



# FortiFone-350i Telephone

Start Guide

**FORTINET**<sup>®</sup>

## ***FortiFone-350i Telephone Start Guide***

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# INTRODUCTION

Congratulations on your purchase of the FortiFone-350i (FON-350i) phone! The FortiFone-350i communicates over an IP network, allowing you to receive and place calls in the same manner as a regular business telephone. This release of the FortiFone-350i supports the SIP protocol.

## Phone Features

- A 3.0" x 1.5" LCD display
- 6 flexible keys with LEDs
- Up to 6 line appearance options with LEDs
- Message waiting with indicator lamp and tone
- Full duplex speakerphone
- Intercom paging
- Built-in two-port, 10/100 Ethernet switch. Lets you share a connection with your computer.
- Inline PoE support eliminates the need for power adapters.

## Requirements

- SIP-based phone system such as the FortiVoice® series of phone systems or alternate VoIP service provider.
- Ethernet or fast Ethernet network for connection (10/100 Mbps)
- Power Source

For Ethernet networks that supply in-line power:

- The network devices must conform to IEEE 802.3af specifications for PoE (Power over Ethernet)

For Ethernet networks that **do not** supply power to the phone:

- Use only the FortiFone-350i/FortiFone-550i power supply designed for the region you intend to use the product. This adapter is rated with an output of 48v DC at 0.3 A and a positive tip.

## About this Guide

This guide describes how to physically set up your FortiFone-350i phone and a brief overview of features. For detailed instructions on using the phone, please download the user guide from <http://docs.fortinet.com>.

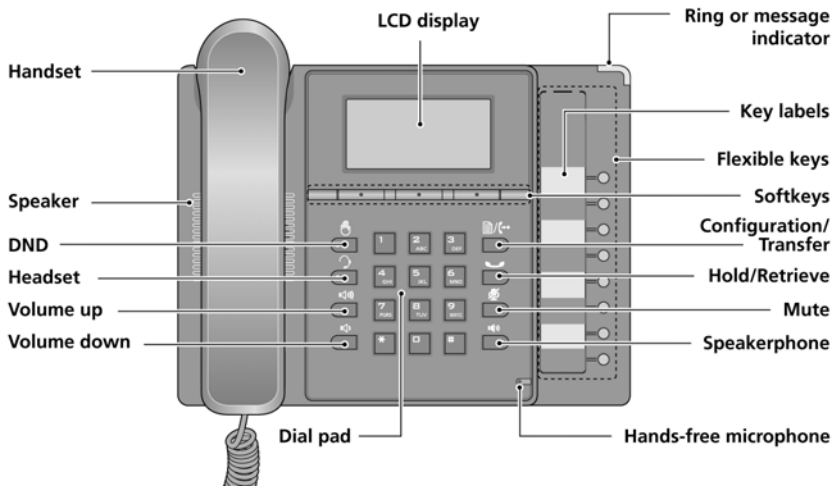


Figure 1: FortiFone-350i Front

Item	Function
	<b>Softkeys</b> — Softkeys are interactive and change function based on the state of the phone.
	<b>Flexible keys</b> — Multi-colored LED keys that can be assigned to engage and monitor lines, extensions or queues. They can also be programmed as function and speed dial keys. Keys 1 and 2 are reserved for primary and secondary line appearance for the extension. Keys 3–8 are programmable.
	<b>DND (Do Not Disturb)</b> — Use to toggle on/off the DND feature of the phone system.
	<b>Headset</b> — Toggles the headset on and off-hook.
	<b>Volume control</b> — Use to adjust ring, headset, handset, and speaker volume.
	<b>Configuration/Transfer</b> — Use to transfer an active call. When the phone is not in use, pressing this button accesses the menu for making changes to the IP phone configuration.
	<b>Hold/Retrieve</b> — Use to place or retrieve a call on hold.
	<b>Mute</b> — Use to mute and unmute the microphone during calls.
	<b>Speakerphone</b> — Press to engage the speakerphone and to hang up after the call.
	<b>Dial pad</b> — Use to dial a number, select a menu item, or input a value.

## Flexible Key States

The flexible keys access lines, extensions and features based on the IP phone configuration. Flexible keys assigned for line, extension or queue appearances will monitor the state of those resources and allow access to those resources at anytime unless the call is engaged by another user or the system. Keys designated to monitor lines, extensions or queues indicate call status as indicated below.

Status	LED Color	LED Pattern
Incoming call	Green	Flashing approx. once every 1/2 second
Line in use on this phone	Green	On solid
Call on hold at extension	Green	Flashing approx. once every second
Line/Extension/Queue ringing	Green	Flashing approx. once every 1/2 second
Line/Extension/Queue in use	Red	On solid
Line/Extension/Queue on hold	Red	Flashing approx. once every second
Extension/Line not registered	Red/Yellow	Alternating Red and Yellow
Do Not Disturb (DND) enabled	Yellow	On solid

Flexible keys not assigned for line access may access features such as Speed dial, Intercom, Park and others.

