FortiVoice USER GUIDE – WEB BROWSER

Signing In

- Open a browser and enter in the Server Address:
  https:// 209.237.126.18/voice/
- Username: 4-digit Extension
  Password you use for logging into your computer
- 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
- Fina 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)

Fax

- Click

Sending a Fax

- Click
- In the To field, type in the phone number (9+Number)
- Choose if you are uploading your own cover sheet or using the dynamic built in template
- Click to add a file (JPEG or PDF only)
- Click

Viewing a Fax

- If you are looking for a personal fax, that will show up in your inbox, if you looking for a shared fax box, select
- Delete- Select a check box next to the fax and choose Delete
- Resend – Allows you to resend a fax you have previously sent
- Forward – Appears in Monitored fax boxes- allows you to forward to another number/user

Preferences

- Click

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

Programming a Button
- To program a phone button from the web portal, choose
- 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
  - 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

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