



FortiFone™ QuickStart Guide  
for FON-570



## FortiFone™ QuickStart Guide for FON-570

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FortiVoice

[fortivoice.com](http://fortivoice.com)

Technical Documentation

[docs.fortinet.com](http://docs.fortinet.com)

Knowledge Base

[kb.fortinet.com](http://kb.fortinet.com)

Customer Service & Support

[support.fortinet.com](http://support.fortinet.com)

Training Services

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Document Feedback

[techdocs@fortinet.com](mailto:techdocs@fortinet.com)

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# Introduction

This guide describes how to set up your phone and provides a brief overview of its features. Start by configuring an extension in the phone system. Refer to the *FortiVoice Administration Guide* for information about configuring an extension.

For further details about your phone, please see the *FON-570 User Guide*.

## Box includes

The following items are included in the box:



**Phone**



**Handset**



**Stand**



**Ethernet Cable**



**Handset Cord**

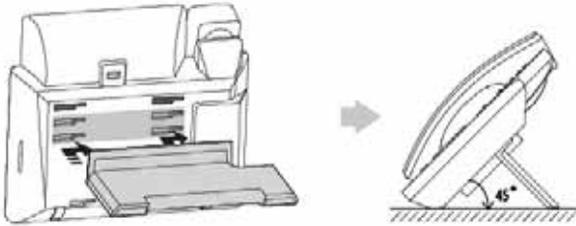


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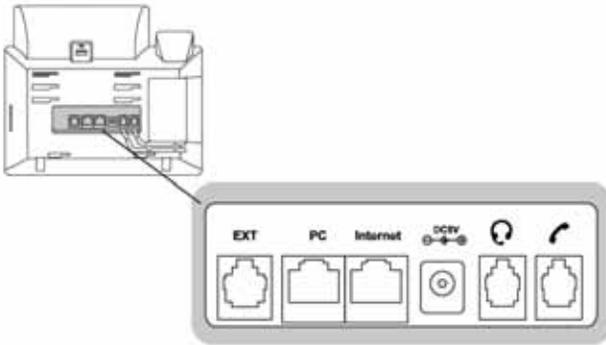
# Installation

## Attaching the stand

1. Line the four posts on the top of the base up with the four holes on the back of the phone.
2. Slide sideways into place until secure.



## 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. If PoE is not supported on the network, connect the power adapter (not included) to the DC 5V power jack.

# Setting up the phone

## For use as an internal extension

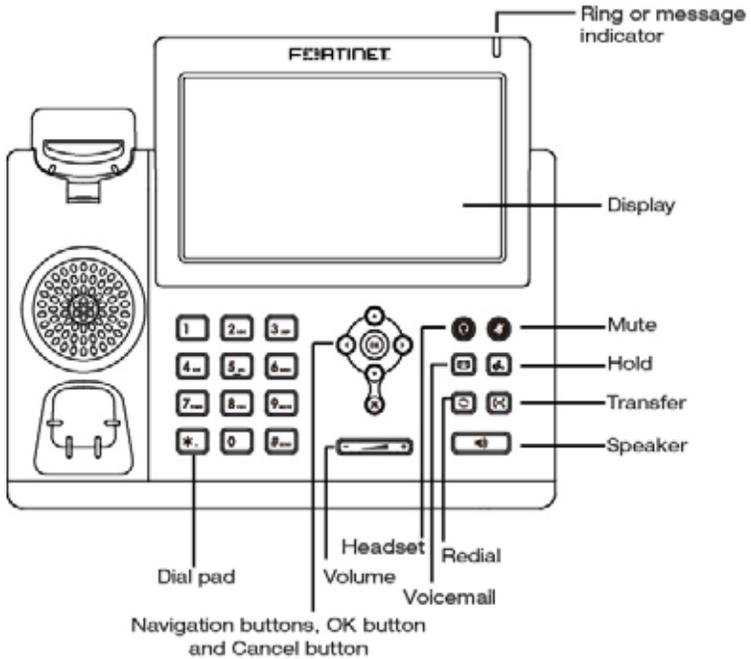
The phone supports plug and play installation and will automatically download its configuration from the FortiVoice system. The phone will display the extension number and name when it has registered.

Once configured within the FortiVoice system, reboot the phone to download its configuration and register to the system.

