



User Manual

W620W

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Directory

Directory	2
1 Picture	7
2 Table	11
3 Safety Instruction	12
3.1 Safety Instruction.....	12
3.2 Battery Warning.....	12
4 Overview	14
4.1 Overview.....	14
4.2 Packing Contents.....	14
5 Desktop Installation	15
5.1 Install the battery.....	15
5.2 Replacement battery.....	16
5.3 Connect the charging base.....	17
5.4 Install the belt clip.....	17
6 Appendix Table	18
6.1 Appendix I - Icon.....	18
6.2 Appendix II - Keyboard character query table.....	20
6.3 Appendix III - LED Definition.....	21
7 Introduction to the User	22
7.1 Instruction of Keypad.....	22
7.2 Using Handset / Hands-free Speaker / Headset.....	24
7.3 Power on/off operation.....	24
7.4 Connection Wi-Fi.....	25
7.5 Connect to Bluetooth.....	26
7.6 Sleep State.....	27
7.7 Standby Interface.....	27
7.8 Phone Status.....	28
7.9 Web Management.....	29
7.10 SIP Configurations.....	30
8 Basic Function	32
8.1 Making Phone Calls.....	32
8.2 Answering Calls.....	33
8.2.1 Talking 34.....	
8.2.2 Make / Receive Second Call.....	34
8.3 End of the Call.....	36
8.4 Redial.....	36
8.5 Dial-up Query.....	37
8.6 Auto-Answering.....	37
8.7 Callback.....	39
8.8 Mute.....	40
8.8.1 Mute the Call.....	40
8.8.2 Ringing Mute.....	40
8.9 Call Hold/Resume.....	41
8.10 DND.....	41
8.11 Call Forward.....	44
8.12 Call Transfer.....	46
8.12.1 Blind transfer.....	46
8.12.2 Semi-Attended transfer.....	47
8.12.3 Attended transfer.....	47
8.13 Call Waiting.....	48

8.14 Conference.....	49
8.14.1 Local Conference.....	49
8.14.2 Network Conference.....	50
8.15 Anonymous Call.....	51
8.15.1 Anonymous Call.....	51
8.15.2 Ban Anonymous Call.....	52
8.16 Hotline.....	53
8.17 Emergency Call.....	53
9 Advance Function.....	55
9.1 Record.....	55
9.1.1 Server Record.....	55
9.1.2 SIP INFO Record.....	55
9.2 Agent.....	56
9.3 Intercom.....	57
9.4 MCAST.....	58
9.5 Message.....	59
9.5.1 SMS 59	
9.5.2 MWI (Message Waiting Indicator).....	60
9.6 SIP Hotspot.....	61
10 Phone Settings.....	64
10.1 Basic Settings.....	64
10.1.1 Language.....	64
10.1.2 Time & Date.....	65
10.1.3 Screen.....	66
10.1.3.1 Brightness and backlight.....	66
10.1.3.2 Screen Saver.....	67
10.1.4 Ring 67	
10.1.5 Voice Volume.....	67
10.1.6 Greeting Words.....	68
10.1.7 Reboot.....	68
10.2 Phone Book.....	68
10.2.1 Local Contact.....	68
10.2.1.1 Add / Edit / Delete Contact.....	69
10.2.1.2 Add / Edit / Delete Group.....	70
10.2.1.3 Browse and Add / Remove Contacts in Group.....	70
10.2.2 Blocked List.....	71
10.2.3 Cloud Contacts.....	72
10.2.3.1 Configure Cloud Contacts.....	72
10.2.3.2 Downloading Cloud Contacts.....	72
10.3 Call Log.....	73
10.4 Function Key.....	74
10.5 Wi-Fi.....	75
10.6 Headset.....	75
10.6.1 Wired Headset.....	75
10.6.2 Bluetooth Headset.....	76
10.7 Advanced.....	77
10.7.1 Line Configurations.....	77
10.7.2 Network Settings.....	77
10.7.2.1 Network Settings.....	77
10.7.2.2 VPN.....	80
10.7.2.3 Web Server Type.....	81
10.7.3 Set The Secret Key.....	81
10.7.4 Auto provision.....	83
10.7.5 Firmware Upgrade.....	86
10.7.6 Factory Reset.....	88
11 Web Configurations.....	89

