

Debugging of abnormal device

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1. Introduction

1.1. Overview

This article is applicable to troubleshooting when the phone encounters the registration problem, so as to solve the problem.

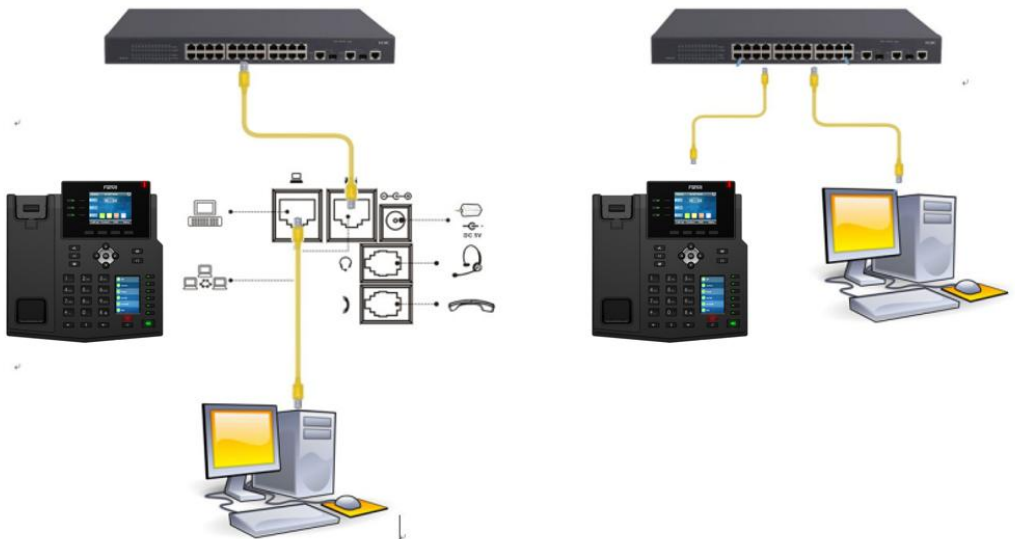
1.2. Applicable model

All models of Fanvil phone

1.3. Prerequisite preparation

- ① Two fanvil X5U phones are connected to the switch, and the IP address can be obtained automatically.
- ② Debug a computer and connect the computer to the switch to ensure that the network before the computer and the phone is interconnected.

