User Guide

FortiFone Softclient for iOS 3.0.19

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Change log

Date	Change description
2022-12-22	Initial release of the FortiFone Softclient for iOS 3.0.19 User Guide.

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Introduction

With the FortiFone softclient, you stay connected to the office, never missing an important call. You transform your mobile device into an extension connected to the FortiVoice phone system or FortiVoice Cloud.

This user guide includes information about installing, configuring, and using the FortiFone softclient on an iPhone.

This section includes the following topics:

- Features on page 6
- Supported mobile devices on page 6

Features

The FortiFone softclient for iOS supports the following main features:

- True extension of the FortiVoice phone system or FortiVoice Cloud
- G.711u, G.711a, G.729a, and G.722 Codec support
- Do not disturb and call forwarding settings
- Call control to hold, transfer, swap, and merge calls
- Voicemail notification
- Call history with detailed caller ID, date, and time
- Contacts with personal and company directory entries
- Bluetooth headset support
- Bluetooth connectivity is supported with most vehicles
- Voicemail API support for monitoring the voicemails of other extensions

Supported mobile devices

The following table summarizes the FortiFone softclient for iOS support for mobile devices:

Mobile device	Operating system	FortiFone softclient support
Smartphone	iOS, version 11.0 or higher	Yes
Smartwatch	iOS	No

Installation

This section includes the following topics:

Requirements

FortiVoice phone system deployment: To use the FortiFone softclient, the FortiVoice phone system must meet the following requirements:

- When you open the FortiFone softclient for the first time, you are prompted to create an account. This account is your extension on the FortiVoice phone system. For the account to be functional within the FortiFone softclient, make sure that the extension exists on the FortiVoice phone system. For information about creating and viewing an extension on FortiVoice, see the Configuring extensions section in the FortiVoice Phone System Administration Guide or talk to your FortiVoice system administrator.
- The FortiVoice phone system must use the firmware version 5.3.25 GA or higher.
- The FortiFone softclient license must be uploaded on the FortiVoice phone system. For licensing information, contact a FortiVoice sales representative.
  When the FortiVoice phone system is operating in high availability (HA) mode, the primary and secondary FortiVoice units share the same FortiFone softclient license file that includes the serial number of both units. However, you must install the license file separately on both primary and secondary FortiVoice units.
- The FortiFone softclient configuration on the FortiVoice phone system and FortiGate must be completed as explained in the Softclient section of the FortiVoice Cookbook.

FortiVoice Cloud deployment: To use the FortiFone softclient, the FortiVoice Cloud deployment must meet the following requirements:

- When you open the FortiFone softclient for the first time, you are prompted to create an account. This account is your extension on FortiVoice Cloud. For the account to be functional within the FortiFone softclient, make sure that the extension exists on FortiVoice Cloud. For information about creating and viewing an extension on FortiVoice Cloud, see the Configuring extensions section in the FortiVoice Cloud Advanced Administration Guide or talk to your FortiVoice administrator.
- FortiVoice Cloud requires two licenses (extension and VoIP trunk). The extension license includes the support for FortiFone softclient for mobile (Android and iOS).

Displaying the QR code

The FortiVoice phone system or FortiVoice Cloud allows you to access your own user portal through a web browser. The FortiVoice user portal contains a quick response (QR) code that can be scanned by your iPhone camera and used for the automatic configuration of the FortiFone softclient.

Scanning the QR code is the recommended method to set up a FortiFone account.

The FortiVoice user portal is not available on all FortiVoice phone system models. For availability details, see the FortiVoice Phone Systems Data Sheet.

If you do not have access to the FortiVoice user portal, then skip this procedure and go to:
- Installing the FortiFone softclient on page 9 and
- Manually adding a FortiVoice account on page 10

Prerequisites

- Ask your FortiVoice system administrator for the IP address of the FortiVoice phone system or server address of the FortiVoice Cloud that is managing your extension.
- Know your phone extension on the FortiVoice phone system or FortiVoice Cloud and user password for web access.

Procedure steps

1. In a web browser on your PC, enter the URL to access the FortiVoice user portal:

   `https://<IP_address_or_FQDN>/voice`

   where <IP_address_or_FQDN> is the IP address or FQDN of the FortiVoice phone system.

   If the FortiVoice system administrator has changed the access port, then you must also include the port, for example:

   `https://<IP_address_or_FQDN>:446/voice`

   For FortiVoice Cloud, use the server address. Example: https://f7070137030-web.fortivoice-cloud.com/voice
2. Enter your extension and password.

Your access to the QR code may be different than in the next steps.

This procedure shows how to access the QR code when the FortiVoice phone system is running version 6.4.4.

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3. Click **Device**.
4. To prepare the QR code for scanning, click **View Mobile Login Information**.

Soft Phones					
Extension Number	**Client Version**	**Phone Info**	**OS Platform**	**OS Version**	**Revoke**
	3.0.17.308	samsung-SM-J327W	Android	8.1.0	✕
	3.0.9.145	ot-ngauthi-nb1	Windows	10.0.19044	✕

[View Mobile Login Information...]
[View Desktop Login Information...]

5. Keep this code displayed on the screen. You will need to scan this code later to configure an account.
6. Go to Installing the FortiFone softclient on page 9.

Installing the FortiFone softclient

1. On your iPhone, tap the Apple App Store app .
2. Search for FortiFone.
3. Tap **Get**.
4. Wait for the installation to complete.
5. If you have access to the FortiVoice user portal , go to Adding a FortiVoice account using the QR code on page 9.
   If you do not have access to the FortiVoice user portal, go to Manually adding a FortiVoice account on page 10

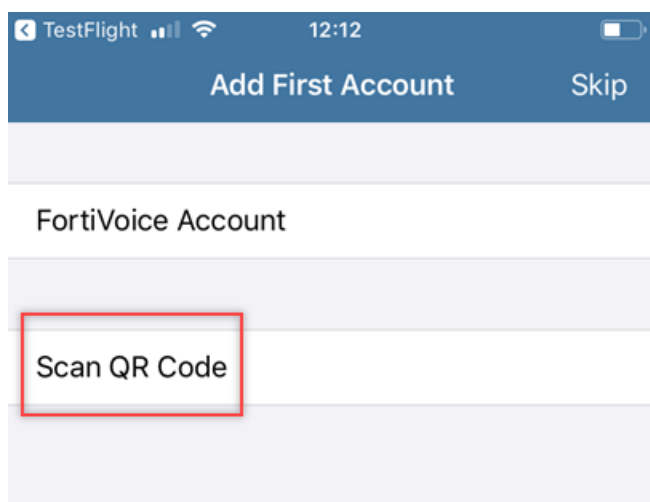# Adding a FortiVoice account using the QR code

Perform this procedure to add a FortiVoice account using the QR code displayed in the FortiVoice user portal.

