

PHONE USER GUIDE – FortiFone 380B

Placing 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 

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 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 add a call to create a conference 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:
 - 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
 - o Record – allows you to record a call – goes to your voicemail
 - o Line- shows an appearance for your extension
 - o Twinning -allows you to ring multiple phones at a time such as a mobile device
 - o DTMF- Dual Tone Multi Frequency, send button key strokes
 - o 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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