



FLYINGVOICE FIP10/11CP IP PHONE USER GUIDE

Version 1.0.1
June. 2020

Copyright

Copyright © 2020 Flyingvoice Network Technology CO., LTD.

Copyright © 2020 Flyingvoice Network Technology CO., LTD. All rights reserved. No parts of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, photocopying, recording, or otherwise, for any purpose, without the express written permission of Flyingvoice Network Technology CO., LTD. Under the law, reproducing includes translating into another language or format.

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

Trademark

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

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

Warranty

1. Warranty

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

2. Disclaimer

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

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

3. Limitation of Liability

Flyingvoice and/or its respective suppliers are not responsible for the suitability of the information contained in this document for any reason. The information is provided "as is", and Flyingvoice does not provide any warranty and is subject to change without notice. All risks other than risks caused by use of the information are borne by the recipient. In no event, even if Flyingvoice has been suggested the occurrence of damages that are direct, consequential, incidental, special, punitive or whatsoever (Including but not limited to loss of

business profit, business interruption or loss of business information), shall not be liable for these damages.

End User License Agreement

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

Patent Information

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

Technical Support

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

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 for 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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: Room 207~209, 2/F, Bldg B52#, Zhongchuang Industrial park, Liuxian Avenue, Taoyuan Street, Nanshan District, Shenzhen

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

Importers: XXXXXXXX

Address: XXXXXXXX

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

Hardware Version: FIP10_V1_3

Software Version: FVUI V0.3.16

The wireless operation frequency

WiFi: 2412MHz-2472MHz, Max EIRP Power 19.36dBm

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 50°C

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:

http://www.flyingvoice.com/soft_GPL.aspx

Table of Contents

About This Guide	6
Getting Started with Your Phone	7
Hardware Overview	7
FIP11CP Series Hardware	7
Power LED Indicator	9
Line Key LED	9
Screen and Icons.....	9
Idle Screen	10
Calls Screen	10
Icons in the Status Bar	11
Line Key Icons.....	11
Other Icons.....	12
Entering Characters.....	12
Call Features.....	14
Placing Call.....	14
Placing a Call from the Dialer	14
Placing Multiple Calls	15
Redialing a Number	15
Placing a Call from the Call History	15
Placing a Call from the Directory	15
Answering Calls.....	15
Answering a Call	16
Answering a Call When in a Call.....	16
Answering a Call Automatically	16
Switching Among the Handset, Speakerphone and Headset Modes	17
Disabling Call Waiting.....	17
Silencing or Rejecting Incoming Calls.....	17
Rejecting Calls with Do Not Disturb (DND).....	17

Ending Calls.....	18
Muting/Unmuting Audio	18
Holding and Resuming Calls	18
Holding a Call	19
Resuming a Held Call	19
Redirecting Incoming Calls.....	19
Forwarding All Incoming Calls to a Contact.....	19
Forwarding All Incoming Calls on All Lines	19
Deactivating Call Forward	20
Diverting Calls to a Contact.....	20
Transferring Calls	20
Performing a Blind Transfer	20
Performing Transfer with a Transfer Key	21
Conference Calls	21
Setting Up a Local Conference Call.....	22
Holding or Resuming a Conference Call	22
Splitting a Conference Call.....	22
Ending a Conference Call	22
Advanced Call Features	23
Voice Mail	23
Leaving Voice Mails	23
Listening to Voice Mails.....	23
PhoneBook	23
Local Contacts.....	23
Blacklist	26
Call History	28
Viewing History Records	28
Saving a History Record to Local Directory	28
Saving a History Record to Blacklist.....	29

Deleting History Records	29
Customizing Your Phone	30
Changing the Administrator Password	30
Changing the Backlight and Time	30
Changing the Language	30
Time & Date	31
Setting the Time and Date Manually	31
Changing the Time and Date Format	31
Audio Settings	31
Adjusting the Volume	31
Setting the Ring Tone	31
Wireless Network	32
Activating the Wi-Fi Mode	33
Connecting to the Wireless Network	33
Viewing the Wireless Network Information	33
Disconnecting the Wireless Network Connection	34
Deactivating the Wi-Fi Mode	34
Maintaining Your Phone	35
Rebooting Your Phone	35
Resetting to Factory Settings	35