If you do not have access to the FortiVoice user portal, you can manually set up an account (see Manually adding a FortiVoice account on page 10).

1. After the FortiFone softclient installation, the application prompts you to create an account.
2. Tap **Scan QR code**.
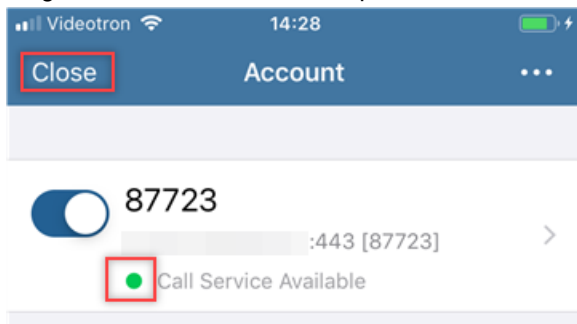
💡	If your iPhone prompts you to give the FortiFone softclient access to the camera, tap **Yes**.

3. Point your mobile camera at the PC screen displaying the QR code. Make sure that the QR code appears clearly on the screen of your iPhone.
   The FortiFone softclient scans the QR code and configures the account settings for your extension.
   When the scan is complete and the account registration is successful, a green dot appears next to your extension.

4. To go back to the main menu, tap **Close**.

5. Use the dialpad to make a test call.
6. For details about how to use the softclient, go to Using the FortiFone softclient on page 15.
7. If the account creation is unsuccessful, go to Troubleshooting on page 33.
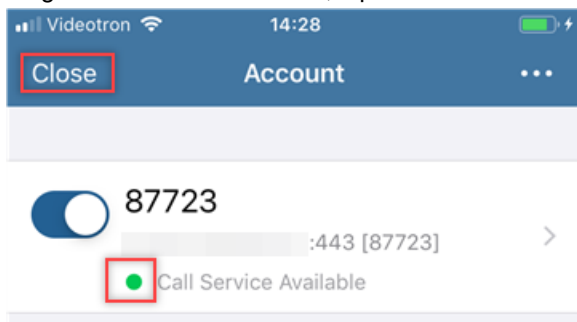
Manually adding a FortiVoice account

If the model of your FortiVoice phone system does not give you access to the FortiVoice user portal to display the QR code, perform this procedure to manually add a FortiVoice account in the FortiFone softclient.

The General SIP account option is limited to outbound calls only.

All information in this user guide refers to setting up and using the FortiFone softclient with a FortiVoice account.

1. After the FortiVoice softclient installation, the application prompts you to create an account.
2. Tap **FortiVoice Account**.
3. In **Account name**, enter a name to identify the account.
4. In **Server**, enter the IP address or FQDN of the FortiVoice phone system or server address of FortiVoice Cloud.
5. In **Username**, enter your extension.
6. In **Password**, enter the password for your extension. On the FortiVoice phone system or FortiVoice Cloud, this is the user password for the extension (Extension > Extension > IP Extension, User Setting, Web Access).
7. Tap **Save**.
   When the account registration is successful, a green dot appears next to your extension.
8. To go back to the main menu, tap the arrow.

9. Use the dialpad to make a test call.

10. For details about how to use the softclient, go to Using the FortiFone softclient on page 15.
11. If the account creation is unsuccessful, go to Troubleshooting on page 33.

Adding additional FortiVoice accounts

With the FortiFone softclient, you can have multiple FortiVoice accounts enabled to receive calls.

This section includes the following topics:

- Adding an additional FortiVoice account using the QR code on page 11
- Manually adding an additional FortiVoice account on page 11

Adding an additional FortiVoice account using the QR code

The FortiFone sofclient can have multiple FortiVoice accounts. To add an additional account using the QR code, perform the following steps:

1. On your PC, perform the steps for Displaying the QR code on page 8.
2. In the FortiFone softclient, tap ☰ .
3. Tap **Account**.
4. Tap ••• .
5. Tap **Scan QR Code**.
6. Point your mobile camera at the PC screen displaying the QR code. Make sure that the QR code appears clearly on the screen of your iPhone.
   The FortiFone softclient scans the QR code and configures the account settings for your extension.
   When the scan is complete and the account registration is successful, a green dot appears next to your extension.
7. To go back to the main menu, tap **Close**.
8. Use the dialpad to make a test call.
9. If the account creation is unsuccessful, go to Troubleshooting on page 33.

Manually adding an additional FortiVoice account

If the model of your FortiVoice phone system does not give you access to the FortiVoice user portal to display the QR code, you can manually add an additional FortiVoice account to the FortiFone softclient by performing the following steps:

1. Tap ☰ .
2. Tap **Account**.
3. Tap ••• .
4. Tap **Add FortiVoice Account**.
5. Fill in the required fields:
   - In **Account name**, enter a name to identify the account.
   - In **Server**, enter the IP address or FQDN of the FortiVoice phone system.
   - In **Username**, enter the extension.

- In **Password**, enter the password for the extension. On the FortiVoice phone system, this is the user password for the extension (Extension > Extension > IP Extension, User Setting, Web Access).

6. Tap **Save**.

 When the account registration is successful, a green dot appears next to the extension.

7. To go back to the main menu, tap **Close**.

8. Use the dialpad to make a test call.

9. If the account creation is unsuccessful, go to Troubleshooting on page 33.

Editing, disabling, or deleting a FortiVoice account

You can edit, disable, or delete a FortiVoice account within the FortiFone softclient.

To edit an account

1. Tap ☰ .
2. Tap **Account**.
3. Tap the account to edit.
4. Tap ••• and tap **Edit Account**.
5. Tap the information to edit.
6. Tap **Save**.

To disable an account

1. Tap ☰ .
2. Tap **Account**.
3. To disable an account, tap the toggle ⬤ for that account.
4. To confirm, tap **Switch Off**.

To delete an account

1. Tap ☰ .
2. Tap **Account**.
3. Tap the account to delete.
4. Tap ••• .
5. Tap **Delete**.
6. To confirm, tap **Delete Account**.

