



User Guide

FortiFone FON-780B 7.2.1



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FortiFone FON-780B 7.2.1 User Guide

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Change log

| Date | Change description |
|------------|---|
| 2026-03-12 | Initial release of the FortiFone FON-780B 7.2.1 User Guide. |

Overview

This user guide explains how to configure and use the FON-780B executive video IP phone.

This section contains the following topics:

- [Phone features on page 5](#)
- [Phone buttons on page 6](#)
- [Main screen layout on page 8](#)

Phone features

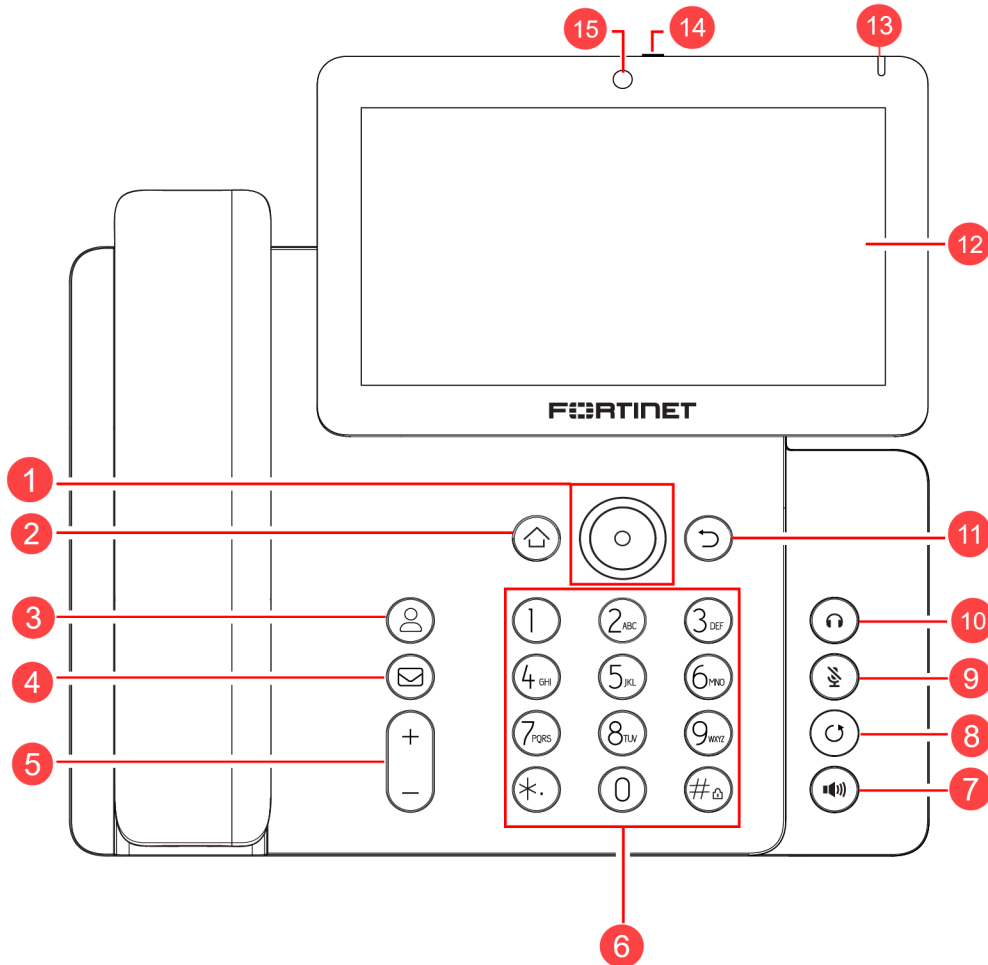
FortiFone FON-780B includes the following main features:

- 7-inch adjustable touch screen (0 to 40-degree angle)
- Built-in 5 megapixel camera with privacy cover
- One-to-one HD video calling
- 48 programmable keys
- 2.4 GHz and 5 GHz WiFi
- Bluetooth 4.2
- 1 x GE WAN port for LAN connection and 1 x GE LAN bridged port for PC bypass
- 1 x USB-A port to connect a USB headset
- Supports FortiVoice phone system and FortiVoice Cloud

For a complete list of phone features, see the [FortiFone IP Telephones](#) datasheet.


Phone buttons

The following image is of the FortiFone FON-780B:



The following table lists the items from the image and their functions:

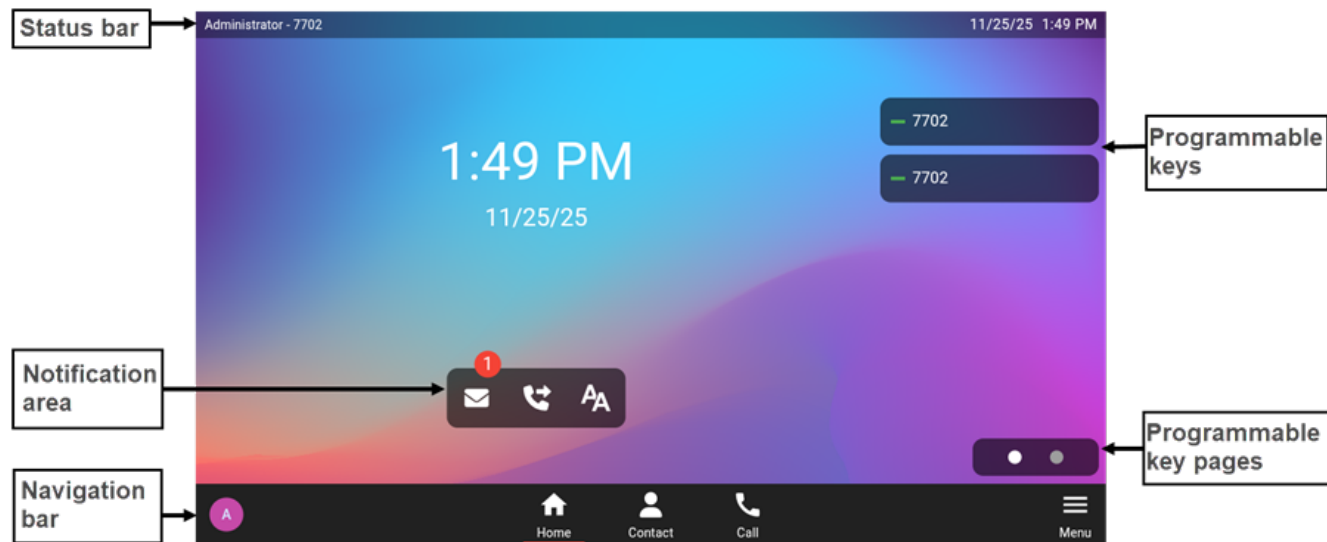
| Item | Function |
|------|---|
| 1 | <i>Navigation keys</i> —navigates through menu items in <i>Contact/Call/History/Menu</i> . |
| 2 | <i>Home</i> —accesses the main screen which displays the name and extension number, phone status, date and time, lines, status icons, and notifications. When in <i>Menu</i> , press <i>Home</i> to return to the main screen. |
| 3 | <i>Contact</i> —accesses directory, business, and personal contacts stored centrally on the FortiVoice phone system or FortiVoice Cloud. |
| 4 | <i>Voicemail</i> —accesses voicemail. |

| Item | Function |
|------|--|
| 5 | <p><i>Volume control</i>—adjusts the volume of the handset, headset, ringer, and speaker.</p> <ul style="list-style-type: none"> • <i>Volume up</i> (plus (+)) button—increases the volume. • <i>Volume down</i> (minus (-)) button—decreases the volume. <p>To turn off the ringer, press the volume down until you see the bell icon with a line through it. The status bar shows the same icon.</p> |
| 6 | <p><i>Dial pad</i></p> <div data-bbox="431 506 1451 621" style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px; margin: 10px 0;">  Your FortiVoice administrator has to enable dial pad locking on the phone. A locked dial pad does not prevent you from completing emergency calls. </div> <p>To lock or unlock the dial pad:</p> <ol style="list-style-type: none"> 1. Long press the <i>Pound/Padlock</i> key. 2. Depending on how the phone is configured by your FortiVoice administrator, you may be required to enter a password. 3. Press <i>OK</i>. When the dial pad is locked, the status bar shows the padlock icon. 4. To unlock the dialpad, you may be required to reenter the password, depending on how your FortiVoice administrator configured the phone. |
| 7 | <p><i>Speakerphone</i>—toggles the speaker on and off.</p> |
| 8 | <p><i>Redial</i>—places a call to the last number dialed.</p> |
| 9 | <p><i>Mute</i>—toggles the microphone on or off.</p> |
| 10 | <p><i>Headset</i>—toggles the headset on and off.</p> <p>For more information about supported headsets, see:</p> <ul style="list-style-type: none"> • Appendix A: Supported Bluetooth headsets on page 45 • Appendix B: Supported EHS headsets on page 46 • Appendix C: Supported USB headsets on page 47 |
| 11 | <p><i>Back</i>—returns to previous screen when in <i>Contact/Call/History/Menu</i>.</p> |
| 12 | <p><i>Touch screen</i>—allows direct interaction with the content displayed on-screen.</p> |
| 13 | <p><i>Status indicator</i></p> <ul style="list-style-type: none"> • Fast flashing red: Phone is ringing. • Slow flashing red: Message is waiting. |
| 14 | <p><i>Privacy cover</i>—located at the top of the screen.</p> <p>To block the camera, slide the cover to the left.</p> <p>To expose the camera for use, slide the cover to the right.</p> |
| 15 | <p><i>Camera</i>—allows you to place video calls.</p> |

Main screen layout

The main screen is designed to keep you informed.

