Deployment Guide

FortiVoice Cloud

FORTINET

TABLE OF CONTENTS

Change log

Date	Change description
2023-11-29	• Updated licensing details in Licensing on page 6. • Updated various sections to reflect GUI changes.
2023-12-04	• Updated Deploying FortiVoice Cloud on page 24.
2024-04-09	• Updated Supported devices and apps on page 6. • Updated Destination IP addresses and IP address ranges used for FortiVoice Cloud services on page 37.

Introduction

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

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 6
- Licensing on page 6
- Documentation on page 7

Requirements

Before you can deploy FortiVoice Cloud, make sure to meet the following requirements:

Requirement	Description
FortiCloud account	If you do not already have a FortiCloud account, create one. • A primary FortiCloud account is required to launch FortiVoice Cloud and this account can invite other users to launch FortiVoice Cloud as secondary users. • To register your FortiCloud licenses, you require a primary FortiCloud account or a sub-user FortiCloud account with permissions to register products.
Registration codes	For details about licenses, see Licensing on page 6. For details about purchasing FortiVoice Cloud licenses and obtaining registration codes, see Purchasing FortiVoice Cloud licenses on page 9.
Internet access	You must have internet access to register your product and deploy FortiVoice Cloud.
Web browser	Use one of the following recommended web browsers: • Google Chrome version 121 or later • Microsoft Edge version 120 or later • Mozilla Firefox Standard Release version 122 or later • Apple Safari version 17 or later

Supported devices and apps

FortiVoice Cloud supports the following FortiFone IP phone models, softclient apps, third-party phone models, and paging gateway:

FortiFone IP phone models

- FON-280B
- FON-380/380B
- FON-480/480B
- FON-580/580B
- FON-D71

Apps

FortiVoice Cloud supports the following apps:

- FortiFone softclient for mobile
- FortiFone softclient for desktop

For download details, see From which website can I download the FortiFone softclient? on page 40.

Third-party phone models

FortiVoice Cloud supports the auto-provisioning of third-party phone models included in the following list.

You can use any other third-party SIP-based phone with FortiVoice Cloud but you will need to complete the provisioning manually.

- Yealink CP925
- Yealink CP965
- Yealink W60B
- Yealink W70B

Paging gateway

FortiVoice Cloud supports the 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 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.

Features

For details about FortiVoice Cloud features and those associated with the licenses, see the FortiVoice Cloud Unified Communications Data Sheet.

See also

- Purchasing FortiVoice Cloud licenses on page 9
- Registering your FortiVoice Cloud licenses on page 10

Documentation

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

- FortiVoice Cloud Basic Administration Guide for viewing and completing some basic configuration.
- FortiVoice Cloud Advanced Administration Guide for fully configuring and administering FortiVoice Cloud instances.
- FortiVoice Cloud User Portal Guide for details about the following user tasks:
  - Activating FortiFone desk phones and FortiFone softclient (mobile and desktop) and allowing your device to register with FortiVoice Cloud.
  - Accessing and managing your voicemail messages.
  - Adding user conference call events in 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.
- FortiVoice Cloud Unified Communications Data Sheet
- Fortinet Knowledge Base

Feedback about Fortinet technical documentation

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

Workflow

To complete the deployment of a FortiVoice Cloud instance, perform the procedures in the following sequence:

Sequence	Procedure	Description
1	Purchasing FortiVoice Cloud licenses on page 9	FortiVoice Cloud offers the following extension levels: • Basic • Standard • Premium
2	Registering your FortiVoice Cloud licenses on page 10	Access your FortiCloud account to register your FortiVoice Cloud licenses with FortiCare.
3	Logging in to FortiVoice Cloud on page 16	Log in to the FortiVoice Cloud website to access your undeployed FortiVoice Cloud instance.
4	Adding a DID number on page 19	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 admin portal on page 33	To manage your FortiVoice Cloud instance, access the FortiVoice admin portal.

Purchasing FortiVoice Cloud licenses

A FortiVoice Cloud instance requires extension licenses.

For a description of your licensing choices, see Licensing on page 6.

Before you begin

- Know the FortiVoice Cloud licenses and associated stock keeping unit (SKU) codes. For details, 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 8.

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 10.

Registering your FortiVoice Cloud licenses

Access your FortiCloud account to register your FortiVoice Cloud licenses with FortiCare.

Before you begin

Make sure to:

- Meet the Requirements on page 5.
- Have the registration codes for the FortiVoice Cloud licenses. For details, see Purchasing FortiVoice Cloud licenses on page 9.
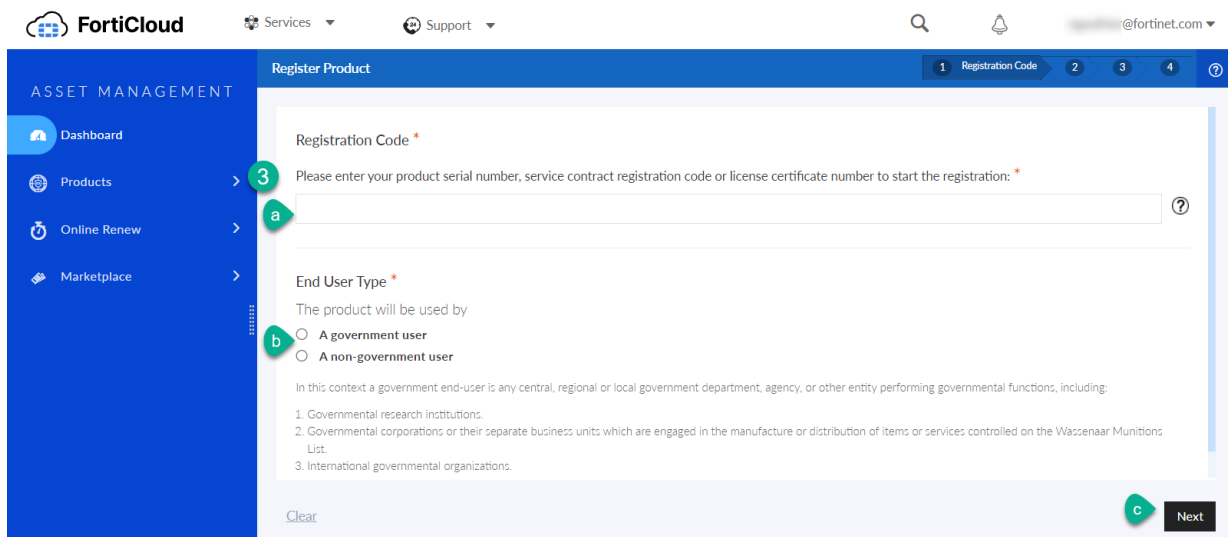
To register your FortiVoice Cloud licenses

1. Log in to your FortiCloud account.
2. In **Dashboard**, click **Register Now**.
   Dashboard example (with a FortiCloud account that includes other registered FortiVoice products):
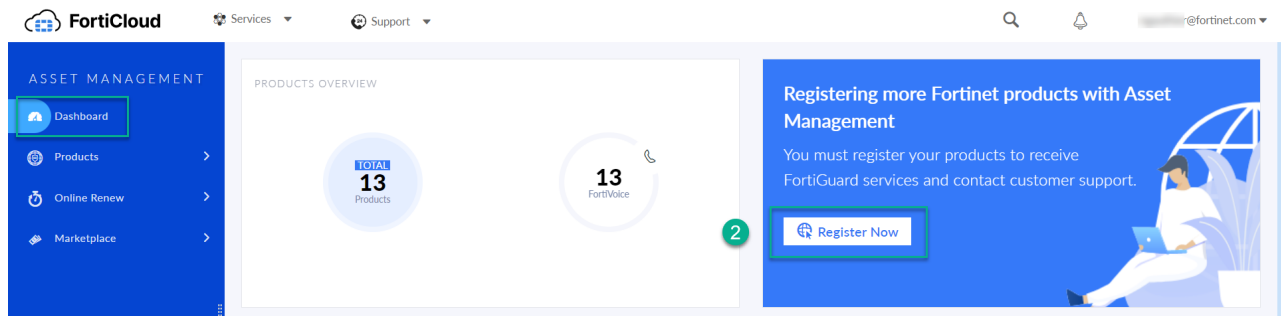
3. In **Register Product**, complete the following settings:
   a. Enter one of your registration codes.
   b. Choose your end user type as either a government user or non-government user.
   c. Click **Next**.

