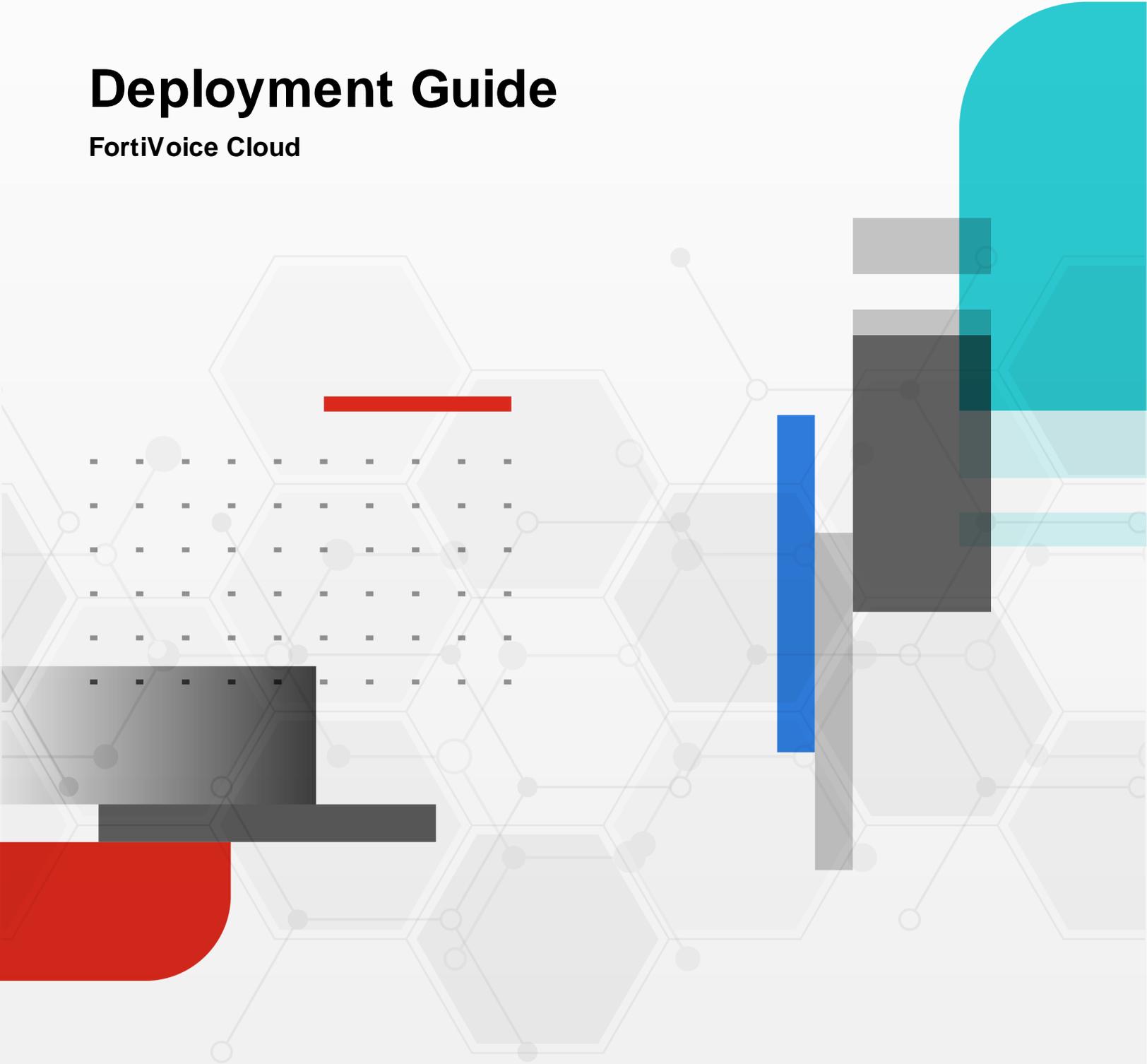


Deployment Guide

FortiVoice Cloud



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FEEDBACK

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2025-11-17

FortiVoice Cloud Deployment Guide

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Change log

Date	Change description
2025-11-17	Release of the FortiVoice Cloud Deployment Guide. Updated IP address list in Which destination IP addresses and domains do I need for FortiVoice Cloud? on page 33.

Introduction

FortiVoice Cloud is a secure, cloud-based unified communications solution with all-inclusive calling, conferencing, chat, and fax. You can deploy this solution without any expertise in private branch exchange (PBX) and activate user services from an intuitive portal.

This guide explains how to purchase and register FortiVoice Cloud licenses, and then deploy and connect to your FortiVoice Cloud instance that is your business telephone system in the cloud.

This section includes the following topics:

- [Requirements on page 5](#)
- [Supported devices and apps on page 7](#)
- [Licensing on page 8](#)
- [Documentation on page 8](#)

Requirements

Before you deploy FortiVoice Cloud, ensure you have the following:

- A FortiCloud account

As a FortiVoice Cloud administrator, you need a master FortiCloud account to:

- Register your FortiVoice Cloud product.
- Invite other users to launch FortiVoice Cloud.



You need multiple accounts if you have multiple administrators managing FortiVoice Cloud instances.

- Organizational unit(s) and user permissions
- FortiVoice Cloud license(s) for your users
- One of the following recommended web browser versions:
 - Google Chrome version 132
 - Microsoft Edge version 132
 - Mozilla Firefox Standard Release version 134
 - Apple Safari version 18.2

Other browser versions may fully function but have not been tested and are not supported by Fortinet.

To fulfill the requirements, do the following:

1. Create a new FortiCloud account.

- a. Log in to [FortiCloud](#).
- b. Click *CREATE ACCOUNT*.
- c. Follow the prompts to complete creating your account.

See more

- [FortiCloud Account User Guide](#)
- [FortiCloud Services Asset Management Admin Guide](#)
- [FortiCloud Services Identity & Access Management \(IAM\) Admin Guide](#)

2. Create organizational units and user permissions.

- a. Organize administrator accounts and FortiVoice Cloud instances into organizational units (OU).
It is best practice to limit each account to the scope required by that person's job. This reduces risk if any accounts are compromised.
- b. Define user permissions to ensure, from the start, only authorized accounts can access specific FortiVoice Cloud instances.

See more

[FortiCloud Services Organization Portal User Guide](#)

3. Purchase your product license or licenses.

For more information, see [Licensing on page 8](#).

Supported devices and apps

FortiVoice Cloud supports the following devices and apps:

Desk phone models

- FON-x80/x80B series which includes the following models:
 - FON-280B
 - FON-380/380B
 - FON-480/480B
 - FON-580/580B
- FON-780B video-enabled IP phone

Cordless phone models

- FON-D71 handset
- FON-D72 base station
- FON-W80B cordless, WiFi-enabled phone

Third-party phone models



With FortiVoice Cloud, you can auto-provision third-party phone models included in the following list.

You can use any other third-party SIP-based phone with FortiVoice Cloud but you have to provision the phone manually.

- Yealink CP925 conference phone
- Yealink CP965 conference phone
- Yealink W60B base station
- Yealink W70B base station

Apps

- FortiFone Softclient for Android
- FortiFone Softclient for iOS
- FortiFone Softclient for desktop

Gateways

- FortiVoice foreign exchange subscriber (FXS) gateway
- FortiVoice foreign exchange office (FXO) gateway
- FortiVoice primary rate interface (PRI) gateway
- Zycoo X10 SIP paging gateway

Licensing

FortiVoice Cloud offers the following licenses:

- Basic extensions including call paths.
- Standard extensions including call paths, direct inward dialing (DID) numbers, and Enhanced 911 (E911).
- Premium extensions including call paths, DID numbers, and E911.

For inbound calls, your FortiVoice Cloud instance requires at least one standard or premium license.

See also

- [Purchasing FortiVoice Cloud licenses on page 11](#)
- [Registering your FortiVoice Cloud licenses on page 12](#)

Features

For information about which FortiVoice Cloud features are included with which licenses, see the [FortiVoice Cloud Unified Communications Data Sheet](#).

Documentation

For more information about FortiVoice Cloud, see the following product documentation:

Documentation	Useful for
FortiVoice Cloud Basic Administration Guide	Configuring the essentials and monitoring FortiVoice Cloud instances.
FortiVoice Cloud Advanced Administration Guide	Fully configuring and managing FortiVoice Cloud instances.
FortiVoice Cloud User Portal Guide	Activating FortiFone desk phones and FortiFone Softclient (for mobile and desktop) and registering your device with FortiVoice Cloud.
	Accessing and managing your voicemail messages.
	Adding user conference call events to your calendar and inviting attendees by email.
	Viewing device details and setting up programmable keys on your FortiFone desk phone.
	Configuring various preferences for your extension and the user portal.
FortiFone User Guides	Deploying and using the following FortiFone phones and apps with FortiVoice Cloud: <ul style="list-style-type: none"> • FortiFone desk and cordless phones

Documentation	Useful for
	<ul style="list-style-type: none">• FortiFone Softclient for mobile and desktop
FortiVoice Gateway Deployment Guides	Deploying FortiVoice gateways to connect analog phones, fax machines, and legacy telephony infrastructures to FortiVoice Cloud.
FortiVoice Cloud Unified Communications Data Sheet	An overview of FortiVoice Cloud features, licensing, and ordering information.
Fortinet Knowledge Base	Troubleshooting articles and technical tips.

