



FortiFone™ User Guide  
for FON-470i



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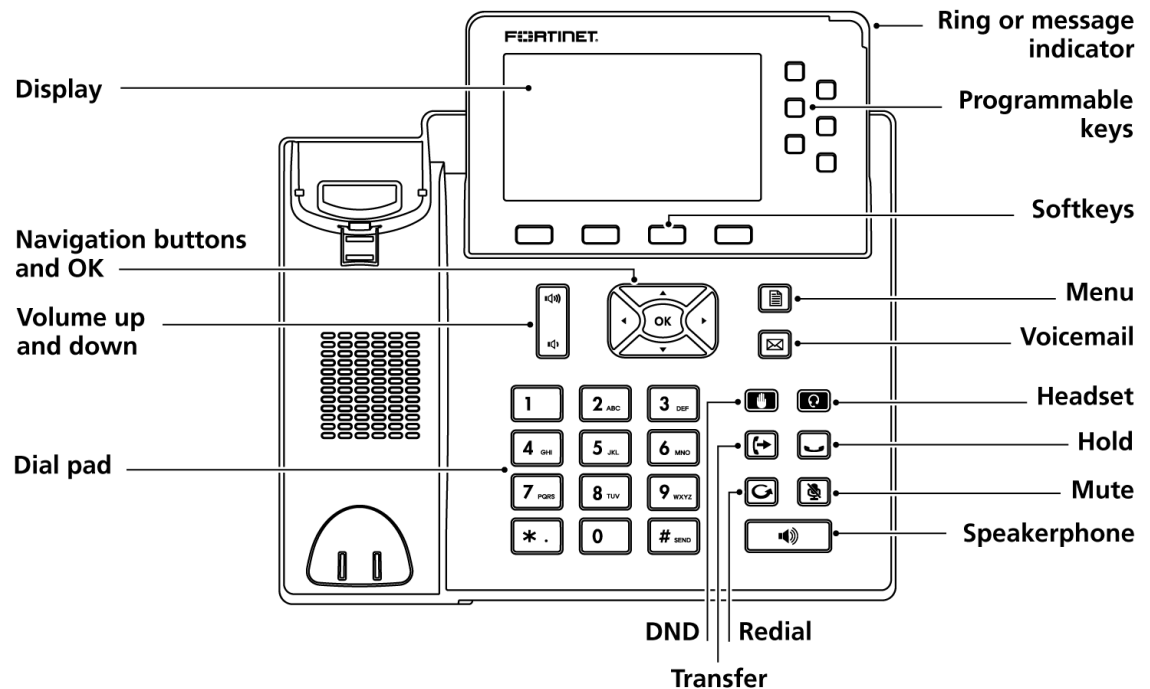
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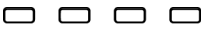











# Introduction

This user guide includes information about configuring and using your FON-470i IP phone.

## Phone features

- 4.3" color display
- 6 programmable keys with lights
- 11 dedicated feature keys
- Full duplex speakerphone
- 2 gigabit ports allow you to share the network connection with your computer
- PoE support eliminates the need for a power adapter








Button	Function
	<i>Programmable keys</i> — multicolored light keys that can be assigned to engage and monitor lines, extensions or queues. They can also be programmed as function and speed dial keys.
	<i>Softkeys</i> — softkeys change function based on the state of the phone.
	<i>Volume control</i> — adjusts the ring, headset, handset, and speaker volume.
	<i>Navigation buttons and OK button</i> <i>Left</i> — displays the previous page in the configuration menu. <i>Right</i> — displays the next page in the configuration menu. <i>Up</i> — displays the call log when the phone is idle. <i>Down</i> — displays the phone book when the phone is idle. <i>OK</i> — center button. Selects current item or save value in configuration menu.
	<i>Menu</i> — displays the configuration menu.
	<i>Voicemail</i> — accesses voicemail and voicemail greetings.
	<i>DND</i> — toggles do not disturb on and off.
	<i>Headset</i> — toggles the headset on and off.
	<i>Transfer</i> — transfers a call.
	<i>Hold/retrieve</i> — places or retrieves a call on hold.
	<i>Redial</i> — dials the last number dialed.
	<i>Mute</i> — mutes and unmutes the microphone during calls.
	<i>Speakerphone</i> — toggles the speaker on and off.