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 instances for your new licenses.
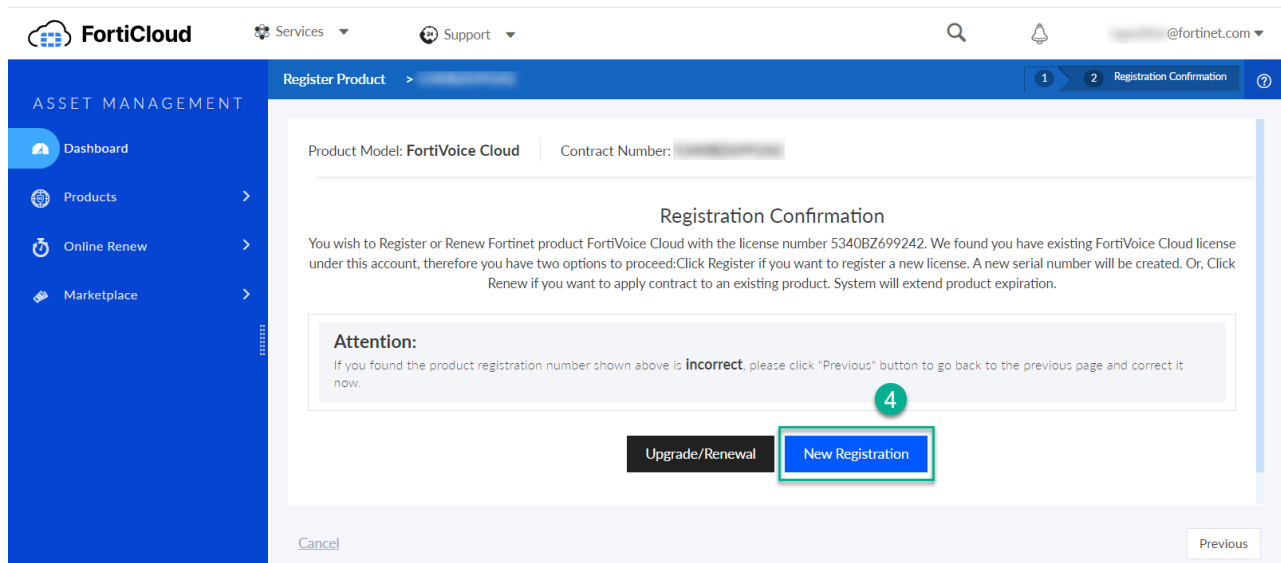

5. Specify details about this product:
    a. In **Product Description**, enter the name that you want to give to the FortiVoice Cloud instance, such as a company name or location name.
    b. Select a **Fortinet Partner**. If you do not know the partner, select **Unknown**.
    c. In **Start Date**, 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 1 year (or 3 or 5 years depending on the entitlement) from the start date.
    d. If you have organized your assets in folders, then you can make a selection in **Asset Folder**.
    e. Click **Next**.
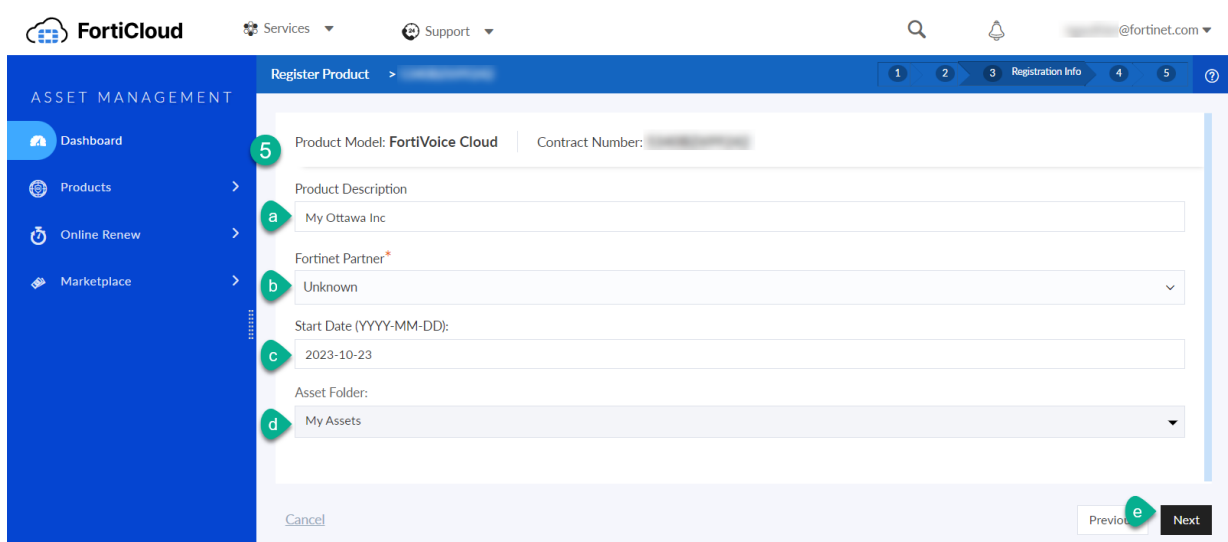
6. Complete the following verification:
    a. Review the summary of your assets.
    b. To confirm the product entitlements and support contract terms, click the check box.

c. Click **Confirm**.
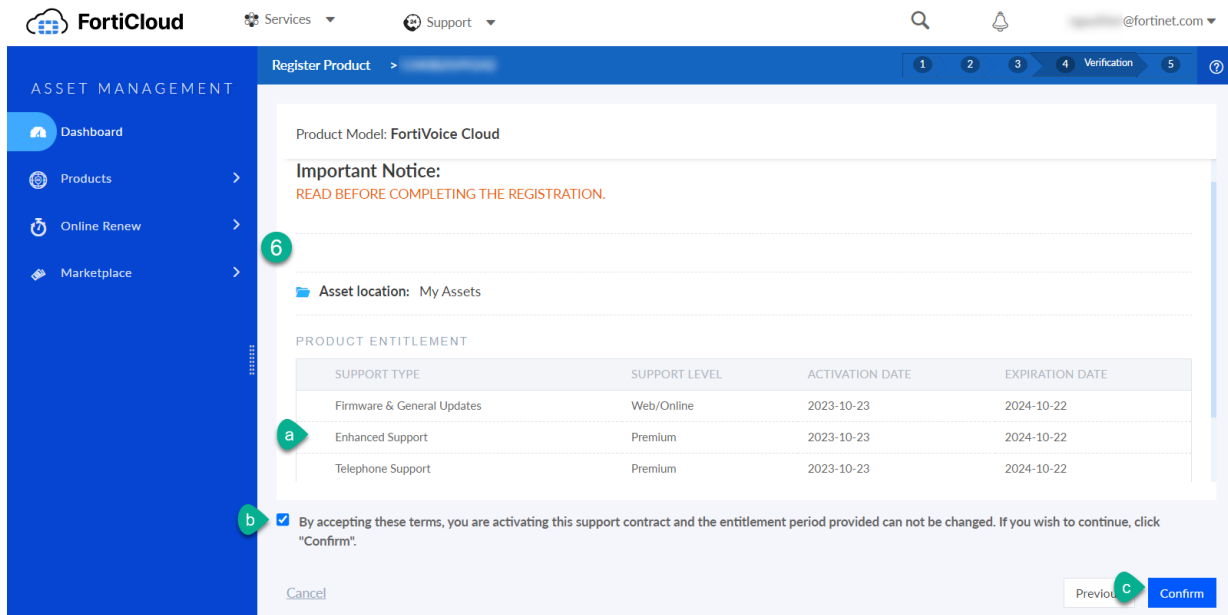
Your have completed the addition of the registration code.

7. If you have a single registration code to register:

   a. Click **Done**.

   b. Go to .

8. If you have another registration code to register, click **Register More**.
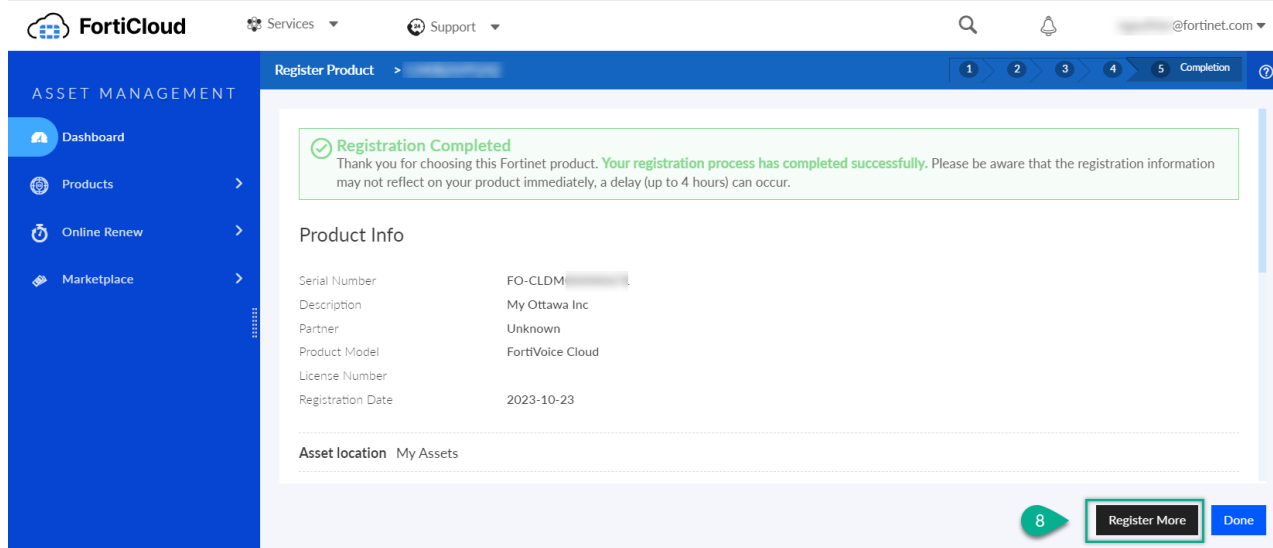
9. In **Register Product**, complete the following settings:

   a. Enter your second registration code.

   b. Choose your end user type as either a government user or non-government user.

   c. Click **Next**.

