FortiVoice - User Portal Guide

Version 6.0.5

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FortiVoice 6.0.5 User Portal Guide
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Change Log

Date	Change Description
2020-05-28	Initial release of the FortiVoice 6.0.5 User Portal Guide.
2020-06-09	Added Using the calendar on page 16.

Introduction

The FortiVoice user portal allows you to manage the following functions for your phone extension:

- Call history
- Voicemail
- Contact
- Call handling
- Call recording
- Fax

The available functions may vary depending on the privileges assigned to your phone extension by your FortiVoice system administrator.

Recommended web browsers

To access the FortiVoice user portal, you can use one of the following recommended web browsers:

- Apple Safari version 12 or 13
- Google Chrome version 81
- Microsoft Edge version 44 or 81
- Mozilla Firefox version 76
- Mozilla Firefox ESR version 68.8

Logging in to the FortiVoice user portal

Use this procedure to log in to the FortiVoice user portal.

Prerequisites

- Ask your FortiVoice system administrator for the IP address of the FortiVoice phone system that is managing your extension.
- Know your phone extension on the FortiVoice phone system and user password for web access.

Procedure steps

1. Open a web browser and go to `https://<IP_address_or_FQDN>/voice`.

   where <IP_address_or_FQDN> is the IP address or the FQDN of the FortiVoice phone system.

   If the FortiVoice system administrator has changed the access port, then you must also include the port, for example:

   `https://<IP_address_or_FQDN>:446/voice`
2. In **Extension**, enter your extension.
3. In **Password**, enter the user password for your extension.
4. Click **Login**.

   The main page of the FortiVoice user portal appears.

   The widget selection may vary depending on the privileges assigned to your phone extension by your FortiVoice system administrator.

Using the FortiVoice user portal

The FortiVoice user portal allows you to perform the following tasks:

- Check your call history for received, placed, or missed calls.
- Check your voicemail including playing, deleting, forwarding, or saving voicemails.
- Manage your business and personal contacts, and view the business and corporate phone directories.
- Manage how the phone system handles your phone calls.
- Check your recorded calls including playing, deleting, or saving the voicemails.
- Receive and send fax.
- Configure your extension according to your preferences.
- Use the operator console to process organization calls.
- Use the call center console to process call queues.

Checking the call history

The **Call History** menu displays all incoming and outgoing calls made to and from your extension. Your phone call records include the following details:

- Caller and receiver
- Time of the call
- Call duration
- Call status or disposition
- Call direction
- Call type

Viewing call details

1. In the call history list, double-click on an entry.
2. You can view details in the following sections:
   - Call information
   - Detail information
   - Call flow

Searching call records

1. In **Call History**, click the **Search** button .
2. Enter a search string and press Enter.

Filtering call records

You can apply additional filtering by selecting options available under the **Direction** and **Disposition** drop-down menus.

Saving all call records

1. In **Call History**, click **Download**.
2. Select **All**.
3. Select **Save File**.
4. To save the CSV file, click **OK**.

Managing voicemail

Use the procedure to display all your voicemails including urgent and old ones.

1. Go to **Voicemail**
2. For the drop-down menu, select **All**.
3. Select the checkbox for a voicemail and then perform one of the following actions:
   - To listen to the voicemail, click **Play** ▶.
   - To remove the voicemail, click **Delete**.
   - To send the voicemail to another extension, click **Forward**.
   - To save the voicemail (WAV file format), click **Download**.

Organizing contacts and viewing corporate directory

The **Contact** menu displays all of the extensions in your organization, including the extension number, display name on the phone, location of the extension, and the extension type.

You can filter contacts by **Personal Contact**, **Business Contact**, or **Directory** from the top drop-down menu.

You can sort the **Personal Contact**, by using the following filters:

- **Sort by**: Allows you to show contacts by display name or main number.
- **Category**: Allows you to show contacts for speed dial, favorite, or all.

You can update the **Personal Contact** but the FortiVoice system administrator manages the **Business Contact** and **Directory**.

Calling a contact

To call an extension, initiate the click to dial by clicking the phone icon next to the extension number.

Adding a contact

Use this procedure to add a contact to **Personal Contact**.

1. Click .
2. Fill in the fields.
3. Click **Create**.

Editing a contact

To edit a contact in **Personal Contact**, select the box to the left of the contact, and then click .

Deleting a contact

To delete a contact from **Personal Contact**, select the box to the left of the contact, and then click .

Importing a list of contacts

Use this procedure to import contacts from a file with data represented in a comma-delimited format also referred to as comma-separated values (CSV) in **Personal Contact**.

1. Click and select **Import**.
   The File Upload dialog opens.
2. Find the CSV file to import and click **Open**.

Exporting a list of contacts

Use this procedure to export contacts from **Personal Contact** to a CSV file.

1. Click and select **Export**.
2. Choose to save the CSV file and click **OK**.

Updating a contact favorite list

Use this procedure to update a favorite list to add or delete a contact.

1. Go to **Contact > Personal Contact**.
2. To add a contact to a favorite list, click the star icon next to the display name.
3. To remove a contact from a favorite list, click the star icon next to the display name.

Updating a contact speed dial list

You can associate a phone number with a key pad number and create a contract speed dial list. Use this procedure to add or delete a number from a speed dial list.

