FORTINET

FortiFone™ User Guide
for FON-C70

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Contents

Introduction

This user guide includes information about configuring and using your FON-C70 IP conference phone.

Phone features

- 4" x 1.5" monochrome display
- Full duplex speakerphone
- Three microphone array
- PoE support eliminates the new for a power adapter
- Connect up to 2 additional microphones (FF-M70)

FON-C70 base unit
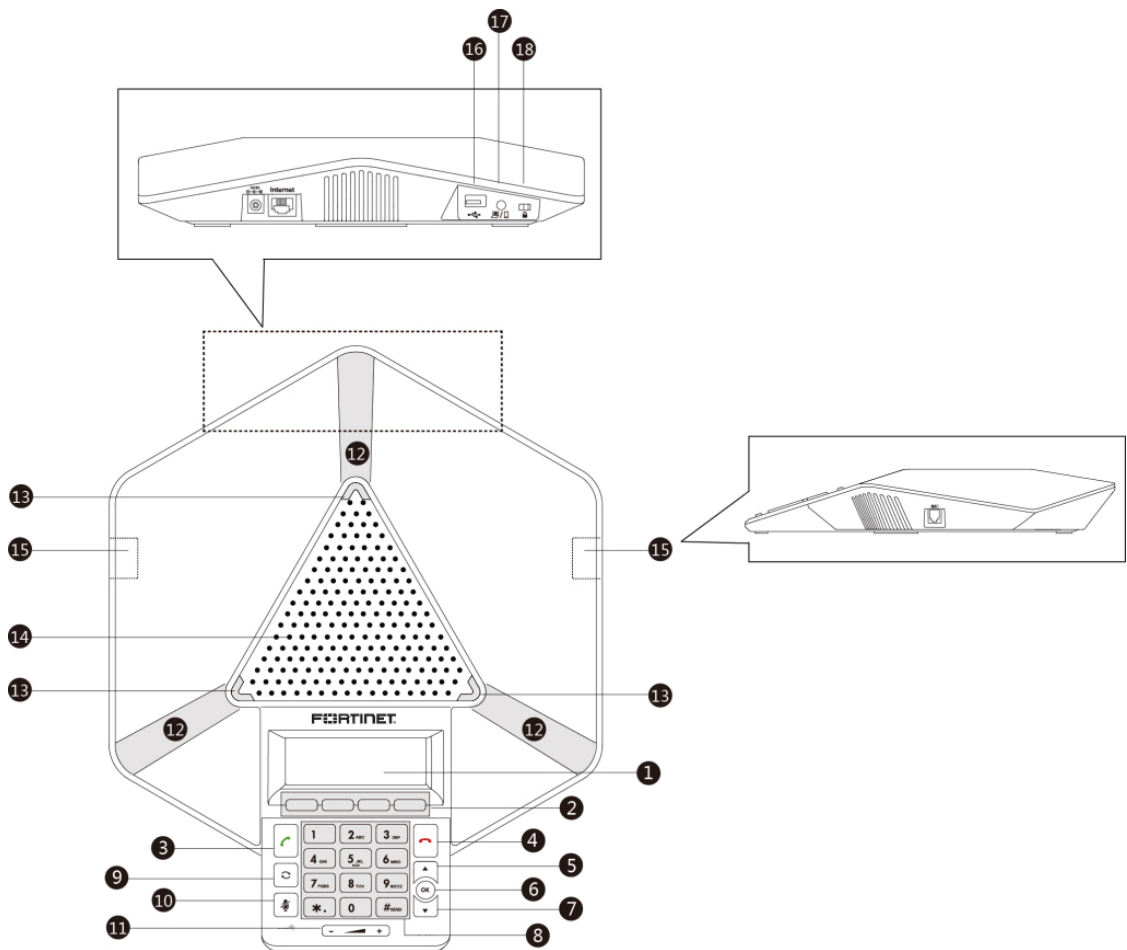
	Item	Description
1	LCD Screen	Shows information about calls, messages, softkeys, time, date and other relevant data.
2	Softkeys	For various context-sensitive features. See table below.
3	Off-hook Key	Initiates a call.
4	Onhook Key	Ends a call or returns to the idle screen.
5	Scroll up	Scrolls through the displayed information upwards. Views call history list when the phone is idle.
6	OK	Confirms actions or answers incoming calls.
7	Scroll down	Scrolls through the displayed information downwards. Views the directory list when the phone is idle.
8	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
9	Redial Key	Redials a previously dialed number.
10	Mute Key	Toggles the mute feature.
11	Volume Key	Adjusts the volume of the speaker and ringer.
12	Three Internal Microphones	Provide 10-feet (3-meters) and 360-degree coverage to transmit sound to other phones.
13	LED Indicators	Indicate phone and call statuses.
14	Speaker	Provides ringer and hands-free (speakerphone) audio output.
15	Two MIC Ports	Allow you to connect two optional expansion microphones to your phone.
16	USB Port	Allows you to connect an optional USB flash drive to your phone so you can record and play back calls.
17	PC/Mobile Port	Allows you to connect an optional PC or Mobile Device to your phone so you can connect the PC or mobile device audio to your phone.
18	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.
19	Ethernet Port	Allows you to connect the FON-C70 to your network. The Ethernet port also uses Power over Ethernet (PoE).
20	Power DC 5V/2A	Connect the power adapter if necessary.

Softkey	Function
Contacts	Brings up the Phonebook.
Call Logs	Brings up the Call Logs.
DND	Toggles Do Not Disturb on and off.
Menu	Brings up the *Settings* menu.

FF-M70 microphone add-on
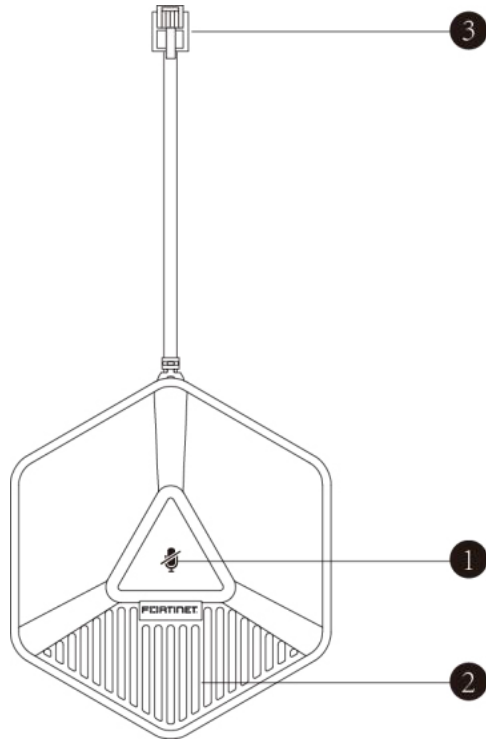
	Item	Description
1	Mute Indicator LED	Toggles and indicates mute feature.
2	Microphone	Transmits sound to other phones.
3	MIC Connector	Allows you to connect to the MIC port on the phone.

Display layout

The FON-C70 top line of the screen will display the extension name and number. The following status icons will also appear on the display:

Icon	Description
	Network is available
	Registered successfully
	Register failed
	Registering
	Hands-free speakerphone mode
	Voice mail
A A	Auto Answer
DND	Do Not Disturb
	Call hold
	Call mute
	Ringer volume is 0
	Keypad lock
2aB	Alphanumeric input mode
123	Numeric input mode
abc	Multilingual lowercase letters input mode
ABC	Multilingual uppercase letters input mode
Abc	Multilingual uppercase and lowercase letters input mode
	Call forward/Forwarded calls
	Missed called
	Received calls
	Placed calls
	Call and Conference Recording
	USB flash drive is inserted
	USB flash drive is detected

Installation

Connecting the network and power

There are two options for powering the phone:

1. Power over Ethernet (PoE)
2. Power adapter (Optional)

Power over Ethernet

The FON-C70 can obtain network access as well as be powered through a Power over Ethernet (PoE) switch/ hub.

