FORTINET

FortiFone™ User Guide
for FON-D71

FortiFone™ User Guide for FON-D71

Revision 1

October 31, 2018

Technical Documentation	docs.fortinet.com
Knowledge Base	kb.fortinet.com
Customer Service & Support	support.fortinet.com
Training Services	training.fortinet.com
FortiGuard	fortiguard.com
Document Feedback	techdocs@fortinet.com

Contents

Introduction

This user guide includes information about configuring and using your FON-D71-B and FON-D71-H IP phone.

Phone features

- Up to 8 concurrent calls
- Up to 8 handsets
- PoE support for the base station eliminates the need for a power adapter
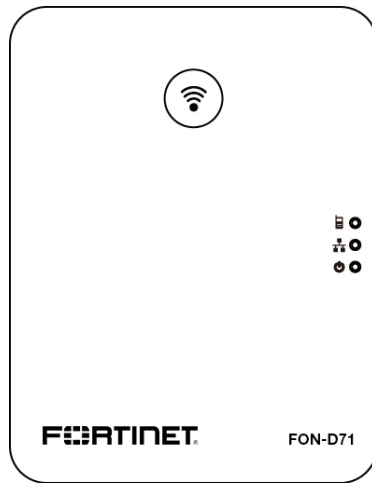
FON-D71-B base station   **FON-D71-H handset**
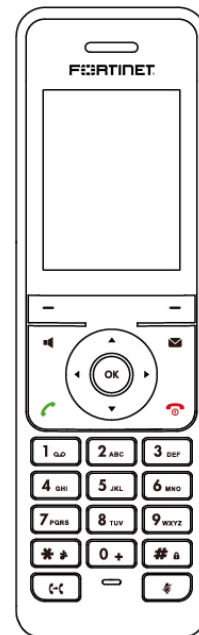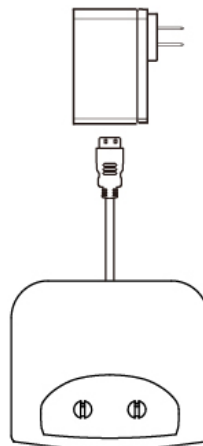
Charging cradle

