ELEVATE
UNIFIED COMMUNICATIONS

IP PHONE QUICK START GUIDE SERIES

YOUR GUIDE FOR:

Fanvil V62W

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Fanvil V62W Quick Start Guide

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IP Phone Quick Start Guide Series

A model-specific guide to setting up and using your **Fanvil V62W** IP desk phone, including wired or wireless networking, voicemail and everyday calling features.

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1. Guided Setup

Assemble your phone

Slot the stand into the back of the phone as illustrated.

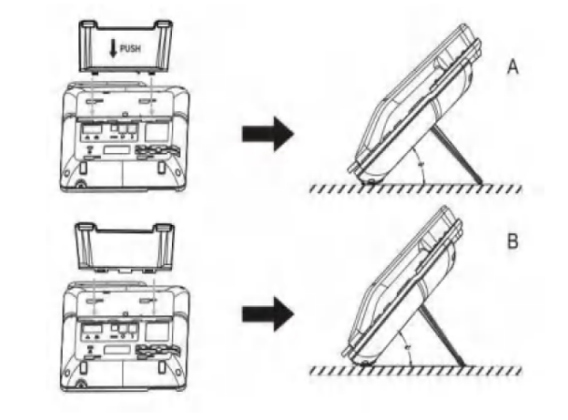


Figure 1. Attach the phone stand.

Connect cables and optional items

Use the source diagram to identify the phone's handset/headset, **Internet**, optional **PC**, and power connection options. Connect the network and power cables as appropriate for your installation.

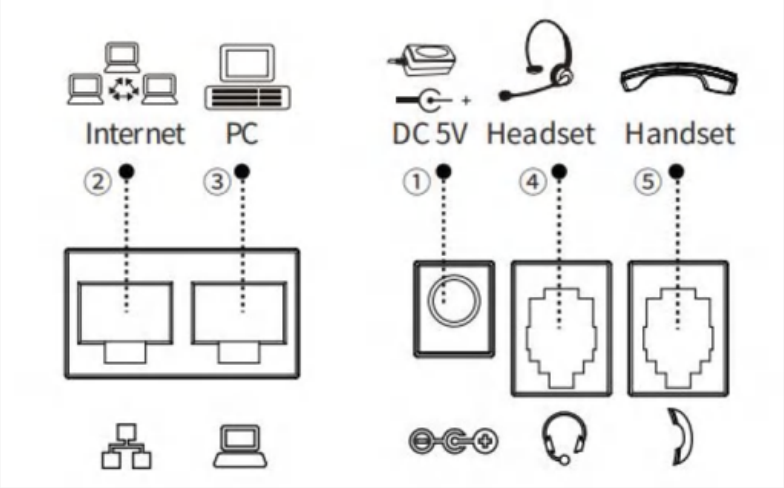


Figure 2. Connection options for the Fanvil V62W.

When the phone has power and a network connection, it automatically downloads its configuration files and becomes usable. The voicemail box is available with a default greeting.

Establish a Wi-Fi connection

1. Tap the **Menu** soft key.
2. Use the navigation arrow keys and the **OK** soft key to reach **Basic**.
3. Arrow down to **WLAN** and tap **OK**.
4. Toggle **WLAN** to **Enabled** with the right navigation key and tap **OK**.
5. Scroll to **Available Networks** and tap **Enter**.
6. Navigate to your preferred Wi-Fi network and tap **Link**.
7. Enter the Wi-Fi password and tap **OK**.

Connectivity note: If a computer connects to the Internet *through the desk phone*, the source recommends connecting the phone to the router by Ethernet for best performance. If a computer connected through a Wi-Fi-enabled phone experiences high latency, contact support about full-duplex settings and have the computer's **Link Speed** available.

Find link speed on Windows: Open **Settings** > **Network Settings**, select the active network adapter, and look for **Link Speed** (the source lists 100 Mbps and 1000 Mbps as examples).

2. Voicemail Box Setup

Record your personal voicemail greeting

1. Press the **Messages** button.
2. Enter the PIN provided by your administrator, followed by **#**.
3. Select **3** for personal options.
4. Select **1** to record your voicemail greeting.
5. Follow the voice prompts to record and review your greeting.

Change your PIN from the phone

1. Press the **Messages** button.
2. Enter your administrator-provided PIN, followed by **#**.
3. Select **3** for personal options.
4. Select **2** to change your PIN.
5. Enter the new PIN when prompted and press **#** when done.

