



# **i564 & i564W & i566W**

**Indoor Station**

# **User Manual**

V1.0

# Table of Contents

<b>Foreword</b> .....	<b>6</b>
<b>Safety Instructions</b> .....	<b>7</b>
<b>Chapter 1 Product Introduction</b> .....	<b>8</b>
1.1 Overview .....	8
1.2 Specification .....	8
<b>Chapter 2 Installation</b> .....	<b>10</b>
2.1 Packing List .....	10
2.2 Installation .....	10
2.2.1 Installing Wall Mounting Bracket .....	10
2.2.1.1 Installing the Bracket with Junction Box .....	11
2.2.1.2 Installing the Bracket without Junction Box .....	13
2.2.2 Mounting the Device on the Bracket .....	14
2.2.3 Removing the Device from the Bracket.....	14
<b>Chapter 3 Getting Started</b> .....	<b>16</b>
3.1 Buttons and Interfaces .....	16
3.1.1 Rear Panel .....	16
3.1.2 Front Panel.....	17
3.2 Setup Wizard .....	18
3.3 Selecting Language .....	18
3.4 Home Screen .....	18
3.4.1 Theme 1 .....	19
3.4.2 Theme 2 .....	20
3.5 Touchscreen Operations .....	21
3.5.1 Touch Gestures .....	21
3.5.2 On-Screen Keyboard .....	21
3.6 Menu Screen .....	21
3.7 Device Status .....	22
3.8 Web Login .....	23
3.8.1 Obtaining IP Address.....	23
3.8.2 Logging in to the Webpage .....	24
3.9 Configuring SIP .....	24
<b>Chapter 4 Basic Calling Features</b> .....	<b>26</b>
4.1 Making Calls .....	26
4.2 Answering Calls.....	26

4.2.1 Answering Calls Manually.....	26
4.2.2 Auto Answer .....	26
4.2.2.1 SIP Calls Auto Answer.....	27
4.2.2.2 IP Calls Auto Answer .....	27
4.3 Rejecting Calls .....	27
4.3.1 Rejecting a call manually .....	27
4.3.2 DND .....	27
4.4 Ending Calls .....	28
4.5 Adjusting Volume.....	28
4.6 Muting .....	28
4.6.1 Muting during a Call.....	28
4.6.2 Muting Incoming Call Ringtone .....	29
4.7 SOS.....	29
4.8 Calling Property Management Office .....	29
4.9 One-Touch Family Call .....	30
4.9.1 Family Calls.....	30
4.9.2 Configuring Family Calls.....	30
<b>Chapter 5 Advanced Calling Features .....</b>	<b>31</b>
5.1 Holding and Resuming Calls .....	31
5.2 Call Forwarding .....	31
5.3 Intercom .....	32
5.3.1 Making Intercom Calls .....	32
5.3.2 Answering Intercom Calls.....	32
5.4 Multicast .....	33
5.5 SIP Hotspot .....	34
5.5.1 Configuring SIP Hotspot .....	35
5.5.2 Managing Hotspot Clients.....	36
5.6 Message.....	36
5.6.1 Text Message .....	36
5.6.2 Voice Message .....	37
<b>Chapter 6 Door Unlock.....</b>	<b>38</b>
6.1 Door Unlock on the Home Screen .....	38
6.1.1 Unlocking the Door .....	38
6.1.2 Configuring Door Unlock.....	38
6.2 Door Unlock on the Call Screen.....	39
6.2.1 Unlocking the Door .....	39

6.2.2 Configuring Door Unlock.....	39
6.2.3 Configuring Door Locks .....	40
6.3 Call Unlock on the Monitoring Screen.....	40
6.3.1 Unlocking the Door .....	41
6.3.2 Configuring Door Locks .....	41
<b>Chapter 7 Preview and Monitoring.....</b>	<b>42</b>
7.1 Video Preview for Incoming Calls .....	42
7.2 Monitoring.....	42
7.2.1 Adding Cameras Manually.....	43
7.2.2 Scanning Cameras via ONVIF.....	43
7.3 Video Linkage.....	44
<b>Chapter 8 Arming Mode .....</b>	<b>45</b>
8.1 Selecting an Arming Mode.....	45
8.2 Configuring Arming Mode .....	45
8.3 Configuring Zones .....	46
8.4 Viewing Alarm Logs .....	47
<b>Chapter 9 Elevator Control .....</b>	<b>49</b>
9.1 Setting Elevator Icon.....	49
9.2 Calling the Elevator .....	49
<b>Chapter 10 Phonebook.....</b>	<b>51</b>
10.1 Access Control List.....	51
10.2 Local Phonebook.....	51
10.2.1 Managing Contacts.....	51
10.2.2 Managing Groups .....	53
10.2.3 Adding or Removing Contacts from Groups.....	54
10.3 Cloud Phonebook .....	54
10.3.1 Configuring Cloud Phonebook .....	55
10.3.2 Downloading Cloud Phonebook.....	55
10.4 Adding Blocklist .....	55
10.5 Adding Allowlist .....	56
10.6 Configuring Restricted Outgoing Calls .....	56
<b>Chapter 11 Call Logs.....</b>	<b>57</b>
11.1 Managing Call Logs .....	57
11.2 Snapshots .....	58
<b>Chapter 12 Device Functions .....</b>	<b>59</b>
12.1 Time Plan .....	59

12.2 Action Plan .....	60
12.3 System Maintenance .....	61
12.3.1 Managing System Configurations .....	61
12.3.2 Upgrade.....	61
12.3.2.1 Upgrading Software Version .....	61
12.3.2.2 Upgrading Server .....	61
12.3.3 Auto-Provisioning.....	63
<b>Chapter 13 Preferences.....</b>	<b>68</b>
13.1 Configuring Date & Time.....	68
13.2 Screen and Display Settings.....	69
13.2.1 Configuring Brightness and Backlight .....	70
13.2.2 Configuring Screensaver .....	70
13.2.3 Configuring Wallpaper .....	71
13.2.4 Configuring Boot Logo.....	71
13.2.5 Configuring Home Screen Layout.....	72
13.3 Audio Settings .....	72
13.3.1 Selecting Ringtone .....	72
13.3.2 Adjusting Volume.....	73
13.3.3 Configuring Alert Info.....	73
13.3.4 Configuring Tones .....	74
13.3.5 Uploading Ringtone .....	75
<b>Chapter 14 Function Keys.....</b>	<b>76</b>
14.1 Setting Function Keys.....	76
14.2 Bluetooth Keys .....	78
14.2.1 Pairing Bluetooth Keys .....	79
14.2.2 Unpairing Bluetooth Keys .....	80
14.2.3 Deleting Bluetooth Keys .....	80
<b>Chapter 15 Network Settings.....</b>	<b>81</b>
15.1 Wired Network.....	81
15.1.1 Configuring IPv4 .....	81
15.1.2 Configuring IPv6.....	82
15.2 Wireless Network.....	83
15.3 Network Mode .....	84
15.4 LAN Power Supply .....	84
15.5 Web Server.....	85
15.6 VPN.....	85

15.7 VLAN.....	86
<b>Chapter 16 I/O Settings .....</b>	<b>88</b>
16.1 Short-Circuit Input.....	88
16.2 Relay Output .....	89
<b>Chapter 17 System Security .....</b>	<b>91</b>
17.1 Changing Local Password .....	91
17.2 Changing Web Login Password.....	91
17.3 Changing Security Password.....	92
17.4 Filtering Web Access .....	92
17.5 Mutual Authentication .....	93
17.6 Network Firewall .....	94
<b>Chapter 18 Troubleshooting.....</b>	<b>96</b>
18.1 Viewing System Status .....	96
18.2 Restarting the Device .....	96
18.3 Restoring Factory Settings.....	96
18.4 Capturing Screenshots .....	97
18.5 Capturing Network Packets .....	97
18.6 Exporting Logs.....	98
18.7 Common Issues.....	98
<b>Chapter 19 Appendix.....</b>	<b>99</b>
19.1 Appendix I—Home Screen Icons (Theme 1).....	99
19.2 Appendix II—Home Screen Icons (Theme 2).....	100
19.3 Appendix III—Main Menu Icons .....	101
19.4 Appendix IV—Status and Notification Icons.....	101
19.5 Appendix V—Function Key Status Icons.....	102
19.6 Appendix VI—Keyboard Character Icons .....	103






# Foreword

## Introduction

This manual introduces the installation, functions and operations of the indoor station (hereinafter referred to as "the Device"). Please read carefully before using the Device, and keep the manual for future reference.

## Symbol Conventions

The symbols that might be found in this guide are defined as follows.

Symbol	Description
 <b>DANGER</b>	Indicates a hazardous situation that, if not avoided, will result in death or serious injury.
 <b>WARNING</b>	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 <b>CAUTION</b>	Indicates a potentially hazardous situation which, if not avoided, could result in property damage, data loss, performance degradation, or unexpected results.
 <b>TIP</b>	Provides methods to help you solve a problem or save time.
 <b>NOTE</b>	Provides additional information as a supplement to the text.

## Revision History

Version	Changes	Release Date
V1.0	First release.	January 2026

## About the Manual

- The Manual is for reference only. Slight differences might be found between the manual and the Device.
- We are not liable for losses incurred due to operating the Device in ways that are not in compliance with the manual.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

# Safety Instructions


Read all safety instructions carefully before installing or using the Device. Failure to follow these instructions may result in personal injury, equipment damage, or property loss.

- Use only the power adapter specified for this product. If a power adapter from another manufacturer must be used due to special circumstances, ensure that its rated voltage and current meet the product specifications, and that it is certified by recognized safety authorities. Using an incompatible or uncertified power adapter may result in fire or electric shock.
- Do not bend, twist, stretch, pull, bundle, place heavy objects on, or pinch the power cord. A damaged power cord may cause fire or electric shock.
- Before using the product, ensure that the ambient temperature and humidity meet the operating requirements specified for the Device. If the product is moved from an air-conditioned environment to a warmer or more humid environment, condensation may form on the surface or inside the device. In this case, allow the Device to dry naturally before powering it on.
- Do not disassemble or repair the product unless you are authorized technical service personnel. Improper disassembly or repair may result in electric shock, fire, or other hazards, and will void the product warranty.
- Do not insert metal objects, such as pins or wires, into the ventilation openings or slots of the Device. Contact between metal objects and internal electrical components may cause electric shock or injury. If any foreign object enters the Device, stop using it immediately and contact technical support.
- Keep plastic packaging bags out of the reach of children. Plastic bags may cause suffocation if placed over the head and block the nose and mouth.
- Use the product strictly in accordance with the instructions provided in this manual. Prolonged improper operation may result in device damage or safety hazards.

# Chapter 1 Product Introduction

## 1.1 Overview

The **i564**, **i564W**, and **i566W** are smart color touchscreen indoor stations with minimalist design and professional video intercom capabilities. The **i564** and **i564W** feature 7-inch displays, while the **i566W** features a 10-inch display. They offer an intuitive UI/UX and support high-definition audio and one-touch family call, along with a volume knob that enhances both usability and tactile interaction. Delivering a secure, convenient, and smart living experience, they are ideal for mid-to-high-end residential communities, villas, and commercial and office buildings.

 **NOTE**

- The manual serves as a reference guide for the better comprehension and operation of the Device.
- The manual may not reflect the latest software version. For assistance, you can refer to the Device's built-in help interface or download the latest user manual from the Fanvil official website.

## 1.2 Specification

Table 1-1 Product specification


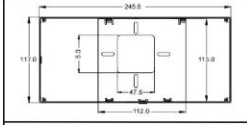
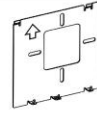









Model	i564	i564W	i566W
<b>Casing Material</b>	ABS		
<b>Display</b>	<ul style="list-style-type: none"> <li>• Size: 7-inch IPS touchscreen</li> <li>• Resolution: 1024 × 600 pixels</li> </ul>		<ul style="list-style-type: none"> <li>• Size: 10-inch IPS touchscreen</li> <li>• Resolution: 1280 × 800 pixels</li> </ul>
<b>Wi-Fi</b>	/	Wi-Fi 6, 2.4 GHz	Wi-Fi 6, 2.4 GHz
<b>Speaker</b>	5 W media speaker		

<b>Interfaces</b>	8 alarm inputs; 1 doorbell input; 1 short-circuit output; 1 RS-485; 1 TF card slot (up to 128 GB)	
<b>Network</b>	2 RJ45 10/100 Mbps self-adaptive Ethernet ports	
<b>BLE</b>	Supports pairing with Bluetooth Low Energy (BLE) keys	
<b>Volume</b>	1 volume knob	
<b>Operating Temperature</b>	-10 °C to +50 °C (-14 °F to +122 °F)	
<b>Product Dimensions (L × W × H)</b>	245.6 mm × 117.0 mm × 11.0 mm (9.67" × 4.61" × 0.43")	315.0 mm × 169.0 mm × 38.1 mm (12.40" × 6.65" × 1.50")
<b>Installation</b>	Wall mounting	

# Chapter 2 Installation

## 2.1 Packing List

Figure 2-1 Packing list

			
Indoor Station × 1	Mounting Template × 1	Mounting Bracket × 1	8-Pin Cable × 1
			
9-Pin Cable × 1	Rubber Plug × 4	PA 4 × 30 mm screw × 4	PM 4 × 16 mm screw × 2
			
KM 3 × 30 mm screw × 2	TM 6 × 20 mm screw × 4	PB 2 × 5.5 mm screw × 2	Quick Installation Guide × 1

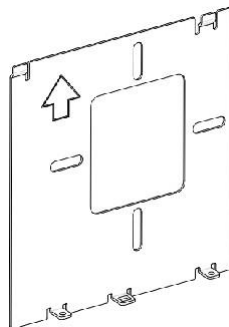
## 2.2 Installation

### 2.2.1 Installing Wall Mounting Bracket

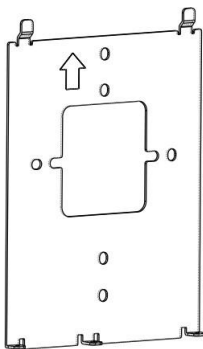
Introduces bracket mounting with or without a junction box. The **i564W** and **i566W** support different brackets, but installation is the same. This manual only takes the i564W bracket as an example.

Figure 2-2 Wall mounting bracket

- i564W



- i566W



**NOTE**

- Before installation, ensure all components in the package are in good condition and prepare the necessary tools.
- During installation, ensure the bracket is against the wall with the arrow **pointing upward**.

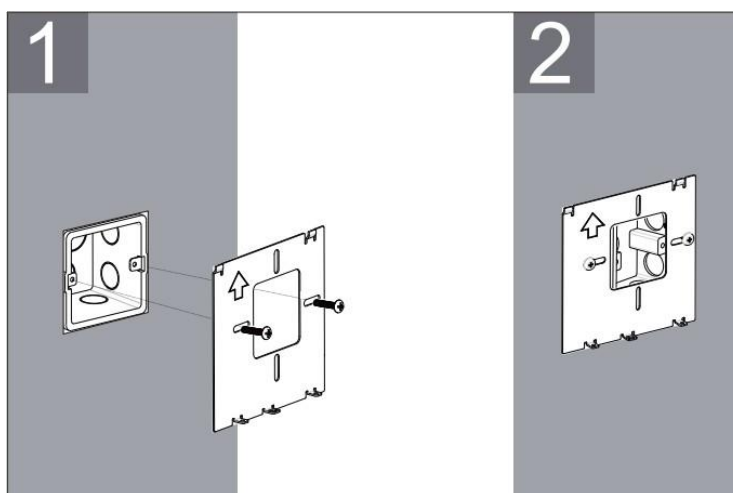
### 2.2.1.1 Installing the Bracket with Junction Box

The bracket supports mounting on the following types of junction boxes.

- 86 junction box

Secure the mounting bracket to the 86 junction box with two **PM 4 × 16 mm screws**.

