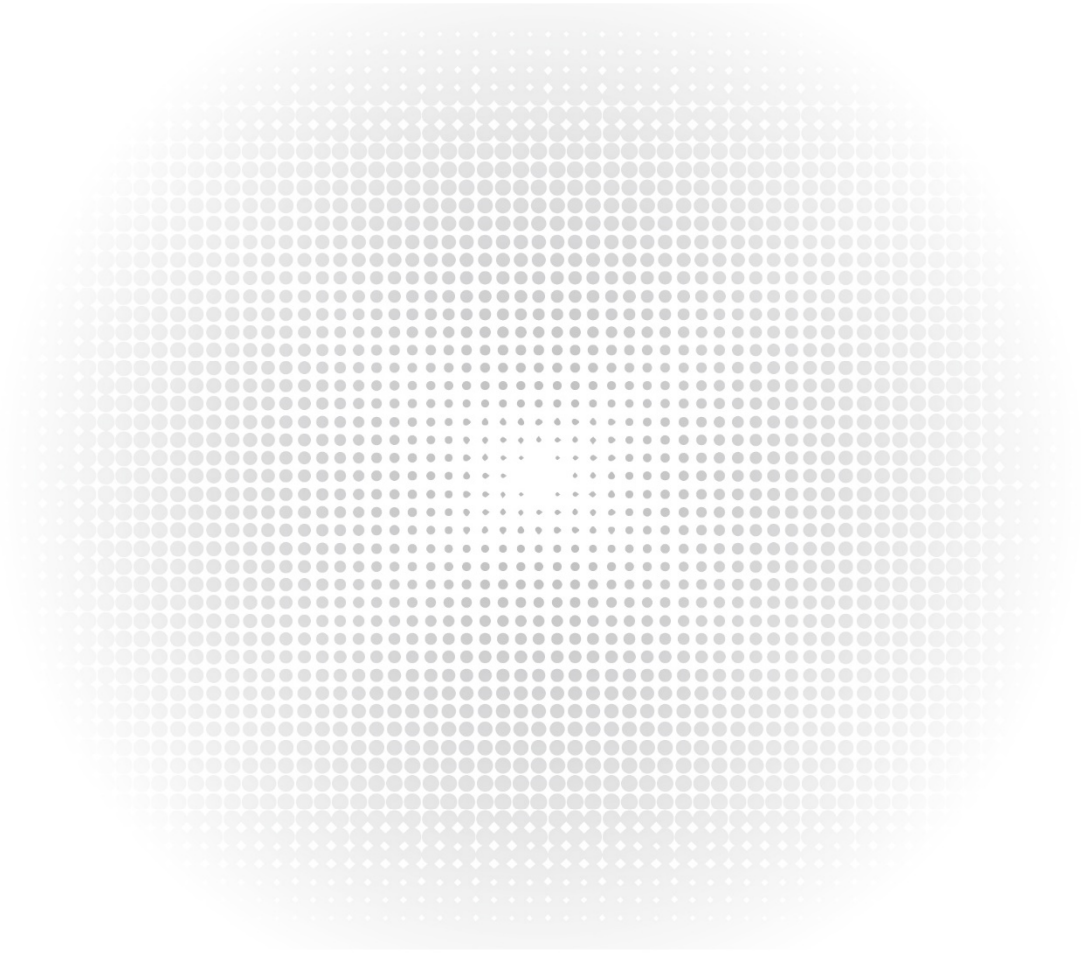
# IP Phone Basic Configuration Guide

Models: FIP-3102;FIP-5112;FIP-5220;FIP-7220;FIP-7320

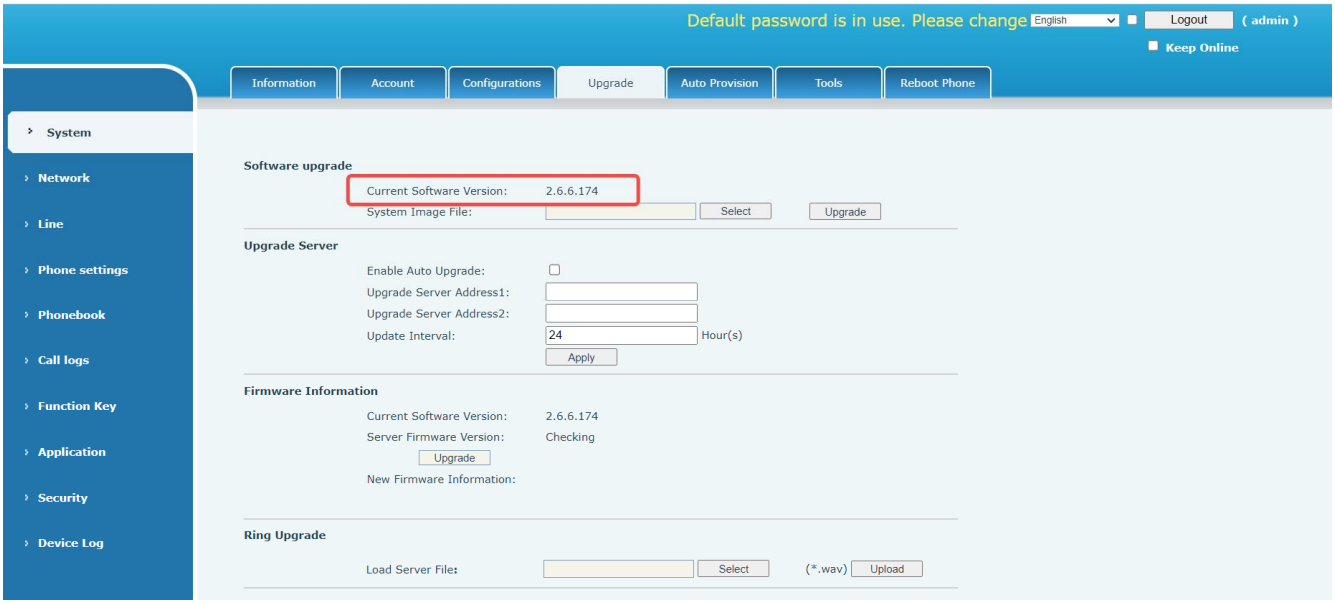


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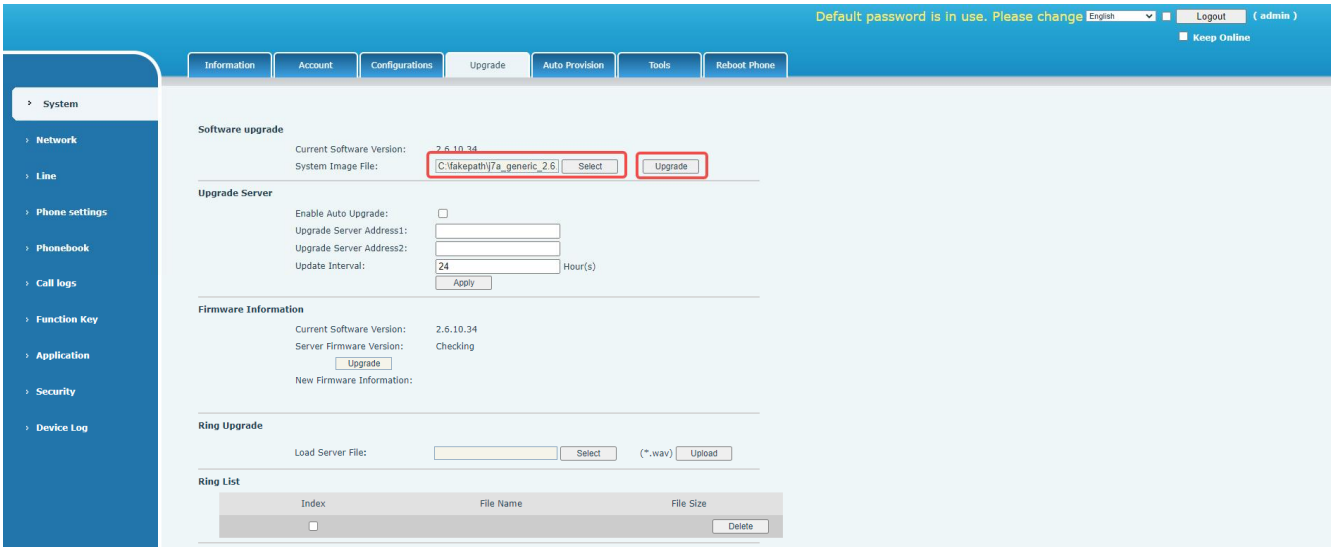
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# 1. Upgrade the IP Phone Software

Step 1: Connect the phone to the intranet via an Ethernet cable. Default username/password: admin/admin
Step 2: The phone uses DHCP to obtain the network
Step 3: Log in to the web page to view the phone software version




Step 4: Select System->Upgrade, select the software to upgrade and click Upgrade




Step 5: After the upgrade, log in to the web page again to check the software version and confirm that the upgrade is successful.

# 2. Network Connection Test

Step 1: Connect the phone to the intranet via an Ethernet cable. Default username/password: admin/admin
Step 2: The phone/web terminal uses DHCP to obtain the network.
Step 3: Configuring a static IP address via the Web.

