Manage the Flyingvoice phone
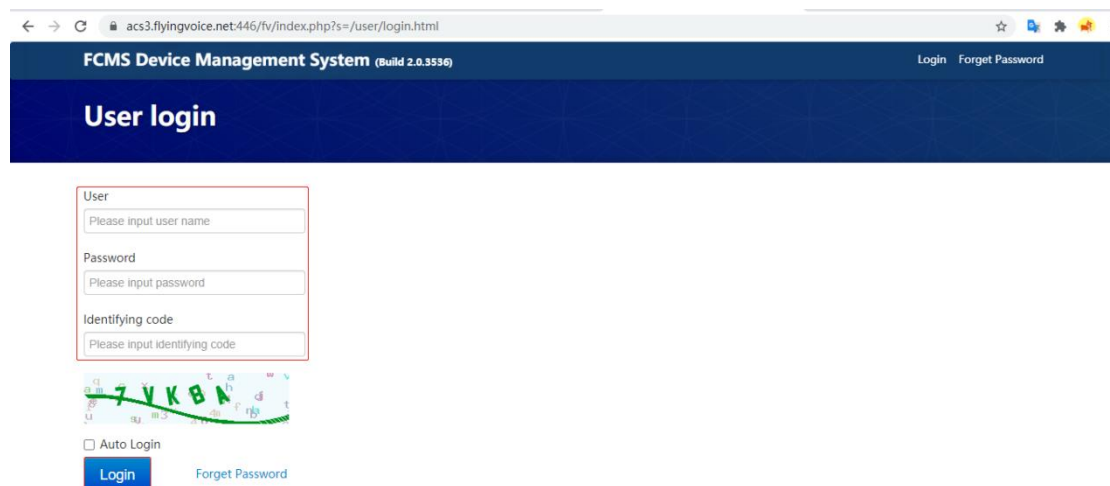
with FACS

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Overview

FACS is a platform for unified management of the Flyingvoice product. This article describes how to configure and manage the phone with the FACS system.

Applicable model: All Flyingvoice phones

Login to the FACS system

Open a browser and type in **acs3.flyingvoice.net** in the address bar, enter the login username and password, then click on **Login**.

Register phones on the FACS system

FACS system support three kinds of accounts.
ISP account: manage all the devices in the system, no matter it binds to ISP account, retailer account, or customer account.
Retailer account: manage the device that binds to the retailer account and customer account.
Customer account: manage the device that binds to the customer account.

In this instruction, we logged in to the ISP account. If you don't want to create a retailer or customer account to bind the phone, refer to **Register phones on the system** section to

bind the phone to your account directly.

Register Retailer or Customer

Go to **Retailer Manage** >**Retailer Register**, click on **Register**, enter the retailer information and click **Confirm**.

Retailer Name(required): enter the retailer's name
Retailer description: enter the description of the retailer.
ISP (required): select the corresponding ISP.
Logo: upload the logo of the retailer.

Go to **Retailer Manage** >**Customer Register**, click on **Register**, enter the customer information and click **Confirm**.

Create a Retailer account or Customer account

Go to **Account Manag**e > **User Register**, click on **Register retailer account**, enter the retailer information and create a username and password, then click on **Register.**

Go to **Account Manag**e > **User Register**, click on **Register customer account**, enter the customer information and create a username and password, then click on **Register.**

Register phones on the system

Go to **Device Config** > **Device Register**, click on **Register**, enter the detailed information about the phone. Then click **Confirm**.

SN (required): enter the phone's SN number (find it on the label or the phone's Web UI)

Address: enter the phone address.

Unit Type(required): select the phone's model number.

ISP (required): select the related ISP.

Retailer: select the related retailer.

Customer: select the related customer.

Then you will see the page shows below. Click on **Manage** and confirm the operation.

SIP registration on the FACS system

1. Go to **Device Config** > **Public Setting**, a device list displays below, select the model number that you want to configure, click on **Public settings** under Action.