## LCD Layout

The FortiFone-350i phone has a 140x48 dot graphic LCD arranged to show 5 lines of text and is used to display information to the user. The top-bar status line displays icons, date and time. The bottom line shows choices associated with the three context-sensitive softkeys located just below the LCD.

Below is a list of icons and their meaning.



LAN or Network connection icon, indicates the status of the LAN connection to the IP phone. If the icon is blinking, check the LAN connection.



PC port icon, when displayed, indicates a device such as a PC is connected to the PC port of the IP phone.



Locked icon, indicates the IP phone is locked and a password is required to place calls.

# INSTALLING THE FORTIFONE-350I

## Connecting the IP Phone

The figure below shows the cable connections for your IP phone. The LAN and desktop PC connections employ standard Category 5 cables terminated with RJ-45 connectors. The FortiFone-350i supports PoE (Power over Ethernet) in accordance with the IEEE-802.1af Class 2 standard. When connected to a PoE compliant LAN port, the IP Phone derives power from the port. If the LAN port does not support PoE, use the AC/DC adaptor. The handset connects to the base with the coiled handset cord.

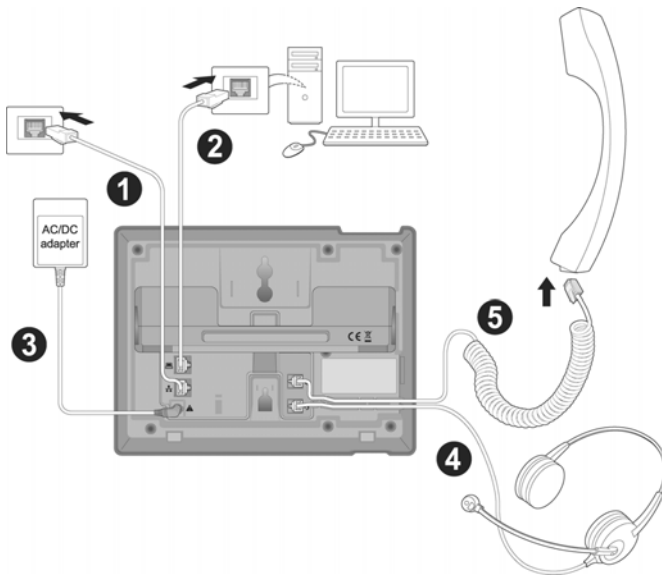


Figure 2: IP Phone Connections

		<b>Wiring Chart</b>
<b>1</b>	<b>LAN</b>	Connect the IP phone LAN port to the LAN wall jack with the provided Ethernet cable.
<b>2</b>	<b>PC</b>	Optionally connect the IP phone PC port to your desktop PC with an Ethernet cable (not supplied).
<b>3</b>	<b>Power</b>	If the LAN port supports PoE then the power adaptor is not required. If PoE is not supported on the LAN, connect the power adaptor to the power jack on phone.
<b>4</b>	<b>Headset</b>	Optionally connect a headset to the RJ22 headset jack on the phone. We strongly recommend the use of an amplified headset.
<b>5</b>	<b>Handset</b>	Connect the handset cord to the handset and the handset jack on the phone.

## Attaching the Stand

The angle of the phone is set by the attachment of the provided stand in one of two positions (30° or 55°).

To attach the stand,

1. Choose the desired angle for the phone.
2. Align the tabs on the stand with the notches in the base of the phone.
3. Push the stand upward in the slot as far as it can go until properly attached.

