



FortiFone™ User Guide
for FON-670i and FON-675i



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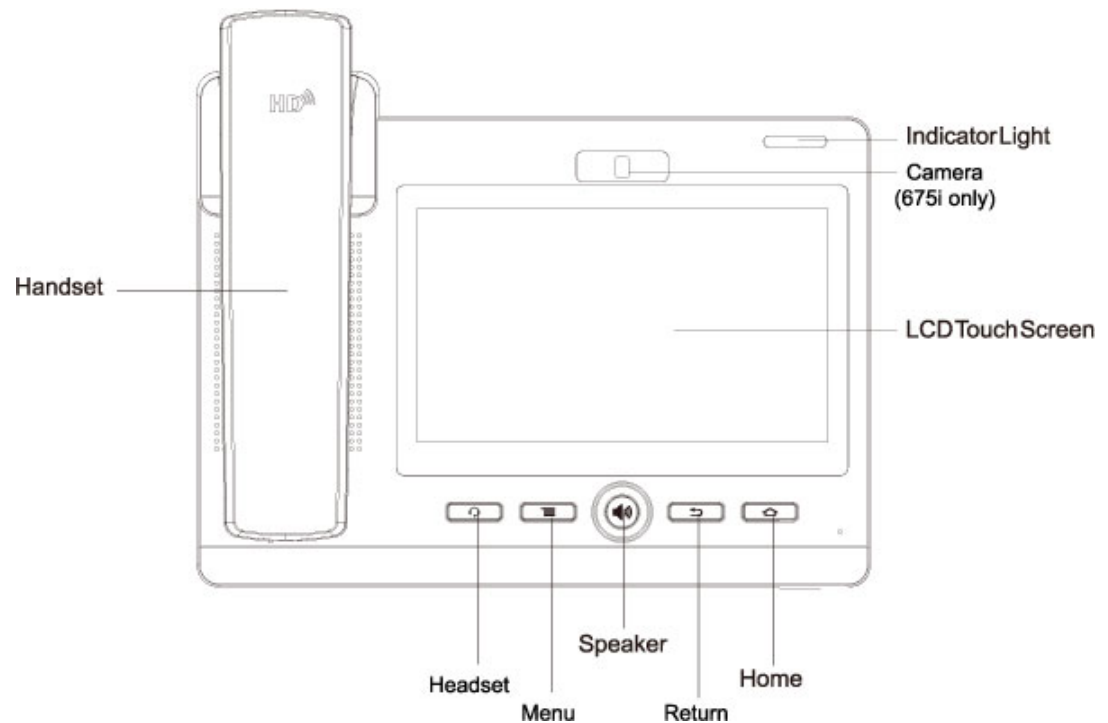
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Introduction

This user guide includes information about configuring and using your FON-670i and FON-675i IP phone.

Phone features

- 7-inch TFT 800x480 touchscreen
- Up to 100 programmable keys
- Camera with adjustable position (FON-675i only)
- Speaker phone
- 2 gigabit ports allow you to share the network connection with your computer
- PoE support eliminates the need for a power adapter



Button	Function
	Headset — toggles the headset on and off.
	Menu — interacts with various apps on the phone. Holding the button will take a screen shot.
	Speaker — toggles the speaker on and off.
	Return — press to return to previous screen.
	Home — returns user to the home screen of the phone.

Display layout

The phone has a 7-inch touchscreen with an 800 x 480 resolution, used to display information to the user and interact with the phone. The bottom line displays frequently used features of the phone.



Dialpad — accesses dialpad on screen of the phone.



Calendar — displays a calendar with the option to create event entries.



DND — toggles do not disturb on and off.



SIP SMS Messenger — send SMS messages through VoIP. Requires a VoIP provider that supports the feature.



App List — contains a list of all installed apps on the phone.



Voicemail — accesses voicemail and voicemail greetings.



Contacts — accesses contacts saved on the phone.

















Call Log — access a list of incoming, outgoing and missed calls.



Settings — configure the phone and adjust various settings.

On a FON-670i/675i phone, the top line displays the Extension Number and Status information. Below is a list of the Status icons you will see.

	The phone is in Handset mode.
	The phone is in Headset mode.
	The phone is in Silent mode, ringing has been disabled.
	The phone is in Hands-Free mode, the speaker is active.
	The phone has an Alarm set.
	The phone has connected to the network and obtained an IP address successfully.
	The phone has failed to connect to the network. Ensure network settings have been configured correctly.
	A USB key or SD card has been successfully connected to the phone.
	Displayed when there was a Missed Call. Tap on the icon to switch to the call log and view the missed calls.
	Displayed when the phone is in Do Not Disturb mode.
	Displayed when the phone is set to Call Forward.
	Displayed when the phone is set to Auto Answer.
	The Black List has been enabled. Calls that match the black list entry will follow the Busy call handling setting of the extension.
	Indicates that there is a new recording on the phone.

Programmable keys

Programmable keys are located on the right side of the screen and can be assigned for line, extension or queue appearances that monitor the status of those resources.

Indicator Pattern	Status
Solid green	Line/extension/queue available
Solid red	Line/extension/queue in use
Flashing green (slow)	Line/extension/queue ringing
Flashing red (slow)	Line/extension on hold

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.

