FortiFone FON-780B

QuickStart Guide

FORTINET

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Revision 1

Contents

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本日、フォーティネット製品の登録をしてください。
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https://support.fortinet.com
Toll free: 1 866 648 4638
Phone: 1 408 486 7899
Fax: 1 408 235 7737
Email: register@fortinet.com

Box Includes

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. For information about configuring an extension on the FortiVoice phone system, see the FortiVoice Administration Guide and for FortiVoice Cloud, see the FortiVoice Cloud Administration Guide.

For more information about your phone, see the FON-780B User Guide.

The following items are included in the box:
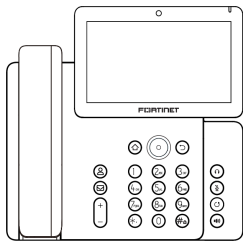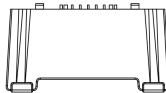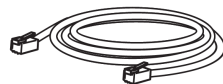
FON-780B   Stand   Ethernet Cable
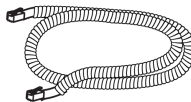
Handset   Handset Cord   Quick Start Guide
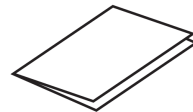
1 Installation

Attaching the stand

1. Line up the posts of the base with the holes on the back of the phone.
2. Push the stand into place until secure.
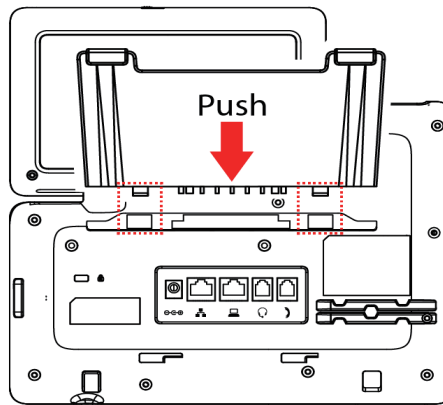
Adjusting the screen angle

The screen of the phone can be adjusted to your desired angle by gently pulling it forward or pushing it back.

Connecting the phone

Power DC 12V/1.5A | WAN/PoE port | PC port | Headset | Handset
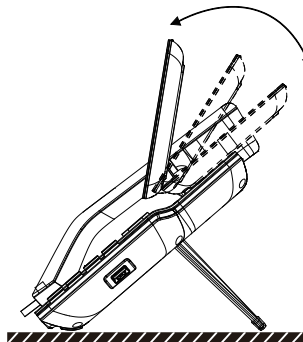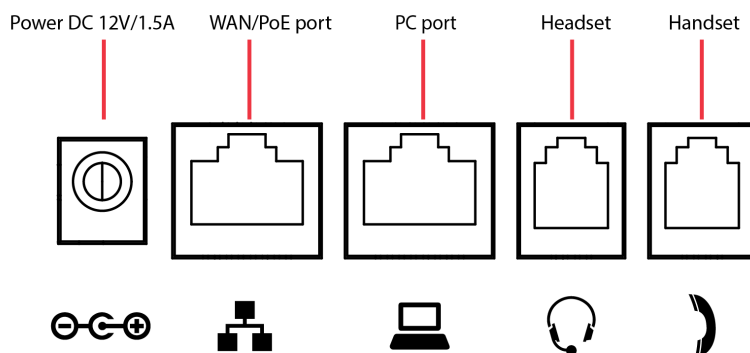
1. Connect the handset cord to the handset jack ❩ on the phone.
2. Optionally, connect an amplified headset to the headset jack ◠.
3. Connect the WAN port 🖧 to the network using the provided Ethernet cable.
4. Optionally, connect your desktop PC to the PC port 🖥 using an Ethernet cable (not supplied).
5. If the network supports Power over Ethernet (PoE), a power adapter is not required. If PoE is not supported on the network, connect a DC 12V 1.5A power adapter to the power jack ⊝⊂⊕.

Setting up the phone

For use as an internal extension

When the phone and FortiVoice phone system are on the same network, you are setting up the phone as an internal extension. The phone supports a plug-and-play installation and automatically downloads its configuration from the FortiVoice phone system. The phone displays the extension number and name when it has registered with the FortiVoice phone system.

