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Fanvil V65

Fanvil V65 Premium IP Phone User Manual

Model: V65

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Fanvil V65 Premium IP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and to prevent damage.

The Fanvil V65 is a high-performance IP phone designed for professional communication environments. It features a 4.3-inch color LCD screen, HD audio, and advanced connectivity options including built-in Wi-Fi and Bluetooth.

2. PACKAGE CONTENTS

Before proceeding with installation, please verify that all items are present in your package:

- Fanvil V65 IP Phone Unit
- Handset and Handset Cord
- Ethernet Cable
- Adjustable Stand
- Quick Installation Guide (this manual)
- (Optional) Power Adapter (if not using Power over Ethernet - PoE)



Figure 1: Farvil V65 Premium IP Phone, showing the main unit with handset, keypad, and adjustable color LCD screen.

3. PHYSICAL FEATURES

3.1 Front View



Figure 2: Top-down view of the Farvil V65 IP Phone's front panel, highlighting the LCD screen, DSS keys, and numeric keypad.

- **LCD Screen:** 4.3-inch color LCD (480x272, IPS) with adjustable angle (0-40 degrees).
- **DSS Keys:** 10 DSS keys on the main display (9 DSS keys and 1 page key), expandable up to 45 DSS keys (9 dual-colored physical keys for up to 5 pages).
- **Numeric Keypad:** Standard 12-button keypad for dialing.
- **Function Keys:** Dedicated keys for Home, Back, Volume, Mute, Headset, Speakerphone, Redial.

3.2 Side View (Adjustable Stand)



Figure 3: Side view of the Fanvil V65 IP Phone, illustrating the adjustable stand that allows for screen angle modification.

The integrated adjustable stand allows users to set the screen at an optimal viewing angle, ranging from 0 to 40 degrees, enhancing ergonomic comfort.

4. SETUP AND INSTALLATION

4.1 Assembling the Phone

1. Attach the adjustable stand to the back of the phone unit. Ensure it clicks securely into place.
2. Connect the coiled handset cord to the handset and the designated handset port on the phone base.

4.2 Connecting to the Network and Power

The Fanvil V65 supports Power over Ethernet (PoE) or an optional external power adapter.

1. **Ethernet Connection:** Connect one end of the Ethernet cable to the "LAN" port on the phone and the other end to a network switch or router. If your network switch supports PoE, the phone will power on automatically.
2. **PC Connection (Optional):** If you need to connect a computer through the phone, connect an Ethernet cable from your PC to the "PC" port on the phone.
3. **Power Adapter (if no PoE):** If PoE is not available, connect the optional power adapter to the

phone's power port and then to an electrical outlet.

4.3 Initial Configuration

Upon first boot, the phone will attempt to obtain network settings via DHCP. Your network administrator will provide the necessary SIP account details for registration.

- Follow the on-screen prompts to enter SIP server address, username, and password.
- Alternatively, configuration can be performed via the phone's web interface. Consult your network administrator for access details.

5. OPERATING INSTRUCTIONS

5.1 Making Calls

1. **Lift Handset:** Pick up the handset, or press the **Speakerphone** button, or press the **Headset** button.
2. **Dial Number:** Enter the desired phone number using the numeric keypad.
3. **Initiate Call:** Press the **Dial** soft key or wait a few seconds for automatic dialing.

5.2 Answering Calls

When the phone rings:

- Lift the handset.
- Press the **Speakerphone** button.
- Press the **Headset** button.
- Press the **Answer** soft key.

5.3 Call Features

- **Hold:** During an active call, press the **Hold** soft key.
- **Transfer:** During an active call, press the **Transfer** soft key, dial the new number, and then press **Transfer** again (blind transfer) or wait for the party to answer and then press **Transfer** (attended transfer).
- **Conference:** The V65 supports 6-party local conference. During an active call, press the **Conf** soft key, dial the next participant, and then press **Conf** again to join all parties.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.
- **Volume Adjustment:** Use the **Volume** buttons to adjust the handset, headset, or speakerphone volume.

5.4 DSS Keys

The DSS (Direct Station Select) keys can be configured for various functions such as speed dial, busy lamp field (BLF), intercom, etc. Refer to your system administrator for specific configurations.

5.5 Bluetooth and EHS Headset

The Fanvil V65 supports Bluetooth for wireless headsets and EHS (Electronic Hook Switch) for compatible wired headsets. Refer to your headset's manual for pairing and connection instructions.

6. MAINTENANCE

6.1 Cleaning the Phone

- Use a soft, dry, anti-static cloth to clean the phone's surface.
- For the LCD screen, use a screen-specific cleaning solution and a microfiber cloth.
- Avoid using harsh chemicals, abrasive cleaners, or excessive moisture.

6.2 Firmware Updates

Firmware updates may be released periodically to improve performance and add new features. Consult your network administrator for information on how to update your phone's firmware.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter.	Check Ethernet cable connection to a PoE switch. If using a power adapter, ensure it is securely connected and the outlet is functional.
Cannot make or receive calls.	SIP account not registered; Network connectivity issue.	Verify network cable connection. Check SIP registration status on the phone's screen. Contact your network administrator for SIP account details.
No audio during calls.	Volume too low; Handset/headset not connected properly.	Adjust volume using the volume buttons. Ensure handset/headset is correctly plugged in. Try speakerphone mode.
Screen is blank or frozen.	Temporary software glitch.	Unplug the power source (Ethernet cable for PoE or power adapter) for 10 seconds, then reconnect.

8. SPECIFICATIONS

Feature	Detail
Model	V65
Display	4.3-inch color LCD (480x272, IPS), adjustable 0-40 degrees
Audio	HD audio on speakerphone and handset, Opus codec support
Line Keys	20 Line Device
DSS Keys	10 on main display (9 DSS + 1 page key), up to 45 DSS keys (9 dual-colored physical keys for up to 5 pages)
Conference	6-party local conference
Headset Support	EHS/Bluetooth wireless headset
Network Ports	Dual Gigabit ports, integrated PoE
Wireless Connectivity	Built-in Wi-Fi and Bluetooth

Feature	Detail
Dimensions (L x W x H)	5.91 x 5.91 x 3.15 inches
Weight	1.32 pounds (600 Grams)
Material	Plastic
Power Source	Corded Electric (PoE or optional external adapter)
Compatibility	Asterisk, Broadsoft, 3CX, Metaswitch, Elastix, Avaya, etc.

9. WARRANTY AND SUPPORT

9.1 Warranty Information

For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Fanvil website. Keep your purchase receipt as proof of purchase for warranty claims.

9.2 Technical Support

If you encounter issues that cannot be resolved using the troubleshooting guide, please contact your vendor or Fanvil technical support. You can typically find support contact information on the Fanvil official website or in your product documentation.

Online Resources: Visit the [Fanvil official website](#) for FAQs, firmware downloads, and additional support resources.