

FortiFone USER GUIDE – MOBILE CLIENT - iPhone

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

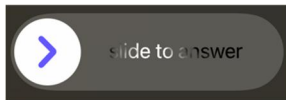
- Click  Dialpad
- Dial an extension
- Click  to dial

From History




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

Answering a Call

- Click to answer



Mute


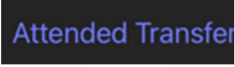

- While on a Call Click  mute
- Unmute 
- Click 

Transferring


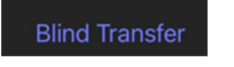
Blind Transfer

- 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


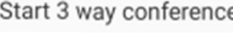


Consult Transfer

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

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 calls to join all parties

Hold

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



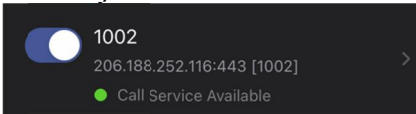
Accessing Voicemail Messages

- 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


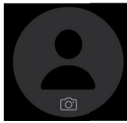

Creating a New Contact

- Click 
- Click 
- Enter in the information
- Click 



Settings - Account

- Click 
 - Click  Account
 - Click on your extension
- 


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

- Click 
- Enter in a new password
- Click Next
- Click 

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