



FortiFone™ QuickStart Guide

for FON-D71



FortiFone™ QuickStart Guide for FON-D71

Revision 1

September 11, 2018

Copyright © 2018 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., in the U.S. and other jurisdictions, and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. In no event does Fortinet make any commitment related to future deliverables, features or development, and circumstances may change such that any forward-looking statements herein are not accurate. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.

FortiVoice

Technical Documentation

Knowledge Base

Customer Service & Support

Training Services

FortiGuard

Document Feedback

fortivoice.com

docs.fortinet.com

kb.fortinet.com

support.fortinet.com

training.fortinet.com

fortiguard.com

techdocs@fortinet.com

Contents

Introduction	1
FON-D71-B box includes	1
FON-D71-H box includes	1
Installation.....	2
Attaching the stand.....	2
Wall mounting the base station.....	2
Wall mounting the handset charger cradle	2
Connecting the base station	3
Installing the handset battery	3
Setting up the phone.....	4
Registering handsets to the base station.....	4
For use as an internal extension	4
For use as an external extension	4
Using the Base Station	6
Using the Handset.....	7
Troubleshooting	9
Cautions and Warnings.....	10
Environmental specifications	10
Safety	10
E911 and use with multi-line telephone systems...	10
Privacy	10

Handset Safety and Certifications	11
Important battery information	11
Sensitive electronic environment	11
Product disposal information	11
Regulatory notices	12
Warranty	15

Introduction

This guide describes how to set up your phone and provides a brief overview of its features. Start by configuring an extension in the phone system. Refer to the *FortiVoice Administration Guide* for information about configuring an extension.

For further details about your phone, please see the *FON-D71 User Guide*.

FON-D71-B box includes

The following items are included in the box with the FON-D71-B base station:



Base station



Power adapter



Ethernet cable



Base stand



Quick start guide

FON-D71-H box includes

The following items are included in the box with the FON-D71-H handset:



Handset



Charger cradle



Power adapter



Battery



Belt clip



Quick start guide

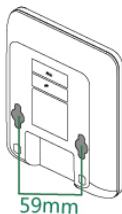
Installation

Attaching the stand

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

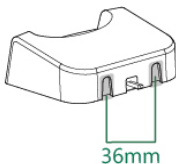
Wall mounting the base station

The base station can be wall mounted using two screws (not included) set 59 mm apart.

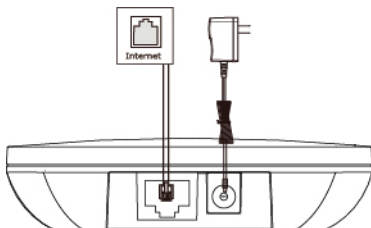


Wall mounting the handset charger cradle

The handset charger cradle can be wall mounted using two screws (not included) set 36 mm apart.

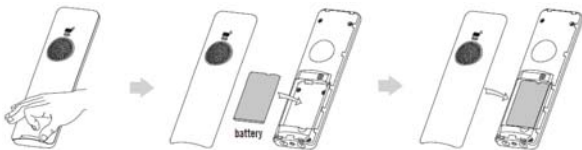


Connecting the base station



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.

Installing the handset battery



1. Remove the back cover of the handset.
2. Properly insert the battery as shown.
3. Reattach the back cover of the handset.

Setting up the phone

Registering handsets to the base station

When handsets are first turned on they will display *Searching for base*. To register a handset to the base station:

1. Press and hold the *Paging* key on the base until the registration LED is flashing to enter registration mode.
2. The handset will discover the base and register.
3. Once registered, the handset will display the handset ID, ie: *Handset 1*.

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.

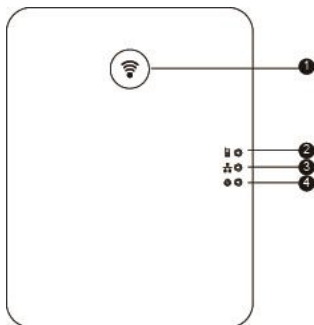
Once configured within the FortiVoice system, reboot the phone to download its configuration and register to the system.

For use as an external extension

1. Press the *Down* navigation button on the handset.
2. Select *Base* and 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*.

