



# FON-860i Telephone User Guide



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# Introduction

Congratulations on your purchase of the FON-860i Cordless DECT Phone!

This guide describes how to install, configure and use your new phone with a FortiVoice system. Read the installation section from beginning to end. The rest of the guide shows how to use the features. For more information, visit the support section at <http://www.fortinet.com/fortivoice>.

If you require technical support, have your serial number and MAC address (found on the bottom of the base) ready when contacting us. For inquiries concerning telephony services, contact your Internet Telephony Service Provider (ITSP). For inquiries concerning your broadband connection, contact your Internet Service Provider (ISP).

## Phone features

- Multiple handsets per base with support for multiple bases.
- Call transfer, hold, park, unpark, pickup, conference, do not disturb and page.
- Call log and contacts.
- Superior sound quality with mute, volume controls, ring tones, speakerphone and 2.5 mm headphone jack.
- Telephony via Internet and PSTN/POTS.
- Indoor range up to 150 feet (50 m).  
Outdoor range up to 1000 feet (300 m).
- Talk time up to 10 hours. Standby up to 200 hours.

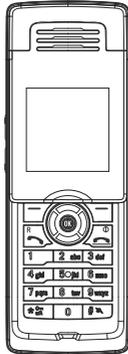
## Codecs and protocols

- Enhanced G.711 (64 kbps, A-law &  $\mu$ -law) and G.729A.
- ILBC (Internet Low Bit Rate CODEC) (RFC 3951/RFC 3952).
- SIP (Session Initiation Protocol).
- ToS (Type of Service).
- DiffServ (Differentiated Services tagging).
- IP sound quality: GIPS NetEQTM.

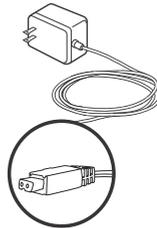
# Parts list

In addition to the *FON-860i Telephone Start Guide* and *FON-860i Telephone User Guide*, the following items are included in your FON-860i package. Check this list before installation to ensure that you have received each item. If you are missing any items, please contact your system administrator or reseller.

