

◀FREUND▶



# **FE-TERM-7W3**

## **User Manual**

## 1. Table of Content

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1. Table of Content .....	2
2. Safety Instruction.....	4
3. Overview .....	5
4. Package content.....	5
5. Appendix Table:.....	5
6. Getting Started.....	6
6.1 Button description .....	6
6.2 Introduction to the User.....	7
6.2.1 Standby Interface .....	7
6.2.2 Dial Interface .....	8
6.3 Device Status .....	9
7. Basic Functions.....	10
7.1 Making Calls.....	10
7.2 Answering a Call.....	11
7.3 Call Interface .....	11
7.4 End of call.....	12
7.5 Auto Answer Function .....	13
7.6 Mute.....	14
7.6.1 Mute during a call.....	14
7.7 Call Forwarding.....	17
8. Phone settings .....	18
8.1 Basic Settings .....	18
8.1.1 Language .....	18
8.1.2 Time & Date.....	19
8.1.3 Screen.....	21
8.1.4 Screensaver .....	22
8.1.5 Ring.....	23
8.1.6 Voice Volume .....	23
8.1.7 Greeting Words.....	23
8.1.8 Reboot.....	23

8.2	Phonebook .....	24
8.2.1	Add / Edit / Delete Contacts.....	25
8.2.2	Add / Edit / Delete Group .....	27
8.2.3	Add / Edit / Delete Contact in Group .....	28
8.2.4	Blacklist.....	29
8.3	Call Logs .....	30
8.4	Wi-Fi Settings .....	32
9	Troubleshooting.....	34
9.2	Getting the Device System Information.....	34
9.3	Rebooting the Device.....	34
9.4	Reset the Device to Factory Settings .....	34

## 2. Safety Instruction

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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 brand power supply units may cause damage to the phone and affect the behavior or induce noise.
- 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 device is designed for indoor environment. 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 exposing the device to high temperature or below 0°C or high humidity.
- Avoid wetting the unit with any liquid. Device is not water-proof nor water-resistant.
- 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.

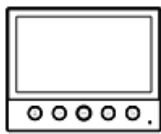
## 3. Overview

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FE-TERM-7W3 is an indoor station with 7-inch color touch screen and rich interfaces. It is mainly used in residential area, villa, office building and other places for receiving calling and communicating through the door phone and achieving remote door-opening. It provides more reliable security assurance and the easier access control for the users, creating a safe and comfortable living environment.

## 4. Package content

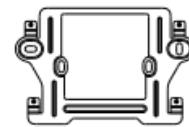
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Indoor Station



Quick Installation Guide



Wall-mount Bracket



10 pin Cable\*1



4 pin Cable\*1



2 pin Cable\*1



TA4\*30mm Screw\*2



PM4\*16mm Screw\*2



Screw fixing seat\*2

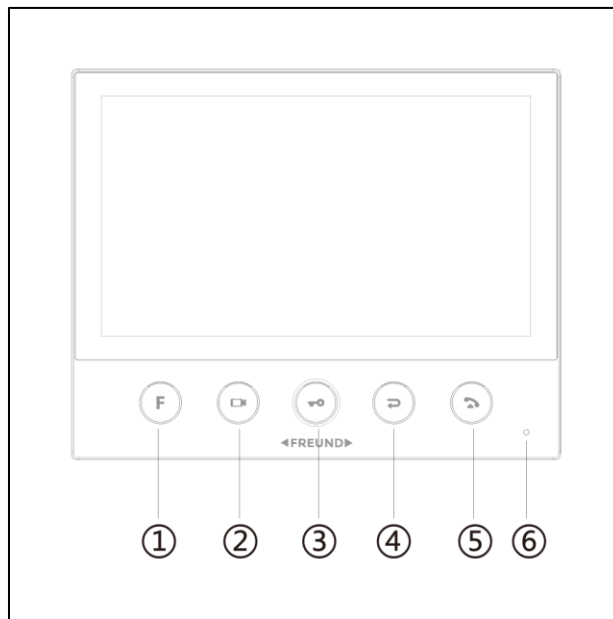
## 5. Appendix Table:

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	Service Call Number
	Video Surveillance
	Unlock key
	Return key
	Answer key

## 6. Getting Started

### 6.1 Button description



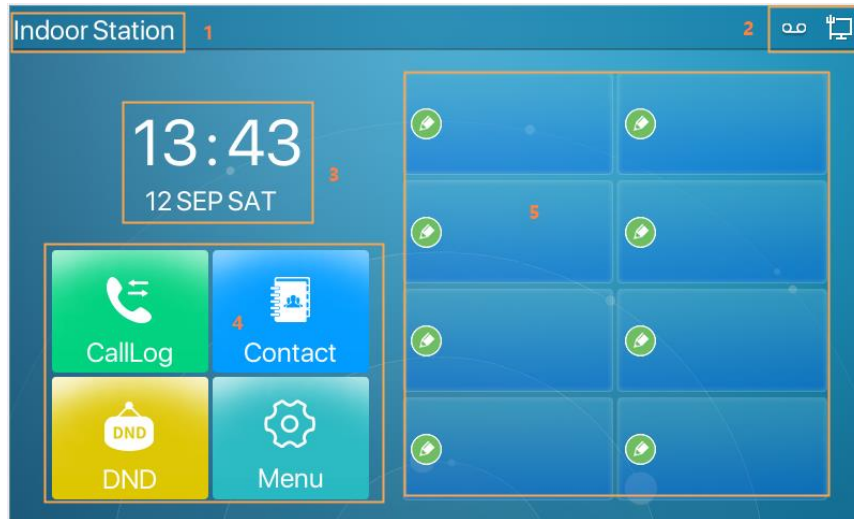
DEVICE BUTTON LAYOUT

The picture above shows the button layout of the device. Each button provides its own specific function. The user can operate the device by referring to the description of the buttons in the illustrations in this section.

Number	Button name	Button function
1	Function key	Function / Programmable button
2	Video Preview	One key to view the access control/outdoor situation; if there is no setting, press to enter the setting interface
3	Unlock key	One-key unlock during a call
4	Return key	Hang up during a call Menu, return to the upper-level directory
5	Answer key	Incoming call, answer the call Open the dial pad in standby
6	Speaker	Speaker Unit

## 6.2 Introduction to the User

### 6.2.1 Standby Interface



DEFAULT STANDBY SCREEN INTERFACE

The picture above shows the default standby screen interface, which is the state of the user interface most of the time.

The upper half of the main screen displays the welcome message, time and date, and status information (such as automatic answer, network connection status, etc.).

Number	Description
1	Greeting Words
2	Status Icon
3	Time, Date
4	Common Functions
5	Custom Function

## 6.2.2 Dial Interface

The Dial Interface is mainly used to make calls, enter the Contacts, Call History interface.



