FORTINET

FortiFone™ User Guide
for FON-C71

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FortiVoice	fortivoice.com
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Contents

Introduction

This user guide includes information about configuring and using your FON-C71 IP conference phone.

Phone features

- 3.1" pixel graphic display
- Full duplex speakerphone
- Three microphone array
- PoE support eliminates the need for a power adapter
- Connect mobile phone via Bluetooth for conference call

FON-C71 base unit

USB 2.0 port ⑱
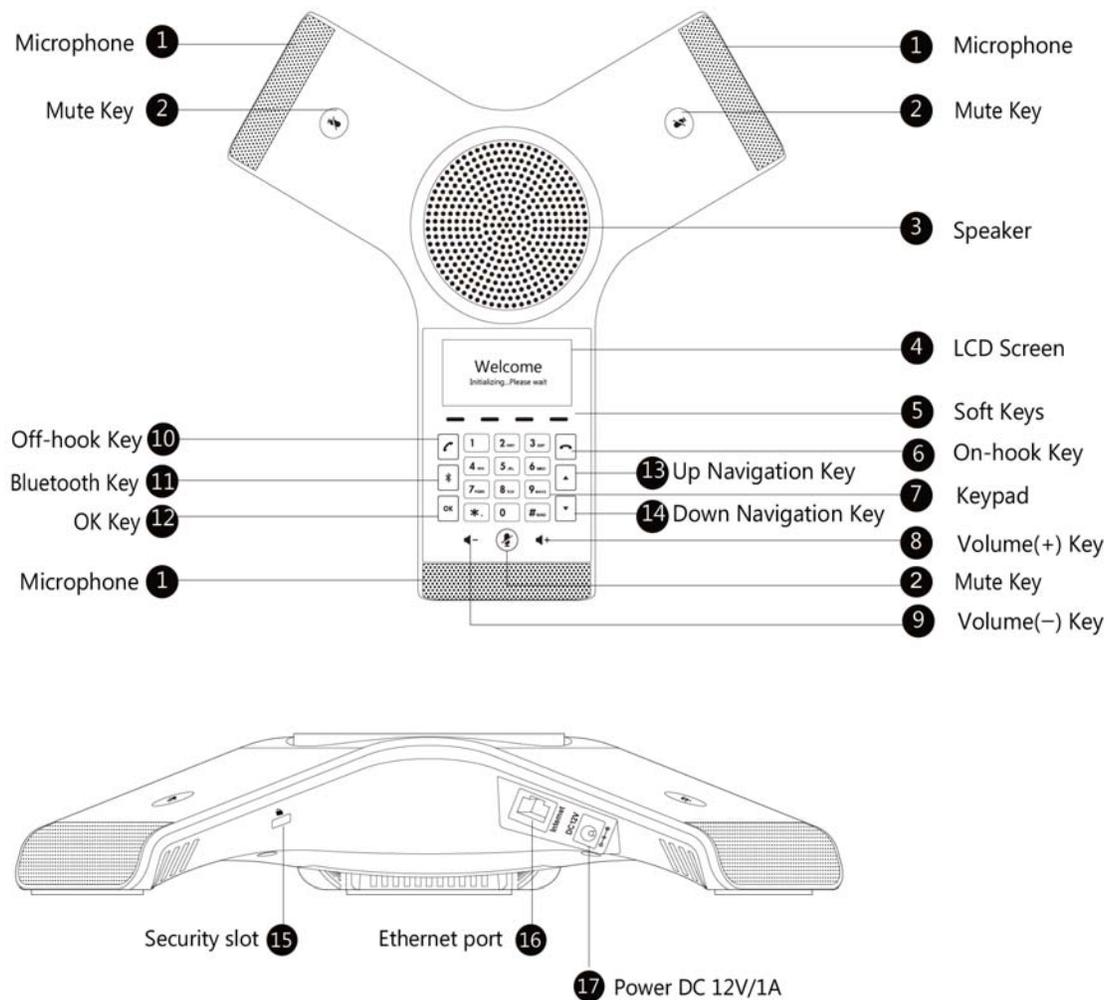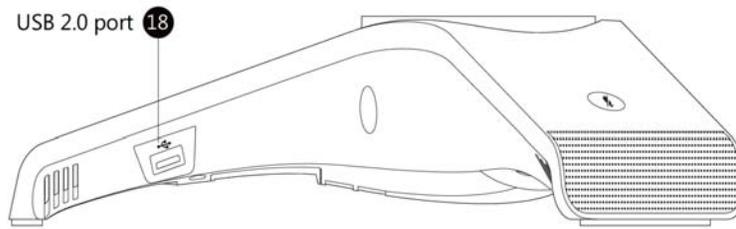
	Item	Description
1	Three Internal Microphones	Provides 20-foot (6-meter) pickup range.
2	(Mute icon) Mute Key	Toggles mute feature.
3	Speaker	Provides ringer and hands-free (speakerphone) audio output.
4	LCD Screen	Shows information about calls, messages, softkeys, time, date and other relevant data.
5	Softkeys	For various context-sensitive features. See table below.
6	(On-hook icon) On-hook Key	Ends a call or returns to the idle screen.
7	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
8	(Volume + icon) Volume + Key	Increases the volume of the speaker and ringer.
9	(Volume - icon) Volume - Key	Decreases the volume of the speaker and ringer.
10	(Off-hook icon) Off-hook Key	Initiates a call.
11	(Bluetooth icon) Bluetooth Key	Opens the Bluetooth settings.
12	(OK icon) OK Key	Confirms actions or answers incoming calls.
13	(Up arrow icon) Up Navigation Key	Scrolls through the displayed information upwards. Views call history list when the phone is idle.
14	(Down arrow icon) Down Navigation Key	Scrolls through the displayed information downwards. Views the directory list when the phone is idle.
15	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.
16	Ethernet Port	Allows you to connect the FON-C71 to your network. The Ethernet port also uses Power over Ethernet (PoE).
17	Power DC 12V/1A	Connect the power adapter if necessary.
18	USB 2.0 Port	Allows you to connect an optional USB flash drive to your phone so you can record and play back calls.

Softkey	Function
History	Displays a list of previous calls.
Directory	Displays a list of saved contacts.
DND	Toggles Do Not Disturb on and off.
Menu	Brings up the *Settings* menu.

Display layout

The FON-C71 top line of the screen will display the extension name and number. The following status icons will also appear on the display:

Icon	Description
	Network is available
	Registered successfully
No Service	Registering / Not registered
	Hands-free speakerphone mode
	Voicemail
AA	Auto Answer
DND	Do Not Disturb
	Call hold
	Call mute
	Ringer volume is 0
	Keypad lock
2aB	Alphanumeric input mode
123	Numeric input mode
abc	Multilingual lowercase letters input mode
ABC	Multilingual uppercase letters input mode
Abc	Multilingual uppercase and lowercase letters input mode
	Call forward / Forwarded calls
	Missed called
	Received calls

Icon	Description
	Placed calls
	Call and Conference recording
	Idle recordings
	USB flash drive is detected
	USB flash drive is detecting
	Bluetooth enabled
	Bluetooth enabled mobile device paired and connected
	WiFi enabled
	High Definition Voice

LED indication

The Mute keys can indicate various call states via LED.