Physical buttons and LEDs
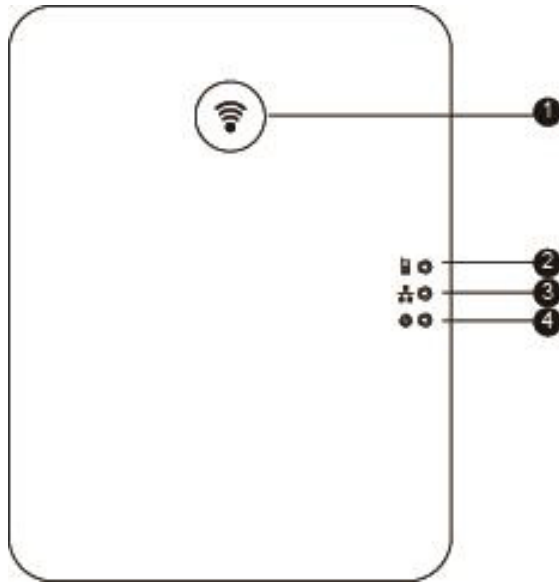
	Item	Description
1	Paging key	• Locates a misplaced handset. • Toggles the registration mode. • Resets base to factory settings.
2	Registration LED	Indicates the mode of the base station: • Fast flashing green — paging mode. • Slow flashing green — registration mode. • Solid green — at least one handset is registered to the base.
3	Network status LED	Indicates the network status: • Slow flashing green — network is unavailable. • Solid green — network is available. • Off — base station is powered off.
4	Power indicator LED	Indicates the power status of the base station: • Slow flashing green — firmware is updating. • Solid green — base station is powered on. • Off — base station is powered off.
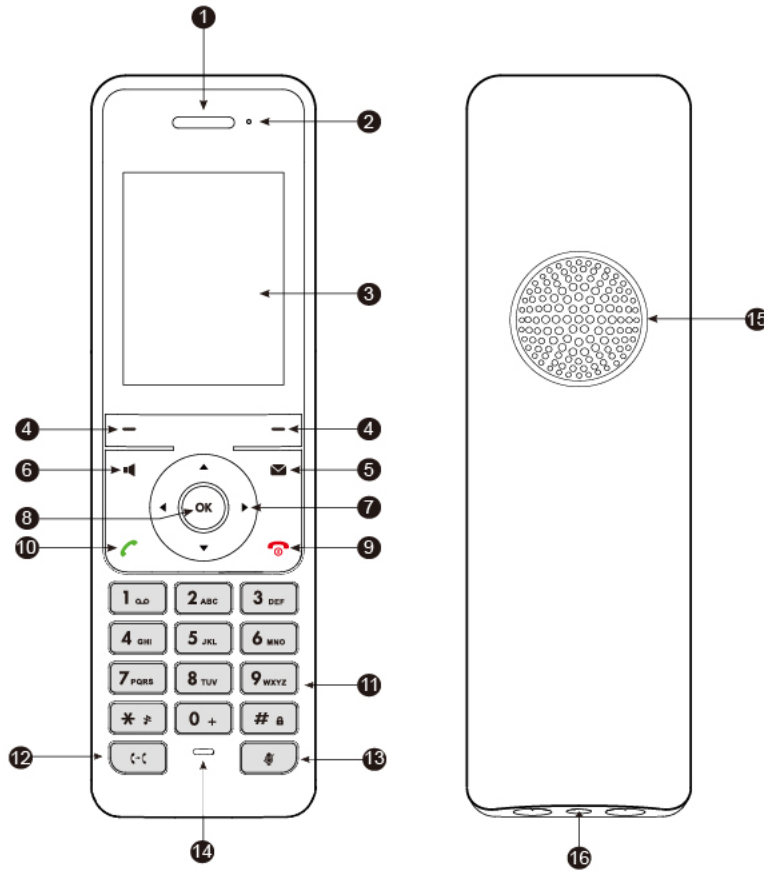
	Item	Description
1	Earpiece	Outputs audio during call.
2	Power indicator LED	Indicates call status, message status and charging status. • Fast flashing red — receiving an incoming call. • Slow flashing red — new voicemail or missed call. • Solid red — battery charging. • Off — handset is idle or powered off.
3	LCD screen	Displays information about calls, messages, softkeys, time, date and other relevant data.
4	Softkeys	Softkey functions vary and will be displayed on the LCD screen.
5	Voicemail key	Press to access voicemail.
6	Speakerphone key	Press to activate the speakerphone.
7	Navigation keys	Up — opens the Call history. Down — accesses the *Status* menu. Left — turns volume/ringer down. Right — turns volume/ringer up. Also used to navigate through menu items.
8	OK button	Confirms actions or enters the menu.

	Item	Description
9	On-hook/power key	• Ends a call or cancels an action in the menu. • Rejects an incoming call. • Long press on idle screen to turn handset off. • Press to turn handset on. • Long press on any screen to return to the idle screen. • Press on any screen to return to previous screen.
10	Off-hook key	• Answers an incoming call. • Places a call that has been dialed. • Enters the redial calls list.
11	Keypad	Used to dial phone numbers and enter settings on handset.
12	Transfer key	Transfers a call to another party.
13	Mute key	Toggles mute on or off.
14	Microphone	Picks up audio during calls.
15	Speaker	Provides hands-free (speakerphone) audio.
16	3.5 mm earphone jack	Connect a standard 3.5mm earphone to receive audio.

Display layout

The phone has a 2.4'' 240x320 resolution color screen. Displayed above the softkeys are common interactive functions.

The top and bottom lines display Status information. Below is a list of the Status icons you will see.

Icons	Descriptions
	Signal reception to base from weak to strong
	No signal reception to base
	Eco mode is enabled
	Battery charge level from 20% to 100%
	Battery requires charging
	Do Not Disturb enabled
	Missed call
	New voicemail

Icons	Descriptions
	Earpiece mode enabled
	Earphone mode enabled
	Speaker mode enabled
	Silent mode enabled
	Call on hold
	Mute enabled
1 2 3 4 5 6 7 8	Handset ID number

Onscreen softkeys

Softkey	Function
History	Displays a list of placed, received and missed calls.
Directory	Displays a list of contacts saved on the handset and gives access to the directory stored on the FortiVoice.