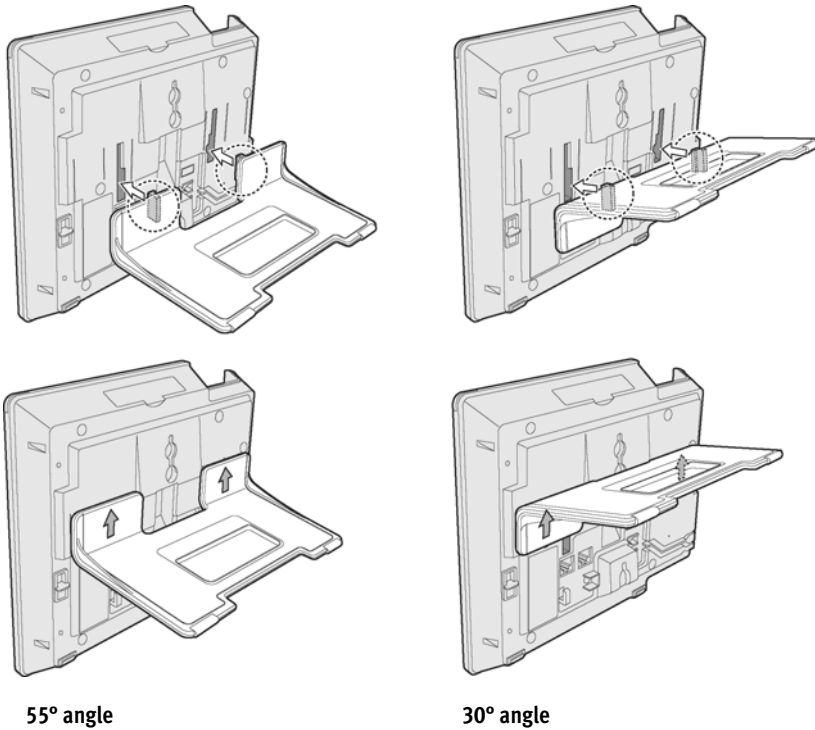


Figure 3: Installing the Foot Stand

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## Wall Mounting

The FortiFone-350i phone supports wall mounting via the base of the phone housing. Wall mount the FortiFone-350i using the instructions below in Figure 4.

- Mark and drill two 7 mm (5/16") holes for plastic wall anchors (not included) with a vertical separation of 10 cm (4").
- Insert two anchors into the holes, then insert and tighten the two screws (not included) leaving about 2.5 mm (1/8") exposed.
- Attach all wiring to the phone.
- Slide the phone over the screws and ensure the phone is secure. Note it may be necessary to remove the phone and tighten or loosen the screws for secure mounting. Also note, the stand must not be attached to the phone when mounting on a wall.
- Remove the handset hook from the phone as shown in the figure below. Reverse the hook and re-install in the phone so that the hook catches the groove in the handset receiver.
- Complete all wiring.

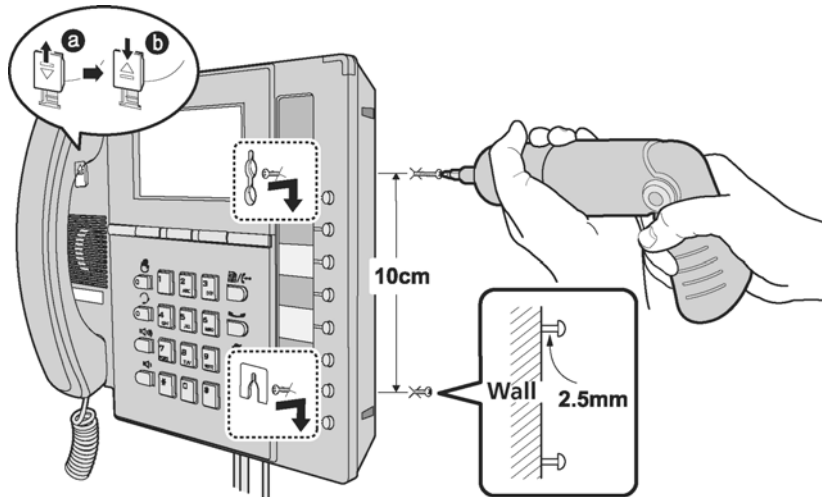


Figure 4: FortiFone-350i Wall Mount Installation

## Provisioning the FortiFone-350i



For instructions on programming your FortiVoice phone system for the FortiFone-350i, refer to *Adding IP Phones* in Chapter 2 of the *FortiVoice User Guide*.

### For internal use

The FortiFone-350i phone supports ‘plug and play’ installation employing the automated provisioning process for discovering FortiVoice phone systems. Once connected to the LAN, the IP phone retrieves IP settings from the local DHCP server. After discovering the FortiVoice system on the LAN, the phone downloads the configuration and registers with FortiVoice. If the extension was pre-configured via the FortiVoice management software, then the phone display should show the extension number and name. If not yet configured in the FortiVoice system, then the MAC address of the phone will be visible as a choice in the MAC select list for that model of phone in the Local Extensions section of the configuration.

### For external use

When connecting your IP phone at a remote location for external use, please perform the following steps:

1. Preconfigure the extension in the FortiVoice management software and include the MAC address of the phone.
2. Before or after deploying the phone, power up the phone and press the /☎ button, then go to **3. Phone Settings**.
3. Go to **7. Firmware Update** and press the **Select** softkey.
4. From the **Firmware Update** menu, select **2. TFTP Server Address**.
5. Enter the WAN (External) IP address or URL/FQDN of your FortiVoice location. Obtain the IP address from the IP Configuration section of the FortiVoice management software. Press the **OK** softkey.
6. Press the /☎ button to exit the configuration then press the **Yes** softkey to reboot the phone. It then connects to the FortiVoice system and updates its configuration.

**Note:** If the top 2 flexible keys continue to flash red/yellow after 30 seconds, the phone is not registered with the phone system. See the Troubleshooting section for information.

If you encounter problems, please ensure the appropriate ports are forwarded from the router to the FortiVoice unit acting as the proxy at that location; for more information, see the *FortiVoice User Guide*. There should be no need to make any adjustments to the firewall at the IP phone’s location.

If you are connecting to the phone via the web interface, the login is: *admin* and the password is *23646*. Should you require configuration of the IP phone for use with other devices or information on the web interface, please refer to the *FortiFone-350i Telephone User Guide*.