10.

Click **Upgrade/Renewal**.

This step is important to make sure that the licenses are on the *same* FortiVoice Cloud instance.

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 automatically fills in the **Serial Number** field.

      c. Click **Next**.
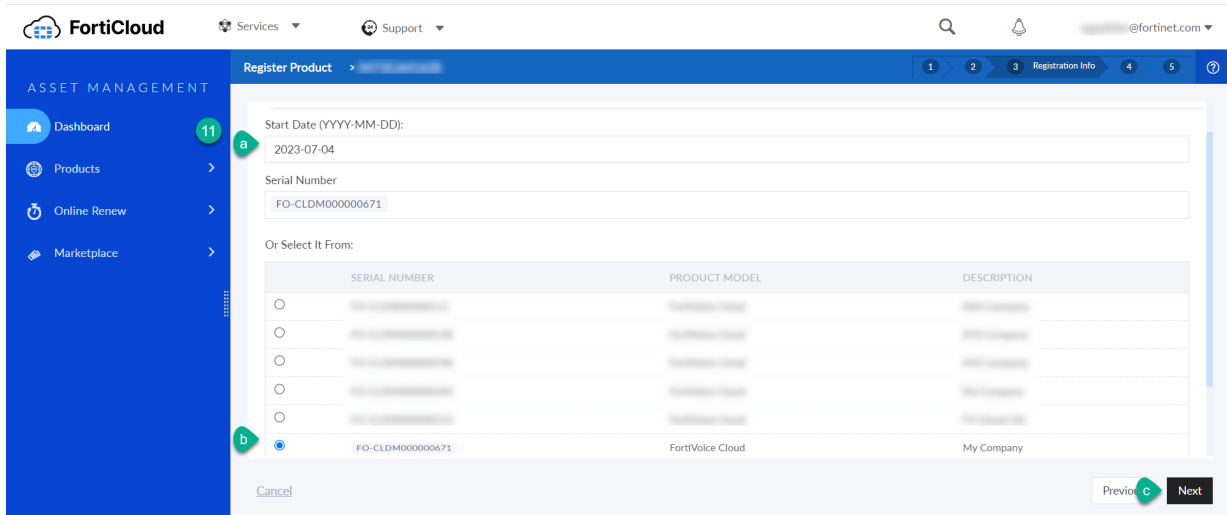
12. Complete the following verification:

      a. Review the product entitlement information.

      b. To confirm the product entitlements and support contract terms, click the check box.

      c. Click **Confirm**.
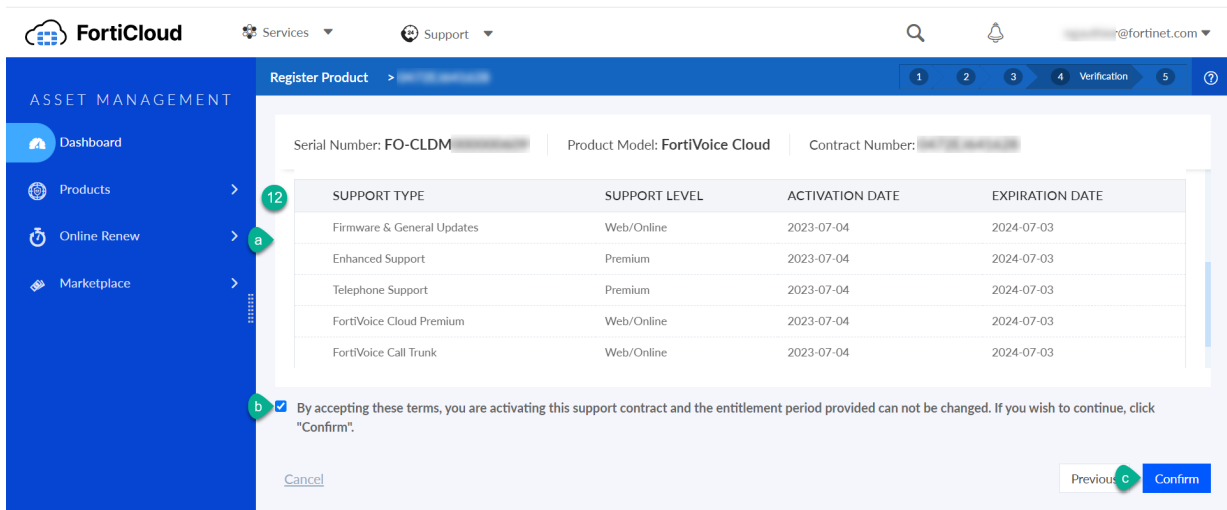
13. The registration is complete. Click **Done**.
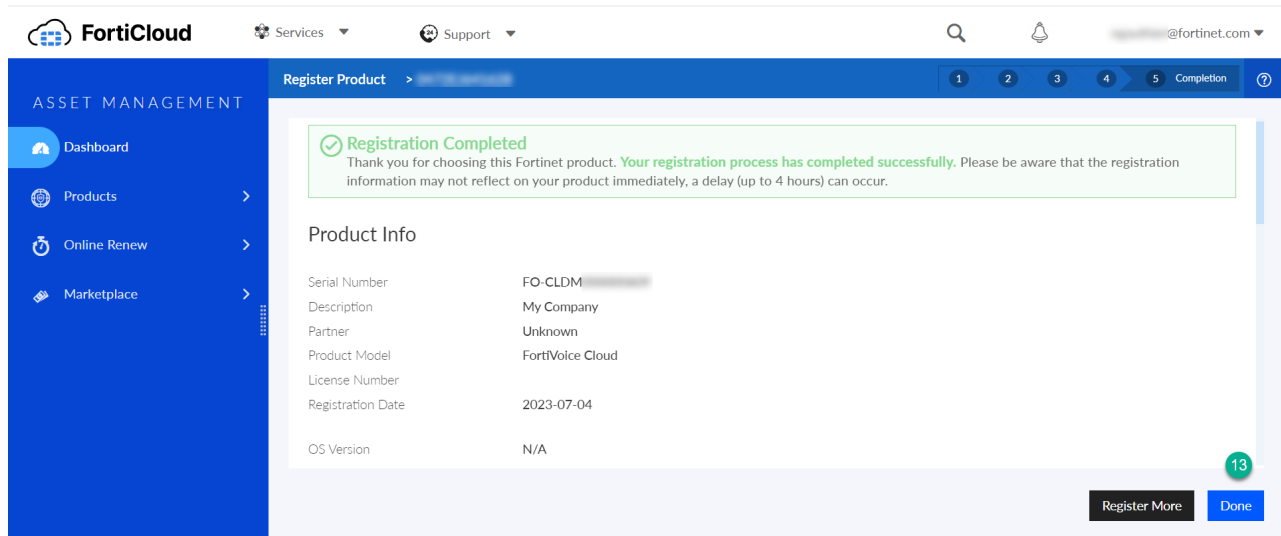
14. To display the list of entitlements:

    a. Go to **Product list**.

    b. Click on the **FO-CLD<number>** serial number for your FortiVoice Cloud instance.
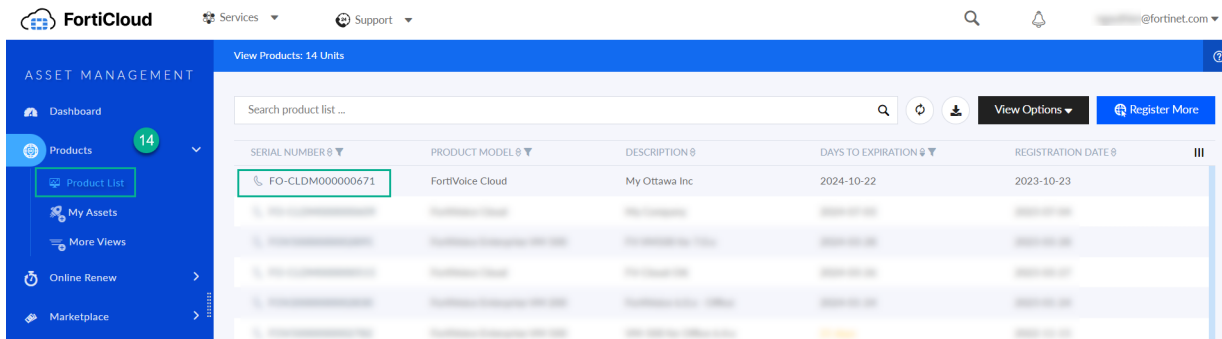
15. Make sure that the list of entitlements includes the items that you have registered.
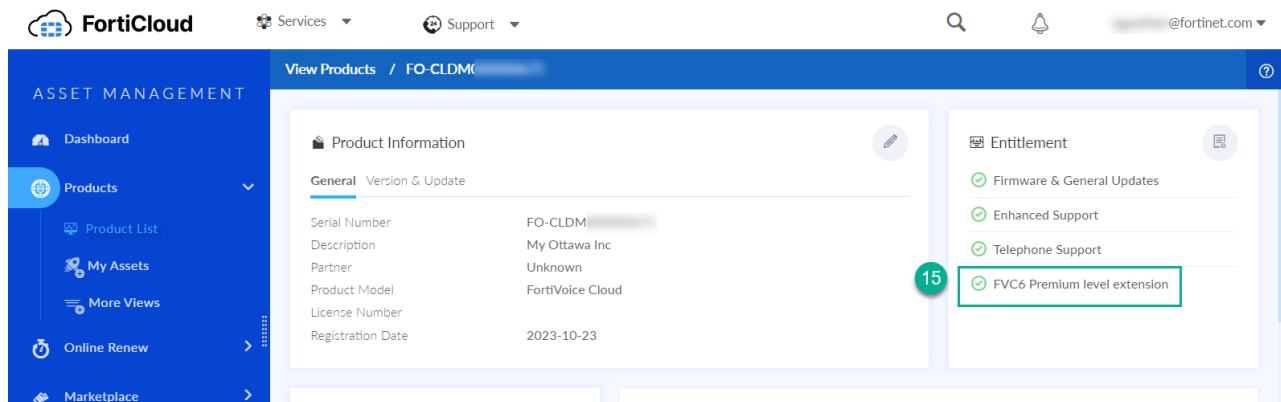
You have completed the registration of FortiVoice Cloud licenses.