11.1 Web Page Authentication.....	89
11.2 System >> Information.....	89
11.3 System >> Account.....	89
11.4 System >> Configurations.....	89
11.5 System >> Upgrade.....	90
11.6 System >> Auto Provision.....	90
11.7 System >> Tools.....	90
11.8 System >> Reboot Phone.....	90
12 Network >> Basic.....	91
12.1 Network >> Wi-Fi Settings.....	91
12.2 Network >> Service Port.....	92
12.3 Network >> VPN.....	92
12.4 Network >> Advanced.....	93
12.5 Line >> SIP.....	93
12.6 Line >> SIP Hotspot.....	98
12.7 Line >> Dial Plan.....	99
12.8 Line >> Action Plan.....	101
12.9 Line >> Basic Settings.....	103
12.10 Line >> RTCP-XR.....	103
12.11 Phone settings >> Features.....	104
12.12 Phone settings >> Media Settings.....	108
12.13 Phone settings >> MCAST.....	109
12.14 Phone settings >> Action.....	110
12.15 Phone settings >> Time/Date.....	110
12.16 Phone settings >> Time Plan.....	111
12.16.1 Repeat Period Select Daily.....	113
12.16.2 Repeat Period Select Weekly.....	113
12.16.3 Time Plan List.....	114
12.16.4 Delete.....	114
12.17 Phone settings >> Tone.....	115
12.18 Phone settings >> Advanced.....	115
12.19 Phonebook >> Contact.....	116
12.20 Phonebook >> cloud contacts.....	116
12.21 Phonebook >> Call List.....	117
12.22 Phonebook >> Web Dial.....	117
12.23 Phonebook >> Advanced.....	117
12.24 Call Log.....	118
12.25 Function Key >> Function Key.....	118
12.26 Function Key >> Softkey.....	119
12.27 Function Key >> Advanced.....	120
12.28 Application >> Manage Recording.....	121
12.29 Security >> Web Filter.....	121
12.30 Security >> Trust Certificates.....	122
12.31 Security >> Device Certificates.....	122
12.32 Security >> Firewall.....	123
12.33 Device Log >> Device Log.....	124
13 Trouble Shooting.....	125
13.1 Get Device System Information.....	125
13.2 Power on/off.....	125
13.3 Reboot Device.....	125
13.4 Reset Device to Factory Default.....	125
13.5 Screenshot.....	125
13.6 Network Packets Capture.....	126
13.7 Get Log Information.....	127
13.8 Common Trouble Cases.....	127

1 Picture

Picture 1 - Install the battery.....	15
Picture 2 - Replacement battery.....	16
Picture 3 - Connect the charging base.....	17
Picture 4 - Install the belt clip.....	17
Picture 5 - W620W key layout.....	22
Picture 6 - Wi-Fi connection on the device side.....	25
Picture 7 - Web connection Wi-Fi.....	25
Picture 8 - Connect to Bluetooth.....	26
Picture 9 - Sync mobile phone contacts.....	27
Picture 10 - Screen Layout / Default Main Interface.....	27
Picture 11 - Scroll Icon.....	28
Picture 12 - The Phone status.....	29
Picture 13 - WEB phone status.....	29
Picture 14 - Landing page.....	30
Picture 15 - Phone line SIP address and account information.....	30
Picture 16 - Web SIP registration.....	31
Picture 17 - Default line.....	32
Picture 18 - Enable voice channel dialing.....	32
Picture 19 - Open the voice channel and dial the number.....	33
Picture 20 - Call number.....	33
Picture 21 - Answering calls.....	34
Picture 22 - Talking interface.....	34
Picture 23 - The second call interface.....	35
Picture 24 - Two way calling.....	35
Picture 25 - Set redial DSS key.....	36
Picture 26 - Redial set.....	37
Picture 27 - Line 1 enables auto-answering.....	38
Picture 28 - The line has enabled auto-answering.....	38
Picture 29 - Web page to start auto-answering.....	39
Picture 30 - Set the callback key on the phone.....	39
Picture 31 - Set the callback key on the web page.....	40
Picture 32 - Mute the call.....	40
Picture 33 - Ringing mute.....	41
Picture 34 - Call hold interface.....	41
Picture 35 - Enable DND.....	42
Picture 36 - DND setting interface.....	42
Picture 37 - DND timer.....	43
Picture 38 - DND Settings.....	43
Picture 39 - Line DND.....	44
Picture 40 - Select the line to set up call forwarding.....	45
Picture 41 - Select call forward type.....	45
Picture 42 - Enable call forwarding and configure the call forwarding number.....	45
Picture 43 - Set call forward.....	46
Picture 44 - Transfer interface.....	47
Picture 45 - Semi-Attended transfer.....	47
Picture 46 - Attended transfer.....	47
Picture 47 - Call waiting setting.....	48
Picture 48 - Web call waiting setting.....	48
Picture 49 - Web call waiting tone setting.....	48
Picture 50 - Local conference setting.....	49
Picture 51 - Local conference (1).....	49
Picture 52 - Local conference (2).....	50
Picture 53 - Network conference.....	50
Picture 54 - Enable anonymous call.....	51

