FortiFone™ IP Telephones and Softclient

Highlights

Combined with the powerful features of the FortiVoice secure unified communications solution, the FortiFone delivers more than just what you need, it gives you what you want.

- Secure communications backed by Fortinet security technology
- Superior HD-quality audio
- Classic design with modern appearance
- Rich calling and conferencing features
- Auto-discovery for easy setup
- Centralized management with unified firmware
- Bluetooth support on select models
- Support FortiVoice on-premises and cloud solutions

Quality, Reliable Phones for Optimal Communication Efficiency

Whether you're looking for an entry level or executive style IP phone, stay connected to your calls with a FortiFone IP phone.

Each FortiFone is feature-rich with high quality audio and dedicated keys for the most common features. The FortiFone family offers stylish phones to meet your businesses needs, with programmable line and extension appearances. Managing calls has never been easier. Stay connected with a complete office phone solution.

We also offer mobile-friendly FortiFone Softclient for desktops and smarphones. You can enjoy the same quality calling experience and stay connected with colleagues, customers or partners from anywhere, any time.

Desk Phones

FON-280B

The FON-280B is an entry-level IP desk phone that delivers reliable performance and enterprise-grade audio. It is affordable and ideal for day-to-day business communications.

- 9 dedicated feature keys
- 6 programmable appearance keys
- 2.8 inch color display screen
- Supports both on-premises or cloud solutions
- Configuration is simple and intuitive

FON-380B

The FON-380B is designed for collaborative workplaces, regardless of your business size. The crystal clear audio and ease of use with the FortiVoice make this a fantastic phone for use while working from home or in the office.

- 10 dedicated feature keys
- 28 programmable appearance keys
- 3.5 inch color display screen
- Supports both on-premises or cloud solutions
- Configuration is simple and intuitive

FON-480B

The FON-480B is an enterprise-grade IP phone designed for professional users who demand a modern phone with easy-to-collaborate and high-quality communications experience.

- Premium audio quality in both handset and speaker
- 10 dedicated feature keys
- 45 programmable appearance keys
- 4.3 inch color display screen
- Built-in Bluetooth headset support
- Supports both on-premises or cloud solutions
- Configuration is simple and intuitive

FON-580B

The FON-580B is ideal for high call volume handlers, such as receptionists and call attendants, who need a powerful phone to manage simultaneous calls or monitor presence on a daily basis.

- Crystal clear HD audio on the handset and speakerphone
- 9 dedicated feature keys
- Up to 106 programmable appearance keys
- 4.3 inch and 2× 3.5 inch color display screens
- Built-in Bluetooth support for greater connectivity

Hotel Phone

FON-H25

The FON-H25 is a customizable IP phone that feels right at home in a hotel room, waiting room, or in the office.

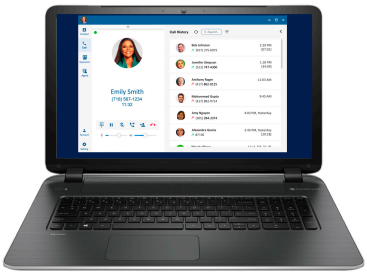
- High quality audio
- 6 dedicated feature keys
- 6 programmable keys to configure one-touch access for important calls
- Easily configured

FortiFone Softclient

Softclient for Mobile

The FortiFone Softclient for mobile enhances your connection to the office, so you never miss an important call. Transform your mobile device into an extension connected to the FortiVoice phone system, giving you a truly unified communication experience as if you were actually in the office.

- Android and iOS support
- Answer, conference, hold, and transfer calls
- Call other extensions on the FortiVoice
- Visual voicemail
- Hands-free speaker phone option
- Message waiting and missed call notifications
- Supports headset use
- User-friendly intuitive interface



Softclient for Desktop

The FortiFone Softclient for desktop keeps you moving efficiently throughout your day. As an app on your desktop computer you will be able to make and receive calls with ease, all controlled through a simple and intuitive interface.