To connect the PoE
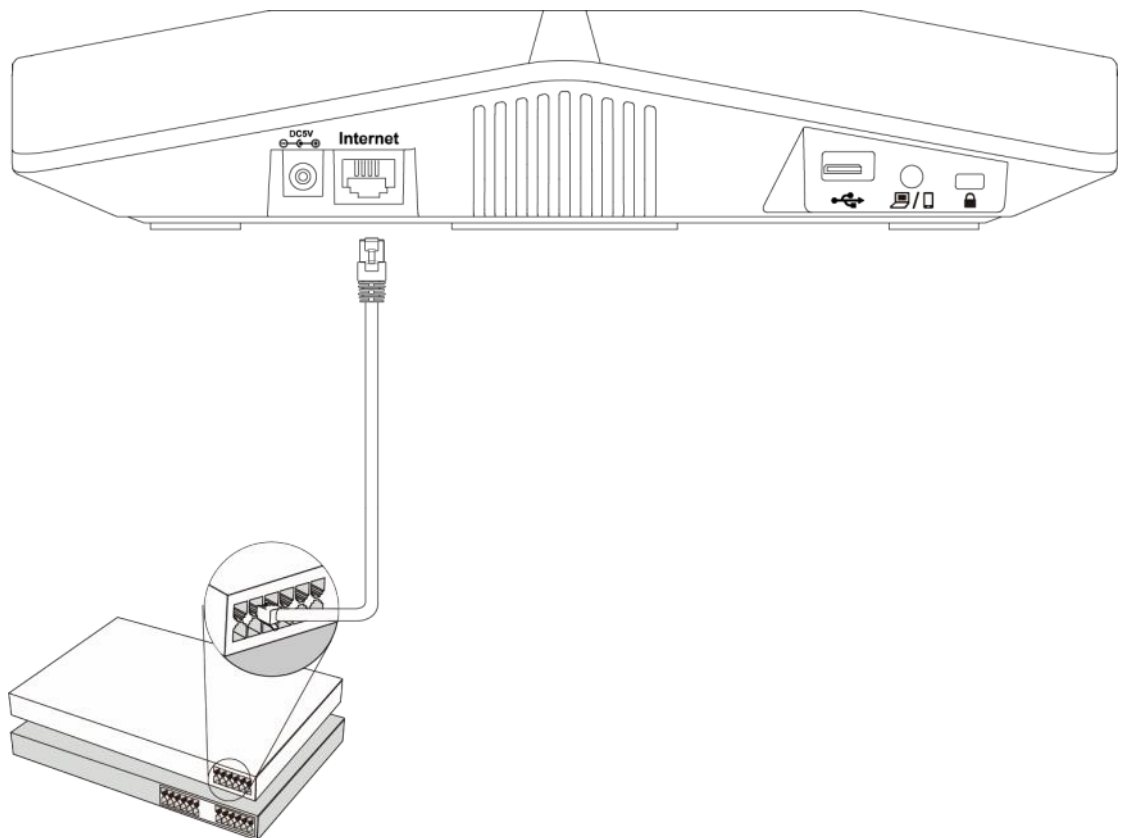
Connect an Ethernet cable between the Internet port on the phone and an available port on the PoE enabled switch/hub.

Power adapter (optional)

To connect the power adapter

1. Connect the the power adapter to the DC5V port on the phone and the other end of the power adapter into an electrical power outlet.

2. Connect an Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.
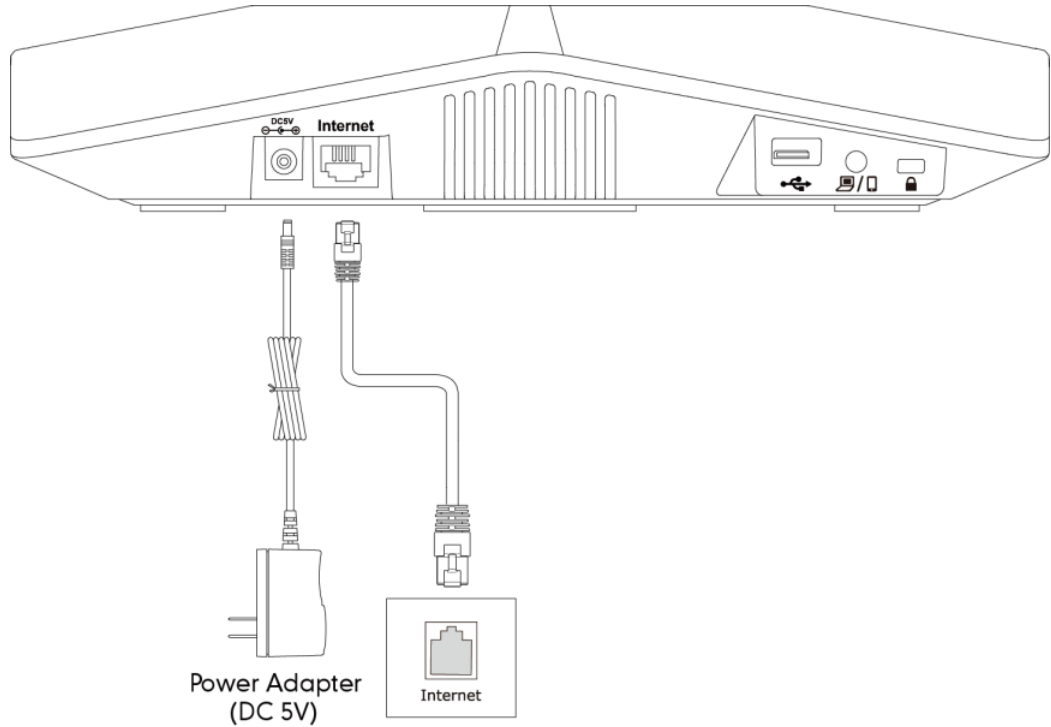
Connecting the optional FF-M70 microphone

Connect the FF-M70 microphone to the mic port on either side of the FON-C70..
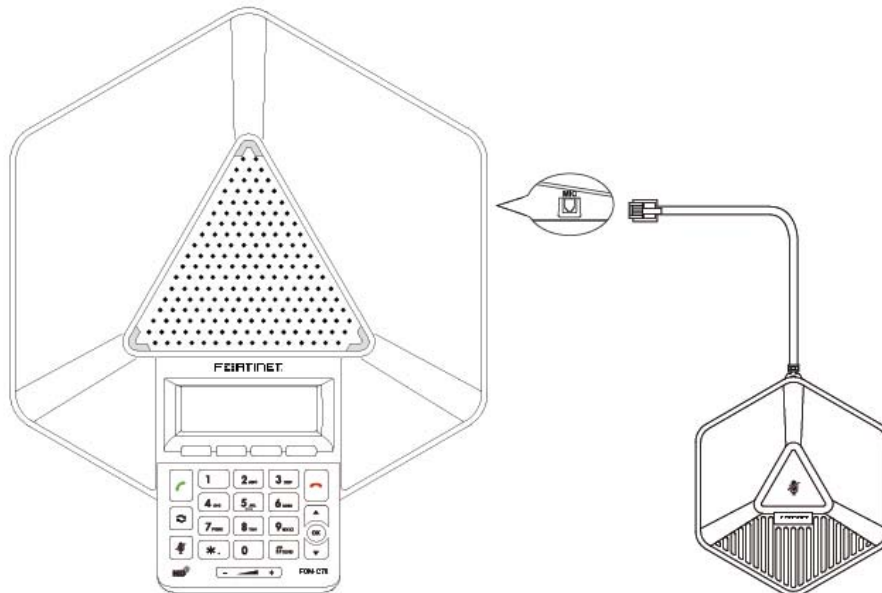
Positioning the FON-C70 and FF-M70 expansion

