Using FON-370i Telephones with FortiVoice Enterprise Systems

FÜRTINET

**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:

- ⌣ — Hold
- ✋ — Toggles do not disturb on or off
- (→ — Transfer
- 📄 — Settings
- ✉ — Voicemail
- ↻ — Redial

Softkeys — The screen shows the current function of each of the 4 softkeys. Softkeys change based on the call status.

Remember

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

Setting up voicemail

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

Checking voicemail

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

Retrieving a caller on hold

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

Key states

Light	Status
Solid red	Line/extension/queue in use
Flashing green (slow)	Line/extension/queue on hold
Flashing red (slow)	Do No Disturb (DND) enabled
Flashing green (fast)	Line/extension is ringing

Voicemail

Access mailbox:

Locally	*Voicemail* or ✉
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   Press ✋ to toggle on/off.

Pick up: Any ringing extension
Press *Pickup* (if programmed),
or ✱ 8 0 + # .

Pick up: Specific extension
Press the key associated with the extension,
or ✱ 8 1 + <extension> + # .

Place caller on hold	☌

Retrieve caller on hold   ☌
or the flashing key associated
with the call on hold.

Accessing Features

Answer call waiting	*Answer* or the flashing line appearance key.
Screened transfer	📞 + <extension> (or outside number) + **#** + *Transfer*, or hang up. To cancel transfer, *End Call* + *Resume* to connect to the caller on hold.
Blind transfer	📞 + <extension> (or outside number) + *Transfer*, and hang up.
Voicemail transfer	📞 + ✱ + <extension> + *Send*, and hang up.
Conference call	Press *Conf* to put the first party on hold. Call the second party (for external calls, first access an outside line). Press *Conf*.
Park a caller	Press the programmed *Park* or 📞 + ✱ **4** + **#** . The system will respond with a parking orbit.
Two-way intercom paging to FortiFone telephones	Press the programmed *Intercom* + <extension> + *Send*, or ✱ **9 2** + <extension> + **#** .
Two-way group paging to FortiFone telephones	Dial the <paging group number> + **#** .