



Version Number: 2.16.28.2

Applicable Model: W620W

Date: 2026.04.09

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## 1 Revision History

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No.	Version	Release Date	Remarks
1	2.16.10	2025.8.28	Initial Release
2	2.16.19	2025.9.12	Supports video calls and one-click to open door
3	2.16.21	2025.11.6	Add the Startup Wizard Feature
4	2.16.24	2025.12.31	Add WPA3 encryption protocol
5	2.16.27.4	2026.1.27	
6	2.16.28.2	2026.4.9	Compatible with 3CX PBX

## 2 Release Version 2.16.28.2

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Model	Software Version Number	Remarks
W620W	2.16.28.2	

### 2.1 New Features

1. Compatible with 3CX PBX.

### 3 Release Version 2.16.27.4

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Model	Software Version Number	Remarks
W620W	2.16.27.4	

#### 3.1 Bug Fix

1. Fix the issue where the indicator light fails to indicate the status when the W620W is charging.
2. Fix the issue that contact names are not fully displayed on the incoming call ringing interface.

## 4 Release Version 2.16.24

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Model	Software Version Number	Remarks
W620W	2.16.24	

### 4.1 New Features

2. Add the feature of supporting the WPA3 encryption protocol to enhance network connection security.
3. Add "Available Networks" list in the scan QR code to connect network: the list of scanned Wi-Fi SSIDs will automatically display, and after selecting the target network, users only need to enter the username/password to connect.
4. Add the language of Thai.
5. Add the feature of enabling the device to display the caller name and transfer initiator information when the Invite message of an incoming call contains the diversion field.
6. Support the TLS 1.3 protocol.

### 4.2 Optimizations

1. Optimize the device's UI display.
2. Optimize compatibility with the Fanvil DH401B Bluetooth headset and fix the issue where the headset does not play a ringtone when an incoming call is received while connected.
3. Optimize the indicator LED display to support showing the device status

during device charging.

4. Optimize the translations for German and Russian.
5. Optimize the dial pad's automatic timeout exit function: the dial pad will automatically exit after a timeout when the call log is located on the dial interface.
6. Optimize TR-069 to add support for parameters such as LDAP, function key configuration, and emergency numbers.

### 4.3 Bug Fix

1. Fix the issue of being unable to switch to the 2.4G Wi-Fi network after connecting to the 5G Wi-Fi.
2. Fix the issue of the device disconnecting from the network when roaming in specific scenarios to enhance network stability.
3. Fix the background noise issue during calls when using a Bluetooth headset.