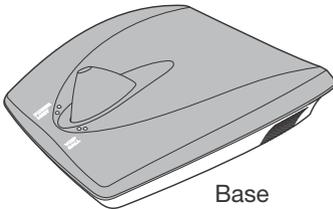
**Figure 1:** Parts list



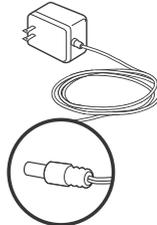
FON-860i handset and belt clip



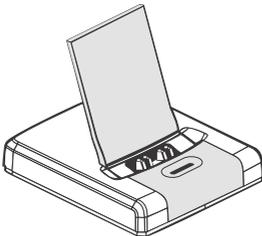
Power adapter for base



Base



Power adapter for handset charger



Handset charger



Rechargeable Li-ion battery

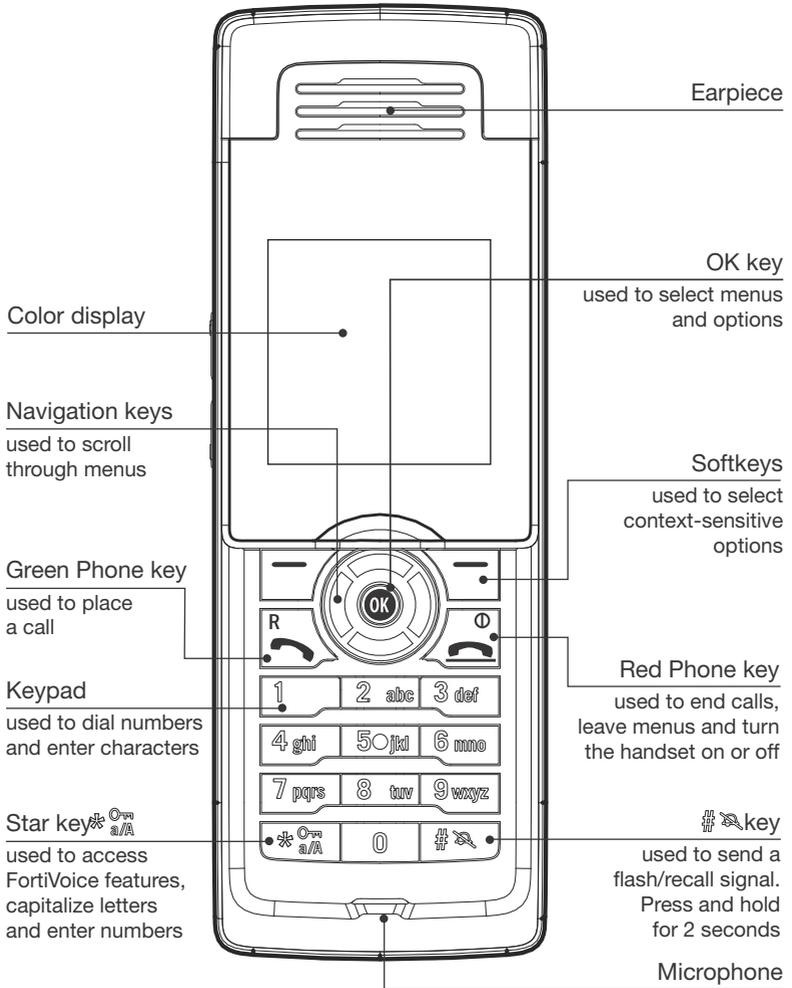


Telephone cable

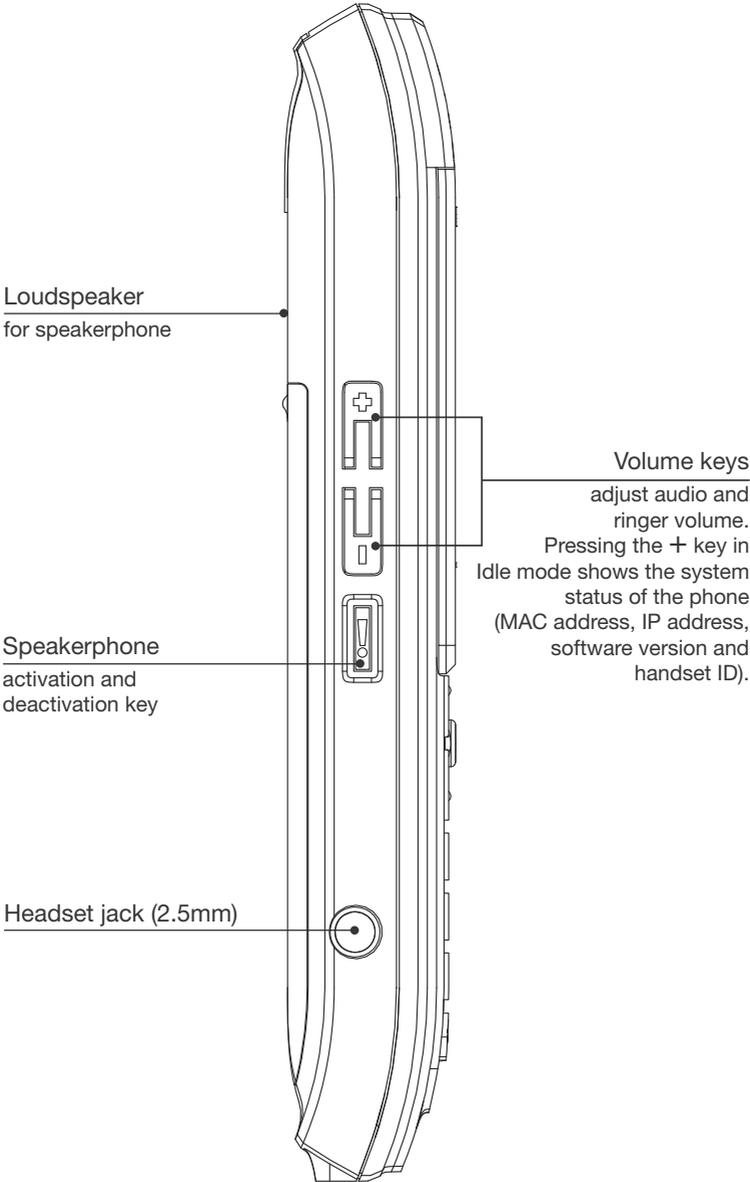


Ethernet cable

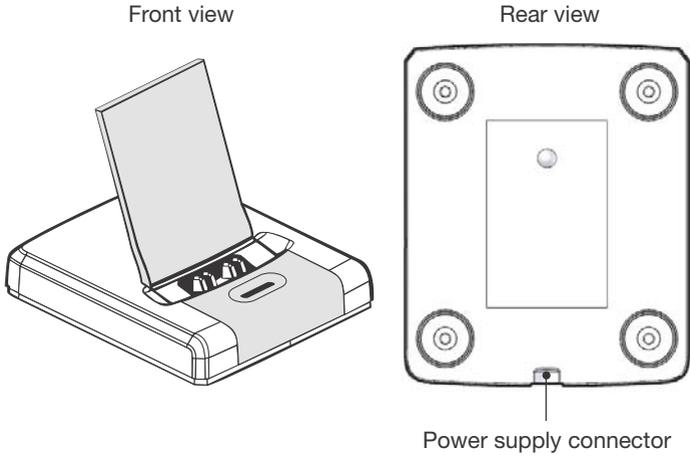
**Figure 2:** Handset — front view



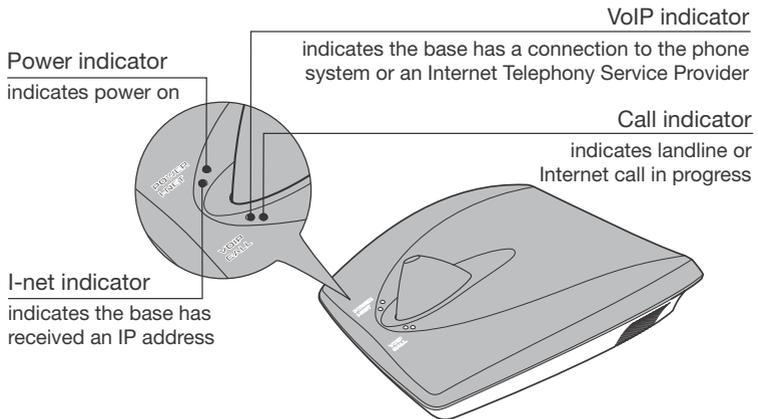
**Figure 3:** Handset — side view



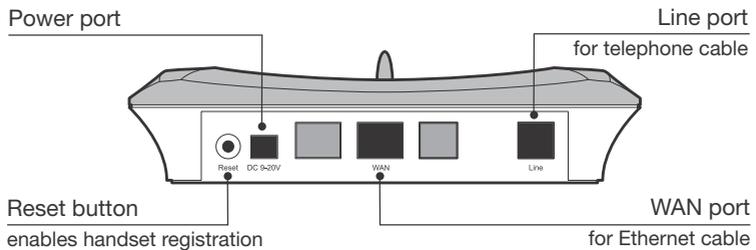
**Figure 4: Handset charger**



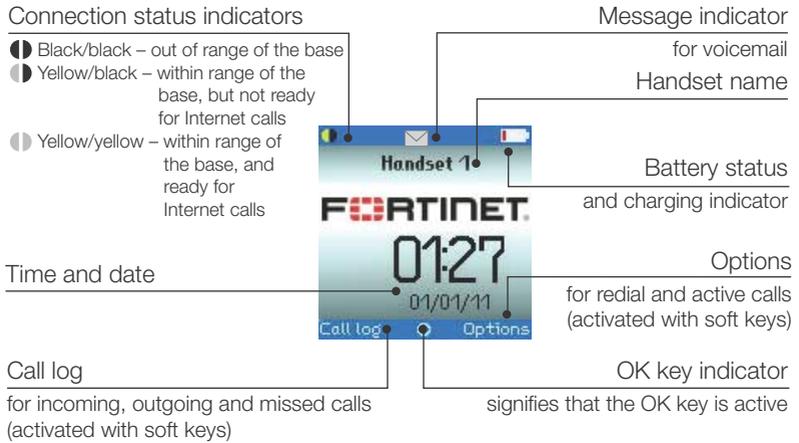
**Figure 5: Base – front view**



**Figure 6: Base – rear view**



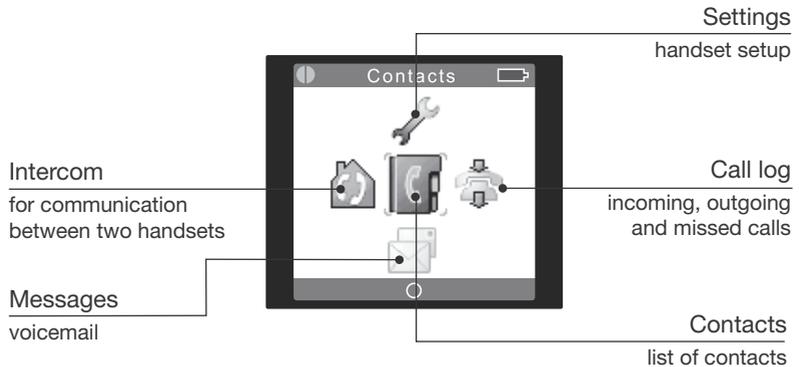
**Figure 7: Handset screen — idle mode**



The Main menu has seven icons. The icons provide access to menus, which allow you to change your settings, and to access voicemail (page 41), the call log (page 44) and contacts (page 45).

In Idle mode, press the *OK* key to access the Main menu. Use the navigation keys to choose a menu icon, and then press the *OK* key to select a menu.

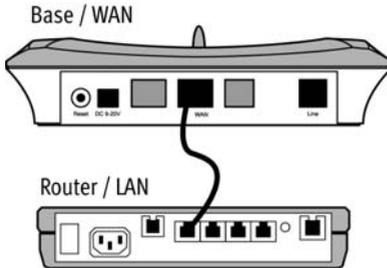
**Figure 8: Handset screen — main menu**



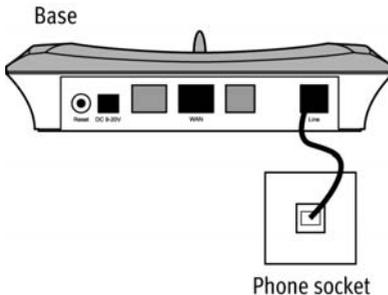
# Installing the FON-860i

## Installing the base

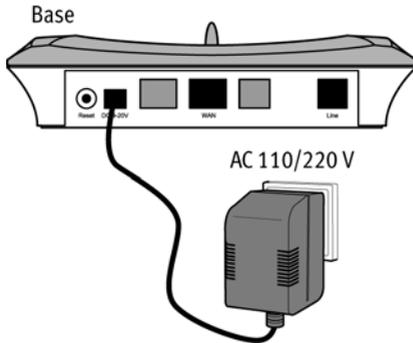
1. Place the base near a wired Ethernet router, either on a tabletop or mounted on a wall. Avoid placing the base in a location with a lot of metal, or near devices that cause interference.



2. Connect the Ethernet cable from the WAN port on the base to a LAN port on your router or Ethernet switch. The FortiVoice unit must be connected to the same LAN.
3. Optionally connect the telephone cable from the Line port on the base to the telephone wall socket. This will allow you to use the FON-860i with a traditional phone line.



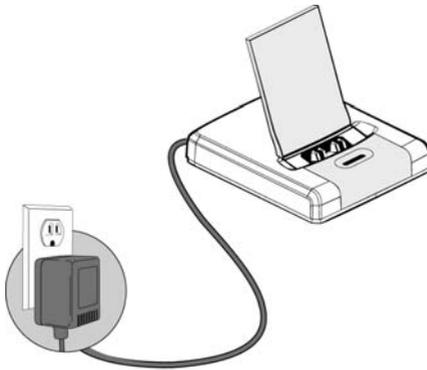
4. Connect the power adapter from the power outlet to the power supply connector. Use a continuous power outlet without a switch, which provides uninterrupted power. We recommend using an AC surge arrester in the power outlet. This is to avoid damage to the equipment caused by lightning and other electrical surges.



Only use the power supply included with the product. Using an unauthorized power supply will invalidate the product warranty and may damage the telephone.

## Installing the handset charger

1. Place the handset charger within the signal range of the base. The handset has an indoor signal range of up to 150 feet (50 meters) from the base. Concrete and metal objects might affect the signal range.
2. Connect the power adapter from the power outlet to the power supply connector. Use a continuous power outlet without a switch, which provides uninterrupted power. We recommend using an AC surge arrester in the power outlet. This is to avoid damage to the equipment caused by lightning and other electrical surges.



Only use the power supply included with the product. Using an unauthorized power supply will invalidate the product warranty and may damage the telephone.

