FortiFone USER GUIDE – MOBILE CLIENT - iPhone

Downloading

- Open the Apple App Store
- Download the FortiFone App
- Log in with:
  Account ID: 4-Digit Extension
  Password you use for logging into your computer
  External server: 209.237.126.18
  Username: 4-Digit 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

  slide to answer

Mute

- While on a Call Click mute

  Unmute

- Click mute

Transferring

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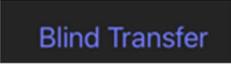
- While on a Call Click transfer
- Click Blind Transfer
- Search for a contact or dial a number from the dial pad
- Press the phone icon to call

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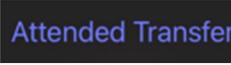
- While on a Call Click transfer
- Click Attended Transfer
- Select a Contact or Dial a number and click the phone icon to call
- Click transfer

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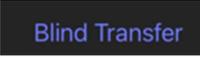
- While on a Call Click transfer
- Click Blind Transfer
- Dial *+extension
- Press the phone icon to call

Conferencing

- While on a Call Click add call
- Click Start 3 way conference
- Select a Contact or Dial a number
- Click
- Click merge calls to join all parties
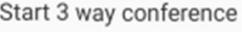
Hold

- 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 Save

Settings - Account

- Click
- Click Account
- Click on your extension

1002
206.188.252.116:443 [1002]
● Call Service Available
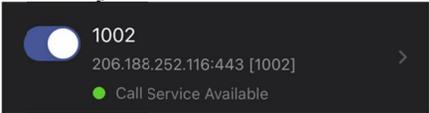
Adding a picture to your profile
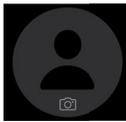
- Click
- Click
- Choose picture
- Crop
- Click PUBLISH AVATAR

Turning on Call Forwarding

- Click next to Call forward to enable
- Click Call Forward Number
- 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 Save

LOFFLER