FLYINGVOICE FIP12WP

FLYINGVOICE FIP12WP Home VoIP Phone User Manual

Model: FIP12WP | Brand: FLYINGVOICE

INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your FLYINGVOICE FIP12WP Home VoIP Phone. Please read this guide thoroughly to ensure proper use and to maximize the benefits of your device.

Video: Overview of the FLYINGVOICE FIP12WP Big Button VoIP Phone for Seniors. This video highlights key features and benefits of the phone, demonstrating its user-friendly design for elderly individuals.

PACKAGE CONTENTS

Ensure all items are present in the package:

- FLYINGVOICE FIP12WP VoIP Phone Base Unit
- Handset
- Coiled Handset Cord
- Ethernet Cable
- AC Power Adapter
- Desktop Stand / Wall Mount Bracket
- Quick Start Guide

SETUP

1. Connecting the Handset

Connect one end of the coiled handset cord to the handset and the other end to the designated port on the phone base unit. Ensure a secure connection.

Image: Diagram illustrating the connection of the handset to the phone base unit using the coiled cord.

2. Connecting to Network (VoIP)

Connect one end of the Ethernet cable to the LAN port on the phone base unit and the other end to your router or network switch. This phone supports Power over Ethernet (PoE) for simultaneous data and power transmission, or it can be powered via the AC adapter.

3. Power Connection

If not using PoE, connect the AC power adapter to the power port on the phone base unit and then plug it into a standard electrical outlet.

4. Desktop Stand / Wall Mount Setup

The phone can be used on a desktop with the included stand or mounted on a wall. For desktop use, attach the stand to the back of the phone for a 45-degree viewing angle. For wall mounting, use the provided bracket and screws to secure the phone to a wall.

Image: The FIP12WP phone configured for desktop use at a 45-degree angle and wall-mounted at a 15-degree angle.

Image: Diagram illustrating the attachment of the desktop stand to the phone base unit.

Image: Diagram illustrating the process of wall mounting the phone using the provided bracket.

OPERATING INSTRUCTIONS

1. Basic Calling

Lift the handset or press the **SPEAKER** button to get a dial tone. Dial the desired phone number using the large numeric keypad. Press the **#** key to confirm or wait a few seconds for the call to connect automatically.

2. Customized Image Keys / Speed Dial

The phone features customizable image keys (M1-M9) for one-touch dialing. Lift the transparent cover on each key to insert a photo of the contact. To program a number, refer to the detailed programming instructions in the full user guide (not provided here). Once programmed, simply press the corresponding image key to dial the contact.

Image: The FIP12WP phone displaying custom images in the one-touch speed dial keys, facilitating easy calling for users.

3. HELP Button / Emergency Calling

The dedicated **HELP** button allows for instant access to emergency assistance. This button can be programmed to dial a specific emergency contact or service. In an emergency, press the **HELP** button.

4. Adjustable Volume

Adjust the handset and speakerphone volume using the dedicated volume buttons (**-** and **+**) located below the numeric keypad. The handset volume can exceed 90dB, and the speakerphone volume can exceed 110dB for

users with hearing impairments.

Image: Visual representation of the adjustable volume levels for both the handset and ringer, highlighting the enhanced audio output.

5. Speakerphone Functionality

To use the speakerphone, press the **SPEAKER** button. This allows for hands-free communication. Press the **SPEAKER** button again to end the call or switch back to the handset.

6. Red Indication Light

A bright red indication light on the top of the phone alerts users to incoming calls or missed messages, providing a visual cue for individuals with hearing impairments.

7. Adjustable Backlight & Auto Screen-Off

The phone features an adjustable backlight for the LCD screen and an auto screen-off function. These settings can be configured through the phone's menu to improve visibility and conserve energy, especially during nighttime hours.

Image: The FIP12WP phone demonstrating its adjustable backlight and auto screen-off feature, designed for comfortable viewing in various lighting conditions.

Key Features

- **Customized Image Keys:** Nine programmable keys allow users to insert photos of contacts for easy one-touch dialing.
- **Big Buttons:** Large, easy-to-see buttons are designed for users with reduced vision.
- **Dedicated HELP Key:** Provides instant access to emergency contacts or services.
- **Enhanced Volume:** Handset volume over 90dB and speakerphone volume over 110dB for clear calls.
- **Red Indication Light:** Visual alerts for incoming calls and missed messages.
- **Wall-Mountable Design:** Saves space and ensures secure installation.
- **HD Voice Quality:** Supports G.722, G.711 WB, Opus, and AMR-WB codecs for superior audio clarity.
- **Wi-Fi Connectivity:** Supports 2.4G Wi-Fi for flexible network deployment.
- **PoE Support:** Power over Ethernet for simplified installation.

Image: The FLYINGVOICE FIP12WP Home VoIP Phone, featuring large, easy-to-read buttons and a clear display.

Image: An infographic summarizing the main features of the FIP12WP, such as its backlit LCD, 2 SIP accounts, 4 DSS keys, 2*10/100M Ethernet, 2.4G Wi-Fi, HD Voice, PoE, 3 adjustable angles, and wall-mountable design.

Image: A close-up view emphasizing the large, easy-to-read buttons of the FIP12WP phone, designed for enhanced visibility.