Press the *Home* button or tap anywhere on the touch screen to begin interacting with the phone.













The main screen layout includes the following sections:

- [Status bar on page 8](#)
- [Notifications on page 9](#)
- [Programmable keys on page 10](#)
- [Navigation bar on page 12](#)
- [Background image on page 13](#)

Status bar

The status bar displays status information, such as the extension display name and notifications for the phone status. The following table shows the status icons you may see:


| Icon | Description |
|---|-----------------------------|
|  | WiFi connected |
|  | WiFi disconnected |
|  | Bluetooth headset connected |
|  | Bluetooth audio mode |

| Icon | Description |
|---|-----------------------|
|  | Handset audio mode |
|  | Speaker audio mode |
|  | Headset audio mode |
|  | Mute enabled |
|  | Ringer audio disabled |
|  | Dial pad locked |






Notifications



The main screen can show different notification icons depending on the features enabled by your administrator.

To review or take action on notifications

1. On the main screen, tap the notification icon.
2. Enter a PIN, if required, and tap .

The following table lists the notification icons with associated screens and user actions:

| Icon | Description | Screen | User action |
|---|---|---|--|
|  | Switch active call to this device—a call was received on another device registered to the same account as the FON-780B. | A banner displays at the top of the FON-780B phone screen with the options <i>Switch</i> and <i>Dismiss</i> . | Switch devices during an active call, for example, from FortiFone Softclient for mobile to the FON-780B phone. |
|  | Missed call—the phone received a call that was not answered. | <i>History > Missed</i> . | Return the call by tapping the missed call entry. |
|  | Voicemail—a new voicemail message is available. | <i>Visual Voicemail</i> | Listen to the new voicemail by tapping the new voicemail entry. |
|  | <i>Do Not Disturb</i> (DND) is enabled. | <i>Feature > Do Not Disturb</i> toggle | Switch DND off by tapping the toggle. |
|  | Message—a new text message was received. | <i>Text Message</i> | Read the new text message. |

| Icon | Description | Screen | User action |
|---|------------------------------------|---|------------------------------------|
|  | <i>Auto Answer</i> is enabled. | <i>Feature > Auto Answer</i> toggle. | Switch <i>Auto Answer</i> off. |
|  | <i>Call Forwarding</i> is enabled. | <i>Feature > Call Forwarding</i> . | Switch <i>Call Forwarding</i> off. |

See more

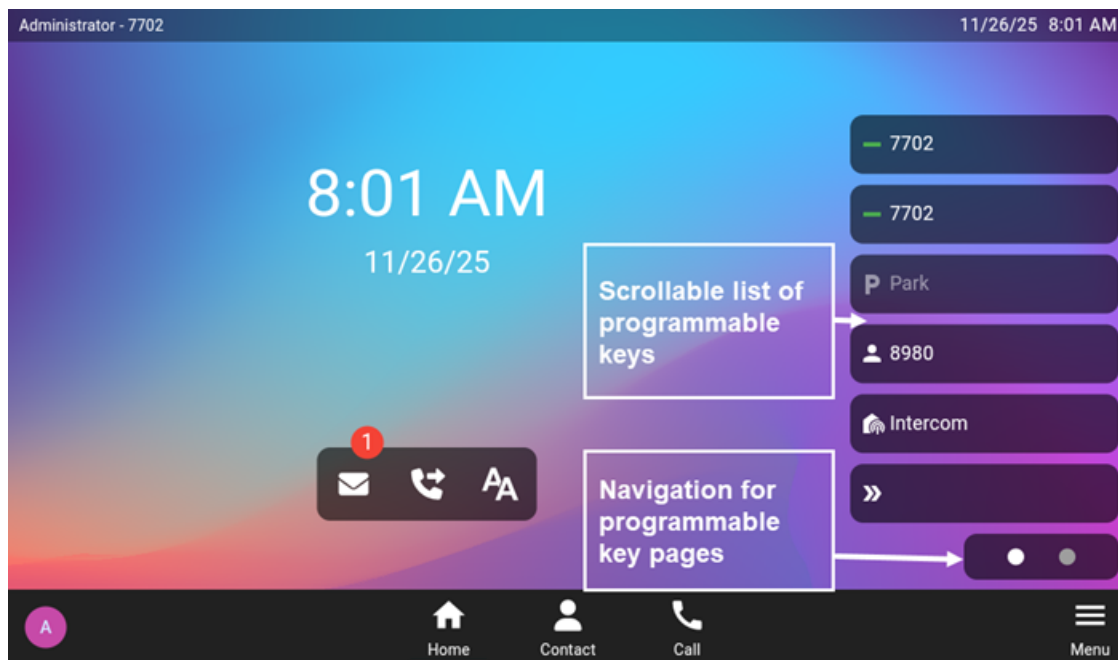
- [Configuring phone features on page 27](#)
- [Using call features on page 35](#)

Programmable keys

Up to 48 programmable keys can be configured to monitor extensions, lines, and parking orbits.

The main screen includes the following two programmable key areas:

- Scroll list of programmable keys: Displays the programmable key labels.
- Programmable key pages: Allows you to navigate between the programmable key pages by tapping the dot area.



To configure programmable keys, tap *Menu > Setting > Programmable Key*.

For more information, see [Configuring programmable keys on page 25](#).

Programmable key status

The following tables describe how to quickly determine the programmable key status by looking at the color and pattern of the status light for the programmable key on the phone screen:

Line (account on phone)

| Pattern and color | Description |
|----------------------|--|
| Solid green | Line is idle. |
| Slow flashing green | Line is ringing. |
| Solid red | Line is in use. |
| Slow flashing red | Line is not registered with FortiVoice. |
| Solid yellow | Do Not Disturb (DND) is enabled on line. |
| Slow flashing yellow | Line is on hold. |

Extension appearance

| Pattern and color | Description |
|----------------------|---|
| Solid green | Extension is idle. |
| Slow flashing green | Extension is ringing. |
| Solid red | Extension is in use. |
| Solid yellow | Do Not Disturb (DND) is enabled on extension. |
| Slow flashing yellow | Extension has a call on hold. |

Line appearance and shared line appearance

| Pattern and color | Description |
|----------------------|------------------|
| Solid green | Line is idle. |
| Slow flashing green | Line is ringing. |
| Solid red | Line is in use. |
| Slow flashing yellow | Line is on hold. |

Park appearance

| Pattern and color | Description |
|----------------------|--|
| Solid green | Park orbit is empty. |
| Slow flashing yellow | Call waiting for pickup in park orbit. |

Navigation bar

The navigation bar at the bottom of the main screen displays:

- Account
- Tabs

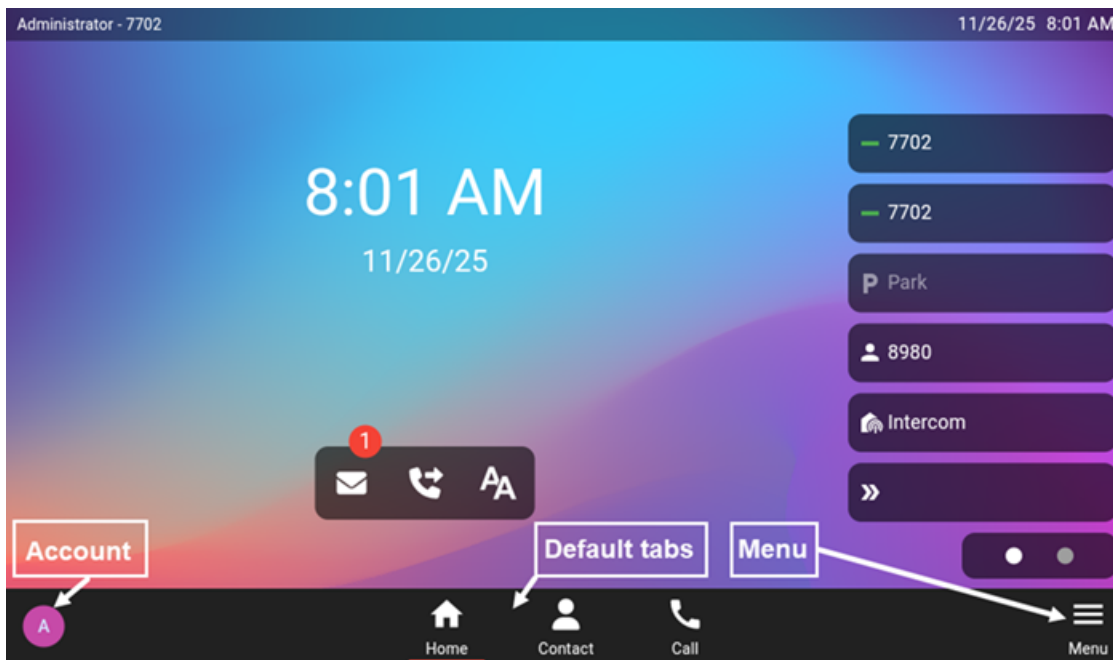
The default tabs are *Home*, *Contact*, and *Call*.