Feedback about Fortinet technical documentation

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

Workflow

To deploy a FortiVoice Cloud instance, complete the procedures listed in the following sequence:

Sequence	Procedure	Description
1	Purchasing FortiVoice Cloud licenses on page 11	FortiVoice Cloud offers the following extension levels: <ul style="list-style-type: none">• Basic• Standard• Premium
2	Registering your FortiVoice Cloud licenses on page 12	Access your FortiCloud account to register your FortiVoice Cloud licenses with FortiCare.
3	Logging in to FortiVoice Cloud on page 19	Log in to the FortiVoice Cloud website to access your undeployed FortiVoice Cloud instance.
4	Adding a DID number on page 21	Before deploying your FortiVoice Cloud instance, add a direct inward dialing (DID) number.
5	Deploying FortiVoice Cloud on page 24	A deployed FortiVoice Cloud instance is your business telephone system in the cloud.
6	Logging in to the FortiVoice Cloud admin portal on page 30	To manage your FortiVoice Cloud instance, access the FortiVoice Cloud admin portal.

Purchasing FortiVoice Cloud licenses

A FortiVoice Cloud instance requires extension licenses.

After ordering a FortiVoice Cloud license or licenses, you receive a contract registration code in an email attachment.

You need this code to register the FortiVoice Cloud license as an asset and then upload the license to the FortiVoice Cloud system.

For more information, see [Licensing on page 8](#).

Before you begin

- Know the FortiVoice Cloud licenses and associated stock keeping unit (SKU) codes. For more information, see the [FortiVoice Cloud Unified Communications Data Sheet](#).
- Know how to contact a Fortinet partner to obtain licenses. If you do not have a partner, you can visit the [Find a Partner](#) portal to find a reseller in your region.
- Follow the [Workflow on page 10](#).

To place an order for FortiVoice Cloud licenses

1. Contact a Fortinet-authorized reseller in your region.
2. Place your order.
3. After your order is processed, Fortinet sends you an email that includes the support contracts and registration codes for the FortiVoice Cloud licenses.
4. Download the files to a convenient location on your computer or network.
5. Know how to access and copy the registration codes. You will need those codes during the registration process.
6. Continue with [Registering your FortiVoice Cloud licenses on page 12](#).

Registering your FortiVoice Cloud licenses

Access your FortiCloud account to register your FortiVoice Cloud licenses with [FortiCare](#).

Before you begin

Ensure you:

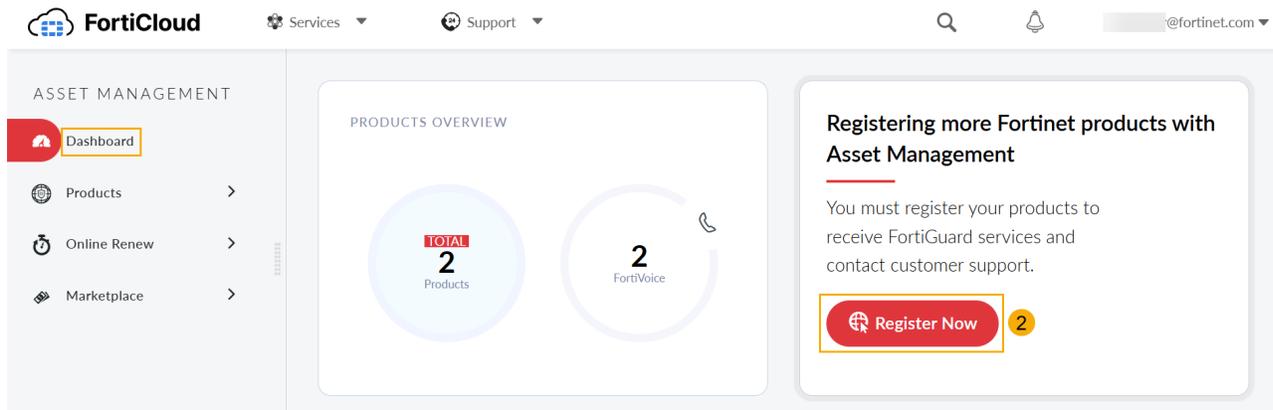
- Meet the [Requirements on page 5](#).
- Have the registration codes for the FortiVoice Cloud licenses.
For more information, see [Purchasing FortiVoice Cloud licenses on page 11](#).

To register your FortiVoice Cloud licenses

1. Log in to your [FortiCloud](#) account.
For more information, see [Logging into an account](#).

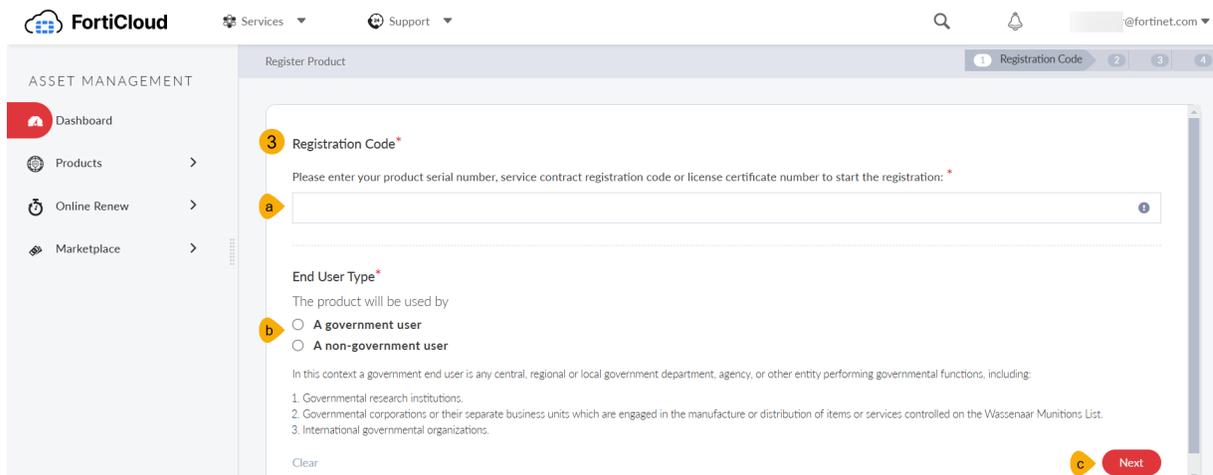
2. In *Dashboard*, click *Register Now*.

This is an example of the *Dashboard* with a FortiCloud account that includes other registered FortiVoice products:

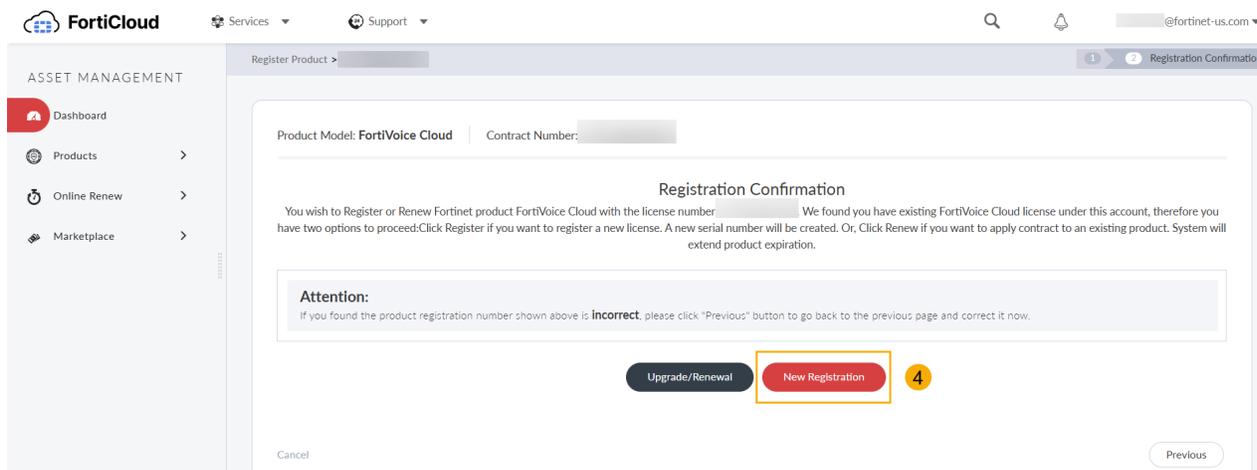


3. In *Register Product*, complete the following settings:
 - a. Enter one of your registration codes.
 - b. Choose your end user type as either a government user or non-government user.

c. Click *Next*.



4. If you have the option, click *New Registration*. The system has detected that your account already includes a FortiVoice Cloud instance with licenses. With this option, the system creates another FortiVoice Cloud instance for your new license.



5. Enter the following details for the product:
- a. In *Product Description*, enter the name that you want to give to the FortiVoice Cloud instance, such as a company name or location name.
 - b. Select a *Fortinet Partner*. If you do not know the partner, select *Unknown*.
 - c. In *Start Date*, enter the date that you want this FortiVoice Cloud instance to go live. If you want the instance to be rolled out now, enter today's date. Otherwise, you can select a date in the future. This date affects the renewal date. The renewal date is calculated as one year (or three or five years depending on the entitlement) from the start date.
 - d. If you are an existing FortiCloud customer and have organized assets in folders, you can make a selection in *Asset Folder*.

e. Click *Next*.