DIAL INTERFACE

Number	Features	Description
1	Return key	Return to the previous menu, the main interface
2	Dialpad	Enter the dial interface
3	Contact	Enter the contact interface, view/edit contacts
4	Call records	Enter the call log interface, view the call log
5, 6	Turn page	When the list supports multiple pages, page up and down
7	Home	Back to main interface
8	Volume Down Key	Volume Adjustment
9	Volume Up Key	Volume Adjustment
10	Dial key	After entering the number, press to call out
11	Numeric keypad	0-9, *, #
12	Input box	Enter number
13	Delete key	Delete entered number
14	End/input method/delete	End: Exit the current interface 123: Switch input method, 123/abc/ABC/Abc/2aB Delete: delete the entered number
15	Number matching record	After entering the number, the query record displays



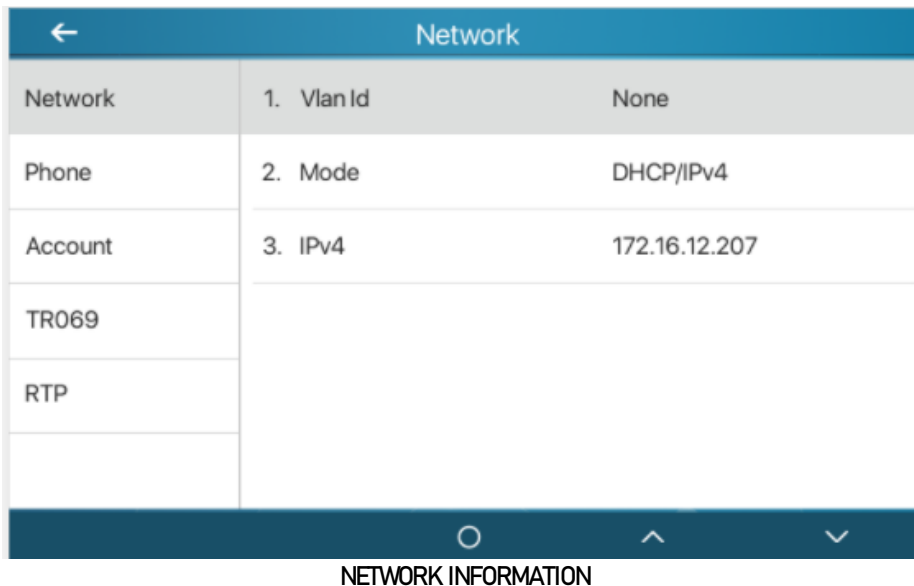
### 6.3 Device Status

The device status includes the following information about the device:

- Network Status :
  - VLAN ID
  - IPv4 or IPv6 status
  - IP Address
  - Network Mode
- The Device Information :
  - Mac Address
  - Device Mode
  - Hardware Version number
  - Software Version number
  - Device Storage (RAM and ROM)
  - System Running Time
- SIP Account Information :
  - SIP Account
  - SIP Account Status (registered / uncommitted / trying / time out)
- TR069 Connection Status (Displays only in the device interface state)

The user can view the phone status through the phone interface and the web interface.

Device interface: When the device is in standby, press **[Menu]** >> **[Status]**, select options to view corresponding information, as shown in the picture:



## 7. Basic Functions

### 7.1 Making Calls

#### Dialing Methods

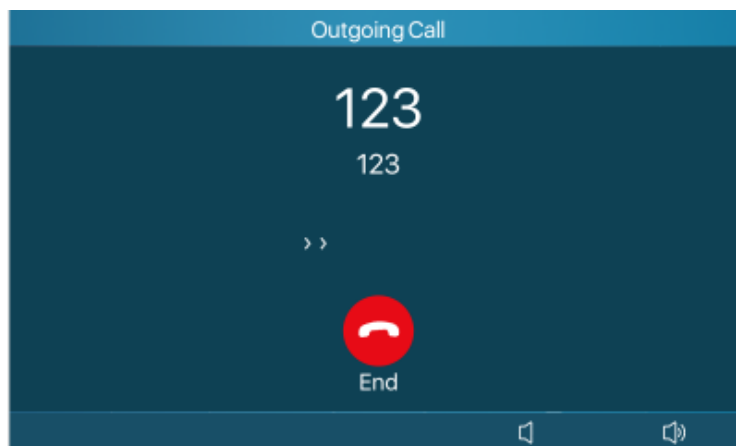
User can dial a number by:

- Entering the number directly
- Selecting a phone number from phonebook contacts (Refer to [8.2 Phonebook](#))
- Selecting a phone number from call logs (Refer to [8.3 Call Logs](#))
- Redialing the last dialed number
- Press the management center button to call



DIAL INTERFACE

When calling a number, the user can press **[End]** or press the return button to cancel the call.



CALL INTERFACE

## 7.2 Answering a Call

When the device is idle and there is an incoming call, the user will see the following call reminder screen.

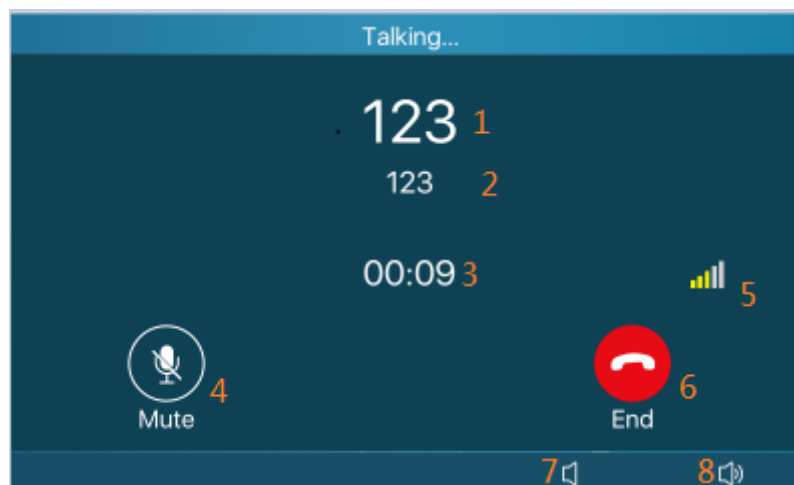


VOICE CALL INTERFACE

The user can answer the call by pressing the button or the interface. To reject an incoming call, the user presses, or the reject button on the interface.