The microphone reception of the FON-C70 conference phone is ideally placed within 3m of any speaking person. Better reception is within 2m.
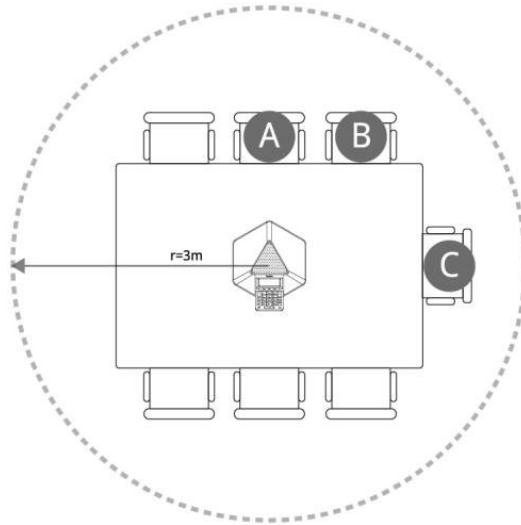
Figure 1: FON-C70

The FON-C70 is a directional microphone. Its coverage range is 60 degree. Ensure the microphone faces the speaker.

When the size of the conference room is more than 16 (4x4) square meters or the spacing between a speaker and FON-C70 IP conference phone is more than 2m, one expansion microphone (FF-M70) should be connected to the FON-C70 IP conference phone.
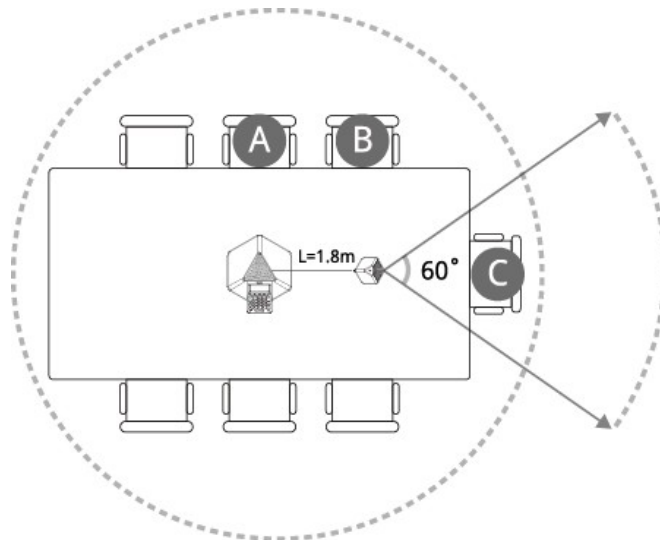
Figure 2: FON-C70 + single FF-M70

When the size of the conference room is more than 36 (6x6) square meters, two FF-M70 expansion microphones should be connected to the FON-C70 IP conference phone.
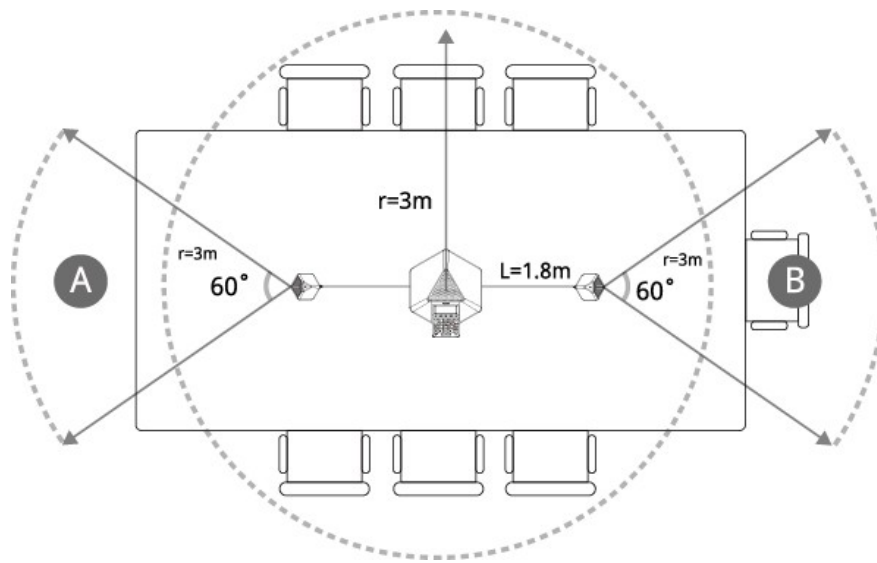
Figure 3: FON-C70 + two FF-M70

Follow these guidelines to ensure optimum performance with the FON-C70 IP conference phone and the FF-M70 expansion microphones:

- Do not move or handle the FON-C70 IP conference phone or the FF-M70 expansion microphones while on a call.
- The best spacing between microphones and participants should be 0.5m to 2m.
- Minimize background noise from air conditioning units, fans or other equipment in the conference room. Keep the microphone far away from the noise source.

Connecting optional PC/mobile device

You can connect a PC or mobile device to listen to the PC or mobile audio using your conference phone.

To connect a PC or mobile device

Connect one end of the 3.5mm jack cable to the PC/mobile port on the phone, and connect the other end to the headset jack on the mobile device or the AUX/MIC jack on the PC.

PC/Mobile
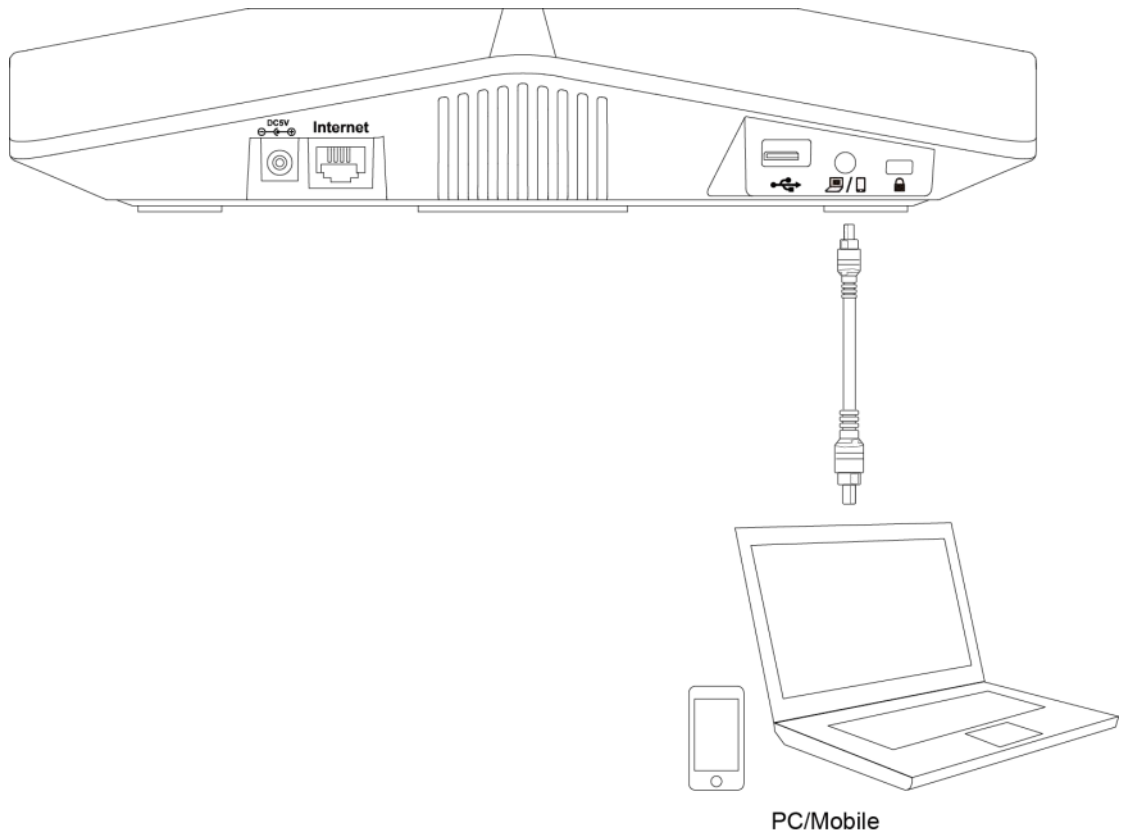
Connecting a USB flash drive

You can connect a USB flash drive to record and play back calls. Insert a USB flash drive into the USB port on the phone.