Installation

Attaching the stand

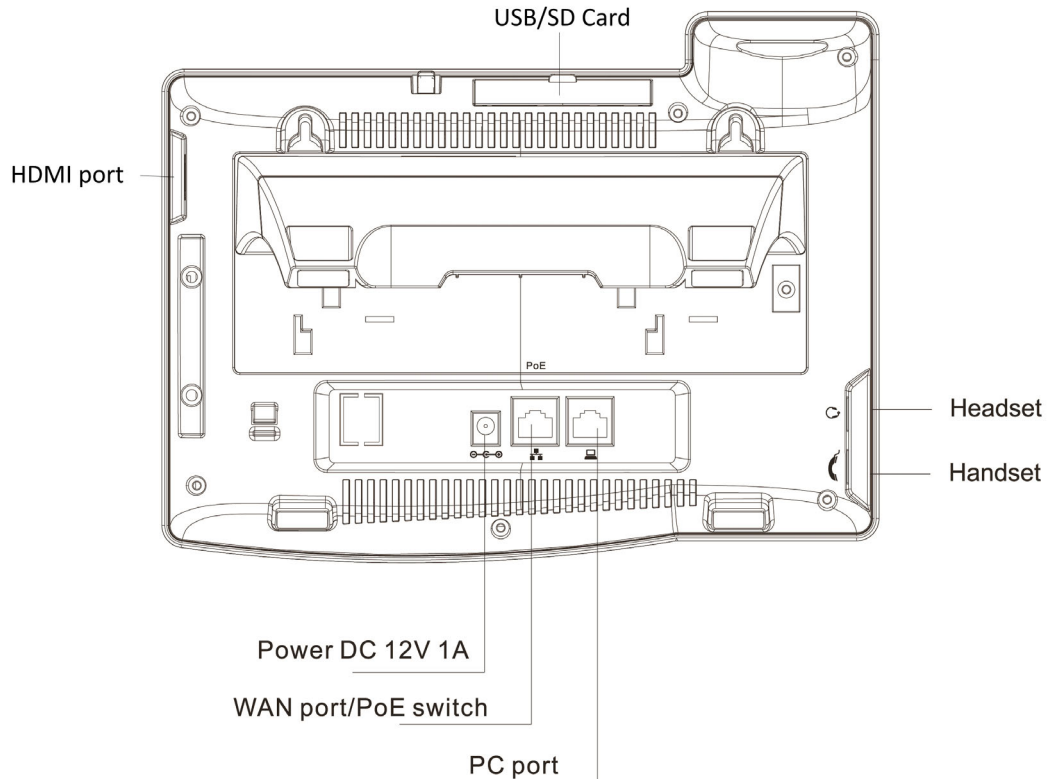
For desktop use

1. Line the 4 posts on the top of the base up with the 4 holes on the back of the phone.
2. Slide up into place until secure.

For wall mounting

1. Remove center screw from the base and separate the two parts.
2. Attach top part of base to the phone.
3. Mark and drill three 5/16" (7 mm) holes.
4. Insert plastic wall anchors (not included) into the holes. Insert and tighten three screws (not included), leaving about 1/8" (2.5 mm) exposed.
5. Slide the phone over the screws and ensure the phone is secure. It may be necessary to remove the phone and tighten or loosen the screws for secure mounting.

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. The phone requires 5.5 W to function with PoE. If PoE is not supported on the network, connect the power adapter to the DC12V 1A power jack.

Other connections

USB/SD card

You can increase the amount of file storage on the phone by connecting a USB disk or SD card into the appropriate connection located on the top of the phone.

HDMI interface

You can output video and audio through the HDMI type A interface.

Using the touch screen

Tapping an icon with your finger will activate that particular feature. Some menus and settings are scrollable. To scroll through a menu or feature, gently slide your finger up, down, left or right on the screen.


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.

For use as an external extension

1. On the screen of the phone press the Settings  icon.
2. Scroll the left-hand menu and select Maintain.
3. On the Upgrade tab, enter the public IP address of the FortiVoice system in the Server Address field.
4. Set the Protocol Type to TFTP.
5. Set the Update Mode to Update After Reboot.
6. In the left-hand menu, scroll down and select Reboot.

Settings Overview

The phone supports the access and configuration of many parameters directly from the User Interface. To access the Settings menu, press  while the phone is not in use.

The Settings menu consists of several sub menus as listed below:

- Status
- Network
- Accounts
- Call
- Display
- Tone
- Time & Date
- Maintain
- Audio
- Video
- Softkey
- MCAST
- Reboot



When making changes to any section, remember to press the Save button at the bottom of the screen before going to another section.

Status

The Status page includes an overview of the network status of the phone including:

- PPPoE
- Connection mode
- IP address
- Subnet mask
- IP gateway
- Primary DNS
- Secondary DNS
- MAC address
- Firmware version

The Status page also displays the current registration status of each SIP account created on the phone.

Network

WAN

The WAN section is where the phone is configured to operate within your network. There are three separate network modes to choose from, each with their own settings:

- DHCP
- Static IP
- PPPoE

DHCP interface

Select the DHCP network mode to assign network information to the phone through a DHCP server.

Static interface

Select the Static network mode in order to manually assign the following:

- IP address
- Subnet mask
- IP gateway
- Primary DNS

- Secondary DNS

PPPoE interface

Select the PPPoE interface in order to assign the following:

- User — enter your assigned PPPoE username.
- Password — enter your assigned PPPoE password.
- Auto connect on power up — select if you would like to automatically connect PPPoE upon power up.
- Auto reconnect — if the PPPoE connection fails, select this to automatically attempt to reconnect.

