





PHONE USER GUIDE – FortiFone 280B


Placing a Call

- Lift handset, press  or press 
- Dial a number, extension or press a speed dial


Answering a Call

- Lift handset OR
- Press  or 


Hold

- While on a call, press **Hold** or 

Retrieving a Held Call

- Press **Resume** or  to retrieve the call

Redial

- Press  to redial the last number

Do Not Disturb

- Press DND


Turning Off DND

- Press DND Again

Conference Calls



- While on a call, press **Conference**
- Dial number or press a speed dial
- Press **Conference** 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 ring tone
- 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  or  to Change the ringer volume while your phone is on the hook
- Pick up the handset and Press  or  to Change the volume of the handset
- Press  then Press  or  to Change the volume of the Speaker phone
- Press  then Press  or  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
- 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
- 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
Answer – Answer an incoming call
Forward- enter in an extension to forward an incoming call to while ringing


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
 - Brings you back one screen level
 - Calls Voicemail
 - Press to redial the last person you called
 - Press this to use a headset
 - Takes phone off hook
 - Mutes the calls so people can't hear you
 - 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:
 - None – empty button
 - Park – Parks a Call for you to pick up elsewhere
 - Speed Dial – creates a speed dial for a phone number
 - Call Forward - allows you to forward to another user
 - 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

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