Installation

Attaching the stand

1. Align the snap-fits with the corresponding holes on the back of the base station.
2. Push forward, snapping into the holes.
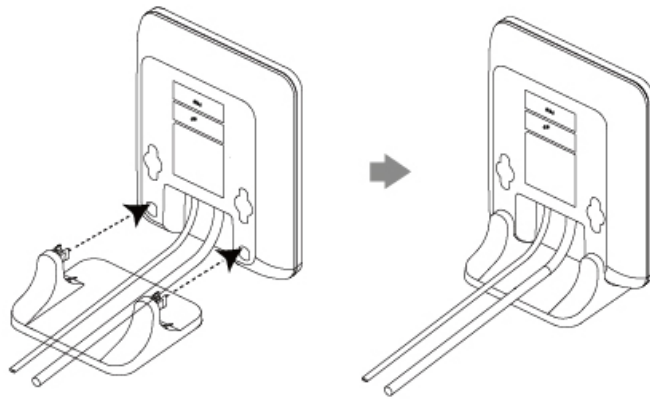
Wall mounting the base station

The base station can be wall mounted using two screws (not included) set 59mm apart.
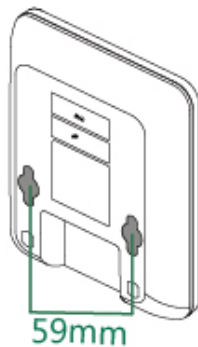
Wall mounting the handset charger cradle

The handset charger cradle can be wall mounted using two screws (not included) set 36mm apart.
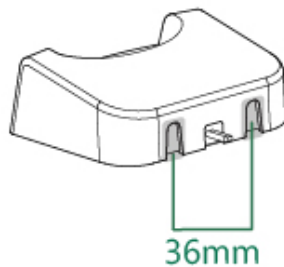
Connecting the base station
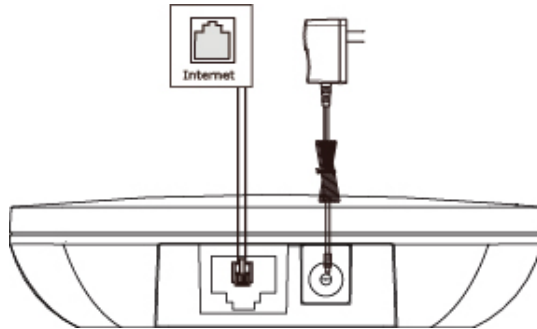
1. Connect the ethernet cable to the Internet port.
2. If the network supports PoE, a power adapter is not required. If PoE is not supported on the network, connect the power adapter to the DC 5v/600mA power jack.

Handset information

The handset provides 2.4'' 240x320 resolution color screen and supports a standard 3.5mm earphone.

For maintenance

- Do not use the handset near electronic sources such as microwave ovens, TV sets or radios.
- Keep the handset away from fire and moisture. Do not use the handset outdoors in the rain or handle it with wet hands.
- Clean it only with a soft cloth. Do not use excess water or cleaning solvents of any kind.

Battery information

If the battery needs replacement, we recommend using the same type of rechargeable battery to avoid damage to the handset:

Voltage: 3.7V

Capacity: 1460mAh

Battery capacity

The capacity of the battery depends on the use of backlight and talk time. The capacity of the battery in the package is only approximately 40%.The first full charge will take about 3 hours.

Charging time: approximately 3.5–4hours (fully discharged to full capacity).

Standby time: up to 400 hours when the backlight is disabled.

Talk time: up to 30 hours active talk time (with fully charged battery).

Battery maintenance

To reduce the risk of danger or injury, read and follow as shown below:

- Keep the battery away from heat sources and high voltages.
- Please store safely and stay in a half-charged state if not used for a long time.
- Do not disassemble the battery.

Installing the battery

1. Remove the back cover of the handset.
2. Properly insert the battery as shown.
3. Re-attach the back cover of the handset.
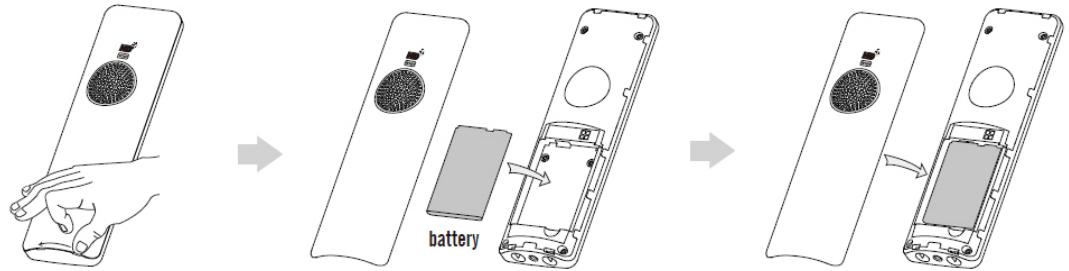
Charging the handset

