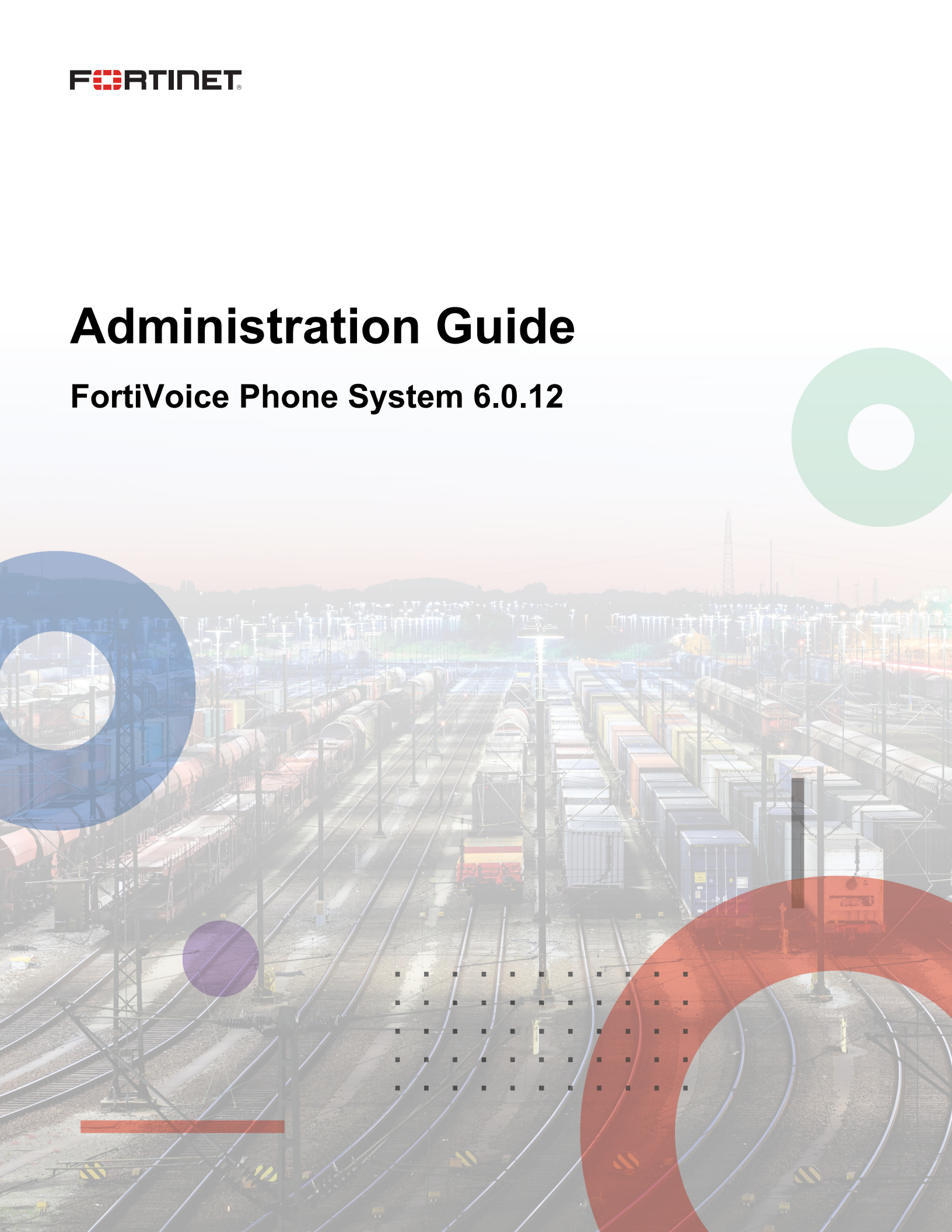


Administration Guide

FortiVoice Phone System 6.0.12



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May 19, 2023

FortiVoice Phone System 6.0.12 Administration Guide

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TABLE OF CONTENTS

Change log	10
Introduction	11
Product offerings	11
Registering your Fortinet product	11
Customer service and technical support	12
Training	12
Documentation	12
Fortinet Knowledge Base	12
Feedback about Fortinet technical documentation	12
Scope	12
Conventions	13
IP addresses	13
Cautions and notes	13
Typographical conventions	13
Connecting to the FortiVoice system	15
Connecting to the GUI or CLI	15
Connecting to the GUI	15
Connecting to the CLI	17
Setting up the system	19
Testing the setup	19
Configuring setups for phone users	20
Accessing the user portal	20
Setting user privileges and preferences	21
Setting the feature codes	21
Navigating the GUI	22
GUI overview	22
Checking the system security	23
Using the dashboard	26
Viewing the dashboard	26
Customizing the dashboard	26
System Information widget	27
License Information widget	27
System Resource widget	27
Statistics History widget	27
Service Status widget	28
Recent Calls widget	28
Viewing Call Statistics	28
Using the CLI Console	28
Monitoring the FortiVoice system	29
Viewing phone system status	29
Viewing active calls	29
Viewing parked calls	29
Viewing conference calls	30

Viewing trunk status	30
Viewing DHCP client list	30
Viewing extensions and devices	31
Viewing extension status	32
Viewing FortiFone desk phones	32
Viewing FortiFone softclient	34
Viewing generic SIP phones	34
Viewing mismatched phones	34
Viewing activity details of hot desking extensions	34
Viewing unmanaged gateways	35
Viewing call records	36
Viewing generated reports	36
Viewing log messages	37
Displaying and arranging log columns	38
Using the right-click pop-up menus	38
Searching log messages	39
Viewing phone configuration logs	40
Viewing call directory	40
Blocking SIP device IPs	40
Viewing recorded calls and fax storage	40
Playing recorded calls	40
Viewing current fax accounts	41
Viewing archived faxes	41
Viewing fax queues	41
Configuring system settings	42
Configuring network settings	42
About IPv6 Support	42
About the management IP	43
About FortiVoice logical interfaces	43
Configuring the network interfaces	44
Configuring static routes	47
Configuring DNS	48
Configuring DHCP server	49
Capturing voice and fax packets	50
Configuring administrator accounts and access profiles	51
Configuring administrator accounts	51
Configuring administrator profiles	54
Configuring RAID	54
About RAID levels	55
Configuring RAID	55
Using high availability	57
About high availability	57
About the heartbeat and synchronization	58
Enabling and configuring HA	60
Monitoring the HA status	61
Configuring the HA mode and group	63
Failover scenario examples:	70

Working with system configurations	76
Configuring the time and date	76
Configuring system options	77
Configuring SNMP queries and traps	78
Configuring email settings	84
Customizing the GUI appearance	86
Selecting the call data storage location	87
Configuring advanced phone system settings	89
Configuring SIP settings	89
Configuring the internal ports	92
Configuring external access	93
Configuring SIP phone auto-provisioning	93
Managing certificates	95
Managing local certificates	96
Obtaining and installing a local certificate	97
Managing certificate authority certificates	102
Managing the certificate revocation list	102
Managing APNs and VoIP services certificates	102
Maintaining the system	103
Maintaining the system configuration	103
Maintaining phones	104
Configuring the phone system	107
Configuring phone system settings	107
Setting PBX location and contact information	107
Configuring PBX options	108
Customizing call report and notification email templates	111
Configuring system capacity	112
Creating contacts	115
Configuring speed dials	116
Managing phone audio settings	117
Uploading or recording sound files	117
Configuring music on hold	118
Uploading a prompt language	118
Recording sound files using an audio software	119
Working with FortiVoice profiles	121
Configuring SIP profiles	122
Modifying caller IDs	124
Configuring phone profiles	125
Configuring programmable keys profiles	129
Configuring LDAP profiles	132
Configuring RADIUS authentication profiles	137
Configuring user privileges	137
Configuring emergency zone profiles	142
Scheduling the FortiVoice system	142
Configuring devices	143
Configuring desk phones	143
Configuring multi-cell FortiFone phones	146
Reviewing system configuration	149

Managing FortiVoice gateways, local survivability, and firmware	151
Managing FXO gateways	152
Managing FXS gateways	152
Managing PRI gateways	153
Configuring local survivability	154
Managing firmware	155
Configuring security settings	157
Configuring intrusion detection	157
Setting password policies	158
Auditing the extension passwords	159
Configuring user privileges	160
Configuring account codes	160
Blocking phone numbers	161
Configuring extensions	162
Setting up local extensions	162
Configuring IP extensions	162
Modifying managed extensions	172
Modifying analog extensions (FVE-20E2 and FVE-50E6 models only)	173
Setting up remote extensions	176
Configuring fax extensions	179
Setting extension user preferences	181
Creating extension groups	188
Creating user groups	188
Creating extension departments	189
Creating ring groups	189
Configuring ring group call handling	190
Creating paging groups	191
Creating multicast paging groups	192
Creating message groups	193
Creating pickup groups	194
Creating business groups	195
Setting up a general voicemail	196
Working with virtual numbers	198
Configuring virtual number call handling	198
Configuring trunks	200
Configuring VoIP trunks	200
Testing SIP trunks	204
Creating a SIP trunk with FortiCall service	205
Configuring PSTN/PRI trunks	206
Configuring the T1/E1 span	208
Configuring analog voice trunks	211
Configuring office peers	213
Setting up routing rules for FXO and PRI gateways	219
Configuring call routing	220
Configuring inbound dial plans	220

Configuring direct inward dialing	222
Mapping DID numbers	224
Viewing office peers for inbound calls	225
Configuring outbound dial plans	225
Testing outbound dial plans	226
Creating dialed number match	227
Configuring call handling actions	228
Viewing office peers for outbound calls	229
Setting up a call center	230
Creating call queues and queue groups	230
Creating call queues	230
Creating queue groups	237
Configuring agents	238
Configuring IVRs	238
Setting up an IVR	239
Configuring RESTful service	244
Configuring surveys	245
Setting up monitor view	246
Configuring other agent information	248
Adding agent skill sets	248
Creating agent skill levels	248
Modifying agent reason code descriptions	248
Configuring data service	249
Setting caller priorities	249
Configuring agent profiles	249
Working with call queue statistics	250
Configuring call center report profiles and generating reports	252
Configuring the report query selection	253
Configuring the report time period	253
Working with Property Management System	254
Configuring hotel management settings	254
Configuring hotel room status	256
Configuring phone auto dialer	259
Setting up an auto dialer campaign	259
Creating a recorded broadcast message	260
Adding contacts and contact groups	260
Configuring auto dialer settings	261
Viewing auto dialer reports	261
Configuring call features	262
Configuring auto attendants	262
Configuring key actions	266
Mapping speed dials	267
Configuring conference calls	268
Recording calls	271
Configuring call recordings	271

Archiving recorded calls	273
Setting the recorded file format	274
Creating call queues and queue groups	275
Creating call queues	275
Creating queue groups	279
Configuring call parking	279
Configuring fax	280
Receiving faxes	280
Sending faxes	281
Archiving faxes	286
Configuring other fax settings	287
Setting calendar reminder	288
Modifying feature access codes	289
Vertical Service Codes	290
Mid-Call/DTMF Codes	293
Floating code format	294
Configuring Internet of Things (IoT)	294
Configuring Amazon Alexa	295
Configuring logs and reports	297
About FortiVoice logging	297
FortiVoice log types	297
Log message severity levels	298
Configuring logging	299
Configuring logging to the hard disk	299
Choosing which events to log	300
Configuring logging to a Syslog server or FortiAnalyzer system	301
Configuring report profiles and generating reports	302
Configuring the report query selection	303
Configuring report email notifications	304
Configuring the report schedule	304
Generating a report manually	305
Submitting CDRs to a database	306
Configuring CDR submission	306
Modifying CDR templates	308
Creating CDR filters	308
Configuring SMDR	308
Configuring SMDR settings	308
Setting SMDR formats	309
Configuring alert email	310
Configuring alert recipients	310
Configuring alert categories	311
Managing the firmware	313
Downloading the firmware image file	313
Testing a firmware image	313
Upgrading the firmware	315
Verifying the configuration after an upgrade	316
Downgrading the firmware	317

Reconnecting to the FortiVoice system	318
Restoring the configuration	319
Performing a clean firmware installation	320

Change log

Date	Change description
2023-03-15	Initial release of the FortiVoice Phone System 6.0.12 Administration Guide.
2023-04-28	Updated Configuring call recordings on page 271 .
2023-05-19	Updated Configuring call recordings on page 271 .

Introduction

The FortiVoice phone system enables you to completely control your organization's telephone communications. Easy to use and reliable, the FortiVoice phone system delivers everything you need to handle calls professionally, control communication costs, and stay connected everywhere.

The FortiVoice phone system includes all the fundamentals of enterprise-class voice communications, with no additional cards to install. Auto attendants, voice messaging, ring groups, conferencing and much more are built-in. In addition, the FortiVoice user portal lets your staff view their call logs, configure and manage their own messaging, and access other features, such as the operator console and the agent console.

This document describes how to configure and use the FortiVoice phone system.

This topic includes:

- [Product offerings on page 11](#)
- [Registering your Fortinet product on page 11](#)
- [Training on page 12](#)
- [Documentation on page 12](#)
- [Scope on page 12](#)
- [Conventions on page 13](#)

Product offerings

The FortiVoice phone system is available as a hardware appliance and virtual machine (VM).

Procedures in this guide are applicable to both product offerings unless otherwise specified.

For more details about the supported platforms for this release, see the [FortiVoice Phone System Release Notes](#).

Registering your Fortinet product



Many Fortinet customer services, such as firmware updates and technical support, require product registration.

If you have not already registered your product, use this procedure to complete the registration:

1. Visit the [Fortinet Support](#) website.
2. Log in to your existing account or register for an account.
3. Click **Register Now**.
4. Follow the prompts to complete the registration.

For more information, see the Registering a FortiVoice product section in the [FortiVoice Cookbook](#).

Customer service and technical support

Fortinet Support provides services designed to make sure that you can install your Fortinet products quickly, configure them easily, and operate them reliably in your network.

To learn about the technical support services that Fortinet provides, visit the [Fortinet Support](#) website.

You can dramatically improve the time that it takes to resolve your technical support ticket by providing your configuration file, a network diagram, and other specific information.

Training

Fortinet Training Services provides classes that orient you quickly to your new equipment, and certifications to verify your knowledge level. Fortinet provides a variety of training programs to serve the needs of our customers and partners world-wide.

To learn about the training services that Fortinet provides, visit the [Fortinet Training Services](#) website or send an email to training@fortinet.com.

Documentation

The [Fortinet Documents Library](#) website provides the most up-to-date versions of Fortinet publications for Fortinet products.

Fortinet Knowledge Base

The [Fortinet Knowledge Base](#) website provides additional Fortinet technical documentation, such as troubleshooting and how-to-articles, examples, FAQs, technical notes, a glossary, and more.

Feedback about Fortinet technical documentation

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

Scope

This document describes how to connect to the FortiVoice system using its GUI and CLI.

The majority of procedures in this document use the GUI to configure the FortiVoice system. A few procedures use the CLI.

Conventions

Fortinet technical documentation uses the following conventions:

- [IP addresses on page 13](#)
- [Cautions and notes on page 13](#)
- [Typographical conventions on page 13](#)

IP addresses

To avoid the publication of public IP addresses that belong to Fortinet or any other organization, the IP addresses used in Fortinet technical documentation are fictional and follow the documentation guidelines specific to Fortinet. The addresses used are from the private IP address ranges defined in [RFC 1918: Address Allocation for Private Internets](#).

Cautions and notes

Fortinet technical documentation uses the following guidance and styles for cautions and notes.



Warns you about commands or procedures that could have unexpected or undesirable results including loss of data or damage to equipment.



Highlights useful additional information, often tailored to your workplace activity.

Typographical conventions

The following table lists the typographical conventions used in this document:

Style	Description	Example
<i>Italic font</i>	Used for GUI navigation.	From <i>Minimum log level</i> , select <i>Notification</i> . Go to <i>Phone System > Setting > Location</i> .
Courier font and indentation	Used for CLI input.	<pre>config system dns set primary <address_ipv4> end</pre>
Courier font	Used for CLI output.	<pre>FGT-602803030703 # get system Setting comments : (null) opmode : nat</pre>

Style	Description	Example
Courier font	Used for file content.	<pre><HTML><HEAD><TITLE>Firewall Authentication</TITLE></HEAD> <BODY><H4>You must authenticate to use this service.</H4></pre>
Courier font	Used for text that you enter.	Enter a name for the remote VPN peer or client, such as Central_Office_1.
Blue font	Used for hyperlinks to websites and publications.	Visit the Fortinet Support website. For details, see the FortiVoice User Portal Guide .
<text_in_angle_brackets>	Describes a variable. Replace the <text_in_angle_brackets> with the required information for your setup. Do not type the angle brackets.	FortiVoice user portal link: https://<IP_address_or_FQDN>/voice

Connecting to the FortiVoice system

After physically installing the FortiVoice system, you need to connect to its management tools to configure, maintain, and administer the system. You also need to inform your phone users on how to access the user portal and use the FortiVoice features.

This topic includes:

- [Connecting to the GUI or CLI on page 15](#)
- [Setting up the system on page 19](#)
- [Testing the setup on page 19](#)
- [Configuring setups for phone users on page 20](#)

Connecting to the GUI or CLI

There are two methods to connect to the FortiVoice system:

- Use the GUI from within a web browser.
- Use the CLI from a Secure Shell (SSH) or Telnet terminal.

Access to the CLI and/or GUI is not yet configured if:

- You are connecting for the first time.
- You have just reset the configuration to its default state.

In these cases, you must access either interface using the default settings.



If the above conditions do not apply, access the GUI using the IP address, administrative access protocol, administrator account and password already configured, instead of the default settings.



Until the FortiVoice system is configured with an IP address and connected to your network, you may prefer to connect the FortiVoice system directly to your management computer, or through a switch, in a peer network that is isolated from your overall network. However, isolation is not required.

This topic includes:

- [Connecting to the GUI on page 15](#)
- [Connecting to the CLI on page 17](#)

Connecting to the GUI

To connect to the GUI of the FortiVoice phone system using its default settings, you must have:

- A computer with an RJ-45 Ethernet network port
- One of the recommended web browsers:
 - Google Chrome version 110
 - Microsoft Edge version 110
 - Mozilla Firefox Standard Release version 110
 - Apple Safari version 16
- An Ethernet cable

Default settings for connecting to the GUI

Network interface	port1
URL	https://192.168.1.99/admin
Name	admin
Password	(none)

To connect to the GUI

1. On your management computer, configure the Ethernet port with the static IP address 192.168.1.2 with a netmask of 255.255.255.0.
2. Using the Ethernet cable, connect your computer's Ethernet port to the FortiVoice system's port1.
3. Start your browser and go to <https://192.168.1.99/admin>.