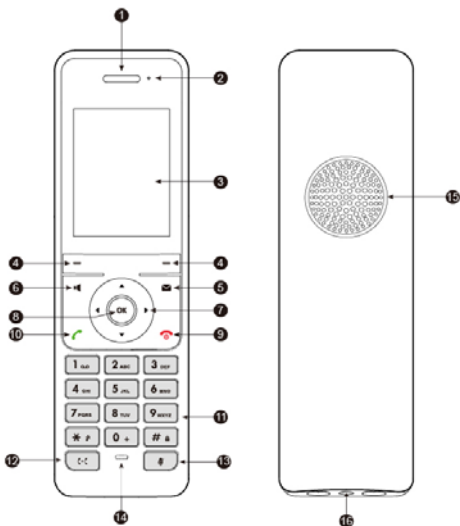
6. In the *Server URL*, enter the public IP address or FQDN of the FortiVoice.
7. Click *Confirm*.

Using the Base Station



Item		Description
1	Paging key	<ul style="list-style-type: none">• Locates a misplaced handset.• Toggles the registration mode.• Resets base to factory settings.
2	Registration LED	Indicates the mode of the base station: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Slow flashing green — firmware is updating.• Solid green — base station is powered on.• Off — base station is powered off.

Using the Handset



Item	Description
1 Earpiece	Outputs audio during call.
2 Power indicator LED	Indicates call status, message status and charging status. <ul style="list-style-type: none"> • Fast flashing red — receiving an incoming call • Slow flashing red — new voicemail or missed call • Solid red — battery charging
3 LCD screen	Displays information about calls, messages, softkeys, time, date and other relevant data.

	Item	Description
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.
9	On-hook/ power key	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 the 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 3.5 mm earphone to receive audio.

Troubleshooting

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. <ol style="list-style-type: none">1. Ensure your DHCP server is online. This is typically your router.2. Reboot the router or DHCP server.3. If you are still experiencing issues, the phone may require advanced network configuration. Please contact your administrator or refer to the <i>FON-D71 User Guide</i>.
No name and Extension Number is displayed	Your phone is not registered. <ol style="list-style-type: none">1. On the Extensions page of the FortiVoice interface, ensure the MAC address is correctly entered and the <i>Phone Type</i> is <i>FON-D71</i>. Save your configuration and reboot the phone.2. If your phone is an external extension, ensure the <i>Server URL</i> 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	<ol style="list-style-type: none">1. Check the handset/headset connections.2. Make sure the phone is properly registered with the phone system.3. If your phone is configured as an external extension, check the network connection and firewall settings at the phone system location.

Cautions and Warnings

Environmental specifications

Refer to specific Product Model Data Sheet for Environmental Specifications (Operating Temperature, Storage Temperature, Humidity, and Altitude).

Référez à la Fiche Technique de ce produit pour les caractéristiques environnementales (Température de fonctionnement, température de stockage, humidité et l'altitude).

Safety



Caution: This equipment is to be used in a Network Environment 0 per IECTR 62101. This product is connected only to PoE networks without routing to the outside plant.

Attention: Ce matériel doit être utilisé dans un Environnement Réseau 0 par IECTR 62101. Ce produit est uniquement connecté aux réseaux PoE sans installation externe de routage.

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked LPS or Class 2 and rated 5 Vdc, 600 mA or by 48 Vdc from PoE source.

Le produit doit être alimenté par un bloc d'alimentation à courant continu homologué UL de 5 Vdc, 600 mA nominal marqué LPS ou Class 2 ou par une source d'alimentation par Ethernet de 48 Vdc (PoE).

E911 and use with multi-line telephone systems

Please note the use and operation of this phone as part of a multi-line telephone system (MLTS) may be subject to state and/or federal E911 MLTS laws that require the MLTS to provide a caller's telephone number, extension, and physical location to applicable state and/or local emergency services when a caller initiates a 911 call. The MLTS may not provide a caller's telephone number, extension, or physical location information to emergency services when a caller dials 911, and compliance with state and/or federal E911 MLTS laws is the sole responsibility of the purchaser of this phone.

Privacy

This phone implements security and encryption technologies. However, privacy of communications may not be ensured when using this telephone.

Handset Safety and Certifications

Important battery information

Charge the battery with handset only in combination with FON-D71-H charger cradle and the power adapter that comes with the product. Plug the power adapter in a wall outlet socket near the equipment for easy access/removal of the AC/DC adapter.