## Display layout

The phone has a 4.3" screen with a 480 x 272 resolution, used to display information to the user. The bottom line shows choices associated with the four context-sensitive softkeys located just below the display.

On a 470i phone, the top line displays Date, Time and Status information. Below is a list of the status icons you will see.

---

	New voicemail		Missed calls
	Do not disturb is enabled		Keypad locked
	Ringer is turned off		

---

## Programmable keys

Programmable keys assigned for line, extension or queue appearances will monitor the status of those resources.

Indicator Pattern	Status
Off	Line/extension/queue available
Solid red	Line/extension/queue in use
Flashing green (slow)	Line/extension/queue on hold
Flashing red (slow)	Do Not Disturb (DND) enabled
Flashing green (fast)	Line/extension is ringing

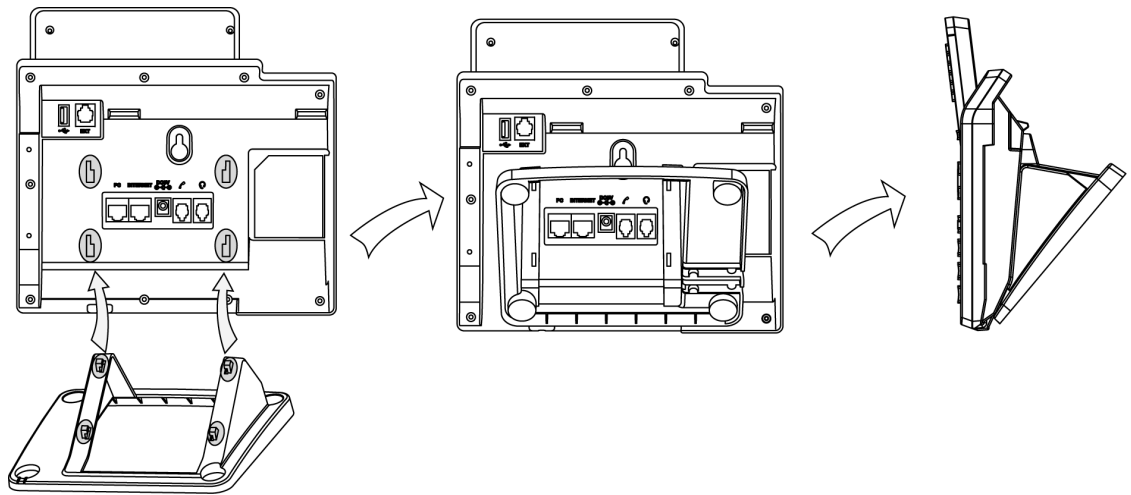
You can perform the following actions with the programmable keys:

- Pressing an extension appearance key that is available calls the extension.
- Pressing a line appearance key that is available connects you with that line.
- Pressing a line or an extension appearance key in a ringing state answers the call.
- Pressing an appearance key in a hold state picks up the call.
- Pressing an extension appearance key while on a call transfers your call to that extension.
- Pressing the *Call Record* key to start recording the current call.