To support HTTPS authentication, the FortiVoice system ships with a self-signed security certificate, which it presents to clients whenever they initiate an HTTPS connection to the FortiVoice system. When you connect, depending on your web browser and prior access of the FortiVoice system, your browser might display two security warnings related to this certificate:

- The certificate is not automatically trusted because it is self-signed, rather than being signed by a valid certificate authority (CA). Self-signed certificates cannot be verified with a proper CA, and therefore might be fraudulent. You must manually indicate whether or not to trust the certificate.
- The certificate might belong to another website. The common name (CN) field in the certificate, which usually contains the host name of the website, does not exactly match the URL you requested. This could indicate server identity theft, but could also simply indicate that the certificate contains a domain name while you have entered an IP address. You must manually indicate whether this mismatch is normal or not.

Both warnings are normal for the default certificate.

4. Verify and accept the certificate, either permanently (the web browser will not display the self-signing warning again) or temporarily. You cannot log in until you accept the certificate.
For details on accepting the certificate, see the documentation for your web browser.
5. In *Name*, enter `admin`.
6. Leave *Password* empty. In its default state, there is no password for this account.
7. Click *Login*.

With a successful login, you can see the FortiVoice GUI.

To set the password

1. In the right corner of the FortiVoice GUI, click *Admin*.
2. Click *Change Password*.



Enter a FortiVoice administrator password that is six characters or more. For better security, enter a longer password with a complex combination of characters and numbers, and change the password regularly. Failure to provide a strong password could compromise the security of your FortiVoice phone system.

3. Enter a password in *New password* and *Confirm password*.
The password can contain any character except spaces.
4. Click *OK*.

Connecting to the CLI

Using its default settings, you can access the CLI from your management computer in two ways:

- A local serial console connection
- An SSH connection, either local or through the network

To connect to the CLI using a local serial console connection, you must have:

- A computer with a serial communications (COM) port
- The RJ-45-to-DB-9 serial or null modem cable included in your FortiVoice package
- Terminal emulation software, such as PuTTY

To connect to the CLI using an SSH connection, you must have:

- A computer with an RJ-45 Ethernet port
- A crossover Ethernet cable
- An SSH client, such as PuTTY

Default settings for connecting to the CLI by SSH

Network Interface	port1
IP Address	192.168.1.99
SSH Port Number	22
Name	admin
Password	(none)



If you are **not** connecting for the first time, nor have you just reset the configuration to its default state or restored the firmware, administrative access settings may have already been configured. In this case, access the CLI using the IP address, administrative access protocol, administrator account and password already configured, instead of the default settings .



The following procedure uses PuTTY. Steps may vary with other terminal emulators.

To connect to the CLI using a local serial console connection

- Using the RJ-45-to-DB-9 or null modem cable, connect your computer's serial communications (COM) port to the FortiVoice system's console port.
- Verify that the FortiVoice system is powered on.
- On your management computer, start PuTTY.
- In Category, go to *Connection > SSH > Serial*.
- In Serial line to connect to, enter the communications (COM) port where you connected the FortiVoice system.
- In the *Configure the serial line* section, use the following settings:
- In the *Configure the serial line* section, use the following settings:

Speed (baud)	9600
Data bits	8
Parity	None
Stop bits	1
Flow control	None

- Click Session.
- In Connection type, click *Serial*.
- Click *Open*.
- Press Enter.
The terminal emulator connects to the CLI and the CLI displays a login prompt.
- Type `admin` and press Enter twice. (In its default state, there is no password for this account.)
The CLI displays a prompt, such as:
FortiVoice #
You can now enter commands.



The following procedure uses PuTTY. Steps may vary with other SSH clients.

To connect to the CLI using an SSH connection

- On your management computer, configure the Ethernet port with the static IP address 192.168.1.2 with a netmask of 255.255.255.0.
- Using the Ethernet cable, connect your computer's Ethernet port to the FortiVoice system's port1.
- Verify that the FortiVoice system is powered on.
- On your management computer, start your SSH client.
- In *Host Name (or IP Address)*, type `192.168.1.99`.
- In Port, type `22`.
- From *Connection type*, select *SSH*.

8. Select *Open*.
The SSH client connects to the FortiVoice system.
The SSH client may display a warning if this is the first time you are connecting to the FortiVoice system and its SSH key is not yet recognized by your SSH client, or if you have previously connected to the FortiVoice system but it used a different IP address or SSH key. If your management computer is directly connected to the FortiVoice system with no network hosts between them, this is normal.
9. Click **Yes** to verify the fingerprint and accept the FortiVoice system's SSH key. You cannot log in until you accept the key.
The CLI displays a login prompt.
10. Type `admin` and press Enter twice. (In its default state, there is no password for this account.)
The CLI displays the following text:

```
Type ? for a list of commands.
```


You can now enter commands.

Setting up the system

You can follow this guide to set up the FortiVoice system. After the setup is complete, you can make phone calls through the FortiVoice system.

Testing the setup

After completing the configuration, you can connect a SIP phone to your VoIP network and make an internal, external, or office peer test call.



If the SIP phone and the FortiVoice system (PBX) are on different subnets, proper routing should be set to make them reachable

If you make a office peer test call, make sure that your FortiVoice system and the peer office PBX are mutually registered. For more information, see [Configuring office peers on page 213](#).

- Depending on the phone you use, the procedure to connect the phone may vary. Refer to the phone user manuals for instructions.
- Generally, you need to configure the following on the phone after powering it up and connecting it to the network:
- Enter the IP address of the phone if it is not DHCP-enabled.
- Enter the SIP server IP address and port number (5060 by default) of the FortiVoice system.
- Enter the extension number and SIP password you have configured and make sure the extension is enabled.
If you have not imported or added any extensions, do it first. For more information, see [Configuring IP extensions on page 162](#). The extension number on the FortiVoice system and your phone should match.

Configuring setups for phone users

The FortiVoice system provides a user portal where phone users can view their call logs, configure and manage their own messaging, and access other features.

This section contains information that you may need to inform or assist your phone users so that they can use the FortiVoice features.

This information is **not** the same as what is included in the help for FortiVoice user portal. It is included in this guide because:

- Phone users need to know how to access the FortiVoice user portal and its online help.
- Phone users need to know the feature codes they can use on the phones.
- Phone users need to know how to change the voicemail password on the web portal and on the phone.
- Phone users may be confused if they try to enable a feature that you disabled (such as call waiting or do not disturb).
- You may need to tailor some information to your network or phone users.

This topic includes:

- [Accessing the user portal on page 20](#)
 - [Changing the voicemail PIN on page 21](#)
 - [Receiving and sending faxes on page 21](#)
 - [Using the operator console on page 21](#)
- [Setting user privileges and preferences on page 21](#)
- [Setting the feature codes on page 21](#)

Accessing the user portal

When a user has a phone extension on the FortiVoice phone system, the web-based FortiVoice user portal allows this user to perform the following tasks for their extension:

- Check the call history for received, placed, or missed calls.
- Check the voicemail including playing, deleting, or saving the voicemails.
- Manage the business and personal contacts, and view the business and corporate phone directories.
- Manage how the phone system handles phone calls.
- Check recorded calls including playing, deleting, or saving the voicemails.
- Receive and send fax.
- Set up reminder events and invite guests.
- Add user conference call events in your calendar and invite attendees by email.
- View device details of desk phones and softclients, and set up programmable keys.
- Configure the extension according to your preferences.
- Use the operator console to process organization calls.

To access the FortiVoice user portal, phone users need the following information:

- FortiVoice user portal link: `https://<IP_address_or_FQDN>/voice`
Where <IP_address_or_FQDN> is the IP address or the FQDN of the FortiVoice phone system.
If you have changed the access port, then you must also include the port. For example: `https://<IP_address_or_FQDN>:446/voice`.

- Phone extension
- User password

For more information about the FortiVoice user portal, see [FortiVoice User Portal Guide](#).

For information about adding extension numbers and user passwords for web access, see [Configuring IP extensions on page 162](#).

Changing the voicemail PIN

Inform the phone users how to change their default voicemail PIN. For details, phone users can refer to the [FortiVoice User Portal Guide](#).

Receiving and sending faxes

Inform the phone users that they can receive and send faxes on the user portal. For more information, see [Configuring fax on page 280](#).

Using the operator console

If you have enabled the operator role for an extension, inform the extension user so that the user can process corporate calls on the user portal. For more information, see [Operator Role on page 138](#).

Setting user privileges and preferences

The call features each phone user can use is controlled by the user privilege and preferences settings associated with the user's extension. You may need to inform users of the features that they can use.

For information, see [Configuring user privileges on page 137](#) and [Setting extension user preferences on page 181](#).

Setting the feature codes

By default, the FortiVoice system has feature codes for users to access certain features by dialing the codes. You can go to *Service > Feature Code > Feature Code* and double-click a feature name to modify its code and description, but that does not change the mapping between the code and the feature.

For details, see [Modifying feature access codes on page 289](#).

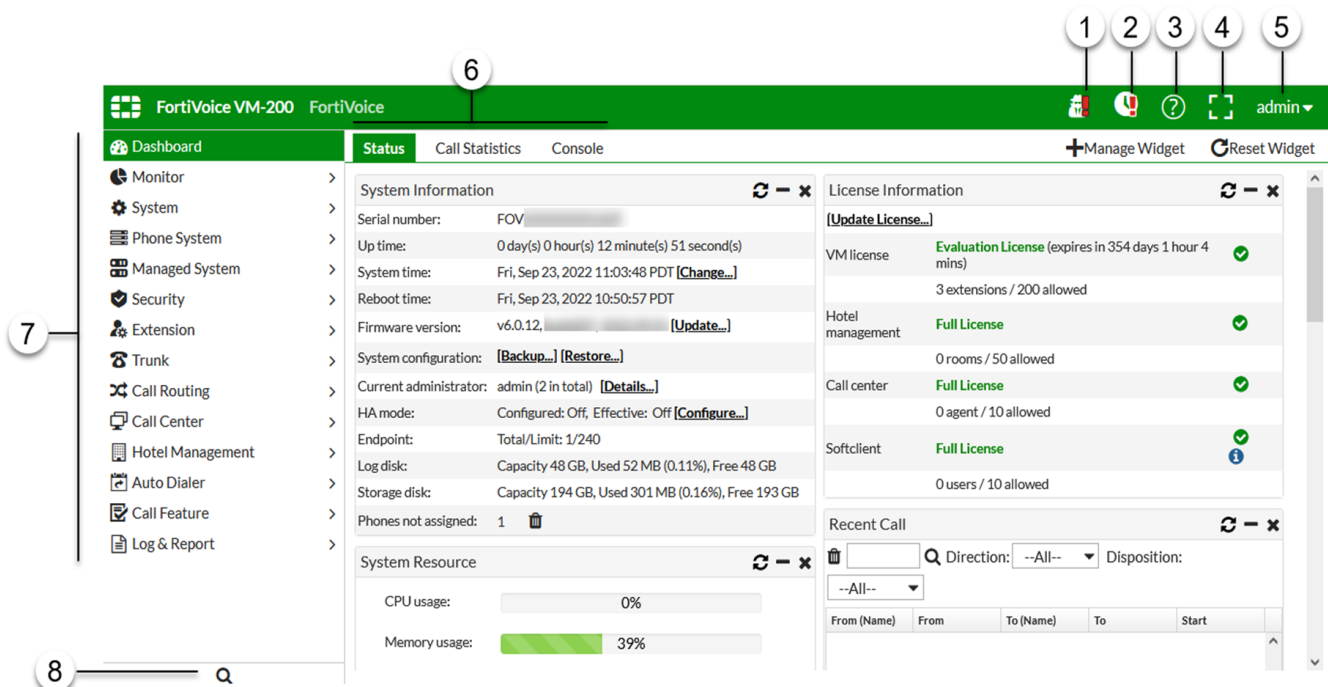
Navigating the GUI

To help you navigate the GUI, this section includes the following topics:


- [GUI overview on page 22](#)
- [Checking the system security on page 23](#)

GUI overview


When you connect to your FortiVoice system using a web browser, you access the following GUI:



No.	Description
1	To access to the system security status and security audit details. For detailed information, see Checking the system security on page 23 .
2	To access update phone configurations and reboot phones. The <i>Phone Maintenance</i> icon is visible when the FortiVoice phone system has phone configuration updates that need to be pushed to the phones. For detailed information, see Maintaining phones on page 104 .

No.	Description
3	To access the context-sensitive help (CSH) which opens the FortiVoice online documentation in HTML format. You can download the PDF file from the HTML page. You can also access the CSH by pressing the F1 key.
4	To view the GUI in full screen without the top banner and menu items on the left.
5	To access the following functions: <ul style="list-style-type: none"> • Change password • Reboot • Shut down • Log out
6	To access the tabs associated with a selected sub-menu. The <i>Dashboard > Status</i> includes areas called widgets (for example, <i>System Information</i> and <i>License Information</i>).
7	Click a menu item to expand your selection and show related sub-menus.
8	The Search option allows you to search for keywords appearing in navigation menus, sub-menus, and tabs and to quickly access the configuration pages. How to search: <ol style="list-style-type: none"> 1. Go to the Search option and click the magnifying glass icon . 2. Enter the text that you want to find. 3. In the search results, click on a result to go to the configuration page. How to clear a search: <ol style="list-style-type: none"> 1. Go to the Search option. 2. At the end of the search field, click x.

Checking the system security

To check the system security status and display security audit details, click the security alert icon . If there are any security issues, the icon will have a red exclamation mark.

For information about security settings, see [Configuring security settings on page 157](#).

GUI field	Description
Passwords	
Password Policy	If the SIP password and user PIN policy for administrators and extension users are met, the shield icon is green. Otherwise, it is red. Click <i>Edit Password Policy</i> to set password policies. See Setting password policies on page 158 .
Empty Admin Password Allowed	If a password is required in the admin password field when logging in to the system, the shield icon is green. Otherwise, it is red.

GUI field	Description
	<p>For information on selecting this option, see Setting password policies on page 158.</p>
<p>Unsafe SIP Password Count</p>	<p>This option counts the unsafe SIP passwords for IP and fax extensions only.</p> <p>If any unsafe SIP passwords are found, the shield icon is red. Otherwise, it is green.</p> <p>Click <i>Password Auditor</i> to verify the strength of IP and fax extension passwords. See Auditing the extension passwords on page 159.</p>
<p>Unsafe PIN Count</p>	<p>This option counts the unsafe voicemail PINs for any extension type that has a voicemail PIN.</p> <p>If any unsafe voicemail PINs are found, the shield icon is red. Otherwise, it is green.</p> <p>For information on configuring extensions, see Setting up local extensions on page 162.</p>
<p>Unsafe User Password Count</p>	<p>This option counts the unsafe user passwords set in <i>IP Extension > User Setting > Web Access</i> and includes all extension types except branch page extensions.</p> <p>If any unsafe user passwords are found, the shield icon is red. Otherwise, it is green.</p> <p>For information on setting user passwords, see Configuring IP extensions on page 162.</p>
<p>Unaudited Password Count</p>	<p>This option counts the newly added extensions of which the passwords have yet to be audited.</p> <p>If any unaudited passwords are found, the shield icon is red. Otherwise, it is green.</p> <p>For information on verifying the strength of extension passwords. See Auditing the extension passwords on page 159.</p>
<p>Miscellaneous</p>	
<p>Not Assigned Phone Count</p>	<p>This option counts the number of phones that have not been assigned extensions yet.</p> <p>If any phones without extensions are found, the shield icon is red. Otherwise, it is green.</p> <p>For information on assigning phones to extensions, see Configuring desk phones on page 143.</p> <p>Clicking the delete icon removes all unassigned phones.</p>
<p>Secure TFTP System</p>	<p>This option monitors if the system TFTP is enabled.</p> <p>If TFTP is enabled, the shield icon is red.</p> <p>If TFTP is disabled, the shield icon is green.</p>

GUI field	Description
	<p>Clicking <i>Edit</i> allows you to enable or disable the system TFTP, which also enables or disables TFTP settings in <i>System > Advanced > Service/Auto Provisioning</i>. For details, see Configuring the internal ports on page 92 and Configuring SIP phone auto-provisioning on page 93.</p>
Secure TFTP Interfaces	<p>This option monitors if TFTP is enabled on the port interfaces.</p> <p>If TFTP is enabled, the shield icon is red.</p> <p>If TFTP is disabled, the shield icon is green.</p> <p>If you have TFTP enabled on multiple ports, they will be listed and you can click a link to disable it. For details, see Configuring the network interfaces on page 44.</p>
HTTP Interfaces	<p>This option monitors if HTTP is enabled on the port Interfaces.</p> <p>If HTTP is enabled, the shield icon is yellow (warning).</p> <p>If HTTP is disabled, the shield icon is green.</p> <p>If you have HTTP enabled on multiple ports, they will be listed and you can click a link to disable it. For details, see Configuring the network interfaces on page 44.</p>
Administrator Trusted Hosts	<p>This option monitors if trusted hosts are configured on the system administrator account.</p> <p>If trusted hosts are not configured, the shield icon is red.</p> <p>If trusted hosts are configured, the shield icon is green.</p>
APNS Push Certificate	<p>An iPhone running the FortiFone Softclient for iOS requires the following valid certificates on the FortiVoice phone system:</p> <ul style="list-style-type: none"> • Apple Push Notification service (APNs): Used to receive notification messages. • VoIP services: Used to receive incoming calls. <p>This option monitors those certificates.</p> <p>For more details about viewing and importing certificates, see Managing APNs and VoIP services certificates on page 102.</p>
Send Alert (button)	<p>Click to email the security audit details to recipients configured in <i>Log & Reports > Alert > Configuration</i>.</p> <p>For details, see Configuring alert email on page 310.</p>

Using the dashboard

Dashboard displays system statuses, most of which pertain to the entire system, such as CPU usage and call statistics.

This section includes:

- [Viewing the dashboard on page 26](#)
- [Viewing Call Statistics on page 28](#)
- [Using the CLI Console on page 28](#)

Viewing the dashboard

Dashboard > Status displays first after you log in to the GUI. It contains a dashboard with widgets that each indicate performance level or other statistics.

By default, widgets display the serial number and current system status of the FortiVoice system, including system information, system resource usage, license information, service status, firmware version, recent calls, and statistics history.

This section includes the following topics:

- [Customizing the dashboard on page 26](#)
- [System Information widget on page 27](#)
- [License Information widget on page 27](#)
- [System Resource widget on page 27](#)
- [Statistics History widget on page 27](#)
- [Service Status widget on page 28](#)
- [Recent Calls widget on page 28](#)

See also [Navigating the GUI on page 22](#).

Customizing the dashboard

The dashboard is customizable. You can select which widgets to display, where they are located on the tab, and whether they are minimized or maximized.

To move a widget, position your mouse cursor on the widget's title bar, then click and drag the widget to its new location.

To show or hide a widget select *Manage Widget* and then select the widgets you want displayed on the Dashboard. If the widget is greyed out, the widget will not display. Select *Apply* when you have made your selections.