Picture 55 - Enable Anonymous web page call	51
Picture 56 - Anonymous call log	52
Picture 57 - Anonymous calls are not allowed on the phone	52
Picture 58 - Page Settings blocking anonymous call	52
Picture 59 - Phone hotline setting interface	53
Picture 60 - Hotline set up on web page	53
Picture 61 - Set up an emergency call number	54
Picture 62 - Dial the emergency number	54
Picture 63 - Web server recording	55
Picture 64 - Web SIP info recording	55
Picture 65 - Configure the agent account in normal mode	56
Picture 66 - Configure the proxy account-hotel Guest mode	56
Picture 67 - Agent logon page	57
Picture 68 - Web Intercom configure	58
Picture 69 - Multicast Settings Page	59
Picture 70 - SMS icon	60
Picture 71 - New Voice Message Notification	60
Picture 72 - Voice message interface	61
Picture 73 - Configure voicemail number	61
Picture 74 - Register SIP account	62
Picture 75 - SIP Hotspot server configuration	63
Picture 76 - SIP Hotspot client configuration	63
Picture 77 - Phone language setting	64
Picture 78 - Language setting on Web page	64
Picture 79 - Set time & date on phone	65
Picture 80 - Set time & date on web page	65
Picture 81 - Set screen parameters on phone	66
Picture 82 - Page screen Settings	67
Picture 83 - Phone screen saver	67
Picture 84 - Phone book screen	68
Picture 85 - Local Phone book	69
Picture 86 - Add New Contact	69
Picture 87 - Group List	70
Picture 88 - Browsing Contacts in a Group	70
Picture 89 - Add Contacts in a Group	71
Picture 90 - Add Blocked List	71
Picture 91 - Web Blocked List	71
Picture 92 - Cloud phone book list	72
Picture 93 - Downloading Cloud Phone book	72
Picture 94 - Browse contacts in cloud phone book	73
Picture 95 - Call Log	73
Picture 96 - Filter call record types	74
Picture 97 - DSS LCD key Page Configuration Screen	74
Picture 98 - DSS settings	75
Picture 99 - Headset function settings	76
Picture 100 - Bluetooth Settings Screen	76
Picture 101 - SIP address and account information	77
Picture 102 - Configure Advanced Line Options	77
Picture 103 - Network mode Settings	78
Picture 104 - DHCP network mode	78
Picture 105 - PPPoE network mode	79
Picture 106 - Static IP network mode	79
Picture 107 - IPv6 Static IP network mode	80
Picture 108 - The phone configures the web server type	81
Picture 109 - Menu password	81
Picture 110 - Set menu password	82
Picture 111 - Keyboard lock password	82

Picture 112 - Set keyboard lock password	82
Picture 113 - Phone keypad lock password input interface	83
Picture 114 - Web keyboard lock password settings	83
Picture 115 - Page auto provision Settings	84
Picture 116 - Phone auto provision settings	84
Picture 117 - Web page firmware upgrade	86
Picture 118 - Firmware upgrade information display	87
<i>Picture 119 - Network Priority</i>	91
<i>Picture 120 - Wi-Fi Settings</i>	91
Picture 121 - Service Port Settings	92
Picture 122 - Dial plan settings	99
Picture 123 - Custom setting of dial - up rules	100
Picture 124 - Dial rules table (1)	101
Picture 125 - Dial rules table (2)	101
Picture 126 - Action Plan	102
Picture 127 - Time Plan (1)	111
Picture 128 - Time Plan (2)	112
Picture 129 - Time Plan (3)	113
Picture 130 - Time Plan (4)	114
<i>Picture 131 - Time Plan (5)</i>	114
Picture 132 - Time Plan (6)	114
Picture 133 - Tone settings on the web	115
Picture 134 - Web cloud phone book Settings	117
Picture 135 - Global Key Settings	121
Picture 136 - Web Filter settings	121
Picture 137 - Web Filter Table	121
Picture 138 - Certificate of settings	122
Picture 139 - Device certificate setting	122
Picture 140 - Network firewall Settings	123
Picture 141 - Firewall Input rule table	124
Picture 142 - Delete firewall rules	124
Picture 143 - Screenshot	126
Picture 144 - Web capture	127