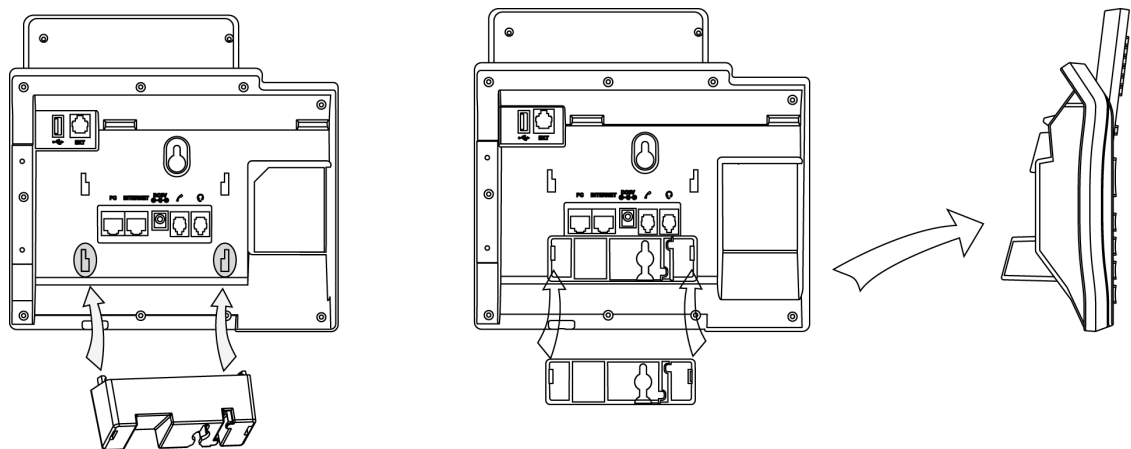
# Installation

## Attaching the stand

### For desktop use



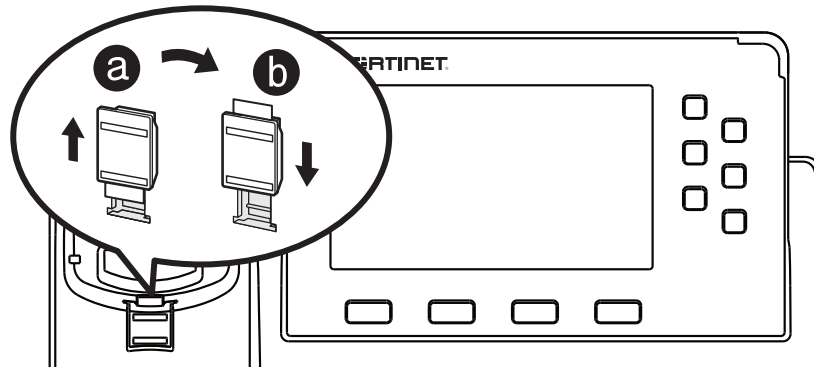
### For wall mounting



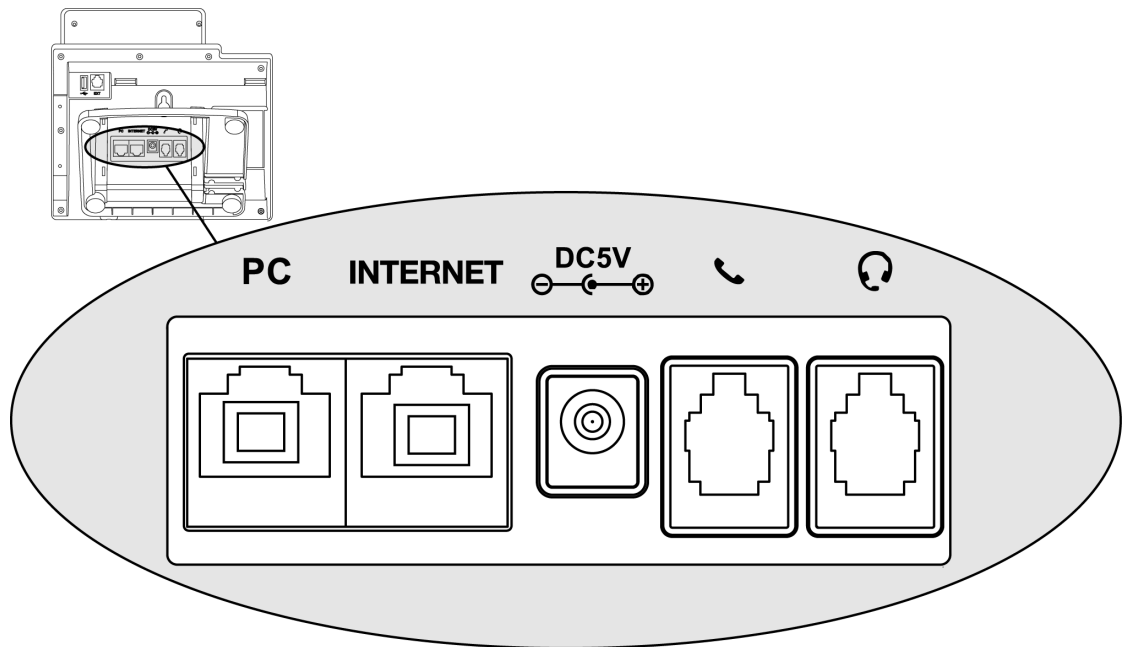
1. Attach wall mount stand.
2. Mark and drill two 5/16" (7 mm) holes with a vertical separation of 2<sup>3</sup>/<sub>4</sub>" (7 cm).
3. Insert plastic wall anchors (not included) into the holes. Insert and tighten two screws (not included), leaving about 1/8" (2.5 mm) exposed.
4. Slide the phone over the screws and ensure the phone is secure. It may be necessary to remove the phone and tighten or loosen the screws for secure mounting.