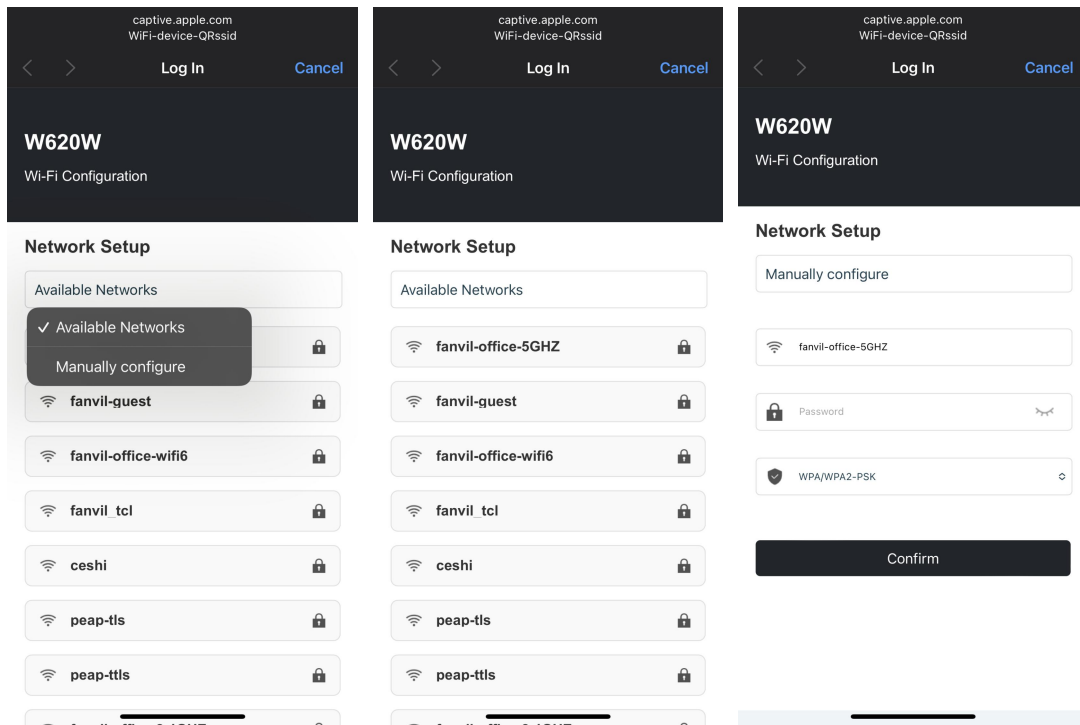
### 4.4 New Feature Description

1. **Add the feature of an "Available Networks" list in the QR code network configuration mode.**

**Function Description:** Add the feature of an "Available Networks" list in the QR code network configuration mode: automatically display the list of scanned Wi-Fi SSIDs, and after selecting the target network, users only need to enter the username/password to connect.

**Setting Method:** On the handset's standby screen, press the [OK] key to enter the menu >> [WLAN] >> enter [Wi-Fi Quick Connect]. Scan the Wi-Fi QR code with your mobile phone, and you can select [Available Networks] or [Manually configure] in the Network Setup.

- After selecting [Available Networks], the mobile phone will display the list of scanned WiFi networks. Users can select the network to connect to, enter the password, choose the network mode, and then connect to the network.

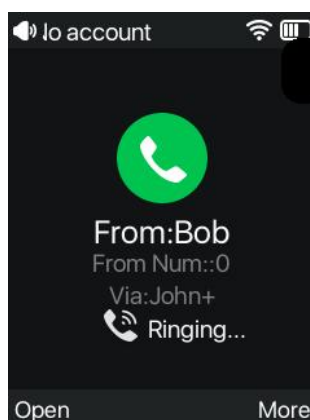


- After selecting [Manually configure], enter the Wi-Fi SSID, password, and security mode to connect to the network.



**2. Add the feature of enabling the device to display the caller name and transfer initiator information when the Invite message of an incoming call contains the diversion field.**

**Function Description:** When the device receives a transferred call, if the Invite message carries the diversion field, it can parse and display the caller name and transfer initiator information.



## 5 Release Version 2.16.21

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Model	Software Version Number	Remarks
W620W	2.16.21	

### 5.1 New Features

1. Add the feature of Startup Wizard: Supports selecting language, time zone, and connecting to Wi-Fi during startup.
2. Add the feature of Video Display Modes: Includes "Original Size", "Aspect Ratio Crop", and "Fit" options.
3. Add the feature of Access Control Number Recognition: Automatically identifies numbers in the access control list and dynamically displays the Softkey - Open.
4. Compatible with Fanvil DH301B and Fanvil DH401B Bluetooth Headsets.

### 5.2 Optimizations

1. Optimize the device's UI display.
2. Optimize the maximum length of the value for the web function key type > URL > IP camera: extended from 39 characters to 191 characters.

### 5.3 Bug Fix

1. Fix the issue that the Softkey on the waiting interface cannot be configured via the web interface.

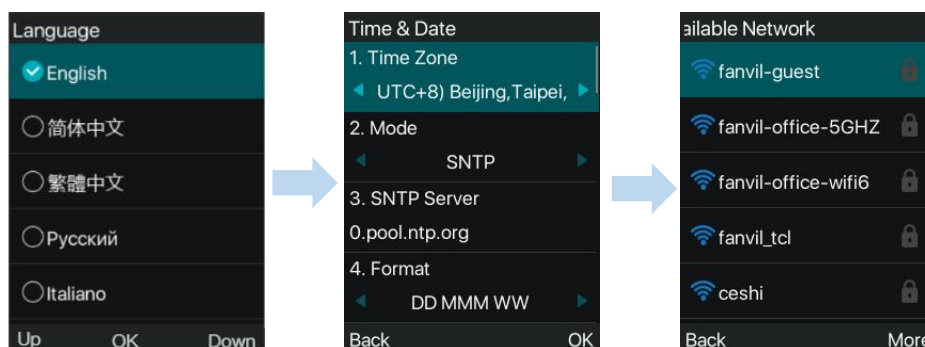
2. Fix the issue that the Value input field is disabled (grayed out) when setting the function key types of DTMF, URL, and XML Browser in the web interface.
3. Fix the issue that one-way audio occasionally occurs during device calls under specific environments.
4. Fix the issue that causing operation lag and response delays on the device after 20 days of continuous standby under specific environments.

