



# FortiFone USER GUIDE – MOBILE CLIENT - Android

## Downloading



- Download the FortiFone App
- Log in with:  
Account ID: 4-Digit Extension  
Password you use to login to 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 

## 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


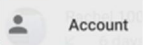
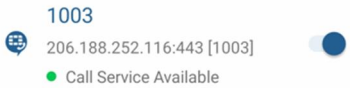
## Accessing Voicemail Messages

- Click  Voicemail
- Select the type of Voice Message you would like to hear  

- 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  



### 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


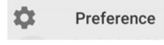
### Turning on Do Not Disturb

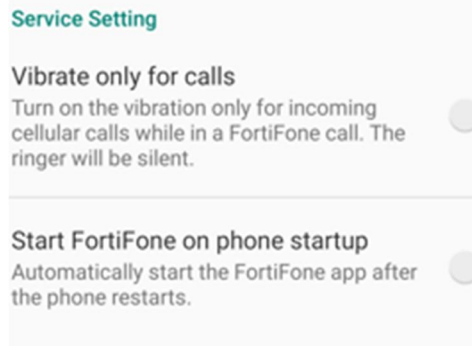
- Click  next to Do Not Disturb to Enable or Disable

### Changing your Password


- Click 
- Enter in a new password
- Click 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. 

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