



FortiFone™ User Guide
for FON-H35



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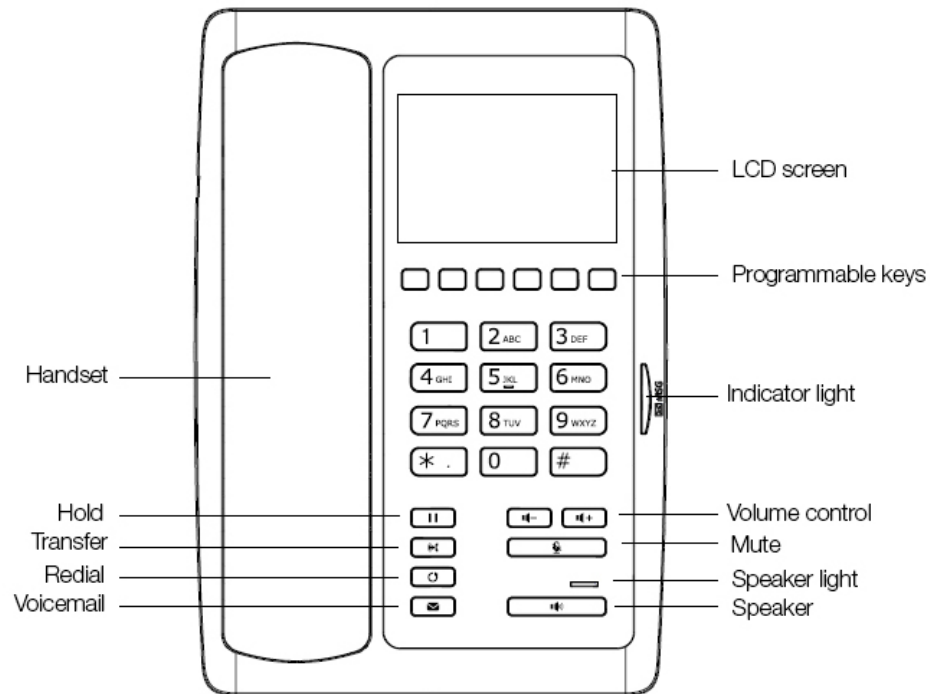
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Introduction

This user guide includes information about configuring and using your FON-H35 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.

Display layout

The phone has a 3.5" screen with a 480 x 320 resolution, used to display information to the user. The bottom line shows choices associated with the six context-sensitive softkeys located just below the display.

The top line displays the extension name and current time. The screen is used to relay information about the hotel as well as list the functions of the programmable keys. On the screen you will also see icons used to represent various states that the phone is in. Below is a list of icons that users may see when using the FON-H35.

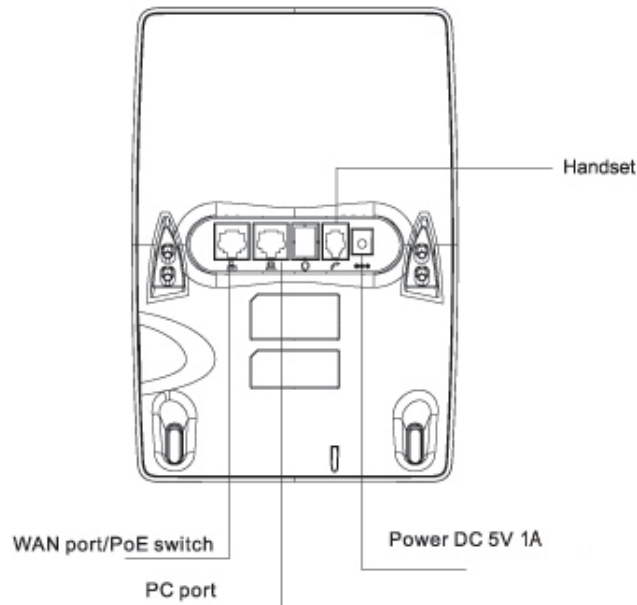
Icon	Description
	<i>Registration</i> — indicates if the phone is registered (green icon) or not registered (white icon).
	<i>Ringing</i> — indicates that there is an incoming call.
	<i>Hold</i> — call is on hold.
	<i>Transfer</i> — call is being transferred.
	<i>Calling out via handset</i> — an outbound call is being made via handset.
	<i>Calling out via speaker</i> — an outbound call is being made via speaker.
	<i>Mute enabled</i> — the microphone has been muted.
	<i>Handset mode</i> — the current call is in handset mode.
	<i>Speaker mode</i> — the current call is in speaker mode.

Programmable keys

For information on how to configure the programmable keys, please consult the *FVE Admin Guide* located here: <https://docs.fortinet.com/fortivoice-fve/admin-guides>

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 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 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.

To dial an outside number:

1. To access an outside line, dial the outgoing access code (for example: 9 or 0) if configured within the FortiVoice.
2. Dial the phone number.
3. 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 .

Adding a Custom Background Image

The FON-H35 features the option to load a custom background image on the screen. The image must be loaded through the web interface of the phone.

The image must be in the following format: **16bit .BMP at 72 pixels per inch, with a size of 480 x 320 and a color mode of R5, G6, B5.**

To upload a custom background image to the phone follow these steps:

1. Press **#** on the phone to discover the phones IP address.
2. In a web browser, enter the phones IP address.
3. Use `admin` as the *Username* and `23646` as the *Password*.
4. Go to *Phone settings > Advanced*.
5. In the *Background Picture* section, click *Select*.
6. Choose your image file.
7. Click *Upload*.

The phone will now display the new custom background image.

Adding Custom Text to the Screen

Text can be added to the screen of the phone through the web interface of the FON-H35. This can be used for adding the hotel address and phone number as well as 4 lines of additional text that may be used for instructions (such as *Dial 9 for an outside line*, etc.)

Follow these steps to add custom text to the screen:

1. Press the # key on the phone to discover the phones IP address.
2. In a web browser, enter the phones IP address.
3. Use `admin` as the *Username* and `23646` as the *Password*.
4. Go to *Phone settings > Advanced*.

There are two sections for customizing the text: *Hotel General Info* and *Custom Display (Dialing Rules)*.

- *Hotel General Info* — provides two lines of text at the top of the screen.
- *Custom Display (Dialing Rules)* — provides up to four lines of text starting at the middle of the screen and down.
- *Format* — choose where these lines are positioned on screen: L = left, M = middle, R = right.
- *Font* — choose the size of the font: B = big, M = medium, S = small.

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-H35</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.

