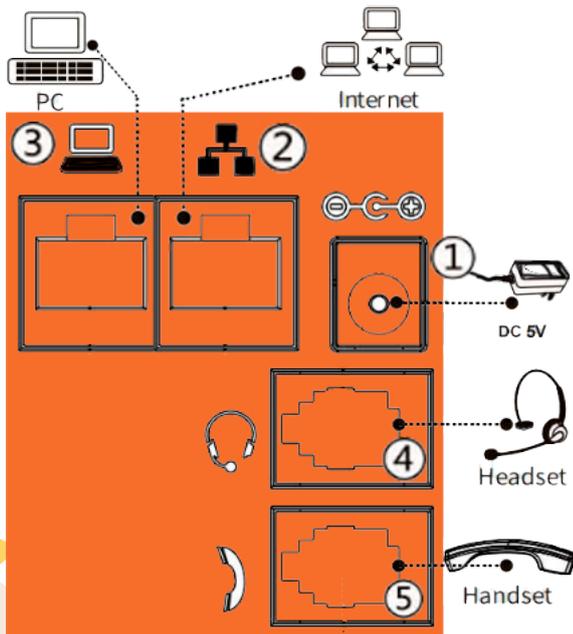


Step 1: Download the configuration file

Open a browser tab and go to the tiggadesk portal. Log in using your administrator or supervisor account. Go to **Management / Setup** and select the **Workforce** Tab. Select the team member you want to setup this phone for and click on the corresponding 'Eye'-symbol.

Scroll down until you see 'Fanvil Config' and click 'download'. Save this file.

Step 2: Connect the Fanvil phone



Connect the supplied power adaptor to socket (1).

Connect the supplied LAN cable to the internet port (2) at the back of your phone and to your LAN socket or your router.

If you don't have a spare LAN port, you can use the LAN cable that connects your computer.

Take the LAN cable out of your computer, connect it with port (2), and connect the supplied LAN cable from phone's PC port (3) to your computer.

Connect the supplied headset to port (5). If you have a telephone headset, connect that to port (4).

Plug the adaptor into a power socket.

The Fanvil will start up, the logo appears in the display. Starting up will take about 2 minutes.

As soon as you see "Language English" you press at the right bottom corner of the screen "Exit"



This screen is now shown.

The little screen and cable in the right upper corner means that the phone is connected to the network.

If you see a X, ? or ! next to the little screen symbol, check your network settings. If in a bigger network, let your network administrator check firewall or routing/switch settings.

Press the OK button on the phone, and press OK again to chose "Status". Write down the IP address.

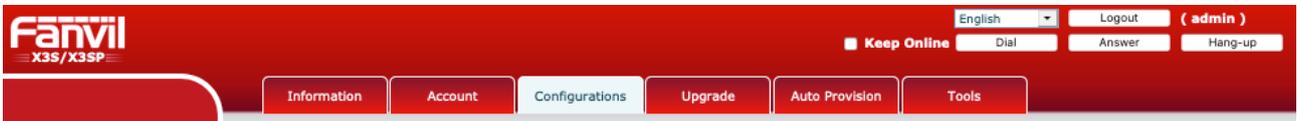
Step 3: Upload the configuration file into the phone

Go back to your computer, open a new web browser tab and enter the phone's IP address that you just found in the URL bar. You will see this login screen:



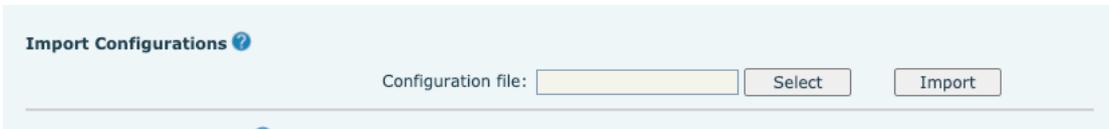
Type in:
User: **admin**
Password: **admin**

The Fanvil administration webpage will open.



Click in the admin console on **Configurations**.

In the configurations tab, go to Import Configurations and click **Select**



In the file selection window that opens, go to the .txt file that you downloaded in **step 1** and click **Open**. In the configuration file dialogue box you should see: C:\fakepath\ followed by the name of the downloaded .txt file.

Now click **Import**. Wait for the file to download to the phone. This can take up to 2-3 minutes.

Note: *Don't interrupt the power from your computer or the Fanvil phone during configuration. Rebooting/installing the actual phone can take up to 5 minutes after the web browser has stated "Reboot Finish". Wait for the phone to finish. Even when the screen seems normal, background processes take place. When done, you'll notice a green light on L1. The first & last name for this team member as entered in the tiggadesk portal, should appear in the left upper corner of the phone's screen.*

Step 4 Test the settings of your phone

Dial 900900900# to test the phoneline on our automated line. You'll hear your SIP number stated (7 or 8 digits, starting with 1).

See our Agent Quick Reference guide for details how to make calls for fully or semi managed roles.