Fanvil H2U

Fanvil H2U Compact IP Phone User Manual

Model: H2U

INTRODUCTION

The Fanvil H2U Compact IP Phone is a versatile communication device designed for various environments, including offices, hotels, schools, and residences. It features 2 SIP lines, 10 speed dial keys, and a programmable DSS key, offering efficient and clear communication with HD Voice support. This manual provides detailed instructions for setting up, operating, and maintaining your Fanvil H2U IP Phone.

WHAT'S IN THE BOX

- Fanvil H2U Compact IP Phone
- HD Handset (RJ11)
- Standard RJ11 Handset Cord

Please ensure all components are present and undamaged upon unboxing.

PRODUCT OVERVIEW

Familiarize yourself with the key components and interfaces of your Fanvil H2U IP Phone.

Figure 1: Front view of the Fanvil H2U Compact IP Phone, showing the main body and coiled handset cord.

Figure 2: View of the Fanvil H2U handset with keypad and the speed dial list area on the phone body.

Figure 3: Rear view of the Fanvil H2U IP Phone, illustrating the RJ11 and RJ45 ports for connections and mounting points.

Key Features:

- 10 Speed Dial Keys: Long press to achieve speed dial.
- 1 Programmable DSS Key: Customizable for various functions.
- 10/100Mbps Ethernet & PoE Power Supply: Flexible power and network options.
- 2 SIP Lines: Supports multiple lines for calls.
- HD Voice: Ensures clear audio quality.

- Handset / Hands-free Mode: Versatile calling options.
- Desktop/Wall Mounted: Flexible installation.
- Acoustic Echo Canceller (AEC): Reduces echo for better call clarity.

SETUP

1. Physical Connection

1. **Connect the Handset:** Plug one end of the coiled RJ11 handset cord into the handset and the other end into the RJ11 port on the phone body.

2. **Connect to Network/Power:**

   - **PoE (Power over Ethernet):** If your network switch supports PoE, connect an Ethernet cable from your network switch to the RJ45 port on the back of the phone. The phone will receive both network connectivity and power through this single cable.
   - **Standard Power Supply:** If PoE is not available, connect a 5V/2A power adapter (not included, typically sold separately) to the power input port on the phone, then connect an Ethernet cable from your network router/switch to the RJ45 port.

2. Mounting Options

- **Desktop Placement:** Place the phone on a flat, stable surface. Ensure adequate ventilation around the device.
- **Wall Mounting:** The Fanvil H2U supports wall mounting. Use appropriate screws and anchors (not included) to secure the phone to a wall using the designated mounting holes on the back of the device. Ensure the phone is securely fastened to prevent accidental falls.

OPERATING INSTRUCTIONS

Making Calls:

1. **Dialing:** Pick up the handset or press the speakerphone button. Enter the desired phone number using the keypad. Press the **Dial** button (often represented by a green phone icon) to initiate the call.

2. **Speed Dial:** The Fanvil H2U features 10 speed dial keys (0-9). To use, simply long-press the corresponding number key (0-9) to dial the pre-configured number. Refer to your system administrator for programming these keys.

3. **Programmable DSS Key:** The single programmable DSS key can be configured for various functions such as BLF (Busy Lamp Field), speed dial, intercom, etc. Consult your system administrator for its specific function and usage.

4. **Direct IP Dial:** If enabled and configured, you can directly dial an IP address to connect to another IP phone.

Receiving Calls:

- When the phone rings, pick up the handset or press the speakerphone button to answer the call.

Call Features:

- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.
- **Volume Adjustment:** Use the volume keys (usually +/-) to adjust the handset or speakerphone volume during a call.
- **Call Logs:** The phone stores call logs (In/Out/Missed) which can be accessed via the phone's web interface (max support 600 records).

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. For stubborn marks, slightly dampen the cloth with water. Do not use harsh chemicals, abrasive cleaners, or solvents.