Options vary slightly from widget to widget, but always include options to refresh, minimize, maximize and close the widget.

System Information widget

The *System Information* widget displays the serial number and basic system statuses such as the firmware version, system time, and up time.

In addition to displaying basic system information, the *System Information* widget lets you change the firmware. To change the firmware, click *Update for Firmware version*. For more information, see [Managing the firmware on page 313](#).

To view the widget, go to *Status > Dashboard*. If the widget is not currently shown, click *Add Content*, and mark the check box for the widget.

License Information widget

The *License Information* widget displays the last queried license statuses for the number of extensions supported (if you use FortiVoice VM), hotel management, and call center (if you have purchased these options).

Depending on the license you have purchased, when you first access the FortiVoice GUI, you need to upload the license to enable the functions you need.

For complete details about purchasing, registering, and uploading a license, see the Licensing section in the [FortiVoice Cookbook](#).

To upload a license file

1. Save the license file on your management computer.
2. Go to *Dashboard > Status*.
3. In the *License Information* widget, click *Update license*.
4. Browse for the license (.lic) file.
5. Select the file, and click *Open*.
6. To confirm the upload, click *Yes*.

System Resource widget

The *System Resource* widget displays the CPU, memory, and disk space usage. It also displays the system load and current number of IP sessions.

To view the widget, go to *Status > Dashboard*. If the widget is not currently shown, click *Add Content*, and mark the check box for the widget.

The system resources history can also be viewed in this widget by clicking *History*. The system resources history contains four graphs. Each graph displays readings of one of the system resources: CPU, memory, IP sessions, and network bandwidth usage. Each graph is divided by a grid.

Statistics History widget

The *Statistics History* widget contains charts that summarize the number of calls in each time period that the FortiVoice system recorded.

To view the widget, go to *Status > Dashboard*. If the widget is not currently shown, click *Add Content*, and mark the check box for the widget.

See also [Viewing Call Statistics on page 28](#).

Service Status widget

The *Service Status* widget displays the number of current calls, extension status, trunk status, and device connection status.

To view the widget, go to *Status > Dashboard*. If the widget is not currently shown, click *Add Content*, and mark the check box for the widget.

Device (2000E-T2 model only) displays the connection status of the FortiVoice physical ports:

- *Connected*: The port is connected to a device.
- *Disconnected*: The port is not connected to any device and is ready for use.
- *Alarmed*: The port has an error and is not usable.
- *Occupied*: The port is being used.

If there are any mismatched phones under *Generic phones > Mismatched*, you can click *View* to display them. For detailed information, see [Viewing mismatched phones on page 34](#).

Recent Calls widget

The *Recent Calls* widget displays the calls processed by the FortiVoice system, including phone numbers, call directions, call starting time and duration, and call status.

To view the widget, go to *Status > Dashboard*. If the widget is not currently shown, click *Add Content*, and mark the check box for the widget.

The maximum call records shown is 8.

Viewing Call Statistics

The *Dashboard > Call Statistics* tab contains summaries of the number of calls by time and direction that the FortiVoice system recorded.

Using the CLI Console

To access the CLI without exiting the FortiVoice GUI, go to *Dashboard > Console*.

If you want to move the CLI Console into a pop-up window that you can resize and reposition, click the *Open in New Window* button at the bottom of the page.

Monitoring the FortiVoice system

The *Monitor* menu displays system usage, log messages, reports, and other status-indicating items.

This topic includes:

- [Viewing phone system status on page 29](#)
- [Viewing extensions and devices on page 31](#)
- [Viewing call records on page 36](#)
- [Viewing generated reports on page 36](#)
- [Viewing log messages on page 37](#)
- [Viewing call directory on page 40](#)
- [Blocking SIP device IPs on page 40](#)
- [Viewing recorded calls and fax storage on page 40](#)

Viewing phone system status

Monitor > Phone System displays all the ongoing phone calls, parked calls, conference calls, trunks, and DHCP clients.

This topic includes:

- [Viewing active calls on page 29](#)
- [Viewing parked calls on page 29](#)
- [Viewing conference calls on page 30](#)
- [Viewing trunk status on page 30](#)
- [Viewing DHCP client list on page 30](#)

Viewing active calls

Monitor > Phone System > Active Calls displays all the ongoing phone calls in realtime, including the callers and receivers, the trunks through which phone calls are connected, the call status, and the call duration.

You can stop a phone call by clicking the *Hang up* icon.

The call statuses include:

- *Ringin*g: The receiver's phone is ringing.
- *Connected*: Callers are connected. The voice channel is established.
- *Voicemail*: The call goes to the voicemail.

Viewing parked calls

A parked call is similar to a call that is on hold, except that the parked call can then be picked up from any extension.

To view parked calls, go to *Monitor > Phone System > Parked Call*.

For more information on call parking, see [Configuring call parking on page 279](#).

Viewing conference calls

Monitor > Phone System > Conference displays the conference call records, including the name of the conference call, the extension number of the call, the displayed name of the caller, and the call duration.

You can stop a caller from attending the conference call by selecting the caller and clicking the *Kick Out* icon.

For more information, see [Configuring conference calls on page 268](#).

Viewing trunk status






Monitor > Phone System > Trunk displays all the trunks in realtime, including their names, IP addresses, types, status, and registration/connection status with the VoIP or PSTN service provider.

The trunk statuses include:

- *Not registered*: The trunk is not registered with the VoIP or PSTN service provider and is not in service.
- *In service*: The trunk is registered with the VoIP or PSTN service provider and is in service.
- *Unavailable*: The trunk is not reachable.
- *Alarm detected*: There is a problem with the trunk.
- *Admin down*: The trunk is disabled.
- *Unmonitored*: The trunk is not monitored.

You can stop a phone call by clicking the *Hang up* button.

Registration/Connection indicates if a trunk is registered with or connected to the VoIP or PSTN service provider. The *Registration/Connection* column can show the following icons:

-  : The trunk is registered. (This icon is for the SIP trunk, office peer, and gateway only.)
-  : The trunk is OK. (This icon is for the PSTN only.)
-  : The trunk or trunk channel has a red alarm. (This icon is for the PSTN only.)
-  : The trunk or trunk channel is in service. (This icon is for the PSTN only.)
-  : The trunk or trunk channel has an alarm. (This icon is for the PSTN only.)

For more information, see [Configuring trunks on page 200](#).

Viewing DHCP client list

Monitor > Phone System > DHCP displays all the DHCP-enabled devices connected to the FortiVoice system in realtime.

After a DHCP-enabled phone connects to the FortiVoice system and is auto-discovered, the FortiVoice system assigns an IP address to the phone and sends the basic PBX setup information to it.

For the supported DHCP-enabled phone to connect to the FortiVoice system:

- In the FortiVoice DHCP server configuration, select DHCP option 66 (an advanced option on the GUI) and include the IP address of the FortiVoice interface connected to the same network as the SIP phones to be auto-provisioned. For more information, see [Configuring DHCP server on page 49](#).
DHCP server option 66 identifies a TFTP server and includes the IP address of the TFTP server and downloads the TFTP server identity to the device that gets an IP address from the DHCP server. DHCP option 66 is defined in [RFC 2132](#).
- If using your own DHCP server, set the DHCP server option 66 to the FortiVoice system's *TFTP server (Opt66)* value. For more information, see [Configuring DHCP server on page 49](#).
- If the FortiVoice system and the SIP phone with an IP assigned by a DHCP server are on different subnets, proper route should be set to make them reachable.

GUI field	Description
Export	Select to save the DHCP client list in <code>CSV</code> format.
MAC Address	The Media Access Control address (MAC address) of the DHCP client.
Interface	The FortiVoice system port to which the DHCP client connects. For information on FortiVoice interfaces, see Configuring network settings on page 42 .
IP	The IP address of the DHCP client assigned by the FortiVoice DHCP server.
Expiry Time	The expiration time of the DHCP client IP address.
Device Type	The brand names of the DHCP clients.
Extension	When a DHCP-enabled device connects to the FortiVoice system, the FortiVoice system assigns a temporary ID to the device if it is a supported device. If an extension number is assigned to the phone, the extension number appears. For information on assigning extensions, see Viewing FortiFone desk phones on page 32 .
Configuration Status	<ul style="list-style-type: none"> • <i>OK</i>: The DHCP client is assigned to a new or an existing extension user. • <i>Not assigned</i>: The DHCP client is not assigned to a new or an existing extension user. • <i>Misconfigured</i>: The DHCP client's configuration has errors.

Viewing extensions and devices

Monitor > Extension & Device displays all the extensions, the extensions configured for hot desking, FortiFone desk phones, FortiFone softclient, and generic SIP phones.

This topic includes:

- [Viewing extension status on page 32](#)
- [Viewing FortiFone desk phones on page 32](#)
- [Viewing FortiFone softclient on page 34](#)
- [Viewing generic SIP phones on page 34](#)
- [Viewing mismatched phones on page 34](#)
- [Viewing activity details of hot desking extensions on page 34](#)
- [Viewing unmanaged gateways on page 35](#)

Viewing extension status

Monitor > Extension & Device > Extension displays all the extensions in realtime, including their statuses, IDs, numbers, display names, types, IPs for SIP extensions, phone information, and if it has any FortiFone softclient and auxiliary devices.

For more information, see [Configuring extensions on page 162](#).


Viewing FortiFone desk phones

Monitor > Extension & Device > Phone lists the supported phones auto-discovered by the FortiVoice system, assigned or not assigned to any extensions.

After an unassigned phone connects to the FortiVoice system and is auto-discovered, the FortiVoice system assigns an IP address to the phone and sends the basic PBX setup information to it.

After assigning an extension to the phone, the extension's full configuration file will be sent to the phone if the auto-provisioning option is selected in the user privilege applied to the extension. For details, see [Setting up local extensions on page 162](#) and [Configuring user privileges on page 137](#).

GUI field	Description
New	Click to add a new desktop FortiFone. For details, see Configuring desk phones on page 143 .
Delete	Select one or more SIP phone records and click this button to remove them all at once.
Action	<ul style="list-style-type: none"> • <i>Assign to New Extension</i>: Select a SIP phone in <i>Not Assigned</i> management status and click this option to add an extension and assign this phone to the extension at the same time. For more information, see To assign a new extension user to an unassigned phone on page 33. • <i>Assign to Existing Extension</i>: Select an unassigned phone and click this option to assign this phone to an existing extension. The phone record disappears from the <i>Unassigned Phone</i> list. For more information, see To assign a new extension user to an unassigned phone on page 33. • <i>Assign as Auxiliary to Existing Extension</i>: Select a SIP phone in <i>Not Assigned</i> management status and click this option to assign it to an existing extension as an auxiliary device. For more information, see To assign a new extension user to an unassigned phone as an auxiliary device on page 33 and Auxiliary Phone on page 167. • <i>Assign to Multi-cell Device</i>: Select a multi-cell device (for example, FortiFone 870i) in <i>Not Assigned</i> management status and click this option to add an extension and assign this phone to the extension at the same time. For more information, see To assign a new extension user to an unassigned phone on page 33 and Configuring multi-cell FortiFone phones on page 146. • <i>Edit Associated Multi-cell Device</i>: Select a multi-cell device (for example, FortiFone-D72) in <i>Multi-cell</i> management status and click this option to modify the device configuration. For more information, see Configuring multi-cell FortiFone phones on page 146. • <i>Unassign Multi-cell Device</i>: Select a multi-cell device (for example, FortiFone-D72)

GUI field	Description
	<p>in <i>Multi-cell</i> management status and click this option to separate the device from the associated extensions.</p> <ul style="list-style-type: none"> • <i>View Phone Configuration</i>: Select a SIP device in <i>Assigned</i> status and click this option display its configuration file. The device can be a phone, desktop phone application, mobile phone, or multi-cell device. • <i>View accounts</i>: For FortiFones to which multiple extensions can be associated, such as FON-850/860/870 and FON-D70/D71/D72, click this option to view the associated extensions. This option is only active when a FortiFone has multiple extensions associated with it. • <i>Export</i>: Select to save the extension list in CSV format.
Extension	When you see  , it means that the phone is assigned to an extension.
MAC Address	The Media Access Control address (MAC address) of the SIP phone.
Phone Model	The phone brand and model.
Phone Profile	The profile for this phone. See Configuring SIP profiles on page 122 .
Management	Displays the assignment status of the phone (<i>Assigned</i> or <i>Not Assigned</i>).
Number	The extension number of the phone.
Display Name	The name displaying on the phone, such as John Doe.
Status	Displays if the phone is registered with the FortiVoice system. A registered phone is assigned an IP address and basic PBX setup information.
IP	The IP address of the phone assigned by the FortiVoice system.
Phone Info	The model, MAC address, and firmware version of the phone for this extension.
Version	The firmware version that is installed on the phone.

To assign a new extension user to an unassigned phone

1. Go to *Monitor > Extension & Device > Phone*.
2. Under *Management*, select a phone in *Not assigned* status.
3. Click *Action* and select *Assign to New Extension*.
4. Review the extension details and click *Next*. For details, see [Configuring IP extensions on page 162](#).
5. Review the phone details and click *Next*.
6. Review the summary and click *Finish*.

To assign an existing extension user to an unassigned phone

1. Go to *Monitor > Extension & Device > Phone*.
2. Under *Management*, select a phone in *Not assigned* status.
3. Click *Action* and select *Assign to Existing Extension*.
4. Select the extension to associate with the unassigned phone and click *Next*.
5. Review the extension details and click *Next*. For details, see [Configuring IP extensions on page 162](#).
6. Review the phone details and click *Next*.
7. Review the summary and click *Finish*.

To assign a new extension user to an unassigned phone as an auxiliary device

1. Go to *Monitor > Extension & Device > Phone*.
2. Under *Management*, select a phone in *Not assigned* status.
3. Click *Action* and select *Assign as Auxiliary to Existing Extension*.
4. Select the extension to associate with the unassigned phone and click *Next*.
5. Review the extension details and click *Next*. For details, see [Configuring IP extensions on page 162](#).
6. Review the phone details and click *Next*.
7. Review the summary and click *Finish*.

Viewing FortiFone softclient

Monitor > Extension & Device > Soft FortiFone lists the FortiFone softclients auto-discovered by the FortiVoice system.

Viewing generic SIP phones

Monitor > Extension & Device > Generic Phone lists the third party SIP phones auto-discovered by the FortiVoice system.

Viewing mismatched phones

Monitor > Extension & Device > Mismatched Phone displays the phones of which the registration information does not match the desk phone models and has caused registration failure.

You can select a phone registration failure record and click *Delete* to remove it to avoid the confusion that the system is compromised.

Viewing activity details of hot desking extensions

Monitor > Extension & Device > Hot Desking displays details of hot desking users, including:

- *Logout*: Click to log out a Hot-Desked phone
- *Renew*: Click to refresh the expiration of the hot desk session.
- *Status*: The status of the hot desking extension: logged in or logged out.
- *Number*: The hot desking extension number.
- *Display Name*: The name displayed on the hot desking extension.
- *Host Device*: The extension number or MAC address (for a unassigned phone) of the phone that a hot desking user logs into.
- *Last Login*: The last login time at the host device.
- *Expiry*: The login expiry time.

Hot desking enables users to log into another phone. However, unlike using Follow Me or Call Forwarding which simply redirect a user's calls to another user's phone, hot desking takes total control of another phone by applying all of the user's own phone settings to that phone until the user logs out. Each user can log into another phone by pressing *11 and enter his extension number and user PIN following the prompts. To log out, a user can press *12.

Depending of the phone model, the host phone may reboot.

For information on configuring hot desking, see [Hot-desking on page 140](#).

Viewing unmanaged gateways

Monitor > Extension & Device > Unmanaged Gateway lists the supported FortiVoice gateways auto-discovered by the FortiVoice system but not added to the FortiVoice system.

After a gateway connects to the FortiVoice system and boots up, it will automatically discover the FortiVoice system through SIP PNP.

After adding a FortiVoice gateway to the FortiVoice system, the gateway's full configuration file will be sent to the gateway. For details, see [Managing FortiVoice gateways, local survivability, and firmware on page 151](#).

GUI field	Description
Action	<ul style="list-style-type: none"> <i>Create New Device</i>: Select an unmanaged gateway and click this option to add the gateway to the FortiVoice system. The gateway record disappears from the <i>Unmanaged Gateway</i> list. For more information, see To add a gateway to the FortiVoice system on page 35 <i>Replace Existing Device</i>: If you need to replace a gateway for any reason, select the gateway and click this option to find a new gateway for replacement. For more information, see To replace an existing gateway on page 36.
Serial number	The serial number of the unmanaged gateway.
Type	The gateway brand and model.
IP	The IP address of the unmanaged gateway assigned by the FortiVoice system.

To add a gateway to the FortiVoice system

1. Go to *Monitor > Extension & Device > Unmanaged Gateway*.
2. Select an unmanaged gateway.
3. Click *Action* and select *Create New Device*.

GUI field	Description
Gateway Details	
Name	Enter a unique name for the gateway.
Enabled	Select to activate the gateway if required.
Display Name	The name displaying on the gateway, such as ABC Company Gateway.
Hostname/IP address	<p>Enter the hostname or IP address of LAN1 of the gateway. If you are using a different network interface, enter its IP. If the gateway has been configured to use a different HTTPS port, enter the port number after the IP address.</p> <ul style="list-style-type: none"> <i>Get device information</i>: Click to get the serial number, device type, and Mac address of the gateway. This will confirm the systems are able to communicate with each other and that the password entered is valid. If preconfiguring the system before deployment, manually enter in the serial number and MAC address of the gateway. <i>Connect device</i>: Click to go to the Web GUI of the gateway.
Admin user name	Enter the user name for logging into the gateway.

GUI field	Description
Admin password	Enter the password for logging into the gateway. If you want to change the administrator password for logging into the gateway, click <i>Change password</i> , enable and enter the new password, confirm it, and click <i>OK</i> .
Serial number	The serial number of the gateway.
Type	Select the gateway brand and model.
MAC address	Enter the Mac address of the gateway.
Description	Enter any comments for the gateway.

4. Click *Finish*.

To replace an existing gateway

1. Go to *Monitor > Phone System > Unmanaged Gateway*.
2. Select the gateway to be replaced.
3. Click *Action* and select *Replace Existing Device*.
4. Select a new device to replace the old one.
5. Click *Next*.
6. Click *Close*.

Viewing call records

Monitor > Call History > Call Detail Record (CDR) displays all the phone calls made during a certain time period, including time of the call, caller and receiver, call duration, call status, call direction, trunks used, call type, and call recordings.

Double-clicking a record displays the detailed call information, including the CDR flow.

Using the *More Action* dropdown list, you may select a caller or callee and add them to your contact list or block them.

You can filter the call records display by clicking the *Search* button and enter criteria that records must match in order to be visible. You can also save the call records by selecting an option under *Download*. If you enable *With call flow*, you can download call records with detailed call flow information.