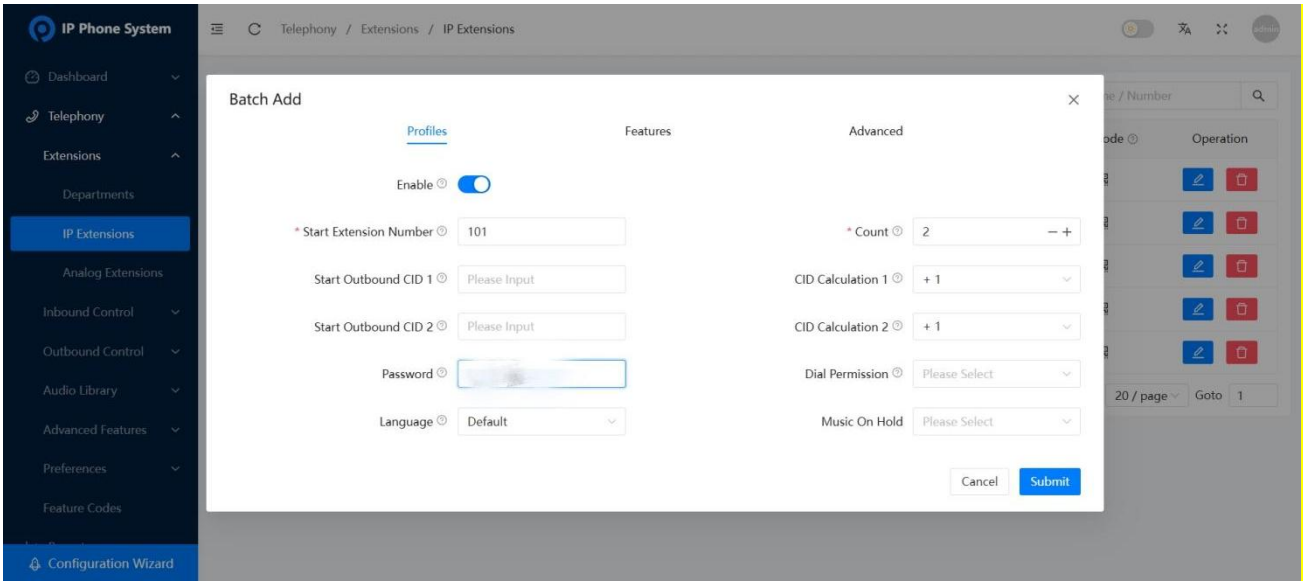


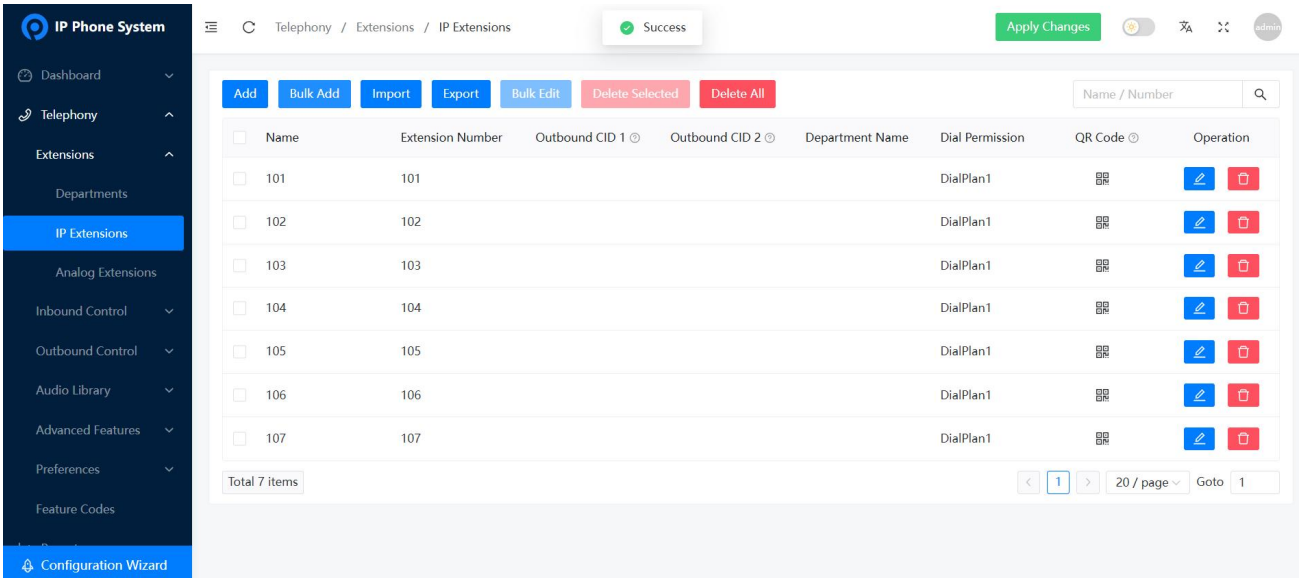

Step 4: Configure IP Phone->Advanced (password 123)->Network->Network Settings->IPV4 on the phone, set it to static IP for testing (you also need to scroll down to set gateway and other information)
Then, login the web page, support multi-language selection, support DHCP login (phone/web-side settings), and support static IP address login (phone/web side settings)

# 3. SIP Account Registration

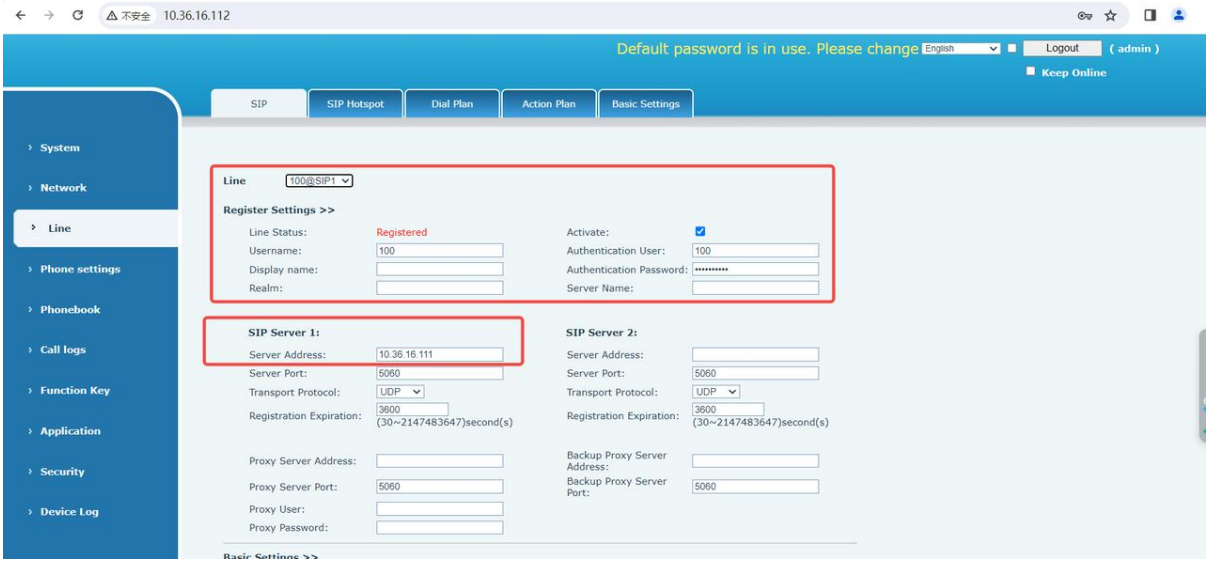
## 3.1 Single Account Registration

Step 1: Log in to IPPBX (admin/admin) and configure IPPBX, assign extension numbers to the phones, create xx extensions on IPPBX, and make sure the created extension password is the same as the password that the IP phone is registered with on the PBX. （Note: The number of extensions, extension number, password and other information can be customized by the user according to the usage environment）





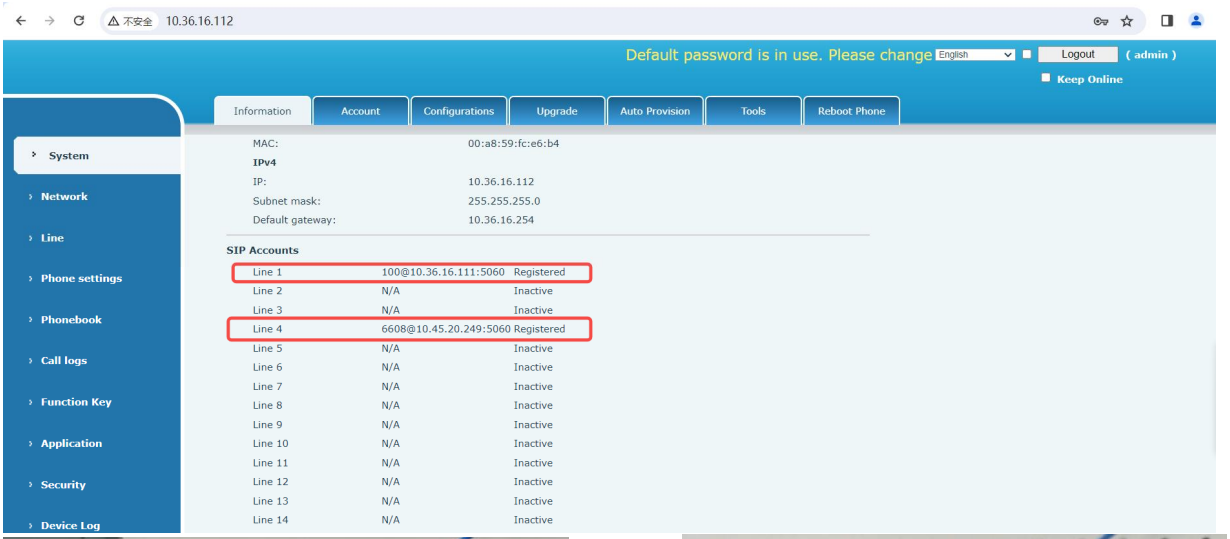

Step 2: Configure the IP Phone
Log in to the phone web page, select SP1 line, and configure as follows:




After successfully registering a single SIP account, click the DSS key on the phone to see that the SP1 line is successfully registered.

## 3.2 Two SIP Accounts Registration

Step 1: Log in to IPPBX (admin/admin) and configure IPPBX, assign extension numbers to the phones, create xx extensions on IPPBX, the extension numbers are xx, and the password is xx
Repeat the above steps to register two SIP accounts
Step 2: Click the Dss Key button on the phone, you can see that the SIP account icon is displayed in green and the successfully registered extension number is displayed, such as 100 and 6608.
（Note: The number of extensions, extension number, password and other information can be customized by the user according to the usage environment）










When you close line 6608 on the web page, the line 6608 on the phone is displayed in white, and only the line 100 icon is green.