This product uses rechargeable Lithium-Ion batteries 3.7V, 1460mAh. Only use batteries that come with the handset. Do not use any other type, since this may present a risk of leakage, fire, explosion or other hazardous situation. For battery replacement or removal please remove the battery cover of the handset. Never disassemble, customize or short-circuit batteries. Do not place battery in fire or heat the battery.

Sensitive electronic environment

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However, due to the very low transmission power level, the chances for interference are very small. Research proves that operational DECT phones normally don't influence electronic equipment. However, some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment, incidental influence can appear. You are advised not to place the DECT phone on or close (less than 10cm) to this kind of equipment, even in standby mode. Please also use the other documentation supplied with the various parts of your telephone system.

Use only power adapter listed in the user instructions.



Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of batteries according to the instructions. Use only battery listed in the user instructions.

Attention: Risque d'explosion si la batterie est remplacée par un type incorrect. Jetez les piles usagées selon les instructions.

Product disposal information

For countries in the European Union

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment.

Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream. In order to facilitate separate disposal and environmentally sound recycling, arrangements have been made for local collection and recycling. In case your electrical and electronic products need to be disposed of, please refer to your supplier or the contractual agreements that your company has made upon acquisition of these products.

For countries outside the European Union

Disposal of electrical and electronic products in countries outside the European Union should be done in line with the local regulations. If no arrangement has been made with your supplier, please contact the local authorities for further information.

Battery disposal information

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

Regulatory notices

Federal Communication Commission (FCC) – USA

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received; including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

WARNING: Modifications not expressly approved by Fortinet could void the user's authority to operate the equipment.

Innovation, Science and Economic Development (ISED) – Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé.

This device and its antennas(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with IC multi-transmitter product procedures.

Cet appareil et son antenne (s) ne doit pas être co-localisés ou fonctionnement en association avec une autre antenne ou transmetteur.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

European Conformity (CE) – EU

The product transmits within the frequency ranges and less than or equal to the power listed below: 1880–1900 MHz less than 24 dBm

Simplified EU Declaration of Conformity

This declaration is only valid for Fortinet products (including combinations of software, firmware and hardware) provided by Fortinet or Fortinet's authorized partners to the end-customer directly for use within the EU or countries that have implemented the EU Directives and/or spectrum regulation. Any Fortinet products not obtained directly from Fortinet or Fortinet's authorized partners may not comply with EU Directives and Fortinet makes no assurances for such products.

Български

Този продукт е в съответствие с Директива 2014/53/ЕС.

Česky

Tento produkt je v souladu se směrnici 2014/53/EU.

Dansk

Denne produkt er i overensstemmelse med direktiv 2014/53/EU.

Deutsch

Dieses Produkt entspricht der Richtlinie 2014/53/EU.

Eesti

See toode vastab direktiivile 2014/53/EL.

English

This product is in compliance with Directive 2014/53/EU.

Español

Este producto cumple con la Directiva 2014/53/UE.

Ελληνική

Το προϊόν αυτό συμμορφώνεται με την Οδηγία 2014/53/ΕΕ.

Français

Ce produit est conforme à la Directive 2014/53/UE.

Hrvatski

Ovaj proizvod je u skladu s Direktivom 2014/53/EU.

Italiano

Questo prodotto è conforme alla Direttiva 2014/53/EU.

Latviski

Questo prodotto è conforme alla Direttiva 2014/53/EU.

Lietuvių

Šis gaminy atitinka direktyvą 2014/53/ES.

Malti

Dan il-prodott huwa konformi mad-Direttiva 2014/53/UE.

Magyar

Ez a termék megfelel a 2014/53/EU irányelvnek.

Nederlands

Dit product is in overeenstemming met Richtlijn 2014/53/EU.

Norsk

Dette produktet er i samsvar med direktiv 2014/53/EU.

Polski

Ten produkt jest zgodny z dyrektywą 2014/53/UE.

Português

Este produto está em conformidade com a Diretiva 2014/53/UE.

Rumunski

Acest produs este în conformitate cu Directiva 2014/53/UE.

Slovensky

Tento produkt je v súlade so smernicou 2014/53/EÚ.

Slovensko

Ta izdelek je v skladu z Direktivo 2014/53/EU.

Suomi

Tämä tuote on direktiivin 2014/53/EU mukainen.

Svenska

Denna produkt överensstämmer med direktiv 2014/53/EU.

Note: The full Declaration of Conformity for this product is available in the link below:

<https://site.fortinet.com/ProductRegulatory/EU>

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.

