Fanvil X4U

Fanvil X4U Gigabit SIP Enterprise Desktop Phone User Manual

Model: X4U

PRODUCT OVERVIEW

The Fanvil X4U is an enterprise-level IP Phone designed for high-quality communication. It features dual-color LCD displays and supports essential VoIP functionalities, along with extended features like EHS headset, Bluetooth, and Wi-Fi dongle support. This phone aims to provide a high-quality and convenient user experience at an affordable price point. Equipped with a Harman speaker and wideband codecs (G.722 and Opus), the X4U delivers immersive HD audio for clear communication. Its intuitive design includes a 2.8-inch color LCD, a 2.4-inch color side LCD, and 3 line keys with LED light, allowing for user-friendly feature customization and improved productivity.

KEY FEATURES

- 12 SIP Lines for extensive call management.
- HD Audio with Harman speaker and wideband codecs G.722 and Opus for crystal-clear sound.
- 2.8-inch 320x240-pixel color display for main interface.
- Additional 2.4-inch color side LCD for direct access to instructions and DSS keys.
- 30 DSS keys and 3 line keys with LED light for enhanced functionality and status indication.
- Dual Gigabit Ethernet ports for high-speed network connectivity.
- Integrated Power over Ethernet (PoE) for simplified installation.
- Support for Bluetooth via an optional Bluetooth dongle.
- Support for Wi-Fi via an optional Wi-Fi dongle.

SETUP GUIDE

1. Unboxing and Initial Inspection

Carefully remove all components from the packaging. Verify that all items are present:

- Fanvil X4U IP Phone unit
- Handset and Handset Cord
- Ethernet Cable
- Desk Stand

- Power Adapter (if not using PoE)

Inspect the phone for any visible damage. If any components are missing or damaged, contact your vendor immediately.

2. Assembling the Phone

1. **Attach the Desk Stand:** Align the tabs on the desk stand with the slots on the back of the phone and slide it into place until it clicks securely.
2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone base (usually marked with a handset icon).

3. Connecting to the Network and Power

Image: Rear view of the Fanvil X4U, highlighting the network and power connection ports.

1. **Network Connection:** Connect one end of the Ethernet cable to the LAN port on the phone (often labeled "LAN" or with a network icon) and the other end to a network switch or router.
2. **Power Connection:**

   - **Using PoE (Power over Ethernet):** If your network switch supports PoE, the phone will power on automatically once connected to the LAN port. No separate power adapter is needed.
   - **Using Power Adapter:** If PoE is not available, connect the power adapter to the phone's power port (usually labeled "DC 12V" or with a power icon) and then plug the adapter into a power outlet.
3. **PC Connection (Optional):** If you need to connect a computer through the phone, connect an Ethernet cable from

your computer to the PC port on the phone.

The phone will begin its boot-up sequence. Once complete, it will attempt to obtain an IP address and register with your SIP server.

OPERATING INSTRUCTIONS

Image: Front view of the Fanvil X4U, showing the main display, side display, and keypad.

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.

  c. Press the **#** key or wait a few seconds for the call to connect.

- **Answering a Call:** When the phone rings, pick up the handset, press the Speaker button, or press the flashing Line key.

- **Ending a Call:** Hang up the handset or press the Speaker button again.

- **Redial:** Press the Redial button (often represented by a curved arrow or phone icon) to call the last dialed number.

2. Display Navigation and Keys

The Fanvil X4U features a 2.8-inch main color display and a 2.4-inch side color display. The main display shows call information, time, date, and menu options, while the side display is primarily used for DSS (Direct Station Select) keys and their status.

- **Soft Keys:** The four buttons directly below the main display are context-sensitive soft keys. Their function changes depending on the phone's current state (e.g., idle, on a call, in a menu).
- **Navigation Keys:** Use the Up, Down, Left, and Right arrow keys around the "OK" button to navigate through menus and lists. Press "OK" to confirm a selection.
- **Line Keys:** The 3 line keys with LED lights indicate the status of your SIP lines (e.g., idle, ringing, active call).
- **DSS Keys:** The 30 DSS keys on the side display can be programmed for various functions such as speed dial, Busy Lamp Field (BLF) to monitor other extensions, or call park. The LED next to each DSS key indicates the status of the monitored extension.

