Fanvil V64

Fanvil V64 Prime Business Phone User Manual

Model: V64

PRODUCT OVERVIEW

The Fanvil V64 Prime Business Phone is a high-performance IP phone designed for professional use, featuring 12 SIP lines, HD voice quality, Power over Ethernet (PoE) support, and dual Gigabit ports. This manual provides essential information for setting up, operating, and maintaining your device.

An overhead view of the Fanvil V64 Prime Business Phone, showcasing its black finish, the handset resting on the cradle, the color LCD screen displaying time and SIP line status, and the full numeric keypad with function buttons.

SETUP GUIDE

1. Package Contents

Before beginning, ensure all components are present:

- Fanvil V64 Phone Unit
- Handset
- Handset Coiled Cord
- Ethernet Cable
- Desk Stand

2. Assembling the Phone

1. **Attach the Desk Stand:** Align the stand with the slots on the back of the phone unit and push firmly until it clicks into place.
2. **Connect the Handset:** Plug one end of the coiled cord into the handset and the other end into the handset port on the phone unit (usually marked with a handset icon).
3. **Connect to Network and Power:**

   - **PoE Connection:** If using Power over Ethernet, connect one end of the Ethernet cable to the LAN port on the

phone and the other end to a PoE-enabled switch or router. The phone will power on automatically.

- ○ **Non-PoE Connection:** If PoE is not available, connect an Ethernet cable to the LAN port for network access. A separate 5V DC power adapter (not included) will be required for power, connected to the DC IN port.

OPERATING INSTRUCTIONS

Basic Call Functions

- **Making a Call:**

  1. Pick up the handset or press the Speaker button.
  2. Dial the desired number using the keypad.
  3. Press the **Send** button (green phone icon) or wait for automatic dialing.

- **Answering a Call:** When the phone rings, pick up the handset or press the Speaker button.
- **Ending a Call:** Hang up the handset or press the **End Call** button (red phone icon).
- **Hold:** During an active call, press the *Hold* button (often represented by a pause icon) to place the call on hold. Press again to resume.
- **Transfer:** During an active call, press the *Transfer* button, dial the new number, and then press the *Transfer* button again to complete.
- **Mute:** Press the *Mute* button (microphone icon) to mute your microphone during a call. Press again to unmute.

Display and Keypad Navigation

The 3.5-inch color LCD screen displays call information, SIP line status, time, and menu options. Use the navigation cluster (up, down, left, right arrows, and OK button) to browse menus.
The keypad includes standard numeric keys (0-9, *, #) and dedicated function buttons for features like Call Log, Contact, DND (Do Not Disturb), and Menu, as indicated on the display.

Advanced Features

- **SIP Lines:** The V64 supports up to 12 SIP lines, allowing for multiple active calls or registrations. Line keys on the side of the display indicate line status.
- **HD Voice:** Experience clear audio quality for all conversations.
- **Dual Gigabit Ports:** The phone includes two Gigabit Ethernet ports (LAN and PC) for high-speed network connectivity and PC pass-through.
- **Compatible Devices:** The phone supports connectivity with Bluetooth headsets, Wi-Fi networks (via external dongle if applicable, not built-in), IP-based systems, and Ethernet-based networks.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Fanvil V64 phone.

- **Cleaning:** Use a soft, dry cloth to wipe the phone's surface. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the finish and internal components.
- **Environment:** Keep the phone in a clean, dry environment, away from direct sunlight, excessive heat, and moisture.
- **Cable Management:** Ensure all cables are neatly arranged and not under strain to prevent damage to ports or cables.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Fanvil V64 phone.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE switch or power adapter not connected/faulty.	Verify PoE connection or ensure power adapter is securely connected and functional. Check the Ethernet cable.
No dial tone.	Network connection issue or SIP registration failure.	Check Ethernet cable connection. Verify network connectivity. Contact your VoIP service provider or IT administrator to confirm SIP registration status.
Keypad buttons are unresponsive or register incorrectly.	Physical defect or firmware issue.	Ensure buttons are pressed firmly. Restart the phone. If the issue persists, contact Fanvil support or your reseller for assistance.
Poor call quality (e.g., static, echo).	Network congestion, faulty cable, or microphone/speaker issue.	Check network bandwidth. Replace Ethernet cable. Test with a different handset or speakerphone mode.

SPECIFICATIONS

- **Model:** V64
- **Brand:** Fanvil
- **Display:** 3.5-inch Color LCD Screen
- **SIP Lines:** 12
- **Voice Features:** HD Voice
- **Network Ports:** Dual Gigabit Ethernet (LAN, PC)
- **Power Source:** Power over Ethernet (PoE) or 5V DC Power Adapter (not included)
- **Telephone Type:** Corded
- **Material:** Plastic
- **Color:** Black
- **Product Dimensions:** Approximately 1 x 1 x 1 inches (2.54 x 2.54 x 2.54 cm)
- **Item Weight:** Approximately 2.69 Pounds (1.22 Kilograms)
- **Compatible Devices:** Bluetooth headsets, Wi-Fi networks (via external dongle), IP-based systems, Ethernet-based networks
- **Manufacturer:** Fanvil
- **First Available Date:** September 14, 2022

WARRANTY AND SUPPORT

For specific warranty information regarding your Fanvil V64 Prime Business Phone, please refer to the documentation provided at the time of purchase or contact your reseller. Warranty terms typically cover manufacturing defects for a specified period.

For technical support, firmware updates, or advanced troubleshooting, please visit the official Fanvil website or contact your authorized Fanvil reseller. They can provide assistance tailored to your specific product and region.