16. Continue with .

Logging in to FortiVoice Cloud

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 10.

To log in to FortiVoice Cloud

1. Log in to FortiVoice Cloud using your FortiCloud account credentials.
2. Review the disclaimer. To continue, click **Agree**.
3. Select the account that you want to access. The **Current selection** will update to show your choice. The example shows that the user has one account only. However, if you own multiple accounts, the list will show them.
4. Click **Continue**.

5. In the list of serial numbers, click the FortiVoice instance that you want to access.
6. If your FortiVoice instance is not showing in the list, get the latest information from FortiCare by clicking **Synchronize**. To confirm, click **Yes**.

7. Click **Continue**.

8. Review the selected account and FortiVoice instance.
9. To proceed with the login, click **Finish**

FortiVoice Cloud shows the **Dashboard**.

Do *NOT* click **Deploy**.
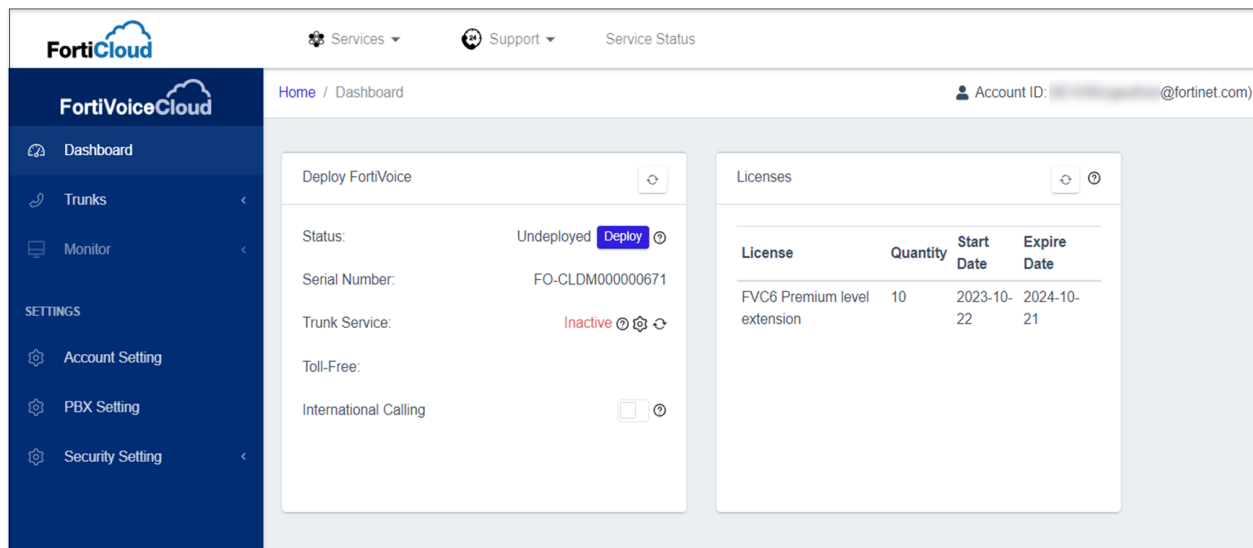
10. Before you can deploy your FortiVoice Cloud instance, you must first add a direct inward dialing (DID) number. Go to .

Adding a DID number

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

> The activation of the trunk service requires at least one DID number with an emergency zone.
> You can add additional DID numbers with or without adding the emergency zone information.

Before you begin

Make sure to complete .

To add a DID number

1. In FortiVoice Cloud, go to **Trunks > DID Management**.
2. Click +.

3. Complete the following fields:

Area and field	Description
DID Basic Information	
Name	Enter a name for this DID number. Supported characters include letters, numbers, and spaces. This field is mandatory.
Description	Optionally, add a description for this DID number.
Display name	You can add a descriptive name for this DID.

Area and field	Description
	The DID display name is the Caller ID name that displays on the person's phone that you are calling. FortiVoice Cloud uses this display name only when the DID is set as the main DID.
DID Numbers	
Search by location	If you want to search DID numbers by the location, then 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, available numbers will come from an adjacent rate center.
Search by area code	If you want to search DID numbers by the area code, click **Search by area code** and then enter the area code, as applicable.

Emergency Zone	Add emergency zone details:
	1. Make sure that **Add emergency zone for this DID** is selected.
	2. Enter details in the emergency zone fields.
	    • Name: Make sure to enter the correct name. You cannot change the name after you submit the form.
	    • Comment: Optionally, add a description.
	    • Address: Add a street address.
	    • City: Add a city.
	    • Country: For Canada, select CA. For the United States, select US.
	    • State/Province: Select a state or province, as applicable.
	    • ZIP code/Postal code: Add a ZIP code or postal code, as applicable.
	3. Click **Validate Emergency Zone**.
	4. Review and select the suggested address.

Here is an example:

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

6. Click **OK**.

Add DID Task Submitted ✕

Please check Message Center for the task progress and allow some time for the task to complete, after which you can refresh the list to see the added DID.

6 OK
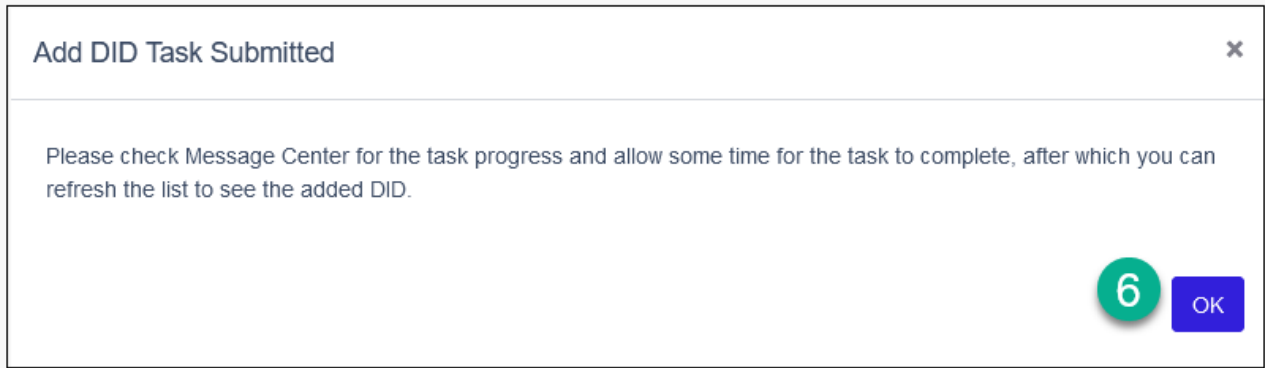
7. To monitor the task in progress, access the **Message Center** in the top right by clicking 🔔 and select the **Trunk Tasks** module.

FortiCloud   🌐 Services ▾   💬 Support ▾   Service Status   @fortinet.c **7** 🔔

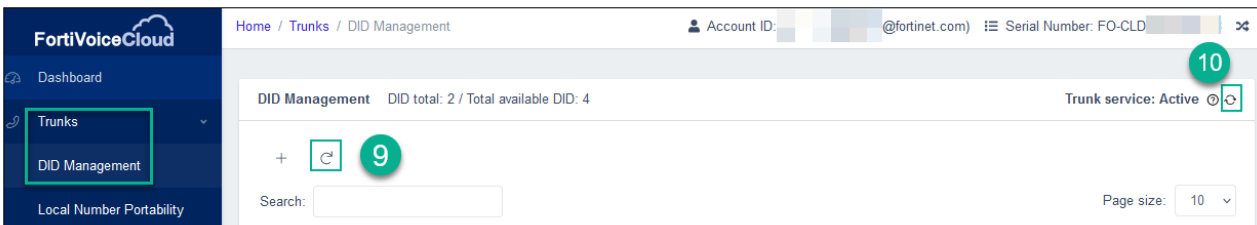FortiVoiceCloud   Home / Dashboard   👤 Account ID: @fortinet.com   ≡ Serial Number: FO-CLDM   ⤨

☁ Dashboard
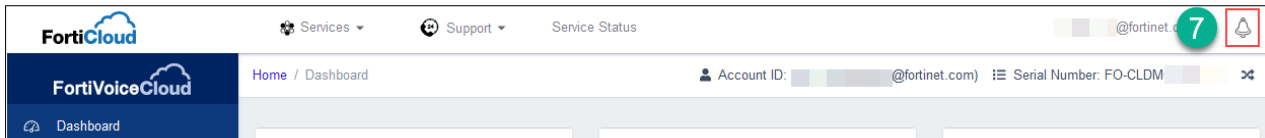
8. Select the **Trunk Tasks** module and review the details. When you are done, close the Message Center by clicking X in the top right.

