



FortiFone™ QuickStart Guide

for FON-260i



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August 13, 2015

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Introduction

Phone Features

- A 2.5" x 0.75" LCD display
- 4 programmable 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.

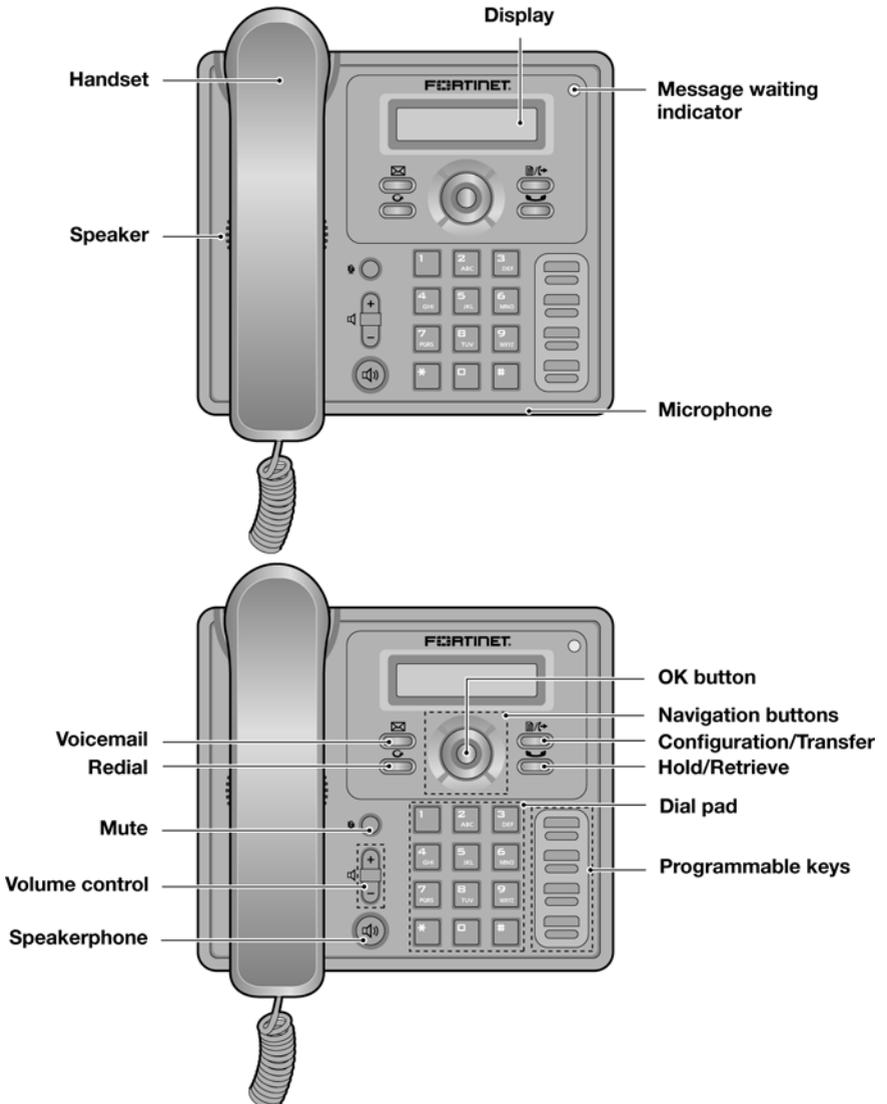
Requirements

- SIP-based phone system such as the FortiVoice™ series of phone systems or alternate VoIP service provider.
- Ethernet or fast Ethernet network for connection
- 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