## PERSONALIZING YOUR PHONE


To access the configuration menu:


- Press the /☎ button.

To select an item:





- Dial the digit associated with the menu item or
- Use the **Down** softkey to move the cursor to the next item, then press the **Select** softkey to select an option.

The bottom line of the display shows three softkey functions at a time. Additional softkey functions are available when the **More** softkey appears.

To return to a previous branch in the menu, press the **Back** softkey, or the  button.


To exit the configuration menu, press the /☎ button.



### Entering Values with the Dial Pad and Softkeys

Use the dial pad to input numbers, letters, special characters, and a period. The **Mode** softkey displays to indicate a parameter can accept an alphanumeric entry. Selecting the **Mode** softkey switches the dial pad mode. The dial pad mode displays in the right of the LCD above the softkeys as  for numeric,  for upper case characters,  for lower case characters and  for special 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, press the  softkey.
- To clear an entire string, press the **Clear** softkey.
- To enter a space, press # on the dial pad.

Prior to saving an entry, you may discard changes by pressing the  button to move to the previous menu, or press the /☎ button to exit the **Settings** menu.

### Setting a Hunt Group as an Access Code Prefix

If you need to dial **9** or **81–88** to access an outside line, then you will want to program your phone to automatically insert a hunt group number before all calls placed from the Missed and Received call logs as well as from the Phone Book.

To set an Access Code:

- Press the /☎ button.
- Press **4** to enter the **Call Preferences** menu.
- Press **8** to enter the **Access Code Prefix** menu.

- Enter the hunt group you normally use to place outgoing calls (example: 9), then press the **OK** softkey.

## Phone Settings




Under the **Phone Settings** menu, the following parameters can be altered.

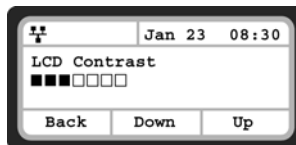
- 1 — LCD Contrast
- 2 — Ring Settings
- 3 — Disable Ringer
- 4 — Headset Auto Mode
- 5 — Flexible Key Settings
- 6 — Time Configuration
- 7 — Firmware Update
- 8 — Speed Dial Number
- 9 — Key Tone
- 10 — Language

### LCD Contrast

The contrast of the LCD is adjustable for best viewing angle.

To adjust the LCD contrast:

- Press the /☎ button.
- Press the  digit, , select **3. Phone Settings** then **1. LCD Contrast**.
- Press the **Down** softkey to decrease the contrast, or press the **Up** softkey to increase the contrast.
- To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.



### Ring Settings

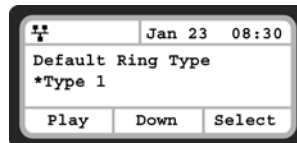
The IP phone has 9 ring tones and a no ring (*Disable Ringer*) option for incoming call notification. There is also the option to assign each phone book record one of the ring tones for inbound calls. The *Default Ring Tone* is used when a ring tone is *Set as Default* or not defined for a line or phone book record.

In quieter environments, it might be useful to delay the ring signal on incoming calls. Ringing can be delayed by up to 10 seconds. The LED light associated to your extension will flash immediately for all incoming calls.

## Default Ring Type

To change the Default Ring Type for the IP phone:

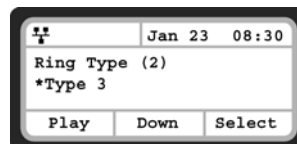
- Press the /☎ button, then select **3. Phone Settings** then **2. Ring Settings**
- Select **1. Default Ring Type**.
- Select the Ring Type using the **Down** softkey. Press the **Play** softkey to hear the selected tone.
- Press the **Select** softkey to change to the selected Ring Type.
- To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.



## Line Ring Setting

To adjust the Ring Type for a line:

- Press the /☎ button, then select **3. Phone Settings** then **2. Ring Settings**
- Dial the line number plus one (2 for Line 1, 3 for Line 2, etc.), or move the cursor to **Line n Configuration** using the **Down** softkey and press the **Select** softkey. The value of *n* is the line button number.
- Press the digit, or move the cursor to **1. Ring Type** using the **Down** softkey and press the **Select** softkey.
- Select the Ring Type using the **Down** softkey. Press the **Play** softkey to hear the selected tone. The *Disable Ringer* selection turns the ringer off for incoming calls on the line. The *Set as Default* uses the Default Ring Type for incoming calls on the line as specified in the previous *Default Ring Type* section.
- Press the **Select** softkey to save the selection.

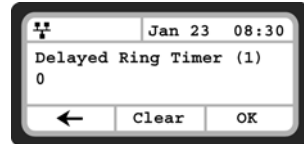


To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.