Viewing generated reports

The *Call Report* submenu displays the call reports and call center reports generated by the FortiVoice system. You can delete, view, and/or download the reports.

FortiVoice systems can generate reports automatically according to the report schedules that you configure. For more information, see [Configuring call center report profiles and generating reports on page 252](#).



To reduce the amount of hard disk space consumed by reports, regularly download then delete generated reports from the FortiVoice system.

To view call or call center reports

1. Go to *Monitor > Call Report > Report/Call Center Report*.

GUI field	Description
Download	Click to create a PDF or HTML version of the report.
Directory	Lists the name of the generated report, and the date and time at which it was generated. For example, <code>Report 1-2021-03-31-2112</code> is a report named Report 1, generated on March 31, 2021 at 9:12 PM. To view an individual section of the report in HTML format, click + next to the report name to expand the list of HTML files that comprise the report, then double-click one of the file names.
Last Access Time	Lists the date and time when the FortiVoice system completed the generated report.
Size	Lists the file size of the report in HTML format, in bytes.

2. To view the report in PDF file format, select a report and click *Download*. On the pop-up menu, select *Download PDF*.
3. To view the report in HTML file format, you can view all sections of the report together, or you can view report sections individually.
 - To view **all** report sections together, select a report, such as `2021-03-31-2112`, then click *Download* and select *Download HTML*. Your browser downloads a file with an archive (`.tgz.gz`) file extension to your management computer. To view the report, first extract the report files from the archive, then open the HTML files in your web browser.
 - Each *Query Selection* in the report becomes a separate HTML file. You can view the report as individual HTML files. In the row corresponding to the report that you want to view, click + next to the report name to expand the list of sections, then double-click the file name of the section that you want to view, such as `report1.html`. The report appears in a new browser window.
4. To view the report in CSV (comma-separated value) file format that can be viewed in a spreadsheet application such as Microsoft Excel or OpenOffice Calc, select a report and click *Download*. On the pop-up menu, select *Download CSV*.

Viewing log messages

The *Log* submenu displays locally stored log files. If you configured the FortiVoice system to store log messages locally (that is, to the hard disk), you can view the log messages currently stored in each log file.

Logs stored remotely cannot be viewed from the GUI of the FortiVoice system. If you want to view logs from the GUI, also enable local storage. For details, see [Configuring logs and reports on page 297](#).

Monitor > Log displays the logs of administrator activities and system events as well as mail, voice, fax, queue, hotel management (with license only), call center (with license only), and phone configuration.

The log messages vary by levels. For more information, see [Configuring logs and reports on page 297](#).

The log messages are also filtered by subtypes depending on log types.

To view the list of log files and their contents

1. Go to *Monitor > Log > System/Generic/Voice/Fax/Queue/Hotel/Call Center/Phone Configuration*.
The list of log files appears with the beginning and end of a log file's time range and the size of a log file in bytes. The queue log files display more information.
2. To search the log files, click the *Search* button and enter criteria that records must match in order to be visible.
Unlike the search when viewing the contents of an individual log file, this search displays results regardless of which log file contains them. For more information, see [Searching log messages on page 39](#).
3. To view messages contained in logs, double-click a log file.
To view the current page's worth of the log messages, right-click and select *Export*. You can then open or save the .csv file.
You can click the *Configure View* icon to show or hide columns, save the customized view, or reset the view to default. When you save a customized view, future log message reports appear in this view.

Displaying and arranging log columns

When viewing logs, you can display, hide, sort and re-order columns.

For most columns, you can also filter data within the columns to include or exclude log messages which contain your specified text in that column. For more information, see [Searching log messages on page 39](#).

By default, each page's worth of log messages is listed with the log message with the lowest index number towards the top.

To sort the page's entries in ascending or descending order

1. Click the column heading by which you want to sort.
The log messages are sorted in ascending order.
2. To sort in descending order, click the column heading again.
Depending on your currently selected theme:
 - The column heading may darken in color to indicate which column is being used to sort the page.
 - A small upwards-or downwards-pointing arrow may appear in the column heading next to its name to indicate the current sort order.

To display or hide columns

1. Go to *Monitor > Log > System /Generic/Voice/Fax/Queue/Hotel/Call Center/Phone Configuration*.
2. Click *Configure View > Show/Hide Columns*.
3. Mark the check boxes of columns that you want to display.
4. Click *OK*.

To change the order of the columns

1. Go to *Monitor > Log > System /Generic/Voice/Fax/Queue/Hotel/Call Center/Phone Configuration*.
2. For each column whose order you want to change, click and drag its column heading to the left or right.
3. Click *Configure View > Save View*.

Using the right-click pop-up menus

When you right-click on a log message, a context menu appears.

Log report right-click menu options

View Details	Select to display the content of the log message.
Select All	Select to select all log messages in the current page, so that you can export all messages to a table.
Clear Selection	Select to deselect one or multiple log messages.
Export	Select to export the selected log messages as a .csv file.

Searching log messages

You can search logs to quickly find specific log messages in a log file, rather than browsing the entire contents of the log file.

To search log messages

1. Go to *Monitor > Log > System/Generic/Voice/Fax/Queue/Hotel/Call Center/Phone Configuration*.
2. Click *Search*.
3. Enter your search criteria by configuring one or more of the following:

GUI field	Description
Keyword	Enter any word or words to search for within the log messages. For example, you might enter <code>GUI session</code> to locate all log messages containing that exact phrase in any log field.
Message	Enter all or part of the <i>Message</i> log field.
Log ID	Enter all or part of the log ID in the log message.
Match condition	<ul style="list-style-type: none"> • <i>Contain</i>: searches for the exact match. • <i>Wildcard</i>: supports wildcards in the entered search criteria.
Date	Select the start and end time of log messages to include in the search results.
Time span	Select the time span of log messages to include in the search results. For example, you might want to search only log messages that were recorded during the two weeks and 8 hours previous to the current date. In that case, you would specify the current date, and also specify the size of the span of time (two weeks and 8 hours) before that date.
Load Previous Setting	Select to populate the fields with the settings entered previously.

4. Click *Search*.
The FortiVoice system searches for log messages that match your search criteria, and displays any matching log messages.

Viewing phone configuration logs

Monitor > Log > Phone Configuration displays the phone configuration logs.

You can click the *Phone maintenance* button to:

- update phone configurations. See [Maintaining phones on page 104](#).
- view the phone configuration update and firmware upgrade jobs. See [Maintaining phones on page 104](#).

Viewing call directory

The *Monitor > Directory* menu lets you view phone directories and create speed dial rules. For more information, see [Creating contacts](#).

Blocking SIP device IPs

The FortiVoice system automatically blocks the IP addresses of the SIP devices that initiate the attacks against any extensions based on the thresholds and parameters set. For more information on configuring security settings, see [Configuring intrusion detection on page 157](#).

You may select an IP to delete it, add it to the exempt list if it is wrongly blocked, and view its blocked history.

To view the blocked IPs, go to *Monitor > Security > Blocked IP*.

Viewing recorded calls and fax storage

Monitor > Storage displays the recorded calls, faxes, archived faxes, and faxes in queue.

This topic includes:

- [Playing recorded calls on page 40](#)
- [Viewing current fax accounts on page 41](#)
- [Viewing archived faxes on page 41](#)
- [Viewing fax queues on page 41](#)

Playing recorded calls

The *Recorded Call* tab lists the calls recorded by the FortiVoice system.

To listen to a recorded call

1. Go to *Monitor > Storage > Recorded Call*.
2. Double-click a call record folder to open the archived call files.
3. Select a call file and click the *Play* button.

To save a recorded call

1. Go to *Monitor > Storage > Recorded Call*.
2. Select a call record folder to open the archived call files.
3. Select a call file and click the *Download* button.

To search recorded calls

1. Go to *Monitor > Storage > Recorded Call*.
2. Click *Search > New*.
3. Enter the search values, and click *Create*.

Note that under *Recording type*, *Conference* refers to calls recorded by phone number that are conference call numbers. *System* refers to all other type of calls recorded.

For information about configuring recording calls, see [Recording calls on page 271](#).

For details about how to manage the recorded call access by department, see the Managing the access to phone call recordings in the [FortiVoice Cookbook](#).

Viewing current fax accounts

The *Fax* tab lists the fax accounts created on the FortiVoice system. For more information about creating fax accounts, see [Configuring fax on page 280](#).

To view fax accounts, go to *Monitor > Storage > Fax*. The fax accounts are listed with their names, numbers, display names, storage sizes, and faxes stored.

You can double-click a fax account and view the detailed information on the faxes it stores. You can also click *Download PDF* to save a fax.

Viewing archived faxes

The *Fax Archive* tab lists the faxes sent and received through the FortiVoice system. For more information about fax, see [Configuring fax on page 280](#).

To view archived faxes, go to *Monitor > Storage > Fax Archive*.

You can double-click a fax folder and view the detailed information on the faxes it stores.

Viewing fax queues

The *Fax Queue* tab lists the faxes waiting to be sent on the FortiVoice system. For more information about fax, see [Configuring fax on page 280](#).

Configuring system settings

The *System* menu lets you set up configurations of the FortiVoice operation system, including administrator accounts, network settings, system time, SIP settings, system maintenance, and more.

This topic includes:

- [Configuring network settings on page 42](#)
- [Configuring administrator accounts and access profiles on page 51](#)
- [Configuring RAID on page 54](#)
- [Using high availability on page 57](#)
- [Working with system configurations on page 76](#)
- [Configuring advanced phone system settings on page 89](#)
- [Managing certificates on page 95](#)
- [Maintaining the system on page 103](#)

Configuring network settings

The *Network* submenu provides options to configure network connectivity and administrative access to the GUI or CLI of the FortiVoice system through each network interface.

This topic includes:

- [About IPv6 Support on page 42](#)
- [About the management IP on page 43](#)
- [About FortiVoice logical interfaces on page 43](#)
- [Configuring the network interfaces on page 44](#)
- [Configuring static routes on page 47](#)
- [Configuring DNS on page 48](#)
- [Configuring DHCP server on page 49](#)
- [Capturing voice and fax packets on page 50](#)

About IPv6 Support

IP version 6 (IPv6) handles issues that were not around decades ago when IPv4 was created such as running out of IP addresses, fair distributing of IP addresses, built-in quality of service (QoS) features, better multimedia support, and improved handling of fragmentation. A bigger address space, bigger default packet size, and more optional header extensions provide these features with flexibility to customize them to any needs.

IPv6 has 128-bit addresses compared to IPv4's 32-bit addresses, effectively eliminating address exhaustion. This new very large address space will likely reduce the need for network address translation (NAT) since IPv6 provides more than a billion IP addresses for each person on Earth. All hardware and software network components must support this new address size, an upgrade that may take a while to complete and will force IPv6 and IPv4 to work side-by-side during the transition period.

The FortiVoice system supports the following IPv6 features:

- Network interface
- Network routing
- DNS
- DHCP
- Phone extension
- Trunk

About the management IP

The FortiVoice system has an IP address for administrators to configure it through a network connection rather than a local console. The management IP address enables administrators to connect to the FortiVoice system through *port1* or other network ports, even when they are currently bridging.

By default, the management IP address is indirectly bound to *port1* through the bridge. If other network interfaces are also included in the bridge with *port1*, you can configure the FortiVoice system to respond to connections to the management IP address that arrive on those other network interfaces.

You can access the GUI and the FortiVoice user account using the management IP address. For details, see [Connecting to the GUI on page 15](#).

About FortiVoice logical interfaces

In addition to the FortiVoice physical interfaces, you can create the following types of logical interfaces on the FortiVoice system:

- [VLAN subinterfaces on page 43](#)
- [Redundant interfaces on page 44](#)
- [Loopback interfaces on page 44](#)

VLAN subinterfaces

A Virtual LAN (VLAN) subinterface, also called a VLAN, is a virtual interface on a physical interface. The subinterface allows routing of VLAN tagged packets using that physical interface, but it is separate from any other traffic on the physical interface.

Virtual LANs (VLANs) use ID tags to logically separate devices on a network into smaller broadcast domains. These smaller domains forward packets only to devices that are part of that VLAN domain. This reduces traffic and increases network security.

One example of an application of VLANs is a company's accounting department. Accounting computers may be located at both main and branch offices. However, accounting computers need to communicate with each other frequently and require increased security. VLANs allow the accounting network traffic to be sent only to accounting computers and to connect accounting computers in different locations as if they were on the same physical subnet.

For information about adding VLAN subinterfaces, see [Configuring the network interfaces on page 44](#).

Redundant interfaces

On the FortiVoice system, you can combine two or more physical interfaces to provide link redundancy. This feature allows you to connect to two or more switches to ensure connectivity in the event one physical interface or the equipment on that interface fails.

In a redundant interface, traffic is only going over one interface at any time. This differs from an aggregated interface where traffic is going over all interfaces for increased bandwidth. This difference means redundant interfaces can have more robust configurations with fewer possible points of failure. This is important in a fully-meshed high availability (HA) configuration.

A physical interface is available to be in a redundant interface if:

- it is a physical interface, not a VLAN interface
- it is not already part of a redundant interface
- it has no defined IP address and is not configured for DHCP
- it does not have any VLAN subinterfaces
- it is not monitored by HA

When a physical interface is included in a redundant interface, it is not listed on the *System > Network > Network* page. You cannot configure the interface anymore.

For information about adding redundant interfaces, see [Configuring the network interfaces on page 44](#).

Loopback interfaces

A loopback interface is a logical interface that is always up (no physical link dependency) and the attached subnet is always present in the routing table.

The FortiVoice's loopback IP address does not depend on one specific external port, and is therefore possible to access it through several physical or VLAN interfaces. In the current release, you can only add one loopback interface on the FortiVoice system.

For information about adding a loopback interface, see [Configuring the network interfaces on page 44](#).

Configuring the network interfaces

The *System > Network > Network* tab displays the FortiVoice system's network interfaces.

You must configure at least one network interface for the FortiVoice system to connect to your network. Depending on your network topology and other considerations, you can connect the FortiVoice system to your network using two or more of the network interfaces. You can configure each network interface separately. You can also configure advanced interface options, including VLAN subinterfaces, redundant interfaces, and loopback interfaces. For more information, see [About FortiVoice logical interfaces on page 43](#), and [Editing network interfaces on page 45](#).

To view the list of network interfaces, go to *System > Network > Network*.

GUI field	Description
Name	Displays the name of the network interface, such as <i>port1</i> .

GUI field	Description
Type	Displays the interface type: physical, VLAN, redundant, or loopback. For details, see About FortiVoice logical interfaces on page 43 .
IP/Netmask	Displays the IP address and netmask of the network interface.
IPv6/Netmask	Displays the IPv6 address and netmask of the network interface. For more information about IPv6 support, see About IPv6 Support on page 42 .
Access	Displays the administrative access and phone user access that are enabled on the network interface, such as HTTPS for the GUI.
Status	Indicates the up (available) or down (unavailable) administrative status for the network interface. <ul style="list-style-type: none"> • <i>Green check mark</i>: The network interface is up and can receive traffic. • <i>Red cross mark</i>: The network interface is down and cannot receive traffic. To change the administrative status (that is, bring up or down a network interface), see Editing network interfaces on page 45 .
Referenced (icon)	Indicates if a network interface is used by other services, such as DHCP. A green dot means a network interface is used by other services. A gray dot means a network interface is not used by other services.

Editing network interfaces

You can edit FortiVoice’s physical network interfaces to change their IP addresses, netmasks, administrative access protocols, and other settings. You can also create or edit logical interfaces, such as VLANs, redundant interfaces and the loopback interface.



Enable administrative access only on network interfaces connected to trusted private networks or directly to your management computer. If possible, enable only secure administrative access protocols such as HTTPS or SSH. Failure to restrict administrative access could compromise the security of your FortiVoice system.


You can restrict which IP addresses are permitted to log in as a FortiVoice administrator through network interfaces. For details, see [Configuring administrator accounts on page 51](#).

To create or edit a network interface

1. Go to *System > Network > Network*.
2. Double-click a network interface to modify it or select the interface and click *Edit*. If you want to create a logical interface, click *New*.
The *Edit Interface* dialog appears.
3. Configure the following:

GUI field	Description
Interface Name	If you are editing an existing interface, this field displays the name (such as port2) and media access control (MAC) address for this network interface.

GUI field	Description
	If you are creating a logical interface, enter a name for the interface.
Type	<p>If you are creating a logical interface, select which type of interface you want to create. For information about logical interface types, see About FortiVoice logical interfaces on page 43.</p> <ul style="list-style-type: none"> • <i>VLAN</i>: If you want to create a VLAN subinterface, select the interface for which you want to create the subinterface. Then specify a VLAN ID. Valid VLAN ID numbers are from 1 to 4094, while 0 is used for high priority frames, and 4095 is reserved. • <i>Redundant</i>: If you want to create a redundant interface, click + in the <i>Interface Member</i> field to add interface members. Usually, you need to include two or more interfaces as the redundant interface members. • <i>Loopback</i>: If you want to add a loopback interface, select the Loopback type and the interface name will be automatically reset to “loopback”. You can only add one loopback interface on the FortiVoice system.
Addressing Mode	<ul style="list-style-type: none"> • <i>Manual</i>: Select to enter the IP address or IPv6 address and netmask for the network interface in <i>IP/Netmask</i> or <i>IPv6/Netmask</i>. • <i>DHCP</i>: Select and click <i>Update request</i> to retrieve a dynamic IP address using DHCP.
Advanced Setting	
Access	<p>Enable protocols that this network interface should accept for connections to the FortiVoice system itself. (These options do not affect connections that will travel through the FortiVoice system.)</p> <ul style="list-style-type: none"> • <i>HTTPS</i>: Enable to allow secure HTTPS connections to the GUI, and extension user account through this network interface. • <i>HTTP</i>: Enable to allow HTTP connections to the GUI, and extension user account through this network interface. • <i>PING</i>: Enable to allow ICMP ECHO (ping) responses from this network interface. • <i>SSH</i>: Enable to allow SSH connections to the CLI through this network interface. • <i>SNMP</i>: Enable to allow SNMP connections (queries) to this network interface. For information on further restricting access, or on configuring the network interface that will be the source of traps, see Configuring the network interfaces on page 44. • <i>TELNET</i>: Enable to allow Telnet connections to the CLI through this network interface. • <i>TFTP</i>: Enable to allow TFTP connections to this network interface. • <i>NTP</i>: Enable to allow SIP phones to connect to this server to synchronize time. • <i>LDAP</i>: Enable to allow SIP phones to connect to this server to retrieve phone directories. • <i>SIPPnP</i>: Enable SIPPnP multicast function for the connected phones to find the provisioning server contained in its message for the phones.

