



FortiFone™ User Guide for FON-H25



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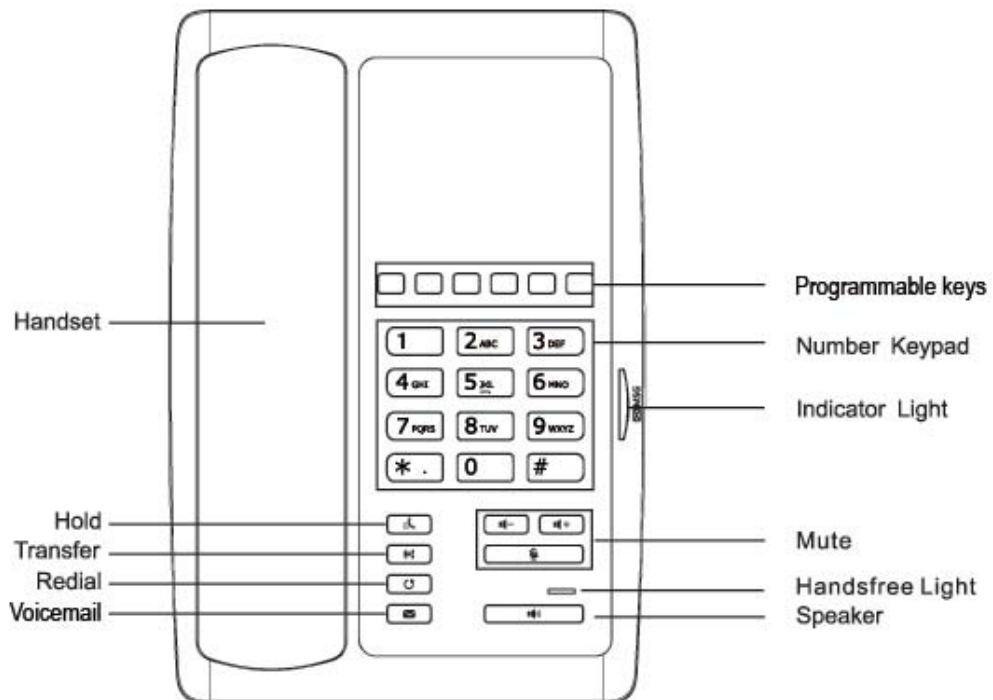
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Introduction

This user guide includes information about configuring and using your FON-H25 IP phone.

