FLYINGVOICE FIP12WP

FIP12WP Senior-Friendly Big Button VoIP Phone User Manual

Model: FIP12WP | Brand: FLYINGVOICE

1. INTRODUCTION AND OVERVIEW

The FLYINGVOICE FIP12WP is a Voice over Internet Protocol (VoIP) phone specifically designed to be user-friendly for seniors, including those in nursing homes, hospitals, or living independently. It features large, easy-to-read buttons, adjustable volume, and dedicated quick-dial keys to ensure reliable and accessible communication.

The FIP12WP Senior-Friendly Big Button VoIP Phone in white.

2. KEY FEATURES

- **Customized ABC Keys for Quick Dialing:** Easily program the A, B, and C keys to store emergency

contacts or frequently called numbers, providing instant access during urgent situations.

- **Big Buttons & HELP Key:** Large, easy-to-see buttons are designed for users with reduced vision. A dedicated HELP key provides immediate access to emergency assistance.

- **Adjustable Enhanced Volume:** Handset volume exceeds 90dB and speakerphone volume exceeds 110dB, ensuring clear calls even for users with hearing loss. Volume adjustments are conveniently made via on-phone buttons.

- **Red Indication Light:** A bright red light on top alerts users to incoming calls or missed messages, beneficial for those with hearing impairments.

- **Wall-Mountable Design:** The phone can be easily wall-mounted to save space and prevent accidental knock-overs.

- **Backlit LCD Display:** Provides clear visibility of time, date, and call information.

- **HD Voice Quality:** Supports G.722, G.711 WB, Opus, and AMR-WB codecs for superior audio clarity.

- **Wi-Fi and PoE Support:** Offers flexible connectivity options, including 2.4G Wi-Fi and Power over Ethernet (PoE) for simultaneous data and power transmission.

The FIP12WP features large, easy-to-press buttons for improved usability.

Dedicated quick dialing keys (A, B, C) and a prominent HELP button for emergencies.

Adjustable Volume

90dB+
Handset Volume

110dB+
Ringer Volume
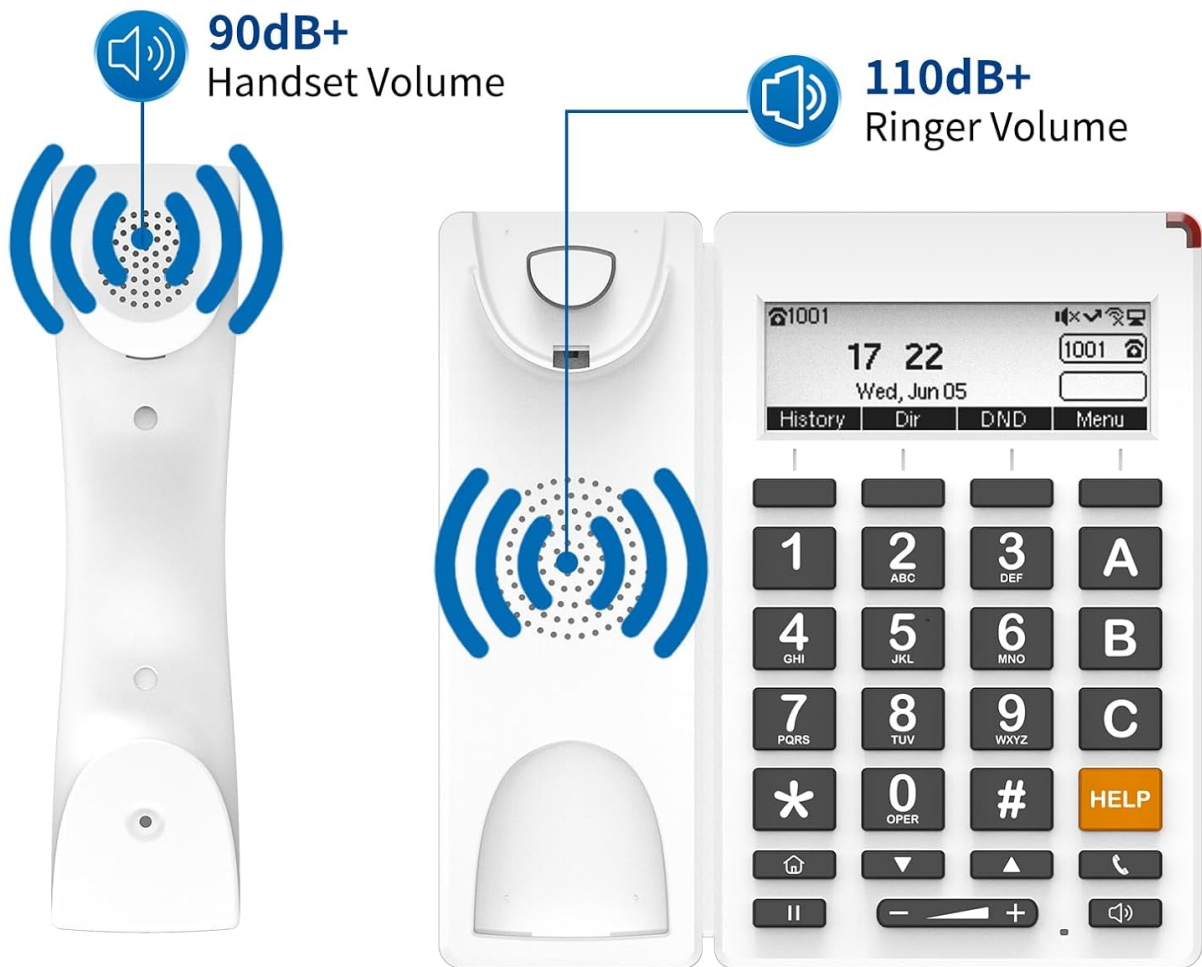
The FIP12WP offers adjustable volume for both the handset (90dB+) and ringer (110dB+).