1. Connect the charging cradle to the power adapter and plug into a power outlet..
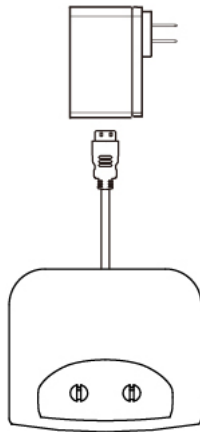
2. Place the handset in the charging cradle..
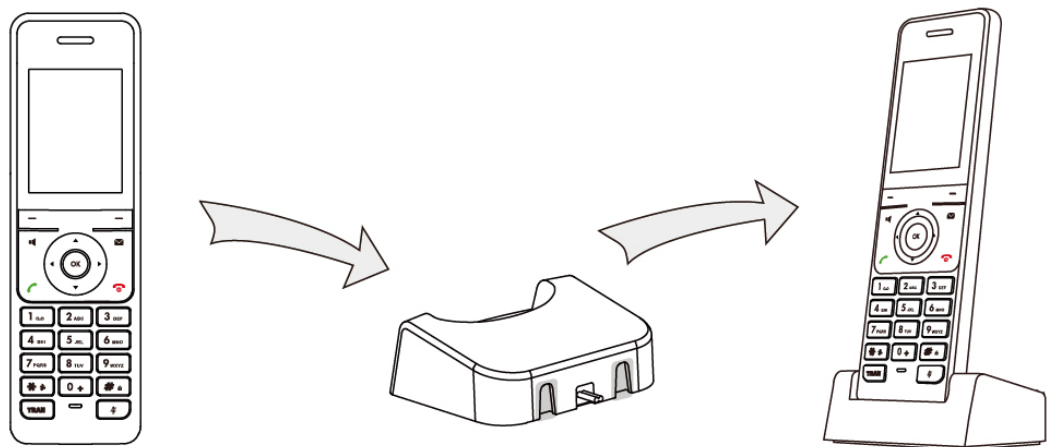
Setting up the Phone

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. Press the *Down* navigation button on the handset.
2. Select *Base* then press *OK*.
3. Make note of the IP address of the base and enter it into the address bar of your web browser.
4. Enter `admin` as the *Username* and `23646` as the *Password*.
5. Go to *Settings > Auto Provision*.
6. In the *Server URL,* enter the public IP address or FQDN of the FortiVoice.
7. Click on *Confirm*.

Registering a handset

1. Press and hold the *Paging Key* on the base station until the *Registration LED* slowly blinks (4 seconds).
2. On the handset, press *OK*.
3. Select *Settings > Registration > Register Handset*.
4. Select the discovered base station.
5. Enter the PIN (default: 0000)
6. Press the *Done* softkey.

Personalizing your Phone

The FortiFone FON-D71 allows you to navigate through menus using the navigation keys. To enter the menu, press the *OK* button.

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 at the bottom of the screen as *123* for numeric, *ABC* for upper case characters and *abc* for lower case characters. To switch between dial pad modes, press **#** .

To enter characters with the dial pad, use the digit with the desired character. Press the same digit repeatedly until the desired character appears. After entering a character, pause to allow the cursor to move to next character position.

Other special entries include:

- To enter a period or dot (for example, to input an IP address), press **0** on the dial pad.
- To delete a letter in front of the cursor, tap on the *Del* softkey.
- To enter special characters, press **✳** on the dial.
- To enter a space, press **0** on the dial.

Prior to saving an entry, you may discard changes by pressing the *Back* softkey.

Configuration overview

The phone supports the access and configuration of many parameters directly from the handset. To access the *Configuration* menu, press *OK* while the phone is not in use.

The *Configuration* menu consists of several submenus as listed below:

	Status
	Voicemail
	Call Features
	Directory
	Settings
	History

Status

The *Status* page includes the IP address, MAC address and firmware of the base. It also provides more details about the handset, such as the hardware version and firmware version.

