

Admin App Guide

Android with FortiVoice Cloud



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Android with FortiVoice Cloud Admin App Guide

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Change log



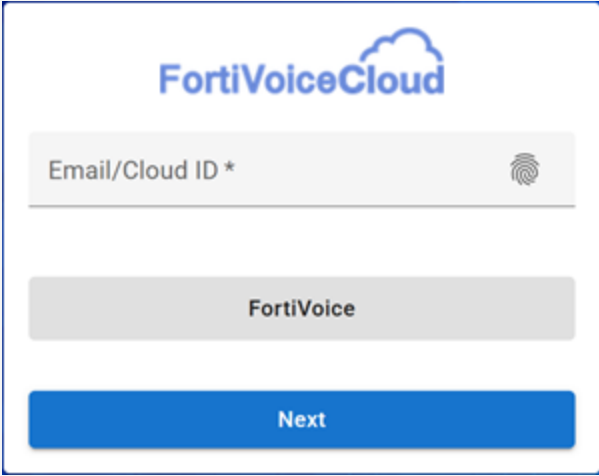
Date	Change Description
2026-03-10	Added the FON-780B phone to Auto-provisioning with Bluetooth device discovery on page 12
2025-10-03	Initial release of the Admin App 7.0.1 Guide for Android with FortiVoice Cloud.

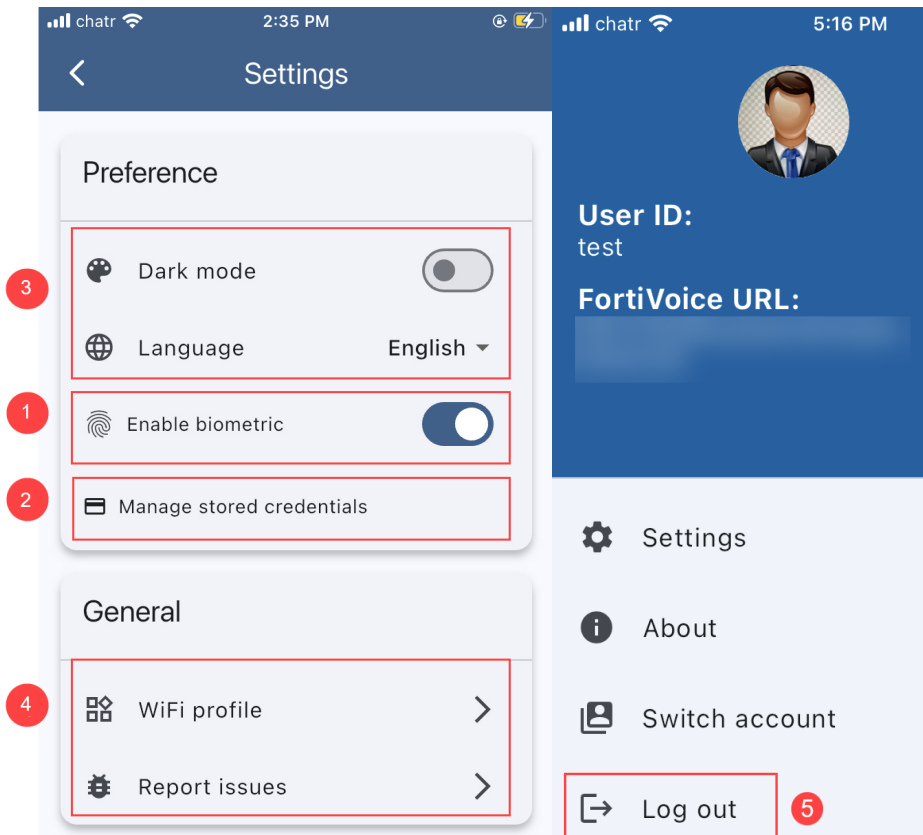
Getting started



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	<p>Go to the Google Play Store and search for FortiVoiceAdmin .</p> <p>The app has been tested on Android 9.0 and later.</p>
Logging in for the first time	<p>To obtain the login credentials</p> <ol style="list-style-type: none">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:<ul style="list-style-type: none">• Cloud ID• Current Password4. Use those credentials to log in to the FortiVoice Admin app. <p>To log in</p> <ol style="list-style-type: none">1. Tap the FortiVoice Admin app icon  on your phone. The login page opens. <div data-bbox="540 1203 1135 1675"></div> <ol style="list-style-type: none">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.<ul style="list-style-type: none">• Your credentials are saved on your mobile phone.• You can store an unlimited number of login credentials.










No.	Action	How to
1	Using biometric authentication	<p> On your mobile phone, ensure that you have completed the biometric setup to register your fingerprint.</p> <p>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.</p> <ol style="list-style-type: none"> 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. <p>To disable fingerprint authentication</p> <ol style="list-style-type: none"> 1. Tap your account or placeholder picture. 2. Tap Settings. 3. Tap Enable biometric.