To change the default tabs displayed, go to *Menu > Setting > Preference > Navigation Menu*. You can select up to six tabs.

- Menu

Overview of the navigation bar



The following table shows the default items included in the navigation bar:

| Item | Function |
|---------|---|
| Account | To view the display name and extension number of the registered account, tap the icon. |
| Home | To return to the <i>Home</i> screen from any other screen, tap <i>Home</i> . |
| Contact | Accesses directory, business, and personal contacts. See Accessing business and internal company contacts on page 33 . |
| Call | Accesses <i>History</i> , <i>Voicemail</i> , and the dial pad. See Handling audio and video calls on page 31 . |
| Menu | Accesses the menu for settings, features, and phone information. |

Background image

Your FortiVoice administrator can upload a new background image by editing the phone profile on the FortiVoice phone system or FortiVoice Cloud.

Getting started

For more information about getting started with connecting the phone, see the invitation email sent by your FortiVoice administrator.

This section contains the following topics:

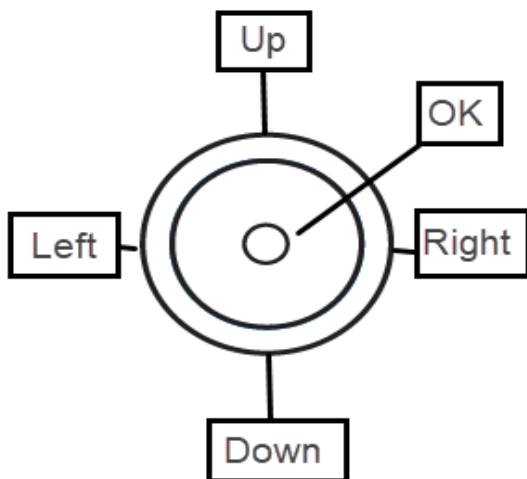
- [Navigating through menus on page 14](#)
- [Configuring the network settings on page 15](#)
- [Registering your phone on page 18](#)

Navigating through menus

You can navigate easily using the navigation keys or the touch screen.

Using the navigation keys

Press up, down, right, or left on the circular navigation button, and then press *OK* (the middle of the navigation button).



To access tabs

For example, if you want to navigate to different tabs under *Menu > Status*, either tap the tab on the touch screen, swipe left or right through multiple tabs, or use the navigation button on the phone.

To access a sub-menu

If there is a right bracket **>** at the end of a menu item, tap the arrow on the screen or press the *OK* button.

To access dropdown list values

On the circular navigation button, press right, and then press *OK*.

On the touch screen, tap the arrow down. Then tap the value you want to select.

To enter alphabetical values in a field

1. On the touch screen, tap the empty field.
2. The keypad is displayed.
3. Use the keypad on the touch screen to make entries.



To enter numerical values only, you can use the phone buttons or the touch screen.

To return to a previous menu

Press the *Back* button.

Configuring the network settings

Configure the network for the phone under *Menu > Setting > Network*.



To configure the network, depending on how your FortiVoice administrator configured the phone, you may have to enter the admin password. Contact your FortiVoice administrator for the password if required.

You can configure the following network parameters:

- [Domain Name System on page 15](#)
- [Connecting to WiFi on page 16](#)
- [Connecting to the Ethernet on page 17](#)

Domain Name System

Menu > Setting > Network > DNS allows you to configure the following Domain Name System (DNS) settings:

| Item | Description |
|---|---|
| <i>DNS Mode</i> | Select one of the following: <ul style="list-style-type: none"> • <i>DHCP</i> • <i>Static</i> |
| For <i>Static</i>, configure the following settings: | |
| <i>Primary DNS</i> | Enter the primary DNS. |
| <i>Secondary DNS</i> | Enter the secondary DNS. |

Connecting to WiFi

You can connect the phone to WiFi either manually or through auto-provisioning.

This section contains the following topics:

- [Connecting to a new WiFi network on page 16](#)
- [Connecting to an existing WiFi network on page 16](#)
- [Applying WiFi settings with FortiVoice mobile apps on page 17](#)

Before you begin

- Ensure your phone is connected to a power outlet by a power adapter and not a Power over Ethernet cable.
- If you are connecting the phone to WiFi for the first time, the status bar displays the WiFi not connected icon (see [Status bar on page 8](#)).

Connecting to a new WiFi network

1. Tap *Menu > Setting > Network > WiFi*.
2. Enable WiFi.
3. To add a new WiFi network, tap *Add*.
4. Under *Security Mode*, tap the arrow down to select the wireless encryption for your network:

| Security mode | Required entries |
|---------------|--|
| None | Enter the service set identifier (SSID). This is the name of the wireless network to which you want to connect the phone. |
| WPA2-PSK | Enter the SSID and WiFi protected access (WPA) shared key (password). |
| WPA2-EAP | Enter the SSID, username, and password. |

5. Tap .

The phone displays that it is connecting to the WiFi network.

When the phone is connected to the WiFi network, the status bar displays the WiFi connected icon.

Connecting to an existing WiFi network

1. Tap *Menu > Setting > Network > WiFi*.
2. Enable WiFi.
3. Tap *Scan*.
4. Under *Available Networks*, tap the arrow right to view the available networks.
5. Scroll and tap to select the network to which you want to connect the phone.
6. Under *Security Mode*, tap the arrow down to select the wireless encryption for your network:

| Security mode | Required entries |
|---------------|--|
| None | Enter the service set identifier (SSID). |

| Security mode | Required entries |
|---------------|--|
| | This is the name of the wireless network to which you want to connect the phone. |
| WPA2-PSK | Enter the SSID and WPA shared key (password). |
| WPA2-EAP | Enter the SSID, username, and password. |

7. Tap .

The phone displays that it is connecting to the WiFi network.

When the phone is connected to the WiFi network, the status bar displays the WiFi connected icon.

Applying WiFi settings with FortiVoice mobile apps

You can use one of the FortiVoice mobile apps to create WiFi profiles and apply WiFi settings to the FON-780B phone.

For more information about creating WiFi profiles and applying the settings during auto-provisioning, see the respective User Guide:

| Mobile app | See more |
|---------------------------------|--|
| FortiFone Softclient for mobile | Managing WiFi profiles: <ul style="list-style-type: none"> • Softclient for iOS User Guide • Softclient for Android User Guide |
| FortiVoice Admin app | Managing WiFi profiles: <ul style="list-style-type: none"> • Admin App Guide for iOS • Admin App Guide for Android |



End users can use the FortiFone Softclient app to provision a FON-780B phone to their own extension, while administrators can use the Admin app to provision and assign a FON-780B phone to *any* extension.