## Delayed Ring

The phone can delay when the audible ring tone is played for incoming calls by up to 10 seconds. To configure the Delayed Ring option:

- Press the /☎ button, then select **3. Phone Settings** then **2. Ring Settings**.
- Move the cursor to **Line 1 Settings** using the **Down** softkey and press the **Select** softkey. Repeat for Line 2.
- Press or move the cursor to **2. Delayed Ring Timer** using the **Down** softkey and press the **Select** softkey.
- Enter the delay time as 0 to 10 seconds in 1-second increments. 0 provides no delay; the ring signal is immediate.
- Press the **OK** softkey to save the delayed ring setting.
- To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.

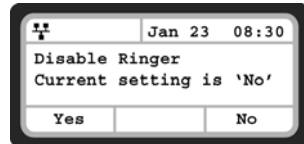


## Disable Ringer

The IP phones can be programmed not to ring when an incoming call is received.

To set the *Disable Ringer* parameter:

- Press the /☎ button, then select **3. Phone Settings**, then **3. Disable Ringer**
- Press the **Yes** softkey to turn the ringer off, or press the **No** softkey to leave the ringer enabled.
- To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.




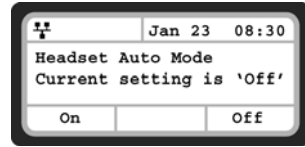
## Headset Auto Mode

The FortiFone-350i supports the use of headsets that have a standard RJ22 jack. With Headset Auto Mode enabled, all calls automatically use the headset when engaging lines, redial, speed dials etc.

To enable Headset Auto Mode:

- Press the /☎ button, then select **3. Phone Settings**, then **4. Headset Auto Mode**.

- Press the **On** softkey to enable the Headset Auto Mode or press the **Off** softkey to disable the Headset Auto Mode.
- To configure another parameter, press the **Back** softkey to continue or press the  button to exit the configuration menu.



### Flexible Key Setting

The flexible keys can be assigned multiple functions. They include Line Appearance, Extension Appearance, Queue Appearance, Phone Book access, System and Personal Speed Dial, Park, Unpark, Call Pickup (any or specific extension), Intercom Page, Group Page and Overhead Page. These keys are configured via the FortiVoice management software except for setting a key for Speed Dial use. This can be programmed via the phone interface or phone's web interface.

**Note:** Local settings will be overridden by the FortiVoice settings when a configuration file is downloaded to the phone if the key was not configured by the administrator as *User Defined*.



### Time Configuration

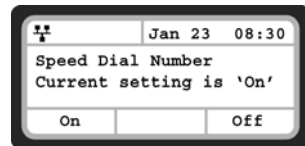
Within the **Time Configuration** menu, the IP Address or FQDN of the desired Simple Network Time Protocol (SNTP) server and the local time zone are defined. In addition, Daylight Saving Time (DST) is enabled. These settings are all automatically configured by the FortiVoice phone system and do not require manual configuration.

### Speed Dial Number

The FortiFone-350i phone includes a phone book that supports up to 80 entries. Each phone book record includes a speed dial number consisting of two digits. Dialing the speed dial number (00–79) and pressing the **Dial** softkey places a call using the contact information from the associated phone book record.

To enable/disable Speed Dial Number operation:

- Press the  button, then select **3. Phone Settings**, then **8. Speed Dial Number**.
- Press the **On** softkey to enable the Speed Dial Number, or press the **Off** softkey to disable the Speed Dial Number.
- To configure another parameter, press the **Back** softkey to continue or press the  button to exit the configuration menu.





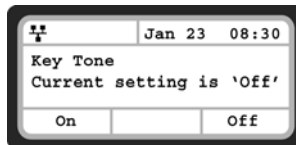
When enabled, dialing an empty Speed Dial Number terminates the call and the LCD will show **Disconnected**.

## Key Tone

If desired, a tone can be played out when a button on the phone is pressed.

To enable/disable the Key Tone:

- Press the /☎ button, then select **3. Phone Settings**, then **9. Key Tone**.
- Press the **On** softkey to enable the Key Tone, or press the **Off** softkey to disable the Key Tone.
- To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.





## Language

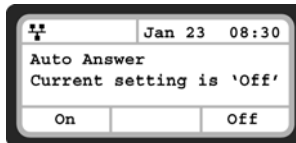
The FortiFone-350i ships with 3 supported languages — English, Spanish and French. The default language is English. Languages are configured in the FortiVoice management software for the extension. Please contact your administrator.

## Auto Answer

When idle, the IP phone can connect an incoming caller to the speakerphone or headset automatically.

To enable/disable Auto Answer:

- Press the /☎ button, then select **4. Call Preferences**, then **6. Auto Answer**.
- Press the **On** softkey to enable Auto Answer, or press the **Off** softkey to disable Auto Answer.
- To configure another parameter, press the **Back** softkey to continue or press the /☎ button to exit the configuration menu.




