Basic Administration Guide

FortiVoice Cloud

FORTINET

TABLE OF CONTENTS

Change log

Date	Change description
2025-11-17	Release of the FortiVoice Cloud Basic Administration Guide. Updated Monitoring extensions and devices on page 21.

Introduction

FortiVoice Cloud is a secure, cloud-based unified communications solution with all-inclusive calling, conferencing, chat, and fax.

It is easy to deploy without any expertise in private branch exchange (PBX). You can activate the services and connect all your users from an intuitive cloud platform.

This document describes how to configure FortiVoice Cloud using the FortiVoice Cloud portal.

Feedback about the Fortinet technical documentation

To provide feedback about this document, you can send an email to techdoc@fortinet.com.

Connecting to FortiVoice Cloud

After deploying FortiVoice Cloud, you can configure and use FortiVoice Cloud in two administration portals:

- **FortiVoice Cloud portal** (also called **Service Portal**) for basic configuration, as explained in this guide.
- **FortiVoice Cloud admin portal** for fully configuring and administering your FortiVoice Cloud instance.

You also need to explain to your users how to access the user portal and its features.

For more information, see the following guides:

- FortiVoice Cloud Deployment Guide
- FortiVoice Cloud User Portal Guide
- FortiVoice Cloud Advanced Administration Guide

To log in to the FortiVoice Cloud portal

1. Go to FortiVoice Cloud and click *Login Now*.
2. Enter your FortiCloud account credentials.
3. Review the disclaimer. To continue, click *Agree*.
4. Select the account you want to access.
5. Click *Continue*.
6. Select the FortiVoice Cloud instance you want to manage.
   If your FortiVoice Cloud instance is not in the list, click *Synchronize*. The list is updated with the latest license information from FortiCare.
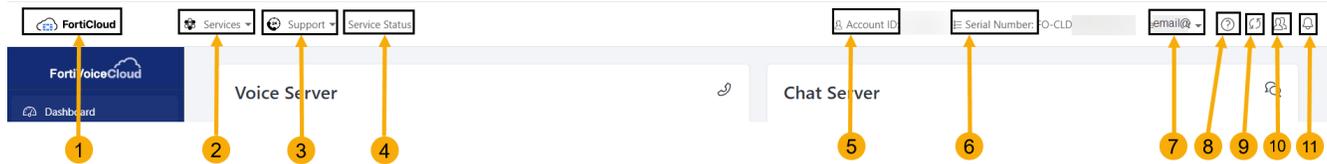

7. Click *Continue*.
8. Review the selected account and FortiVoice Cloud instance.
9. To log in, click *Continue*.
   FortiVoice Cloud shows the *Dashboard*.

Navigating the GUI

This section includes an overview of the FortiCloud and FortiVoice Cloud portal GUI.

After logging in to FortiVoice Cloud using your FortiCloud account, you access the following GUI:

The following table explains the function of the icons and screen elements:

