



Release Note

Software Version: 2.6.12.541.45 / 2.12.58.33 / 2.16.29.3

Models: A320i / Y501 Series / W620W

Date: 2026.07.07

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1 Revision History

No.	Version	Release Time
1	2.6.10.2894.20	2025-12-5
2	2.6.10.2942.21	2026-01-29
3	2.6.12.541.45	2026-07-07

2 Release 2.6.12.541.45

Models	Software Version	Comment
A320 & A320i	2.6.12.541.45	
Y501 Series	2.12.58.33	
W620W	2.16.29.3	

2.1 New Features

1. Add the feature of a new nurse call log Dashboard, which supports visual display of real-time call data and operation log data to intuitively present the system running status.
2. Add the feature of displaying nurse call records on nurse station console, as well as a snapshot function for nurses answering calls; the system can automatically capture images of medical staff answering calls to enable traceable call records.
3. Add the feature of batch importing medical contact directories via the web interface, which simplifies contact management and improves maintenance efficiency.
4. Add the feature of backing up nurse call nurse station console information, supporting one-click backup and one-click restore of nurse station console configurations and related data.
5. Add the feature of exporting call records for custom time periods.
6. Add the feature of SIP broadcast linkage for calls, enabling linked broadcasts to play nurse station console ringtones or prompt audio with call source information.
7. Add the feature of displaying high-priority calls on the CMD-01 corridor display screen.

8. Add the feature of multi-language display for the default time shown on the CMD-01 corridor display screen; currently supported languages include Chinese, English, Spanish, French, German, Italian, Greek, Russian, Ukrainian, Japanese and Korean.
9. Add the feature of Ukrainian, Arabic and Italian language adaptation to further expand international language support.
10. Add the feature of supporting the TLS 1.3 transport protocol to enhance the security and efficiency of data transmission.

2.2 Optimizations

1. Optimize the deletion mechanism of medical logs and add password verification to prevent accidental deletion, improving system security to prevent accidental log deletion and misoperations, improving system security.
2. Optimize Japanese and Russian translations to improve accuracy and UI display quality

2.3 Bug Fixes

1. Fix the issue of the medical mini system crashing and settings stopping operation under certain special scenarios to improve system operation stability.
2. Fix the issue that the medical mini system receives incoming calls without displaying the call interface after the auto-answer function is enabled.

2.4 New Features Description

1. **Add the feature of a new nurse call log Dashboard, which supports visual display of real-time call data and operation log data to intuitively present the system running status.**

Fanvil Link Technology Co.,LTD

Function Description: FNCS Dashboard receives HTTP event reports from ward/nurse station SIP terminals and provides the following features:

- Web Management Dashboard — Real-time call monitoring, historical statistics, and SLA analysis
- Scheduled Export — Generates Excel reports on a configured schedule and sends them via email

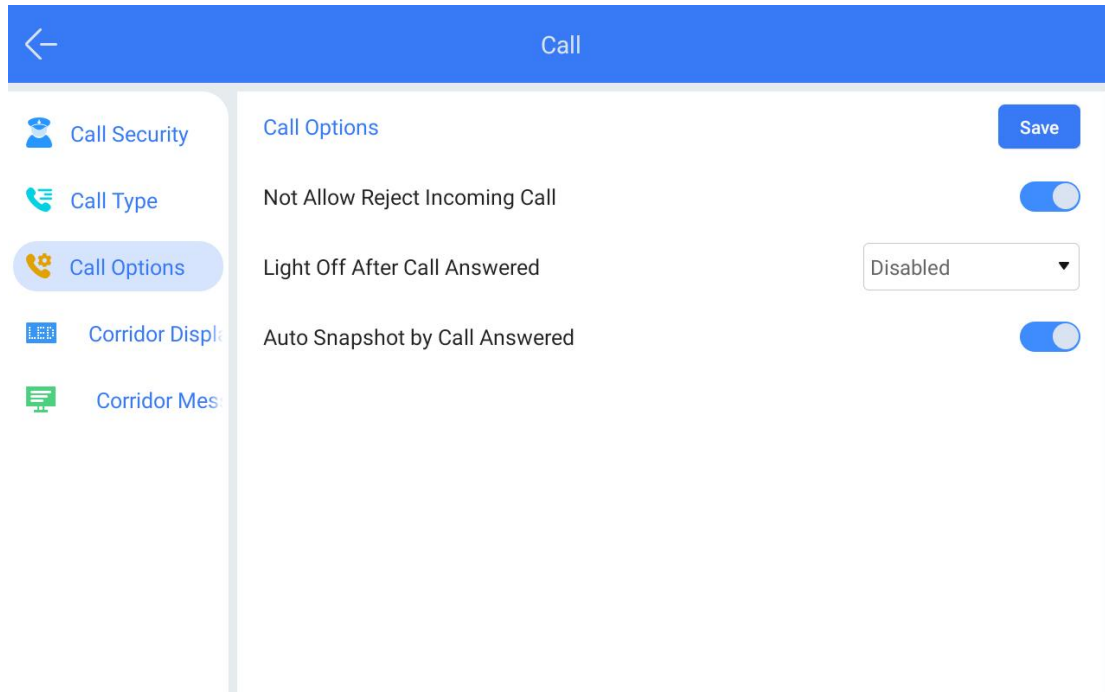
Setting Method: Please contact Fanvil Technical Support to obtain the *FNCS Dashboard Deployment and User Guide*, and follow the documentation for deployment and usage.

2. Add the feature of displaying nurse call records on nurse station console, as well as a snapshot function for nurses answering calls; the system can automatically capture images of medical staff answering calls to enable traceable call records

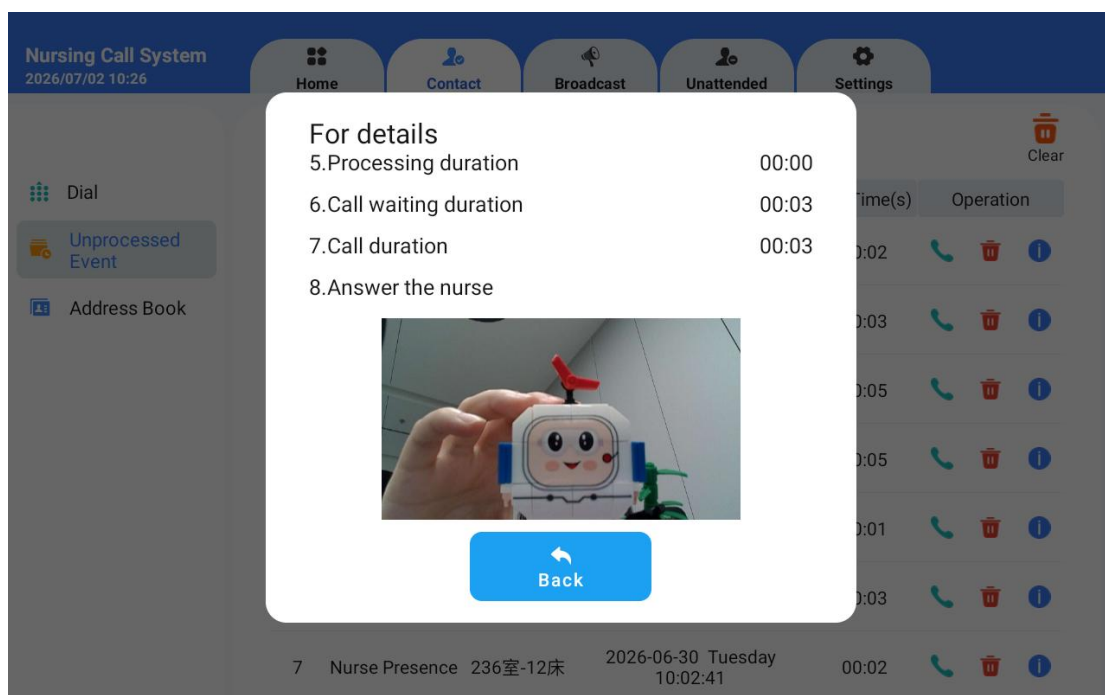
Function Description: When the nurse station console answers a call, it captures a photo of the answering nurse to identify who handled each call, supporting accountability tracing, care quality statistics, and auditing.