1. Go to **Contact > Personal Contact**.
2. Next to the main number, click the down arrow ▾.
3. To add a number to the speed dial list:
   a. Select **Add to Speed Dial**.
   b. To associate the phone number with a key pad number, click a number in the list.
   c. Click **OK**.
4. To remove a number from the speed dial list, select **Remove from Speed Dial**.

Configuring a personal block list

Use this procedure to maintain a phone number block list to prevent those defined numbers from calling your extension.

To block a phone number (not included in the personal contact list)

1. Go to **Contact > Personal Contact** and click **Personal Block List**.
2. Click **New**.
3. Enter a **Number**, and optionally a **Display name** and **Description**.
4. Click **Create**
5. To finish configuring your block list, click **Close**.

To block a phone number (included in the personal contact list)

1. Go to **Contact > Personal Contact**.
2. In the main number list, locate the number that you want to block.
3. Next to the main number, click the down arrow ▾.
4. Select **Add to Block List**.
5. Optionally, add a **Description**.
6. To confirm, click **OK**.

Managing calls

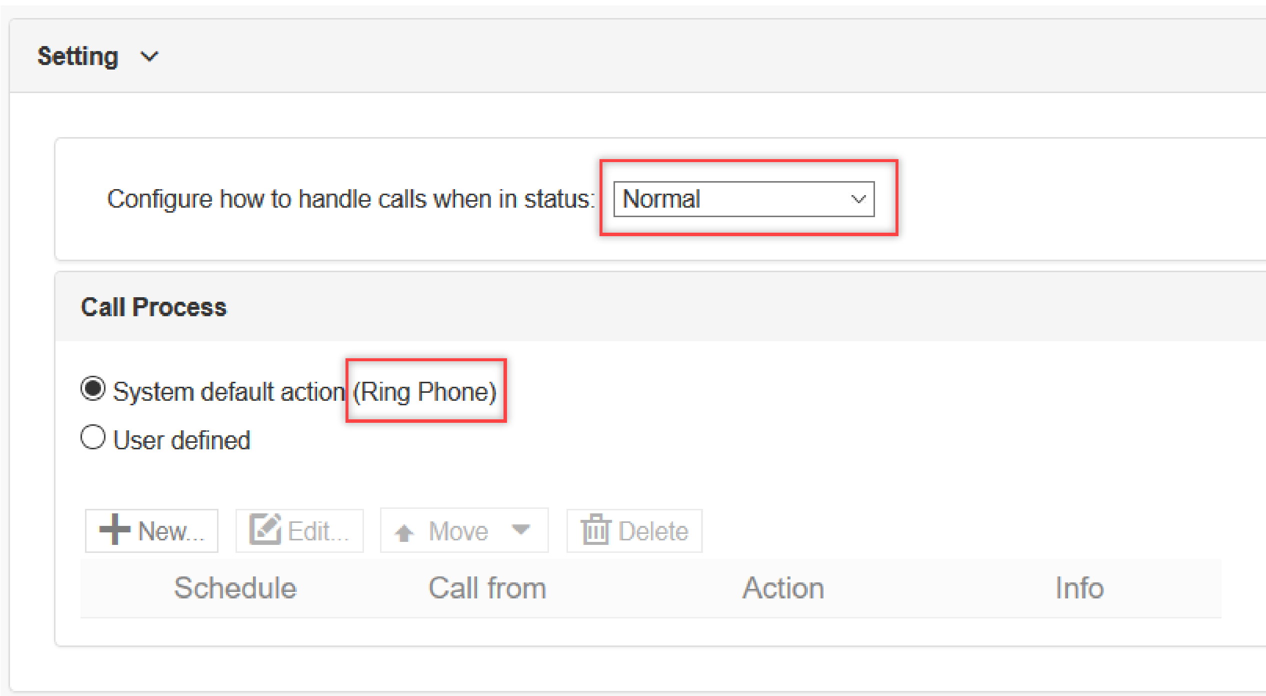
Call handling allows you to manage the call process. For example, you can configure the process to forward a call to another number on a specific schedule.

To manage a call

1. Go to **Call Handling**.
2. Under **Setting**, select a call status from the drop-down menu. Your choices are:
   - Normal
   - No answer
   - Busy
   - Do not disturb
   - Phone not connected
   - Block list
   - Voicemail

   Each status can only be used for one call management configuration.

   If you select **Block list**, the call management configuration will apply to the numbers added in the **Personal Block List** configuration. See Configuring a personal block list on page 11.
3. Set **Call Process** to either **System default action** or **User defined**.
   The **System default action** changes depending on the status selected. As shown in the example, a **Normal** status means the system default action is **Ring Phone**.



4. If you selected **User defined**, click **New** to define a call process according to a schedule.
   - Select a default **Schedule** for the call action. Once a schedule is assigned, you can click **View** to display the schedule details.
   - Select whether this call process applies to **Internal**, **Trunk**, and/or **Office peer** calls.
   - Select an **Action** for the call process. Multiple user defined call process actions can be defined to process a call in a specific sequence. For example, you can create one call process with a **Play announcement** action, followed by another with an **Auto attendant** action.