# 4. Make a call

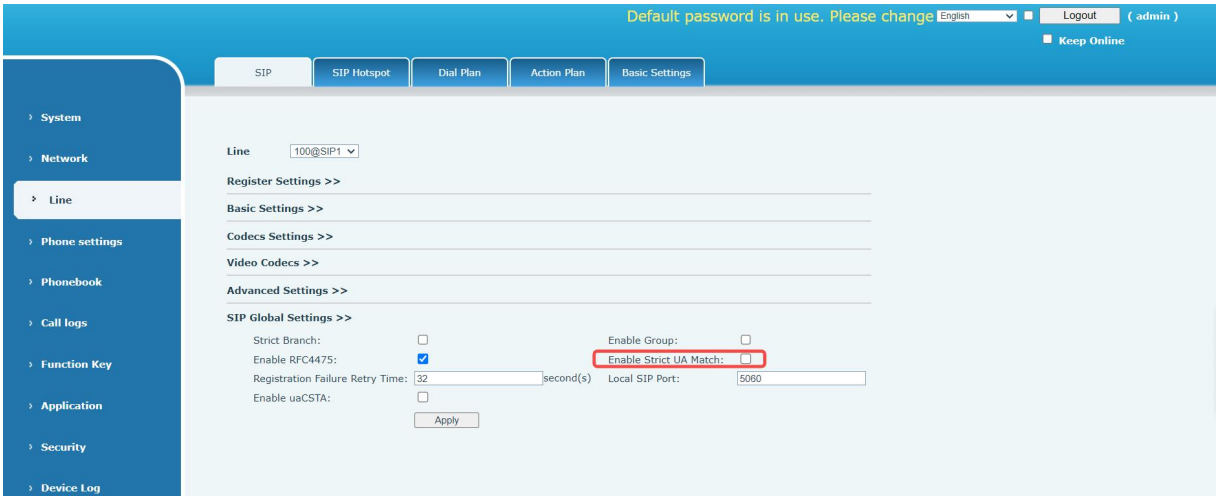
## 4.1 Extension number dialing (short number dialing)

Step 1: Refer to the SIP account registration steps, register two phones on the IPPBX respectively, and set the extension numbers to 110 and 102
Step 2. Press 102 on the phone with extension number 110 and then press the dial key
Then, two phones can make calls and communicate normally.



## 4.2 IP direct dial

Step1: Register two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 100 and 110.
Step 2: Dial the IP address of the phone with extension number 102 from the phone with extension number 101, where * is used.
Step 3: The phone with extension number 102 hears a ring and answers the call.
Step 4: Two phones can make calls via IP
Testing this function, you need to turn it off: Line-Global Settings-Enable Strict UA Match





### 4.3 Call Hold

Step 1: Follow the SIP account registration procedure and register two phones on the IPPBX, with extension numbers 101 and 102
Step 2: Press 102 on the phone with extension number 101 and then press the dial key
Step 3: After the phone with extension number 102 hears a ring, press the hold key after the call is connected
Step 4: Press the resume key on the phone with extension number 102 to resume the call

### 4.4 Outbound Call

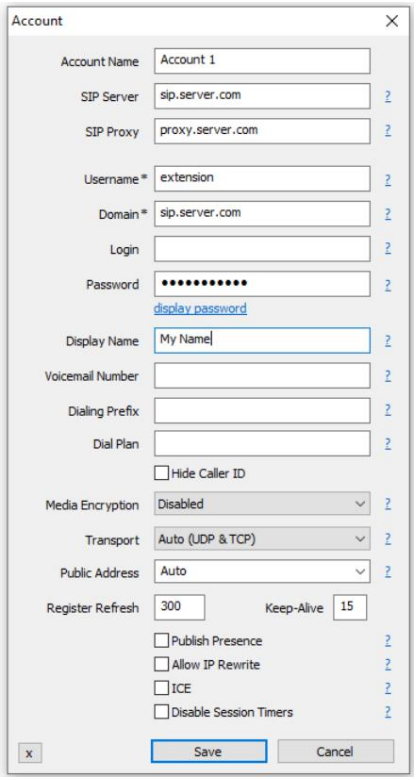
Step 1: Register the phone on the IPPBX and set the extension number to 6608
Step 2: Press extension number 6608 and then press Dial
Then the phone can receive calls and can talk normally
Note：This feature requires a successful connection to the carrier line

## 5. Call Forwarding/Call Transfer/Call Waiting

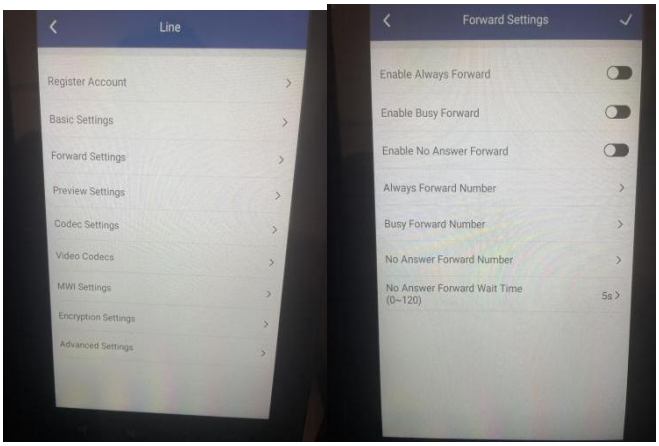
### 5.1 Call Forwarding

Call forwarding is a function that forwards incoming calls to other numbers. Users can set up call forwarding for each line separately. There are three types of call forwarding:
- **Unconditional forwarding** – forward all incoming calls to the configured number.
- **Busy forwarding** – when the user is busy, incoming calls will be forwarded to the configured number.
- **No answer forwarding** – when the user times out and does not answer, incoming calls will be forwarded to the configured number.

Configure the call forwarding:
Step 1: Register the two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.
Step 2: Register the IP softphone on IPPBX. The extension number is 103. The password is xxxx. The SIP server is the IPPBX IP address. The specific configuration is as follows




Step 3: On the phone with extension number 101, press [account] >> [Line 1] >> [Forward Setting] to enable unconditional forwarding to phone 102.




Step 4: Dial 101 on 103's soft IP phone to check the result, then you will find that the call is directly transferred to phone 102, and 103 is talking to phone 102.
Step 5: Press [account] >> [Line1] >> [Forward Setting] on 101's extension number to turn on the busy line forwarding to 102,
Step 6: Dial 101 on 102's extension number. After 101 answers the call, 103's soft IP phone dials 101's extension number to check the result, then extension number 101 is on a call, dial 102, and 102 receives a call from 103.
Step 7: Press [account] >> [Line1] >> [Forward Setting] on 101's extension number to turn on the no answer forwarding to 102.
Step 8: Dial 101's extension number on 103's soft IP phone to turn on the timeout answering to check the result, then extension number 101 does not answer and then dials extension number 102. Extension number 102 receives the call from extension number 103.