Voicemail

Selecting *Voicemail* in the *Configuration* menu will dial into the voicemail associated with this extension on the FortiVoice.

Call features

Do not disturb

Enable or disable the Do Not Disturb for this extension.

Call waiting

Enable or disable the feature to receive secondary calls using Call Waiting. If disabled, secondary calls to this extension will follow the Busy Call Handling settings for this extension, configured on the FortiVoice.

The Call Waiting tone may also be enabled or disabled within this section. If disabled, when receiving a call waiting call, no tone will be heard on the handset.

Outgoing access code

Outgoing access code inserts a prefix to calls dialed from the phonebook or call log.

To enable outgoing access code:

1. Set *Outgoing Access Code* to *Enabled*.
2. Enter an outgoing access code in the *Digit(s)* field.

Anonymous call rejection

Enable or disable the rejections of anonymous calls to this extension. Anonymous calls that are rejected will follow the Busy Call Handling settings for the extension, configured within theFortiVoice.

Anonymous call

Enable or disable the option to make calls anonymously from this extension.

There are two items that will affect Anonymous Call that are configured within the FortiVoice:

- The extension must have an External Caller ID configured in order for Anonymous Call to work.
- Anonymous Call settings may be overwritten by outbound dialing rules configured within the FortiVoice by the FortiVoice administrator.

Directory

Each handset supports up to 100 contacts in the Directory. Each contact can have up to 3 phone numbers.

To add a contact:

1. Press the *Options* softkey.
2. Select *New Contact,* then press the *OK* softkey.
3. Edit the following fields:
   i. *Name:* name of the contact.
   ii. *Office:* office phone number.
   iii. *Mobile:* mobile phone number.
   iv. *Other:* additional phone number field.
4. Press the *Save* softkey.

To edit a contact:

1. Select the contact.
2. Press the *Options* softkey.
3. Select *Edit*.
4. Edit the contact information.
5. Press the *Save* softkey.

To delete a contact:

1. Select the contact.
2. Press the *Options* softkey.
3. Select *Delete*, then press the *OK* softkey.
4. Press *Yes* when prompted to delete the contact.

To search for a contact:

1. Press the *Up* navigation key when in the Directory.
2. Enter part of a number or name to search for.
3. The phone will display contacts as they are matched.

Settings

Date & time

The date and the time may be edited here. These settings are automatically configured by the FortiVoice system and do not require manual configuration.

Audio

Audio contains two sections:

Advisory Tones — tones heard for various actions and states.

Ring Tones — the volume and tone that plays when receiving a call.

Advisory Tones

Advisory Tones allows changes to the following:

Keypad Tone — tone played when any key is pressed on the keypad.

Confirmation — tone played when settings are saved or handset is placed in the charging cradle.

Low Battery — tone played when the battery is low and requires charging.

To configure Advisory Tones:

1. Select an Advisory Tone to configure.
2. Use the navigation keys to select the desired value.
3. Press the *Save* softkey.

Ring Tones

Ring Tones allows changes to the following:

Volume — select the volume level for ring tones.

Melodies — select the tone that plays when the handset is ringing.

To configure Melodies:

1. Use the navigation keys to select the desired value.
2. Press the *Save* softkey.

Display

Display settings allow you to configure various onscreen items as well as how the handset manages the screen saver and backlight.

Screen Saver

Enable or disable the screen saver. A clock will be displayed when the screen saver is enabled. The screen saver will come on after 10 seconds of no activity on the handset.

Wallpaper

Use the navigation keys to select a background image for the main screen.

Display Backlight

The phone display supports a backlight option. You can configure the backlight to be enabled or disabled when in the charging cradle, as well as when off of the charging cradle.

Keypad LED

Enable or disable lights behind the keypad.

Time Format

Set the time format to be either 12 hour or 24 hour.

Date Format

Select the desired date format to display on the handset.

Input Method

The input method determines the character that will appear when using the keypad to enter information, such as creating a new directory entry. Select which input methods to use here.

Shortcut

Change the behaviour of the softkeys and navigation keys on the handset for personal customization.

Language

The language used by the phone is configured in the FortiVoice interface. Contact your administrator to change the language on the phone.

Registration

Each handset can register with up to 4 different base stations. Each base station can register up to 8 handsets at a time.

Register Handset

Handsets can register with up to 4 different base stations.