GUI field	Description
	<ul style="list-style-type: none"> • <i>MDNS</i>: Enable MDNS multicast function for the connected phones to find the TFTP provisioning server contained in its message for the phones. This is mainly for backward support of legacy FortiFones. <hr/> <div style="display: flex; align-items: center;">  <p>HTTP and Telnet connections are not secure, and can be intercepted by a third party. If possible, enable this option only for network interfaces connected to a trusted private network, or directly to your management computer. Failure to restrict administrative access through this protocol could compromise the security of your FortiVoice system. For information on further restricting access of administrative connections, see Configuring administrator accounts on page 51.</p> </div> <hr/>
	<ul style="list-style-type: none"> • <i>MTU</i>: For the maximum transmission unit (MTU), enter the maximum packet or Ethernet frame size in bytes. If network devices between the FortiVoice system and its traffic destinations require smaller or larger units of traffic, packets may require additional processing at each node in the network to fragment or defragment the units, resulting in reduced network performance. Adjusting the MTU to match your network can improve network performance. The default value is 1500 bytes. The MTU size must be between 68 and 9000 bytes. Change this if you need a lower value; for example, RFC 2516 prescribes a value of 1492 for the PPPoE protocol. • <i>Administrative status</i>: Select either: <ul style="list-style-type: none"> • <i>Up</i>: Enable (that is, bring up) the network interface so that it can send and receive traffic. • <i>Down</i>: Disable (that is, bring down) the network interface so that it cannot send or receive traffic.

Configuring static routes

The *System > Network > Routing* tab displays a list of routes and lets you configure static routes and gateways used by the FortiVoice system.

Static routes direct traffic exiting the FortiVoice system. You can specify through which network interface a packet will leave, and the IP address of a next-hop router that is reachable from that network interface. The router is aware of which IP addresses are reachable through various network pathways, and can forward those packets along pathways capable of reaching the packets' ultimate destinations.

A default route is a special type of static route. A default route matches all packets, and defines a gateway router that can receive and route packets if no other, more specific static route is defined for the packet's destination IP address.

You should configure at least one static route, a default route, that points to your gateway. However, you may configure multiple static routes if you have multiple gateway routers, each of which should receive packets destined for a different subset of IP addresses.

To determine which route a packet will be subject to, the FortiVoice system compares the packet's destination IP address to those of the static routes and forwards the packet to the route with the large prefix match.

When you add a static route through the GUI, the FortiVoice system evaluates the route to determine if it represents a different route compared to any other route already present in the list of static routes. If no route having the same destination exists in the list of static routes, the FortiVoice system adds the static route.

To view or configure static routes

1. Go to *System > Network > Routing*.

GUI field	Description
Enabled	Displays the route status.
Destination IP/Netmask	Displays the destination IP address and subnet of packets subject to the static route. A setting of 0.0.0.0/0.0.0 indicates that the route matches all destination IP addresses.
Gateway	Displays the IP address of the next-hop router to which packets subject to the static route will be forwarded.
Interface	The interface that this route applies to.
Comment	Displays any notes on the static route.

2. Either click *New* to add a route or double-click a route to modify it. A dialog appears.
3. Select *Enable* to activate the route.
4. In *Destination IP/netmask*, enter the destination IP address and netmask of packets that will be subject to this static route. To create a default route that will match all packets, enter 0.0.0.0/0.0.0.0.
5. Select the interface that this route applies to.
6. In *Gateway*, type the IP address of the next-hop router to which the FortiVoice system will forward packets subject to this static route. This router must know how to route packets to the destination IP addresses that you have specified in *Destination IP/netmask*. For an Internet connection, the next hop routing gateway routes traffic to the Internet.
7. Enter any comments you have for the route.
8. Click *Create* or *OK*.

Configuring DNS

FortiVoice systems require DNS servers for features such as reverse DNS lookups. Your ISP may supply IP addresses of DNS servers, or you may want to use the IP addresses of your own DNS servers.



For improved FortiVoice system performance, use DNS servers on your local network.

The *DNS* tab lets you configure the DNS servers that the FortiVoice system queries to resolve domain names into IP addresses.

To configure the primary and secondary DNS servers

1. Go to *System > Network > DNS*.
2. In *Primary DNS server*, enter the IP address of the primary DNS server.
3. In *Secondary DNS server*, enter the IP address of the secondary DNS server.
4. Click *Apply*.

Configuring DHCP server

A DHCP server provides an address to a client on the network, when requested, from a defined address range.

You can configure one or more DHCP servers on any FortiVoice interface. A DHCP server dynamically assigns IP addresses to the clients on the network connected to the interface. These clients must be configured to obtain their IP addresses using DHCP.

To configure the DHCP server

1. Go to *System > Network > DHCP*.
2. Click *New* and configure the following:

GUI field	Description
Network Interface Setting	
ID	The system will generate an ID for this configuration. This is view only.
Enable	Select to enable the DHCP server.
Interface	If this FortiVoice is in HA mode, make sure that the secondary system has the same interface as the primary system. For information on HA, see Using high availability on page 57 .
Gateway	Enter the IP address of the default gateway that the DHCP server assigns to DHCP clients.
DNS options	Select to use either a specific DNS server or the system's DNS settings. If you select a specific DNS server, enter the <i>Primary DNS server</i> and the <i>Secondary DNS server</i> fields. For more information, see Configuring DNS on page 48 .
Domain	Enter the domain that the DHCP server assigns to its clients.
Netmask	Enter the netmask of the addresses that the DHCP server assigns.
Advanced Setting	
Lease time (Seconds)	Enter the length of time an IP address remains assigned to a client. Once the lease expires, the address is released for allocation to the next client request for an IP address. The default time is 604800 seconds.
Vender Class Identifier option	Select this option to apply the DHCP configuration to the phones of a specific vendor identified by the VCI string supplied by the vendor or by checking <i>Monitor > PBX Status > DHCP > VCI</i> .

GUI field	Description
VCI string	Enter the phone VCI string supplied by the vendor.
Option 66	
DHCP IP Range	Enter the start and end for the range of IP addresses that this DHCP server assigns to the DHCP clients.
DHCP Excluded IP Range	Enter a range of IP addresses that this server should not assign to the DHCP clients.
Reserved IP Address	<p>Enter an IP address from the DHCP server to match it to a specific client using its MAC address.</p> <p>In a typical situation, an IP address is assigned ad hoc to a client, and that assignment times out after a specific time of inactivity from the client, known as the lease time. To ensure a client always has the same IP address, that is, there is no lease time, use this option.</p>

3. Click *Create*.

Capturing voice and fax packets

When troubleshooting networks, it helps to look inside the contents of the packets. This helps to determine if the packets, route, and destination are all what you expect. Traffic capture can also be called packet sniffing, a network tap, or logic analyzing.

Packet sniffing tells you what is happening on the network at a low level. This can be very useful for troubleshooting problems, such as:

- Finding missing traffic.
- Seeing if sessions are setting up properly.
- Locating ARP problems such as broadcast storm sources and causes.
- Confirming which address a computer is using on the network if they have multiple addresses or are on multiple networks.
- Confirming routing is working as you expect.
- Intermittent missing PING packets.

If you are running a constant traffic application such as ping, packet sniffing can tell you if the traffic is reaching the destination, how the port enters and exits the FortiVoice system, if the ARP resolution is correct, and if the traffic is returning to the source as expected. You can also use packet switching to verify that NAT or other configuration is translating addresses or routing traffic the way that you want it to.

Before you start sniffing packets, you need to have a good idea of what you are looking for. Sniffing is used to confirm or deny your ideas about what is happening on the network. If you try sniffing without a plan to narrow your search, you could end up with too much data to effectively analyze. On the other hand, you need to sniff enough packets to really understand all of the patterns and behavior that you are looking for.

To capture voice and fax packets

1. Go to *System > Network > Traffic Capture*.

GUI field	Description
Stop	Click to stop the packet capture.
Download	When the capture is complete, click <i>Download</i> to save the packet capture file to your hard disk for further analysis.
Name	The name of the packet capture file.
Size	The size of the packet capture file.
Status	The status of the packet capture process, <i>Complete</i> or <i>Running</i> .

2. Click *New*.
3. Enter a prefix for the file generated from the captured traffic. This will make it easier to recognize the files.
4. Enter the time period for performing the packet capture.
5. For *SIP Connection*, do the following:
 - In the *Peers* field, click + to add the extension or trunk of which you want to capture the voice packets. You can select up to 3 peers.
 - If you want to limit the scope of traffic capture, in the *IP/HOST* field, enter a maximum of 3 IP addresses or host names for the extensions and trunks you selected. Only traffic on these IP addresses or host names is captured.
6. Select the filter for the traffic capture:
 - *SIP*: Only SIP traffic of the peers you select will be captured.
 - *Use protocol*: Only UDP or TCP traffic of the peers you select will be captured.
 - *Capture all*: All network traffic will be captured.
7. For *Exclusion*, enter the IP addresses/host names and port numbers of which you do not want to capture voice traffic.
8. Click *Create*.

Configuring administrator accounts and access profiles

The *Administrator* submenu configures administrator accounts and access profiles.

This topic includes:

- [Configuring administrator accounts on page 51](#)
- [Configuring administrator profiles on page 54](#)

Configuring administrator accounts

The *Administrator* tab displays a list of the FortiVoice system's administrator accounts and the trusted host IP addresses administrators use to log in (if configured).

By default, FortiVoice systems have a single administrator account, `admin`. For more granular control over administrative access, you can create additional administrator accounts with restricted permissions.




To view and configure administrator accounts

1. Go to *System > Administrator > Administrator*.

GUI field	Description
Enabled	Displays the administrator status.
Name	Displays the name of the administrator account.
Admin Profile	The administrator profile that determines which functional areas the administrator account may view or affect.
Authentication Type	The administrator authentication type: <i>Local</i> or <i>LDAP</i> .
Authentication Profile	The LDAP authentication profile. For more information, see Configuring LDAP profiles on page 132 .
Trusted Hosts	Displays the IP address and netmask from which the administrator can log in.

2. Either click *New* to add an account or double-click an account to modify it.
A dialog appears.
3. Configure the following:

GUI field	Description
Enable	Click to activate the administrator status. By default, this is enabled.
Administrator	Enter the name for this administrator account. The name can contain numbers (0-9), uppercase and lowercase letters (A-Z, a-z), hyphens (-), and underscores (_). Other special characters and spaces are not allowed.
Email address	Enter the administrator's email address.
Single sign-on manager	Select the extension for the administrator account. If you add an extension, a <i>User portal</i> icon appears at the top of the GUI when you log into the FortiVoice system. Clicking the icon opens the user portal. Click <i>Edit</i> to modify the selected extension or click <i>New</i> to configure a new one. For more information on extensions, see Configuring IP extensions on page 162 .
Admin profile	Select the name of an admin profile that determines which functional areas the administrator account may view or affect. Click <i>New</i> to create a new profile or <i>Edit</i> to modify the selected profile. For details, see Configuring administrator profiles on page 54 .
Authentication type	Select an administrator authentication type: <i>Local</i> or <i>LDAP</i> .
Change password	Enter this account's password. The password can contain any character except spaces. This field does not appear if <i>Authentication type</i> is <i>LDAP</i> .

GUI field	Description
	<div style="display: flex; align-items: center;">  <p>Do not enter a FortiVoice administrator password less than six characters long. For better security, enter a longer password with a complex combination of characters and numbers, and change the password regularly. Failure to provide a strong password could compromise the security of your FortiVoice system.</p> </div>
Confirm password	<p>Enter this account's password again to confirm it.</p> <p>This field does not appear if <i>Authentication type</i> is <i>LDAP</i>.</p>
LDAP profile	<p>If you select <i>LDAP</i> for <i>Authentication type</i>, select an LDAP authentication profile. For more information, see Configuring LDAP profiles on page 132.</p>
Trusted hosts type	<p>Select a trusted host type:</p> <ul style="list-style-type: none"> • <i>User defined</i>: Add details about the hosts in Trusted hosts. • <i>RFC 1918 predefined</i>: FortiVoice allows connections from any private IP addresses specified by the request for comment 1918 (RFC 1918).
Trusted Hosts	<p>Enter an IPv4 or IPv6 address or subnet from which this administrator can log in.</p> <p>If you want the administrator to access the FortiVoice system from any IP address, use <code>0.0.0.0/0.0.0.0</code>.</p> <p>Enter the IP address and netmask in dotted decimal format. For example, you might permit the administrator to log in to the FortiVoice system from your private network by typing <code>192.168.1.0/255.255.255.0</code>.</p> <hr/> <div style="display: flex; align-items: center;">  <p>For additional security, restrict all trusted host entries to administrative hosts on your trusted private network. For example, if your FortiVoice administrators log in only from the <code>10.10.10.10/24</code> subnet, to prevent possibly fraudulent login attempts from unauthorized locations, you could configure that subnet in the <i>Trusted Host #1</i>, <i>Trusted Host #2</i>, and <i>Trusted Host #3</i> fields.</p> </div> <hr/> <div style="display: flex; align-items: center;">  <p>For information on restricting administrative access protocols that can be used by these hosts, see Editing network interfaces on page 45.</p> </div> <hr/> <p>Click the + sign to add additional IP addresses or subnets from which the administrator can log in.</p>
Select language	<p>Select this administrator account's preference for the display language of the GUI.</p>
Select theme	<p>Select this administrator account's preference for the display theme or click <i>Use Current</i> to choose the theme currently in effect.</p> <p>The administrator may switch the theme at any time during a session by clicking <i>Next Theme</i>.</p>

GUI field	Description
Department only	Select the checkbox if this is a department administrator.
Description	Select <i>Edit</i> to enter any comments for the administrator account.
Departments	Select the department to which the administrator belongs. This option is only available if you select <i>Department only</i> .

- Click *Create*.

Configuring administrator profiles

The *Admin Profile* tab displays a list of administrator access profiles.

Administrator profiles govern which areas of the GUI and CLI that an administrator can access, and whether or not they have the permissions necessary to change the configuration or otherwise modify items in each area.

To configure administrator access profiles

- Go to *System > Administrator > Admin Profile*.
- Either click *New* to add an account or double-click an access profile to modify it.
- In *Profile name*, enter the name for this access profile.
- For each access control option, select the permissions to be granted to administrator accounts associated with this access profile:
 - None*
 - Read Only*
 - Read-Write*
- Click *Create*.

Configuring RAID

If your FortiVoice system model supports RAID, go to *System > RAID* to configure a redundant array of independent disks (RAID) for the FortiVoice system hard disks that are used to store logs and voice data.

FVE-2000F, 3000F, 3000E, and 5000F can be configured to use RAID with their hard disks. The default RAID level should give good results, but you can modify the configuration to suit your individual requirements for enhanced performance and reliability. For more information, see [Configuring RAID on page 55](#).

RAID events can be logged and reported with alert email. These events include disk full and disk failure notices. For more information, see [About FortiVoice logging on page 297](#), and [Configuring alert email on page 310](#).



If your FortiVoice system model does not support RAID, the *RAID* menu won't be displayed.

About RAID levels

The FortiVoice models supporting RAID use hardware RAID controllers that require that the log disk and voice disk use the same RAID level.


Each of the models has 2 factory-installed hard drives. The available RAID levels are 0 and 1 and the default is 1. You can replace a hard drive if required. For details, see [Replacing a RAID disk on page 56](#).


Configuring RAID

You can modify the RAID level configuration to suit you individual requirements for enhanced performance and reliability.

To configure RAID

1. Go to *System > RAID > RAID System*.

GUI item	Description
Model	Displays the type of the RAID controller.
Rescan	Click to rebuild the RAID unit with disks that are currently a member of it, or detect newly added hard disks, and start a diagnostic check.
Driver	Displays the version of the RAID controller's driver software.
Firmware	Displays the version of the RAID controller's firmware.
List of RAID units in the array	
Device	Displays the name of the RAID unit. This indicates whether it is used for voice data or log message data. This is hard-coded and not configurable.
Unit	Indicates the identifier of the RAID unit, such as <i>u0</i> .
Level	Indicates the RAID level currently in use. You may change the level. For more information, see About RAID levels on page 55 .
Status	<p>Indicates the status of the RAID unit.</p> <ul style="list-style-type: none"> • <i>OK</i>: The RAID unit is operating normally. • <i>Warning</i>: The RAID controller is currently performing a background task (rebuilding, migrating, or initializing the RAID unit). <hr/> <div style="display: flex; align-items: center;">  <p>Do not remove hard disks while this status is displayed. Removing active hard disks can cause hardware damage.</p> </div> <hr/> <ul style="list-style-type: none"> • <i>Error</i>: The RAID unit is degraded or inoperable. Causes vary, such as when too many hard disks in the unit fail and the RAID unit no longer has the minimum number of disks required to operate in your selected RAID level. To correct such a situation, replace the failed hard disks. • <i>No Units</i>: No RAID units are available.

GUI item	Description
	 <p>If both <i>Error</i> and <i>Warning</i> conditions exist, the status appears as <i>Error</i>.</p>
Size	Indicates the total disk space, in gigabytes (GB), available for the RAID unit. Available space varies by your RAID level selection. Due to some space being consumed to store data required by RAID, available storage space will not equal the sum of the capacities of hard disks in the unit.
Speed	Displays the average speed in kilobytes (KB) per second of the data transfer for the resynchronization. This is affected by the disk being in use during the resynchronization.
Apply	Click to save changes.
List of hard disks in the array	
ID/Port	Indicates the identifier of each hard disk visible to the RAID controller.
Part of Unit	Indicates the RAID unit to which the hard disk belongs, if any. To be usable by the FortiVoice system, you must add the hard disk to a RAID unit.
Status	Indicates the hardware viability of the hard disk. <ul style="list-style-type: none"> • <i>OK</i>: The hard disk is operating normally. • <i>UNKNOWN</i>: The viability of the hard disk is not known. Causes vary, such as the hard disk not being a member of a RAID unit. In such a case, the RAID controller does not monitor its current status.
Size	Indicates the capacity of the hard disk, in gigabytes (GB).
Delete	Click to unmount a hard disk before swapping it. After replacing the disk, add it to a RAID unit, then click <i>Rescan</i> .

To change RAID levels



Back up data on the disk before beginning this procedure. Changing the device’s RAID level temporarily suspends all mail processing and erases all data on the hard disk. For more information on creating a backup, see [Backing up configuration on page 103](#).

1. Go to *System > RAID > RAID System*.
2. From *Level*, select a RAID level.
3. Click *Apply*.
The FortiVoice system changes the RAID level and reboots.

Replacing a RAID disk

When replacing a disk in the RAID array, the new disk must have the same or greater storage capacity than the existing disks in the array. If the new disk has a larger capacity than the other disks in the array, only the amount equal to the

smallest hard disk will be used. For example, if the RAID has 400 GB disks, and you replace one with a 500 GB disk, to be consistent with the other disks, only 400 GB of the new disk will be used.

FortiVoice systems support hot swap; shutting down the FortiVoice system during hard disk replacement is not required.