Setting Method:

- On the nurse station console LCD, navigate to [Settings] >> [Call] >> [Call Options], enable [Auto Snapshot by Call Answered].

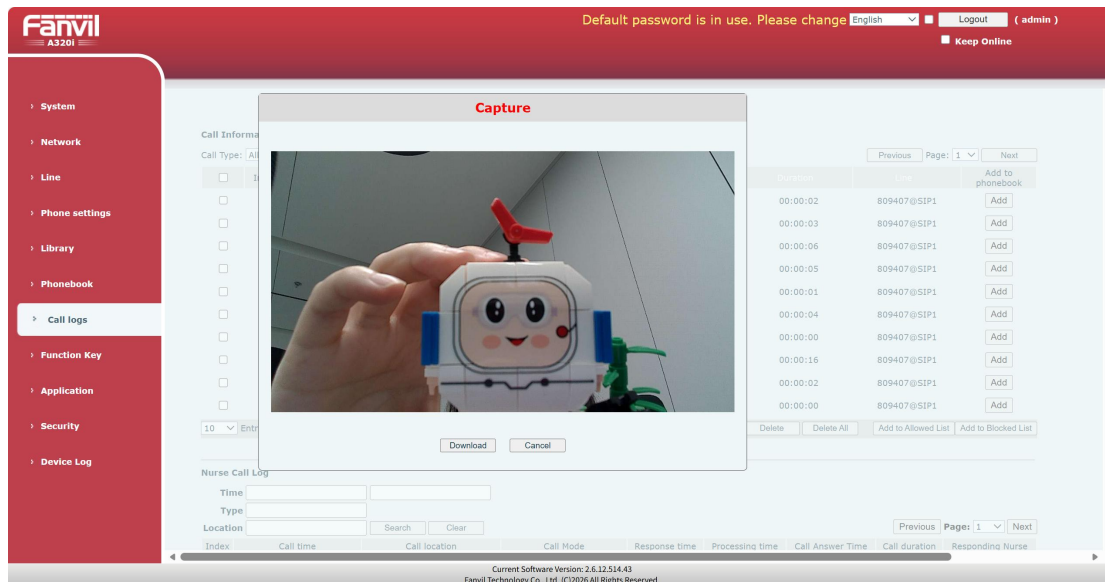
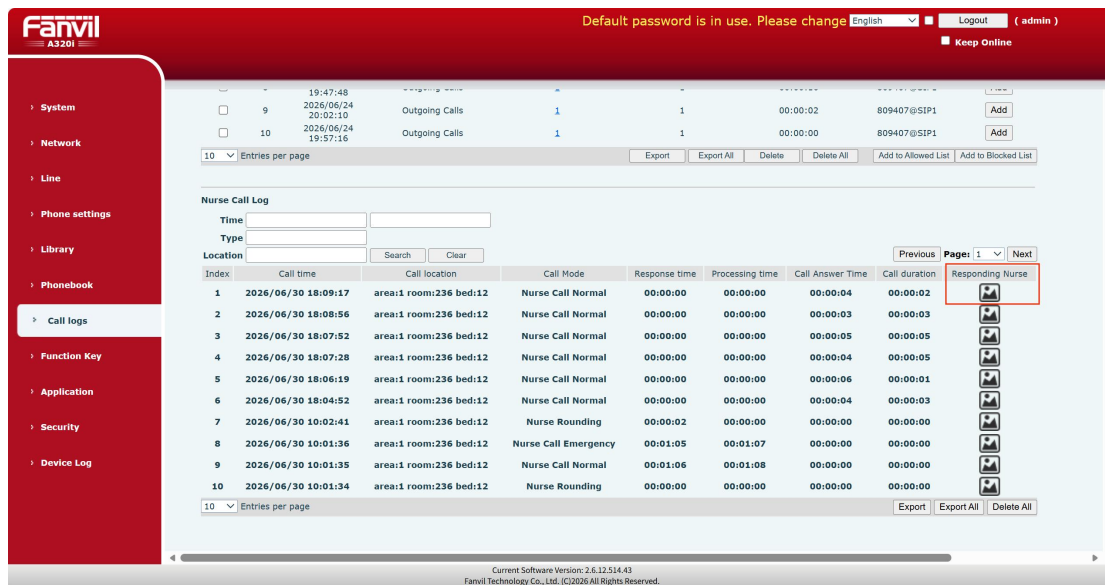


- When the nurse station console receives an NCS Event call and answers before the timeout, the system automatically captures a snapshot and associates it with the Answered By record.
- To view snapshots on nurse station console LCD: [Contact]>> [Unprocessed Event]>> [Call Log]. Click the Details button in the Operation column; under "8. Answer the nurse" you can view the snapshot.



- To view snapshots on web interface: Log in to the web interface >> [Call Logs], scroll down

to [Nurse Call Log], click the image in the Answering Nurse column to view the full-size snapshot.

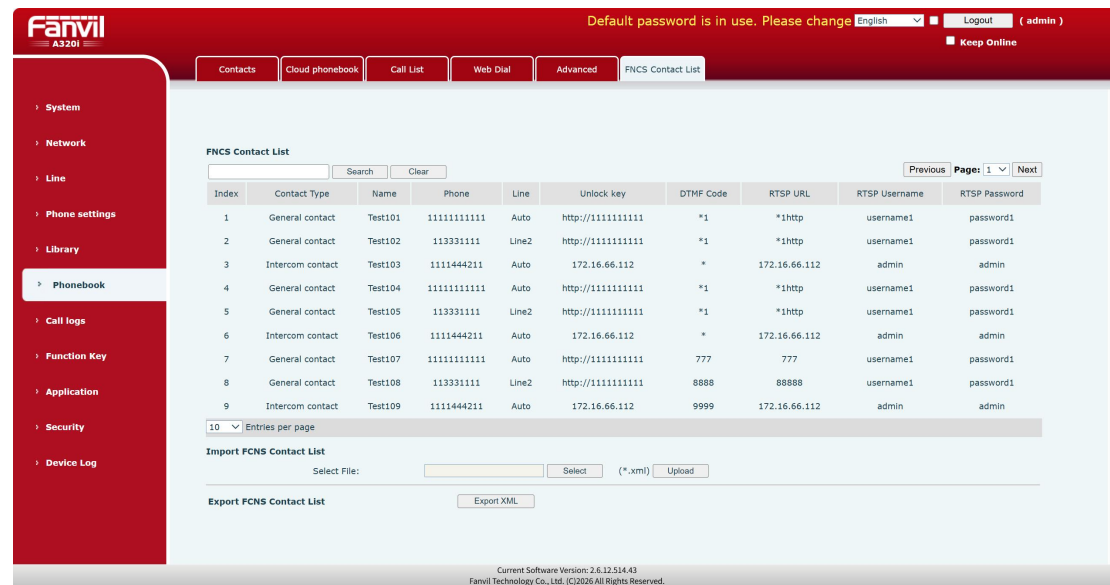


3. Add the feature of batch importing medical contact directories via the web interface, which simplifies contact management and improves maintenance efficiency.

