

An aerial photograph of a city skyline, likely Kuala Lumpur, Malaysia, featuring numerous high-rise buildings and skyscrapers. The image is overlaid with a semi-transparent blue filter. In the top left corner, the logo for 'FLYINGVOICE' is displayed in a blue, sans-serif font with a stylized blue swoosh above the 'Y'.

FLYINGVOICE

Most Used Features in IP Phone

Account Registration

Phone LCD

Menu > Advanced > Accounts > Line Registration

Registration info:

1. Register Number
2. Account Name
3. Password
4. Server Host and Port

Web interface

SIP account > Line settings

Auto-provisioning

- PNP
- Static provision
- DHCP Option 66
- TR069
- FACS

Status	Network	Wireless	SIP Account	Phone	Administration					
Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8	SIP Settings	VoIP QoS	Ri
Basic										
Register Status										
Register Status		Registered								
Basic Setup										
Line Enable		Enable ▾								
Subscriber Information										
Display Name		6004			Phone Number		6004			
Account		6004			Password		••••••••			
Proxy and Registration										
Proxy Server		192.168.50.18			Proxy Port		5060			
Outbound Server					Outbound Port		5060			
Backup Outbound Server					Backup Outbound Port		5060			
Allow DHCP Option 120 to Override SIP Server		Disable ▾			Transport		UDP ▾			

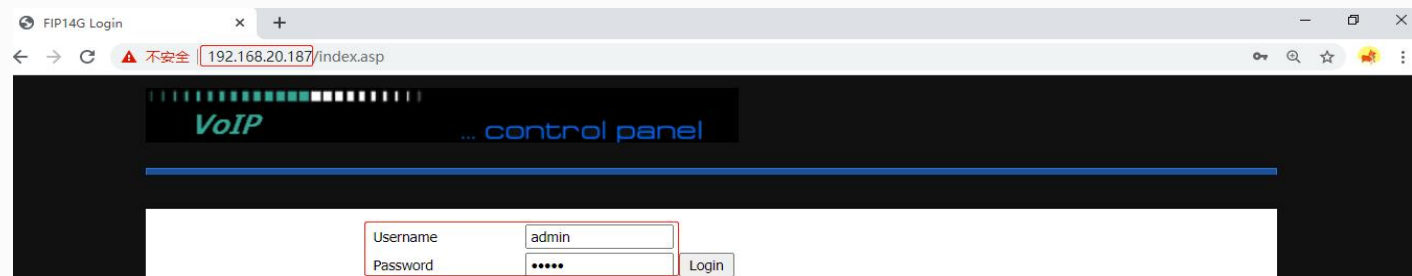
Access the Web interface

How to get into web interface?

Step 1: Press the OK Key  to check the phone's IP address.

<	Network	Phone	Account	1/3 >
1.	Wi-Fi Status	.4G[80:8f:1d:6d:4d:e7		
2.	Vlan ID	Disable		
3.	Mode	DHCP		
4.	IPv4	192.168.20.187		
5.	Wan Mask	255.255.255.0		
6.	Gateway	192.168.20.1		
Back				

Step 2: Type in the phone's IP address in the address bar of the web browser, the default login username and password are [admin](#).



Phone Status

- Product Info
- Line Status
- Network Status
- Wireless Info
- System Log

Status	Network	Wireless	SIP Account	Phone	Administration
Basic	Syslog	Exception Syslog			

Refresh Clear Save

Manufacturer:FLYINGVOICE
 ProductClass:FIP11C
 SerialNumber:FLY10519900154
 BuildTime:202108121540
 IP:192.168.1.1
 HWVer:V1.2
 SWVer:V0.6.28.1

Status	Network	Wireless	SIP Account	Phone	Administration
Basic	Syslog	Exception Syslog			

Product Information

Product Name	FIP11C
Internet (WAN) MAC Address	00:21:F2:21:A4:F3
Hardware Version	V1.2.0
Loader Version	V0.0.12(Dec 3 2020 10:25:22)
Firmware Version	V0.6.28.1 (202108121540)
Serial Number	FLY10519900154

Line Status

Line 1 Status	Registered 1005
Primary Server	192.168.50.165
Backup Server	192.168.50.165

Network Status

Ethernet WAN Port Status

WAN Port Status	Link Down
Wi-Fi Port Status	

VPN Status

Wireless Info

Wireless 2.4GHz

Radio On/Off	On
Network Mode	11b/g/n mixed mode
Current Channel	undefined

Network Settings

Wired connection

Phone connects to network via Ethernet.

