# FLYINGVOICE

# Manage the Flyingvoice phone

# with FACS

# **Table of Contents**

Overview1
Login to the FACS system1
Register phones on the FACS system1
Register Retailer or Customer2
Create a Retailer account or Customer account2
Register phones on the system3
SIP registration on the FACS system4
Other Operations
Batch update firmware6
Remote access the phone8
Provision the phone with cfg file8
Provision the phone with csv file10

#### **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**.

-	index.php?s=/user/login.html	x 🗣 🖈 🔌 E
FCMS Device Managem	ent System (Build 2.0.3536)	Login Forget Password
User login		
User		
Please input user name		
Password		
Please input password		
Identifying code		
Please input identifying code		

#### **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**.

FCMS Device Management System	Home	Administrator	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings	1
NewRetailer Register										
Retailer name										
Please input Retailer name										
Retailer description										
Please input Retailer description										
ISP Necessary Select ISP										
Logo										
Append										
Confirm	Return									

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**.

Tech test	Home	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings	2
NewC	ustomer	Register							
Retailer Select Re	etailer								
Retailer n	ame								
Please i	nput Retailer n	ame							
Retailer d	escription								
Please in	nput Retailer d	escription							
Logo									
Apper	nd								

#### **Create a Retailer account or Customer account**

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

FCMS Device Management	System (Build )	
ISP		
Tech test		
Retailer		
Select Retailer		
User		
Please input user name		
Password		
Please input password		
Confirm password		
Please input password again		
Mailbox		
Please input mallbox		
Mobile phone number		
Disass input mobils phone number		

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

FCMS Device Management System (Build )	Techtest 🔻
92	
Tech test	
Customer	
Select customer	
User	
Please input user name	
Password	
Please input password	
Confirm password	
Please input password again	
Mailbox	
Please input mallbox	
Mobile phone number	
Please input mobile phone number	
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.

FCMS Device Management System	Home	Administrator	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings
设备登记									
SN Required			7						
Input SN									
address			7						
Please input detailed address									
Unit Type Required									
Select type 🗸									
ISP Required									
Retailer									
Select Retailer									
Customer									
Select custome									
Confirm	Return								

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

Devi	ce Register									
Retailer	: Select Retailer Customer: Se	elect customer	address: Please	input detailed addre	Unit Type: Sele	ect type SN:	Input SN MAC: Input	MAC Manage State:	Manage State	ch
Impoi	t Export Register Unregi	ster Manage								
		Profile	Unit Type		Retailer	Customer	address	Manage State	Action	
	FLY10620300447	417	FIP10	Tech test				Unmanageable	Edt Manage	
	FLY11020100152	416	FIP13G	Tech test				Manageable	Edit	
	FLY11220100077	415	FIP14G	Tech test				Manageable	Edit	
										Return

## 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.

Tech	test Home	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	Site Settings			2
Pu	Iblic Setting	r Customer: S	elect customer	Device Register Batch Setting Public Setting Profile Manage	detailed addre	nit Type: Select type	Search Res	set			
	Profile	Unit Type	ISP	Retai	ler	Customer	Manage State		Action	Action	
E	417	FIP10	Tech test				Manageable		Public Setting	Delete	
	416	FIP13G	Tech test				Manageable		Public Setting	Delete	
	415	FIP14G	Tech test				Manageable		Public Setting	Delete	
											Return

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.

Sip server-1	192.168.20.165	Sip Port-1	5060 (1~65535)
Outbound server 1		Outbound Port 1	(1~65535)
Backup Outbound Server 1		Backup Outbound Server Port 1	(1~65535)
RFC2833 Payload(>=96) 1		Register Refresh Interval(sec) 1	
Signal Port1	(1~65535)	G.711U Codec Type 1	(0,1,2,3,4,5)
G.711A Codec Type 1	(0,1,2,3,4,5)	G.729 Codec Type 1	(0,1,2,3,4,5)
G.722 Codec Type 1	(0,1,2,3,4,5)	G.723 Codec Type 1	(0,1,2,3,4,5)
G726-32 Codec Type 1	(0,1,2,3,4,5)	ILBC Codec Type 1	(0,1,2,3,4,5)
DTMF Type 1	Please input or select param value 🗸	Line 1 PacketizationPeriod	Please input or select param value 🗸