## 5.4 New Feature Description

### 1. Add the feature of Startup Wizard: Supports selecting language, time zone, and connecting to Wi-Fi during startup.

**Function Description:** When the device is powered on for the first time or after being restored to factory settings, the startup screen allows users to select the language, time zone, and Wi-Fi settings.

**Setting Method:** When the handset is powered on under factory settings, the Startup Wizard will appear. Select the language, time zone in sequence and connect to Wi-Fi.

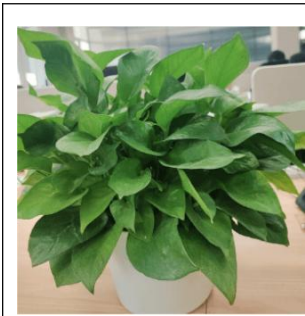
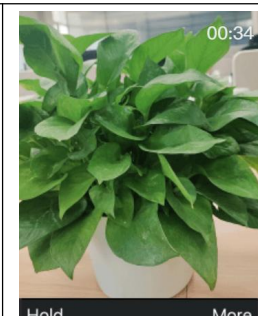


### 2. Add the feature of Video Display Modes: Includes "Original Size",

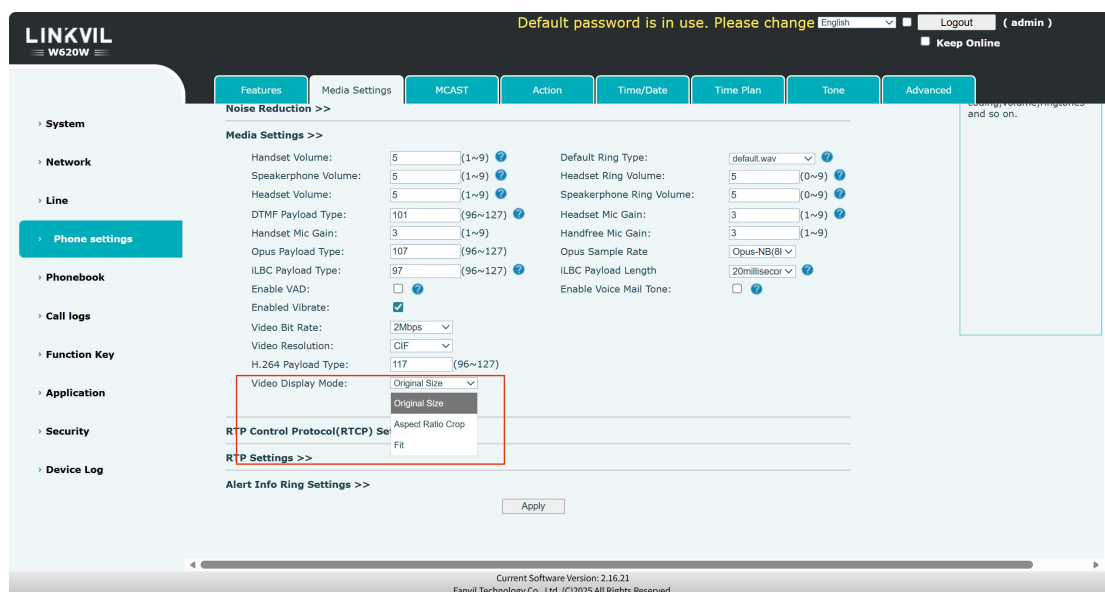
**"Aspect Ratio Crop", and "Fit" options.**

**Function Description:** When setting up a video call, the different display modes for the local video:

- Aspect Ratio Crop: Aspect ratio cropping for full-screen video playback – no distortion in this mode. Default value.
- Fit: The original video is scaled proportionally, with blank areas filled with black. No video distortion occurs in this mode.
- Original Size: The original video is displayed to fill the full screen. In this mode, the video may be stretched.