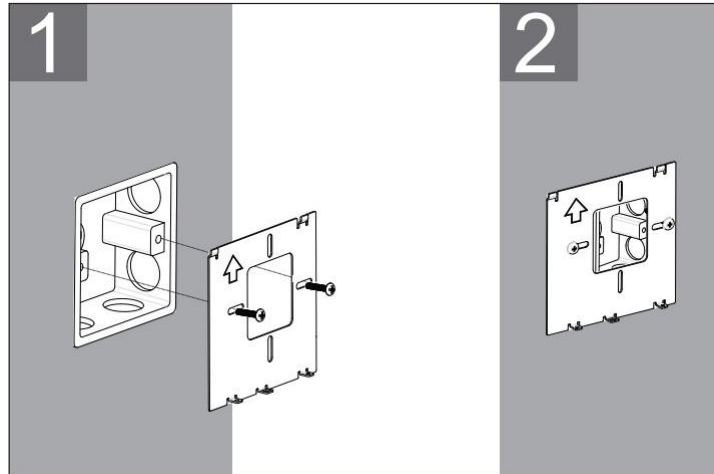
Figure 2-3 Wall mounting with 86 junction box



- 77 junction box

Secure the mounting bracket to the 77 junction box with two **PM 4 × 16 mm screws**.

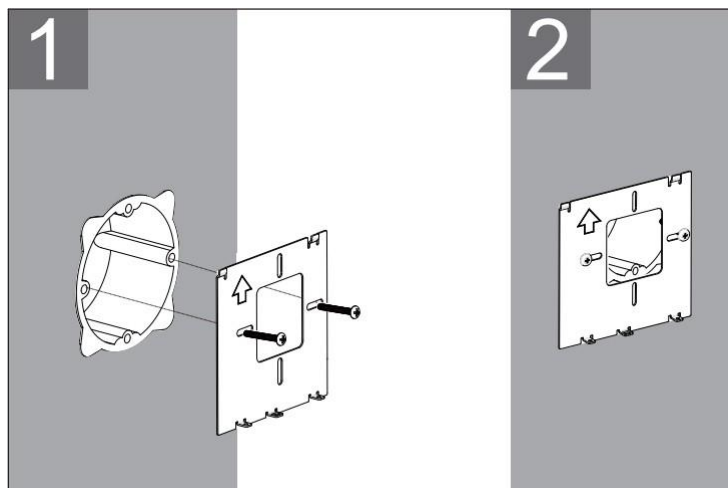
Figure 2-4 Wall mounting with 77 junction box



- Round junction box

Secure the mounting bracket to the round junction box with two **KM 3 × 30 mm screws**.

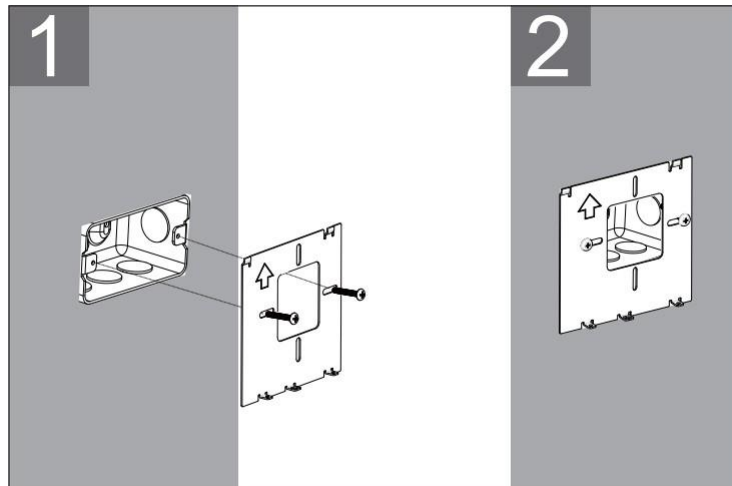
Figure 2-5 Wall mounting with round junction box



- Single-gang box

Secure the mounting bracket to the single-gang box with two **TM 6 × 20 mm screws**.

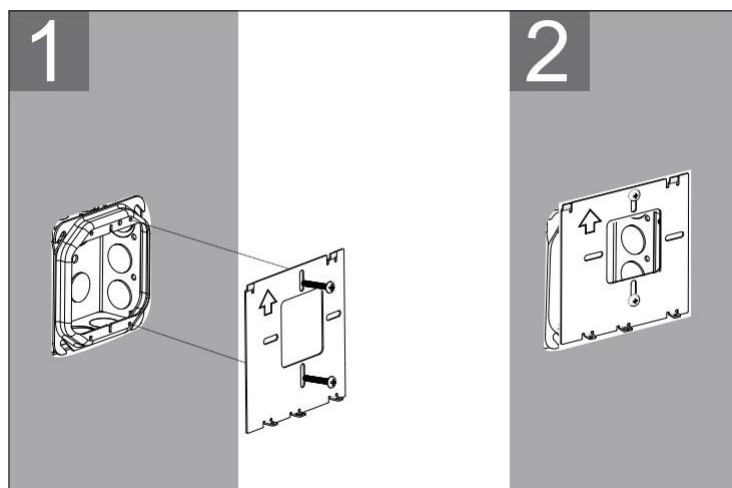
Figure 2-6 Wall mounting with single-gang box



- Double-gang box

Secure the mounting bracket to the double-gang box with two **TM 6 × 20 mm screws**.

Figure 2-7 Wall mounting with double-gang box

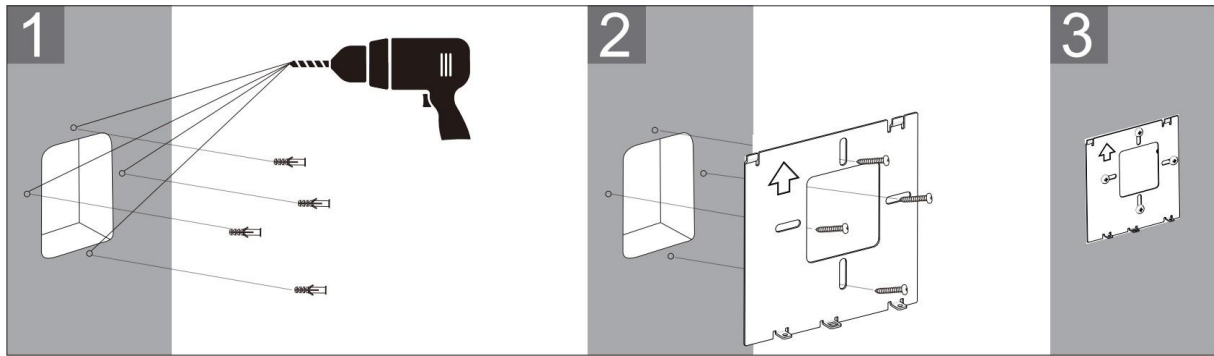


### 2.2.1.2 Installing the Bracket without Junction Box

#### Procedure

1. Attach the mounting template on the wall, drill four hole positions to a depth of **30 mm** with a **6 mm** electric drill, and then remove the template.
2. Insert four rubber plugs into the holes and keep them flush with the wall.
3. Secure the bracket to the wall with four **PA 4 × 30 mm screws**.

Figure 2-8 Wall mounting without junction box

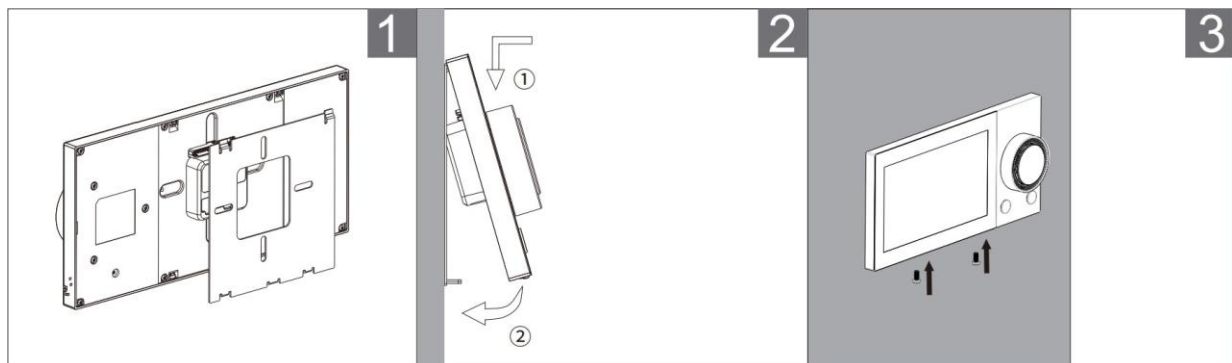


## 2.2.2 Mounting the Device on the Bracket

### Procedure

1. Connect cables to the rear panel of the Device. For details, see [3.2 Buttons and Interfaces](#).
2. Tilt the Device to an angle of about 15°, and then hook the two upper slots on the rear panel onto hooks on the bracket.
3. Press the bottom of the Device until the two lower slots lock securely into the bracket.
4. Secure the bottom of the Device with two **PB 2 × 5.5 mm screws**.

Figure 2-9 Mount the Device on the bracket

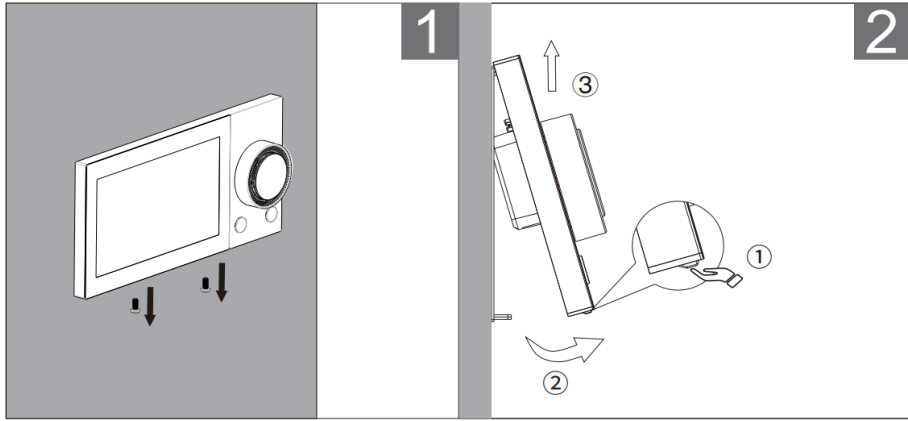


## 2.2.3 Removing the Device from the Bracket

### Procedure

1. Remove the two screws at the bottom of the Device.
2. Press and hold the latch at the bottom of the Device, tilt the bottom to release the lower slots, and then lift the Device to remove it from the bracket.

Figure 2-10 Remove the Device from the bracket



# Chapter 3 Getting Started

## 3.1 Buttons and Interfaces

### 3.1.1 Rear Panel

Figure 3-1 Rear panel

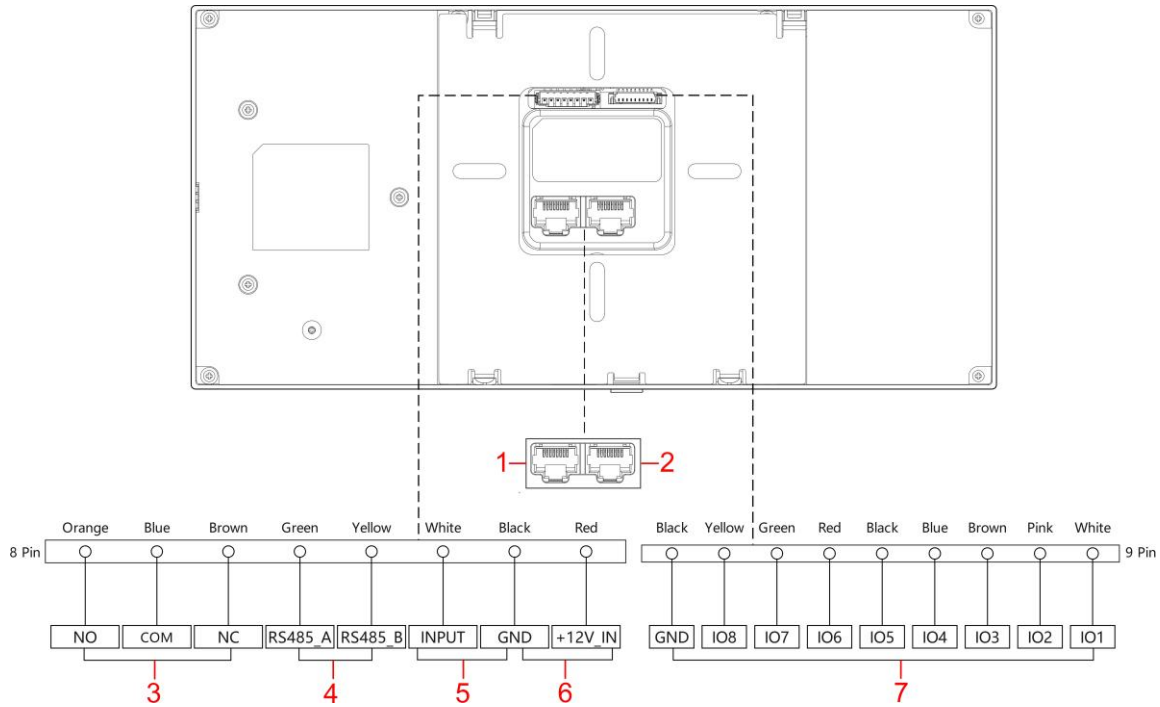


Table 3-1 Description of rear panel

No.	Interface Name	Description
1	WAN2/LAN	<ul style="list-style-type: none"> <li>Connects to the local area network (LAN). This is the default mode.</li> <li>Provides 12 VDC, 1 A power output. This feature must be enabled before use.</li> </ul>
2	WAN1 (PoE)	Connects to the RJ45 10/100 Mbps self-adaptive Ethernet cable. Cat 5 or Cat 5e cables are recommended.
3	Relay Output	1 set of short-circuit output interface for connecting electric lock, alarm, and other devices.
4	RS-485	1 set of RS-485 interface (reserved).

5	Doorbell Input	1 set of doorbell input interface for connecting doorbell.
6	Power Input	12 VDC, 2 A power input interface; 2-pin cable.
7	Alarm Input	8 sets of alarm input interfaces for connecting button switches, infrared sensor, vibration sensor and other devices.

### 3.1.2 Front Panel

Figure 3-2 front panel



Table 3-2 Description of front panel

No.	Name	Description
1	Volume Knob	Adjust ringtone and call volume.
2	Unlock Button	Unlock the door during a call.
3	Call Button	Call property management office.
4	TF Card Slot	For storing music, images, and other data.

## 3.2 Setup Wizard

When you power on the Device for the first time or factory reset it, you need to follow the wizard to set language, time zone, network, theme, and auto discovery.

### Procedure


1. Select the language and time zone, and then tap **Next**.
2. Select **Wi-Fi** or **Ethernet** based on your network environment, and then tap **Next**.
3. Select the desired theme style, and then tap **Next**.
4. Set the device name and location.
5. Tap **Finish**.

### Related Operations

- Tap **Previous** to go back to the last screen.
- Tap **Skip** or **Skip All** to keep the default settings

## 3.3 Selecting Language

The default language is English. You can select the desired language in the setup wizard, on the Device or via the web interface.

- In the setup wizard  
After a factory reset, select the desired language in the setup wizard, and then tap **Next**.  
Or tap **Skip** to select the default language.
- On the Device  
Tap  in the lower-left corner of the home screen, and then select **Settings > Basic > Language**.
- Via the web interface  
Log in to the Device's webpage, and then select the desired language from the drop-down list in the upper-right corner.

## 3.4 Home Screen

The home screen is set as the start screen of the Device, which is displayed whenever the Device is activated by a display touch in the idle mode.