- Windows and Mac support
- Answer, conference, hold, and transfer calls
- Call other extensions on the FortiVoice
- Visual voicemail
- Message waiting and missed call notifications
- Quick access to History, Contact, and Voicemail
- Supports headset use
- User-friendly intuitive interface

Specifications

DESKTOP	FON-280B	FON-380B	FON-480B	FON-580B
Telephone Features				
Display	2.8 in. (320 × 240) Color Display	3.5 in. (480×320) Color Display	4.3 in. (480 × 272) Color Display	4.3 in. (480 × 272) + 2 × 3.5 in. (320 × 480) Color Displays
Programmable phone keys (Line/ Extension/ Queue)	6	28	45	106
Soft keys	4	4	4	4
Dedicated feature keys	9	10	10	9
Speakerphone	Full Duplex	Full Duplex	Full Duplex	Full Duplex
Backlit display	✓	✓	✓	✓
Adjustable phone angle	✓	✓	✓	✓
Headset support	RJ22	RJ22/USB	RJ22/Bluetooth/USB	RJ22/Bluetooth/USB
Dedicated headset button	✓	✓	✓	✓
Call waiting	✓	✓	✓	✓
Message waiting indicator	✓	✓	✓	✓
Visual voicemail	✓	✓	✓	✓
Group paging over speaker	✓	✓	✓	✓
Intercom over speaker	✓	✓	✓	✓
Multiple ring tones	✓	✓	✓	✓
Phone book entries	Central	Central	Central	Central
Missed call log	Central	Central	Central	Central
Received call log				
Outgoing call log				
External IP extension support	✓	✓	✓	✓
Missed call indicator	✓	✓	✓	✓
Onscreen key labels	✓	✓	✓	✓
Call Handling and User Features				
Call recording	✓	✓	✓	✓
Cancel transfer	✓	✓	✓	✓
Conference	✓	✓	✓	✓
Do not disturb	✓	✓	✓	✓
Hold	✓	✓	✓	✓
Intercom paging	✓	✓	✓	✓
Blind transfer	✓	✓	✓	✓
Park	✓	✓	✓	✓
Redial	✓	✓	✓	✓
Speed dial	✓	✓	✓	✓
Trade calls	✓	✓	✓	✓
Transfer	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓

Specifications

DESKTOP	FON-280B	FON-380B	FON-480B	FON-580B
Network Features				
Power over Ethernet (802.3af)	✓	✓	✓	✓
Ethernet ports	2× 10/100	2× 10/100/1000	2× 10/100/1000	2× 10/100/1000
Auto-discovery of FortiVoice system on LAN	✓	✓	✓	✓
LDAP	✓	✓	✓	✓
LLDP	✓	✓	✓	✓
802.1q – VLAN	✓	✓	✓	✓
QoS L2 802.1p	✓	✓	✓	✓
QoS L3 DSCP	✓	✓	✓	✓
802.1x – Network access control	✓	✓	✓	✓
DHCP client	✓	✓	✓	✓
SNTP client	✓	✓	✓	✓
SIP (RFC 3261)	✓	✓	✓	✓
SIP over UDP	✓	✓	✓	✓
SIP over TCP	✓	✓	✓	✓
SIP over TLS	✓	✓	✓	✓
RTCP	✓	✓	✓	✓
SRTP	✓	✓	✓	✓
Management				
HTTPS	✓	✓	✓	✓
Option 66	✓	✓	✓	✓
SIP PnP	✓	✓	✓	✓
Backup/Restore	✓	✓	✓	✓
Syslog	✓	✓	✓	✓
Audio Features				
HD voice	✓	✓	✓	✓
G.711a	✓	✓	✓	✓
G.711u	✓	✓	✓	✓
G.722	✓	✓	✓	✓
G.723.1				✓
G.726				✓
G.729a	✓	✓	✓	✓
Opus	✓	✓	✓	✓
GSM	✓	✓	✓	✓
Voice activity detection (VAD)				✓
Comfort noise generation (CNG)	✓			✓
Adaptive jitter buffer	500 ms	500 ms	500 ms	500 ms
DTMF in-band	✓	✓	✓	✓
DTMF out-of-band (RFC2833)	✓	✓	✓	✓
DTMF via SIP info	✓	✓	✓	✓
Operation				
Humidity	10%–95%	10%–95%	10%–95%	10%–95%
Temperature	0°C–45°C	0°C–45°C	0°C–45°C	0°C–45°C
Power class	3	3	3	3
Power consumption	2.09 watts	4.5 watts	5.41 watts	9 watts
Display Languages				
English	✓	✓	✓	✓
French	✓	✓	✓	✓
Spanish	✓	✓	✓	✓