Message Center ✕

Please select a module to review

Trunk Tasks **8** ✕ ▾

Total: ↻

| Time	DID	Status

« ‹ › »
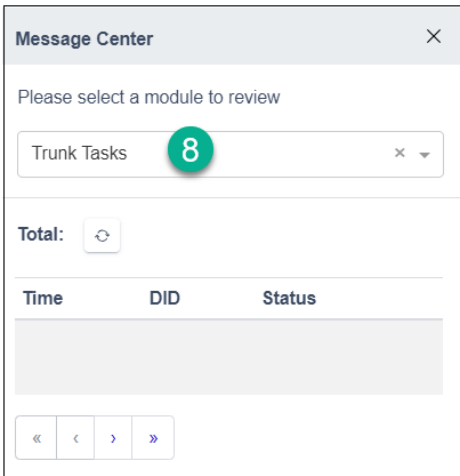
9. In **DID Management**, refresh the DID number list by clicking ↻ .

10. To synchronize the trunk service status and fix any missing DID numbers, click ↻ .

FortiVoiceCloud   Home / Trunks / DID Management   👤 Account ID: @fortinet.com   ≡ Serial Number: FO-CLD   ⤨

☁ Dashboard   **10**

🔊 Trunks   ˅   DID Management   DID total: 2 / Total available DID: 4   Trunk service: Active ⓘ ↻

DID Management

Local Number Portability   +   ↻ **9**

Search: Page size: 10 ˅

11. Verify the trunk service status:

    a. Click **Dashboard**.

    b. Make sure that **Trunk Service** shows as **Active**. To show the latest status, click refresh ⟳ .
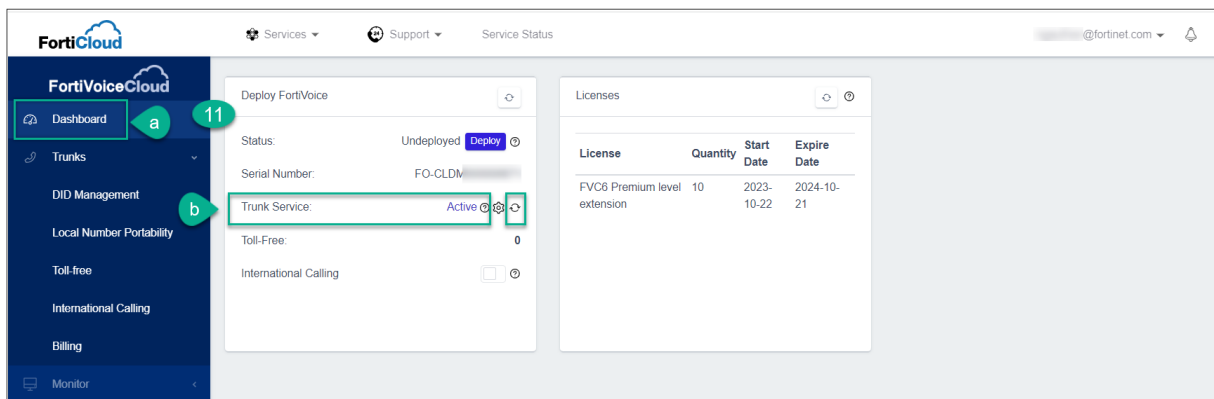
12. Continue with .

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 10, you must wait at least 30 minutes before deploying a FortiVoice Cloud instance.

- Make sure to complete Adding a DID number on page 19.
- Complete the setup to receive an email notification about the FortiVoice deployment status:
  - **a.** Go to **Settings > Account Setting**.
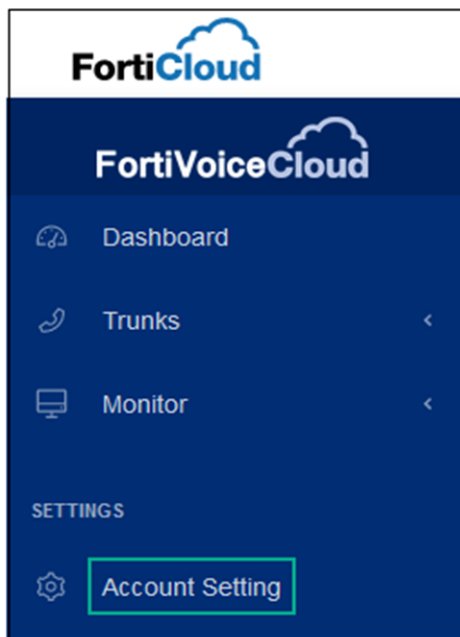
  - **b.** Enable **FortiVoice instance notifications**.
  - **c.** Click **Save changes**.
- If you want to import extensions using this procedure, prepare an extension (CSV) file that has three columns (name, number, and email). Otherwise, you can import extensions later.
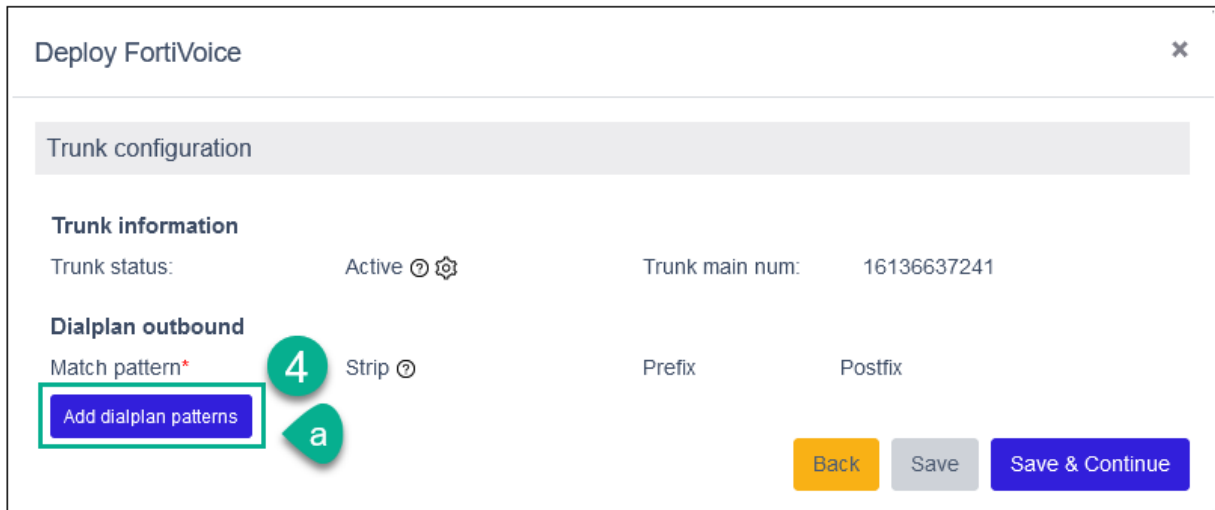
To deploy FortiVoice Cloud

1. In FortiVoice Cloud, go to **Dashboard**.
2. In the **Deploy FortiVoice** widget, go to **Status** and click **Deploy**.
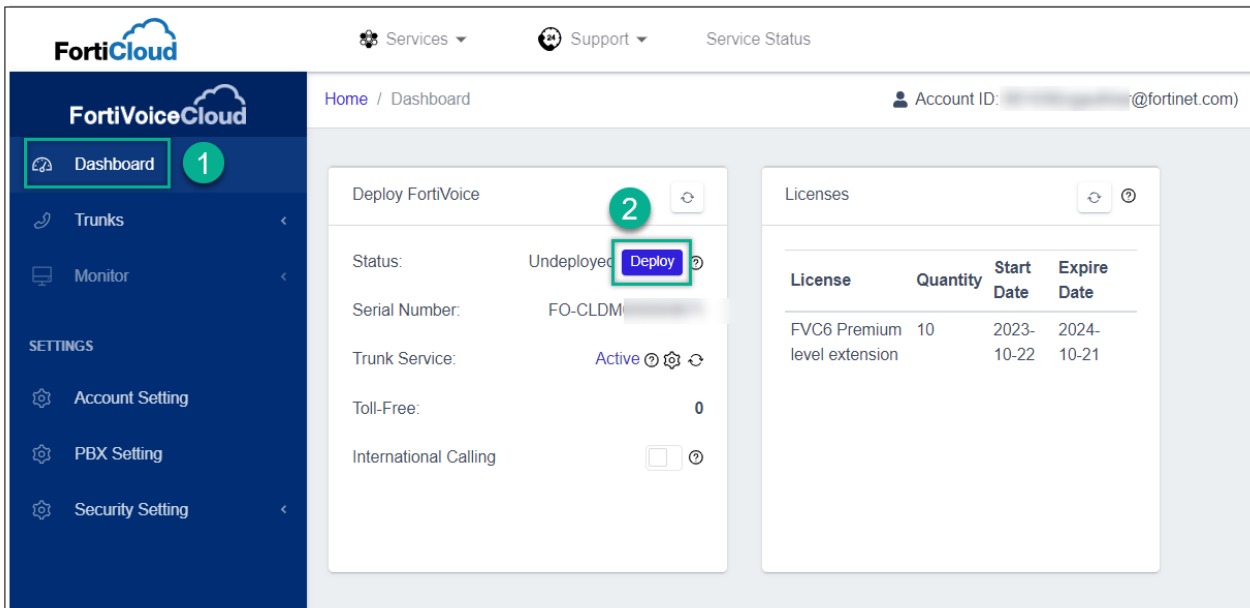
3. Click **Start a new configuration**.
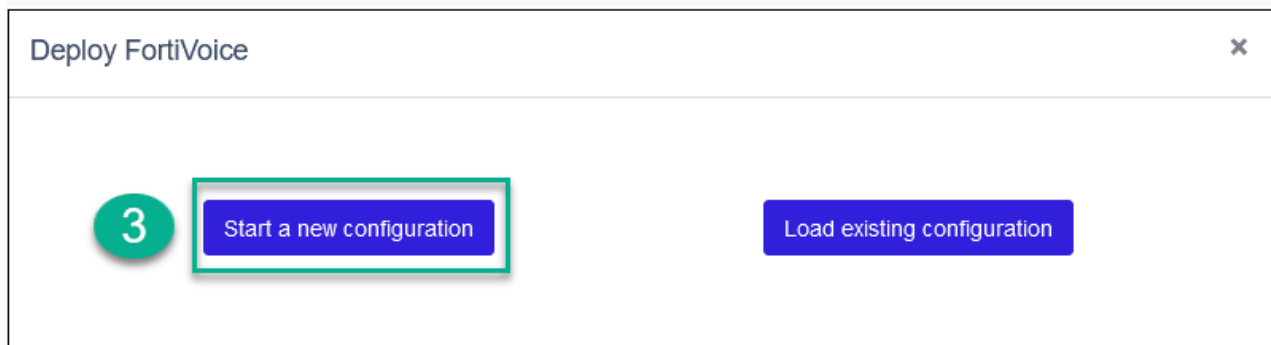
4. To add a dialplan for outbound calling:

   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 for any number of digits to be dialed. 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: XX! 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, as applicable:

- **Strip**: Digits to remove from the match pattern. For example, if your Match Pattern is 9XXX and Strip is 1, you need to dial the full digit 9XXX, but the first digit, in this case 9, will be stripped by the system.
- **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 under this pattern have been upgraded to have the digit 5 as an additional digit, then you can enter 5 for 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 **Save & Continue**.
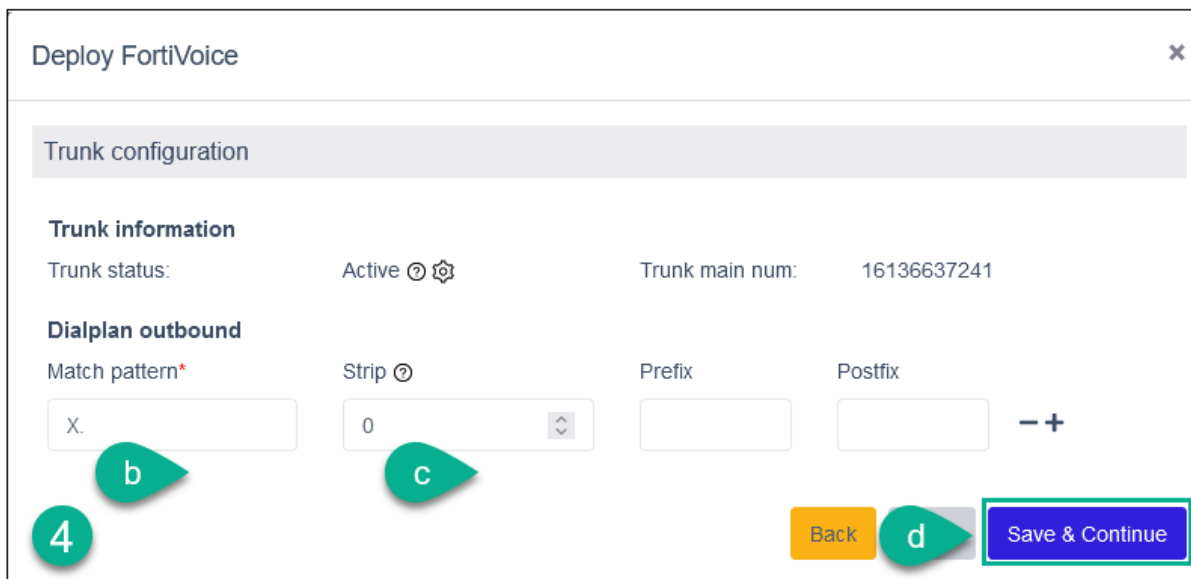
5. To upload extensions, perform the following actions:

    a. Click *Choose File*.

    b. Browse and open a CSV file for your extensions.

    c. Click *Upload*.

> Be patient 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.

6. To send a phone invitation notification to extension users:

    a. Select the check box. Extension users will receive a welcome email that contains details about registering their device (FortiFone mobile and desktop softclient, and desk phone) with FortiVoice Cloud and accessing the FortiVoice Cloud user portal.

    b. You can enter an email. If you do not enter an email address, FortiVoice Cloud uses the default email address (noreply@fortivoice-cloud.com) as the sender.

7. To view the email template, click on the image. The template is read only.

8. To confirm the extension configuration, click **Save & Continue**.

9. Select the deploy zone that is closest to your location and click **Save & Continue**.

10. Select the country and the time zone, and click **Save & Continue**.

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

12. FortiVoice Cloud confirms that the deployment task is complete. Close the dialog box.
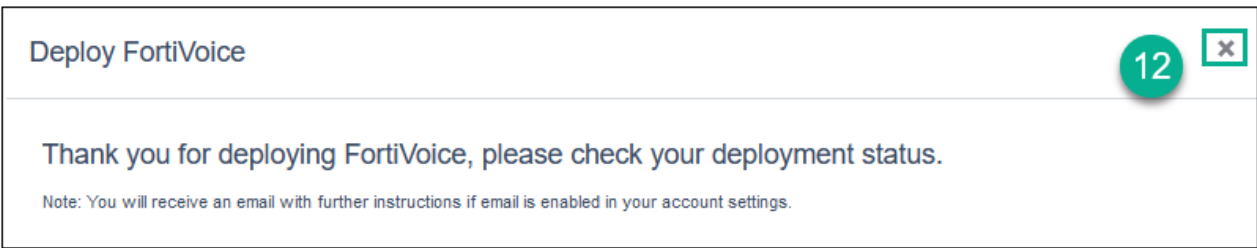
13. In **Dashboard**, refresh the deployment status by clicking ⟳ .
The status shows **Deploying**.
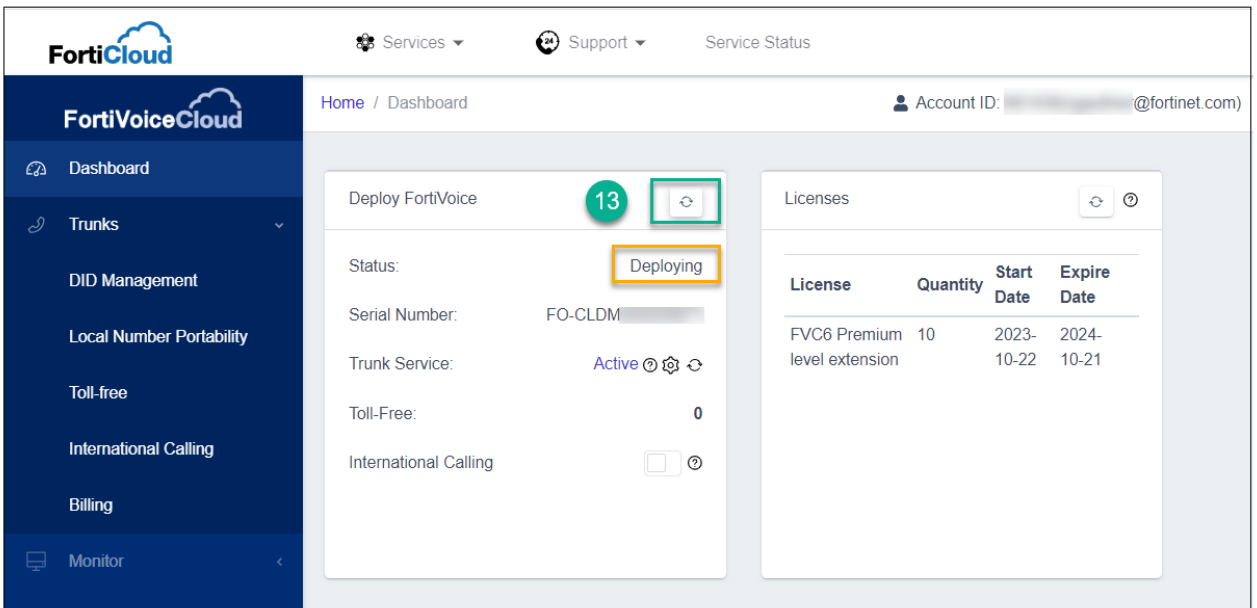
14. To follow the progress, click Message Center 🔔 , click **Pending Tasks**, and 🔄 .
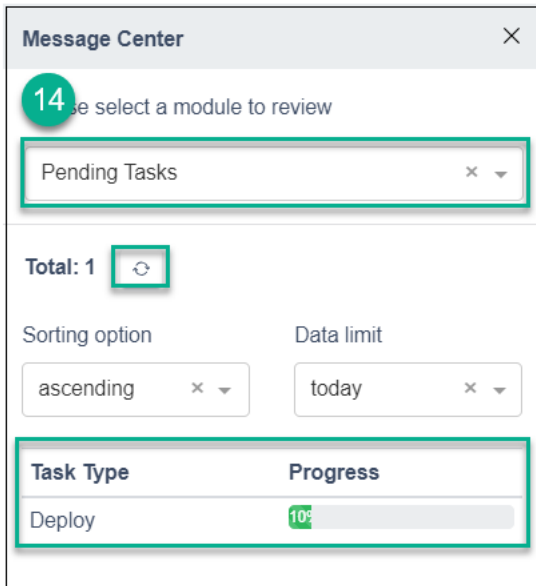
15. If you have previously updated the **Account setting** (as explained in Before you begin), then check your email inbox for a message from Fortinet to confirm that your FortiVoice Cloud deployment is complete.

