FortiFone™ QuickStart Guide
for FON-260i

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Contents

Introduction

Phone Features

- A 2.5" x 0.75" LCD display
- 4 flexible keys
- Message waiting with indicator lamp and tone
- Full duplex speakerphone
- Intercom paging
- Built-in two-port, 10/100 Ethernet switch. Lets you share a connection with your computer.

Requirements

- SIP-based phone system such as the FortiVoice™ series of phone systems or alternate VoIP service provider.
- Ethernet or fast Ethernet network for connection
- Power Source
  - Use only the power supply designed for the region you intend to use the product. This adapter is rated with an output of 5.1v DC at 0.7 A.

About this Guide

This guide describes how to set up your phone and a brief overview of features. For detailed instructions on using the phone, download the user guide from http://docs.fortinet.com.

Figure 1: FON-260i Front

Item	Function
✉	*Voicemail* — access voicemail and change greetings.
↻	*Redial* — dial the last number dialed.
🎤	*Mute* — toggle the microphone on and off during calls. While in the *Configuratio*n menu, use to toggle between letters and numbers.
🔊±	*Volume control* — adjust ring, handset, and speaker volume.
🔊))	*Speakerphone* — engage the speakerphone and to hang up after the call.
◎	*Navigation buttons* and *OK button* *Left* — display previous menu in the *Configuratio*n menu. *Right* — display next menu in the *Configuratio*n menu. *Up* — display the Call Log when phone is idle. *Down* — display the Phone Book while phone is idle. *OK* — center button. Select current item or save value in *Configuration* menu.
▤/↪	*Configuration/transfer* — transfer a call. When the phone is not in use, this button accesses the *Configuratio*n menu.
⌣	*Hold/retrieve* — place or retrieve a call on hold.
▤	*Programmable/flexible keys* — program as function and speed dial keys.

Installation

Connecting the IP Phone

The figure below shows the cable connections for your IP phone. The LAN and desktop PC connections employ standard Ethernet cables terminated with RJ-45 connectors. If the LAN port does not support PoE, use the AC/DC adaptor. The handset connects to the base with the coiled handset cord.

Figure 2: IP Phone Connections
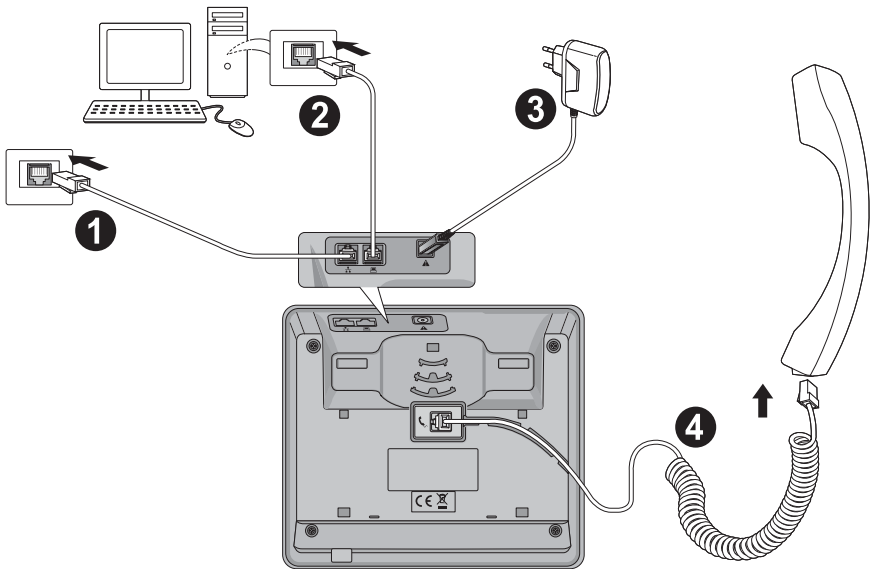
		Wiring Chart
1	**LAN**	Connect the LAN port to the network with the provided Ethernet cable.
2	**PC**	Optionally connect your desktop PC to the PC port on the phone with an Ethernet cable (not supplied).
3	**Power**	Connect the power adapter to the power jack on phone.
4	**Handset**	Connect the handset cord to the handset and the handset jack on the phone.

Provisioning the Phone

For instructions on programming your FortiVoice phone system for the phone, refer to "Adding IP Phones" in Chapter 2 of the *FortiVoice User Guide*.

For internal use

The phone supports 'plug and play' installation employing the automated provisioning process for discovering FortiVoice phone systems.

After discovering the FortiVoice system on the LAN, the phone downloads the configuration and registers with FortiVoice. If the extension was pre-configured via the FortiVoice management software, then the phone display should show the extension number and name. If not yet configured in the FortiVoice system, then the MAC address of the phone will be visible as a choice in the MAC select list for that model of phone in the Local Extensions section of the configuration.

For external use

When connecting your IP phone at a remote location for external use, perform the following steps:

1. Preconfigure the extension in the FortiVoice management software.
2. Power up the phone and press the 📄/(→ button, then select *3. Phone Settings*.
3. Select *6. Firmware Update* and press the *OK* button.
4. From the *Firmware Update* menu, select *2. TFTP Server Address*.
5. Enter the Public IP address or FQDN of your FortiVoice system. Press the *OK* button.
6. Press the 📄/(→ button to exit the configuration then press the *OK* button to reboot the phone.

If the phone still says "Not Registered" after 30 seconds, see "Troubleshooting" on page 10.

If you encounter problems, ensure the appropriate ports are forwarded from the firewall to the FortiVoice system. For more information, see the *FortiVoice User Guide*.