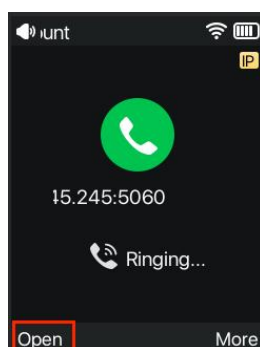
			
Original image	Aspect Ratio Crop	Fit	Original Size

**Setting Method:** Website >> [Phone settings] >> [Media Settings] >> [Media Settings] >> [Video Display Mode], users can select and set it to Original Size, Aspect Ratio Crop or Fit.



**3. Add the feature of Access Control Number Recognition:**  
**Automatically identifies numbers in the access control list and dynamically displays the Softkey - Open.**

**Function Description:** During incoming calls/outgoing calls/calls (voice or video), when detecting that the other party's number matches the number rules in the access control list, the Softkey - Open will be dynamically displayed, and it is shown on the far left by default.



## 6 Release Version 2.16.19

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Model	Software Version Number	Remarks
W620W	2.16.19	

### 6.1 New Features

1. Add the feature of video preview and video call.
2. Add the feature of one-click to open door.
3. Add the feature to capture Bluetooth packets and export debug logs with one click from the web interface.

### 6.2 Optimizations

1. Optimize the default softkeys for standby, ringing, call, and other interfaces; place softkeys for high-frequency operations first to enhance interaction efficiency.
2. Optimize the default input method for wireless passwords to 2aB, improving the convenience of character combination input.
3. Optimize the refresh speed of the network signal icon.
4. Optimize the wireless roaming mechanism and fix the occasional issue of network disconnection prompts followed by automatic reconnection during standby roaming in specific environments.
5. Optimize the issue of call timeout when selecting a history record in the

dialing interface.

### 6.3 Bug Fix

1. Fix the issue that the network is still saved in the known networks list occasionally after an incorrect password is entered when connecting to a specific wireless network for the first time.
2. Fix the issue that the device occasionally freezes abnormally under specific conditions when accessing the remote phonebook.
3. Fix the issue that the encryption type options displayed on the handset are not synchronized with those on the web interface when adding a wireless network via the handset.

### 6.4 Known Issues

1. When W620W is deployed to FDMCS, the device diagnostic function of FDMCS cannot be used.
2. When configuring the XML Browser function key on the W620W web interface, parameter values cannot be entered directly. They must be configured by importing a configuration file.

### 6.5 New Feature Description

#### 1. Add the feature of video preview and video call.

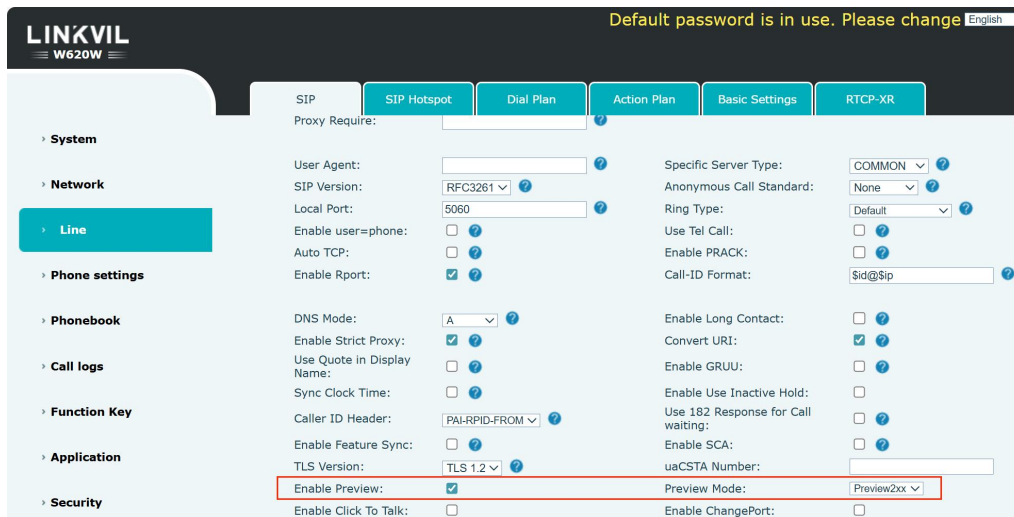
**Function Description:** W620W supports video preview and video calls with a maximum video resolution of 4CIF, and the default value is CIF.