16. In **Dashboard**, refresh the deployment status again by clicking 🔄 .
When the deployment is complete, the status shows **Deployed**.
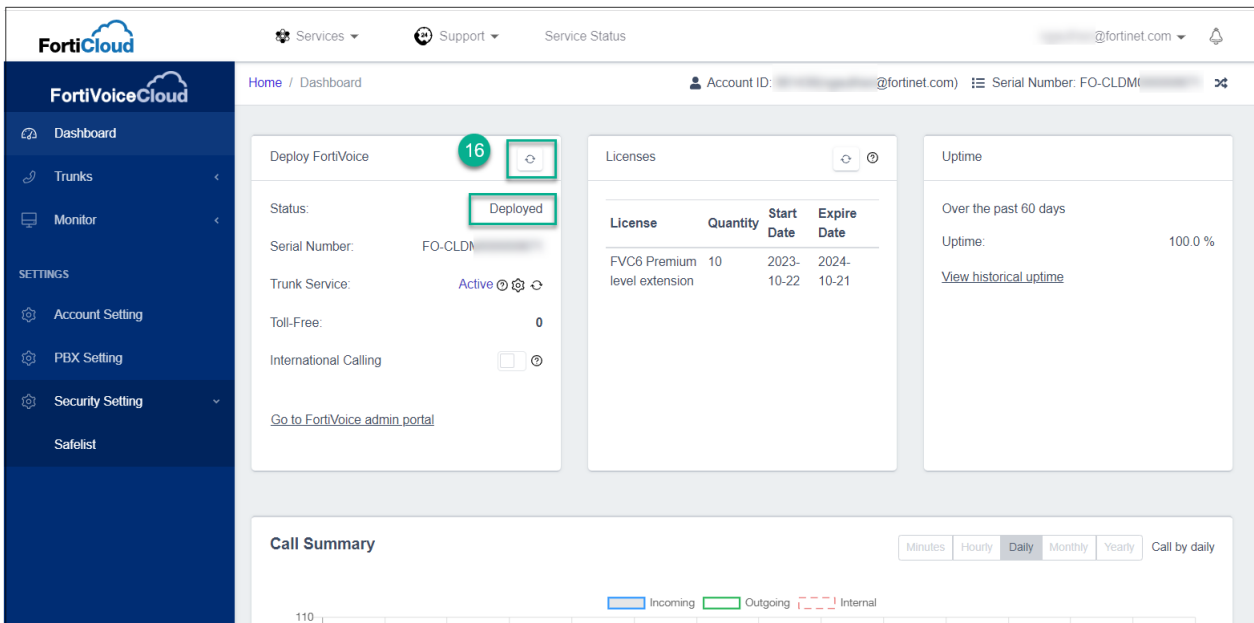
17. For details about the following topics, see the FortiVoice Cloud Basic Administration Guide:
- Working with trunks
- Monitoring devices and calls
- Configuring FortiVoice Cloud settings

18. To access advanced configuration tasks, go to Logging in to the FortiVoice admin portal on page 33.

Logging in to the FortiVoice admin portal

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

Before you begin

Make sure to complete Deploying FortiVoice Cloud on page 24.

To log in to the FortiVoice portal

1. Log in to FortiVoice Cloud.
2. Click **Go to FortiVoice admin portal**.
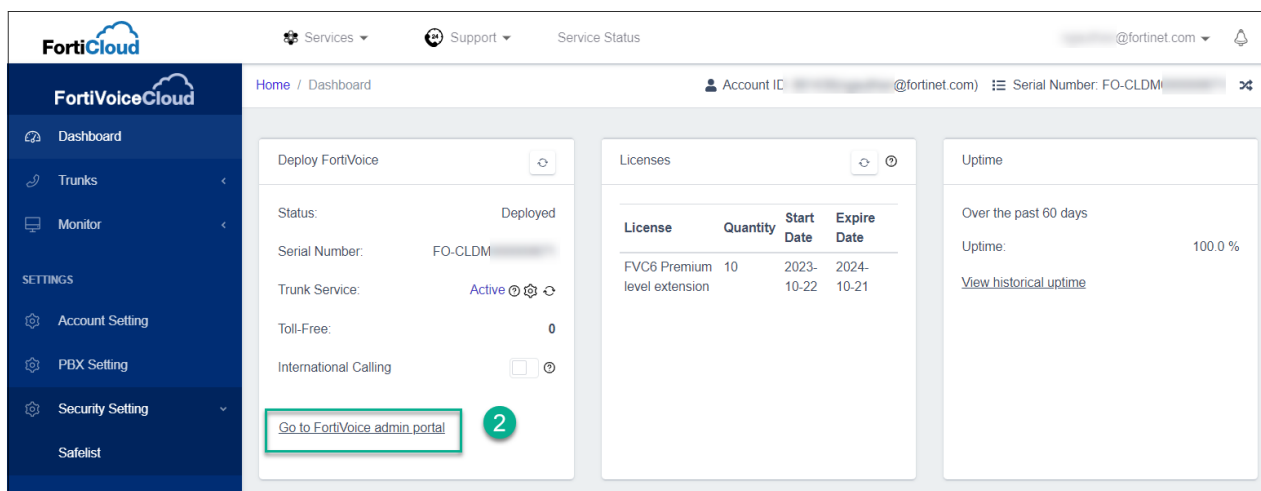
3. If the FortiVoice admin portal does not open, check your web browser settings for any blocked pop-up windows. Update your web browser settings to allow the FortiVoice admin portal page to open.

4. You now have access to the FortiVoice admin portal.
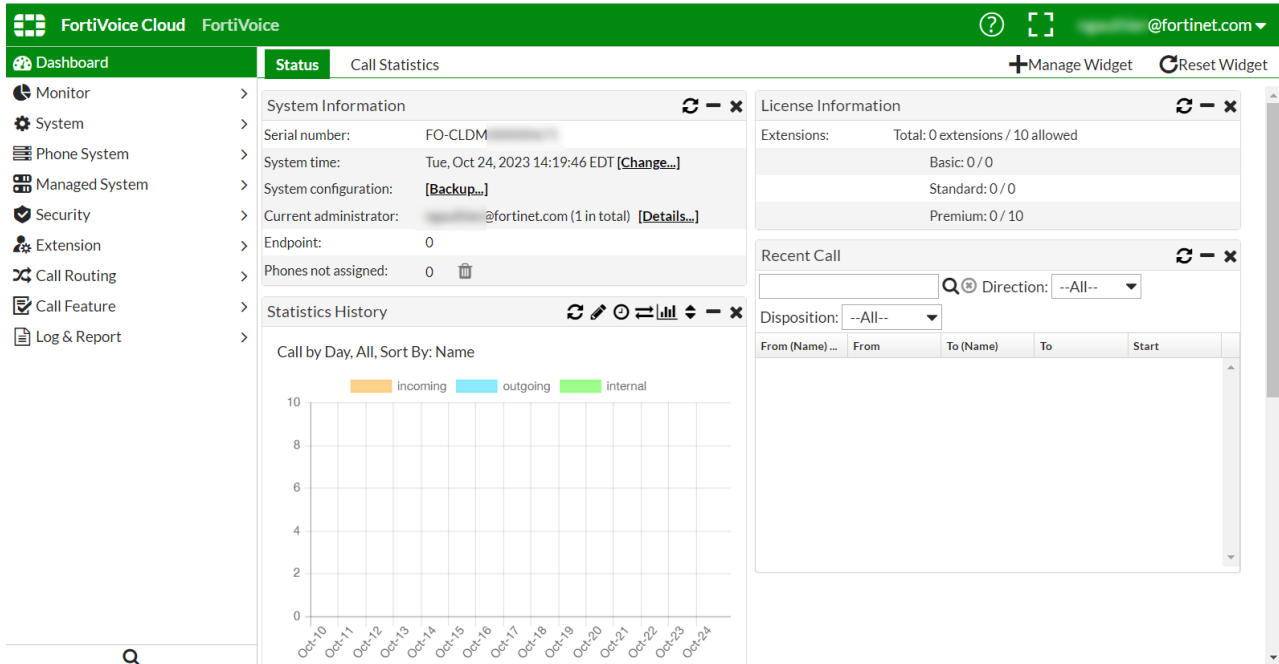
5. For details about fully configuring and administering your FortiVoice Cloud instance using the FortiVoice admin portal, see the FortiVoice Cloud Advanced Administration Guide.

