, the phone will show that the transfer is successful and hang up.

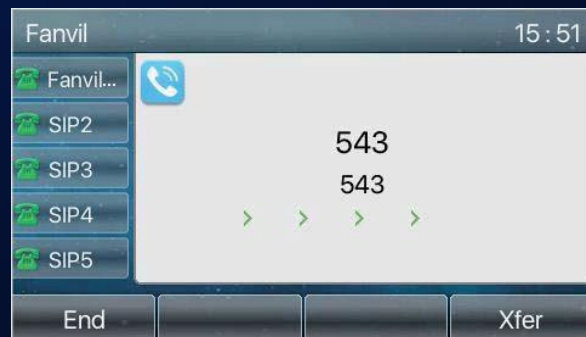


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# Attended Transfer

Attendance transfer is also known as "courtesy mode", which is to transfer the call by calling the other party and waiting for the other party to answer the call.

The same procedure to call. In dual call mode, press the "transfer" button to transfer the first call to the second call.



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