Register Product >

1 2 3 4 5

5 Product Model: **FortiVoice Cloud** Contract Number: [redacted]

Product Description

a FortiVoice Cloud Canada-1

FORTINET PARTNER*

b Unknown

Start Date (YYYY-MM-DD)

c 2024-11-25

ASSET FOLDER

d My Assets

Cancel

Previous **e** Next

6. Complete the following:

- a. Review your assets and product entitlements and click the checkbox.
- b. Click *Confirm*.

Register Product >

1 2 3 4 5

6

Product Model: **FortiVoice Cloud**

ASSET LOCATION My Assets

PRODUCT ENTITLEMENT

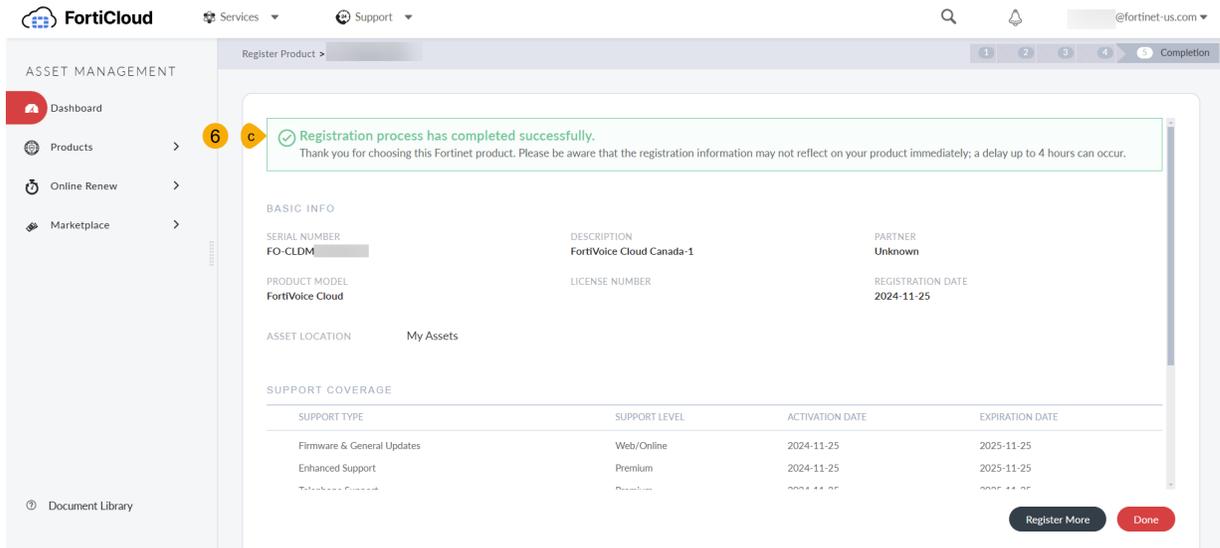
SUPPORT TYPE	SUPPORT LEVEL	ACTIVATION DATE	EXPIRATION DATE
Firmware & General Updates	Web/Online	2024-11-25	2025-11-25
Enhanced Support	Premium	2024-11-25	2025-11-25

a By accepting these terms, you are activating this support contract and the entitlement period provided can not be changed. If you wish to continue, click "Confirm".

Cancel

Previous **b** Confirm

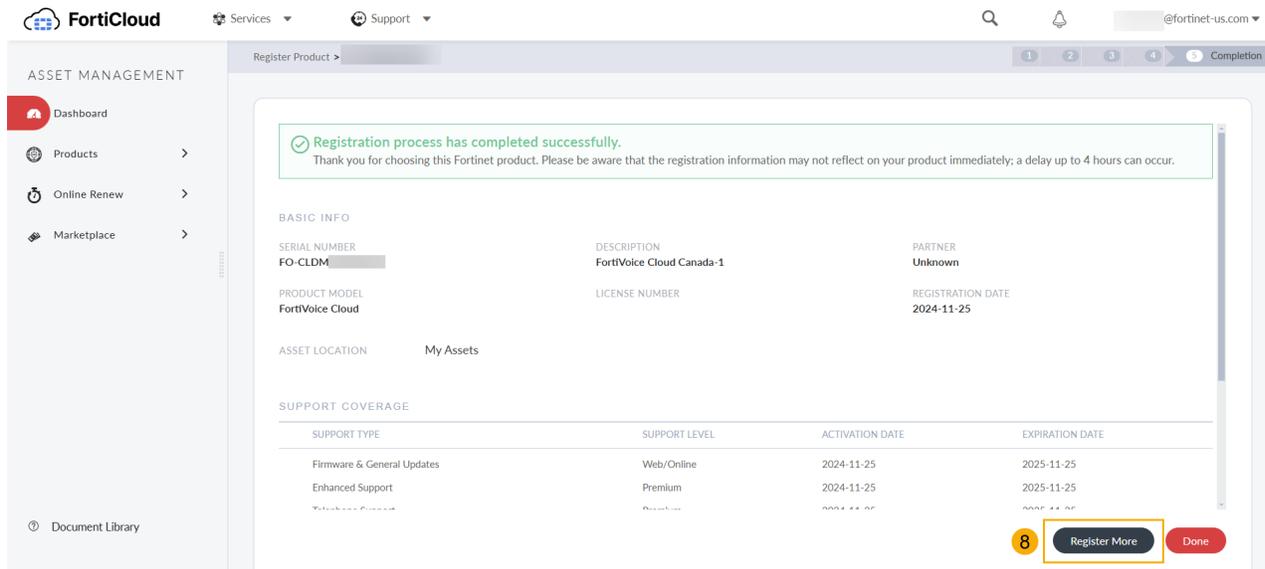
c. You have added the registration code now.



7. If you have one registration code only to register:

- a. Click *Done*.
- b. Go to [step 14](#).

8. If you have another registration code to register, click *Register More*.



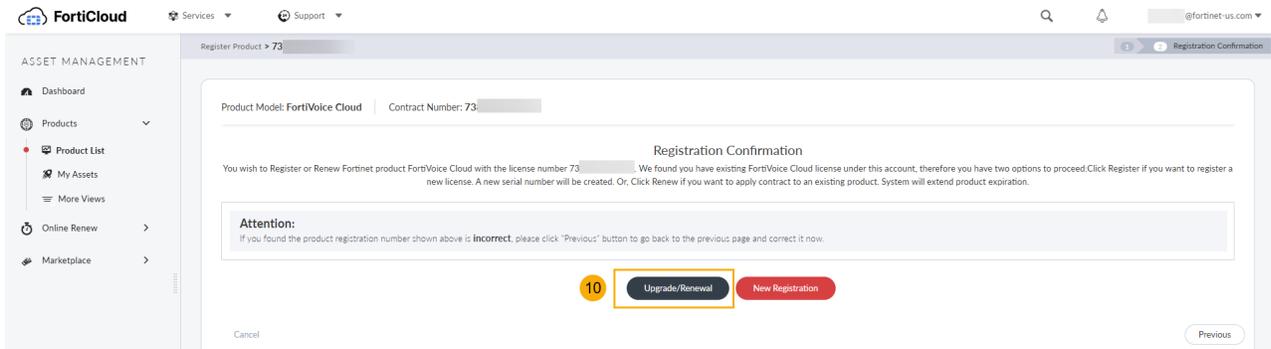
9. In *Register Product*, complete the following settings:

- a. Enter your second registration code.
- b. Choose your end user type as either a government user or non-government user.
- c. Click *Next*.



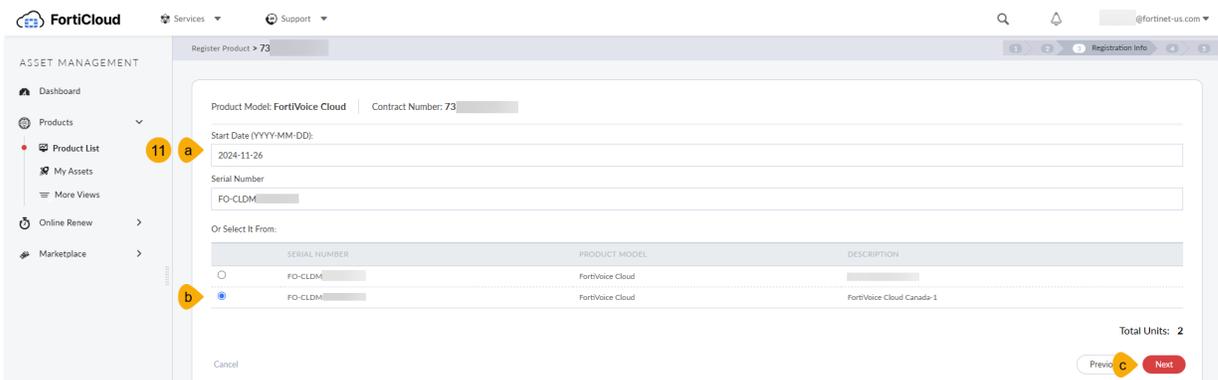
The following step is important to ensure the licenses are on the **same** FortiVoice Cloud instance.