5. Remove the handset hook from the phone as shown below **(a)**. Rotate the hook 180° and re-install **(b)**.



## Connecting the phone



1. Connect the handset cord to the handset and the 📞 jack on the phone.
2. Optionally connect an amplified headset to the 🎧 jack.
3. Connect the INTERNET port to the network with the provided Ethernet cable.
4. Optionally connect your desktop PC to the PC port with an Ethernet cable (not supplied).
5. If the network supports PoE, a power adapter is not required. The phone requires 5.5 W to function with PoE. If PoE is not supported on the network, connect the power adapter to the DC5V power jack.

## Setting up the phone

### For use as an internal extension

The phone supports plug and play installation and will automatically download its configuration from the FortiVoice system. The phone will display the extension number and name when it has registered. Phones that have not yet been configured in the FortiVoice system will display *No Service* and their MAC address will appear in the MAC selection list in the FortiVoice interface. Once configured, reboot the phone to download its configuration and register to the system.

### For use as an external extension

1. Press and use the navigation keys to select *Setting*. Press *OK*.
2. Select *Advanced Settings*. Press *OK*.
3. Enter *23646* as the password. Press *OK*.
4. Select *Auto Provision*. Press *OK*.
5. Enter the IP address or FQDN of the FortiVoice system in the *URL* field. Press the *Save* softkey.
6. A window will appear. Press the *OK* softkey to provision.

# Personalizing your phone

## How to navigate through menus


To access the configuration menu:

- Press the  button.

To select an item:

- Use the arrow keys to select an item and then press the *OK* button.

The bottom line of the display shows up to 4 softkey functions at a time. To return to a previous menu, press the *Back* softkey.


To exit the configuration menu, press the  button.


## Entering values with the dial pad and softkeys

Use the dial pad to input numbers, letters, special characters, and a period. The dial pad mode is displayed above the second softkey as **123** for numeric, **ABC** for uppercase characters, **abc** for lowercase characters and **2aB** to be able to enter any of the characters.

To enter characters with the dial pad, use the digit with the desired character. Press the same digit repeatedly until the desired character appears on the screen. After entering a character, pause to allow the cursor to move to next character position.

Other special entries include:


- To enter a period or dot (for example, to input an IP address), press  on the dial pad.
- To delete a letter in front of the cursor, press the *DEL* softkey.
- To enter special characters, press **1** on the dial pad while the mode softkey is set to **ABC**, **abc** or **2aB**.
- To enter a space, press **0** on the dial pad while the mode softkey is set to **ABC**, **abc** or **2aB**.

Prior to saving an entry, you may discard changes by pressing the *BACK* softkey to move to the previous menu, or press the  button to exit the *Settings* menu.

## Setting an outbound access code as an access code prefix


If you need to dial **9** or **8 1-8 8** to access an outside line, you will want to program your phone to automatically insert an outgoing access code before all calls placed from the missed and received call logs as well as from the phone book.

To set an access code:

1. Press the  button, select *Features*, then press **3** on the dial pad.
2. Use the arrow keys to set the outgoing access code to *ENABLE*, then press **2** on the dial pad.

3. Enter the outgoing access code needed to dial out from this extension.
4. Press the *SAVE* softkey.

# Configuration overview

The phone supports the access and configuration of many parameters directly from the telephone's User Interface. To access the configuration menu, press the  button while the phone is not in use.

The configuration menu consists of several submenus as listed below:

- Status
- Features
- Phonebook
- Call Log
- Setting
- Display
- App

## Status

The *Status* page includes the IP address, MAC address and firmware of the phone. It also provides more details about the phone, the network connections and the registration status.


## Features

### Programmable keys

The FON-470i has 6 programmable keys that can be assigned to various functions. Please refer to the *FortiVoice Admin Guide* for information about configuring programmable keys.

Keys that are configured as User Defined in the FortiVoice interface can be programmed from the phone. This is useful for having personal speed dials, however, it is recommended to program the keys within the FortiVoice interface.

### Hotline

When Hotline is configured, the phone automatically calls a predetermined number when you take the handset off-hook or when you press  .