2 Table

Table 1 - Keypad Icons.....	18
Table 2 - Status Prompt and Notification Icons	18
Table 3 - Look-up Table of Characters	20
Table 4 - Status Indicator LED State	21
Table 5 - Instruction of Keypad of W620W	22
Table 6 - Talking mode.....	34
Table 7 - Agency mode.....	56
Table 8 - Intercom configure.....	58
Table 9 - MCAST Parameters on Web	59
Table 10 - SIP Hotspot Parameters.....	62
Table 11 - Time Settings Parameters	65
Table 12 - Auto Provision	84
Table 13 - Firmware upgrade	87
Table 14 - Service port.....	92
Table 15 - Line configuration on the web page.....	93
Table 16 - Phone 5 dialing methods	99
Table 17 - Dial - up rule configuration table.....	100
Table 18 - Action Plan	102
Table 19 - Set the line global configuration on the web page.....	103
Table 20 - VQ RTCP-XR Settings	103
Table 21 - General function Settings	104
Table 22 - Voice settings	108
Table 23 - Multicast parameters	109
Table 24 - Time&Date settings	110
Table 25 - Time Plan	112
Table 26 - Function Key configuration.....	118
Table 27 - Softkey configuration.....	119
Table 28 - Network Firewall.....	123
Table 29 - Trouble Cases	127

3 Safety Instruction

3.1 Safety Instruction

Please read the following safety notices before installing or using this unit. They are crucial for the safe and reliable operation of the device.

- + Please use the external power supply that is included in the package. Other power supply may cause damage to the device and affect the behavior or induce noise.
- + Before using the external power supply in the package, please check the home power voltage. Inaccurate power voltage may cause fire and damage.
- + Please do not damage the power cord. If power cord or plug is impaired, do not use it because it may cause fire or electric shock.
- + Do not drop, knock or shake the device. Rough handling can break internal circuit boards.
- + This phone is designed for indoor use. Do not install the device in places where there is direct sunlight. Also do not put the device on carpets or cushions. It may cause fire or breakdown.
- + Avoid exposure the device to high temperature or below 0°C or high humidity.
- + Avoid wetting the unit with any liquid.
- + Do not attempt to open it. Non-expert handling of the device could damage it. Consult your authorized dealer for help, or else it may cause fire, electric shock and breakdown.
- + Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth that has been slightly dampened in a mild soap and water solution.
- + When lightning, do not touch power plug, it may cause an electric shock.
- + Do not install this phone in an ill-ventilated place. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

3.2 Battery Warning

- + To prevent the battery pack from leaking, overheating and catching fire. Please observe the following precautions:
- + Soft aluminum packaging foil is easily damaged by sharp edged parts such as nickel sheets, pins and needles.
- + Do not hit the battery pack with any sharp parts.
- + Do not immerse the battery pack in water or seawater.
- + Do not use and place the battery pack near heat sources such as fire or heaters.
- + Do not reverse the positive and negative poles.
- + Do not connect the battery pack to the power outlet.
- + Do not throw the battery pack into fire or heat.
- + Do not connect the positive and negative poles directly to metal objects such as wires, which may cause a short circuit of the battery pack.
- + Do not transport and store batteries together with metal items such as necklaces and hairpins.
- + Do not knock or throw the battery pack.
- + Do not directly solder the battery pack or battery, and do not pierce the battery with nails or other sharp objects.
- + Please use the charger configured at the time of purchase when charging. Product Overview.