3. Audio Features

The X4U is equipped with a Harman speaker and supports wideband codecs G.722 and Opus, ensuring high-definition audio quality for all your calls. Adjust the volume using the dedicated volume buttons on the keypad.

4. Connectivity Options (Optional Accessories)

- **EHS Headset:** Connect an EHS (Electronic Hook Switch) compatible headset via an EHS cable for hands-free operation.
- **Bluetooth Dongle:** Plug a Bluetooth dongle into the phone's USB port to connect Bluetooth-enabled headsets or other devices.
- **Wi-Fi Dongle:** Insert a Wi-Fi dongle into the phone's USB port to connect the phone to a wireless network instead of a wired Ethernet connection.

MAINTENANCE

1. Cleaning the Phone

To maintain the phone's appearance and functionality, clean it regularly:

- Use a soft, dry, non-abrasive cloth to wipe the phone's surfaces.
- For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner.
- Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the phone's finish and internal components.
- Do not spray liquids directly onto the phone.

2. Firmware Updates

It is highly recommended to keep your phone's firmware updated to the latest version. Firmware updates often include performance improvements, bug fixes, and new features. Consult your IT administrator or the Fanvil support website for instructions on how to check for and apply firmware updates. Typically, updates are performed via the phone's web-based management interface.

TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your Fanvil X4U IP Phone. If the problem persists, contact your IT support or the product vendor.

Problem	Possible Cause	Solution
Phone does not power on.	No power supply; PoE not active or faulty; power adapter faulty.	Check Ethernet cable connection (for PoE). Ensure power adapter is securely plugged in and working (if not using PoE). Try a different power outlet.
No dial tone.	Phone not registered with SIP server; network connectivity issue; faulty handset/speaker.	Check network cable connection. Verify SIP registration status on the phone's display. Restart the phone. Contact IT support to verify SIP server settings.
Cannot make or receive calls.	Same as "No dial tone"; incorrect dialing plan; DND (Do Not Disturb) enabled.	Check SIP registration. Ensure DND is disabled. Verify the number being dialed.
Poor audio quality (echo, static).	Network congestion; faulty cables; microphone/speaker issues.	Check network connection quality. Replace Ethernet or handset cables. Try adjusting volume. If using a headset, test without it.
Display is blank or frozen.	Software glitch; power issue.	Restart the phone by unplugging and re-plugging the power/Ethernet cable. If the issue persists, contact support.

SPECIFICATIONS

Feature	Detail
Model	X4U
Brand	Fanvil
SIP Lines	12
Main Display	2.8-inch (320x240-pixel) Color LCD
Side Display	2.4-inch Color LCD
DSS Keys	30
Line Keys	3 (with LED light)
Ethernet Ports	Dual Gigabit (LAN, PC)
PoE	Integrated
Audio Codecs	G.722, Opus (Wideband HD Audio)
Speaker	Harman Speaker
Bluetooth Support	Via Bluetooth dongle (optional)
Wi-Fi Support	Via Wi-Fi dongle (optional)
Product Dimensions (L x W x H)	12.5 x 19.25 x 3.5 inches
Item Weight	2.59 pounds

Feature	Detail
Color	Black
Material	Plastic
Power Source	Corded Electric / PoE
Compatible Devices	Wireless headsets, Bluetooth-enabled devices, WiFi-enabled devices, IPv4 networks, IPv6 networks
Recording Capacity	16 minutes (Answering System Type: Digital)

WARRANTY AND SUPPORT

Warranty Information

Specific warranty terms and conditions for the Fanvil X4U IP Phone are provided by the manufacturer, Fanvil, or your authorized reseller at the time of purchase. Please refer to the documentation included with your product or contact your point of purchase for detailed warranty coverage, duration, and claim procedures.

Technical Support

For technical assistance, troubleshooting beyond this manual, or service inquiries, please contact your IT department, the system administrator, or the authorized Fanvil reseller from whom you purchased the product. You may also visit the official Fanvil website for support resources, FAQs, and contact information.