QoS

The QoS section allows you to set the priority of audio, video and signal to the phone on your network. QoS settings for the phone include:

- Enable DSCP
- Enable LLDP
- Enable Learning Function
- Packet Interval
- Audio RTP DSCP
- Video RTP DSCP
- SIP DSCP
- Enable WAN port VLAN
- WAN port VLAN ID — range is 0–4095
- 802.1P priority — range is 0–7
- LAN Port VLAN Mode
- LAN Port VLAN ID

Port

The Port section allows you to set the RTP ports through the following settings:

- RTP port range start — you can set a start point for the RTP port between 10000–60000. The default is 10000.
- RTP port range quantity — you can set the maximum number of RTP ports to be allocated by the phone from 100–400. The default is 200.

STUN

The STUN settings of the phone include:

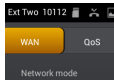
- Server address — enter the given server address.
- Server port — default port is 3478.
- Local SIP Port — default port is 5060.

802.1x

You can enable and modify the following 802.1x settings:

- 802.1x Mode — contains the following options:
 - Off
 - EAP-MD5
 - EAP-TLS
 - PEAP-MSCHAPV2
- Identity
- Password

Accounts



These settings do not need to be adjusted when the phone is being used with a FortiVoice. Configuration of these settings outside of the FortiVoice is not supported.

Global

The Global section contains advanced SIP settings that affect all accounts.

- Strict Branch — if enabled, the value of the branch must be after “z9hG4bK” in the VIA field of a received INVITE message, or the phone will not respond to INVITE message.
- Enable Group — enables SIP Group Backup.
- Enable RFC4475 — if enabled the phone will support RFC4475, used for testing purposes.
- Registration Failure Retry Time — if registration should fail, the phone will try to register again within the specified amount of seconds.
- Enable Strict UA Match — if enabled, the Request url of a received INVITE must match the Server Address of the Account settings.

Account 1-6

The phone can be configured with up to 6 separate accounts manually. Each account contains the same configuration options. Only one account is needed to operate with the FortiVoice and will be automatically configured by the FortiVoice.

To configure the phone manually outside of use with FortiVoice, tap on which account you would like to configure and enter the password as 123456. The following settings are available:

- Enable registration — this must be enabled in order for the phone to register with these account settings.
- Server address — enter the address of the SIP server.
- Server port — enter the SIP server port.
- Authentication user — enter the given username for the extension.
- Authentication password — enter the given password for the extension.
- SIP User — enter the given extension number.
- Display name — enter the given display name.
- Domain realm — enter the given realm of the SIP server.
- Proxy Server Address — enter the given Proxy Server Address.
- Proxy Server Port — enter the given Proxy Server Port.
- Backup Proxy Server Address — enter the given Backup Proxy Server Address. If the Primary Proxy Server is not connected, the Backup Proxy Server can be used for calls. When the Primary Proxy Server is connected, the phone will automatically switch back.
- Backup Proxy Server Port — enter the given port number for the Backup Proxy Server.
- Server name — enter the given name of the SIP registration server.
- Registration expires — enter the amount of seconds to wait before the phone attempts to register again. The SIP server may override this setting with a different time limit for the phone to follow. The default is 3600.
- DTMF Type — select the DTMF mode supported by your system. There are four types:
 - In-band
 - RFC2833
 - SIP INFO
 - AUTO
- RFC protocol edition — if the phone needs to communicate with a gateway that uses SIP 1.0, you will need to set RFC2543. By default this is set to RFC3261.
- Anonymous call edition — privacy settings with support for RFC3323 and RFC3325.
- Transport protocol — configure which protocol to use:
 - TCP
 - UDP
 - TLS
- Caller ID Type — select the supported caller ID type to use:
 - FROM
 - PAI-FROM
 - RPID-FROM
 - PAI-RPD-FROM
 - RPID-PAI-FROM
- Ban anonymous call — enable this to prevent anonymous calls from ringing the phone.
- Enable strict proxy — when sending a return message, the source address will be used instead of the address contained in the Via field.
- Enable Rport — enable this to use the Rport, a method used to send responses back to the source IP address and port from which the request was made when behind a NAT.
- Enable PRACK — enable this to support PRACK messages.

- Convert URI — enable this to change # to %23 in the SIP URI.
- Enable DNS SRVs — enable support for DNS SRV when requested as outlined in RFC2782.
- Enable displayname quote — enable if a SIP server requires quotation marks on the display name.
- Use STUN — enable this to activate SIP STUN.
- Enable BLF List — enable this to activate the BLF List.
- BLF List number — configure the BLF List number.
- Enable session timer — enables/disables the session timeout.
- Session timeout — configure the length of the session timeout in seconds.
- Enable XferBack — if a call is transferred from another user and not answered within the given XferBack time, the call will be transferred back to the originating user.
- Use Tel Call — enable this to modify the request -url of an INVITE message to show tel:411 when 411 is dialed.
- XferBack time — configure the amount of seconds that the XferBack feature will wait before returning a transferred call back after no answer.

Call



These settings do not need to be adjusted when the phone is being used with a FortiVoice. Configuration of these settings outside of the FortiVoice is not supported.

General

The general settings affect each of the accounts set up on the phone. These are specific settings for how the phone operates when making or receiving a call.

