Fanvil V62 Pro

Fanvil V62 Pro Prime Business IP Phone User Manual

Model: V62 Pro

INTRODUCTION

The Fanvil V62 Pro is a high-performance business IP phone designed for modern communication needs. It features a HD color screen, a Bluetooth-enabled wireless handset, and supports up to 12 SIP lines. This manual provides comprehensive instructions for setting up, operating, and maintaining your Fanvil V62 Pro IP Phone.

PHYSICAL OVERVIEW

Familiarize yourself with the components of your Fanvil V62 Pro IP Phone.

Image Description: A front view of the Fanvil V62 Pro IP Phone. The phone is dark gray with a large color display at the top showing time, date, and call lines. To the left is the handset resting in its cradle. Below the screen is a navigation cluster with home and back buttons, and a central circular select button. The main keypad features standard numeric keys (0-9, *, #) along with function keys for volume, message, headset, mute, and speakerphone. The handset has a small green LED indicator.

Key Components:

- **HD Color Screen:** Displays call information, menus, and status.
- **Programmable Line Keys:** Located on either side of the screen, with LED indicators.
- **Navigation Keys:** For menu navigation (Up, Down, Left, Right, OK).
- **Function Keys:** Home, Back, Message, Headset, Mute, Speakerphone, Volume.
- **Numeric Keypad:** For dialing numbers.
- **Wireless Handset:** Bluetooth-enabled for mobility.
- **RJ9 Headset Port:** For connecting a wired headset.

- **Dual Gigabit Ethernet Ports:** For network and PC connection.
- **Power Port:** For connecting the power adapter.

SETUP

1. Connecting the Phone

1. Connect the handset cord to the RJ9 port on the phone base and the handset.
2. Connect an Ethernet cable from your network switch or router to the **LAN** port on the phone.
3. (Optional) Connect a PC to the **PC** port on the phone using an Ethernet cable.
4. Connect the power adapter to the **DC 12V** port on the phone and then to a power outlet. The phone will power on automatically.

2. Initial Configuration

Upon first boot, the phone will attempt to obtain network settings via DHCP. Your system administrator will provide the necessary SIP account details for registration.

- Navigate to **Menu > Advanced > Accounts** to configure your SIP lines.
- Enter the SIP server address, username, password, and other required parameters.
- Save the settings. The line indicator on the screen should turn green upon successful registration.

OPERATING INSTRUCTIONS

Making Calls

- **Dialing:** Pick up the handset, press the Speakerphone button, or press a line key. Dial the number and press the **Dial** soft key or wait for automatic dialing.
- **Redial:** Press the **Redial** soft key or navigate to Call History and select a number.

Answering Calls

- Pick up the handset.
- Press the Speakerphone button.
- Press the flashing line key.

Call Features

- **Hold:** During a call, press the **Hold** soft key. Press it again to resume.
- **Transfer:** During a call, press the **Transfer** soft key. Dial the new number and press **Transfer** again (attended transfer) or hang up (blind transfer).
- **Conference:** During a call, press the **Conf** soft key. Dial the number of the third party and press **Conf** again to join all parties. The V62 Pro supports 6-way conferencing.
- **Mute:** Press the **Mute** button to mute your microphone. Press again to unmute.
- **Volume Adjustment:** Use the **Volume** buttons during a call to adjust handset, headset, or speakerphone volume.

Using the Wireless Handset

The V62 Pro comes with a Bluetooth-enabled wireless handset for enhanced mobility.

- **Pairing:** The handset is typically pre-paired. If not, go to **Menu > Basic > Bluetooth** and follow the on-screen instructions to pair the handset.
- **Answering**/**Ending Calls:** Use the button on the wireless handset to answer or end calls.
- **Charging:** Place the wireless handset back into its cradle on the phone base to charge.

MAINTENANCE

- Clean the phone surface with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- Keep the phone away from direct sunlight, heat sources, and excessive moisture.
- Ensure proper ventilation around the device.
- Regularly check cable connections for security.

TROUBLESHOOTING

Problem	Possible Cause / Solution
Phone does not power on.	Ensure the power adapter is securely connected to the phone and a working power outlet. Verify the power outlet is active.
No dial tone / Cannot make calls.	Check Ethernet cable connection to the LAN port. Verify SIP account registration status (line indicator should be green). Contact your system administrator to confirm network and SIP server settings.
Wireless handset not working.	Ensure the handset is charged by placing it in the cradle. Check Bluetooth pairing status in the phone's menu. Re-pair if necessary.
Poor audio quality.	Check network connection stability. Adjust volume settings. Ensure handset/headset is properly connected.

SPECIFICATIONS

Model	Fanvil V62 Pro

SIP Lines	12
Display	2.8-inch Color Screen
Conferencing	6-way
Network Ports	Dual Gigabit Ethernet (LAN, PC)
Handset	HAC Wireless (Bluetooth)
Dimensions (L x W x H)	12 x 10 x 3 inches
Item Weight	2 pounds
UPC	889837003862

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Fanvil website or contact your authorized reseller.
Keep your purchase receipt for warranty claims.
Online Support: www.fanvil.com/support/