Function Description: Supports batch import of nurse call contacts via the web interface, enabling efficient contact management.

Setting Method: Log in to the web interface >> [Phonebook] >> [FNCS Contact List]. Under [Import FNCS Contact List], select a local file to upload. Under [Export FNCS Contact List],

you can export existing contact information.



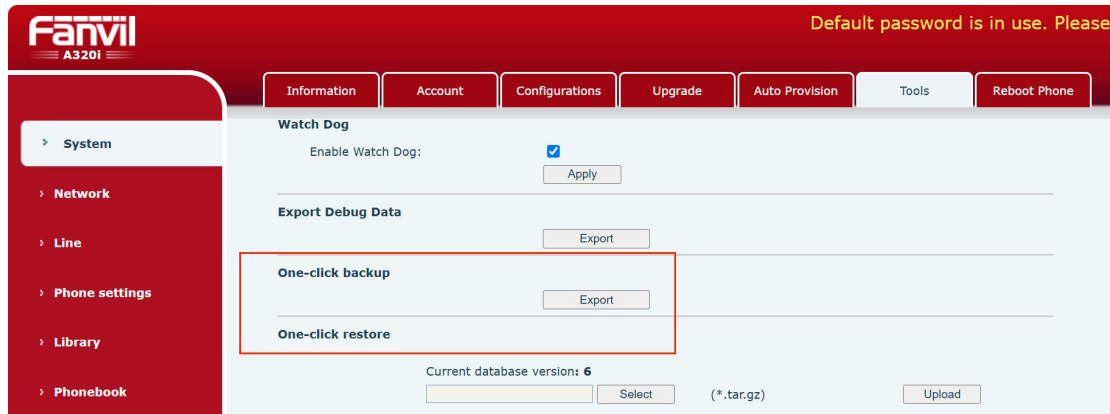
4. Add the feature of backing up nurse call nurse station console information, supporting one-click backup of nurse station console configurations and related data as well as one-click restoration to the nurse station consoles.

Function Description: Supports one-click backup and restore of the following data:

configuration files, phonebook, added devices and device names, sequential groups, broadcast tasks, unprocessed events, media audio and saved recordings, and device groups.

Setting Method: Log in to the web interface >> [System] >> [Tools]. Use [One-click backup] to back up data, and [One-click restore] to restore uploaded data.

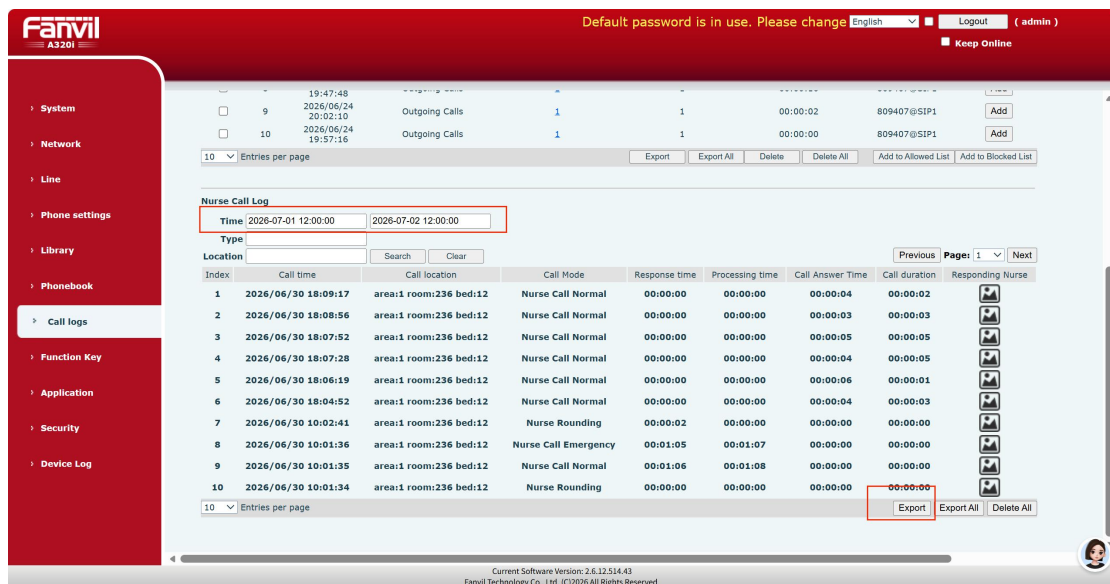
- Version Compatibility:
 - Backup and restore between the same version is supported.
 - Data backed up from a lower version can be restored to a higher version, but data backed up from a higher version cannot be restored to a lower version.
 - The version comparison above refers to the database version number. Please compare the Current Database Version Number with the database version number in the backup filename. When restoring a higher-version backup to a lower version, a prompt will appear: "Backup version is higher than the device, cannot restore."



5. Add the feature of exporting call records for custom time periods.

Function Description: Added the ability to export call logs for a custom time range, enabling users to filter and export call data by specific time periods for statistics and review.

Setting Method: Log in to the web interface >> Call Logs >> Nurse Call Logs. Select the desired time range, then click Export to download the call log for that period.



6. Add the feature of SIP broadcast linkage for calls, enabling linked broadcasts to play nurse station console ringtones or prompt audio with call source information.

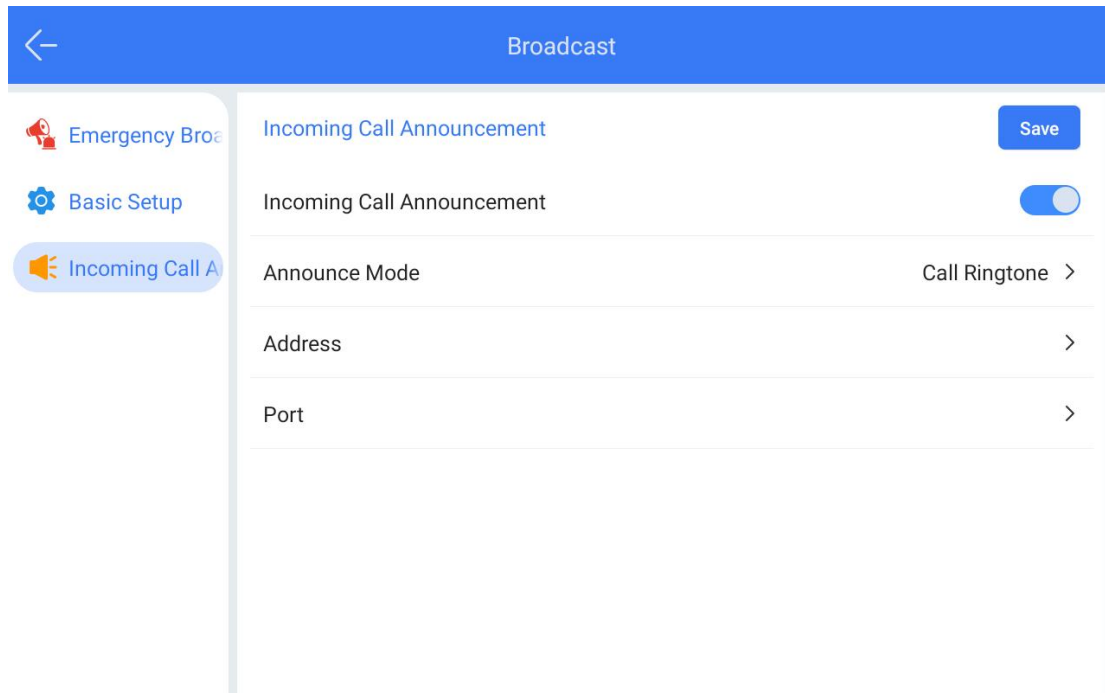
Function Description: Added call-triggered SIP broadcast. When the nurse station console receives a call, it triggers the SIP broadcast to simultaneously play the incoming ringtone or a notification audio containing source information.