Configuration

To set preferences for your extension and the FortiFone softclient, you can perform the following tasks:

- Adding, changing, or deleting an account picture (avatar) on page 13
- Enabling or disabling Call Forward on page 14
- Enabling or disabling Do Not Disturb on page 14

Adding, changing, or deleting an account picture (avatar)

> The account picture option is available when the FortiVoice phone system is using version 6.4.0 or higher.

The **Account** section allows you to add, change, or delete an account picture (avatar).

When you add, change, or delete an account picture using the FortiFone softclient, the change is automatically uploaded to the FortiVoice user portal.

To add or change an account picture

1. Tap ☰ .
2. Tap the account picture or the placeholder image 👤 .
3. Tap **Edit**.
4. To browse for a picture in your phone photo library, tap **Photo Library** and choose a picture.
   To take a picture, tap **Camera** and confirm your selection to use the photo.
5. Tap **Close**.

To delete an account picture

1. Tap ☰ .
2. Tap the picture that you want to delete.
3. Tap **Edit**.
4. Tap **Delete**.
5. Tap **Close**.

Enabling or disabling Call Forward

The **Account** section contains the option to enable or disable the Call Forward feature. When enabled, calls to this account will be forwarded to the configured phone number.

To enable Call Forward

1. Tap [≡].
2. Tap **Account**.
3. Tap on the account to bring up the account information.
4. Go to **Call Forward Number** and tap the arrow ⟩.
5. Enter the phone number to forward calls to and tap **Save**.
6. To turn on **Call Forward**, tap the toggle.

To disable Call Forward

1. Tap [≡].
2. Tap **Account**.
3. Tap on the account to bring up the account information.
4. Go to **Call Forward**.
5. To turn off **Call Forward**, tap the toggle.

Enabling or disabling Do Not Disturb

The **Account** section contains the option to enable or disable the Do Not Disturb feature. When enabled, calls to this account will follow the Do Not Disturb settings which can be edited in the user portal under Call Handling.

To enable or disable Do Not Disturb

1. Tap [≡].
2. Tap **Account**.
3. Tap on the account to bring up the account information.
4. To turn on **Do Not Disturb**, tap the toggle.
5. To turn off **Do Not Disturb**, tap the toggle.

Using the FortiFone softclient

This section includes the following topics:

Receiving a call

When you receive a call, the FortiFone softclient allows different actions depending on whether your iPhone is unlocked or locked.
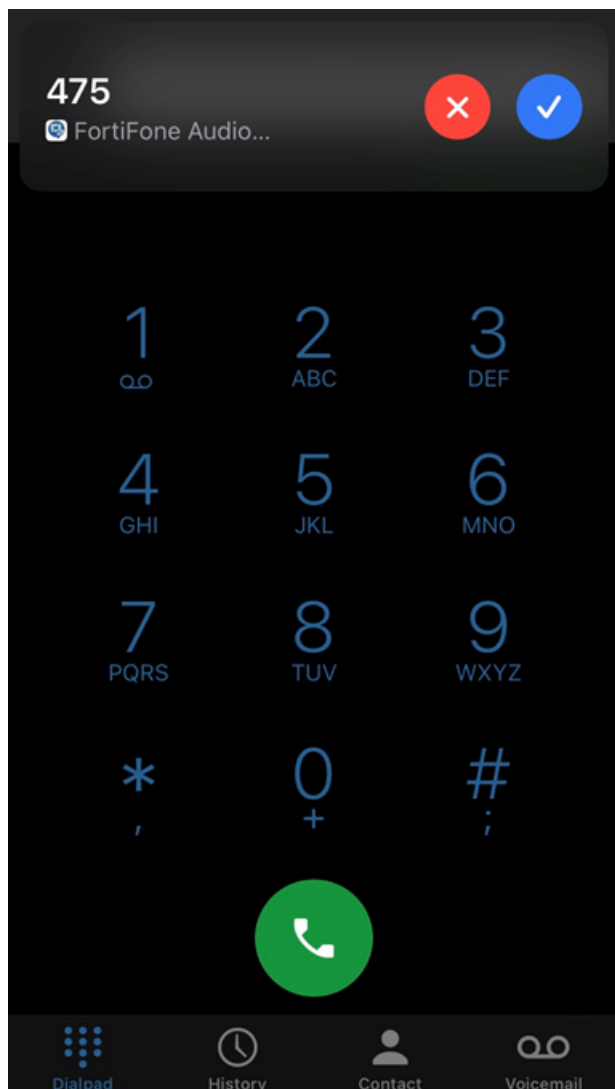
Your mobile phone controls the ring volume.

**Receiving a call when your iPhone is unlocked**

When your iPhone is unlocked and you receive a call, the FortiFone softclient for iOS allows you to perform one of the following actions:

- To answer the call, tap **Accept** ☑.
- To dismiss a call, tap **Decline** ☒. The call follows the extension's **Busy** settings as configured in the **Call Handling** section of the FortiVoice user portal.

Receiving a call when your iPhone is locked

When your iPhone is locked and you receive a call, the FortiFone softclient allows you to answer the call by dragging **slide to answer** to the right. There is no action that you can perform to dismiss the call.

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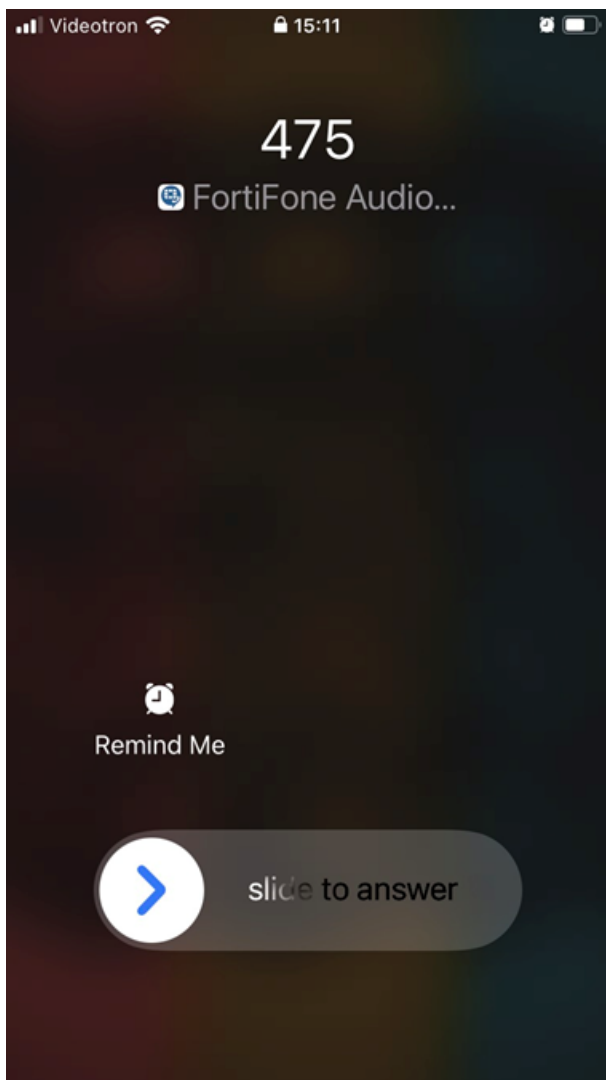
Placing a call

You can place a call by dialing a number, selecting a number from the **History**, or selecting an entry from the **Contact**.