- **Environment:** Keep the phone away from direct sunlight, heat sources, and excessive moisture. Ensure proper ventilation.

- **Cables:** Periodically check all cables for wear and tear. Replace damaged cables immediately.

TROUBLESHOOTING

No Dial Tone:

- Ensure the Ethernet cable is securely connected to both the phone and the network switch/router.

- If not using PoE, verify the power adapter is correctly connected and receiving power.

- Check network connectivity. The phone requires an active network connection to register with a SIP server.

Poor Call Quality (Echo, Noise):

- Ensure the Acoustic Echo Canceller (AEC) is active (this is a built-in feature).

- Check for background noise in your environment.

- Verify network stability and bandwidth. Poor network conditions can affect call quality.

Speed Dial Not Working:

- Confirm that the speed dial numbers have been correctly programmed by your system administrator.

- Ensure you are long-pressing the key, not just pressing it briefly.

Phone Not Registering:

- Verify SIP account settings (SIP server address, username, password) are correctly configured. This usually requires access to the phone's web interface or provisioning server.

- Check firewall settings on your network that might be blocking SIP traffic.

SPECIFICATIONS

Attribute	Value
Product Dimensions	2.19 x 2.27 x 8.48 inches
Item Weight	1.32 pounds (600 Grams)
Item Model Number	H2U
Brand	Fanvil
Color	Black
Telephone Type	Corded
Material	Plastic
Power Source	Corded Electric (5V/2A) or PoE

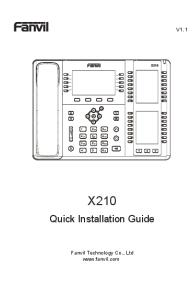|	
Power Consumption (PoE)	1.58W-3.47W
Ethernet	10/100Mbps
SIP Lines	2
Speed Dial Keys	10
Programmable DSS Key	1
Call Logs	Max 600 records (In/Out/Missed)
Acoustic Echo Canceller	Yes
Installation	Desktop/Wall Mount

WARRANTY AND SUPPORT

For warranty information, please refer to the documentation provided with your purchase or contact your vendor. Fanvil provides technical support for its products. For assistance with advanced configurations, troubleshooting, or specific inquiries, please visit the official Fanvil website or contact their customer support.

Extended protection plans may be available from your retailer. For example, a 4-Year Protection Plan or a Complete Protect plan might be offered at the point of purchase.

Related Documents - H2U

	Fanvil X3S/X3SP Quick Installation Guide This guide provides quick installation instructions for the Fanvil X3S and X3SP IP phones, covering features like call transfer, call forward, programmable keys, and device setup.
	Fanvil H5W Quick Installation Guide This guide provides instructions for installing and configuring the Fanvil H5W IP Phone, including network connectivity, call features, and basic operations.
	Fanvil X210 Quick Installation Guide This guide provides instructions for the quick installation of the Fanvil X210 enterprise IP phone, covering device setup, connection, configuration, and basic call functions.

V60P / V60G / V60W Quick Installation Guide Fanvil Technology Co., Ltd www.fanvil.com	**Fanvil V60P/V60G/V60W Quick Installation Guide** This guide provides instructions for the quick installation of the Fanvil V60P, V60G, and V60W business IP phones. It covers precautions, device overview, packaging list, key descriptions, installation methods (desk and wall mount), network connection (Ethernet and Wi-Fi for V60W), phone configuration (LCD menu and web), device connections, language settings, making and receiving calls, and redialing.
User Manual V67 Software Version: 1.0.0 Release Date: 20211129	**Fanvil V67 User Manual** Comprehensive user manual for the Fanvil V67 enterprise android network phone, covering installation, features, settings, and troubleshooting.
X6 DSSkey 图标颜色切换 使用说明	**Fanvil X6 DSSkey Icon Color Switching User Guide** This guide explains how to customize and upgrade DSSkey icon colors on the Fanvi X6 phone, including built-in color options and custom icon uploads via web interface or automatic updates.