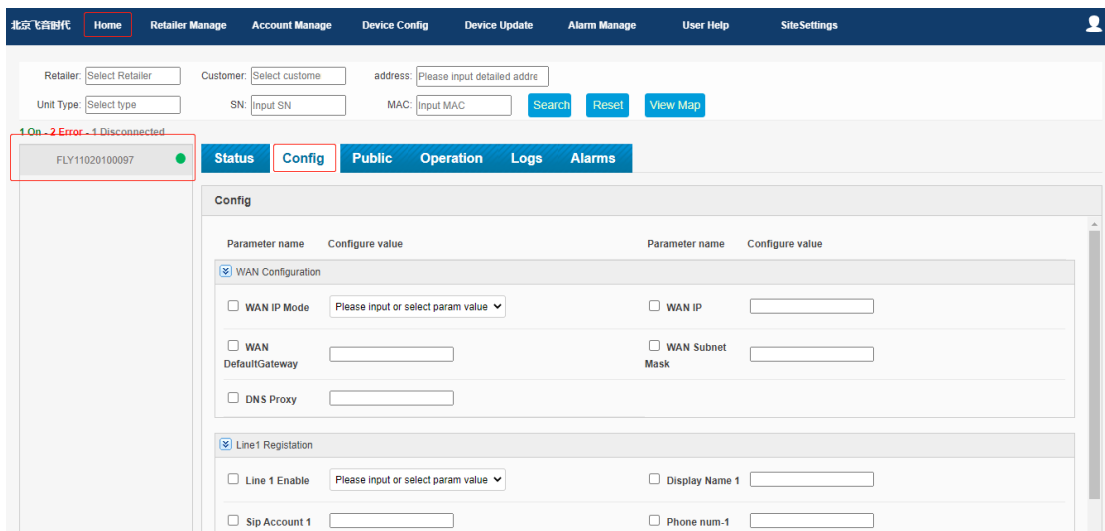Under **SIP1 registration**, enter the PBX server's IP address/domain name and the SIP port number. Then click on **Apply**.
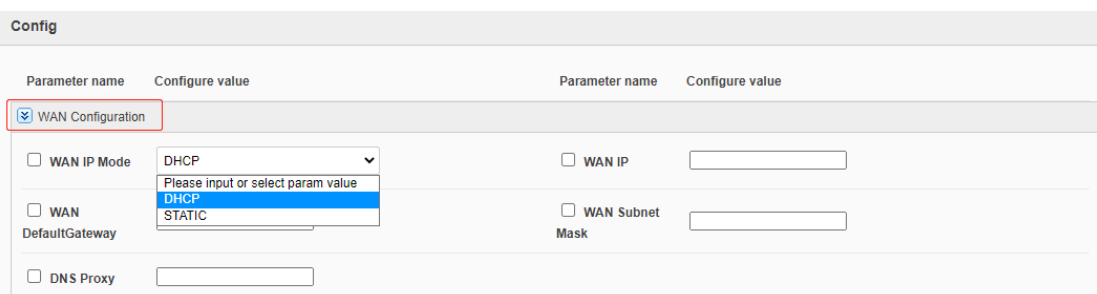
Note: just set up the server address and port if there is no special requirement.
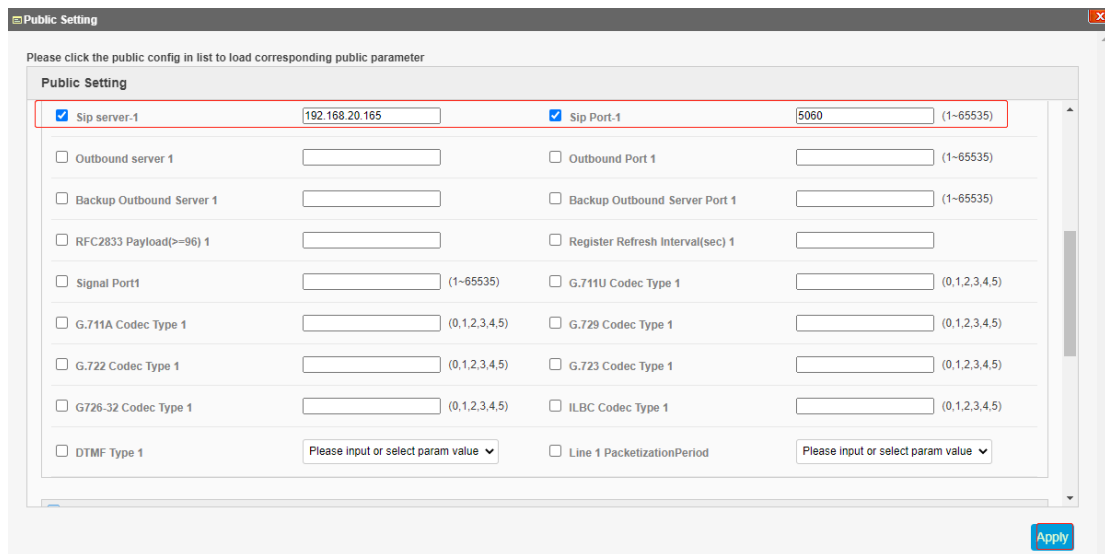
2. Go to **Home**, select the phone that you want to configure in the left list, click on **Config**.