To dial a phone number

1. Tap **Dialpad**.
2. Dial the phone number.
3. To place the call, tap 📞 .

> 💡 If you need to make a correction to a number being dialed, tap ⌫ to delete the last digit dialed.

To directly dial an extension number

To skip a company's automated phone menu options and directly dial an extension number, perform the following steps:

1. Tap **Dialpad**.
2. Dial the phone number.
3. Long press ✳ .
   After a few seconds, this action adds a comma (,) at the end of the number. A comma corresponds to a two-second pause before the FortiFone client dials the extension. Depending on the PBX settings, you may need to adjust the number of commas.
4. Dial the extension.
5. To place the call, tap 📞 .
   The FortiFone client calls the number. When the call is connected, there is a pause of two seconds where you added the comma, and then the FortiFone client dials the extension.

To dial a phone number from History

1. Tap **History**.
2. To place the call, tap 📞 beside the **History** entry you would like to call.

To dial a phone number from Contact

1. Tap **Contact**.
2. To place the call, tap 📞 beside the contact you would like to call.

Pasting numbers to dial

If you have copied a number to your phone's clipboard and would like to dial it:

1. Tap **Dialpad**.
2. Long press above the dialpad until **Paste** appears.

3. Tap **Paste**.
4. To call the number, tap 📞 .

Switching between multiple Bluetooth headsets

If you have multiple Bluetooth headsets connected to your phone, you can switch between those headsets when you are on a call.

1. When you are on a call, bring up a list of connected headsets by holding down the Bluetooth icon.
2. Tap the Bluetooth headset that you want to use.

Recording a call

You can record phone calls to have a permanent record of particularly important phone calls.

This option is not available if you are a FortiVoice Cloud account user.

> Before recording a phone call, make sure to have the agreement of the person you are talking with or check your local laws regarding phone recording.

Before you begin

- Make sure that the FortiVoice system administrator applies a user privilege, with the monitor/recording, personal recording option enabled, to your extension.
- Know that this section uses the default call recording codes.

To record a phone call

1. During a phone call, start the personal recording by pressing *30.
2. To pause the personal recording, press *31. To resume the recording, press *30 again.
   The recording continues until you hang up.

Managing recorded calls

To listen, remove, forward, or download a recorded call, see the Managing recorded calls section in the FortiVoice User Portal Guide.

Controlling calls

When making or receiving a call, the FortiFone softclient screen displays the call information and allows you to control the call as needed.
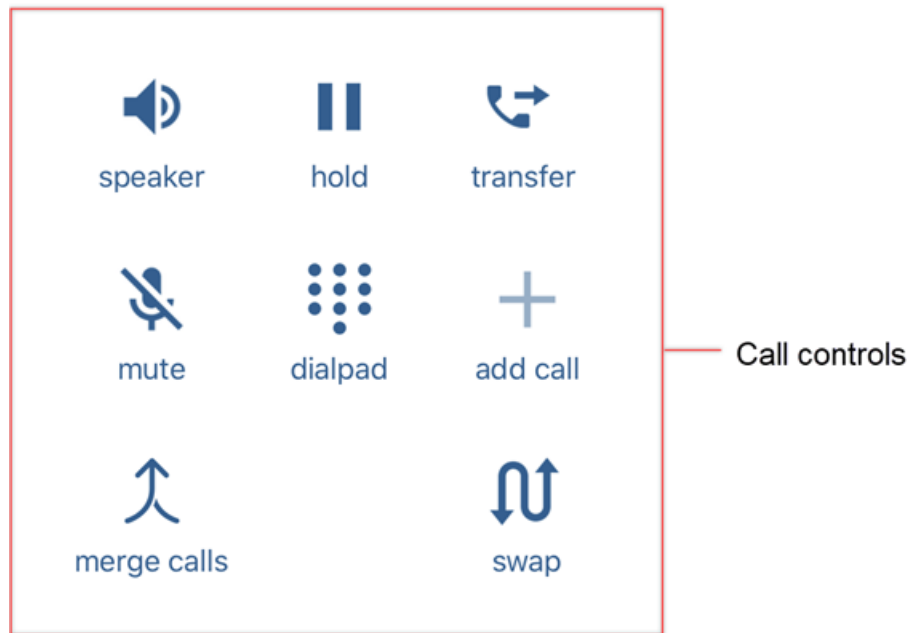
Icon	Function
🔊	**Speaker** — activates or deactivates the speaker on your mobile phone.
�II	**Hold** — places or retrieves a call on hold.
☎➔	**Transfer** — transfers the call to another extension. For more details, see Transferring a call on page 21.
🎤̸	**Mute** — mutes or unmutes the microphone on your mobile phone.
⠿	**Dialpad** — brings up the dialpad. Useful for navigating auto attendants when on a call.
+	**Add call** — places your current call on hold and allows you to make a secondary call.

Icon	Function
⋏	**Merge calls** — after you have established a secondary call, you can merge them together into a conference call. For more details, see Starting a conference call on page 21 and Managing a conference call on page 21.
⇅	**Swap** — after you have established a secondary call, you can swap between the calls. For more details, see Swapping between calls on page 22.

Transferring a call

The FortiFone softclient for iOS supports the following call transfers:

- **Attended transfer**: Before transferring the call to another phone number, you can privately speak with the phone user about the incoming call.
- **Blind transfer**: You transfer the call to a another phone number without speaking to the phone user.

To do an attended transfer

1. Tap **Transfer**.
2. Tap **Attended Transfer**.
3. Dial the phone number and tap .
4. Speak with the person that you want to transfer the call to. The caller that is waiting to be transferred does not hear your conversation.
5. When you are ready to transfer the call, tap **Transfer** again.