Setting Method:

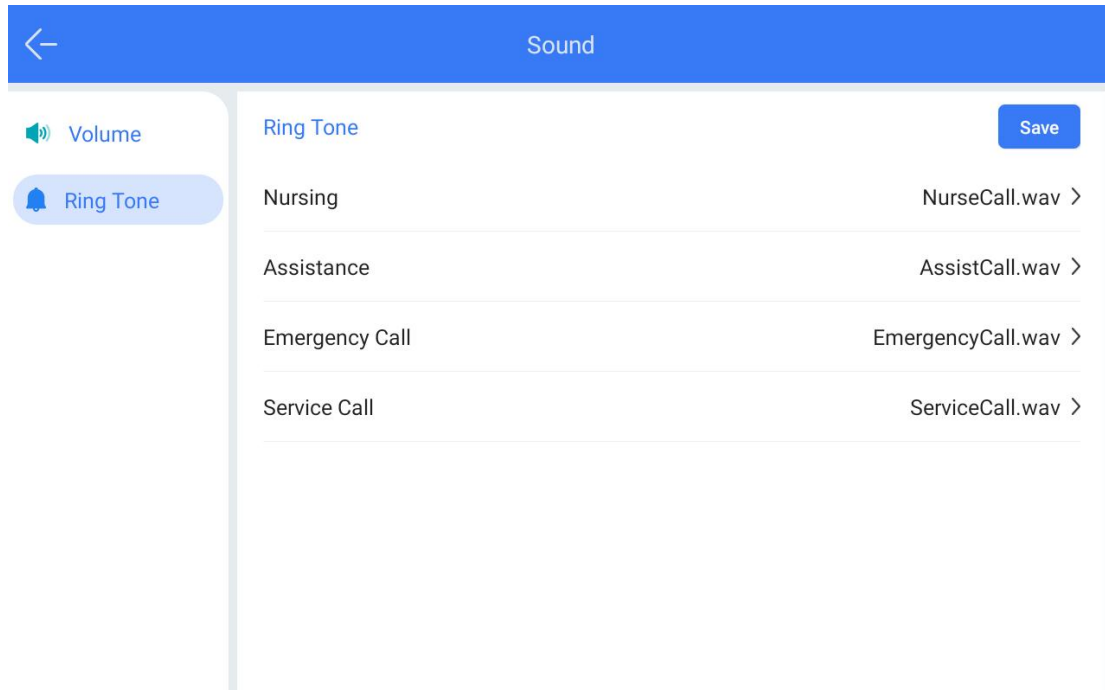
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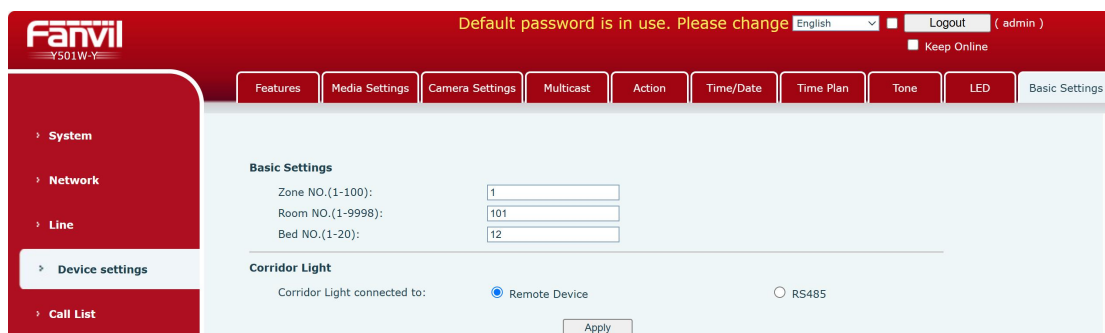
- On the nurse station console LCD, navigate to [Settings] >> [Broadcast] >> [Incoming Call Announcement], and enable the function.



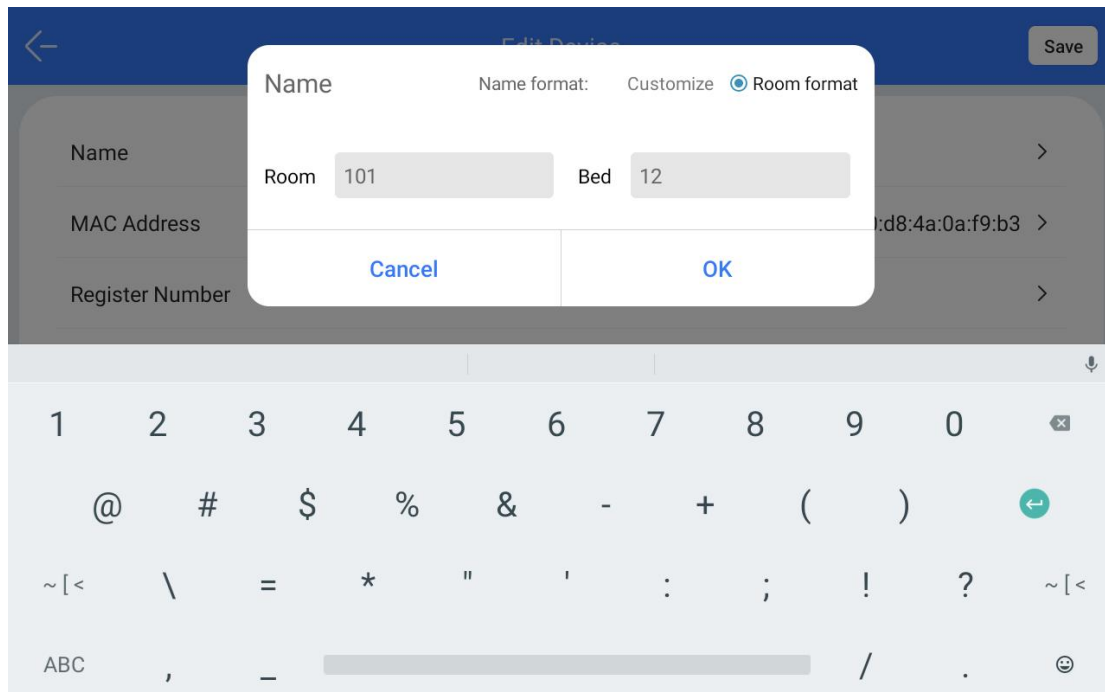
- In the Address and Port fields, enter the multicast address and port. SIP broadcast devices to be linked must be configured with the same multicast listening address.
- In [Announce Mode], select either [Call Ringtone] or [Call Location]:
- Call Ringtone mode plays the same ringtone as the nurse station console. Different call types can be configured at nurse station console LCD >> [Settings] >> [Sound] >> [Ring Tone].



- [Call Location]: It is used to play prompt audio containing call source information. For example, if the Y501's room number and bed number are set to Room 101, Bed 02, the SIP broadcast will play the audio "An incoming call from Room 101, Bed 02". The configuration steps for the room number and bed number of the extension are as follows:
 - Y501: Configure via extension web interface >> [Device settings] >> [Basic Settings]:



- Nurse station console: On the nurse station console LCD, navigate to [Device] >> Edit Device >> [Name], switch to [Room Format] , and enter the desired room and bed numbers.