For use as an external extension

When the phone and FortiVoice phone system are on different networks, you are setting up the phone as an external extension. Manually configure the phone to obtain the registration information from the FortiVoice phone system:

1. On the phone, press the **Menu** button.
2. Select **Setting > Provisioning**.
3. Enter the password as **23646** and press **OK**.
4. In **FortiVoice Server**, enter the public IP address or FQDN of the FortiVoice unit and press **OK**.
5. In **Server Port**, enter the port for the **FortiVoice Server** (default 443) and press **OK**.

For use as a cloud extension

The phone can be used with the FortiVoice Cloud service as an extension. Manually configure the phone to register with the service:

1. On the phone, press the **Menu** button.
2. Select **Cloud**.
3. Enter the **Cloud ID**.
4. Enter the **Extension No.**
5. Enter the **Cloud PIN** and press **OK**.

2 Using the Phone

Camera — Privacy cover

Touch screen

Navigation keys
Home/Menu
Contact
Voicemail
Volume control

Back
Headset
Mute
Redial
Speaker

Dialpad
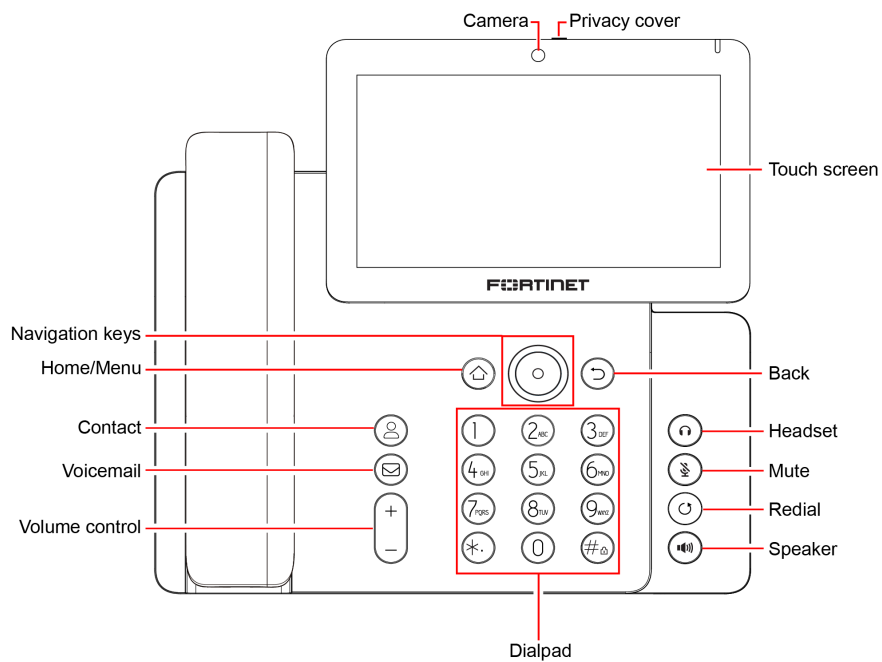
Button	Function
	Home/Menu—accesses the menu of the phone where settings, features, and phone information is available. When in Menu, press to return to the idle screen.
	Navigation keys—used to navigate items within the **History**/**Contact**/**Menu**.
	Back—returns to previous screen when in **History/Contact/Menu**.
	Contact—accesses directory, business, and personal contacts stored centrally on the FortiVoice phone system or FortiVoice Cloud.
	Voicemail—accesses voicemail and voicemail greetings.
	Volume up—increases the volume of the handset/headset/speaker.
	Volume down—decreases the volume of the handset/headset/speaker.
	Headset—toggles the headset on and off.
	Mute—toggles the microphone on and off.
	Redial—places a call to the last number dialed.
	Speaker—toggles the speaker on and off.
	Privacy cover—located at the top of the screen. To block the camera, slide the cover to the left. To expose the camera for use, slide the cover to the right.

③ Troubleshooting

Symptom	Corrective Action

Display is blank	Confirm the phone's power source.
	1. If you are using Power over Ethernet (PoE):
	   • Ensure your Ethernet cable is plugged into the WAN port on the back of your phone.
	   • Ensure the PoE switch is properly configured. If it still doesn't work, replace the Ethernet cable.
	2. If you are using the power adapter:
	   • Ensure it is plugged in. If it still doesn't work, replace the power adapter.