To do a blind transfer

1. Tap **Transfer**.
2. Tap **Blind Transfer**.
3. Dial the phone number and tap .

Starting a conference call

You can merge calls together to start a conference call.

A conference call can connect a maximum of three participants (including yourself).

1. Dial the phone number of the first person and wait for the call to connect.
2. Tap **Add call**.
3. Dial the phone number of the second person and wait for the call to connect.
4. Tap **Merge**.
   The two calls are now merged into a single call. Everyone can talk and hear each other.

Managing a conference call

During a conference call, you can disconnect a participant to continue the conversation with the other participant.

1. During a conference call, tap **Conference call**.
   The screen displays a list of participants
2. For the participant that you want to disconnect, tap ☎.

Swapping between calls

When you have two connected calls, you can switch between them. One call is live while the other one is on hold.

1. Dial the phone number of the first person and wait for the call to connect.
2. Tap **Add call**.
3. Dial the phone number of the second person and wait for the call to connect.
4. To swap between calls, tap **Swap**.
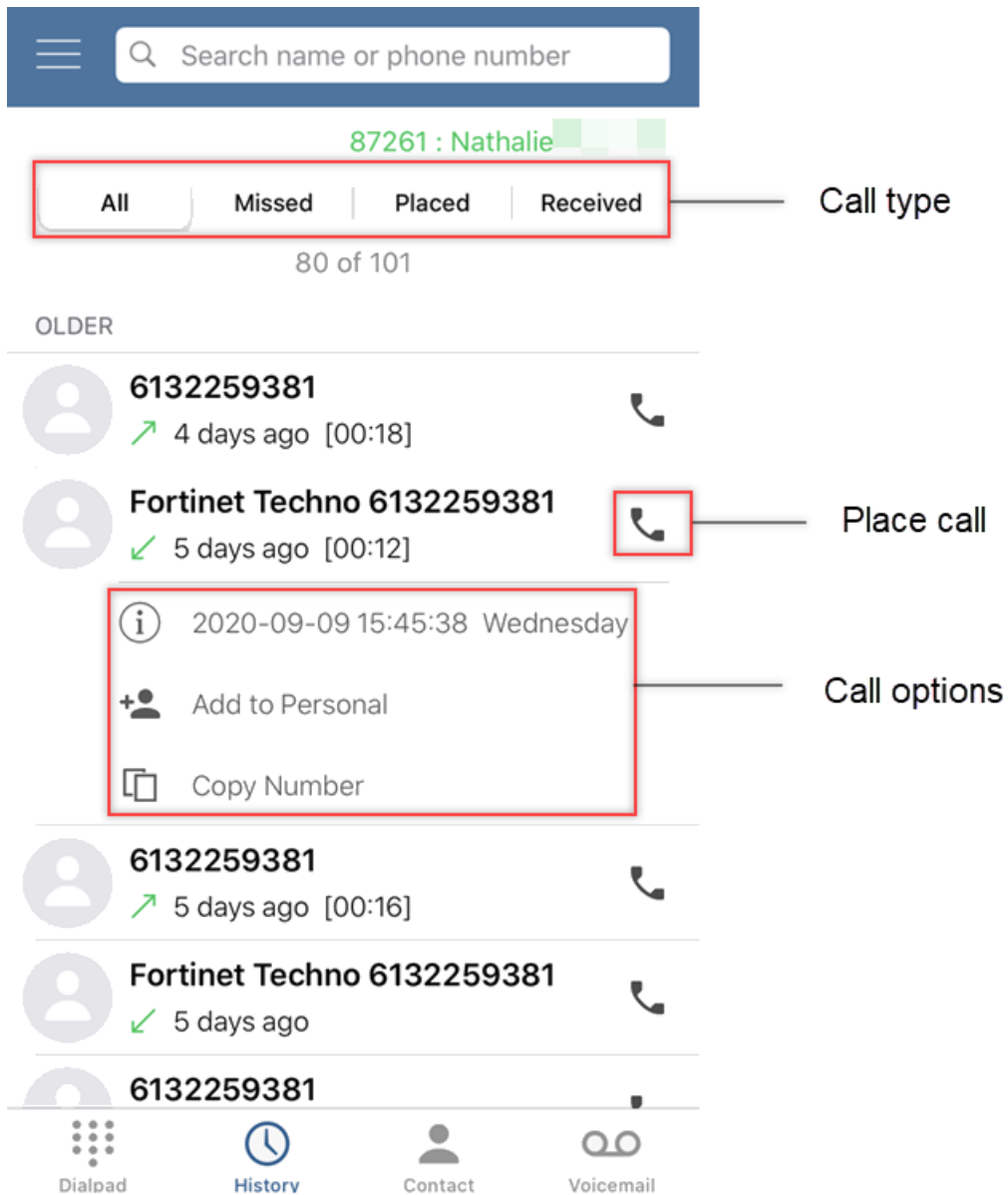   Every time you tap **Swap**, you are connected to the other person.

Ending a call

To end a call, tap 📞 .

Checking the call history

The **History** section contains all of the Missed, Placed, and Received call records.

The **History** section allows you to:

- Return calls.
- View details about the call.
- Add the caller to your **Personal** list.

Icon	Function
All	**All** — displays all call types.
Missed	**Missed** — displays missed calls to the account.
Placed	**Placed** — displays placed calls from the account.
Received	**Received** — displays received calls to the account.
↗	**Answered placed call** — indicates the placed call was answered.
↗	**Unanswered placed call** — indicates the placed call was *not* answered.