To replace a disk in the array

1. Go to *System > RAID > RAID System*.
2. In the row corresponding to the hard disk that you want to replace (for example, *p4*), select the hard disk and click *Delete*.
The RAID controller removes the hard disk from the list.
3. Protect the FortiVoice system from static electricity by using measures such as applying an antistatic wrist strap.
4. Physically remove the hard disk that corresponds to the one you removed in the GUI from its drive bay on the FortiVoice system.
5. Replace the hard disk with a new hard disk, inserting it into its drive bay on the FortiVoice system.
6. Click *Rescan*.
The RAID controller will scan for available hard disks and should locate the new hard disk. Depending on the RAID level, the FortiVoice system may either automatically add the new hard disk to the RAID unit or allocate it as a spare that will be automatically added to the array if one of the hard disks in the array fails.
The FortiVoice system rebuilds the RAID array with the new hard disk. Time required varies by the size of the array.

Using high availability

Go to *System > High Availability* to configure the FortiVoice system to act as a high availability (HA) member in order to increase availability.

For the general procedure of how to enable and configure HA, see [Enabling and configuring HA on page 60](#).

This section contains the following topics:

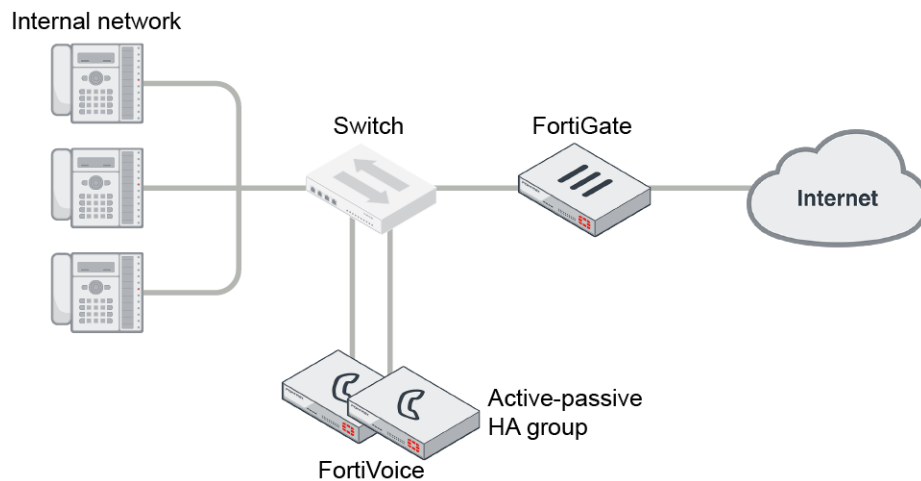
- [About high availability on page 57](#)
- [About the heartbeat and synchronization on page 58](#)
- [Enabling and configuring HA on page 60](#)
- [Monitoring the HA status on page 61](#)
- [Configuring service-based monitoring on page 68](#)
- [Failover scenario examples: on page 70](#)

About high availability

FortiVoice systems operate in an active-passive HA mode which has the following features:

- Two FortiVoice systems are in the HA group.
- Both configuration and data are synchronized (For exceptions to synchronized configuration items, see [Unsynchronized HA settings on page 59](#).)
- Only the primary system processes phone calls.
- There is no data loss when the hardware fails although active calls are disconnected and line appearance and extension appearance take time to restore.
- Both FortiVoice systems have failover protection, but no increased processing capacity.

Active-passive HA group



Same FortiVoice models must be used in the same HA group. All systems in the HA group must have the same firmware version with the same hardware.

Communications between HA members occur through the heartbeat and synchronization connection. For details, see [About the heartbeat and synchronization on page 58](#).

To configure FortiVoice systems operating in HA mode, you usually connect only to the primary system. The primary system's configuration is almost entirely synchronized to secondary systems (*slave*), so that changes made to the primary system are propagated to the secondary systems.

Exceptions to this rule include connecting to a secondary system in order to view log messages recorded about the secondary system itself on its own hard disk, and connecting to a secondary system to configure settings that are not synchronized. For details, see [Unsynchronized HA settings on page 59](#).

For instructions of how to enable and configure HA, see [Enabling and configuring HA on page 60](#).

About the heartbeat and synchronization

Heartbeat and synchronization traffic consists of TCP packets transmitted between the FortiVoice systems in the HA group through the primary and secondary heartbeat interfaces.



Service monitoring traffic can also, for short periods, be used as a heartbeat. For details, see [Remote services as heartbeat on page 66](#).

Heartbeat and synchronization traffic has three primary functions:

- To monitor the responsiveness of the HA group members.
- To synchronize configuration changes from the primary system to the secondary systems.
For exceptions to synchronized configuration items, see [Unsynchronized HA settings on page 59](#).
- To synchronize system and user data from the primary system to the secondary system.
Call data consists of the FortiVoice call detailed records, recorded calls, voicemail, call directories, fax, and voice prompts.

When the primary system's configuration changes, it immediately synchronizes the change to the secondary system through the primary heartbeat interface. If this fails, or if you have inadvertently de-synchronized the secondary system's configuration, you can manually initiate synchronization. For details, see [Click HERE to Start a Configuration/Data Sync on page 62](#). You can also use the CLI command `diagnose system ha sync` on either the primary system or the secondary system to manually synchronize the configuration.

During normal operation, the secondary system expects to constantly receive heartbeat traffic from the primary system. Loss of the heartbeat signal interrupts the HA group and generally triggers a failover. For details, see [Failover scenario 1: Temporary failure of the primary system on page 70](#).


Exceptions include system restarts and the `execute reload` CLI command. In case of a system reboot or reload of the primary system, the primary system signals the secondary system to wait for the primary system to complete the restart or reload. For details, see [Failover scenario 2: System reboot or reload of the primary system on page 72](#).

Periodically, the secondary system checks with the primary system to see if there are any configuration changes on the primary system. If there are configuration changes, the secondary system will pull the configuration changes from the primary system, generate a new configuration, and reload the new configuration. In this case, both the primary and secondary systems can be configured to send alert email. For details, see [Failover scenario 3: System reboot or reload of the secondary system on page 72](#) and [Configuring alert email on page 310](#).

Unsynchronized HA settings

All configuration settings on the primary system are synchronized to the secondary system, except the following:

GUI item	Description
Host name	The host name distinguishes members of the cluster.
Static route	Static routes are not synchronized because the HA systems may be in different networks (see Configuring static routes on page 47).
Interface configuration	Each FortiVoice system in the HA group must be configured with different network interface settings for connectivity purposes. For details, see Configuring the network interfaces on page 44 . Exceptions include some active-passive HA settings which affect the interface configuration for failover purposes. These settings are synchronized.
Main HA configuration	The main HA configuration, which includes the HA mode of operation (such as <i>master</i> or <i>slave</i>), is not synchronized because this configuration must be different on the primary and secondary systems. For details, see Configuring the HA mode and group on page 63 .
HA service monitoring configuration	In active-passive HA, the HA service monitoring configuration is not synchronized. The remote service monitoring configuration on the secondary system controls how the secondary system checks the operation of the primary system. The local services configuration on the primary system controls how the primary system tests the operation of the primary system. For details, see Configuring service-based monitoring on page 68 .

GUI item	Description
	 <p>You might want to have a different service monitoring configuration on the primary and secondary systems. For example, after a failover you may not want service monitoring to operate until you have fixed the problems that caused the failover and have restarted normal operation of the HA group.</p>
System appearance	The appearance settings you configured under <i>System > Configuration > Appearance</i> are not synchronized.

Synchronization after a failover

During normal operation, extensions are in one of two states:

- registered and idle
- active call

When a failover occurs, active calls are interrupted and users have to reinitiate the calls. However, registered idle extensions can still make and receive phone calls without being affected.

When a failover is corrected, one of the following occurs automatically:

1. The secondary system detects the failure of the primary system, and becomes the new primary system.
2. The former primary system restarts, detects the new primary system, and becomes a secondary system.



You may have to manually restart the failed primary system.

Enabling and configuring HA

In general, to enable and configure HA, you should perform the following:

1. Physically connect the FortiVoice systems that will be members of the HA group.
 You must connect at least one of their network interfaces for heartbeat and synchronization traffic between members of the group. For reliability reasons, Fortinet recommends that you connect both a primary and a secondary heartbeat interface, and that they be connected directly or through a dedicated switch that is not connected to your overall network.
2. On each member of the group:
 - Enable the HA mode that you want to use and select whether the individual member will act as a primary system or secondary system. For information about the differences between the HA modes, see [About high availability on page 57](#).
 - Configure the local IP addresses of the primary and secondary heartbeat and synchronization network interfaces.
 - Configure a virtual IP address that is shared by the HA group and remains the same after a failover. The virtual IP address is used to auto-provision the server IP address and the SIP trunk client IP address.
 - Configure the behavior on failover, and how the network interfaces should be configured for whichever FortiVoice system is currently acting as the primary system.

3. If you want to trigger failover when hardware or a service fails, even if the heartbeat connection is still functioning, configure service monitoring. For details, see [Configuring service-based monitoring on page 68](#).
4. Monitor the status of each group member. For details, see [Monitoring the HA status on page 61](#). To monitor HA events through log messages and/or alert email, you must first enable logging of HA activity events. For details, see [Configuring logging on page 299](#).

Monitoring the HA status


The *Status* tab in the *High Availability* submenu shows the configured HA mode of operation of a FortiVoice system in an HA group. You can also manually initiate synchronization and reset the HA mode of operation. A reset may be required if a FortiVoice system’s effective HA mode of operation differs from its configured HA mode of operation, such as after a failover when a configured primary system is currently acting as a secondary system.

For FortiVoice systems operating as secondary systems, the *Status* tab also lets you view the status and schedule of the HA synchronization daemon.

Before you can use the *Status* tab, you must first enable and configure HA. For details, see [Enabling and configuring HA on page 60](#).

To view the HA mode of operation status, go to *System > High Availability > Status*.

GUI item	Description
HA Status	Select a time interval for refreshing the HA status page. You can also manually update the page by clicking <i>Refresh</i> .
Mode Status	
Configured Operating Mode	<p>Displays the HA operating mode that you configured, either:</p> <ul style="list-style-type: none"> • <i>master</i>: Configured to be the primary system of an active-passive group. • <i>slave</i>: Configured to be the secondary system of an active-passive group. <p>For information on configuring the HA operating mode, see Mode of operation on page 64.</p> <p>After a failure, the FortiVoice system may not be acting in its configured HA operating mode. For details, see Effective Operating Mode on page 61.</p>
Effective Operating Mode	<p>Displays the mode that the system is currently operating in, either:</p> <ul style="list-style-type: none"> • <i>master</i>: Acting as primary system. • <i>slave</i>: Acting as secondary system. • <i>off</i>: For primary systems, this indicates that service/interface monitoring has detected a failure and has taken the primary system offline, triggering failover. For secondary systems, this indicates that synchronization has failed once; a subsequent failure will trigger failover. For details, see On failure on page 64. • <i>failed</i>: Service/network interface monitoring has detected a failure and the diagnostic connection is currently determining whether the problem has been corrected or failover is required. For details, see On failure on page 64. <p>The configured HA operating mode matches the effective operating mode unless a failure has occurred.</p> <p>For example, after a failover, a FortiVoice system configured to operate as a secondary system could be acting as a primary system.</p>

GUI item	Description
	<p>For explanations of combinations of configured and effective HA modes of operation, see Combinations of configured and effective HA modes of operation on page 63.</p> <p>For information on restoring the FortiVoice system to an effective HA operating mode that matches the configured operating mode, see Click HERE to Restore Configured Operating Mode on page 62.</p>
<p>Daemon Status</p> <p>Monitor</p>	<p>This option appears only for secondary systems in active-passive HA groups.</p> <p>Displays the time at which the secondary system's HA daemon will check to make sure that the primary system is operating correctly, and, if monitoring has detected a failure, the number of times that a failure has occurred.</p> <p>Monitoring occurs through the heartbeat link between the primary and secondary systems. If the heartbeat link becomes disconnected, the next time the secondary system checks for the primary system, the primary system will not respond. If the maximum number of consecutive failures is reached, and no secondary heartbeat or remote service monitoring heartbeat is available, the secondary system will change its effective HA operating mode to become the new primary system.</p> <p>For details, see HA base port on page 65.</p>
<p>Configuration</p>	<p>Displays the time at which the secondary system's HA daemon will synchronize the FortiVoice configuration from the primary system to the secondary system.</p> <p>The message <code>slave unit is currently synchronizing</code> appears when the HA daemon is synchronizing the configuration.</p> <p>For information on items that are not synchronized, see Unsynchronized HA settings on page 59.</p>
<p>Data</p>	<p>Displays the time at which the secondary system HA daemon will synchronize mail data from the primary system to the secondary system.</p> <p>The message <code>slave unit is currently synchronizing</code> appears when the HA daemon is synchronizing data.</p>
<p>Actions</p> <p>Click HERE to Start a Configuration/Data Sync</p>	<p>Click to manually initiate synchronization of the configuration and call data. For information on items that are not synchronized, see Unsynchronized HA settings on page 59.</p>
<p>Click HERE to Restore Configured Operating Mode</p>	<p>Click to reset the FortiVoice system to an effective HA operating mode that matches the FortiVoice system's configured operating mode.</p> <p>For example, for a configured primary system whose effective HA operating mode is now slave, after correcting the cause of the failover, you might click this option on the primary system to restore the configured primary system to active duty, and restore the secondary system to its secondary role.</p>
	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; align-items: center;">  <p>If the effective HA operating mode has changed due to a failover, make sure to resolve any issues that caused the failover before selecting this option.</p> </div> </div>

Combinations of configured and effective HA modes of operation

Configured operating mode	Effective operating mode	Description
master	master	Normal for the primary system of an active-passive HA group.
slave	slave	Normal for the secondary system of an active-passive HA group.
master	off	The primary system has experienced a failure, or the FortiVoice system is in the process of switching to operating in HA mode. HA processes and call processing are stopped.
slave	off	The secondary system has detected a failure, or the FortiVoice system is in the process of switching to operating in HA mode. After the secondary system starts up and connects with the primary system to form an HA group, the first configuration synchronization may fail in special circumstances. To prevent both the secondary and primary systems from simultaneously acting as primary systems, the effective HA mode of operation becomes <i>off</i> . If subsequent synchronization fails, the secondary system's effective HA mode of operation becomes <i>master</i> .
master	failed	The remote service monitoring or local network interface monitoring on the primary system has detected a failure, and will attempt to connect to the other FortiVoice system. If the problem that caused the failure has been corrected, the effective HA mode of operation switches from <i>failed</i> to <i>slave</i> , or to match the configured HA mode of operation, depending on the <i>On failure</i> setting.
master	slave	The primary system has experienced a failure but then returned to operation. When the failure occurred, the system configured to be the secondary system became the primary system. When the system configured to be the primary system restarted, it detected the new primary system and so switched to operating as the secondary system.
slave	master	The secondary system has detected that the FortiVoice system configured to be the primary system failed. When the failure occurred, the system configured to be the secondary system became the primary system.

Configuring the HA mode and group

The *Configuration* tab in the *System > High Availability* submenu lets you configure the high availability (HA) options, including:

- enabling HA
- whether this individual FortiVoice system will act as a primary system or a secondary system in the group
- network interfaces that will be used for heartbeat and synchronization and virtual IP
- service monitor

HA settings , with the exception of *Virtual IP Address* settings, are not synchronized and must be configured separately on each primary and secondary system.

You must maintain the physical link between the heartbeat and synchronization network interfaces. These connections enable a group member to detect the responsiveness of the other member, and to synchronize data. If they are interrupted, normal operation will be interrupted and a failover will occur. For more information on heartbeat and synchronization, see [About the heartbeat and synchronization on page 58](#).

You can directly connect the heartbeat network interfaces of two FortiVoice systems using a crossover Ethernet cable.

To configure HA options

1. Go to *System > High Availability > Configuration*.
2. Configure the following sections, as applicable:
 - [Configuring the primary HA options on page 64](#)
 - [Configuring HA advanced options on page 65](#)
 - [Configuring interface monitoring on page 67](#)
 - [Configuring service-based monitoring on page 68](#)
3. Click *Apply*.

Configuring the primary HA options



Go to *System > High Availability > Configuration* and click the arrow to expand the *HA Configuration* section, if needed.

GUI field	Description
Mode of operation	<p>Enables or disables HA, and selects the initial configured role this FortiVoice system in the HA group.</p> <ul style="list-style-type: none"> • <i>Off</i>: The FortiVoice system is not operating in HA mode. • <i>Master</i>: The FortiVoice system is the primary system in an active-passive HA group. • <i>Slave</i>: The FortiVoice system is the secondary system in an active-passive HA group.
On failure	<p>Select one of the following behaviors of the primary system when it detects a failure, such as on a power failure or from service/interface monitoring.</p> <ul style="list-style-type: none"> • <i>Switch Off</i>: Do not process phone calls or join the HA group until you manually select the effective operating mode (see Click HERE to Start a Configuration/Data Sync on page 62 and Click HERE to Restore Configured Operating Mode on page 62). • <i>Wait for Recovery Then Restore Original Role</i>: On recovery, the failed primary system's effective HA mode of operation resumes its configured primary role. This also means that the secondary system needs to give back the primary role to the primary system. This behavior may be useful if the cause of failure is temporary and rare, but may cause problems if the cause of failure is permanent or persistent. • <i>Wait for Recovery Then Restore Slave Role</i>: On recovery, the failed primary system's effective HA mode of operation becomes <i>slave</i>, and the secondary system continues to assume the <i>master</i> role. The primary system then synchronizes with the current primary system. The new primary system can

GUI field	Description
	<p>then deliver phone calls. For information on manually restoring the FortiVoice system to acting in its configured HA mode of operation, see Click HERE to Restore Configured Operating Mode on page 62.</p> <p>In most cases, you should select the <i>Wait for Recovery Then Restore Slave Role</i> option.</p> <p>For details on the effects of this option on the <i>Effective Operating Mode</i>, see Combinations of configured and effective HA modes of operation on page 63. For information on configuring service/interface monitoring, see Configuring service-based monitoring on page 68.</p> <p>This option appears only if Mode of operation on page 64 is <i>master</i>.</p>
Shared password	<p>Enter an HA password for the HA group. You must configure the same <i>Shared password</i> value on both the primary and secondary systems.</p>

Configuring HA advanced options

Go to *System > High Availability > Configuration > Advanced Options*.