Wi-Fi connection

Phone connects to network via Wi-Fi.

Wi-Fi to LAN

AP Mode

Status	Network	Wireless	SIP Account	Phone	Administration	
Basic	Wireless Security	WMM	WDS	WPS	Station Info	Advanced

Basic Wireless Settings

Wireless Network

Radio On/Off	Radio Off ▾
AP Switch	on ▾
Network Mode	11b/g/n mixed mode ▾
Multiple SSID	123
broadcast (SSID)	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
AP Isolation	<input type="radio"/> Enable <input checked="" type="radio"/> Disable

AP Mode

Phone can be used as an AP to transform the wired signal into a wireless one, providing easy access to wireless Internet for laptops, mobile phones or other wireless devices.

Setup via Phone's LCD: Menu > Advanced > Netowrk > AP, enable it and set up the SSID and password.

Setup via Web Interface: Wireless > Basic, turn on AP switch, set up SSID. Go to Wireless Security to set up password.

Status	Network	Wireless	SIP Account	Phone	Administration	
Basic	Wireless Security	WMM	WDS	WPS	Station Info	Advanced

Basic Wireless Settings

Wireless Network

Radio On/Off: Radio Off ▼

AP Switch: on ▼

Network Mode: 11b/g/n mixed mode ▼

Multiple SSID: 123

broadcast (SSID): Enable Disable



Wi-Fi to LAN

Phones connect to the wireless network, then devices such as PC, printer or attendance machine can get a wired network via its LAN port.



Note: This function is enabled by default.

Call Forward

All Forward

Forward all incoming calls immediately.

No Answer Forward

Forward incoming calls when no one answers the calls.

Busy Forward

Forward incoming calls when you are busy in a call.

- *Setup via Phone's LCD: Menu > Features > Call Forward > Choose forward type > Enable and type in the target extension number.*

- *Setup via Web*

Status	Network	Wireless	SIP Account	Phone	Administration	
Preferences	Programmable Key	Line Key	Dial Rule	Phone Book	Call Log	Action URL

Features			
All Forward	Disable ▼	Busy Forward	Disable ▼
No Answer Forward	Disable ▼	Transfer On-hook	Enable ▼
DND	Disable ▼		
Transfer Mode via Dskey	Blind Transfer ▼		

Call Forward			
All Forward	<input type="text"/>	Busy Forward	<input type="text"/>
No Answer Forward	<input type="text"/>	No Answer Timeout(S)	20

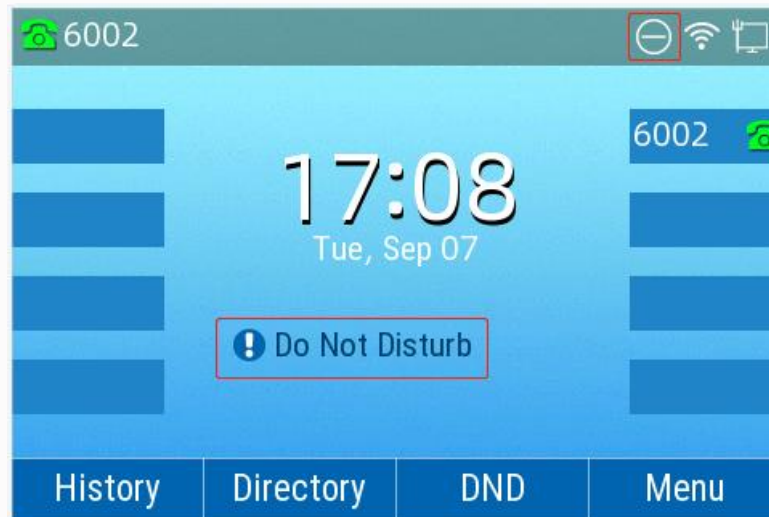
DND

Enable DND to reject all incoming calls automatically when you do not want to be interrupted.

Step 1: Navigate to Menu > Features > DND

Step 2: Select **Enable** from the DND Status field.

Step 3: Select **Save**



Note: The DND icon appears in the status bar.