### NOTE

The Device provides two UI themes (theme 1 and theme 2). The two themes differ only in the main screen. Unless otherwise specified, all descriptions and operations in this manual are based on theme 1.

### 3.4.1 Theme 1

For information on icons of the theme 1, see [19.1 Appendix I—Home Screen Icons \(Theme 1\)](#).

Figure 3-3 Home screen (theme 1)



Table 3-3 Description of home screen (theme 1)

No.	Description
①	From top to bottom: <ul style="list-style-type: none"> <li>• Home screen</li> <li>• Dialer</li> <li>• Monitor</li> <li>• Message</li> <li>• Call Logs</li> <li>• Unlock the door</li> <li>• Main Menu</li> </ul>
②	The welcome message
③	Displays date, time, and weather
④	Arming mode, including <b>Home</b> , <b>Away</b> , <b>Night</b> , and <b>Disarmed</b>
⑤	Network status
⑥	Phonebook, displaying the recent contacts

⑦	Call the property manager office
⑧	Calling the elevator to the assigned floor
⑨	One-touch family call
⑩	Enable or disable the do not disturb (DND) mode
⑪	SOS

### 3.4.2 Theme 2

For information on icons of the theme 2, see [19.2 Appendix II—Home Screen Icons \(Theme 2\)](#).

Figure 3-4 Home screen (theme 2)



Table 3-4 Description of home screen (theme 2)





No.	Description
①	The welcome message
②	Date and time
③	Network status
④	Function keys
⑤	Enable or disable DND

⑥	Common functions
---	------------------

## 3.5 Touchscreen Operations

### 3.5.1 Touch Gestures

Table 3-5 Description of touch gestures

Gesture	Action	Description
	Tap	Touch the screen briefly to select or confirm an option.
	Swipe	Swipe up or down to view content that is not fully displayed on the current screen.
		Swipe left or right to view the next or previous screen.
	Long Press	Touch and hold an item on the screen for several seconds to access additional options.

### 3.5.2 On-Screen Keyboard

You can use the on-screen keyboard to enter numbers, letters, and characters.

Table 3-6 Description of on-screen keyboard

Keyboard Type	Description
Numeric Keyboard	Supports numbers and special characters.
Alphabet Keyboard	Supports lowercase letters, uppercase letters, and commonly used characters.
Chinese Keyboard	Supports Chinese characters.

## 3.6 Menu Screen

Tap  in the lower-left corner of the home screen to go to the menu screen, which includes

device status, call logs, application, phonebook, and other submenus.

Figure 3-5 Menu screen

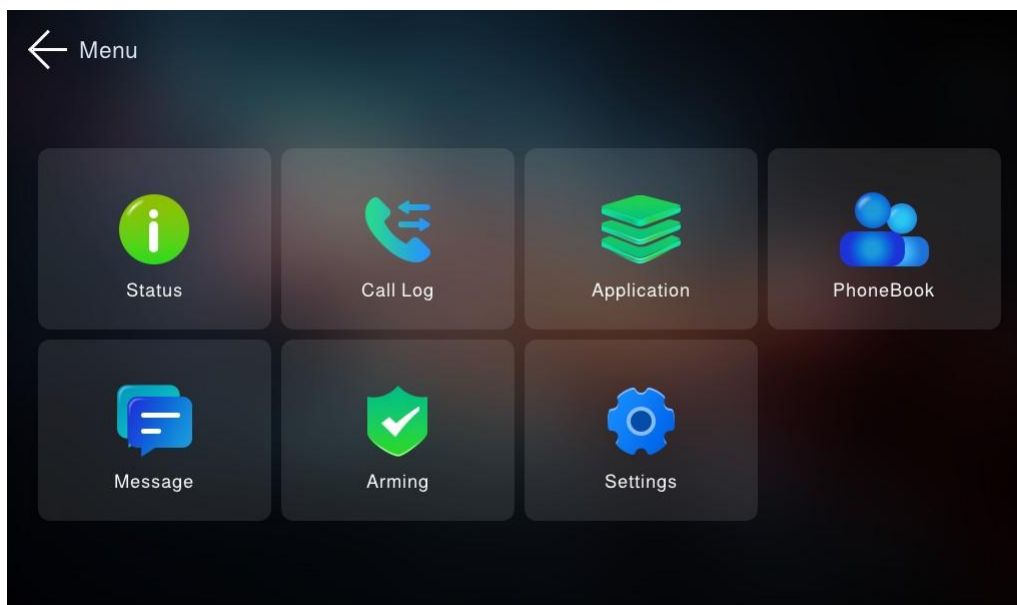


Table 3-7 Description of menu screen

Submenu	Description
Status	Displays device status, network status, and account status.
Call Log	Displays call history, including incoming, outgoing, missed, and forwarded calls.
Application	Displays screenshots captured on the Device.
PhoneBook	View, search, and add local contacts and door phone devices.
Message	Displays text messages, voice messages, and notifications from the property management office.
Arming	Select and set arming mode.
Settings	Set call parameters, basic functions, and advanced functions.

### 3.7 Device Status

You can view device status on the Device or via the web interface.

- On the Device

On the Device's home screen, select  > **Status**.

- Via the web interface

On the Device's home page, select **System > Information**. For information on web login, see [3.8 Web Login](#).

Table 3-8 Parameter description of device status

Access Method	Parameter	Description
On the Device	Common	Displays device model, version, IP address, and MAC address.
	Network	Displays network type, IP configuration, and IP address.
	Account	Displays the registration status of each SIP line.
	Device	Displays device memory, uptime, software version, and hardware version.
Via the web interface	System Information	Displays device model, hardware and software versions, uptime, and more.
	Network	Displays MAC address, IP address, subnet mask, gateway, and more.
	SIP Accounts	Displays the name, number, and registration status of SIP line.

## 3.8 Web Login

### 3.8.1 Obtaining IP Address

You can find the Device's IP address on the Device or by using an IP scanner tool (**Device Manager**) on the computer.


#### Procedure

- On the Device

On the Device's home screen, select  > **Status** to view its IP address (e.g., 192.168.1.100).

- IP scanner

1. Go to our official website <https://fanvil.com>, and then select **Support > Download Center > Tools > IP Scanner**.

2. Click  to download the latest version of the tool.
3. Open the tool, and then click **Rescan** to view the Device's IP address.

### 3.8.2 Logging in to the Webpage

Log in to the Device's webpage to view or configure parameters.

#### *Prerequisites*

You have obtained the IP address of the Device.

#### *Procedure*

1. Open a web browser on your computer (such as Chrome, Edge, Safari).
2. Enter the Device's IP address in the browser's address bar, and then press the Enter key.
3. Enter the username and password, select the language, and then click **Login**.

#### **NOTE**

- Ensure that the computer and the Device are on the same network segment.
- The default username and password are both **admin**.
- Click the checkbox on the right to synchronize the set language to the Device.




## 3.9 Configuring SIP

The Device supports session initiation protocol (SIP), and must be registered with a SIP server before it can communicate with other devices through SIP. You can register the Device to the SIP server on the Device or via the web interface.

#### **NOTE**

The Device supports registering up to six SIP accounts.

#### *Procedure*

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **Account**.
  2. Select a SIP line, tap  to enable the function, and then configure the parameters.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Line** > **SIP**.
  2. Select a SIP line, and then configure the parameters.

3. Click **Apply**.

Table 3-9 Parameter description of SIP

Parameter	Description
Line Status	The status of SIP line. Refresh the webpage to view the latest status.
Activate	Select the checkbox to enable SIP function.
Username	The username of the SIP account.
Authentication User	The Device's SIP number, same as <b>Username</b> .
Display name	The Device's name displayed on the other device when on a call.
Authentication Password	The Device's SIP password.
Server Address	The IP address of the SIP server.
Server Port	The port of the SIP server.




# Chapter 4 Basic Calling Features

## 4.1 Making Calls




You can call other devices using a SIP number or an IP address.

### Procedure

- SIP number

Tap  on the Device's home screen, enter the SIP number of the other device, and then tap  or  to make an audio or a video call.


- IP address

Tap  on the Device's home screen, enter the IP address of the other device, and then tap  or  to make an audio or a video call.

### NOTE



Use asterisks "\*" to replace periods "." in the IP address.

### Related Operations


- Tap  to cancel the outgoing call.
- You can also go to **PhoneBook** or **Call Log** to make a call. For details, see [10. Phonebook](#) and [11. Call Logs](#).

## 4.2 Answering Calls

### 4.2.1 Answering Calls Manually




When the Device receive an incoming call, tap  to answer the incoming call. Tap  to hang up the current call.

### 4.2.2 Auto Answer

If you have enabled auto answer on the Device or via the web interface, the Device automatically answers an incoming call after the set delay time, and the icon  displays in the upper-right corner of the home screen.

### 4.2.2.1 SIP Calls Auto Answer

#### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Call** > **Account Settings**.
  2. Tap  to enable **Auto Answer**, and then set the delay time.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Line** > **SIP** > **Basic Settings**.
  2. Select  to enable **Enable Auto Answering**, and then set **Auto Answering Delay**.
  3. Click **Apply**.

### 4.2.2.2 IP Calls Auto Answer


#### Procedure

1. On the Device's home page, select **Line** > **Basic Settings** > **SIP P2P Settings**.
2. Select  to enable **Enable Auto Answering**, and then set the **Auto Answering Delay**.
3. Click **Apply**.

## 4.3 Rejecting Calls

You can reject a call manually or by enabling DND.




### 4.3.1 Rejecting a call manually

Tap  to reject an incoming call. The rejected calls are displayed in the **Missed** list of the call logs.

### 4.3.2 DND

You can enable DND on the Device or via the web interface. After enabled, the Device automatically rejects an incoming call.


#### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Call** > **DND**.
  2. Select **Device** or **Line** from the DND mode, and then tap **OK**.
  3. Tap  to enable DND timer, and then set the time interval.
  4. Tap .

On the Device's home screen, tap  or , and then tap **OK** to enable DND.

- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Features** > **DND Settings**.
  2. Select **Device** or **Line** from the DND option, select  to enable DND timer, and then set the time interval.
  3. Click **Apply**.





## 4.4 Ending Calls

If you want to end the current call, press  to hang up.

## 4.5 Adjusting Volume

You can adjust the ringtone volume and call volume on the Device or via the web interface.

### *Procedure*




- Adjust ringtone volume
  1. In idle mode or during an incoming call, rotate the knob to adjust the ringtone volume.
  2. On the Device's home screen, select  > **Settings** > **Basic** > **Sound**, drag the volume slider to adjust **Handfree ring**, and then click .
  3. On the Device's home page, select **Device Settings** > **Media Settings**, set **Speakerphone Ring Volume**, and then click **Apply**.
- Adjust call volume
  1. During a call, rotate the knob to adjust the call volume.
  2. On the Device's home screen, select  > **Settings** > **Basic** > **Sound**, drag the volume slider to adjust **Handfree volume**, and then click .
  3. On the Device's home page, select **Device Settings** > **Media Settings**, set **Speakerphone Volume**, and then click **Apply**.

## 4.6 Muting

You can mute the Device's microphone during a call or mute the ringtone for an incoming call.

### 4.6.1 Muting during a Call



During a call, you can mute the microphone so that the other device cannot hear your voice. Muting is automatically turned off when a call ends.


- Tap  to mute the microphone, and then the icon changes to .
- Tap  to unmute the microphone.

## 4.6.2 Muting Incoming Call Ringtone

The Device rings when it receives an incoming call. You can mute the ringtone on the Device to silence incoming calls.

### Procedure


1. On the Device's home screen, select  > **Settings** > **Basic** > **Sound**.
2. Drag the **Handfree ring** volume slider all the way to the left to mute the ringtone.
3. Tap .

The icon  displays in the upper-right corner of the home screen. When the Device receives an incoming call, it displays the calling information but does not ring.



### Related Operations

Drag the volume slider to the right to unmute the ringtone.


## 4.7 SOS

You can set an emergency number on the Device or via the web interface. After setting the number, tap  on the Device's home screen to make an SOS call.

### Procedure


- On the Device
  1. On the Device's home screen, select  > **Settings** > **Call** > **Emergency Dialer**.
  2. Enter an emergency number.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Features** > **Basic Settings**.
  2. Set the **Emergency Call Number**.
  3. Click **Apply**.

## 4.8 Calling Property Management Office

You can configure the SIP number of the property management office on the Device. After configuration, you can tap  to directly call the office.

### Procedure

1. Tap  on the Device's home screen.

2. Configure the line, name, and SIP number.
3. Tap .

## 4.9 One-Touch Family Call

In a home environment, family members in different rooms may need to communicate with one another. The one-touch family call feature allows the user to simultaneously call all devices that support this function with a single touch. When a one-touch family call is initiated, devices in different rooms automatically answer the call, enabling real-time voice communication throughout the home.

### NOTE

- This function only supports up to six devices.
- Supported models: i554, i554W, i556W, i564, i564W, i566W, i503W, and H501

### 4.9.1 Family Calls

- Make a family call

On the Device's home screen, tap  to make a family call.

- View family call details

1. Make a family call.

2. Tap  to view the number of receivers of the family call.

- End the family call


Tap  to the call screen to end the call.

### 4.9.2 Configuring Family Calls

#### *Procedure*


1. On the Device's home screen, select  > **Settings** > **Advanced** > **Family Call**.

The screen displays devices that have enabled this function.

2. (Optional) Tap , enter the name for other devices, and then tap **OK**.

After setting, you can see the set name when on a family call.

3. Tap .

4. Return to the home screen, and then tap  to make a family call.

# Chapter 5 Advanced Calling Features

## 5.1 Holding and Resuming Calls

During a call, you can put the call on hold to temporarily mute audio in both directions.

- On the call screen, tap  to put the call on hold.

The icon changes to .

- Tap  to resume the call.




## 5.2 Call Forwarding

Call forwarding is a feature that redirects incoming calls to another number. You can configure call forwarding individually for each line on the Device or via the web interface.

There are three types of call forwarding:

- **Unconditional forwarding:** All incoming calls are forwarded to the configured number.
- **Busy forwarding:** When the user is busy (on another call), incoming calls are forwarded to the configured number.
- **No-Answer forwarding:** If the user does not answer within a set timeout period, incoming calls are forwarded to the configured number.

### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Call** > **Account Settings**.
  2. Select the line, and then tap **OK**.
  3. Tap  to enable the desired forwarding type, and then enter the target number for forwarding.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Line** > **SIP** > **Basic Settings**.
  2. Select the line from the **Line** drop-down list.
  3. Select  to enable the desired forwarding type, and then enter the target number for forwarding.
  4. Click **Apply**.







## 5.3 Intercom

The Intercom function allows for instant and hands-free audio communication between devices. When Intercom mode is enabled, the device can automatically answer incoming intercom calls.

### 5.3.1 Making Intercom Calls

To quickly make an intercom call, you need to configure the function key on the Device or via the web interface.

#### Procedure

- On the Device
  1. On the Device's home screen, tap  in the upper-right corner.
  2. Tap a field, select **Memory Key** from the **Type** drop-down list, and then select **Intercom** from the **Subtype** drop-down list.
  3. Configure the line, name, and number.
  4. Tap .
  5. Return to the home screen, tap , and then tap  to initiate an intercom call.
- Via the web interface
  1. On the Device's home page, select **Function Key > Function Key**.
  2. Select **Memory Key** from the **Type** drop-down list, and then select **Intercom** from the **Subtype** drop-down list.
  3. Configure the line, name, and number.
  4. Click **Apply**.
  5. On the Device's home screen, tap , and then tap  to initiate an intercom call.

### 5.3.2 Answering Intercom Calls

You can enable the intercom function and configure parameters via the web interface. After enabled, the Device automatically answers incoming intercom calls.