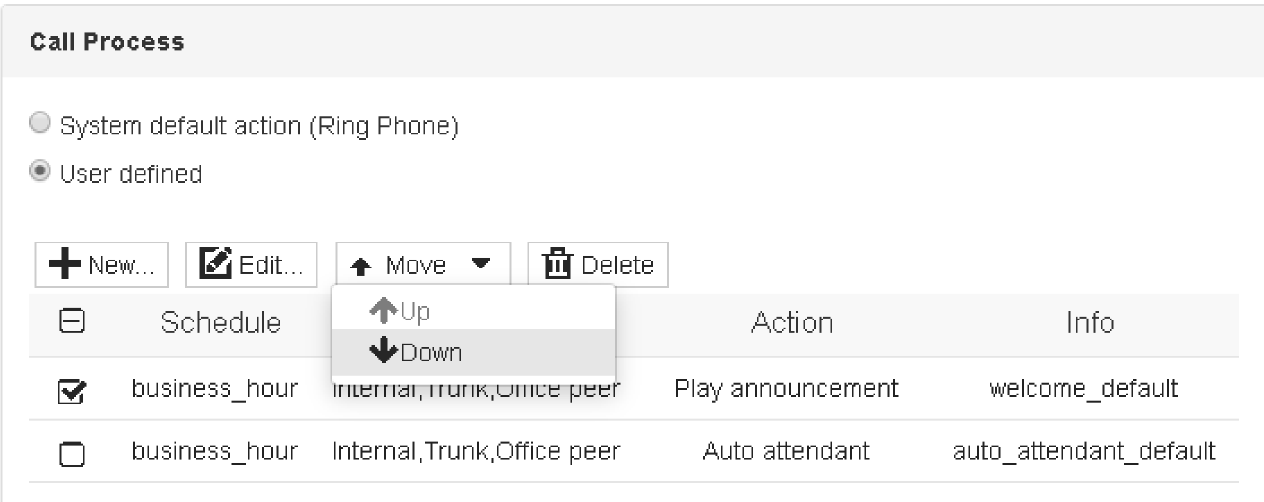
     The **Default action** is the same as the system default action, determined by the call handling status.
     - If you select **Follow me**, select a follow me profile. For information on configuring follow me, see Follow me setting on page 14.

This option is only available if your administrator enables call forwarding in your extension's user privilege.

- If you select **Play announcement**, select a sound file. For information on configuring sound files, see Customizing a sound file for an announcement on page 14.
- If you select **Auto attendant**, select a default auto attendant.
- If you select **Forward**, enter the number to which you want to forward the call. This option is available only if your administrator enables call forwarding in your extension’s user privilege.

- Click **OK**.

5. Your call process actions are shown. If necessary, you can change the order of the actions by selecting an action's checkbox and clicking **Move > Up** or **Move > Down**.



6. Click **OK**.

Quick call handling

Use Quick call handling to change your call handling settings for a short period of time and leave your regular call handling settings unaffected by this change. The quick call handling settings are tied to the settings under **Preferences > Quick Mode** (see Setting extension preferences on page 19).

You can manage Quick call handling by dialing a code to enter into a default mode and configure the call process for when your status is either **Out of office** or **Away**, or for another reason (**Other**).

To configure Quick call handling

1. Go to **Call Handling**.
2. Under **Quick call handling**, select a call status from the drop-down menu. Each status can only be used for one call management configuration.
3. Under **Call Process**, click **New** to define a call process according to a schedule.
   - Select a default **Schedule** for the call action. Once a schedule is assigned, you can click **View** to display the schedule details.
   - Select whether this call process applies to **Internal**, **Trunk**, and/or **Office peer** calls.
   - Select an **Action** for the call process. Multiple call process actions can be defined to process a call in a specific

sequence.
- Click **OK**.

4. Click **OK**.

Follow me setting

This feature allows a call to your extension to be transferred to another destination when you are not available.

To configure follow me

1. Go to **Call Handling**.
2. Under **Follow Me Setting**, click **New**.
3. Enter a **Name**.
4. Under **Follow Me Numbers**, click **New** to enter a phone number to which the call to your extension can be transferred.
   Additionally, define the **Ring duration** in 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**.
5. Click **OK**.

Repeat the steps to add more numbers if you want to transfer a follow me call to multiple numbers in a sequence. The numbers will be dialed according to the sequence in the follow me setting.

Customizing a sound file for an announcement

When configuring user defined **Call Process** settings under **Call Handling**, you have the option to set the **Action** to **Play announcement**. You must then assign a sound file to play, or create one.

For more details about the call process configuration, see Managing calls on page 11.

To customize a sound file

1. Go to either **Call Handling > Settings** or **Call Handling > Quick call handling** and click **New** under **Call Process**.
   Note that **Quick call handling** is used to determine the call process for when your status is either **Out of office** or **Away**, or for another reason (**Other**).
2. Assign a **Schedule** as necessary, and determine whether this call process applies to **Internal**, **Trunk**, and/or **Office peer** calls.
3. Set **Action** to **Play announcement**. A **Sound file** drop-down menu appears.
4. Click **New** (the plus **+** icon) next to the drop-down menu.
5. Enter a **Name** for the sound file, and set **Action** to **Call me**.
   A message appears stating that a voice recording request (or call) has been sent to your extension.
6. Answer the call and record your announcement using the phone. Click **Yes** when you have finished recording your announcement.
7. Click **Download** to save the recorded announcement.
8. Click **Close**, and click **OK** to finish the call process configuration.

Alternatively, you can set **Action** to **Upload** to import a preexisting audio file.

Managing recorded calls

You can record a personal phone call by entering the call recording feature code on the keypad while in call.