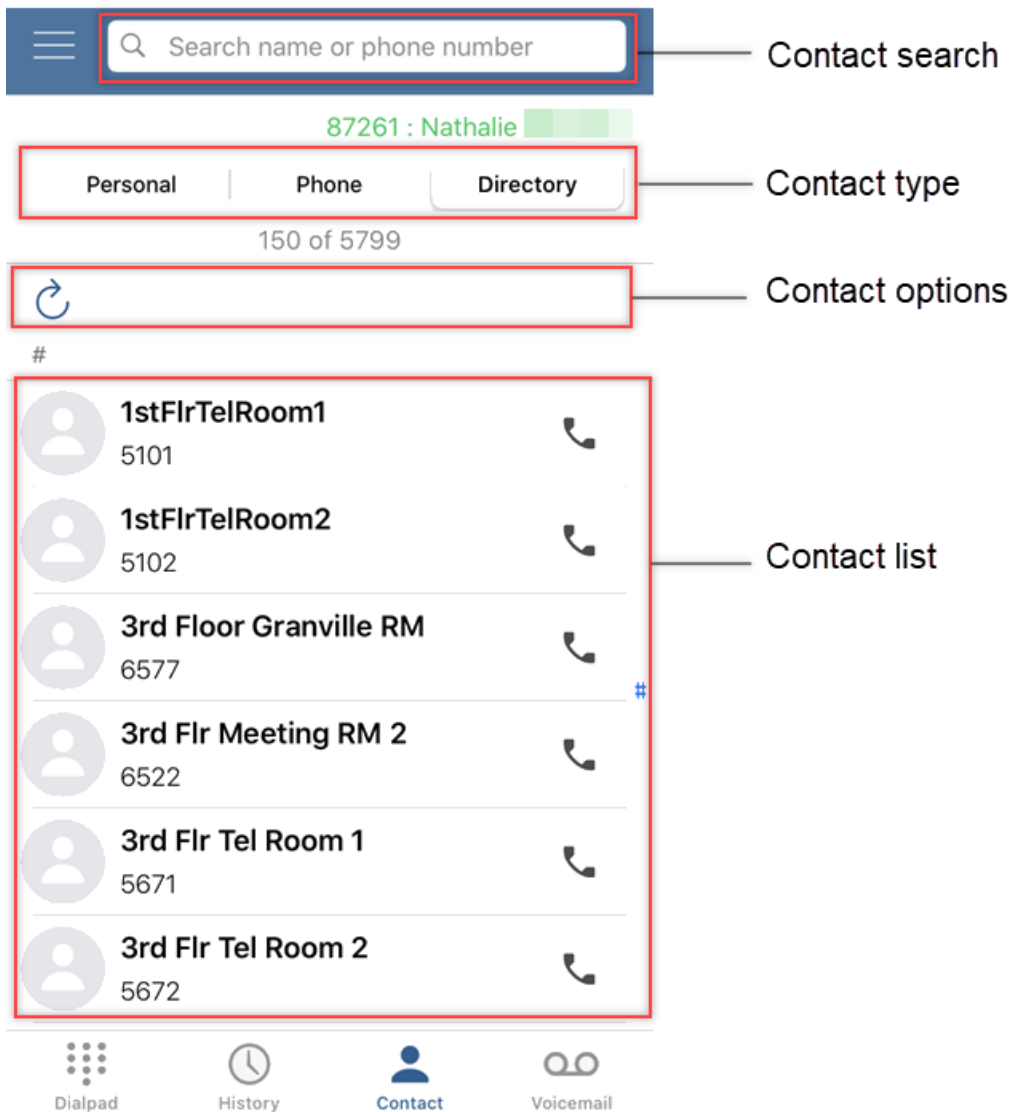| Icon	Function
	Received call — indicates a received call.
	Missed call — indicates a missed call.
	Place call — places a call to the phone number associated with this **History** entry.
	Call Details — displays details about the call (date and time of call).
	Add to Personal — adds the contact to your Personal contact list.
	Copy Number — copies the phone number to the clipboard.

Working with contacts

The **Contact** section contains your personal, phone, and company contacts.

This section includes the following topics:

Icon	Function
Personal	**Personal** — opens your personal contacts. FortiFone automatically uploads personal contacts to the FortiVoice user portal.
Phone	**Phone** — opens the contacts stored on your mobile phone. To populate this list, you must allow the FortiFone softclient to access files on your mobile device.
Directory	**Directory** — opens the directory of the FortiVoice phone system or FortiVoice Cloud.
+	**Add** — available in the **Personal** list and used to add a new contact. contact.
↻	**Refresh** — refreshes the current page in case new contacts have been added to your mobile phone or the FortiVoice directory.
☎	**Place call** — tap this icon to place a call to the phone number associated with the contact.

Adding a personal contact

To add a contact from your mobile phone or the FortiVoice directory to the **Personal** section, follow these steps:

1. Tap either **Phone** or **Directory**.
2. Tap the contact that you would like to add to the **Personal** section.
3. Tap .
4. Tap **Import**.
5. Update the information, if necessary.
6. Tap **Save**.
7. Tap **OK**.

Alternatively, you can add a new contact to the **Personal** contact section by performing the following steps:

1. In the **Personal** section, tap **+** .
2. Enter the details for this new contact.
3. Tap **Save**.

Editing a personal contact

To edit contact details

1. Tap the contact that you want to edit.
2. Tap .
3. Tap **Edit**.
4. Update the contact details, as necessary.
5. Tap **Save**.

To add or change a contact picture

1. Tap the contact that you want to edit.
2. Tap the placeholder image or contact picture.
3. Tap **Edit**.
4. Select the source (**Photo library** or **Camera**) and follow the prompts to add the picture.
5. Tap **Close**.

Deleting a personal contact

1. Tap the contact that you want to delete.
2. Tap .
3. Tap **Delete**.
4. To confirm, tap **Delete Contact**.

Calling a contact

In the Contact list, go to the entry that you want to call and tap   .

Displaying more entries in the Directory

The directory on the FortiVoice phone system or FortiVoice Cloud can be quite large. The total count of directory entries displays in the Contact options area.

To display more Directory entries, scroll to the bottom of the Directory section and swipe up from the bottom edge of the screen.

Managing voicemail

Voicemail contains new and old voicemail messages. From the **Voicemail** function, you can listen to your messages that are stored on the FortiVoice phone system or FortiVoice Cloud, or delete them.

This section includes the following topics:

- Playing voicemail messages on page 28
- Recording a voicemail greeting on page 30