To see a full list of available FortiVoice Cloud documents, see Documentation on page 7.

Logging out of the FortiVoice admin portal

1. Click your account name.
2. Click **Log Out**.
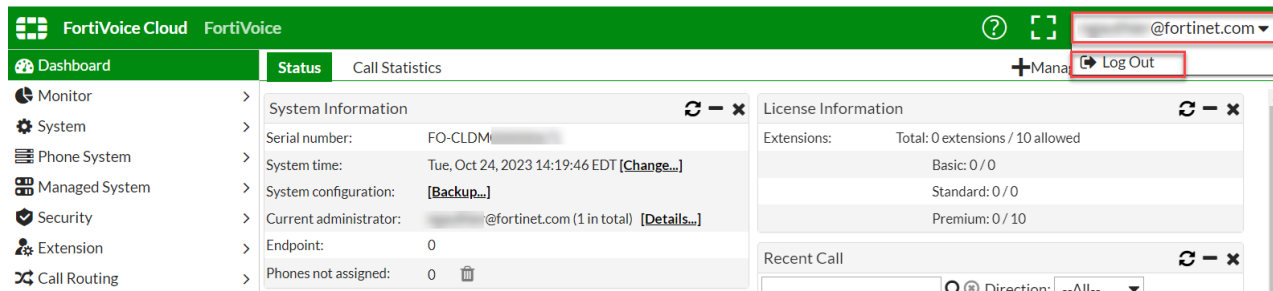
The logout is complete when the web browser shows the following message:
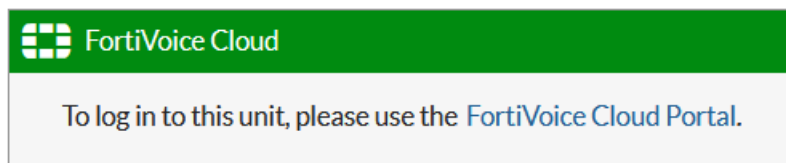
Frequently asked questions

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

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, perform the following steps:

1. Log in to FortiVoice Cloud.
2. Go to **Trunks > Local Number Portability**.
3. To port a direct inward dialing (DID) number, click **+**.
4. Fill in the request. For more details about porting DID 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.

Which destination IP addresses, IP address ranges, and domains does FortiVoice Cloud use?

This section lists the destination IP addresses, IP address ranges, and domains that FortiVoice Cloud uses to deploy its services.

Make sure to configure your firewall unit to allow traffic to those IP addresses and domains used by your FortiVoice Cloud instance:

- **FortiVoice Cloud deployment with a FortiGate unit**: If the FortiVoice endpoints (FortiFone IP phones and FortiFone softclients) are behind a FortiGate unit, then 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, then add the IP addresses and domains listed in this section to your firewall policies.

Destination IP addresses and IP address ranges used for FortiVoice Cloud services

Destination IP address and IP address range	Port	Protocol	Connection description
35.227.192.58	443	TCP	Global provision server
38.21.192.32/32 The IP address for a FortiVoice Cloud instance deployed in the San Jose/Sunnyvale (CA, United States) zone.	1 to 65535	TCP	Phone provisioning, LDAP phonebook, signaling for desktop app, mobile softclient and desk phones (TCP, TLS, WSS transport)
	389 5059 and 5060 5067 to 5070	UDP	LDAP phonebook, signaling
38.21.192.64/27	30000 to 60000	UDP	Audio for a FortiVoice Cloud instance deployed in the San Jose/Sunnyvale (CA, United States) zone.
38.21.202.0/27	30000 to 60000	UDP	Audio for a FortiVoice Cloud instance deployed in the Ashburn (VA, United States) zone.
66.35.26.16	443	TCP	Backup control site in case the primary control site is down (154.52.18.6)
154.52.5.161/32 The IP address for a FortiVoice Cloud instance deployed in the Dallas (TX, United States) zone.	1 to 65535	TCP	Phone provisioning, LDAP phonebook, signaling for desktop app, mobile softclient and desk phones (TCP, TLS, WSS transport)
	389 5059 and 5060 5067 to 5070	UDP	LDAP phonebook, signaling
154.52.5.224/27	30000 to 60000	UDP	Audio for a FortiVoice Cloud instance deployed in the Dallas (TX, United States) zone.

Destination IP address and IP address range	Port	Protocol	Connection description
154.52.6.179/32 The IP address for a FortiVoice Cloud instance deployed in the Ashburn (VA, United States) zone.	1 to 65535	TCP	Phone provisioning, LDAP phonebook, signaling for desktop app, mobile softclient and desk phones (TCP, TLS, WSS transport)
	389 5059 and 5060 5067 to 5070	UDP	LDAP phonebook, signaling
154.52.9.0/24 An optional IP address range for a FortiVoice Cloud instance deployed in the Dallas (TX, United States) zone.	1 to 65535	TCP	For traffic from FortiVoice Cloud to customer premises for non-voice communication services such as LDAP server (on customer site) *Note*: If you are not using the services, you do not need to set the IP address range.
154.52.18.6	443	TCP	Centralized firmware server for FortiFone desk phones and FortiFone desktop softclients Centralized image server Cloud operator portal Cloud service status check Firmware version checking server for auto-upgrade FortiVoice Cloud service availability portal FortiVoice user portal
154.52.18.19	3478	TCP and UDP	STUN server for FortiFone phones
208.91.112.60 208.91.112.61 208.91.112.62 208.91.112.63	123	UDP	NTP service
208.184.237.0/24 An optional IP address range for a FortiVoice Cloud instance deployed in the San Jose/Sunnyvale (CA, United States) zone.	1 to 65535	TCP	For traffic from FortiVoice Cloud to customer premises for non-voice communication services such as LDAP server (on customer site) *Note*: If you are not using the services, you do not need to set the IP address range.
209.66.107.0/24 An optional IP address range for a FortiVoice Cloud instance deployed in the Ashburn (VA, United States) zone.	1 to 65535	TCP	For traffic from FortiVoice Cloud to customer premises for non-voice communication services such as LDAP server (on customer site) *Note*: If you are not using the services, you do not need to set the IP address range.

Domains used for FortiVoice Cloud services

Domain	Description	Device and softclient
prov.fortivoice-cloud.com	Global provision server	FortiFone IP phones and FortiFone softclient (mobile and desktop) use those domains.
fwcheck.fortivoice-cloud.com	Firmware version checking server for auto-upgrade	
fwimage.fortivoice-cloud.com	Centralized firmware server for FortiFone desktop softclient	
fortivoice-cloud.com	Domain used for FortiVoice Cloud	
fwimage-p.fortivoice-cloud.com	Centralized firmware server for FortiFone phones	
status.fortivoice-cloud.com	FortiVoice Cloud service availability portal	

Which NTP servers does FortiVoice Cloud use?

FortiVoice Cloud uses the following network time protocol (NTP) servers:

- ntp1.fortiguard.com
- ntp2.fortiguard.com

Which DNS servers does FortiVoice Cloud use?

FortiVoice Cloud uses the following domain name system (DNS) servers:

- 208.91.112.53
- 208.91.112.52

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 details, see the and .

Which FortiFone phone models does FortiVoice Cloud support?

For details, see .

What happens if my paid FortiVoice Cloud license expires?

If your paid FortiVoice Cloud license expires, outbound calling can be suspended. However, FortiVoice Cloud will still process 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 allows for greater technical support efforts. Any type of firewall (from companies such as Cisco or SonicWall) can limit Fortinet's ability to troubleshoot issues in your network.

How do I register my device with FortiVoice Cloud?

For device registration details, 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 loses connection with FortiVoice Cloud, you will not be able to make outbound calls. Calls to your extension will follow your configured call handling settings.

From which website can I download the FortiFone softclient?

- **Android phone**:
    a. Tap the Google Play Store app and search for FortiFone.
    b. For installation and configuration details, see the FortiFone Softclient for Android User Guide.
- **iPhone**:
    a. Tap the Apple App Store app and search for FortiFone.
    b. For installation and configuration details, see the FortiFone Softclient for iOS User Guide.
- **Desktop (Windows and Mac)**:
    a. Go to the Fortinet Customer Service & Support website.
    b. Log in to your account or register for an account.
    c. Select **Support > Firmware Download**.
    d. In **Select Product**, select **FortiVoiceUCDesktop**.
    e. Click the **Download** tab.
    f. Navigate to the folder with the latest version.
    g. Locate the file for your operating system.
        i. For Windows, go to the **FortiFone_windows_v3.0_bxxx.exe** file.
        Note: For batch and remote installations on Windows, the IT department can use the **FortiFone_windows_v3.0_bxxx.msi** file.
        ii. For Mac, go to the **FortiFone_mac_v3.0_bxxx.dmg** file.
    h. To download the file to your computer, go to the end of the row and click **HTTPS**.
    i. Save the file to your computer.
    j. To start the installation, double-click the file.
    k. Follow the installation prompts.

l. For more details about configuring and using the FortiFone softclient, see the FortiFone Softclient for Desktop User Guide.

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