



# Business Communication System User Training

Jefferson Davis County Schools



# Training Outline

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Initializing your Mailbox

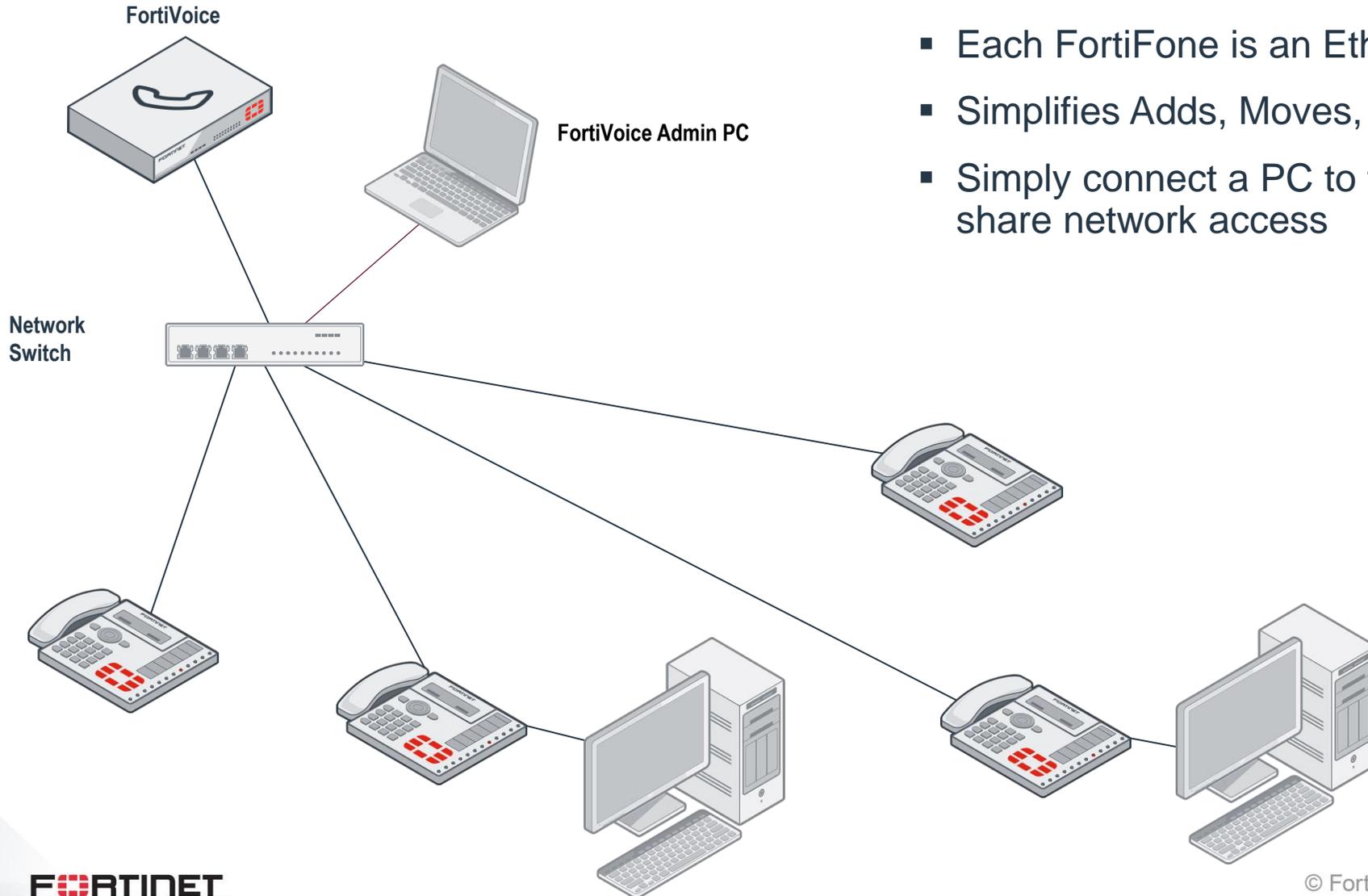
Accessing your Messages

Message Playback

Mailbox Settings and Administration

## FortiVoice User Portal

# FortiVoice System Overview



- Each FortiFone is an Ethernet LAN network device
- Simplifies Adds, Moves, and Changes
- Simply connect a PC to the FortiFone PC port to share network access