GUI item	Description
HA base port	<p>Keep the default TCP port number (20000) that will be used for:</p> <ul style="list-style-type: none"> • the heartbeat signal • synchronization control • data synchronization • configuration synchronization <hr/> <div style="display: flex; align-items: center;">  <p>In addition to configuring the heartbeat, you can configure service monitoring. For details, see Configuring service-based monitoring on page 68.</p> </div> <hr/> <div style="display: flex; align-items: center;">  <p>In addition to automatic immediate and periodic configuration synchronization, you can also manually initiate synchronization. For details, see Click HERE to Start a Configuration/Data Sync on page 62.</p> </div>
Heartbeat lost threshold	<p>Enter the total span of time, in seconds, for which the primary system can be unresponsive before it triggers a failover and the secondary system assumes the role of the primary system.</p> <p>The heartbeat will continue to check for availability once per second. To prevent premature failover when the primary system is simply experiencing very heavy load, configure a total threshold of three (3) seconds or more to allow the secondary system enough time to confirm unresponsiveness by sending additional heartbeat signals.</p>

GUI item	Description
	<div data-bbox="607 264 686 369" data-label="Image"> </div> <p data-bbox="740 291 1414 352">If the failure detection time is too short, the secondary system may falsely detect a failure during periods of high load.</p> <hr/> <div data-bbox="599 447 695 533" data-label="Image"> </div> <p data-bbox="740 432 1438 560">If the failure detection time is too long, the primary system could fail and a delay in detecting the failure could mean that a call is delayed or lost. Decrease the failure detection time if a call is delayed or lost because of an HA failover.</p>
<p data-bbox="160 600 521 625">Remote services as heartbeat</p>	<p data-bbox="557 600 1451 728">Enable to use remote service monitoring as a secondary HA heartbeat. If enabled and both the primary and secondary heartbeat links fail or become disconnected, and remote service monitoring still detects that the primary system is available, a failover will not occur.</p> <hr/> <div data-bbox="607 810 686 915" data-label="Image"> </div> <p data-bbox="740 768 1409 963">The remote service check is only applicable for temporary heartbeat link fails. If the HA process restarts due to system reboot or HA daemon reboot, then physical heartbeat connections will be checked first. If physical connections are not found, the remote service monitoring does not take effect anymore.</p> <hr/> <div data-bbox="607 1062 686 1167" data-label="Image"> </div> <p data-bbox="740 1020 1442 1218">Using remote services as heartbeat provides HA heartbeat only, not synchronization. To avoid synchronization problems, you should not use remote service monitoring as a heartbeat for extended periods. This feature is intended only as a temporary heartbeat solution that operates until you reestablish a normal primary or secondary heartbeat link.</p>
<p data-bbox="160 1257 396 1283">Call recording sync</p>	<p data-bbox="557 1257 878 1283">Select to sync recorded calls.</p>
<p data-bbox="160 1320 521 1346">Survivability service interface</p>	<p data-bbox="557 1320 1458 1386">Select the interface port for a local survivable gateway (LSG) to communicate with this FortiVoice system.</p> <p data-bbox="557 1398 1430 1493">In an LSG setup, when the central FortiVoice HA is enabled without a virtual IP, the primary and secondary systems need to identify their service interface ports for the LSG to communicate with them.</p> <p data-bbox="557 1505 1382 1570">For more information about LSG, see FortiVoice Local Survivable Gateway Deployment Guide.</p> <p data-bbox="557 1583 1154 1608">In any other cases, this value is ignored by the system.</p>
<p data-bbox="160 1629 472 1690">Primary Override External Media Host</p>	<p data-bbox="557 1629 1393 1690">Enter the host/IP address to override the default external host/IP address for media stream on the primary HA system.</p>
<p data-bbox="160 1713 509 1774">Secondary Override External Media Host</p>	<p data-bbox="557 1713 1393 1774">Enter the host/IP address to override the default external host/IP address for media stream on the secondary HA system.</p>

Configuring interface monitoring

Interface monitor checks the local interfaces on the primary system. If a malfunctioning interface is detected, a failover will be triggered.

To configure interface monitoring


1. Go to *System > High Availability > Configuration*.
2. Select master or slave as the mode of operation.
3. Expand the *Interface* area, if required.




The interface IP address must be different from, but on the same subnet as, the IP address of the other heartbeat network interface of the other member in the HA group.

When configuring the other FortiVoice system in the HA group, use this value as the remote peer IP.

4. Select a row in the table and click *Edit* to configure the following HA settings on the interface.

GUI item	Description
Port	Displays the interface name you're configuring.
Enable port monitor	Enable to monitor a network interface for failure. If the port fails, the primary system will trigger a failover.
Heartbeat status	<p>Specify if this interface will be used for HA heartbeat and synchronization.</p> <ul style="list-style-type: none"> • Disable Do not use this interface for HA heartbeat and synchronization. • Primary Select the primary network interface for heartbeat and synchronization traffic. For more information, see About the heartbeat and synchronization on page 58. This network interface must be connected directly or through a switch to the <i>Primary heartbeat</i> network interface of the other member in the HA group. • Secondary Select the secondary network interface for heartbeat and synchronization traffic. For more information, see About the heartbeat and synchronization on page 58. The secondary heartbeat interface is the backup heartbeat link between the systems in the HA group. If the primary heartbeat link is functioning, the secondary heartbeat link is used for the HA heartbeat. If the primary heartbeat link fails, the secondary link is used for the HA heartbeat and for HA synchronization. This network interface must be connected directly or through a switch to the <i>Secondary heartbeat</i> network interfaces of the other member in the HA group.
	 <p>Using the same network interface for both HA synchronization/heartbeat traffic and other network traffic could result in issues with heartbeat and synchronization during times of high traffic load, and is not recommended.</p>

GUI item	Description
	 <p>In general, you should isolate the network interfaces that are used for heartbeat traffic from your overall network. Heartbeat and synchronization packets contain sensitive configuration information, are latency-sensitive, and can consume considerable network bandwidth.</p>
Peer IP address	<p>Enter the IP address of the matching heartbeat network interface of the other member of the HA group.</p> <p>For example, if you are configuring the primary system's primary heartbeat network interface, enter the IP address of the secondary system's primary heartbeat network interface.</p> <p>Similarly, for the secondary heartbeat network interface, enter the IP address of the other system's secondary heartbeat network interface.</p> <p>For information about configuration synchronization and what is not synchronized, see About the heartbeat and synchronization on page 58.</p>
Peer IPv6 address	Enter the peer IPv6 address for this interface.
Virtual IP action	<p>Select whether and how to configure the IP addresses and netmasks of the FortiVoice system whose effective HA mode of operation is currently <i>master</i>.</p> <p>For example, a primary system might be configured to receive phone call traffic through <i>port1</i> and receive heartbeat and synchronization traffic through <i>port3</i> and <i>port4</i>. In that case, you would configure the primary system to set the IP addresses or add virtual IP addresses for <i>port1</i> of the secondary system on failover in order to mimic that of the primary system.</p> <ul style="list-style-type: none"> • <i>Ignore</i>: Do not change the network interface configuration on failover, and do not monitor. For details on service monitoring for network interfaces, see Configuring service-based monitoring on page 68. • <i>Use</i>: Add the specified virtual IP address and netmask to the network interface on failover. Normally, you will configure your network so that clients use the virtual IP address. This option results in the network interface having two IP Addresses: the actual and the virtual.
Virtual IP address	Enter the virtual IPv4 address for this interface.
Virtual IPv6 address	Enter the virtual IPv6 address for this interface.

5. Click *OK*.

Configuring service-based monitoring

Go to *System > High Availability > Configuration* to configure remote service monitoring, local network interface monitoring, and local hard drive monitoring.

HA service monitoring settings are not synchronized and must be configured separately on each primary and secondary system.

With remote service monitoring, the secondary system confirms that it can connect to the primary system over the network using SIP and HTTP connections.

With local network interface monitoring and local hard drive monitoring, the primary system monitors its own network interfaces and hard drives.

If service monitoring detects a failure, the effective HA operating mode of the primary system switches to *off* or *failed* (depending on the *On failure* setting). A failover then occurs, and the effective HA operating mode of the secondary system switches to *master*. For information on the *On failure* option, see [Configuring the HA mode and group on page 63](#). For information on the effective HA operating mode, see [Monitoring the HA status on page 61](#).

To configure service monitoring

1. Go to *System > High Availability > Configuration*.
2. Select master or slave as the mode of operation.
3. Expand *Service Monitor*, if required.
4. Select a row in the table and click *Edit* to configure it.
5. For *Remote HTTP*, configure the following:

GUI item	Description
Enable	Select to enable connection responsiveness tests for SMTP.
Name	Displays the service name.
Remote IP	Enter the peer IP address.
Port	Enter the port number of the peer SMTP service.
Timeout	Enter the timeout period for one connection test.
Interval	Enter the frequency of the tests.
Retries	Enter the number of consecutively failed tests that are allowed before the primary system is deemed unresponsive and a failover occurs.

6. For *SIP UDP*, configure the following:

GUI Item	Description
Enable	Select to enable SIP UDP service.
Name	Displays the service name.
Remote IP	Enter the peer IP address.
Port	Enter the port number of the peer SIP UDP service.
Timeout	Enter the timeout period for one connection test.
Interval	Enter the frequency of the tests.
Retries	Enter the number of consecutively failed tests that are allowed before the primary system is deemed unresponsive and a failover occurs.

7. For *Interface monitor* and *Local hard drives*, configure the following:

GUI item	Description
Enable	Select to enable local hard drive monitoring. Interface monitoring is enabled when you configure interface monitoring. See Configuring interface monitoring on page 67 . Network interface monitoring tests all active network interfaces whose: <ul style="list-style-type: none"> • Virtual IP action on page 68 setting is not Ignore

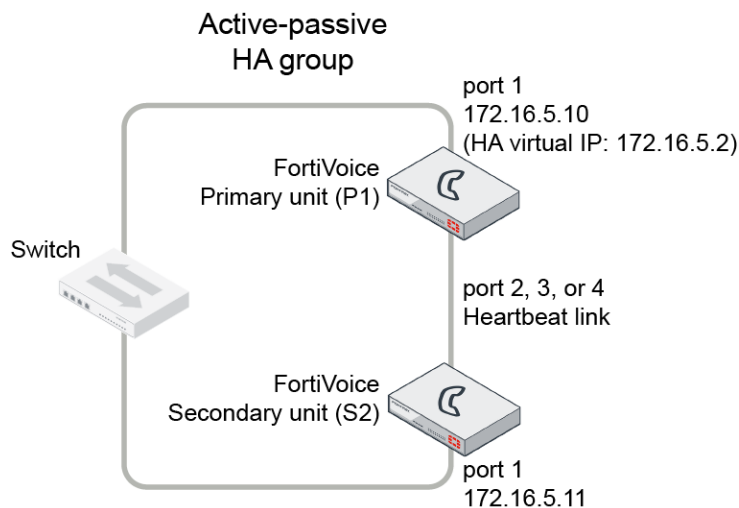
GUI item	Description
	<ul style="list-style-type: none"> Configuring interface monitoring on page 67 setting is enabled
Interval	Enter the frequency of the test.
Retries	Specify the number of consecutively failed tests that are allowed before the local interface or hard drive is deemed unresponsive and a failover occurs.

Failover scenario examples:

This section describes basic FortiVoice active-passive HA failover scenarios. For each scenario, refer to the HA group shown in [Example active-passive HA group on page 70](#). To simplify the descriptions of these scenarios, the following abbreviations are used:

- P1 is the configured primary system.
- S2 is the configured secondary system.

Example active-passive HA group



This section contains the following HA failover scenarios:

- Failover scenario 1: Temporary failure of the primary system on page 70
- Failover scenario 2: System reboot or reload of the primary system on page 72
- Failover scenario 3: System reboot or reload of the secondary system on page 72
- Failover scenario 4: System shutdown of the secondary system on page 73
- Failover scenario 5: Primary heartbeat link fails on page 73
- Failover scenario 6: Network connection between primary and secondary systems fails (remote service monitoring detects a failure) on page 74

Failover scenario 1: Temporary failure of the primary system

In this scenario, the primary system (P1) fails because of a software failure or a recoverable hardware failure (in this example, the P1 power cable is unplugged). HA logging and alert email are configured for the HA group.

When the secondary system (S2) detects that P1 has failed, S2 becomes the new primary system and continues processing phone calls.

There is no data loss when failover happens although active calls are disconnected and line appearance and extension appearance take time to restore. Call data consists of the FortiVoice call detailed records, recorded calls, voicemail, call directories, fax, and voice prompts. The user portal is not affected.

Here is what happens during this process:

1. The FortiVoice HA group is operating normally.
2. The power is accidentally disconnected from P1.
3. S2's heartbeat test detects that P1 has failed.
How soon this happens depends on the HA daemon configuration of S2.
4. The effective HA operating mode of S2 changes to *master*.
5. S2 sends an alert email similar to the following, indicating that S2 has determined that P1 has failed and that S2 is switching its effective HA operating mode to *master*.
This is the HA machine at 172.16.5.11.

```
The following event has occurred
'MASTER heartbeat disappeared'
The state changed from 'SLAVE' to 'MASTER'
```

6. S2 records event log messages (among others) indicating that S2 has determined that P1 has failed and that S2 is switching its effective HA operating mode to *master*.

Recovering from temporary failure of the primary system

After P1 recovers from the hardware failure, what happens next to the HA group depends on P1's HA *On failure* setting under *System > High Availability > Configuration*.

HA On Failure setting

The screenshot shows the 'HA Configuration' section of a web interface. It contains three fields: 'Mode of operation' with a dropdown menu set to 'master', 'On failure' with a dropdown menu set to 'switch off', and 'Shared password' with a text input field containing 'change_me'.

- *Switch Off*
P1 will not process calls or join the HA group until you manually select the effective HA operating mode (see [Click HERE to Restore Configured Operating Mode on page 62](#)).
- *Wait for Recovery Then Restore Original Role*
On recovery, P1's effective HA operating mode resumes its configured primary role. This also means that S2 needs to give back the primary role to P1. This behavior may be useful if the cause of failure is temporary and rare, but may cause problems if the cause of failure is permanent or persistent.

In the case, the S2 will send out another alert email similar to the following:
This is the HA machine at 172.16.5.11.

```
The following event has occurred
'SLAVE asks us to switch roles (recovery after a restart)
The state changed from 'MASTER' to 'SLAVE'
```

After recovery, P1 also sends out an alert email similar to the following:

This is the HA machine at 172.16.5.10.

The following critical event was detected

The system was shutdown!

- *wait for recovery then restore slave role*

On recovery, P1's effective HA operating mode becomes *slave*, and S2 continues to assume the *master* role. P1 then synchronizes with the current primary system, S2. For information on manually restoring the FortiVoice system to acting in its configured HA mode of operation, see [Click HERE to Restore Configured Operating Mode on page 62](#).

Failover scenario 2: System reboot or reload of the primary system

If you need to reboot or reload (not shut down) P1 for any reason, such as a firmware upgrade or a process restart, by using the CLI commands `execute reboot` or `execute reload`, or by clicking *Reboot* in the drop-down list of your user name at the upper right corner on the GUI:

- P1 will send a holdoff command to S2 so that S2 will not take over the primary role during P1's reboot.
- P1 will also send out an alert email similar to the following:
This is the HA machine at 172.16.5.10.
The following critical event was detected
The system is rebooting (or reloading)!
- S2 will hold off checking the services and heartbeat with P1. Note that S2 will only hold off for about 5 minutes. In case P1 never boots up, S2 will take over the primary role.
- S2 will send out an alert email, indicating that S2 received the holdoff command from P1.
This is the HA machine at 172.16.5.11.
The following event has occurred
'peer rebooting (or reloading)'
The state changed from 'SLAVE' to 'HOLD_OFF'

After P1 is up again:

- P1 will send another command to S2 and ask S2 to change its state from holdoff to slave and resume monitoring P1's services and heartbeat.
- S2 will send out an alert email, indicating that S2 received instruction commands from P1.
This is the HA machine at 172.16.5.11.
The following event has occurred
'peer command appeared'
The state changed from 'HOLD_OFF' to 'SLAVE'.
- S2 logs the event in the HA logs.

Failover scenario 3: System reboot or reload of the secondary system

If you need to reboot or reload (not shut down) S2 for any reason, such as a firmware upgrade or a process restart, by using the CLI commands `execute reboot` or `execute reload`, or by clicking *Reboot* in the drop-down list of your user name at the upper right corner on the GUI. The behavior of P1 and S2 is as follows:

- P1 will send out an alert email similar to the following, informing the administrator of the heartbeat loss with S2.
This is the HA machine at 172.16.5.10.
The following event has occurred
'ha: SLAVE heartbeat disappeared'
- S2 will send out an alert email similar to the following:
This is the HA machine at 172.16.5.11.
The following critical event was detected
The system is rebooting (or reloading)!
- P1 will also log this event in the HA logs.

Failover scenario 4: System shutdown of the secondary system

If you shut down S2:

- No alert email is sent out from either P1 or S2.
- P1 will log this event in the HA logs.

Failover scenario 5: Primary heartbeat link fails

If the primary heartbeat link fails, such as when the cable becomes accidentally disconnected, and if you have not configured a secondary heartbeat link, the FortiVoice systems in the HA group cannot verify that other systems are operating and assume that the other has failed. As a result, the secondary system (S2) changes to operating as a primary system, and **both** FortiVoice systems are acting as primary systems.

Two primary systems connected to the same network may cause address conflicts on your network. Additionally, because the heartbeat link is interrupted, the FortiVoice systems in the HA group cannot synchronize configuration changes or voice data changes.

Even after reconnecting the heartbeat link, both systems will continue operating as primary systems. To return the HA group to normal operation, you must connect to the GUI of S2 to restore its effective HA operating mode to *slave* (secondary system).

1. The FortiVoice HA group is operating normally.
2. The heartbeat link Ethernet cable is accidentally disconnected.
3. S2's HA heartbeat test detects that the primary system has failed.
How soon this happens depends on the HA daemon configuration of S2.
4. The effective HA operating mode of S2 changes to *master*.
5. S2 sends an alert email similar to the following, indicating that S2 has determined that P1 has failed and that S2 is switching its effective HA operating mode to *master*.
This is the HA machine at 172.16.5.11.
The following event has occurred
'MASTER heartbeat disappeared'
The state changed from 'SLAVE' to 'MASTER'
6. S2 records event log messages (among others) indicating that S2 has determined that P1 has failed and that S2 is switching its effective HA operating mode to *master*.

Recovering from a heartbeat link failure

Because the hardware failure is not permanent (that is, the failure of the heartbeat link was caused by a disconnected cable, not a failed port on one of the FortiVoice systems), you may want to return both FortiVoice systems to operating in their configured modes when rejoining the failed primary system to the HA group.

