Admin App Guide

Android with FortiVoice Cloud

FORTINET DOCUMENT LIBRARY
https://docs.fortinet.com

FORTINET VIDEO LIBRARY
https://video.fortinet.com

FORTINET BLOG
https://blog.fortinet.com

CUSTOMER SERVICE & SUPPORT
https://support.fortinet.com

FORTINET TRAINING & CERTIFICATION PROGRAM
https://www.fortinet.com/training-certification

FORTINET TRAINING INSTITUTE
https://training.fortinet.com

FORTIGUARD LABS
https://www.fortiguard.com

END USER LICENSE AGREEMENT
https://www.fortinet.com/doc/legal/EULA.pdf

FEEDBACK
Email: techdoc@fortinet.com

September 29, 2025
Android with FortiVoice Cloud Admin App Guide
61-701-18170-20250929

TABLE OF CONTENTS

Change log 4
Getting started 5
Managing extensions 8
Managing phones 9
Auto-provisioning with QR code scanning 10
Auto-provisioning FON-W80B phones with Bluetooth device discovery 12
Managing WiFi profiles 15

Change log

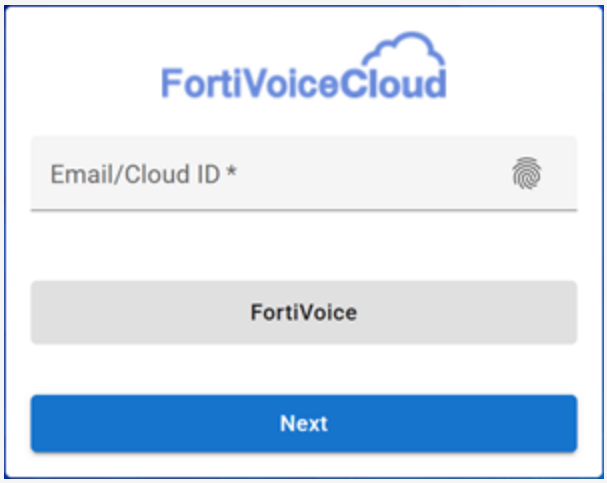
Date	Change Description
2025-09-29	Initial release of the Admin App 7.0.1 Guide for Android with FortiVoice Cloud.

Getting started

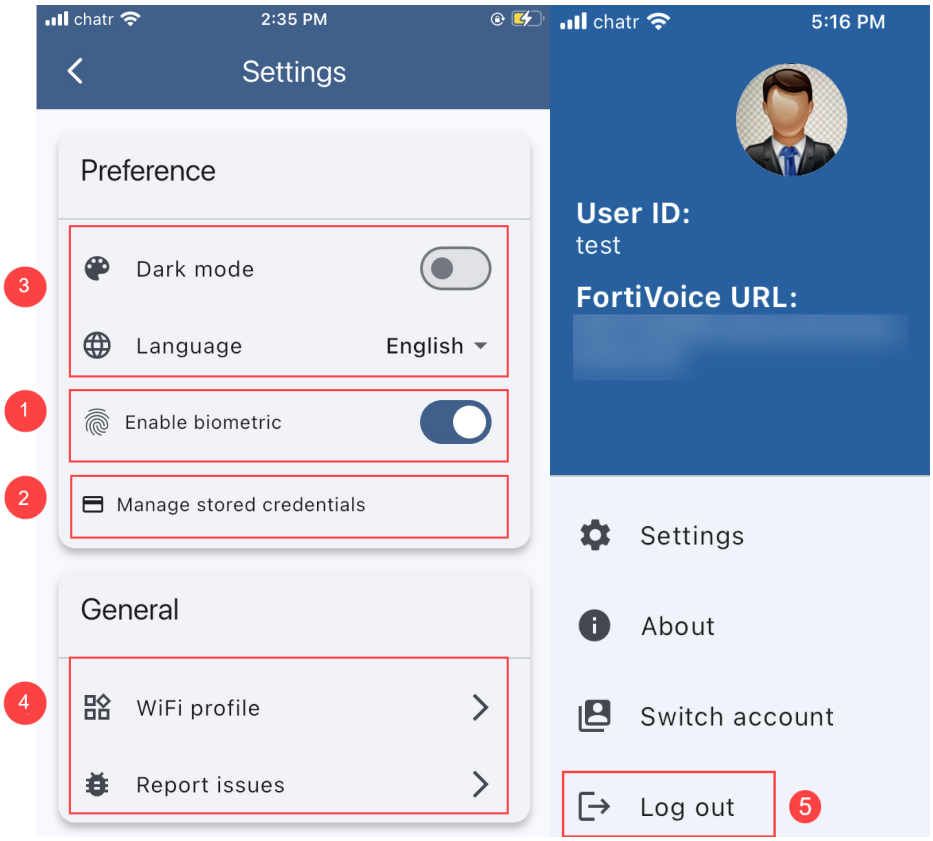
The FortiVoice Admin app allows you to monitor your FortiVoice Cloud system status and easily manage phones and user extensions from your mobile phone.