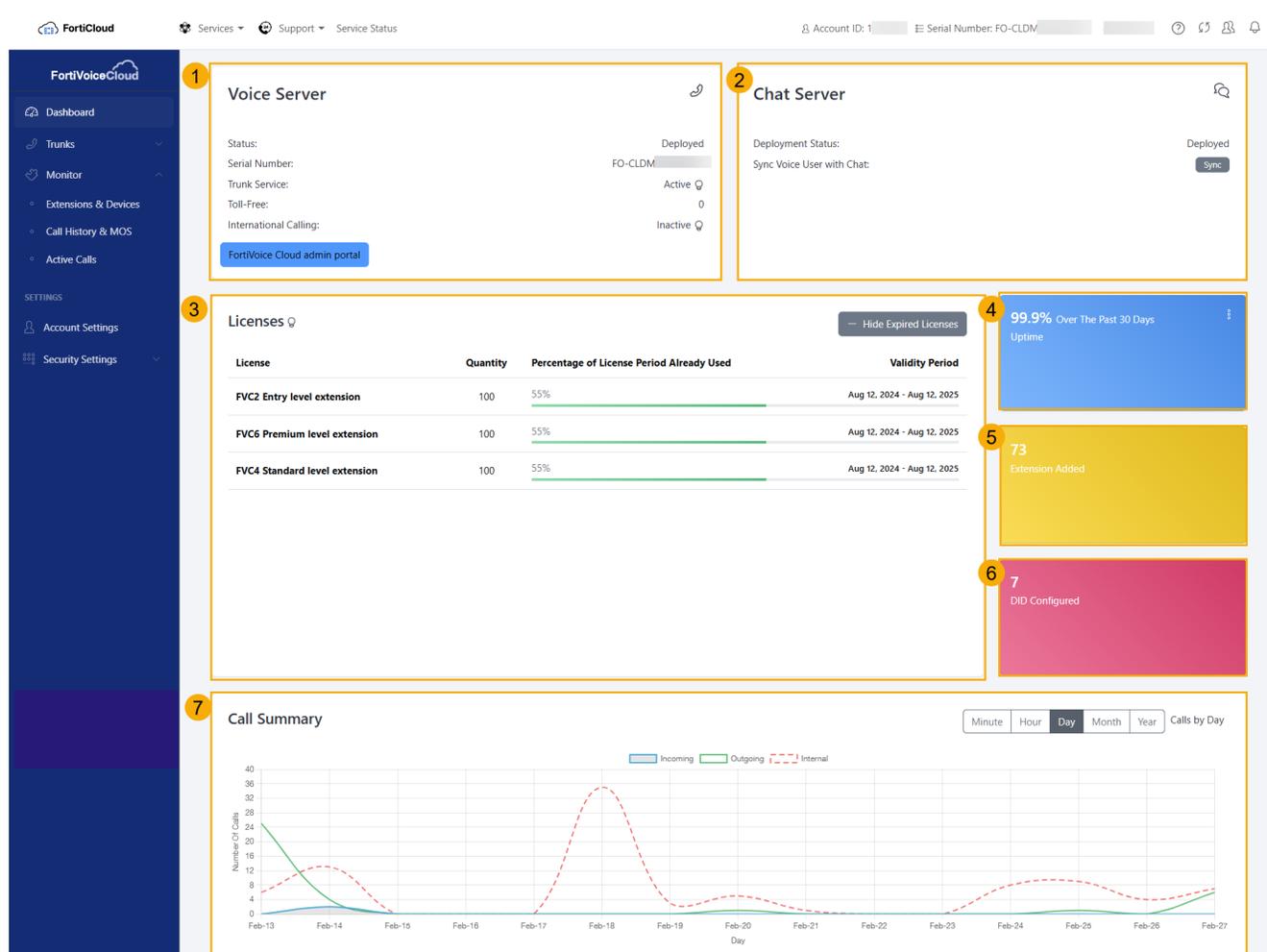| Number	Description	See more
1	The FortiCloud logo has two variants: • If you have a premium account, the FortiCloud logo shows the word PREMIUM. A premium FortiCloud account requires a premium FortiCloud license and offers more features and services. If you are interested in getting FortiCloud premium services, contact your Fortinet sales representative for more information. • If you have a basic account, you see the FortiCloud logo only.	
2	The *Services* section includes links to FortiCloud assets and accounts management and other Fortinet cloud services.	• FortiCloud Services Asset Management Administration Guide • FortiCloud Concept Guide
3	The *Support* section includes the following: • *Downloads*: Access to firmware and image downloads, and service updates. Fortinet maintains the firmware on FortiCloud. You can upgrade phone firmware automatically or manually. • *Resources:* Resources including FortiGuard, Fortinet Document Library, training, and Support Services. • *FortiCare*: Links to create and manage technical support tickets, and to contact support.	**FortiFone firmware upgrades** in the FortiVoice Cookbook
4	The *Service Status* section shows the uptime and any service interruption details for your FortiVoice Cloud instance as follows: • *Call*—for incoming and outgoing calls. • *Service Portal*—for the FortiVoice Cloud portal you are using to view and complete basic configuration. • *Data Centers*—for all data centers. To show details by data center, click the plus icon (+).	

Number	Description	See more
5	Your FortiCloud account number.	
6	Your FortiVoice Cloud instance.	
7	The FortiCloud account name is typically your email address. To access and manage your FortiCloud account, click the arrow next to your FortiCloud account name and select *My Account*. To end your FortiCloud session, click the arrow and select *Logout*.	
8	The *Help* icon gives you access to context-sensitive help (CSH) which opens the FortiVoice Cloud online documentation in HTML format. You can also download the PDF file from the HTML page.	
9	The *Sync All Data* icon allows you to manually synchronize all account, license, and entitlement data. Data is synchronized automatically on a daily basis with FortiCare. However, if you make manual changes to your account, licenses, or entitlements, and you want to view the changes instantly, click this icon.	
10	The *Switch Account / Role* icon allows you to select a different account or role if you have multiple.	**Switching accounts** in the FortiCloud Services Asset Management Administration Guide
11	The *Message Center* icon gives you access to the following FortiVoice Cloud modules and their progress: *Voice*—pending and completed tasks such as instances being deployed. *Maintenance*—any outages reported or planned maintenance.	Sync Voice User with Chat on page 10

Using the Dashboard

The *Dashboard* is a visual overview of the status of your unified communications services (*Voice* and *Chat*).

Use the *Dashboard* to see at-a-glance the system uptime, how many extensions and DID numbers were added, license validity, and a summary of voice calls.

You can also navigate to the FortiVoice admin portal from the *Voice* tile in the *Dashboard*.

The following table explains the tiles and fields in the *Dashboard*:

Number	Tile and field	Description	See more
1	*Voice Server*		
	Status	Displays the status of the FortiVoice Cloud instance as *Deployed*. If the status is *Undeployed*, complete the deployment.	FortiVoice Cloud Deployment Guide