## 7.3 Call Interface

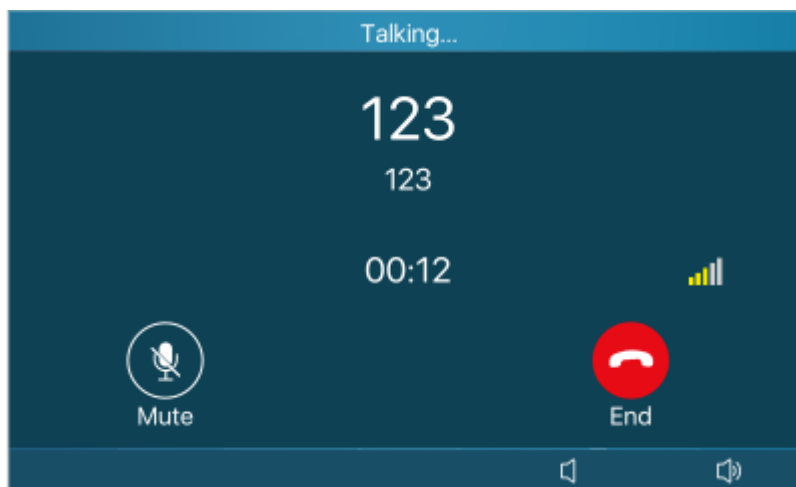
When the call is established, the user will see the call mode screen as shown below:



TALKING INTERFACE



Number	The keypad names	Instruction
1	Contact Name	The name of the other party
2	Contact Number	Call the other party's number
3	Call duration	Call duration
4	Mute icon	Icon indication after the call is muted
5	Voice quality, HD, voice encryption	Display the current call voice quality, voice call encryption and other icon indicators
6	End	Hang up
7、8	Volume addition and subtraction	Adjust call volume

## 7.4 End of call



END CALL INTERFACE

When the user's wants to end the call:

- You can press  to end the call
- You can press  to end the call
- You can press the end button on the call interface

## 7.5 Auto Answer Function

The user can enable the automatic answering function on the device, and the device can automatically answer after a call comes in.


The user can start the automatic answer function on the device interface or the web interface.

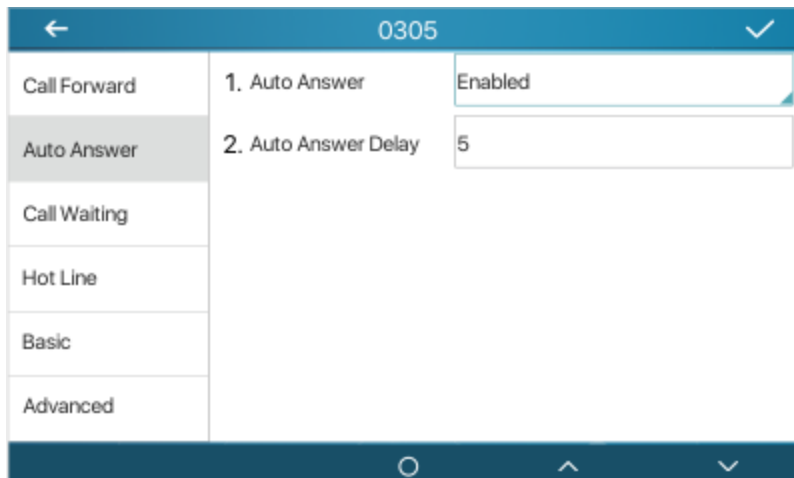
### Device interface:

Press **[Menu]** >> **[Features]** >> **[Auto Answer]** button.

Press the button to select the line, use the left/right navigation key to turn on/off the auto answer option, set the auto answer time, the default is 5 seconds

Press  to save when finished

The icon  in the upper right corner of the screen indicates that auto answer is enabled.




LINE 1 ENABLES AUTO-ANSWERING

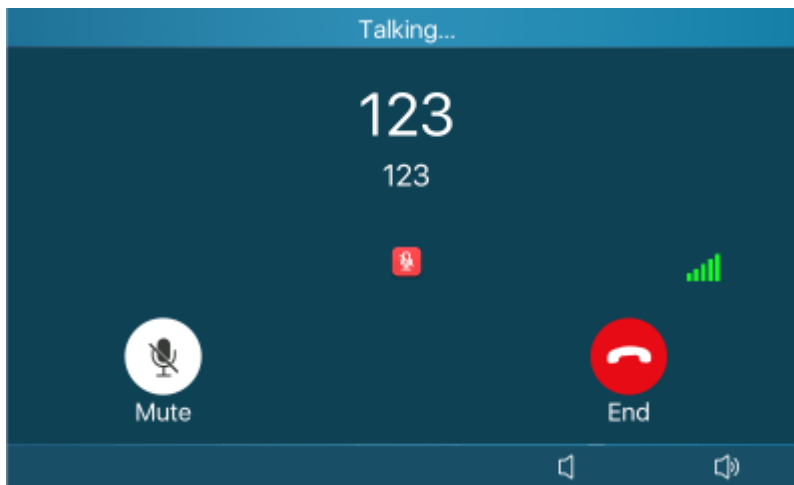
## 7.6 Mute

You can turn on the silent mode and turn off the microphone of the device during a call, so that the other party cannot hear the local voice. Under normal circumstances, the silent mode is automatically turned off as the call ends. You can also enable the keep mute function on any interface (such as the idle interface) to automatically mute the ringtone when a call comes in.



### 7.6.1 Mute during a call


Press the mute button  on the call interface during a call: The mute button on the device turns on the red light.

The call interface displays a red mute icon, as shown in the picture:



MUTE THE CALL

- Unmute the call: Press the unmute  on the device again. The mute icon is no longer displayed on the call interface. The red light of the device mute button is turned off.
- Turn on mute ringing: press the mute button on the incoming call interface when the device is ringing: 

The mute icon  on the incoming call interface of the device changes to and there is no ringtone. After hanging up, the device will still ring the next time there is an incoming call.



RINGING MUTE

User may enable Do-Not-Disturb (DND) feature on the device to reject incoming calls (including call waiting).

To enable, press the **[DND]** button on the Home screen interface. The icon will change its colour to red. The device status bar will display a DND icon.

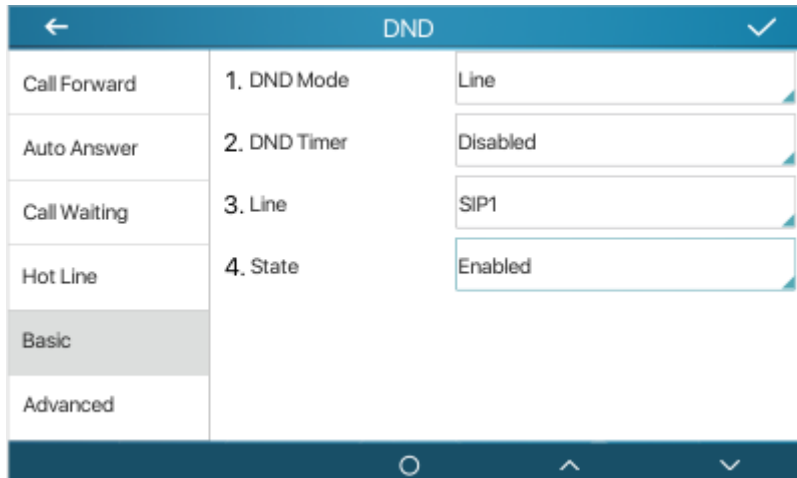
If the user wishes to enable/disable the uninterrupted function on a specific line, the user can set the uninterrupted function on the page of configuring the line.