2. Go to **Home**, select the phone that you want to configure in the left list, click on **Config**.

北京飞音时代	Home	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings	2
Retailer Unit Type 1 On - 2 Erro FLY1	: Select Retai	ected	r: Select custome V: Input SN US Config	address: Pleas MAC: Input Public Ope	e input detailed addre MAC Sea eration Logs	rch Reset	View Map		
		Con Pa	rameter name C WAN Configuration WAN IP Mode	onfigure value Please input or select pa	iram value 🗸		Parameter name WAN IP WAN Subnet	Configure value	
		Self Self Self Self Self Self Self Self	DNS Proxy C	Please input or select pa	rram value 🗸		Mask Display Name 1 Phone num-1		

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

Config								
Parameter name	Configure value	Parameter name	Configure value					
WAN Configuration								
WAN IP Mode	DHCP   Please input or select param value	WAN IP						
WAN DefaultGateway	DHCP STATIC	WAN Subnet Mask						
DNS Proxy								

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.

Line1 Registation					
Line 1 Enable	Enabled	•	Display Name 1	2005	]
Sip Account 1	2005		Phone num-1	2005	
Sip password 1					

## **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.

Tech test	Home	Retailer Manage	Account Manage	Device Config 1	Device Update	Alarm Manage	User Help	SiteSettings		<b>1</b>
Firmw	are Man	nage			Firmware Manage Batch Update	2				
Unit Type:	FIP14G	Version: PI	ease input version	3 选择文件 未选择 be replaced.	Config files Manage	Search Upl	note: The file car	n use the same name, but the same	type, and the same file with the same name	will
File nam	ie	Ver	sion	Unit Type	D	ate	File size	Download	Delete	
					aOhl There	is no temporary cont	entl			
									Retu	m

Tech test	Home	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings		2
ا س ر	) ploa	d succe هرالة: 2	ss!							
Firmw	vare Ma	nage								
Unit Type:	FIP14G	Version: Ple	ease input version	选择文件 未选择任 be replaced.	何文件	Search Uplo	ad note: The file can us	e the same name, but the same typ	e, and the same file wi	th the same name will
File nan	ne			١	/ersion U	nit Type (	Date	File size	Download	Delete
FIP14G	_FVUI_V0.4.	21_202010281929_RC	bin		FI	P14G 2	2020-11-10 18:10:54	12.29MB	Download	Delete
										Peturo

When the file uploaded successfully, the following page displays.

3. Go to **Device Update > Batch Update**, select the FIP14G, click on **Batch Update**.

ech test	nome	Retailer manage Acc	ount manage	Device Coning		ann manage User neip	SiteSetungs	<b></b>
Batc	h Update							
Retailer	Select Retailer	Customer: Select cu	stomer	address: Please input d	etailed addre Unit Type:	Select type Search	Reset Batch Update Ca	ncel Batch Update
•	Profile	Unit Type	ISP	Retailer	Customer	Manage State	Version	Log date
	415	FIP14G	Tech test			Manageable	Not batch update yet	
	416	FIP13G	Tech test			Manageable	Not batch update yet	
	417	FIP10	Tech test			Manageable	Not batch update yet	

A window pops up below, select the firmware and click **Update now**.

请选择固件进行升级
Please select firmware V Update now
Please select firmware
FIP14G_FVUI_V0.4.21_202010281929_RC.bin

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

FIP14G\_FVUI\_V0.4.21\_20201 
Update now
Operate success,Wait for next connection to update

#### **Remote access the phone**

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

Tech test Home Retailer Mar	nage Account Manage	Device Config De	evice Update Alarm Manage	User Help SiteSettings	2
Retailer: Select Retailer	Customer: Select customer	address: Please in	put detailed addre		
Unit Type: Select type	SN: Input SN	MAC: Input MA	C Search Reset	View Map	
0 On - 2 Error - 0 Disconnected					
FLY11020100152	Status Config	Public Opera	tion Logs Alarms		
FLY11220100077	Operation				
	Update			Network management connection	
	Reboot			Delete device	
	Import Configs file			Reset to Factory Defaults	
	Select remote debug ty	/ре			