### 1.1. Video review

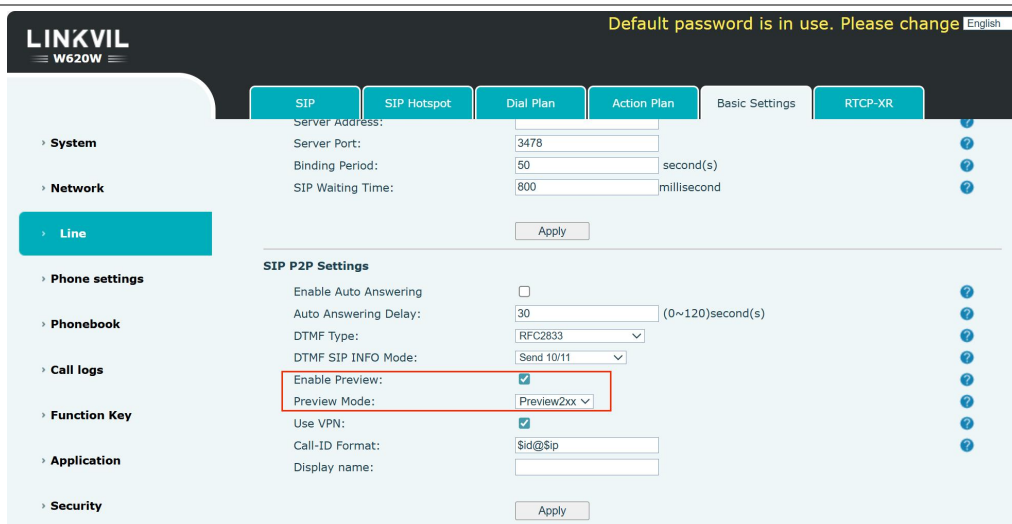
When the video preview function is enabled, the W620W can preview the caller's video content before answering when another device initiates a video call to it.

#### Setting Method:

- Video preview for SIP lines: Access W620W device's web interface >> Line >> SIP >> Advanced Settings, check to Enable Preview, and select the Preview Mode.



- Setting up video preview for IP calls: Access W620W device's web interface >> Line >> Basic Settings >> SIP P2P Settings, check to Enable Preview, and select the Preview Mode.



### Preview Mode:

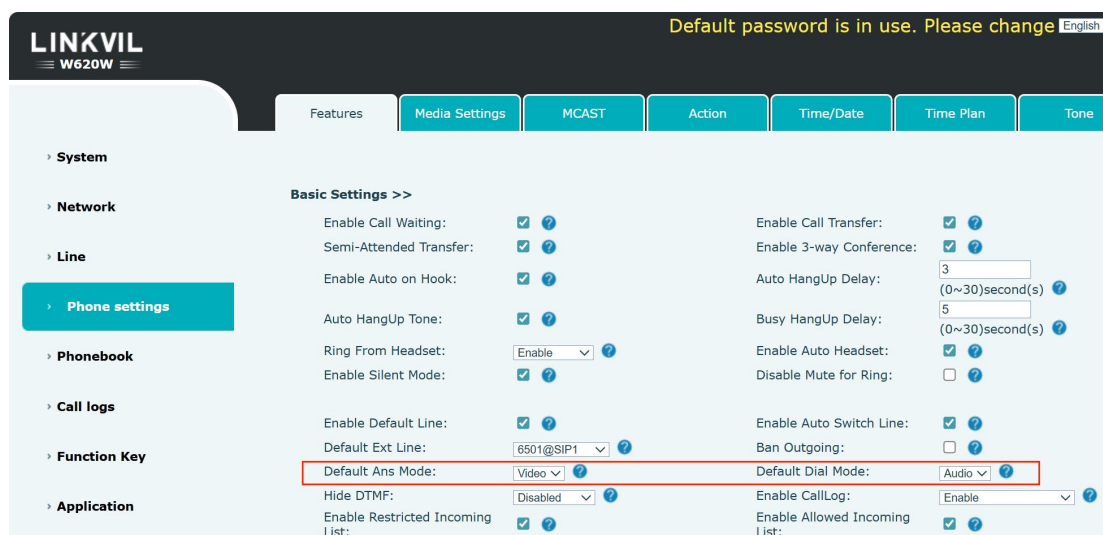
- **Preview2xx:** Default value. Preview is performed by replying with a 2XX message. During preview, the other end displays the call timing interface, while the local end displays the video preview interface, and the voice call is not connected.
- **Preview18x:** Preview is performed via 18X messages and requires SIP server support.