- Enable call waiting — enable the option to allow a call to wait at the phone until answered.
- Call waiting tone — enable this to play a tone when a call is waiting.
- Allow IP call — allow direct IP to IP calling.
- Talk DTMF Tone — enable this to hear DTMF tones on a call if a key is pressed.
- Dial DTMF Tone — enable to hear DTMF tones while dialing.
- Enable password dial — enable if you would like to hide a portion of a number dialed that will be used as a password. An example of use:
 - Configure the Password dial prefix to be 123.
 - Set the Password length to 5.
 - When the number 12355556677 is dialed, the interface will display 123*****6677.
- Password dial prefix — the phone will monitor dialed numbers for this prefix to see if password dial should be used.
- Password length — enter the number of digits to hide after the password dial prefix has been recognized.

- Hide DTMF — there are four settings to select:
 - Disabled — all characters entered can be seen.
 - All — all characters entered will be hidden immediately, being replaced with a * character.
 - Delay — characters entered will be displayed first, then replaced with * character.
 - Last show — the last character entered will be displayed normally and all other characters will be displayed as a * character.
- Ban outgoing — disables the ability to make calls.
- Enable call transfer — enable the ability to transfer calls.
- Semi-attended transfer — enables the ability to perform a transfer after waiting for a connection. To perform a semi-attended transfer when on a call, press Transfer, then dial the number you would like to transfer to and press Send. Once a connection has been made, press Transfer again to transfer the call. In order to use this feature you will need to enable Call waiting and Call transfer first.
- Enable Auto on Hook — enable this to determine how long the phone waits before returning to the screen prior to making or receiving a call, after the call has ended.
- Auto on Hook Time — the length of time the phone waits in seconds for the Auto on Hook feature.
- Enable 3-way Conference — enable this for the ability to perform 3 way conference calls.
- Enable call completion — when enabled and the callee is busy, the SIP server will check the callee status in intervals. Once the callee is idle, the SIP server will send a NOTIFY message to the caller to redial.
- Enable auto redial — A prompt will be displayed on the screen asking if you would like to try and redial a busy number.
- Auto redial interval — the amount of time to wait between auto redial attempts.
- Auto redial times — the amount of times the phone should try to redial a busy number.
- Enable intercom — when enabled, the phone will accept intercom calls that activate the speaker of the phone.
- Enable intercom mute — mute the phone when an intercom call is received.
- Enable intercom tone — play a tone when an intercom call is received.
- Enable intercom barge — when enabled and on a call, the intercom call will be automatically answered. If the current call is also an intercom call, the second intercom call will be rejected.
- Update dial call — when enabled the phone will update the peer display name based upon the 200 OK packet.
- Enable Multi Line — when enabled, the phone will be able to handle up to 10 calls. If disabled, the phone will be able to handle up to 2 calls at once.
- Active URI Limit IP — enter the IP address of the server for the Action URL messages described below.
- Memory Key to BXfer — select how you would like the transfer key to operate with one of the following choices:
 - Off
 - Blind Transfer
 - Attended Transfer
 - New Call
- Enable CallLog — enables the phone call records.
- Ring from headset — when enabled the phone will play ringtone to the headset.

- Enable Hide Local Area Code — when enabled, the local area code will not be displayed on received calls.
- Auto Hold — when enabled, the phone will automatically put a current call on hold when accepting a second call.
- Country code — enter the country code of your location.
- Area code — enter the local area code.
- Call Waiting Code — select the SIP message response of either 180 or 182 for Call Waiting.
- Default EXT Line — select which account (from 1-6) will be the default account used by the phone.
- Default Dial Mode — choose between sending Audio or Video as the default call mode.
- Default Ans Mode — choose between Audio or Video as the default answer mode when receiving a call.
- Accept video mode — select how video calls are handled:
 - Manually accept video calls
 - Auto accept video calls
 - Auto reject video calls
- Enable Record — enable this to allow the recording of calls from the phone.
- Use SIP Numbering plan — enable this to register a SIP number with letters and characters.
- Configure Emergency Number — you can configure numbers here that can be dialed even if the screen is locked.
- Enable 3rd IM App — enables the option to make calls from a third instant messaging app.
- Offhook to open app — when taking the handset offhook the selected third IM App will open.
- IM App — select the third IM App you would like to open automatically if the headset or speaker phone keys are pressed.
- Supported 3rd IM Set — select apps that you would like to be available for the IM App selection list.

DND

The DND settings are global; each account will use these settings if the phone is put into DND mode.

- DND (Do Not Disturb) Mode — contains three options:
 - Off — the phone will accept all calls.
 - Phone — the phone will reject incoming calls using SIP messaging to send a BUSY message.
 - Line — the phone will reject incoming calls to the Line (Account) selected.
- Enable DND Timer — the phone will disable DND mode after the DND Timer has expired.
- DND Timer — select the amount of time for the phone to be in DND mode.
- Enable white list number in DND — allows numbers in the white list to call the phone when in DND mode.

Dial plan

The Dial plan settings are global; each account will use these settings for operation of the phone.

- Enable E.164 — when enabled, the phone will dial numbers according to E.164 rules.

- Press # to Send — when enabled, tapping the **#** key will send a number that has been dialed.
- Send after(3-30) — when enabled, you can set how long the phone will wait to automatically send the number after the last digit has been dialed.
- Press # to Do Blind Transfer — when enabled, pressing **#** after dialing a number to transfer to will complete the blind transfer.
- Blind Transfer on Onhook — when enabled, perform a blind transfer by dialing the number to transfer to and hang up the handset.
- Attended Transfer on Onhook — when enabled, complete an attended transfer by hanging up the handset.
- Attended Transfer on Conference — when enabled, an attended transfer will be performed when hanging up the handset if the phone is hosting a 3-way conference.
- Dial prefix — enable this to add a prefix to numbers being dialed. For example: if you are dialing many numbers that start with 12345, enter **1 2 3 4 5** as the dial prefix. When making a call, hold down on the **0** key, a + sign will be entered, signifying that 12345 will now be added before the next set of numbers you dial.
- Custom dialing rules — this feature allows users to create their own dialing rules

Account 1–6


Each of the accounts can be set up to operate differently when receiving a call. Modify these settings to your liking.

