# Using FON-375 Telephones with FortiVoice Enterprise Systems

**FERTINET**®

**The reference card includes the basic features.
For more information, see the phone's user guide.**

## Buttons

Most of the buttons are similar to those on other phones, but you might not be familiar with the following:

☏ — Puts a call on hold

(➔( — Transfers a call

*Softkeys* — The screen shows the current function of each of the 4 softkeys. Softkeys change based on the call status.

## Remember

Press **#** after dialing an outside number or extension.

## Setting up voicemail

1. Press ✉.

2. When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

## Checking voicemail

1. Press ✉.

2. When prompted, enter your password + **#** .

3. Press **1** to listen to your messages. You can also change your greeting and personal options.

## Calling an outside number

1. Dial the phone number + **#** .

2. If prompted, dial an access code.

## Calling an extension

Dial the extension number + **#** .

## Placing a caller on hold

Press *Hold*. You can now hang up or answer another call without disconnecting the caller.

## Retrieving a caller on hold

Press *Hold*.

## Performing a screened transfer

A screened transfer allows the recipient to accept or refuse the transfer.

1. Press *Hold* + <extension> (or outside number) + **#** .

2. When the recipient answers:

   • press *Hold* or hang up to complete the transfer
   or
   • press *OK* and scroll to select *Cancel Transfer*.

## Performing a blind transfer

Press *Hold* + <extension> (or outside number) + **#** , then hang up.

## Voicemail

**Access mailbox:**

| | |
|---|---|
| Locally | ✉ |
| Remotely | `*` `9` `8` `#` |
| Go to old messages | `2` |
| Change personal options | `0` |

(greetings, password, remote notification options)

**MESSAGE PLAYBACK CONTROLS**

| | |
|---|---|
| Go to first message | `1` |
| Restart | `2` |
| Go to end | `3` |
| Play previous message | `4` |
| Play next message | `6` |
| Delete message | `7` |
| Forward message | `8` |
| Save message | `9` |
| Exit | `#` |

**F⊟RTINET**®

---

# Using FON-375 Phones with FortiVoice Enterprise Systems

## Accessing Features

| | |
|---|---|
| Do not disturb | `*` `7` `8` `#` to enable |
| | `*` `7` `9` `#` to disable |
| **Pick up: Any ringing extension** | |
| | `*` `8` `0` + `#` |
| **Pick up: Specific extension** | |
| | `*` `8` `1` + <extension> + `#` |
| Place caller on hold | *Hold* |
| Retrieve caller on hold | *Hold* |

## Accessing Features

| | |
|---|---|
| **Answer call waiting** | Press *OK*. |
| **Screened transfer** | *Hold* + <extension> (or outside number) + **#** , then *Hold* or hang up. To cancel the transfer, press *OK* and scroll to select *Cancel Transfer*. |
| **Blind transfer** | *Hold* + <extension> (or outside number) + **#** , then hang up. |
| **Voicemail transfer** | *Hold* + **✱** + <extension> + **#** , then hang up. |
| **Conference call** | *Hold* + <extension> (or outside number) + **#** . Press *OK* and scroll to select *Conference*. |
| **Park a caller** | *Hold* + **✱** **4** + **#** . The system will respond with a parking orbit. |
| **Two-way intercom paging to FortiFone telephones** | Press the programmed *Intercom* + <extension> + *Dial*, or **✱** **9** **2** + <extension> + **#** . |
| **Two-way group paging to FortiFone telephones** | Dial the <paging group number> + **#** . |

| Button | Function |
|---|---|
|  | *Hold* — places and retrieves calls on hold. |
|  | *Transfer* — transfers calls to another extension or outside line. |
|  | *Conference* — brings multiple calls together in a conference. |
|  | *Voicemail* — accesses voicemail and voicemail greetings.<br>**Password is 123123** |
|  | *Redial* — places a call to the last number dialed. |
|  | *Mute* — toggles the microphone on and off. |
|  | *Headset* — toggles the headset on and off. |
|  | *Speakerphone* — toggles the speaker on and off. |

- To CHANGE VOICEMAIL PASSWORD:
  - Press MAIL button
    - **GENERIC PASSWORD IS 123123**
  - Press the number ZERO
  - Press the number FIVE
  - Enter your new code (4 to 6 numbers) and the # key.