LED Status	Description
Solid red	The phone is initializing or the call is muted
Flashing red	The phone is ringing
Solid green	The phone is on a call
Flashing green	The call is held
Off	The phone is in an idle state

Installation

Connecting the network and power

There are two options for powering the phone:

1. Power over Ethernet (PoE)
2. Power adapter (Optional)

Power over Ethernet

The FON-C71 can obtain network access as well as be powered through a Power over Ethernet (PoE) switch/hub.

To connect the PoE

Connect an Ethernet cable between the Internet port on the phone and an available port on the PoE enabled switch/hub.

Power adapter (optional)

To connect the power adapter

1. Connect the the power adapter to the DC12V/1A port on the phone and the other end of the power adapter into an electrical power outlet.
2. Connect an Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.

WAN/PoE
(Power over Ethernet)

DC 12V 1A
Power Adapter
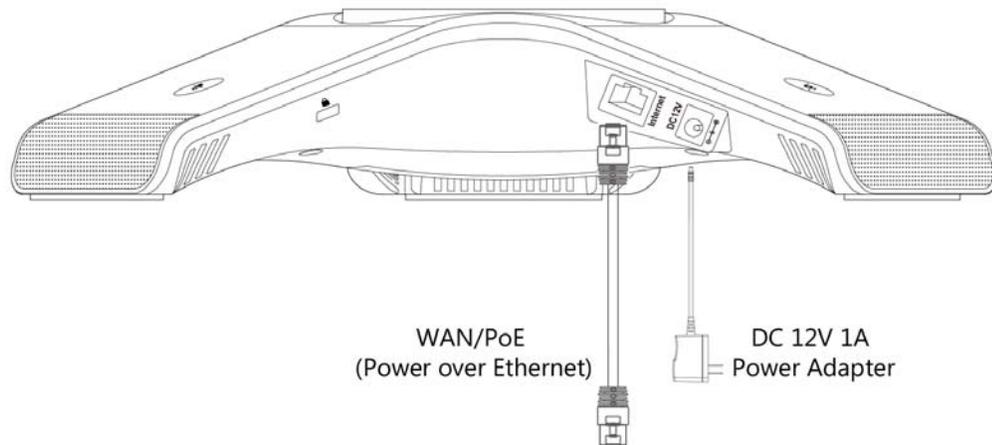
Connecting a USB flash drive

You can connect a USB flash drive to record and play back calls. Insert a USB flash drive into the USB port on the phone.
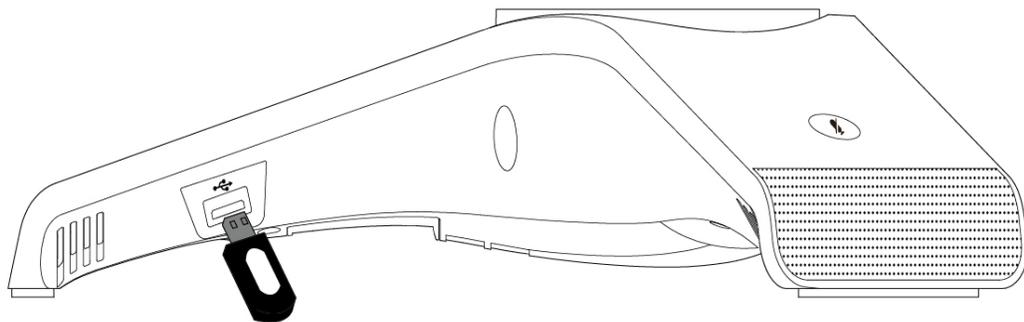
Setting up the Phone

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.

The following icons will be displayed on the LCD screen of the phone to indicate the registration status:

No Service   - Not Registered/Registering

☎   - Registered

For use as an external extension

1. Tap the *Menu* softkey.
2. Select *Settings > Advanced Settings*. Tap *OK*.
3. Enter `23646` as the *Password*. Tap *OK*.
4. Select *Auto Provision*. Tap *OK*.
5. Enter the IP address or FQDN of the FortiVoice system in the *URL* field. Tap the *Save* softkey.
6. A window will appear asking to provision the phone. Tap the *OK* softkey to provision.

Personalizing your Phone

How to navigate through menus

To access the configuration menu:

- Tap the *Menu* softkey.

To select an item:

- Use the arrow keys to select an item, then tap the *OK* button.

The bottom line of the display shows up to 4 softkey functions at a time. To return to a previous menu, tap the *Back* softkey.

To exit the *Configuration* menu, tap ☎ .

Entering values with the dial pad and softkeys

Use the dial pad to input numbers, letters, special characters, and a period. The dial pad mode is displayed above the second softkey as **123** for numeric, **ABC** for uppercase characters, **abc** for lowercase characters and **2aB** to be able to enter any of the characters.

To enter characters with the dial pad, use the digit with the desired character. Tap 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), tap **✳** on the dial pad.
- To delete a letter in front of the cursor, tap the *DELETE* softkey.
- To enter special characters, tap **1** on the dial pad while the mode softkey is set to **ABC**, **abc** or **2aB**.
- To enter a space, tap **0** on the dial pad while the mode softkey is set to **ABC**, **abc** or **2aB**.

Prior to saving an entry, you may discard changes by tapping the *BACK* softkey to move to the previous menu, or tap ☎ to exit the *Settings* menu.

Configuration Overview

The phone supports the access and configuration of many parameters directly from the Telephone User Interface. To access the *Configuration* menu, tap the *Menu* softkey while the phone is not in use.

The *Configuration* menu consists of several sub-menus as listed below:

- *Status*
- *Features*
- *Settings*
- *Messages*
- *History*
- *Directory*
- *USB Recording*

Status

The *Status* page includes the IP address, MAC address and firmware of the phone. It also provides more details about the phone, the network connections and the registration status.

Features

The following features of the FON-C71 are used to enable a redial state, change History settings and to run certain diagnostics for troubleshooting.

Auto redial

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

1. Tap *Menu > Features > Auto Redial.*
2. Tap the ◀ or ▶ softkey to select *Enable* from the *Auto Redial* field.
3. Enter the desired time (in seconds) in the *Redial Interval* field.
   The default time interval is 10 seconds.
4. Enter the desired number of redial attempts in the *Redial Times* field. The default value is 10.
5. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

History setting

You can enable/disable the FON-C71 ability to keep a record of Missed Calls and Placed Calls through this setting. By default this setting is enabled.

