FortiFone™ User Guide
for FON-570

FortiFone™ User Guide for FON-570

Revision 2

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Contents

Introduction

This user guide includes information about configuring and using your FON-570 IP phone.

Phone features

- 7" color touchscreen
- 29 programmable keys on screen
- Full duplex speakerphone
- 2 gigabit ports allow you to share the network connection with your computer
- PoE support eliminates the new for a power adapter

Button	Function
Volume control — adjusts the ring, headset, handset, and speaker volume.	
	Navigation buttons and OK button Left — displays the previous page in the Configuration menu. Right — displays the next page in the Configuration menu. Up — displays the call log when the phone is idle. Down — displays the phone book when the phone is idle. OK — center button. Selects current item or save value in Configuration menu. Cancel — cancels operations made within the Configuration menu.
	Headset — activates the headset.

Button	Function
🎤	Mute — mutes the microphone
✉	Voicemail — accesses voicemail
☎	Hold — places a call on hold
⟳	Redial — allows a call to be redialed
(←(	Transfer — transfers a call
🔊	Speaker — activates the speaker on the phone

Display layout

The phone has a 7" touchscreen with an 800 x 480 resolution. The bottom line shows common interactive functions.

The top line displays Status information. Below is a list of the Status icons you will see.

Icon	Description
🔊	Speakerphone enabled
☎	Handset off-hook
🎧	Headset mode enabled
🔇	Ring volume set to 0
📼	New voicemail
⊖	Do Not Disturb enabled
🔒	Phone lock enabled
⏺	Call recording (when using a USB flash drive connected to the phone)
⏸	Call recording paused (when using a USB flash drive connected to the phone)
📱	Bluetooth mode enabled
ℬ	Bluetooth headset paired and connected
📶	WiFi connection successful
✖	WiFi connection failed
▭	WiFi connection unavailable

Onscreen softkeys

Softkey	Function
	Brings up the Call Logs
	Brings up the Directory
	Toggles Do Not Disturb on and off
	Brings up the Settings menu

Programmable keys

Programmable keys assigned for line, extension or queue appearances will monitor the status of those resources.

Icon Pattern	Status
Solid green	Line/extension/queue available
Solid red	Line/extension/queue in use
Flashing green (slow)	Line/extension/queue on hold
Flashing red (slow)	Do Not Disturb (DND) enabled
Flashing green (fast)	Line/extension is ringing

You can perform the following actions with the programmable keys:

• Pressing an extension appearance key that is available calls the extension.

• Pressing a line appearance key that is available connects you with that line.

• Pressing a line or an extension appearance key in a ringing state answers the call.

• Pressing an appearance key in a hold state picks up the call.

• Pressing an extension appearance key while on a call transfers your call to that extension.

• Pressing the Call Record key to start recording the current call.

Ring or message indicator LED

LED Pattern	Status
Solid red	Phone is initializing
Fast flashing	Phone is receiving a call
Slow flashing	New voicemail message

Installation

Attaching the stand

1. Line the four posts on the top of the base up with the four holes on the back of the phone.
2. Slide sideways into place until secure.
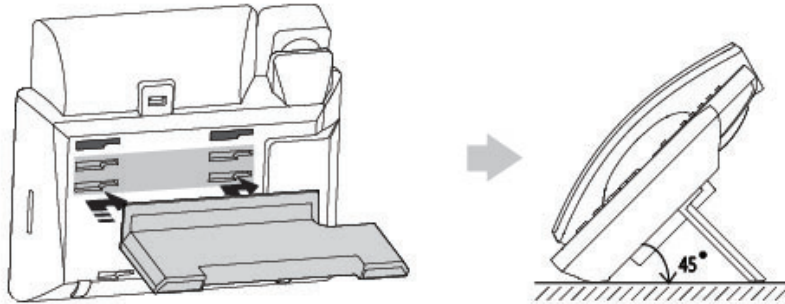
Connecting the phone
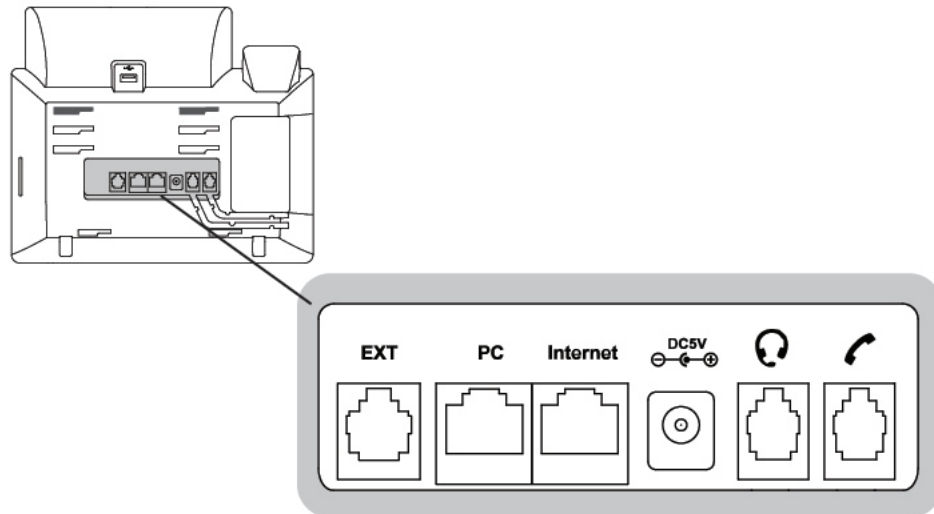
1. Connect the handset cord to the handset and the 📞 jack on the phone.
2. Optionally connect an amplified headset to the 🎧 jack.
3. Connect the WAN port to the network with the provided Ethernet cable.
4. Optionally connect your desktop PC to the PC port with an Ethernet cable (not supplied).
5. If the network supports PoE, a power adapter is not required. If PoE is not supported on the network, connect the power adapter (not included) to the DC 5V power jack.

