

## Fanvil X7

# Fanvil X7 Enterprise VoIP Phone User Manual

Model: X7

## 1. INTRODUCTION

This manual provides detailed instructions for the installation, configuration, and operation of your Fanvil X7 Enterprise VoIP Phone. The Fanvil X7 is a high-end IP phone designed for business users, featuring a 7-inch color touch screen, support for 20 SIP lines, HD audio, built-in Bluetooth, and Wi-Fi connectivity (via a Wi-Fi dongle, sold separately). Please read this manual thoroughly before using the device to ensure proper functionality and to avoid any potential issues.

## 2. PRODUCT OVERVIEW

### 2.1 Key Features

- 7-inch Capacitive Color Touch Screen
- Support for 20 SIP Lines
- HD Audio with Opus Support
- Built-in Bluetooth for Headsets
- Wi-Fi Connectivity (requires external Wi-Fi dongle)
- Up to 127 DSS Key Entries
- Dual Gigabit Ethernet Ports

### 2.2 Package Contents

Verify that all items are present in your package:

- Fanvil X7 IP Phone Unit
- Handset
- Handset Cord
- Ethernet Cable
- Desk Stand
- **Note:** A power adapter is not included and must be purchased separately if Power over Ethernet (PoE) is not available.

### 2.3 Physical Description



**Figure 1:** Front view of the Fanvil X7 IP Phone. This image displays the 7-inch color touch screen, the numeric keypad, function keys, and the handset cradle on the left side.



**Figure 2:** Angled view of the Fanvil X7 IP Phone with its desk stand attached. This perspective highlights the ergonomic design and the adjustable viewing angle provided by the stand.

## 3. SETUP

### 3.1 Attaching the Desk Stand

1. Locate the desk stand in the package.
2. Align the tabs on the stand with the slots on the back of the phone unit.
3. Gently push the stand into place until it clicks securely.

### 3.2 Connecting the Handset

1. Connect one end of the coiled handset cord to the handset.
2. Connect the other end of the coiled handset cord to the handset port on the side of the phone unit.

### 3.3 Network and Power Connection

The Fanvil X7 supports Power over Ethernet (PoE) or an external power adapter.

1. **Ethernet Connection:** Connect one end of the Ethernet cable to the LAN port on the back of the phone and the other end to your network switch or router.
2. **Power Connection:**
  - If using PoE, the phone will power on automatically once connected to a PoE-enabled switch.
  - If PoE is not available, connect an appropriate 5V/2A power adapter (not included) to the power port on the back of the phone and then to a power outlet.

## 3.4 Initial Boot-up

After connecting power, the phone will begin its boot-up sequence. This process may take a few minutes. The screen will display the Fanvil logo, followed by system loading information. Once complete, the phone will attempt to register with your SIP server. The main screen will then display the current time, date, and line status.

## 4. OPERATING INSTRUCTIONS

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### 4.1 Basic Call Functions

- **Making a Call:**
  - a. Pick up the handset, press the Speaker button, or press a line key.
  - b. Dial the desired number using the keypad.
  - c. Press the **Dial** soft key or the **Call** button (typically green).
- **Answering a Call:**
  - a. When the phone rings, pick up the handset, press the Speaker button, or press the **Call** button (typically green).
- **Ending a Call:**
  - a. Hang up the handset, press the Speaker button again, or press the **Hang Up** button (typically red).

### 4.2 Using the Touch Screen and DSS Keys

The 7-inch capacitive touch screen allows for intuitive navigation through menus and features. Swipe left or right to access different screens of DSS keys. The DSS keys can be configured for various functions such as speed dial, busy lamp field (BLF), intercom, and more. Refer to your system administrator for specific DSS key configurations.

### 4.3 Bluetooth Connectivity

The Fanvil X7 has built-in Bluetooth for connecting wireless headsets. This feature allows for hands-free communication.

1. Navigate to the **Settings** menu on the touch screen.
2. Select **Bluetooth**.
3. Ensure Bluetooth is enabled and the phone is discoverable.
4. Put your Bluetooth headset into pairing mode.
5. Select your headset from the list of available devices on the phone screen to pair.