To change the option for History Record:

1. Tap *Menu* > *Features* > *History Setting*.
2. Tap the ◀ or ▶ softkey to select *Enabled* or *Disabled.*

Diagnostics

You can run a Ping or Trace Route if the FON-C71 is having network connection issues.

To run a Ping:

1. Tap *Menu* > *Features* > *Diagnostics*.
2. Tap *OK* to enter the *Network* section.
3. Select *Ping* and tap *Enter*.
4. Enter the IP address or URL of the destination to Ping and tap *Start*.
5. The Ping results will be displayed on the screen of the phone.

To run a Trace Route:

1. Tap *Menu* > *Features* > *Diagnostics.*
2. Tap *OK* to enter the *Network* section.
3. Select *Trace Route* and tap *Enter*.
4. Enter the IP address or URL of the destination to Trace Route to and tap *Start*.
5. The Trace Route results will be displayed on the screen of the phone.

Settings

Basic settings

Language

The default language of the phone user interface is English. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

To change the language for the phone user interface:

1. Tap *Menu* > *Settings* > *Basic Settings* > *Language*.
2. Tap ▲ or ▼ to select the desired language.
3. Tap the *Save* softkey to accept the change.

Time & date

The time and date are displayed on the LCD screen when the phone is idle. You can configure the phone to obtain the time and date from the Simple Network Time Protocol (SNTP) server automatically, or configure the date and time manually. If the phone cannot obtain the time and date from the SNTP server, contact your system administrator for more information.

To configure the SNTP settings via phone user interface:

1. Tap *Menu* > *Settings* > *Basic Settings* > *Time & Date* > *SNTP Settings.*
2. Tap the ◀ or ▶ softkey to select the time zone that applies to your area from the *Time Zone* field.
3. The default time zone is *+8*.
4. Enter the domain name or IP address in the *NTP Server1* and *NTP Server2* field respectively.
5. Tap the ◀ or ▶ softkey to select the desired value from the *Daylight Saving* field.
6. Tap the ◀ or ▶ softkey to select the desired time zone name from the *Location* field. This field appears only if *Daylight Saving* field is selected *Automatic*.
7. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

To configure the time and date manually via phone user interface:

1. Press *Menu* > *Settings* > *Basic Settings* > *Time & Date* > *Manual Settings*.
2. Enter the specific time and date.
3. Tap the *Save* softkey to accept the change.
4. The date and time displayed on the LCD screen will change accordingly.

To configure the time and date format via phone user interface:

1. Tap *Menu* > *Settings* > *Basic Settings* > *Time & Date* > *Time & Date Format*.
2. Tap the ◀ or ▶ softkey to select the desired time format (*12 Hour* or *24 Hour*) from the *Time Format* field.
3. Tap the ◀ or ▶ softkey to select the desired date format from the *Date Format* field.
4. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

There are 7 available date formats. For example, for the date format *WWW DD MMM*, *WWW* represents the abbreviation of the weekday, *DD* represents the two-digit day, and *MMM* represents the first three letters of the month.

These are the date formats available:

Date Format	Example (2015-03-18)
WWW-MMM-DD	Wed Mar 18
DD-MMM-YY	18-Mar-15
YYYY-MM-DD	2015-03-18
DD/MM/YYYY	18/03/2015
MM/DD/YY	03/18/15
DD MMM YYYY	18 Mar 2015
WWW DD MMM	Wed 18 Mar

Display

You can configure the backlight to adjust the brightness of the LCD screen. Backlight status on the LCD screen can be configured from the following options:

- *Always On*: Backlight is on permanently.
- *Always Off*: Backlight is off permanently.
- *15s, 30s, 1min, 2min, 5min, 10min or 30min*: Backlight is turned off when the phone has been inactive longer than the designated time.

To configure the backlight via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Display > Backlight Settings*.
2. Tap the ◀ or ▶ softkey to select the desired value from the *Backlight Time* field.
3. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

You can configure the contrast of the LCD screen to a comfortable level. The intensity of contrast ranges from 1 to 10 and the highest intensity is 10.

To configure the contrast via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Display > Contrast*.
2. Tap the ◀ or ▶ softkey to decrease or increase the intensity of contrast. The default contrast level is *6*.
3. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

Sound

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbor's.

To select a ring tone for the phone via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Sound > Ring Tones > Common*.
2. Tap ▲ or ▼ to select the desired ring tone.
3. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel. A ring tone for the phone is configurable via web user interface at the path *Settings > Preference > Ring Type*.

To select a ring tone for the account via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Sound > Ring Tones*.
2. Tap ▲ or ▼ to select the desired account, then tap the *Enter* softkey.
3. Tap ▲ or ▼ to select the desired ring tone. If *Common* is selected, this account will use the ring tone selected for the phone.
4. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

A ring tone for the account is configurable via web user interface at the path *Account > Basic > Ring Type*.

Key Tone

You can enable or disable a tone being heard when dialing on the FON-C71.

To change the Key Tone setting via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Sound > Key Tone*.
2. Tap the ◀ or ▶ softkey to select *Enable* or *Disable*.
3. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

Touch Tone

You can enable or disable a tone being heard when touching any of the keys on the FON-C71.

To change the Touch Tone setting via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Sound > Touch Tone*.
2. Tap the ◀ or ▶ softkey to select *Enable* or *Disable*.
3. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

Change PIN

The FON-C71 has a feature to lock the phone (see *Phone Lock* under the *Advanced Settings*), which requires a PIN to unlock the phone. This setting allows the user of the phone to customize the PIN for the Phone Lock feature.

To change the Phone Lock PIN via phone user interface:

1. Tap *Menu > Settings > Basic Settings > Change PIN*.
2. Enter the desired value in the *Old PIN*, *New PIN* and *Confirm PIN* fields respectively.
3. Tap the *Save* softkey to accept the setting or the *Back* softkey to cancel.

⚠️   The unlock PIN length must be within 15 digits.

Phone lock

You can lock your phone temporarily when you are not using it. This feature helps to protect your phone from unauthorized use.

Phone lock consists of the following:

- *Menu Key*: The *Menu* softkey is locked. You cannot access the menu of the phone until unlocked.

- *Function Keys*: The function keys are locked. You cannot use the 🎤, ⬛ᵒᴷ, ▴ or ▾ navigation keys and softkeys until unlocked.

- *All Keys*: All keys are locked, except the 🔊- 🔊+ keys, 📞, 📞, ✳, # and digit keys. You are only allowed to dial emergency numbers, reject by tapping the *Reject* softkey or 📞, answer incoming calls by tapping the *Answer* softkey or 📞, end a call by tapping the *EndCall* softkey or 📞 and mute the ringer by tapping the *Silence* softkey.