To register with a new base:

1. Press and hold the *Paging Key* on the base station until the *Registration LED* slowly blinks (4 seconds).
2. On the handset, press *OK*.
3. Select *Settings > Registration > Register Handset*.
4. Select the discovered base station.
5. Enter the PIN (default: 0000)
6. Press the *Done* softkey.

De-reg. Handset

Handsets can be de-registered from a base station if needed.

To de-register a handset:

1. Select *De-reg Handset*.
2. Enter the base PIN (default: 0000) then press the *Done* softkey. The screen displays the names of handsets registered to the same base station.
3. Use the navigation keys to select the handset to de-register then press the *OK* softkey.
4. When prompted to de-register the handset, select *Yes*.

Select Base

Each handset can register with up to 4 base stations. Which base station the handset is connected to can be selected here.

Base stations can be renamed on individual handsets for customization.

To rename a base station:

1. Highlight the base station.
2. Press the *Rename* softkey.
3. Enter the new name and press the *Save* softkey.

Telephony

The Telephony settings contain various customization options for the handset.

Auto Answer

Auto Answer determines if incoming calls are automatically answered when the handset is picked up from the charging cradle. This is enabled by default.

To enable or disable Auto Answer:

1. Select *Auto Answer*.
2. Press the *Change* softkey.

A checked box indicates that Auto Answer is enabled. An unchecked box indicates that Auto Answer is disabled.

Speed Dial

Speed Dial allows you to perform single-digit dialing to predefined numbers. A maximum of 8 speed dial numbers are allowed. To perform a speed dial, you must long press the assigned key on the handset keypad.

To configure a Speed Dial:

1. Select the key to assign a speed dial.
2. Press the *Assign* softkey.
3. Choose the directory to select a contact from.
4. Select the contact and press the *OK* softkey.

To edit a Speed Dial:

1. Select the Speed Dial to edit.
2. Press the *Options* softkey.
3. Select *Change.*
4. Select a new contact.
5. Press the *Change* softkey.

To delete a Speed Dial:

1. Select the Speed Dial to delete.
2. Press the *Options* softkey.
3. Select *Clear Key*.
4. Press the *OK* softkey.

Blacklist

Incoming calls from an entry added to the Blacklist will automatically be rejected by the handset. Up to 30 entries can be added to the handset Blacklist.

To add a new Blacklist entry:

1. Press the *Options* softkey.
2. Select *New Entry*, then press the *OK* softkey.
3. Enter the phone number to add, then press the *Save* softkey.

To edit a Blacklist entry:

1. Select the entry to edit, then press the *Options* softkey.
2. Select *Edit*, then press the *OK* softkey.
3. Edit the entry, then press the *Save* softkey.

To delete a Blacklist entry:

1. Select the entry to delete, then press the *Options* softkey.
2. Select *Delete*, then press the *OK* softkey.

To delete all Blacklist entries:

1. Press the *Options* softkey.
2. Select *Delete All*, then press the *OK* softkey.

Server

The Server setting allows minor changes to account registration settings for the handset extension. It is recommended to make account changes on the FortiVoice and reboot the base station.

To edit Server 1/2 settings:

1. Enter the PIN (default: 0000), then press the *OK* softkey.
2. Select the server to edit, then press the *OK* softkey.
3. Select the Transport protocol and enter the Port for the server, then press the *OK* softkey.

To edit the Outbound Proxy:

1. Enter the PIN (default: 0000), then press the *OK* softkey.
2. Enable or disable the Outbound Proxy, enter the Port, then press the *OK* softkey.

System settings

The System settings are administrator level settings for making changes to how the handset and base operate.

Network

The Network settings allow you to make changes to the basic network settings, such as IP mode and the VLAN settings. Before making any changes within this section you must enter the PIN (default: 0000).

To change the IP Mode:

1. Select *Basic*, then press the *OK* softkey.
2. Select the IP Mode, then press the *Save* softkey.

To change IPv4/IPv6 settings:

1. Select *Basic*, then press the *OK* softkey.
2. Select either *IPv4* or *IPv6*, then press the *OK* softkey.
3. Configure necessary IP settings, then press the *Save* softkey.

To edit VLAN settings:

1. Select VLAN, then press the *OK* softkey.
2. Configure necessary VLAN settings, then press the *Save* softkey.

Handset Reset

Individual settings made on the handset can be reset. A handset reset will not overwrite settings for the Directory, History, Voicemail or base registration.

