

# Using FON-450i/460i and FON-550i/560i Telephones



The reference card includes the basic features. For more information, see the phone's QuickStart 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.
- — Toggles do not disturb on or off.
- — Allows you to transfer a call.
- — Allows you to configure phone options.
- — Is used to access voicemail.
- *Softkeys* — The screen shows the current function of each of the 3 softkeys. Softkeys change based on the call status.

## Remember

- Dial **9** (**0** in some countries) or **8 1** to **8 8** to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
- Press **#** or *Dial* after dialing an outside number or extension.
- If you have direct line access, dial **\* \*** before dialing a feature code or extension.

## Setting up voicemail

1. Press *Vmail* or .
2. When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

## Checking voicemail

1. Press *Vmail* or .
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 **9** (**0** in some countries) or **8 1** to **8 8** to get an outside line. You can also press a line appearance key if programmed to use a specific line. This is not required if you have direct line access, which automatically chooses an outside line when you dial the phone number.
2. If prompted, dial an access code.
3. Dial the phone number + **#** or press *Dial*.

## Calling an extension

Dial the extension number + **#** or press *Dial*. If you have direct line access, dial **\* \*** first. You can also press an Extension Appearance key if programmed to monitor a specific extension.

## Placing a caller on hold

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

## Retrieving a caller on hold

Press or *Resume*. You can also press the flashing extension or line appearance key if it's associated with the call on hold.

## Performing a screened transfer

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

1. Press .
2. Dial the extension (or outside number) + **#**.
3. When the recipient answers, complete or cancel the transfer:
  - If the recipient wants the call, press *Transfer* or hang up.
  - If the recipient doesn't want the call, press *EndCall*, then *Resume* to retrieve the caller on hold.

## Performing a blind transfer

Press + < extension > (or outside number) + *Dial*, and hang up.

## Key states

Light	Status
flashing green (rapid)	Incoming call
solid green	This extension in use
flashing green (slow)	Call on hold at this extension
solid red	Line/extension/queue in use
flashing red (slow)	Line/extension/queue on hold
alternating red and yellow	Extension/line not registered
solid yellow	Do Not Disturb (DND) enabled

## Voicemail

### Access mailbox:

Locally

Vmail or 

Remotely **\* \* \*** + <mailbox number>

Change greeting options **2**

Change personal options **3**

(password, date stamp, remote notification options)

### MESSAGE PLAYBACK CONTROLS

Rewind 10 seconds **1**

Go to beginning **1 1**

Skip ahead 10 seconds **3**

Skip to end of message **3 3**

Check time and date stamp **5**

Forward message **6**

Delete message **7**

Save message **9**

Skip to next message **#**

**FORTINET**

## Using FON-450i/460i/ 550i/560i Telephones

### Accessing Features

If Direct Line Access is enabled, you will automatically access an outside line. To place an intercom call or to access features indicated with a **▲**, first dial **\* \***.

#### Access outside line

**9** or **8 1** to **8 8** (Americas, UK)

**0** or **8 1** to **8 8** (other countries)

No hunt group is required if Direct Line Access is enabled.  
You can select a line directly if it has a programmed key.

**Do not disturb** Press  to toggle on/off.

#### ▲ Pick up: Any ringing extension

Press *Pickup* (if programmed), or **\* 9 + #**

#### ▲ Pick up: Specific extension

Press the key associated with the extension,  
or **\* 7 + <extension> + #**

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## Accessing Features

### Place caller on hold

### Retrieve called on hold

or the flashing key associated with the call on hold.

### ▲ Answer queued call

Press the flashing key associated with the call in the queue, or **7** + *Dial* to retrieve the next caller in your queue.

### Answer call waiting

*Answer* or the flashing line appearance key.

### Screened transfer

 + <extension> (or outside number) + **#** + *Transfer*, or hang up.  
To cancel transfer, *EndCall* + *Resume* to connect to the caller on hold.

### Blind transfer

 + <extension> (or outside number) + *Dial*, and hang up.

### Voicemail transfer

 + **\*X** + <extension> + *Dial*, and hang up.

### Conference call

Press the *Right* navigation button + *Conf.* to put the first party on hold.  
Call the second party (for external calls, first access an outside line). Press *Join*.

### Park a caller

Press the programmed *Park* or  + **\* 5 1 0** + **#**.  
The system will respond with a parking orbit.

### ▲ Retrieve a parked caller

Press the programmed *UnPark* + <orbit> + **#**, or **\*X \*X** + <orbit> + **#**.

### ▲ Two-way intercom/group paging to FortiFone telephones

Press the programmed *Intercom* or *Group Page* + <extension> + *Dial*,  
or **\* 8 4** (Intercom) or **\* 8 5** (Paging) + <extension> + **#**.

### ▲ Attach account code to last call

At dial tone, **\* 8 8** + **#**.  
When prompted, enter <account code> + **#**.  
Call detail record logging must be active.