USB
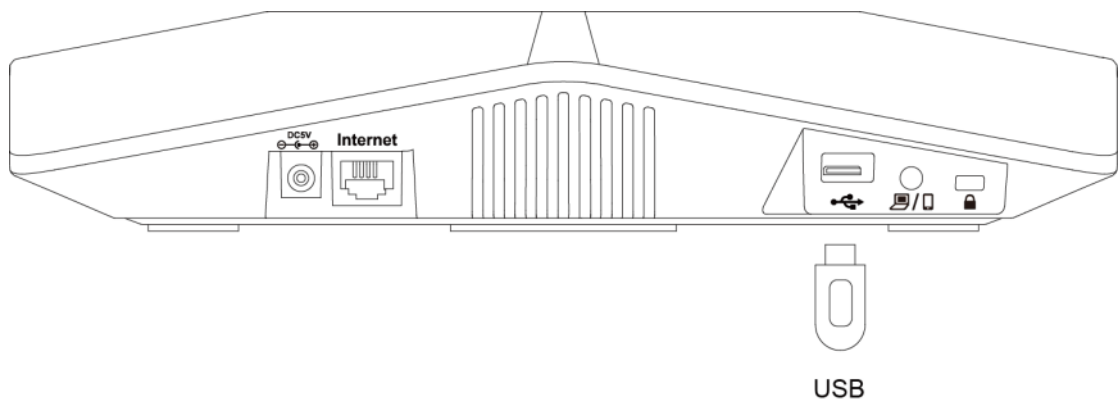
Setting up the phone

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.

The following icons will be displayed on the LCD screen of the phone to indicate the registration status:

Registering

Registered

Registration Failed

For use as an external extension

1. On the phone, press the *Menu* softkey.
2. Select *Settings > Advanced Settings*. Press the *OK* softkey.
3. Enter `23646` as the *Password*. Press the *OK* softkey.
4. Select *Auto Provision*. Press the *OK* softkey.
5. Select *Static Provisioning Server*.
6. Enter the IP address or FQDN of the FortiVoice system in the *URL* field. Press the *Save* softkey.
7. 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 *Menu* softkey.

To select an item:

- Press ⌃ or ⌄ to select an item, then press ⊙.

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 ☎.

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 in the LCD. 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 ☎ to exit the *Settings* menu.

Configuration Overview

The phone supports the access and configuration of many parameters directly from the Telephone User Interface. To access the *Configuration* menu, press the *Menu* softkey while the phone is not in use.

The *Configuration* menu consists of several sub-menus as listed below:

- *Status*
- *Features*
- *Settings*
- *Messages*
- *Call Log*
- *Contacts*
- *USB Record*
- *Reboot*

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

The following features of the FON-C70 are specifically for the phone itself and may interfere with how the FON-C70 has been configured on a FortiVoice. These settings are best used when on a third-party PBX. The FortiVoice system handles all features without having to configure the phone separately.

Call Forward

You can configure your phone to forward incoming calls to another party through Call Forward.

There are three types of call forwarding:

- *Always Forward*: Incoming calls are immediately forwarded.
- *Busy Forward*: Incoming calls are immediately forwarded if the phone is busy.
- *No Answer Forward*: Incoming calls are forwarded if not answered after a period of time.

To enable call forward via phone user interface:

1. Press *Menu* > *Features* > *Call Forward*.
2. Press ⌃ or ⌄ to select the desired forwarding type, and then press the *Enter* softkey.
3. Depending on your selection:
    a. If you select *Always Forward*:
        i. Press the ◄ or ► softkey to select *Enable* from the *Always Forward* field.
        ii. Enter the destination number you want to forward all incoming calls to in the *Forward to* field.

<div style="margin-left: 2em;">

iii. (Optional) Enter the always forward on code or off code respectively in the *On Code* or *Off Code* field.

b. If you select *Busy Forward*:

i. Press the ◀ or ▶ softkey to select *Enable* from the *Busy Forward* field.

ii. Enter the destination number you want to forward all incoming calls to when the phone is busy in the *Forward to* field.

iii. (Optional) Enter the busy forward on code or off code respectively in the *On Code* or *Off Code* field.

c. If you select *No Answer Forward*:

i. Press the ◀ or ▶ softkey to select *Enable* from the *No Answer Forward* field.

ii. Enter the destination number you want to forward all unanswered incoming calls to in the *Forward to* field.

iii. Press the ◀ or ▶ softkey to select the ring time to wait before forwarding from the *After Ring Time* field. The default ring time is 12 seconds.

iv. (Optional) Enter the no answer forward on code or off code respectively in the *On Code* or *Off Code* field.

</div>

4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel. ➦ on the idle screen indicates that the call forward is enabled.

Call forward is configurable via web user interface at the path *Features > Forward & DND*.

Call Waiting

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting via phone user interface:

1. Press *Menu > Features > Call Waiting*.

2. Press the ◀ or ▶ softkey to select *Enable* from the *Call Waiting* field.

3. Press the ◀ or ▶ softkey to select *Enable* from the *Play Tone* field.

4. (Optional) Enter the call waiting on code or off code respectively in the *On Code* or *Off Code* field.

5. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Call waiting is configurable via web user interface at the path *Features > General Information*.

Auto Answer

You can enable auto answer to automatically answer an incoming call. You can also enable auto answer mute to mute the local microphone when an incoming call is answered automatically. You can automatically answer multiple incoming calls. You can also mute multiple automatically answered calls.

To configure auto answer and auto answer mute via phone user interface:

1. Press *Menu > Features > Auto Answer*.

2. Press the ◀ or ▶ softkey to select *Enable* from the *Auto Answer* field.

3. Press the ◀ or ▶ softkey to select *Enable* from the *Auto Answer Mute* field.

4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel. AA appears on the LCD screen.

Auto answer is configurable via web user interface at the path *Account > Basic*.

Key as Send

You can set the ⌗ or ✳ to perform as a send key while dialing.

To configure key as send on the phone interface:

1. Press *Menu > Features > Key as Send*.

2. Press the ◄ or ► softkey to select ⌗ or ✳ from the *Key as Send* field, or select *Disable* to disable this feature.

3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Key as send is configurable via web user interface at the path *Features > General Information*.

Hot Line

You can dial a hotline number immediately upon pressing 📞 . You can also configure a delay, where the phone will dial out the hotline number automatically after the designated period of time.

To configure the hotline number via phone user interface:

1. Press *Menu > Features > Hot Line*.

2. Enter the desired number in the *Number* field.

3. Enter the delay time (in seconds) in the *Hotline Delay* field. The valid values range from 0 to 10.

4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Hotline is configurable via web user interface at the path *Features > General Information*.

Anonymous Call

You can use anonymous call to block your caller ID from appearing to the called party. You can also configure the phone to send anonymous on/off code to the server to activate/deactivate anonymous call on the server side.