See more

[Configuring the network settings on page 15](#)

Connecting to the Ethernet

Menu > Setting > Network > Ethernet allows you to configure the following Ethernet settings:

| Item | Description |
|---|---|
| IP Mode | Select one of the following: <ul style="list-style-type: none"> • <i>DHCP</i> • <i>Static</i> |
| For <i>Static</i>, configure the following settings: | |

| Item | Description |
|------------------------|--------------------------|
| <i>IP address</i> | Enter the IP address. |
| <i>Subnet Mask</i> | Enter the primary DNS. |
| <i>Default Gateway</i> | Enter the secondary DNS. |

Registering your phone

This section contains the following topics:

- [Registering the FON-780B phone using Bluetooth provisioning on page 18](#)
- [Registering the FON-780B phone by scanning a QR code on page 19](#)
- [Registering the FON-780B phone manually on page 20](#)

Before you begin

- Confirm with the FortiVoice administrator that your extension is on the FortiVoice phone system or FortiVoice Cloud.
- Review the welcome email from the FortiVoice administrator. This email includes details for you to use during the phone registration.
- Ensure that the FON-780B phone is connected to WiFi (see *Setting > Network > WiFi*). For more information, see [Connecting to WiFi on page 16](#).
- Register the mobile app you are using (FortiFone Softclient or the FortiVoice Admin App) with FortiVoice or FortiVoice Cloud. Select a link from the table below for more information:

| Mobile app | To register with FortiVoice | To register with FortiVoice Cloud |
|---------------------------------|--|--|
| FortiFone Softclient for mobile | <ul style="list-style-type: none"> • Softclient for iOS User Guide • Softclient for Android User Guide | <ul style="list-style-type: none"> • Softclient for iOS User Guide • Softclient for Android User Guide |
| FortiVoice Admin app | <ul style="list-style-type: none"> • Admin App Guide for iOS • Admin App Guide for Android | <ul style="list-style-type: none"> • Admin App Guide for iOS • Admin App Guide for Android |

For more information about installing FortiFone/FortiVoice mobile apps, and registering your account for the app, see the app's corresponding User Guide.



After your FON-780B phone is registered with FortiVoice, it will use the admin password configured by your administrator.

Registering the FON-780B phone using Bluetooth provisioning

You can use one of the FortiVoice/FortiFone mobile apps to register your FON-780B phone using Bluetooth pairing.



Available for on-premises and cloud deployment.

To register your FON-780B phone using Bluetooth

1. On the FON-780B phone, activate Bluetooth by holding the asterisk (*) button and then pressing 3 at the same time. The phone displays a numerical code for ten minutes after which the phone deactivates Bluetooth and is no longer discoverable. You can switch Bluetooth on again by repeating step 1.
2. On your mobile phone, open either the FortiVoice Admin App or the FortiFone app.
3. Select a link below to view the steps required to complete your FON-780B phone's registration using Bluetooth. The instructions will differ based on the Fortinet mobile app you are using, as well as your mobile phone's operating system:

| Mobile app | See more |
|---------------------------------|--|
| FortiFone Softclient for mobile | <ul style="list-style-type: none"> • Softclient for iOS User Guide • Softclient for Android User Guide |
| FortiVoice Admin app | <ul style="list-style-type: none"> • Admin App Guide for iOS • Admin App Guide for Android |

Registering the FON-780B phone by scanning a QR code

You can use one of the FortiVoice/FortiFone mobile apps to register your FON-780B phone by scanning a QR code on your FON-780B phone's touchscreen.



Available for cloud deployments.

To register your FON-780B phone with FortiVoice Cloud using a QR code

1. On the FON-780B phone, tap *Menu > Cloud*.
Your phone displays a QR code.
2. Follow the instructions below that apply to your specific mobile app.

| Mobile app | See more |
|---------------------------------|---|
| FortiFone Softclient for mobile | Registering FortiFone phones using FortiFone Softclient: <ul style="list-style-type: none"> • Softclient for iOS User Guide • Softclient for Android User Guide |
| FortiVoice Admin app | Auto-provisioning with QR code scanning: <ul style="list-style-type: none"> • Admin App Guide for iOS • Admin App Guide for Android |


Registering the FON-780B phone manually

You can register your FON-780B phone with FortiVoice or FortiVoice Cloud by entering information using your FON-780B phone's touchscreen.

This section contains the following topics:

- [To manually register your FON-780B phone with FortiVoice on page 20](#)
- [To manually register your FON-780B phone with FortiVoice Cloud on page 20](#)

To manually register your FON-780B phone with FortiVoice

1. Tap *Menu > Setting > Provisioning*.
2. Under *Provisioning > On-Premise*, set the *FortiVoice Server* as the public IP address or the fully qualified domain name of the FortiVoice phone system.
3. Enter the *Server Port* of the FortiVoice phone system (default 443).
4. Tap .

Your FON-780B phone downloads the configuration and registers with FortiVoice.

To manually register your FON-780B phone with FortiVoice Cloud

1. Tap *Menu > Cloud*.
2. Using the information in your welcome email, complete the following steps:
 - a. Enter the *Cloud ID*.
 - b. Enter the *Extension No.*
 - c. Enter the *Cloud PIN*.

 The Cloud PIN in your welcome email expires in 24 hours. If this happens, you can ask your FortiVoice Cloud administrator to generate a new Cloud Pin.

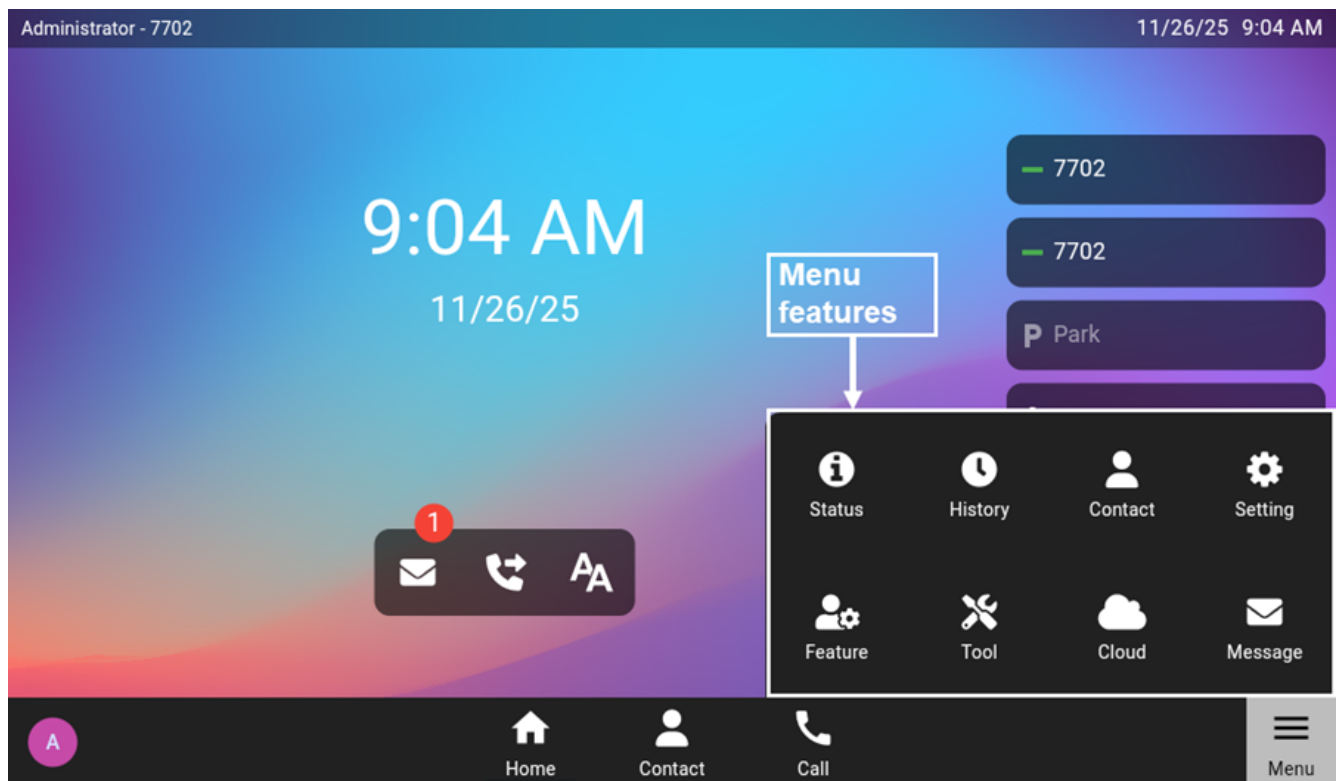
3. Tap .

Your FON-780B phone downloads the configuration and registers with FortiVoice Cloud.

Configuring the phone

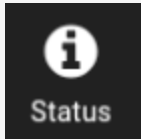
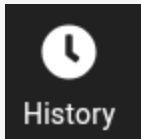
You can access and configure many of the phone functions from the touch screen.

