



# FortiVoice USER GUIDE – WEB APP

## Signing In



- Open a browser and enter in the Server Address:  
https://206.188.252.116/voice/
- 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 
- Find the contact, then click 



From the Search Bar

- Click 
- Enter a name
- Click  and it will place the call on your desk phone


From Call History

- Click 
- Find a contact and Click 

## Accessing Voicemail Messages

- Click 
- Click  to listen to the message
- You can call the person back, mark as read, download, forward, or delete the voicemail with the options across the top of the screen

## 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 Follow Me Settings - Choose how you want to handle incoming call, type in a number you want to ring to and for how many seconds (This setting defines how long to ring the Follow Me number before following the No Answer call handling setting of the extension. Click OK.)
- 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)



## Preferences

- Click 

## User Settings

- Upload a Picture
- Choose an Idle Time out (In Minutes)
- Change you Voicemail PIN
- Change your User Password

## Programming a Button

- To program a phone button from the web portal, choose  Programmable Key ...
- Choose the Button you would like to program and chose the function of the 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 number in the resource field
- Enter a Name in the Label field
- Click 

### Incoming Calls

- Choose if you want to retain the original caller ID
- Choose if you want to Activate Call Screening
- Choose if you want to have a caller record their name (part of call screening)
- Choose a number of seconds to ring
- Choose if you want to activate call waiting

### Quick Mode

- Schedule Call options:
- \*720: to cancel quick mode
- \*721: Out of office : Switch back XX:XX next day
- \*722: Away : Switch back XX:XX next day
- \*723: Other : Switch back XX:XX next day

### Notification Options

- Choose if you want Missed Call Notifications
- Enter an email address if you want a notification of new voicemails

**LOFFLER**