The FIP12WP can be used on a desktop or conveniently mounted on a wall.

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Official product video demonstrating the features of the FLYINGVOICE FIP12WP Big Button VoIP Phone for Seniors, including its large buttons, emergency call function, wireless and wired connectivity, HD voice quality, and easy management tools.

3. SETUP

Follow these steps to set up your FIP12WP VoIP Phone:

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the designated port on the phone base. Ensure it clicks securely into place.

Connecting the handset.

2. **Attach the Stand (for Desktop Use):** If using the phone on a desktop, align the stand with the slots on the back of the phone and push firmly until it snaps into place. This allows for a 45-degree desktop angle.

Attaching the desktop stand.

3. **Wall Mounting (Optional):** For wall mounting, use the provided screws to secure the phone to a wall. The phone is designed for a 15-degree wall-mount angle.
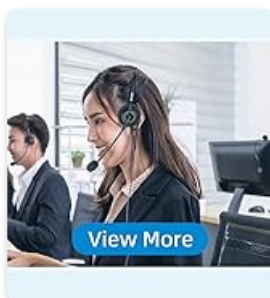
Wall mounting the phone.

4. **Power and Network Connection:** Connect the phone to your network and power source. The FIP12WP supports both Wi-Fi (2.4G) and Power over Ethernet (PoE) for simplified cabling. If using PoE, connect an Ethernet cable from a PoE-enabled switch or injector to the phone's LAN port. If not using PoE, connect the power adapter (not included) to the phone and a standard power outlet, then connect an Ethernet cable to the LAN port for network access.

4. OPERATING INSTRUCTIONS

Making and Receiving Calls

- **To Make a Call:** Lift the handset or press the speakerphone button. Dial the desired number using the large numeric keypad. Press the dial key (often represented by a phone icon) to initiate the call.

- **Using Quick Dial Keys (A, B, C):** Press and hold one of the pre-programmed A, B, or C keys to automatically dial the assigned contact. These keys are ideal for frequently called family members or caregivers.

- **Emergency Calls with HELP Button:** In an emergency, press the dedicated HELP button. This will automatically dial a pre-configured emergency number, providing quick access to assistance.

- **To Receive a Call:** When the phone rings, lift the handset or press the speakerphone button to answer.

The red indication light will also flash for incoming calls.

- **Adjusting Volume During a Call:** Use the volume up (+) and volume down (-) buttons located below the keypad to adjust the handset or speakerphone volume during an active call.