Call Transfer

Blind Transfer

Transfer a call directly to the third party without consulting.

Step 1: A and B is on a call.

Step 2: A or B Press the **TRAN** key  or Transfer softkey.

Step 3: Follow one of the below steps.

- Enter the number or select a contact from the placed call list or **Directory** list you want to transfer to.
- If you have set a **Speed Dial** key, you can also press the **Speed Dial key** to transfer the call to the contact directly.

Step 4: Press the **B XFER** soft key or **TRAN** key to complete the transfer.

Transferring Calls

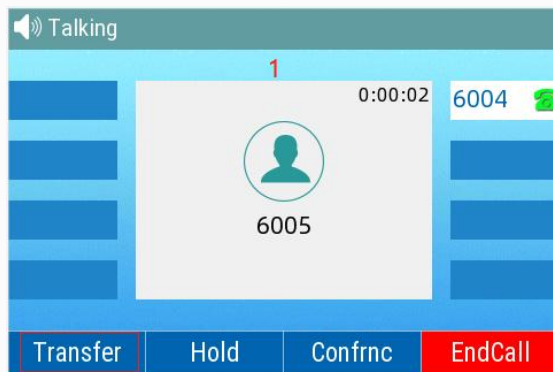
Semi-attended Transfer

Transfer a call when the third party is available but do not need response.

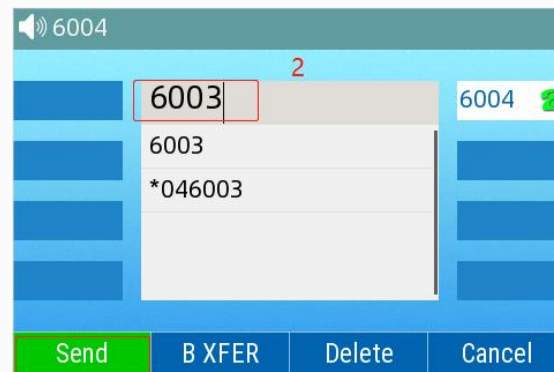
Attended Transfer

Transfer a call with prior consulting.

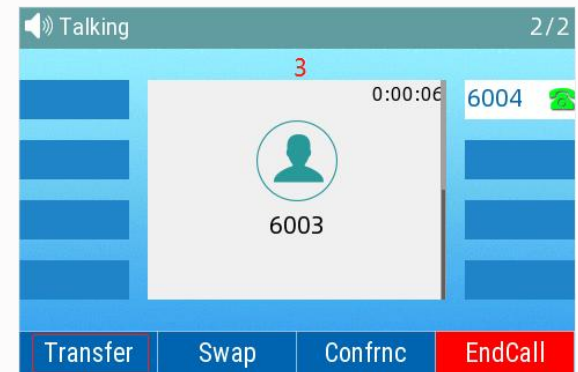
1. Press the Transfer key during the call



2. Enter the target number



3. Press the Transfer key again



Auto Answer

Auto answer enables you to automatically answer an incoming call in speakerphone mode when your phone is idle.

- *Setup via Phone's LCD: Menu > Features > Auto Answer > Enable*
- *Setup via Web: Phone > Preference > Miscellaneous > Enable auto answer*

Miscellaneous

Auto Answer All Phone Number

Auto Answer Delay Time

Dial Time Out (IDT)

Auto On-hook Mode

Auto Answer by Callinfo

Auto Answer Specify Phone Number

Call Immediately Key

Preferred Audio Device

Conference Call

The phone supports a three-way local conference and multi-way network conference.

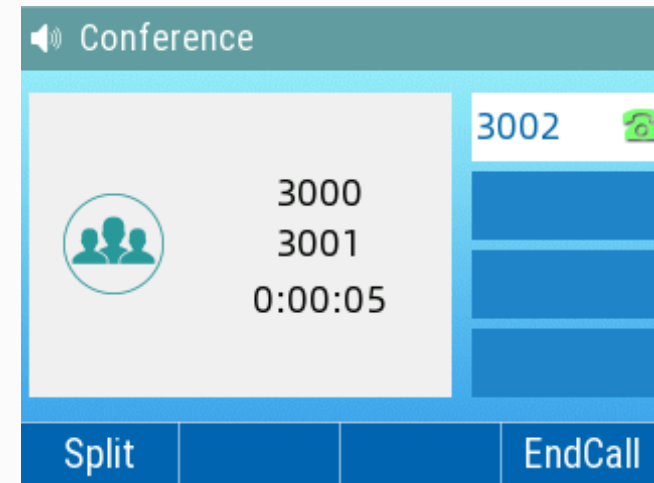
Step 1: Place a call to the first party.