For the WAN Configuration, select the WAN connection type as DHCP or Static.

For the SIP account Registration settings, select a Line to register, for example, Line1 Registration. Enter the registration information. Then click on Apply.

Line 1 Enable (required): Enabled or Disabled

Display Name 1 (required): enter the display name of the account.
Sip Account 1 (required): enter the account/username off the account.
Phone num-1 (required): enter the register name of the account.
Sip password 1 (required): enter the SIP password of the account.

Other Operations

Batch update firmware

1. Modify the firmware file name to model number + original file name. Take FIP14G as an example.

```
The original file name is FVUI_V0.4.21_202010281929_RC.bin
Change file name to FIP14G_FVUI_V0.4.21_202010281929_RC.bin
```
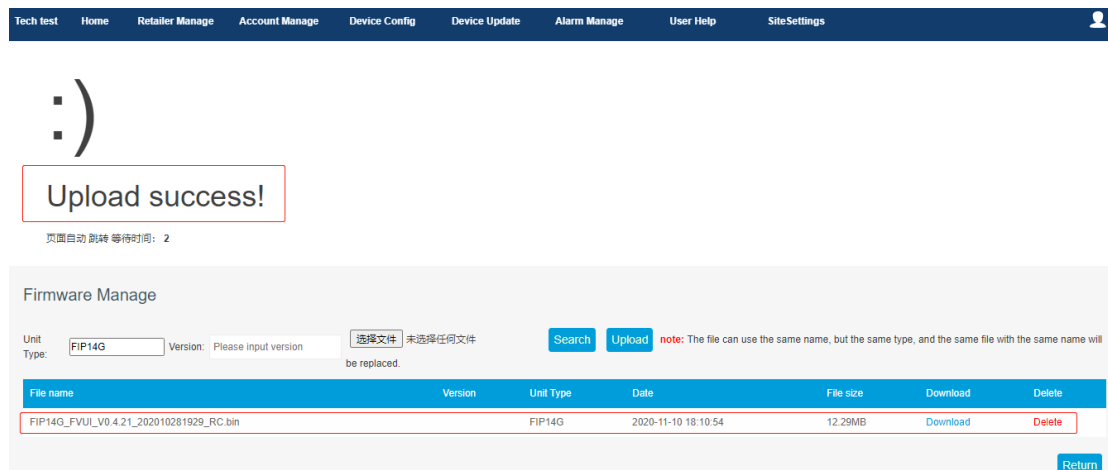
2. Go to **Device Update** > **Firmware Manage**, select the Unit Type as FIP14G, click on Choose file and select the firmware, then click Upload.

When the file uploaded successfully, the following page displays.

