



FortiFone-450i and FortiFone-550i Telephone

Start Guide

FORTINET[®]

FortiFone-450i and FortiFone-550i Telephone Start Guide

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INTRODUCTION

Congratulations on your purchase of the FortiFone-450i or FortiFone-550i (FON-450i or FON-550i) phone! The FortiFone-450i/FortiFone-550i communicates over an IP network, allowing you to receive and place calls in the same manner as a regular business telephone. The FortiFone-450i/FortiFone--550i supports the SIP protocol.

Phone Features

- 3.75" x 1.00" backlit LCD display (FortiFone-450i),
3.5" x 1.25" backlit LCD display (FortiFone-550i)
- 10 flexible keys with LEDs (FortiFone-450i),
22 flexible keys with LEDs (FortiFone-550i)
- Up to 34* line/extension/queue appearance options with LEDs (FortiFone-450i),
Up to 46* line/extension/queue appearance options with LEDs (FortiFone-550i)
- Message waiting with indicator lamp and tone
- Full duplex speakerphone
- Intercom paging with other FortiVoice extensions
- 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.
- Optional *Bluetooth*® module compatible with supported headsets (FortiFone-550i only)

* Using two FortiFone-50e expansion modules

Requirements

- SIP-based phone system such as the FortiVoice series of phone systems or a VoIP service provider account.
- 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-450i/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-450i/FortiFone-550i phone for use with FortiVoice and a brief overview of features. For detailed instructions, please download the user guide from <http://docs.fortinet.com>.