- Enable Always Forward — when enabled, the phone will always forward calls to the Always Forward Number. The screen will display a missed call once a call has been forwarded.
- Enable Busy Forward — when enabled and the phone is busy on a call, incoming calls will be forwarded to the Busy Forward Number.
- Enable No Answer Forward — when enabled and the incoming call is not answered within a certain time period, the phone will forward the call to the No Answer Forward Number.
- Always Forward Number — enter the number to be called when Always Forward is enabled.
- Busy Forward Number — enter the number to be called when Busy Forward is enabled.
- No Answer Forward Number — enter the number to be called when No Answer Forward is enabled.
- No Ans.Fwd wait time — select the amount of time to wait, in seconds, before a call has been determined as not answered and may now be forwarded to the No Answer Forward Number.
- MWI number — enter the number to be dialed when pressing the voicemail.
- Enable Hotline — enable this feature to have the phone automatically dial a number when the dial pad is brought up on the screen.
- Hotline Number — enter the number to automatically dial when Hotline is enabled.
- Hotline Wait Time — enter the time, in seconds, to wait before automatically dialing the Hotline Number.
- Enable auto answer — enable this feature to automatically answer an incoming call. The speaker will be activated if the handset is not picked up or the headset is not connected.
- Auto answer timeout — enter the length of time, in seconds, to wait before the phone automatically answers.
- Enable missed call log — enable this feature to save missed incoming calls to the call log history.
- Select Line Tone — choose the ring tone you would like to hear on an incoming call.

- Caller ID Type — choose where to pull caller ID information from on an incoming call. The options are displayed in the order that the phone will attempt to discover and show the caller ID. There are three headers that the phone will use: FROM, PAI (P-asserted Identity) and RPID (Remote Party ID).
- Enable user=phone — enable this if the phone is able to make calls without having to enter a Country Code or Area Code.
- Dial without registered — enable if calls can be made out by the proxy server without having to register first.

Display

Operator mode

When enabled, the Operator mode will change the homescreen of the phone to show four columns of appearance keys. If enabled, you can return to the regular homescreen of the phone by tapping the Collapse button in the bottom right-hand corner of the screen. Pressing the Home  button below the screen will return you to the Operator mode.

Screen saver

A screen saver can be enabled that can either turn off the LCD when the phone is not in use or display the time on a black background. This section has three settings:

- Disable — no screen saver set, LCD screen will always be on.
- LCD power off — turns off the LCD display of the phone after a specified amount of time.
- Start screen saver — enables the screen saver through a series of settings:
 - Timeout to sleep — set the length of time the phone waits until it goes into sleep mode.
 - ScreenSaver after active — enables the screen saver timeout.
 - Timeout to ScreenSaver — set the length of time the phone waits for the screen saver to start.
 - Daydream — choose the application to use as the screen saver.

Power indicator

The power light in the upper right-hand corner can be used to alert you of multiple items or alternately, be completely disabled.

- Turn off Power Light — enable this to turn off all Power Light notifications.
- Enable Messaging indicator — the power light will flash for 1000 ms On and 1000 ms Off to indicate that an SMS message has been received.
- Enable Voicemail indicator — the power light will flash for 1000 ms On and 1000 ms Off to indicate that new voicemail messages have been received.
- Enable Missed Call Indicator — the power light will flash for 400 ms On and 400 ms Off to indicate that there are calls that have been missed.

Desktop

Here you can enable the ability to press and hold application icons in order to create shortcuts to them on the desktop.

Tone

Tone

The Tone section gives you a wide variety of tones to choose from for the following:

- Phone ringtone — select the tone to use when an incoming call is received. Note: this setting is overridden by selections made under Settings > Call > Account > Select Line Tone.
- Notification ringtone — select the tone to use when receiving a new notification.
- Dialpad touch tones — enable/disable the tones heard while dialing.
- Touch sounds — enable/disable touch sounds.

Volume

The Volume section gives you control over the volume levels heard on the phone.

- Ringtone & notifications — set the volume level heard for incoming calls and notifications.
- Voice volume — set the volume level heard when on a call.
- Alarm volume — set the volume level of alarms.
- Media volume — set the playback volume of various media.
- Enable silent mode — enable this to lower the ringtone & notification volume to 0.

Tone profile

The Tone profile is used to select the base tones of your region such as the dial tone, ring tone, etc. Simply choose your region from the pulldown menu to set these tones.

Time & date

This section is used to set up the time and date display of the phone.

- Enable SNTP — enable/disable the use of a SNTP server
- Primary Server — enter the IP address or FQDN of the SNTP server you would like to use.
- Timezone — select the timezone of your region.
- Time format — select whether to use a 12 hour clock or 24 hour clock.
- Date Separator — select the separator to use between date sections.
- Date format — select how you would like to display the date.
- Manual Time Settings — manually set the date and the time.