About This Guide

Thank you for choosing Flyingvoice FIP11CP IP phones, which deliver 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

Getting Started with Your Phone

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

Topics

[Hardware Overview](#)

[Screen and Icons](#)

[Entering Characters](#)

Hardware Overview

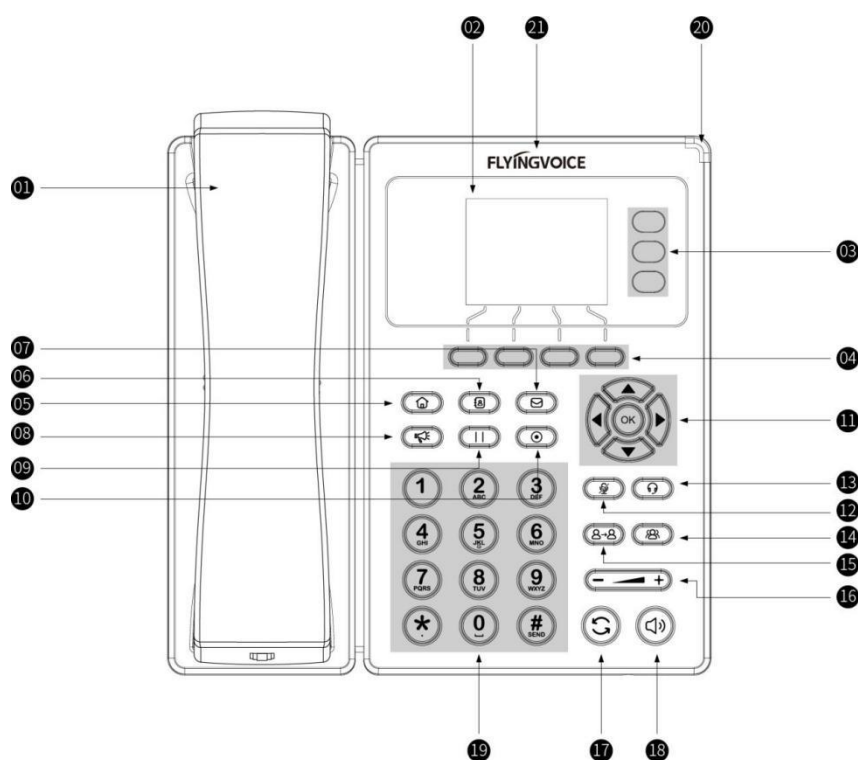
Topics

[FIP11CP Series Hardware](#)

[Power LED Indicator](#)

[Line Key LED](#)

FIP11CP Series Hardware



NO.	Item	Description
1	Handset	Handset to pick up and answer call

Call Features

2	Phone Screen	Shows information about your phone, such as calls, messages, soft keys, time and date
3	Line Keys	Access your phone lines and features
4	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
5	Menu Key	Enter Menu
6	Contact	Phone book shortcut
7	MESSAGE Key	Accesses voice mails
8	Paging Key	Paging
9	HOLD Key	Places a call on hold or resumes a held call
10	Recorder key	Record the voice when talking
11	Navigation Keys	Scroll through information or options displayed on the screen. Access History and Directory respectively.
12	OK Key	Confirms actions or answers incoming calls.
12	Mute Key	Toggles and indicates the mute feature. The key LED glows red when the call is muted.
13	Headset Key	Toggles and indicates the headset mode. The key LED glows green when headset mode is activated
14	Conference Key	Join the Conference call
15	Transfer Key	Transfers a call to another party
16	Volume Key	Adjusts the volume of the handset, headset, and speaker
17	Redial Key	Redials a previously dialed number
18	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated

19	Keypad	Provides the digits and special characters in context-sensitive applications
20	Power LED indicator	Indicates call status, message status, and phone's system status
21	Logo	FLYINGVOICE Logo

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 (1s)	The phone receives a voice mail or text message
Solid red for 0.5s and off for 3s alternately	The phone enters the power-saving mode

Note The above introduces the default LED status. Your system administrator can configure the status of the power LED indicator.