## Phone Book/Speed Dials

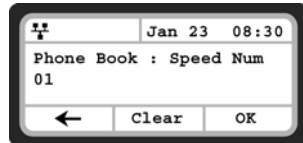
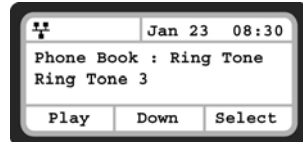
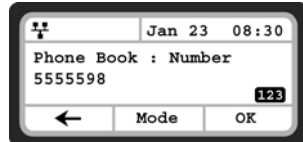
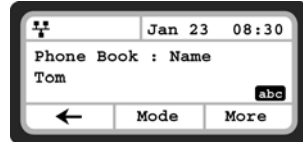
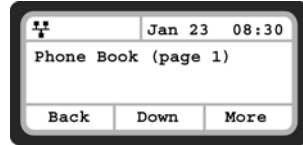
The FortiFone-350i includes a phone book that can store up to 80 contacts. The **Phone Book** menu is accessed through the **LCD** menu or programmable key when designated as 'Phone Book' in the software then configured on the phone. In the **Phone Book** menu, records may be added, edited, deleted, searched or dialed. The phone number in the Phone Book is the contact information used with Speed Number dialing (00-79). Each contact can optionally have a ring tone assigned for inbound calls when the number matches on Caller ID.

**Note:** For easier management of Phone Book records, consider using the phone's web interface. For more information, see the *FortiFone-350i Telephone User Guide*.

## Adding a Phone Book Record

To add a new contact:

- Press the  button, then select **5. Directory**, then **1. Phone Book**.
- Press the **Add** softkey or if there are existing entries, use the **More** softkey to scroll to **Add**.
- Enter a Name for the new contact and press the **More** softkey then the **OK** softkey.
- Enter a phone number for the contact and press the **More** softkey then the **OK** softkey.
- Select the Ring tone to use when receiving a call from this contact and press the **Select** softkey.
- Enter a Speed Dial Number (00–79) for the new contact and press the **OK** softkey.
- The new contact is now included in the Phone Book and the phone returns to the Phone Book list.




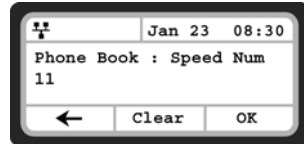
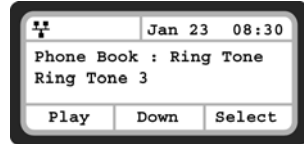
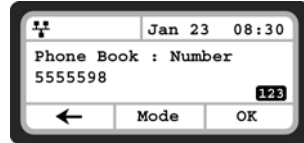
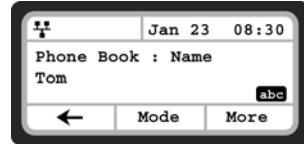
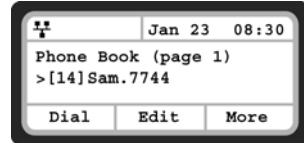
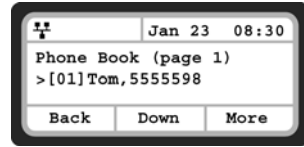
To enter alphanumeric characters, select the **Mode** softkey.

If no ring tone is defined for a Phone Book entry, the default ring tone is used.

## Editing a Record

To edit a Phone Book record:

- Press the /☎ button, then select **5. Directory**, then **1. Phone Book**
- Press the **More** softkey to scroll to the next group of softkeys. Select a contact to edit using the **Down** softkey.
- Select the **More** softkey to move to the next group of softkeys. Press the **Edit** softkey.
- Enter the new name for the contact and press the **OK** softkey.
- Enter the new number for the contact and press the **OK** softkey.
- Select the ring tone to use when receiving a call from this contact and press the **Select** softkey.
- Enter the new Speed Number for the contact and press the **OK** softkey.
- The edited contact is now included in the Phone Book and the phone returns to the Phone Book list.



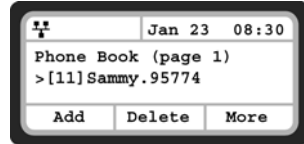
To enter alphanumeric characters, select the **Mode** softkey.

If no ring tone is defined for a Phone Book entry, the default ring tone is used.

## Deleting a Phone Book Record

To delete a Phone Book record:

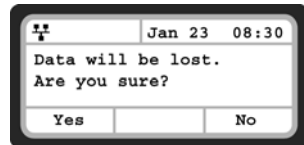
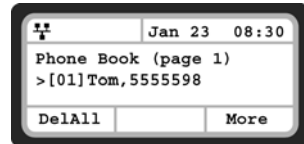
- Press the button, then select **5. Directory**, then **1. Phone Book**
- Select a contact to delete using the **Down** softkey.
- Use the **More** softkey to locate and then select the **Delete** softkey and confirm by selecting the **Yes** softkey.



## Deleting All Records

To delete all Phone Book records:

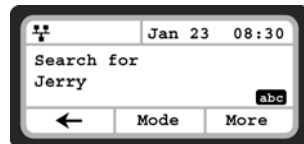
- Press the button, then select **5. Directory**, then **1. Phone Book**.
- Move to the next group of softkeys using the **More** softkey then press the **DelAll** softkey.
- Press the **Yes** softkey to confirm deletion of all contacts.