Advanced Configuration

For further instructions on how to personalize your phone, refer to its user guide found here:
http://www.fortivoice.com/support/documentation/phones/index.html.

Using your Phone with FortiVoice

Accessing an Outside Line

Dial hunt group **9** or **8** **1** – **8** **8** (Americas, UK), dial **0** or **8** **1** – **8** **8** (other countries). No hunt group is required if Direct Line Access is enabled.

Accessing Features

If direct line access is enabled, dial **⁕** **⁕** to access features indicated with a ▲, unless you are using a programmed key.

Do not disturb
Dial **⁕** **6** **2** + **#** to toggle on/off.

▲ **Pick up — Any ringing extension**
Dial **⁕** **9** + **#** .

▲ **Pick up — Specific extension**
Dial **⁕** **7** + extension + **#** .

Place a caller on hold
Press the ⌣ button.

Retrieve a caller on hold
Press the ⌣ button.

▲ **Answer queued call**
Dial **7** + **#** to retrieve the next caller in your queue.

Answer FortiVoice call waiting
Press the *OK* button.

Screened transfer

Press the ▤/↪ button + <extension> (or outside number) + **#** .
When the recipient answers:

• press the ▤/↪ button or hang up to complete the transfer;
or
• press the *OK* button and scroll to select *Cancel Transfer*.

Blind transfer

Press the ▤/↪ button + <extension> (or outside number) + **#** , then
hang up.

Voicemail transfer

Press the ▤/↪ button + **✳** + <extension> + **#** , then hang up.

Conference call

Press the ▤/↪ button + <extension> (or outside number) + **#** .
Press the *OK* button and scroll to select *Conference*.

Park a caller

Press the ▤/↪ button + **✳ 5 1 0** + **#** .
The system will respond with a parking orbit.

▲ **Retrieve a parked caller**
Dial **✳ ✳** + orbit + **#** .

▲ **Two-way intercom/group paging to FortiVoice phones**
Dial **✳ 8 4** (Intercom) or **✳ 8 5** (Paging) + extension + **#** .

▲ **Attach account code to last call**
At dial tone, dial **✳ 8 8** + **#** . When prompted, enter <Account code> + **#** .
CDR logging must be active.

Voicemail

Access Mailbox — Locally	✉
Access Mailbox — Remotely	✱ ✱ + <mailbox number>
Change greeting options	**2**
Change personal options (password, date stamp, remote notification options)	**3**
MESSAGE PLAYBACK CONTROLS	
Rewind 10 seconds	**1**
Go to beginning	**1** **1**
Skip ahead 10 seconds	**3**
Skip to end of message	**3** **3**
Check time and date stamp	**5**
Forward message	**6**
Delete message	**7**
Save message	**9**
Skip to next message	**#**

Updating the Firmware

Update the firmware in the phone system Management software.
Go to *Tools > Update Phones* and follow the instructions.

Troubleshooting

Symptom	Corrective Action
Nothing showing on the LCD	1. Ensure the power adapter is plugged in. 2. Check/replace AC/DC adapter.
Phone displays "Obtaining IP Address" for more than 2 minutes	The DHCP server is not responding. 1. Check if the DHCP server is online or reboot the router/device. 2. Check your VLAN settings if enabled. To exit the DHCP searching mode, press the 📄/↪ button 3 times. The phone will complete the boot and return to idle.
"Not Registered" on LCD	1. Ensure the MAC address in the phone system configuration is correctly entered then save and reboot the phone. 2. Ensure the phone type is the same as the model you have. 3. Ensure the TFTP IP address is correct. To verify, see the *Updating the Firmware* section. 4. Check the network connections and firewall settings at the phone system location if using as an external extension.
No dial tone when off-hook	1. Ensure the RJ-45 LAN cable is connected correctly. 2. Ensure the phone is registered with a phone system. See the previous topic for more information.
No audio during a call	1. Check the handset/headset connections. 2. Make sure the phone is properly registered with the phone system. 3. Check network connections and firewall settings at the phone system location if using as an external extension.

Regulatory and Safety Notices

Radio Frequency Emissions

FCC Compliance Statement

This device complies with Part 15 rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and the receiver.
• Connect the equipment into an outlet on a different circuit from that to which the receiver is connected.

If problems persist, consult the dealer or an experienced radio/TV technician for help.

Canadian Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Class B Limits of Industry Canada. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

European Union Declarations of Conformity

Fortinet declares that the equipment specified in this document, which bears the "CE" mark, conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (R&TTE 1999/5/EC) including,

- Electromagnetic Compatibility Directive (89/336/EEC) and
- Low Voltage Directive (73/23/EEC)

The product fulfills the essential requirements of the harmonized standards shown above.

Product Safety Instructions

This product complies with and conforms to the following international Product Safety standards as applicable:

- Safety of Information Technology Equipment, IEC 6095-1, including
- Relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE)
- Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-1/UL 60950-1

E-911 and use with Multi-Line Telephone Systems

Please note the use and operation of this phone as part of a multi-line telephone system (MLTS) may be subject to state and/or federal E-911 MLTS laws that require the MLTS to provide a caller's telephone number, extension, and physical location to applicable state and/or local emergency services when a caller initiates a 911 call. The MLTS may not provide a caller's telephone number, extension, or physical location information to emergency services when a caller dials 911, and compliance with state and/or federal E-911 MLTS laws is the sole responsibility of the purchaser of this phone.

Privacy

This phone implements security and encryption technologies. However, privacy of communications may not be ensured when using this telephone.

Limited Warranty

This phone is covered by a one-year limited warranty against manufacturing defects.

www.fortivoice.com/support

For warranty service:

- *In North America*, please call 1-866-393-9960 for further information.
- *Outside North America*, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.