The app complements the admin portal by supporting you with some administrative tasks while you are away from your desk.

For more information about the admin portal, see the FortiVoice Cloud Advanced Administration Guide.

Action	How to
Installing the app	Go to the Google Play Store and search for **FortiVoiceAdmin**. The app has been tested on Android 9.0 and later.
Logging in for the first time	**To obtain the login credentials** 1. Log in to the FortiVoice Cloud portal. 2. Go to **FortiVoice Cloud > SETTINGS > Account Settings**. 3. Under **Manage the Admin App Password**, take note of the following credentials: • Cloud ID • Current Password 4. Use those credentials to log in to the FortiVoice Admin app. **To log in** 1. Tap the FortiVoice Admin app icon on your phone. The login page opens.  2. Enter your cloud ID and password. The web app opens to the **Dashboard** where you can review your system information, system resources, and license information. • Your credentials are saved on your mobile phone.

Action	How to
	• You can store an unlimited number of login credentials.



No.	Action	How to
1	Using biometric authentication	On your mobile phone, ensure that you have completed the biometric setup to register your fingerprint. **To login using the fingerprint recognition** After logging in for the first time in the Admin app, you can store login credentials. For subsequent logins, you can use the fingerprint recognition to easily access your saved credentials and quickly login. 1. On the login page, tap the fingerprint icon . The **Authentication required** page opens. 2. Place your finger on the fingerprint sensor. If your mobile phone recognizes your fingerprint, the Admin app displays your saved login(s). 3. Tap the saved login you want to use.

No.	Action	How to
		To disable fingerprint authentication 1. Tap your account or placeholder picture. 2. Tap **Settings.** 3. Tap **Enable biometric.**
2	Managing stored login credentials	**To remove login credentials saved on the phone** 1. In **Settings**, tap **Manage stored credentials**. 2. Tap the 'x' beside the credentials you want to remove from your phone.
3	Managing your preferences	In **Settings** > **Preference**, you can adjust your screen display and select the language.
4	Managing WiFi profiles and reporting issues	In **Settings** > **General**, you can manage WiFi profiles for FortiFone FON-W80B phones and report any issues with the app or your FortiVoice Cloud deployment.
5	Logging out securely	**To log out of the app** 1. Tap your account or placeholder picture. 2. Tap **Log out**.

Managing extensions

To manage extensions, in the navigation bar, tap **Users** > **Extensions**.

The following table lists actions you can take to manage extensions:

Action	How to
Add a new extension	1. Tap . 2. Tap . 3. Enter a unique extension number. If you are provisioning a FON-W80B, you must enter an email address for the new extension. 4. Tap ✓.
Assign a phone to the extension	1. Swipe left on the extension. 2. Tap . 3. Search for and tap the device you want to assign to the extension. 4. Tap ✓.
	For FON-x80/x80B and FON-W80B phones, you can auto-provision by scanning the phone's QR code. See Auto-provisioning with QR code scanning on page 10.
	For the FON-W80B phone, you can auto-provision using Bluetooth pairing. See Auto-provisioning FON-W80B phones with Bluetooth device discovery on page 12.
Reassign a FortiFone Softclient license	If you want to free up a FortiFone Softclient license, revoke the license and assign it to another extension. 1. Search for and tap the extension. 2. Under **Soft FortiFone**, tap **Revoke**.
Change an existing extension	Tap the extension and change any of the following: • Number • Access level • Display name • Email
Delete an extension	Swipe left on the extension you want to delete and tap .