Maintain

The Maintain section is where general maintenance of the phone can be performed, such as upgrades to the configuration file, upgrading the firmware and setting up Telnet communication.

Upgrade

The Upgrade section is used for obtaining configuration files for the phone.

- Enable PnP — enable/disable the PnP functionality.
- PnP server — enter the PnP server address.
- PnP port — enter the port for the PnP server.

- PnP transport — select the transport protocol to use: UDP or TCP.
- PnP interval (h) — adjust the PnP interval in hourly lengths.
- DHCP option setting — select your DHCP option setting:
 - DHCP option disabled
 - DHCP option 43
 - DHCP option 66
 - DHCP option custom
- Custom DHCP option — create your own DHCP option. You must select DHCP option custom from the DHCP option setting dropdown in order to edit this field.
- Server address — enter the address of the server that is hosting the configuration files.
- Protocol type — select the protocol that the server uses to transfer files:
 - FTP
 - TFTP
 - HTTP
 - HTTPS
- User — enter the username for the server.
- Password — enter the password for the server.
- Config file name — enter the name of the configuration file hosted on the server.
- Common Config Encryption Key — enter the encryption key for the common configuration file.
- Config Encryption Key — enter the encryption key for the configuration file.
- Update mode — select how you would like the phone to check for a configuration update:
 - Disabled — the phone will not check for updates to the configuration file.
 - Update after reboot — the phone will update the configuration file after it has been rebooted.
 - Update at time interval — the phone will update the configuration file within the given time specification.
- Update interval — enter the length of time the phone will wait before checking for an updated configuration file.
- Download CommonConfig — check this to include the common configuration file when the phone downloads updated configuration information.
- Download DeviceConfig — check this to include the device configuration file when the phone downloads updated configuration information.
- Download Fail Check Times — select how many times you would like the phone to attempt to download the configuration files in case of a download failure.

Service port

Configure the Service port section to gain remote access to the phone for configuration purposes.

- Enable telnet — enable/disable the ability to telnet into the phone.
- Telnet Server Port — enter the port used to telnet into the phone.
- Web server type — select either HTTP or HTTPS for connecting to the phone through a web browser.

- HTTP Server Port — enter the HTTP or HTTPS server port you would like to use. The default for HTTP is 80 and for HTTPS it is 443.



The phone will need to be rebooted if the HTTP or HTTPS Server Port is modified. The new port should be greater than 1024.

Password

The Password section is where the phone password can be changed. The default password for the phone is 123456. Note: the default password for the Web UI is 23646.

- Current password — enter the current password of the phone (default is 123456).
- New password — enter the new password that you would like to implement.
- Confirm password — enter the new password again.

CWMP set

This section is where you can define the parameters for using CWMP.

- Enable TR069 — enable/disable the use of TR069 (CWMP).
- ACS Server Type — select either CTC or Common as the ACS server.
- ACS Server URL — enter the URL of the ACS server.
- ACS User — enter the username for the ACS server.
- ACS Password — enter the password for the ACS server.
- CPE Serial Number — enter the serial number of your CPE device.
- TR069 Auto Login — enable/disable the ability to log into the ACS server automatically with the credentials entered above.

Backup

The Backup section allows you to backup and restore phone data.

- Backup — select this to backup contacts, calendar settings and phone settings to a specified location.
- Recovery — select this to restore the above information from a backup file.

Phone reset

The Phone Reset section is where the phone can be set to defaults.

- Clear all — default all information on the phone.
- Clear all but keep SIP account — defaults all information except the SIP account settings.
- Clear all but keep SIP account, Dial Plan and DSS Keys — defaults all information except the SIP account, Dial Plan and DSS Key settings.

Update

The Update section can update the phone. Please note that CWMP must be enabled in order for the phone to check for updates. To check for updates, tap on the Update now button.

OTA system update

This section supports system updates through OTA. To perform an OTA update tap on the Update now button.

Audio

The Audio section is where audio codec parameters are set.

Audio

This section is where you can choose which codecs are supported when a call is initiated or received. The phone can offer up to four codecs to support on a call.

The codecs available are:

- G.711A
- G.711u
- G.722
- G.729ab
- G.723.1
- iLBC
- AMR
- Enable VAD — enable/disable VAD, Voice Activity Detection.

Audio param

This section contains payload configuration settings for the RTP packets sent on a call.

- G.729ab Payload Length — set the payload length between 10–60 ms.
- DTMF payload type — set the payload type for DTMF digits.
- iLBC payload type — set the payload type for iLBC.
- AMR payload type — set the payload type for AMR.
- iLBC payload length — set the payload length as either 20 ms or 30 ms.
- G.723.1 bit rate — select the bit rate to use as either 5.3 Kbps or 6.3 Kbps.

Video

This section contains settings for the video codecs used by the phone.

Video param

This section is where the video codec is selected.

- Video codec — choose between the H.263 or H.264 video codecs.
- H.264 payload type — set the payload type for H.264 video codec.

Bandwidth

This section is used to determine how much bandwidth will be used by a video call.