#### Procedure

1. On the Device's home page, select **Device Settings > Features > Intercom Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 5-1 Parameter description of intercom

Parameter	Description
Enable Intercom	When enabled, the Device will automatically answer incoming calls that contain the specific SIP <code>Call-Info</code> header indicating an intercom request.
Enable Intercom Mute	Enables or disables the mute function during an intercom call.
Enable Intercom Tone	Plays an alert tone when an intercom call is received.
Enable Intercom Barge	When enabled, if the current call is not an intercom call, the Device automatically answers the new intercom call; if the current call is an intercom call, the Device rejects the new intercom call.

## 5.4 Multicast

The Multicast function enables efficient one-to-many audio broadcasting. A source server sends an RTP stream once to a specific multicast group address, and all devices configured to listen to that address will receive and play the stream simultaneously. You can configure multicast parameters via the web interface.

### Procedure

1. On the Device's home page, select **Device Settings > MCAST**.
2. Configure the parameters.
3. Click **Apply**.

Table 5-2 Parameter description of multicast

Parameter	Description
Priority	Defines the call priority when a multicast call is received during an existing call.
Mcast Listening Renew Time	The waiting time before the Device attempts to re-listen to the multicast stream after an interruption.


Multicast Tone	When enabled, a short beep tone plays before the multicast audio starts.
Enable Page Priority	When enabled, if two multicast streams arrive simultaneously, the device will answer the one with the higher priority.
Enable Prio Chan	When enabled, a connection is established only if both the port and channel match. Channel 24 is the highest priority, and channel 0 indicates not matching the channel.
Enable Emer Chan	When enabled, Channel 25 is given the highest priority.
Name	Set a name for the multicast.
Host:port	Enter the server address and port of the multicast.
Channel	0–25. <ul style="list-style-type: none"> <li>• 24: priority channel</li> <li>• 25: emergency channel</li> </ul>

**MCAST Dynamic:** Multicast configuration can be delivered dynamically via SIP NOTIFY messages. After receiving such a message, the Device automatically adds the configuration to its system to start listening to the specified multicast stream, or removes the configuration to stop listening.

## 5.5 SIP Hotspot

The SIP hotspot function creates a simple virtual SIP extension group. One device serves as the hotspot server (Device A), registering a main SIP account with the service provider. Other devices serve as hotspot clients (Device B and Device C), sharing this SIP account.

- **Incoming calls:** When the Device A receives an incoming call, all devices (Devices A, B, and C) in the hotspot group ring simultaneously. Once any one device answers, the ringing on all devices stops, and the remaining devices hang up.
- **Outgoing calls:** When any client device (Device B or Device C) makes an outgoing call, it uses the SIP account of the hotspot server (Device A).

 **NOTE**

Extension numbers:

- The hotspot server is automatically assigned extension 0.
- Hotspot clients are automatically assigned extensions starting from 1 (incrementally).
- Devices within the same hotspot can call each other using these extensions (e.g., extension 1 dials extension 0).

### 5.5.1 Configuring SIP Hotspot

You can configure SIP hotspot via the web interface.

*Procedure*

1. On the Device's home page, select **Line > Hotspot**.
2. Configure the parameters.
3. Click **Apply**.

Table 5-3 Parameter description of SIP hotspot

Parameter	Description
Enable Hotspot	Select <b>Enabled</b> from the drop-down list to enable the hotspot function.
Mode	<ul style="list-style-type: none"> <li>• <b>Hotspot</b>: The Device serves as the SIP server.</li> <li>• <b>Client</b>: The Device serves as the SIP client.</li> </ul>
Monitor Type	Includes <b>Broadcast</b> and <b>Multicast</b> . Defines how server and clients discover and communicate. Server and clients must be set to the same monitor type. Select <b>Multicast</b> allows reducing broadcast traffic.
Monitor Address	The IP address used for the communication between server and clients. Required only if <b>Monitoring Type</b> is <b>Multicast</b> . The system uses the WAN port's broadcast address when <b>Broadcast</b> is selected.
Local Port	The port for hotspot communication, which must be identical between server and clients.
Name	Set a unique name for the hotspot server to prevent conflicts in networks with multiple hotspots.
Line Settings	Select desired SIP line to enable SIP hotspot.

## 5.5.2 Managing Hotspot Clients

You can restart, upgrade, or add hotspot clients to group via the web interface.

### Procedure

1. On the Device's home page, select **Line > Hotspot Managed Extension**.
2. Configure the parameters.
3. Click **Apply**.

Table 5-4 Parameter description of hotspot clients management





Parameter	Description
Enable Manage Mode	Select <input type="checkbox"/> to enable hotspot management function, and then click <b>Apply</b> .
Local Extension Information	Displays the information of hotspot servers, including clients, group, and SIP number.
Managed Extension Information	Displays the information of hotspot clients. You can reboot, upgrade, or group the clients.
UnManaged Extension Information	Displays newly connected clients. If you want to manage them, click <b>Move To Managed</b> to add them to the <b>Managed Extension Information</b> .
Hotspot Group Information	Displays the name and number of a hotspot group. Click <b>Add To Group</b> in <b>Managed Extension Information</b> to add servers and clients to the group, and then set a number for it. Calls to the set number will ring all devices in the group. Once any one device answers, the ringing on all devices stops, and the remaining devices hang up.

## 5.6 Message

### 5.6.1 Text Message




If the SIP server supports short message service (SMS), the Device will receive notifications for incoming text messages. A new message alert will display on the Device's home screen.

### Procedure

- Send text messages
  1. On the Device's home screen, select  > **SMS**.
  2. Tap  to create a new message.
  3. Select a SIP line, enter the receiver's number, and then edit the message.
  4. Tap  to send the message.
- View text message
  1. On the Device's home screen, select  > **SMS**.
  2. Select **Inbox** from the drop-down list.
  3. Tap any unread message to view its content.

#### **TIP**

When a new message alert appears on the screen, tap **OK** to jump directly to the Inbox.

- Reply text messages
  1. On the Device's home screen, select  > **SMS**.
  2. Select **Inbox** from the drop-down list, and then tap a message you want to reply to.
  3. Tap , and then edit the message.
  4. Tap  to send the message.





## 5.6.2 Voice Message

If the SIP server supports voice mail, the caller can leave a voice message on the server when the call is not answered. The Device will receive notifications for incoming voice messages. A new voice message alert will display on the Device's home screen.

### Prerequisites

To listen to voice messages, you must first configure a voice mail number for the line.

### Procedure

1. On the Device's home screen, select  > **MWI**.
2. Tap  next to the corresponding SIP Line.
3. Tap  to enable the function, and then enter a voice mail number.
4. Tap .

The **MWI** screen displays the read and unread voice messages.



5. Call the set number, and then follow the voice prompt to enter the PIN code to listen to the voice message.

# Chapter 6 Door Unlock

You can remotely unlock the door from the home screen, call screen, and monitoring screen of the Device. Before unlocking the door, you need to add a door phone on the Device or via the web interface.






## 6.1 Door Unlock on the Home Screen

### 6.1.1 Unlocking the Door

On the Device's home screen, tap  to go to the **Door** screen, and then tap  to open the door.

### 6.1.2 Configuring Door Unlock

#### *Procedure*

- On the Device
  1. On the Device's home screen, tap  to go to the **Door** screen, and then tap .
  2. Configure the name, IP address (or URL), username, and password of the door phone.
  3. Tap .
  4. On the **Door** screen, tap .
- Via the web interface
  1. On the Device's home page, select **Application > Open the Door > Door Unlock Settings**.
  2. Configure the name, IP address (or URL), username, and password of the door phone.
  3. Click **Apply**.
  4. On the **Door** screen, tap .

#### **NOTE**


- For Fanvil door phones, enter the door phone's IP address or URL.
- For the third-party door phones, enter the door phone's URL.

## 6.2 Door Unlock on the Call Screen

When on a call with the door phone, tap  on the call screen to unlock the door.

### 6.2.1 Unlocking the Door

*Procedure*

1. Establish a call with the door phone.
2. Tap  to unlock the door.

### 6.2.2 Configuring Door Unlock

*Procedure*




- On the Device
  1. On the Device's home screen, select  > **PhoneBook** > **Door Access List**.
  2. Tap  to add a new door phone, and then configure the parameters.
  3. Tap **Save**.
- Via the web interface
  1. On the Device's home page, select **Application** > **Doorphone Settings**.
  2. Click **Add**, configure the parameters, and then click **OK**.
  3. Click **Apply**.

Table 6-1 Parameter description of door unlock

Parameter	Description
Title/Name	Set a custom name for the door phone.
Number	The IP address or SIP number of the door phone. Use IP address only for direct IP calls.
Line	Select the SIP line. <b>Auto</b> by default.
Password & Access Code	<p>The password to remotely unlock the door, which must match the door release password configured on the door phone.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p> <b>NOTE</b></p> <p>For Fanvil i2 and i3 series door phones, this must match their specific access codes.</p> </div>

### 6.2.3 Configuring Door Locks

You can configure the name, number, and unlocking methods of the door via the web interface.


*Procedure*


1. On the Device's home page, select **Application > Open the Door > Call Page Door Opening Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 6-2 Parameter description of door locks

Parameter	Description
Unlock	The lock number.
Status	<ul style="list-style-type: none"> <li>• <b>Enabled</b>: Displays the lock button on the call screen.</li> <li>• <b>Disabled</b>: Hides the lock button on the call screen.</li> </ul>
Input Name	Set a name for the lock.
Type	<ul style="list-style-type: none"> <li>• <b>Door Access</b>: Unlocks the door using the password configured for the door phone.</li> <li>• <b>DTMF</b>: Sends a DTMF code to open the door.</li> <li>• <b>URL</b>: Triggers custom HTTP request to open the door.</li> </ul>
Value	The DTMF code or URL based on the selected <b>Type</b> .

### 6.3 Call Unlock on the Monitoring Screen


Tap  to unlock the door on the monitoring screen.

 **NOTE**

This function is disabled by default. You must configure the parameters via the web interface.

### 6.3.1 Unlocking the Door

*Procedure*

1. Go to the monitoring screen.
2. Tap  to unlock the door.

### 6.3.2 Configuring Door Locks

You can configure the name, number, and unlocking methods of the door via the web interface.

*Procedure*

1. On the Device's home page, select **Application > Open the Door > Monitoring Page Door Unlock Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 6-3 Parameter description of door unlock when monitoring

Parameter	Description
Unlock	The lock number.
Status	<ul style="list-style-type: none"> <li>• <b>Enabled:</b> Displays the lock button on the call screen.</li> <li>• <b>Disabled:</b> Hides the lock button on the call screen.</li> </ul>
Input Name	Set a name for the lock.
Type	Select the URL of a door phone.

# Chapter 7 Preview and Monitoring

## 7.1 Video Preview for Incoming Calls

Video preview allows you to see video from a door phone or a bound IP camera before answering the call. You can enable this function by configuring **SIP Video Preview** and **Video Linkage** via the web interface.




### Procedure

- SIP Video Preview
  - SIP Line
    1. On the Device's home page, select **Line >SIP > Advanced Settings**.
    2. Click **Enable Preview**, and then select the **Preview Mode**.
      - **Preview18x**: Standard SIP video preview.
      - **Preview2XX**: Use only with Fanvil door phones.
    3. Click **Apply**.
  - Direct IP dialing
    1. On the Device's home page, select **Line > Basic Settings > SIP P2P Settings**
    2. Click **Enable Preview**, and then select the **Preview Mode**.
      - **Preview18x**: Standard SIP video preview.
      - **Preview2XX**: Use only with Fanvil door phones.
    3. Click **Apply**.
- Video Linkage

When the Device receives an incoming call, it matches the caller's number or IP address automatically. If the number or IP address is bound to a RTSP video stream, you can preview the video before answering the call. For details, see [7.3 Video Linkage](#).

## 7.2 Monitoring

This function allows you to view live feeds from added IP cameras or door phones.

- Start monitoring: Tap  on the Device's home screen to view the first camera in the camera list.
- Switch camera: Tap , and then select the desired camera.
- Exit monitoring: Tap  in the upper-left corner to exit the monitoring screen.

## 7.2.1 Adding Cameras Manually

You can manually add IP cameras or door phones on the Device or via the web interface.

### Procedure





- On the Device
  1. Tap  on the Device's home screen.
  2. Tap  in the lower-right corner, and then tap .
  3. Configure the parameters.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Application > Monitor > Monitor Settings**.
  2. Configure the parameters.
  3. Click **Apply**.

Table 7-1 Parameter description of manual camera addition

Parameter	Description
Title/Name	Set a title for the camera.
URL/IP	For Fanvil i6 series door phones: Enter the IP address only; For third-party cameras: Enter the complete RTSP URL.
Username	The username for the RTSP stream of the bound IP camera.
Password	The password for the RTSP stream of the bound IP camera.




## 7.2.2 Scanning Cameras via ONVIF

The Device supports the Open Network Video Interface Forum (ONVIF) for IP camera discovery.

### NOTE

Ensure that the IP cameras or door phones have ONVIF enabled.

### Procedure

1. Tap  on the Device's home screen.
2. Tap  in the lower-right corner, and then tap .

The Device starts to scan and display the IP cameras or door phones on the same LAN.

3. Select an unadded device, and then configure title, username, and password.
  - **Title:** Set a name for the camera, which will display in the camera list and the top of the screen.
  - **Username:** The username for ONVIF authentication.
  - **Password:** The password for ONVIF authentication.
4. Tap .

## 7.3 Video Linkage

The Device displays video from bound door phones or IP cameras before answering the call or when on a call.

### Procedure

1. On the Device's home page, select **Line > Action Plan**.
2. Configure the parameters.
3. Click **Add**.

Table 7-2 Parameter description of video linkage

Parameter	Description
Action	Select <b>Video</b> from the drop-down list.
Number	Enter the SIP number or IP address of the door phone based on the call type.
Type	<ul style="list-style-type: none"> <li>• <b>Early:</b> Displays the video before the call is answered.</li> <li>• <b>Connected:</b> Displays the video after the call is answered.</li> </ul>
Direction	<ul style="list-style-type: none"> <li>• <b>Both:</b> Link the video for both incoming and outgoing calls.</li> <li>• <b>Incoming Calls:</b> Link the video for the incoming calls.</li> <li>• <b>Outgoing Calls:</b> Link the video for the outgoing calls.</li> </ul>
Line	Select the corresponding SIP line. <b>AUTO</b> by default.
Username	The username for the RTSP stream of the bound IP camera.
Password	The password for the RTSP stream of the bound IP camera.
URL	The RTSP URL of the video stream.

# Chapter 8 Arming Mode

- **Alarm Input Port:** Used to connect alarms like motion, smoke, or gas sensors.

When an alarm input is triggered, the Device can send an alert message to a configured server address, make a call to a designated number, and play a local alarm tone for the quick response by security personnel.

- **Arming Mode:** The Device supports four arming modes: **Home**, **Away**, **Night**, and **Disarmed**.

When an arming mode is active and a connected sensor is triggered, the Device will generate an alarm notification for the user. If the user does not handle the alarm within a set timeout period, the Device will automatically call the monitoring center.

## 8.1 Selecting an Arming Mode

The Device supports 4 arming modes, including **Home**, **Night**, **Away**, and **Disarmed**. You can tap the desired arming icon on the Device's home screen, enter the password (1234), and then tap **OK** enable the arming mode. You can also enable it on the **Arming Mode** screen:

*Procedure*


1. On the Device's home screen, select  > **Arming** > **Arming Mode**.
2. Tap the desired arming mode, and then enter the password.
3. Tap **OK**.

Table 8-1 Description of arming icons

Arming Icon	Description
	Home
	Night
	Away
	Disarmed

## 8.2 Configuring Arming Mode

You can configure parameters for different arming modes on the Device or via the web interface, such as zone, zone type, alarm delay, and more.

*Procedure*



- On the Device
  1. On the Device's home screen, select  > **Arming** > **Mode Setting**.
  2. Configure the parameters.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Security Settings** > **Alarm Input Settings**.
  2. Configure the parameters.
  3. Click **Apply**.