The **Voicemail list** displays all of your new and old messages. From here you can return the call, play the voicemail, and delete the voicemail.
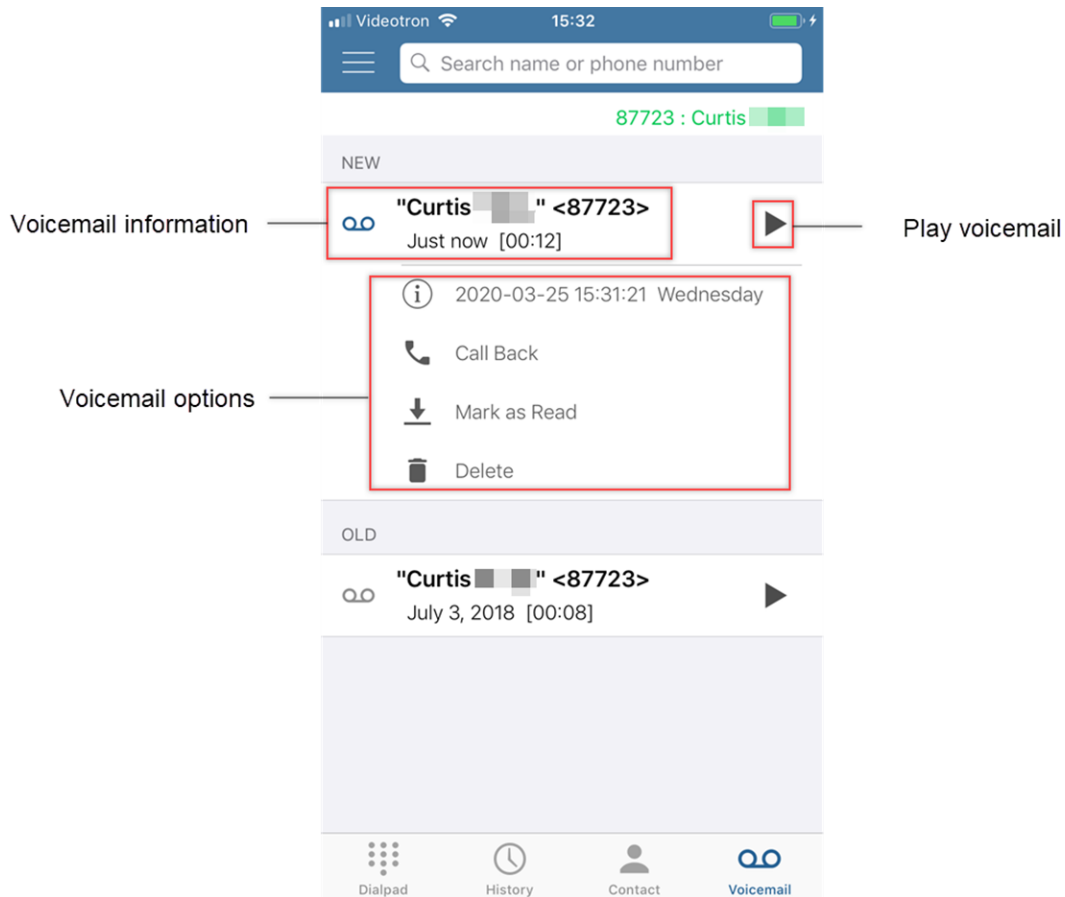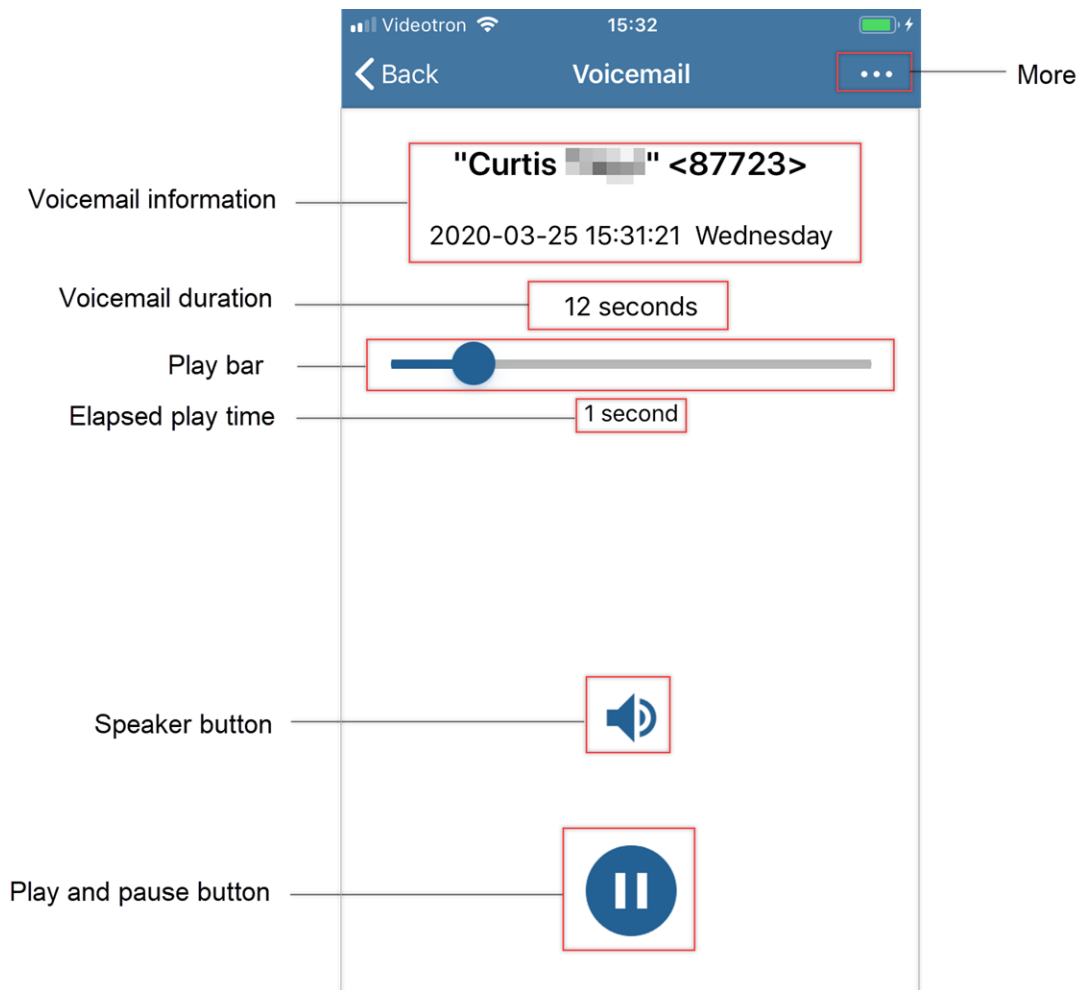
Icon	Function
∞	**New voicemail** — indicates that the voicemail message has *not* been listened to.
∞	**Old voicemail** — indicates that the voicemail message has been listened to.
▶	**Play voicemail** — plays the voicemail message.
ⓘ	**Voicemail details** — gives you the date and time of the voicemail delivery.
☎	**Call Back** — calls the person that left the voicemail message.
↓	**Mark as read** — sends voicemail to the **Old voicemail** section.
↑	**Mark as unread** — sends voicemail to the **New voicemail** section.
🗑	**Delete** — deletes the voicemail message.

