




# HOW TO USE THE FORTIFONE-350i TELEPHONE



The FortiFone-350i telephone is a full-featured but easy-to-use IP phone. This document briefly describes how to use the phone. For more information, see the *FortiFone-350i Telephone Start 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.
-  — Toggles do not disturb on or off.
-  — opens configuration options or transfers a call.
- Softkeys** — The screen shows the current function of each of the 3 softkeys. Softkeys change based on the call status.

## Remember

- Dial **9** (**0** in some countries) or **8 1** to **8 8** to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
- Press **#** or the **Dial** softkey after dialing an outside number or extension.
- If you have direct line access, dial **\* \*** before dialing a feature code or extension.

## Setting up voicemail

- Press the **Vmail** softkey.
- When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

## Checking voicemail

- Press the **Vmail** softkey.
- When prompted, enter your password + **#**.
- Press **1** to listen to your messages. You can also change your greeting and personal options.


## Calling an outside number

- Dial **9** (**0** in some countries) or **8 1** to **8 8** to get an outside line. You can also press a line appearance key if programmed to use a specific line. This is not required if you have direct line access, which automatically chooses an outside line when you dial the phone number.
- If prompted, dial an access code.
- Dial the phone number + **#** or press the **Dial** softkey.


## Calling an extension

Dial the extension number + **#** or press **Dial** softkey. If you have direct line access, dial **\* \*** first. You can also press an Extension Appearance key if programmed to monitor a specific extension.

## Placing a caller on hold


Press the  button or **Hold** softkey. You can now hang up or answer another call without disconnecting the caller.

## Retrieving a caller on hold


Press the  button or **Resume** softkey. 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.

- Press the  button.
- Dial the extension (or outside number) + **#**.
- When the recipient answers, complete or cancel the transfer:
  - If the recipient wants the call, press the **Transfer** softkey or hang up.
  - If the recipient doesn't want the call, press the **EndCall** softkey, then the **Resume** softkey to retrieve the caller on hold.

## Performing a blind transfer

Press the  button + extension (or outside number) + **Dial** softkey, and hang up.

## Key states

Light	Status
flashing green (rapid)	Incoming call
solid green	This extension in use
flashing green (slow)	Call on hold at this extension
solid red	Line/extension/queue in use
flashing red (slow)	Line/extension/queue on hold
alternating red and yellow	Extension/line not registered
solid yellow	Do Not Disturb (DND) enabled