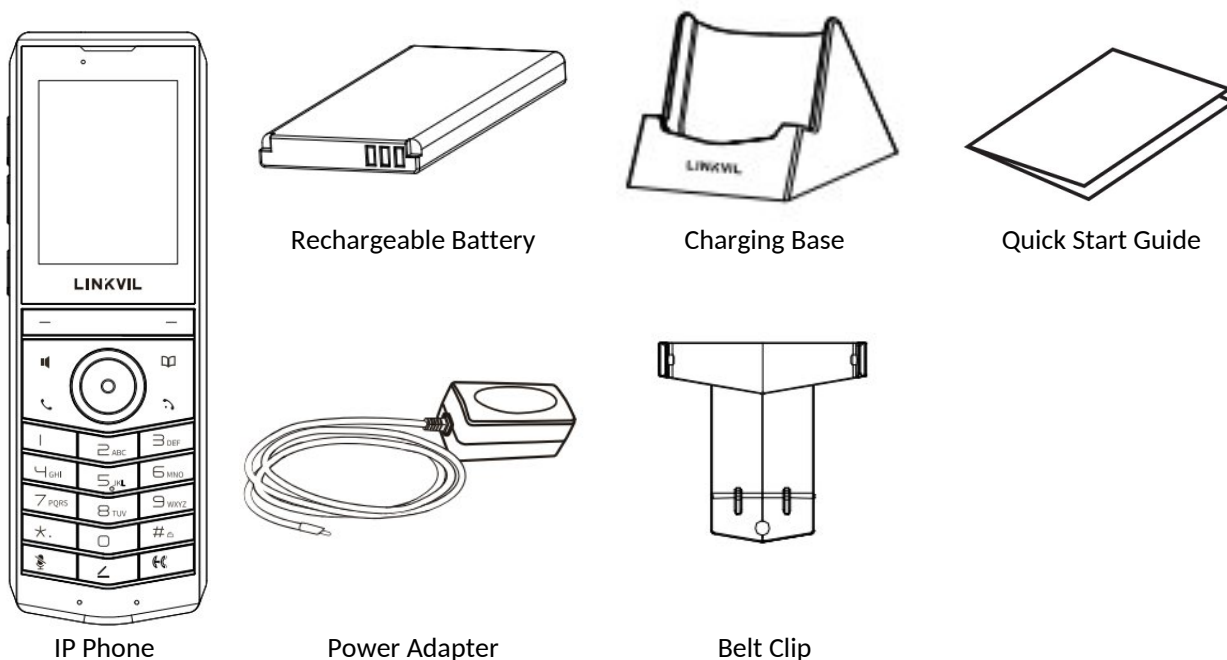
4 Overview

4.1 Overview

W620W is a portable enterprise-grade Wi-Fi IP phone, specifically designed to meet the needs of modern mobile office environments. Equipped with Bluetooth 5.0 and dual-band 2.4G/5G Wi-Fi 6 modules, combined with advanced seamless roaming technology, it delivers stable and efficient communication performance even in dynamic wireless network environments. W620W supports 6-way voice conferences and features a 1.8-meter drop-resistant design. It is also equipped with a high-definition speaker and highly sensitive dual microphones; thanks to the dual-mic noise reduction algorithm, clear call quality is ensured even in noisy surroundings. In addition, the device has a built-in 3000mAh high-capacity battery, which can support up to 12 hours of talk time and 240 hours of standby time, significantly enhancing work continuity and flexibility. W620W is widely applicable to various mobile office scenarios such as office buildings, hotels, shopping malls, and security patrols, making it an ideal choice for enterprises looking to improve mobile communication efficiency.

To help interested users gain a better understanding of the product details, this user manual can serve as a reference guide for device usage. This document may not apply to the latest software version. If you have any questions, you can use the help prompt interface built into the device phone, or download and update your user manual from <https://www.fanvil.com.cn/>.