Specifications

PHONE TYPE	HOTEL FON-H25	SOFTCLIENT MOBILE	SOFTCLIENT DESKTOP
Telephone Features			
Soft keys	6		
Dedicated feature keys	6		
Speakerphone	Full Duplex	✓	✓
Backlit display		✓	✓
Headset support		✓	✓
Call waiting	✓	✓	✓
Message waiting indicator	✓	✓	✓
Visual Voicemail		✓	✓
Phone book entries		Central	Central
Missed Call logs			
Received Call logs			
Outgoing Call logs			
External IP extension support		✓	✓
Missed call indicator		✓	✓
Onscreen key labels			
Call Handling and User Features			
Cancel transfer		✓	✓
Conference		✓	✓
Do not disturb		✓	✓
Hold		✓	✓
Blind transfer		✓	✓
Redial	✓		
Speed dial			✓
Trade calls		✓	✓
Transfer	✓	✓	✓
Voicemail	✓	✓	✓
Network Features			
Power over Ethernet (802.3af)	✓		
Ethernet ports	2× 10/100		
Auto-discovery of FortiVoice system on LAN	✓		
802.1q – VLAN	✓		
QoS L2 802.1p	✓		
QoS L3 DSCP	✓		
802.1x – Network access control	✓		
DHCP client	✓		
SNTP client	✓		
SIP (RFC 3261)	✓	✓	✓
SIP over UDP	✓	✓	
SIP over TCP	✓	✓	
SIP over TLS	✓	✓	
RTCP	✓	✓	
SRTP	✓	✓	
WSS			✓

Specifications

PHONE TYPE	HOTEL FON-H25	SOFTCLIENT MOBILE	SOFTCLIENT DESKTOP
Management			
TFTP	✓		
HTTP	✓		
HTTPS	✓	✓	✓
Option 66	✓		
SIP PnP	✓		
Web management portal	✓		
Backup/Restore	✓		
Syslog	✓		✓
Audio Features			
HD voice	✓		
G.711a	✓	✓	✓
G.711u	✓	✓	✓
G.722	✓	✓	✓
G.723.1	✓		
G.726	✓		
G.729a	✓	✓	
Opus		✓	✓
GSM			✓
Voice activity detection (VAD)	✓		✓
Comfort noise generation (CNG)	✓	✓	✓
Adaptive jitter buffer	300 ms	200 ms	Dynamic
DTMF in-band	✓	✓	✓
DTMF out-of-band (RFC2833)	✓	✓	✓
DTMF via SIP info	✓	✓	✓
Operation			
Humidity	5%–90%		
Temperature	0°C–40°C		
Power class	3		
Power consumption	4.5 Watts		
Display Languages			
English		✓	✓