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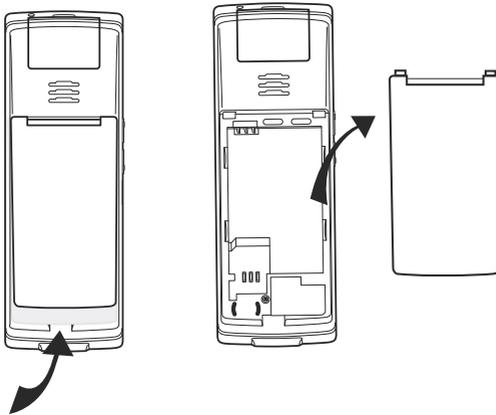
# Installing the batteries



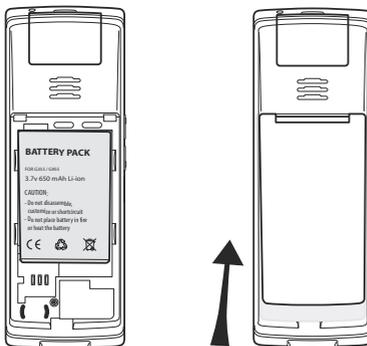
Use only approved rechargeable batteries. Never use other batteries or conventional alkaline batteries.

FON-860i: Lithium Ion (Li-ion) 650 mAh 3.7V.

1. Release the battery cover from the bottom.



2. Insert the Li Polymer cell battery in the handset, making sure it is placed as shown in the illustration, and then slide the battery cover shut.



## Charging the batteries

1. Place the handset in the handset charger. The handset turns on, and the battery charge indicator in the display starts to flash.



2. Charge the batteries for at least 10 hours before first use.

## Registering handsets with the base

You must register the handsets with the base. You can use the handset charger, or you can use the handset itself.



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A base can support up to three handsets with three concurrent calls. It can support up to eight handsets if they aren't all used at once. If you have more than three handsets and are getting busy signals, add more bases to your installation in order to handle more calls.



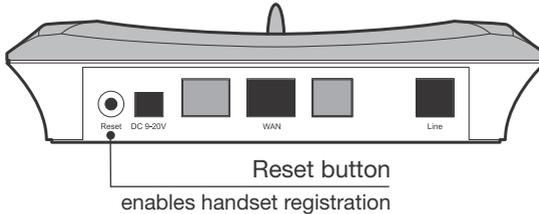
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If the handset you want to register is already registered with another base, you need to deregister the handset from that base before you can register it with a new base. See [“Deregistering a handset from a base”](#) on page 13

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## Using the handset charger

1. Press the *Reset* button on the back of the base. A five-minute registration period starts, which allows handsets to register with the base.



If you have multiple bases, only reset one base at a time, and wait five minutes before resetting the next base.

2. If the handset is turned off, press the *Red Phone* key to turn it on.
3. Place the handset in the handset charger. The handset automatically registers with the base, and the *Configure SIP Domain* message appears on the display. This message indicates that you must configure the FON-860i as an IP extension, as described later. Once the handset is registered, the left connection status indicator in the display will turn yellow. See [“Handset screen — idle mode” on page 6](#).
4. Once the handset is registered, you can place additional handsets in the handset charger for registration. If the five-minute registration period has expired, but the handsets aren’t all registered, press the *Reset* button on the back of the base to start a new registration period.

## Using the handset itself

1. Press the *Reset* button on the back of the base. A five-minute registration period starts.
2. In Idle mode, press the *OK* key on the handset to access the Main menu.
3. Choose *Settings*, and then press the *OK* key.

4. Choose *System settings*, and then press the *OK* key.
5. Choose *Handset settings*, and then press the *OK* key.
6. Choose *Register handset*, press the *OK* key, and then press the *Yes* softkey when prompted to register the handset. The handset automatically registers with the base.

## Deregistering a handset from a base

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *System settings*, and then press the *OK* key.
4. Choose *Handset settings*, and then press the *OK* key.
5. Choose *Deregister handset*, press the *OK* key, and then press the *Yes* softkey when prompted to deregister the handset.

## Viewing all handsets registered with a base

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *System settings*, and then press the *OK* key.
4. Choose *Handset settings*, and then press the *OK* key.
5. Choose *Handsets*, and then press the *OK* key. A list appears with the handsets registered with the base.

## Checking and updating firmware

Occasionally, you may want to check and/or update the FON-860i firmware.

### Checking the current firmware version

1. In Idle mode, press the *Increase Volume* button on the left side of the handset. After a brief delay the phone will display a *System Status* screen.
2. Press the down arrow button to show the second screen, which includes the firmware version (next to the title “SW:”).

## Checking for firmware updates

### If there is no Internet access at this location

Update the firmware using the FortiVoice Management software. Go to *Tools > Update Phones* and follow the instructions.

### If there is Internet access at this location

1. Make sure that no calls are in progress on handsets connected to the base station you wish to update. If your system uses repeaters to extend the range of your handsets, turn the repeaters off until the update process completes.
2. On a handset connected to the base, press the *OK* key to view the main menu.
3. Use the up arrow key to select the *Settings* symbol, then press the *OK* key.
4. Use the up arrow key to select the *System Settings* menu, then press the *OK* key.
5. Use the up arrow key to select *Firmware update*, then press the *OK* key. The handset will search for available updates.
6. If a newer version is available, a *Firmware upd.* screen will appear showing the new version (e.g. *Version0139*). Ensure the newest version is selected (use the arrow keys if needed) then press the *OK* key.

If a *Timeout* or *Error* screen appears, contact your reseller or Fortinet Technical Support at 1.866.393.9960.

7. A screen will appear with language options. Use the up/down arrow keys to select the preferred language for your handset, then press the *OK* key.
8. A warning dialog will appear notifying that updates may take up to 20 minutes per handset, and asking whether to proceed. Select either the *Yes* softkey to proceed, or the *No* softkey to go to the previous menu.

If an update is selected, all handsets will display a progress screen describing the update process. Each handset on the base station will be updated sequentially.

9. When the update process completes, the handset will display a Firmware upd. dialog stating the new firmware version number. Press the *OK* key to return to normal handset operation.
- 



If you use repeaters and turned them off in step 1, turn them back on and ensure their correct operation.

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For instructions on obtaining firmware for your region and language, contact your reseller. If you purchased directly from Fortinet, visit <http://www.fortinet.com/fortivoice> to obtain further information or assistance.

# Configuring the FON-860i as an IP extension

After following the procedures described in “Installing the FON-860i” on page 7, configure your phone as an IP extension. The phone can be located within the office, or outside the office (i.e. an external IP extension).

Before configuring a phone, ensure that no handsets registered with the associated base are being used. If a handset is on a call, the call will be terminated when the system resets the base during configuration of the phone.

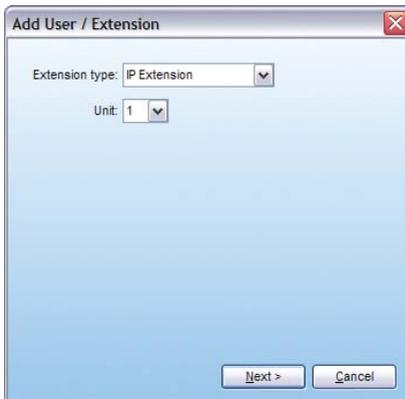


The FON-860i requires version 7.00 or greater of the FortiVoice Management software, which is available at <http://www.fortinet.com/fortivoice>.

## Configuring the FON-860i for use within the office

If the FON-860i is located within the office, it connects to your phone system over the local area network (LAN).

1. Launch the FortiVoice Management software.
2. Select the *Local Extensions/Fax* page.
3. Click the *Add* button. The *Add User / Extension* window appears.



The screenshot shows a dialog box titled "Add User / Extension". It has a close button (X) in the top right corner. Inside the dialog, there are two dropdown menus: "Extension type:" which is currently set to "IP Extension", and "Unit:" which is currently set to "1". At the bottom of the dialog, there are two buttons: "Next >" and "Cancel".

4. Set the *Extension type* to *IP Extension*.

5. In a multi-unit system, select the FortiVoice unit the extension will be associated with. This unit will hold the voicemail for the extension. Click *Next*.
6. Enter the user's *First name* and *Last name*. The names are used for caller ID and the dial-by-name directory.

7. Assign an *Extension number*.
8. Select the *Manufacturer*, and then select the *Model*.
9. Enter the *MAC address* of the phone:
  - You can select the *Phone MAC Address* from a list of automatically-detected phones connected to your LAN. To use this method:
    - i. Click the *Select* button. A *MAC Selection* window appears and lists IP phones of the selected type.