7. Add the feature of displaying high-priority calls on the CMD-01 corridor display screen.

Function Description: Corridor Display CMD-01 now supports displaying high-priority calls. When a higher-priority event occurs, it immediately replaces the current lower-priority display. When multiple events share the same priority, a round-robin rotation is triggered.

Setting Method:

On the nurse station console web interface, navigate to [Application] >> [Nurse Call Settings] >> [Corridor Display] >> [Text Display Mode], where you can select [Priority Display] or [Normal Polling Display].

- Priority Display is the default mode. It shows the highest-priority event. When multiple events share the highest priority, they rotate in round-robin. Default call event priorities are as follows:

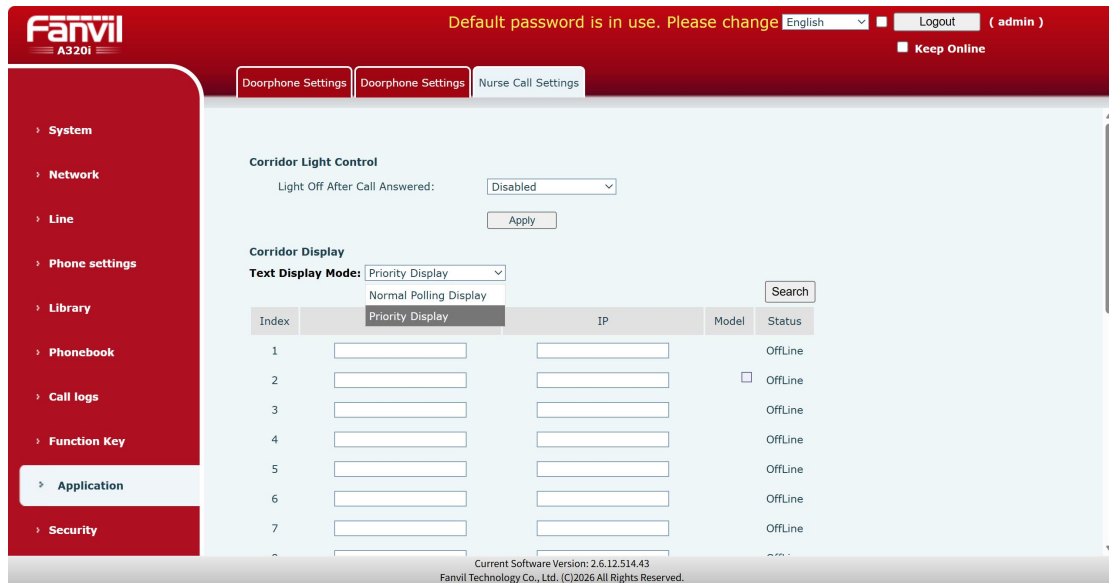
Code Blue Call (1)
Toilet Emergency Call (2)
Staff Emergency Call (2)
Nurse Call Emergency (2)

Staff Assist Call (3)

Nurse Call Normal (4)

Service Call (5)

The number in parentheses is the priority level; a smaller number means higher priority.

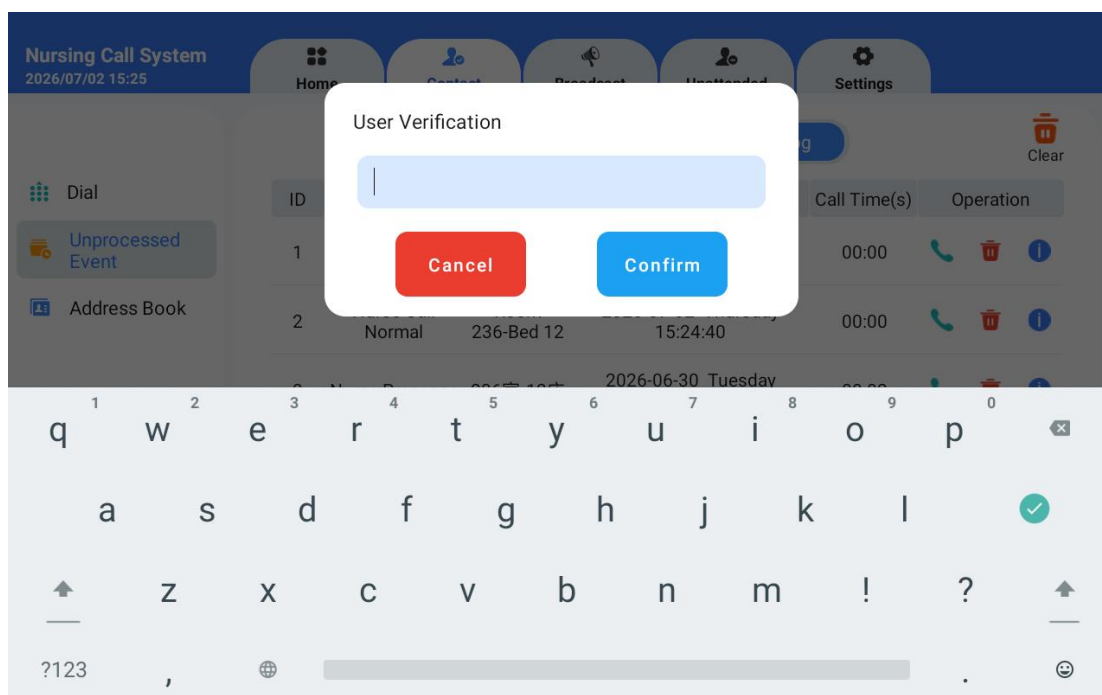


2.5 Optimizations Descriptions

1. Optimize the deletion mechanism of medical logs and add password verification to prevent accidental deletion, improving system security to prevent accidental log deletion and misoperations, improving system security.

Function Description: The nurse call log deletion mechanism now requires account password verification to prevent accidental deletion or misoperation, improving system security.

Setting Method: On the nurse station console LCD, navigate to [Contact] >> [Unprocessed Event]. When deleting individual entries or performing a one-click clear, you will be prompted to enter a verification password (same as the administrator password).



3 Release 2.6.10.2942.21

Models	Software Version	Comment
A320 & A320i	2.6.10.2942.21	
Y501 Series	2.12.58.23	
W610W	2.14.2.1.1	

3.1 New Features

1. Add portable Wi-Fi phone W610W to the solution, W610W supports receiving NCS call type
2. Added support managing Corridor Display CMD-01 via WEB interface, and allow user to customize the default display text on Corridor Display
3. Added support for sorting the device list on the A320i main screen: When device names are configured using RoomNumber-BedNumber, the system will automatically sort the list based on this format. Users can also manually reorder devices by pinning items to the top.
4. Thai, Traditional Chinese, Japanese, French, Greek, and Russian are now supported in the system interface
5. Added support for NCS group call and sequential call on the Y501 series intercom.
6. Added support for remote DTMF control: Users can now reset the corridor light status and cancel emergency call re-dial reminders through remote DTMF command
7. Added support for unattended call no answer forwarding

3.2 Improvements

3. Improved display logic for nurse call types: By default, incoming calls now show Room Number + Bed Number, with the option for custom display names
4. Improved corridor light status synchronization between nurse station console and Y501 Series Intercom.
5. Improved corridor light display logic
6. Optimized nurse call logs
7. Increase the supported wireless button to max 50 per device
8. Other improvements