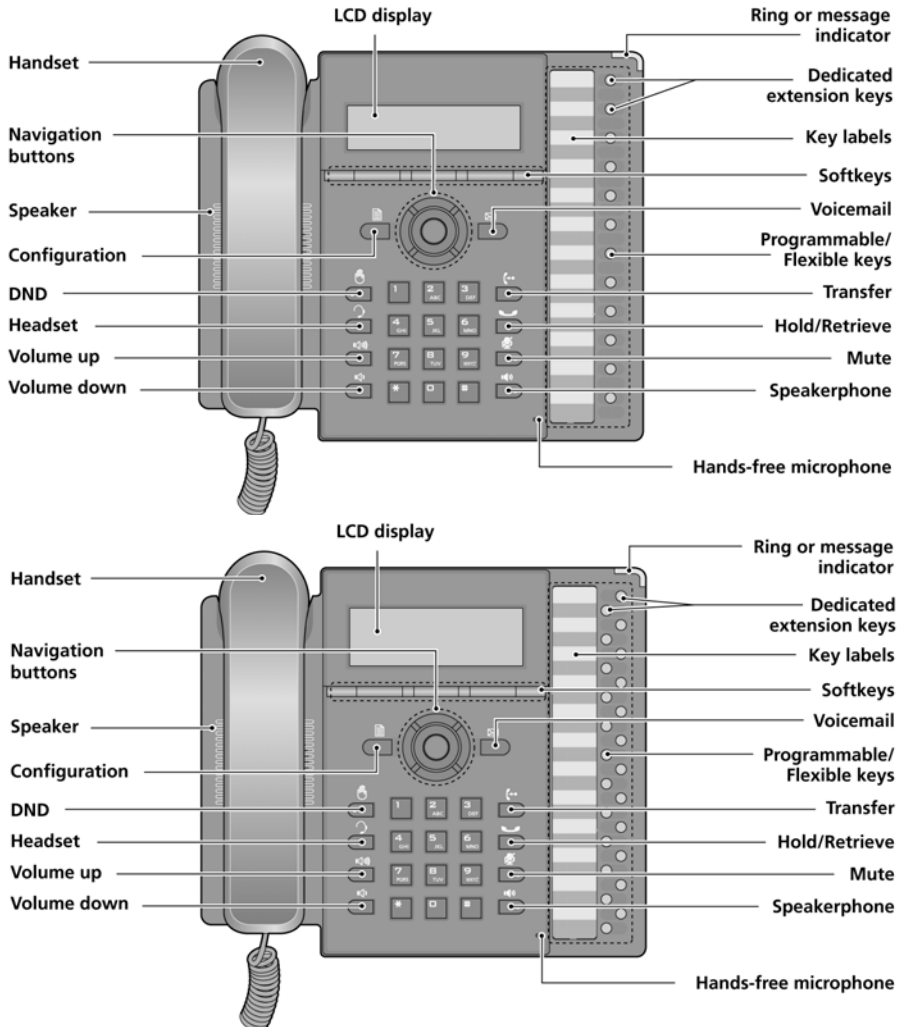














Figure 1: FortiFone-450i (above)/FortiFone-550i (below) Front

Item	Function
	Softkeys — Softkeys are interactive and change function based on the state of the phone.
	Programmable/Flexible keys — 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 – 12 or 24 (for the FortiFone-450i or FortiFone-550i, respectively) are programmable.
	Navigation buttons Left — use to view previous menu when return arrow ↩ appears in LCD menu. Press to go back to previous menus while in the configuration menus. Right — use to see additional menu items when → appears in LCD menu. Up — use to view Call Log when phone is idle. Down — use to access Phone Book while phone is idle. OK — center button, use to select current item or save value in LCD menu.
	Configuration — Pressing this button accesses the menu for making changes to the IP phone configuration.
	Voicemail — Use to access voicemail status and access messages.
	DND (Do Not Disturb) — Use to toggle on/off the DND feature of the phone system.
	Headset — Toggles the headset on and off-hook.
	Volume control — Use to adjust ring, headset, handset, and speaker volume.
	Transfer — Use to transfer an active call.
	Hold/Retrieve — Use to place or retrieve a call on hold.
	Mute — Use to mute and unmute the microphone during calls.
	Speakerphone — Press to engage the speakerphone and to hang up after the call.
	Dial pad — Use to dial a number, select a menu item, or input a value.

Programmable/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 unless engaged by another user or the system. Keys designated to monitor lines, extensions or queues indicate call status as indicated in the next table.

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-450i/FortiFone-550i phone has a 240x42 or 420x56 dot graphic LCD arranged to show 3 or 4 lines of text and is used to display information to the user. The bottom line shows choices associated with the three context-sensitive softkeys located just below the LCD.

On a FortiFone-550i, the top-bar status line displays icons, date and time. 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.



Bluetooth icon, indicates the optional *Bluetooth* module is properly installed with no headsets paired to the phone. When blinking rapidly, the FortiFone-550i is searching or attempting to pair with a headset.



Bluetooth paired icon, indicates one or more (maximum 5) headsets are paired with the module but none are active. When blinking rapidly, the FortiFone-550i is attempting to pair or connect a headset.



Bluetooth connected icon, indicates a headset is connected to the FortiFone-550i. When blinking rapidly, the FortiFone-550i is searching or attempting to pair or disconnect a headset. When blinking slowly, the *Bluetooth* headset is in use.

INSTALLING THE FORTIFONE-450i/FORTIFONE-550i

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-450i/FortiFone-550i 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 (sold separately). The handset connects to the base with the coiled handset cord.