1.4. Schematic diagram of phone and computer connection



2. Method 1: Set at the LCD of the phone

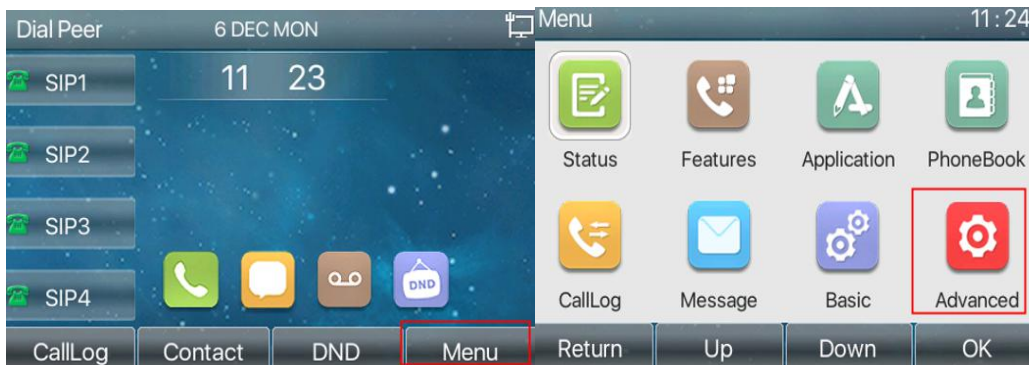
2.1. View phone IP address

Click "Menu" -- "Status" to view the IP address of the phone



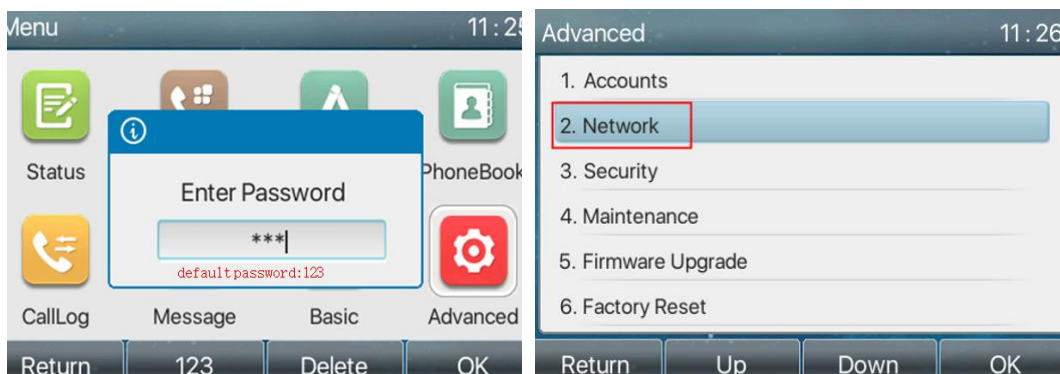
2.2. Modify the phone IP address

Click "Menu" -- "Advanced" (default password 123 / admin) -- "Network" -- "Network" -- "IPv4" -- "IP Address" -- enter the corresponding IP address and save it, as shown in Pic 1-Pic 7



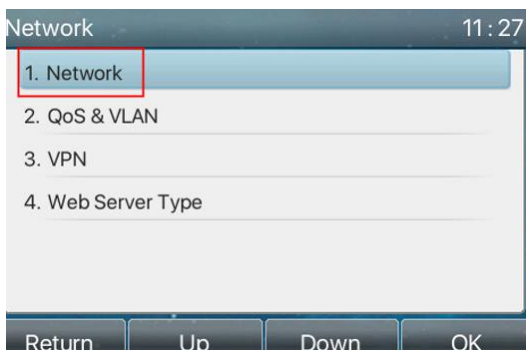
Pic 1

Pic 2

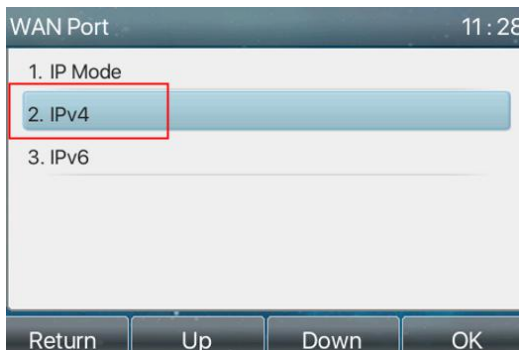


Pic 3

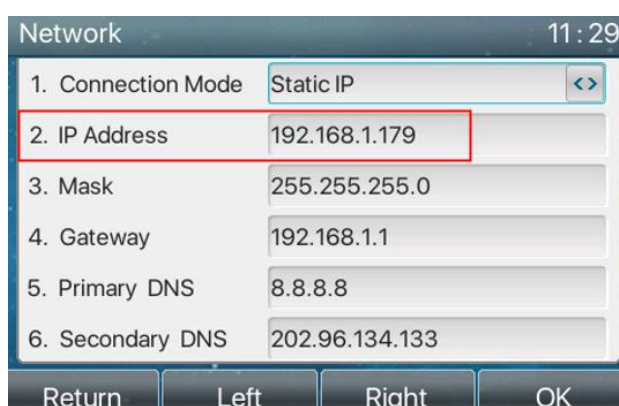
Pic 4



Pic 5



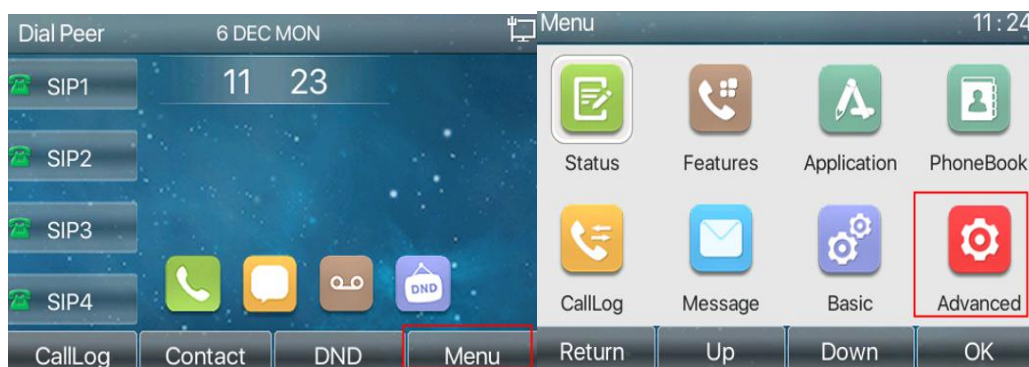
Pic 6



Pic 7

2.3. Register SIP account

Click "Menu" -- "Settings" -- "Advanced" (default password 123) -- "Accounts" -- "SIP1" -- "Basic" of LCD, and enter the server address, server port, SIP user name, authentication user name, authentication password and display name, as shown in pic 1-pic 8