Detected MAC Addresses	Ext Assignment	Type of Phone
00087B030989		850i/860i

- ii. Select the MAC address of the IP phone associated to the extension, and then click *Select*.
- You can enter the *Phone MAC Address* manually. This is the required method if you are setting up an external IP extension. The MAC Address is a 12-digit alphanumeric string located in the barcode on the bottom of the base station and the box the phone came in.



Note that multiple IP extensions can share the same base.

10. Click *Finish*.

11. In the *Extension* tab, select the language for prompts heard by the user of the extension in the *System Prompt Language* list.

## IP Extension Details area

The screenshot shows the 'IP Extension Details' configuration window. It includes the following fields and options:

- Location:** A dropdown menu set to 'Internal'.
- Extension status:** Registered.
- Base MAC address:** 00087B075557, with a 'Select...' button to the right.
- Base IP address:** 192.168.1.155.
- Unit:** A dropdown menu set to '1'.
- Handset ID:** A dropdown menu set to '1'.
- Configure Keys...** button.

1. Set the *Location* to *Internal*.
2. See “[Local Extensions/Fax](#)” in Help within the FortiVoice Management software, for instructions on configuring direct line access, hunt group permissions, caller ID settings (VoIP only), call handling and voicemail.
3. After configuring the extensions, choose *File > Save*. The phone system will automatically configure each handset.

## Configuring the FON-860i for use outside the office

An external IP extension is located outside the office (e.g. an office phone within the home), and connects to your phone system over the Internet. The phone system must be equipped with a VoIP module.



Calls to an emergency service number using an external IP extension will not send the correct address to the emergency operator. We strongly recommend that you apply a warning label to any external IP extension stating:

***If an emergency call is made from this phone, you must provide your address to the emergency operator.***

---

### Checking the firewall

Run the firewall test to ensure the appropriate ports are forwarded from the router at the FortiVoice location to the FortiVoice unit acting as proxy. There should be no need to make any adjustments to the firewall at the remote location. For more information, see “[Firewall Settings](#)” in Help within the FortiVoice Management software.

1. Launch the FortiVoice Management software.
2. Select the *IP Configuration* page.
3. Click *Check Firewall*. The *Firewall Test* window appears.
4. Click *Test Ports* to run the firewall test and ensure port forwarding is set up.

## Selecting the extension

1. Select the *Local Extensions/Fax* page.
2. Click the *Add* button. The *Add User / Extension* window appears.



The screenshot shows a dialog box titled "Add User / Extension". It has a close button (X) in the top right corner. Inside the dialog, there are two dropdown menus: "Extension type:" with "IP Extension" selected, and "Unit:" with "1" selected. At the bottom of the dialog, there are two buttons: "Next >" and "Cancel".

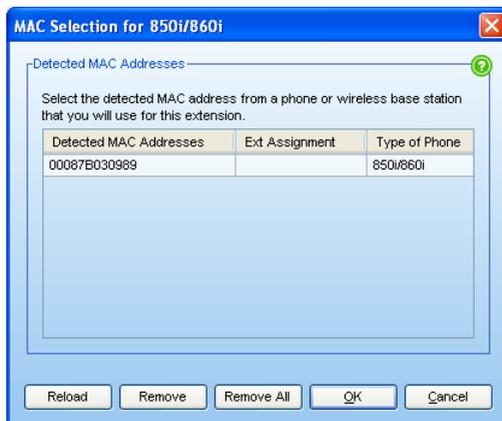
3. Set the *Extension type* to *IP Extension*.
4. In a multi-unit system, select the FortiVoice unit the extension will be associated with. This unit will hold the voicemail for the extension. Click *Next*.
5. Enter the user's *First name* and *Last name*. The names are used for caller ID and the dial-by-name directory.



The screenshot shows the same "Add User / Extension" dialog box, but now with several text input fields filled out. At the top, it says "A suggested range is 100-199". The fields are: "First name:" with "Joe", "Last name:" with "Smith", "Extension number:" with "123", "Manufacturer:" with "Fortinet" selected, "Model:" with "860i" selected, "Base MAC address:" with "00087B075557" and a "Select..." button to its right, and "Handset ID:" with "1" selected. At the bottom, there are two buttons: "Finish" and "Cancel".

6. Assign an *Extension number*.
7. Select the *Manufacturer*, and then select the *Model*.

8. Enter the *MAC address* of the phone:
  - You can select the *Phone MAC Address* from a list of automatically-detected phones connected to your LAN. To use this method:
    - i. Click the *Select* button. A *MAC Selection* window appears and lists IP phones of the selected type.



- ii. Select the MAC address of the IP phone associated to the extension, and then click *Select*.
- You can enter the *Phone MAC Address* manually. This is the required method if you are setting up an external IP extension. The MAC Address is a 12-digit alphanumeric string located in the barcode on the bottom of the base station and the box the phone came in.



Note that multiple IP extensions can share the same base.

9. Click *Finish*.
10. In the *Extension* tab, select the language for prompts heard by the user of the extension in the *System Prompt Language* list.

## IP Extension Details area

IP Extension Details

Location: External      Extension status: Registered

Base MAC address: 00087B075557      Select...      Base IP address: 192.168.1.155

Unit: 1      Time zone: (-05:00) Eastern (US/Canada)

Handset ID: 1      Configure Keys...

1. Set the *Location* to *External*.
2. Select the *Time Zone* of the phone.
3. See “[Local Extensions/Fax](#)” in Help within the FortiVoice Management software, for instructions on configuring direct line access, hunt group permissions, caller ID settings (VoIP only), call handling and voicemail.
4. After configuring the extensions, choose *File > Save*. The phone system will create a file used to configure each handset.

## Configuring the external IP extension handset

1. In Idle mode, press the *OK* key on the handset to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *Network settings*, and then press the *OK* key.
4. Select *Provision server*, and then press the *OK* key.
5. Enter the Public IP address or Public domain name of the system as provided by your administrator. To enter a period:
  - a. Press the *Options* softkey.
  - b. Choose *Insert symbol*, and then press the *OK* key.
  - c. Use the navigation keys to choose the period, and then press the *OK* key.
6. Press the *Save* softkey to accept the changes, and then press the *Back* key.

7. When prompted to reboot the base, select Yes. The FON-860i will automatically download the configuration from the phone system.



If you connected the telephone cable from the Line port on the base to the telephone wall socket, you can use the FON-860i with a traditional phone line.

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When connected to the traditional telephone network (PSTN) or to a FortiVoice system as an analog extension, FLASH is engaged by pressing the # key. The key MUST be held for approximately 2 seconds until you connect to the other caller (call waiting) or receive dial tone to initiate a calling feature.

# Configuring the handset

## Enabling auto answer mode

You can set the FON-860i to auto answer when you pick up the handset from the handset charger.

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *Telephony settings*, and then press the *OK* key.
4. Choose *Answer mode*, and then press the *OK* key.
5. Choose *Auto answer*, and then press the *OK* key.
6. Select *Enabled*, and then press the *OK* key.

## Changing the display contrast

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Settings* and then press the *OK* key.
3. Choose *System settings*, and then press the *OK* key.
4. Choose *Handset settings*, and then press the *OK* key.
5. Choose *Display Contrast*, and then press the *OK* key.
6. Use the navigation keys to select the preferred contrast, and then press the *OK* key.

## Restoring the default display contrast

1. In Idle mode, press the *OK* key to access the Main menu.
2. Press **5 5 5**, and then press the *Yes* softkey when prompted to restore the contrast.

## Changing the audio settings

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *Audio settings*, and then press the *OK* key.
4. Select the item, and then press the *OK* key. Items include:
  - *Ringer melody* — Sets the ringtone for incoming VoIP and Landline calls. The *Intercom* setting is for intercom calls between handsets connected to the same base, but is not used with a FortiVoice system.
  - *Ringer volume* — Sets the volume of the ringtone.
  - *Message tone* — Sets the notification tone for a new voicemail message.
  - *Keypad sound* — Sets the tone that sounds when you press a key.
  - *Advisory tones* — Sets whether a tone sounds when the battery is low, the handset is out of range of the base, or the handset has received confirmation.
  - *Silence options* — Turns all tones on or off.
5. Select the setting, and then press the *OK* key. Different settings are available for each item.

# Using the FON-860i

## Using the speakerphone

During a call, press the speakerphone button on the side of the phone. To deactivate the speakerphone, press the speakerphone button again. See “[Handset — side view](#)” on page 4.



