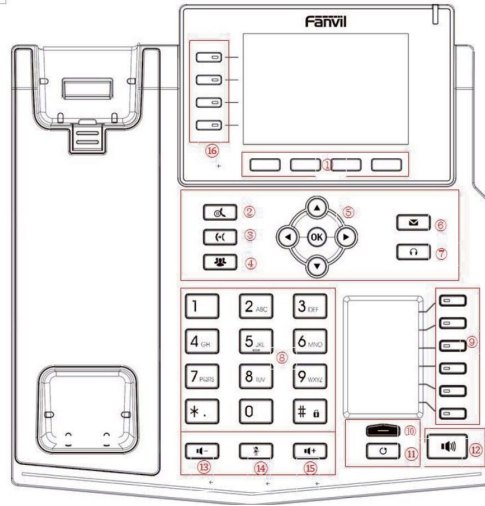





# Fanvil XU-Series Hosted Telephone & Voicemail Guide rev Jun 20

X4U/X5U



Number	The keypad names	Instruction
①	Soft-menu Buttons	These four buttons provide different functions corresponding to the soft-menu displayed on the screen.
②	Hold Key	Press the "Hold" key during the call, the user can hold the call, and press it again to cancel the holding and restore the normal call state.
③	Transfer Key	Press the "Transfer" button, the user can transfer the current call to other numbers.
④	Conference	Press the "Conference" button, the user can initiate a three-party conference.
⑤	Navigate/OK Keys	The user can press the up/down navigation key to change the line or move the cursor in the screen list. On some Settings and text editing pages, the user can press the left/right navigation key to change options or move the cursor in the screen list to the left/right. OK key: Default is equivalent to soft button confirmation; user can

		customize the function.
⑥	voice mail	Press the "voice mail" button, and the user enters the interface of SMS and voice mail list.
⑦	Headset Key	Users can press this key to open the headset
⑧	Standard Telephone Keys	The 12 standard telephone keys provide the same function as standard telephones, but further to the standard function, some keys also provide special function by long-pressing the key, Key  - Long-pressed to lock the phone.
⑨	DSS KEY	Long press DSS key to enter the settings interface and set the required functions
⑩	Next Page Key	Users can switch the second screen page in turn. (X3U is not supported)
⑪	Redial	Press the Redial key to redial the last number dialed
⑫	Hands-free Key	The user can press this key to open the audio channel of the speakerphone.
⑬	Volume Down Key	In the standby state, ring and ring configuration interface, press this button to reduce the ring volume; Press this button to lower the volume on the call or volume adjustment screen.
⑭	Mute Key	During a call, the user can press this key to mute the microphone.
⑮	Volume Up Key	In the standby state, ring and ring configuration interface, press this button to increase the ring volume; Press this button to increase the volume on the call or volume adjustment screen.
⑯	Side Key	Long press the side key to enter the settings interface and set the required functions.

This quick setup guide will assist you on how to use your new phone and configure your voicemail. Make sure you have your PIN available that was sent to you in your "Welcome to your new phone system" E-Mail

### Using your Fanvil phone

The line keys should be lit Green at all times. Once you pick up the receiver, speakerphone or if a call is coming in, Line Key turns red. To verify you are online, there are green icons in the buttons on the left of the screen with a green phone icon next to your extension number, there may also be a green button and green handset with the word Park 1/2/3. Check the top right corner of the screen, there should be a small monitor icon, it should not have anything in the box; if it has a X in the monitor please verify you can reach the internet by opening your internet browser on your computer, search on any topic and ensure you get search results, if you do not get results then the Internet is unavailable at your location, check your cables, if there is still no connection contact your carrier. If you do get search results and the phone icon is clear please contact dais support at: [support@daiscorp.com](mailto:support@daiscorp.com). Hold down the Up arrow key for 5 seconds, we will need the third item, the IPv4 address.

### Placing a Call:

Pick up the Receiver or just dial on the keypad, enter the number, press "Dial" on the display or press the # key. You press "Dial" or the # key at the end of any call to send the phone call, dial the 2, 3 or 4 digits for a co-worker's extension,

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seven digits for the local pizza shop, or 10 digits for a long distance call. You do not have to dial 9 or the local area code you are in. Again, press the “Dial” button that appears on the screen or the # sign to complete the dialing process.

### **Answering Calls ringing on your phone:**

When your phone is ringing simply pick up the receiver or press the Speakerphone button to answer the call.

### **Intercom to Extension Speaker:**

This intercom feature allows you to make an announcement to another extension without requiring the other party to pick up the handset(to ring another extension just enter the extension digits and press “Dial” or #). The message will be played via the other phone’s speaker. The audio is two way, and the called party can respond immediately without picking up the handset.

1. Lift handset
2. Dial \*99 + your party's extension number, Press Dial or the # sign

### **Transferring a call to a co-worker: (Blind transfer)**

1. Answer the call, find your co-worker, press the name(on the display), Hang up. If you do not have a display name, Press Xfer, enter the extension and press #.

### **Transferring a call to a co-worker and Announce Caller: (Attended transfer)**

1. Answer the call, Press the Xfer button on the display, dial your co-workers extension, press “Dial” key, when co-worker answers ask if they would like the call, if so press Xfer again, Hang up. If they do not want the call, Press the End Key on the display, then press the Flashing Yellow key to resume the call.