Table 8-2 Parameter description of arming mode

Parameter	Description
Mode	<b>Home, Away, and Night.</b>
Zone	Zones 1 to 8, corresponding to the Device's 8 alarm inputs.
Location	The location of sensors.
Zone Type	The type of sensors, including passive infrared (PIR), smoke, and gas.
Alarm Delay	Time period after a zone is triggered before the system initiates an alarm call or SMS to the alarm center.
Armed Delay	Delay period after arming a mode before the zone becomes active.
Status	<ul style="list-style-type: none"> <li>• <b>Enable:</b> The zone is active and alarm triggers when abnormality detected.</li> <li>• <b>Disable:</b> The zone is disabled.</li> </ul>

### 8.3 Configuring Zones

The Device has eight zones, and you can manage them in different arming modes. When an event triggers, the Device alarms according to the configured trigger type and alarm type.

You can configure the zone parameters on the Device or via the web interface.

*Procedure*



- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced**.
  2. Enter the password (123), and then tap **OK**.
  3. Tap **Arming**, and then select the zone to configure.
  4. Configure the parameters.
  5. Tap .
- Via the web interface
  1. On the Device's home page, select **Security Settings** > **Zone Settings**.
  2. Configure the parameters.
  3. Click **Apply**.

Table 8-3 Parameter description of zones

Parameter	Description
Zone	Zones 1 to 8, corresponding to the Device's 8 alarm inputs.
Location	The location of sensors.
Zone Type	The type of sensors, including passive infrared (PIR), smoke, and gas.
Triggered By	<b>Low Level Trigger (Close Trigger):</b> Triggers when the input circuit closes. <b>High Level (Disconnect Trigger):</b> Triggers when the input circuit opens.
Alarm Type	<b>24 Hours:</b> Triggers an immediate alarm. <b>Enable:</b> Triggers an alarm following the status set in security mode. <b>Disable:</b> The zone is completely disabled.
Input Reset Code	A code to reset an active alarm from this zone.
Send SMS	If enabled, triggers an SMS alert when this zone is alarmed.
Function Key	Select a number to call when this zone is alarmed.
Triggered Ringtone	The custom sound when this zone triggers an alarm.

## 8.4 Viewing Alarm Logs

On the Device's home screen, select  > **Arming** > **Alarm Log** to view, edit, or delete alarm logs.

# Chapter 9 Elevator Control

The Device supports the elevator control function, allowing users to call the elevator to an assigned floor in advance to improve efficiency.

## NOTE

To use this function, the Device must work with the Fanvil EC20 Elevator Controller.

## 9.1 Setting Elevator Icon


Before calling the elevator, make sure the elevator icon is displayed on the Device's home screen. You can configure the display settings via the web interface.

## NOTE

The setting is only required for theme 2. For theme 1, the elevator icon is displayed on the home screen by default.

### *Procedure*

1. On the Device's home page, select **Device Settings > Screen Configuration > Homepage Function Display**.
2. Select any one of five actions as **Elevator**.
3. Click **Apply**.

After setting, the elevator icon  will display on the Device's home screen.

## 9.2 Calling the Elevator

You can call the elevator to the assigned floor by configuring the HTTP command via the Device's web interface.

### *Procedure*

1. On the Device's home page, select **Application > Lift Settings**.
2. Configure the parameters.
3. Click **Apply**.



Tap  to enter the elevator screen, and then tap elevator 1 or elevator 2 to control and wait for it to arrive.

Table 9-1 Parameter description of elevator settings

Parameter	Description
Status	<ul style="list-style-type: none"> <li>• <b>Disabled:</b> Disable the elevator function.</li> <li>• <b>Enabled:</b> Allows the indoor station to control the elevator to the assigned floor.</li> </ul>
Icon	<ul style="list-style-type: none"> <li>• <b>Normal:</b> The elevator goes to the assigned floor.</li> <li>• <b>Up:</b> The elevator goes to the assigned floor and moves upward (currently unavailable).</li> <li>• <b>Down:</b> The elevator goes to the assigned floor and moves downward (currently unavailable).</li> </ul> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p> <b>NOTE</b></p> <p>Only <b>Normal</b> is currently supported.</p> </div>
Name	The name of the elevator.
HTTP Command	<p><code>http://username:password@IP:port/cgi-ec?floor=1&amp;cmd=ce</code></p> <ul style="list-style-type: none"> <li>• <code>username</code>: Username for logging in to the webpage of the elevator controller, <b>admin</b> by default.</li> <li>• <code>password</code>: Password for logging in to the webpage of the elevator controller, <b>admin</b> by default.</li> <li>• <code>IP</code>: The IP address of the elevator controller.</li> <li>• <code>port</code>: The port of the elevator controller. Default value: <b>80</b></li> <li>• <code>floor</code>: The floor number. Range: -5 to 64</li> <li>• <code>cmd</code>: The command to control the elevator to the assigned floor. Default value: <b>ce</b></li> </ul>

# Chapter 10 Phonebook

## 10.1 Access Control List

The access control list is used to store and manage information for access control devices. You can add, delete, or edit the unlock passwords for door access devices and directly initiate video or voice calls in the list. For details, see [6.2 Door Unlock on the Call Screen](#).

## 10.2 Local Phonebook

The local phonebook stores and manages contact information locally on the Device.

By default, the phonebook is empty, and you can add contacts on the Device or via the web interface. The Device supports adding contacts from call logs or the cloud phonebook.

### 10.2.1 Managing Contacts

You can add, delete, edit, and search for contact on the Device and via the web interface.

#### *Procedure*










- Add contacts
  - On the Device
    1. On the Device's home screen, select  > **Phonebook** > **Local Contacts**.
    2. Tap , and then configure the parameters.
    3. Tap **Save**.
  - Via the web interface
    1. On the Device's home page, select **Phonebook** > **Contacts**.
    2. Click **Add new contact**, configure the parameters, and then click **OK**.
    3. Click **Apply**.

Table 10-1 Parameter description of contact addition

Parameter	Description
Name	Set a name for the contact.
Phone	Enter the SIP number or IP address of the contact.
Phone1	(Optional) Enter the SIP number or IP address of the contact.
Phone2	(Optional) Enter the SIP number or IP address of the contact.
Line	Select default line for outgoing calls.
Ring	Specify ringtone for incoming calls from the contact.
Group	Select default or pre-configured group.

- Edit contacts
  - On the Device
    1. On the Device's home screen, select  > **Phonebook** > **Local Contacts**.
    2. Tap an added contact, and then tap .
    3. Edit the information of the contact, such as name, number, and line.
    4. Tap **Save**.
  - Via the web interface
    1. On the Device's home page, select **Phonebook** > **Contacts**.
    2. Click **Edit**, configure the parameters, and then click **OK**.
    3. Click **Apply**.
- Delete contacts
  - On the Device
    1. On the Device's home screen, select  > **Phonebook** > **Local Contacts**.
    2. Tap  in the upper-right corner, select one or more contacts, and then tap .
    3. Tap **OK**.
  - Via the web interface
    1. On the Device's home page, select **Phonebook** > **Contacts**.
    2. Select a contact or all contacts, and then click **Delete** or **Delete All**.
- Search for contacts
  - On the Device
    1. On the Device's home screen, select  > **Phonebook** > **Local Contacts**.
    2. Tap  in the upper-right corner, and then enter the name or number of the contact.






The contact will be found and displayed in the **Local Contacts** list.



- Via the web interface
  1. On the Device's home page, select **Phonebook > Contacts**.
  2. Enter the name or number of the contact.
  3. Click **Search**.

## 10.2.2 Managing Groups

The group list is empty by default. You can add, edit, and delete groups, and add or remove contacts from a group.

### *Procedure*

- Add groups
  - On the Device
    1. On the Device's home screen, select  > **Phonebook > Local Contacts**.
    2. Select **Group** from the drop-down list on the right.
    3. Tap , set a name, and then select a ringtone.
    4. Tap **Save**.
  - Via the web interface
    1. On the Device's home page, select **Phonebook > Advanced > Group List**.
    2. Tap **Add new group**, set a name, and then select a ringtone.
    3. Tap **OK**.
- Edit Groups
  - On the Device
    1. On the Device's home screen, select  > **Phonebook > Local Contacts**.
    2. Select **Group** from the drop-down list on the right.
    3. Select a group, tap , and then edit the name or select a ringtone.
    4. Tap **Save**.
  - Via the web interface
    1. On the Device's home page, select **Phonebook > Advanced > Group List**.
    2. Tap **Edit**, set a name, and then select a ringtone.
    3. Tap **OK**.
- Delete Groups
  - On the Device
    1. On the Device's home screen, select  > **Phonebook > Local Contacts**.

2. Select **Group** from the drop-down list on the right.
3. Tap  in the upper-right corner, select one or more groups, and then tap .
4. Tap **OK**.






- Via the web interface

1. On the Device's home page, select **Phonebook > Advanced > Group List**.
2. Select a group or all groups, and then click **Delete** or **Delete All**.


## 10.2.3 Adding or Removing Contacts from Groups

### Procedure

- On the Device

1. On the Device's home screen, select  > **Phonebook > Local Contacts**.
2. Select **Group** from the drop-down list on the right.
3. Select a group, and then tap .
4. Add or remove contacts from the group.
  - Add a contact: Tap , select a contact, and then tap .
  - Remove a contact: Tap .
5. Tap **Save**.

- Via the web interface

1. On the Device's home page, select **Phonebook > Contacts**.
2. Add or remove contacts from the group.
  - Add a contact: Select a contact, select a group from the drop-down-list, and then click **Add to Group**.
  - Remove a contact: Select a contact, click **Edit**, deselect , and then click **OK**.

## 10.3 Cloud Phonebook

The cloud phonebook allows downloading phonebooks from cloud servers to the Device, facilitating centralized contact management for office users.

### **NOTE**

We recommend saving important cloud contacts locally.

### 10.3.1 Configuring Cloud Phonebook


Before initial use, you need to configure the cloud phonebook via the web interface.

#### Procedure

1. On the Device's home page, select **Phonebook > Cloud Phonebook**.
2. Configure the name, URL, username, and password.
3. Click **Apply**.

### 10.3.2 Downloading Cloud Phonebook

#### Procedure

1. On the Device's home screen, select  > **Phonebook > Cloud Phonebook**.
2. Tap the desired cloud phonebook.

The Device starts downloading the phonebook. If the download fails, an alert message pops up.

3. Tap  to search for cloud contacts and perform other actions.

## 10.4 Adding Blocklist

The blocklist is used to reject calls from specific numbers. When numbers added to the blocklist call the Device, the system automatically rejects the call, and a missed call record will be displayed on the Device.


You can configure the blocklist on the Device or via the web interface.

#### Procedure


- On the Device

You can add the contact to the blocklist from the **Phonebook** or **Call Log**.


- From **Phonebook**



1. On the Device's home screen, select  > **Phonebook > Local Contacts**.
2. Select a contact, tap , and then tap **Add to Blocked List**.

The screen displays **Add Success!**.

Or select **Blocked List** from the drop-down list on the right, tap , configure **Number**, **Line**, and **Number/Prefix**, and then tap **Save**.

- From **Call Log**

1. On the Device's home screen, select  > **Call Log**.

2. Tap  on the right side of the contact.
  3. Tap , and then tap **Add to Blocked List**.
- Via the web interface
    1. On the Device's home page, select **Phonebook > Call List > Restricted Incoming Calls**.
    2. Click **Add**, and then configure **Number**, **Line**, and **Number/Prefix**.
    3. Click **OK**.

## 10.5 Adding Allowlist

The Device supports an incoming call allowlist. When a number is added to the allowlist, calls from this number can still be received even when DND or call forwarding is enabled. Calls from numbers not on the allowlist will be automatically rejected or forwarded.

The configuration of allowlist is similar to that of blocklist. For details, see [10.4 Adding Blocklist](#).

## 10.6 Configuring Restricted Outgoing Calls

The Device allows outgoing call restrictions. Calls to restricted numbers are blocked, and the Device plays a call restriction tone and displays a pop-up notification. You can configure the function via the web interface.

### *Procedure*

1. On the Device's home page, Select **Phonebook > Call List > Restricted Outgoing Calls**.
2. Click **Add**, and then configure **Number**, **Line**, and **Number/Prefix**.
3. Click **OK**.

# Chapter 11 Call Logs


Call logs allow you to view and delete all incoming, outgoing, forwarded, and missed calls, or to save a caller's number as a contact on the Device or via the web interface. Snapshots captured by the Device also displays in call logs.

## 11.1 Managing Call Logs

### Procedure

- View call logs

The Device can store up to 1,000 call records.







- On the Device
  1. On the Device's home screen, tap .
  2. Swipe down the screen to view all calls.
- Via the web interface

On the Device's home page, select **Call Logs** to view all calls.



### TIP

Select a call type from the drop-down list to view corresponding call records.


- Delete call logs
  - On the Device
    1. On the Device's home screen, tap .
    2. Tap  in the upper-right corner, select one or more records, and then tap .
    3. Tap **OK**.
  - Via the web interface
    1. On the Device's home page, select **Call Logs**.
    2. Select one or more records, and then click **Delete**. Click **Delete All** to delete all records.
- Create contacts from call logs
  - On the Device
    1. On the Device's home screen, tap .
    2. Tap  on the right side of a call log.
    3. Tap , and then create a name for the contact.
    4. Tap **Save**.

- Via the web interface
  1. On the Device's home page, select **Call Logs**.
  2. Click **Add** on the right side of a call log, and then create a name for the contact.
  3. Click **OK**.

## 11.2 Snapshots

If a visitor initiates a video call through the Device and it goes unanswered, the Device automatically captures a snapshot of the visitor. Users can then view the visitor information on the **Call Log** screen.

### *Procedure*

- View snapshots
  1. On the Device's home screen, select  > **Call Log** or **Application**.
  2. Tap the snapshot to view it in full screen.
- Configure snapshots
  1. On the Device's home page, select **Device Settings** > **Features** > **Basic Settings**.
  2. Set the **Snapshot Timeout**.
  3. Click **Apply**.

# Chapter 12 Device Functions

## 12.1 Time Plan

Time plan enables scheduling of automated device actions at a precise time or across a defined time range, allowing tasks like reboots or upgrades to be performed automatically.

### NOTE

If the Device is on a call within the scheduled time period, restarting and upgrading will be skipped.

### Procedure

1. On the Device's home page, select **Device Settings > Time Plan**.
2. Configure the parameters.
3. Click **Apply**.

Table 12-1 Parameter description of time plan

Parameter	Description
Name	Set a custom name for the action rule.
Type	The action to perform. <ul style="list-style-type: none"> <li>• Upgrade</li> <li>• Reboot</li> <li>• Call forwarding</li> </ul>
Repetition Period	Sets the recurrence pattern. <ul style="list-style-type: none"> <li>• <b>No Repetition</b>: Executes once within the set time range.</li> <li>• <b>Daily</b>: Executes at the same time every day.</li> <li>• <b>Weekly</b>: Executes on the same weekday(s) every week.</li> <li>• <b>Monthly</b>: Executes on the same date every month.</li> </ul>
Start Date	The date when the rule becomes active.
End Date	The date when the rule expires.
Effective Time	The effective time period for action execution.

## 12.2 Action Plan

Action plan is a Fanvil-defined technology that enables event-triggered control and linkage between Fanvil terminals and other devices. It allows the terminal to automatically execute predefined actions when specified events occur.