To configure hotline:

- Enter the number that will be dialed.
- Optionally, set a Hotline Time-out. This sets a delay before placing the call.

### Outgoing access code

Outgoing access code inserts a prefix to all calls dialed from the phone book or call log.

To enable outgoing access code:

1. Set *Outgoing Access Code* to *Enable*.
2. Enter an outgoing access code in the *Code* field.

## Call log settings

The call log settings allow you to disable call log on the phone. This is enabled by default.

## Phonebook

The phone supports up to 1000 contacts. Each contact can have up to 3 phone numbers and a ring tone assigned. When a call is received from the contact, the specified ring tone overrides the default one.

### Adding a contact

To add a contact:

1. Press the *Add* softkey.
2. Edit the following fields:
  - a. *Name*: name of the contact.
  - b. *Office*: office phone number.
  - c. *Mobile*: mobile phone number.
  - d. *Other*: additional phone number field.
  - e. *Account*: the account that will be used when calling this contact. FortiVoice systems use Account 1.
  - f. *Ring*: the ring tone that will be used when receiving calls from this contact.
  - g. *Group*: the contact group that the contact is part of.
  - h. *Photo*: optional photo associated with this contact.

### Editing a contact

To edit a contact:

1. Using the navigation keys, select a contact.
2. Press the *Option* softkey.
3. Select *Details*, press *OK*.
4. Edit the information.
5. Press the *Save* softkey.

### Deleting a contact

To delete a contact:

1. Using the navigation keys, select a contact.
2. Press the *Option* softkey.
3. Select *Delete*. Press *OK*.

### Searching a contact

To search for a contact:

1. Press the *Search* softkey.
2. Enter part of a number or name to search for.
3. Press *OK* or the *OK* softkey.

## Call log

The phone stores logs to track inbound and outbound calls. There are 3 separate logs that support a total of 100 entries:

- Missed Calls stores calls that were unanswered.
- Received Calls stores calls that were answered.
- Dialed Calls stores calls placed from this phone.

Press the left/right navigation keys to go between logs. You can also see all entries by selecting *All Calls*.

### Adding to contacts

To add an entry to your contacts:

1. Using the navigation keys, select an entry.
2. Press the *Option* softkey.
3. Select *Add to Contacts*. Press *OK*.
4. Complete the contact's information. Press the *Save* softkey to finish.

### Deleting (single or all entries)

To delete a single entry:

1. Using the navigation keys, select an entry.
2. Press the *Delete* softkey.

To delete all entries:

1. Press the *Option* softkey.
2. Select *Delete All*. Press *OK*.

## Settings

### Basic settings

#### Language

The language used by the phone is configured in the FortiVoice interface. Contact your administrator to change the language on the phone.

#### Time & date

Within the *Time & Date* menu, the IP Address or FQDN of the desired Simple Network Time Protocol (SNTP) server and the local time zone are defined. In addition, Daylight Saving Time (DST) is enabled. These settings are automatically configured by the FortiVoice system and do not require manual configuration. Contact your administrator if you wish to use a different time zone.

#### Time & date format

The *Time & Date Format* section allows you to change the way the time and date are displayed on the phone.

## Ring tones

This phone has 8 ring tones to select from. The selected ring tone will be used for all incoming calls unless ringing has been turned off or if a different ring tone has been assigned to a contact.

## Advanced settings

The default password to enter the advanced settings is 23646.

### Accounts

The *Accounts* section contains parameters to allow the phone to register to a SIP server or PBX. Contact your administrator before proceeding.

The following fields can be configured:

- *Activation*: enable or disable the account. Enabled accounts will try to register using the configured settings.
- *Label*: the name of the account.
- *Display Name*: the caller ID that will be displayed when calling other phones. When connected to a FortiVoice system, the caller ID information will be configured in the FortiVoice web-based interface.
- *Register Name*: the user name used to authenticate with the SIP server or PBX.
- *User Name*: the phone number or extension number of the account.
- *Password*: the password used to authenticate with the SIP server or PBX.
- *SIP server1*: the IP address or FQDN of the SIP server or PBX.
- *Outbound Status*: enable or disable the use of an outbound proxy.
- *Outbound Proxy*: set the IP address or FQDN of the outbound proxy.
- *STUN Status*: enable or disable the use of a STUN server.
- *STUN Server*: set the IP address or FQDN of the STUN server.
- *Auto Answer*: the phone will automatically answer calls to this account if enabled.