Playing voicemail messages

The **Playing voicemail message** screen displays when you press ▶ on a voicemail in the voicemail list. This screen allows you to control playing of the voicemail message and displays the following information about the voicemail:

- Caller ID
- Date and time of the voicemail message
- Length of the voicemail message

Icon	Function
•••	**More** — calls back the messenger or deletes the voicemail.
⦿━	**Play bar** — indicates how much time is left in the voicemail message. Drag a finger across the play bar to move forward or back within the voicemail message.
🔊	**Speaker** — enables or disables the speaker on your mobile phone.
⏸	**Pause** — pauses listening to the voicemail message.
▶	**Play** — continues playing a paused voicemail message.

Recording a voicemail greeting

To record a voicemail greeting, use the FortiFone softclient to access the voicemail options on the FortiVoice phone system:

1. Tap **Dialpad**.
2. To call into your voicemail on the FortiVoice phone system, long press **1**.
3. Enter your voicemail PIN.
4. Follow the prompts to record a new greeting.

Maintenance

This section includes the following topics:

- Updating the FortiFone softclient on page 31
- Fetching configuration changes on page 31
- Revoking a license on page 32

Updating the FortiFone softclient

To update the installed version of the FortiFone softclient app, perform the following steps:

1. On your iPhone, tap the Apple App Store app .
2. Search for FortiFone.
3. Tap **FortiFone**.
4. Tap **Update**.

> If you do not see the **Update** button, then your iPhone is using the latest FortiFone softclient version.

5. After the update is complete, you can verify the version number of the FortiFone softclient app:
   a. Tap .
   b. Tap **About** and review the version details.
   c. To close the window, tap **Close**.

Fetching configuration changes

If your system administrator makes changes to the FortiVoice phone system or FortiVoice Cloud that affect the FortiFone softclient, then you can fetch the configuration changes by performing the following steps:

1. From the FortiFone softclient main menu, tap .
2. Tap **Account**.
3. Tap your extension.
4. Tap .
5. Tap **Fetch Configuration**.
   The FortiFone softclient communicates with the FortiVoice phone system or FortiVoice Cloud to get the latest configuration.
6. After the configuration is updated, tap **OK**.

Revoking a license

You can revoke a license for a device that you no longer want associated with your extension and managed by the FortiFone softclient.

1. Tap .
2. Tap **Account**.
3. Tap the extension.
4. Tap .
5. Tap **View License**.
6. Tap **Revoke**.
7. To confirm, tap **Revoke** again.

Troubleshooting

This section includes the following topics:

Solving FortiFone softclient issues

The following table includes corrective actions to help you solve FortiFone softclient issues.

Issue	Corrective action
No QR code is available in the FortiVoice user portal	FortiFone softclient license is not installed. The FortiVoice phone system allows for one softclient to be used for free. Additional softclients require a license.
Preferences does not show in the FortiVoice user portal	Contact the FortiVoice system administrator to make sure that the user privilege includes *User preference* access within the FortiVoice user portal. The FortiVoice system administrator can access the setting on the FortiVoice phone system or FortiVoice Cloud: 1. Go to **Phone System** > **Profile** > **User Privilege**. 2. Select the user privilege to edit. 3. In **User Portal**, turn on the toggle for **User preference**.
Dialpad screen displays 📞 or Dialpad screen does not display the extension number and name at the top	Account is not registered. Make sure that your phone is not in airplane mode. Make sure that you have a working internet connection either through Wi-Fi or a data connection.
Account will not register	Make sure that the account details are correct. 1. Tap ☰. 2. Tap **Account**. 3. Tap the account to edit. 4. Tap ••• and tap **Edit Account**. 5. Make sure that the account details are correct. 6. Make changes, if required and tap **Save**. If the account still will not register, contact the FortiVoice system administrator to make sure that the username and password match the ones configured on the FortiVoice phone system or FortiVoice Cloud.

Issue	Corrective action
Account shows *Not Verified/ No Service Available*	Unable to register with the server. Check port forwarding on the FortiVoice phone system or FortiVoice Cloud and SIP server network.
No audio on calls	Contact the FortiVoice system administrator to make sure that there are no network issues, such as port forwarding.
FortiVoice directory will not refresh	Make sure that your account is registered. Contact the FortiVoice system administrator to make sure that the firewall has not blocked your connection.

Generating a diagnostic report

To help you troubleshoot FortiFone softclient issues, generate a diagnostic report. This report gives status information about addresses and ports used for communication with the FortiVoice phone system or FortiVoice Cloud.

1. From the FortiFone softclient main menu, tap ☰ .
2. Tap **Account**.
3. Tap your extension.
4. Tap ••• .
5. Tap **Diagnostic Report**.
   The FortiFone softclient generates the report with the following status details:
   - HTTPS
     - Server connection
     - Authentication
     - Provisioning file
   - SIP
     - Server connection
     - Registration
6. When you are done reviewing the report, tap **Close**.

Using logging tools

This section includes the following topics:

- Enabling application logging on page 35
- Reporting an issue on page 35
- Viewing reported issues on page 35
- Clearing logs on page 35

Enabling application logging

When you enable application logging, you help Fortinet improve FortiFone features. The application collects information about how you use the FortiFone softclient without interrupting you. For more details about collecting diagnostic information, read the Fortinet Privacy Policy.

1. Tap ☰ .
2. Tap **Preference**.
3. Turn on the **Enable Application Logging** toggle.

Reporting an issue

Before reporting an issue:

- Try to solve the issue by Generating a diagnostic report on page 34.
- Consult the section about Solving FortiFone softclient issues on page 33.

If the issue cannot be resolved, report the issue to Fortinet Technical Support by performing the following steps:

1. Tap ☰ .
2. Tap **Preference**.
3. Tap **Report Issue**.
4. In the list, tap the issue that best describes the problem that you have encountered.
5. You can also add more information in **Detail**.
6. When you are ready to report the issue, tap **Send**.
7. Review and acknowledge the Fortinet Privacy Policy about collecting diagnostic information.
8. To confirm, tap **Send**.

Viewing reported issues

You can display up to three issues that you have reported to Fortinet.

1. Tap ☰ .
2. Tap **Preference**.
3. Tap **Reported Issues**.

Clearing logs

You can remove existing diagnostic logs.

1. Tap ☰ .
2. Tap **Preference**.

3. Tap **Clear Log**.

⚠️	The action of deleting logs cannot be undone.

4. To confirm the deletion, tap **Delete**.