No.	Action	How to
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 or FON-780B 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	<ol style="list-style-type: none"> 1. Tap . 2. Tap . 3. Enter a unique extension number. <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; margin: 10px 0;">  If you are provisioning a FON-W80B or FON-780B phone, you must enter an email address for the new extension. </div> <ol style="list-style-type: none"> 4. Tap .
Assign a phone to the extension	<ol style="list-style-type: none"> 1. Swipe left on the extension. 2. Tap . 3. Search for and tap the device you want to assign to the extension. 4. Tap . <p>For FON-x80/x80B, FON-780B, 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.</p> <p>For FON-W80B or FON-780B phones, you can auto-provision using Bluetooth pairing. See Auto-provisioning with Bluetooth device discovery on page 12.</p>
Reassign a FortiFone Softclient license	<p>If you want to free up a FortiFone Softclient license, revoke the license and assign it to another extension.</p> <ol style="list-style-type: none"> 1. Search for and tap the extension. 2. Under Soft FortiFone, tap Revoke.
Change an existing extension	<p>Tap the extension and change any of the following:</p> <ul style="list-style-type: none"> • Number • Access level • Display name • Email
Delete an extension	<p>Swipe left on the extension you want to delete and tap .</p>

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	<ol style="list-style-type: none">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	<ol style="list-style-type: none">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	<ol style="list-style-type: none">1. Swipe left on the phone you want to assign.2. Tap .3. Select the extension and tap .
Delete a phone	<ol style="list-style-type: none">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 register and auto-provision the following FortiFone IP phones by scanning their QR codes or by pairing them with the FortiVoice Admin app.

FortiFone phone model	Supports QR code provisioning	See more
FON-x80/x80B series desk phones	✓	FON-x80/x80B Series User Guide
FON-780B desk phone	✓	FON-780B User Guide
FON-W80B cordless phone	✓	FON-W80B User Guide

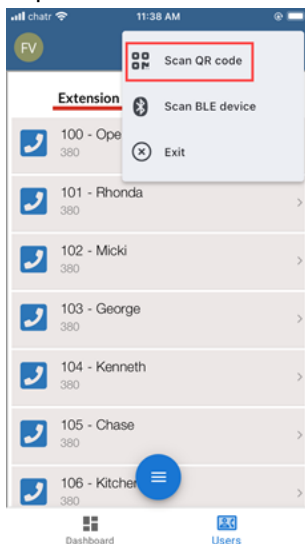
To auto-provision with QR code scanning

1. On the FortiFone phone, press the **Menu** button.
2. Select **Setting > Provisioning**.
3. Enter the password.



Check your welcome email or contact your administrator for the password.

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-dot menu 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	<ul style="list-style-type: none"> • 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. Display the QR code on the FortiFone phone.
2. In the 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 and tap .
5. Scan the QR code.
6. If the extension is already assigned to a FortiFone IP phone, choose how you want to assign this device:
 - **Main Device**
 - **Auxiliary Device**
7. Tap ✓ .

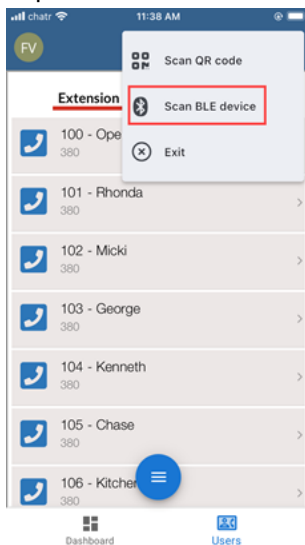
Auto-provisioning with Bluetooth device discovery

You can register and auto-provision the following FortiFone IP phones by pairing them with the FortiVoice Admin app.

FortiFone phone model	For more information
FON-780B desk phone	FON-780B User Guide
FON-W80B cordless phone	FON-W80B User Guide

To auto-provision with Bluetooth device discovery

1. On the FortiFone phone, activate BLE pairing mode:
 - a. Hold down the asterisk button (*).
 - b. While continuing to hold down *, press 3.The phone displays a code for ten minutes.
2. On your mobile phone, open the FortiVoice Admin app.
3. In the tab bar, tap **Users**.
4. Tap the three-dot menu at the top of the screen.
1. Tap **Scan BLE device**:



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



2. Tap the entry.
3. Tap **Assign this device**:




4. 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	<ul style="list-style-type: none"> • Create a new extension. • Select an existing extension.
Auxiliary Device	Select an existing extension.
Add Device Only	Assign the device to an extension later.

5. Tap ✓ .

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

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

1. On your FortiFone phone, activate BLE pairing mode:
 - a. Hold down the asterisk button (*).
 - b. While continuing to hold down *, press 3.
The phone displays a code for ten minutes.
2. Open the FortiVoice Admin app on your mobile phone and tap **Users** in the tab bar.
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, 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 another phone on the FortiVoice network, choose how you want to assign this device:
 - **Main Device**
 - **Auxiliary Device**
8. Tap ✓ .

Managing WiFi profiles


You can create and assign WiFi profiles to the following FortiFone phones while provisioning them.

FortiFone phone model	See more
FON-780B desk phone	FON-780B User Guide
FON-W80B cordless phone	FON-W80B User Guide



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	<ol style="list-style-type: none">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 a FortiFone phone , after the phone registers, tap Setup WiFi .
Delete a profile	<ol style="list-style-type: none">1. Go to Settings > WiFi profile.2. Swipe left on the profile you want to delete.3. Tap .



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