Details about the default feature codes and how the FortiVoice system administrator can modify them are included in the Modifying feature access codes section in the FortiVoice Phone System Administration Guide.

The **Call Recording** menu displays all your recorded calls.

To manage recorded calls

1. Select a recorded call.
2. Perform one of the following actions:
   - To listen to the recorded call, click **Play**.
   - To remove the recorded call, click **Delete**.
   - To send the recorded call to another extension, click **Forward**.
   - To save the recorded call (WAV file format), click **Download**.

Working with fax

You can send and receive faxes using the user portal. If your administrator enables you to monitor a fax extension, you can also manage all of the faxes received on that fax extension.

Viewing a fax received on your extension

1. Go to **Fax > Inbox**.
2. Locate the row for the fax that you want to view.
3. Go to the **Download** column and click the link.

Sending a fax

1. Go to **Fax** and click **New**.
2. Configure the following fields:

GUI field		Description
To		Enter the fax number to which you want to send the fax.
Attachment (PDF and JPEG only)		Click the plus (**+**) icon to locate the fax you want to send as either a PDF or JPEG attachment.
Advanced		
	FAX header	Enter the fax header such as the receiver's name, subject, or number of pages.
	Station ID	Enter a station ID that shows on each fax sent from the FortiVoice unit.

3. Click **Send**.

Viewing a fax sent from your extension

1. Go to **Fax > Sent**.
2. Locate the row for the fax that you want to view.
3. Go to the **Download** column and click the link.

Monitoring a fax extension

1. If your administrator has enabled you to monitor incoming faxes on a fax extension, go to **Fax > Monitor**.
2. Locate the row for the fax that you want to view.
3. Go to the **Download** column and click the link.
4. To delete the fax, select the checkbox to the left, and click **Delete**.
5. To resend the fax, select the checkbox to the left, and click **Resend**.
6. To forward the fax, select the checkbox to the left, and **Forward**.

Using the calendar

In **Calendar**, you can configure the following events:

- **Reminder** - Add a reminder event in your calendar and set the extensions to which you want to send the event reminder calls.
- **Conference** - Add a conference call event in your calendar and invite attendees by email.

Accessing the calendar

To access the calendar, click **Calendar** .

Adding a calendar reminder

1. In **Calendar**, select **reminder**.
2. Double-click a date.

3. Complete the following fields:

GUI field	Description
Title	Add a name for the reminder event.
Description	Optionally, add a description for the reminder event.
Location	Optionally, add a location for the reminder event.
Start time	The start time uses the time zone setting available in Prefer ences > Display Preference. Specify when the reminder event starts.
Recurrence	If you want the reminder event to be on a repeating schedule, click **None**, update the settings, and click **OK**.
Guest	Select the internal and external phone numbers to which you want to send the event reminder call.
Reminder audio	To send a reminder audio to the selected guest phones, select one of the following options: • **Default**: Select to send a beep sound as the reminder audio. To hear the beep sound, click **Play**. • **Customized**: Select to customize the reminder audio. a. Click **Create New**. b. You have two options to create a customized message: • Option 1: Select an extension and click **Call me**. You can then follow the prompts to create a new message. • Option 2: To upload a message that you have already recorded, click **Upload**. Make sure that the file meets the following requirements: 8bit, 8Khz, mono, and WAV file format. c. Click **Close**.

4. To save the reminder event, click **OK**.

Adding a conference call event

To have access to **Conference**, the FortiVoice system administrator must give you the privilege to organize conference calls.

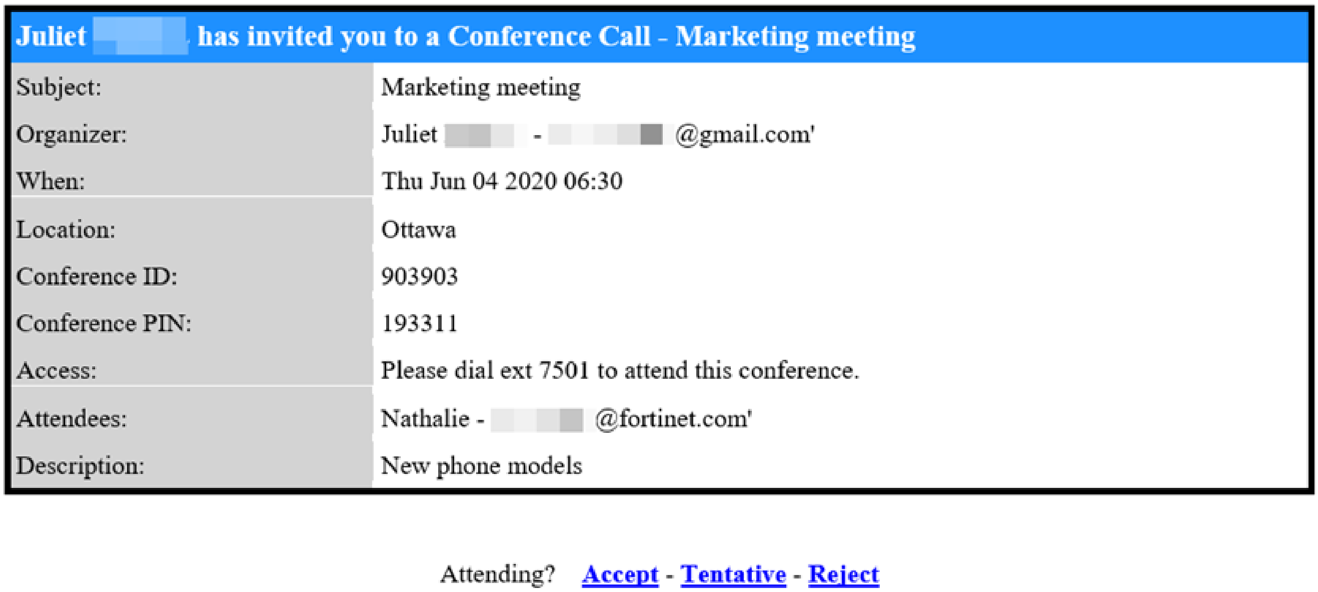
1. In **Calendar**, select **conference**.
2. Double-click a date.