To enjoy the best sound quality, place the handset horizontally with the loudspeaker facing up (located on the back of the handset).

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## Adjusting the handset volume

During a call, press the volume up or volume down buttons on the side of the phone to adjust the volume up or down. The volume setting is automatically saved when you end the call. See “[Handset — side view](#)” on page 4.

## Locking and unlocking the keypad

If you are carrying the handset around, you can lock the keypad so that you do not use it accidentally.

1. In Idle mode, press **\***, and then press the *Lock* softkey. To unlock the keypad, press **\***, and then press the *Unlock* softkey.

The keypad unlocks automatically when you answer an incoming call.

## Activating silent mode

You can activate silent mode to disable the ringer and confirmation sounds. This might be useful when in meetings or at night. The system will route calls according to your extension's unanswered call cascade, and the phone will add missed calls to the call log.

1. In Idle mode, press **#**, and then press the *Silence on* softkey. To restore the ringer and confirmation sounds, press **#**, and then press the *Silence off* softkey.

Alternatively, when the phone is ringing, press the *Silence* softkey. The phone will disable the ringer during the current call.

## Typing text and numbers

When you are using the keypad to dial a number, you can only enter numbers.

When you are using the keypad to enter other information (such as adding a new contact), you may use alphanumeric characters or symbols. Two softkeys will be displayed: *Erase* and *Options*.

The *Erase* softkey allows you to erase text that you have just typed.

The *Options* softkey provides you with the following two options: *Insert symbol* and *Input mode*.

## Inserting a symbol

1. In the text editor, press the *Options* softkey.
2. Choose *Insert symbol*, and then press the *OK* key.
3. Use the navigation keys to choose a symbol, and then press the *OK* key.

## Changing the input mode

The upper right corner of the display shows which input mode is currently selected. The following input modes are available:

- ABC — All uppercase letters.
- Abc — Sentence case. The first letter of the sentence is capitalized, and the rest is lowercase.
- abc — All lowercase letters.
- 123 — Numbers only.

1. In the text editor, press **✖** to change the input mode.

OR

1. In the text editor, press the *Options* softkey.
2. Choose *Input mode*, and then press the *OK* key.
3. Choose the preferred input mode, and then press the *OK* key.

# Making and answering calls

If you have direct line access enabled, you will automatically access an outside line. To place an intercom call or to access features indicated with a ▲, first dial \* \* .

## Calling an outside number

1. In Idle mode, dial **9** (**0** in some countries) or **8 1-8 8** to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
2. Dial the phone number, and then press the *Green Phone* key.

If an access code is configured for your extension:

1. In Idle mode, dial **9** (**0** in some countries) or **8 1-8 8**, and then press the *Green Phone* key to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
2. Dial the access code when prompted.
3. Dial the phone number, and then press the *Green Phone* key.

## ▲ Calling an extension

You can call a local extension, remote extension, ring group, general voice mailbox, or a VoIP number within a multi-branch VoIP network.

1. In Idle mode, dial the extension number, and then press the *Green Phone* key.

## ▲ Calling a voice mailbox

You can leave voicemail without ringing the user's extension.

1. In Idle mode, dial \* + extension, and then press the *Green Phone* key.

## ▲ Making a call using a system speed dial number

A system speed dial number allows you to quickly call an outside number from any local extension. The administrator maintains the list of system speed dial numbers.

1. In Idle mode, dial the speed dial range defined by Administration, and then press the *Green Phone* key.

## ▲ Calling the receptionist

The administrator can set up a speed dial number to reach the receptionist or another resource.

1. In Idle mode, dial **0** (**9** in some countries), and then press the *Green Phone* key.

## Making a call using contacts

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Contacts*, and then press the *OK* key.
3. Choose the contact you want to call.
4. If a hunt group is required, ensure the hunt group number is inserted in front of the phone number. For example, 1-555-333-1234 might need to be programmed as 9-1-555-333-1234 if hunt group 9 is used for outbound calls. This is not required if you have direct line access.
5. Press the *Green Phone* key. The default number is dialed.

For more information about contacts, see “[Contacts](#)” on page 45.

## Making a call using the call log

1. In Idle mode, press the *Call log* softkey. Alternatively, you can press the *OK* key to access the Main menu, choose *Call log*, and then press the *OK* key.
2. Choose the number you want to call.

3. If a hunt group is required, ensure the hunt group number is inserted in front of the phone number. This is not required if you have direct line access. See [“Call log” on page 44](#).
4. Press the *Green Phone* key.

For more information about the call log, see [“Call log” on page 44](#).

## Making a call using redial

1. In Idle mode, press the *Options* softkey.
2. Choose *Redial*, and then press the *OK* key. The most recently dialed number is displayed.
3. If a hunt group is required, ensure that hunt group is inserted in front of the phone number. This is not required if you have direct line access.
4. Press the *Green Phone* key to call the number.

## Making a call using a speed dial number

A speed dial number allows you to quickly call one of the contacts stored in your handset. See [“Specifying a speed dial number for a contact” on page 47](#).

1. In Idle mode, dial the speed dial number assigned to the contact you want to call (1–9), and then press the *Green Phone* key.



In countries where you dial **9** to call the receptionist, speed dial 9 is not available.

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## ▲ Making an emergency call

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Calls to an emergency service number using an external IP extension will not send the correct address to the emergency operator. We strongly recommend that you apply a warning label to any external IP extension stating:

***If an emergency call is made from this phone, you must provide your address to the emergency operator.***

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1. In Idle mode, dial **9** (**0** in some countries) or **8 1-8 8** to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
2. Dial the emergency number for your area, and then press the *Green Phone* key.

You cannot make emergency calls in the following situations:

- Power failure
- Handset is out of range of the base
- Handset batteries are drained
- Firmware update is in progress

## Making a conference call

1. Make a call to the first party.
2. Press the *Hold* softkey.
3. Make a call to the second party.
4. Press the *Options* softkey, select *Conference*, and then press the *OK* key.

## Making an analog call

If you have connected a telephone cable from the Line port on the base to the telephone wall socket, you can make an analog call over the traditional phone line.

1. In Idle mode, press the *OK* key on the handset to access the Main menu.

2. Choose *Settings*, and then press the *OK* key.
3. Choose *Telephony Settings*, and then press the *OK* key.
4. Choose *Primary line*, and then press the *OK* key.
5. Choose *Landline*, and then press the *OK* key.
6. Dial the phone number, and then press the *Green Phone* key.

## Answering a call

1. Press the *Green Phone* key.
2. If call screening is enabled, press **#** to accept the call, or **\*#** to reject it. Rejecting the call routes it to your extension's answered (but rejected) call cascade (e.g. voicemail or another user).

You can also set the FON-860i to auto answer when you pick up the handset from the handset charger. In this case you do not have to press the *Green Phone* key.



Note that the keypad unlocks automatically when you answer an incoming call.

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## Answering call waiting

1. If you hear the call waiting tone during a call, press the *Green Phone* key. The first call is put on hold automatically.
2. To switch between the two calls, press the *Options* softkey, choose *Swap calls*, and then press the *OK* key.
3. To set up a conference call, press the *Options* softkey, choose *Conference*, and then press the *OK* key.

If you are making an analog call over the traditional phone line, you must engage Flash to answer call waiting. To engage Flash, press the **#** key for approximately two seconds until you connect to the other caller.

## Answering a queued call

1. Press the *Hold* softkey. The current call is put on hold.
2. Dial **7**, and then press the *Green Phone* key. The system connects you to the oldest call in the queue.

OR

1. Press the *Red Phone* key to end the current call. If you have a queued call, your extension will ring.
2. Press the *Green Phone* key to answer the queued call.

## ▲ Picking up a call for any extension

1. To answer an incoming call for any extension, dial **\* 9**, and then press the *Green Phone* key.

## ▲ Picking up a call for a specific extension

1. To answer an intercom or incoming call for a specific extension, dial **\* 7** + extension, and then press the *Green Phone* key.

## Answering an analog call

If you have connected a telephone cable from the Line port on the base to the telephone wall socket, the base can receive an analog call over the traditional phone line.

1. Press the *Green Phone* key.

If the base receives an analog call, all handsets will ring by default. You can disable a handset from ringing during an incoming analog call.

1. In Idle mode, press the *OK* key to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *Telephony settings*, and then press the *OK* key.
4. Choose *Call groups*, and then press the *OK* key.
5. Clear the *Landline* box.