### 1.2. Video Call

After setting the value of "Default Ans Mode" / "Default Dial Mode" to "Video", when the device answers a call from or makes a call to a video-enabled device, the video interface of the other party will be displayed after the call is connected.

- **Default Ans Mode:**
  - **Video:** Default value. When the device receives an incoming video call from the other party, it initiates a video call after answering.

- Audio: When the device receives an incoming video call from the other party, it initiates a voice call after answering.
- Default Dial Mode:
  - Video: Call the other party's device in video mode. If the other party's device also answers in video mode, a video call will be initiated after the call is answered.
  - Audio: Default value. Call the other party's device in voice mode, and a voice call will be initiated after the call is answered.



## 2. Add the feature of one-click to open door.

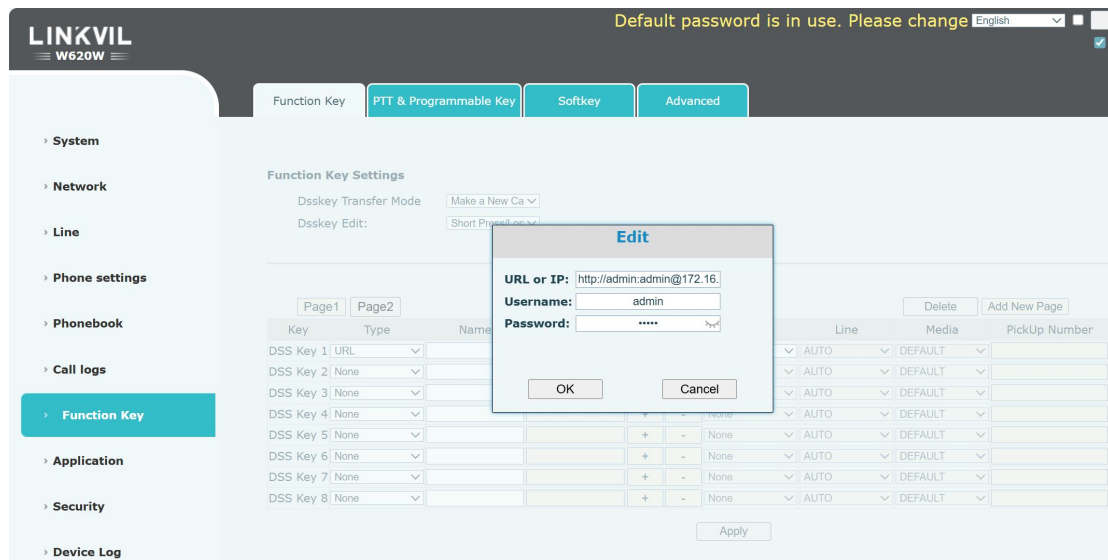
**Function Description:** The device supports one-touch door opening for Fanvil access control via function keys both in standby mode and during a call.

### 2.1. Door Opening in Standby Mode

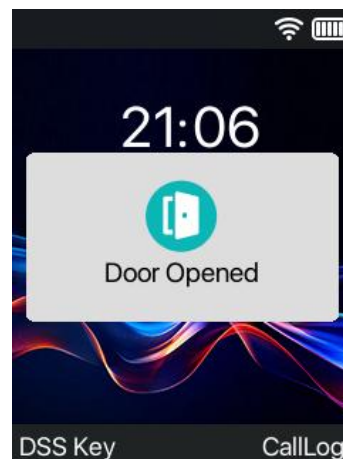
**Setting Method:** Set the function key type to URL >> Open Door, edit the value of the function key, and save:

- URL or IP: Set the IP address of the access control device.