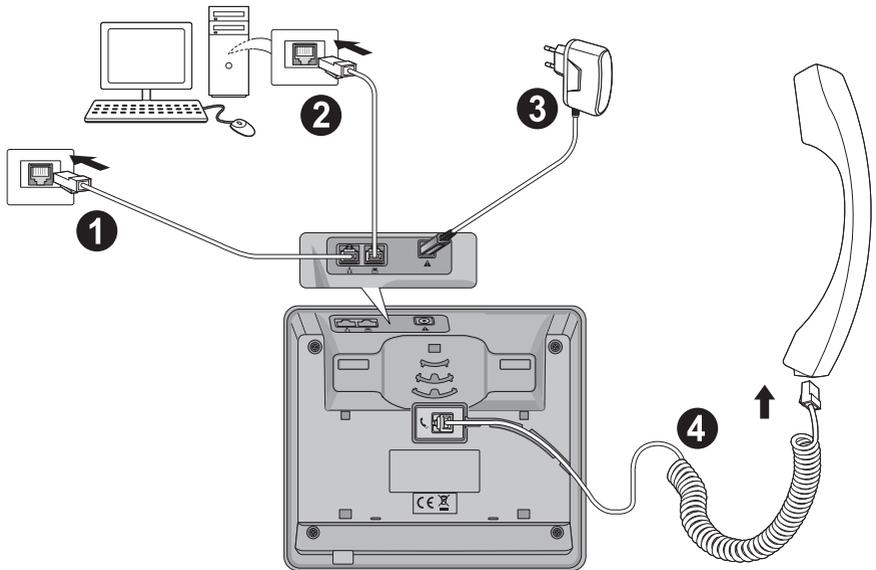
Item	Function
	<i>Voicemail</i> — access voicemail and change greetings.
	<i>Redial</i> — dial the last number dialed.
	<i>Mute</i> — toggle the microphone on and off during calls. While in the <i>Configuration</i> menu, use to toggle between letters and numbers.
	<i>Volume control</i> — adjust ring, handset, and speaker volume.
	<i>Speakerphone</i> — engage the speakerphone and to hang up after the call.
	<p><i>Navigation buttons and OK button</i></p> <p><i>Left</i> — display previous menu in the <i>Configuration</i> menu.</p> <p><i>Right</i> — display next menu in the <i>Configuration</i> menu.</p> <p><i>Up</i> — display the Call Log when phone is idle.</p> <p><i>Down</i> — display the Phone Book while phone is idle.</p> <p><i>OK</i> — center button. Select current item or save value in <i>Configuration</i> menu.</p>
	<i>Configuration/transfer</i> — transfer a call. When the phone is not in use, this button accesses the <i>Configuration</i> menu.
	<i>Hold/retrieve</i> — place or retrieve a call on hold.
	<i>Programmable keys</i> — 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.

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 curly cord to the handset and the handset jack on the phone.

Setting up your Phone

As an internal IP extension

1. Configure an extension in the phone system. For further details on configuring extensions, see your system's administration guide.
2. Reboot the phone by pressing the  button. Select 9. *Reboot Phone*.

The phone will display the extension number and name when registered.

As an external IP extension

1. Press the  button.
2. Select 3. *Phone Settings*. Press the *OK* button.
3. Select 6. *Firmware Update*. Press the *OK* button.
4. Select 2. *TFTP Server Address*. Press the *OK* button.
5. Enter the public IP address or FQDN of your system, then press the *OK* button.
6. Press the  button to exit the configuration. Press the *OK* button to reboot the phone.



If the phone still says “Not Registered” after 30 seconds, see “Troubleshooting” on page 9.

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	<ol style="list-style-type: none">1. Ensure the power adapter is plugged in.2. Check/replace AC/DC adapter.
Phone displays “Obtaining IP Address” for more than 2 minutes	<p>The DHCP server is not responding.</p> <ol style="list-style-type: none">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	<ol style="list-style-type: none">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 <i>Updating the Firmware</i> 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	<ol style="list-style-type: none">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	<ol style="list-style-type: none">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.

Warranty

This phone is covered by a one-year hardware warranty against manufacturing defects as set forth in the EULA.

www.fortivoice.com/support

For warranty service:

- ***In North America***, please call 1-866-648-4638 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.