## Rejecting a call

1. Instead of answering the call, press the *Reject* softkey. Rejecting the call routes it to your extension's call cascade (e.g. voicemail or another user).
  - If your phone is configured as an IP extension, rejecting the call routes it to your extension's busy call cascade.
  - If your phone is configured as an analog extension, rejecting the call routes it to your extension's no answer call cascade.

You can also turn off the ringer. See [“Activating silent mode” on page 27](#).

## Muting a call

1. During a call, press the *Mute* softkey. The phone switches off the microphone. The person on the line will not be able to hear what you are saying. To turn the microphone on again, press the *Mute off* softkey.

## Ending a call

1. During a call, press the *Red Phone* key, or place the handset in the handset charger.

## Caller ID

When you receive an incoming call, the caller ID appears if you have the service, with the following exceptions:

- If the caller has blocked display of caller ID, no caller ID appears.
- If caller ID based routing has an alternate name set up, the alternate name appears instead of the caller ID name.
- If the caller is stored as a contact, the contact name appears instead of the caller ID name or the alternate name.

## Using the FON-860i with a traditional phone line

When connected to the traditional telephone network (PSTN) or to a FortiVoice system as an analog extension, FLASH is engaged by pressing the # key. The key **MUST** be held for approximately 2 seconds until you connect to the other caller (call waiting) or receive dial tone to initiate a calling feature.

# Holding and transferring calls

## Placing a call on hold

1. During a call, press the *Hold* softkey.

## Taking a call off hold

1. Press the *Options* softkey, choose *Retrieve call*, and then press the *OK* key.

## Transferring a call

1. During a call, press the *Hold* softkey.
2. Press the *Options* softkey, choose *Transfer*, and then press the *OK* key.
3. Transfer the call to a contact, extension, voice mailbox or outside number:
  - To transfer the call to a contact:
    - i. Press the *Contacts* softkey.
    - ii. Choose the contact to whom you want to transfer the call, and then press the *OK* key.
    - iii. Choose the number to dial, and then press the *Select* softkey.
    - iv. Press the *Green Phone* key.
  - To transfer the call to an extension, dial the extension number, and then press the *Green Phone* key.
  - To transfer the call to voicemail, dial \* + extension, and then press the *Green Phone* key.
  - To transfer the call to an outside number:
    - i. Dial the **9** (**0** in some countries) or **8 1-8 8** to get an outside line. If you have the Same Line Connect feature, and want to transfer an outside caller to an outside number, you can also dial **3 0** to use the same line.
    - ii. Dial the phone number, and then press the *Green Phone* key.

## Attended transfer

1. During a call, press the *Hold* softkey.
2. Choose a contact or dial the number, and then press the *Green Phone* key.
3. If the person wants the call, press the *Options* softkey, choose *Transfer*, and then press the *OK* key.
4. If the other person does not want the call, press the *Red Phone* key. You are reconnected to the caller.

# Parking calls and paging

If you have direct line access enabled, you will automatically access an outside line. To place an intercom call or to access features indicated with a ▲, first dial \* \* .

## Parking a call

Parking a call is similar to placing a call on hold, but a user can retrieve a parked call from any local extension.

1. During a call, press the *Hold* softkey.
2. Dial \* 5 1 0 , and then press the *Green Phone* key. The system responds with a parking orbit (500–509).
3. Page the user for whom the call is parked, and provide the parking orbit.

## ▲ Retrieving a parked call

1. Dial \* \* + parking orbit (500–509), and then press the *Green Phone* key.

## ▲ Two-way intercom paging

Two-way intercom paging connects your phone to the other extension's speaker, and allows the other user to respond. The other phone must be a FortiFone telephone.

1. In Idle mode, dial \* 8 4 + extension, and then press the *Green Phone* key.

## ▲ One-way group paging

One-way group paging connects your phone to the speakers of the extensions within a ring group, without allowing the other users to respond. It can also connect your phone to one other extension. The other phones must be FortiFone analog telephones (FON-600) or IP phones (FON-350i, FON-450i or FON-550i).

1. In Idle mode, dial **\* 8 5** + ring group (or extension), and then press the *Green Phone* key.

## ▲ Overhead paging

Overhead paging connects your phone to the PA amplifier connected to the phone system.

1. In Idle mode, dial **\* 0**, and then press the *Green Phone* key.

# Voicemail

## Setting up voicemail

1. Go to a quiet environment within range of your base station to minimize background noise when recording your greeting and name.
2. In Idle mode, press **\* \***, and then press the *Green Phone* key. If you have direct line access, press **\* \*** first.
3. When prompted, enter a password, record a greeting and record your name for the dial-by-name directory. A sample greeting is: *You have reached [your name]. I'm sorry that I can't answer your call. Please leave a message and I will return your call as quickly as possible. Thank you.*

## Checking voicemail using the FortiVoice feature code

The voicemail indicator flashes to indicate there is a new voicemail message. The indicator appears in the status bar on the screen. *New Voicemail* also appears on the screen.

1. Once *New Voicemail* appears on the screen, press the *Red Phone* key.
2. Press **\* \***, and then press the *Green Phone* key. If you have direct line access, press **\* \*** first.
3. When prompted, enter your password, and then press **#**.
4. Press **1** to listen to your messages.

## Checking voicemail using the voicemail menu

1. Once *New Voicemail* appears on the screen, press the *OK* key.
2. Choose *Voicemail*, and then press the *OK* key.
3. Choose your name, and then press the *OK* key. The screen shows the number of new messages and the total number of messages.
4. Press the *Play* softkey.
5. When prompted, enter your password, and then press **#**.
6. Press **1** to listen to your messages.

## Controlling message playback

While listening to a voicemail message, you can use the following message playback controls.

Rewind 10 seconds	Press <b>1</b>
Skip ahead 10 seconds	Press <b>3</b>
Check time and date	Press <b>5</b>
Delete message	Press <b>7</b>
Skip to next message	Press <b>#</b>
Go to beginning	Press <b>1 1</b>
Skip to end	Press <b>3 3</b>
Forward message	Press <b>6 6</b>
Save message	Press <b>9</b>

# Other features

If you have direct line access enabled, you will automatically access an outside line. To place an intercom call or to access features indicated with a ▲, first dial \* \* .

## ▲ **Toggling do not disturb mode**

You can toggle do not disturb mode off and on. Do not disturb mode prevents your phone from ringing, and immediately routes incoming calls according to your extension's do not disturb call cascade.

1. In Idle mode, dial \* 6 2 , then press the *Green Phone* key.

## ▲ **Attaching an account code to the last call**

Your company can classify inbound and outbound calls (but not intercom calls) for accounting purposes. The administrator must enable Call detail record logging.

1. End the call.
2. In Idle mode, dial \* 8 8 , then press the *Green Phone* key.
3. When prompted, dial the account code + # .

# Call log

The call log keeps track of all your incoming and outgoing calls. It consists of four different call logs that you can scroll through using the navigation keys on the handset. There are call logs for all calls, missed calls, incoming calls and outgoing calls.

The call log stores up to 30 numbers. For each call, the call log keeps track of the number, the date and time of the call, and the type of call: incoming, outgoing, or missed. If the caller's name and number is stored in Contacts, the caller's name is also displayed. A number or name is only listed once, but all missed calls are counted so you can see how many times the same caller has tried to reach you.

## Viewing numbers in the call log

1. In Idle mode, press the *Call log* softkey. Alternatively, in the Main menu, choose *Call log*, and then press the *OK* key.
2. Use the navigation keys to page through the other logs and up/down to scroll through the names and numbers.
3. Select a number in the call log and then press the *Options* softkey to access the following options:

Option	Description
Add as contact	Opens a text editor so that you can add the selected number as a contact. For more information, see <a href="#">“Adding a call log number to contacts” on page 48.</a>
Append as contact	Opens Contacts so that you can add the selected number to an already existing contact. For more information, see <a href="#">“Adding a call log number to an existing contact” on page 48.</a>
Edit for call	Opens the number editor so that you can edit the number before calling. Example: Add a hunt group.
Delete	Deletes the selected number from the call log.
Delete list	Deletes all numbers in the call log list.

For information on how to make a call from the call log, see [“Making a call using the call log” on page 30.](#)

# Contacts

Contacts are stored names and numbers that allow you to easily dial them. The Contacts menu consists of one or more groups that you can scroll through using the left/right navigation keys on the handset. The names and numbers are listed in alphabetical order for each group. You can store up to 170 contacts, with up to four phone numbers per contact. Contact entries are shared between all handsets registered with the base.