3. Commonly Used Features

Place outgoing calls

When the phone is idle:

1. Pick up the handset or press **Speakerphone**.
2. When you hear a dial tone, dial the extension or telephone number.

With a headset:

1. Press **Headset** to activate headset mode.
2. Dial an extension or telephone number.

While already on a call:

1. Tap **Hold**.
2. Tap **More**, then **New Call**.
3. Dial an extension or telephone number.
4. To return to the first call, tap **Resume**.

Answer an incoming call

- **Handset:** Pick up the handset.
- **Headset:** With the headset connected, press **Headset**.
- **Speakerphone:** Press **Speakerphone**.

Reject an incoming call

Tap **Reject** to send the incoming caller to voicemail.

End a call

- **Handset:** Hang up the handset.
- **Headset:** Press **Headset**.
- **Speakerphone:** Press **Speakerphone**.

Hold and resume

- **Hold:** During a call, tap **Hold**.
- **Resume:** Tap **Resume** to retrieve the held call.

Mute and unmute

1. Press **Mute** during a call to mute your microphone.
2. Press **Mute** again to unmute it.

Transfer calls

Cold transfer (as described by the supplied source):

1. During an active call, tap **Xfer**.
2. Enter the destination number and tap **Dial**.
3. **While the destination is ringing**, tap **Xfer** again.

Warm transfer:

1. During an active call, tap **Xfer**.
2. Enter the destination number and tap **Dial**.
3. After the second party answers and you announce the call, tap **Xfer**.

The supplied source calls the first method “Cold Transfer” although its sequence initiates a call to the destination before completion. Follow the configured phone prompts; confirm the desired blind-transfer behavior with your administrator before relying on that procedure.

Call waiting

When a second call arrives while you are already on a call, the phone emits a beep.

- **Answer the second call:** Tap **Answer**. The first call goes on hold. After the second call ends, tap **Resume** to return to the first call.
- **Reject the second call:** Tap **Reject** to send that caller to voicemail.

Adjust volume

- **In-call volume:** While on a call, press **+** or **-** to adjust volume.
- **Ringer volume:** When the phone is idle, press **+** or **-** to adjust ringing volume.

Use speakerphone

- **From idle:** Press **Speakerphone** to hear a dial tone before dialing.
- **During a handset or headset call:** Press **Speakerphone** to continue the call on speaker.
- **During an active speakerphone call:** Press **Speakerphone** to hang up.

Forward calls

1. Tap the **Menu** soft key.
2. Use the right arrow to highlight **Features** and tap **OK**.
3. With **Call Forward** highlighted, tap **OK** twice.
4. Select the forwarding option you want to change and tap **OK**; to forward all calls, select **Unconditional**.
5. Use the up/down arrows to select settings and the left/right arrows to toggle options.
6. Arrow down to **Forward to** and enter the destination telephone number.
7. Tap **OK** to save changes.

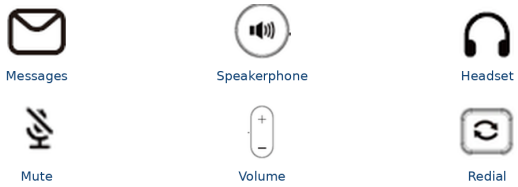
Redial

- Press **Redial** while the phone is idle to dial the last number called.
- Alternatively, tap **CallLog**, use the arrows to browse recent calls, select a number, and tap **Dial**.

4. Quick Reference

Task	Button or action
Place a call	Lift handset or press **Speakerphone**, then dial
Answer with headset	Press **Headset**
Answer with speaker	Press **Speakerphone**
Reject caller	**Reject**
Start another call	**Hold** > **More** > **New Call**
Hold / retrieve	**Hold** / **Resume**
Mute / unmute	Toggle **Mute**
Cold transfer (source)	**Xfer** > destination > **Dial** > **Xfer** while ringing
Warm transfer	**Xfer** > destination > **Dial** > speak > **Xfer**
Wi-Fi	**Menu** > **Basic** > **WLAN** > **Enabled** > network > **Link**
Forward all calls	**Menu** > **Features** > **Call Forward** > **Unconditional**
Redial last call	Press **Redial** when idle
Redial from history	**CallLog** > select entry > **Dial**

Fanvil V62W button symbols



Button symbols are reproduced from the supplied V62W Word instructions. Labels and features may vary with phone firmware and account configuration.

Need assistance?

CloudBusinessPhone.com
Service: 888.704.1789, Option 1
Email: support@CloudBusinessPhone.com

Source: Fanvil V62W section of the owner-supplied `VARIOUS TO BE CREATED.docx`. Device diagrams are reproduced from that section. Confirm configuration-dependent features and the cold-transfer procedure before external distribution.