### Set password

The *Set Password* section allows you to change the advanced settings password. Contact your administrator before changing the password.

To change the password:

1. Enter the existing password.
2. Enter the new password and then confirm it.

### Set AES key

The Set AES key allows you to encrypt the configuration files. Contact your administrator before proceeding.

## Network

### WAN port

This section is for configuring the phone's network access. By default, DHCP is selected.

To set a static IP address:

1. Select *Static IP Client*. Press *OK*.



2. Enter the static IP address.
3. Enter the Subnet Mask for the LAN.
4. Enter the IP address of the Default Gateway on your network. The router may act as the Default Gateway.
5. Enter the IP address of the Pri. DNS. The gateway may act as the DNS server.
6. If applicable, enter the IP address of the Sec. DNS.
7. Press the *Save* softkey.

To enable PPPoE:

1. Select *PPPoE IP Client*. Press *OK*.
2. Enter the PPPoE User.
3. Enter the PPPoE PWD.
4. Press the *Save* softkey.

### **PC port**

This section allows you to configure the PC port on the phone. By default, Bridge is selected and the phone will forward all packets from the PC to the network. The PC will also get its IP address from the DHCP server on your LAN. If you select Router, the phone will supply an IP address to the PC. The phone will also route all packets from and to the PC.

### **VLAN**

This section allows you to configure VLAN tags in accordance with IEEE 802.1 standards on the WAN and/or PC connections.

To configure VLAN:

1. Select *WAN Port or PC Port*. Press *OK*.
2. Set VLAN Status to *Enable*.
3. Enter a VID Number. This is the VLAN tag identification number.
4. Set the Priority.
5. Press the *Save* softkey.

### **Webserver type**

This section allows you to configure the protocol(s) that will be used to access the web server. By default, HTTP and HTTPS are enabled.

### **802.1x**

The phone supports EAP-MD5 encryption in accordance with IEEE 802.1x standard.

To enable EAP-MD5 encryption:

1. Set the 802.1x Mode to *EAP-MD5*.
2. Enter the phone's identity.
3. Enter the MD5 Password for the network.

## Reset factory

The *Reset factory* section allows you to reset the phone's configuration to factory default.

## Auto provision

The phone supports plug and play installation and will automatically download its configuration from the FortiVoice system. This section will allow you to specify an address of a configuration server. By default, the phone will populate the URL field if it discovers a FortiVoice system on the LAN.

To set a configuration server:

1. Enter a URL. This is the IP address or FQDN of the FortiVoice system.
2. Leave *User Name* and *Password* blank.
3. Press the *Save* softkey. Press *OK* to provision.

# Display

## Wallpaper

This section allows you to change the background image on the main screen.

## Screensaver

This section allows you to configure a screensaver. When enabled, the screensaver will play a slide show of images after being inactive for specified amount of time.

To enable the screensaver you must set a time-out time.

You can select *Preview Screensaver Pictures* to view the images that will be part of the slide show.

## Theme

Themes are background colors for softkeys, programmable keys and menu screens. The options are:

- Theme 1: Blue
- Theme 2: Green
- Theme 3: Purple
- Theme 4: Black and white

## Backlight

The phone's display supports a backlight option. You can configure the backlight's brightness level when it's active and when it's inactive. You can also specify if and when the backlight will be inactive.

To configure backlight:

1. Set the backlight contrast level from 1 to 10.
2. Set the contrast level when inactive from 0 (display is off) or 1.

3. Set if and when the backlight will be disabled:

- Always On
- 1 min
- 2 min
- 5 min
- 10 min
- 30 min

## App



The *App* section currently has the Digital Phone Frame which has limited use. More apps to be included in future release.

# Using the phone



## Receiving a call

When you receive a call, the phone rings while the screen displays the incoming call information and the associated extension button flashes.

To answer an incoming call:

- Lift the handset. You may press the  button, line button or the *Answer* softkey to activate the speakerphone. To use a headset, press the  button.

To end a call:

- Hang up the handset. If using the speakerphone, press the  button. If using the headset, press the  button.


To ignore a call:

- Press the *Ignore* softkey. The phone will stop ringing but the call can still be answered. The call will follow the *No Answer* settings if ignored long enough.