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.

To reboot the phone:

1. Tap ⊞ on the screen.
2. Tap Reboot.

For use as an external extension

1. Tap ⊞ on the screen, then tap Advanced.
2. Enter 23646 as the Password. Tap OK.
3. Select Auto Provision. Tap OK.
4. Select Static Provisioning Server.
5. Enter the IP address or FQDN of the FortiVoice system in the URL field. Tap Save.
6. A window will appear. Tap OK to provision.

Personalizing your Phone

How to navigate through menus

The FortiFone FON-570 allows you to navigate through menus using the touchscreen. To enter the menu, tap ⊞ .

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, tap the Delete softkey.

- To enter special characters, press ✳ 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 tapping ↩ to move to the previous menu, or tap ⌂ to exit the Settings menu and return to the Home screen.

Setting an outgoing access code as an access code prefix

If you need to dial a number to access an outside line, you will want to program your phone to automatically insert an Outgoing Access Code. This will automatically dial your Outgoing Access Code before all calls placed from the Missed and Received call logs as well as from the Phone Book.

To set an Outgoing Access Code:

1. Tap ⊞ , select Features > Outgoing Access Code.
2. Tap to set the Outgoing Access Code to ENABLE.
3. Enter the Outgoing Access Code within the Code field.
4. Tap Save.

Configuration Overview

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

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

- Status
- Features
- Directory
- Call Log
- Basic Settings
- Advanced Settings
- Reboot
- USB

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 account status.

Features

Programmable keys

The FON-570 has 29 programmable keys that can be assigned to various functions. Please refer to the FortiVoice Admin Guide for information about configuring programmable keys.

Keys that are configured as User Defined in the FortiVoice interface can be programmed from the phone. This is useful for having personal speed dials, however, it is recommended to program the keys within the FortiVoice interface.

Call log settings

The Call log settings allow you to disable call log on the phone. This is enabled by default.

Hotline

When Hotline is configured, the phone automatically calls a predetermined number when you take the handset off-hook or when you press ◀)) .

To configure Hotline:

- Enter the number that will be dialed.
- Optionally, set a Hotline Time-out. This sets a delay before placing the call.

Outgoing access code

Outgoing access code inserts a prefix to all calls dialed from the phonebook or call log.

To enable outgoing access code:

1. Set Outgoing Access Code to Enable.
2. Enter an outgoing access code in the Code field.

Diagnostics

The Diagnostics section allows you to run a Ping or Traceroute through the phone for network troubleshooting purposes.

To run a Ping or Trace Route:

1. Select Network.
2. Select Ping or Trace Route.
3. Enter the IP address or URL of the device you'd like to get a response from.
4. Tap Start.
5. The results will be displayed on the screen.

Directory

The phone supports up to 1,000 contacts. Each contact can have up to 3 phone numbers, a ring tone and a photo 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. Tap Add.
2. Edit the following fields:
   • Group: select the group that the contact will be a part of.
   • Name: name of the contact.
   • Office Number: office phone number.
   • Mobile Number: mobile phone number.
   • Other Number: 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.
   • Photo: optional photo associated with this contact.
3. Tap Save.