To activate the phone lock via phone user interface:

1. Tap *Menu* > *Settings* > *Advanced Settings* (Default password: 23646) > *Phone Lock*.
2. Tap the ◀ or ▶ softkey to select *Enabled* from the *Lock Enable* field.
3. Tap the ◀ or ▶ softkey to select the desired type from the *Lock Type* field.
4. (Optional) Enter the desired interval of automatic phone lock in the *Lock Time Out* field. The default timeout is *0*. It means the phone will not be automatically locked. You need to long press the ▦ key to lock it immediately when the phone is idle. If it is set to other values except *0* (e.g. *5*), the phone will be locked when the phone is inactive in idle screen for the designated time (in seconds).
5. Tap the *Save* softkey to accept the change.

When the phone is locked, the LCD screen prompts *Phone locked* and displays the 🔒 icon.

To unlock the phone, you must know the phone unlock PIN. The default phone unlock PIN is `123`.

To change the phone unlock PIN via phone user interface:

1. Tap *Menu* > *Settings* > *Basic Settings* > *Change PIN*.
2. Enter the desired value in the *Old PIN*, *New PIN* and *Confirm PIN* fields respectively.
3. Tap the *Save* softkey to accept the setting or the *Back* softkey to cancel.

⚠️   The unlock PIN length must be within 15 digits.

To unlock the phone via phone user interface:

1. Tap any locked key, the LCD screen prompts *Please Enter PIN*.
2. Enter the PIN in the *Unlock PIN* field.
3. Tap the *OK* softkey to unlock the keypad. The 🔒 icon disappears from the LCD screen.

You can long tap ▦ or wait for a period of time (if configured) to lock the keypad again.

⚠️   You can also unlock the keypad by entering the administrator password. When you enter the administrator password to unlock the keypad, the phone will turn to the *Change PIN* screen.

Program emergency numbers on the phone so that they can be dialed when the phone is locked.

To specify emergency numbers via web user interface:

1. Click on *Features* > *Phone Lock*.
2. Enter the emergency number in the *Emergency* field. For multiple emergency numbers, enter a comma between every two numbers. The default emergency numbers are *112*, *911*, *110*.
3. Click on *Confirm* to accept the change.

⚠️   Emergency number is configurable via web user interface only.

Bluetooth

Activating/deactivating Bluetooth on the FON-C71

The FON-C71 features Bluetooth connectivity between itself and mobile phones.

To activate Bluetooth on the FON-C71:

1. Tap ∗ .
2. Tap the *Switch* softkey to change the Bluetooth setting between *On/Off*.
3. Tap the *Save* softkey.

Paring a mobile phone with the FON-C71

You can pair many mobile phones with your IP phone; however, only one mobile phone can be connected at a time.

Before you pair a mobile phone, check the Bluetooth mode on the mobile phone to make sure that the mobile phone is discoverable.

To pair and connect the Bluetooth-enabled mobile phone with your FON-C71:

1. Activate the Bluetooth mode.
2. Tap the *Scan* softkey to scan the available Bluetooth device automatically.
3. Select the desired mobile phone.
4. Tap the *Connect* softkey to connect the mobile phone to your IP phone. The prompt *Connecting…* appears the screen.
5. Make sure that your mobile phone is showing the same passkey, and then tap the *OK* softkey on your mobile phone and the FON-C71.
6. The ∗ icon will be displayed on the status bar of the FON-C71, indicating a successful pairing.

Making/receiving a mobile call on the FON-C71 via Bluetooth

You can enable the phone audio feature to make/receive a mobile call using the FON-C71. The FON-C71 acts as a hands-free device for your mobile phone. The call is made through your mobile phone, but the audio is present on and the call control done by the FON-C71.

To configure the phone audio feature:

1. Pair and connect the Bluetooth-enabled mobile phone.
2. Tap ∗ .
3. Select *Paired Bluetooth Device*.
4. Select the paired mobile phone, then tap the *Option* softkey.
5. Select *Detail > Channel Control*.
6. Tap the ◄ or ► softkey to select *Enabled* from the *Phone audio* field.
7. Tap the *Save* softkey.

Using the FON-C71 as a Bluetooth speaker

You can enable the media audio feature to use the FON-C71 as a Bluetooth speaker for music played on your mobile phone/PC.

To configure the media audio feature:

1. Pair and connect the Bluetooth-enabled mobile phone/PC.

2. Tap ✻ .

3. Select *Paired Bluetooth Device*.

4. Select the connected mobile phone, then tap the *Option* softkey.

5. Tap the ◀ or ▶ softkey to select *Enabled* from the *Media audio* field.

6. Tap the *Save* softkey.

Making the FON-C71 discoverable via Bluetooth

If you make the FON-C71 discoverable, other Bluetooth devices can scan and find the FON-C71.

To make the FON-C71 discoverable:

1. Activate Bluetooth mode.

2. Tap ✻ .

3. Select *Edit My Device Information*.

4. Select *Open Discover* and tap the *Switch* softkey to change the setting to *On*.

5. Tap the *Save* softkey.

Editing device information

You can change the Device Name of the FON-C71 to reflect its location during Bluetooth discovery.

To change the Device Name:

1. Activate Bluetooth mode.

2. Tap ✻ .

3. Select *Edit My Device Information*.

4. Enter the desired name in the *Device Name* field.

5. Tap the *Save* softkey.

Disconnecting a Bluetooth device

To disconnect a Bluetooth device from the FON-C71:

1. Tap ✻ .

2. Select *Paired Bluetooth Device*.

3. Select the connected Bluetooth device and tap the *Disconnect* softkey.

Wi-Fi

The FON-C71 has builtin Wi-Fi. In order to connect to activate and connect via Wi-Fi, follow these steps.

Activating the Wi-Fi mode

To activate the Wi-Fi mode on the FON-C71:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi*.

2. Tap the *Switch* softkey to select *On*.

3. Tap the *Save* softkey.

Connecting to the wireless network

There are three ways to connect the FON-C71 to your wireless network:

- Manually connect to an available wireless network
- Wi-Fi Protected Setup (WPS)
- Manually add a wireless network

Manually connect to a wireless network

To manually connect to a wireless network:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi*.
2. Tap the *Switch* softkey to select *On*. The FON-C71 will scan for an available wireless network.
3. Tap ⌃ or ⌄ to select the *available networks* then tap the *Enter* softkey.
4. Tap ⌃ or ⌄ to select the desired wireless network.
5. Tap the *Connect* softkey.
6. If the wireless network is secure, enter the password when prompted and tap *OK*.
7. Once connected to the wireless network the 📶 icon will appear in the status bar.

Connecting via WPS

There are two ways to connect the FON-C71 via WPS.

- Push Button Configuration
- Personal Identification Number

To connect using Push Button Configuration:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi*.
2. Tap the *Switch* softkey to *On*.
3. Tap the *WPS* softkey and select *WPS* from the prompt list. The LCD screen will display a prompt *WPS has been activated, connect in 120s!*
4. Long tap the *WPS* key on your gateway/router.
5. Once WPS setup has completed successfully, the 📶 icon will appear in the status bar.