3. Go to **Device Update** > **Batch Update**, select the FIP14G, click on **Batch Update**.
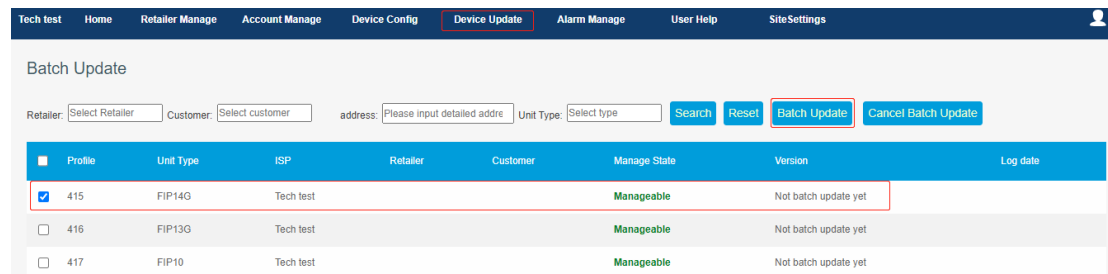
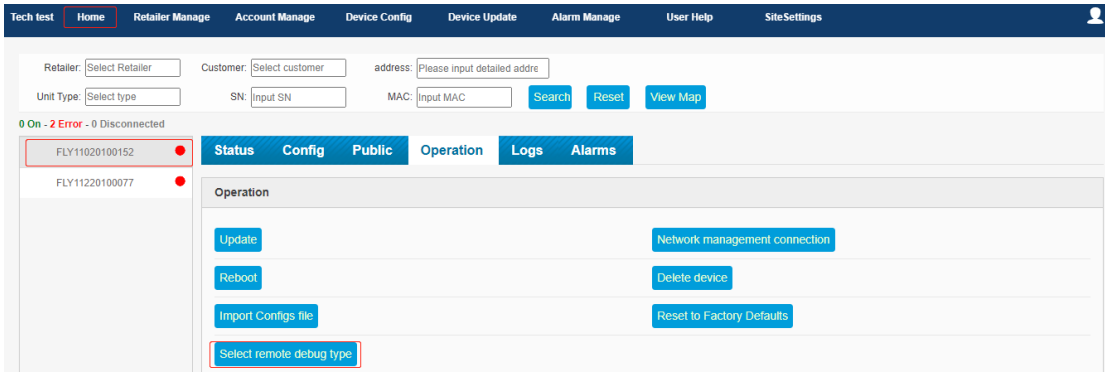A window pops up below, select the firmware and click **Update now**.

Then you will see the notification Operate success, Wait for next connection to update. And wait for the phone to update the firmware version.
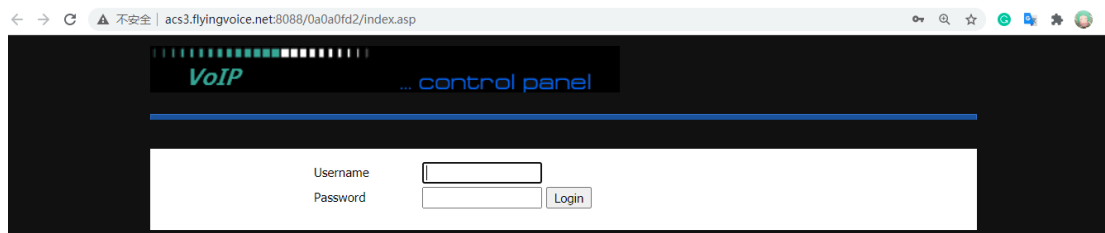
Remote access the phone

Go to **Home**, select the phone that you want to manage in the left list, click on **Operation.**


Click **Select remote debug type**, you will reach the login page of the phone, enter the username and password to log in.

# Provision the phone with cfg file

Provision a Single device

1. Select the device that you want to set in the **Home** page, go to **Operation > Import Configs file**, select the config file, and click import, then the phone will reboot, wait the settings to take effect.
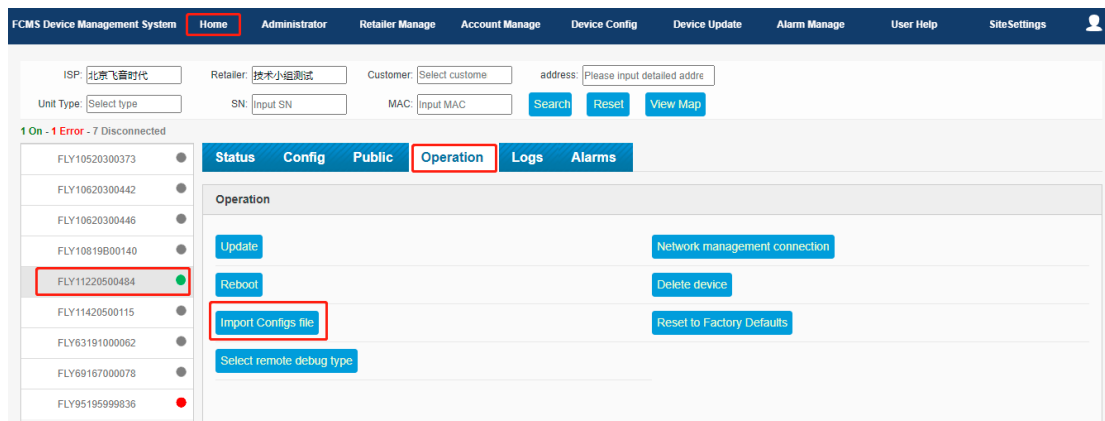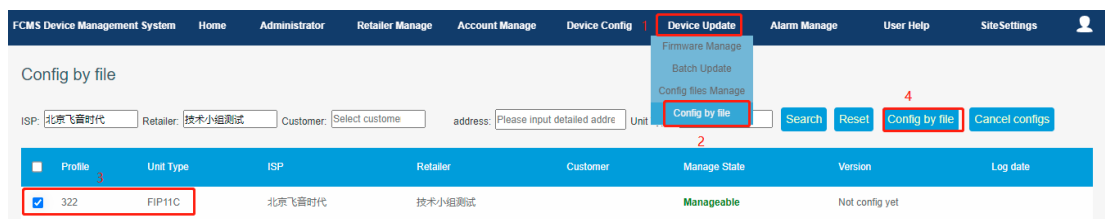
Provision Multiple devices