- Username: Set the username for accessing the access control web interface.
- Password: Set the password for accessing the access control web interface.
- When setting via a configuration file or LCD, the value of the function key can be set to: `http://[Username]:[Password]@[Access Control IP]/cgi-bin/ConfigManApp.com?key=F_LOCK&code=*[Access Control Password]`

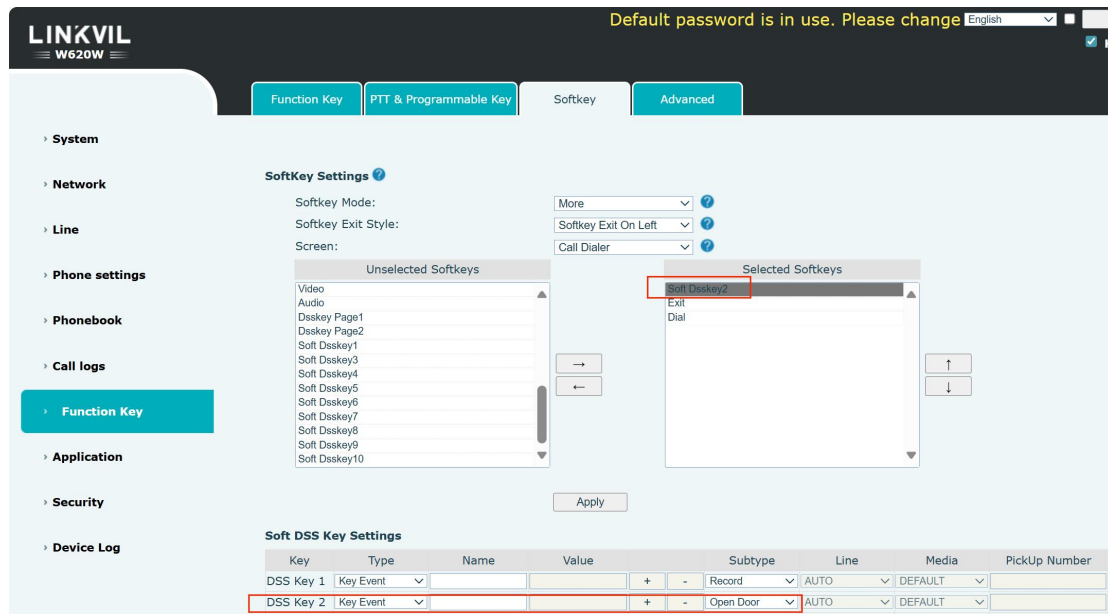


**Operation:** Press this DSS Key to open the door when in standby/call mode.

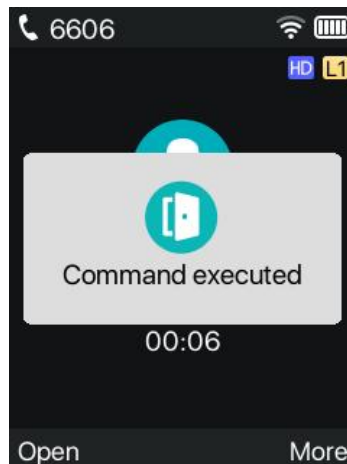
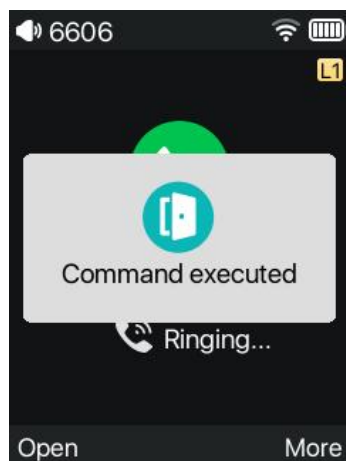


## 2.2. Door Opening in Standby Mode

**Setting Method :** Access W620W device web page >> Function Key >> Sofkey, select the display page as "Ringing", "Voice Call" or "Video Call", and move SoftDsskey2 (which has been set as the default Type of Open Door) to the "Selected Softkeys" area on the right.