Line Key LED

The line key LED indicators are associated with the status of phone lines and features.

Line key LED (associated with the phone line)

LED Status	Description
Solid green	The line is seized
Fast-flashing red	The line receives an incoming call
Red	The line is in conversation
Off	The line is inactive

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.

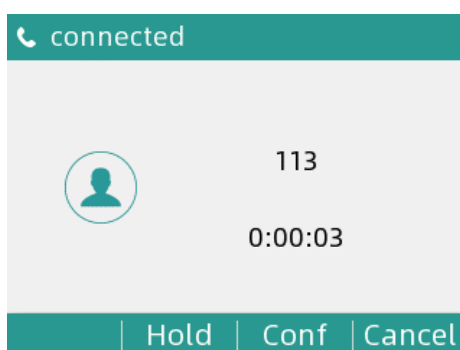
2. Line Keys: Display the information associated with the line keys and feature keys on the phone.

3. Soft Keys: Each soft key label indicates the action for the soft key below the screen.

Calls Screen

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

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



You can press the **OK** key 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 model.

< Network Phone Account 1/3 >

1. Vlan ID 1

2. Mode DHCP

3. IPv4 192.168.20.68

4. IPv6

Back

Icon	Description	Icon	Description
	Wireless		Wireless 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
	Wi-Fi connected		Wi-Fi connection failed

Line Key Icons

Icons on the line key that vary by phone models.

Icon indicators (associated with line)

Icon	Description
	The private line is registered successfully
	Register failed

Other Icons

Call History

Icon	Description
	Received Calls
	Placed Calls
	Missed Calls

Contact

Icon	Description
	Default Contact Picture

Call

Icon	Description
	Waiting
	Ringing
	Calling

Entering Characters

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

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

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

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

Call Features

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

Topics

[Placing Calls](#)

[Answering Calls](#)

[Switching Among the Handset, Speakerphone and Headset Modes](#)

[Disabling Call Waiting](#)

[Silencing or Rejecting Incoming Calls](#)

[Ending Calls](#)

[Muting/Unmuting Audio](#)

[Holding and Resuming Calls](#)

[Redirecting Incoming Calls](#)

[Transferring Calls](#)

[Conference Calls](#)

Placing Call

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](#)

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.

Note Your system administrator can configure the source list for searching and disable to display the placed call records.

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**.

Note Your system administrator can enable live dialpad feature, which enables your phone

to automatically dial out the phone number after a period of time without selecting **Send**.

Placing Multiple Calls

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

Procedure

1. Do one of the following:
 - Select a line key. The active call is placed on hold.
 - Press the HOLD key or **Hold** to place the original call on hold.
2. Enter the desired number or select a contact.
3. Select **Send**.

Note During a call, you can press the Speed Dial key to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

Redialing a Number

The phone keeps a record of all the placed calls. You can recall the contact you recently called.

Procedure

1. Press the RD key.

*A record of **Placed Calls** is displayed on the phone screen.*

Tip: Press the RD key twice to recall the contact you called.

Placing a Call from the Call History

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

Procedure

1. Press **History**.
The phone screen displays all call records.
2. Select the desired call list.
3. Highlight a contact and select **Send**.

Placing a Call from the Directory

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

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Send**.

If the selected contact has multiple numbers, highlight the desired number, and select **Send**.