1. Go to **Device Update > Config files Manage**, select the config file and upload to the system.
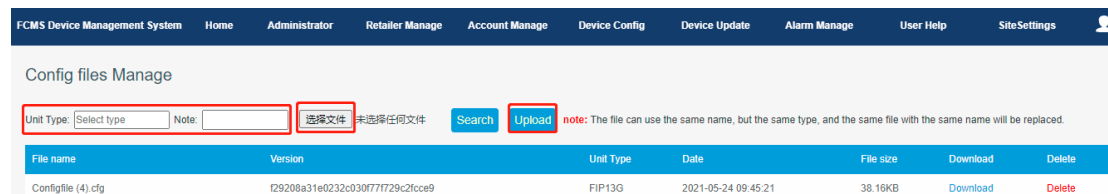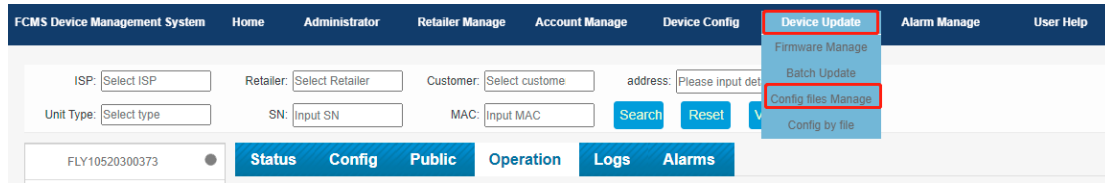
2. Go to **Device Update > Config by file**, select the profile(model) that you want to set, click Config by file, select the file that you want to upload, and click **Update now**, the phone will reboot, wait the settings to take effect.


Note:

1. All the phones in the same profile will update the config file you uploaded, include the phone that you are planning to add to this profile, once you add it to this profile, it will be provisioned.

2. The phone bind to the same ISP and the same retailer and the same customer will be in the same profile.

Provision the phone with csv file

1. Go to **Device Config > Batch Setting**, select the Profile/Model that you want to set, click **Batch Setting**.
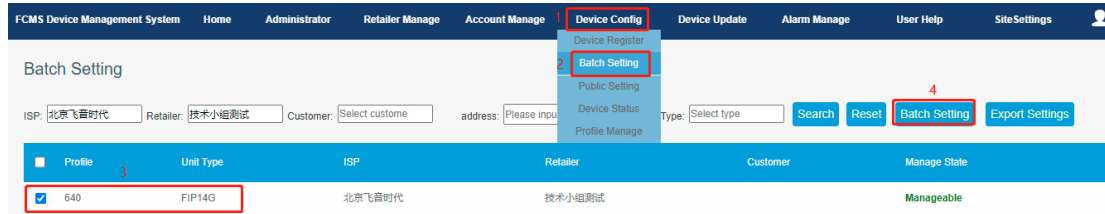
3. Get the config template (csv file) by hit **Click here to get the setting sample of current devices**. Edit the template according to your needs, then click **Choose File**, click **Import** to upload the file you edited. the phone will reboot, wait the settings to take effect.