Number	Tile and field	Description	See more
	Serial Number	The serial number of the FortiVoice Cloud instance.	
	Trunk Service	Displays whether the trunk service is *Active* or *Inactive*. To activate the trunk service, you require at least one direct inward dialing (DID) number and an emergency zone which allows users to call external numbers in the public switched telephone network (PSTN) or public land mobile network (PLMN).	Adding DID numbers on page 13
	Toll-Free	Displays the number of toll-free numbers. This service involves additional charges.	Setting up a billing profile on page 19
	International Calling	Enable or disable the international calling service. This service involves additional charges.	
	FortiVoice Cloud admin portal	Gives access to another GUI that allows you to fully configure and administer your FortiVoice Cloud instance.	FortiVoice Cloud Advanced Administration Guide
2	**Chat Server**		
	Deployment Status	Displays the status of the FortiVoice Cloud instance as *Undeployed* (initial status) or *Deployed* (normal status). If the status remains *Undeployed* or changes to *Pending* (due to a potential error), contact Fortinet Support.	
	Sync Voice User with Chat	To provide users with immediate access to *Chat*, synchronize user extensions with Fortinet Identity and Access Management (IAM) by clicking the *Sync* button. Although voice users are synchronized automatically from the PBX to the FortiVoice Cloud portal every few hours, you can initiate the synchronization manually here. Before synchronizing, make sure you meet the following requirements: • Every user extension includes an email address. On the FortiVoice admin portal, see *Extension > Extension > IP Extension > Email Addresses*. • User extensions have standard or premium access.	
3	**Licenses**		

Number	Tile and field	Description	See more
		Displays information about your licenses including the license type, quantity, and valid from and to dates. This tile helps you monitor when licenses are about to expire and you need to renew them to ensure all your extensions remain active. FortiVoice Cloud synchronizes with FortiCare on license updates. If you upload new licenses to FortiCare, there are three ways you can update FortiVoice Cloud manually: • When you log into FortiVoice Cloud and select your account and then an instance, click *Synchronize*. FortiVoice Cloud shows the updated licenses immediately. • Log out and log in again. FortiVoice Cloud shows the updated licenses. • Do nothing and wait for 24 hours. FortiVoice Cloud shows the updated licenses.	
	Hide/Show Expired Licenses	Click this button to show or hide expired licenses.	
4	***Uptime***		
		Displays the FortiVoice Cloud system uptime over the past 60 days using a percentage value. To access a calendar that shows the daily uptime levels for your FortiVoice Cloud instance, click the three dots and *View Historical Uptime*. The following list includes the uptime level legend: ● Normal: 100% (0 hours) ● Minor: 97.9% - 99.9% (0 - 0.5 hours) ● Moderate: 95.8% - 97.8% (0.5 - 1 hour) ● Significant: 91.7% - 95.7% (1 - 2 hours) ● Major: 0% - 91.6% (2+ hours)	
5	***Extension Added***	Displays the total number of extensions added to your FortiVoice Cloud instance.	
6	***DID Configured***	Displays the total number of DID numbers configured on your FortiVoice Cloud instance.	
7	***Call Summary***	Displays the calls processed by FortiVoice Cloud, including the number of calls, dates and time periods, and the call directions.	

Number	Tile and field	Description	See more
		To view the number of calls by different time periods, click the corresponding buttons above the *Call Summary* graph: • Minute • Hour • Day • Month • Year	

Working with trunks

FortiVoice Cloud > Trunks allows you to do the following:

Adding DID numbers

To allow users to call external numbers in the public switched telephone network (PSTN) or public land mobile network (PLMN), add a direct inward dialing (DID) number.

When you deployed FortiVoice Cloud, you added at least one DID number. You can add more.

> You can add a DID number with or without adding the emergency zone information.
> - To add a number without adding emergency zone information, do not enable *Add Emergency Zone*.
> - To add an emergency zone to an existing DID number, edit the DID and follow the steps for the **Emergency Zone** in the table below.

To add a DID number

1. Go to *FortiVoice Cloud > Trunks > DID Management*.
2. Click **+** *Add a DID Number*.
3. In the *Add a DID Number* dialog, configure the following:

Area and field	Description	Mandatory
DID Basic Information		No
Description	Add a description for this DID number.	
Display Name	Add a descriptive name for this DID. The DID display name is the caller ID that displays on the person's phone that you are calling.	

Area and field	Description	Mandatory
	To configure the display name as the caller ID, you need to set this DID as the main DID. You do this by ensuring the radio button in the *Main Number* column for this DID number is selected.	
DID Numbers	Search for available DID numbers by either location or area code.	Yes
Search by Location	Update the following fields: • *Country*: For Canada, select CA. For the United States, select US. • *State/Province*: Select the state or province. • *City/Rate Center*: Select the city or rate center. • *Number*: Select a phone number. When the selected city/rate center is used up, numbers become available from an adjacent rate center.	
Search by Area Code	1. Click *Search by Area Code.* 2. Enter an area code. 3. Click *Search.* 4. Select a number. If there are no numbers to choose from, it means there are no numbers available under this area code. We recommend you try another area code or wait a while for more numbers to be assigned to that area code.	
Emergency Zone		Yes, for at least one DID.

	1. Click the toggle *Add Emergency Zone.*
	2. Complete the mandatory fields:
	  • *Name*
	  • *Address Line 1*
	  • *City*
	  • *State/Province*
	  • *Zip/Postal Code*
	3. Click *Verify Emergency Address.*	

4. Click *Submit*.
5. Review the message box.
6. Click *OK*.

To update DID configuration settings

To ensure all the trunk settings you configure in the FortiVoice Cloud portal and the FortiVoice Cloud admin portal are synchronized, click *Synchronize*.