Managing phones

To manage phones, in the navigation> bar, tap **Users** > **Phones**.

The following table lists actions you can take to manage phones:

Action	How to
Add a new phone	1. Tap . 2. Tap . 3. Enter the MAC address and select the phone profile. 4. To save, tap ✓.
Assign the phone to a new extension	1. Swipe left on the phone you want to assign. 2. Tap . 3. Create a new extension and tap ✓.
Assign the phone to an existing extension	1. Swipe left on the phone you want to assign. 2. Tap . 3. Select the extension and tap ✓.
Delete a phone	1. Filter for **Not assigned** phones. (You cannot delete phones that have already been assigned). 2. Swipe right on the phone you want to delete. 3. Tap .

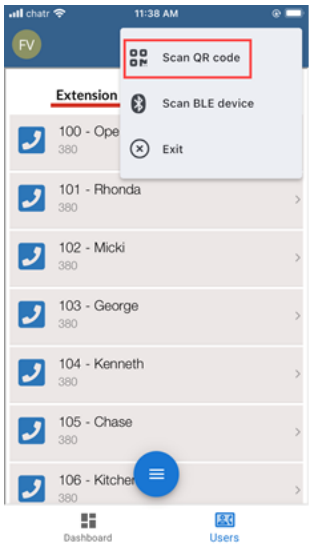
Auto-provisioning with QR code scanning

You can auto-provision the following FortiFone IP phones by scanning their QR codes:

- FortiFone FON-x80/x80B series and FON-780B desk phones
- FON-W80B cordless phones

To auto-provision with QR code scanning

1. On the FortiFone phone, press the **Menu** button.
2. Select **Setting** > **Provisioning**.
3. Enter the password `23646`.
4. Select **QR code**.
   The phone displays the QR code for 20 seconds.
5. In FortiVoice Admin app, in the navigation bar, tap **Users**.
6. Tap the three dots at the top of the screen.
7. Tap **Scan QR code**:



8. To scan the QR code, point your mobile phone camera at the FortiFone phone screen.
9. In **Assign Device to Extension**, you can choose from the following settings:

How would you like to assign this device?	Extension options based on device selection
Main Device	• Create a new extension. • Select an existing extension.
Auxiliary Device	Select an existing extension.
Add Device Only	Assign the device to an extension later.

10. Tap ✓.

The FortiFone phone downloads the configuration and completes the registration with FortiVoice Cloud.

Alternative method for provisioning a FortiFone phone and assigning it to an existing extension:

1. On the FortiFone phone, press the **Menu** button.
2. Select **Setting** > **Provisioning**.
3. Enter the password `23646`.
4. Select **QR code**.
   The phone displays the QR code for 20 seconds.
5. In FortiVoice Admin app, in the navigation bar, tap **Users**.
6. In the **Extensions** tab, search for the extension for which you want to provision the phone.
7. Swipe left and tap .
8. To scan the QR code, point your mobile phone camera at the FortiFone phone screen.
9. If the extension is already assigned to a FortiFone IP phone, choose how you want to assign this device:
   - **Main Device**
   - **Auxiliary Device**
10. Tap ✓.

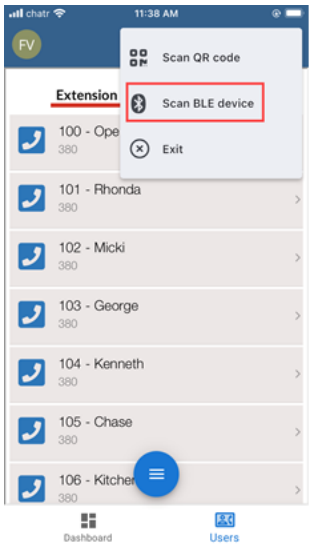
See more

- Registering FON-x80/x80B series phones
- Registering FON-W80B phones

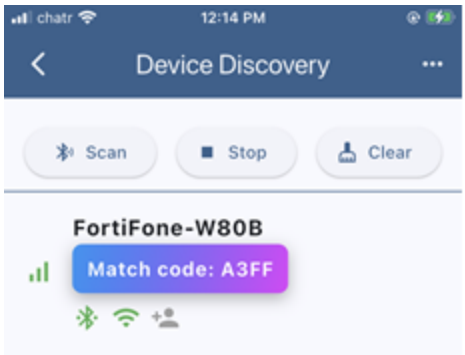
Auto-provisioning FON-W80B phones with Bluetooth device discovery