Display and Indicators

- The backlit LCD display shows the current time, date, and call status.

- The red indication light on top of the phone will illuminate for missed calls or new messages.

5. MAINTENANCE

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

- **Cleaning:** Use a soft, dry cloth to wipe down the phone's surface. For stubborn marks, a slightly damp cloth with mild soap can be used, but ensure no liquid enters the phone's openings. Do not use harsh chemicals or abrasive cleaners.

- **Handset Cord:** Periodically check the coiled handset cord for any kinks or damage. Replace if necessary to maintain clear audio.

- **Placement:** Place the phone in a stable location, away from direct sunlight, excessive heat, moisture, and strong electromagnetic fields.

- **Power Supply:** Ensure the power supply (if used) is securely connected and not damaged.

6. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
No dial tone / Cannot make calls	Network connection issue, power issue, or VoIP service not registered.	Check Ethernet cable connection or Wi-Fi status. Ensure power adapter is connected (if not using PoE). Verify VoIP service registration status on the phone's display. Restart the phone and your network router.
Cannot hear caller / Caller cannot hear me	Volume too low, handset not properly connected, or network quality issue.	Adjust volume using the +/- buttons. Ensure handset cord is securely plugged in. Check network stability.
Red indication light is on constantly	Missed calls or new voicemail messages.	Check your call history or voicemail. The light should turn off once messages are cleared.
Phone not connecting to Wi-Fi	Incorrect Wi-Fi password, out of range, or router issue.	Double-check Wi-Fi password. Move phone closer to the router. Restart router.

If the problem persists after trying these steps, please contact FLYINGVOICE customer support for further assistance.

7. SPECIFICATIONS

- **Model Number:** FIP12WP
- **Product Dimensions:** 7.72 x 3.07 x 10.63 inches
- **Color:** White
- **Material:** Plastic
- **Telephone Type:** Corded VoIP Phone
- **Power Source:** Corded Electric (supports PoE)
- **Answering System Type:** Digital
- **Compatible Devices:** VoIP services, PSTN/ISDN networks, Caller ID services, Conference call-capable devices
- **Conference Call Capability:** 3-way
- **Multiline Operation:** Single-Line Operation
- **Handset Volume:** Over 90dB
- **Speakerphone Volume:** Over 110dB
- **Wi-Fi:** 2.4G Wi-Fi
- **DSS Keys:** 4 (A/B/C/HELP)
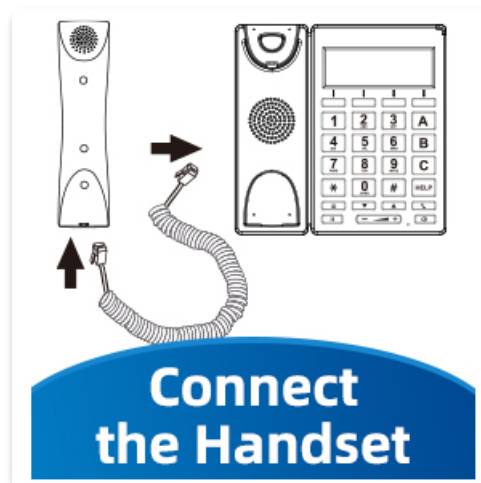
The FIP12WP is compatible with a broad range of VoIP platforms and services.

8. WARRANTY AND SUPPORT

FLYINGVOICE is committed to providing high-quality products and customer satisfaction. For any technical assistance or inquiries regarding your FIP12WP phone, please utilize the following resources:

- **1-to-1 Tech Support:** Contact FLYINGVOICE directly for personalized technical support.
- **Remote Management Tools:** The phone can be centrally managed via FLYINGVOICE FACS (Cloud-based) and FDC (Local Network) management tools, which may be utilized by your service provider or IT administrator for remote configuration and troubleshooting.
- **Warranty Information:** Please refer to the warranty card included with your product or visit the official FLYINGVOICE website for detailed warranty terms and conditions.
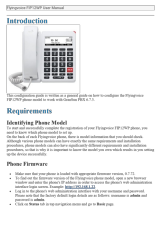
Remote Management Tools
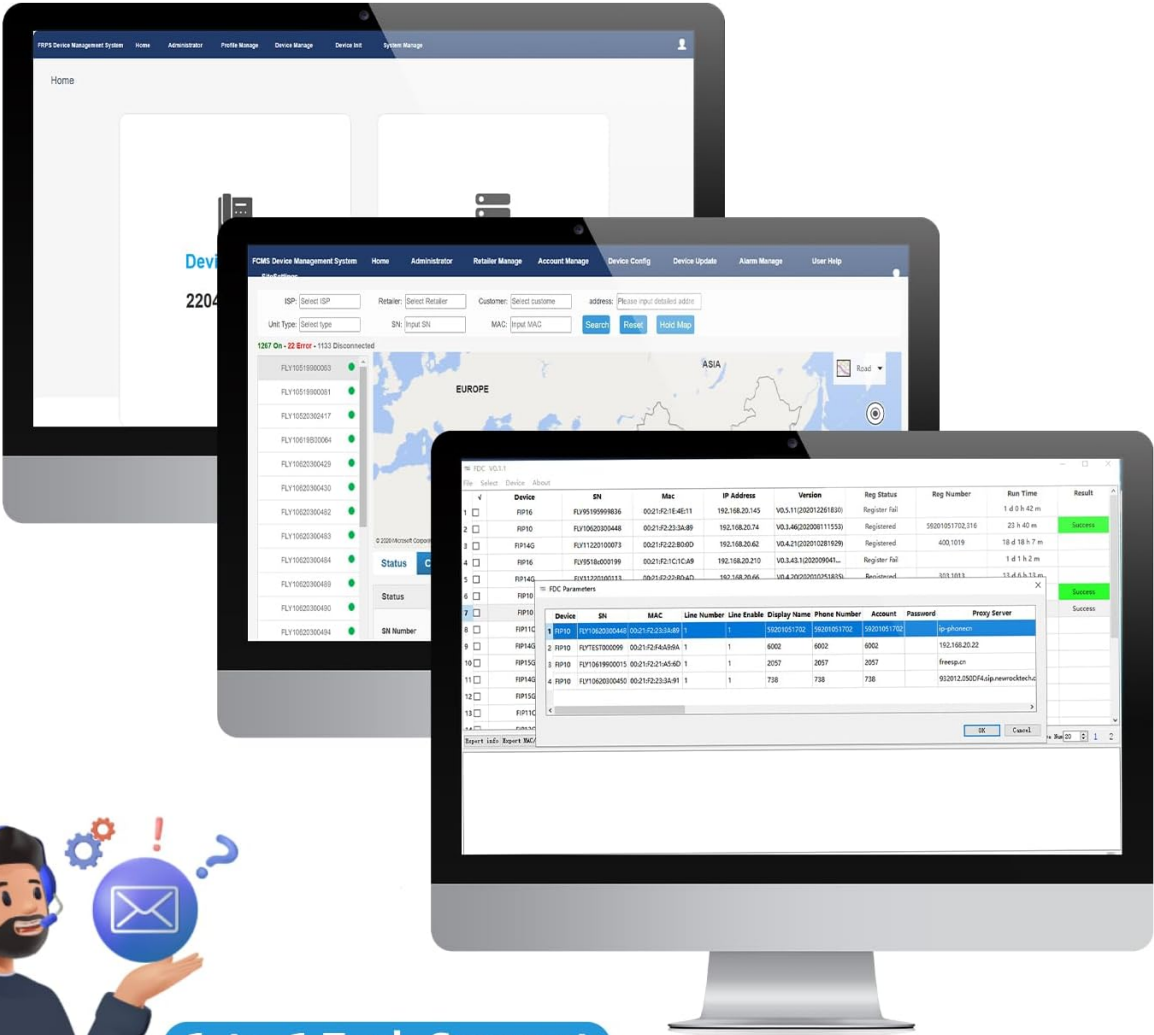
1-to-1 Tech Support

Remote management tools allow for easy configuration and support.

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 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/P20P/P20G Dual-line Business IP Phone Specifications and Features](#)

Detailed overview of the Flyingvoice P20, P20P, and P20G dual-line business IP phones, covering features, specifications, model differentiation, connectivity, call functions, audio capabilities, and deployment options.

[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.