

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 Log in

Making a Call

From the Contact Tab

- Click  Contact
- Find the contact, then click 




From the Search Bar

- Click
- Hover over a contact and Click 
- Choose if you want to call from the phone or soft phone




From the Dial Pad

- Click 
- Dial the extension or number
- Press Enter



From Favorites

- Click  Contact
- Find  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

- Click  in the notification area
- Click  to end an active call

Accessing Voicemail Messages

- Click  Call
- Click  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  Transfer
- 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 

Voicemail Transfer



- While on a Call Click  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

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



Speed Dial for SoftPhone

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


Account

- Click  Account


Changing your Password

- Click 
- Confirm your Old Password
- Type in a New Password
- Confirm New Password
- Click 



Preferences

- Click 
- 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 waiting
- 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

Call Handling

- Click 
- 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  - This shows which devices are assigned to you
- To program a phone button from your computer, choose 
- Choose the Button you would like to program and choose the style 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
- 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 


General

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

Device

- Choose 
- Select your headset and microphone

HotKey

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

LOFFLER