The following trunk configuration settings are applied:

- Default DID number
- Default emergency 911 DID number
- Emergence zones
- All DID numbers and whether they are SMS-capable

Setting up an SMS campaign

Apply to our secure SIP partner, Volli Communications, as a first step in setting up your organization's SMS campaign.

Volli Communications submits your organization's information to The Campaign Registry (TCR).

TCR is an independent reputation authority chosen by Mobile Network Operators (MNOs) to collect brand and campaign data for transparency on the 10 Digit Long Code (10DLC) network. TCR works with United States MNOs and companies that are in the messaging business to register non-consumer (A2P) text-messaging campaigns.

After the application is processed and approved, FortiVoice Cloud shows the campaign in the *SMS Campaign* tab.

This section includes the following topics:

- Prerequisites on page 15
- To apply to set up an SMS campaign on page 15
- To assign a DID number to an SMS campaign on page 16
- To configure call routing for SMS on page 16

Prerequisites

You need detailed information to complete the questionnaire when applying for the SMS campaign.

To help you prepare, review the questions: Volli SMS Questionnaire.

To apply to set up an SMS campaign

1. Go to *FortiVoice Cloud > Trunks > SMS Campaign*.
2. Click + *Add a Campaign*.
3. A dialog displays to let you know you need to register your SMS campaign. Confirm by clicking *Continue*.
4. You are redirected to the Volli Communications website to complete the questionnaire.
5. Fill in all mandatory fields and see the tooltips for detailed information about the requirements for each field.
6. Submit the completed form.

> - The approval process can take between one and four weeks.
> - TCR may contact you or your organization to confirm details in the questionnaire.

After approval

After TCR approves your application, FortiVoice Cloud shows the campaign in *Trunks* > *SMS Campaign*.

To assign a DID number to an SMS campaign

1. Go to *FortiVoice Cloud* > *Trunks* > *SMS Campaign*.
2. For the SMS Campaign that you want to edit, go to the *Action* column and click *Edit* ✎ .
   In the dialog *Assigning DIDs to SMS Campaign*, the *Available DIDs* column displays the DIDs from the *Trunk* > *DID Management*.
3. To enable SMS on a DID number, select an available DID and click the arrow right button (**>**) to move that DID to the *SMS Campaign Member* column.
4. Click *Submit*.

To configure call routing for SMS

Configure call routing for users with extensions on FortiVoice Cloud to receive and send text messages to and from contacts with cellular phone numbers.

For more information, see **Configuring SMS** in the FortiVoice Cloud Advanced Administration Guide.

To delete a campaign

To stop your SMS campaign, contact Volli. The campaign is then removed from the FortiVoice Cloud portal.

Porting DID numbers

You can transfer a DID number from another service provider.

To port a DID number

1. Go to *FortiVoice Cloud* > *Trunks* > *Local Number Portability*.
2. Click **+** *Port a Number*.
3. In the *Port a DID Number* dialog, for *Description*, enter a note for this number porting request.
4. For *Company name, Billing Name, Billing Address, Billing City, Billing State,* and *Billing Zip Code*, enter the information as shown on your organization's phone bill. The billing address is the address associated with your payment method for this DID number, such as a credit card or a bank account.
5. Click *Next*.
6. For *Service Address, Service City, Service State,* and *Service Zip Code*, enter the information as shown on your organization's phone bill.
   The service address is where you use this DID number. The service address determines taxes, fees, and any other surcharges. It also helps to determine your location when you have to dial an emergency number, such as 911.
7. Click *Next*.

8. Configure the following:

Field	Description
Current Carrier	Enter the name of your phone service provider, such as AT&T.
Account PIN	If your account has a PIN, enter it.
Name of Billing Telephone Number (BTN)	Enter the caller ID for your billing telephone number (BTN).
BTN	Enter the BTN on your organization's phone bill. This is the main number that you are billed for if you have multiple phone numbers with your service provider.
Names and *Porting Telephone Numbers*	Enter the name associated with the DID number and the DID number to be ported. To port more DID numbers, click **+**.
Authorized Contact Name	Enter the name of a second contact person who is authorized to make changes to the DID number porting request.
Authorized Contact Title	Enter the title of the authorized contact person.
Email Address	Enter the email address of the authorized contact person.

9. Click *Submit*.
10. Click *Confirm & Continue*.
11. After submitting a request to port a number, you may see the following statuses displayed in the *Port Status* column of the *Local Number Portability* page:

Port Status	Description
Received	Port request has been received and is waiting to be processed.
Submitted to Carrier	Port request has been submitted to the losing carrier with whom the number currently resides.
Awaiting Paperwork	Additional information is required to process the request.
Jeopardy	Port request is on hold pending receipt of additional information and may not be processed by the date originally specified in the application.
Not Portable	The requested number cannot be ported.
Port Canceled	Port request has been canceled.
Port Voided	Port request has been voided.
FOC Date	Port date has been confirmed (firm order commitment) and the date requested in the application is the date on which the number will move.
Completed	Port request has been completed and the number is now on the account.

12. You will receive an email notification in your inbox from FortiCall Support with the email address support@forticall.zendesk.com.
    The subject line of the email contains the following information:

- [Volli Communications]—Volli Communications Inc (Volli) is an independent Voice Over IP business telephone service provider working with Fortinet, Inc. to power the FortiCall digital telephone service.
- BTN number—The number you requested to port.
- Ticket number—The Fortinet Support system creates a ticket automatically when you submit your porting request.