10. Click *Upgrade/Renewal*.



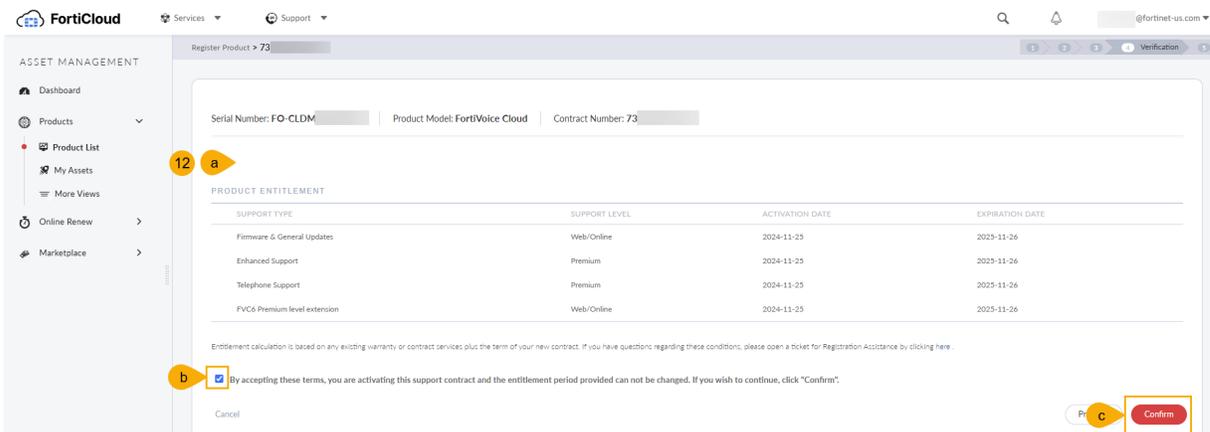
11. Complete the following details:

- a. Enter a *Start Date*.
- b. From the list, select the serial number for your FortiVoice Cloud instance. The system fills in the *Serial Number* field automatically.
- c. Click *Next*.

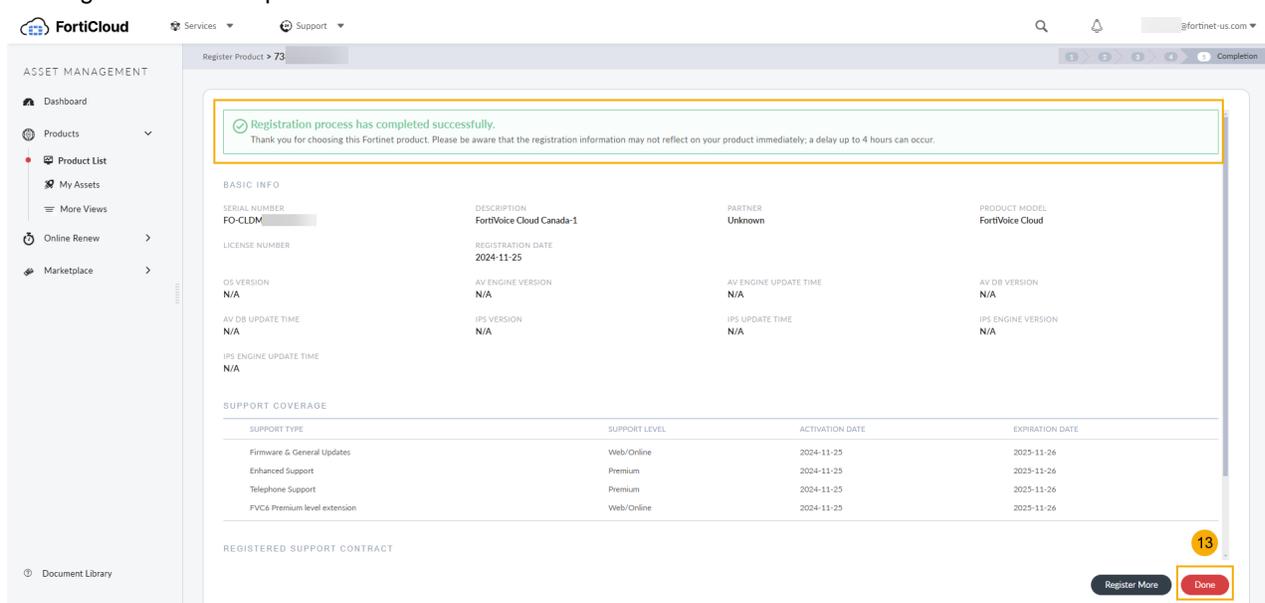


12. Verify the following:

- a. Review the product entitlement information.
- b. To confirm the product entitlements and support contract terms, click the checkbox.
- c. Click *Confirm*.

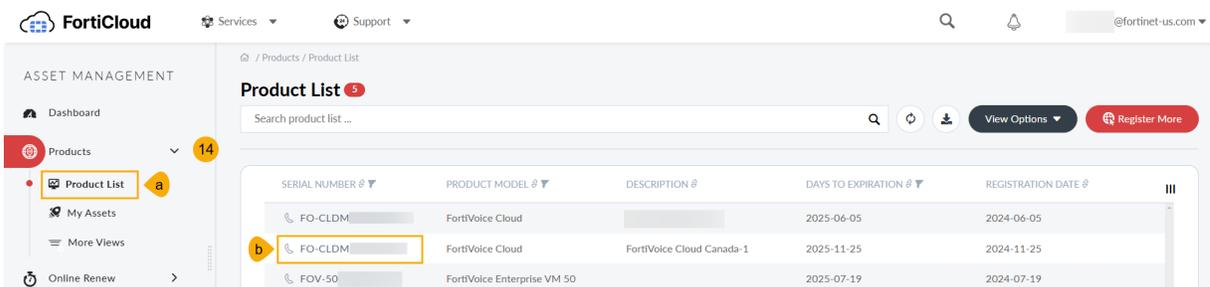


13. The registration is complete. Click *Done*.

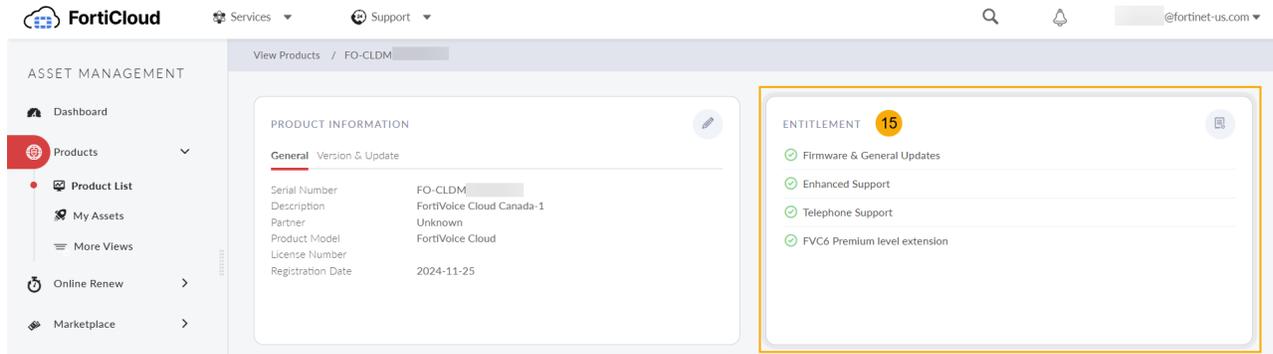


14. To display the list of entitlements:

- Go to *Product List*.
- Click the **FO-CLD<number>** serial number for your FortiVoice Cloud instance.



15. Make sure that the list of entitlements includes the items that you have registered.



You have completed the registration of FortiVoice Cloud licenses.

16. Continue with [Logging in to FortiVoice Cloud on page 19](#).

Logging in to FortiVoice Cloud

After registering your FortiVoice Cloud licenses in FortiCloud, you are now ready to log in to the FortiVoice Cloud website for the first time and access your undeployed FortiVoice Cloud instance.

Before you begin

Complete [Registering your FortiVoice Cloud licenses on page 12](#).

To log in to FortiVoice Cloud

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.

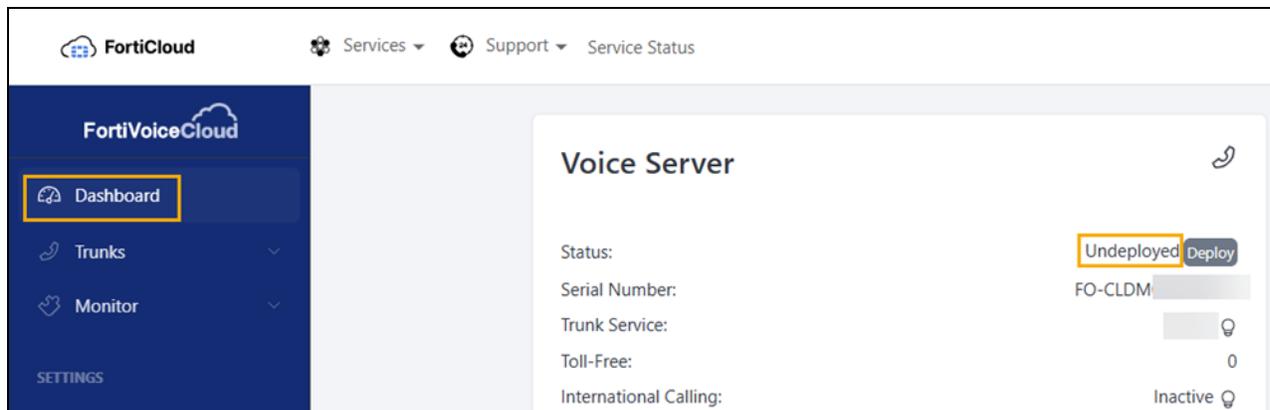
Serial Number	Description
FO-CLDM([redacted])	QA_Instance_[redacted]
FO-CLDM [redacted]	QA_[redacted]

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

FortiVoice Cloud shows the *Dashboard*.