Step 2: When the first party answers the call, select **Conference** to place a new call.

The active call is placed on hold.

Step 3: Dial the second party's number.

Step4: When the second party answers the call, press the **Conference** key again.



Hotline

Hotline feature allows you to configure a phone so that when the user goes off-hook (or press the Speakerphone key or Line key), the phone will dial the preconfigured number automatically.

Step 1: Log in to the phone's management page.

Step 2: Go to **SIP Account > Line 1 > Supplementary Services**, enter the hotline number followed by T and the waiting time(in seconds).

Step 3: Click Save&Apply.

Status	Network	Wireless	SIP Account	Phone	Administration	
Line 1	Line 2	Line 3	Line 4	SIP Settings	VoIP QoS	Ring

Supplementary Service Subscription	
Supplementary Services	
Call Waiting	Disable ▼
Enable MWI	Enable ▼
Hotline	2001T5
Voice Mailbox Numbers	

Voice Mail

A voicemail is an electronically stored voice message that is left by a caller. The recipient can retrieve the stored message on the phone when he/she is available.

Enter the voice mail number

1. Navigate to **Menu > Message > Voice Mail**.
2. Select a Line, press Connect, enter the voice mail number.
3. Press Save.

Note: different PBX servers have different voice mail number.

Retrieve the message

1. Navigate to **Menu > Message > Voice Mail**.
2. Select the corresponding Line, press Connect.
3. Enter the password and then you can listen to the message.

Line 1		
1. Voice Mail	Enable	◀▶
2. Number	9999	
Back	123	Delete Save

Voice Mail	
1. 3002	(0/0)
2. Line 2	(0/0)
3. Line 3	(0/0)
4. Line 4	(0/0)
Back	Edit Connect

Call Park & Call Pickup

Call Park

Park a call on a specified extension and then retrieve it from another phone.

Call Pickup

Answer someone else's incoming call on your phone.

Key	Type	Line	Value	Label	Extension
Line Key1	Line	Line1			
Line Key2	Pick Up	Line1	*046003	Jack	
Line Key3	Call Park	Line1	*066900	Station	

Line: The line used to pick up or park the call.

Value: Feature code followed by the extension number or park slot.

Label: Display name.

BLF

The BLF(Busy Lamp Field) feature enables the phone to monitor specific remote lines for state changes on the phone.

Firmware Version V0.5,
Current Time 2020-11-28 17:21:3
Admin Mode [Logout] [Reboot]

Status Network Wireless SIP Account **Phone** Administration

Preferences **Line Key** Dial Rule Phone Book Call Log Action URL Web Dial Multicast IP

Dsskey

Key	Type	Line	Value	Label	Extension
Line Key1	Line	Line1			
Line Key2	BLF	Line1	1203 Extension Number	Jason	*04 Pickup Code
Line Key3	BLF	Line1	1255	Laura	*04
Line Key4	BLF	Line1	2008	Sandy	*04

Help

SpeedDial:
You can configure this key as a simplified speed dial key. This key function allows you to easily access the most frequently dialed numbers.

EventType:

Line: The line used to monitor.

Value: Target extension number.

Label: Display name.

Extension: Pickup code.

-Extension is optional, after entering the pickup code, you can pick up the desired call simply by clicking the flashing BLF key.

Paging

Paging allows someone to ring a group of extensions and make an announcement via the phone speaker. The called party will not need to pick up the handset. The connection will be one-way audio.

Step 1: Set up a Paging group on the PBX server. Include the group name, group number and group members.

Step 2: Go to Phone > Programmable Key or Line Key, enter the group number.

Step 3: Press the Paging key, other phones in the same group will ring and answer the call.