## 5.2 Configure the Call Transfer

When a user is talking to another party and wants to transfer the call to another number, there are three ways to transfer the call: blind transfer, attended transfer, and semi-attended transfer.
- **Blind transfer**: transfer the call directly to the other party without negotiating with the other party.
- **Semi-attended transfer**: transfer the call to the other party after hearing the ringback tone.
- **Attended transfer**: transfer the call to the other party after the other party answers the call.

Step 1: Register the two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101

and 102.
Step 2: Register the IP softphone on IPPBX. The extension number is 103, the password is xxxx, and the SIP server is IPPBX IP address.
Step 3: Turn on the call forwarding function on the 101 phone, and turn on the blind transfer, semi-attended, and attended transfer functions respectively.
Step 4: The extension number 103 soft IP phone calls the 101 phone.
Step 5: After the 101 phone is connected, press the function menu key [Forward] button or the transfer button on the phone, then enter the number 102 to be transferred, press the transfer button again, blindly transfer to a third party, and 102 can receive the call from the 103 phone.
Step 6: After the 101 phone is connected to the 103 phone, the 101 phone calls 102. When the 102 phone only rings but does not answer the call, cancel the call with 102 in the call interface of the 101 phone, and directly press the transfer button to transfer to 102, the phone 102 is not connected to the call. You can press Transfer or End to end the call.
Step 7: After 101 is connected to the 103 phone, enter 102 and press the dial button. 102 first answers the call from 101, and the 101 phone presses the transfer button to view the result. The phone 102 received the call from phone 101 first. After the call was connected, phone 101 pressed the transfer button, and phone 101 hung up. Phones 102 and 103 were talking.

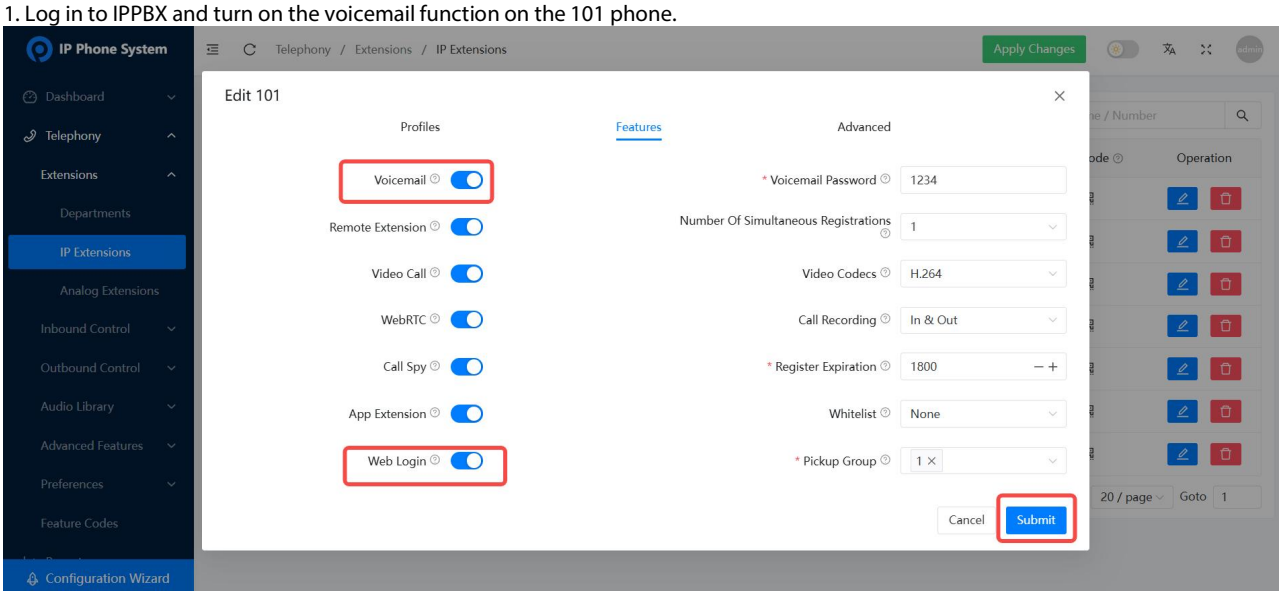
### 5.3 Call Waiting

- Enable call waiting function: During a call, you can accept new calls.
- Disable call waiting function: New calls will be automatically rejected and a busy tone will be displayed.

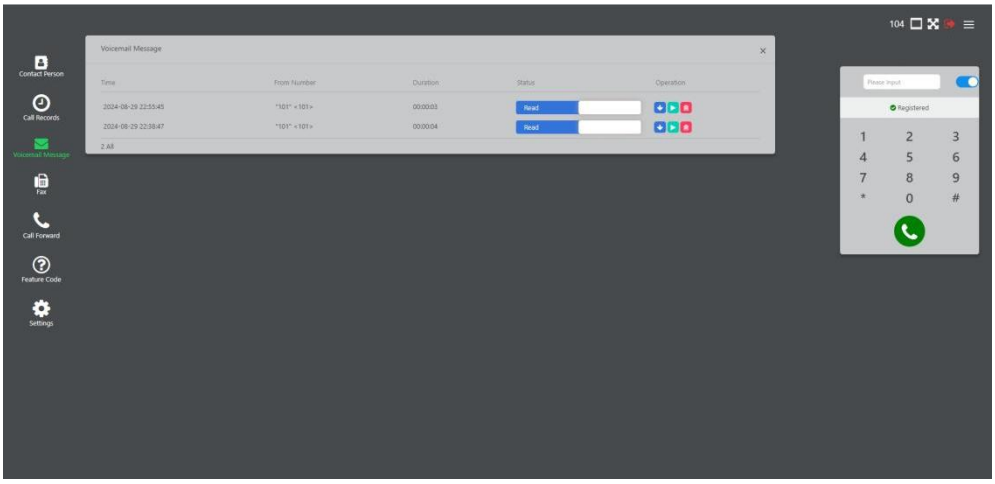
Step 1. Two phones are registered on the IPPBX, with extension numbers 101 and 102
Step 2. On the phone with extension number 101, press [Menu] >> [Function] >> [Call Waiting] and turn on call waiting
Step 3. On the soft IP phone with extension number 103, press 101 and then press the dial key. The phone with extension number 101 will answer the call after hearing the ring
Step 4. On the phone with extension number 102, press 101 and then press the dial key and check the result. The phone with extension number 101 will receive a new call during the call, and the phone will ring a "beep-beep" prompt tone
Step 5. On the phone with extension number 101, press [Menu] >> [Function] >> [Call Waiting] and turn off call waiting
Step 6. On the soft IP phone with extension number 103, press 101 and then press the dial key. The phone with extension number 101 will answer the call after hearing the ring
Step 7. On the phone with extension number 102, press 101 and then press the dial key to view the result. The new incoming call received by the phone with extension number 101 is automatically rejected and a busy tone is displayed.

