Using FON-H25 Telephones with FortiVoice Enterprise Systems

FÖRTINET.

**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:

🕭 — Puts a call on hold

(→(— Transfers a call

Remember

Press **#** 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 + **#** .

2. If prompted, dial an access code.

Calling an extension

Dial the extension number + **#** .

Placing a caller on hold

Press 🕭 . You can now hang up without disconnecting the caller.

Retrieving a caller on hold

Press 🕭 .

Performing a screened transfer

A screened transfer allows the recipient to accept or refuse the transfer.

1. Press (→(+ <extension> (or outside number) + **#** .

2. When the recipient answers, press (→(or hang up to complete the transfer.

Performing a blind transfer

Press (→(+ <extension> (or outside number) + **#** , then hang up.

Key states

Light	Status
Indicator flashing (slow)	Incoming call
Indicator flashing (fast)	New voicemail message
Indicator solid	Mute is enabled
Handsfree solid	Speaker activated/call on hold

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 `#`

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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 📞

Retrieve caller on hold 📞

Accessing Features

Screened transfer	📞 + <extension> (or outside number) + **#** . Once recipient has answered, hang up the call to transfer.
Blind transfer	📞 + <extension> (or outside number) + **#** , then hang up.
Park a caller	Dial **✳** **4** while on a call. The system will respond with a parking orbit.

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