**Device interface:**

Press [Menu] >> [Features] >> [Basic Settings] >> [DND] button to enter the edit page of [DND].

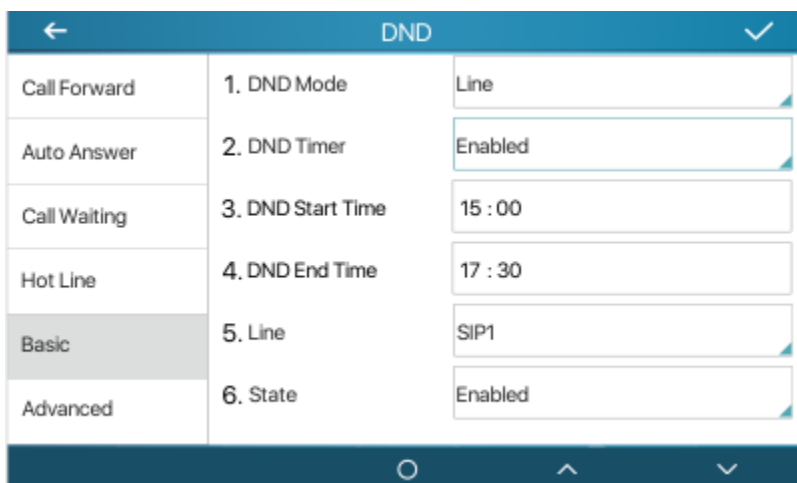
Use the left/right navigation keys to select the line to adjust the DND mode and status. After finishing, press the [OK] button to save.

The user will see that the DND icon turns red, and the SIP line has enabled the DND mode.



DND SETTING INTERFACE

Users can also use the Do Not Disturb timer. After setting, with the time range, the Do Not Disturb function will be automatically turned on and the DND icon will change its colour to red.



DND TIMER



## 7.7 Call Forwarding

Call forward is also known as 'Call Divert' which is to divert the incoming call to a specific number based on the conditions and configurations. User can configure the call forward settings of each line.

There are two types:

- **Unconditional Call Forward** – Forward any incoming call to the configured number.
- **Call Forward on No Answer** – When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.

### Device interface:

- 1) Press [**Menu**] >> [**Function**] >> [**Call Forwarding**] to select the line
- 2) Select the type of call forwarding. Turn on and set the number to be transferred:
- 3) Click the  in upper right corner to save the changes.

Unconditional		
Call Forward	1. Unconditional	Disabled
Auto Answer	2. Forward to	
Call Waiting	3. On Code	
Hot Line	4. Off Code	
Basic		
Advanced		

SET CALL FORWARDING

## 8. Phone settings

### 8.1 Basic Settings

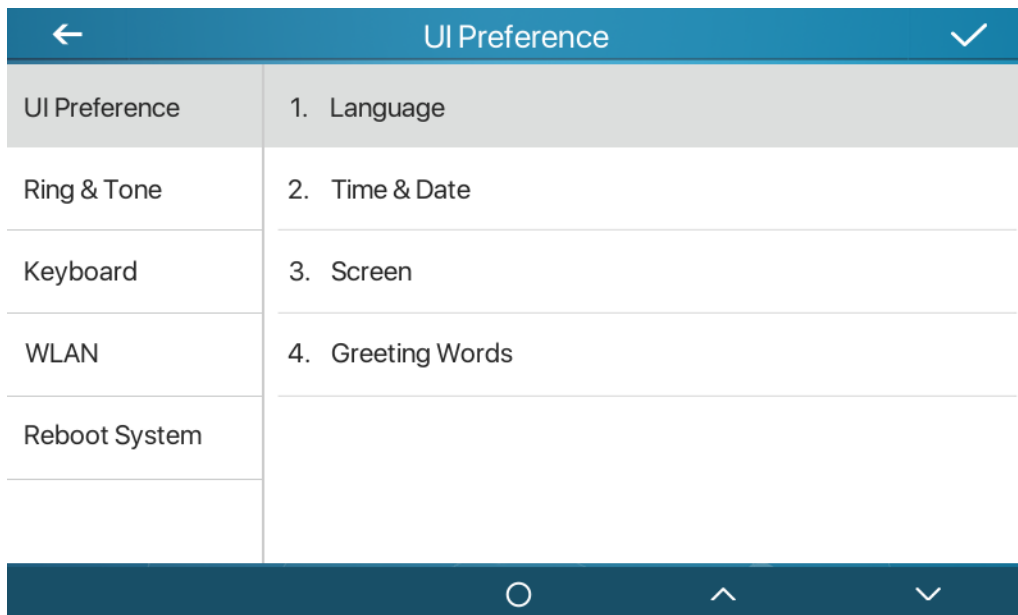
#### 8.1.1 Language

The user can set the phone language through the device interface.

**Device interface:**

After resetting the factory settings, the user needs to set the language.

To set the language during standby, go to **[Menu]** >> **[Basic Setting]** >> **[UI Preference]** >> **[Language]** Settings, as shown in the picture:




LANGUAGE SETTING

### 8.1.2 Time & Date

Users can set the phone time through the phone interface.

When the phone is in the default standby state, press the **[Menu]** >> **[Basic settings]** >> **[UI Preference]** >> **[Time & Date]**.

Use the up/down navigation button to edit parameters, press the  icon to save after completion, as shown in the picture:

Category	Setting	Value
UI Preference	1. Mode	SNTP
Ring & Tone	2. SNTP Server	0.pool.ntp.org
Keyboard	3. Time Zone	(UTC+8) Beijing, Singapore, Perth, I
WLAN	4. Format	DD MMM WW
Reboot System	5. 12 Hours Clock	Disabled
	6. Daylight Saving Time	Disabled

SET TIME & DATE


Here, we can see the table showing the Time Parameters:

Parameters	Description
Mode	Auto/Manual  Auto: Enable network time synchronization via SNTP protocol, default enabled.  Manual: User can modify data manually.
SNTP Server	SNTP server address
Time zone	Select the time zone
Time format	Select time format from one of the followings: <ul style="list-style-type: none"> <li>• 1 JAN, MON</li> <li>• 1 January, Monday</li> <li>• JAN 1, MON</li> <li>• January 1, Monday</li> <li>• MON, 1 JAN</li> <li>• Monday, 1 January</li> <li>• MON, JAN 1</li> <li>• Monday, January 1</li> <li>• DD-MM-YY</li> <li>• DD-MM-YYYY</li> <li>• MM-DD-YY</li> <li>• MM-DD-YYYY</li> <li>• YY-MM-DD</li> <li>• YYYY-MM-DD</li> </ul>
Separator	Choose the separator between year and moth and day
12-Hour Clock	Display the clock in 12-hour format
Daylight Saving Time	Enable or Disable the Daylight-Saving Time

### 8.1.3 Screen

The user can adjust the brightness of phone screen in LCD in two ways.