To reset the handset:

1. Select *Handset Reset*.
2. When prompted to reset, select *Yes*.

Change Base PIN

The Base PIN is necessary to make changes to certain handset settings. It is recommended that the Base PIN be set by the administrator.

To change the Base PIN:

1. Select *Change Base PIN*.
2. Enter the current PIN (default: 0000), then press the *Done* softkey.
3. Enter the new PIN in both fields, then press the *Save* softkey.

> The Base PIN is also configurable within the web GUI of the base station under *Security > Base PIN*.

Base Reset

You can reset the base station to factory settings, clearing out all individual settings of the base station. Handset registrations to the base station and the Base PIN will not be reset.

To reset the base station:

1. Select *Base Reset*.
2. Enter the Base PIN (default: 0000), then press the *Done* softkey.
3. Select *Reset to Factory*, then press the *OK* softkey.
4. The power LED and network LED on the base station will slowly flash during the reset process. Once reset, the LEDs will be solid green.

> The base station can also be reset within the base station web GUI under *Settings > Upgrade*.

Base Restart

The base station can be restarted in order to refresh settings.

To restart the base station:

1. Select *Base Restart*.
2. Enter the Base PIN (default: 0000), then press the *Done* softkey.
3. The registration LED and network LED on the base station will turn off. Once the base station restarts, the LEDs will be solid green.

> The base station can be restarted in the base station web GUI under *Settings > Upgrade*.

Auto Provision

If changes have been made to the extension on the FortiVoice, the extension will need to be provisioned again to obtain the new settings. The handset can start the auto provision process to obtain the new settings using the provisioning server configured within the base station.

To auto provision an extension:

1. Select *Auto Provision*.
2. Enter the Base PIN (default: 0000), then press the *Done* softkey.
3. Enter the Username and Password, if needed, then press the *OK* softkey.
4. When prompted to update, press the *Yes* softkey.

Eco Mode+

Eco Mode+ turns off the transmission power between the handset and base station. When enabled the signal strength indicator on the handset screen will display in green. When receiving an incoming call, the phone exits Eco Mode+ automatically and the signal strength indicator changes from green to white.

To enable or disable Eco Mode+:

1. Select *Eco Mode+*.
2. Press the *Change* softkey.

When enabled, the box will be checked. When disabled, the box will be unchecked.

Eco Mode

Eco Mode reduces the transmission power and signal output between the handset and base station when on a call. Eco Mode will work within a 20 metre range of the base station, once the handset is outside of the 20 metre range, Eco Mode will automatically turn off.

To enable or disable Eco Mode:

1. Select *Eco Mode*.
2. Press the *Change* softkey.

When enabled, the box will be checked. When disabled, the box will be unchecked.

Repeater Mode

Repeater Mode extends the radio coverage of the base station when used with a DECT repeater. This is very useful for when handsets are to be used in large areas where signal may be lost due to distance from the base station.

To configure Repeater Mode:

1. Select *Repeater Mode*.

2. Select the repeater mode to use, then press the *OK* softkey.

3. When prompted to reboot, press the *Yes* softkey.

Once the base station has rebooted, all handsets registered to the base station will be configured with repeator mode.

> ⚠️ Repeater Mode and Eco Mode+ cancel each other out and cannot be used at the same time.

Handset name

The display name shown on the handset may be customized, however it is recommended to make display name changes within the extension configuration on the FortiVoice.

To change the Handset Name:

1. Select *Handset Name*.

2. Enter a new name, then press the *Save* softkey.

Upgrade firmware

If there is new firmware for the handset that has been loaded onto the base station, a manual upgrade can be performed from the handset.

To upgrade firmware:

1. Select *Upgrade Firmware*.

2. When prompted to upgrade, press the *Yes* softkey.

> 💡 Firmware for the base station and handset can be manually updated within the base station web GUI under *Settings > Upgrade*.

History

The phone stores logs to track inbound and outbound calls. There are 3 separate logs that support up to 100 entries each:

• *Missed Calls* — stores calls that were unanswered by this handset.

• *Placed Calls* — stores calls placed from this handset.

• *Received Calls* — stores calls answered from this handset.

Additional options for the History allow you to add entries to the Directory or Blacklist, as well as delete entries from the History.