Do **NOT** click *Deploy*.



10. Before you can deploy your FortiVoice Cloud instance, the service provider must activate the trunk service. To trigger this activation, you must add the following to your instance configuration:

- A direct inward dialing (DID) number.
- An emergency zone assigned to the DID you create.

To complete these prerequisites for deployment, go to [Adding a DID number on page 21](#).

Adding a DID number

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



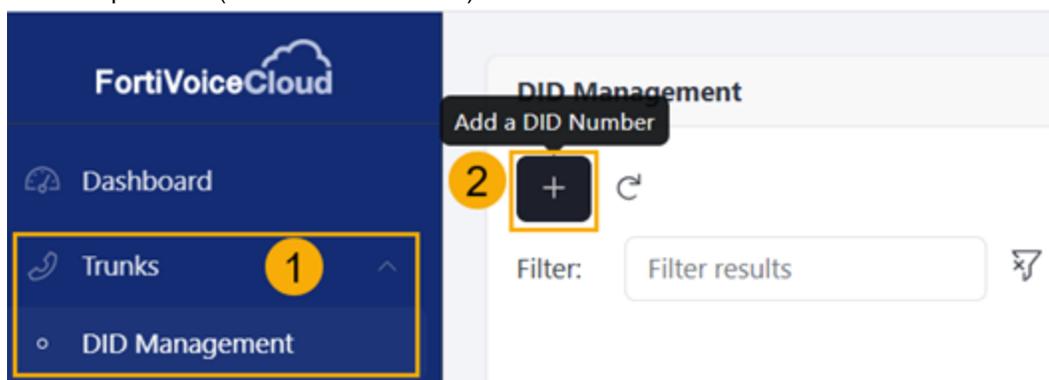
To activate the trunk service, you need at least one DID number with an emergency zone. You can add more DID numbers with or without adding the emergency zone information.

Before you begin

Complete [Logging in to FortiVoice Cloud](#) on page 19.

To add a DID number

1. In [FortiVoice Cloud](#), go to *Trunks > DID Management*.
2. Click the plus icon (+ *Add a DID Number*).



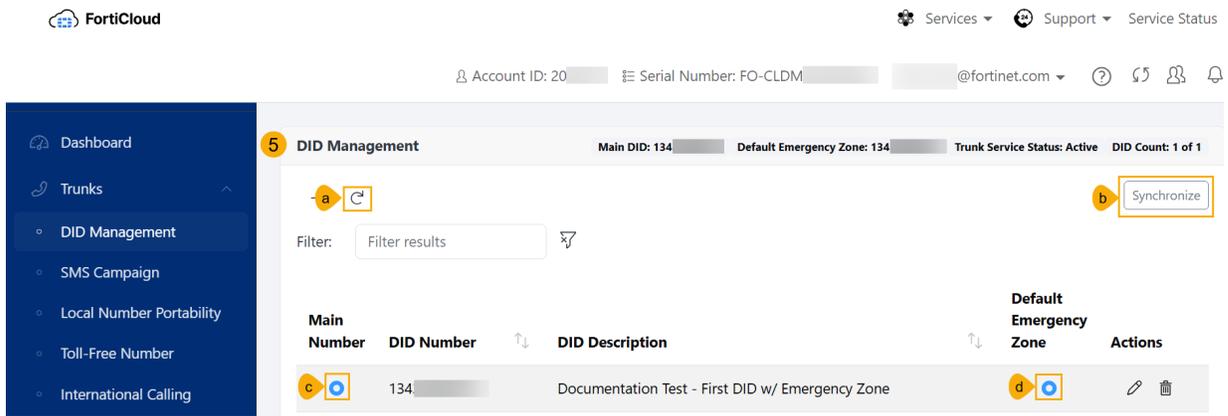
3. In the dialog *Add a DID Number*, complete the following fields:

Area and field	Description	Mandatory
<i>Emergency Zone</i>		Yes
<i>Emergency Zone</i>	<p>Enable <i>Add Emergency Zone</i>.</p> <ol style="list-style-type: none">1. Enter the following mandatory information:<ul style="list-style-type: none">• <i>Name</i>: Ensure you enter the correct name because you cannot change it after submitting the form.• <i>Address</i>: Add a street address.• <i>City</i>: Add a city.• <i>State/Province</i>: Select a state or province.• <i>ZIP/Postal Code</i>: Add a ZIP code or postal code.2. Click <i>Verify Emergency Address</i>.3. Select one of the verified addresses from the dropdown.	
<i>DID Basic Information</i>		No

Area and field	Description	Mandatory
<i>Description</i>	Add a description for this DID number.	
<i>Display Name</i>	<p>Add a descriptive name for this DID number.</p> <p>The DID display name is the caller ID that displays on the person's phone that you are calling.</p> <p>To configure the display name as the caller ID, you need to set this DID as the main DID. To do this, select the radio button in the <i>Main Number</i> column for this DID number. The first DID number you add is set as the main number automatically, however, you can change this later.</p>	
<i>DID Numbers</i>	<div style="text-align: center;">  </div> <p>Search for available DID numbers by either location or area code.</p>	Yes
<i>Search by Location</i>	<p>Update the following fields:</p> <ul style="list-style-type: none"> • <i>Country</i>: For Canada, select CA. For the United States, select US. • <i>State/Province</i>: Select the state or province. • <i>City/Rate Center</i>: Select the city or rate center. • <i>Number</i>: Select a phone number. When the selected city/rate center is used up, numbers become available from an adjacent rate center. 	
<i>Search by Area Code</i>	<ol style="list-style-type: none"> 1. Expand <i>Search by Area Code</i> and enter the area code. 2. Click <i>Search</i>. 3. To select an available DID number, click <i>Number</i>. If there are no numbers available, either wait a while in case one becomes available or choose a different area code. 	

4. Click *Add*.
5. In *DID Management*, your new DID number is displayed in the results list.
 - a. If the DID number is not listed immediately, click the *Refresh* icon  at the top of the results list.
 - b. If you want to synchronize this new DID number and emergency zone with the FortiVoice Cloud admin portal immediately, click *Synchronize*.
 - c. The first DID number is assigned the *Main Number* automatically. You can change this later as you add more DID numbers by clicking the *Main Number* radio button for another DID number in the list.
 - d. The first DID number with an emergency zone is assigned the *Default Emergency Zone* automatically. You can change this later as you add more DID numbers by clicking the *Default Emergency Zone* radio button

for another DID number in the list.



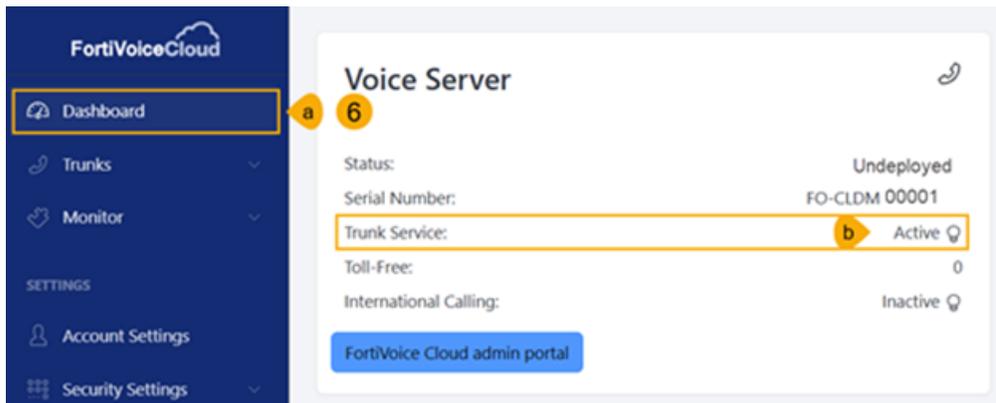
6. Verify the trunk service is activated before proceeding with your deployment:

a. Click *Dashboard*.

b. Ensure the *Trunk Service* is *Active*. To show the latest status, click the *Sync All Data* icon .



It may take up to 24 hours for the trunk service to appear as *Active*.



7. Continue with [Deploying FortiVoice Cloud on page 24](#).

Deploying FortiVoice Cloud

Use this procedure to deploy a FortiVoice Cloud instance. This instance is your business telephone system in the cloud.

Before you begin



Risk of deployment failure

After [Registering your FortiVoice Cloud licenses on page 12](#), you must wait at least 30 minutes before deploying a FortiVoice Cloud instance.