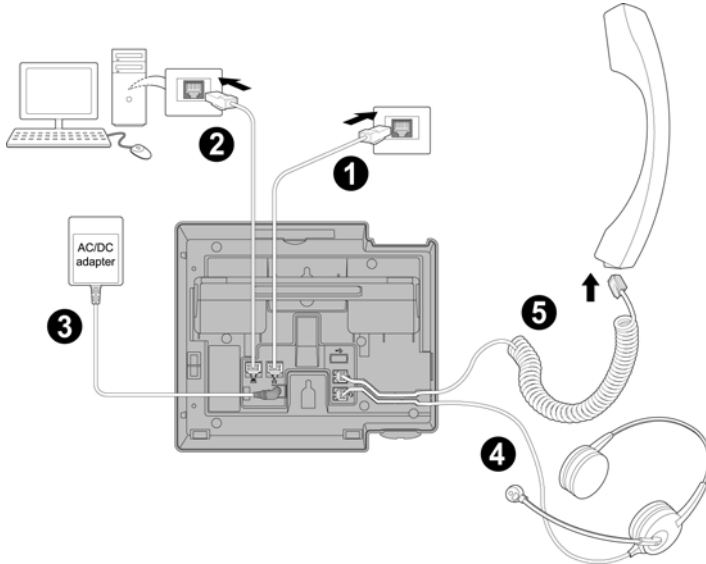


Figure 2: IP Phone Connections

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

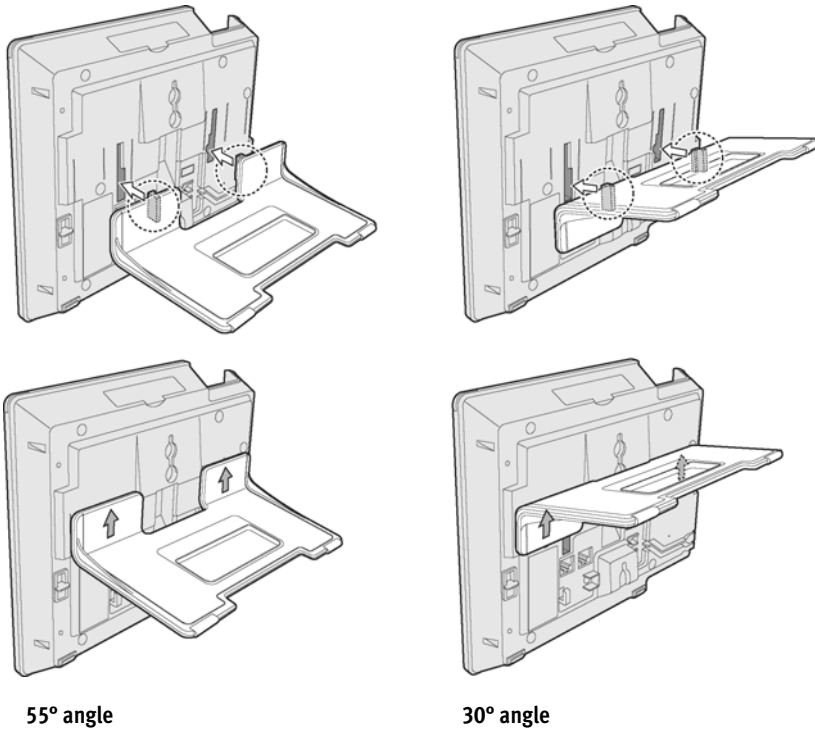


Figure 3: Installing the Foot Stand

Wall Mounting

The FortiFone-450i/FortiFone-550i phone supports wall mounting via the base of the phone housing. Wall mount the FortiFone-450i/FortiFone-550i 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.

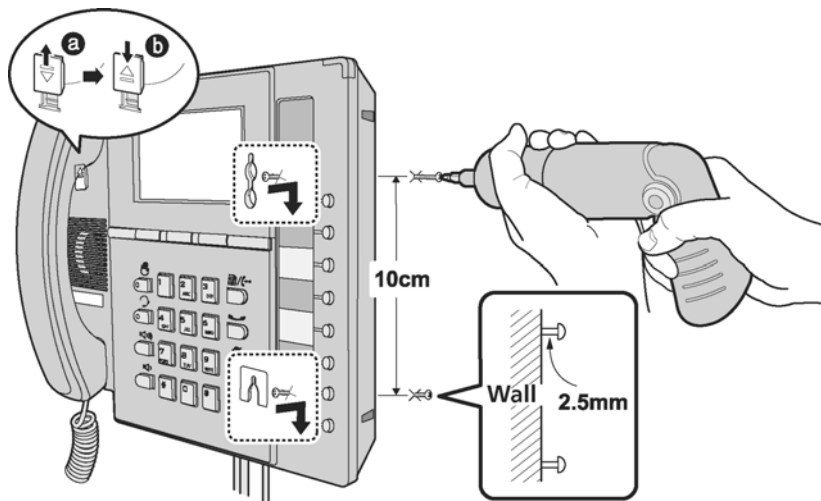


Figure 4: FortiFone-450i/FortiFone-550i Wall Mount Installation

Provisioning the FortiFone-450i/FortiFone-550i



For instructions on programming your FortiVoice phone system for the FortiFone-450i/FortiFone-550i, refer to *Adding IP Phones* in Chapter 2 of the *FortiVoice User Guide*.

For internal use (connected to the office LAN)

The FortiFone-450i/FortiFone-550i phone supports 'plug and play' installation employing the automated provisioning process for discovering FortiVoice phone systems on the same LAN. 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 FortiVoice configuration.

For external use (connected over the Internet)

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

1. Pre-configure 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 LED 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-450i and FortiFone-550i Telephone User Guide*.

PERSONALIZING YOUR PHONE


How to Navigate through Menus

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 or use the **Up** and **Down** navigation buttons, then press the **Select** softkey or **Center** navigation button to select an option.

The bottom line of the display shows three softkey functions at a time. Additional softkey functions are available when the  appears right of the softkey options on the LCD. Use the **Right** navigation button to scroll through additional options.


To return to a previous branch in the menu, press the **Back** softkey, or **Left** navigation 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 **Left** navigation 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, select **4. Call Preferences**, then **8. Access Code Prefix**.
- 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.

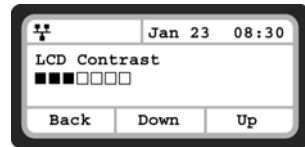
- 1 — LCD Contrast
- 2 — Ring Settings
- 3 — Disable Ringer
- 4 — Headset Auto Mode
- 5 — Programmable/Flexible Key Settings
- 6 — Time Configuration
- 7 — Firmware Update
- 8 — Speed Dial Number
- 9 — Key Tone
- 10 — Language
- 11 — Backlight
- 12 — *Bluetooth* (Optional on FortiFone-550i only)

LCD Contrast

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

To adjust the LCD contrast:

- Press the  button, 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.