Here is an example email:

API (Forticall Support) <support@forticall.zendesk.com>

[Volli Communications] Re: BTN 613⬛⬛⬛ Fortinet, Inc Ticket⬛⬛

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Action Items

Jun 20, 2024, 09:46 EDT
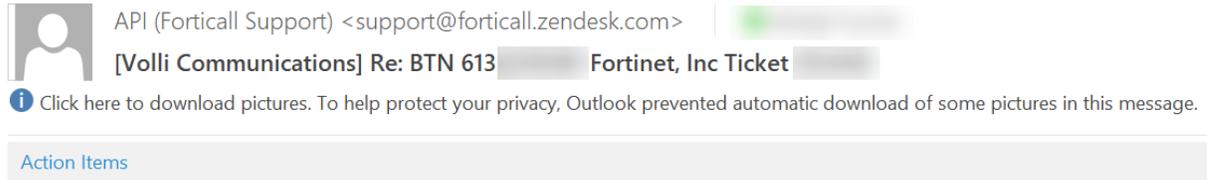
Your Telephone Number Porting Process is underway!

Please verify the information on the attached LOA (Letter of Authorization).

You will receive updates via this ticketing system as the port progresses. Replies to this email will update this ticket. You will receive verification that this has been submitted to our porting carrier here ASAP.

Your porting specialist is Bill ⬛⬛⬛
Phone 614.300.⬛⬛⬛

You may view the ticket here https://forticall.zendesk.com/hc/requests.⬛⬛⬛

Adding a toll-free number

You can add toll-free numbers.

This service involves charges and requires a billing profile that you can set up in Setting up a billing profile on page 19.

To add a toll-free number

1. Go to *FortiVoice Cloud > Trunks > Toll-Free Number*.
2. Click **+** *Add a Toll-Free Number*.
3. In the dialog *Add a Toll-Free Number*, select the following from the dropdowns:
   a. *Toll-Free Prefix*
   b. *Toll-Free Number*
4. Click *Submit*.

Managing international calling

You can enable or disable international calling. International calling is disabled by default.

Managing international calling involves charges and requires a billing profile that you can set up in Setting up a billing profile on page 19.

To enable or disable international calling

1. Go to *FortiVoice Cloud > Trunks > International Calling*.
2. Enable or disable *International Calling*.
3. Click *Save*.

Setting up a billing profile

To complete the following tasks, you must first set up a billing profile:

- Adding a toll-free number on page 18
- Managing international calling on page 19

To set up a billing profile

1. Go to *FortiVoice Cloud > Trunks > Billing*.
2. In *Billing*, complete the following steps:
   a. Click the link *To set up your billing profile, click here*.
   b. A new browser tab opens:

   c. Complete the form.
   d. Agree to the terms of service.
   e. Click *Save*.

3. In the *Billing* page, for *Current Limit*, enter the maximum dollar amount you want to spend each month.
4. In *Notification Threshold*, enter the dollar amount at which you want to be notified whenever your account reaches it.
   FortiVoice Cloud sends notifications to the email address in the billing profile.
5. Click *Save*.

Monitoring devices and calls

FortiVoice Cloud > Monitor allows you to do the following:

Monitoring extensions and devices

FortiVoice Cloud > Monitor > Extensions & Devices displays information about the following:

Overview

The *Overview* tab shows a global view of all the devices, FortiFone Softclients, and gateways for your instance.

Charts show percentages of the total number that are online and offline for your FortiVoice Cloud instance.

The list aggregates devices, FortiFone Softclients, and gateways into locations with one location in each row.

You can filter the list by device, FortiFone Softclient, and gateway.

The following screenshot is an example of an overview of which devices are offline in the region:
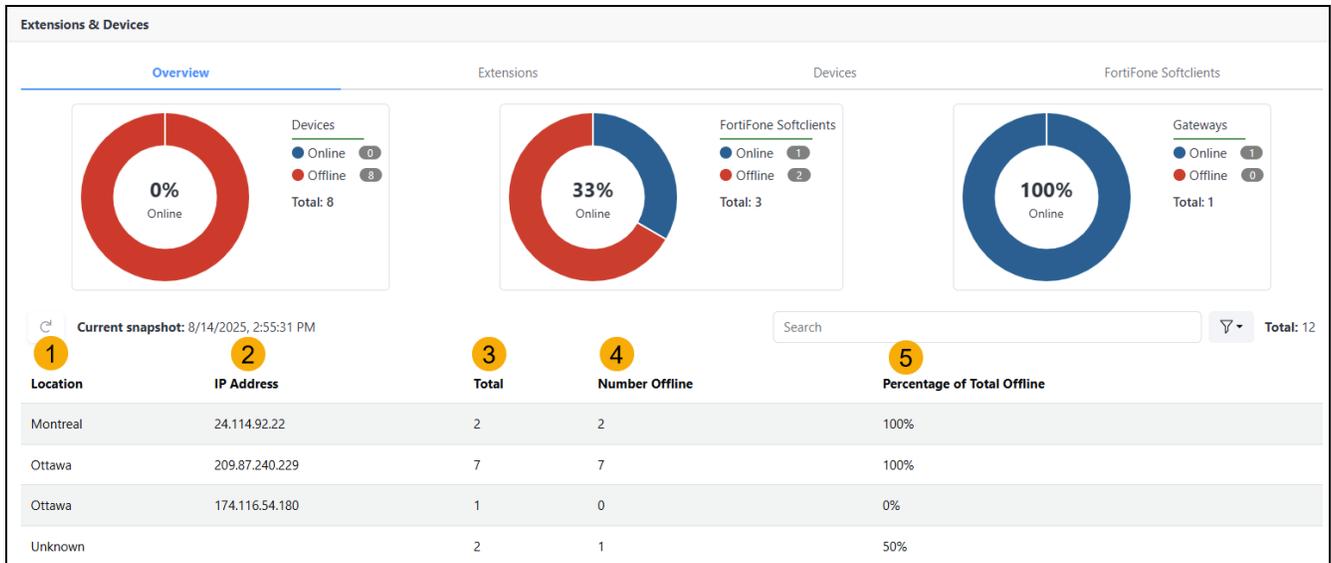
The following table describes the information you can view in the *Overview* tab:

Number	Column	Description
1	*Location*	City.
2	*IP Address*	Public IP address of each location.
3	*Total*	Total number of devices, FortiFone Softclients, and gateways at that location.
4	*Number Offline*	How many devices, FortiFone Softclients, and gateways are offline at that location.
5	*Percentage of Total Offline*	Percentage of the total number of devices, FortiFone Softclients, and gateways that are offline at that location.

Extensions

The *Extensions* tab shows registered extensions and extensions that still need to be registered with FortiVoice Cloud.

The following screenshot is an example of two registered and three not yet registered extensions:

The following table describes the information you can view in the *Extensions* tab:

Number	Column	Description	See more
1	Enabled	Shows whether the extension is enabled or not in the FortiVoice Cloud admin portal. Possible values include the following: • Enabled—green checkmark • Not enabled—red x	Configuring IP extensions
2	Number	The extension number.	
3	Display Name	The caller ID for internal calls. This is usually the name of the extension user.	
4	Type	The type of extension. Possible values include: • IP • Managed • Fax	
5	IP Address of Main Phone	The IP address of the main phone if this extension is registered as an auxiliary phone.	
6	Main Phone Info	This information includes the following: • Phone model • Firmware build • Media Access Control (MAC) address	
7	FortiFone Softclient	The number of FortiFone Softclients associated with the extension.	
8	Number of Licenses	The number of licenses assigned to the extension.	
9	Status	The status of the extension. Possible values include the following: • Registered—green dot • Never registered—red dot	

Devices

The *Devices* tab shows registered devices.

The following screenshot is an example of three FortiFone phones that still need to be registered:

The following table describes the information you can view in the *Devices* tab:

No.	Column	Description	See more
1	MAC Address	The MAC address of the device.	
2	Phone Model	The brand and model of the device. For example, FortiFone-W80.	
3	Phone Profile	The phone profile assigned to the extension. For example, Default-FortiFone-W80.	Configuring phone profiles
4	Management	Displays if the phone has been assigned to an extension. Possible values include: • Assigned - Main • Assigned - Auxiliary • Not assigned	Setting up local IP extensions
5	Number	The extension number of the phone.	
6	Display Name	The caller ID for internal calls. This is usually the name of the extension user.	
7	Status	Displays if the device is registered with FortiVoice Cloud. A registered device is assigned an IP address and basic setup information. Possible values include the following: • Registered—green dot • Never registered—red dot • No value—empty	Registering FortiFone: • Desk Phones • Cordless Phones • Softclient for desktop • Softclient for mobile
8	IP Address	The IP address of the phone assigned by FortiVoice Cloud.	

No.	Column	Description	See more
9	*Phone Info*	This information includes the following: • Phone model • Firmware build • MAC address	

FortiFone Softclients

The *FortiFone Softclients* tab shows the registered FortiFone Softclient for desktop and mobile for user extensions.

The following screenshot is an example of a registered FortiFone Softclient for mobile (iOS) for extension 400:

The following table describes the information you can view in the *FortiFone Softclients* tab:

Number	Column	Description
1	*UUID*	Universally Unique Identifier (UUID)
2	*OS*	Operating System (OS), for example, iOS or Android.
3	*Phone Info*	The brand, model, and version number of the device for this FortiFone Softclient.
4	*Licensed*	This table provides more detailed information about the current and expired *Licenses* tile on the *Dashboard*. In this table, you see whether the devices associated with the extensions are using the licenses. Possible values include the following: • Licensed—green checkmark • Not licensed—red x
5	*IP Address*	The IP address of the device assigned by FortiVoice Cloud.
6	*Number*	The extension number.
7	*Display Name*	The caller ID for internal calls. This is usually the name of the extension user.
8	*Status*	Displays if the device is registered with FortiVoice Cloud. A registered device is assigned an IP address and basic setup information. Possible values include the following: • Registered—green dot • Not registered/Never registered—red dot

Number	Column	Description
		• No value—empty
9	*Last Accessed*	Displays the date and time on which a user last accessed the device.
10	*Expired*	Indicates the login expiry time.
11	*Last Notification*	Shows the date and time of the most recent notification received by the device.

