



Using FON-870i 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:


-  — Settings
-  — Voicemail
-  — Answer

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


Remember

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

Setting up voicemail

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

Checking voicemail

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

Retrieving a caller on hold

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

Voicemail

Access mailbox:

Locally * * + [

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-870i Phones with FortiVoice Enterprise Systems

Accessing Features

Do not disturb * 7 8 + [to enable

* 7 9 + [to disable

Pick up: Any ringing extension

* 8 0 + [

Pick up: Specific extension

* 8 1 + <extension> + [

Place caller on hold *Hold*

Retrieve caller on hold *Retrieve*

CUT ↑ and FOLD →

Accessing Features

Answer call waiting	<i>Swap</i>
Blind transfer	<i>Transfer + <extension> + Transfer</i>
Screened transfer	<i>Transfer + <extension> + [+ Transfer. To cancel the transfer, press 0.</i>
Voicemail transfer	<i>Transfer + * * * + <extension> + Transfer</i>
Conference call	<i>Dial the first party number, press Conf. Dial the second party number + Conf.</i>
Park a caller	<i>Transfer + * * 4 + Transfer. The system will respond with a parking orbit.</i>
Two-way intercom paging to FortiFone telephones	<i>* 9 2 + <extension> + [</i>
Two-way group paging to FortiFone telephones	<i>Dial the <paging group number> + [</i>