## 6. Voice Message

1. Log in to IPPBX and turn on the voicemail function on the 101 phone.




2. Phone 102 calls phone 101, phone 101 hangs up after hearing the ring, and phone 102 leaves a voice message according to the phone prompts.
3. The phone supports voicemail function. The message records can be queried on IPPBX and can be played and downloaded.




## 7. Ten-party Audio Conference (Only for FIP-7220&FIP-7320)

Step 1: Register ten phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 100-110.
Step 2: Dial phone 102 on phone 101.
Step 3: Press the answer button on phone 102 to connect the call after hearing the ring.
Step 4: Press the conference button on phone 101 and dial phone 103.
Step 5: Phone 103 connects the call.
Step 6: Press the conference button on phone 101 (a three-party conference has been established at this time).
Step 7: Repeat steps 4-6 to add extensions 104, 105, 106, 107, 108, 109, 110, and 100 to the conference.
Step 8: Establish a ten-party conference.
Step 9: Add the eleventh phone to see if it can be added successfully.

When the conference button is pressed on the phone with extension number 101 and the phone with extension number 103 is dialed, the phone with extension number 102 is switched from the call state to the call hold state and music is played. A ten-party conference is successfully established with 10 phones. All ten parties can hear the conversation and the call normally. At the same time, the 11th phone cannot be added and there is no button to add a conference. In a 9-party conference, the button to add a conference can be seen.

## 8. Three-way Video Conferencing(Only for FIP-7220&FIP-7320)

Step 1: Install 3 USB cameras on each of the three FIP-7220 phones. If you don't install them, you can still make video calls, but you can't see the video. Register on the IPPBX. For specific steps, refer to SIP account registration. The extension numbers are 101-103
Step 2: Press the video button on the phone with extension number 101 to call the phone with extension number 102
Step 3: After hearing the ring on the phone with extension number 102, press the answer button to connect the call
Step 4: Press the conference button on the phone with extension number 101 and dial the phone with extension number 103
Step 5: The phone with extension number 103 connects the call
Step 6: Press the conference button on the phone with extension number 101 (a three-party video conference has been established at this time)
Step 7: Repeat steps 4-6 to add extensions 104.105.106 to the conference
Step 8: Establish a six-party conference

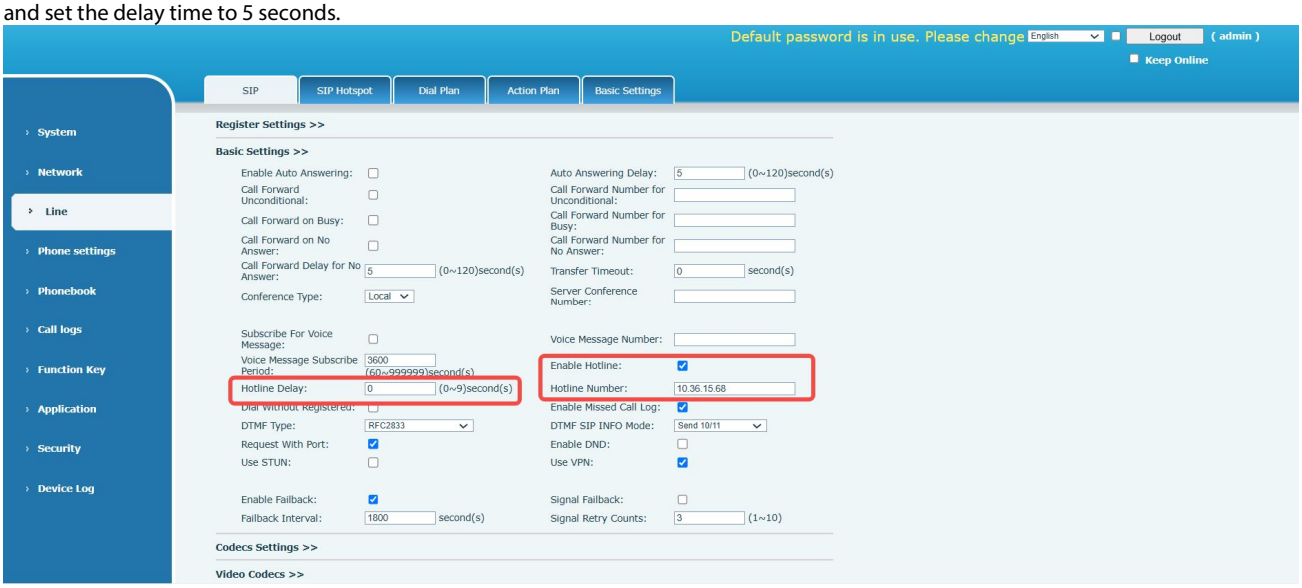
When the conference button is pressed on the phone with extension number 101 and the phone with extension number 103 is dialed, the phone with extension number 102 is switched from the call state to the call hold state and music is played. The three phones successfully establish a three-party conference, and all three parties can hear the conversation, the call and the video normally.

## 9. Hotline

If the phone supports the hotline dialing function, after setting up the hotline dialing, directly pick up the handset, speakerphone, headset, etc., the phone will automatically call according to the hotline delay time.

Step 1: Register the two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.

Srep 2: Set the hotline function on the web page of the phone with extension number 101, enable the hotline, enter the hotline number, and set the delay time to 5 seconds.

