







# Using FON-470i Telephones with FortiVoice Enterprise Systems



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:


-  — Hold
-  — Toggles do not disturb on or off
-  — Transfer
-  — Settings
-  — Voicemail
-  — Redial

**Softkeys** — The screen shows the current function of each of the 4 softkeys. Softkeys change based on the call status.


## Remember

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

## Setting up voicemail

1. Press *Voicemail* or .
2. When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

## Checking voicemail

1. Press *Voicemail* or .
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 *Send*.
2. If prompted, dial a PIN code.


## Calling an extension

Dial the extension number + **#** or press *Send*. 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 *End Call*, then *Resume* to retrieve the caller on hold and cancel the transfer.

## Performing a blind transfer

Press  + <extension> (or outside number) + *Transfer*, and hang up.

## Key states

Light	Status
Solid red	Line/extension/queue in use
Flashing green (slow)	Line/extension/queue on hold
Flashing red (slow)	Do No Disturb (DND) enabled
Flashing green (fast)	Line/extension is ringing

## Voicemail

### Access mailbox:

Locally

Voicemail or 

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

#

**FORTINET**

## Using FON-470i Phones with FortiVoice Enterprise Systems

### 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.

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## Accessing Features

### Answer call waiting

*Answer* or the flashing line appearance key.

### Screened transfer

**[Left Arrow]** + <extension> (or outside number) + **#** + *Transfer*, or hang up.  
To cancel transfer, *End Call* + *Resume* to connect to the caller on hold.

### Blind transfer

**[Left Arrow]** + <extension> (or outside number) + *Transfer*, and hang up.

### Voicemail transfer

**[Left Arrow]** + **\*x** + <extension> + *Send*, and hang up.

### Conference call

Press *Conf* to put the first party on hold.  
Call the second party (for external calls, first access an outside line). Press *Conf*.

### Park a caller

Press the programmed *Park* or **[Left Arrow]** + **\*x 4** + **#**.  
The system will respond with a parking orbit.

### Two-way intercom paging to FortiFone telephones

Press the programmed *Intercom* + <extension> + *Send*,  
or **\*x 9 2** + <extension> + **#**.

### Two-way group paging to FortiFone telephones

Dial the <paging group number> + **#**.