4.2 Packing Contents



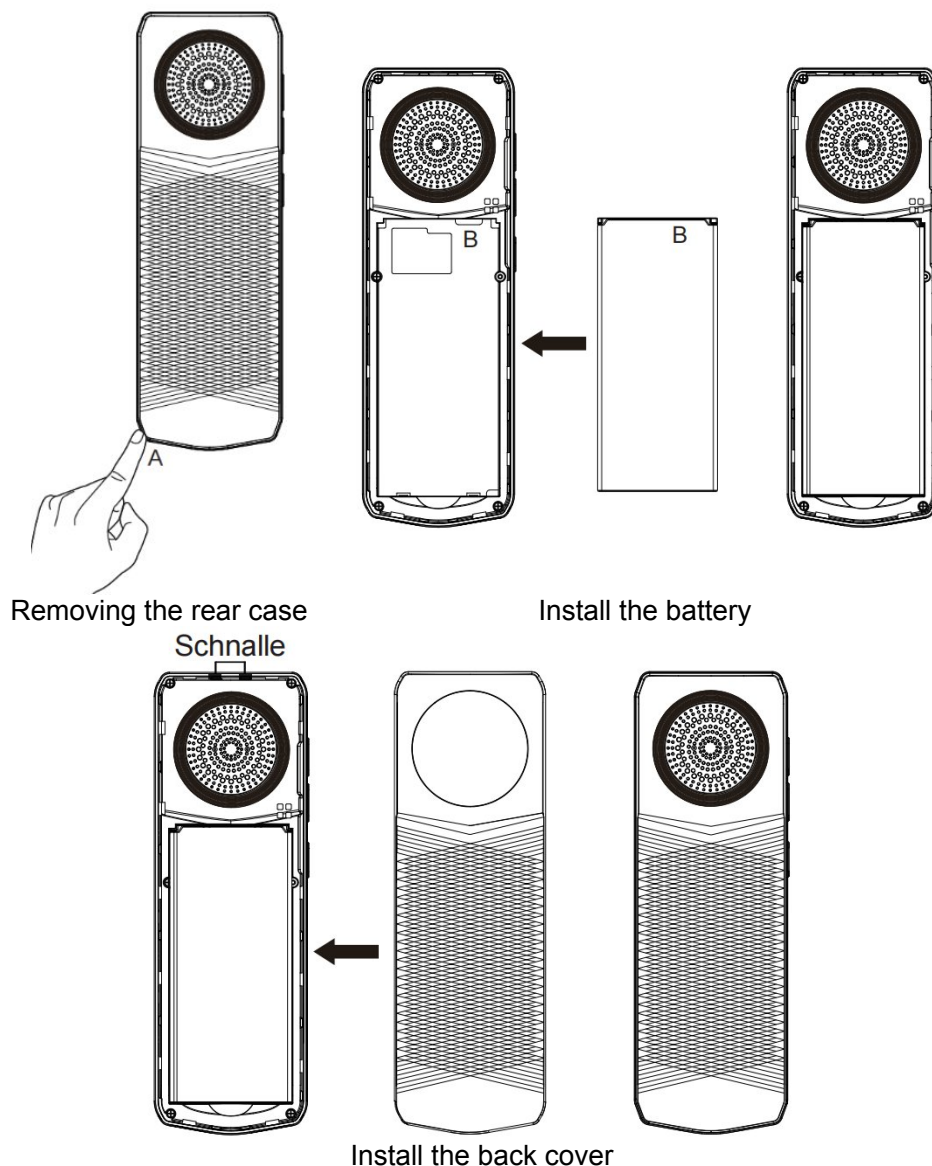
5 Desktop Installation

5.1 Install the battery

1. Removing the rear case: Remove the rear case of the whole machine with a little force from the handle position A of the rear case of the main unit.

2. Install the battery: Take out the battery from the packaging box, with the battery with the notch facing up, put the battery B at the battery compartment B.

3. Install the battery cover: Align the back cover with the buckle on the back of the main unit, press your hands along the edge of the main unit from top to bottom (there will be a "click" sound during the process), and ensure that there is no gap, it means that the back cover is fastened.