## For use as an external extension

1. Tap the  icon on the screen and then tap on *Advanced*.
2. Enter 23646 as the password. Tap on *OK*.
3. Select *Auto Provision*. Tap on *OK*.
4. Enter the public IP address or FQDN of the FortiVoice system in the *URL* field. Tap on *Save*.
5. A window will appear. Tap on *OK* to provision

# Using the Phone



## On-screen softkeys

Softkey	Function
	Brings up the Call Logs.
	Brings up the Directory.
	Toggles Do Not Disturb on and off.
	Brings up the <i>Settings</i> menu.

## Physical buttons

Button	Function
	<p><i>Volume control</i> — adjusts the ring, headset, handset, and speaker volume.</p>
	<p>Navigation buttons and <i>OK</i> button</p> <p><i>Left</i> — cycles up through options in a selected setting within the <i>Configuration</i> menu.</p> <p><i>Right</i> — cycles down through options in a selected setting within the <i>Configuration</i> menu.</p> <p><i>Up</i> — moves up to next setting within the <i>Configuration</i> menu. Also displays the <i>Call Log</i> when the phone is idle.</p> <p><i>Down</i> — moves down to the next setting within the <i>Configuration</i> menu. Also displays the <i>Phone Book</i> when the phone is idle.</p> <p><i>OK</i> — center button. Selects current item or save value in <i>Configuration</i> menu.</p> <p><i>Cancel</i> — cancels operations made within the <i>Configuration</i> menu.</p>
	<p><i>Headset</i> — activates the headset.</p>
	<p><i>Mute</i> — mutes the microphones.</p>
	<p><i>Voicemail</i> — accesses voicemail.</p>
	<p><i>Hold</i> — places a call on hold.</p>
	<p><i>Redial</i> — allows a call to be redialed.</p>
	<p><i>Transfer</i> — transfers a call.</p>
	<p><i>Speaker</i> — activates the speaker on the phone.</p>

# Troubleshooting

Symptom	Corrective Action
Display is blank	<p>Confirm the phone's power source.</p> <ol style="list-style-type: none"><li>1. 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>2. If you are using Power over Ethernet (PoE):<ul style="list-style-type: none"><li>• Ensure your Ethernet cable is plugged into the WAN 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 not receiving a DHCP IP Address	<p>The DHCP server is not responding.</p> <ol style="list-style-type: none"><li>1. Ensure your DHCP server is online. This is typically your router.</li><li>2. Reboot the router or DHCP server.</li><li>3. If you are still experiencing issues, the phone may require advanced network configuration. Please contact your administrator or refer to the <i>FON-570 User Guide</i>.</li></ol>
<i>No name and Extension Number is displayed</i>	<p>Your phone is not registered.</p> <ol style="list-style-type: none"><li>1. On the <i>Extensions</i> page of the FortiVoice interface, ensure the MAC address is correctly entered and the <i>Phone Type</i> is <i>FON-570</i>. Save your configuration and reboot the phone.</li><li>2. If your phone is an external extension, ensure the <i>Auto Provision URL</i> is correct. To verify, see "<a href="#">For use as an external extension</a>".</li><li>3. 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>1. Check the handset/headset connections.</li><li>2. Make sure the phone is properly registered with the phone system.</li><li>3. If your phone is configured as an external extension, check the network connection and firewall settings at the phone system location.</li></ol>

# Cautions and Warnings

## Environmental specifications

Refer to specific Product Model Data Sheet for Environmental Specifications (Operating Temperature, Storage Temperature, Humidity, and Altitude).

Référez à la Fiche Technique de ce produit pour les caractéristiques environnementales (Température de fonctionnement, température de stockage, humidité et l'altitude).

## Safety



**Caution:** This equipment is to be used in a Network Environment 0 per IECTR 62101. This product is connected only to PoE networks without routing to the outside plant.

**Attention :** Ce matériel doit être utilisé dans un Environnement Réseau 0 par IECTR 62101. Ce produit est uniquement connecté aux réseaux PoE sans installation externe de routage.

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked LPS or Class 2 and rated 5 Vdc, 2 A or by 48 Vdc from PoE source.

Le produit doit être alimenté par un bloc d'alimentation à courant continu homologué UL de 12 Vdc, 2 A nominal marqué LPS ou Class 2 ou par une source d'alimentation par Ethernet de 48 Vdc (PoE).

## E911 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 E911 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 E911 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.

# Regulatory Notices

## Federal Communication Commission (FCC) – USA

This device complies with Part 15 of FCC 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 residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it 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 or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



**Warning:** Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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## **European Conformity (CE) – EU**

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.



## **Industry Canada Equipment Standard for Digital Equipment (ICES) – Canada**

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

# 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.