**Note:** Bluetooth connectivity performance may vary depending on the headset model and environmental factors. If experiencing frequent disconnections, try rebooting the phone or using a different headset.

### 4.4 Wi-Fi Connectivity

The Fanvil X7 supports Wi-Fi connectivity via an external Wi-Fi dongle (sold separately). This allows the phone to connect to a wireless network instead of a wired Ethernet connection.

1. Insert the compatible Wi-Fi dongle into the USB port on the phone.
2. Navigate to the **Settings** menu on the touch screen.
3. Select **Wi-Fi**.
4. Enable Wi-Fi and select your desired network from the list.
5. Enter the network password if prompted.

## 5. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface and screen. Avoid using liquid cleaners or abrasive materials, as they may damage the device.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, or moisture.
- **Handling:** Handle the phone with care. Avoid dropping it or subjecting it to strong impacts.

## 6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No power connection or faulty power source.	Ensure Ethernet cable is connected to a PoE-enabled switch, or a 5V/2A power adapter is correctly connected to a working power outlet.
No dial tone.	Phone not registered with SIP server; network issue.	Check network cable connection. Verify SIP account settings with your system administrator. Reboot the phone.
Bluetooth headset disconnects frequently.	Headset compatibility issue; environmental interference.	Try rebooting the phone. Ensure the headset is fully charged. Test with a different Bluetooth headset if possible. Reduce distance between phone and headset.
Echo during speakerphone calls.	Microphone sensitivity too high; room acoustics.	Adjust speakerphone volume. Try moving the phone to a different location. Consult your system administrator for advanced audio settings.
Touch screen unresponsive or slow.	Temporary software glitch; excessive dust/debris.	Reboot the phone. Clean the screen with a soft, dry cloth.

## 7. SPECIFICATIONS

Feature	Detail
Model	X7
Display	7-inch Capacitive Color Touch Screen
SIP Lines	20
Audio	HD Audio with Opus Support
Bluetooth	Built-in
Wi-Fi	Supported (via Wi-Fi dongle)
Ethernet Ports	Dual Gigabit
Product Dimensions	12 x 12 x 2.5 inches
Item Weight	3 pounds
Material	Metal
Power Source	Corded Electric (PoE or 5V/2A adapter)

## 8. WARRANTY INFORMATION

For detailed warranty information regarding your Fanvil X7 Enterprise VoIP Phone, please refer to the warranty card included with your purchase or visit the official Fanvil website. Warranty terms and conditions may vary by region and retailer.

## 9. SUPPORT




If you require technical assistance or have questions not covered in this manual, please contact your vendor or visit the official Fanvil support website for further assistance. You may find FAQs, firmware updates, and additional documentation there.




Official Fanvil Website: [www.fanvil.com](http://www.fanvil.com)



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### Related Documents - X7

 <p>User Manual W620W</p> <p>Software Version: 2.10.10 Release Date: 2023/10/10</p>	<p><a href="#">Fanvil W620W User Manual: Comprehensive Guide to Your Wi-Fi IP Phone</a></p> <p>Explore the Fanvil W620W User Manual for detailed instructions on setup, features, and troubleshooting of this enterprise-grade Wi-Fi IP phone. Learn about its advanced connectivity, call functions, and network configurations.</p>
 <p>User Manual V67</p> <p>Software Version: 1.0.0 Release Date: 2021/11/08</p>	<p><a href="#">Fanvil V67 User Manual</a></p> <p>A comprehensive user manual for the Fanvil V67 enterprise android network phone, detailing its features, installation, operation, advanced functions, and troubleshooting. This guide provides essential information for users of this high-end IP phone.</p>
 <p>User Manual W620W</p> <p>Software Version: 2.10.10 Release Date: 2023/10/10</p>	<p><a href="#">Fanvil W620W User Manual: Features, Setup, and Operation</a></p> <p>Comprehensive user manual for the Fanvil W620W Wi-Fi IP Phone, covering installation, basic functions, advanced features, network settings, and troubleshooting. Learn how to set up and operate your enterprise-grade IP phone.</p>

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