To connect using Personal Identification Number:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi*.
2. Tap the *Switch* softkey to *On*.
3. Tap the *WPS* softkey and then select *WPS-PIN*.
4. The LCD screen prompts *Please input below PIN code on your Wi-Fi router and tap OK to start connecting: xxx.*
5. Log into your gateway/router web interface and configure it to search for clients. For more information, refer to the documentation from the gateway/router manufacturer.
6. Once WPS setup has completed successfully, the 📶 icon will appear in the status bar.

Manually add a wireless network

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add the wireless network.

To manually add the wireless network:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi*.
2. Tap the *Switch* softkey to *On*.
3. Tap ⊡ or ⊡ to select *Known Networks*.
4. Tap the *Add* softkey.
5. Use the WLAN settings obtained from your gateway/router to configure the WLAN Profile:
   - If you select *None* or *WEP* from the pull-down list of *Security Mode*, enter the Profile Name, SSID, WPA shared key in the corresponding fields.
   - If you select *WPA-PSK* or *WPA2-PSK* from the pull-down list of *Security Mode*, select the desired Cipher type (*TKIP*, *AES* or *TKIP AES*) from the *Cipher Type* field. Enter the Profile Name, SSID, WPA shared key in the corresponding fields.
6. Tap the *Save* softkey.
7. Once WPS setup has completed successfully, the 📶 icon will appear in the status bar.

Viewing the wireless network information

To view connected wireless network information:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi > available networks*.
2. Tap ⊡ or ⊡ to select the desired network.
3. Tap the *Detail* softkey to view detailed wireless network information (Profile Name, SSID or Signal Strength, etc.)

Managing the saved wireless networks

Once the FON-C71 has connected to a wireless network, the wireless network profile is saved in the *Known Networks* section. The next time you enable Wi-Fi, the FON-C71 will automatically connect to the wireless network with the highest priority (the first in the list). Up to 5 wireless network profiles can be saved in the *Known Networks* section. If you want to add a new wireless network connection and 5 wireless network profiles already exist, you will need to delete one of the older wireless network profiles.

To manage the Known Networks:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi > Known Networks*.
2. Tap the *Option* softkey.
3. You can perform the following:
   - To edit the wireless network profile:
     - i. Select *Edit* from the prompt list.
     - ii. Edit the desired wireless network information.
     - iii. Tap the *Save* softkey.
   - To change the priority of the wireless network:
     - i. Select *Move Up* or *Move Down* from the prompt list to raise or lower the priority of the wireless network that the FON-C71 automatically connects to.

- To delete the desired wireless network profile:
  i. Select *Delete* or *Delete All* from the prompts list. If you delete your wireless network profile, you will need to manually connect the next time Wi-Fi is enabled.

Disconnecting from the wireless network

To disconnect from the wireless network:

1. Tap *Menu > Settings > Basic Settings > Wi-Fi > available networks*.
2. Select the connected wireless network and then tap the *Disconnect* softkey.

Advanced settings

Account

You can register only one account on the FON-C71 IP conference phone.

To register an account via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) *> Account*.
2. Tap the *Enter* softkey.
3. Tap the ◀ or ▶ softkey to select *Enabled* from the *Account Status* field.
4. Enter the desired value in *Label, Display Name, Register Name, User Name, Password* and *SIP Server1/2* fields respectively.

If you use the outbound proxy servers, do the following:

5. Press the ◀ or ▶ softkey to select *Enabled* from the *Outbound Status* field.
6. Enter the desired value in the *Outbound Proxy1/2* and *Proxy Fallback Interval* fields respectively.
7. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

To disable an account via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: admin) *> Account*.
2. Tap the *Enter* softkey.
3. Tap the ◀ or ▶ softkey to select *Disabled* from the *Account Status* field.
4. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

Registering an account is configurable via web user interface at the path *Account > Register*.

Network

WAN port

If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. The IP phone can support either or both IPv4 and IPv6 addresses.

To configure the IP mode via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: admin) *> Network > WAN Port*.
2. Tap the ◀ or ▶ softkey to select *IPv4 IP*, *IPv6* or *IPv4 & IPv6* from the *IP Mode* field.
3. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

You can configure a static IPv4 address for the IP phone. Before configuring it, make sure that the IP mode is configured as *IPv4 IP* or *IPv4 & IPv6*.

To configure a static IPv4 address via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) *> Network > WAN Port*.
2. Tap ⌐ to select *IPv4 IP* and tap the *Enter* softkey.
3. Tap ⌐ to select *Static IPv4 Client* and tap the *Enter* softkey.
4. Enter the desired value in the *IPv4 Address*, *IPv4 Subnet Mask*, *IPv4 Default Gateway*, *IPv4 Pri.DNS* and *IPv4 Sec.DNS* fields respectively.
5. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

You can configure a static IPv6 address for the IP phone. Before configuring it, make sure that the IP mode is configured as *IPv6* or I*Pv4 & IPv6*.

To configure a static IPv6 address via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) *> Network > WAN Port*.
2. Tap ⌐ to select *IPv6* and tap the *Enter* softkey.
3. Tap ⌐ to select *Static IPv6 Client* and tap the *Enter* softkey.
4. Enter the desired value in the *IPv6 IP*, *Prefix*, *Default Gateway*, *Primary.DNS* and *Secondary.DNS* fields respectively.
5. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

VLAN

To configure VLAN:

1. Tap *Menu > Settings > Advanced Settings* (password: 23646) *> Network > VLAN > WAN Port*.
2. Tap ◀ or ▶ to select the desired value from *VLAN Status* field.
3. Enter the VLAN ID (1-4094) in the *VID Number* field.
4. Enter the desired value (0 to 7) in the *Priority* field. *7* is the highest priority.
5. Tap the *Save* softkey to accept the change. The FON-C71 must reboot afterwards.

Web server

Users can configure the user or administrator features of the phone via web user interface. Web server type determines access protocol of the FON-C71 web user interface, either HTTP or HTTPS.

To configure the Web Server type:

1. Tap *Menu > Advanced* (default password: 23646) *> Network > Web Server*.
2. Tap ◀ or ▶ to select the desired value from the *HTTP Status* field.
3. Enter the desired HTTP port number in the *HTTP Port* field.
4. Tap ◀ or ▶ to select the desired value from the *HTTPS Status* field.
5. Enter the desired HTTPS port number in the *HTTPS Port* field.
6. Tap the *Save* softkey to accept the change. A dialog box pops up to prompt that the settings will take effect after a reboot.
7. Tap *OK* to reboot the phone.

802.1X

IEEE 802.1X authentication is an IEEE standard for Port-based Network Access Control (PNAC), part of the IEEE 802.1 group of networking protocols. It offers an authentication mechanism for devices to connect/link to a LAN or WLAN.

The 802.1X authentication involves three parties: a supplicant, an authenticator and an authentication server. The supplicant is the FON-C71 that wishes to attach to the LAN or WLAN. With 802.1X port-based authentication, the FON-C71 provides credentials, such as user name and password, for the authenticator, and then the authenticator forwards the credentials to the authentication server for verification. If the authentication server determines the credentials are valid, the FON-C71 is allowed to access resources located on the protected side of the network.