To reject a call:

- Press the *Reject* softkey. The phone system or service will handle the call according to the *Busy* settings.



## Placing a call

Calls can be placed with the handset on-hook or off-hook. This is similar to a mobile phone. The phone supports a technique called *store and forward dialing*. After you dial a digit, the IP phone waits about 5 seconds for additional digits. If you do not dial additional digits, the phone sends the digits you dialed to the phone system for processing. When done dialing, press the *Dial* softkey or  key to place the call immediately.

To place a call:

1. Lift the handset or press the  button or line button to activate the speakerphone. To use a headset, press the  button.
2. Dial the destination number. After a short delay, the phone will send the number. Optionally, press the *Dial* softkey or press  to place the call immediately.
3. When connected to the remote party, the screen displays the elapsed call time and provides softkey options for call control.

To end a call:


- Hang up the handset. If using the speakerphone, press the  button. If using the headset, press the  button.

## Putting a call on hold


When placing a call on hold, the held party cannot hear you and you will not hear the held party. The held party will hear MOH (Music On Hold), if configured with the phone system.

While a call is on hold, you can answer or place other calls and can toggle between held calls on the same dedicated extension key.

To place a call on hold:

- Press the  button or the *Hold* softkey. The call status changes to hold and you receive dial tone. You can then select another line to answer or place a call.


To toggle between two calls on the same line:

1. Press the  button or the *Resume* softkey. To retrieve a call held on a different line:
2. Press the flashing programmable key associated with the call on hold.

## Attended call transfer

Calls can be announced to a transfer party before making the transfer.

To transfer an active call:

1. Press the  button or the *Transfer* softkey. The active call status changes to hold and you receive dial tone to dial an alternate extension/number.
2. Dial the extension or phone number, or press a programmable key linked to an extension.
3. Wait for the remote party to answer and announce the transfer.
4. Hang up the handset to complete the transfer, or press the *EndCall* softkey to cancel the transfer.

## Blind call transfer

You can transfer an active call to another extension without talking to the party receiving the call. The call transfers to the new party without verifying that the new party is there or willing to receive the call.

### To transfer a call without announcing the transfer

1. Press the *Transfer* softkey.
2. Dial the extension or phone number, or press a programmable key linked to an extension.
3. Hang up the handset to complete the transfer, or press the *EndCall* softkey to cancel the transfer.

## 3-party conference

The phone supports conferencing with two other parties. There are 2 methods for setting up a conference.

### Method 1: Setting up a conference call

1. Place the first call.
2. Press the *Conf* softkey to place the first call on hold and get dial tone.
3. Dial the second party for the conference, then press the *Send* softkey.
4. When the party answers, press the *Conf* softkey to join all parties into a conference call.

### Method 2: Conferencing a second person with first person already on hold

- With one caller already on hold and the second call in progress, simply press the *Conf* softkey.

### Ending a conference call

To end a conference and disconnect all parties:

- Hang up the handset or press the *EndCall* softkey.

## Call waiting

If the extension is configured in the phone system for Call Waiting, while on a call, the line button flashes and a beep tone is played to you over the active conversation to indicate the new call. In addition, the screen displays the incoming Caller ID so you know who is calling before deciding to interrupt the current call.

To answer an incoming call while on a call:

- Press the *Answer* softkey. The first call will be placed on hold and you will be connected to the second caller.

## Redial

The phone saves the last number dialed and allows you to redial the number with the touch of a button.

To redial a call:

- Press the *Redial* softkey. The phone activates the speakerphone and places the call.
- For privacy, lift the handset or press the *Q* button, then press the *Redial* softkey.

## Preprogrammed speed dial keys

Programmable keys can be configured by the administrator for system or personal speed dial use. To place a call using a speed dial key:

- Press the desired programmable key configured as a speed dial. The phone activates the speakerphone and places the call according to the outgoing line hunting rules programmed in the phone system for the extension. You can also select a different line button on the phone prior to selecting the speed dial key.
- For privacy prior to placing the call, lift the handset or press the *Q* button.

## DND (Do Not Disturb)

When the DND (Do Not Disturb) feature is activated, the phone will not notify you of an incoming call thus allowing you to work without interruptions from incoming calls. Calls will be routed according to the settings programmed for your extension or service.

To activate DND:

- While the phone is idle, press the  button. When active, the  button indicator illuminates green.

To deactivate DND:

- Press the illuminated  button again.