Complete the following:

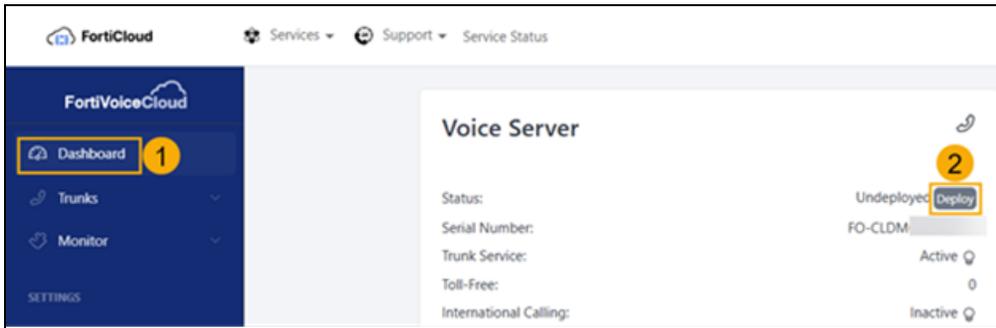
1. [Adding a DID number on page 21](#).
 2. Setting up email notifications about the deployment status of your FortiVoice Cloud instance.
To set up email notifications:
 - a. Go to *SETTINGS > Account Settings*.
 - b. Enable *Receive Notifications about FortiVoice Instances*.
 - c. Click *Save*.
 3. If you want to import premium extensions (not standard or basic) at the deployment stage, create a comma-separated value (CSV) file with at least three columns with the headings Name, Number, and Email).
-



You must add standard and basic level extensions in the FortiVoice Cloud admin portal. For more information, see the section **Importing a list of extensions** in the [FortiVoice Cloud Advanced Administration Guide](#).

To deploy FortiVoice Cloud

1. In [FortiVoice Cloud](#), go to *Dashboard*.
2. In the *Voice Server* tile, go to *Status* and click *Deploy*.

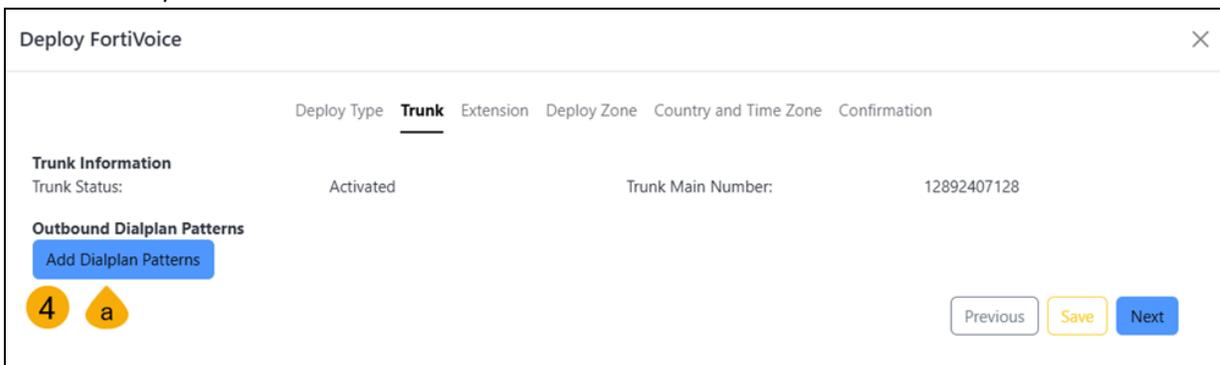


3. Click *Start a new configuration*.



If you or another administrator began deploying an instance and did not complete the deployment, you can return to the incomplete deployment by clicking *Load existing configuration*.

4. To add a dialplan for outbound calling:
 - a. Click *Add Dialplan Patterns*.



- b. Add a *Match Pattern*. This number pattern is used to match a wide range of dialed numbers for external calls.

Pattern-matching syntax

Syntax	Description
X	Matches any single digit from 0 to 9.
Z	Matches any single digit from 1 to 9.
N	Matches any single digit from 2 to 9.
[] (square brackets)	Matches any digits in the brackets. For a range of numbers, use a dash. Example: [15-7]. In this example, the pattern matches 1, 5, 6, and 7.
. (period)	Acts as a wildcard that matches any digit and allows users to dial any number of digits. Example of a pattern-matching rule: XX. In this example, the system looks for a dialed number match that has three or more digits.
! (exclamation point)	Acts as a wildcard that matches any digit (including no digits) and allows for any number of digits to be dialed. Example of a pattern-matching rule: XXI In this example, the system looks for a dialed number match that has two or more digits.

Pattern-matching examples

Syntax	Description
X.	Matches any dialed number.
NXXXXXX	Matches any seven-digit number, as long as the first digit is 2 or higher.
NXXNXXXXXX	Matches any dialed number that has 10 digits.
1NXXNXXXXXX	Matches any dialed number that matches this pattern: 1+ area code (between 200 and 999) + seven-digit number (first digit is 2 or higher).
011.	Matches any number that starts with 011 and has at least one more digit.
XX!	Matches any two or more digits.

- c. To manipulate the match pattern, configure the following fields:
- *Strip*: Digits to remove from the match pattern. For example, if your match pattern is 9XXX and the strip is 1, you need to dial the full digit 9XXX, but the system strips the first digit, in this case 9.
 - *Prefix*: Digits to add at the start of the match pattern. For example, if your match pattern is 123XXXX and its area code is 555, you can enter 555 for the prefix. When you dial a number using this pattern, you do not need to dial the area code 555.
 - *Postfix*: Digits to add at the end of the match pattern. For example, if your match pattern is 9XXX and the numbers in this pattern have been upgraded include the digit 5 as an additional digit, you can enter 5 as the postfix. When you dial a number using this pattern, you do not need to dial 5 as the last digit.

- d. To confirm, click *Next*.

5. To upload premium extensions:

- a. Click *Choose File*.

- b. Browse and open a CSV file for your extensions.
 c. Click *Upload*.



Wait for the CSV file to upload.
 When the file upload is complete, you will see mapping fields.

- d. To complete the header mapping, select a header for each column.
 e. To send a phone invitation notification to extension users, select the checkbox *Send phone invitation notification* (optional). Extension users receive a welcome email that contains details about registering their device with FortiVoice Cloud (FortiFone Softclient for mobile and desktop, and desk phone) and accessing the FortiVoice Cloud user portal.



Administrators should let their extension users know they need to check their inboxes or spam folders for the welcome email with the sender noreply@fortivoice-cloud.com.

f. Click *Next*.

Deploy FortiVoice

Deploy Type Trunk **Extension** Deploy Zone Country and Time Zone Confirmation

Upload

Select Mapping Fields
Extensions display (limit 4 entries)

Name --None-- --None--

Name	Number	Email
John Doe	88888	john@company.com
Doe	99999	jane@company.com

Send phone invitation notification (optional)
check this box if you would like to send notification to the extension users

⚠ Please select header mapping before proceeding.

Previous Save **Next**

6. Select the deployment zone that is closest to your location.

7. Click *Next*.

Deploy FortiVoice

Deploy Type Trunk Extension **Deploy Zone** Country and Time Zone Confirmation

Please select the FortiVoice deploy zone

North America - San Jose-1(CA)

Previous Save **Next**

8. Select the country and the time zone, and click *Next*.

Deploy FortiVoice

Deploy Type Trunk Extension Deploy Zone **Country and Time Zone** Confirmation

Please select the deployment country

United States of America

Please select the time zone

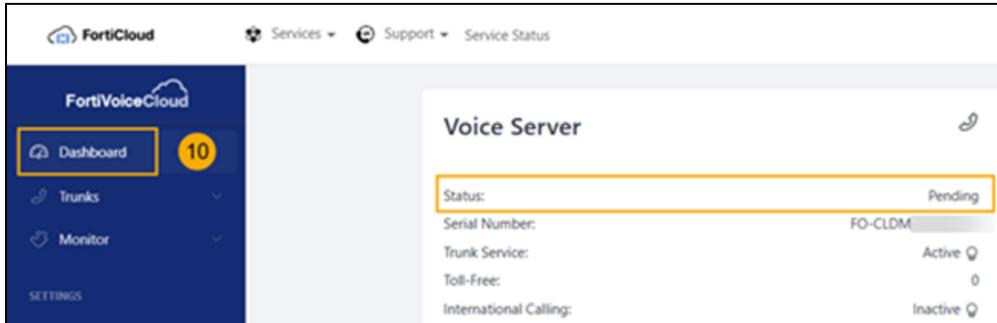
(GMT-8:00)Pacific Time(US&Canada),Mexico(Tijuana,Mexicali),Baja California

Previous Save **Next**

9. To finish the FortiVoice Cloud deployment, click *Deploy*.

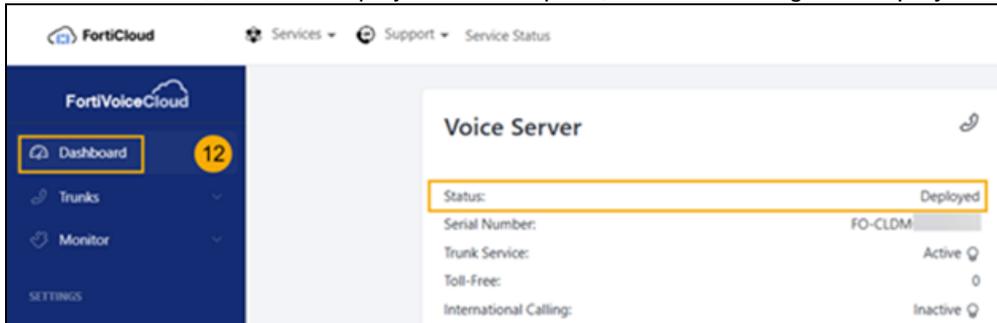


10. In the *Dashboard*, you will see the status of your deployment change from *Undeployed* to *Pending*.



11. If you updated the *Account Settings* (as explained in [Before you begin](#)), check your email inbox for a message from Fortinet to confirm that your FortiVoice Cloud deployment is complete.