To configure the 802.1X authentication via phone user interface:

1. Tap *Menu > Advanced* (default password: 23646) *> Network > 802.1x*.
2. Tap ◀ or ▶ to select the desired value from the *802.1x Mode* field.
   a. If you select *EAP-MD5*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Enter the password for authentication in the *MD5 Password* field.
   b. If you select *EAP-TLS*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Leave the *MD5 Password* field blank.
   c. If you select *EAP-PEAP/MSCHAPv2*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Enter the password for authentication in the *MD5 Password* field.
   d. If you select *EAP-TTLS/EAP-MSCHAPv2*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Enter the password for authentication in the *MD5 Password* field.
   e. If you select *EAP-PEAP/GTC*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Enter the password for authentication in the *MD5 Password* field.
   f. If you select *EAP-TTLS/EAP-GTC*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Enter the password for authentication in the *MD5 Password* field.
   g. If you select *EAP-FAST*:
      i. Enter the user name for authentication in the *Identity* field.
      ii. Enter the password for authentication in the *MD5 Password* field.
3. Tap *Save* to accept the change. A dialog box pops up to prompt that the settings will take effect after a reboot.
4. Tap *OK* to reboot the phone.

VPN

The FON-C71 supports SSL VPN, which provides remote-access VPN capabilities through SSL. OpenVPN is a full featured SSL VPN software solution that creates secure connections in remote access facilities, designed to work with the TUN/TAP virtual network interface. TUN and TAP are virtual network kernel devices. TAP simulates a link layer device and provides a virtual point-to-point connection, while TUN simulates a network layer device and provides a virtual network segment.

FON-C71s use OpenVPN to achieve VPN feature. To prevent disclosure of private information, tunnel endpoints must authenticate each other before secure VPN tunnel is established. After VPN feature is configured properly on the FON-C71, the FON-C71 acts as a VPN client and uses the certificates to authenticate the VPN server.

To use VPN, the compressed package of VPN-related files should be uploaded to the FON-C71 in advance. The file format of the compressed package must be *.tar. The related VPN files are: certificates (ca.crt and client.crt), key (client.key) and the configuration file (vpn.cnf) of the VPN client.

The *.tar file must be uploaded via the web interface first. To upload the *.tar file:

1. Enter the IP address of the FON-C71 in a web browser.
2. Log into the web interface (Username: `admin`, Password `23646`).
3. Click on *Network > Advanced*.
4. Under *VPN*, click on *Browse* to locate your *.tar file.
5. Once the *.tar file has been selected, click on *Upload*.
6. Once the *.tar file has been uploaded, select the desired value from the *Active* pull-down list.
7. Click on *Confirm* at the bottom.
8. Click *OK* to reboot the phone.

To configure the VPN via the phone after uploading the *.tar file:

1. Tap *Menu > Advanced* (default password: 23646) > *Network > VPN*.
2. Tap ◀ or ▶ to select the desired value from the *VPN Active* field.
3. Tap the *Save* softkey to accept the changes.
4. Tap *OK* to reboot the phone.

LLDP

LLDP (Linker Layer Discovery Protocol) is a vendor-neutral Link Layer protocol, which allows FON-C71 to receive and/or transmit device-related information from/to directly connected devices on the network that are also using the protocol, and store the information about other devices.

When the LLDP feature is enabled on the FON-C71, the FON-C71 periodically advertises their own information to the directly connected LLDP-enabled switch. The FON-C71 can also receive LLDP packets from the connected switch. When the application type is *voice*, FON-C71 decides whether to update the VLAN configurations obtained from the LLDP packets. When the VLAN configurations on FON-C71 are different from the ones sent by the switch, the FON-C71 performs an update and reboots. This allows the FON-C71 to be plugged into any switch, obtain their VLAN IDs, and then start communications with the call control.

To configure the LLDP feature:

1. Tap *Menu > Advanced* (default password: 23646) > *Network > LLDP > LLDP Status*.
2. Tap ◀ or ▶ to select the desired value from the LLDP Status field.
3. Enter the priority value (1-3600s) in the *Packet Interval* field.
4. Tap the *Save* softkey to accept the change. A dialog box pops up to prompt that the settings will take effect after a reboot.
5. Tap *OK* to reboot the phone.

CDP

CDP (Cisco Discovery Protocol) allows the FON-C71 to receive and/or transmit device-related information from/to directly connected devices on the network that are also using the protocol, and store the information about other devices.

When CDP feature is enabled on the FON-C71, the FON-C71 periodically advertises their information to the directly connected CDP-enabled switch. The FON-C71 can also receive CDP packets from the connected switch. When the VLAN configurations on the FON-C71 are different from the ones sent by the switch, the FON-C71 performs an update and reboots. This allows the FON-C71 to be plugged into any switch, obtain their VLAN IDs, and then start communications with the call control.

To configure CDP:

1. Tap *Menu > Advanced* (default password: 23646) *> Network > CDP > CDP Status*.
2. Tap ◀ or ▶ to select the desired value from the CDP Status field.
3. Enter the priority value (1-3600s) in the *Packet Interval* field.
4. Tap the *Save* softkey to accept the change. A dialog box pops up to prompt that the settings will take effect after a reboot.
5. Tap *OK* to reboot the phone.

NAT

To configure NAT traversal and STUN server:

1. Tap *Menu > Advanced* (default password: 23646) *> Network > NAT > NAT Status*.
2. Tap ◀ or ▶ to select the desired value from the *NAT Status* field.
3. Enter the IP address or the domain name of the STUN server in the *STUN Server* field.
4. Enter the port of the STUN server in the *STUN Port* field.
5. Tap the *Save* softkey to accept the change. A dialog box pops up to prompt that the settings will take effect after a reboot.
6. Tap *OK* to reboot the phone.

Change password

The administrator password can be changed on the phone when not used with a FortiVoice.

To change the administrator password via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) *> Change Password*.
2. Enter the current password in the *Old PWD* field.
3. Enter the new password in the *New PWD* field.
4. Re-enter the new password in the *Confirm PWD* field.
5. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

Administrator password is configurable via web user interface at the path *Security > Password*.

Auto provision

The FON-C71 can be set to obtain configuration files through auto provisioning via FTP/TFTP/HTTP/HTTPS.

To configure auto provisioning via the phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) > *Auto Provision*.
2. Enter the URL of the auto provisioning server.
3. Tap ⌄ to enter the *User Name*.
4. Tap ⌄ to enter the *Password*.
5. Tap the *Save* softkey.

Reboot the phone to start the auto provisioning process.

Set AES key

When using encrypted configuration files during auto provisioning, the AES Key settings can be set here:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) > *Set AES Key*.
2. Select *Common AES* or *MAC Oriented AES*.
3. Enter the AES Key.
4. Tap the *Save* softkey to accept the change or the *Back* softkey to cancel.

