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Fanvil Y501

Fanvil Y501 SIP Healthcare Intercom User Manual

Model: Y501

1. INTRODUCTION

The Fanvil Y501 SIP Healthcare Intercom is designed to provide reliable and efficient communication within healthcare environments. This device integrates Voice over Internet Protocol (VoIP) technology to facilitate clear and secure audio communication, enhancing patient care and staff coordination. Its robust design and intuitive interface make it an essential tool for modern healthcare facilities.

2. SAFETY INFORMATION

Please read this section carefully before operating the device to ensure safe and proper use. Failure to follow these instructions may result in damage to the device or personal injury.

- **Power Supply:** Use only the power adapter supplied with the device. Using an incorrect power adapter may damage the device and void the warranty.
- **Environment:** Do not expose the device to water, moisture, or extreme temperatures. Operate the device in a clean, dry environment.
- **Cleaning:** Disconnect the power before cleaning. Use a soft, dry cloth. Do not use liquid or aerosol cleaners.
- **Servicing:** Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.
- **Placement:** Ensure the device is placed on a stable surface or securely mounted to prevent accidental falls.

3. PACKAGE CONTENTS

Verify that all items listed below are present in your package:

- Fanvil Y501 SIP Healthcare Intercom Unit
- Handset with coiled cord
- Wall Mount Bracket (if applicable)
- Power Adapter
- Ethernet Cable
- Quick Installation Guide

- Screws and Wall Plugs (for mounting)

4. SETUP

Follow these steps to set up your Fanvil Y501 SIP Healthcare Intercom.

4.1 Physical Installation

The Y501 can be placed on a desk or wall-mounted. For wall mounting, use the provided bracket and hardware.

1. Mounting the Main Unit:

- Choose a suitable location, preferably near an Ethernet port and power outlet.
- If wall mounting, use the bracket as a template to mark drilling points. Drill holes and insert wall plugs.
- Secure the bracket to the wall using the screws.
- Attach the main intercom unit to the mounted bracket.

2. Connecting the Handset:

- Connect one end of the coiled cord to the handset.
- Connect the other end of the coiled cord to the designated port on the main intercom unit.
- Place the handset securely in its cradle.



Figure 4.1: Fanvil Y501 SIP Healthcare Intercom showing the main unit with speaker and three colored buttons (green, yellow, orange), and the handset with its cradle and three colored sections (red, teal, yellow).

4.2 Network and Power Connection

1. **Ethernet Connection:** Connect one end of the Ethernet cable to the LAN port on the Y501 unit and the other end to your network switch or router.
2. **Power Connection:** Connect the power adapter to the DC IN port on the Y501 unit, then plug the adapter into a power outlet. The device will power on automatically.

4.3 Initial Configuration

The Y501 typically obtains an IP address via DHCP. For advanced configuration (e.g., SIP account registration, button programming), access the device's web interface using its IP address. Refer to the [Fanvil Y501 Administrator Guide](#) for detailed instructions on web interface access and configuration.

5. OPERATING INSTRUCTIONS

This section outlines the basic operation of the Fanvil Y501 SIP Healthcare Intercom.

5.1 Making a Call

- **Using the Handset:**

1. Lift the handset from its cradle.
2. Press the pre-programmed call button (e.g., the red button with a phone icon on the handset, or a corresponding button on the main unit).
3. Wait for the connection to be established.
4. Speak into the handset.
5. To end the call, place the handset back into its cradle.

- **Using the Speakerphone (Main Unit):**

1. Press a pre-programmed call button on the main unit (e.g., the green, yellow, or orange buttons).
2. The call will be initiated via the built-in speaker and microphone.
3. To end the call, press the same button again or a designated hang-up button if available.

5.2 Receiving a Call

- When an incoming call is received, the device will ring.
- **To answer with Handset:** Lift the handset.
- **To answer with Speakerphone:** Press any flashing button or a designated answer button.
- To end the call, replace the handset or press the hang-up button.

5.3 Button Functions (Based on Image)

The Fanvil Y501 features several dedicated buttons for quick access to functions:

- **Main Unit Buttons:**

- **Green Button (with checkmark icon):** Typically used for confirmation, acknowledging a task, or a pre-programmed direct call.
- **Yellow Button (with heart icon):** Often designated for medical alerts, patient status updates, or a specific care team contact.
- **Orange Button (with person+plus icon):** Likely for adding a participant to a call, initiating a group call, or contacting a specific support service.

- **Handset Buttons:**

- **Red Button (with phone icon):** Primary call button, often for emergency calls or direct line to a nurse station.
- **Teal Button (with pill icon):** Could be for medication reminders, pharmacy contact, or specific medical information access.
- **Yellow Button (with document icon):** Potentially for accessing patient records, administrative functions, or requesting documentation.

Note: The exact function of these buttons may be customized by your system administrator.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Fanvil Y501.

- **Cleaning:** Regularly wipe the device with a soft, dry, lint-free cloth. For stubborn marks, slightly dampen the cloth with water. Do not use harsh chemicals, abrasive cleaners, or solvents.
- **Disinfection:** In healthcare settings, follow your facility's protocols for disinfecting electronic devices. Ensure the device is powered off and unplugged before disinfection.
- **Cable Management:** Ensure all cables are neatly organized and not pinched or strained to prevent damage.
- **Firmware Updates:** Periodically check the Fanvil website or consult your system administrator for available firmware updates to ensure the device has the latest features and security patches.

7. TROUBLESHOOTING

This section provides solutions to common issues you might encounter.

Problem	Possible Cause	Solution
No Power	Power adapter not connected; Power outlet faulty; Device fault.	Check power adapter connection; Try a different outlet; Contact technical support.
No Dial Tone / Cannot Make Calls	Network cable loose; No network connection; SIP registration failed.	Ensure Ethernet cable is securely connected; Check network status; Verify SIP account settings with administrator.
Cannot Hear / Be Heard	Volume too low; Microphone muted; Handset/speaker fault.	Adjust volume; Ensure microphone is not muted; Test with handset/speakerphone; Contact support if issue persists.
Device Freezes / Unresponsive	Temporary software glitch.	Unplug the power adapter, wait 10 seconds, then plug it back in to restart the device.

If the problem persists after trying these solutions, please contact your system administrator or Fanvil technical support.

8. SPECIFICATIONS

Key technical specifications for the Fanvil Y501 SIP Healthcare Intercom:

- **Model:** Y501
- **Product Dimensions:** 5.91 x 78.74 x 5.91 inches
- **Item Weight:** 6.7 ounces
- **ASIN:** B0CVTY2CBZ
- **Batteries:** 1 AAAA batteries required (included) - *Note: This might refer to a small internal battery for memory or clock, as the main unit is typically powered by an adapter.*

- **Connectivity:** SIP (Session Initiation Protocol)
- **Network Interface:** Ethernet (RJ45)
- **Audio Features:** High-definition audio, built-in speaker and microphone, handset.
- **Buttons:** Dedicated programmable buttons for quick functions.
- **Mounting:** Desk or Wall-mountable.
- **Date First Available:** May 29, 2024

9. WARRANTY AND SUPPORT

Warranty: The Fanvil Y501 SIP Healthcare Intercom comes with **two-year factory warranty** against manufacturing defects. Please retain your proof of purchase for warranty claims.

Technical Support: For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact your authorized Fanvil dealer or visit the official Fanvil support website. You may need to provide your product model (Y501) and ASIN (B0CVTY2CBZ) when seeking support.

Fanvil Official Website: www.fanvil.com