# FortiFone

IP Telephone Overview

# FortiFone FON-480



- 4.3" color screen
- 45 appearance keys
- 4 softkeys
- 10 dedicated feature keys: Voicemail, Headset, Hold, Transfer, Conference, Mute, Redial, Speaker, History, Return
- Flashing LED voicemail indicator
- Call history
- Full duplex speaker
- Built-in Bluetooth headset support
- Integrated headset jack
- Two 10/100/1000 Ethernet ports: one to connect the FortiFone to the network, one to connect a PC to the network via the FortiFone.
- Supports both on-prem and cloud solutions

# FortiFone FON-570



- 7" color touch screen
- 29 appearance keys on screen, expandable to 109 with additional module
- 7 dedicated feature keys: Voicemail, Headset, Hold, Transfer, Mute, Redial, Speaker,
- Flashing LED voicemail indicator
- Call history
- Full duplex speaker
- Integrated headset jack
- Two 10/100/1000 Ethernet ports: one to connect the FortiFone to the network, one to connect a PC to the network via the FortiFone.

# FortiFone FON-575



- 4.3" color screen
- 2 x 3.5" color screens
- 106 appearance keys on screen, expandable to 109 with additional module
- 9 dedicated feature keys: Voicemail, Headset, Hold, Transfer, Mute, Redial, Speaker, Home/Menu, Return
- Flashing LED voicemail indicator
- Call history
- Full duplex speaker
- Built-in Bluetooth headset support
- Integrated headset jack
- Two 10/100/1000 Ethernet ports: one to connect the FortiFone to the network, one to connect a PC to the network via the FortiFone.

# **FortiVoice**

IP Extension Operation Basics

# Phone Buttons

Button	Function
	Navigation keys — used to navigate items within the History/Contact/Menu.
	Hold — places and retrieves calls on hold.
	Transfer — transfers calls to another extension or outside line.
	Conference — creates a conference call with another extension or outside line.
	Voicemail — accesses voicemail.

# Phone Buttons

Button	Function
	Redial — places a call to the last number dialed.
	Mute — toggles the microphone on and off.
	Headset — toggles the headset on and off.
	Speakerphone — toggles the speaker on and off.
	Volume control — adjusts the volume of the handset/headset/speaker.
	Home/Menu — accesses the menu of the phone where settings, features and phone information are available. Press to return to the idle screen when in menu.

## Extension appearance

LED	Description
Solid green	Extension is idle.
Slow flashing green	Extension is ringing.
Solid red	Extension is in use.
Solid yellow	Do Not Disturb is enabled on extension.
Slow flashing yellow	Extension has a call on hold.

## Line appearance

LED	Description
Solid green	Line is idle.
Slow flashing green	Line is ringing.
Solid red	Line is in use.
Slow flashing yellow	Line is on hold.

Title bar



Scroll list



Softkeys



# History

Displays call information for the following types of calls:

Icon or tab	Description
All	Displays all calls that have been missed, placed, or received by the phone.
	Missed - Displays calls not answered by this phone.
	Placed/Answered - Displays calls placed by this phone and answered by the caller.
	Placed/Unanswered - Displays calls placed by this phone and not answered by the caller.
	Received - Displays calls answered by this phone.

When in History, the phone allows for the following actions by using softkeys:

Softkey	Description
Back	Returns to previous menu section.
Detail	Displays information about the call: Name, Number, Date, Duration.
More	Allows user to delete selected entry or delete all entries.
Dial	Dial the selected entry in the History.

# Answering Calls

## TO ANSWER AN INCOMING CALL:

- Using the Handset:
  - To answer a call, pick up the handset when the phone rings.
  - To end a call, hang up the handset.
- Using the Speakerphone:
  - To answer a call, press the  **Speakerphone** button.
  - To end a call, press the  **Speakerphone** button again.
- If your extension has call waiting enabled, you can press the Answer softkey to answer the second call.
- To reject a call, press the Decline softkey. The call will follow the extension's busy settings as configured in the call handling section of the extension preferences.
- To quickly disable the ring tone, press the Ignore softkey. This will also allow for the call to still be answered.

# Making Calls

- Lift the handset or press the  **Speakerphone** button then dial the extension number. (unless you have a headset)
- **Dial 9 + 1 + 10 digits or ... a local 4-digit extension**
- Press the **History** button to review your previous calls. Use the navigation keys to scroll and then press **Dial** softkey to make the call.