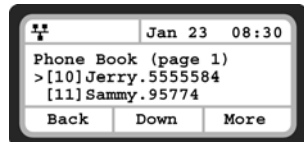
## Searching the Phone Book

To search for a contact using either name or number:

- Press the button, then select **5. Directory**, then **1. Phone Book**.
- Move to the next group of softkeys using the **More** softkey then press the **Find** softkey.
- Input a search keyword, and press the **OK** softkey.



- The search result displays showing the Speed Dial number, name and phone number.




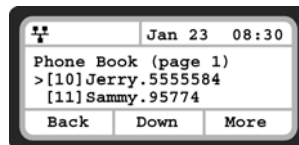
To enter alphanumeric characters, select the **Mode** softkey.

## Placing a call from the Phone Book

You can use the Speed Dial function by dialing the 2-digit speed dial number assigned to an entry + # or **Dial** softkey.

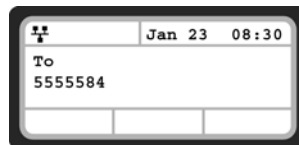
To dial a number from the Phone Book:

- Press the  button, then select **5. Directory**, then **1. Phone Book**
- Select a contact to dial using the **Down** softkey.
- Press the **More** softkey then the **Dial** softkey to place the call.



If one of the flexible keys is programmed as Phone Book:

- Press the button while the phone is idle.
- Select a contact to dial using the **Down** softkey.
- Press the **Dial** softkey to place the call.



# USING YOUR FORTIFONE-350I PHONE WITH FORTIVOICE

## Accessing an Outside Line

Dial hunt group **9** or **81-88** (Americas, UK), dial **0** or **81-88** (other countries). No hunt group is required if Direct Line Access is enabled. You can select a line directly if it has a programmed key.

## Accessing Features

**Note:** If Direct Line Access is enabled, dial **\*\*** to access features indicated with a ▲, unless you are using a programmed key.

### Do not disturb

Press the  button to toggle on/off.

### ▲ Pick up — Any ringing extension

Press the programmed **Pickup** key, or dial **\*9 + #**.


### ▲ Pick up — Specific extension

Press the programmed key associated with the extension ringing or dial **\*7 + extension + #**.

### Place a caller on hold

Press the  button.

### Retrieve a caller on hold

Press the  button or press the flashing key associated with the call on hold.


### ▲ Answer queued call

Press the flashing key associated with the call in the queue. Otherwise, dial **7 + #** to retrieve the next caller in your queue.


### Answer FortiVoice call waiting

Press the **Answer** softkey or press the flashing line appearance key.


### Screened transfer

Press the  button + extension (or outside number) + **#**. To complete the transfer, press the **Transfer** softkey or hang up. To cancel transfer, press the **EndCall** softkey and then the **Resume** softkey to connect to the caller on hold.

### Blind transfer

Press the  button + extension (or outside number) + **Dial** softkey, then hang up. If an extension is tied to a programmable key, then during the call, press that key to transfer.


## Vicemail transfer

Press the  button + \* + extension + **Dial** softkey, then hang up.

## Conference call

Press the **More** softkey then press the **Conf.** softkey to put the first party on hold. Call the second party (for external calls, first access an outside line). Press the **Join** softkey to connect to all parties.

## Park a caller

Press the programmed **Park** key. Otherwise, press the  button + \*510 + #. The system will respond with a parking orbit.

### ▲ Retrieve a parked caller

At the dial tone, press the programmed **UnPark** key, then dial orbit + #. Otherwise, dial \*\* + orbit + #.

### ▲ Two-way intercom/group paging to FortiVoice phones

Press the programmed **Intercom** or **Group Page** key + extension + **Dial** softkey. Otherwise dial \*84 (Intercom) or \*85 (Paging) + extension + #.

### ▲ PA overhead paging

Press the programmed **Overhead Paging** key, or dial \*0 + #.

### ▲ Attach account code to last call

At dial tone, dial \*88 + #. When prompted, enter <Account code> + #.  
CDR logging must be active.

## Vicemail

**Access Mailbox — Locally**

Press the **Vmail** softkey.

**Access Mailbox — Remotely**

Press \*\* + <mailbox number>

**Change greeting options**

Dial 2

**Change personal options** (password, date stamp, remote notification options)

Dial 3

## MESSAGE PLAYBACK CONTROLS

**Rewind 10 seconds**

Dial 1

**Go to beginning**

Dial 1 1

**Skip ahead 10 seconds**

Dial 3

**Skip to end of message**

Dial 3 3

**Check time and date stamp**

Dial 5

**Forward message**

Dial 6

**Delete message**

Dial 7

**Save message**


Dial 9

## Updating the Firmware

Updating the firmware on the phone can be done two different ways — direct via the Internet or using the IP Phone Update Utility.


