

Registering your FortiFone softclient for desktop with FortiVoice Cloud

Use this procedure to register the FortiFone softclient on your computer with FortiVoice Cloud.

Before you begin

- Install the FortiFone softclient for desktop (MacOS or Windows) on your computer:
 - a. Log in to your [FortiCloud](#) account or register for an account.
 - b. Select **Support > Firmware Download**.
 - c. In **Select Product**, select **FortiVoiceUCDesktop**.
 - d. Click the **Download** tab.
 - e. Navigate to the folder containing the release build that you want to install.
 - f. Locate the file for your operating system.
 - g. To download the file to your computer, go to the end of the row and click **HTTPS**.
 - h. Save the file to your computer.
 - i. To start the installation, double-click the file.
 - j. Follow the installation prompts.
- Make sure that your FortiVoice Cloud administrator has configured your extension on FortiVoice Cloud. After configuring your extension on the FortiVoice Cloud phone system, your FortiVoice Cloud administrator will send you a welcome email. Make sure to keep this email as you will need the details to complete the registration of the FortiFone softclient.

Example of welcome email (showing the FortiFone Desktop Softclient Registration section only)



Tue 1/11/2022 4:48 PM

noreply@youcompany.com

Your FortiFone account is ready for sign in

To Nathalie

Phish Alert

FortiFone Desktop Softclient Registration

To register the FortiFone Desktop Softclient:

1. Please install the latest version of the FortiFone Desktop Softclient from [here](#)
2. To configure the FortiFone Desktop Softclient:
 - a. To autoconfigure [Click here](#).
 - b. To manually configure: open the FortiFone Desktop Softclient, input the following and click Login.

Server: f7070137030-phone.fortivoice-cloud.com

Port: 443

Username: 204

Password:

To register your FortiFone softclient for desktop account

1. On your computer, open the FortiFone softclient.
2. Use the details in the welcome email to fill in the username, server, port, and password.
3. Click **Login**.

After the FortiFone softclient establishes a connection with FortiVoice Cloud, the GUI opens.
4. You can now start using the FortiFone softclient for desktop. For details, see the [FortiFone Softclient for Desktop User Guide](#).

Updated: December 8, 2023