## Adding a contact

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Press the *Options* softkey, choose *Add contact*, and then press the *OK* key.
3. Press the *Edit* softkey to enter the name editor, type the name of the contact, and then press the *OK* key.
4. Scroll down and choose a number field, press the *OK* key, and then type a number.
5. Press the *Options* softkey, choose *Number type*, and then press the *OK* key.
6. Choose the preferred number type, press the *OK* key to confirm, and then press the *Red Phone* key to return to the number editor. Do the same for all the numbers you want to add to the contact.
7. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save. You need to type both a name and a number for a contact before you can save the information.

## Choosing a contact

1. In the Main menu, choose *Contacts* and then press the *OK* key.
2. Use the navigation keys to navigate through the groups and to scroll up and down. You can also search for a contact by entering the first letter of the name. The first name starting with that letter is highlighted.

## Deleting a contact

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact you want to delete.
3. Press the *Options* softkey, choose *Delete contact*, and then press the *Yes* softkey when prompted to delete the contact.
4. To delete all contacts, choose *Delete all contacts*, and then press the *Yes* softkey when prompted to delete the list.

When you delete a contact, it is automatically deleted from any related groups.

## Editing a contact

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact you want to edit.
3. Press the *Options* softkey, choose *Edit contact*, and then choose the field that you want to edit.
4. Press the *Edit* softkey, make your edits, and then press the *OK* key.
5. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save.

## Changing the ring tone for a contact

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact for which you want to specify a ring tone.
3. Press the *Options* softkey, and then choose *Edit contact*.
4. Choose *Ringtone melody*, and then press the *OK* key.
5. Press the *Play* softkey to listen to the ring tones.
6. Use the arrow keys to scroll through the ring tones.
7. Press the *Stop* softkey to stop the ring tones from playing.
8. Press the *OK* key to select the ring tone, and then press the *Red Phone* key to return to the contact.
9. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save.

## Changing the default number for a contact

The first number you save for a contact is automatically the default number. If you use speed dial, for example, it is always the default number that is dialed. You can always change the default number for a contact.

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact that requires a new default number.
3. Press the *Options* softkey, choose *Edit contact*, and then press the *OK* key.
4. Choose the new default number, and then press the *Edit* softkey.
5. Press the *Options* softkey, choose *Default*, and then press the *OK* key.
6. Press the *Yes* softkey when prompted to save the number as default number.
7. Press the *Red Phone* key to return to the contact.
8. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save.

## Specifying a speed dial number for a contact

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact to which you want to add a speed dial number.
3. Press the *Options* softkey, choose *Speed dial*, and then press the *OK* key.
4. To use a new speed dial number, select an empty entry, and then press the *Add* softkey.
5. To replace an existing speed dial number, select the entry you want to replace, and then press the *Replace* softkey.
6. Press the *Red Phone* key to return to contacts.

## Adding a call log number to contacts

1. In Idle mode, press the *Call log* softkey.
2. Choose the number you want to add to contacts.
3. Press the *Options* softkey, choose *Add as contact*, and then press the *OK* key. The number is automatically added to the new contact.
4. Press the *Edit* softkey to enter the name editor, write the name of the contact, and then press the *OK* key. If Caller ID is used, the name is entered automatically.
5. Press the *Save* softkey, and then the *Yes* softkey when prompted to save.

## Adding a call log number to an existing contact

1. In Idle mode, press the *Call log* softkey, and then choose the number you want to append to an existing contact.
2. Press the *Options* softkey, choose *Append to contact*, and then press the *OK* key.
3. Choose the contact to which you want to add the number, and then press the *Append* softkey. The contact opens, and the number is added automatically.
4. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save.

## Creating a group

You can organize your contacts into appropriate groups to gain an easier overview of all contacts, and you can specify a different ring tone for each group. When you create a group, the newly named group is automatically added to the Contacts menu. The group contains all the members assigned to that group.

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Press the *Options* softkey, choose *Groups*, and then press the *OK* key.
3. Press the *Options* softkey, choose *Add group*, and then press the *OK* key.
4. Write a name for the group, press the *OK* key, and then press the *Yes* softkey when prompted to save.

## Editing a group

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Press the *Options* softkey, choose *Groups*, and then press the *OK* key.
3. Choose the group you want to edit.
4. Press the *Options* softkey, choose *Edit group*, and then press the *OK* key.
5. Make your edits, press the *OK* key, and then press the *Yes* softkey when prompted to save.

## Adding a contact to a group

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact you want to add to a group.
3. Press the *Options* softkey, choose *Edit contact*, and then press the *OK* key.
4. Choose *Groups*, and then press the *OK* key.
5. Choose the group or groups to which you want to add the contact.
6. Press the *Red Phone* key to return to the contact.
7. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save.

## Deleting a group

When you delete a group, the individual entries remain in the common *Contacts* list.

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Press the *Options* softkey, choose *Groups*, and then press the *OK* key.
3. Choose the group you want to delete.
4. Press the *Options* softkey, choose *Delete group*, and then press the *OK* key.
5. Press the *Yes* softkey when prompted to delete the group.

## Removing a contact from a group

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Choose the contact that you want to remove from a group.
3. Press the *Options* softkey, choose *Edit contact*, and then select *Groups*.
4. Choose the group from which you want to remove the contact, and then press the *OK* key.
5. Press the *Red Phone* key.
6. Press the *Save* softkey, and then press the *Yes* softkey when prompted to save.

## Changing a ring tone for a group

You can specify a different ring tone for each group you create.

1. In the Main menu, choose *Contacts*, and then press the *OK* key.
2. Press the *Options* softkey, choose *Groups*, and then press the *OK* key.
3. Choose the group for which you want to specify a ring tone.
4. Press the *Options* softkey, choose *Ringer tone*, and then press the *OK* key.
5. Press the *Play* softkey to listen to the ring tones.
6. Use the arrow keys to scroll through the ring tones.
7. Press the *Stop* softkey to stop the ring tones from playing.
8. Press the *OK* key to select the ring tone, and then press the *Red Phone* key to return to the group.

# Troubleshooting

See “[Base — front view](#)” on page 5 for a description of the LEDs on the front of the base. See “[Handset screen — idle mode](#)” on page 6 for a description of the connection status indicators on the handset screen.

The following is a list of solutions to the most common issues that you may experience when you use the FON-860i. Most of the problems you can easily solve yourself, whereas others require that you contact your service provider.

<b>Problem</b>	<b>Possible causes</b>	<b>Possible solutions</b>
The handset display is black.	The handset is in power saving mode.  The batteries are drained.  Power is not turned on.	Press any key.  Charge the batteries.  Check that the batteries are inserted with the plus and minus ends facing the correct way. Press and hold the <i>Red Phone</i> key.
The handset does not charge.	The handset charger is not powered.  The batteries are not inserted correctly.	Check that the power adapter is connected properly to the handset charger.  Check that the batteries are inserted with the plus and minus ends facing the correct way.

Problem	Possible causes	Possible solutions
The handset is registered to the wrong base.	You have multiple bases, and the handset is registered to the wrong one.	<p>Clear the handset registrations by pressing the <i>Reset</i> button for about 10 seconds until all four LEDs on the base light up. This restores factory defaults.</p> <p>Re-register the handsets for each base, one base at a time. After pressing the <i>Reset</i> button on a base, wait at least five minutes before pressing the <i>Reset</i> button on the next base.</p>
The handset registration failed, and the status indicator on the display is black.	The handset is out of range of the base.	Move the handset closer to the base, place it in the handset charger, and reset the base.
The display reads, "Searching for base".	<p>The handset is out of range of the base.</p> <p>The base is not powered.</p>	<p>Move the handset closer to the base.</p> <p>Check that the power adapter is connected properly to the base.</p>
The POWER indicator on the base is not lit.	The base is not powered.	Check that the power adapter is connected properly to the base.