To configure anonymous call via phone user interface:

1. Press *Menu > Features > Anonymous Call*.

2. Press the ◄ or ► softkey to select *Enable* from the *Local Anonymous* field.

3. (Optional) Press the ◄ or ► softkey to select the desired value from the *Anonymous Code* field.

4. (Optional) Enter the anonymous call on code in the *On Code* field.

5. (Optional) Enter the anonymous call off code in the *Off Code* field.

6. Press the *Save* softkey to accept the change or the *Back* softkey to cancel. Anonymous call is configurable via web user interface at the path *Account > Basic*.

Anonymous Call Rejection

You can use anonymous call rejection to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from being displayed.

To configure anonymous call rejection via phone user interface:

1. Press *Menu > Features > Anonymous Call*.

2. Press ⏶ or ⏷ to scroll to the *Anonymous Rejection* field.

3. Press the ◄ or ► softkey to select *Enable* from the *Anonymous Rejection* field.

4. (Optional) Enter the anonymous call rejection on code in the *Reject On Code* field.

5. (Optional) Enter the anonymous call rejection off code in the *Reject Off Code* field.

6. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Anonymous call rejection is configurable via web user interface at the path *Account > Basic*.

Auto Redial

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

1. Press *Menu > Features > Auto Redial*.

2. Press the ◄ or ► softkey to select *Enable* from the *Auto Redial* field.

3. Enter the desired time (in seconds) in the *Redial Interval* field. The default time interval is 10 seconds.

4. Enter the desired number of redial attempts in the *Redial Times* field. The default value is 10.

5. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Auto redial is configurable via web user interface at the path *Features > General Information*.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. The prompt message *n Missed Call(s)* (*n* indicates the number of missed calls) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is enabled are logged to your missed calls list.

The prompt message will display only if Missed Call Log is enabled. Missed call log is configurable via web user interface at the path *Account > Basic*.

Do not disturb is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.

To enable DND via phone user interface:

1. Press the *DND* softkey to enable DND when the phone is idle. ⬚DND⬚ on the idle screen indicates that DND is enabled.

2. Incoming calls will be rejected automatically and *n Missed Call(s)* (*n* indicates the number of missed calls) will appear on the LCD screen.

DND is configurable via web user interface at the path *Features > Forward & DND*.

When DND and busy forward are enabled, calls will be sent to the configured destination number.

You can receive incoming calls from authorized numbers when DND is enabled.

To configure the DND authorized numbers via web user interface:

1. Click on *Features > Forward & DND*.

2. Select *Enable* from the pull-down list of DND Emergency.

3. Enter the numbers in the *DND Authorized Numbers* field.

4. For multiple numbers, enter a comma between every two numbers.

5. Click *Confirm* to accept the change.

When DND is enabled on the phone, the phone can still receive incoming calls from the numbers specified in the *DND Authorized Numbers* field.

⚠️ DND authorized number is configurable via web user interface only.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can press the intercom key to automatically connect with a remote extension for outgoing intercom calls, and the remote extension will automatically answer incoming intercom calls.

⚠️ Intercom is not available on all servers. Contact your system administrator for more information.

Outgoing Intercom Calls

To configure an intercom key via web user interface:

1. Click on *DSSKey > Programmable Key*.

2. Select the desired programmable key.

3. Select *Intercom* from the pull-down list of *Type*.

4. Enter the remote extension number in the *Value* field.

5. Click *Confirm* to accept the change.

To place an intercom call:

1. Press the intercom key when the phone is idle.
The phone is automatically connected to the extension specified in the *Value* field.

2. Press the intercom key again or the *Cancel* softkey to end the intercom call.

Incoming Intercom Calls

The FON-C70 IP conference phone supports automatically answering an incoming intercom call by default. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. The active call is then placed on hold.

Intercom features you need to know:

Intercom Feature	Description
Accept Intercom	Enable or disable automatically answering an incoming intercom call.
Intercom Mute	Enable or disable microphone for intercom calls.

Intercom Feature	Description
Intercom Tone	Enable or disable a tone played when an intercom call is received.
Intercom Barge	Enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone.

To configure intercom features via phone user interface:

1. Press *Menu > Features > Intercom*.
2. Make the desired changes.
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

These specific parameters are configurable via web user interface at the path *Features > Intercom*.

Call Completion

Notify a caller that a called party is available to receive a call, after a previous attempt had failed.

To configure call completion via phone user interface:

1. Press *Menu > Features > Call Completion*.
2. Press the ◄ or ► softkey to select *Enabled* from the *Call Completion* field.
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Call completion is configurable via web user interface at the path *Features > General Information*.

To use call completion:

1. When the called party is busy, the caller will be prompted to wait for the called party.
2. Press the *OK* softkey, the phone returns to the idle screen and call completion is activated.
3. When the called party becomes idle, the caller will be prompted to dial the called party again.
4. Press the *OK* softkey to redial the number.

Call Log Setting

You can enable/disable the FON-C70 ability to keep a record of Missed Calls and Placed Calls through this setting. By default this setting is enabled.

To change the option for Call Log Record:

1. Press *Menu > Features > Call Log Setting*.
2. Press the ◄ or ► softkey to select *Enabled* or *Disabled*.

Settings

Basic settings

Language

The default language of the phone user interface is English. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

To change the language for the phone user interface:

1. Press *Menu > Settings > Basic Settings > Language*.
2. Press ⌃ or ⌄ to select the desired language.
3. Press the *Save* softkey to accept the change.

Time & date

The time and date are displayed on the LCD screen when the phone is idle. You can configure the phone to obtain the time and date from the Simple Network Time Protocol (SNTP) server automatically, or configure the date and time manually. If the phone cannot obtain the time and date from the SNTP server, contact your system administrator for more information.

To configure the SNTP settings via phone user interface:

1. Press *Menu > Settings > Basic Settings > Time & Date > SNTP Settings.*
2. Press the ◀ or ▶ softkey to select the time zone that applies to your area from the *Time Zone* field.
3. The default time zone is *+8*.
4. Enter the domain name or IP address in the *NTP Server1* and *NTP Server2* field respectively.
5. Press the ◀ or ▶ softkey to select the desired value from the *Daylight Saving* field.
6. Press the ◀ or ▶ softkey to select the desired time zone name from the *Location* field. This field appears only if *Daylight Saving* field is selected *Automatic*.
7. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

To configure the time and date manually via phone user interface:

1. Press *Menu > Settings > Basic Settings > Time & Date > Manual Settings*.
2. Enter the specific time and date.
3. Press the *Save* softkey to accept the change.
4. The date and time displayed on the LCD screen will change accordingly.

To configure the time and date format via phone user interface:

1. Press *Menu > Settings > Basic Settings > Time & Date > Time & Date Format*.
2. Press the ◀ or ▶ softkey to select the desired time format (*12 Hour* or *24 Hour*) from the *Time Format* field.
3. Press the ◀ or ▶ softkey to select the desired date format from the *Date Format* field.
4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

There are 7 available date formats. For example, for the date format *WWW DD MMM*, *WWW* represents the abbreviation of the weekday, *DD* represents the two-digit day, and *MMM* represents the first three letters of the month.

These are the date formats available::

Date Format	Example (2015-03-18)
WWW-MMM-DD	Wed Mar 18
DD-MMM-YY	18-Mar-15
YYYY-MM-DD	2015-03-18
DD/MM/YYYY	18/03/2015
MM/DD/YY	03/18/15
DD MMM YYYY	18 Mar 2015
WWW DD MMM	Wed 18 Mar

Display

You can configure the backlight to adjust the brightness of the LCD screen. Backlight status on the LCD screen can be configured from the following options:

- *Always On*: Backlight is on permanently.
- *Always Off*: Backlight is off permanently.
- *15s, 30s, 60s, 120s, 300s, 600s or 1800s*: Backlight is turned off when the phone is inactive after the designated time (in seconds).