12. In the *Dashboard*, when the deployment is complete, the status changes to *Deployed*.



See more

For information about the following topics, see the [FortiVoice Cloud Basic Administration Guide](#):

- Working with trunks
- Monitoring devices and calls
- Configuring FortiVoice Cloud settings

To access advanced configuration tasks, go to [Logging in to the FortiVoice Cloud admin portal on page 30](#).

Logging in to the FortiVoice Cloud admin portal

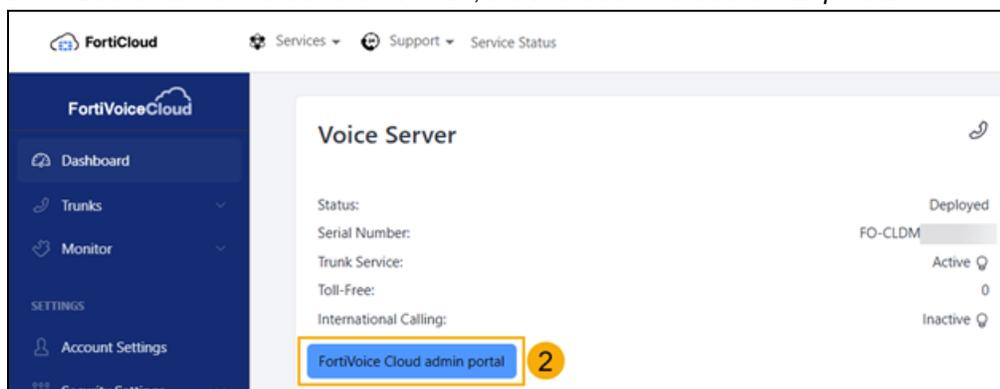
To manage your FortiVoice Cloud instance, use this procedure to log in to the FortiVoice Cloud admin portal.

Before you begin

Make sure that you complete [Deploying FortiVoice Cloud on page 24](#).

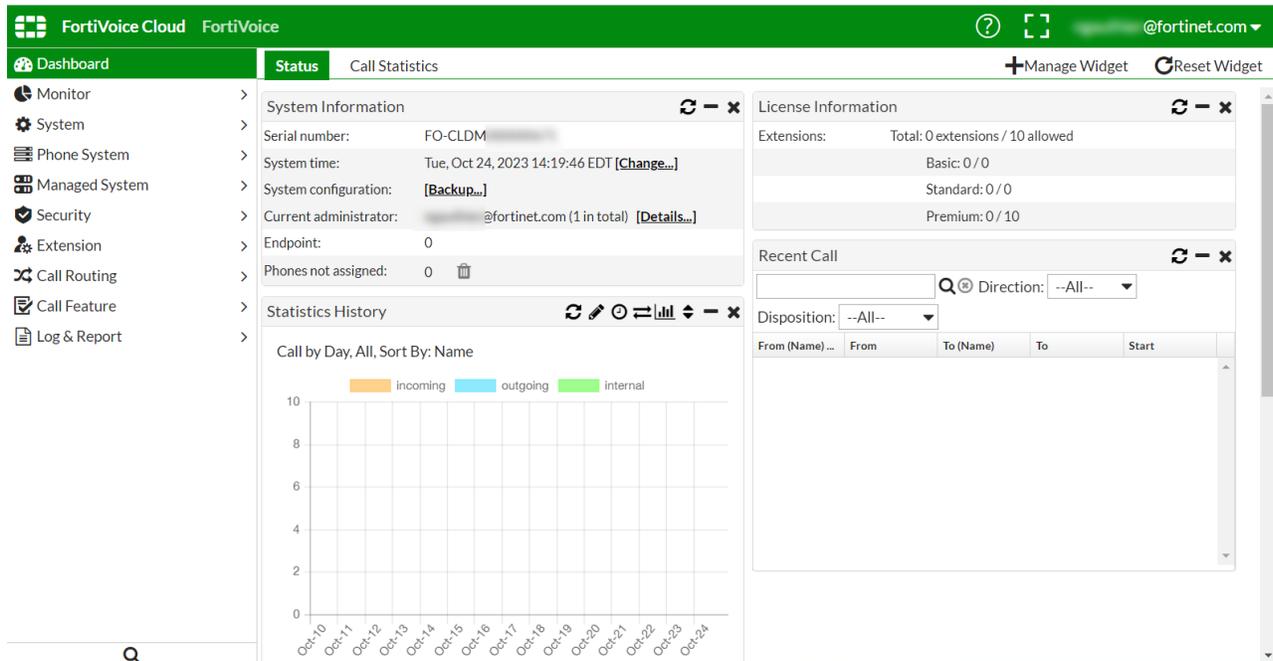
To log in to the FortiVoice portal

1. Log in to [FortiVoice Cloud](#).
2. In the *Dashboard* in the *Voice Server* tile, click *FortiVoice Cloud admin portal*.



If the FortiVoice Cloud admin portal does not open, check your web browser settings for any blocked pop-up windows. Update your web browser settings to allow the FortiVoice Cloud admin portal page to open.

3. You now have access to the FortiVoice Cloud admin portal.

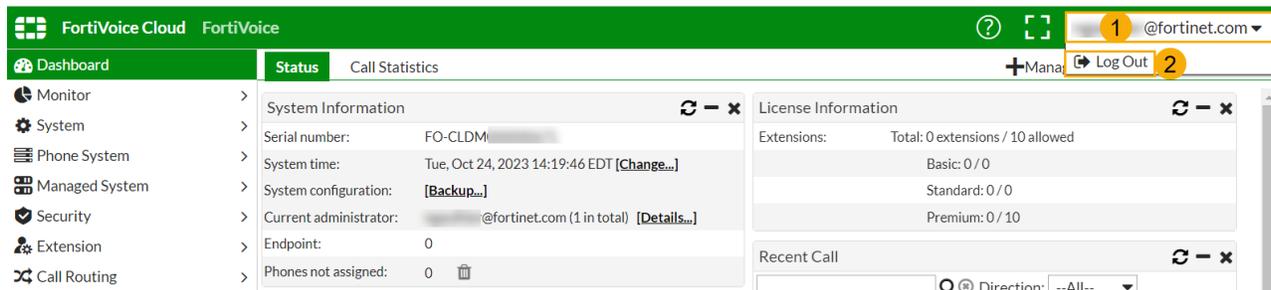


See more

- For information about fully configuring and administering your FortiVoice Cloud instance using the FortiVoice admin portal, see the [FortiVoice Cloud Advanced Administration Guide](#).
- To see a full list of available FortiVoice Cloud documents, see [Documentation on page 8](#).

Logging out of the FortiVoice Cloud admin portal

1. Click your account name.
2. Click *Log Out*.



3. The logout is complete when the web browser shows the following message:



Frequently asked questions

This section includes the following frequently asked questions (FAQs) about FortiVoice Cloud:

- [What regions is FortiVoice Cloud available in? on page 33](#)
- [Can I transfer my existing phone numbers to FortiVoice Cloud? on page 33](#)
- [Can I continue to use my existing analog phones with FortiVoice Cloud? on page 33](#)
- [Which destination IP addresses and domains do I need for FortiVoice Cloud? on page 33](#)
- [Can I deploy my FortiVoice Cloud instance without adding a DID number? on page 38](#)
- [Do I need to purchase any hardware for FortiVoice Cloud services? on page 37](#)
- [Which FortiFone phone models does FortiVoice Cloud support? on page 38](#)
- [What happens if my paid FortiVoice Cloud license expires? on page 38](#)
- [Do I need to use FortiGate with FortiVoice Cloud? on page 38](#)
- [How do I register my device with FortiVoice Cloud? on page 38](#)
- [How many FortiVoice devices can my FortiVoice Cloud account manage? on page 38](#)
- [What happens if my FortiVoice device loses connection with FortiVoice Cloud? on page 38](#)
- [From which website can I download the FortiFone Softclient for desktop and mobile? on page 38](#)

What regions is FortiVoice Cloud available in?

FortiVoice Cloud is available in the U.S. and Canada.

Can I transfer my existing phone numbers to FortiVoice Cloud?

Yes. To transfer your existing phone numbers from another service provider to FortiVoice Cloud, do the following:

1. Log in to [FortiVoice Cloud](#).
2. Go to *Trunks > Local Number Portability*.
3. Click the plus icon (+ *Port a Number*).
4. Fill in the request form.