### Procedure

1. On the Device's home page, select **Line > Action Plan**.
2. Configure the parameters.
3. Click **Apply**.

Table 12-2 Parameter description of action plan

Parameter	Description
Action	The action to perform when the rule is triggered. <ul style="list-style-type: none"> <li>• <b>Video</b>: Displays video feed from a bound third-party camera during an incoming or active call.</li> <li>• <b>Mute</b>: Automatically mutes the Device.</li> <li>• <b>Answer</b>: Automatically answers the incoming call.</li> </ul>
Number	The calling number that triggers this rule. Supports the same expression format as <b>Dial Plan</b> .
Type	<ul style="list-style-type: none"> <li>• <b>Early</b>: Displays the video before the call is answered.</li> <li>• <b>Connected</b>: Displays the video after the call is answered.</li> </ul>
Direction	<ul style="list-style-type: none"> <li>• <b>Both</b>: For both incoming and outgoing calls.</li> <li>• <b>Incoming Calls</b>: For the incoming calls only.</li> <li>• <b>Outgoing Calls</b>: For the outgoing calls only.</li> </ul>
Line	The SIP line to which this rule applies.
Username	The username for the RTSP authentication.
Password	The password for the RTSP authentication.
URL	(For <b>Video</b> action) The RTSP URL of the camera.
User Agent	User agent information.

## 12.3 System Maintenance

### 12.3.1 Managing System Configurations

Administrators can import, export, and clear device configurations, and restore the Device to factory settings in **System > Configurations**.

Table 12-3 Parameter description of system configurations

Operation	Description
Export configuration	Click to export the configuration file in .txt format.
Import configuration	Upload a previously saved configuration file to apply its settings to the Device.
Clear configuration	Clears SIP settings, auto-provisioning configurations, and shortcut keys.
Clear user data	Clears the local phonebook, call records, and blocklist and allowlist.
Factory reset	Erases all device data, including all configurations and database tables, restoring the device to its original state.

### 12.3.2 Upgrade

#### 12.3.2.1 Upgrading Software Version

*Procedure*

1. On the Device's home page, select **System > Upgrade**.
2. Click **Select**, and then select a software version file.
3. Click **Upgrade**.

#### 12.3.2.2 Upgrading Server

Places the upgrade .txt file and software on the corresponding server. When the device detects that the software on the server differs from its own version, it will prompt for an upgrade.

*Procedure*

1. On the Device's home page, select **System > Upgrade**.
2. Configure the parameters.

3. Click **Apply**.

Table 12-4 Parameter description of server upgrade

Parameter	Description
<b>Upgrade Server</b>	
Enable Auto Upgrade	When selected, the Device will periodically check the configured HTTP server for a new version.
Upgrade Server Address1	The URL of the main HTTP upgrade server.
Upgrade Server Address2	(Optional) The URL of a backup upgrade server.
Update Interval	The frequency at which the Device checks for new versions.
<b>Firmware Information</b>	
Current Software Version	The currently installed software version.
Server Firmware Version	The currently installed firmware version available on the server.
Upgrade	Becomes active when a newer version is detected. Click to upgrade to the new version.
New Firmware Information	Displays update information from the server's version file when available.

4. Place the firmware file (.z file) and a corresponding version information file on your HTTP server.

- The version file must be named in this format: vendor\_model\_hww1\_0.txt
- The .txt file must be UTF-8 encoded and contain the following information.

```
Version=2.12.0
Firmware=http://ip:port/xxx.z
BuildTime=2023.09.11 20:00
Info=TXT

Release
Note:
XXXXX
X
```

- When the update interval arrives, if new files are on the server, the device prompts the user who can then upgrade. The web UI also enables its upgrade button with release notes.

### 12.3.3 Auto-Provisioning

The Device supports four methods to obtain auto-provisioning parameters:

- **SIP plug-and-play (PnP)**
- **DHCP**
- **Static provisioning**
- **TR-069**

If all four methods are configured simultaneously, the Device will acquire the auto-provisioning parameters at startup according to the following procedure or priority: **SIP PnP > DHCP > TR-069 > Static provisioning**

Supported protocols: FTP, TFTP, HTTP, and HTTPS

#### *Procedure*

1. On the Device's home page, select **System > Auto Provision**.
2. Configure the Parameters.
3. Click **Apply**.

Table 12-5 Parameter description of auto-provisioning

Parameter	Description
<b>Basic Settings</b>	
CPE Serial Number	Displays the serial number of the Device.
Authentication Name	The username for the FTP server. Not required for TFTP protocol. If using FTP and this field is left blank, the default is set to <b>anonymous</b> .
Authentication Password	Password for the FTP user.
Configuration File Encryption Key	If the configuration file to be upgraded is encrypted, enter its decryption key here.
General Configuration File Encryption Key	If the common configuration file to be upgraded is encrypted, enter its decryption key here.
Download Fail Check Times	The number of times the Device retries after a failed download. Default: 1.
Update Contact Interval	The preset interval at which the Device automatically downloads and updates the phonebook.
Save Auto Provision Information	Select <input type="checkbox"/> to save the auto-provisioning information.
Download CommonConfig enabled	Select <input type="checkbox"/> to download the common configuration file during automatic upgrading.
Enable Server Digest	If the Device uses Digest authentication to match configuration content, enabling this will trigger an update download whenever the configuration on the server is modified, or if the local configuration differs from the server's.

Display Provision Prompt	Settings for displaying upgrade prompt dialogs.
Provision Config Priority	Sets the priority between auto-provisioning and manual configuration.
<b>DHCP Option</b>	
Option Value	DHCP option used to obtain auto-provisioning parameters, supporting <b>Custom Option</b> , <b>Option 66</b> , and <b>Option 43</b> . <b>Disabled</b> is set by default.
Custom Option Value	The valid range for a custom option is 128 to 254. The custom option type must match the definition on the DHCP server.
Enable DHCP Option 120	Enables setting the SIP server address via DHCP Option 120.
<b>DHCPv6 Option</b>	
Option Value	DHCP option used to obtain auto-provisioning parameters, supporting <b>Custom Option</b> , <b>Option 66</b> , and <b>Option 43</b> . <b>Option 66</b> is set by default.
Custom Option Value	The valid range for a custom option is 128 to 254. The custom option type must match the definition on the DHCP server.
<b>SIP Plug and Play (PnP)</b>	
Enable SIP PnP	When enabled, the terminal will periodically send SIP SUBSCRIBE messages via multicast upon startup. Any compatible SIP server will respond with a SIP NOTIFY message containing the path to the auto-configuration or auto-provisioning server, from which the terminal can obtain the configuration file to download.
Server Address	The IP address of the PnP server.
Server Port	The port of the PnP server.
Transport Protocol	The transport protocol for PnP.

Update Interval	The interval (in hours) for checking updates.
<b>Plug and Play</b>	
Auto Discover	When enabled, the Device scans the LAN for door phones and indoor stations that have auto-discovery enabled and automatically configures them.
Device Name	The name of the Device.
Device Location	Devices in the same location can be discovered.
<b>Static Server</b>	
Server Address	The address of the FTP/TFTP/HTTP server. It can be an IP address (e.g., 192.168.1.1) or a domain name (e.g., ftp.domain.com). The system also supports specifying a subdirectory path (e.g., 192.168.1.1/ftp/Config/ or ftp.domain.com/ftp/config), meaning it will access the server at the given address or domain, with the file storage path under the specified subdirectory. A trailing slash is optional.
Configuration File Name	The name of the configuration file to download. For typical auto-provisioning, leave this field empty. The Device will then use its own MAC address as the filename to retrieve the file from the server.
Protocol Type	The server type: <b>FTP</b> , <b>TFTP</b> , or <b>HTTP</b> .
Update Interval	The interval (in hours) for checking updates.
Update Mode	The auto-update type. <ul style="list-style-type: none"> <li>• <b>Disabled</b>: No update.</li> <li>• <b>Update After Reboot</b>: Update after the Device reboots.</li> <li>• <b>Update at Time Interval</b>: Updates at the specified interval.</li> </ul>
Autoprovisioning Now	Click to start auto-provisioning.
<b>TR069</b>	
Enable TR069	Select <input type="checkbox"/> to enable TR069.
ACS Server Type	Select the ACS server type. Supports <b>China Telecom</b> , <b>Common</b> , <b>China Unicom</b> , and <b>eSight</b> .

ACS Server URL	The URL of the ACS server.
ACS User	The username for ACS server authentication.
ACS Password	The password for ACS server authentication.
Enable TR069 Warning Tone	Select <input type="checkbox"/> to enable TR069 prompt tone.
TLS Version	If "Auto Login" is selected, the Device will use the previously entered credentials to connect to the ACS server upon reboot without prompting for username and password.
INFORM Sending Period	The interval at which the Device periodically sends an INFORM message to the ACS server.
STUN Server Address	The address of the STUN server.
STUN Enable	Select <input type="checkbox"/> to enable STUN.

# Chapter 13 Preferences

You can configure date & time, screen, and audio on the Device or via the web interface.

## 13.1 Configuring Date & Time

### Procedure



- On the Device
  1. On the Device's home screen, select  > **Settings** > **Basic** > **Time & Date**.
  2. Configure the parameters.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Time/Date**.
  2. Configure the parameters.
  3. Click **Apply**.

Table 13-1 Parameter description of date & time

Parameter	Description
<b>Network Time Server Settings</b>	
Time Synchronized via SNTP	Enable time synchronization using the SNTP protocol.
Time Synchronized via DHCP	Enable time synchronization using the DHCP protocol.
Time Synchronized via DHCPv6	Enable time synchronization using the DHCPv6 protocol.
Primary Time Server	The address of the primary network time protocol (NTP) server.

Secondary Time Server	The address of the backup NTP server. The Device will attempt to synchronize with this server if the primary is unavailable.
Time zone	Select your local time zone.
Resync Period	The interval at which the Device re-synchronizes with the time server.
<b>Time/Date Format</b>	
12-hour clock	When enabled, displays time in a 12-hour format (AM/PM).
Time/Date Format	Set the display format for the date.
<b>Daylight Saving Time Settings</b>	
Location	Select your geographic location for automatic daylight saving time (DST) rules.
DST Set Type	<ul style="list-style-type: none"> <li>• <b>Disabled:</b> DST adjustments are not applied.</li> <li>• <b>Manual:</b> Configure DST start and end times manually.</li> <li>• <b>Automatic:</b> DST rules are automatically applied based on the selected Location. When set to <b>Automatic</b>, the start and end parameters become read-only.</li> </ul>
Fixed Type	Defines how the DST start/end dates are specified. <ul style="list-style-type: none"> <li>• <b>By Date:</b> Set an exact calendar date (e.g., March 31).</li> <li>• <b>By Week:</b> Set a relative day (e.g., Second Sunday of March).</li> </ul>
Offset	The amount of time to adjust the clock at the start and end of DST (e.g., +1 hour at the start, -1 hour at the end).
Start and End	<ul style="list-style-type: none"> <li>• <b>By Date:</b> Configure <b>Month</b>, <b>Day</b>, and <b>Hour</b>.</li> <li>• <b>By Week:</b> Configure <b>Month</b>, <b>Week</b>, <b>Weekday</b>, and <b>Hour</b>.</li> </ul>
<b>Manual Time Settings</b>	Manually set the current date and time.

## 13.2 Screen and Display Settings

You can configure the brightness, screensaver, wall paper, and other parameters on the Device.

### 13.2.1 Configuring Brightness and Backlight

The device enters backlight mode after a period of no operation. You can configure brightness and backlight on the Device or via the web interface.

*Procedure*



- On the Device
  1. On the Device's home screen, select  > **Settings** > **Basic** > **Display**.
  2. Configure the parameters.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Screen Configuration**.
  2. Configure the parameters.
  3. Click **Apply**.




Table 13-2 Parameter description of brightness and backlight

Parameter	Description
Backlight Active Level	The screen brightness level when the Device is active.
Backlight Inactive Level	The screen brightness level when the Device is idle.
Backlight Time	Screen backlight turns off after a period of inactivity.

### 13.2.2 Configuring Screensaver

Once you have uploaded your screensaver images, you can set a timeout to determine when the screensaver activates.

*Procedure*

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Basic** > **Display**.
  2. Tap  to enable screensaver, and then configure the parameters.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Screen Configuration**.
  2. Select **Enabled** from the **Screensaver** drop-down list, and then configure the parameters.

3. Click **Apply**.

Table 13-3 Parameter description of screensaver

Parameter	Description
Timeout to Screensaver	The period of inactivity after which the screensaver activates. Custom value is supported.
Customer Timeout to Screensaver	Select <b>Custom Value</b> from <b>Timeout to Screensaver</b> , and then enter the value.
Scroll Interval	The display time for each image before rotating to the next (applicable when multiple images are set).

#### NOTE

The Device supports up to five screensaver images. You can upload images via the Device's web interface: **System > Upgrade > Screensaver Upgrade**. The image format is as follows:

- Image Format: .bmp
- Resolution: i564/i564W: 1024 × 600; i566W: 1280 × 800
- Bit Depth: 24-bit

## 13.2.3 Configuring Wallpaper

### Procedure

1. Log in to the Device's web page, and then select **System > Upgrade > Background Upgrade**.
2. Click **Select** to select an image, and then click **Upload**.

The image format is as follows:

- Image Format: .bmp
- Resolution: i564/i564W: 1024 × 600; i566W: 1280 × 800
- Bit Depth: 24-bit

## 13.2.4 Configuring Boot Logo

### Procedure

1. Log in to the Device's web page, and then select **System > Upgrade > Boot Logo Upgrade**.
2. Click **Select** to select an image, and then click **Upload**.

The image format is as follows:





- Image Format: .jpg
- Resolution: i564/i564W: 1024 × 600; i566W: 1280 × 800
- Bit Depth: 24-bit

#### NOTE

For the **i566W** indoor station, you must rotate the prepared logo image **90° clockwise** before uploading it.

## 13.2.5 Configuring Home Screen Layout

### Procedure

1. On the Device's home screen, select  > **Settings** > **Advanced** > **Custom Standby**.
2. Edit the home screen layout.
  - Add a widget: Tap , select a widget to add, and then tap **OK**.
  - Delete a widget: Tap .
3. Tap .

#### NOTE



- The Device provides three home screens. You can swipe left or right to switch between them.
- Widgets of the same type cannot be added more than once.

## 13.3 Audio Settings

### 13.3.1 Selecting Ringtone

You can configure ringtone volume on the Device or via the web interface.

### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Basic** > **Sound**.
  2. Select a ring type from the **Ringtone Type** drop-down list, and then tap **OK**.
  3. Drag the **Handfree ring** slider to adjust the volume.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Media Settings** > **Media Settings**.

2. Select a ringtone type from the **Default Ring Type** drop-down list.
3. Click **Apply**.

### 13.3.2 Adjusting Volume

You can adjust the device volume on the Device or via the web interface.

*Procedure*



- On the Device
  1. On the Device's home screen, select  > **Settings** > **Basic** > **Sound**.
  2. Drag the **Handfree volume** slider to adjust the volume.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Media Settings** > **Media Settings**.
  2. Configure the volume parameters.
  3. Click **Apply**.

Table 13-4 Parameter description of volume

Parameter	Description
Speakerphone Ring Volume	Volume for the incoming call ringtone and door open tone.
Speakerphone Volume	Volume for hands-free calls.
Speakerphone SignalTone Volume	Volume for signal tones, such as call-in and call-out notifications.

### 13.3.3 Configuring Alert Info

You can assign specific ringtones for calls containing **Alert Info** headers via the web interface.

*Procedure*

1. On the Device's home page, select **Device Settings > Media Settings > Alert Info Ring Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 13-5 Parameter description of alert information

Parameter	Description
Value	Defines a value for a specific ringtone type. When an incoming INVITE message contains an Alert Info header matching this value, the assigned ringtone plays.
Type	Enable the Alert Info rule on the selected SIP line.
Ringtone Type	Select a ringtone type for the Alert Info value.

### 13.3.4 Configuring Tones

You can configure various call tones via the web interface, such as call hold tone, call waiting tone, auto-answer tone.