Answering Calls

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

Topics

[Answering a Call](#)[Answering a Call When in a Call](#)[Answering a Call Automatically](#)

Answering a Call

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

Procedure

1. Do one of the following:

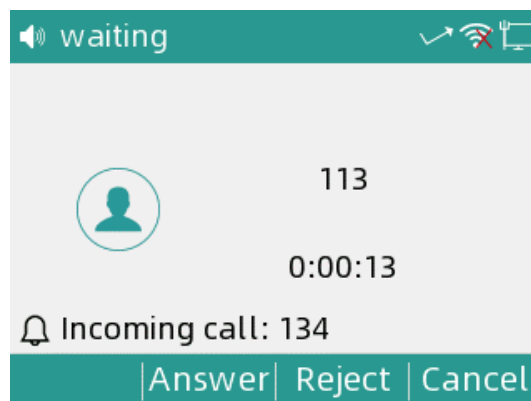
- Pick up the handset.
- Press the Speakerphone key .
- Press the HEADSET key.
- Press **Answer** or the line key that has the flashing green LED indicator.

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.

Note You can disable the call waiting feature to reject the incoming call automatically during a call.

Answering a Call Automatically

Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

Note When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if the auto answer is enabled.

Your system administrator can configure the phone to automatically answer the

incoming call after ending all calls.

Procedure

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

Switching Among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call or can alternate among Speakerphone, headset, and handset modes during a call.

When using the headset, the LED indicator glows green.

Procedure

1. During the call, pick up the handset, press the Speakerphone key , or press the HEADSET key.

For example, if you're using the handset, press the HEADSET key to switch to the headset, or press the Speakerphone key  to switch to the speakerphone.

Note Your system administrator can disable you to use the handset, speakerphone (Hands-free) or headset mode.

Disabling Call Waiting

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

Before You Begin

Check with your system administrator if the call waiting off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu > Features > Call Waiting**.
2. Select **Disabled** from the **Call Waiting** field.
3. Select **Save**.

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.

Note Check with your system administrator to find out if the DND feature is available on your phone.

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 **Save**.

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 **Save**.

The DND icon disappears from the status bar.

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

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 .

Muting/Unmuting Audio

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

Procedure

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

Holding and Resuming Calls

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

Topics

[Holding a Call](#)

[Resuming a Held Call](#)

Holding a Call

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

Procedure

1. Press the HOLD key or **Hold** during a call.

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

Note When you have multiple calls on the phone and the current call is held, you can press the corresponding line key to swap to the active call.

Resuming a Held Call

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

Procedure

1. Press the HOLD key again, corresponding line key or **Resume**.

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

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

Redirecting Incoming Calls

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

Topics

[Forwarding All Incoming Calls to a Contact](#)

[Forwarding All Incoming Calls on All Lines](#)

[Deactivating Call Forward](#)

[Diverting Calls to a Contact](#)

Forwarding All Incoming Calls to a Contact

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

Always Forward: Forwards all incoming calls immediately.

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

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

Forwarding All Incoming Calls on All Lines

You can forward all incoming calls on the phone.

Before You Begin

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

required, get it from your system administrator.

Procedure

1. Navigate to **Menu > Features > Call Forward**.
2. Select the desired forwarding type and select **Enabled** from the corresponding field.
3. Enter the contact number you want to forward incoming calls to in the **Forward to** field.
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **s** field.
5. Optional: Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Select **Save**.

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 **Disabled** from the corresponding field.
3. Select **Save**.

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 > PhoneBook > Local Directory**.
2. Select the desired contact group or All Contacts.
3. Highlight the desired contact, and select **Option > Detail**.
4. Edit the contact information.
5. Enter a contact's number you want to divert the call to in the Auto Divert field.
6. Select **Save**.

Transferring Calls

During a call, you can transfer the call to another contact. You can use one of three 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 Transfer with a Transfer Key](#)

Performing a Blind Transfer

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

Procedure

1. Press the TRAN key or **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.
 - If you have set a Speed Dial key, you can also press the Speed Dial key to transfer the call to the contact directly.
 - Press **Directory (Dir)**. Select the desired contact from the Directory list.
3. Press TRAN key to complete the transfer.

TIP: If you are using a handset, the transfer can be completed by hanging up the handset.

Performing Transfer with a Transfer Key

By default, you can transfer a call to a specific contact directly using a Transfer key during a call.

Your system administrator can also set your phone to perform attended transfer when using a Transfer key.