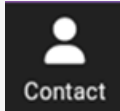
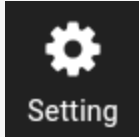
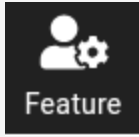
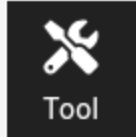
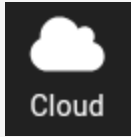

Menu



To access the menu


1. In the navigation bar, tap *Menu*.
2. You can access the following functions:

| Icon | Function |
|--|---|
|  Status | <i>Status</i> Network, phone, and account information on page 41 |
|  History | <i>History</i> Checking the call history on page 34 |

| Icon | Function |
|---|--|
|  Contact | <p><i>Contact</i></p> <p>Accessing business and internal company contacts on page 33</p> |
|  Setting | <p><i>Setting</i></p> <ul style="list-style-type: none"> • Changing the display language on page 22 • Configuring the date and time on page 23 • Configuring how the screen appears on page 23 • Configuring how the phone rings and adjusting the volume on page 24 • Configuring accessories on page 29 • Configuring programmable keys on page 25 • Configuring the network settings on page 15 • <i>Provisioning</i>—Registering your phone on page 18 |
|  Feature | <p><i>Feature</i></p> <p>Configuring phone features on page 27</p> |
|  Tool | <p><i>Tool</i></p> <ul style="list-style-type: none"> • Maintenance on page 40 • Troubleshooting on page 44 |
|  Cloud | <p><i>Cloud</i></p> <p>Registering your phone on page 18</p> |
|  Message | <p><i>Message</i></p> <ul style="list-style-type: none"> • Managing voicemail on page 37 • Managing text messages on page 38 |

Changing the display language

1. Tap *Setting* > *Preference* > *Language*.
2. Tap to open the dropdown list of languages.
3. Tap to select one of the supported display languages:
 - English
 - French
 - Spanish

- Turkish
 - German
 - Arabic
 - Portuguese
 - Polish
 - Dutch
4. Tap .

Configuring the date and time

1. Tap *Setting > Preference > Date & Time*.
2. Configure the following settings:

| Item | Description |
|---|---|
| <i>Date Format</i> | Select the format to display the date. |
| <i>Time Format</i> | Select 12- or 24-hour time format. |
| <i>Time zone</i> | Select the time zone. |
| <i>Mode</i> | Select <i>Manual</i> or <i>NTP</i> . |
| For <i>Manual</i>, configure the following settings: | |
| <i>DST Enabled</i> | Enable or disable daylight savings time for your region. |
| <i>Time (HHMM)</i> | Enter the time in HHMM format. |
| <i>Date (DDMMYY)</i> | Enter the date in DDMMYY format. |
| <i>Time zone</i> | Select the time zone. |
| For <i>NTP</i>, configure the Network Time Protocol (NTP) servers: | |
| <i>NTP Server 1</i> | Enter the NTP server to control the date and time. |
| <i>NTP Server 2</i> | Enter a failover NTP server to control the date and time. |

Configuring how the screen appears

1. Tap *Setting > Preference > Display*.
2. Configure the following settings:

| Item | Description |
|------------------------------|--|
| <i>Backlight - Active</i> | To adjust the brightness of the screen while the phone is active, use the slider. |
| <i>Font Size</i> | Select the size of the display text. |
| <i>Font Color</i> | Select one of the following colors: <ul style="list-style-type: none"> • White • Gray |
| <i>Label Truncation Mode</i> | Select how truncated menu items are displayed on the phone: <ul style="list-style-type: none"> • Ellipsis—the truncated label is followed by an ellipsis (...). • Scroll—the phone scrolls left to right so you can read the full menu item. • Shrink—the phone shrinks the text to a size that the full menu item can be viewed. |
| <i>Screensaver timer</i> | Select the length of idle time until the screensaver is activated. |

Configuring how the phone rings and adjusting the volume

1. Tap *Setting > Preference > Audio*.
2. Configure the following settings:

| Item | Description |
|---------------------|--|
| <i>Ring Tone</i> | Select the ring tone to play when you receive a call. |
| <i>Delayed Ring</i> | Select how long to delay the ring tone when you receive an incoming call: <ul style="list-style-type: none"> • No delay • 2 seconds • 5 seconds • 10 seconds • 30 seconds |
| <i>Ring</i> | Adjust the ring volume on the phone by moving the slider. To mute, slide completely to the left. |
| <i>Speaker</i> | Adjust the voice volume heard from the speaker by moving the slider. |
| <i>Handset</i> | Adjust the voice volume heard from the handset by moving the slider. |
| <i>Headset</i> | Adjust the voice volume heard from the headset by moving the slider. |
| <i>USB Headset</i> | Adjust the voice volume heard from the USB headset by moving the slider. |

| Item | Description |
|--------------------------|--|
| <i>Bluetooth Headset</i> | Adjust the voice volume heard from the Bluetooth headset by moving the slider. |

Configuring programmable keys

You can configure programmable keys for a variety of functions including, for example, parking calls, speed dial, and call forwarding.



The FON-780B phone supports 48 programmable keys.

Depending on how your administrator configures the phone profile on the FortiVoice phone system or FortiVoice Cloud, you may see fewer programmable keys.

To configure programmable keys

1. Tap *Setting > Programmable Key*.
2. Tap and hold the cell where you want to add the key.
3. Select a *Type*. This is the function that you want to assign to this key.
For more information, see [Programmable keys on page 25](#).
4. Depending on the *Type*, you may need to enter information in *Parameter*.
5. In *Label*, you can enter a description to identify this key on your phone or keep the default.

Programmable keys

The following table summarizes the programmable key types, descriptions, parameters, and labels:

| Type | Description | Parameter | Label |
|--------------------------|---|---|---|
| <i>None</i> | Nothing happens when you select this key. | – | – |
| <i>Park</i> | Places the call into the first available park slot. | Stays blank. | Edit the label or keep the default label (<i>Auto park</i>). |
| <i>System speed dial</i> | Places a call to the selected extension or phone number at the touch of a button. | Make a selection. This list includes the speed dial configured by the FortiVoice administrator. | Edit the label or keep the one assigned by the FortiVoice system administrator. |

| Type | Description | Parameter | Label |
|-------------------------------|---|---|--|
| <i>Speed dial</i> | Places a call to the selected extension or phone number at the touch of a button. | Enter an extension or a phone number. | Edit the label or keep the one associated with the selected contact. |
| <i>Intercom</i> | Allows you to use the phone speaker of a local extension as an intercom. | Stays blank. | Edit the label or keep the default label (<i>Intercom</i>). |
| <i>Call Forwarding</i> | Allows you to enable or disable and configure the call forward function. | Stays blank. | Edit the label or keep the default label (<i>Call forward</i>). |
| <i>DTMF</i> | <p>Dual-tone multi-frequency (DTMF) refers to the touch tone digits on the keypad of your phone.</p> <p>When you are on a call and press the DTMF key, the system dials the configured DTMF digits.</p> <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 5px; margin-top: 10px;">  The DTMF function is available only during a call. </div> | Enter the DTMF digits to dial when you press this programmable key on your phone. | Edit the label or keep the default label (<i>DTMF</i>). |
| <i>Extn Appearance</i> | <p>Allows you to:</p> <ul style="list-style-type: none"> Monitor the status of the selected extension (idle, ringing, in use, DND, or on hold). Transfer a call to the selected extension. | Select an extension from the list. | Edit the label or keep the one associated with the selected extension. This field supports 63 characters or fewer. |
| <i>Line Appearance</i> | Allows you to monitor the status of a line (available, busy, or on hold). | Select a line. | Edit the label or keep the one associated with the selected line (or trunk). |
| <i>Shared Line Appearance</i> | <p>Allows you to perform the following actions for a shared line included in an shared line appearance group:</p> <ul style="list-style-type: none"> Monitor calls. Answer a call. Pick up a call that is on public hold on another phone. | Settings are made by the FortiVoice administrator. | |
| <i>Record</i> | Allows you to record a phone call. | Stays blank. | Stays blank to use the <i>Record</i> label. |



| Type | Description | Parameter | Label |
|------------------------|---|--|---|
| <i>Line Appearance</i> | Allows you to add a reserved line on this phone. With multiple reserved lines, you can manage multiple incoming calls simultaneously. | Settings are made by the FortiVoice administrator. | |
| <i>Park Appearance</i> | Allows you to: <ul style="list-style-type: none"> • Monitor the selected park slot so you know when a call is parked. • Retrieve a parked call. | Select the park slot to monitor. | Edit the label or keep the one associated with the selected line (or slot). |
| <i>Twinning</i> | Allows an external phone to ring along with your office phone, so you can answer the call at either phone. Pressing the <i>Twinning</i> programmable key enables or disables the feature. | Stays blank. | Edit the label or keep the default label (<i>Twinning</i>). |
| <i>Private Hold</i> | Allows you to put a call on hold. | Stays blank. | Stays blank to use the <i>Private Hold</i> label. |

Configuring phone features



To access *Feature* settings, enter the voicemail PIN for the extension.