To configure the backlight via phone user interface:

1. Press *Menu > Settings > Basic Settings > Display > Backlight Settings*.
2. Press the ◀ or ▶ softkey to select the desired value from the *Backlight Time* field.
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel. Backlight is configurable via web user interface at the path *Settings > Preference*.

You can configure the contrast of the LCD screen to a comfortable level. The intensity of contrast ranges from 1 to 10 and the highest intensity is 10.

To configure the contrast via phone user interface:

1. Press *Menu > Settings > Basic Settings > Display > Contrast*.
2. Press the ◀ or ▶ softkey to decrease or increase the intensity of contrast. The default contrast level is *6*.
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Contrast is configurable via web user interface at the path *Settings > Preference*.

Sound

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbor's.

To select a ring tone for the phone via phone user interface:

1. Press *Menu > Settings > Basic Settings > Sound > Ring Tones > Common*.
2. Press ⬒ or ⬓ to select the desired ring tone.
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel. A ring tone for the phone is configurable via web user interface at the path *Settings > Preference > Ring Type*.

To select a ring tone for the account via phone user interface:

1. Press *Menu > Settings > Basic Settings > Sound > Ring Tones*.
2. Press ⌃ or ⌄ to select the desired account, then press the *Enter* softkey.
3. Press ⌃ or ⌄ to select the desired ring tone. If Common is selected, this account will use the ring tone selected for the phone.
4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

A ring tone for the account is configurable via web user interface at the path *Account > Basic > Ring Type*.

Key Tone

You can enable or disable a tone being heard when dialing on the FON-C70.

To change the Key Tone setting via phone user interface:

1. Press *Menu > Settings > Basic Settings > Sound > Key Tone*.
2. Press the ◄ or ► softkey to select *Enable* or *Disable*.
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Change PIN

The FON-C70 has a feature to lock the phone (see *Phone Lock* under the *Advanced Settings*), which requires a PIN to unlock the phone. This setting allows the user of the phone to customize the PIN for the Phone Lock feature.

To change the Phone Lock PIN via phone user interface:

1. Press *Menu > Settings > Basic Settings > Change PIN*.
2. Enter the desired value in the *Current PIN*, *New PIN* and *Confirm PIN* fields respectively.
3. Press the *Save* softkey to accept the setting or the *Back* softkey to cancel.

⚠️ The unlock PIN length must be within 15 digits.

Advanced settings

Account

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

You can register only one account on the FON-C70 IP conference phone.

To register an account via phone user interface:

1. Press *Menu > Settings > Advanced Settings* (Default password: 23646) *> Account*.
2. Press the *Enter* softkey.
3. Press the ◄ or ► softkey to select *Enabled* from the *Account Status* field.
4. Enter the desired value in *Label, Display Name, Register Name, User Name, Password* and *SIP Server1/2* fields respectively.

If you use the outbound proxy servers, do the following:

5. Press the ◄ or ► softkey to select *Enabled* from the *Outbound Status* field.

6. Enter the desired value in the *Outbound Proxy1/2* and *Proxy Fallback Interval* fields respectively.

7. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

To disable an account via phone user interface:

1. Press *Menu > Settings > Advanced Settings* (Default password: 23646) > *Account*.

2. Press the *Enter* softkey.

3. Press the ◀ or ▶ softkey to select *Disabled* from the *Account Status* field.

4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Registering an account is configurable via web user interface at the path *Account > Register*.

Network

WAN Port

If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. The IP phone can support either or both IPv4 and IPv6 addresses.

To configure the IP mode via phone user interface:

1. Press *Menu > Settings > Advanced Settings* (Default password: 23646) > *Network > WAN Port*.

2. Press the ◀ or ▶ softkey to select *IPv4 IP*, *IPv6* or *IPv4 & IPv6* from the *IP Mode* field.

3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

You can configure a static IPv4 address for the IP phone. Before configuring it, make sure that the IP mode is configured as *IPv4 IP* or *IPv4 & IPv6*.

To configure a static IPv4 address via phone user interface:

1. Press *Menu > Settings > Advanced Settings* (Default password: 23646) > *Network > WAN Port*.

2. Press ⌄ to select *IPv4 IP* and press the *Enter* softkey.

3. Press ⌄ to select *Static IPv4 Client* and press the *Enter* softkey.

4. Enter the desired value in the *IPv4 Address*, *IPv4 Subnet Mask*, *IPv4 Default Gateway*, *IPv4 Pri.DNS* and *IPv4 Sec.DNS* fields respectively.

5. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

You can configure a static IPv6 address for the IP phone. Before configuring it, make sure that the IP mode is configured as IPv6 or IPv4 & IPv6.

To configure a static IPv6 address via phone user interface:

1. Press *Menu > Settings > Advanced Settings* (Default password: 23646) > *Network > WAN Port*.

2. Press ⌄ to select *IPv6* and press the *Enter* softkey.

3. Press ⌄ to select *Static IPv6 Client* and press the *Enter* softkey.

4. Enter the desired value in the *IPv6 IP*, *Prefix*, *Default Gateway*, *Primary.DNS* and *Secondary.DNS* fields respectively.

5. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Phone Lock

You can lock your phone temporarily when you are not using it. This feature helps to protect your phone from unauthorized use.

Phone lock consists of the following:

- *Menu Key*: The *Menu* softkey is locked. You cannot access the menu of the phone until unlocked.

- *Function Keys*: The function keys are locked. You cannot use the 🎤, ↻, ⊙, ⌃ or ⌄ key or softkeys until unlocked.

- *All Keys*: All keys are locked, except ▭──▬, ☎, ☎, ✱, # and digit keys. You are only allowed to dial emergency numbers, reject by pressing the *Reject* softkey or ☎ , answer incoming calls by pressing the *Answer* softkey or ☎ , and end a call by pressing the *EndCall* softkey or ☎ .

To activate the phone lock via phone user interface:

1. Press *Menu* > *Settings* > *Advanced Settings* (Default password: 23646) > *Phone Lock*.
2. Press the ◀ or ▶ softkey to select *Enabled* from the *Lock Enable* field.
3. Press the ◀ or ▶ softkey to select the desired type from the *Lock Type* field.
4. (Optional) Enter the desired interval of automatic phone lock in the *Lock Time Out* field. The default timeout is *0*. It means the phone will not be automatically locked. You need to long press the # key to lock it immediately when the phone is idle. If it is set to other values except *0* (e.g. *5*), the phone will be locked when the phone is inactive in idle screen for the designated time (in seconds).
5. Press the *Save* softkey to accept the change.

When the phone is locked, the LCD screen prompts *Phone locked* and displays the 🔒 icon.

To unlock the phone, you must know the phone unlock PIN. The default phone unlock PIN is 123.

To change the phone unlock PIN via phone user interface:

1. Press *Menu* > *Settings* > *Basic Settings* > *Change PIN*.
2. Enter the desired value in the *Current PIN*, *New PIN* and *Confirm PIN* fields respectively.
3. Press the *Save* softkey to accept the setting or the *Back* softkey to cancel.

⚠️ The unlock PIN length must be within 15 digits.

To unlock the phone via phone user interface:

1. Press any locked key, the LCD screen prompts *Please Enter PIN*.
2. Enter the PIN in the *Unlock PIN* field.
3. Press the *OK* softkey to unlock the keypad. The 🔒 icon disappears from the LCD screen.

You can long press ■ or wait for a period of time (if configured) to lock the keypad again.

You can also unlock the keypad by entering the administrator password. When you enter the administrator password to unlock the keypad, the phone will turn to the Change PIN screen.