Slide down the outgoing status bar page in standby mode. Slide down again to adjust phone brightness conveniently.

Enter the **[Menu]** >> **[Basic Settings]** >> **[UI Preference]** >> **[Screen]** and then adjust the brightness. Click  to save the change.

Screen Setting	
UI Preference	1. Backlight Active Level 12
Ring & Tone	2. Backlight Inactive Lev...1
Keyboard	3. Backlight Time 60
WLAN	4. Screensaver Enabled
Reboot System	5. Timeout to Screensa... 120

SET SCREEN PARAMETERS

### 8.1.4 Screensaver

Press [**Screen Settings**] to find the [Screen Saver] button, turn on/off the screen saver, set the timeout time, the default is 120s, press  to save after finished.

Return to standby after saving, screen saver will display after 120s, as follows:




SCREENSAVER

## 8.1.5 Ring


When the device is in the default standby mode,

- Enter [**Menu**] >> [**Basic settings**].
- Enter [**Ring &Tone**] >> [**Ring**]

Set ring type and save it by pressing: 


## 8.1.6 Voice Volume

When the device is in the default standby mode

- Enter [**Menu**] >> [**Basic settings**].
- Enter [**Ring &Tone**] >> [**Voice Volume**]
- Set volume and save it by press: 

## 8.1.7 Greeting Words



The device is in the default standby state.

- Press [**Menu**] to find the [**Basic Settings**] button.
- Press the [**UI Preference**] button to find the [**Welcome**] button.
- Enter the setting interface, press  to save after completion.

*Note: Only after the default line selection function is disabled, the welcome message can be displayed in the upper left corner of the standby*

## 8.1.8 Reboot

When the device is in the default standby mode,

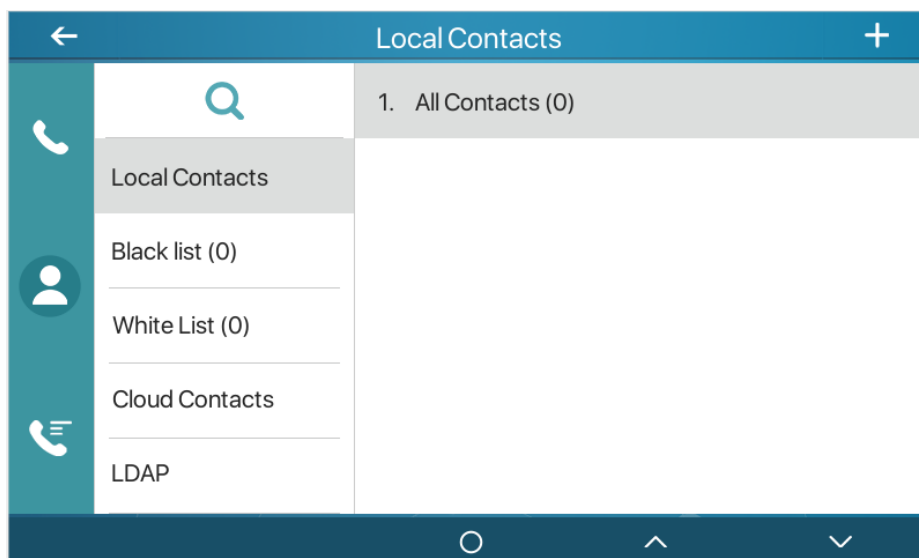
- Enter [**Menu**] >> [**Basic setting**] >> [**Reboot**] item.
- Click [**Reboot**] to indicate whether to restart the phone.
- Press  to restart the phone or press  to exit the prompt box to return to the configuration interface.

## 8.2 Phonebook

Users can save contact information in the phonebook and dial the contact's phone number directly in the phonebook. The user can open the phonebook by pressing the function menu button "contact" or the preset button "phonebook" on the device in the default main interface.

By default, the phone book is empty, and users can add manually or add contacts to the phone book from the call log (or cloud phone book).

**NOTICE! The device can save up to total 2000 contact records.**



LOCAL CONTACTS

When there are contact records in the phone book, the contact records will be arranged in the alphabet order. User may browse the contacts with up/down navigation keys. The record indicator tells user which contact is currently focused. User may check the contact's information by pressing [OK] button.




### 8.2.1 Add / Edit / Delete Contacts

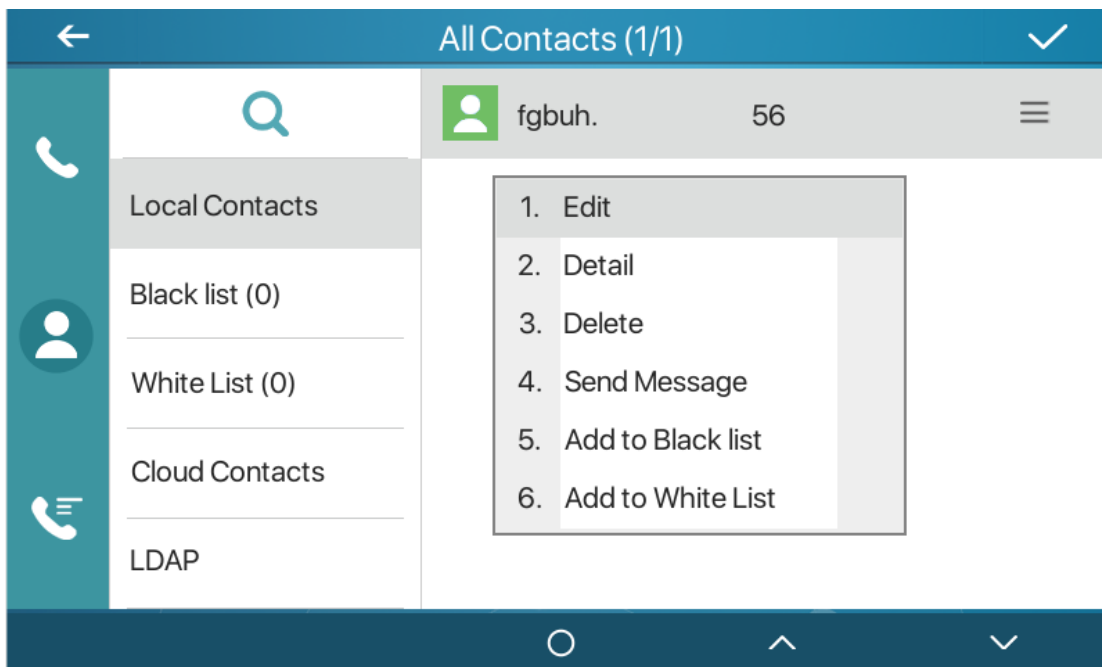
Add a contact, click to enter the contact interface, select the first icon (contact icon, selected by default) and add the following contact information.