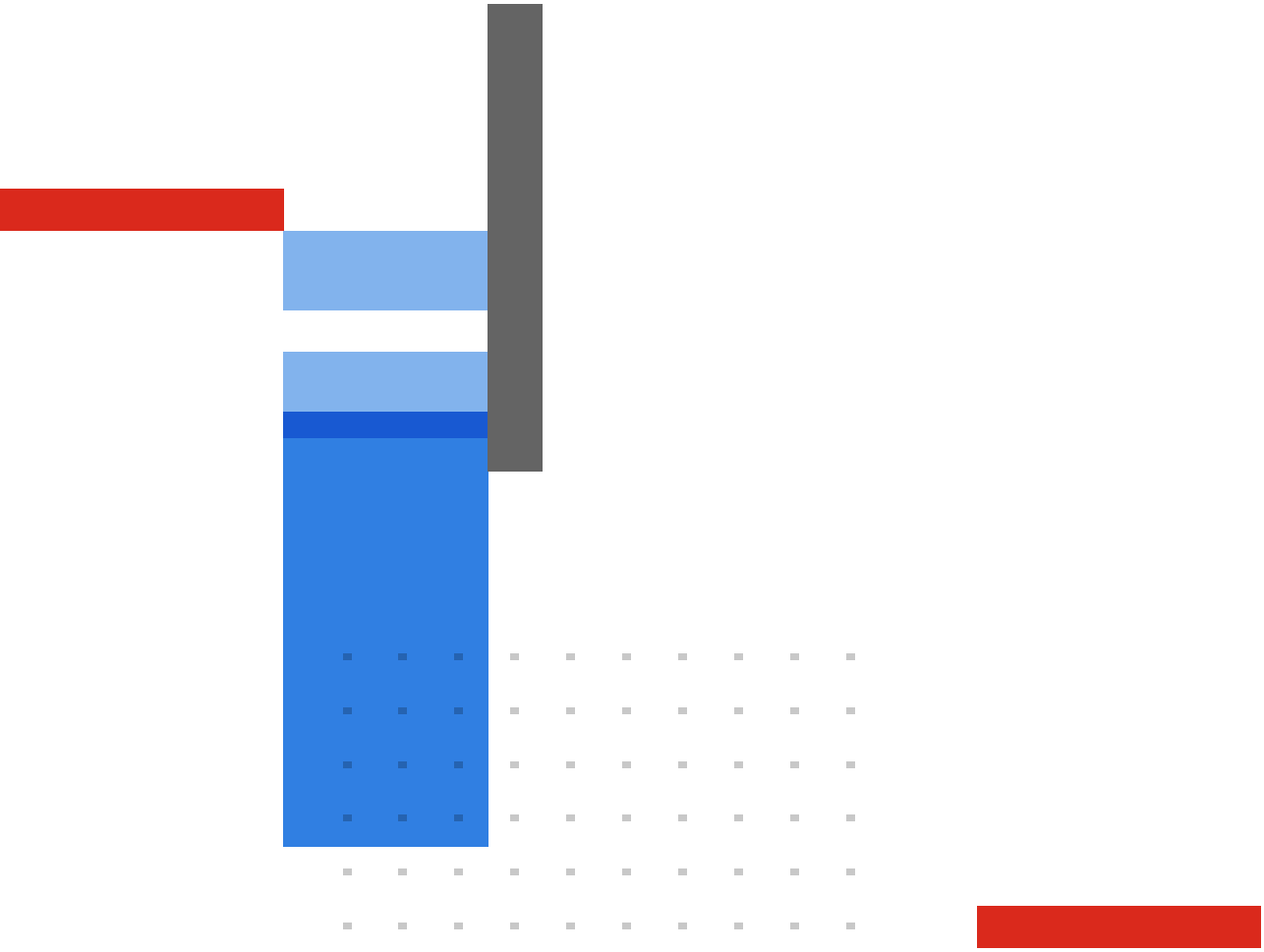
Ordering Information

PRODUCT	SKU	DESCRIPTION
Desktop Phones		
FortiFone FON-280B	FON-280B	Entry level IP phone with 2.4 inch color screen, 6 programmable keys, PoE, and 10/100 LAN and PC connections.
	FC-10-FF28B-247-02-DD	FortiCare Premium Support.
FortiFone FON-380B	FON-380B	Mid range IP phone with 3.5 inch color screen, 28 programmable keys, PoE and 10/100/1000 LAN and PC connections.
	FC-10-FF38B-247-02-DD	FortiCare Premium Support.
FortiFone FON-480B	FON-480B	High end IP phone with 4.3 inch color screen, 45 programmable keys, built-in Bluetooth, PoE and 10/100/1000 LAN and PC connections.
	FC-10-FF48B-247-02-DD	FortiCare Premium Support.
FortiFone FON-580B	FON-580B	High end IP phone with 4.3 inch and dual 3.5 inch color screens, 106 programmable keys, POE and 10/100/1000 LAN and PC connections.
	FC-10-F580B-247-02-DD	FortiCare Premium Support.
Hotel Phone		
FortiFone FON-H25	FON-H25	Hotel IP phone with 6 programmable keys, POE and 10/100 LAN and PC connections (custom decals sold separately FON-H25-DCL-CUST).
	FON-H25-DCL-CUST	Custom decal for FON-H25 phone - 50 pieces.
	FC-10-FFH25-247-02-DD	FortiCare Premium Support.
Softclient		
FortiFone Softclient	FVE-SCLIENT-10	License to add 10 softclients to FortiVoice Enterprise system.
	FVE-SCLIENT-100	License to add 100 softclients to FortiVoice Enterprise system.

NOTE: FortiFone products are subject to regional telecommunications regulations. Visit the FortiVoice Global Availability for Phone Systems and Phones datasheet for the list of countries in which FortiFone telephones are available.

FortiCare Support Service

FortiCare Support Services is per-device support services, and it provides customers access to over 1400 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. Global technical support is offered 24×7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots.



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