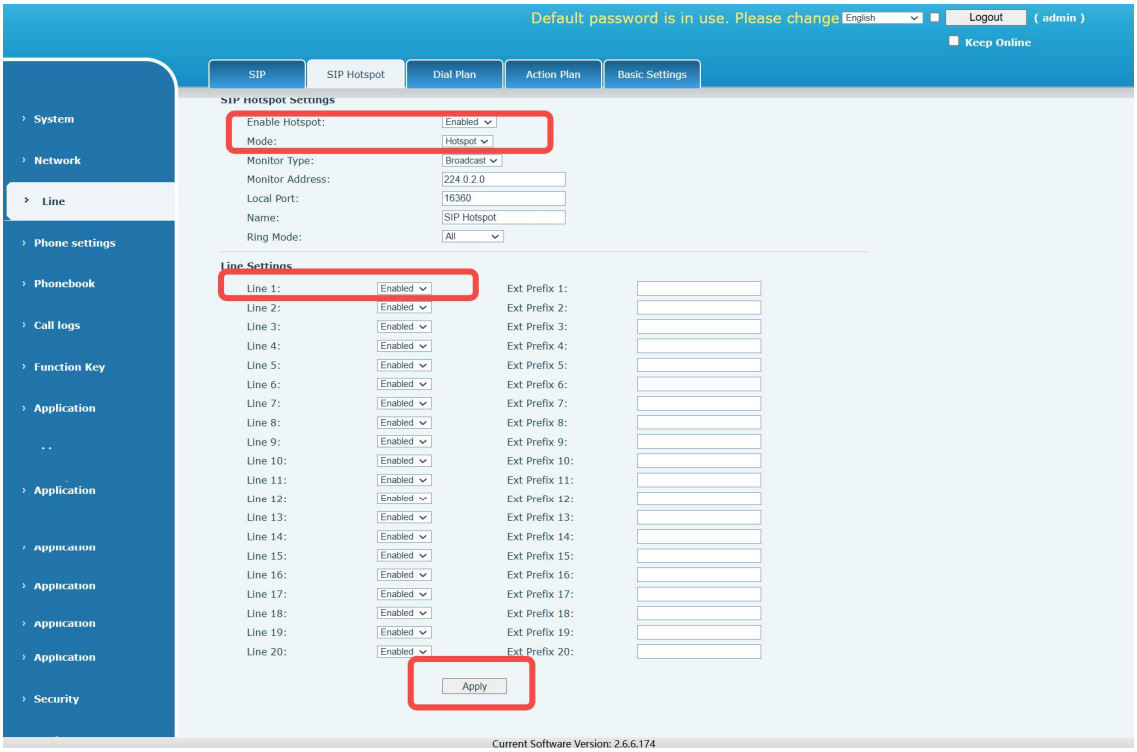



Step 3: Pick up the phone with extension number 101 and wait for 5 seconds to check the result.
Then the phone with extension number 101 will automatically dial 102 after 5 seconds, and 102 will receive the incoming call.

## 10. Hotspots

SIP hotspot is a simple and practical function. It is easy to configure, can realize the function of group ringing, and can expand the number of SIP accounts.
Use one phone A as a SIP hotspot, and other phones (B, C) as SIP hotspot clients. When someone calls phone A, phones A, B, and C will all ring. If any of them is answered, the other phones will stop ringing, and they cannot be answered at the same time. When phones B or C call out, they will call out with the SIP number registered by phone A.

Step 1: Register the two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.
Step 2: Register the IP softphone on IPPBX. The extension number is 103. The password is xxxx. The SIP server is the IPPBX IP address.
Step 3: Set the hotspot function on the web page of the phone with extension number 101. Select hotspot mode.

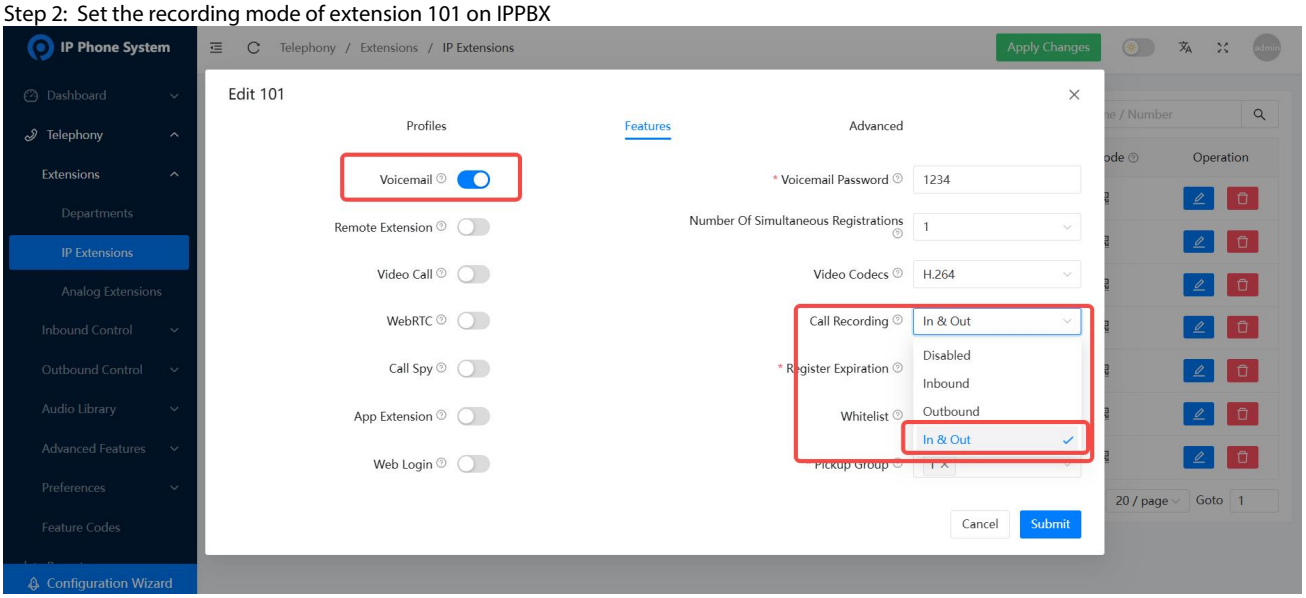

Default password is in use. Please change
English
Logout
( admin )
Keep Online
SIP
SIP Hotspot
Dial Plan
Action Plan
Basic Settings
System
Network
Line
Phone settings
Phonebook
Call logs
Function Key
Application
Application
Application
Application
Application
Application
Security
SIP Hotspot Settings
Enable Hotspot: Enabled
Mode: Hotspot
Monitor Type: Broadcast
Monitor Address: 224.0.2.0
Local Port: 16360
Name: SIP Hotspot
Ring Mode: All
Line Settings
Line 1: Enabled
Line 2: Enabled
Line 3: Enabled
Line 4: Enabled
Line 5: Enabled
Line 6: Enabled
Line 7: Enabled
Line 8: Enabled
Line 9: Enabled
Line 10: Enabled
Line 11: Enabled
Line 12: Enabled
Line 13: Enabled
Line 14: Enabled
Line 15: Enabled
Line 16: Enabled
Line 17: Enabled
Line 18: Enabled
Line 19: Enabled
Line 20: Enabled
Ext Prefix 1:
Ext Prefix 2:
Ext Prefix 3:
Ext Prefix 4:
Ext Prefix 5:
Ext Prefix 6:
Ext Prefix 7:
Ext Prefix 8:
Ext Prefix 9:
Ext Prefix 10:
Ext Prefix 11:
Ext Prefix 12:
Ext Prefix 13:
Ext Prefix 14:
Ext Prefix 15:
Ext Prefix 16:
Ext Prefix 17:
Ext Prefix 18:
Ext Prefix 19:
Ext Prefix 20:
Apply
Current Software Version: 2.6.6.174

Step 4: Set the hotspot function on the web page of the phone with extension number 102, and select client mode
Step 5: The soft IP phone with extension number 103 calls the phone with extension number 101 to check the result
Step 6: The phone with extension number 102 calls the soft IP phone with extension number 103 to check the result

Then you will find the extension 101 and extension 102 both ring. If any of the phones answers the call, the other phones will stop ringing. You cannot answer the calls at the same time.The phone with extension number 102 dials the soft IP phone with extension number 103, and the soft IP phone 103 receives the call from the extension number 101.