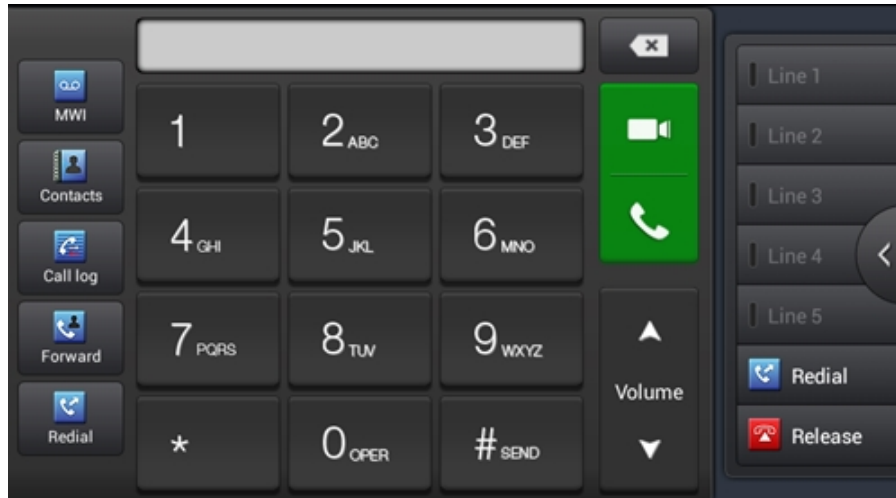
- Display Mosaic Frames — if enabled, the received video will be much smoother, however, there may be a mosaic look to the image instead of pauses in the video due to low bandwidth.
- Video bit rate — select the bit rate to use for a video call. The bit rates supported on the phone are:
 - 64 Kbps
 - 192 Kbps
 - 256 Kbps
 - 384 Kbps
 - 512 Kbps
 - 768 Kbps
 - 1 Mbps
 - 1.6 Mbps
 - 2 Mbps
 - 3 Mbps
 - 4 Mbps
- Video resolution — select the resolution to use on a video call. The phone supports these resolutions:
 - QCIF (176*144)
 - CIF (352*288)
 - VGA (640*480)
 - 4CIF (704*576)
 - 720P (1280*720)



For clear and smooth video, it is recommended to use the H.264 codec with the Video bit rate set to at least 2 Mbps.

Softkey

The Softkey section is where you can choose which softkeys are available on specific screens. For example, below is the Call Dialer screen. On the left-hand side you can see 5 softkeys. This particular screen can display up to 6 softkeys but many more can be programmed. To access the additional softkeys beyond what is displayed, hold your finger on the menu and move up or down on the screen.



To select softkeys that you would like to use, first select the screen you would like to edit from the SoftkeyScreen dropdown menu. Next, you will have UnSelected Softkeys that are available to choose from and Selected Softkeys, which are already visible on that particular screen. To move a softkey between the two sections, tap on the softkey you would like to move and then tap the arrow key between the two sections. You can also re-order the softkeys in the Selected Softkey section by tapping the softkey you would like to move and then tap on the up or down arrows.

MCAST

This section gives you the parameters needed to set up the MCAST, Multicast, address feature supported by the phone. This phone can support up to 10 multicast addresses.

- Normal Call Priority — set the priority of the active call, 1 is the highest priority and 10 is the lowest.
- Enable Page Priority — if enabled, a multicast page shall take precedence over the call in progress.
- Name — enter the multicast server name.
- Host:port — enter the multicast server IP address and multicast port.

Reboot




Tapping on the Reboot button will manually reboot the phone.

Using the Phone




Receiving a call

When you receive a call, the phone rings while the screen displays the incoming call information and the associated extension button flashes.

To answer an incoming call:

- Lift the handset. You may press the  button, line button or the Answer  icon to activate the speakerphone. To use a headset, press the Headset  button.



To end a call:

- Hang up the handset. If using the speakerphone, press the  button. If using the headset, press the  button. You may also tap the EndCall  icon on the screen.






To ignore or reject a call:

- Tap the EndCall  icon. The phone will stop ringing and the Busy call handling settings will be followed.





Placing a call

Calls can be placed with the handset on-hook or off-hook. The phone supports a technique called 'store and forward dialing'. After you dial a digit, the IP phone waits about 5 seconds for additional digits. If you do not dial additional digits, the phone sends the digits you dialed to the phone system for processing. When done dialing, tap the Dial  icon or  to place the call immediately.




To place a call:

1. Lift the handset or press the  button or line softkey to activate the speakerphone. To use a headset, press the  button. Tap the Dialpad  icon on the screen to simply bring up the dialpad.
2. Dial the destination number. After a short delay, the phone will send the number. Optionally, tap the Dial  icon or tap  to place the call immediately.
3. When connected to the remote party, the screen displays the elapsed call time and provides softkey options for call control.

To place a video call:

1. Lift the handset or press the  button or line softkey to activate the speakerphone. To use a headset press the  button or tap the Dialpad  icon on the screen to bring up the dialpad.
2. Dial the destination number and then tap the Video  icon to place a video call.

To end a call:

- Hang up the handset. Alternately, tap the EndCall  icon on the screen. If using the speakerphone, press the  button. If using the headset, press the  button.

Putting a call on hold

When placing a call on hold, the held party cannot hear you and you will not hear the held party. The held party will hear MOH, Music On Hold, if configured with the phone system.

While a call is on hold, you can answer or place other calls and can toggle between held calls. The phone screen displays calls that are currently on hold at your extension while you are on a call and after the current call has ended.

To place a call on hold:

- Tap the Hold softkey. The call status changes to hold and you receive dial tone. You can then select another line to answer or place a call.

To toggle between two calls on the same line:

- Tap the Resume softkey.


To retrieve a call held on a different line:

- Tap the flashing programmable key associated with the call on hold.

Attended call transfer

Calls can be announced to a transfer party before making the transfer.