- Contact Name
- Tel. Number
- Mobile Number
- Other Number
- Line
- Ring Tone
- Contact Group
- Photo



Add Contacts	
Local Contacts	1. Name <input type="text"/>
Black list (0)	2. Office Number <input type="text"/>
White List (0)	3. Mobile <input type="text"/>
Cloud Contacts	4. Other Number <input type="text"/>
LDAP	5. Line <input type="text" value="Auto"/>
	6. Ring type <input type="text" value="Default"/>

ADD CONTACTS

User can edit a contact by pressing button: 






EDIT CONTACT

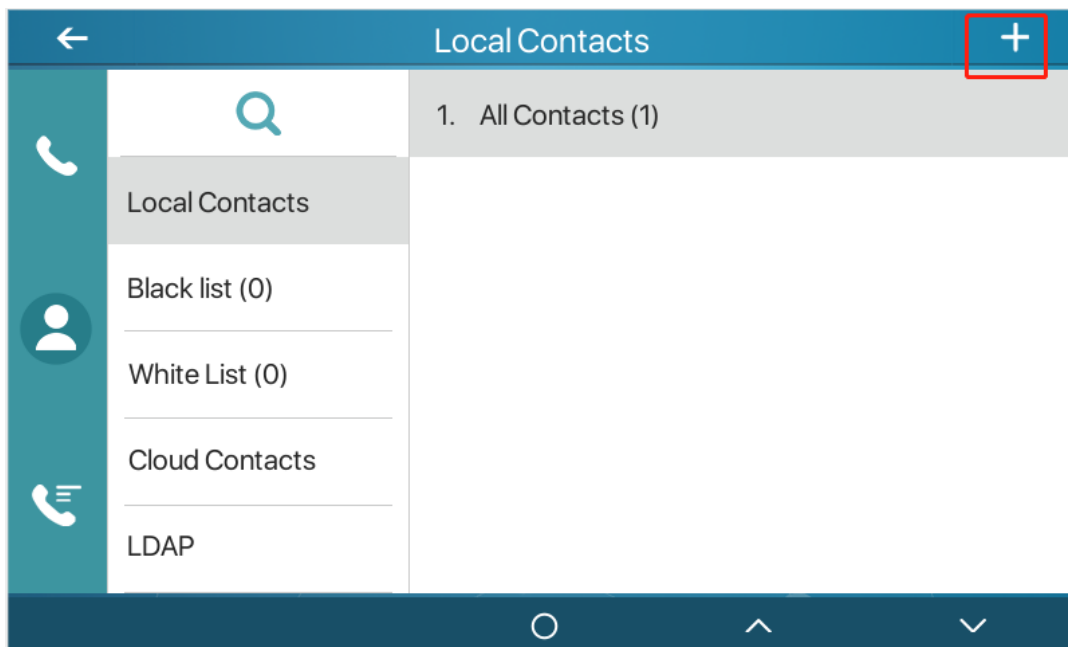
To delete the contact, press  and press on Delete. It will prompt whether to delete, press  to delete.

## 8.2.2 Add / Edit / Delete Group

By default, the group list is empty. Users can create their own group, edit group names, add or remove contacts from the group, and delete groups.

- Add group. Enter contact list interface, press  to create groups.
- Delete groups, press  to delete
- To edit the group, press to  edit.

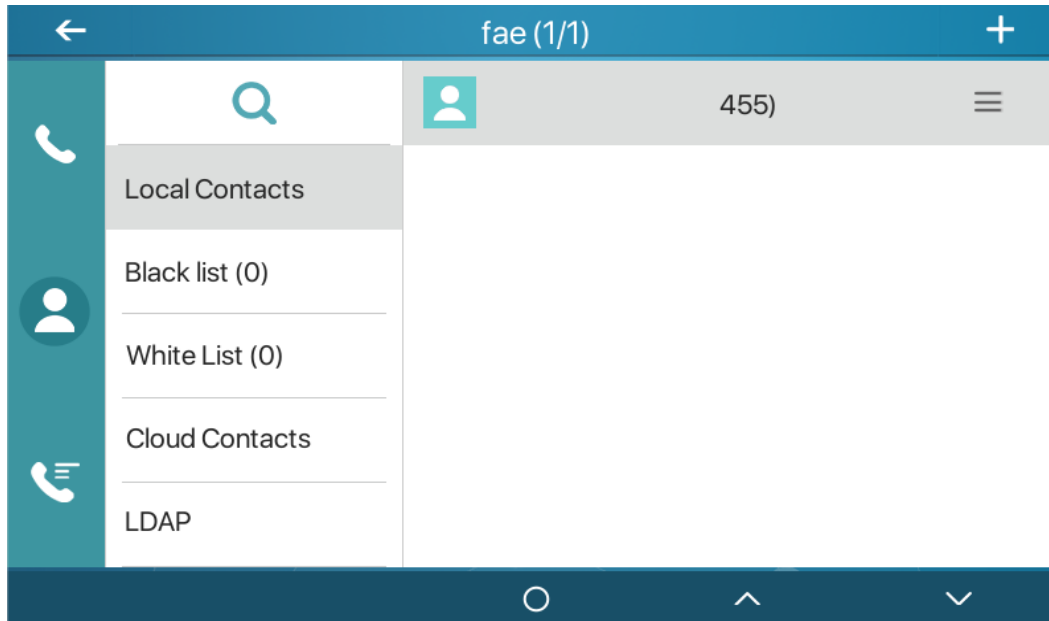
The brackets indicate the total number of records in the group.






ADD GROUPS

### 8.2.3 Add / Edit / Delete Contact in Group

User can browse the contact in group.