*Procedure*

1. On the Device's home page, select **Device Settings > Features > Tone Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 13-6 Parameter description of tones configuration

Parameter	Description
Enable Holding Tone	Plays a tone when a call is placed on hold. It is enabled by default.
Enable Call Waiting Tone	Plays a tone when a second call arrives during an active call. It is enabled by default.

Play Dialing DTMF Tone	Plays a DTMF tone when pressing keys to dial.
Play Talking DTMF Tone	Plays a DTMF tone when pressing keys during a call. It is enabled by default.
Auto Answer Tone	Plays a prompt tone when a call is auto-answered.
Ring Back Tone	Set the ringback tone heard by the caller. You can configure custom ringback tone in <b>System &gt; Upgrade &gt; Ring Upgrade</b> .
Busy Tone	Set the fast busy tone indicating network congestion or failure. You can configure custom ringback tone in <b>System &gt; Upgrade &gt; Ring Upgrade</b> .

### 13.3.5 Uploading Ringtone

*Procedure*

1. On the Device's home page, select **System > Upgrade > Ring Upgrade**.
2. Click **Select** to select a ringtone file, and then click **Upload**.

Ringtone file specifications:

- Supported formats: .wav and .mp3
- Maximum file size: 1 MB

# Chapter 14 Function Keys

## 14.1 Setting Function Keys

The Device supports configuring multiple function keys to perform specific functions.

### NOTE

Function key can only be configured in the theme 2 of the Device or via the web interface.

#### *Procedure*



- On the Device
  1. On the Device's home screen, tap  in the upper-right corner.
  2. Tap a field, select a type of function key, and then configure the parameters.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Function Key > Function Key**.
  2. Select a type of function key, and then configure the parameters.
  3. Click **Apply**.

Table 14-1 Parameter description of function keys setting

Type	Subtype	Description
Memory Key		
	Speed Dial	In standby mode, tap to immediately dial a configured number.
	Intercom	Calls the configured number in intercom mode. If the called party is configured to receive intercom calls, the call will be answered automatically.
Key Event		
	Voice Mail	Displays detailed voicemail information for all SIP lines.
	DND	Enters the DND settings screen to enable or disable the DND function.
	Phonebook	Holds or resumes the current call.
	Redial	Redials the last outgoing number.
	Call Forward	Enters the call forwarding screen.
	Logs	Enters the call logs screen to view the history of incoming, outgoing, and missed calls.
	SMS	Enters the text message screen.
	Call Back	Dials the number of the last received incoming call.
	Intercom	Opens the dial pad to manually enter a number for an intercom call.
	Prefix	Tap to automatically add a configured number prefix to the dialed number.
	Disposition	A method of recording call information in a call center, relied on Broadsoft server.
	Escalate	During a call, sends a specific SIP message to the server to request escalation, relied on Broadsoft server.

Type	Subtype	Description
	Trace	During a call, sends a specific SIP message to the server to request escalation, relied on Broadsoft server.
	Handfree	Enters hands-free dialing or switch to hands-free mode.
	Local Contacts	Enters the local contact list screen.
	XML Group	Enters the cloud contact list screen.
DTMF	/	During a call, tap this key to send the configured DTMF tone sequence to the remote party.
URL	/	Accesses the configured remote URL, such as an XML phonebook address.
MCAST Paging	/	After configuring the multicast address and audio codec, tap to send multicast paging.
Action URL	/	Performs basic call operations on the Device using a specific URL.
MCAST Listening	/	The Device listens to and plays the audio stream from a configured multicast IP address and port.

## 14.2 Bluetooth Keys

The Device supports pairing with external Bluetooth keys, allowing you to wirelessly control multiple functions such as making calls, answering calls, hanging up, and unlocking doors. You can pair, unpair, or delete Bluetooth keys on the Device.

Supported models:

- Bluetooth Key 01 (BK-01): Contains a single button.
- Bluetooth Key 05 (BK-05): Contains five buttons.

### NOTE

- The Device can be paired with up to 10 Bluetooth keys.
- Each Bluetooth key can be paired with only one device at a time.
- To conserve battery power, an unused Bluetooth key enters a low-power sleep mode. Press any button on the key to wake it up.

## 14.2.1 Pairing Bluetooth Keys

### Prerequisites

The Bluetooth key is turned on and awake.

### Procedure

1. On the Device's home screen, select  > **Settings** > **Advanced** > **Bluetooth Button**.
2. Tap a desired Bluetooth key.

The Device starts searching for available Bluetooth keys, and the screen displays **Scanning**. ....Once a key is detected, the Device will enter the key setup screen and display the information of the discovered key.


3. Configure the parameters.
4. Tap .

Table 14-2 Operation description of Bluetooth keys






Model	Operation	Description
BK-01	Long Press	<ul style="list-style-type: none"> <li>• Standby Mode: Supports setting <b>None</b>, <b>Call</b>, <b>Open</b>, and <b>Remote door opening</b>.</li> <li>• During a Call: Supports setting <b>None</b>, <b>Hang up</b>, <b>Open</b>, and <b>Remote door opening</b>.</li> </ul>
	Short Press	<ul style="list-style-type: none"> <li>• Standby Mode: Supports setting <b>None</b>, <b>Call</b>, <b>Open</b>, and <b>Remote door opening</b>.</li> <li>• During a Call: Supports setting <b>None</b>, <b>Call</b>, <b>Open</b>, and <b>Remote door opening</b>.</li> <li>• Incoming Call: Supports setting <b>None</b>, <b>Answer</b>, <b>Hang up</b>, <b>Open</b>, and <b>Remote door opening</b>.</li> <li>• Outgoing Call: Supports setting <b>None</b> and <b>Hang up</b>.</li> </ul>
BK-05	Short Press	<ul style="list-style-type: none"> <li>• : Make a call.</li> <li>• : Hang up the current call or reject the incoming call.</li> <li>• : Answer the incoming call.</li> <li>• : Unlock the door in standby mode or during a call.</li> </ul>

Table 14-3 Parameter description of Bluetooth keys

Parameter	Description
None	No action occurs.
Answer	Answer the incoming call.
Hang up	Reject the incoming call, hang up the current call, or cancel the outgoing call.
Open	Open the door in standby mode.
Remote door opening	Open the door during a call via DTMF.
Call	Make a call.

## 14.2.2 Unpairing Bluetooth Keys

 **NOTE**

Unpairing only removes the Bluetooth key from the Device; the current key configuration will not be cleared.

*Procedure*

1. On the Device's home screen, select  > **Settings** > **Advanced** > **Bluetooth Button**.
2. Tap a paired Bluetooth key, and then tap .
3. Tap **OK**.

## 14.2.3 Deleting Bluetooth Keys

 **CAUTION**

Deleting will permanently remove the Bluetooth key and all its configurations.

*Procedure*

1. On the Device's home screen, select  > **Settings** > **Advanced** > **Bluetooth Button**.
2. Tap a paired Bluetooth key, and then tap .
3. Tap **OK**.

# Chapter 15 Network Settings

## 15.1 Wired Network

The Device features a dual Ethernet port design for flexible network deployment.

- **WAN 1 (POE):** Used to connect to the external network and can receive Power over Ethernet (PoE) for device power.
- **WAN 2 / LAN:** Typically used to connect to a LAN for internal calls and management.

### 15.1.1 Configuring IPv4

You can configure IPv4 on the Device or via the web interface.

- **DHCP:** The Device automatically obtains an IP address from the DHCP server.
- **Static IP:** You need to configure the IP address manually.

#### *Procedure*



- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **Ethernet** > **IPv4**.
  2. Select **DHCP** or **Static IP** from the **Connection Mode** drop-down list, and then tap **OK**.
  3. Configure the parameters.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Network** > **Basic** > **Network Mode** > **IPv4 Settings**.
  2. Select **DHCP** or **Static IP**, and then configure the parameters.
  3. Click **Apply**.

Table 15-1 Parameter description of IPv4

Method	Parameter	Description
DHCP	Use DHCP DNS	Obtains DNS server addresses from DHCP. Enabled by default.
	USE DHCP Time	Obtains time synchronization from DHCP. Disabled by default.
Static IP	IP Address	Enter the static IP address of the Device.
	Mask	Set the subnet mask.
	Gateway	Set the default gateway for network connectivity.
	Primary DNS	Enter the IP address of the primary DNS server.
	Secondary DNS	Enter the IP address of the secondary DNS server.

### 15.1.2 Configuring IPv6

You can configure IPv6 on the Device or via the web interface.

- **DHCP:** The Device automatically obtains an IP address from the DHCP server.
- **Static IP:** You need to configure the IP address manually.

*Procedure*



- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **Ethernet** > **IPv6**.
  2. Select **DHCP** or **Static IP** from the **Connection Mode** drop-down list, and then tap **OK**.
  3. Configure the parameters.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Network** > **Basic** > **Network Mode** > **IPv4 Settings**.
  2. Select **DHCP** or **Static IP**, and then configure the parameters.
  3. Click **Apply**.




Table 15-2 Parameter description of IPv6

Method	Parameter	Description
DHCP	Use DHCP DNS	Obtains DNS server addresses from DHCP. Enabled by default.
	USE DHCP Time	Obtains time synchronization from DHCP. Disabled by default.
Static IP	IP Address	Enter the static IP address of the Device.
	IPv6 Prefix	The number of bits in the IPv6 prefix. The prefix represents the network portion, similar to the subnet mask in IPv4.
	Gateway	Set the default gateway for network connectivity.
	Primary DNS	Enter the IP address of the primary DNS server.
	Secondary DNS	Enter the IP address of the secondary DNS server.

## 15.2 Wireless Network

The Device can connect to a wireless network for data connectivity.

### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **WLAN**.
  2. Tap  to enable the Wi-Fi function.  
The Device starts searching for available Wi-Fi networks.
  3. Select the desired Wi-Fi SSID, and then enter the password.  
You can also tap **Add**, and then configure the **SSID**, **Security Mode**, and **Password** to connect to the Wi-Fi network.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Network** > **Wi-Fi Settings**.
  2. Select  to enable the Wi-Fi function, and then click **Apply**.
  3. Configure **SSID**, **Secure Mode**, and **Password**.

4. Click **Add**.

The Connected Wi-Fi information displays in **Wi-Fi Info List**.

## 15.3 Network Mode

The network mode can be set to IPv4, IPv6, or both. You can configure it on the Device or via the web interface.

### Procedure


- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **Ethernet** > **Network Mode**.
  2. Select the desired network mode, and then tap **OK**.
  3. Tap .
- Via the web interface
  1. On the Device's home page, select **Network** > **Basic** > **Network Mode**.
  2. Select the desired network mode from the drop-down list.
  3. Click **Apply**.

Table 15-3 Parameter description of network mode

Parameter	Description
IPv4	Uses Internet Protocol version 4 only.
IPv6	Uses Internet Protocol version 6 only.
IPv4 & IPv6	Uses both protocols simultaneously.

## 15.4 LAN Power Supply

The Device's **WAN 2 / LAN** port can provide power to compatible downstream devices.

Maximum power supply: 12 V, 1 A

### Procedure

1. On the Device's home page, select **Network** > **Advanced** > **LAN Settings**.
2. Select  to enable the function.
3. Click **Apply**.

## 15.5 Web Server

Configure the protocol and security for the Device's web management interface.

### Procedure


1. On the Device's home page, select **Network > Service Port**.
2. Configure the parameters.
3. Click **Apply**.

Table 15-4 Parameter description of web server

Parameter	Description
Web Server Type	Select <b>HTTP</b> or <b>HTTPS</b> . A restart is required for changes to take effect.
Web Login Timeout	The period of inactivity before the web interface is logged out. The default value is 15 minutes.
Web auto login	If enabled, the browser automatically logs in to the web interface after a timeout. You do not need to enter username and password again.
HTTP Port	The TCP port for HTTP access. The default value is 80. Format: <code>http://device-ip:port</code> . For security, the port value can be custom.
HTTPS Port	The TCP port for HTTPS access. The default value is 443. Format: <code>http://device-ip:port</code> . For security, the port value can be custom.
RTP Port Range Start	The starting UDP port number for RTP media streams.
RTP Port Quantity	The total number of consecutive UDP ports reserved for RTP media sessions. This determines the maximum number of concurrent calls.

## 15.6 VPN

- Virtual private network (VPN) creates a secure tunnel to a private network over the public Internet.
- The Device supports connecting to a VPN via L2TP and OpenVPN, and you can configure them via the web interface.


 **NOTE**

Both L2TP and OpenVPN connections automatically reconnect after the Device restarts, unless manually disabled.

*Procedure*

- Configuring L2TP
  1. On the Device's home page, select **Network > VPN**.
  2. Select  to enable VPN function, and then select  to enable **L2TP**.
  3. In Configure **L2TP Server Address, Authentication Name, and Authentication Password**.
  4. Click **Apply**.

The Device attempts to connect. Once connected, the assigned VPN IP address will display in **Virtual Private Network (VPN) Status**.

 **NOTE**

L2TP on the Device only supports basic unencrypted authentication and data transmission. If data encryption is required, use the OpenVPN.

- Configuring OpenVPN
  1. Obtain the following files from your OpenVPN service provider:
    - OpenVPN configuration File: client.ovpn
    - CA Root Certification: ca.crt
    - Client Certification: client.crt
    - Client Key: client.key
  2. On the Device's home page, select **Network > VPN**.
  3. Select  to enable VPN function, and then select  to enable **OpenVPN**.
  4. Click **Select** to select a VPN file, and then click **Upload**.

## 15.7 VLAN

Virtual local area network (VLAN) allows a single physical LAN to be divided into multiple logical LANs—VLANs. Each VLAN forms a separate broadcast domain, with broadcast packets confined within the VLAN. The Device supports obtaining VLAN IDs via LLDP, CDP, DHCP VLAN, or manual configuration.

- LLDP (Link Layer Discovery Protocol)
  1. On the Device's home page, select **Network > Advanced > Link Layer Discovery Protocol (LLDP) Settings**.

2. Select  to enable **LLDP**, and then configure **Packet Interval** and **Enable Learning Function**.
    - **Packet Interval**: The transmission interval for LLDP detection.
    - **Enable Learning Function**: If enabled, the Device is allowed to automatically configure VLAN based on received LLDP information.
  3. Click **Apply**.
- CDP (Cisco Discovery Protocol)
    1. On the Device's home page, select **Network > Advanced > Cisco Discovery Protocol (CDP) Settings**.
    2. Select  to enable **CDP**, and then configure **Packet Interval**.
    3. Click **Apply**.
  - DHCP VLAN
    1. On the Device's home page, select **Network > Advanced > DHCP VLAN Settings**.
    2. Select **Custom** from the **Option Value** drop-down list, and then set the value for **DHCP Option Vlan**.
    3. Click **Apply**.
  - Manual Configuration
    1. On the Device's home page, select **Network > Advanced > WAN VLAN Settings**.
    2. Select  to enable **VLAN**, and then set the value for **WAN VLAN ID**.
    3. Click **Apply**.

# Chapter 16 I/O Settings

## 16.1 Short-Circuit Input

The Device provides dry contact input ports for connecting external security sensors such as door magnetic contacts, infrared detectors, or vibration sensors. When a sensor is triggered, the Device can send an alert message to a remote server, call a pre-configured number, and play a local alarm tone to help administrators respond promptly.

You can configure alarm input parameters via the web interface.