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Ring Settings

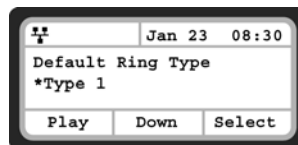
The IP phone has 9 ring tones and a no ring (*Disable Ringer*) option for incoming call notification. There is also the option to assign each phone book record one of the ring tones for inbound calls. The *Default Ring Tone* is used when a ring tone is *Set as Default* or not defined for a line or phone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

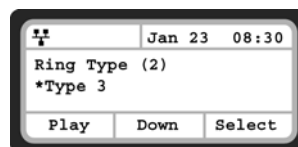


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Line Ring Setting

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 or 3 for Line 2), 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.

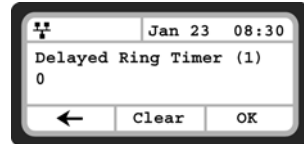


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Delayed Ring

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.





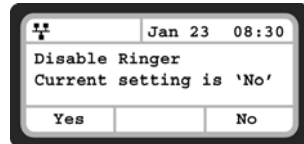
FortiFone-550i

Disable Ringer

The FortiFone-450i/FortiFone-550i can be programmed not to ring when an incoming call is received. It will still light up the LCD, light up the Incoming Call Indicator and show the Caller ID.

To disable the ringer:

- 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.




FortiFone-550i

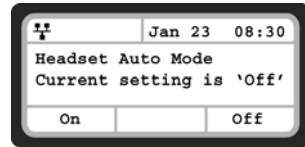
Headset Auto Mode

The FortiFone-450i/FortiFone-550i 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.



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Flexible Key Setting

The flexible keys can be programmed to access one of several 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

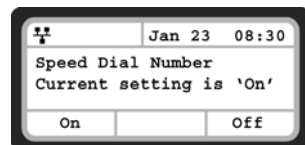
Within the **Time Configuration** menu, the IP Address or FQDN of the desired Simple Network Time Protocol (SNTP) server and the local time zone are defined. In addition, Daylight Saving Time (DST) is enabled. These settings are all automatically configured by the FortiVoice phone system and do not require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

Speed Dial Number


The FortiFone-450i/FortiFone-550i phone includes a Directory Phone Book of Speed Dial numbers 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.



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

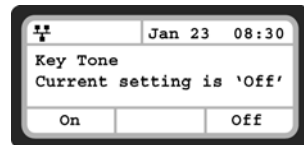
When enabled, dialing an empty Speed Dial Number terminates the call and the LCD will show **Disconnected**.

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.



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Language

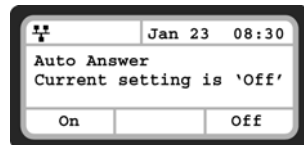
The FortiFone-450i/FortiFone-550i ships with 3 supported languages — English, Spanish and French. The default language is English. Languages are configured in the FortiVoice management software for the extension. Please contact your administrator.

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.



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Phone Book/Speed Dials


The FortiFone-450i/FortiFone-550i 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

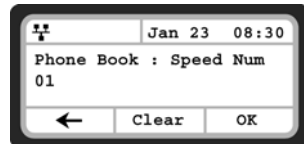
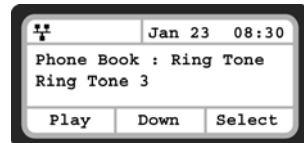
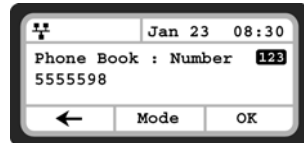
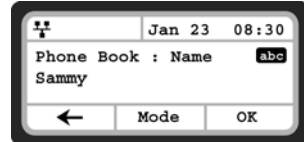
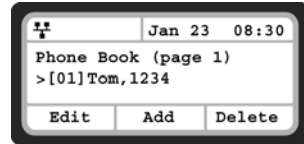
in the Phone Book is the contact information used with Speed Number dialing (00–79). Each contact can optionally have a ring tone assigned for inbound calls when the number matches on Caller ID.

Note: For easier management of Phone Book records, consider using the phone's web interface. For more information, see the *FortiFone-450i and FortiFone-550i 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, press the **Right** navigation button to display the **Add** softkey.
- Enter a Name for the new contact and press the **OK** softkey.
- Enter a phone 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 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.




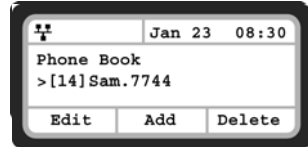
fortiFone-550i

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.