### Checking for Updates

From the phone,


- Press the /[\*] button.
- Press **8** to enter the **Information** menu.
- Press the **Up** softkey.
- Take note of the F/W version.
- To check for the latest updates, go to the Fortinet Technical Support website for FortiVoice at:

**<http://www.fortinet.com/fortivoice>**

### Internet Update

- Press the /[\*] button.
- Press **3** for **Phone Settings** then select **7. Firmware Update**.
- Press **2** to access the **TFTP Server Address**.
- Write down the IP address shown on the screen. This will be required once the update is complete.
- Clear the current entry and enter **tsphones.talkswitch.com**. Once changed, the phone will request a reboot. Select **Yes**.

### After the Update

- Press the /[\*] button.
- Press **3** for **Phone Settings** then select **7. Firmware Update**.
- Press **2** to access the **TFTP Server Address**.
- Enter the IP address that was previously entered to point the phone back to your FortiVoice phone system. Once changed, the phone will request a reboot. Select **Yes**.


### Using the IP Phone Update Utility

If your phones are on a closed network (no Internet access), or you are having problems with updating over the Internet, you can download the IP Phone Update Utility from Fortinet Technical Support at:

**<http://www.fortinet.com/fortivoice>**

- After installing the application, run it.
- Follow the directions in the update utility for performing the update.

## TROUBLESHOOTING

Symptom	Corrective Action
Nothing showing on the LCD	<ol style="list-style-type: none"> <li>1. Ensure the power adapter is plugged in.</li> <li>2. Check/replace AC/DC adapter.</li> <li>3. Check/correct input power from the LAN if using PoE.</li> </ol>
No dial tone when off-hook	<ol style="list-style-type: none"> <li>1. Ensure the RJ-45 LAN cable is connected correctly.</li> <li>2. Ensure the phone is registered with a phone system. See the next topic for more information.</li> </ol>
LEDs flash red and yellow on keys associated to SIP accounts (keys 1 and 2)	<p>The account associated to this key is not registered with the phone system or ITSP.</p> <ol style="list-style-type: none"> <li>1. Ensure the MAC address in the phone system configuration is correctly entered then save and reboot the phone.</li> <li>2. Ensure the phone type (FortiFone-350i) is the same as the model you have.</li> <li>3. Ensure the TFTP IP address is correct. To verify, see the <b>Firmware Update</b> section.</li> <li>4. Check network connections and firewall settings at the phone system location if using as an external extension.</li> </ol>
Phone displays “Obtaining IP Address” for more than 2 minutes	<p>The DHCP server is not responding.</p> <ol style="list-style-type: none"> <li>1. Check if the DHCP server is online or reboot the router/device.</li> <li>2. Check your VLAN settings if enabled. To exit the DHCP searching mode, press the /☎ button 3 times. The phone will complete the boot and return to idle.</li> </ol>
No audio during a call	<ol style="list-style-type: none"> <li>1. Check the handset/headset connections</li> <li>2. Make sure the phone is properly registered with the phone system.</li> <li>3. Check network connections and firewall settings at the phone system location if using as an external extension.</li> </ol>

# REGULATORY & SAFETY NOTICES

## Radio Frequency Emissions

### FCC Compliance Statement

This device complies with Part 15 rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a different circuit from that to which the receiver is connected.

If problems persist, consult the dealer or an experienced radio/TV technician for help.

### Canadian Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Class B Limits of Industry Canada. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

## European Union Declarations of Conformity

Fortinet declares that the equipment specified in this document, which bears the “CE” mark, conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (R&TTE 1999/5/EC) including,

- Electromagnetic Compatibility Directive (89/336/EEC) and
- Low Voltage Directive (73/23/EEC)

The product fulfills the essential requirements of the harmonized standards shown above.

## Product Safety Instructions

This product complies with and conforms to the following international Product Safety standards as applicable:

- Safety of Information Technology Equipment, IEC 60950-1, including
- Relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE)
- Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-1/UL 60950-1

## E-911 and use of the FortiFone-350i with Multi-Line Telephone Systems

Please note the use and operation of this phone as part of a multi-line telephone system (MLTS) may be subject to state and/or federal E-911 MLTS laws that require the MLTS to provide a caller's telephone number, extension, and physical location to applicable state and/or local emergency services when a caller initiates a 911 call. The MLTS may not provide a caller's telephone number, extension, or physical location information to emergency services when a caller dials 911, and compliance with state and/or federal E-911 MLTS laws is the sole responsibility of the purchaser of this phone.

## Privacy

FortiFone-350i implements security and encryption technologies. However, privacy of communications may not be ensured when using this telephone.

## LIMITED WARRANTY

For detailed warranty information, please visit Fortinet Technical Support at:

**<http://www.fortinet.com/fortivoice>**

### Warranty Repair Services

Should the set fail during the warranty period:

- **In North America**, please call 1-866-393-9960 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.



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[www.fortinet.com](http://www.fortinet.com)