# PHONE USER GUIDE - FortiFone 480B

Placing a Call	
	Lift handset, press or press or press a speed dial
Answering a Call	
•	Lift handset OR
	Press or n
Hold	
	While on a call, press <b>Hold or</b>
Retrievi	ing a Held Call
•	Press <b>Resume</b> or to retrieve the call
Redial	
	Press o to redial the last number
Do Not	Disturb
	Press DND
Turning Off DND	
	Press DND Again
Conference Calls	
•	While on a call, press Conference or
	Dial number or press a speed dial
	Press Conference or again and
	all parties will be connected
Ringtones	
	Press Menu or 🛕
•	Using the Navigation keys, Select
	Setting Select 1. Preference
	Select 4. Audio
	Use the left and right navigation keys
	to listen to each ringtone
	Choose the tone you want and press

OK

# Transferring a Call

#### Blind Transfer

- While on a call, press or Transfer
- Dial number or press a speed dial
- Press or Transfer

#### Consult Transfer

- · While on a call, press or Transfer
- Dial number or press a speed dial
- Talk to the person
- Press or **Transfer** or just hang up

#### Transfer to Voicemail

- While on a call, press Xfer
- Dial \*+extension
- press Xfer

#### **Audio Control**

Press to Change the ringer volume while your phone is on the hook

Pick up the handset and Press to Change the volume of the handset

Press then Press to Change the volume of the Speaker phone

Press then Press to Change the volume of the headset

### **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



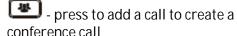
- New Voicemail Icon



- Do Not Disturb Icon

## **Hard Keys**

-Press this to transfer a call



- Press to place or remove a call from hold



- Navigation keys

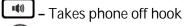
– Brings you back to the default screen



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