3. Complete the following fields:

GUI field	Description
Title	Add a title for the conference call event.
Conference ID	The ID associated with the conference call. This field is read-only.
Attendee PIN	The PIN that an attendee must enter to join the conference call. You can use the one generated by the system or change it.
Organizer PIN	The PIN that you must enter to host a conference call. Select one of the following options: • **Use voicemail PIN** - This code is also used to access your voicemail messages and is stored on the FortiVoice phone system under Extension > Extension > User Setting, Phone Access. • **Use personal code** - This code is also used to access restricted calls and is stored on the FortiVoice phone system under Extension > Extension > User Setting, Phone Access. • **Specific** - You can specify your own code.
Description	Optionally, add details about this conference call event.
Location	Optionally, add information about the location of this conference call event.
Start time	Both start and end times use the time zone setting available in Preferences > Display Preference. Select the time for the conference call event to start. If the event will last all day, do not select a start time.
End time	Select the time for the conference call event to end. If the event will last all day, do not select an end time.
All day event	If the duration of the conference call will be an entire day, select the check box.
Recurrence	If you want the conference call event to be on a repeating schedule, click **None**, update the recurrence settings, and click **OK**.
Attendee	Click **Add Attendee**, add the attendee details, and click **Create**. Repeat for every attendee.

4. To save the conference call event, click **OK**.

Example email received by an invited attendee



Juliet [redacted] has invited you to a Conference Call - Marketing meeting	
Subject:	Marketing meeting
Organizer:	Juliet [redacted] - [redacted] @gmail.com'
When:	Thu Jun 04 2020 06:30
Location:	Ottawa
Conference ID:	903903
Conference PIN:	193311
Access:	Please dial ext 7501 to attend this conference.
Attendees:	Nathalie - [redacted] @fortinet.com'
Description:	New phone models

Attending? Accept - Tentative - Reject

Exiting the calendar

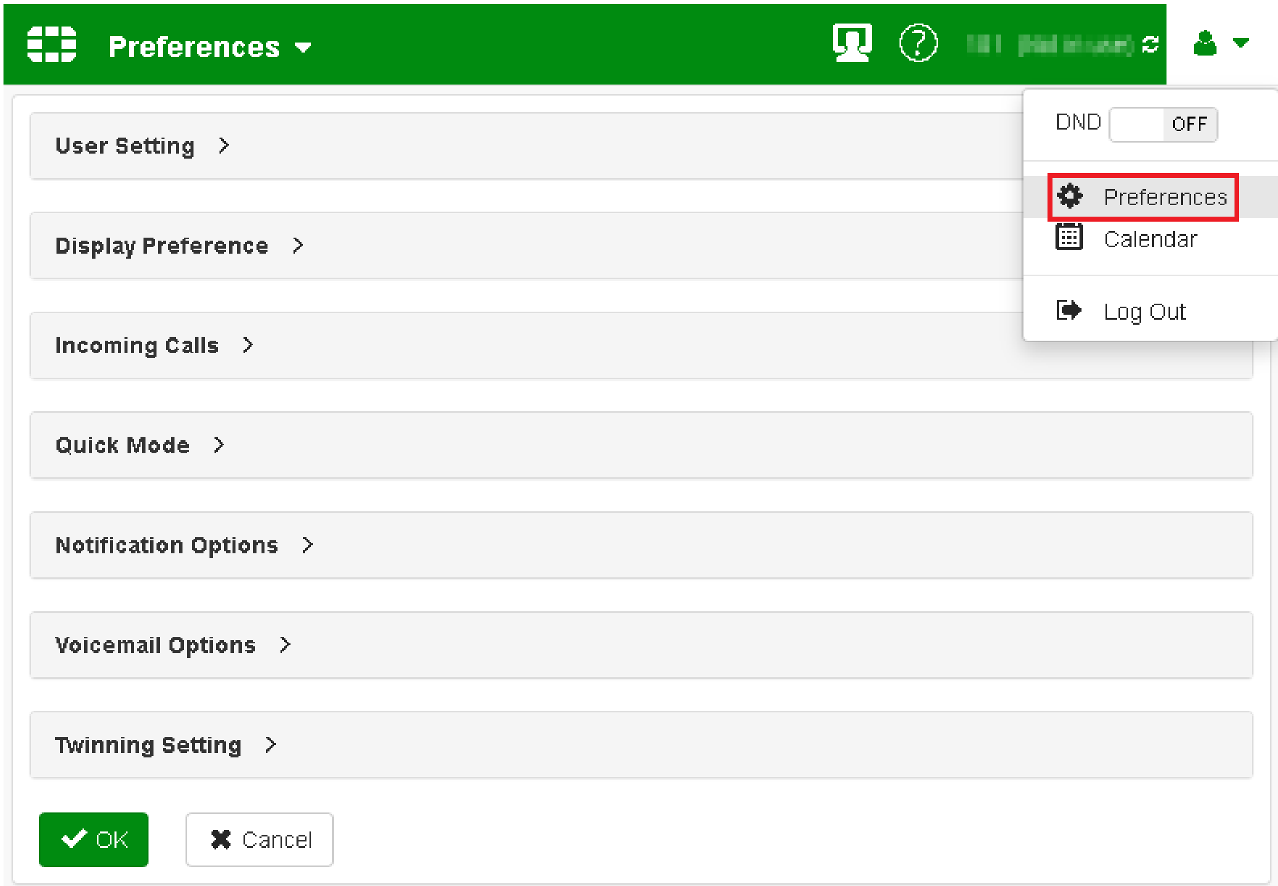
To exit the calendar and return to the main page of the user portal, click **User portal** .