Performing a Blind Transfer Using a Transfer Key

After you have set a Transfer key with a specific contact, you can perform a blind transfer by using it.

Before You Begin

Confirm with your system administrator that the transfer mode has set to perform a blind transfer.

Procedure

1. Press the Transfer key during a call.
The call is transferred to the specific contact directly.

Conference Calls

The phone supports a three-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.

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

Topics

[Setting Up a Local Conference Call](#)

[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 two contacts.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Conference (Conf)** to place a new call.

The active call is placed on hold.

3. Dial the second party's number.

You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.

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 the HOLD key or **Hold** to place the conference on hold.
2. Press the HOLD key again or **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 held.

Procedure

1. Select **Split**.

Ending a Conference Call

When you end the conference call, the other parties drop the call.

However, the system administrator can set up your phone so that the other two parties remain connected when you end the conference call.

Procedure

1. Select **End Call (EndCall)**.

Advanced Call Features

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

Voice Mail

Voice Mail feature allows you to leave voice mails 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 > View Voice Mail**.

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

2. Highlight 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 MESSAGE key or **Connect** soft key to dial out the voice mail access code directly.

PhoneBook

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 500 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 **Dir** or navigate to **Menu > PhoneBook > 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 **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Highlight the desired group.
3. Select **Option > Detail**.
4. Edit the group information.
5. Select **Save**.

Deleting Contact Groups

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

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Highlight the desired group.
3. Select **Option > Delete**.

The phone prompts you whether to delete the group.

4. Select **OK**.

Managing the Local Directory Contacts

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

Topics

[Adding Contacts](#)

[Viewing Contacts](#)

[Editing Contacts](#)

[Deleting a Contact](#)

[Deleting All Contacts](#)

Adding Contacts

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

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook > 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 **Dir** or navigate to **Menu > PhoneBook > 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 **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Detail**.
4. Edit the contact information.
5. Select **Save**.

Deleting a Contact

You can delete any contact from the Local Directory.

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Delete**.
The phone prompts you whether to delete the contact.
4. Select **OK**.

Note If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

Deleting All Contacts

You can delete all contacts from the Local Directory.

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook > 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**.

Note If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

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 **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Add to Blacklist**.
The phone prompts you whether to move to the blacklist.
4. Select **OK**.

Searching for Contacts

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

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook > Local Contacts**.
2. Select **Search**.
3. Enter your search criteria in the search field.

Blacklist

Incoming calls from the Blacklist are rejected automatically. You can store up to 30 contacts in the blacklist to block unwanted callers.

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 > PhoneBook > 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 > PhoneBook > Blacklist**.

Editing a Blacklist Contact

You can update your blacklist contacts' information.

Procedure

1. Navigate to **Menu > PhoneBook > Blacklist**.
2. Highlight the desired blacklist contact, and select **Option > Detail**.
3. Edit the blacklist contact information.
4. Select **Save**.

Deleting Blacklist Contacts

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

Topics

[Deleting a Blacklist Contact](#)

[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 > PhoneBook > 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 > PhoneBook > Blacklist**.
2. 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 > PhoneBook > Blacklist**.
2. Highlight the desired contact, and then select **Option**.
3. Select **Add to Contact list**.

The phone prompts you whether to move to contact.

4. Select **OK**.

Call History

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

Topics

[Viewing History Records](#)

[Saving a History Record to Local Directory](#)

[Saving a History Record to Blacklist](#)

[Deleting History Records](#)

Viewing History Records

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

Procedure

1. Press **History**.
2. Select the desired list.
3. 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. Highlight the desired entry, and select **Option > Add to Contacts**.
4. Edit the contact information.
5. Select **OK**.

Saving a History Record to Blacklist

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

Procedure

1. Select **History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Option > Add to Blacklist**.
4. Edit the contact information.
5. Select **OK**.

Deleting History Records

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

Topics

[Deleting a Call Record](#)

[Deleting All Call Records](#)

Deleting a Call Record

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

Procedure

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry, and select **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 **Option > Delete All**.