Status	Network	Wireless	SIP Account	Phone	Administration		
Preferences	Programmable Key	Line Key	Dial Rule	Phone Book	Call Log	Action URL	Web Dial
Redial	N/A						
Broadcast	Paging		6300	Sales Paging			
TRAN	N/A						

Save Cancel Reboot

Intercom

Intercom allows a phone system user to announce a single extension. In this scenario, the audio is two way, and the called party can respond immediately without picking up the handset.

Step 1: Check the Paging feature code on the PBX server, and set up the extension can be intercom.

Step 2: Set up an intercom function key, put in the feature code and extension number.

Step 3: Press the Intercom function key, the corresponding extension rings and answer the call.

Status	Network	Wireless	SIP Account	Phone	Administration		
Preferences	Programmable Key	Line Key	Dial Rule	Phone Book	Call Log	Action URL	Web Dial

Dsskey					
Key	Type	Line	Value	Label	Extension
Line Key1	Line	Line1			
Line Key2	Intercom	Line1	*901008	Intercom Joe	

Programmable Key

You can create menu shortcuts to access frequently used phone settings such as the following:

- History
- Local Group
- Directory
- LDAP
- Menu
- DND
- Speed Dial
- Status
- XML Browser
- Paging
- Paging List
- Switch Account UP/Down

Status				Network				Wireless				SIP Account				Phone			
Preferences				Programmable Key				Line Key				Dial Rule				PH			
Dsskey																			
Key	Type	Line	Value	Key	Type	Line	Value	Key	Type	Line	Value	Key	Type	Line	Value				
SoftKey 1	History			SoftKey 2	N/A			SoftKey 3	History			SoftKey 4	Local Group						
	Up				Down				Left				Right						
	OK				Menu				Directory				Message						
	Hold				Conference				Record				Redial						

DSS Key

DSS key could achieve all the features of Programmable keys, and it could support additional features as the following:

- BLF
- BLF List
- Intercom
- Pickup
- Group Pickup
- Call Park
- Retrieve Park
- Private Hold
- DTMF
- Record
- URL Record
- Voice Mail

Status Network Wireless SIP Account Phone Administration															
Preferences		Programmable Key		Line Key		Dial Rule		Phone Book		Call Log		Action URL		Web Dial	
Dsskey															
Key	Type	Line	Value	Label	Extension										
Line Key1	Line	Line1													
Line Key2	BLF	Line2													
Line Key3	BLF List	Line3													
Line Key4	Paging	Line4													
Line Key5	Paging List	Line5													
Line Key6	Intercom	Line6													
Line Key7	Pick Up	Line7													
Line Key8	Group Pick Up	Line8													
Line Key9															
Line Key10	Call Park														
Line Key11	Retrieve Park														
Line Key12	Private Hold														
Line Key13	DTMF														
Line Key14	Record														

Phone Book

Local Phone Book

The phone book supports the CSV format and XML format.

- *Setup via Web: Phone > Phone Book > add a contact > Download the file as template > Finish the directory file and upload it*

The screenshot shows a web management interface with a navigation menu on the left and a main content area. The navigation menu includes: Status, Network, Wireless, SIP Account, Phone (highlighted), Administration, Preferences, Programmable Key, Line Key, Dial Rule, Phone Book (highlighted), Call Log, Action URL, and Web Dial. The main content area is titled "Phone Book Upload & Download" and contains a form with the following elements:

- Local File
- 选择文件 (Select File) button
- 未选择任何文件 (No file selected) text
- Upload CSV button
- Download CSV button

Phone Book

Remote Phonebook

Update remote phonebook to local.

- *Setup via Web: Phone > Phone Book > Remote phone book > Type in the download URL*

Remote phonebook updated to local (xml)

Intervals(s)	<input type="text" value="3600"/>
URL	<input type="text"/> <input type="button" value="Save"/>

LDAP

The phone book allows user to retrieve contact list from a LDAP Server through LDAP protocols.

LDAP

Enable LDAP	<input type="button" value="Disable"/>
LDAP Label	<input type="text"/>
LDAP Name Filter	<input type="text"/>

Web Dial

Make the phone dial another extension on the web.

Status	Network	Wireless	SIP Account	Phone	Administration		
Preferences	Programmable Key	Line Key	Dial Rule	Phone Book	Call Log	Action URL	Web Dial

Web Dial	
Dial Frame	
Select Line	Line 1 ▼
Dialled Numbers	6003
	Dial
	Hang up

Management

Config File Upload & Download

Upload or download the config CFG file.