To auto-provision with Bluetooth device discovery

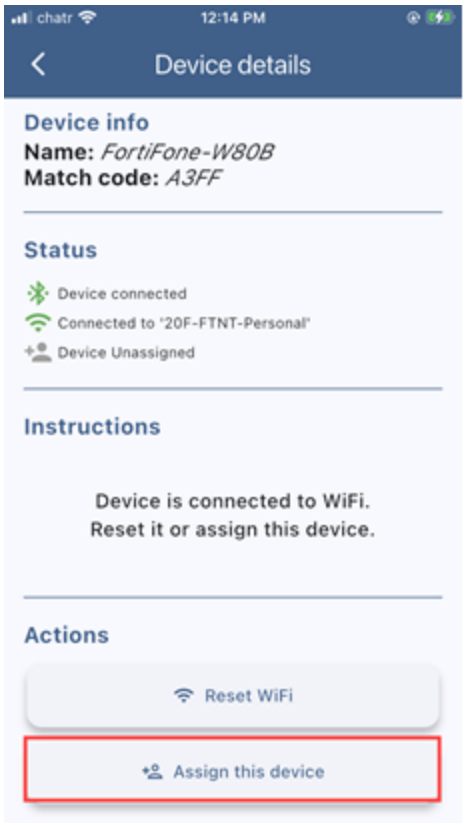
1. On the FON-W80B, activate Bluetooth Low Energy (BLE) by long pressing the asterisk button (*****) and then pressing 3 at the same time.
   The FON-W80B displays a code for 10 minutes.
2. On your mobile phone, open the FortiVoice Admin app.
3. In the navigation bar, tap **Users**.
4. Tap the three dots at the top of the screen.
5. Tap **Scan BLE device**:



FortiVoice Admin starts scanning and, when it detects a Bluetooth-enabled device, it displays the device and the Bluetooth pairing code:



6. Tap the entry.
7. Tap **Assign this device**:



8. In **Assign Device to Extension**, you can choose from the following settings:

How would you like to assign this device?	Extension options based on device selection
Main Device	• Create a new extension. • Select an existing extension.
Auxiliary Device	Select an existing extension.
Add Device Only	Assign the device to an extension later.

9. Tap ✓.

The FON-W80B downloads the configuration and completes the registration with FortiVoice Cloud.

Alternative method for provisioning a FON-W80B phone and assigning it to an existing extension:

1. On the FON-W80B phone, press the asterisk button (*****) and then press `3` at the same time.
   The phone displays a numerical code for ten minutes.
2. In FortiVoice Admin app, in the navigation> bar, tap **Users**.
3. In the **Extensions** tab, search for the extension for which you want to provision the phone.
4. Swipe left on an extension and tap .
   FortiVoice Admin starts scanning and, when it detects a Bluetooth-enabled device, it displays the device and the Bluetooth pairing code.
5. Tap the entry.

6. Tap **Assign this device**.
7. If the extension is already assigned to a FON-W80B phone, choose how you want to assign this device:
   - **Main Device**
   - **Auxiliary Device**
8. Tap ✓.

See more

Registering FON-W80B phones

Managing WiFi profiles

You can create and assign WiFi profiles to FortiFone FON-W80B phones when provisioning them.

There is no maximum limit to the number of profiles you can create.

The following table lists actions you can take to manage WiFi profiles:

Action	How to
Create a profile	1. Tap your account or placeholder picture. 2. Tap **Settings**. 3. Under **General**, tap **WiFi profile**. 4. Tap the plus icon (**+**). 5. Enter a unique profile name for your WiFi network and complete the mandatory fields. 6. Tap **Save**.
Assign a profile	To assign WiFi profiles when Auto-provisioning FON-W80B phones with Bluetooth device discovery on page 12, after the phone registers, tap **Setup WiFi**.
Delete a profile	1. Go to **Settings > WiFi profile**. 2. Swipe left on the profile you want to delete. 3. Tap .

www.fortinet.com

Copyright© 2025 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's Chief Legal Officer, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.