Using FON-350i/360i Telephones with FortiVoice Enterprise Systems

F⌁RTINET

**The reference card includes the basic features.
For more information, see the phone's user guide.**

Buttons

Most of the buttons are similar to those on other phones, but you might not be familiar with the following:

⌣ — Puts a call on hold.

🤚 — Toggles do not disturb on or off

📄/📞 — Opens configuration options or transfers a call

Softkeys — The screen shows the current function of each of the 3 softkeys. Softkeys change based on the call status.

Remember

Press **#** or *Dial* after dialing an outside number or extension.

Setting up voicemail

1. Press *Vmail*.

2. When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

Checking voicemail

1. Press *Vmail*.

2. When prompted, enter your password + **#** .

3. Press **1** to listen to your messages. You can also change your greeting and personal options.

Calling an outside number

1. Dial the phone number + **#** or press *Dial*.

2. If prompted, dial an access code.

Calling an extension

Dial the extension number + **#** or press *Dial*. You can also press an extension appearance key if programmed to monitor a specific extension.

Placing a caller on hold

Press ⌣ or *Hold*. You can now hang up or answer another call without disconnecting the caller.

Retrieving a caller on hold

Press ⌣ or *Resume*. You can also press the flashing extension or line appearance key if it's associated with the call on hold.

Performing a screened transfer

A screened transfer allows the recipient to accept or refuse the transfer.

1. Press 📄/📞 + <extension> (or outside number) + **#** .

2. When the recipient answers:

   • press *Transfer* or hang up to complete the transfer

   or

   • press *EndCall*, then *Resume* to retrieve the caller on hold and cancel the transfer.

Performing a blind transfer

Press 📄/📞 + <extension> (or outside number) + *Dial*, and hang up.

Key states

Light	Status
Flashing green (rapid)	Incoming call
Solid green	This extension is in use
Flashing green (slow)	Call on hold at this extension
Solid red	Line/extension/queue in use
Flashing red (slow)	Line/extension/queue on hold
Alternating red and yellow	Extension/line not registered
Solid yellow	Do No Disturb (DND) enabled

Voicemail

Access mailbox:

Locally	*Vmail*
Remotely	✳ 9 8 #

Go to old messages	2

Change personal options	0

(greetings, password, remote notification options)

MESSAGE PLAYBACK CONTROLS

Go to first message	1
Restart	2
Go to end	3
Play previous message	4
Play next message	6
Delete message	7
Forward message	8
Save message	9
Exit	#

F⊡RTINET.

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Accessing Features

Do not disturb   Press 🖐 to toggle on/off.

Pick up: Any ringing extension
Press *Pickup* (if programmed),
or ✳ 8 0 + # .

Pick up: Specific extension
Press the key associated with the extension,
or ✳ 8 1 + <extension> + # .

Place caller on hold	‿
Retrieve caller on hold	‿

or the flashing key associated
with the call on hold.

Accessing Features

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Answer call waiting	*Answer* or the flashing line appearance key.
Screened transfer	📋/📞 + <extension> (or outside number) + **#** + *Transfer*, or hang up. To cancel transfer, *EndCall* + *Resume* to connect to the caller on hold.
Blind transfer	📋/📞 + <extension> (or outside number) + *Dial*, and hang up.
Voicemail transfer	📋/📞 + ✴ + <extension> + *Dial*, and hang up.
Conference call	*More* + *Conf.* to put the first party on hold. Call the second party (for external calls, first access an outside line). Press *Join*.
Park a caller	Press the programmed *Park* or 📋/📞 + ✴ **4** + **#** . The system will respond with a parking orbit.
Two-way intercom paging to FortiFone telephones	Press the programmed *Intercom* + <extension> + *Dial*, or ✴ **9** **2** + <extension> + **#** .
Two-way group paging to FortiFone telephones	Dial the <paging group number> + **#** .