## Muting a call

Mute toggles the microphone of the handset, speakerphone and headset off or on. When mute is active, the connected party will not hear anything from the phone.

To mute the microphone:

- Press the  button.

To unmute the microphone:

- Press the  button again.

## Accessing your voicemail

When you have a message waiting, the Message Indicator flashes to indicate you have new messages in your mailbox.


To access your voice mailbox:

- Press the  button.
- Alternatively, when *New Voicemail* is displayed on the screen, press the *Connect* button.

## Line/extension appearance coverage

Options to monitor lines, extensions or queues are programmed on a key-by-key basis in the phone system.


To call an idle monitored extension:

- Press the programmable key associated with the extension you wish to call. For privacy, lift the handset or press the  button.


To blind transfer a call:

- Press the programmable key associated with the extension. The phone will transfer the call.

To answer a call ringing at a monitored extension:

- Press the programmable key associated with the extension that is ringing (flashing green). For privacy, lift the handset or press the  button.

## Hotline

With Hotline operation configured, the phone automatically calls the defined destination when you take the handset off-hook or press the  button.



# Troubleshooting

## Information

Pressing the *OK* button on the phone provides the means to quickly view the network parameters (IP address, default gateway address, and subnet-mask), registration status of phone, MAC address and firmware version. This information may be useful if calling Fortinet Support.

## Troubleshooting guide

Symptoms	Corrective actions
Display is blank	Confirm the phone's power source. <ol style="list-style-type: none"><li>If you are using the power adapter:<ul style="list-style-type: none"><li>Ensure it is plugged in. If it still doesn't work, replace the power adapter.</li></ul></li><li>If you are using Power over Ethernet (PoE):<ul style="list-style-type: none"><li>Ensure your Ethernet cable is plugged into the INTERNET port on the back of your phone.</li><li>Ensure the PoE switch is properly configured. If it still doesn't work, replace the Ethernet cable.</li></ul></li></ol>
Phone displays <i>Obtaining IP Address</i> for more than 2 minutes	The DHCP server is not responding. <ol style="list-style-type: none"><li>Ensure your DHCP server is online. This is typically your router.</li><li>Reboot the router or DHCP server.</li><li>If you are still experiencing issues, the phone may require advanced network configuration. Contact your administrator.</li></ol>
<i>No Service</i> is displayed	Your phone is not registered. <ol style="list-style-type: none"><li>On the <i>Extension</i> page of the FortiVoice interface, ensure the MAC address is correctly entered and the <i>Phone Type</i> is <i>FON-470i</i>. Save your configuration and reboot the phone.</li><li>On the phone, ensure the TFTP IP address is correct. To verify, see <a href="#">"For use as an external extension" on page 6</a></li><li>If your phone is configured as an external extension, check the network connection and firewall settings at the phone system location.</li></ol>
No audio during a call	<ol style="list-style-type: none"><li>Check the handset/headset connections.</li><li>Make sure the phone is properly registered with the phone system.</li><li>If your phone is configured as an external extension, check the network connection and firewall settings at the phone system location.</li></ol>

## Character table to dial pad mode

Digit	Dial Pad Mode			
	abc	ABC	2aB	123
1	.,?! @' _():;& /%*#/+<=>" ¿S£§¤¥¦	.,?! @' _():;& /%*#/+<=>" ¿S£§¤¥¦	1	1
2	abc	ABC	2 a b c A B C	2
3	def	DEF	3 d e f D E F	3
4	ghi	GHI	4 g h i G H I	4
5	jkl	JKL	5 j k l J K L	5
6	mno	MNO	6 m n o M N O	6
7	pqrs	PQRS	7 p q r s P Q R S	7
8	tuv	TUV	8 t u v T U V	8
9	wxyz	WXYZ	9 w x y z W X Y Z	9
0	0 space	0 space	0 space	0
*	.,'?! \ - ( ) @ / : _ ; + & % * = < > £ € S \$ ¥ ¤ [ ] { } \ ~ ^ i ¿ § #   \ ”	.,'?! \ - ( ) @ / : _ ; + & % * = < > £ € S \$ ¥ ¤ [ ] { } \ ~ ^ i ¿ § #   \ ”	. * : @ + - \$	. * : @
#	#	#	#	#

# Warranty

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

[www.fortivoice.com/support](http://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.

