Fanvil X301P

Fanvil X301P IP Phone User Manual

Model: X301P

1. INTRODUCTION

This user manual provides comprehensive instructions for the installation, operation, and maintenance of your Fanvil X301P IP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and to prevent damage.
The Fanvil X301P is a cost-effective SIP phone designed for small and medium-sized businesses, featuring HD voice and multi-function capabilities.

2. SAFETY INFORMATION

Please observe the following safety precautions to avoid fire, electric shock, or other injuries:

- Do not expose the device to water or moisture.
- Do not open the device casing. Refer all servicing to qualified personnel.
- Use only the power adapter supplied with the device.
- Ensure proper ventilation around the phone.
- Keep the device away from heat sources and direct sunlight.

3. PRODUCT OVERVIEW

The Fanvil X301P IP Phone is equipped with features designed for efficient business communication.

Figure 3.1: Front view of the Fanvil X301P IP Phone, showing the handset, keypad, and display screen.

Figure 3.2: Angled view of the Fanvil X301P IP Phone, highlighting its ergonomic design and integrated stand.

Key Features:

- 2.3-inch 128x48 pixel dot-matrix display for clear information display.
- Support for audio codecs G.722 and Opus, providing HD audio on both speakerphone and handset.
- Ability to host a 6-party local conference call.
- Support for EHS (Electronic Hook Switch) wireless headsets for enhanced mobility.
- Dual 10/100 Mbps network ports with integrated PoE (Power over Ethernet) for simplified installation.

4. SETUP AND INSTALLATION

4.1 Package Contents

Before proceeding, ensure all items are present in the package:

- Fanvil X301P IP Phone unit
- Handset
- Handset Cord
- Ethernet Cable
- Power Adapter (if not using PoE)
- Quick Installation Guide

4.2 Physical Installation

1. **Attach the Stand:** Align the stand with the slots on the back of the phone unit and snap it 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 (marked with a handset icon).
3. **Connect to Network:**
   - If using PoE: Connect one end of the Ethernet cable to the LAN port on the phone (marked with a network icon) and the other end to a PoE-enabled network switch or router.
   - If not using PoE: Connect one end of the Ethernet cable to the LAN port on the phone and the other end to your network switch or router. Then, connect the power adapter to the power port on the phone and plug it into a power outlet.
4. **Connect PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your PC to the PC port on the phone.

Figure 4.1: Rear view of the Fanvil X301P IP Phone, illustrating the various ports for handset, network (LAN), and PC connections.

4.3 Initial Boot-up

Once connected, the phone will power on automatically (if PoE is used) or when the power adapter is plugged in. The phone will display a boot-up sequence and then attempt to obtain network settings via DHCP. The display will show the current time, date, and line status once successfully registered.

5. OPERATING INSTRUCTIONS

5.1 Basic Call Functions

- **Making a Call:**

    a. Pick up the handset, press the Speaker button, or press a Line key.
    b. Enter the phone number using the keypad.
    c. Press the **#** key or wait a few seconds for the call to initiate.

- **Answering a Call:**

    - Pick up the handset.
    - Press the Speaker button.
    - Press the corresponding Line key.

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

- **Redial:** Press the Redial soft key to dial the last number called.

5.2 Advanced Features

- **Call Hold:** During an active call, press the Hold soft key. Press it again to resume the call.
- **Call Transfer:**

    a. During an active call, press the Transfer soft key. The current call will be put on hold.

    b. Dial the number to which you want to transfer the call.

    c. Once the second party answers (attended transfer) or before they answer (blind transfer), press the Transfer soft key again to complete the transfer.

- **Conference Call:**

    a. During an active call, press the Conference soft key. The current call will be put on hold.

    b. Dial the number of the next participant.

    c. Once the participant answers, press the Conference soft key again to join all parties.

    d. Repeat for up to 6 participants.

- **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 volume of the handset, speakerphone, or ringer.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Fanvil X301P IP Phone.

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Do not use liquid cleaners or aerosol sprays directly on the device.
- **Storage:** If storing the phone for an extended period, disconnect it from power and network, and store it in a cool, dry place.
- **Firmware Updates:** Periodically check the Fanvil official website for firmware updates. Firmware updates can improve performance, add new features, and fix bugs. Consult your IT administrator for assistance with firmware updates.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your Fanvil X301P IP Phone.

Problem	Possible Cause	Solution
Phone does not power on.	No power connection; PoE not active or power adapter faulty.	Check Ethernet cable connection to PoE switch. If using power adapter, ensure it's securely plugged in and the outlet is functional.

Problem	Possible Cause	Solution
No dial tone.	Network connection issue; SIP registration failed.	Verify Ethernet cable connection. Check network status on the phone's display. Contact your IT administrator to confirm SIP registration details.
Cannot hear caller / Caller cannot hear me.	Volume too low; Mute activated; Handset/speakerphone issue.	Adjust volume using the volume buttons. Check if the Mute button is active. Ensure handset cord is securely connected.
Call quality is poor (echo, static).	Network congestion; Poor network cable; Environmental interference.	Ensure stable network connection. Try a different Ethernet cable. Reduce background noise.

If the problem persists after trying these solutions, please contact your IT support or Fanvil customer service.

8. SPECIFICATIONS

Attribute	Detail
Brand	Fanvil
Model	X301P
Manufacturer	Fanvil Technology
Display Type	LCD (2.3-inch 128x48 pixel dot-matrix)
Audio Codecs	G.722, Opus (HD audio)
Conference Call	6-party local conference
Headset Support	EHS wireless headset
Network Ports	Dual 10/100 Mbps (integrated PoE)
Power Source	Corded Electric / PoE
Material	Plastic
Color	Black
Product Dimensions (LxWxH)	20 x 20 x 15 cm
Item Weight	900 g
Compatible Devices	Asterisk, Digium etc.

9. WARRANTY INFORMATION

The Fanvil X301P IP Phone comes with a 2-year warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or external causes such as power surges.
For warranty claims, please retain your proof of purchase and contact your vendor or Fanvil customer support.

10. SUPPORT AND CONTACT

For technical support, troubleshooting assistance beyond this manual, or general inquiries, please contact Fanvil support:

- **Manufacturer:** Fanvil Technology
- **Website:** www.fanvil.com (Please visit the official website for the most up-to-date contact information and resources.)

When contacting support, please have your product model (X301P) and serial number ready.