The phone prompts you whether to delete all the records.

4. Select **OK**.

Customizing Your Phone

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

Topics

[Changing the Administrator Password](#)

[Changing the Backlight and Time](#)

[Changing the Language](#)

[Time & Date](#)

Changing the Administrator Password

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

Note If you do not change the default password, the phone displays a warning icon in the status bar.

Procedure

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

Changing the Backlight and Time

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

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

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

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

Procedure

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

Changing the Language

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

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

Procedure

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

2. Select the desired language.

3. Select **Save**.

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 > Manual Settings**.
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. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

Note Your system administrator can customize the date format.

Procedure

1. Navigate to **Menu > Basic > Time & Date > Time Format**.
2. Select the desired time format.
3. Select **OK**.

Audio Settings

You can change the basic audio settings on your phone.

Topics

[Adjusting the Volume](#)

[Setting the Ring Tone](#)

Adjusting the Volume

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

Procedure

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

Setting the Ring Tone

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

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

Topics

[Setting a Ring Tone for the Phone](#)

[Setting a Ring Tone for a Group](#)

[Setting a Ring Tone for a Contact](#)

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Navigate to **Menu > Basic> Ring Tones >Type**.
2. Select the desired ring tone.
3. Select **OK**.

Setting a Ring Tone for a Group

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

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

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook> Local Contacts**.
2. Highlight the desired group.
3. Select **Option > Detail**.
4. Select the desired ring tone from the **Ring Type** field.

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

5. Select **Save**.

Setting a Ring Tone for a Contact

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

Procedure

1. Select **Dir** or navigate to **Menu > PhoneBook> Local Contacts**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Detail**.
4. Select the desired ring tone from the **Ring Type** field.
5. Select **Save**.

Wireless Network

You can connect the phones to a wireless network if Wi-Fi is available within the area. For more information, contact your system administrator.

Topics

[Activating the Wi-Fi Mode](#)

[Connecting to the Wireless Network](#)

[Viewing the Wireless Network Information](#)

[Disconnecting the Wireless Network Connection](#)

[Deactivating the Wi-Fi Mode](#)

Activating the Wi-Fi Mode

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

Procedure

1. Navigate to **Menu > Basic > Wi-Fi**.
2. Select **On** from the **Wi-Fi** field.
3. Select **OK**.

The phone scans the available wireless networks in your area.

Connecting to the Wireless Network

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

Connecting to an Available Wireless Network Manually

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

Before You Begin

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

Procedure

1. Navigate to **Menu > Basic > Wi-Fi**.
2. Highlight the **Available Network(s)** and select **Enter**.
(X represents the number of available networks)
3. Optional: To research the available network, select **Scan**.
4. Highlight the desired wireless network and select **Connect**.
5. If the network is secure, enter its password.
6. Select **OK**.

Viewing the Wireless Network Information

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

Procedure

1. Navigate to **Menu > Basic > Wi-Fi > Available Network(s)**.
(X represents the number of available networks).
2. Select **Detail** to view the detailed wireless network information.

If the phone is connected to a wireless network successfully, you can also navigate to **Menu >**

Basic > Wi-Fi > Wi-Fi Status to view the connected wireless network information.

Disconnecting the Wireless Network Connection

When you no longer want to connect to the current wireless network, you can disconnect it.

Procedure

1. Navigate to **Menu > Basic > Wi-Fi**.
2. Select **Available Network(s)**.
3. Highlight the connected wireless network, and select **Discon**.

Tip: You can also disconnect the wireless network when deactivating the Wi-Fi mode.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

Procedure

1. Navigate to **Menu > Basic > Wi-Fi**.
2. Select **Off** from the **Wi-Fi** field.
3. Select **OK**.

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](#)

Rebooting Your Phone

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

Procedure

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

The phone prompts you whether to reboot the phone.

2. Select **OK**.

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

Resetting to Factory Settings

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

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

Procedure

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

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

The phone prompts you whether to reset the setting.

3. Select **OK**.

The phone begins resetting.

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