### Procedure

1. On the Device's home page, select **Security Settings > Alert > Basic Settings** or **Input Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 16-1 Parameter description of alarm input

Parameter	Description
<b>Basic Settings</b>	
Ringtone Duration	The duration of alarm ringtone when an input port is triggered.
Input & Tamper Server Address	The destination for alert messages. The format can be <b>IP address:port</b> or <b>SIP number</b> . Messages are sent here when any input port or tamper alarm is triggered.
Message	<p>The content of the alert message sent to the server. <b>\$</b> can be replaced with real-time values. The supported parameters are as follows:</p> <ul style="list-style-type: none"> <li>• <b>\$model</b>: The Device's model.</li> <li>• <b>\$active_user</b>: Active SIP username.</li> <li>• <b>\$mac</b>: The Device's MAC address.</li> <li>• <b>\$ip</b>: The Device's IP address.</li> <li>• <b>\$trigger</b>: Triggering port (e.g., <b>input1</b>).</li> <li>• <b>\$triggerName</b>: Name of the triggering port.</li> </ul>

Input Settings	
Input1	Select <input type="checkbox"/> to enable input port.
Input Name	The name of the input port.
Triggered By	Defines the electrical state that represents an alarm: <ul style="list-style-type: none"> <li>• <b>Low Level Trigger (Close Trigger)</b>: Alarm triggers when the input circuit is closed.</li> <li>• <b>High Level Trigger (Disconnect Trigger)</b>: Alarm triggers when the input circuit is opened.</li> </ul>
Input Duration	The minimum time the trigger state must be held before an alarm is registered. The default value is <b>0</b> seconds.
Triggered Action	When enabled, an alert message is sent to the configured alarm server address upon trigger.
Event (DSS Key)	Select door contact or room switch.
Triggered Ringtone	Select the ringtone to play locally when triggered. Select <b>None</b> for no audible alarm.

## 16.2 Relay Output

The Device provides a relay output to control electric door lock, alarm siren, or other external devices. The relay can be triggered by various events, such as a text message, an active URI, or a call state.

### Procedure

1. On the Device's home page, select **Security Settings > Alert > Output Settings**.
2. Configure the parameters.
3. Click **Apply**.

Table 16-2 Parameter description of relay output

Parameter	Description
Event Logs	When enabled, all relay trigger activities are recorded in the event logs.



Triggered By URI Ringtone	Select to play a ringtone when the relay is activated by a URI command.
Triggered By SMS Ringtone	Select to play a ringtone when the relay is activated by an SMS command.
Output1	Select <input type="checkbox"/> to enable the output port.
Standard Status	The state of the relay. We recommend keeping it at the default setting. Select NO or NC based on the wiring of the Device.
Output Duration	The duration of the relay staying in the activated state before automatically resetting to its default state. The default value is <b>5</b> seconds.
Trigger By Active URI	Allows activation by sending a HTTP/HTTPS request to a specific device URI. <ul style="list-style-type: none"> <li>• <b>Trigger Message:</b> The URI or command string that triggers the relay.</li> <li>• <b>Reset Message:</b> The URI or command string that resets the relay.</li> </ul>
Trigger By SMS	Allows activation via an SMS message. SMS containing <code>ALERT = [Command]</code> will trigger or reset the relay.
Trigger By Input	Links the relay to a specific input port. The relay activates when the linked input port is triggered. The input port must be set to room switch.
Trigger By Call State	Allows the relay to be activated by specific telephone call states. Supported states are as follows: <ul style="list-style-type: none"> <li>• Ringing</li> <li>• Calling (outgoing)</li> <li>• On a call (as caller)</li> <li>• On a call (as receiver)</li> <li>• On a call (intercom)</li> <li>• On a call (multicast)</li> </ul>
Triggered Hangup	If enabled, the call will automatically end after the relay is triggered.
Hangup Delay	Specifies the wait time after relay activation before the call is automatically hung up. Default: <b>5</b> seconds.

# Chapter 17 System Security

## 17.1 Changing Local Password

The local password protects access to the advanced settings on the Device's screen. You can change the local password on the Device or via the web interface.

### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **Password** > **Password**.
  2. Enter the current password (123), new password, and then confirm the new password.
  3. Tap **Save**.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Screen Configuration** > **LCD Menu Password Settings**.
  2. Enter the new password in **Menu Password**.
  3. Click **Apply**.

### NOTE

The new password takes effect immediately. You must use it for future access.

## 17.2 Changing Web Login Password

Change the password for logging into the Device's web interface. You can change it on the Device.

### Procedure

1. On the Device's home page, select **System** > **Account** > **User Accounts**.
2. Enter the current password, new password, and then confirm the new password.
3. Click **Apply**.



### NOTE

After changing the password, the user will be automatically logged out of the web interface. Please log in again with the new password.

## 17.3 Changing Security Password

The security password protects access to the arming mode. You can change the password on the Device or via the web interface.

### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced** > **Password** > **Security Password**.
  2. Enter the current password (123), new password, and then confirm the new password.
  3. Tap **Save**.
  4. Tap .
- Via the web interface
  1. On the Device's home page, select **Device Settings** > **Screen Configuration** > **LCD Menu Password Settings**.
  2. Enter the new password in **Security Password**.
  3. Click **Apply**.

### NOTE

The new password takes effect immediately. You must use it for future access.

## 17.4 Filtering Web Access


You can create an allowlist of IP address ranges permitted to access the web interface.

### Procedure

1. On the Device's home page, select **Security** > **Web Filter**.
2. Enter the starting IP address and the ending IP address in **Start IP Address** and **End IP Address** fields.
3. Select  to enable the function.
4. Click **Apply**.

### Related Operations

Click **Delete** to delete the IP current address range.

 **NOTE**

If your computer is on the same network as the Device, ensure its IP address falls within an allowed range. Otherwise, you cannot log in to the web interface after saving the configuration.


## 17.5 Mutual Authentication

Enable and manage certificates for secure, encrypted HTTPS and SIP TLS connections with mutual authentication.

### Procedure

- Manage device certificates
  1. On the Device's home page, select **Security > Device Certificates**.
  2. Configure the parameters.
  3. Click **Apply**.


Table 17-1 Parameter description of device certificates

Parameter	Description
Device Certificates	The identity certificate that the Device presents to servers, include <b>Default Certificates</b> or <b>Custom Certificates</b> .
Import Certificates	Upload the custom device certificate. <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p> <b>NOTE</b> You can upload only one device certificate.</p> </div>
Certification File	Displays the uploaded custom certificate. The list is empty if no custom certificate is uploaded.

- Manage trusted certificates
  1. On the Device's home page, select **Security > Trust Certificates**.
  2. Configure the parameters.
  3. Click **Apply**.

Table 17-2 Parameter description of trusted certificates

Parameter	Description
Permission Certificate	Used to verify whether server certificate authentication is enabled.
Common Name Validation	Specifies whether to enable common name verification.
Certificate Mode	<ul style="list-style-type: none"> <li>• <b>All Certificates:</b> Trust both custom and built-in certificates.</li> <li>• <b>Default Certificates:</b> Trust only the Device's built-in certificates</li> <li>• <b>Custom Certificates:</b> Trust only the uploaded certificates.</li> </ul>
Import Certificates	Upload the server certificate to the trusted list.
Certificates List	Displays uploaded trusted certificates.

 **NOTE**

- Upload the device certificate to the server's trusted certificate list, and ensure that the server's trusted certificate list contains the device's certificate. Please confirm this with the server administrator.
- On the Device's home page, select **Security > Trusted Certificates > Import Certificates**, upload the server's certificate to the Device's trusted certificate list, and then select the trusted certificate module to be used.

## 17.6 Network Firewall

Configure inbound and outbound firewall rules to control network access, prevent malicious traffic, and enhance system security. Each rule is assigned a unique sequence number, with up to 10 rules allowed for each rule type.

### Procedure

1. On the Device's home page, select **Security > Firewall**.
2. Configure the parameters.
3. Click **Add**.

Table 17-3 Parameter description of network firewall

Parameter	Description
Enable Input Rules	Select <input type="checkbox"/> to enable <b>Input Rules</b> .
Enable Output Rules	Select <input type="checkbox"/> to enable <b>Output Rules</b> .
Input/Output	<ul style="list-style-type: none"> <li>• <b>Input:</b> The traffic to the Device.</li> <li>• <b>Output:</b> The traffic from the Device.</li> </ul>
Deny/Permit	Select <b>Permit</b> to enable the rule.
Src Port Range	The source port range.
Dst Port Range	The destination port range.
Src Address	The source IP address. It can be a host address, network address, or <b>0.0.0.0</b> (all addresses).
Dst Address	The destination IP address. It can be a host address, network address, or <b>0.0.0.0</b> (all addresses).
Src Mask	The source subnet mask. When it is set to <b>255.255.255.255</b> , it indicates a specific host. When it is set to a subnet mask such as <b>255.255.255.0</b> , it indicates that a network segment is being filtered.
Dst Mask	The destination subnet mask. When it is set to <b>255.255.255.255</b> , it indicates a specific host. When it is set to a subnet mask such as <b>255.255.255.0</b> , it indicates that a network segment is being filtered.


# Chapter 18 Troubleshooting

When the Device malfunctions or operates abnormally, you can try the following methods to restore normal operation or collect relevant information and send a problem report directly to the technical support email.

## 18.1 Viewing System Status


You can view the Device's current state, network, and account information on the Device or via the web interface.

### Procedure

- On the Device
  - On the Device's home screen, select  > **Status**.
- Via the web interface
  - On the Device's home page, select **System** > **Information**.

## 18.2 Restarting the Device




### Procedure

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Basic**.
  2. Tap **Reboot**.
  3. Tap **OK**.
- Via the web interface
  1. On the Device's home page, select **System** > **Reboot Device**.
  2. Click **Reboot**.
  3. Click **OK**.
- Power cycle
  - Physically disconnect and then reconnect the Device's power source.

## 18.3 Restoring Factory Settings

### **CAUTION**

Factory reset may erase all user configurations, including SIP accounts, settings, and contacts.

- On the Device
  1. On the Device's home screen, select  > **Settings** > **Advanced**.
  2. Tap **Factory Reset**, and then tap  to enable **Clear All**.
  3. Tap .The Device restarts immediately.
- Via the web interface
  1. On the Device's home page, select **System** > **Configurations** > **Reset Device**.
  2. Click **Reset**.
  3. Click **OK**.

## 18.4 Capturing Screenshots

If the Device encounters a problem, capturing a screenshot can help technical personnel locate the relevant function and clearly identify the issue.

### *Procedure*

1. On the Device's home page, select **System** > **Tools** > **Screenshot**.
2. Click **Save BMP** to save the current screenshot of the Device.

## 18.5 Capturing Network Packets

Packet capture allows you to record network traffic to analyze call setup, registration failures, or other network-related issues.

### *Procedure*

1. On the Device's home page, select **System** > **Tools**.
2. Capture network packets.
  - Wired Network: Click **Start** under **LAN Packet Capture**.
  - Wireless Network (Wi-Fi): Click **Start** under **WLAN Packet Capture**.

The web browser will open a download dialog, prompting you to save the packet capture file locally.

3. Click **Save** to save the offered capture file.
4. Reproduce the issue. For example: Make a call or register SIP account.
5. Return to the web page and click **Stop**.

The saved file contains all network packets during that period.

## 18.6 Exporting Logs

The Device supports exporting system logs and Wi-Fi logs.

### Procedure

- Export system logs
  1. On the Device's home page, select **System > Tools > Syslog**.
  2. Select  to enable **Syslog**, and then select **Debug** from the **App Log Level** drop-down list.
  3. Select  to enable **Export Log**, and then click **Apply**.
  4. Reproduce the issue, and then click **Export Log**.
- Export Wi-Fi logs
  1. On the Device's home page, select **System > Tools > WLAN Log**.
  2. Select  to enable **WLAN Log**, and then click **Apply**.
  3. Reproduce the issue, and then click **Export Log**.

## 18.7 Common Issues














Table 18-1 Parameter description of common issues



Issue	Solution
<p>The Device fails to power on</p>	<ol style="list-style-type: none"> <li>1. <b>Power Source:</b> Ensure you are using a Fanvil-approved power adapter or a standard-compliant PoE switch. Check all physical connections.</li> <li>2. <b>PoE Port:</b> If using PoE, the network cable <b>must</b> be connected to the <b>WAN1 (POE)</b> port.</li> <li>3. <b>POST Mode:</b> If the Device boots into POST mode, the system may be corrupted. Contact Fanvil support for recovery.</li> </ol>
<p>The Device fails to register with service provider</p>	<ol style="list-style-type: none"> <li>1. <b>Network Connection:</b> Verify the network cable is properly connected.</li> <li>2. <b>IP Address:</b> Check the Device's system information. If the IP address displays <b>Negotiating...</b>, the Device has no IP. Please review your network settings.</li> <li>3. <b>SIP Configuration:</b> Double-check all SIP account settings, including username, password, and server address.</li> <li>4. <b>Service Provider:</b> If all else seems correct, contact your service provider or see <a href="#">18.5 Capturing Network Packets</a> to collect data for Fanvil support analysis.</li> </ol>

# Chapter 19 Appendix

## 19.1 Appendix I—Home Screen Icons (Theme 1)













Table 19-1 Icon description of home screen (theme 1)



Icon	Description
<b>Navigation Bar</b>	
	Displays the home screen of the Device.
	Make calls.
	Monitor door phones or third-party cameras.
	View short messages, voice messages, property notification messages, etc.
	View call logs.
	Unlock the door.
	View device information, short messages, voice messages, call logs, and set system configurations.
<b>Function Area</b>	
	Arming Mode—Home.
	Arming Mode—Away.
	Arming Mode—Night.
	Arming Mode—Disarmed.
	Family call. When a family call is initiated, all indoor stations automatically answer this call.
	Make an SOS call.

	Enable or disable DND
	Call the elevator to a specified floor.

## 19.2 Appendix II—Home Screen Icons (Theme 2)








Table 19-2 Icon description of home screen (theme 2)

Icon	Description
<b>Navigation Bar</b>	
	Initiate calls.
	View short messages, voice messages, property notification messages, etc.
	View device information, short messages, voice messages, call logs, and set system configurations.
	Monitor door phones or third-party cameras.
	Unlock the door.
	Call the elevator to a specified floor
	Set function keys for speed dial
	Enable or disable DND
<b>Function Area</b>	
	Arming Mode—Home.
	Arming Mode—Away.
	Arming Mode—Night.
	Arming Mode—Disarmed.

	Make an SOS call.
	Call the elevator to a specified floor.







### 19.3 Appendix III—Main Menu Icons












Table 19-3 Icon description of main menu

Icon	Name	Description
	Status	Displays device status, network status, and account status.
	Call Log	Displays call history, including incoming, outgoing, missed, and forwarded calls.
	Application	Displays screenshots captured on the Device.
	PhoneBook	View, search, and add local contacts and door phone devices.
	Message	Displays text messages, voice messages, and notifications from the property management office.
	Arming	Select and set arming mode.
	Settings	Set call parameters, basic functions, and advanced functions.

### 19.4 Appendix IV—Status and Notification Icons









Table 19-4 Icon description of status and notification

Icon	Description
	Auto Answer
	Call Forwarding
	DND
	Enable Hotspot
	Missed Call
	Mute

	Network Connected
	Network Disconnected
	Enable VLAN
	Enable VPN
	IP Conflict
	Bluetooth
	Unread SMS
	Unread Voice Message
	Wi-Fi Connection Error
	Wi-Fi Connected
	Network Storm

## 19.5 Appendix V—Function Key Status Icons











Table 19-5 Icon description of function key status

Type	Icon	Status	Description
Line		Grey	Line not registered
		Solid Green	Line available (registered)
		Alternating Green and Gray	Ringing
		Alternating Red and Gray	Registering or Registration failed
		Red	Dialing or Line in use (call)
DND		Solid Red	Do Not Disturb enabled
		White	Do Not Disturb disabled
MWI		Red badge with number in the upper- right corner	New voice message

	White	No new voice message
---	-------	----------------------

## 19.6 Appendix VI—Keyboard Character Icons

Table 19-6 Icon description of function key status

Icon	Description
	Back
	Space
	Delete
	Collapse Keyboard
	Move Cursor Left
	Move Cursor Right
	Save
	Switch to Uppercase
	Switch to Numeric or Special Character Keyboard
	Switch between Chinese and English Input