Program emergency numbers on the phone so that they can be dialed when the phone is locked.

To specify emergency numbers via web user interface:

1. Press *Features* > *Phone Lock*.
2. Enter the emergency number in the *Emergency* field. For multiple emergency numbers, enter a comma between every two numbers. The default emergency numbers are *112*, *911*, *110*.
3. Press *Confirm* to accept the change.

Emergency number is configurable via web user interface only.

Reset to factory settings

The phone can be factory reset, which will default all settings within the configuration.

To reset the phone via phone user interface:

1. Press *Menu* > *Settings* > *Advanced Settings* (Default password: 23646) > *Reset to factory settings*.
2. Press the *Enter* softkey.
3. Press the *OK* softkey.
4. The phone will need to restart and will then be reset to factory settings.

Set Password

The administrator password can be changed on the phone when not used with a FortiVoice.

To change the administrator password via phone user interface:

1. Press *Menu* > *Settings* > *Advanced Settings* (Default password: 23646) > *Set Password*.
2. Enter the current password in the *Current PWD* field.
3. Enter the new password in the *New PWD* field.
4. Re-enter the new password in the *Confirm PWD* field.
5. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Administrator password is configurable via web user interface at the path *Security* > *Password*.

Set AES Key

When using encrypted configuration files, the AES Key settings can be set here:

1. Press *Menu* > *Settings* > *Advanced Settings* (Default password: 23646) > *Set AES Key*.
2. Select *Common* or *MAC Oriented AES*.
3. Enter the AES Key.
4. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Auto Provision

The FON-C70 can be set to obtain configuration files through auto provisioning via FTP/TFTP/HTTP/HTTPS.

To configure auto provisioning via the phone user interface:

1. Press *Menu* > *Settings* > *Advanced Settings* (Default password: 23646) > *Auto Provision*.
2. Enter the URL of the auto provisioning server. Press ⊡ to select *Enabled* from the *Lock Enable* field.
3. Press ⊡ to enter the *User Name*.
4. Press ⊡ to enter the *Password*.
5. Press the *Save* softkey.

Reboot the phone to start the auto provisioning process.

FWD International

This setting allows an international number to be set under *Menu* > *Features* > *Call Forwarding.* Press the ◀ or ▶ softkey to select *Enabled* or *Disabled*.

Messages

The *Messages* section is where you can check Voice Mail and Text Messages.

Voice mail

When receiving a new voice mail, the LCD screen will prompt *n New Voice Mail(s)* (*n* indicates the number of unread voice messages, e.g., 89 New Voice Mail(s)) and display ⊙⊙ .

To listen to voice mail:

1. When the LCD screen prompts that the phone receives a new voice mail, you can press the *Connect* softkey to dial out the voice mail access code.
2. Follow the voice prompt to listen to your voice mail.

To view the voice mail via phone user interface:

1. Press *Menu* > *Message* > *Voice Mail* > *View Voice Mail*. The LCD screen displays the amount of new and old voice mails.
2. Press the *Connect* softkey to listen to voice mail.

When using the FON-C70 outside of the FortiVoice, the Voice Mail access code can be programmed by following these steps:

1. Press *Menu* > *Message* > *Voice Mail* > *Set Voice Mail*.
2. Press the *123* softkey to select the proper input mode and then enter the voice mail access code (e.g., **88*).
3. Press the *Save* softkey to accept the change or the *Back* softkey to cancel.

Text Messages

You can send and receive text messages using the FON-C70 IP phone with devices that support the feature. New text messages can be indicated both acoustically and visually. When receiving a new text message, the phone will play a warning tone. The power indicator LED will slowly flash red, and the LCD screen will prompt *n New Text Message(s)* (*n* indicates the number of unread text messages, e.g., 1 New Text Message(s)) and display ✉ .

You can store text messages in your phone's Inbox, Sentbox, Outbox or Draftbox. Each of the boxes can store up to 100 text messages. If the number of the text messages in one box is more than 100, the phone will directly delete the oldest text message in the box.

To read a text message:

1. Press *Menu > Message > Text Message > Inbox*.

2. Select the desired message and press the *View* softkey.

3. Press the *Send* softkey after completing the content.

4. Enter the number you want to send the message to in the *To* field.

5. Press the *Send* softkey to send the message or the *Back* softkey to cancel.

Sending a text message is configurable via web user interface at the path *Features > SMS*.

To send a text message:

1. Press *Menu > Message > Text Message > New Message*.

2. Compose the new text message. You can press the *abc* softkey to change the input mode.

To reply a text message:

1. Press *Menu > Message > Text Message > Inbox*.

2. Select the desired message and press the *Reply* softkey.

3. Compose the new text message. You can press the *abc* softkey to change the input mode.

4. Press the *Send* softkey after completing the content.

5. Check the *From* and *To* fields, then press the *Send* softkey.

To delete a text message:

1. Press *Menu > Message > Text Message > Inbox* (*Sentbox*, *Outbox* or *Draftbox*).

2. Select the desired message, then press the *Delete* softkey.

3. Select *Delete* to delete the desired message, then press the *OK* softkey. The LCD screen prompts *Delete message?*.

4. Press the *OK* softkey to delete this message or the *Cancel* softkey to cancel. You can also delete all text messages by pressing the *Delete* softkey then selecting *Delete All*. For more information, refer to the above steps.

Call Log

The phone stores logs to track inbound and outbound calls. There are separate logs that support 100 entries each:

- *Missed Calls*: stores calls that were unanswered.
- *Received Calls*: stores calls that were answered.
- *Placed Calls*: stores calls placed from this phone.
- *Forwarded Calls*: stores calls that have been forwarded from this phone.

Press ⌃ or ⌄ 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. Press ⌃ or ⌄ to select an entry.
2. Press the *Option* softkey.
3. Select *Add to Contacts*. Press the *OK* softkey.
4. Complete the contact's information. Press the *Save* softkey to finish.

Deleting (single or all entries)

To delete a single entry:

1. Press ⌃ or ⌄ to select an entry.
2. Press the *OK* softkey.

To delete all entries:

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

Contacts

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:
    - *Name*: name of the contact.
    - *Office*: office phone number.
    - *Mobile*: mobile phone number.
    - *Other*: additional phone number field.
    - *Account*: the account that will be used when calling this contact. FortiVoice systems use Account 1.
    - *Ring*: the ring tone that will be used when receiving calls from this contact.
    - *Group*: the contact group that the contact is part of.

Editing a contact

To edit a contact:

1. Press ⬈ or ⬊ to select a contact.
2. Press the *Option* softkey.
3. Select *Details*, then press the *OK* softkey.
4. Edit the information.
5. Press the *Save* softkey.

Deleting a contact

To delete a contact:

1. Press ⬈ or ⬊ to select a contact.
2. Press the *Option* softkey.
3. Select *Delete*. Press the *OK* softkey.

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 ⊙ or the *OK* softkey.

USB Record

If you insert a USB flash drive into the USB port on your phone, you can record active calls and conferences on your phone. Recordings are stored as *.wav files on the USB flash drive.

When your phone is idle, and you insert a USB flash drive into the USB port on your phone, the phone will detect the USB flash drive and display the prompt message *USB Inserted* and ⬅.

If the phone detects the USB flash drive, ⇄ will display on the idle screen.

> ⚠ Before recording any call, it is necessary to know about the rules and restrictions governing call recording in your country.

The *Start REC* softkey controls the recording function, and is available:

- when there are one or more calls connected to your phone
- during an active call
- when calls are on hold or muted
- during an attended transfer
- during a conference call.

The *Start REC* softkey is not available when:

- there are no connected calls on your phone
- you place a new call
- the phone prompts you to answer an incoming call.