You can configure the following features on the phone by tapping *Feature* in the menu:

| Feature | Prerequisite | Description |
|--------------------------|---|---|
| <i>Call Forwarding</i> | Your administrator must enable this feature for your extension. | Configure a number to which you want calls forwarded automatically. |
| <i>Press # to Dial</i> | | <ul style="list-style-type: none"> If your administrator has enabled this option, you can enter an extension number and then press the pound key (#) to start dialing. <div data-bbox="878 468 1446 573" style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; margin: 10px 0;">  Example: You dial 19001# and the phone calls extension 19001. </div> <ul style="list-style-type: none"> If your administrator has not enabled this option, you can use the pound key (#) as a phone number prefix such as #19002. <div data-bbox="829 709 1455 852" style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; margin: 10px 0;">  If you pause while entering a number, the phone automatically attempts to place a call after four seconds. </div> |
| <i>Do Not Disturb</i> | | Enable or disable <i>Do Not Disturb</i> (DND). |
| <i>Call Waiting</i> | Enabled by default. | Enable or disable <i>Call Waiting</i> . |
| <i>Busy Tone Setting</i> | | <ul style="list-style-type: none"> If you enable this feature, when a call enters the busy tone state, the phone plays a busy tone. If you do not enable this feature, when a call enters the busy tone state, the phone disconnects the call instead of playing a busy tone. |
| <i>Voicemail</i> | Your administrator must enable this feature for your extension. | See the <i>Voicemail</i> sub-menu items in the three rows below. |
| <i>Greeting</i> | You can configure the schedule and recorded greetings: <ul style="list-style-type: none"> FortiVoice user portal under <i>Voicemail</i>. See Voicemail in the FortiVoice User Portal Guide / FortiVoice Cloud User Portal Guide. FortiFone Softclient for desktop app under <i>Call > Voicemail</i>. See Managing voicemail in the | Select a <i>Greeting Mode</i> : <ul style="list-style-type: none"> <i>Standard</i>—the default system-defined greeting. <i>Simple</i>—the greeting that applies to any time. <i>Scheduled</i>—the greeting that comes with a schedule. <i>Conditional</i>—the greeting that applies when you are either busy or unavailable. |

| Feature | Prerequisite | Description |
|----------------------------|--|---|
| | Softclient for Desktop User Guide. | |
| <i>Voicemail Key</i> | Your administrator must enable this feature for your extension. | Configure what happens when you tap a voicemail message: <ul style="list-style-type: none"> • <i>Display Visual VM</i>—to open visual voicemail and control your voicemail from the phone (default setting). • <i>Call Voicemail</i>—to call the voicemail box. |
| <i>Visual Voicemail</i> | | Select one type of visual voicemail: <ul style="list-style-type: none"> • <i>Combined</i>—to view messages for all the voicemail boxes about which you are being notified. • <i>Separate</i>—to view messages for individual voicemail boxes. |
| <i>Quick Call Handling</i> | You can configure quick call handling: <ul style="list-style-type: none"> • FortiVoice user portal under <i>Preference</i>. See Call handling in the FortiVoice User Portal Guide / FortiVoice Cloud User Portal Guide. • FortiFone Softclient for desktop app under <i>Account > Call handling</i>. See Handling calls in the Softclient for Desktop User Guide. | Select the call handling mode for your extension. |
| <i>Auto Answer</i> | Your administrator must enable this setting for your extension. | Enable <i>Auto Answer</i> to have the phone answer incoming calls automatically. |

Configuring accessories

You can configure the following settings by tapping *Setting > Accessory*:

| Item | Description |
|---------------------------|---|
| <i>Handsfree Priority</i> | Configure one of the following options to answer incoming calls by pressing the <i>Speakerphone</i> button: |

| Item | Description |
|--------------------------|---|
| | <ul style="list-style-type: none">• <i>Speaker</i>—the phone uses the speaker.• <i>Headset</i>—the phone uses the headset. |
| <i>EHS Headset</i> | Enable to connect an EHS headset. See Appendix B: Supported EHS headsets on page 46 . |
| <i>USB Headset</i> | Enabled by default. See Appendix C: Supported USB headsets on page 47 . |
| <i>Bluetooth Headset</i> | Enable and scan for Bluetooth headsets. See Appendix A: Supported Bluetooth headsets on page 45 . |

Connecting a Bluetooth headset

The phone has built-in Bluetooth support that allows you to use a Bluetooth headset without a dongle.

For more information, see [Appendix A: Supported Bluetooth headsets on page 45](#).

1. Go to *Setting > Accessory > Bluetooth Headset*.
2. Ensure Bluetooth is enabled.
3. Tap *Scan > Connect > Pair*.

The headset is listed as a *Connected Device* on the touch screen of the phone.

Disconnecting a Bluetooth headset

1. Go to *Setting > Accessory > Bluetooth Headset*.
2. Tap the connected Bluetooth device.
3. Tap *Disconnect*.

Using the phone

This section includes the following topics:

- Handling audio and video calls on page 31
- Accessing business and internal company contacts on page 33
- Checking the call history on page 34
- Using call features on page 35
- Managing voicemail on page 37
- Managing text messages on page 38

Handling audio and video calls



Your FortiVoice administrator must enable video calling for your extension.

When in an active call, the navigation bar displays call controls.

Receiving calls

When the status indicator is flashing red, the line is ringing.

You also see the call details on the phone screen for incoming calls.




Switch off the ringer

To silence the ring tone quickly for an incoming call, tap *Ignore*.

You can still answer the call.

You have the following options:

| Option | Action |
|----------------|--|
| <i>Answer</i> | Lift the handset or press the <i>Speakerphone</i> button.  You can configure whether pressing the <i>Speakerphone</i> button answers incoming calls with the speakerphone or with a headset if a headset is connected. For more information, see Configuring accessories on page 29 . |
| <i>Forward</i> | <ol style="list-style-type: none">1. Tap <i>Forward</i>.2. Enter the extension or phone number.3. Tap <i>Dial</i>. |

| Option | Action |
|--|--|
| | The call is redirected without you answering. |
| <i>Answer call waiting</i> | If your administrator has enabled <i>Call Waiting</i> for your extension, answer the second call by lifting the handset or pressing the <i>Speakerphone</i> button. The initial call is placed on hold. |
| <i>Decline</i> | Tap <i>Decline</i> . The call follows the extension's busy settings as configured in the call handling section of the extension preferences. |
| <i>Switch active call to this device</i> | Allows you to switch an active or held call from your FortiFone Softclient for mobile or FortiFone Softclient for desktop to your FON-780B phone. <ol style="list-style-type: none"> 1. Answer the call on your FortiFone Softclient for mobile or FortiFone Softclient for desktop. 2. Your FON-780B phone displays <i>Switch active call to this device?</i> 3. To switch to the FON-780B phone, tap <i>Switch</i>. 4. FortiFone Softclient is disconnected from the call. |

To end calls

- If you are using the handset, replace the handset in the cradle.
- If you are on speakerphone, press the *Speakerphone* button.

Placing audio and video calls

In the navigation bar, tap *Call*.

You can place an audio or video call in the following ways:

| Option | Action |
|--------------------------|--|
| Internal extension | <ol style="list-style-type: none"> 1. Enter the extension number. 2. To place an audio-only call, tap the <i>Phone</i> icon. 3. To place a video call, tap the <i>Video</i> icon. |
| Outside number | <ol style="list-style-type: none"> 1. Dial the outgoing access code (for example, 9 or 0). If the code is required, the FortiVoice administrator can share the code with you. 2. Dial the phone number. 3. Tap <i>Dial</i> or <i>Video</i>. |
| Number in <i>History</i> | <ol style="list-style-type: none"> 1. Select a <i>History</i> entry. 2. Use the <i>Filter</i> and <i>Search</i> functions if required. 3. Tap an entry from <i>History</i>. 4. On the right side of the screen, tap <i>Dial</i> or <i>Video</i>. |
| Number in <i>Contact</i> | <ol style="list-style-type: none"> 1. Tap <i>Contact</i>. 2. Tap <i>Directory</i>, <i>Business</i>, or <i>Personal</i>. 3. Under <i>Directory</i>, you can filter by <i>Location</i> and <i>Type</i>. 4. Tap <i>Dial</i> or <i>Video</i>. |

| Option | Action |
|----------------------------|--|
| Number in <i>Voicemail</i> | <ol style="list-style-type: none"> 1. Tap <i>Voicemail</i>. 2. Filter by <i>Folder</i> or search for a display name or extension. 3. Tap the entry you want to select. 4. On the right side of the screen, in the details area, tap <i>Dial</i> or <i>Video</i>. |
| Speed dial | <p>Programmable keys can be configured as speed dials.</p> <p>Press the programmable key to view configured speed dials.</p> |

Accessing business and internal company contacts

From *Contact*, you can access directory, business, and personal contacts stored centrally on the FortiVoice phone system or FortiVoice Cloud.

The *Directory* tab lists all company-internal contacts.

The *Business* tab lists all external business contacts.

Both lists are configured by your FortiVoice administrator.



There can be many contacts in a *Directory* and *Business* list on the FortiVoice phone system or FortiVoice Cloud and these lists may load only partially.