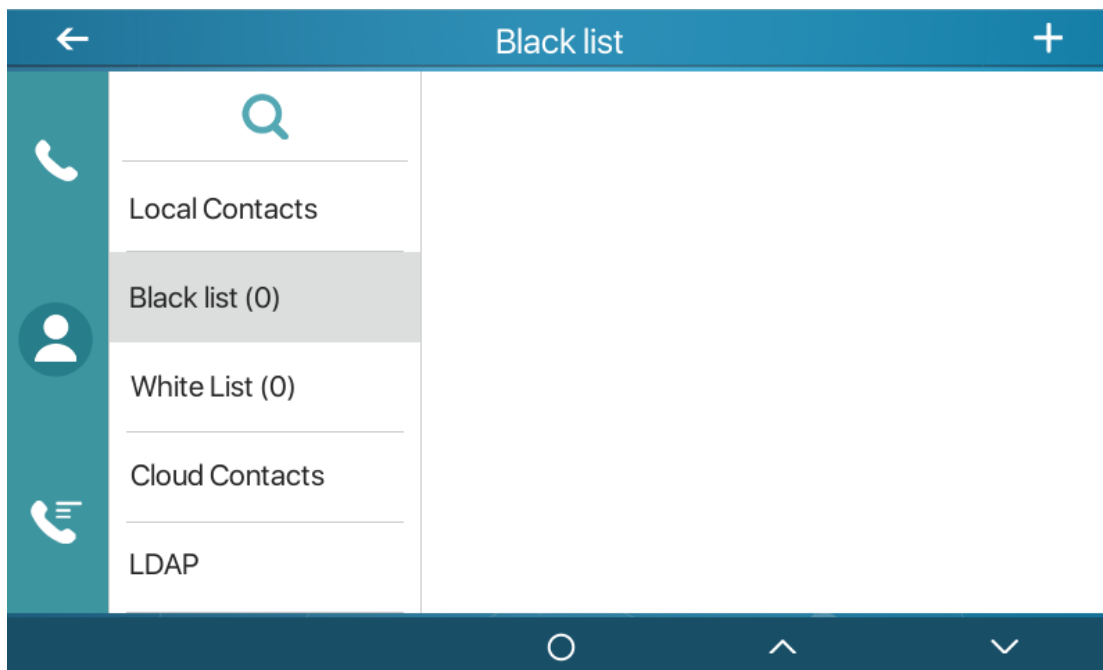
BROWSING CONTACTS IN THE GROUP

When the user browses the contacts in the group, he can press  to enter the add contact interface, and then press  to save the contact, the contact will also be synchronized to the local phone book. You can also delete contacts in the group by press: 

## 8.2.4 Blacklist

The device supports blacklist, such as the number added to the blacklist, the number of calls directly refused to the end, the end of the phone shows no incoming calls. (Blacklisted Numbers can be called out normally)

- There are multiple ways to add a number to Blacklist on the device. It can be added directly on **[Menu]** >> **[phone book]** icon>> **[Blacklist]**.
- Select any number in the phone book (both local and network) for configuration addition.
- Select any number in the call log for configuration addition.



ADDING BLACKLIST

There are various ways to add number to the blacklist on web page, which can be added in the **[Phone book]** >> **[Call list]** >> **[Restricted Incoming Calls]**.

- Select any number in the phone book (both local and network) for configuration addition.
- Select any number in the call log for configuration addition.

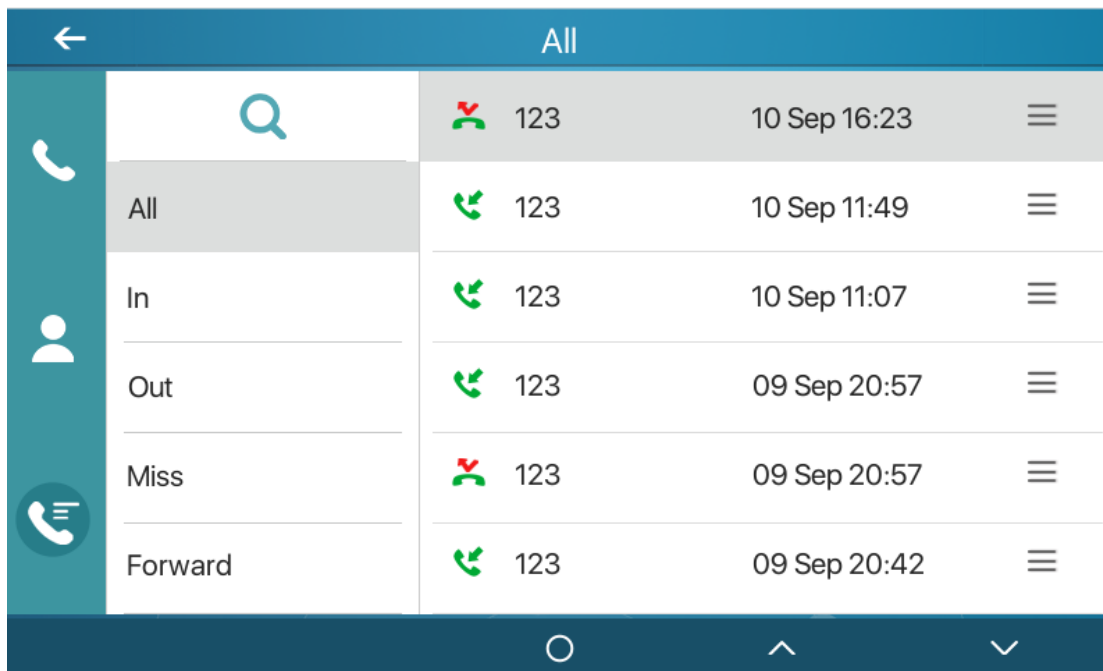
### 8.3 Call Logs

The device can store up to 1000 call log records and user can open the call logs to check all incoming, outgoing, and missed call records by pressing **[Call Log]** icon.

In the call logs screen, user may browse the call logs with up/down navigator keys.

Each call log record is presented with 'call type' and 'call party number / name'. User can check further call log detail by pressing icon and dial the number with pressing the call log or add the call log number to phonebook with pressing Icon >> **[Add to Contact]**.

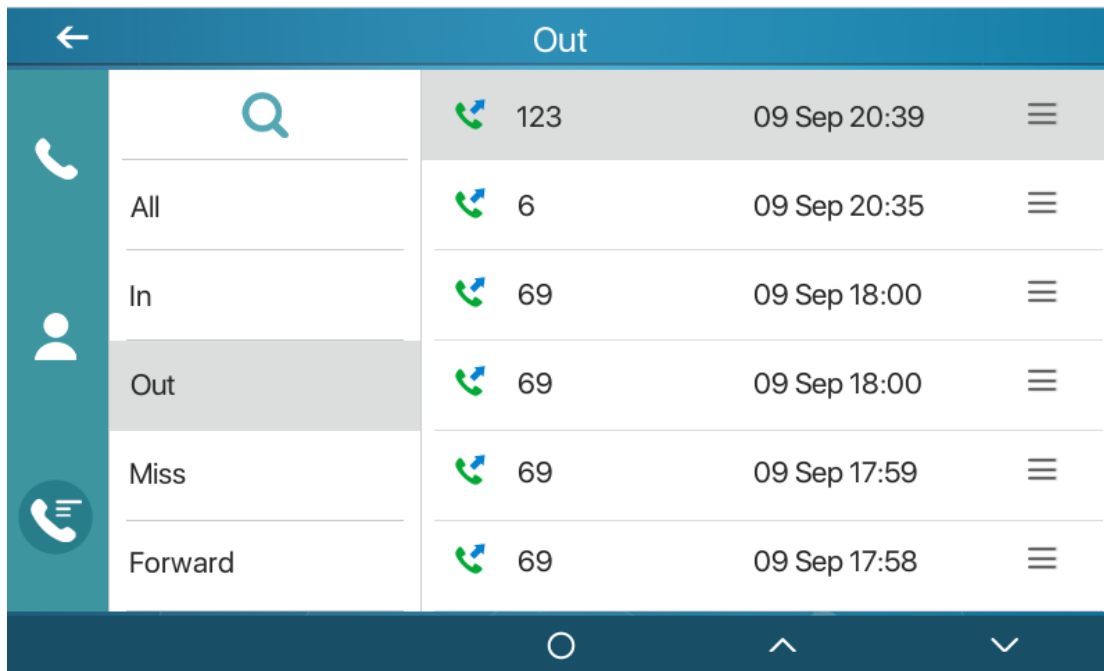
User can delete a call log by pressing **[Delete]** button and can clear all call logs by pressing **[Delete All]** button from menu.



