



FortiFone USER GUIDE – MOBILE CLIENT - Android

Downloading



- Open the Google Play or App Store
- Download the FortiFone App
- Log in with:
Account ID: your Extension
Password provided by an admin
External server:206.188.252.116
Username: your Extension
- Click Log in

Making a Call



From Contacts

- Click  Contact
- Choose the Contact
- Click  to dial


From the Dial Pad

- Click  Dialpad
- Dial an extension
- Click  to dial



From History

- Click  History
- Scroll to the contact you wish to dial
- and click 

Answering a Call


- Click to answer 

Mute



- While on a Call Click  Mute
- Unmute
- Click  Muted

Transferring


Blind Transfer

- While on a Call Click  Transfer
- Click **Blind Transfer**
- Search for a contact or dial a number from the dial pad
- Press the phone icon to call




Consult Transfer

- While on a Call Click  Transfer
- Click **Attended Transfer**
- Select a Contact or Dial a number and click the phone icon to call
- Click  Transfer



Voicemail Transfer

- While on a Call Click  Transfer
- Click **Blind Transfer**
- Dial *+extension
- Press the phone icon to call






Conferencing

- While on a Call Click  Add Call
- Click **Start 3 way conference**
- Select a Contact or Dial a number
- Click 
- Click  Merge to join all parties



Hold

- While on a Call Click  Hold
- Remove from Hold
- Click  Hold


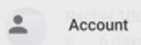


Accessing Voicemail Messages

- Click  Voicemail
- Select the type of Voice Message you would like to hear
- | | | |
|--------|-----|-----|
| Urgent | New | Old |
|--------|-----|-----|
- Click  to play
- Click  to delete
- Click  to call the caller back
- Click  to mark as new/heard depending on the status of the message



Creating a New Contact

- Click  Contact
- Click 
- Enter in the information
- Click **SAVE**


Settings - Account

- Click 
 - Click 
 - Click on your extension
- 1003
-  206.188.252.116:443 [1003]
-  Call Service Available

Adding a picture to your profile

- Click 
- Click 
- Choose picture
- Crop
- Click 

Turning on Call Forwarding


- Click next to Call forward to enable
- Click 
- Enter in a number to forward to
- Click OK

Turning on Do Not Disturb



- Click next to Do Not Disturb to Enable or Disable

Changing your Password

- Password**

- Click
 - Enter in a new password
 - Click Done
 - Click 

Settings - Preferences

- Click 
- Click 
- Choose if you want to turn on any of these options:

Service Setting

Vibrate only for calls

Turn on the vibration only for incoming cellular calls while in a FortiFone call. The ringer will be silent.

Start FortiFone on phone startup

Automatically start the FortiFone app after the phone restarts.

LOFFLER