Editing a contact

To edit a contact:

1. Tap the Info icon beside the contact name.
2. Edit the information.
3. Tap Save.

Deleting a contact

To delete a contact:

1. Tap the Info icon beside the contact name.
2. Tap Delete.
3. Tap OK.

Searching a contact

To search for a contact:

1. Tap Search.
2. Enter part of a number or name to search for.
3. The phone will display contacts as they are matched.

Blacklist

When a contact is added to the blacklist, a matching caller will follow the Busy Call Handling settings for the extension. For more information about Call Handling, please see the FortiVoice User Guide.

To add a new entry into the Blacklist:

1. Tap Add.
2. Edit the following fields:
   - Group: select Blacklist.
   - Name: name of the contact.
   - Office Number: office phone number.
   - Mobile Number: mobile phone number.
   - Other Number: additional phone number field.
   - Account: the account that will be used when calling this contact. FortiVoice systems use Account 1.
3. Tap Save.

To add an entry into the Blacklist from the Call Log:

1. Tap the Info icon beside the Call Log entry.
2. Tap Blacklist.
3. Tap Save.

Call log

The phone stores logs to track inbound and outbound calls. There are 3 separate logs that support 100 entries each:

- Missed Calls stores calls that were unanswered.
- Placed Calls stores calls placed from this phone.
- Received Calls stores calls answered from this phone.

Adding to contacts

To add an entry to your contacts:

1. Tap the Info icon beside the entry.
2. Tap Add.
3. Edit the info as needed.
4. Tap Save.

Deleting (single or all entries)

To delete a single entry:

1. Tap the Info icon beside the entry.
2. Tap Delete.
3. Tap OK.

To delete all entries:

1. Tap the Settings icon at the top of the screen.
2. Tap Select All.
3. Tap Delete.
4. Tap OK.

Basic Settings

Language

The language used by the phone is configured in the FortiVoice interface. Contact your administrator to change the language on the phone.

Time & date

Within the Time & Date menu, the IP Address or FQDN of the desired Simple Network Time Protocol (SNTP) server and the local time zone are defined. In addition, Daylight Saving Time (DST) is enabled. These settings are automatically configured by the FortiVoice system and do not require manual configuration. Contact your administrator if you wish to use a different timezone.

Display

Backlight

The phone display supports a backlight option. You can configure the backlight brightness level when it's active and when it's inactive. You can also specify if and when the backlight will be inactive.

To configure Backlight:

1. Set the backlight Active Level from 1 to 10.
2. Set the Inactive Level between Low or Off.

3. Set if and when the backlight will be disabled:
   - Always On
   - 15s
   - 30s
   - 1 min
   - 2 min
   - 5 min
   - 10 min
   - 30 min

Wallpaper

This section allows you to change the background image on the main screen.

Programmable key wallpaper

This section allows you to change the background image displayed when viewing all programmable keys on the screen by tapping the More icon.

Screensaver

This section allows you to configure a screensaver with the following options:

- Wait Time: choose how long to wait until the screensaver is enabled.
- Display Clock: choose to have the clock displayed over your screensaver image.
- Screensaver Type: the default is System. The Custom and Server XML options must be configured by logging into the web GUI of the phone.

Sound

Ring Tones

The phone has 10 ring tones to select from. The selected ring tone will be used for all incoming calls unless ringing has been turned off or if a different ring tone has been assigned to a contact.

Key Tone

The Key Tone heard when using the dial pad can be turned on or off here.

Change PIN

The Change PIN option allows you to change the PIN used to lock the phone. The default password is 123.

Phone lock

When enabled, the Phone Lock will not allow calls to be placed from the phone unless the correct PIN has been entered. The default PIN is 123.

There are two settings here:

- Lock Enable: enables Phone Lock.
- Auto Lock: locks the phone after the specified amount of time has passed. This value is in seconds. The default value is 0, which means that the phone will never lock.

To unlock your phone:

1. Tap the icon at the top of the screen.
2. Enter the PIN to unlock the phone.
3. The Admin password may also be used to unlock the phone.

Bluetooth

Bluetooth can be enabled or disabled. This requires the use of a supported Bluetooth adapter.

WiFi

WiFi can be enabled or disabled. This requires the use of a supported WiFi adapter.

Power saving

The Power Saving feature is used to turn off the backlight and screen to conserve energy.

The following options are available:

- Power Saving: enable or disable the feature.
- Monday–Sunday: configure the office hours. This uses a 24 hour clock.
- Office Hour Idle Timeout: configure the amount of minutes the phone will wait before timing out during office hours. Values between 1-960 are accepted.
- Off Hour Idle Timeout: configure the amount of minutes the phone will wait before timing out during off hours. Values between 1-10 are accepted.
- User Input Extension Idle Timeout: configure the amount of minutes to wait after having used the phone before timing out. Values between 1-30 are accepted.