To display more entries, scroll to the bottom of the section and swipe up from the bottom edge of the screen or use the navigation keys on the phone.

To filter and search for a directory contact

1. In the *Menu*, tap *Contact > Directory*.
2. Tap the *Filter* icon to filter by location and contact type, for example, *Ring Group*, *Conference Room*, or *User*.
3. To search for a specific contact, tap the *Search* icon.
4. Start entering a name or number using the touch-screen keyboard. As you enter letters or numbers, the list filters the contacts dynamically.
5. Tap the entry you want.

The right side of the screen displays the display name, number, location, and contact type.

From the right side of the screen in the details, you can do the following:

| Option | Description |
|----------------|---|
| <i>History</i> | <p>View the call history between the caller and the callee including:</p> <ul style="list-style-type: none"> • Call direction • Date and time |
| <i>Video</i> | Place a video call to the contact. |
| <i>Dial</i> | Place an audio call to the contact. |



There is no option to filter the *Business* list of contacts.
To find individual contacts, use the *Search* function.

Checking the call history

History displays call information for the following types of calls:

| Section | Icon | Description |
|-----------------|-----------|--|
| <i>All</i> | All icons | All calls that have been missed, placed, or received by this phone |
| <i>Missed</i> | | Calls not answered by this phone |
| <i>Placed</i> | | Calls placed by this phone and answered by the caller |
| | | Calls placed by this phone and unanswered by the caller |
| <i>Received</i> | | Calls answered by this phone |

To filter the *History* list

1. Tap the *Filter* icon.
2. Select one of the following from the *Direction* dropdown list:
 - All
 - Missed
 - Placed
 - Received
3. The results are listed with the most recent call at the top of the list.
4. Tap an entry in the results list to view call details on the screen.

To search the *History* list

1. Tap the *Search* icon.
2. Start entering a name or number using the touch-screen keyboard. As you enter letters or numbers, the list filters the contacts dynamically.
3. Tap an entry in the results list to view call details on the screen.


In *History*, you can do the following:

| Icon | Action |
|---------|---|
| Details | View information on the right side of the screen about the call including: <ul style="list-style-type: none"> • The callee's display name • Call direction • Name • Number • Date and time • Duration |
| History | View the call history between the caller and the callee including: <ul style="list-style-type: none"> • Call direction • Date and time |
| Video | Place a video call to the extension. |
| Dial | Place an audio call to the extension. |

Using call features

The phone has a variety of features that can assist you in your communication needs.

| Feature | Description | Action |
|-------------------|--|--|
| Redial | Place a call to the last number dialed. | <ul style="list-style-type: none"> • Press the <i>Redial</i> button. <p>The phone activates the speakerphone and places a call to the last number you dialed.</p> <ul style="list-style-type: none"> • You can also lift the handset or press the <i>Headset</i> button followed by pressing the <i>Redial</i> button. |
| Hold | Place an active call on hold. | <p>Tap <i>Hold</i>.</p> <p>While a call is on hold, you can answer or place other calls. If the FortiVoice phone system or FortiVoice Cloud is configured to play music on hold, the held party hears music.</p> <p>To toggle between two calls, use the navigation buttons and tap <i>Resume</i>.</p> |
| Mute | Switch the microphone off and on. | <ul style="list-style-type: none"> • To disable the microphone, tap <i>Mute</i> or press the <i>Mute</i> button. • To enable the microphone, tap <i>Mute</i> or press the <i>Mute</i> button again. |
| Attended transfer | Announce to the party receiving the transfer before completing the transfer. | <ol style="list-style-type: none"> 1. While on a call, tap <i>Transfer</i>. 2. Enter the extension or phone number and tap <i>Dial</i>. 3. Announce the call. 4. Tap <i>Transfer</i>. |

| Feature | Description | Action |
|-----------------------------------|---|--|
| Blind transfer | Transfer a call without talking to the party receiving the transfer. | <ol style="list-style-type: none"> 1. While on a call, tap <i>Transfer</i>. 2. Enter the extension or phone number. 3. Tap <i>Transfer</i>. |
| Cancel transfer | Cancel the transfer. | After tapping <i>Transfer</i> , tap <i>Cancel</i> . |
| Switch active call to this device | Switch an active or held call from your FortiFone Softclient for mobile or FortiFone Softclient for desktop to your FON-780B phone. | <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 5px; margin-bottom: 10px;">  Available for FortiVoice phone system users not FortiVoice Cloud users. </div> <p>To switch a call to your FON-780B phone</p> <ol style="list-style-type: none"> 1. Answer the call on your FortiFone Softclient for mobile or FortiFone Softclient for desktop. 2. Your FON-780B phone displays <i>Switch active call to this device?</i> 3. To switch the active or held call to your FON-780B phone, tap <i>Switch</i>. 4. FortiFone Softclient that you used to answer the call is disconnected from the call. <p>If you do not want to switch a call to the FON-780B phone, tap <i>Dismiss</i>.</p> |
| Three-party conference | Create a three-way conference call. | <ol style="list-style-type: none"> 1. Place the first call. 2. Tap <i>Conference</i>. The first call is placed on hold. 3. Call the second party. 4. After the second party answers, tap <i>Conference</i> again. 5. To place the conference call on hold, tap <i>Hold</i>. To continue a conference that is put on hold, tap <i>Resume</i>. 6. To disconnect one of the parties from the conference call: <ol style="list-style-type: none"> a. Tap <i>Split</i>. b. Select the party that you want to disconnect. c. Tap <i>End</i>. d. Tap <i>Resume</i>. 7. To end the conference call completely and disconnect from both parties, tap <i>End</i>. |
| Call waiting | Get notified about new incoming calls while you are on an active call. | For more information about answering a call waiting and toggling between calls, see Handling audio and video calls on page 31 . |
| Call forwarding | Forward incoming calls to another number. | Tap <i>Call Forward</i> for an incoming call. |
| Do Not Disturb (DND) | Do not get notified of new incoming calls. | <p>To enable DND:</p> <p><i>Menu > Feature > Do Not Disturb.</i></p> <p>or</p> |

| Feature | Description | Action |
|---------------|---|---|
| | | In the navigation bar, tap the account icon. Tap the <i>Do Not Disturb</i> toggle. The main screen displays the DND icon. |
| Text messages | Receive text messages from the FortiVoice phone system or FortiVoice Cloud. | Access incoming text messages. For more information, see Managing text messages on page 38 . |
| Voicemail | Manage voicemail messages. | When you have a new voicemail, the voicemail icon appears on the screen. For more information, see Managing voicemail on page 37 . |
| Record | Record incoming and outgoing calls. | Press the programmed key to begin recording a call. |
| Intercom | Use the phone as an intercom. | Press the programmed key to begin using the phone as an intercom. |
| Park | Park a call. | Press the programmed key to place the call into the first available park slot. |
| Speed dial | Dial frequently-called numbers. | Press the programmed key to quickly place a call to an extension or a phone number without having to dial the entire number. |

Managing voicemail



To access the visual voicemail, you may need to enter a voicemail PIN if your FortiVoice administrator has enabled this option.

Menu > Message > Visual Voicemail displays voicemail messages in their respective folders.

You can filter *Folder* as follows:

- *All*—all voicemail messages.
- *New*—new voicemail messages.
- *Old*—voicemail messages are moved to this folder as soon as you listen to them.
- *Urgent*—displays all voicemail messages marked as urgent by you or another person in the user portal.

Manage voicemail messages

1. Select a voicemail message.
The voicemail message details are displayed on the right side of the screen. You can view the following details about the message:

- Caller's display name
- Caller's number
- Date and time of the message
- Duration of the message
- Mailbox number

2. Select one of the following actions:

| Action | Icon |
|--|---|
| View the entire call history details with the caller who left the voicemail message. | <i>History</i> |
| Play the message. | <i>Play</i> |
| Stop playing the message. | <i>Stop</i> |
| Return the call to the extension that left the message. | To place an audio call, tap <i>Dial</i> . To place a video call, tap <i>Video</i> . |
| Delete the message. | <i>Trash Can</i> |
| Return the call to an external number. | To place an audio call, tap <i>Dial</i> . To place a video call, tap <i>Video</i> . Enter the code shared by your FortiVoice administrator. |
| Move the message to <i>Old</i> . | <i>More > Mark as Read</i> |

Managing text messages



To access text messages, you may need to enter a voicemail PIN if your FortiVoice administrator has enabled this option.

If your FortiVoice administrator has created a message group and included your extension in the group, you may receive text messages on the phone.

A message notification icon displays on the main screen.