3.3 Bug Fixes

3. Fixed: Random offline and can't receiving incoming call in the Wi-Fi only environment
4. Other bugs fixed.

3.4 New Features Description

2. Added portable Wi-Fi phone W610W to the solution, W610W supports receiving NCS call type

Configuration steps to call from Y501 series to W610W

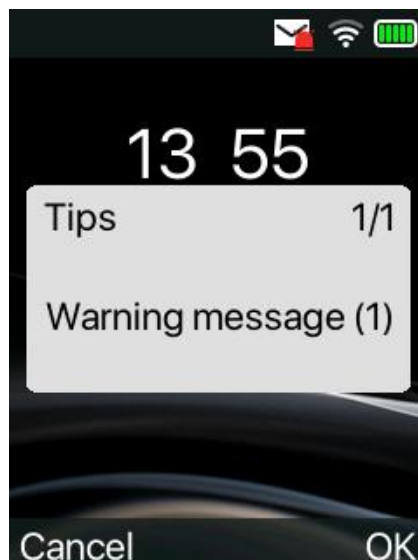
- Log in to the Y501 series intercom web interface → **Function key**, and ensure the key's call type is set to **NCS Event**. Note that the subtype varies depending on the key
- In the **Value** column of the function key, enter the number of the W610W, as shown in the example below:

Function Key Settings >>

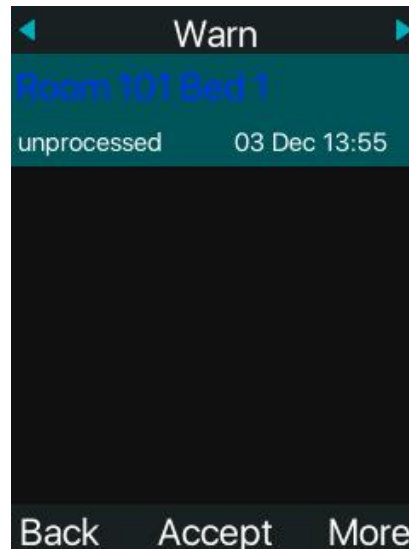
Key	Type	Name	Value			Subtype	Line	Media
DSS Key 1	NCS Event ▼		2	+	-	Presence ▼	AUTO ▼	DEFAULT ▼
DSS Key 2	NCS Event ▼		2	+	-	Nurse Call Normi ▼	AUTO ▼	DEFAULT ▼
DSS Key 3	NCS Event ▼		2	+	-	Code Blue Call ▼	AUTO ▼	DEFAULT ▼
DSS Key 4	NCS Event ▼		0	+	-	Toilet Emergency ▼	AUTO ▼	DEFAULT ▼

Configuration Steps:

- Press the assigned button on the Y501 series intercom; a call will be placed to the W610W.
- Upon receiving the call, the W610W will play the corresponding notification tone, and a prompt message will appear on the screen:



- Press “OK” to view the detailed message, the location information will be displayed and the text color will appear in red, yellow, or blue, depending to the call types



- Press “Accept” to acknowledge the alert, or press “more” --> “call back” to call the intercom; If the nurse is currently occupied, press “**Reject**” to dismiss the alert.
- The nurse then goes to the patient’s or resident’s room and press the “Presence” button on the Y501 intercom.
- Once the “Presence” button is pressed, the alert message will automatically move to history on the W610W.

3. Added support managing Corridor Display via WEB interface

The system now allows FAE and agents to remotely manage corridor displays via the web interface. Users can also configure custom characters, solving the difficulty of entering multilingual characters on LCD screens.

Configuration Steps:

- (1) Log in to the nurse station console’s web interface and navigate to **Applications → Nurse Call Settings**.
- (2) Search for and add corridor displays, modify IP addresses, and perform other management operations.

Corridor Display

Search

Index	Name	IP	Model	Status
1		172.18.26.101	CMD-013C	OnLine
2				OffLine

(3) Under the **Information Display** tab, input custom characters as needed.

Corridor Message Display

Index	Message	Tone	Duration	Display
Nurse Call Normal	&red Nurse Call Ro	1	5	Enable
Nurse Call Emerg...	&red Nurse Call Ro	2	5	Enable
Toilet Emergency ...		3	5	Enable
Staff Assist Call	&yellow Staff Assist	1	5	Enable
Staff Emergency ...		2	5	Enable
Code Blue Call	&blue Code B Roor	3	5	Enable
Nurse Presence	&green Nurse Prese	1	5	Enable
SIP Call	SIP call from \$devi	Disabled	5	Enable
Display When Idle		Disabled	5	Disabled

Apply

4. Added support for sorting the device list on the A320i main screen

By default, devices are sorted according to their assigned device numbers. The new software iteration now supports sorting based on *Room Number–Bed Number*, and also allows manual sorting by pinning devices to the top.

Default Order:

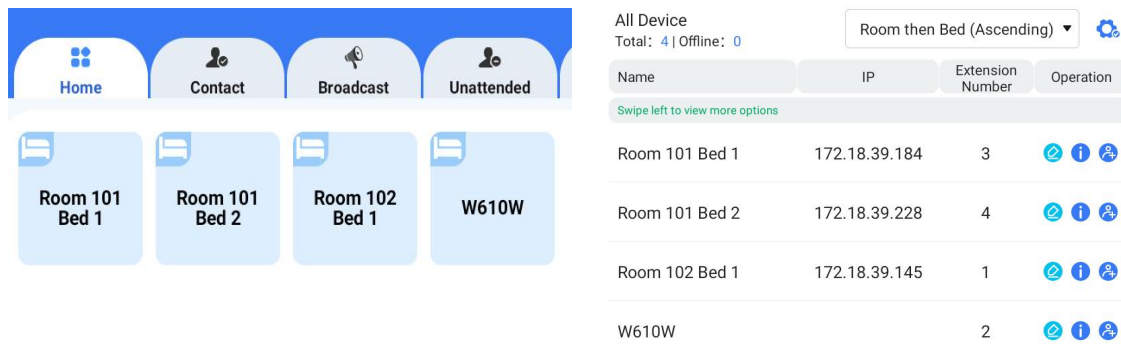
All Device

Total: 4 | Offline: 0

Room then Bed (Ascending)

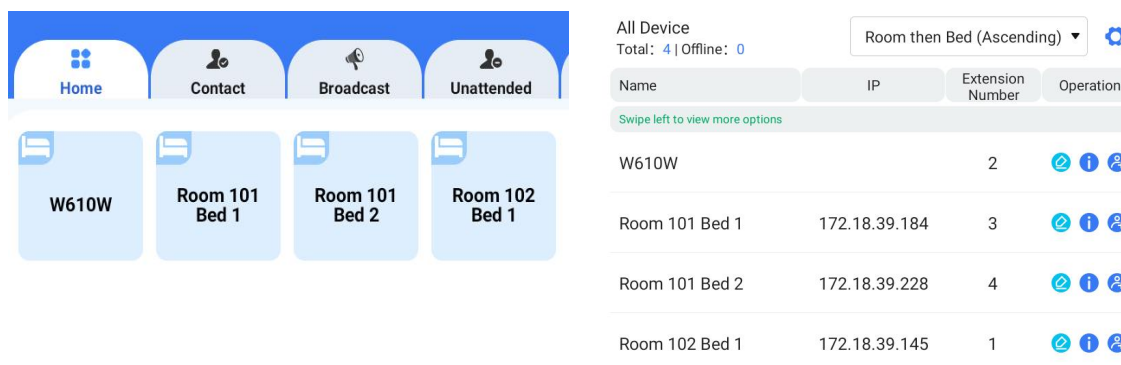
Name	IP	Extension Number	Operation
Swipe left to view more options			
0c:38:3e:40:bc:bd	172.18.39.145	1	
0c:38:3e:64:f7:9c		2	
0c:38:3e:70:a2:96	172.18.39.184	3	
0c:38:3e:61:3c:27	172.18.39.228	4	