Advanced Settings

The admin password to enter the advanced settings is 23646.

Accounts

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

The following fields can be configured:

- Activation: enable or disable the account. Enabled accounts will try to register using the configured settings.
- Label: the name of the account.
- Display Name: the caller ID that will be displayed when calling other phones. When connected to a FortiVoice system, the caller ID information will be configured in the web-based interface.
- Register Name: the user name used to authenticate with the SIP server or PBX.
- User Name: the phone number or extension number of the account.
- Password: the password used to authenticate with the SIP server or PBX.
- SIP server1: the IP address or FQDN of the SIP server or PBX.
- SIP server2: the IP address or FQDN of the secondary SIP server or PBX.
- Outbound Status: enable or disable the use of an outbound proxy.

- Outbound Proxy 1: set the IP address or FQDN of the outbound proxy.
- Outbound Proxy 2: set the IP address or FQDN of the secondary outbound proxy.
- Proxy Fallback Interval: set the amount of seconds to wait before using the secondary Outbound Proxy.
- NAT Status: enable or disable the use of STUN.

Network

WAN port

This section is for configuring the phone's network access. By default, DHCP is selected.

To set a static IP address:

1. Select Static IP.
2. Enter the static IP address.
3. Enter the Subnet Mast for the LAN.
4. Enter the IP address of the Default Gateway on your network. The router may act as the Default Gateway.
5. Enter the IP address of the Pri. DNS. The gateway may act as the DNS server.
6. If applicable, enter the IP address of the Sec. DNS.
7. Tap Save.

VLAN

This section allows you to configure VLAN tags in accordance with IEEE 802.1 standards on the WAN and/or PC connections.

To configure VLAN:

1. Select WAN Port, PC Port or DHCP VLAN.
2. Set VLAN Status to On.
3. Enter a VID Number. This is the VLAN tag identification number. For DHCP VLAN enter the Option.
4. Set the Priority.
5. Tap Save.

Webserver type

This section allows you to configure the protocol(s) that will be used to access the web server. By default, HTTP and HTTPS are enabled.

802.1x

To enable 802.1x:

1. Select the mode you would like.
2. Enter the phone Identity.
3. Enter the MD5 Password for the network.

Auto provision

The phone supports plug and play installation and will automatically download its configuration from the FortiVoice system. This section will allow you to specify an address of a configuration server. By default, the phone will populate the URL field if it discovers a FortiVoice system on the LAN. Using the Auto Provision settings will only be used if the phone an external extension.

To set a configuration server:

1. Enter a URL. This is the IP address or FQDN of the FortiVoice system.
2. Leave all other information blank.
3. Tap Save.

Reset config

The Reset Config section allows you to reset the phone configuration to factory default.

FWD International

The FWD International setting allows calls to be forwarded to an international number when using the Divert feature on an incoming call.

Reboot

Tap on this option to reboot the phone if necessary.

USB

The USB section can be accessed when a USB flash drive is connected to the phone. This is where calls that have been recorded on the phone are stored.

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:

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

- To answer the call with the speakerphone, press ◀)) or tap Answer.

- To answer the call with the headset, press ⌒ .

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

To reject a call, tap Reject. The call will follow the extension's busy settings as configured in the call handling section.

To transfer a call while it is ringing, tap Divert. This allows you to dial another extension, transferring the call without having to answer it.

Placing a call

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

To dial an extension number:

1. Dial the extension number.
2. After about 4 seconds, the phone will dial the number. Optionally, press OK, tap Send or press ⌗ to place the call immediately.

To dial an outside number:

1. To access an outside line, dial the outgoing access code if necessary.
2. Dial the phone number.
3. After about 4 seconds, the phone will dial the number. Optionally, press OK, the Send softkey or ⌗ to place the call immediately.

To dial a number from the call log:

1. Tap Call log.
2. Tap a call log entry.

To dial a number from the directory:

1. Tap Directory.
2. Tap Contact.
3. Tap on the number for the contact that you would like to call.

By default, all calls will use the speakerphone. Lift the handset if you wish to place a call using the handset. Press ⌒ if you wish to place a call using the headset.

Ending a call

To end a call:

1. Tap End Call.
2. If you are using the handset, place it in the cradle.
3. If you are on speakerphone, press 🔊.
4. If you are using a headset, press 🎧.

Redial

Redial allows you to redial the last number dialed.

1. Press ↻.
2. Tap on the number to redial.

Hold

To place calls on hold tap the Hold icon on the screen. 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 switch between calls, tap the caller ID of the call on the screen and tap Resume.

Mute

Mute turns the phone's microphone on or off.