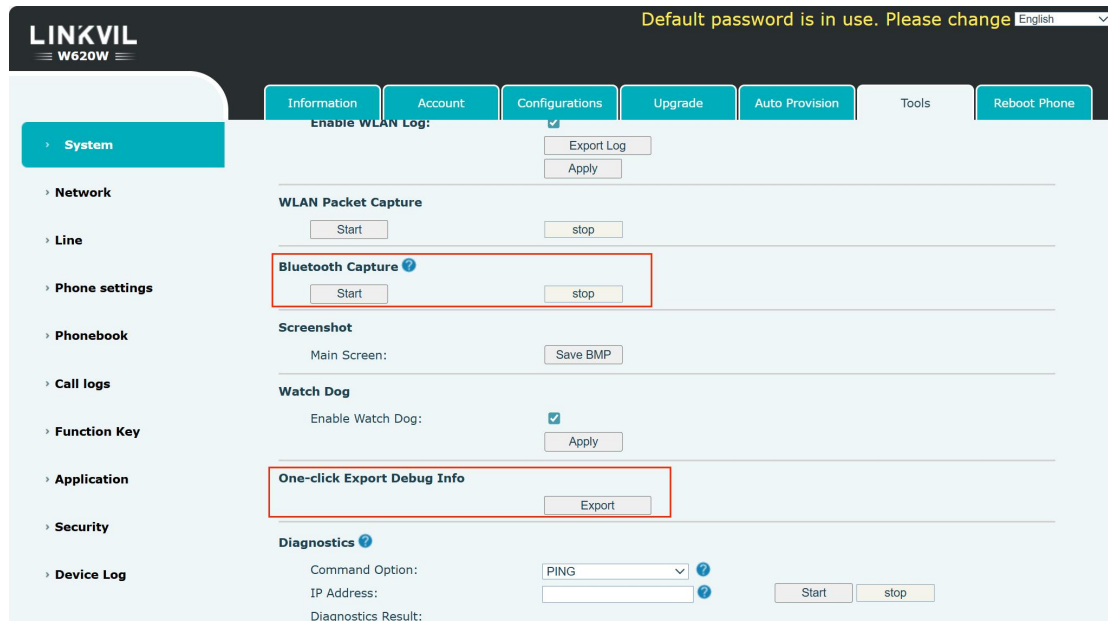
**Operation:** When there is an incoming call from the Fanvil access control device, press the softkey-Open on the W620W during ringing or a call to open the door with one touch.



### 3. Bluetooth Capture and One-click Export Debug Info

**Feature Description:** Bluetooth packet capture and one-click export of debugging information can be performed on the IP web interface.

**Setting method:** Go to Handset IP Web page >> System >> Tools, where users can perform Bluetooth capture and one-click export of debugging information.



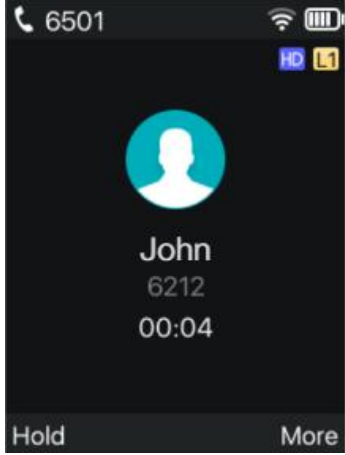


## 6.6 Optimizations Descriptions

### 1. Optimize Default Softkeys for Standby, Ringing, Call, and Other Interfaces

**Function Description:** Optimize the default softkeys for standby, ringing, call, and other interfaces; place softkeys for high-frequency operations first to enhance interaction efficiency.

UI Interface	UI	Default Softkey
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<p>Standby</p>		<ul style="list-style-type: none"> <li>● DSS Key; CallLog;</li> <li>● Press OK key to enter menu.</li> </ul>
<p>Ringing</p>		<ul style="list-style-type: none"> <li>● Answer;</li> <li>● More &gt;&gt; Fwd; Mute; Reject;</li> <li>● The mute key can be used to mute the ringtone, and the transfer key can be used to forward the call.</li> </ul>
<p>Talking</p>		<ul style="list-style-type: none"> <li>● Hold;</li> <li>● More &gt;&gt; DSS Key Page1 ; New Call ; Conf; Noise Cancellation; Acoustic Shield; Xfer; Mute; Record; End.</li> <li>● The transfer key can be used to transfer the call, and the mute key can be used to mute the call.</li> </ul>

## 7 Release 2.16.10

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Models	Software Version	Comment
W620W	2.16.10	

### 7.1 Known Issue

1. There was an occasional abnormal prompt issue of network disconnection and automatic re-connection during standby roaming in specific environments.