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

← → C ▲ 不安全	acs3.flyingvoice.net:8088/0a0a0fd2/index.asp	07	Q	☆	C	e z	<b>h</b> (	D :
	VoIP control panel							
	Username Login							

#### 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.

FCMS Device Management System	Home Administrator	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings	2
ISP: 北京飞音时代	Retailer: 技术小组测试	Customer: Selec	t custome add	fress: Please input o	detailed addre				
Unit Type: Select type	SN: Input SN	MAC: Input	MAC	rch Reset	View Map				
1 On - 1 Error - 7 Disconnected									
FLY10520300373	Status Config	Public Ope	eration Logs	Alarms					
FLY10620300442	Operation								
FLY10620300446									
FLY10819B00140	Update				Network manageme	ent connection			
FLY11220500484	Reboot				Delete device				
FLY11420500115	Import Configs file				Reset to Factory De	faults			
FLY63191000062									
FLY69167000078	Select remote debug	type							
FLY95195999836									

#### **Provision Multiple devices**

1. Go to **Device Update > Config files Manage**, select the config file and upload to the system.

FCMS Device Management System	Home Administrator	Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help
ISP: Select ISP Unit Type: Select type	Retailer: Select Retailer SN: Input SN	Customer: Select	custome adde	ress: Please input det	Batch Update		
FLY10520300373	Status Config	Public Ope	ration Logs	Alarms			
FCMS Device Management System Hom	e Administrator Retaile	r Manage Account Ma	nage Device Config	Device Update	Alarm Manage	User Help	SiteSettings 👤
Config files Manage							
Unit Type: Select type Note:	选择文件 未选择任(	可文件 Search U	pload note: The file can u	se the same name, but the s	ame type, and the same f	file with the same name v	vill be replaced.
File name	Version		Unit Type	Date	File st	ze Download	Delete
Configfile (4) cfg	f29208a31e0232c030f77f729	c2fcce9	FIP13G	2021-05-24 09:45:21	38.16	KB Download	Delete

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.

FCMS Device Managemen	it System Home	Administrator Retailer Ma	nage Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings	2
Config by file					Batch Update				
10日 北京飞音时代	Patailar 技术小组测试	Customer Select custome	address: Please input (	tion I subhe helieteh	Config files Manage Config by file	Search Reset	4 Config by file	Cancel configs	
	Retailer. 120103 SEDERA	Customer.	address. I tobbe input 4	Unit Onit	2		Coming by mo	Current conings	
Profile 3	Unit Type	ISP	Retailer	Customer	Manage State	Version		Log date	
322	FIP11C	北京飞音时代	技术小组测试		Manageable	Not cont	ig yet		
				_					

Please select config file. disabled.cfg acs5.cfg			
acs5.cfg			
acs5.ctg			
acs5_test.cfg			
Configfile.cfg			
Configfile-54.cfg			
Configfile.cfg			

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**.

FCMS Device Management System Home	Administrator Retailer Manage	Account Manage	Device Config	Device Update	Alarm Manage	User Help	SiteSettings	1
Batch Setting		2	Batch Setting Public Setting			4		
ISP: 北京飞音时代 Retailer: 技术小组测试	Customer: Select custome	address: Please inpu	Device Status Profile Manage	Type: Select type	Search Rese	Batch Setting	Export Settings	
Profile Unit Type		Retail	iler	Custo	mer	Manage State		
✓ 640 FIP14G	北京飞音时代	技术小	小组测试			Manageable		

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.

Please select import file:
Batch Setting
Please select import file: 选择文件 未选择任何文件
Import file describe:
In the first row (table head), the values shoule be "SN,Parameters Note 1, Parameters Note 2, Parameters Note
3Parameters Note n*
From the second row and forward, the value should be "sn id, parameter value 1, parameter value 2, parameter value
3parameter value n", and make sure there is a comma separator between values.
Click here to get the setting sample of current devices
3
Import