Picture 1 - Install the battery

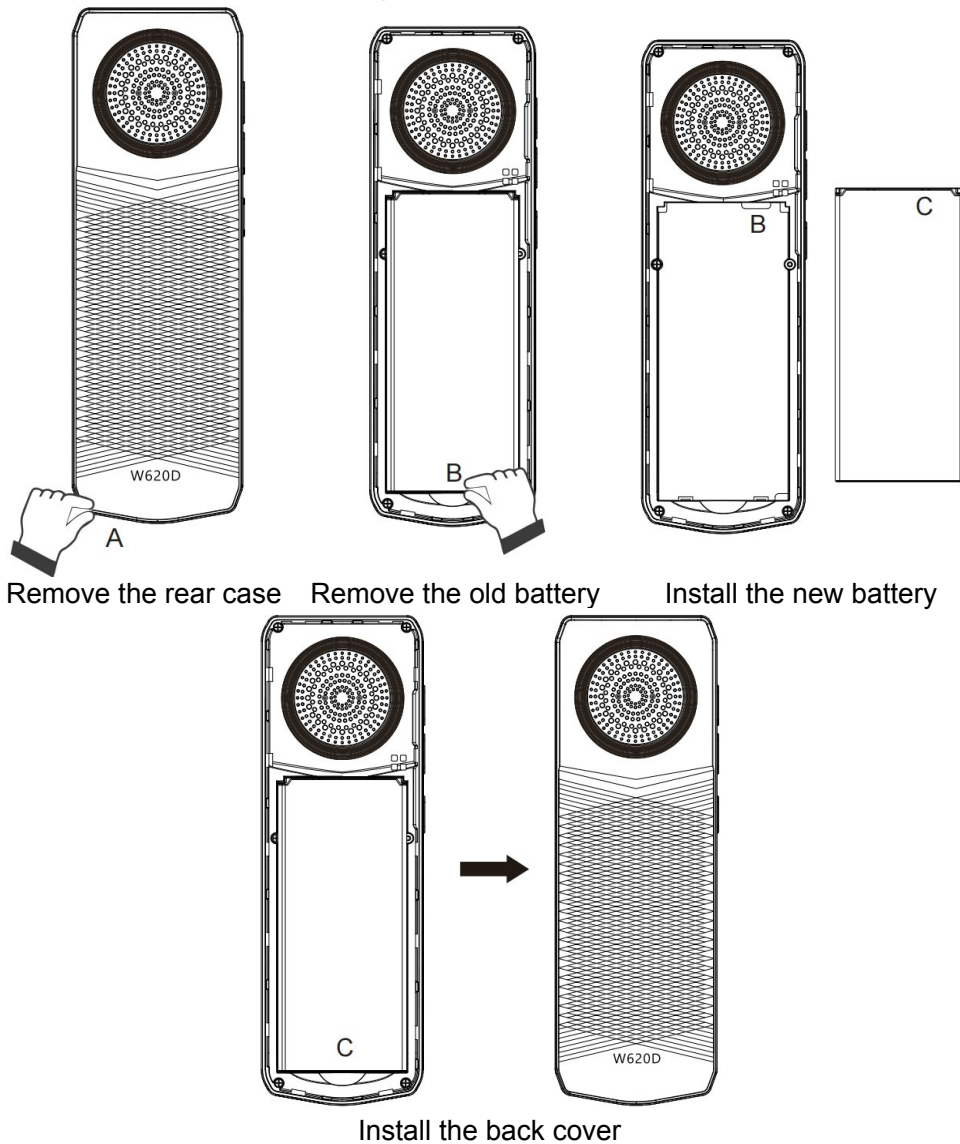
5.2 Replacement battery

1. Remove the rear case: Remove the rear case of the whole machine with a little force from the handle position A of the rear case of the main unit.

2. Remove the old battery: Push up at B to remove the old battery.

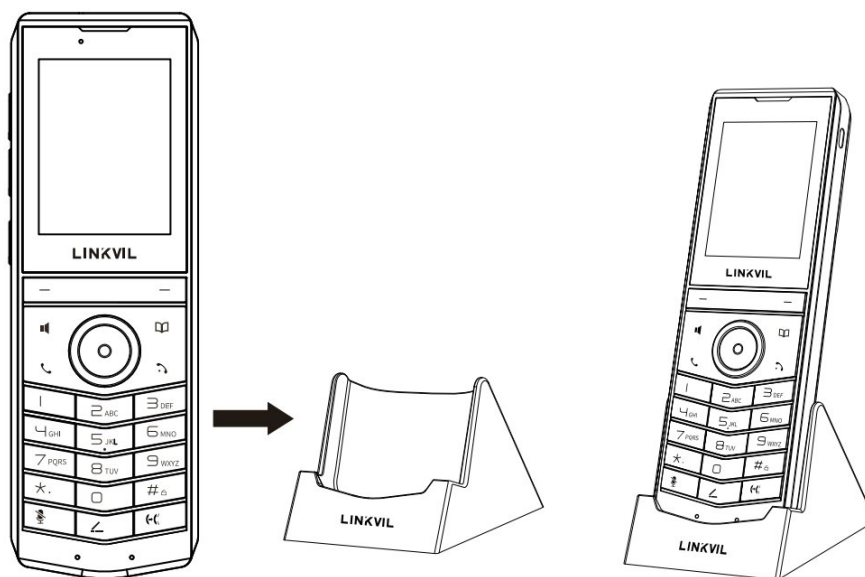
3. Install the new battery: Take out the battery from the packaging box, with the battery with the notch facing up, put the battery C at the battery compartment C.

4. Install the back cover: Align the back cover with the buckle on the back of the main unit, press your hands along the edge of the main unit from top to bottom (there will be a "click" sound during the process), and ensure that there is no gap, it means that the back cover is fastened.