Setting extension preferences

The **Preferences** menu allows you to customize extension settings, including basic user settings, display preferences, incoming call options, quick mode codes, and notification and voicemail options.

To set extension preferences

1. Go to **Preferences**.



2. Configure the following fields:

GUI field	Description
User Setting	
Number	Displays your extension number (read-only).
Display name	Displays the caller ID on the extension, usually the name of the extension user (read-only).
Emergency caller ID	Displays the caller ID to display on the destination phone when the emergency number is dialed (read-only).
External caller ID	Displays a particular caller ID on a called phone instead of the FortiVoice main number or the trunk phone number (read-only). The format must be `name<phone number>`, such as `jdoe<2221111234>`. If you are not sure about this feature, contact your administrator for more information.
Call forward	Enable to forward phone calls and enter the phone number to forward the calls.

GUI field	Description
Idle timeout	Enter the duration of time in minutes before you are logged out of the user portal. Set the value between **1** and **1440** (maximum of one day).
Change PIN number	Click to enter and confirm a new PIN for accessing your voicemail. You must enter your current PIN before choosing a new PIN.
Change User Password	Click to enter and confirm a new user password for accessing the user portal. You must enter your current password before choosing a new password.
Click and scan to login softclient	Click to view and scan your softclient QR code. To scan the QR code, open the FortiFone softclient application on your smartphone and go to **Account > Scan QR Code**. For more details, see the FortiFone Softclient User Guide.
Display Preference	
Default portal	Set the default portal to open when you log in: **User portal** (by default), **Operator console**, or **Call center console**. For more information about the different consoles, see Using the call center console on page 27 and Using the operator console on page 24.
Phone language	Set the phone language for the extension.
Web language	Set the user portal language (**English** by default).
Theme	Set the display color theme for the user portal (**Green** by default).
Time zone	Set the time zone for the user portal (**GMT -8:00 Pacific Time US & Canada** by default).
Incoming Calls	
Retain original caller ID	Enable to display the original caller's number of an incoming call.
Call screening	Enable to request callers to state who they are and why there are calling when receiving an incoming call, allowing you to safely answer expected calls or cancel unwanted and spam calls.
Record caller name	Enable to record the names of incoming callers.
Ring duration	Specify the duration of time in seconds that incoming calls will ring for before going to voicemail.
Call waiting	Enable to allow you to answer an incoming call while on another call.
Quick Mode	
Effective mode	With this temporary setting, you configure a secondary set of call handling rules that do not affect your regular call handling settings. You can configure this setting so calls can automatically follow regular call handling. Use this section to define convenient quick mode schedule settings. Click any of the three modes to define their respective option (and time duration or time of day, if applicable): • To enable the **Out of office** schedule, dial *721. • To enable the **Away** schedule, dial *722. • To enable the **Other** schedule, dial *723.

GUI field	Description
	• To cancel quick mode and revert the system to its regular schedule, dial *720.
Notification Options	
Voicemail	Select the email notification option to use when this extension receives a voicemail: • **None**: Do not send a notification. • **Simple**: Send an email notification. • **With attachment**: Send an email notification with the voicemail attached.
Fax	Select the type of email notification option to use when this extension receives a fax: • **None**: Do not send a notification. • **Simple**: Send an email notification. • **With attachment**: Send an email notification with the fax attached.
Missed call	Enable to send an email notification when you miss an incoming call.
Email address	Enter the email address(es) to which you would like email notifications for voicemails, faxes, and missed calls to be sent.
Voicemail Options	
Voicemail handling	Enable to allow a caller to press 0 to talk to the operator during an announcement.
Name	Set to **Standard** to use the system default name for the voicemail (the extension number), or set to **Personal** to use your own name for the voicemail. If you select **Personal**, click **Call me** to record your own message using the phone, or click **Upload** to import a pre-existing sound file. Uploaded sound files must be WAVE files in mono 16bit PCM (8000Hz) compression format.
Greeting	Select the voicemail greeting mode and greeting content. Click **Audio file** to record or import a sound file for various scenarios, depending upon the greeting type selected: • **Standard**: The default system defined greeting. • **Simple**: The greeting that applies to any time. • **Scheduled**: The greeting that comes with a schedule. Click **New** to add a system **Schedule** and assign a **Greeting**. • **Conditional**: The greeting that applies when you are either busy or unavailable.
Twinning Setting	
Setting	Set to **Disabled**, or **Simple** or **Scheduled** to allow an external telephone (cell phone or home phone) to replicate your internal office extension. • **Disabled**: Select to disable twinning. • **Simple**: Select to configure basic twinning by adding a phone number.

