





HOW TO USE THE FORTIFONE-450i AND 550i TELEPHONE

The FortiFone-450i and FortiFone-550i are full-featured but easy-to-use IP phones. This document briefly describes how to use the phones. For more information, see the *FortiFone-450i and FortiFone-550i 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.
-  — Transfers a call.
-  — Allows you to configure phone options.
-  — Accesses voicemail.
- **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

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

Checking voicemail

1. Press the **Vmail** softkey, or the  button.
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 **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.
2. If prompted, dial an access code.
3. Dial the phone number + **#** or press the **Dial** softkey.


Calling an extension

Dial the extension number + **#** or press the **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.

1. Press the  button.
2. Dial the extension (or outside number) + **#**.
3. 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