For more information about porting numbers, see the [FortiVoice Cloud Basic Administration Guide](#).

Can I continue to use my existing analog phones with FortiVoice Cloud?

Yes, by manually provisioning and configuring an additional FortiVoice Gateway, your analog devices can connect with FortiVoice Cloud services.

For more information, see the Deployment Guides for various FortiVoice Gateways in the [FortiVoice Cloud documentation](#).

Which destination IP addresses and domains do I need for FortiVoice Cloud?

This section lists the destination IP addresses and domains that you need to deploy FortiVoice Cloud services.

Ensure you configure your firewall unit to allow traffic to these IP addresses and domains:

- **FortiVoice Cloud deployment with a FortiGate unit:** If the FortiVoice endpoints (FortiFone IP phones and FortiFone Softclients) are behind a FortiGate unit, you can create an IP policy and select *Fortinet-FortiVoice.Cloud* as the destination.
- **FortiVoice Cloud deployment with a third-party firewall unit:** If the FortiVoice endpoints (FortiFone IP phones and FortiFone Softclients) are behind a third-party firewall unit, add the IP addresses and domains listed in this section to your firewall policies.

Domains and destination IP addresses used for FortiVoice Cloud services

Domain name	Destination IP address	Port	Protocol	Connection description
prov.fortivoice-cloud.com	34.160.95.223/32	443	TCP	Global provisioning server FortiFone IP phones and FortiFone Softclients for desktop and mobile use these domains.
	38.21.202.0/27	30000 to 60000	UDP	Audio for a FortiVoice Cloud instance deployed in the Ashburn (VA, United States) zone
	154.52.5.224/27	30000 to 60000	UDP	Audio for a FortiVoice Cloud instance deployed in the Dallas (TX, United States) zone
dc11-fv-prod.web.fortivoice-cloud.com	154.52.6.54/32	443	TCP	Web proxy FQDNs
da11-fv-prod.web.fortivoice-cloud.com	154.52.5.88/32			
dallas-sip.fortivoice-cloud.com	154.52.5.161/32	1 to 65535	TCP	Phone provisioning, LDAP phonebook, signaling for FortiFone Softclient for desktop and mobile, and desk phones (TCP, TLS, and WSS transport)
		389 5059 5060 5067 to 5070	UDP	LDAP phonebook, signaling for a FortiVoice Cloud instance deployed in the Dallas (TX, United States) zone

Domain name	Destination IP address	Port	Protocol	Connection description
ashburn-sip.fortivoice-cloud.com	154.52.6.179/32	1 to 65535	TCP	Phone provisioning, LDAP phonebook, signaling for FortiFone Softclient for desktop and mobile, and desk phones (TCP, TLS, and WSS transport)
		389 5059 5060 5067 to 5070	UDP	LDAP phonebook, signaling for a FortiVoice Cloud instance deployed in the Ashburn (VA, United States) zone
	154.52.9.20/32	1 to 65535	TCP and UDP	FortiVoice Cloud instances deployed in the Dallas (TX, United States) zone use this IP address to send service requests. To allow service requests from FortiVoice Cloud to reach their destinations, create a firewall policy with this IP address and a specific port.
	154.52.17.20/32	1 to 65535	TCP and UDP	FortiVoice Cloud instances deployed in the Vancouver (BC, Canada) zone use this IP address to send service requests. To allow service requests from FortiVoice Cloud to reach their destinations, create a firewall policy with this IP address and a specific port.
	160.223.171.204/32	1 to 65535	TCP and UDP	FortiVoice Cloud instances deployed in the Plano (TX, United States) zone use this IP address to send service requests. To allow service requests from FortiVoice Cloud to reach their destinations, create a firewall policy with this IP address and a specific port.

Domain name	Destination IP address	Port	Protocol	Connection description
	209.66.107.20/32	1 to 65535	TCP and UDP	FortiVoice Cloud instances deployed in the Ashburn (VA, United States) zone use this IP address to send service requests. To allow service requests from FortiVoice Cloud to reach their destinations, create a firewall policy with this IP address and a specific port.
proxy.chat.fortivoice-cloud.com (154.52.20.184)	154.52.20.184/32	1 to 65536	TCP and UDP	Chat services in Vancouver (Primary site)
meeting.fortivoice-cloud.com (154.52.20.252)	154.52.20.225/32 154.52.20.252/32 154.52.20.250/32			
tunnel.fortivoice-cloud.com (154.52.20.250)				
	209.40.102.92/32 209.40.102.59/32 209.40.102.8/32 209.40.102.19/32	1 to 65536	TCP and UDP	Chat services in Plano (Backup site)

Domain name	Destination IP address	Port	Protocol	Connection description
fortivoice-cloud.com	154.52.20.225/32	443	TCP	Domain used for FortiVoice Cloud
fvoperatormg.fortivoice-cloud.com				FortiVoice Cloud operator portal
fwcheck.fortivoice-cloud.com				Firmware version-checking server for automatic upgrades FortiFone IP phones and FortiFone Softclients for desktop and mobile use these domains.
fwcustom.fortivoice-cloud.com				Centralized firmware server for FortiFone desk phones and FortiFone Softclient for desktop
fwimage.fortivoice-cloud.com				Centralized firmware servers for FortiFone phones
fwimage-p.fortivoice-cloud.com				
www.fortivoice-cloud.com				FortiVoice Cloud service portal
status.fortivoice-cloud.com	3.162.3.11/32 3.162.3.104/32 3.162.3.23/32 3.162.3.123/32 13.33.165.7 13.33.165.67 13.33.165.129 13.33.165.79	443	TCP	FortiVoice Cloud status check portal
stun.fortivoice-cloud.com	154.52.20.187/32	3478	TCP and UDP	STUN server for FortiFone phones
ntp1.fortiguard.com	208.91.112.61/32 208.91.112.63/32	123	UDP	NTP service
ntp2.fortiguard.com	208.91.112.60/32 208.91.112.62/32			

Do I need to purchase any hardware for FortiVoice Cloud services?

FortiVoice Cloud offers easy subscription services without the investment in PBX hardware. FortiVoice Cloud is easy to activate, deploy, and configure by using an intuitive web portal. You only need to plug and play a cloud-ready

FortiFone IP phone or install FortiFone Softclient on a smartphone or computer, and start making calls.

Can I deploy my FortiVoice Cloud instance without adding a DID number?

No. You need to add a direct inward dialing (DID) number before deploying a FortiVoice Cloud instance. For more information, see the [Workflow on page 10](#) and [Adding a DID number on page 21](#).

Which FortiFone phone models does FortiVoice Cloud support?

For more information, see [Supported devices and apps on page 7](#).

What happens if my paid FortiVoice Cloud license expires?

If your paid FortiVoice Cloud license expires, outbound calling can be suspended. However, FortiVoice Cloud still processes emergency calls.

Do I need to use FortiGate with FortiVoice Cloud?

No, you do not need to use a FortiGate unit with FortiVoice Cloud. However, having a FortiGate unit at the same location as your phones can improve our technical support. Other types of firewalls (from companies such as Cisco or SonicWall) can reduce Fortinet's ability to troubleshoot issues in your network.

How do I register my device with FortiVoice Cloud?

For more information about registering devices, see the following documents:

- [Registering your FortiFone Softclient for mobile](#)
- [Registering your FortiFone Softclient for desktop](#)
- [Registering your FortiFone desk phone](#)

How many FortiVoice devices can my FortiVoice Cloud account manage?

Your FortiVoice Cloud account can manage the number of FortiVoice devices specified in the purchased license. For licensing information, see the [FortiVoice Cloud Unified Communications Data Sheet](#).

What happens if my FortiVoice device loses connection with FortiVoice Cloud?

If your FortiVoice device is disconnected from FortiVoice Cloud, you cannot make outbound calls. Calls to your extension follow your configured call handling settings.

From which website can I download the FortiFone Softclient for desktop and mobile?

Desktop (Windows and Mac)

1. Go to the [Fortinet Customer Service & Support](#) website.
2. Log in to your account or register for an account.
3. Select *Support > Firmware Download*.
4. In *Select Product*, select *FortiVoiceUCDesktop*.
5. Click the *DOWNLOAD* tab.

6. Navigate to the folder with the latest version.
7. Locate the file for your operating system.
 - a. For Windows, go to the **FortiFone_windows_v7.0_bxxx.exe** file, for example.



For batch and remote installations on Windows, the IT department can use the **FortiFone_windows_v7.0_bxxx.msi** file.

- b. For Mac, go to the **FortiFone_mac_v7.0_bxxx.dmg** file, for example.
8. To download the file to your computer, go to the end of the row and click *HTTPS*.
9. Save the file to your computer.
10. To start the installation, double-click the file.
11. Follow the installation prompts.
12. For more information about configuring and using the FortiFone Softclient for desktop, see the [FortiFone Softclient for Desktop User Guide](#).

Android

1. Tap the Google Play Store app and search for FortiFone.
2. For installation and configuration details, see the [FortiFone Softclient for Android User Guide](#).

iPhone

1. Tap the Apple App Store app and search for FortiFone.
2. For installation and configuration details, see the [FortiFone Softclient for iOS User Guide](#).



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