

Fanvil X301G

Fanvil X301G IP Phone User Manual

Model: X301G

1. INTRODUCTION

The Fanvil X301G is an entry-level Gigabit IP phone designed for multi-functional use in business environments. It features a 2.3-inch dot-matrix display with 128 x 48 pixels, providing clear visual information. This device supports 2 SIP lines and facilitates 6-party local conferencing, enhancing communication efficiency. The X301G offers comprehensive functionalities, including HD audio for superior sound quality, dual 10/100/1000 Mbps network ports for high-speed connectivity, and integrated Power over Ethernet (PoE) for simplified installation and power management. This manual provides instructions for the setup, operation, and maintenance of your Fanvil X301G IP Phone.

2. PACKAGE CONTENTS

Verify that your package contains the following items:

- Fanvil X301G IP Phone Unit
- Handset
- Handset Cord
- Ethernet Cable
- Stand

Note: A power adapter is typically not included as the phone supports Power over Ethernet (PoE). If PoE is not available in your network environment, a compatible 5V/1A power adapter must be purchased separately.

3. SETUP

3.1 Physical Connection

1. **Attach the Stand:** Align the stand with the slots on the back of the phone unit and push it firmly until it clicks into place.
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 unit (usually marked with a handset icon).

3. **Connect to Network:** Plug one end of the Ethernet cable into the LAN port on the phone (marked with a network icon) and the other end into a network switch or router that supports PoE. If PoE is not available, connect a power adapter (not included) to the power port and then connect the Ethernet cable to the LAN port.
4. **Connect to PC (Optional):** If you wish to connect a computer through the phone, plug an Ethernet cable from your PC into the PC port on the phone unit.



Figure 1: Front view of the Fanvil X301G IP Phone, showing the display, keypad, and handset.



Figure 2: Rear view of the Fanvil X301G IP Phone, illustrating the LAN and PC ports for network connections.

3.2 Powering On

Once connected, the phone will automatically power on. The display will show a boot-up sequence. Wait for the phone to complete its startup process and obtain an IP address. The display will indicate when it is ready for use, typically showing the current time and line status.

4. OPERATING INSTRUCTIONS

4.1 Basic Call Functions

- **Making a Call:**
 - a. Pick up the handset or press the **Speaker** button.
 - b. Dial the desired phone number using the keypad.

- c. Press the **Dial** soft key or wait a few seconds for automatic dialing.

- **Answering a Call:**

- a. When the phone rings, pick up the handset or press the **Speaker** button.
- b. Alternatively, press the **Answer** soft key.

- **Ending a Call:**

- a. Hang up the handset or press the **Speaker** button again.
- b. Alternatively, press the **End Call** soft key.

- **Adjusting Volume:** During a call, press the **Volume** buttons (up/down arrows) to adjust the handset, speaker, or headset volume. In idle mode, these buttons adjust the ringer volume.

4.2 Display and Navigation

The 2.3-inch dot-matrix display shows call information, line status, time, and menu options. Use the navigation keys (up, down, left, right, OK) to browse menus and select options. Soft keys located directly below the display provide context-sensitive functions.

4.3 Advanced Features

- **SIP Lines:** The X301G supports up to 2 SIP lines. You can switch between lines using the dedicated line buttons or soft keys, depending on configuration.
- **6-Party Local Conferencing:** To initiate a conference call, establish a call with the first party, then press the **Conf** soft key. Dial the second party's number and press **Dial**. Once connected, press **Conf** again to merge all parties into a conference. Repeat for additional parties up to six participants.

5. MAINTENANCE

5.1 Cleaning

To maintain the phone's appearance and functionality, regularly clean the device. Use a soft, dry, anti-static 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 phone's finish and internal components.

5.2 Firmware Updates

Periodically check the Fanvil official website for available firmware updates. Firmware updates can provide new features, performance improvements, and security enhancements. Follow the instructions provided by Fanvil for the specific update process, which typically involves downloading the firmware file and uploading it via the phone's web interface.

6. TROUBLESHOOTING

- **No Power/Display Off:**

- Ensure the Ethernet cable is securely connected to the LAN port and the network switch/router.
- Verify that the network switch/router provides PoE power, or that a compatible power adapter is correctly connected and receiving power.
- Try a different Ethernet cable or power outlet.

- **No Dial Tone:**

- Check if the phone is registered to the SIP server (indicated by line status on the display).
- Ensure the network connection is active.
- Verify that the handset cord is properly connected to both the handset and the phone unit.

• **Poor Call Quality (Echo, Static):**

- Check your network connection for stability and bandwidth.
- Ensure the handset cord is not damaged.
- Adjust the call volume.

• **Cannot Make/Receive Calls:**

- Confirm that the SIP account is correctly configured and registered.
- Check for any network firewall restrictions.
- Contact your VoIP service provider or network administrator for assistance.

7. SPECIFICATIONS

Feature	Specification
Brand	Fanvil
Model	X301G
Product Model Number	IN-TISA-NTIAIP0034
Display Size	2.3 Inches (128 x 48 pixels dot-matrix)
SIP Lines	2
Local Conferencing	6-party
Network Ports	Dual 10/100/1000 Mbps Ethernet
Power Type	Wired (PoE integrated)
Dimensions (L x W x H)	15 x 200 x 15 cm (approx. 5.9 x 78.7 x 5.9 inches)
Weight	860 grams (approx. 1.9 lbs)
Batteries Required	No

8. WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty card included with your product or visit the official Fanvil website. Technical support and additional resources, including FAQs and software downloads, are also available on the Fanvil support portal. Please have your product model and serial number ready when contacting support.

Official Fanvil Website: www.fanvil.com

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question