## 11. Call recording

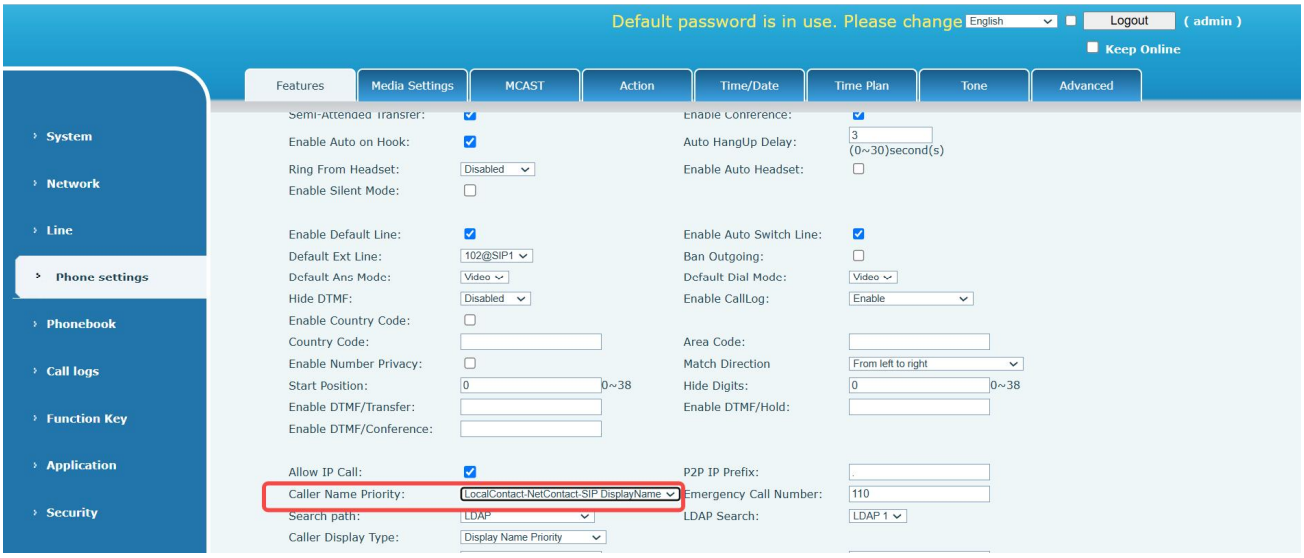
Step 1: Register the two phones on IP PBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.
Step 2: Set the recording mode of extension 101 on IPPBX




Step 3. Dial 101 from extension 102, and check if the IPPBX has recorded the conversation.
Step 4. Turn off the voicemail on the phone and check if the recording can be read on the PBX, then check it on IPPBX, there will be recording records

## 12. Caller ID function

Step 1. Register the two phones on the IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.
Step 2. Set the following on the phone with extension number 101 (this setting is the default setting)

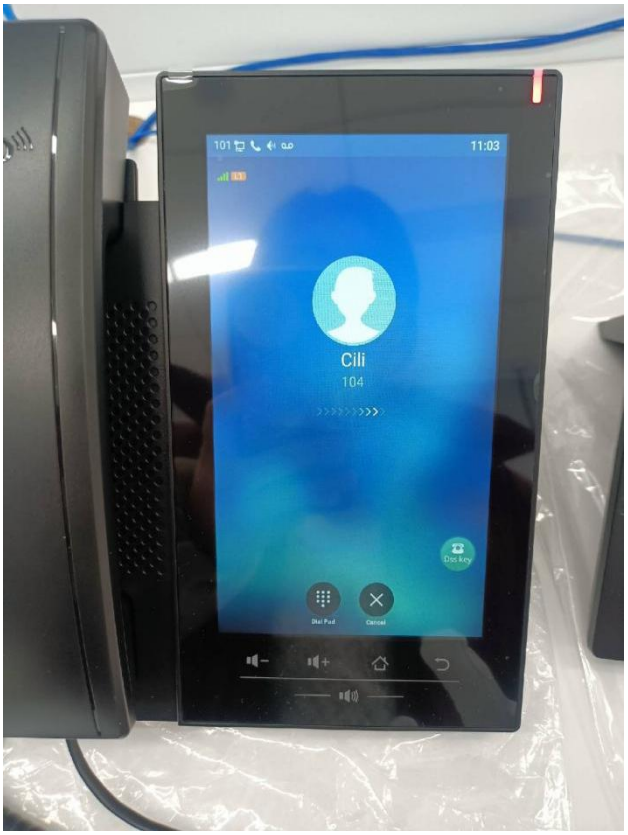



Step 3. Press 102 on the phone with extension number 101 and then press the dial key
Step 4. Check the result on the phone with extension number 102， then the caller ID will be 101.

## 13. Adding a local contact

Users can save contact information in the phone book and call the contact's phone number directly in the phone book. Users can open the phone book by pressing the function menu button [Contacts] or the preset button [Phone Book] on the phone in the default main interface.
The phone book is empty by default. Users can add contacts to the phone book manually or from the call log (or cloud phone book).

Step 1: Register two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.
Step 2: Press the contact button on the phone with extension number 101, add a group, and add a contact as xx,102.
Step 3: Click the contact button on the phone with extension number 101, select xx and click Dial to view the result， extension number 101 dials 102, and 102 receives the incoming call
Step 4: Call 101 from the phone with extension number 102 to view the result, extension number 101 receives a call from 102, and the caller ID is xx.




## 14. Advanced Features

Step 1: Register the two phones on IPPBX respectively. For specific steps, refer to SIP account registration. The extension numbers are 101 and 102.
Step 2: The advanced functions of the phone can be accessed by pressing Menu->Advanced->Enter password admin on the phone.
Step 3: Make relevant settings as needed.

On the phone, you can use the advanced function of the network setting function.




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