MANAGEMENT & COMPATIBILITY

Remote Management Tools

The FIP12WP can be centrally managed using Flyingvoice FACS (Cloud-based) and FDC (Local Network) management tools. These tools allow for efficient configuration and monitoring of the device.

Image: Screenshots of the FACS (Cloud-based) and FDC (Local Network) management tools, illustrating remote configuration capabilities for the phone.

Broad Compatibility

The FIP12WP is compatible with a wide range of VoIP services and platforms, including Asterisk, Broadsoft, Yeastar, Huawei, Metaswitch, Phonesuite, PortaOne, VitalPBX, Vodia, VOIP.MS, ZYCOO, RingCentral, and Nextiva.
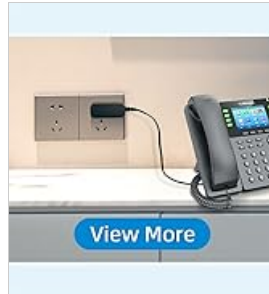

Image: A collage of logos representing various VoIP platforms and services that are compatible with the FIP12WP phone.

APPLICATION SCENARIOS

The FLYINGVOICE FIP12WP is designed for various environments where ease of use and reliable communication are crucial:

- **Home Use:** Ideal for seniors living alone, providing simple and secure communication.
- **Nursing Homes:** Facilitates easy contact with family and staff, enhancing resident well-being.
- **Hospitals:** Offers a straightforward communication method for patients and medical personnel.
- **Assisted Living Facilities:** Supports independent living with accessible phone features.

Image: A visual representation of the FIP12WP phone being used in different settings, such as nursing homes, hospitals, and private residences.

Video: This video demonstrates the FLYINGVOICE FIP12WP VoIP Phone's suitability for seniors and its use in nursing home environments, highlighting its ease of use and accessibility features.

Maintenance

To ensure the longevity and optimal performance of your FIP12WP phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, damp cloth to clean the phone's surface. Avoid using harsh chemicals or abrasive cleaners.
- **Cord Care:** Periodically check the handset and Ethernet cables for any signs of wear or damage. Replace if necessary.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, or moisture.

Troubleshooting

If you encounter issues with your FIP12WP phone, try the following steps:

- **No Dial Tone:** Check all cable connections (handset, Ethernet, power). Ensure your VoIP service is active and your router is functioning correctly.
- **Cannot Make/Receive Calls:** Verify network connectivity. Ensure the phone is registered with your VoIP service provider. Check if call blocking features are accidentally activated.
- **Low Volume:** Adjust the volume using the **-** and **+** buttons. Ensure the handset is properly seated.
- **Screen Issues:** If the screen is blank or unresponsive, check the power connection. If the backlight is too dim, adjust it through the phone's menu settings.
- **Emergency Button Not Working:** Ensure the HELP button is correctly programmed with the desired emergency number.

For further assistance, please contact FLYINGVOICE customer support.

Specifications
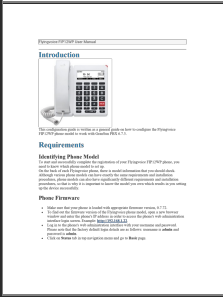
Brand	FLYINGVOICE

Model	FIP12WP
Telephone Type	Corded VoIP Phone
Material	Plastic
Power Source	AC adapter / PoE
Handset Volume	Over 90dB
Speakerphone Volume	Over 110dB
Connectivity	2.4G Wi-Fi, Ethernet (2*10/100M)
Compatible Devices	VoIP services, PSTN, basic landline phone systems
Multiline Operation	Single-Line Operation
Caller Identification	No

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation included with your product or visit the official FLYINGVOICE website. Keep your purchase receipt as proof of purchase for warranty claims.

Related Documents - FIP12WP

[Flyingvoice FIP12WP-R IP Phone User Guide](#)
Comprehensive user guide for the Flyingvoice FIP12WP-R IP phone, covering setup, call features, network configuration, administration, and maintenance for efficient business communication.

[Flyingvoice FIP12WP User Manual: Configuration Guide for GranSun PBX](#)
Comprehensive user manual for configuring the Flyingvoice FIP12WP IP phone with GranSun PBX 6.7.3. Covers installation, firmware, IP address, factory reset, manual and auto-provisioning, extension creation, and UAD settings.

	[Flyingvoice P23G/P23GW: Feature-Rich Business IP Phone with HD Voice and Wi-Fi](#) Discover the Flyingvoice P23G/P23GW, a versatile business IP phone featuring a 2.8-inch color screen, HD voice, dual-band Wi-Fi (P23GW), Gigabit Ethernet, and USB connectivity for enhanced office collaboration.
	[Flyingvoice FIP15G Plus IP Phone Quick Installation Guide](#) This guide provides step-by-step instructions for installing and configuring the Flyingvoice FIP15G Plus IP Phone, including network setup, web management access, and SIP account registration.
	[Flyingvoice P20 Series IP Phone User Guide](#) Comprehensive user guide for the Flyingvoice P20 Series IP Phone, covering setup, features, customization, and maintenance. Learn to maximize your business communication capabilities.
	[Flyingvoice P23G/P23GW IP Phone User Guide](#) Comprehensive user guide for Flyingvoice P23G and P23GW IP phones, detailing setup, features, call management, and maintenance for efficient business communication.