Language

Setup via Phone LCD: Menu > Basic > Language > Choose the language you need and save, the web language and phone language are synchronous.

Setup via Web interface: Administration > Management.

NTP Settings

Time and date settings, time zone, daylight saving time and so on.

The screenshot shows the web management interface with the following sections:

- Navigation Menu:** Status, Network, Wireless, SIP Account, Phone, Administration (selected). Under Administration: Management (selected), Firmware Upgrade, Scheduled Tasks, Certificates, Provision.
- Save Config File:**
 - Config File Upload & Download:** Local File (选择文件 未选择任何文件), Upload, Download.
 - Language:** Language (English).
 - Time/Date Setting:**
 - NTP Settings:**
 - NTP Enable: Enable
 - Option 42: Disable
 - Current Time: 2021 - 09 - 02 . 15 : 58 : 34
 - Sync with host: Sync with host
 - Time Format: 24 Hour
 - Time Zone: (GMT+08:00) China Coast, Hong Kong
 - Primary NTP Server: pool.ntp.org
 - Secondary NTP Server: cn.pool.ntp.org
 - NTP synchronization (1 - 1440min): 60
 - Daylight Saving Time:** Daylight Saving Time (Disable)

Management

Factory Default

- Setup via Web: Administration > Management > Factory default, then reboot the phone.
- Setup via phone: Click Phone physical button #*06#
- Setup via phone's LCD: Menu > Advanced > Reset

Factory Default Setting

Factory Default Setting

Factory Default Lock

Disable ▼

Factory Default

Reset to Factory Default

Firmware Update

Status	Network	Wireless	SIP Account	Phone	Administration
Management	Firmware Upgrade	Certificates	Provision	TR-069	Diagnosis

Firmware Management

Action When Upgrade

remove current configuration

Disable ▼

Save

Firmware Upgrade

Local Upgrade

未选择任何文件

Provisioning

Main features:

- Enable or disable
- SIP PNP
- Option 66 or 67
- Provision username and PSW
- Profile Rule

(It is the provisioning URL.)

Status	Network	Wireless	SIP Account	Phone	Administration
Management	Firmware Upgrade	Scheduled Tasks	Certificates	Provision	TR-069
Provision					
Configuration Profile					
Provision Enable	Enable ▾				
PNP Active	Enable ▾				
Resync on Reset	Enable ▾				
Resync Random Delay (sec)	40				
Resync Periodic (sec)	3600				
Resync Error Retry Delay (sec)	3600				
Forced Resync Delay (sec)	14400				
Resync after Upgrade	Enable ▾				
Resync from SIP	Enable ▾				
Option 66	Enable ▾				
Option 67	Disable ▾				
Config File Name	\$(MA)				
User Agent					
HTTP Authentication	Digest ▾				
User Name	FLY11220100080				
Password	FLY11220100080				
Profile Rule	https://prv3.flyingvoice.net:442/config/\$(MA)?mac=\$(M				

Diagnosis

Packet Trace

Click Start > Perform the corresponding operation(such as make a call) > Click Stop > Click Save.

Status	Network	Wireless	SIP Account	Phone	Administration
Management	Firmware Upgrade	Scheduled Tasks	Certificates	Provision	TR-069
					Diagnosis

Packet Trace

Packet Trace

Tracking Interface:

Filtering Rule:

Upload Packet Enable:

Packet Trace:

Ping Test

Ping test could help us to know the network status.

Ping Test

Ping Test

Dest IP/Host Name:

Customized Features

Backlight Time

Menu > Basic > Display > Backlight > Backlight Time

(The backlight time could be 15s, 30s, 1min, 2mins, 5mins, 10mins, 30mins, Always On)

Wallpaper

Step1. Login to the web interface, go to Administration > Management > Screen Logo File Upload, upload the wallpaper.

Screen size: FIP11C/13G:320x240 FIP14G:480x320 FIP15G:480x272

Format: png, bmp, jpg, jpeg

Step 2. In the LCD screen, go to Menu > Basic > Display > Wallpaper, select the wallpaper.

Ring Type

Menu > Basic > Ring > Ring Type

Key Tone

Menu > Basic > Sounds > Enable/Disable

FLYINGVOICE

Thank You!

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