CALL LOGS

Users can also filter the call records of specific call types to narrow down the scope of search records and select a call record type by left and right navigation keys.

	Missed Call Log
	Incoming Call Log
	Outgoing Call Log
	Forward Call Log



FILTER CALL RECORD TYPES

## 8.4 Wi-Fi Settings

The device supports wireless Internet access and has built-in Wi-Fi without external devices.

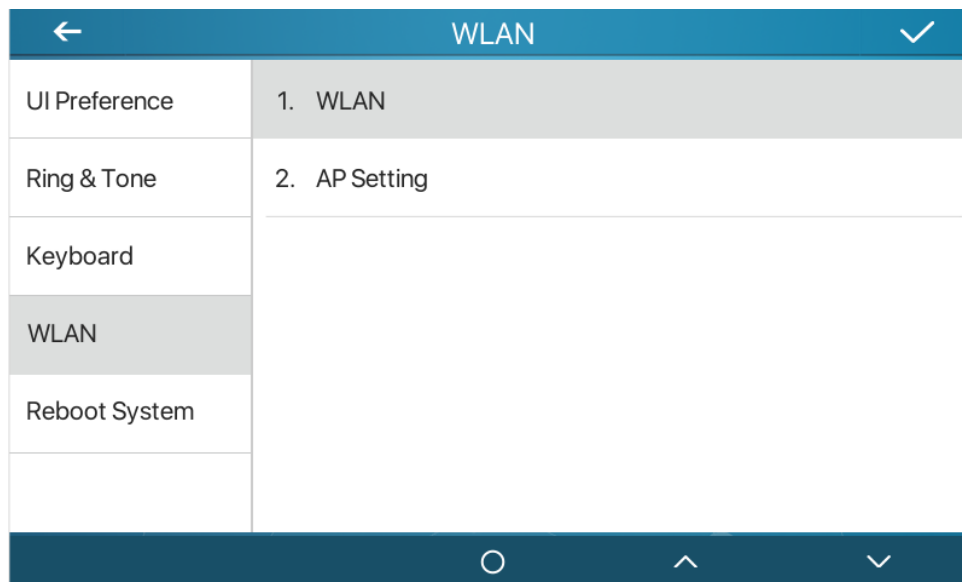
When the device is in the default standby state, search for wireless networks:

Press menu **[Menu]** >> **[Basic Settings]**.

Click **[Basic Settings]** >> **[WLAN]**.

Click [Wireless Network] to enter the setting interface.

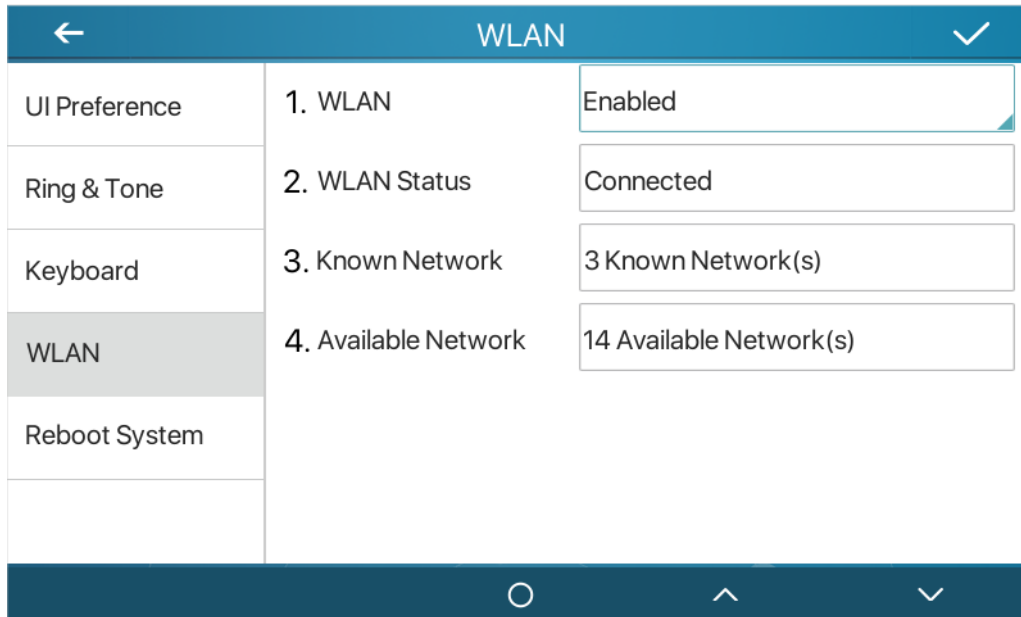
Turn on the wireless network, click  Save, and the device will automatically search for wireless networks under the current network after enabling.



WIRELESS LAN



- The device connects to the wireless network
- Select the available network, select wireless after entering, click and enter username and password to connect
- After connection is successful will change to



CONFIGURING THE WIRELESS LAN

## 9 Troubleshooting

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When the device is not in working properly, the user can try the following methods to restore normal operation of the device or collect relevant information and send a problem report to FREUND technical support mailbox.

### 9.2 Getting the Device System Information

Users can get information by pressing the **[Menu]** >> **[Status]** option in the phone. The following information will be provided:

The network information

Equipment information (model, software, and hardware version), etc.

### 9.3 Rebooting the Device

Users can reboot the device from soft menu, **[Menu]** >> **[Phone settings]** >> **[System]**, and press **[Reboot]**, or simply remove the power supply and plug it again.

### 9.4 Reset the Device to Factory Settings

**NOTE: Reset Device to Factory Default will erase all user's configuration, preference, database, and profiles on the device and restore the device back to the state as factory default.**

To perform a factory default reset, user should press **[Menu]** >> **[Advanced Settings]**>> **[Maintenance]** >> **[Factory Reset]**, and then input the password to enter the interface. Then choose **[Phone Reset]** and press **[Reset]**. The device will be rebooted into a clean factory default state.