Phone is 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-780*. Save your configuration and reboot the phone. 2. If you phone is configured as an external extension, ensure the *Server Address* 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 FortiVoice location.
No audio during a call	1. Check the handset/headset connections. 2. Make sure the phone is properly registered with the FortiVoice unit. 3. If your phone is configured as an external extension, check the network connection and firewall settings at the FortiVoice location.

Cautions and Warnings

Environmental specifications

Ambient operating temperature: 0 °C to 40 °C

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.
(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.

WARNING: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with ACTA TIA/EIA/IS-968-B-3 and Part 68 of the FCC rules and the requirements adopted by the ACTA. On the base of this equipment is a label that contains, among other information, a product identifier in the format US: FTNIPNANFON780B.

If you experience trouble with this equipment, or repair or warranty information, please contact the following address and phone number for information.

Fortinet Inc.
909 Kifer Road, Sunnyvale, CA 94086, USA
1-866-393-9960 (US and Canada)
1-613-725-2466 (International)

This equipment is hearing aid compatible (HAC).

Innovation, Science and Economic Development Canada (ISED)

This Class B digital apparatus complies with Canadian Interference-Causing Equipment Standard ICES-003.

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

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Le présent matériel est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique 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.

For Products available in the USA/Canada market, only channel 1 to 11 can be operated. Selection of other channels is not possible.

Pour les produits disponibles aux États-Unis / Canada du marché, seul les canaux 1 à 11 peuvent être exploités. Sélection d'autres canaux n'est pas possible.

Caution: The device for the band 5150-5250 MHz is only for indoor usage to reduce potential for harmful interference to co-channel mobile satellite systems.

Attention: Le dispositif de la bande 5150-5250 MHz est réservé à un usage intérieur afin de réduire l'interférence nuisible potentielle aux systèmes mobiles par satellite co-canal.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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 ISED multi-transmitter product procedures.

Cet appareil et ses antennes ne doivent pas être colocalisés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, sauf conformément aux procédures relatives aux produits multi-émetteurs d'ISDE.

European Conformity (CE) – EU
This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

$C\epsilon$

The product transmits within the frequency ranges and less than or equal to the power listed below:

2402-2480 MHz less than 10 dBm
2412-2472 MHz less than 17 dBm
5150-5250 MHz less than 17 dBm
5250-5350 MHz less than 17 dBm
5470-5725 MHz less than 17 dBm
5725-5850 MHz less than 14 dBm

This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

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 směrnicí 2014/53/EU.
Dansk
Dette 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
Šis produkts atbilst Direktīvai 2014/53/ES.
Lietuvių
Šis gaminys 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.

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in the following countries:

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK(NI)
	NO	IS	LI	TR	CH		

UK Conformity Assessed (UKCA) – United Kingdom

This product is in compliance with **Statutory Instrument 1206 Radio Equipment Regulations 2017**.

The product transmits within the frequency ranges and less than or equal to the power listed below:

2402-2480 MHz less than 6 dBm
2412-2472 MHz less than 17 dBm
5150-5250 MHz less than 17 dBm
5250-5350 MHz less than 17 dBm
5470-5725 MHz less than 17 dBm
5725-5850 MHz less than 14 dBm

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in the following countries:

	UK

Fortinet Product License Agreement / EULA and Warranty Terms
For Product License Agreement / EULA and Warranty Terms, visit https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf

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Fortinet Customer Service & Support

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https://support.fortinet.com

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Up-to-date versions of Fortinet publications for the entire family of Fortinet products.
https://docs.fortinet.com

Training Services

Course descriptions, availability, schedules, and location of training programs in your area.
https://www.fortinet.com/support-and-training/training.html

Technical Discussion Forums

Communicate with other customers and Fortinet partners about Fortinet products, services, and configuration issues.
https://support.fortinet.com/forum

FortiGuard Threat Research and Response

Up-to-date information on vulnerabilities and threats, includes a virus scanner, IP signature look-up, and web filtering tools.
https://fortiguard.com

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