To manage your text messages

1. Go to *Menu > Message > Text Message*.
2. Tap a text message listed on the left side of the screen.
3. The text message details are displayed on the right side of the screen.
4. You can view the following details about the message:
 - Sender's display name
 - Sender's number
 - Date and time

- Text message content

5. To delete the text message, tap the *Delete* icon on the right side of the screen.

Maintenance



Most features in this section are admin-related tasks and, therefore, require the admin password. Contact your FortiVoice administrator for the password if required.

For information about upgrading the phone firmware, see the **Upgrade information** section of the latest FON-780B Release Notes.

Your FortiVoice administrator may ask you to restart the phone so that central configuration changes are applied.

Menu > Tool contains settings related to the configuration file.

| Item | Description |
|-----------------------------|--|
| <i>Reboot</i> | Reboots the phone. After making changes to your settings and preferences, reboot the phone for the changes to take effect immediately. |
| <i>Maintenance</i> | |
| <i>Factory Default</i> | Restores the phone to the factory default configuration. |
| <i>Update Configuration</i> | Requests the configuration file from the provisioning server. |
| <i>Reload</i> | Restarts specific processes: <ul style="list-style-type: none">• Core processes• Supporting processes• System This feature can be helpful if there are issues with registering the phone, for example. |
| <i>Diagnostic Report</i> | Runs a diagnostic report on account and network settings. Successful items display a checkmark ✓. Failed items display an exclamation point !. |

Network, phone, and account information

The *Status* section of the phone menu provides an overview of network details, phone and account information, and provisioning settings.

Status provides the following information:

- [General on page 41](#)
- [Network on page 41](#)
- [Phone on page 42](#)
- [Account on page 42](#)
- [Accessory on page 42](#)
- [Provisioning on page 43](#)

General

Status > General displays the following general information about the phone:

| Information | Description |
|-------------------------|---|
| <i>IP address</i> | Current IP address of the phone |
| <i>MAC</i> | MAC address of the phone |
| <i>Software Version</i> | Current software version of the phone |
| <i>Model</i> | Phone model FortiFone-780B |
| <i>Memory Usage</i> | Percentage of memory used. Tap to view the total memory, used memory, and free memory (in MB). |
| <i>CPU Usage</i> | Percentage of CPU used |
| <i>Storage Usage</i> | Percentage of storage used. Tap to view the total storage, used storage, and free storage (in GB). |

Network

Status > Network displays the following network information about the phone:

| Information | Description |
|----------------------|--|
| <i>MAC</i> | MAC address of the phone |
| <i>Ethernet/WiFi</i> | When connected, the following information is displayed: <ul style="list-style-type: none">• IP Mode• Ethernet• Subnet Mask• Default Gateway |

| Information | Description |
|-------------|--|
| | <ul style="list-style-type: none"> Primary DNS Secondary DNS |

Phone

Status > Phone displays the following information about the model of the phone:

| Information | Description |
|-------------------------|---|
| <i>Model</i> | Phone model FortiFone-780B |
| <i>Serial Number</i> | Serial number of phone |
| <i>Software Version</i> | Current software version installed on phone |
| <i>Memory Usage</i> | Percentage of memory used. Tap to view the total memory, used memory, and free memory (in MB). |
| <i>CPU Usage</i> | Percentage of CPU used |
| <i>Storage Usage</i> | Percentage of storage used. Tap to view the total storage, used storage, and free storage (in GB). |
| <i>Uptime</i> | How long the phone has been running since the last reboot |
| <i>Reboot Time</i> | The date and time the phone last rebooted |

Account

Status > Account displays the name, extension number, and status of each SIP account on the phone (for example, whether the SIP account is *Registered* or *Unregistered*).

To see details about the account, tap the account entry.

Accessory

Status > Accessory displays the status of headsets:

| Accessory | Status | See more |
|--------------------------|--|---|
| <i>Bluetooth Headset</i> | <ul style="list-style-type: none"> <i>Not connected</i>: Shows when Bluetooth is disabled. <i>Enabled</i>: Shows when Bluetooth is enabled but a Bluetooth headset is not connected. When Bluetooth is enabled and a headset is connected, the phone displays the headset model. | <ul style="list-style-type: none"> Configuring accessories on page 29 Appendix A: Supported Bluetooth headsets on page 45 |
| <i>USB Headset</i> | Current state of the connected USB headset | Appendix C: Supported USB headsets on page 47 |

Provisioning

Status > Provisioning displays the settings related to the provisioning type and status:

| Information | Description |
|--|--|
| <i>Type</i> | Displays one of the following values: <ul style="list-style-type: none"> • <i>Unknown</i> • <i>DHCP–Dynamic Host Protocol</i> • <i>SIPPnP–SIP Plug-and-Play</i> • <i>Static</i> • <i>Cloud ZTP–Cloud Zero-Touch Provisioning</i> • <i>Cloud Manual</i> |
| <i>Status</i> | Displays one of the following values: <ul style="list-style-type: none"> • <i>Inactive</i> • <i>In Progress</i> • <i>Failed</i> <ul style="list-style-type: none"> • <i>Error Code</i> • <i>Error Message</i> • <i>Success</i> • <i>Canceled</i> |
| If <i>Type</i> is <i>DHCP</i> , <i>SIPPnP</i> , or <i>Static</i> , you see the following settings: <ul style="list-style-type: none"> • <i>FortiVoice server</i> • <i>Server port</i> • <i>Last Configuration Time</i> | |
| If <i>Type</i> is <i>Cloud ZTP</i> , the list can show the following settings associated with your extension when the FortiVoice administrator has configured ZTP for FortiFone phones: <ul style="list-style-type: none"> • <i>Cloud ID</i> • <i>Store ID</i> • <i>Extension No.</i> • <i>Switch ID</i> • <i>Switch Port</i> • <i>Last Configuration Time</i> | |
| If <i>Type</i> is <i>Cloud Manual</i> , the list displays the following settings: <ul style="list-style-type: none"> • <i>Cloud ID</i> • <i>Extension No.</i> • <i>Last Configuration Time</i> | |

Troubleshooting

For more information, see the [FortiFone IP Phones Troubleshooting Guide](#).

Appendix A: Supported Bluetooth headsets

The FON-780B phone has built-in Bluetooth support that allows you to use a Bluetooth headset without a dongle.

The following table includes supported mono Bluetooth headsets:

| Company | Model (see Note) | Function | | | | | | | | |
|-------------|---------------------|----------|--------|---------|------|-------------------|---------------------|--------------------|-----------------------|--------|
| | | Answer | Hangup | Ringing | Hold | Call waiting tone | Answer call waiting | Reject call (idle) | Reject call (on call) | Redial |
| BlueParrott | M300-XT | ● | ● | ● | N/A | ● | N/A | ● | – | ● |
| Jabra | Talk 45 | ● | ● | ● | N/A | ● | – | ● | – | ● |

Legend:

- : The FON-780B phone and the headset support this function.
- : The FON-780B phone does not support this headset function.
- N/A: The headset does not support this function.

Appendix B: Supported EHS headsets

The following table includes the supported EHS headsets:

| Company | Model | Function | | | | | | | | | Cable |
|-------------|-----------|----------|--------|---------|------|-------------------|---------------------|--------------------|-----------------------|--------|-------|
| | | Answer | Hangup | Ringing | Hold | Call waiting tone | Answer call waiting | Reject call (idle) | Reject call (on call) | Redial | |
| Plantronics | CS520XD | ● | ● | ● | N/A | ● | N/A | N/A | N/A | N/A | ■ |
| Poly | Savi 7310 | ● | ● | ● | – | ● | – | N/A | N/A | N/A | ■ |

Legend:

- : FortiFone FON-780B phone and the headset support this function.
- : FortiFone FON-780B phone does not support this headset function.
- N/A: The headset does not support this function.
- : The EHS headset requires an ADP-80 cable.

Appendix C: Supported USB headsets

The following table includes the supported USB headsets:

| Company | Model | Function | | | | | | | | |
|-------------|----------------|----------|--------|---------|------|-------------------|---------------------|--------------------|-----------------------|--------|
| | | Answer | Hangup | Ringing | Hold | Call waiting tone | Answer call waiting | Reject call (idle) | Reject call (on call) | Redial |
| Jabra | Biz 2400 II | ● | ● | ● | ● | ● | – | – | N/A | N/A |
| | Biz 1500 Duo | N/A | N/A | N/A | N/A | ● | N/A | N/A | N/A | N/A |
| | Evolve 20 | ● | ● | ● | N/A | ● | N/A | N/A | N/A | N/A |
| Logitech | H570e | ● | ● | ● | N/A | ● | N/A | N/A | N/A | N/A |
| Plantronics | Blackwire 3220 | ● | ● | ● | N/A | ● | N/A | N/A | N/A | N/A |

Legend:

- : The FortiFone FON-780B phone and the headset support this function.
- : The FortiFone FON-780B phone does not support this headset function.
- N/A: The headset does not support this function.



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