### **Transferring a call to a co-workers VOICE MAIL:**

1. Press Xfer key on display
2. Dial \*40 + the extension number and press the # sign

### **Do Not Disturb ON/OFF To specify DND (Do Not Disturb) for a particular extension:**

Press the “DND” key on the display. A red circle with a white line appears on the top right side of the display. Repeat the process to turn it off

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## **VOICEMAIL QUICK SETUP- Please do this ASAP**

### **To setup your voicemail:**

#### Voicemail Greeting

1. Press the Envelope Key
2. Type in your PIN (PIN was sent to you in the Welcome EMail)
3. Press 0 for mailbox options
4. Press 1 to record your unavailable message (this is the message that will play when you are not on your phone and someone calls and you do not answer), Save Greeting and hang up

#### Voicemail Name

1. Press the Envelope Key
2. Type in your PIN (PIN was sent to you in the Welcome EMail)
3. Press 0 for mailbox options
4. Press 3 to record your name (this will be used for the company directory)

### Other Items you may want to change right away:

- Press 5 to change your password
- Going forward, if your red light is lit on the top of your phone, you have a voicemail message. Simply follow the next steps:

### **To listen to your voicemail:**

1. Press the Envelope key on your phone.
2. Enter your pin number, Press # (PIN was sent to you in the Welcome EMail)
3. A prompt will be played with the number of read and unread messages in your voice
4. Press \* to Play messages
5. To delete message press 3

### **Placing calls on Personal HOLD(for Hold and pick up on different phone see Park Keys)**

1. Press the HOLD Button(appears on display).
2. Hang up, you can only pick the call up on the phone that placed the caller on personal hold

### **Picking up calls from Personal HOLD**

Press the Flashing line key.

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### **Remote call pick-up \*8 + <extension number> #**

If you hear a particular extension ringing, and you know that person is not able to take the call, you can take the call using the 'Call Pickup' feature.

For example, \*8100#, will answer the ringing phone at extension 100.

### **Using Park keys (Hold call and pick up at any other phone in office):**

1. While on a call, Press an available Park key
2. Hang up
3. To pick up the call, Press the Flashing Park key

### **Placing a 3 Way Conference Call**

1. Enter the first number, press "Dial" on the display
2. Get that person on the line
3. Press the "Conf" button on the display
4. Enter 2nd number to call followed by #
5. When the second person answers press the "Conf" button the display
6. 3 Way call is active

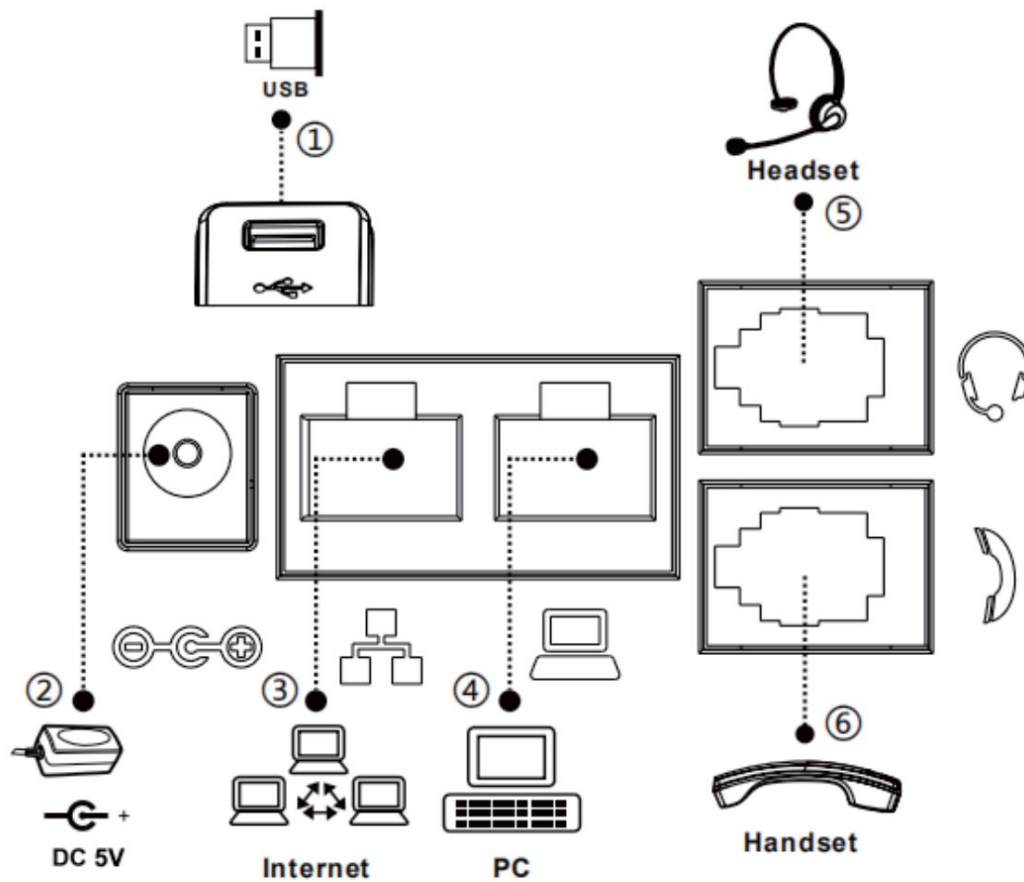
### **Using the Navigation Keys (Arrows) to see All, In, Out, Missed Calls**

1. From the Main screen click the CallLog Once, Call History is displayed
2. Use the up and down arrows, Once you find the call you want you can just press the "Dial" Key to call the person back

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## Back of Phone Setup



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Please send all Support/Service issues to [Support@daiscorp.com](mailto:Support@daiscorp.com) only

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