To transfer an active call:


1. Tap the Transfer softkey. The active call status changes to hold and you receive dial tone to dial an alternate extension/number.
2. Dial the extension or phone number, or tap a programmable key linked to an extension.
3. Wait for the remote party to answer and announce the transfer.
4. Hang up the handset or tap the Transfer softkey again to complete the transfer. To cancel the transfer, tap the EndCall  icon.

Blind call transfer

You can transfer an active call to another extension without talking to the party receiving the call. The call transfers to the new party without verifying that the new party is there or willing to receive the call.

To transfer a call without announcing the transfer

Manual method

1. Tap the Transfer softkey.
2. Dial the extension or phone number, or tap a programmable key linked to an extension.
3. Hang up the handset to complete the transfer, or tap the EndCall  icon to cancel the transfer.

Simple method

If programmable keys are programmed to monitor extensions, the blind transfer process becomes a one-touch process.

- To blind transfer while on a call, simply tap a programmable key associated with an extension and the call is transferred.


3-party conference

The phone supports conferencing with two other parties.


To perform a conference call:

1. Place the first party on hold.
2. Dial the second party.
3. Tap the Conference softkey to bring the calls together.

To end a conference and disconnect all parties:

- Hang up the handset or tap the EndCall  icon.


Recording a call

You can record your current call and have it stored on the phone by tapping the Record  icon. To stop recording, tap the Record  icon again. If you would like to listen to the recordings they can be opened in the music application.

Call waiting

If the extension is configured in the phone system for Call Waiting, while on a call, a beep tone is played to you over the active conversation to indicate the new call. In addition, the screen displays the incoming Caller ID so you know who is calling before deciding to interrupt the current call.




To answer an incoming call while on a call:

- Tap on the Caller ID of the new call and then tap the Answer  icon. The first call will be placed on hold and you will be connected to the second caller.

Redial

The phone saves the last number dialed and allows you to redial the number with the touch of a button.

To redial a call:

1. Tap the Redial  softkey. The phone activates the speakerphone and places the call.
2. For privacy, lift the handset or press the  button, then tap the Redial  softkey.

Preprogrammed speed dial keys

Programmable keys can be configured by the administrator for system or personal speed dial use.



To place a call using a speed dial key:

- Tap the desired programmable key configured as a speed dial. The phone activates the speakerphone and places the call according to the outgoing line hunting rules programmed in the phone system for the extension. You can also select a different line button on the phone prior to selecting the speed dial key.

Do not disturb

When the Do Not Disturb (DND) feature is activated, the phone will not notify you of an incoming call thus allowing you to work without interruptions from incoming calls. Calls will be routed according to the settings programmed for your extension or service.

To activate DND:

- While the phone is idle, tap the DND  icon. When active, the DND  icon changes colour to red.


To deactivate DND:

- Tap the DND  icon again.

Muting a call

Mute toggles the microphone of the handset, speakerphone and headset off or on. When mute is active, the connected party will not hear anything from the phone.


To mute the microphone:

- Tap the  icon.



To unmute the microphone:

- Tap the  icon again.

Accessing your voicemail

When you have a message waiting, the message indicator flashes and the task bar at the top of the screen displays this icon  to indicate you have new messages in your mailbox.

To access your voice mailbox:

- Tap the Voicemail  softkey on the homepage.
- Alternatively, you can hold your finger to the task bar and slide down to expand it. Next, tap the  icon.

Line/extension appearance coverage

Options to monitor lines, extensions or queues are programmed on a key-by-key basis in the phone system.

To call an idle monitored extension:

- Tap the programmable key associated with the extension you wish to call.


To blind transfer a call:

- Tap the programmable key associated with the extension. The phone will transfer the call.

To answer a call ringing at a monitored extension:

- Tap the programmable key associated with the extension that is ringing (flashing green).


Hotline

With Hotline operation configured, the phone automatically calls the defined destination when you take the handset off-hook or press the  button.


Pairing/unpairing Bluetooth headset

When a compatible Bluetooth CSR 4.0 dongle is connected to the USB port, Bluetooth is automatically enabled.

To pair a supported Bluetooth headset:

1. Tap the App List  icon.
2. Tap Settings.
3. Power on the Bluetooth headset and initiate its “Pairing” mode (see the headset manufacturer’s user guide).
4. On the phone, tap Bluetooth.
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 the App List  icon.
2. Tap Settings.
3. Tap Bluetooth.
4. Tap the connected Bluetooth device. A “Disconnect?” prompt will appear.
5. Tap OK to successfully disconnect from the Bluetooth device.

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

Vendor	Model
Vbet	VT9600BT
JOWAY	H-02
QCY	J02S
Xiaomi	Youth
Masentek	M26

Troubleshooting

Information

Going to Settings > Status 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. <ol style="list-style-type: none">1. Ensure your Ethernet cable is plugged into the INTERNET port on the back of your phone.2. Ensure the Power over Ethernet (PoE) switch is properly configured. If it still doesn't work, replace the Ethernet cable.
Phone displays a gray network icon in the task bar	The DHCP server is not responding. <ol style="list-style-type: none">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.
Extension name is not displayed in the task bar	Your phone is not registered. <ol style="list-style-type: none">1. On the Extension page of the FortiVoice interface, ensure the MAC address is correctly entered and the Phone Type is FON-670i or FON-675i (depending on your model). Save your configuration and reboot the phone.2. On the phone, ensure the TFTP IP address is correct. To verify, see "For use as an external extension" on page 53. 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	<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. 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.