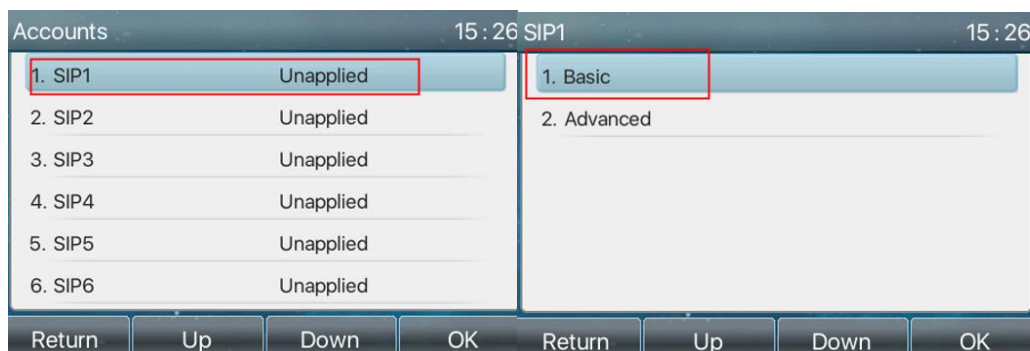
Pic 1

Pic 2



Pic 3

Pic 4



Pic 5

Pic 6



Pic 7

Pic 8

Note: when registering, you must enter the server address, registered account, user name and password, and select enable before saving.

2.4. Check configuration status

"Menu" -- "Settings" -- "Advanced Settings" (default password 123) -- "Accounts" -- check whether the status is registered



Account ID	Status
1. 1234	Registered
2. SIP2	Unapplied
3. SIP3	Unapplied
4. SIP4	Unapplied
5. SIP5	Unapplied
6. SIP6	Unapplied

3. Method 2: Set the phone parameters through the web page

3.1. View phone IP address

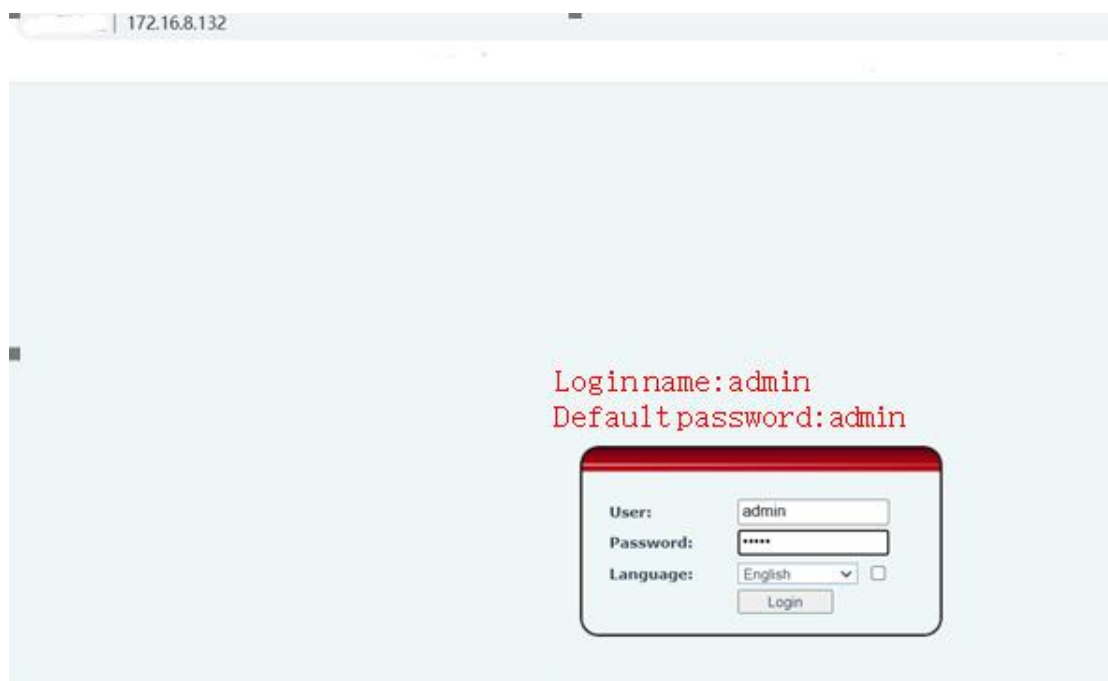
Click "Menu" -- "Status" to view the IP address of the phone