Picture 2 - Replacement battery

5.3 Connect the charging base

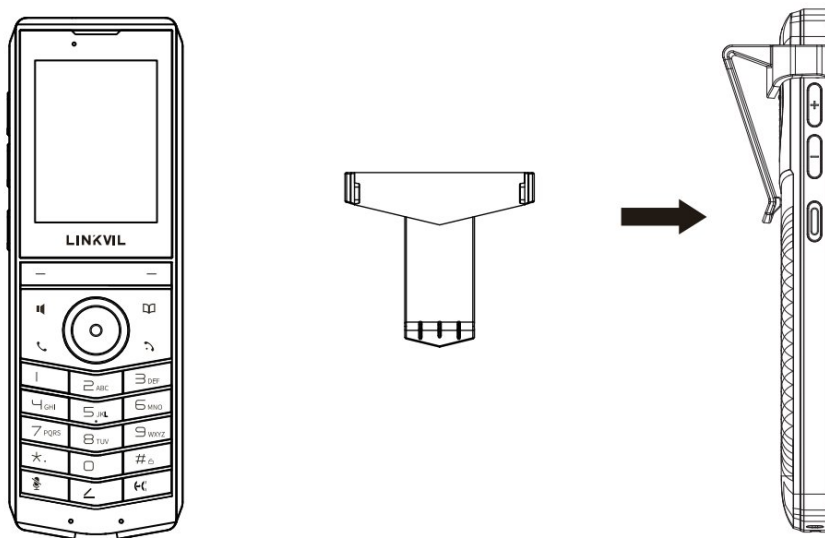


Picture 3 - Connect the charging base

Note :

1. Use Fanvil-supplied power adapter (5V/2A). A third-party power adapter may damage the handset.
2. Check the charging status on the top-right corner of the LCD screen.

5.4 Install the belt clip



Picture 4 - Install the belt clip

6 Appendix Table

6.1 Appendix I - Icon

Table 1 - Keypad Icons

Icon	Description
	Programmable keys, the default is PTT key, which can be set to function key/speed dial key, etc.
	Volume key, in standby or ringing mode: increase or decrease ringtone volume In call mode: increase or decrease the headset, handset, and hands-free volume
-	Soft keys
	Up, down, left, right navigation keys, and OK key By default, the functions of each key during standby: Up key: Call history DSS Key Down key: status DSS Key Left key: Enter the DSS Key Page1 settings page Right key: Enter the DSS Key Page2 settings page OK key: Long press to restore factory settings.
	Return to the homepage; Hang up the call; Entering sleep mode; Exit sleep mode Long press to power on/off
	Dialing; Switching call channels
	Phone book keyboard
	Hands-free key, enable/disable the hands-free channel
	Mute key, turn on/off mute
	DSS Key, can be set to different functions
	Call transfer key, during a call can transfer the call to another number

Table 2 - Status Prompt and Notification Icons

Screen Icon	Description
	In hands-free mode
	In headset mode
	In handset mode
	Mute activated
	Silent mode

	Call is on hold
	Auto-answering activated
	Call forward activated
	Do not disturb activated (Red)
	SIP hotspot activated
	VPN activated
	Bluetooth device paired connection
	Voice quality level of call
	Keypad locked
	Forward call(s)
	Missed call(s)
	Received call(s)
	Dialed call(s)
	Wireless network connected
	Wireless network disconnected
	Wireless network failure

6.2 Appendix II - Keyboard character query table

Table 3 - Look-up Table of Characters

Mode Icon	Text Mode	Key Button	Characters Of Each Press
	Numeric	1	1
		2	2
		3	3
		4	4
		5	5
		6	6
		7	7
		8	8
		9	9

		0	0		
		*	*./@[],+ - ='?\"";()<>{}#		
		#	Switch input method		
abc	Lower Case Alphabets	1	@:;()<>[]{}		
		2	a b c		
		3	d e f		
		4	g h i		
		5	j k l		
		6	m n o		
		7	p q r s		
		8	t u v		
		9	w x y z		
		0	(space)		
		*	./+ -: ='?\" #^!&\$%		
		#	Switch input method		
		ABC	Upper Case Alphabets	1	@:;()<>[]{}
				2	A B C
3	D E F				
4	G H I				
5	J K L				
6	M N O				
7	P Q R S				
8	T U V				
9	W Z Y X				
0	(space)				
*	./+ -: ='?\" #^!&\$%				
#	Switch input method				
2aB	Mixed type input			1	1
				2	2 a b c A B C
		3	3 d e f D E F		
		4	4 g h i G H I		
		5	5 j k l J K L		
		6	6 m n o M N O		
		7	7 p q r s P Q R S		
		8	8 t u v T U V		
		9	9 w z y x W Z Y X		
		0	0		
		*	*./@[],+ - ='?\"";()<>{}# ^!&\$%		
		#	Switch input method		

6.3