GUI field	Description
	• **Scheduled**: Select to configure twinning by adding phone numbers based on a schedule or multiple schedules (three maximum).

3. When you have finished customizing your preferences, click **OK**.

Programmable keys

The FortiVoice user portal only shows the Programmable Keys menu, if you are using a FortiFone that supports programmable keys.

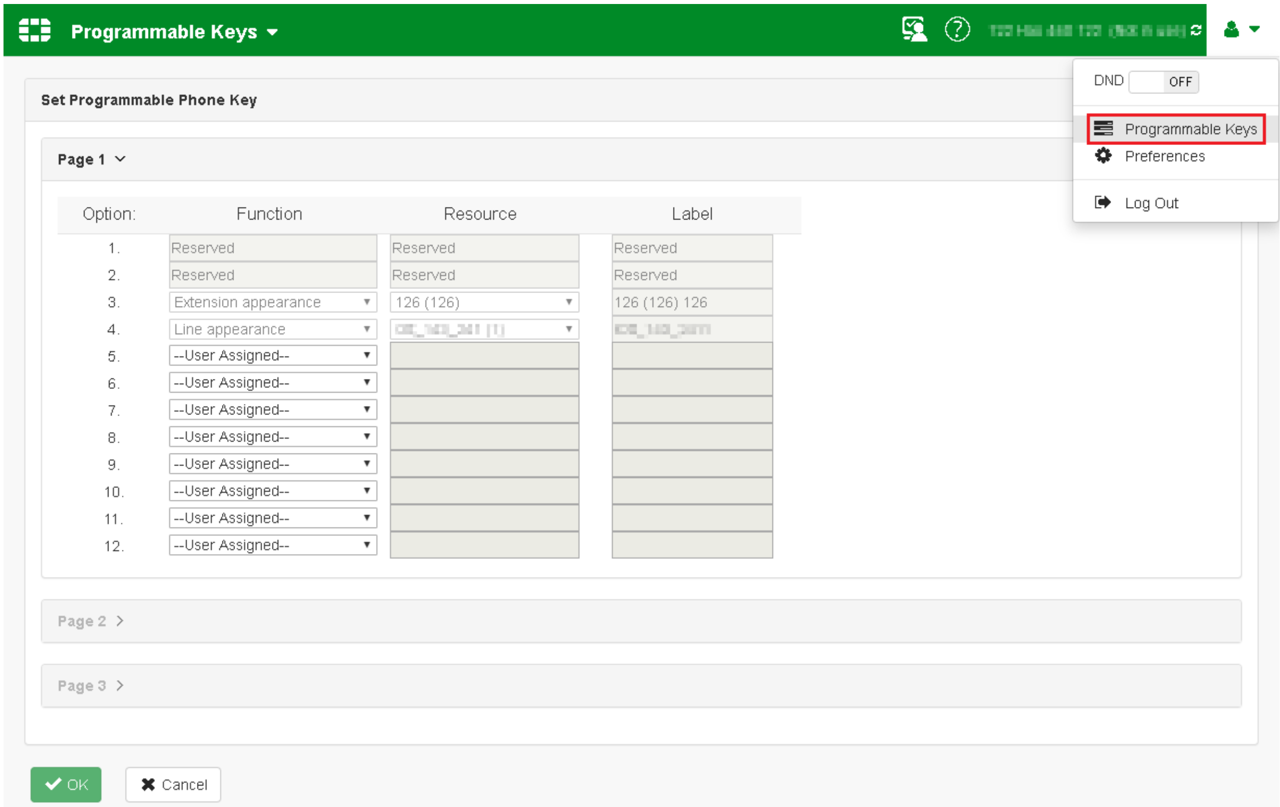
The **Programmable Keys** menu allows you to program phone keys for specific functions and easier call control.

Your FortiVoice system administrator can define keys as admin-assigned (Phone System > Profile > Programmable Keys). You cannot customize these keys. However, your FortiVoice system administrator can also define other keys as user-assigned, allowing you to program them yourself from the user portal.

Keys 1 and 2 are reserved by default and you cannot edit them. Your FortiVoice system administrator may choose to reserve up to the first four lines. Either the administrator or the user can assign a maximum of 36 programmable keys with 12 keys per **Page**.

To set programmable keys

1. Go to **Programmable Keys**.



In the list, you can see which keys are reserved, admin-assigned, and user-assigned.

For this example extension, the user has one **Page**, or twelve keys. Lines 1 and 2 designated as **Reserved**, followed by two more lines that have been admin-assigned to specific functions. The remaining keys are designated as **User Assigned**. If necessary, contact your administrator to get more user assigned keys, which would then be configured under **Page 2** and **Page 3**.

2. For each **User Assigned** key, complete the following fields:
   - In **Function**, select the type of action to occur when you press the programmable key.
   - In **Resource**, select the result of the selected function. For example, if you select *Extension appearance* as the function, then you can choose which extension to monitor as the resource.
   - In **Label**, enter a name that will appear beside the programmable key on the FortiFone.
3. Click **OK**.