Reset to factory settings

The FON-C71 can be factory reset, which will default all settings within the configuration.

To reset the phone via phone user interface:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) > *Reset Config*.
2. Select *Reset to Factory Settings* and tap the *Enter* softkey.
3. Tap the *OK* softkey.
4. The FON-C71 will need to restart and will then be reset to factory settings.

FWD International

Forward international allows users to forward an incoming call to an international telephone number (the prefix is 00).

To configure FWD International:

1. Tap *Menu > Settings > Advanced Settings* (Default password: 23646) > *FWD International.*
2. Tap ◀ or ▶ to select *Enabled* or *Disabled*.

Messages

The *Messages* section is where you can check Voicemail.

Voicemail

When receiving a new voicemail, the LCD screen will prompt *n New Voicemail(s)* (*n* indicates the number of unread voice messages, e.g., 89 New Voicemail(s)) and display ⊙⊙ .

To listen to voicemail:

1. When the LCD screen prompts that the phone receives a new voicemail, you can tap the *Connect* softkey to dial out the voicemail access code.
2. Follow the voice prompt to listen to your voicemail.

To view the voicemail via phone user interface:

1. Tap *Menu* > *Message* > *Voicemail* > *View Voicemail*. The LCD screen displays the amount of new and old voicemails.
2. Tap the *Connect* softkey to listen to voicemail.

History

The phone stores logs to track inbound and outbound calls. There are separate logs that support 100 entries each:

- *Missed Calls*: stores calls that were unanswered.
- *Received Calls*: stores calls that were answered.
- *Placed Calls*: stores calls placed from this phone.
- *Forwarded Calls*: stores calls that have been forwarded from this phone.

Tap ⌃ or ⌄ to go between logs. You can also see all entries by selecting *All Calls*.

Adding to contacts

To add an entry to your contacts:

1. Using the navigation keys, select an entry.
2. Tap the *Option* softkey.
3. Select *Move to Contact*. Tap *OK* softkey.
4. Complete the contact's information. Tap the *Save* softkey to finish.

Deleting (single or all entries)

To delete a single entry:

1. Using the navigation keys, select an entry.
2. Tap the *Delete* softkey.

To delete all entries:

1. Tap the *Option* softkey.
2. Select *Delete All*. Tap *OK*.

Directory

The phone supports up to 1000 contacts. Each contact can have up to 3 phone numbers and a ring tone assigned. When a call is received from the contact, the specified ring tone overrides the default one.

Adding a contact

To add a contact:

1. Tap *Menu > Directory > Local Directory > All Contacts*.
2. Tap the *Add* softkey.
3. Edit the following fields:
   - *Name*: name of the contact.
   - *Office*: office phone number.
   - *Mobile*: mobile phone number.
   - *Other*: additional phone number field.
   - *Account*: the account that will be used when calling this contact. FortiVoice systems use Account 1.
   - *Ring*: the ring tone that will be used when receiving calls from this contact.
   - *Group*: the contact group that the contact is part of.

Editing a contact

To edit a contact:

1. Using the navigation keys, select an entry.
2. Tap the *Option* softkey.
3. Select *Detail*, tap the *OK* softkey.
4. Edit the information.
5. Tap the *Save* softkey.

Deleting a contact

To delete a contact:

1. Using the navigation keys, select a contact.
2. Tap the *Option* softkey.
3. Select *Delete*. Tap the *OK* softkey.

Searching a contact

To search for a contact:

1. Tap the *Search* softkey.
2. Enter part of a number or name to search for.
3. Tap *OK* or the *OK* softkey.

USB Recording

If you insert a USB flash drive into the USB port on your phone, you can record active calls and conferences on your phone. Recordings are stored as *.wav files on the USB flash drive.

When your phone is idle, and you insert a USB flash drive into the USB port on your phone, the phone will detect the USB flash drive and display the prompt message *USB Inserted* and ◄···.

If the phone detects the USB flash drive, will display on the idle screen.

Before recording any call, it is necessary to know about the rules and restrictions governing call recording in your country.

The *Start REC* softkey controls the recording function, and is available:

- when there are one or more calls connected to your phone
- during an active call
- when calls are on hold or muted
- during an attended transfer
- during a conference call.

The *Start REC* softkey is not available when:

- there are no connected calls on your phone
- you place a new call
- the phone prompts you to answer an incoming call.

The recording is not paused when the following occurs:

- you place a call on hold
- you mute a call
- you set up a conference call
- you perform the attended or semi-attended transfer
- an incoming call arrives on your phone.

To record a call:

Tap the *More* softkey, then tap the *Start REC* softkey during a call.

If the automatic recording feature is enabled, the call will be automatically recorded once it is set up. The LCD screen prompts the approximate time remaining (depending on the free space of the USB flash drive), and displays ● and recording duration.

During the recording, you can do the following:

- To pause the recording, tap the *PauseREC* softkey. The *Re REC* softkey appears on the LCD screen. The LCD screen displays the icon and the duration stops counting.
- To continue the recording, tap the *Re REC* softkey.

- To stop the recording, tap the *StopREC* softkey. The *StartREC* softkey appears on the LCD screen. Recording stops and the LCD screen prompts *Record file saved*.

  If there is insufficient free space (30 or 10 minutes left) on the USB flash drive during recording, recording will not be stopped. When there is 30 minutes left, LCD screen prompts the following: *30 minutes left for call recording*.

  Tap the *Cancel* softkey to return to the previous screen.

  If there is no free space on the USB flash drive during recording, recording is stopped and the recorded file is saved automatically. The LCD screen prompts the following: *Storage is not enough, recorded file is saved*.

> You can hold, transfer or set up a conference call while recording.

When you end a call while recording, the recording will be stopped and saved to the USB flash drive automatically.

To stop recording while the phone records, do one of the following:

- Tap the *StopREC* softkey. The LCD screen prompts *Record file saved*, the ● and recording duration disappear.
- When there is only a single call on the phone, tap the *More* softkey and then tap the *End Call* softkey, or tap ☎ directly. The LCD screen prompts *Record file saved*, the ● and recording duration disappear, and the phone returns to the idle screen.

The recording will be stored as a new .wav file on the USB flash drive when the phone starts recording again.

Conference recording

You can record conference calls in the same way as other calls with the following exceptions:

All conference participants are recorded while recording. If one of the participants taps the *Hold* softkey, only that participant is recorded. If one of the participants taps 🎤, only that participant is not recorded.

Idle recording

You can insert a USB flash drive into the USB port on the FON-C71 to record an important discussion when the phone is idle. Recordings are stored in *.wav format. The filenames include a date & time stamp and a keyword "idleREC", for example, *20161202-1043-idleREC* was created on December 2, 2016, at 10:43 when the phone is idle.