Sorted by Room Number Bed Number:



Name	IP	Extension Number	Operation
Room 101 Bed 1	172.18.39.184	3	  
Room 101 Bed 2	172.18.39.228	4	  
Room 102 Bed 1	172.18.39.145	1	  
W610W		2	  

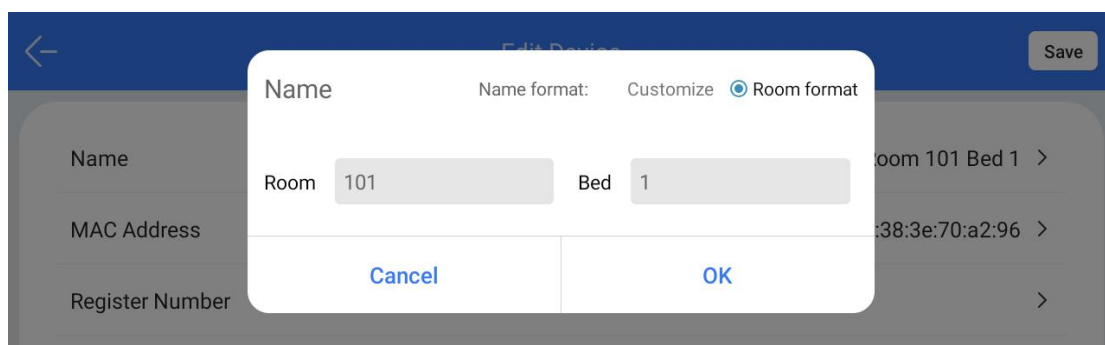
Manually pin to top (W610W):



Name	IP	Extension Number	Operation
W610W		2	  
Room 101 Bed 1	172.18.39.184	3	  
Room 101 Bed 2	172.18.39.228	4	  
Room 102 Bed 1	172.18.39.145	1	  

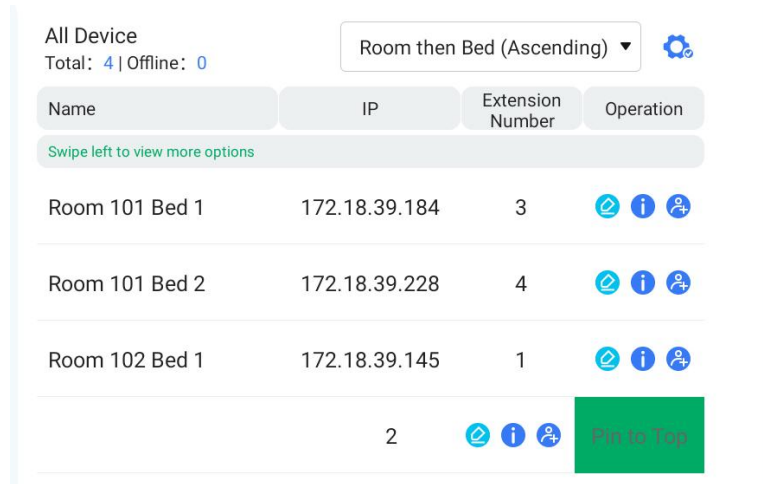
Configuration Steps

- (1) On the A320i LCD interface, navigate to **System Settings** → **Devices**, and enter the password (default: admin) to access the device management screen.
- (2) In the **Action** column of the desired device, select the edit icon (the first icon from the left).
- (3) In the new screen, select **Name**, and in the popup dialog, choose **Room Format** under **Name Format**.



- (4) Enter the **Room Number** and **Bed Number**, then click **OK**. Finally, click **Save**.

- (5) Repeat the above steps for each device. Once completed, devices will be sorted according to *Room Number–Bed Number*.
- (6) To pin a specific device to the top, swipe left on the device and tap **Pin to Top**, as shown below.



Name	IP	Extension Number	Operation
Room 101 Bed 1	172.18.39.184	3	  
Room 101 Bed 2	172.18.39.228	4	  
Room 102 Bed 1	172.18.39.145	1	  
		2	   Pin to Top

5. Added support for NCS group call and sequential call on the Y501 series intercom.

Group Call: The Y501 series intercom can simultaneously call multiple targets (e.g., nurse station console A320i and handheld W610W). Once any target answers the call, all other targets stop ringing

Configuration steps:

- (1) Log in to the Y501 series intercom web interface → **Function key**, and ensure the key's call type is set to **NCS Event**. Note: If multiple numbers are called simultaneously, the **Nurse Presence** field must include the same numbers
- (2) In the **Value** column of the function key, click + and enter all numbers to be called simultaneously

Function Key Settings >>

Key	Type	Name	Value	Subtype	Line	Media
DSS Key 1	NCS Event	test123	2	Presence	AUTO	DEFAULT
			0	+	-	
DSS Key 2	NCS Event		2	Nurse Call Norm	AUTO	DEFAULT
			0	+	-	
DSS Key 3	NCS Event		2	Code Blue Call	AUTO	DEFAULT
			0	+	-	
DSS Key 4	NCS Event		0	Toilet Emergency	AUTO	DEFAULT
			2	+	-	

Apply

- (3) Under **Function Key** → **Advanced Settings**, find **Dial Mode Selection**, select **Group Call**, and click **Apply** to save

Advanced Settings >>

Dial Mode Select Group Call

Call Switched Time 16 (5~50)second(s)

First Number Start Time 06:00 (00:00~23:59)

Use Function Key Name in Display Name: ☒

Emergency Call Audio File None

Inter-call Timeout 60 (60~300)second(s)

Allow Staff Action Before Presence: Enable

NCS Event Call Mode Default

First Number End Time 18:00 (00:00~23:59)

Emergency Call DTMF response

DTMF Code To Reset inter-call and Corridor light 0

Apply

Sequential Call:

When a key is pressed, the system calls the first number; if it is not answered within the timeout, the call to the first number is canceled, and the system moves on to call the next number, continuing up to eight numbers in sequence.

Configuration steps:

- (1) Log in to the Y501 series intercom web interface → **Function key**, and ensure the key's call type is set to **NCS Event**. Note: If multiple numbers are called simultaneously, the **Nurse Presence** field must include the same numbers
- (2) In the **Value** column of the function key, click + and enter all numbers to be called simultaneously

Function Key Settings >>

Key	Type	Name	Value	Subtype	Line	Media
DSS Key 1	NCS Event	test123	2	Presence	AUTO	DEFAULT
			0	+	-	
DSS Key 2	NCS Event		2	Nurse Call Norm	AUTO	DEFAULT
			0	+	-	
DSS Key 3	NCS Event		2	Code Blue Call	AUTO	DEFAULT
			0	+	-	
DSS Key 4	NCS Event		0	Toilet Emergency	AUTO	DEFAULT
			2	+	-	

Apply

- (3) Under **Function Key** → **Advanced Settings**, find **Dial Mode Selection**, select **Main-Secondary**, and click **Apply** to save

Advanced Settings >>

Dial Mode Select Main-Secondary

Call Switched Time 16 (5~50)second(s)

First Number Start Time 06:00 (00:00~23:59)

Use Function Key Name in Display Name: ☒

Emergency Call Audio File None

Inter-call Timeout 60 (60~300)second(s)

Allow Staff Action Before Presence: Enable

NCS Event Call Mode Default

First Number End Time 18:00 (00:00~23:59)

Emergency Call DTMF response

DTMF Code To Reset inter-call and Corridor light 0

Apply

6. Added support for remote DTMF control

Emergency-type calls normally require caregivers to visit the patient or resident's room. If the call is not acknowledged by pressing the Presence button within the timeout period, the system will repeatedly alert caregivers of the unhandled emergency call.