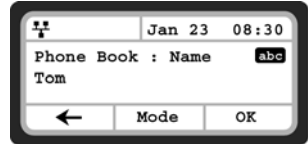
Editing a Record

To edit a Phone Book record:

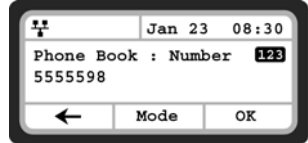
- Press the  button, then select **5. Directory**, then **1. Phone Book**
- Using the **Right** navigation button, move to the next group of softkeys. Select a contact to edit using the **Up** or **Down** navigation buttons.
- Use the **Right** navigation button to move to the next group of softkeys. Press the **Edit** softkey.



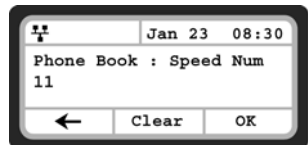
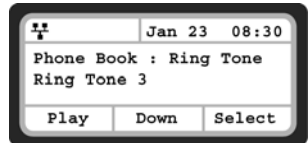
- Enter the new name for the contact and press the **OK** softkey.
- Enter the new number for the contact and press the **OK** softkey.



- 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.




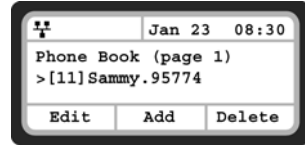
FortiFone-550i

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 **Up** or **Down** navigation buttons.
- Use the **Right** navigation button to locate and then select the **Delete** softkey. Confirm by selecting the **Yes** softkey.

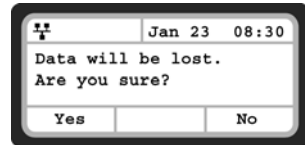
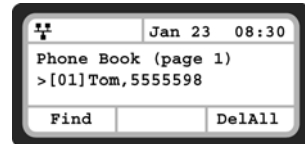


FortiFone-550i

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 **Right** navigation button then press the **DelAll** softkey.
- Press the **Yes** softkey to confirm deletion of all contacts.

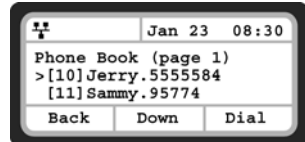
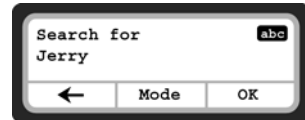


FortiFone-550i

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 **Right** navigation button 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.




FortiFone-550i

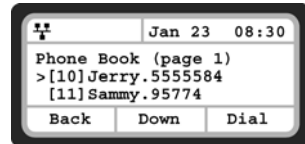
To enter alphanumeric characters, select the **Mode** softkey.

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.

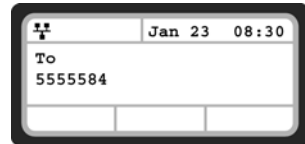
Alternatively you can call a contact from the Phone Book:

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



FortiFone-550i

USING YOUR FORTIFONE-450i/ FORTIFONE-550i 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.

Conference call

Press the **Right** navigation button, 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.

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.

Voicemail transfer

Press the **[↔]** button + * + extension + **Dial** softkey, then hang up.

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.

Voicemail

Access Mailbox — Locally

Press the **Vmail** softkey or the  button.

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
Skip to next message	Dial #

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 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 the Fortinet Technical Support website for FortiVoice 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"> 1. Ensure the power adapter is plugged in. 2. Check/replace AC/DC adapter. 3. Check/correct input power from the LAN if using PoE.
No dial tone when off-hook	<ol style="list-style-type: none"> 1. Ensure the RJ-45 LAN cable is connected correctly. 2. Ensure the phone is registered with a phone system. See the next topic for more information.
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"> 1. Ensure the MAC address in the phone system configuration is correctly entered then save and reboot the phone. 2. Ensure the phone type (FortiFone-450i/FortiFone-550i) is the same as the model you have. 3. Ensure the TFTP IP address is correct. To verify, see the Firmware Update section. 4. Check network connections and firewall settings at the phone system location if using as an external extension.
Phone displays “Obtaining IP Address” for more than 2 minutes	<p>The DHCP server is not responding.</p> <ol style="list-style-type: none"> 1. Check if the DHCP server is online or reboot the router/device. 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.
No audio during a call	<ol style="list-style-type: none"> 1. Check the handset/headset connections. 2. Make sure the phone is properly registered with the phone system. 3. Check network connections and firewall settings at the phone system location if using as an external extension.

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-450i/FortiFone-550i 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-450i/FortiFone-550i 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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