Phone features

- Dedicated feature keys
- 6 programmable keys



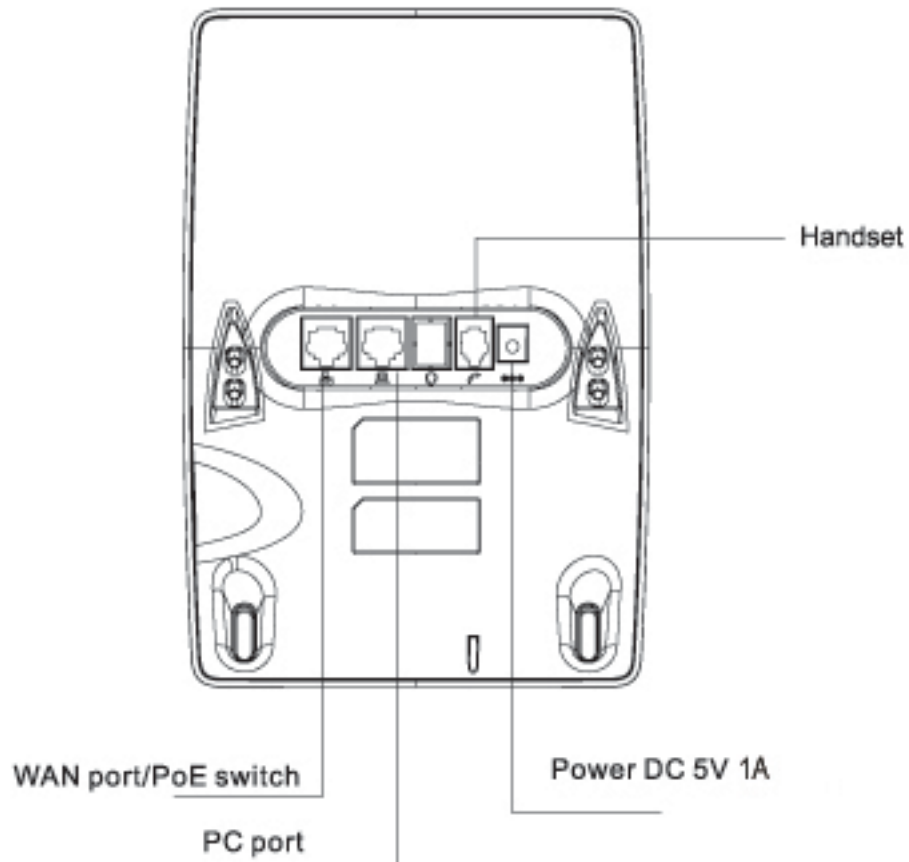
Button	Function
	<i>Hold</i> – places and retrieves calls on hold.
	<i>Transfer</i> – transfers calls to another extension or outside line.
	<i>Redial</i> – places a call to the last number dialed.
	<i>Voicemail</i> – accesses voicemail and voicemail greetings.
	<i>Mute</i> – Toggles the microphone on and off.
	<i>Speakerphone</i> – toggles the speaker on and off.

Programmable keys

For information on how to configure the programmable keys, please consult the *FVE Admin Guide* located here: <http://www.fortivoice.com/support/documentation/index.html>.

Installation

Connecting the phone



1. Connect the handset cord to the handset and the 📞 jack on the phone.
2. Connect the WAN port to the network with the provided Ethernet cable.
3. Optionally connect your desktop PC to the PC port with an Ethernet cable (not supplied).
4. If the network supports PoE, a power adapter is not required. The phone requires 2.8 W to function with PoE. If PoE is not supported on the network, connect the power adapter to the DC 5V 1A power jack.


Setting up the phone

The phone supports plug and play installation and will automatically download its configuration from the FortiVoice system. Once configured within the FortiVoice system, reboot the phone to download its configuration and register to the system.

Using your Phone


Receiving a call

When you receive a call, the indicator light will flash. The phone will also ring unless the ringer is turned off.

- To answer the call with the handset, lift the handset.
- To answer the call with the speakerphone, press .


Placing a call

To dial an extension number:

1. Dial the extension number.
2. Press  to place the call immediately.



Ending a call

To end a call:


- If you are using the handset, place it in the cradle.
- If you are on speakerphone, press .

Redial

Redial allows you to redial the last number dialed.



- Press . The phone activates the speakerphone and places the call.
- You can also lift the handset followed by pressing .

Hold

To place calls on hold, press . The held party will hear music, if configured to do so.



Mute

Mute turns the phone's microphone on or off.

1. Press  to disable the microphone. The indicator light will turn red to indicate that mute is enabled.
2. Press  again to enable the microphone.

Transfer

To perform a transfer:

1. Press .
2. Dial the extension or phone number.
3. Press .

Voicemail

When you have a message waiting, the indicator light flashes.

To access your voice mailbox:

- Press .

Troubleshooting

Troubleshooting guide

Symptoms	Corrective actions
Phone not obtaining an IP address	<p>The DHCP server is not responding.</p> <ol style="list-style-type: none">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.
Phone will not register	<p>On the <i>Extension</i> page of the FortiVoice interface, ensure the MAC address is correctly entered and the <i>Phone Type</i> is <i>FON-H25</i>. Save your configuration and reboot the phone.</p>
No audio during a call	<ol style="list-style-type: none">1. Check the handset connections.2. Make sure the phone is properly registered with the phone system.

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.

