

Fanvil A320i

Fanvil A320i IP Phone Instruction Manual

Model: A320i

INTRODUCTION

This manual provides instructions for the setup, operation, maintenance, and troubleshooting of the Fanvil A320i IP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and safety.

PRODUCT OVERVIEW

The Fanvil A320i is an advanced IP phone designed for professional communication environments. It features a large color touch screen, an adjustable camera, and support for multiple SIP lines.



Figure 1: Front view of the Fanvil A320i IP Phone, showing the 10.1-inch touch screen, handset, and gooseneck microphone. The screen displays the time, date, and various application icons.



Figure 2: Front view of the Fanvil A320i IP Phone with the gooseneck microphone in a retracted position, highlighting the integrated camera and physical buttons below the screen.

SETUP INSTRUCTIONS

1. **Unpack the Device:** Carefully remove all components from the packaging. Verify that all items listed in the packing list are present.
2. **Attach the Foot Stand:** Secure the foot stand to the back of the phone. The stand supports 40° and 50° viewing angles.
3. **Connect the Handset:** Plug the coiled cord into the handset and the designated port on the phone base.
4. **Connect the Gooseneck Microphone:** Insert the gooseneck microphone into its dedicated port on the top of the phone.
5. **Network Connection:** Connect an Ethernet cable from your network switch or router to the LAN port on the phone. The device supports PoE (Power over Ethernet) for power and data, or you can use an external power adapter (sold separately).
6. **Power On:** If using PoE, the phone will power on automatically. If using an external power adapter, connect it to the power port and then to an electrical outlet.
7. **Initial Configuration:** Follow the on-screen prompts to complete the initial setup, including network settings and SIP account registration.

OPERATING INSTRUCTIONS

Making a Call

1. **Dialing:** Lift the handset or press the speakerphone button. Enter the desired number using the on-screen dial pad or physical buttons.
2. **Using DSS Keys:** Press a pre-configured DSS key for speed dialing or specific functions. The A320i features 116 DSS keys.
3. **Directory:** Access the local telephone directory (up to 2000 entries) to select a contact.

Receiving a Call

- When the phone rings, lift the handset or press the speakerphone button to answer.
- To decline a call, press the "Reject" button on the screen.

Video Calls

The Fanvil A320i supports two-way video calls with its adjustable 8-megapixel built-in camera. Ensure the privacy cover is open during video calls.

- Initiate a video call by selecting the video call option when dialing or answering.
- The video codec supports H.264/H.265 (optional) at 720P/1080P resolution.

Conferencing

- **Audio Conference:** Supports up to 10 participants.
- **Video Conference:** Supports 3-part video conference.
- Refer to the on-screen menu for detailed instructions on initiating and managing conferences.

Bluetooth and Wi-Fi

- **Bluetooth 5.0:** Built-in Bluetooth allows connection to compatible headsets or other devices. Access Bluetooth settings via the system menu.
- **Wi-Fi:** Built-in 2.4G/5G Wi-Fi provides wireless network connectivity. Configure Wi-Fi settings through the phone's system menu.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface and screen. Do not use liquid cleaners or aerosols directly on the device.
- **Camera Privacy:** Always use the integrated privacy cover for the camera when not in use.
- **Software Updates:** Regularly check for and install software updates to ensure optimal performance and security. Updates can typically be found in the system settings.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid exposure to direct sunlight, excessive heat, or moisture.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Phone does not power on.	No power supply or faulty cable.	Check PoE connection or external power adapter. Ensure cables are securely connected.
Cannot make or receive calls.	Network issue or SIP account not registered.	Verify network cable connection. Check SIP account registration status in settings. Contact your network administrator.
Poor audio quality.	Network congestion, faulty microphone/handset, or incorrect audio settings.	Check network bandwidth. Test with a different headset or handset. Adjust audio settings in the phone menu.
Video call issues.	Camera privacy cover closed, network bandwidth, or codec incompatibility.	Ensure camera privacy cover is open. Check network connection speed. Verify codec settings.
Wi-Fi connection unstable.	Weak signal, interference, or incorrect Wi-Fi settings.	Move the phone closer to the Wi-Fi router. Check for other devices causing interference. Reconfigure Wi-Fi settings.

SPECIFICATIONS

- **Model:** A320i
- **Main Screen:** 10.1-inch color touch screen, 1280x800 resolution
- **SIP Lines:** 20
- **DSS Keys:** 116 (virtual DSS key reuse)
- **Camera:** Adjustable 8-megapixel built-in camera with privacy cover
- **Video Codec:** H.264/H.265 (Optional), 720P/1080P
- **Video Call:** Support two-way video call, 3-part video conference
- **Audio Conference:** Up to 10 participants
- **Local Telephone Directory:** 2000 entries
- **Call Log:** 1000 entries
- **IP Mode:** IPv4/IPv6
- **Audio:** High definition audio, Broadband codecs: G.722, Opus
- **Bluetooth:** Built-in Bluetooth 5.0
- **Wi-Fi:** Built-in 2.4G/5G Wi-Fi
- **Network:** 10/100/1000 Mbps Ethernet ports (PoE support)
- **EHS:** Headphone support
- **Foot Support:** 40° and 50° adjustable angles
- **Item Weight:** 4.27 pounds (1.94 kg)
- **Product Dimensions:** 1 x 1 x 1 inches (2.54 x 2.54 x 2.54 cm)

WARRANTY INFORMATION

The Fanvil A320i IP Phone comes with a two-year warranty against factory defects. This warranty covers manufacturing defects under normal use conditions. Please retain your proof of purchase for warranty claims.

For warranty service, please contact your authorized Fanvil dealer or support center.

CUSTOMER SUPPORT

For technical assistance, product inquiries, or further support, please visit the official Fanvil website or contact your local distributor.

Fanvil Official Website: www.fanvil.com

Please have your product model (A320i) and serial number ready when contacting support.