Viewing the call history and MOS

FortiVoice Cloud > Monitor > Call History & MOS displays information about the following:

Call History

The *Call History* tab shows all call detail records (CDR) that include the phone calls made to and from the FortiVoice Cloud instance.

The following table describes the information you can view in the *Call History* tab:

Column	Description
From (Name)	The name of the caller
From	The extension or phone number of the caller
To (Name)	The name of the receiver
To	The extension or phone number of the receiver
Start	The start date and time of the call
End	The end date and time of the call
Duration	The length of time the call lasted
Disposition	The outcome of an inbound or outbound call, for example, *Answered*, *Voicemail*, or *No Answer*
Direction	The direction of the call such as *Inbound* or *Outbound*
Trunk	The trunk used to make the external call
Call Type	The category of the call such as *Voice*
Recorded	The confirmation that FortiVoice Cloud has recorded the call or not (the default is false)

Column	Description
Quality	Shows the MOS which is a metric to measure the perceived overall voice call quality. The following table lists the call quality levels and associated MOS:

Call quality level	Color indication	MOS
Good	Green	3.50 and above
Moderate	Yellow	3.00 to 3.49
Poor	Red	Below 3.00

To access the complete CDR details (including call information, detail information, MOS, and call connections), click the call row. Here is an example:

The following screenshot is an example of the call detail records for a FortiVoice Cloud instance filtered by direction (*Incoming*) and disposition (*Answered*):

| From (Name)	From	To (Name)	To	Start	End	Duration	Disposition	Direction	Trunk	Call Type	Recorded	Quality
Cell Phone ON	16134070102	Technical Queue	6000	2025-01-15 08:54:14	2025-01-15 08:54:44	00:00:29	Answered	Incoming	Trunk	Voice		Good
Cell Phone ON	16134070102	Constance Greene	2100	2024-11-27 11:23:12	2024-11-27 11:23:25	00:00:12	Answered	Incoming	Trunk	Voice		Good
	13438099943	Constance Greene	2100	2024-11-27 11:14:06	2024-11-27 11:14:17	00:00:11	Answered	Incoming	Trunk	Voice		Good
	13438099943	Aloysius X.L. Pendergast	2000	2024-11-27 10:57:47	2024-11-27 10:57:58	00:00:11	Answered	Incoming	Trunk	Voice		Good
	13438099943		13436880173	2024-11-06 13:49:29	2024-11-06 13:52:45	00:03:16	Answered	Incoming	Trunk	Fax		Good
	13438099943		13436880173	2024-11-06 13:44:31	2024-11-06 13:45:00	00:00:29	Answered	Incoming	Trunk	Fax		Good
OTTAWA ON	13436880525	HPdesktop	1100	2024-11-01	2024-11-01	00:00:09	Answered	Incoming	Trunk	Voice		Poor

Sort the results list by column in ascending or descending order by clicking the arrows in the relevant column heading.

MOS

To help monitor and potentially troubleshoot any network or bandwidth issues, view the mean opinion score (*MOS*) tab.

- The graph displays the percentage (%) of all voice calls with a good score for a specific time period.
- The table displays location and IP information for the FortiVoice Cloud endpoints as well as the number of calls for each MOS score in a specific time period.

The following screenshot is an example of the line graph and table MOS metrics for a FortiVoice Cloud instance:
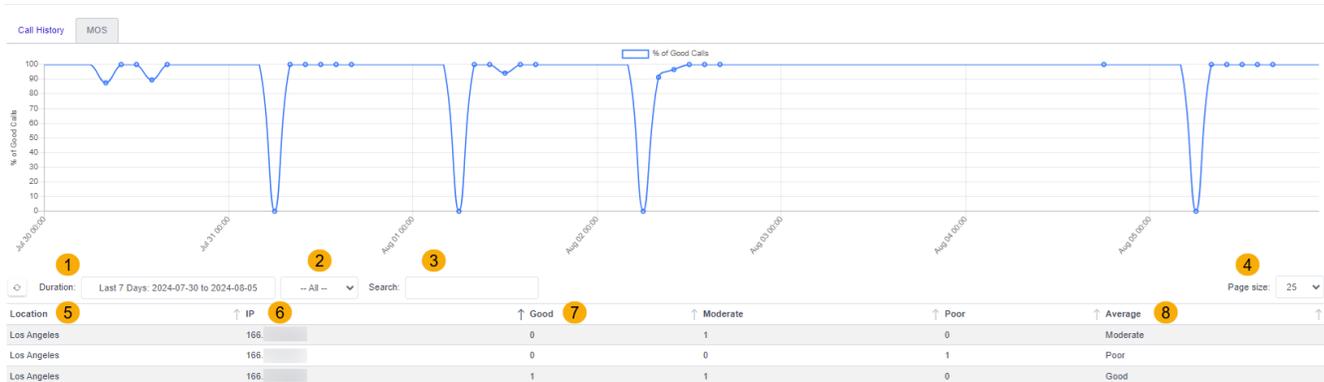
The following table describes the information you can view in the *MOS* tab:

Number	Description
1	*Duration*: Filter MOS data by selecting one of the following durations: • *Custom* Select your own date range for which you want to see the MOS of voice calls. • *Yesterday* 💡 For *Custom* and *Yesterday*, call quality metrics are recorded every 30 minutes and the graph displays a maximum of 48 data points. • *Last 7 days* Call quality metrics are recorded every two hours and the graph displays a maximum of 84 data points. The graph and table update whenever you select a new duration.
2	Filter the MOS line graph and table results further by selecting a location.
3	*Search*: Search for a specific location or IP address.
4	*Page size*: Select the maximum number of results you want to view in each page: • 25 • 50 • 100
5	*Location*: The geolocation of the IP address where the endpoints are 🛠 Sort the table results in ascending or descending order by clicking on the arrow in any column heading.
6	*IP*: The IP address of the endpoint(s)
7	*Good/Moderate/Poor*: The number of calls at the location and IP address that score as: • Good—3.50 and above • Moderate—3.00 to 3.49 • Poor—Below 3.00
8	*Average*: To help you identify at a glance any locations with call quality issues, the calculated average MOS score is provided.

In the following example, the selected duration is the last seven days.

The table lists all the locations and IP addresses (up to 25 in one page) for this FortiVoice Cloud deployment.

The line graph shows that the percentage of good calls drops from 100% to 0% at around the same time on July 31st, August 1st, August 2nd, and August 5th. Notably, there is no variation in perceived call quality on August 3rd and 4th because those dates fell on the weekend.

By hovering over the data points that lie at 0% in the line graph, you can view:

- Total number of calls in the data point

  (30 minutes for *Custom* and *Yesterday*, and two hours for *The Last 7 Days*)
- Percentage of total calls with a good score in that snapshot

By hovering over another data point that lies at 100%, you can compare the total number of calls and the percentages of total calls with a good score.

Zoom into a shorter duration by clicking on a data point, and view the number of calls and percentage of which were good:

- In the hour in which the data point lies (when you click on a data point from a *Custom* or *Yesterday* graph)
- In the day in which the data point lies (when you click on a data point from a *Last 7 Days* graph)

These metrics can provide you with information to help ascertain why the call quality dropped regularly at those times on those specific dates.

To troubleshoot further, you can take note of the location and IP addresses for the outlier scores in the table (in this example):

Location	IP address
Los Angeles	166.XXX.XX.XX
Others	166.XXX.XX.XX

Viewing active calls

Monitor > Active Calls displays all ongoing phone calls in realtime, including the callers and receivers, the trunks through which phone calls are connected, the call status, and the call duration.

The call statuses include:

- *Ringing*: The person's phone is ringing.
- *Connected*: Callers are connected. The voice channel is established.
- *Voicemail*: The call goes to voicemail.

Configuring FortiVoice Cloud settings

FortiVoice Cloud > SETTINGS allows you to do the following:

Configuring account settings

FortiVoice Cloud > SETTINGS > Account Settings allows you to do the following:

Configuring account notification settings

Set up email notifications about any status changes to your FortiVoice Cloud instance and the FortiVoice Cloud services.

FortiVoice Cloud sends email notifications to the email address associated with your FortiCloud account that you are using to connect to FortiVoice Cloud.

1. Go to *FortiVoice Cloud > SETTINGS > Account Settings*.
2. To receive email notifications when the status of your FortiVoice Cloud instance changes, enable *Receive Notifications about FortiVoice Instances*.
3. To receive email notifications when there is an interruption or outage affecting calls, the Service Portal, or data centers, enable *Receive Notifications about Status Changes in FortiVoice Cloud*.
   You will receive an initial email asking you to confirm your subscription. Check your spam folder if you don't see the email in your inbox.
4. Click *Save*.

Managing the FortiVoice Admin app password

View and change the current password for the FortiVoice Admin app.

For information, see the FortiVoice Admin App Release Notes and FortiVoice Admin App Guides on the Fortinet Documentation website.

1. Go to *FortiVoice Cloud > SETTINGS > Account Settings*.
2. Under *Manage the Admin App Password*, to view the current password, click the *Show* icon 👁.

3. To change the current password, enter a new password and confirm it by entering the new password again.

4. Click *Submit*.

Configuring the IP safe list

Manage which IP addresses are exempt from being blocked.

You typically add IP addresses from sources that you trust. For example, IP addresses from external customer devices.

To configure the IP address safe list

1. Go to *FortiVoice Cloud* > *SETTINGS* > *Security Setting* > *Safe List*.
2. Click **+** *Add an Item*.
3. In the *Add an Item* dialog, enter an IP address.
4. Optionally, add a *Description*.
5. To continue adding IP addresses, click the plus icon (**+**) and repeat steps 3 and 4.
6. Click *Submit*.

To modify an IP address in the safe list

1. Go to *FortiVoice Cloud* > *SETTINGS* > *Security Setting* > *Safe List*.
2. For the IP address that you want to modify, go to the *Actions* column and click the *Edit* icon.
3. Modify the IP address. If applicable, modify the description.
4. Click *Submit*.

To delete an IP address from the safe list

1. Go to *FortiVoice Cloud* > *SETTINGS* > *Security Setting* > *Safe List*.
2. For the IP address that you want to remove, go to the *Actions* column and click the *Delete* icon.
3. To confirm, click *Delete*.

FORTINET