> ⚠ Idle recording is not available by default. For more information, contact your system administrator. The size of a single recording file should be less than 2 GB.

To record a discussion when the phone is idle:

1. Tap *Menu > USB > Idle Record*.
2. Tap the *StartREC* softkey.

The LCD screen displays the ● and recording duration.

During the recording, you can do the following:

- To pause the recording, tap the *PauseREC* softkey. The *Re REC* softkey appears on the LCD screen. The LCD screen displays the ▐▐ icon and the duration stops counting.
- To continue the recording, tap the *Re REC* softkey.
- To stop the recording, tap the *StopREC* softkey. The LCD screen prompts *Record file saved*.
- To go back to the previous screen, tap the *Back* softkey. The phone returns to the *USB Record* screen. The recording continues.
- To call a party and record the call, tap the *Conference* softkey to place a new call.

Recorded files playback

If you insert a USB flash drive into the USB port on the FON-C71, you can play back recorded files on the FON-C71. You can also browse and delete the recorded files on the USB flash drive.

> Playback can occur on either the FON-C71 or a computer using an application capable of playing .wav files.

To browse the recorded files:

1. Tap *Menu > USB > Browse Audio*. The LCD screen shows all recorded files on the USB flash drive. The recording duration and the size of the recorded file display after the filename.
2. Tap ▲ or ▼ to scroll through the recorded files.

To play back a recording:

1. Tap *Menu > USB > Browse Audio*.
2. Tap ▲ or ▼ to highlight the recording you want to play back.
3. Tap the *Play* softkey.

During the recording playback, you can do the following:

- To pause the playback, tap the *Pause* softkey. The *Play* softkey appears on the LCD screen.
- To continue the playback, tap the *Play* softkey.
- To skip forward the playback, tap the ▶▶ softkey. Tap once to skip forward 8 seconds.
- To rewind the playback, tap the ▶▶ softkey. Tap once to rewind 8 seconds.
- To adjust the volume of the speakerphone, tap ◀ꞁ– or ◀ꞁ+ .
- To stop the playback, tap the *Back* softkey. The phone returns to the *Browse Audio* screen.

If you are playing back a recorded call and an incoming call arrives on your phone, the playback pauses and the phone rings. The playback will not continue until you tap the *Play* softkey.

To delete a recorded file:

1. Tap *Menu > USB > Browse Audio*.
2. Tap ▲ or ▼ to highlight the recording you want to delete.
3. Tap the *Delete* softkey. The LCD screen will prompt you to confirm the deletion.
4. Tap the *OK* softkey to confirm the deletion or the *Cancel* softkey to cancel.

You can also delete all recorded files by tapping the *Clear* softkey.

Using your Phone

Receiving a call

When you receive a call, the phone will display the call details and the ring indicator will flash. The phone will also ring unless the ringer is off.

To answer a call:

- Tap 📞 or the *Answer* softkey.

If your extension has call waiting enabled, you can tap the *Answer* softkey to answer the second call.

To reject a call:

- Tap the *Reject* softkey. The call will follow the extension's *Busy* settings as configured in the *Call handling* section.

Placing a call

You can place a call by dialing a number, selecting a number from the History or a contact from the Directory.

To dial an extension number:

1. Dial the extension number. After about 4 seconds, the phone will dial the number.
2. Optionally, tap *OK*, the *Send* softkey or # to place the call immediately.

To dial an outside number:

1. Dial the phone number. After about 4 seconds, the phone will dial the number.
2. Optionally, tap *OK*, the *Send* softkey or # to place the call immediately.

To dial a number from the History:

1. Tap the *History* softkey.
2. Select a History entry. Tap the *Send* softkey.

To dial a number from the Directory:

1. Tap the *Directory* softkey.
2. Select the directory to browse.
3. Select the contact to dial.
4. Tap *OK* or the *Dial* softkey.

Ending a call

To end a call:

- Tap the *EndCall* softkey or 📞 .

Hold

To place calls on hold, tap the *Hold* softkey. While a call is on hold, you can answer or place other calls. The held party will hear music, if configured to do so.

To toggle between two calls, tap the *SWAP* softkey or select a call using ⌃ or ⌄ and tap the *Resume* softkey.

Mute

Mute turns the phone's microphone on or off.

1. Tap 🎤 to disable the microphone.
2. Tap 🎤 again to enable the microphone.

Attendant transfer

Calls can be announced to the party receiving the transfer before completing the transfer.

To perform an attendant transfer:

1. Tap the *Transfer* softkey.
2. Dial the extension or phone number.
3. Announce the call.
4. Tap the *Transfer* softkey.

Blind transfer

Calls can be transferred without talking to the party receiving the transfer.

To perform a blind transfer:

1. Tap the *Transfer* softkey.
2. Dial the extension or phone number.
3. Tap the *Transfer* softkey.

Conference calls

The phone supports conferencing with up to four other parties.

To create a conference call:

1. Place the first call.
2. Tap the *Conf* softkey. The first call will be placed on hold.
3. Call the second party for the conference.
4. When the second party answers, tap the *Conf* softkey again.
5. Repeat steps for additional parties.

To end a conference call:

1. Tap the *Split* softkey to separate the parties from the conference. All parties will be placed on hold.
2. Tap the *EndCall* softkey to end the conference call. All parties will be disconnected.

Call waiting

When call waiting is enabled, the phone will present new calls to you while you're on a call. In order to use call waiting, it will first need to be enabled in the FortiVoice interface.

To answer an incoming call while on a call, tap the *Answer* softkey. The initial call will be placed on hold. Refer to the "Hold" section on how to toggle between calls.

DND

When DND (Do Not Disturb) is enabled, you will not be notified of incoming calls.

1. Tap the *DND* softkey to enable DND. [DND] will be displayed on the LCD screen.
2. Tap the *DND* softkey again to disable DND.

Voicemail

When you have a message waiting, [oo] appears to indicate you have new messages in your mailbox.

To access your voice mailbox:

- Tap the *Menu* softkey and navigate to *Messages* > *Voicemail*.
- Alternatively, dial ✱ 9 7 to access the voice mailbox.

Troubleshooting

Information

Tapping the *OK* button 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.
	
	1. If you are using the power adapter:
	   • Ensure it is plugged in. If it still doesn't work, replace the power adapter.
	2. If you are using Power over Ethernet (PoE):
	   • Ensure your Ethernet cable is plugged into the INTERNET port on the back of your phone.
	   • Ensure the PoE switch is properly configured. If it still doesn't work, replace the Ethernet cable.

Phone displays "Obtaining IP Address" for more than 2 minutes	The DHCP server is not responding. 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.
No Service is displayed	Your phone is not registered. 1. On the *Extension* page of the FortiVoice interface, ensure the MAC address is correctly entered and the *Phone Type* is *FON-C71*. Save your configuration and reboot the phone. 2. On the phone, ensure the Auto Provision address is correct. To verify, see "For use as an external extension" on page 7. 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.