The recording is not paused when the following occurs:

- you place a call on hold
- you mute a call
- you set up a conference call
- you perform the attended or semi-attended transfer
- an incoming call arrives on your phone.

To record a call:

1. Press the *More* softkey, then press the *Start REC* softkey during a call.

The LCD screen prompts the approximate time remaining (depending on the free space of the USB flash drive), and displays ● and recording duration.

If you press the *Hold* softkey while recording, only you are recorded. If you press 🎤 while recording, only the callee is recorded.

If there is insufficient free space (less than 1 hour) on the USB flash drive during recording, the LCD screen will display a warning.

2. Press the *OK* softkey to return to the previous screen.

If there is insufficient free space (less than 2 minutes) on the USB flash drive when you press the *Start REC* softkey, recording is not started, and the LCD screen will display a warning.

If there is insufficient free space (less than 2 minutes) on the USB flash drive during recording, recording is automatically stopped, and the LCD screen will display a warning.

You can hold, transfer or set up a conference call while recording.

When you end a call while recording, the recording will be stopped and saved to the USB flash drive automatically.

To stop recording while the phone records, press the *More* softkey then press the *Stop REC* softkey.

The LCD screen prompts *Record file saved*.

The recording will be stored as a new .wav file on the USB flash drive when the phone starts recording again.

Recorded Calls playback

If you insert a USB flash drive into the USB port on your phone, you can play back recorded calls on your phone. You can also browse and delete the recorded files on the USB flash drive.

To browse the recorded files:

1. Press *Menu > USB Record > Playback Recording*.
2. The LCD screen shows all recorded files on the USB flash drive. The filename consists of the recording time and date, the callee name (or the first person's name you called), the recording duration and the size of the recorded file.
3. Press ⬆ or ⬇ to scroll through the recorded files.

To play back a recording:

1. Press *Menu > USB Record > Playback Recording*.
2. Press ⬆ or ⬇ to highlight the recording you want to play back.
3. Press the *Play* softkey.

During the recording playback, you can do the following:

*   To pause the playback, press the *Pause* softkey. The *Play* softkey appears on the LCD screen.
*   To continue the playback, press the *Play* softkey.
*   To skip forward the playback, press ⏩. Press once to skip forward 8 seconds.
*   To rewind the playback, press ⏪. Press once to rewind 8 seconds.
*   To adjust the volume of the speakerphone, press ⊏- ── +⊐.
*   To stop the playback, press the *Back* softkey. The phone returns to the *Playback Recording* screen.
*   If you are playing back a recorded call and an incoming call arrives on your phone, the playback pauses and the phone rings. The playback will not continue until you press the *Play* softkey.

To delete a recorded file:

1. Press *Menu > USB Record > Playback Recording*.
2. Press ⬆ or ⬇ to highlight the recording you want to delete.
3. Press the *Delete* softkey.
4. Press the *OK* softkey to confirm the deletion or the *Cancel* softkey to cancel. You can also delete all recorded files by pressing the *Delete All* softkey.

Using your Phone

Receiving a call

When you receive a call, the phone will display the call details and the ring indicator will flash. The phone will also ring unless the ringer is off.

To answer the call:

- Press 📞 or the *Answer* softkey.

If your extension has call waiting enabled, you can press the *Answer* softkey to answer the second call.

To reject a call, press the *Reject* softkey. The call will follow the extension's *Busy* settings as configured in the *Call handling* section.

Placing a call

You can place a call by dialing a number, selecting a number from the call log or a contact from the phone book.

To dial an extension number:

1. Dial the extension number.
2. After about 4 seconds, the phone will dial the number. Optionally, press ⊙, the *Send* softkey or # to place the call immediately.

To dial an outside number:

1. Dial the phone number.
2. After about 4 seconds, the phone will dial the number. Optionally, press ⊙, the *Send* softkey or # to place the call immediately.

To dial a number from the call log:

1. Press the *Call log* softkey.
2. Select a call log entry. Press the *Send* softkey.

To dial a number from the phone book:

1. Press the *Contacts* softkey.
2. Select *All Contacts*.
3. Select *Contact.*
4. Press the *OK* or *Dial* softkey.

Ending a call

To end a call:

- Press the *EndCall* softkey or 📞 .

Redial

Redial allows you to redial the last number dialed.

- Press 🔄 . Select a recently dialed number and press 🔄 again. The phone activates the speakerphone and places the call.

Hold

To place calls on hold press the *Hold* softkey. While a call is on hold you can answer or place other calls. The held party will hear music, if configured to do so.

To toggle between two calls, press the *SWAP* softkey or select a call using ⬆ or ⬇ and press the *Resume* softkey.

Mute

Mute turns the phone's microphone on or off.

1. Press 🎤 to disable the microphone.
2. Press 🎤 again to enable the microphone.

Attendant transfer

Calls can be announced to the party receiving the transfer before completing the transfer.

To perform an attendant transfer:

1. Press the *Transfer* softkey.
2. Dial the extension or phone number.
3. Announce the call.
4. Press the *Transfer* softkey.

Blind transfer

Calls can be transferred without talking to the party receiving the transfer.

To perform a blind transfer:

1. Press the *Transfer* softkey.
2. Dial the extension or phone number.
3. Press the *Transfer* softkey.

5-party conference

The phone supports conferencing with up to four other parties.

To create a 5-party conference:

1. Place the first call.
2. Press the *Conf* softkey, the first call will be placed on hold.
3. Call the second party for the conference.
4. When the second party answers, press the *Conf* softkey again.
5. Repeat steps for additional parties.

To end a conference call:

1. Press the *Split* softkey to separate the parties from the conference. All parties will be placed on hold.
2. Press the *EndCall* softkey to end the conference call. All parties will be disconnected.

Call waiting

When Call Waiting is enabled, the phone will present new calls to you while you're on a call. In order to use Call Waiting, it will first need to be enabled in the FortiVoice interface.

To answer an incoming call while on a call press the *Answer* softkey. The initial call will be placed on hold. Refer to the "Hold" section on how to toggle between calls.

DND

When DND (Do Not Disturb) is enabled, you will not be notified of incoming calls.

1. Press the *DND* softkey to enable DND. DND will be displayed.
2. Press the *DND* softkey again to disable DND.

Voice mail

When you have a message waiting, ⊙⊙ appears to indicate you have new messages in your mailbox.

To access your voice mailbox:

• Press the *Menu* softkey and navigate to *Messages > Voice Mail*.
• Alternatively, dial ✳ 9 7 to access the voice mailbox.

Troubleshooting

Information

Pressing ⊙ on the phone provides the means to quickly view the network parameters (IP address, default gateway address, and subnet-mask), registration status of the 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. 1. If you are using the power adapter: • Ensure it is plugged in. If it still doesn't work, replace the power adapter. 2. If you are using Power over Ethernet (PoE): • Ensure your Ethernet cable is plugged into the INTERNET port on the back of your phone. • Ensure the PoE switch is properly configured. If it still doesn't work, replace the Ethernet cable.
Phone displays "Obtaining IP Address" for more than 2 minutes	The DHCP server is not responding. 1. Ensure your DHCP server is online. This is typically your router. 2. Reboot the router or DHCP server. 3. If you are still experiencing issues, the phone may require advanced network configuration. Contact your administrator.
☎✖ icon is displayed	Your phone is not registered. 1. On the *Extension* page of the FortiVoice interface, ensure the MAC address is correctly entered and the *Phone Type* is *FON-C70*. Save your configuration and reboot the phone. 2. On the phone, ensure the TFTP IP address is correct. To verify, see "For use as an external extension" on page 10 3. If your phone is configured as an external extension, check the network connection and firewall settings at the phone system location.

Warranty

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

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.