Problem	Possible causes	Possible solutions
The I-NET indicator on the base is not lit.	<p>The Ethernet cable is not connected.</p> <p>The router or modem is not powered.</p> <p>The base cannot retrieve an IP address.</p>	<p>Check that the Ethernet cable between the WAN port on the base and the LAN port on your modem or router is connected properly.</p> <p>Turn on the power to the modem or router.</p> <p>In Internet settings, check that the IP mode corresponds to the IP mode of your Internet connection.</p>
There is no audio when I make Internet calls.	The router blocks audio.	Use port forwarding. Check your router's user guide to see how to configure port forwarding.
I can't make Internet calls, the VoIP indicator on the base is not lit, and the right status indicator in the upper left corner of the display is black.	<p>The configuration of the FON-860i is not complete.</p> <p>The base has not been reset after you saved the configuration.</p>	<p>Check that you have configured your FON-860i properly. Go to the FortiVoice Management software and check the configuration. For more information, contact your Internet Telephony Service Provider.</p> <p>Reset the base and allow the base two minutes to log in at your Internet Telephony Service Provider.</p>

Problem	Possible causes	Possible solutions
<p>I can't make Internet calls, the VoIP indicator on the base is not lit, and the right status indicator in the upper left corner of the display is black. <i>(continued)</i></p>	<p>The router uses port forwarding.</p>	<p>Check that you have configured your router so that it always assigns the same IP address to your FON-860i's MAC address when using port forwarding. Otherwise incoming traffic is probably not forwarded to your FON-860i. For more information, check your router's user guide.</p>
	<p>The router blocks Internet telephony.</p>	<p>Try disabling STUN. Open the Internet settings menu, choose STUN mode, and select Disabled. Reset the base. For more information, contact your Internet Telephony Service Provider.</p> <p>Use port forwarding. The default SIP port is 5060, and the default RTP port is 5004. Ensure that your router always assigns the same IP address to your FON-860i when using port forwarding. For more information, check your router's user guide.</p>
	<p>The router firmware needs updating.</p>	<p>Check your router's user guide to see how to update the firmware.</p>

<b>Problem</b>	<b>Possible causes</b>	<b>Possible solutions</b>
<p>When I make Internet calls, the sound quality is poor.</p>	<p>There is too much simultaneous data traffic on your broadband connection.</p> <p>Your Internet Telephony Service Provider's Quality of Service is based on a "best efforts" rather than a guaranteed voice priority method.</p>	<p>Reduce the amount of traffic on your broadband connection.</p> <p>Sign up for a Quality of Service agreement with your broadband provider.</p> <p>Order a connection with higher speed from your broadband provider.</p> <p>Contact your Internet Telephony Service Provider regarding ensured voice prioritization across the network.</p>
<p>I cannot make Internet calls, but it worked yesterday.</p>	<p>The base is not logged in at the Internet Telephony Service Provider.</p> <p>The router is turned off.</p> <p>The SIP server is down.</p> <p>The Internet connection is down.</p>	<p>Check that all cables are connected properly, and check that power is turned on, and then reset the base.</p> <p>Turn on the router.</p> <p>Contact your Internet Telephony Service Provider.</p> <p>Contact your broadband provider.</p>

# Appendix A: Optional configuration methods

## Configuring the FON-860i as an analog local extension

Once you have completed the procedures in “Installing the FON-860i” on page 7, you can configure the FON-860i as an analog local extension. The base will support one extension. If multiple handsets are registered with the base, they will share the extension. Calling the extension will ring all handsets, but only one handset can be used at a time.

If the FON-860i is configured as an analog local extension, you must engage Flash to hold, transfer and park calls; to answer call waiting and queued calls; and to get an internal dial tone if direct line access is enabled. To engage Flash, press the # key for approximately two seconds until you receive dial tone or connect to the other caller.

1. Connect the telephone cable from the Line port on the base to the E1–E8 jack on the FortiVoice unit.
2. If possible, connect the Ethernet cable from the WAN port on the base to a LAN port on your router or Ethernet switch. This will prevent the *No IP address* message from appearing.
3. Launch the FortiVoice Management software.
4. Select the *Local Extensions/Fax* page.
5. Click the *Add* button. The *Add User / Extension* window appears.



6. Set the *Extension type* to *Regular phone or fax*.
7. In a multi-unit system, select the FortiVoice unit the extension will be associated with. This unit will hold the voicemail for the extension. Click *Next*.
8. Enter the user's *First name* and *Last name*. The names are used for caller ID and the dial-by-name directory.



A suggested range is 100-199

First name: Dave

Last name: Smith

Extension number: 125

Manufacturer: Other

Model: Other

Finish Cancel

9. Assign an *Extension number*.
10. If necessary, select the *Manufacturer*, and then select the *Model*.
11. Click *Finish*.
12. After configuring the extensions, choose *File > Save*. The phone system will automatically configure each handset.

## Configuring the analog local extension handset

1. In Idle mode, press the *OK* key on the handset to access the Main menu.
2. Choose *Settings*, and then press the *OK* key.
3. Choose *Telephony Settings*, and then press the *OK* key.
4. Choose *Primary line*, and then press the *OK* key.
5. Choose *Landline*, and then press the *OK* key.

## Configuring the FON-860i as a standalone IP phone

Once you have completed the procedures in “[Installing the FON-860i](#)” on page 7, you can configure the FON-860i as a standalone IP phone without using the FortiVoice Management software. If necessary, you will configure a static IP address for the base. You will then configure the voice settings.



A standalone IP phone does not provide any FortiVoice features.

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## Configuring a static IP address

If your network supports dynamic assignment of IP addresses (DHCP), you can skip this section. If your network does not support DHCP, you must set the static IP address of the base.



When entering IP addresses, enter periods as described in “[Configuring the external IP extension handset](#)” on page 22. Do not press the **✳** or **#** key to enter a period.

---

1. In the Main menu, choose *Settings*, and then press the *OK* key.
2. Choose *Network settings*, and then press the *OK* key.
3. Choose *IP Mode*, and then press the *OK* key.
4. Choose *Static*, press the *OK* key, and press the *Back* softkey.
5. Choose *IP address*, and then press the *OK* key. Enter the IP address, and then press the *OK* key. When prompted, press the *Yes* softkey.
6. Choose *Subnet mask*, and then press the *OK* key. Enter the subnet mask, and then press the *OK* key. When prompted, press the *Yes* softkey.
7. Choose *DNS server*, and then press the *OK* key. Enter the primary DNS server, and then press the *OK* key. When prompted, press the *Yes* softkey.
8. Choose *Default gateway*, and then press the *OK* key. Enter the default gateway, and then press the *OK* key. When prompted, press the *Yes* softkey.

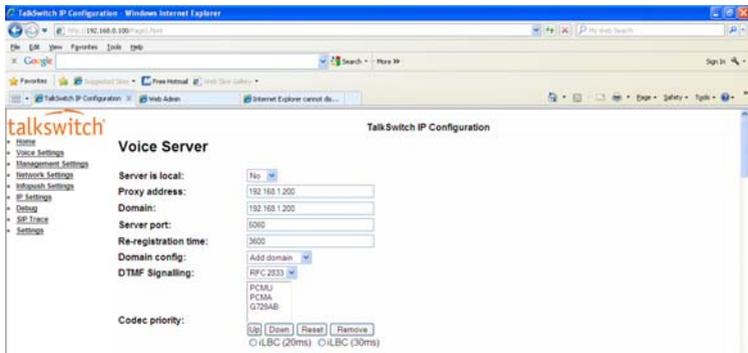
# Configuring the voice settings

1. Connect your computer to the same router/LAN/sub-net as the base.
2. In Idle mode, press the volume up key on the handset. The System Status screen appears. Note the IP address of the base.



If the System Status screen does not appear, there may be a problem with the DHCP server settings. The MAC address should match the MAC address of the base. If your network supports DHCP, the IP address should be assigned by your network.

3. Open a web browser on a computer connected to the same LAN as the base.
4. Enter the IP address of the base from Step 2. You may have to enter `http://` before the IP address.
5. When prompted, enter `admin` as the username, and `23646` as the password.
6. Click *Voice Settings*. The *Voice Settings* page appears.



7. Complete the *Voice Server* settings with account information from your ITSP (Internet telephony service provider). Contact your ITSP for more information.
8. Click *SAVE CHANGES*. The system saves the changes and then returns to the main page.
9. Click *REBOOT*. The system configures the base and handsets. Both status indicators in the upper left corner of the display will turn yellow.

# Legal

**For the US:** This equipment complies with Part 15 of the FCC rules and Part 68 of the FCC rules, and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). Located on the equipment is a label that contains, among other information, the FCC registration number, and the ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To ascertain the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

**For the EU:** The telephone's conformity with EU directives is confirmed by the CE symbol. We hereby declare that the LAN Cordless FON-860i is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If such advance notice is not practicable, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe this is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice to enable you to make the necessary modifications in order to maintain uninterrupted service. If the trouble is causing harm to the telephone network, the telephone company may request you to disconnect the equipment from the network until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C.

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# 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.

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