## Redialing

Allows you to redial the last number dialed:

- Press . The phone activates the speakerphone and places the call.
- You can also lift the handset or press  followed by pressing .

# Holding Calls

## TO PLACE A CALL ON HOLD:

- While on an active call press the **Hold** button.



## TO TAKE CALL OFF HOLD:

- Press the **Hold** button again.

### *NOTE:*

If you have multiple calls on hold, you can:

- Press the flashing LED associated with the call that has been placed on hold to answer that call
- Scroll through the held calls by using the navigation keys until the call you want to take off hold is displayed, then press **Hold**.

# Transferring Calls



## Attended transfer

Calls can be announced to the party receiving the transfer before completing the transfer.

### To perform an attended transfer

1. Press the *Transfer* softkey.
2. Dial the extension or phone number and press the *Dial* softkey.
3. Announce the call.
4. Press the *Transfer* softkey.

## Blind transfer

Calls can be transferred without talking to the party receiving the transfer.

### To perform a blind transfer

1. Press the *Transfer* softkey.
2. Dial the extension or phone number.
3. Press the *Transfer* softkey.

# 3<sup>rd</sup> party conference

## 3-party conference

The phone supports conferencing with two other parties.

### To create a 3-party conference

1. Place the first call.
2. Press the *Conference* softkey. The first call will be placed on hold.
3. Call the second party.
4. Press the *Conference* softkey again when the second party answers.

To end a conference call press the *Split* softkey to separate the parties or the *End* softkey to disconnect from both parties and end the conference call entirely.

# Call Forward ALL

## To set the call forward number:

<dial> \*719#

<enter pin> 123456 (if it has not been changed) otherwise use voicemail pin

“enter number you wish to forward to”

< 9 + 10 digit external number + # > example =9 1 601 427 4244 # would be my office number

Or

< 4 digit extension + # >

<end>

## To turn ON call forwarding :

<dial> \*711#

## To turn off call forwarding :

<dial> \*710#

# **FortiVoice**

## Voicemail Basics

# Initializing Your Voicemail Box

- press the **Voicemail** button or softkey.
- The default is visual voicemail where you can see your messages on the phone.
  - If you wish to change this setting – hit the menu button / features / change voicemail from visual
- Easy way To access the voicemail menu dial \*98
- Enter one of the following passwords:
  - enter the default password of **123456** followed by **#**.

Press **0** to enter the voicemail box settings to change your password, record your name for the FortiVoice directory and record a voicemail greeting.

# Accessing Your Messages

## TO CHECK VOICEMAIL FROM YOUR PHONE:

- Press the **Voicemail** button
- At the prompt, enter your password, then press **#**

## TO CHECK VOICEMAIL FROM ANOTHER PHONE:

- Lift the handset and dial **\*98** and press dial.
- At the prompt, enter your extension number and press **#**
- At the prompt, enter your password, then press **#**

## TO CHECK VOICEMAIL FROM AN EXTERNAL LOCATION:

- Call into the office
- Once the Auto Attendant answers, dial **\*98#**
- Enter your extension number and then your voicemail password, and press **#**

# Message Playback & Forwarding Options

While listening to a message, you have the following options:

- Press **1**: Go to first message
- Press **2**: Go to start of message
- Press **3**: Go to end of message
- Press **4**: Play previous message
- Press **5**: Replay message
- Press **6**: Play next message
- Press **7**: Delete message
- Press **8**: Forward message
- Press **9**: Save message
- Press **\***: Help
- Press **#**: Exit

# Mailbox Settings & Administration

To modify your mailbox settings, while logged into voicemail:

Press **0** to Access Mailbox Options:

- Press **1**: Use standard greeting
- Press **2**: Record personal greeting
- Press **3**: Use standard name
- Press **4**: Record your own name
- Press **5**: Change password

# FortiVoice

User Portal

# FortiVoice User Portal

The FortiVoice User Portal is a web browser based hub where users can interact with their extension directly from their PC.

- Features:
  - Quickly Access the FortiVoice directory
  - Personalize Call Handling
  - Call History and Details
  - Visual Voicemail
  - Configure personal reminders

# FortiVoice User Portal

## Accessing the FortiVoice User Portal

- Enter the IP address or FQDN of the FortiVoice followed by /voice. For example:  
`https://10.10.1.30/voice`
- Enter your extension number
- Enter your extension User PIN in the **Password** field. (123456 default)
- Select **Login**.

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