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› Fanvil V63 VoIP Phone User Manual

Fanvil V63

Fanvil V63 VoIP Phone User Manual

Model: V63

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Fanvil V63 VoIP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize your user experience. The Fanvil V63 is designed for professional communication environments, offering advanced features and reliable performance.



Figure 1: Front view of the Fanvil V63 VoIP Phone, showcasing its display, keypad, and handset.

2. SETUP

2.1 Package Contents

Before proceeding with the setup, verify that all items are present in the package:

- Fanvil V63 IP Phone Unit
- Handset and Handset Cord
- Ethernet Cable
- Phone Stand
- Quick Installation Guide (this document)

2.2 Physical Connection

1. **Attach the Phone Stand:** Align the stand with the slots on the back of the phone unit and slide it into place until it clicks securely.

2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset port on the side of the phone unit and the other end into the handset.
3. **Connect to Network:** Plug one end of the Ethernet cable into the LAN port on the back of the phone and the other end into your network switch or router.
4. **Connect Power:** If not using Power over Ethernet (PoE), connect a compatible power adapter (not included) to the power port on the back of the phone and then to a power outlet. The phone will power on automatically.



Figure 2: Angled view of the Fanvil V63, showing the phone unit with the stand attached and ports for cable connections.

2.3 Initial Configuration

Upon first boot, the phone will attempt to obtain an IP address via DHCP. Once connected to the network, you may need to configure your SIP account details. This is typically done via the phone's web interface or through an auto-provisioning server. Consult your network administrator for specific SIP account settings.

3. OPERATING INSTRUCTIONS

3.1 Making Calls

1. **Lift the Handset** or press the **Speakerphone** button.
2. **Dial the desired number** using the keypad.
3. Press the **Dial** soft key or wait for the call to connect automatically.

3.2 Answering Calls

When an incoming call rings:

- **Lift the Handset.**
- Press the **Speakerphone** button.
- Press the **Answer** soft key.

3.3 Call Features

- **Hold:** During an active call, press the **Hold** button. Press it again to resume the call.
- **Transfer:** During an active call, press the **Transfer** button, dial the new number, and then press **Transfer** again (for blind transfer) or wait for the party to answer and then press **Transfer** (for attended transfer).
- **Conference:** During an active call, press the **Conf** button, dial the second party's number, and once connected, press **Conf** again to merge the calls.
- **Voicemail:** Press the **Voicemail** button to access your voicemail messages.



Figure 3: Close-up view of the Fanvil V63's keypad and display, highlighting the various function buttons.

4. MAINTENANCE

To ensure the longevity and optimal performance of your Fanvil V63 VoIP Phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. For stubborn marks, lightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the phone's finish and internal components.
- **Environment:** Keep the phone in a cool, dry place, away from direct sunlight, excessive heat, and moisture. Do not expose the phone to extreme temperatures.
- **Handling:** Handle the phone and its components with care. Avoid dropping the phone or subjecting it to strong impacts.
- **Cables:** Periodically check all connected cables for any signs of wear or damage. Replace damaged cables immediately to prevent potential issues.

5. TROUBLESHOOTING

If you encounter issues with your Fanvil V63, refer to the following common problems and solutions:

- **No Dial Tone:**
 - Check if the Ethernet cable is securely connected to both the phone's LAN port and the network.
 - Ensure the phone is powered on. If not using PoE, verify the power adapter is connected and functional.
 - Confirm that your SIP account is registered and active. Check the phone's display for registration status.
- **Cannot Make/Receive Calls:**
 - Verify network connectivity.
 - Ensure the SIP account is correctly configured and registered.
 - Check if Do Not Disturb (DND) mode is activated.
 - Contact your VoIP service provider or network administrator for assistance with account-specific issues.
- **Poor Audio Quality:**
 - Check your network connection for stability and bandwidth.
 - Ensure the handset cord is securely connected.
 - Adjust the volume settings on the phone.
 - Test with a different handset or headset if available.
- **Phone Not Booting Up:**
 - Ensure the power source (PoE or power adapter) is providing power.
 - Try a different power outlet or Ethernet port.

If the problem persists after trying these solutions, please contact your technical support provider.

6. SPECIFICATIONS

Feature	Specification
Product Dimensions	7.87 x 6.69 x 6.69 inches
Item Weight	2.42 pounds (1.1 Kilograms)
Item Model Number	V63

Feature	Specification
Visible Screen Diagonal	5" / 13 cm
Batteries Required	1 AAAA battery (for specific functions, not typically for main operation)
Brand	Fanvil
Color	Black
Telephone Type	Corded
Material	Plastic
Power Source	Corded Electric (PoE capable)
Dialer Type	Single Keypad
Answering System Type	Digital

7. WARRANTY AND SUPPORT

7.1 Warranty Information

The Fanvil V63 VoIP Phone comes with a standard manufacturer's warranty. For detailed information regarding warranty terms, duration, and coverage, 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.

7.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or service requests, please contact your product vendor or authorized Fanvil support channel. You may find contact information on the Fanvil official website or through your point of purchase.

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

Anonymous

Email

you@example.com

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