To add an entry to your Directory:

1. Select the contact to add.
2. Press the *Options* softkey.
3. Select *Add to Local*.
4. Select *New Entry*.
5. Verify the information you would like to add as the contact.
6. Press *OK*.
7. Press *Save*.

To add an entry to your Blacklist:

1. Select the contact to add.
2. Press the *Options* softkey.
3. Select *Add to Blacklist*.
4. Select *Yes*.

- Each handset can hold up to 30 entries in the Blacklist.
- The Blacklist on the handset can be accessed via *Settings > Telephony*.
- The handset Blacklist is not associated with the FortiVoice Blacklist for the extension.

To delete a single entry:

1. Select the entry to delete.
2. Press the *Options* softkey.
3. Select *Delete*.

To delete all entries:

1. Press the *Options* softkey.
2. Select *Delete All*.
3. Press *Yes*.

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 the call with the handset, press 📞 or *Answer* softkey.
- To answer the call with the speakerphone, press the *Speakerphone* button.

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

To reject a call, press the *Reject* softkey. The call will follow the extension's Busy settings as configured in the *Call Handling* section of the FortiVoice.

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.
2. Press *OK*, press the *Send* softkey or press ⌗ to place the call immediately.

To dial an outside number:

1. To access an outside line, dial the outgoing access code if necessary.
2. Dial the phone number.
3. Press *OK*, press the *Send* softkey or press ⌗ to place the call immediately.

To dial a number from the History:

1. Press the *History* softkey.
2. Select the entry to call.
3. Press 📞 .

To dial a number from the Directory:

1. Press the *Directory* softkey.
2. Select the contact to call.
3. Press 📞 .

Ending a call

To end a call:

- Press 📞 .

Redial

Allows you to redial the last number dialed:

1. Press 📞 when the handset is idle to access the redial menu.
2. Select the entry to dial, then press 📞 .

Hold

To place calls on hold:

1. Press the *Options* softkey.
2. Select *Hold*, then press the *OK* softkey.

While a call is on hold you can answer or place other calls. The held party will hear music, if configured on the FortiVoice.

To switch between calls on hold, press the *Swap* softkey.

Mute

Mute turns the handset microphone on or off.

- Press 🎤 to disable the microphone. 🎤 will appear on the display.
- Press 🎤 again to enable the microphone.

Attended transfer

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

To perform an attended transfer:

1. Press the *Options* softkey.
2. Select *Transfer*, then press the *OK* softkey.
3. Dial the number to transfer the call to, then press 📞 .
4. Announce the caller, then press the *Transfer* softkey.

Blind transfer

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

To perform a blind transfer:

1. Press the *Options* softkey.
2. Select *Transfer*, then press the *OK* softkey.
3. Dial the number to transfer the call to, then press the *Transfer* softkey.

3-party conference

The phone supports conferencing with two other parties.

To create a 3-party conference:

1. Place the first call.
2. Press the *Options* softkey.
3. Select *Conference*, then press the *OK* softkey. The first call will be placed on hold.
4. Dial the second party for the conference.
5. When the second party answers, press the *Conference* softkey.

To end a conference call:

- Press the *End* softkey or 📞 .

Call waiting

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

To answer a call waiting call:

1. Select the call waiting call.
2. Press 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.

To enable or disable DND:

1. Press the *OK* button to enter the menu.
2. Select *Call features*.
3. Select *Do Not Disturb*.
4. Change to enabled or disabled, then press the *Save* softkey.
5. 🚫 will be visible at the top of the screen when DND is enabled.

Voicemail

When you have a message waiting, the message indicator flashes and 📼 appears at the top of the screen to indicate you have new voicemail messages.

To access your voicemail box:

- Press ✉ and follow prompts on the phone.

Troubleshooting

Troubleshooting guide

Symptom	Corrective Action
Display is blank	Ensure that the phone is powered on and is charged.
Phone not receiving a DHCP IP Address.	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. Please contact your administrator.
No name and Extension Number is displayed	Your phone is not registered. 1. On the *Extensions* page of the FortiVoice interface, ensure the MAC address is correctly entered and the *Phone Type* is *FON-D71*. Save your configuration and reboot the phone. 2. If your phone is an external extension, ensure the *Server URL* is correct. To verify, see "For use as an external extension". 3. 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	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.