Using the operator console

To have access to the **Operator console**, the FortiVoice system administrator must assign the operator role (Phone System > Profile > User Privilege > Operator Role) to your extension.

In the **Operator console**, you can perform the following tasks:

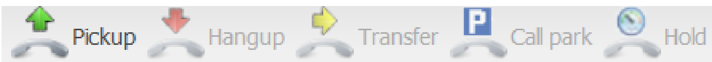
- Process phone calls on the web as your organization's phone operator.
- Manage hotel room status.

Opening the operator console

To open the **Operator console**, go to the top of the portal window and click **Operator console** .

Managing active calls

When an active call appears in the **Active Call** widget, you can select the call and click the one of the following icons:



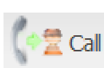
- Pick up the call
- Hang up the call
- Transfer the call by dragging and dropping it to an extension (or the voicemail of an extension) in **Idle**, **In Use**, **Busy**, **Ringing**, or **On Hold** status in the **Directory** widget.
- Park the call
- Hold the call

In the **Active Call** widget, you can filter the calls by category, direction, and status. The **Call** filter has the following options:

- **All**: Displays all phone calls.
- **Short**: Displays ringing calls and calls to and from the operator extension.
- **Mine**: Displays calls to and from the operator extension.

Making a call

If you need to make a call as your organization's phone operator using the operator console, then you can do one of the following actions:

- Right-click an extension from the **Directory** widget and click **Call**.
- Click **Call** 

 and either enter or select an extension to call.

The **Active Call** widget shows the extension that you are calling.

Managing parked calls

Here is how the **Parked Call** widget works:

1. An extension parks a call on the system.
2. The call appears in the **Parked Call** widget of the operator console.
3. In the list of the **Parked Call** widget, one of the users of the operator console can then select the call, and click

Unpark. The phone of that operator console user rings with the parked call.

4. To refresh the list of parked call, click Refresh.

Checking the directory

The **Directory** widget lists the extensions for your organization. You can filter the extensions by user, group, conference, location, and type.

Managing hotel room status

Prior to accessing the Room Status widget, make sure that the FortiVoice system administrator performs the following tasks on the FortiVoice phone system:

- Load the hotel management license.
- Configure the hotel management settings. For details, see the Working with Property Management System section in the FortiVoice Phone System Administration Guide.
- Set the user privilege of your extension with the Operator Role - Hotel room active.

The Room Status widget shows the hotel room status which is related to the information available or updated on the FortiVoice phone system under Hotel Management > Room Status.

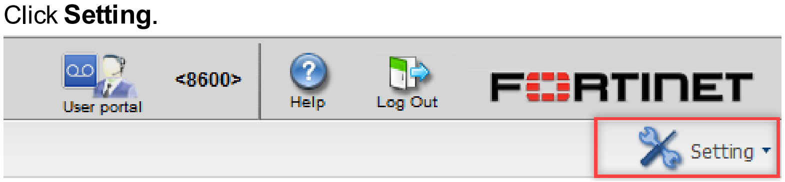
The Room Status widget uses dots with the following colors:

- Red - Shows that the status is disabled.
- Green - Shows that the status is enabled.

Showing the Room Status widget

If the Room Status widget is not visible, then perform this procedure to show this widget:

1. Click **Setting**.



2. Go to **Add Content > Room Status**.

Editing the room settings

1. Go to the row of the room that you want to edit.
2. In the first column, select the check box.
3. Click **Edit**.
4. Edit the settings, as required.
5. Click **OK**.

Setting up or editing a wake up call

1. Go to the row for the room that wants a wake up call.
2. In the **Wake Up** column, click wake up .
3. To create a new wake up call, click **New**.
   To edit a wake up call, locate and expand the date in the Agenda list, and click on the wake up entry.
4. Edit the fields, as required.
5. Click **Create** or **OK**, as applicable.

Using the call center console

To have access to the call center console, the FortiVoice system administrator must:

- Load the call center license on the FortiVoice phone system.
- Complete the call center setup. For details, see the Setting up a call center section in the FortiVoice Phone System Administration Guide.
- Enable and set up the call center option for your extension.

A call center allows your organization to receive and transmit a large volume of requests by telephone in a centralized office.

Depending on your call queue of membership and your agent profile, you can use the **Call center console** to log in to the queues you want and work with the following widjets:

- Active calls
- Recent calls
- Waiting callers
- Directory
- Agents of the queues
- Queues

Opening the call center console

To open the **Call center console**, go to the top of the portal window and click **Call center console** .

Field name abbreviations

The following tables list the field name abbreviations used in two widgets of the **Call center console**.

Queue Agent Summary widget

Abbreviation	Full name
AT	Agent Total
ALI	Agent Logged In
AAv	Agent Available
ATK	Agent Talking
APS	Agent Paused
AHD	Agent Onhold
LTT	Longest Talk Time
LCW	Longest Call Waiting Time
CW	Call Waiting

Queue Stat Today widget

Abbreviation	Full name
CT	Call Total
CAn	Call Answered
CAb	Call Abandoned
COF	Call Overflowed
CTr	Call Transferred
CTT	Average Talk Time
CWT	Average Waiting Time
OB	Outbound Call
OBT	Outbound Call Average Talk Time