PHONE USER GUIDE – FortiFone 380B

While on a call, press or

While on a call, press or

While on a call, press **Xfer**

Dial number or press a speed dial

Press or **Transfer** or just hang up

Press to Change the ringer volume

Pick up the handset and Press to

Press then Press to Change

Press then Press to Change

the volume of the Speaker phone

the volume of the headset

Change the volume of the handset

while your phone is on the hook

Press or Transfer

Dial number or press a speed dial

Talk to the person

Dial *+extension

Placing a Call	Transferring a Call
 Lift handset, press or press Dial 9+ external number, extension or press a speed dial Answering a Call Lift handset OR Press or 	Blind Transfer While on a call Transfer Dial number of Press Consult Transfer
While on a call, press Hold or Retrieving a Held Call Press Resume or to retrieve the call Redial	 While on a cal Transfer Dial number o Talk to the per Press o Transfer to Voicemail
Press to redial the last number Do Not Disturb	While on a calDial *+extensipress Xfer
Press DNDTurning Off DNDPress DND Again	Audio Control
While on a call, press Conference or	Press to 0 while your pho
 Dial number or press a speed dial Press Conference or again and all parties will be connected 	 Pick up the ha Change the vo
 Press Menu or Using the Navigation keys, Select Setting Select 1. Preference 	Press the volume of
 Select 4. Audio Use the left and right navigation keys to listen to each ringtone Choose the tone you want and press 	· Press the volume of

OK

Message Waiting Light

Located in the Upper Right Corner of phone, New voicemails will light this up red

Forwarding Calls

- Press Menu or
- Using the Navigation keys, Select Feature
- Enter your PIN Number (Default: 123123)
- Choose Call Forwarding
- Using the right or left navigation button to enable forwarding
- Scroll down and type in a number to forward to
- Press OK

Turning off Call Forwarding

- Press Menu or 🙆
- Using the Navigation keys, Select Feature
- Enter your PIN Number
- Choose Call Forwarding
- Using the right or left navigation button to disable forwarding

Call History

- Press History
- Using the Navigation keys, Scroll through the list (Left or Right to filter type of call – All, Missed, Placed, Received; up or down to scroll through calls)
- Highlight an entry
- Select Dial to call back or press Detail to get call detail such phone number, date and duration of the call

Soft Keys

History – Access your call history Contact – Access the contact list DND – Sends calls directly to voicemail Menu – Brings you to your settings Dial – dials the number Backspace –backspaces one number while dialing

End – Hangs up an active call Back – removes the partially dialed number and hangs up or goes back one screen depending on what you are doing with the phone

Hold – Places a call on Hold Resume – takes a call off hold status Transfer – Transfers a call Conference – Initiates/completes a conference

Split – Splits a conference call apart Detail -retrieving details of the call who, phone number, date, how long the call lasted, what time the call happened Decline – Sends an incoming call to voicemail

Ignore – Silences the ring tone Answer – Answer an incoming call Forward- enter in an extension to forward an incoming call to while ringing



- Missed Call Icon



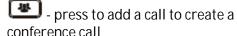
- New Voicemail Icon



- Do Not Disturb Icon

Hard Keys

-Press this to transfer a call



- Press to place or remove a call from hold



- Navigation keys

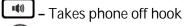
– Brings you back to the default screen



Calls Voicemail

– Press to redial the last person you called

– Press this to use a headset







☐ - Volume keys

Adding a Headset

· Press Menu or

 Using the Navigation keys, Select Setting

• Select 2. Accessory

 Using the left or right navigation key, select headset

· Scroll down to 2. EHS Headset

 Using the left or right navigation key, select enabled

Programming a Button

- Press an open button
- Choose the button number you want to program
- Choose the type of button:
 - o None empty button
 - o Park Parks a Call for you to pick up elsewhere
 - o Speed Dial creates a speed dial for a phone number
 - o Call Forward allows you to forward to another user
 - o Intercom Allows you to intercom a line
 - Record allows you to record a call – goes to your voicemail
 - Line- shows an appearance for your extension
 - Twinning -allows you to ring multiple phones at a time such as a mobile device
 - DTMF- Dual Tone Multi Frequency, send button key strokes
 - Shared Line Appearance shared line ringing on multiple devices
- Enter a Name in the Label field
- Enter a number in the parameter field (if it shows ABC instead of numbers, press the ABC softkey until it displays 123)
- Press OK to Save