To handle accidental triggers, caregivers can now cancel repeated call reminders and restore corridor light status via DTMF input after confirming with the resident through voice communication, reducing unnecessary movement and improving workflow efficiency.

Configuration Steps:

- (1) A Y501 intercom initiates an **Emergency** call, and the caregiver answers.

- (2) After the timeout period (default 60 seconds), if the caregiver has not reached the room and pressed the **Presence** button, the Y501 extension will re-initiate the call
- (3) If the caregiver answers and confirms with the resident that the call was accidental, during the call, enter the default DTMF “0” on the nurse station console or handheld device (W610W) to restore the extension’s corridor light status and cancel repeated call reminders

7. Added support for unattended call no answer forwarding

Clarified relationship between Unattended Mode and No-Answer Call Forwarding:

- When **Unattended Mode** is enabled, incoming calls to the nurse station console are forwarded immediately.
- When only **No-Answer Call Forwarding** is enabled, the nurse station console will ring first, and if the call is not answered within the timeout period, it will then be forwarded

Configuration Steps:

- (1) On the nurse station console LCD interface, tap **Unattended** → **No-Answer Call Forwarding**, and enable the function.
- (2) Select the target device type for forwarding, and enter the forwarding number or IP address.

Nursing Call System
2025/12/02 14:45

Home Contact Broadcast Unattended Settings

Unattended ☐ Disabled

No Answer Forward ☒

Call Forward Device

Call Forward Number

Automatic Unattended ☐

SAVE

(3) Click “SAVE”, when prompted, enter the password (default:123456)

3.5 Improved Features Description

1. **Optimize nurse call logs**, adding new metrics including response time, processing time, call answer time for more detailed performance tracking

Configuration Steps:

- (1) Log in to the nurse station console A320i’s web interface, navigate to “Call Logs” → “Nurse Call Log”
- (2) Search the log by:
 - ◆ Time, the time period of logs
 - ◆ Type, call types
 - ◆ Location, where is the call from
- (3) Click “Export All” to Export the nurse call log to a csv file.

Nurse Call Log

Time

Type

Location

Previous Page: 1 Next

Index	Call time	Call location	Call Mode	Response time	Processing time	Call Answer Time	Call duration	Nurse name
1	2025/11/27 14:05:51	area:1 room:101 bed:1	Code Blue Call	00:00:46	00:01:00	00:00:00	00:00:00	
2	2025/11/27 14:05:56	area:1 room:102 bed:1	Nurse Call Normal	00:00:35	00:00:50	00:00:00	00:00:00	
3	2025/11/27 14:06:59	area:1 room:101 bed:1	Code Blue Call	02:15:51	02:17:02	00:00:00	00:00:00	
4	2025/11/27 14:06:54	area:1 room:102 bed:1	Nurse Call Normal	00:00:29	00:07:19	00:00:00	00:00:00	
5	2025/11/27 14:14:17	area:1 room:102 bed:1	Nurse Call Normal	02:08:15	02:09:33	00:00:00	00:00:00	
6	2025/11/27 14:30:58	area:1 room:9999 bed:1	Nurse Call Normal	01:52:12	01:52:55	00:00:00	00:00:00	
7	2025/11/27 17:17:46	area:1 room:101 bed:1	Code Blue Call	00:00:10	00:00:25	00:00:07	00:00:00	
8	2025/11/27 18:07:38	area:1 room:101 bed:1	Code Blue Call	00:03:45	00:03:46	00:00:00	00:00:00	
9	2025/11/27 18:11:43	area:1 room:101 bed:1	Code Blue Call	00:00:25	00:00:47	00:00:00	00:00:00	
10	2025/11/27 18:22:57	area:1 room:101 bed:1	Code Blue Call	00:00:27	15:55:15	00:00:00	00:00:00	

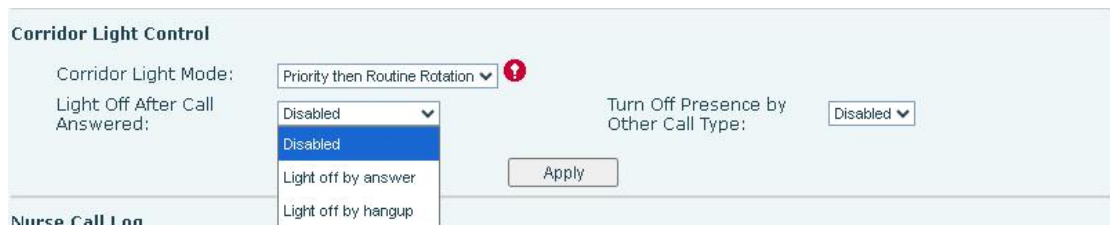
10 Entries per page

2. Improved corridor light status synchronization between nurse station console and Y501 Series Intercom.

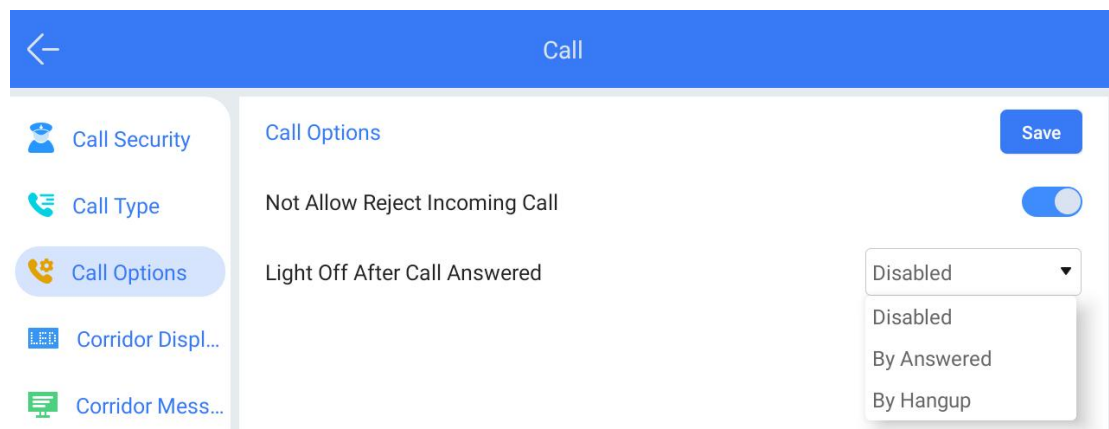
The corridor light status will be displayed on the devices icon on A320i, it's according to the "priority" mode. But for the routine call (nurse call normal, staff assist call, SIP call), sometimes it needs to keep the light status until someone press the presence, sometime not.

A new option "Light off after call answered" is added:

- (1) Log in to WEB interface of Y501 series intercom, navigate to "Device Settings" → "Basic Settings" → "Corridor Light Control", select "disabled/light off by answer/light off by hangup" for the option



- (2) On LCD of nurse station console, go to "Settings" → "Call" → "Call Options", select the same option.



3. Improved corridor light display logic

Previously, lights were displayed solely based on priority. A new mode has been added:

- When there is an emergency call, lights are displayed by priority
- When no emergency call is active, multiple statuses (e.g., nurse call and staff assist call) are displayed in a rotating manner, such as slow-flashing red and slow-flashing yellow.

Configuration Steps:

- Log in to the Y501 intercom's web interface and navigate to Device Settings → Basic Settings → Corridor Light Control, select “Corridor Light Mode”, as “Priority first” or “Priority then Routine Rotation”

4. Other improvements