Network	Phone	Account	TR069
1. Vlan Id	None		
2. Mode	DHCP/IPv4		
3. IPv4	172.16.8.188		

Return

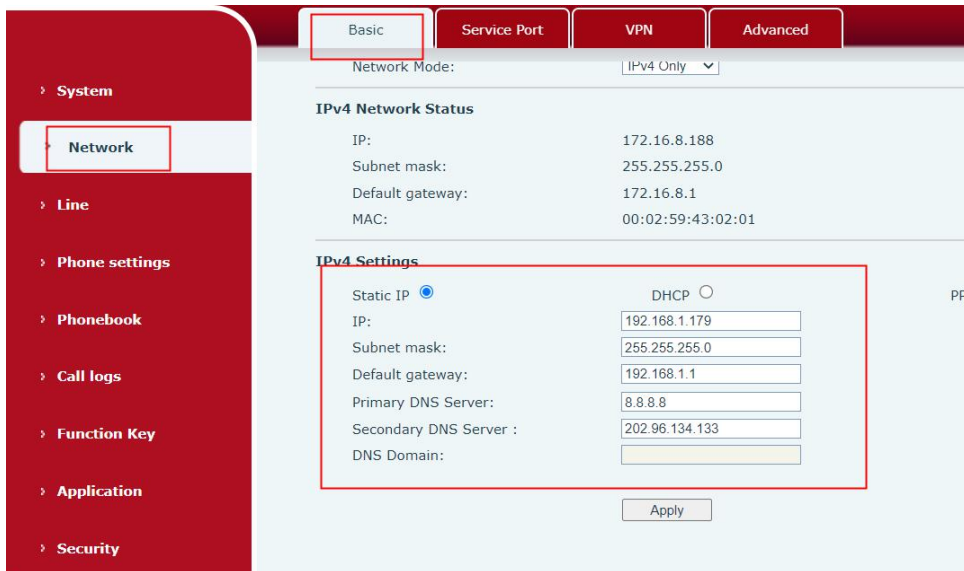
3.2. Log in the web interface of the phone

The computer opens the browser and enters the IP address of the phone in the "address bar"



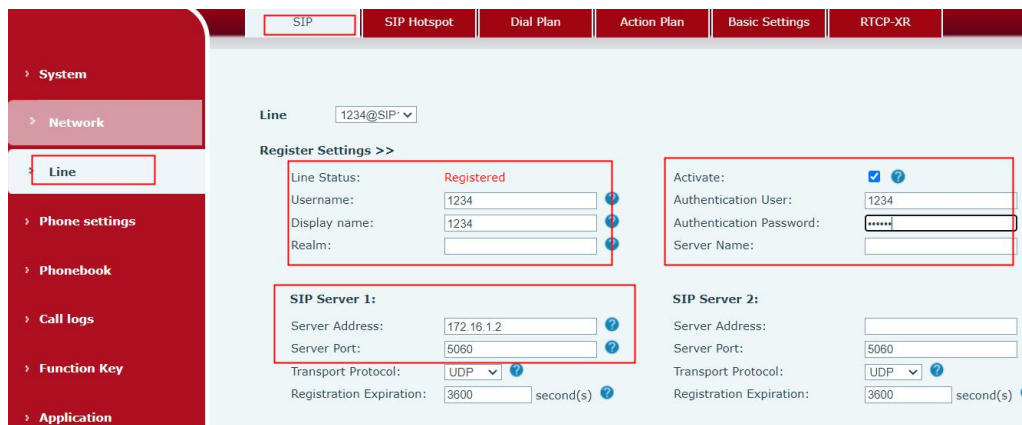
Modify phone IP address (not required)

Click "Network" - "Basic" - "select static IP in" Settings ", enter the corresponding IP address information and click Submit



3.3. Input the registered account information

Select "Line" -- "SIP" -- "Basic Settings", and enter the registered account and password, port, server address and other information. Check enable and submit



3.4. Check configuration status

Check the line status in the "Line" interface. If it is registered, it indicates that the phone is registered successfully and can make and receive calls normally