1. Press 🎤 to disable the microphone. The mute button will turn red and Mute will appear on the display.
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. Tap Transfer.
2. Dial the extension, phone number or press an extension appearance key.
3. Tap Send.
4. Announce the caller and tap Transfer.

Blind transfer

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

To perform a blind transfer:

1. Tap Transfer.
2. Dial the extension, phone number or press an extension appearance key.
3. Tap B Transfer.

3-party conference

The phone supports conferencing with two other parties.

To create a 3-party conference:

1. Place the first call.
2. Tap Conference, the first call will be placed on hold.
3. Call the second party for the conference.
4. When the second party answers, tap Conference again.

To end a conference call:

- Hang up or tap End Call.
- Tap Split to separate the parties from the conference. Both parties will be placed on hold, allowing you to speak to each one separately or hang up on one party.
- Pressing End Call while the conference is split will disconnect the first caller on hold.

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 a call waiting call:

- Tap on the incoming call notification on the screen.
- Tap Answer.

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. Tap the DND icon on the screen to enable DND. 🚫 will be visible at the top of the screen to signal that DND is enabled.
2. Tap the DND icon again to disable DND.

Voicemail

When you have a message waiting, the message indicator flashes and ⚏ appears at the top of the screen to indicate you have new voicemail messages.

To access your voice mailbox:

1. Press ✉ .
2. Follow the prompts on the phone.

Pairing/unpairing Bluetooth headset

When a compatible Bluetooth CSR 4.0 dongle is connected to the USB port, the phone will automatically prompt if you would like to start scanning for Bluetooth devices.

To pair a supported Bluetooth headset:

1. Insert a supported Bluetooth dongle into the USB port.
2. The screen will display a message prompting whether you want to start scanning for Bluetooth devices.
3. Power on the Bluetooth headset and initiate its "Pairing" mode (see the headset manufacturer's user guide).
4. On the phone, select OK to start scanning for devices.
5. After a few seconds, the Bluetooth device will appear on the screen. In the list of discovered devices, tap the Bluetooth device.
6. The Bluetooth headset will indicate that it is paired. The phone's screen will also show a Bluetooth icon indicating Bluetooth connectivity.

To unpair the Bluetooth headset:

1. Tap Menu.
2. Tap Basic.
3. Tap Bluetooth.
4. Tap the connected Bluetooth device. A successful disconnection message will appear.

Voice commands

The FON-570 supports the use of voice-operated headsets. Voice commands can be utilized in order to receive and ignore calls, and call back the last called number.

The following procedures assume that a Bluetooth headset from the Plantronics Voyager Edge series is used, with its voice command option already enabled. It is also assumed that the headset has already been paired with the phone.

Receive incoming call

1. When a call is placed to the phone, a tone will be heard on the Bluetooth headset followed by, "Incoming call. Answer or Ignore?"
2. To answer the call, say "Answer".
3. The phone will successfully answer the call, and automatically be placed in Headset mode.

Ignore incoming call

1. When a call is placed to the phone, a tone will be heard on the Bluetooth headset followed by, "Incoming call. Answer or Ignore?"
2. To ignore the call, say "Ignore".
3. The phone will automatically direct the caller to the phone's voicemail (or the phone's configured busy call handling action).

Call back last caller

1. On the headset, press the Voice button. You will hear, "Say a command".
2. Say "Call Back". You will hear, "Calling back last number" followed by a three-beep tone.
3. The phone will begin to ring the last number to call the phone.

Headset compatibility

The following table shows the Bluetooth headset vendors and models that are compatible with FON-475.

Vendor	Model
Plantronics	Voyager 5200
	Discovery 975
Jabra	Boost
	Evolve 65
	Evolve 75
	Evolve 75e
	Stealth
	Motion
	Speak 710
Sennheiser	Presence
	MB Pro1
	MB Pro2
Vbet	VT9600BT
JOWAY	H-02
QCY	J02S
Xiaomi	Youth
Masentek	M26

Troubleshooting

Information

Pressing OK on the phone provides the means to quickly view the network parameters (IP address, default gateway address, and subnet-mask), registration status of 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 will not obtain an IP address	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.
Phone will not register	1. On the Extension page of the FortiVoice interface, ensure the MAC address is correctly entered and the Phone Type is FON-570. Save your configuration and reboot the phone. 2. If set up as an external extension, ensure the Auto Provisioning URL is correct. To verify, see "For use as an external extension" on page 5. 3. If your phone is configured as an external extension, check the network connection and firewall settings at the phone system location.
No audio during a call	1. Check the handset/headset connections. 2. Make sure the phone is properly registered with the phone system. 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.