FortiVoice USER GUIDE – SOFT PHONE APP

Signing In

- Username: your Extension Password provided by an admin Server: 10.168.168.120 External server: 206,188,252,116 Port:443
- Check the box "Remember me"
- Click Loa in •

Making a Call

From the Contact Tab

- Click Contact
- Find the contact, then click 🍾

From the Search Bar

Click Q Search.

Confirm

- Hover over a contact and Click ^{\L}
- Choose if you want to call from the phone or soft phone

Dial from FortiFone-380

Cancel

From the Dial Pad

- Click
- Dial the extension or number
- Press Enter

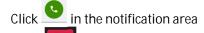
From Favorites

- Click Contact
- Find Y Favorites
- Scroll down to find the contact
- Click 🖌

From Call History

- Click Call
- Scroll down ~ Recent to find the contact
- Hover over a contact and Click

Answering a Call



to end an active call Click

Accessing Voicemail Messages



Click ^{OD} Voicemail

- Select the Voice Message you would like to hear
- Click 🕨
- You can call the person back, mark as read, download, forward, or delete the voicemail by hovering over it

Transferring

Blind Transfer

- While on a Call Click Transfe
- Type in the Contact's Phone number or Extension
- Click 🤒

OR

Click on the Call the Notification Area . and Drag and Drop to a contact

Consult Transfer

- While on a Call Click Transfer
- Type in the Contact's Phone number or Extension
- Click
- Talk to the 3rd Party, then Click Complete transfer

Voicemail Transfer



- Type in *+Extension
- Click 🤨

Conferencing

- While on a Call, Click 🕂
- Type in a contacts name or extension
- Click 🕓
- Talk to that party, then click on the original call
- Choose Merge

Saving a Favorite

From Search Bar

- Click the Search Bar .
- Type in a Contact
- Hover over their name, Click ***
- Choose Favorite

From Contacts Tab

- A Click Contact
- Hover over their name, Click ***
- Choose Favorite

Speed Dial for SoftPhone

- Click
- Click +
- Enter in a number
- Add a Label
- Click Add
- Click the speed dial to place the call

Account

Click Account

Changing your Password

- Click Change Password
- Confirm your Old Password
- Type in a New Password
- Confirm New Password
- . Click ок

Preferences

- Click Preference
- Choose if you want to retain the original caller ID, Activate Call Screening, have a caller record their name (part of call screening), choose number of seconds to ring, activate call wating
- Choose voicemail options: Standard – plays your extension number or recorded name as the message
 - Simple A single voice greeting for any time
 - Scheduled Create Holiday
 - greetings, Business hours greeting, After Hours greeting and any time greeting
 - Conditional voice greeting based on busy or unavailable
- Enter an email address if you want a notification of new voicemails

LOFFLER

Call Handling

- · Click Call handling
- Choose if you want to activate Do Not Disturb
- Choose if you want to activate call forwarding, enter in a number you want to forward to
- Set up Quick Call Handling -Configure how you want to handle incoming call for quick status and set the amount of time you want that status to last
- Set up your normal call handling -Choose how you want to handle incoming call when the phone is in certain status. Turn the switch on to use the user defined action: No Answer, Busy, Do Not Disturb, Normal, Unavailable, Block List, Voicemail
- Choose if you want to activate Twinning (Direct Calls to two numbers)
 - Disabled- twinning turned off Simple - sends one number Scheduled – twin number based on time of day (business hours, afterhours, or anytime)

My Device

- Click My device- This shows which devices are assigned to you
- To program a phone button from your computer, choose Programmable Key
- Choose the Button you would like to program and chose the style of button:
 - o 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
- Amazon Alexa connects to Amazon Alexa
- 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

Settings

Click Setting

General

- Choose 🕈 General
- Choose if you want to Auto Start FortiFone
- Choose if you want to keep running in the background

Device

- Choose 🎐 Device
- Select your headset and microphone

HotKey

- Choose Hotkey
- Customize hot keys or speed dials in this screen