To return to normal operation after the heartbeat link fails

1. Reconnect the primary heartbeat interface by reconnecting the heartbeat link Ethernet cable.
Even though the effective HA operating mode of S2 is *master*, S2 continues to attempt to find the other primary system. When the heartbeat link is reconnected, S2 finds P1 and determines that P1 is also operating as a primary system. So S2 sends a heartbeat signal to notify P1 to stop operating as a primary system. The effective HA operating mode of P1 changes to *off*.
2. P1 sends an alert email similar to the following, indicating that P1 has stopped operating as the primary system.
This is the HA machine at 172.16.5.10
The following event has occurred
'SLAVE asks us to switch roles (user requested takeover)'
The state changed from 'MASTER' to 'OFF'
3. P1 records event log messages (among others) indicating that P1 is switching to *off* mode.
The configured HA mode of operation of P1 is *master* and the effective HA operating mode of P1 is *off*.
The configured HA mode of operation of S2 is *slave* and the effective HA operating mode of S2 is *master*.
4. Connect to the GUI of P1, go to *System > High Availability > Status*.
5. Check for synchronization messages.
Do not proceed to the next step until P1 has synchronized with S2.
6. Connect to the GUI of S2, go to *System > High Availability > Status* and select *click HERE to restore configured operating mode*.
The HA group should return to normal operation. P1 records the event log message (among others) indicating that S2 asked P1 to return to operating as the primary system.
P1 and S2 synchronize again. P1 processes phone calls normally.

Failover scenario 6: Network connection between primary and secondary systems fails (remote service monitoring detects a failure)

Depending on your network configuration, the network connection between the primary and secondary systems can fail for a number of reasons. In the network configuration shown in [Example active-passive HA group on page 70](#), the connection between port1 of primary system (P1) and port1 of the secondary system (S2) can fail if a network cable is disconnected or if the switch between P1 and S2 fails.

A more complex network configuration could include a number of network devices between the primary and secondary system's non-heartbeat network interfaces. In any configuration, remote service monitoring can only detect a communication failure. Remote service monitoring cannot determine where the failure occurred or the reason for the failure.

In this scenario, remote service monitoring has been configured to make sure that S2 can connect to P1. The *On failure* setting located in the HA main configuration section is *wait for recovery then restore slave role*. For information on the *On failure* setting, see [On failure on page 64](#). For information about remote service monitoring, see [Configuring service-based monitoring on page 68](#).

The failure occurs when power to the switch that connects the P1 and S2 port1 interfaces is disconnected. Remote service monitoring detects the failure of the network connection between the primary and secondary systems. Because of the *On failure* setting, P1 changes its effective HA operating mode to *failed*.

When the failure is corrected, P1 detects the correction because while operating in failed mode P1 has been attempting to connect to S2 using the port1 interface. When P1 can connect to S2, the effective HA operating mode of P1 changes to *slave* and the voice data on P1 will be synchronized to S2. S2 can now deliver the calls. The HA group continues to operate in this manner until an administrator resets the effective HA modes of operation of the FortiVoice systems.

1. The FortiVoice HA group is operating normally.
2. The power cable for the switch between P1 and S2 is accidentally disconnected.
3. S2's remote service monitoring cannot connect to the primary system.
How soon this happens depends on the remote service monitoring configuration of S2.
4. Through the HA heartbeat link, S2 signals P1 to stop operating as the primary system.
5. The effective HA operating mode of P1 changes to *failed*.
6. The effective HA operating mode of S2 changes to *master*.
7. S2 sends an alert email similar to the following, indicating that S2 has determined that P1 has failed and that S2 is switching its effective HA operating mode to *master*.
This is the HA machine at 172.16.5.11.
The following event has occurred
'MASTER remote service disappeared'
The state changed from 'SLAVE' to 'MASTER'
8. S2 logs the event (among others) indicating that S2 has determined that P1 has failed and that S2 is switching its effective HA operating mode to *master*.
9. P1 sends an alert email similar to the following, indicating that P1 has stopped operating in HA mode.
This is the HA machine at 172.16.5.10.
The following event has occurred
'SLAVE asks us to switch roles (user requested takeover)'
The state changed from 'MASTER' to 'FAILED'
10. P1 records the log messages (among others) indicating that P1 is switching to *Failed* mode.

Recovering from a network connection failure

Because the network connection failure was not caused by failure of either FortiVoice system, you may want to return both FortiVoice systems to operating in their configured modes when rejoining the failed primary system to the HA group.

To return to normal operation after the heartbeat link fails

1. Reconnect power to the switch.
Because the effective HA operating mode of P1 is *failed*, P1 is using remote service monitoring to attempt to connect to S2 through the switch.
2. When the switch resumes operating, P1 successfully connects to S2.
P1 has determined the S2 can connect to the network and process calls.
3. The effective HA operating mode of P1 switches to *slave*.
4. P1 logs the event.
5. P1 sends an alert email similar to the following, indicating that P1 is switching its effective HA operating mode to *slave*.
This is the HA machine at 172.16.5.10.
The following event has occurred
'SLAVE asks us to switch roles (user requested takeover)'

The state changed from 'FAILED' to 'SLAVE'

6. Connect to the GUI of P1 and go to *System > High Availability > Status*.
7. Check for synchronization messages.
Do not proceed to the next step until P1 has synchronized with S2.
8. Connect to the GUI of S2, go to *System > High Availability > Status* and select *click HERE to restore configured operating mode*.
9. Connect to the GUI of P1, go to *System > High Availability > Status* and select *click HERE to restore configured operating mode*.
P1 should return to operating as the primary system and S2 should return to operating as the secondary system.
P1 and S2 synchronize again. P1 can now process phone calls normally.

Working with system configurations

The *System > Configuration* submenu lets you configure the system time, system options, SNMP, email setting, GUI appearance, and call data storage.

This topic includes:

- [Configuring the time and date on page 76](#)
- [Configuring system options on page 77](#)
- [Configuring SNMP queries and traps on page 78](#)
- [Configuring email settings on page 84](#)
- [Customizing the GUI appearance on page 86](#)
- [Selecting the call data storage location on page 87](#)

Configuring the time and date

The *System > Configuration > Time* tab lets you configure the system time and date of the FortiVoice system.

You can either manually set the FortiVoice system time or configure the FortiVoice system to automatically keep its system time correct by synchronizing with Network Time Protocol (NTP) servers.



For many features to work, including scheduling, logging, and certificate-dependent features, the FortiVoice system time must be accurate. FortiVoice systems support daylight savings time (DST), including recent changes in the USA, Canada and Western Australia.

To configure the system time

1. Go to *System > Configuration > Time*.
2. Configure the following:

GUI field	Description
System time	Displays the date and time according to the FortiVoice system's clock at the time that this tab was loaded, or when you last selected the <i>Refresh</i> button.
Time zone	Select the time zone in which the FortiVoice system is located. <ul style="list-style-type: none"> • <i>Automatically adjust clock for daylight saving time changes</i>: Enable to adjust the FortiVoice system clock automatically when your time zone changes to daylight savings time (DST) and back to standard time.
Set date	Select this option to manually set the date and time of the FortiVoice system's clock, then select the <i>Year</i> , <i>Month</i> , <i>Day</i> , <i>Hour</i> , <i>Minute</i> , and <i>Second</i> fields before you click <i>Apply</i> . Alternatively, configure <i>Synchronize with NTP server</i> .
Synchronize with NTP Server	Select to use a network time protocol (NTP) server to automatically set the system date and time, then configure <i>Server</i> and <i>Sync Interval</i> . <ul style="list-style-type: none"> • <i>Server</i>: Enter the IP address or domain name of an NTP server. You can add a maximum of 10 NTP servers. The FortiVoice system uses the first NTP server based on the selection mechanism of the NTP protocol. Click the + sign to add more servers. Click the - sign to remove servers. Note that you cannot remove the last server. To find the NTP servers that you can use, see http://www.ntp.org. • <i>Sync Interval</i>: Enter how often, in minutes, the FortiVoice system should synchronize its time with the NTP server. For example, entering 1440 causes the FortiVoice system to synchronize its time once a day. Depending on your network traffic, it may take some time for the FortiVoice system to synchronize its time with the NTP server.

3. Click *Apply*.

Configuring system options

The *System > Configuration > Options* tab lets you set the following global settings:

- system idle timeout
- password enforcement policy
- administration ports on the interfaces

To view and configure the system options

1. Go to *System > Configuration > Option*.
2. Configure the following:

GUI field	Description
Idle timeout	Enter the amount of time that an administrator may be inactive before the FortiVoice system automatically logs out the administrator. For better security, use a low idle timeout value, for example, 5 minutes.
Web action host/IP	Enter the host name or IP address from where a email notification is sent to you when a voice mail or fax is delivered to your extension. This IP address is included in the email notification. You can open the link to view or manage the voice mail or fax. If you leave this field empty, port1 IP will be used instead. The value entered here replaces the default <i>Url host</i> variable for customizing messages. See Customizing call report and notification email templates on page 111 .
Administration Ports	Specify the TCP ports for administrative access on all interfaces. Default port numbers: HTTP: 80 HTTPS: 443 SSH: 22 TELNET: 23

3. Click *Apply*.

Configuring SNMP queries and traps

Go to *System > Configuration > SNMP* to configure SNMP to monitor FortiVoice system events and thresholds, or a high availability (HA) configuration for failover messages.

To monitor FortiVoice system information and receive FortiVoice traps, you must compile Fortinet proprietary MIBs as well as Fortinet-supported standard MIBs into your SNMP manager. RFC support includes support for most of [RFC 2665](#) (Ethernet-like MIB) and most of [RFC 1213](#) (MIB II). For more information, see [FortiVoice MIBs on page 83](#).

The FortiVoice SNMP implementation is read-only. SNMP v1, v2c, and v3 compliant SNMP managers have read-only access to FortiVoice system information and can receive FortiVoice traps.

The FortiVoice SNMP v3 implementation includes support for queries, traps, authentication, and privacy. Before you can use its SNMP queries, you must enable SNMP access on the network interfaces that SNMP managers will use to access the FortiVoice system. For more information, see [Editing network interfaces on page 45](#).

This topic includes:

- [Configuring an SNMP threshold on page 78](#)
- [Configuring email settings on page 84](#)
- [Configuring an SNMP v3 user on page 81](#)

Configuring an SNMP threshold

Configure under what circumstances an event is triggered.

To set SNMP thresholds

1. Go to *System > Configuration > SNMP*.
2. Configure the following:

GUI field	Description
SNMP agent enabled	Enable to activate the FortiVoice SNMP agent. This must be enabled to accept queries from SNMP managers or send traps from the FortiVoice system.
Description	Enter a descriptive name for the FortiVoice system.
Location	Enter the location of the FortiVoice system.
Contact	Enter administrator contact information.
SNMP Threshold	To change a value in the four editable columns, select the value in any row. It becomes editable. Change the value and click outside of the field. A red triangle appears in the field's corner and remains until you click <i>Apply</i> .
Trap Type	Displays the type of trap, such as <i>CPU Usage</i> .
Trigger	You can enter either the percent of the resource in use or the number of times the trigger level must be reached before it is triggered. For example, using the default value, if the mailbox disk is 90% or more full, it will trigger.
Threshold	Sets the number of triggers that will result in an SNMP trap. For example, if the CPU level exceeds the set trigger percentage once before returning to a lower level, and the threshold is set to more than one, an SNMP trap will not be generated until that minimum number of triggers occurs during the sample period.
Sample Period(s)	Sets the time period in seconds during which the FortiVoice system SNMP agent counts the number of triggers that occurred. This value should not be less than the <i>Sample Freq(s)</i> value.
Sample Freq(s)	Sets the interval in seconds between measurements of the trap condition. You will not receive traps faster than this rate, depending on the selected sample period. This value should be less than the <i>Sample Period(s)</i> value.
Community	Displays the list of SNMP communities (for SNMP v1 and v2c) added to the FortiVoice configuration. For information on configuring a community, see either Configuring email settings on page 84 or Configuring an SNMP v3 user on page 81 .
Name	Displays the name of the SNMP community. The SNMP Manager must be configured with this name.
Status	A green check mark icon indicates that the community is enabled.
Queries	A green check mark icon indicates that queries are enabled.
Traps	A green check mark icon indicates that traps are enabled.

GUI field	Description
User	Displays the list of SNMP v3 users added to the FortiVoice configuration. For information on configuring a v3 user, see Configuring an SNMP v3 user on page 81 .
Name	Displays the name of the SNMP v3 user. The SNMP Manager must be configured with this name.
Status	A green check mark icon indicates that the user is enabled.
Queries	A green check mark icon indicates that queries are enabled.
Traps	A green check mark icon indicates that traps are enabled.
Security Level	Displays the security level.

3. Click *Apply*.


Configuring an SNMP v1 and v2c community

An SNMP community is a grouping of equipment for SNMP-based network administration purposes. You can add up to three SNMP communities so that SNMP managers can connect to the FortiVoice system to view system information and receive SNMP traps. You can configure each community differently for SNMP traps and to monitor different events. You can add the IP addresses of up to eight SNMP managers to each community.

To configure an SNMP community

1. Go to *System > Configuration > SNMP*.
2. Under *Community*, click *New* to add a community or select a community and click *Edit*. The *SNMP Community* page appears.
3. Configure the following:

GUI field	Description
Name	Enter a name to identify the SNMP community. If you are editing an existing community, you cannot change the name. You can add up to 16 communities.
Enable	Enable to send traps to and allow queries from the community's SNMP managers.
Community Hosts	Lists SNMP managers that can use the settings in this SNMP community to monitor the FortiVoice system. Click <i>Create</i> to create a new entry. You can add up to 16 hosts.
IP Address	Enter the IP address of an SNMP manager. By default, the IP address is 0.0.0.0, so that any SNMP manager can use this SNMP community.
Create (button)	Click to add a new default entry to the <i>Hosts</i> list that you can edit as needed.
Delete (button)	Click to remove this SNMP manager.

GUI field	Description
Queries	Enter the <i>Port</i> number (161 by default) that the SNMP managers in this community use for SNMP v1 and SNMP v2c queries to receive configuration information from the FortiVoice system. Mark the <i>Enable</i> check box to activate queries for each SNMP version.
Traps	<p>Enter the <i>Local Port</i> and <i>Remote Port</i> numbers (162 local, 162 remote by default) that the FortiVoice system uses to send SNMP v1 and SNMP v2c traps to the SNMP managers in this community. Enable traps for each SNMP version that the SNMP managers use.</p> <p>Enable each SNMP event for which the FortiVoice system should send traps to the SNMP managers in this community.</p> <hr/> <div style="display: flex; align-items: center;">  <p>Since FortiVoice checks its status in a scheduled interval, not all the events will trigger traps. For example, FortiVoice checks its hardware status every 60 seconds. This means that if the power is off for a few seconds but is back on before the next status check, no system event trap will be sent.</p> </div> <hr/>

4. Click *Create*.


Configuring an SNMP v3 user

SNMP v3 adds more security by using authentication and privacy encryption. You can specify an SNMP v3 user on FortiVoice so that SNMP managers can connect to the FortiVoice system to view system information and receive SNMP traps.

To configure an SNMP v3 user

1. Go to *System > Configuration > SNMP*.
2. Under *User*, click *New* to add a user or select a user and click *Edit*.
The *SNMPv3 User* page appears.
You can add up to 16 users.
3. Configure the following:

GUI field	Description
User name	Enter a name to identify the SNMP user. A user name cannot include spaces, quotes, and backslashes.
Enable	Enable to send traps to and allow queries from the user's SNMP managers.
Security level	<p>Choose one of the three security levels:</p> <ul style="list-style-type: none"> • <i>No authentication, no privacy</i>: This option is similar to SNMP v1 and v2. • <i>Authentication, no privacy</i>: This option enables authentication

GUI field	Description
	<p>only. The SNMP manager needs to supply a password that matches the password you specify on FortiVoice. You must also specify the authentication protocol (either SHA1 or MD5).</p> <ul style="list-style-type: none"> • <i>Authentication, privacy</i>: This option enables both authentication and encryption. You must specify the protocols and passwords. Both the protocols and passwords on the SNMP manager and FortiVoice must match.
Authentication Protocol	For <i>Security level</i> , if you select either <i>Authentication</i> option, you must specify the authentication protocol and password. Both the authentication protocol and password on the SNMP manager and FortiVoice must match.
Privacy protocol	For <i>Security level</i> , if you select <i>Privacy</i> , you must specify the encryption protocol and password. Both the encryption protocol and password on the SNMP manager and FortiVoice must match.
Notification Hosts	Lists the SNMP managers that FortiVoice will send traps to. Click <i>Create</i> to create a new entry. You can add up to 16 host.
IP Address	Enter the IP address of an SNMP manager. By default, the IP address is 0.0.0.0, so that any SNMP manager can use this SNMP user.
Create (button)	Click to add a new default entry to the <i>Hosts</i> list that you can edit as needed.
Delete (button)	Click to remove this SNMP manager.
Queries	Double click the default port number (161) to enter the <i>Port</i> number that the SNMP managers use for SNMP v3 queries to receive configuration information from the FortiVoice system. Select the <i>Enable</i> check box to activate queries.
Traps	<p>Double click the default local port (162) and remote port number (162) to enter the <i>Local Port</i> and <i>Remote Port</i> numbers that the FortiVoice system uses to send SNMP v3 traps to the SNMP managers. Select the <i>Enable</i> check box to activate traps.</p> <p>Enable each SNMP event for which the FortiVoice system should send traps to the SNMP managers.</p> <hr/> <div style="display: flex; align-items: center;">  <p>Not all events trigger traps because the FortiVoice system checks its status at a scheduled interval. For example, FortiVoice checks its hardware status every 60 seconds. This means that if the power is off for a few seconds but is back on before the next status check, no system event trap will be sent.</p> </div> <hr/>

4. Click *Create*.

FortiVoice MIBs

The FortiVoice SNMP agent supports Fortinet proprietary MIBs as well as standard [RFC 1213](#) and [RFC 2665](#) MIBs. RFC support includes support for the parts of RFC 2665 (Ethernet-like MIB) and the parts of RFC 1213 (MIB II) that apply to FortiVoice system configuration.

The FortiVoice MIBs are listed in [FortiVoice MIBs on page 83](#). You can obtain these MIB files from Fortinet technical support. To communicate with the SNMP agent, you must compile these MIBs into your SNMP manager.

Your SNMP manager may already include standard and private MIBs in a compiled database that is ready to use. You must add the Fortinet proprietary MIB to this database. If the standard MIBs used by the Fortinet SNMP agent are already compiled into your SNMP manager you do not have to compile them again.

FortiVoice MIBs

MIB file name	Description
FortiVoice.mib	Displays the proprietary Fortinet MIB includes detailed FortiVoice system configuration information. Your SNMP manager requires this information to monitor FortiVoice configuration settings. For more information, see MIB fields on page 83 .

FortiVoice traps

The FortiVoice system's SNMP agent can send traps to SNMP managers that you have added to SNMP communities. To receive traps, you must load and compile the FortiVoice trap MIB into the SNMP manager.

All traps sent include the trap message as well as the FortiVoice system serial number and host name.

MIB fields

Trap	Description
fvTrapStorageDiskHighThreshold	Trap sent if log disk usage and mailbox disk usage become too high.
fvTrapSystemEvent	Trap sent when system shuts down, reboots, upgrades, etc.
fmlTrapHAEvent	Trap sent when an HA event occurs.

The Fortinet MIB contains fields reporting current FortiVoice system status information. The tables below list the names of the MIB fields and describe the status information available for each. You can view more details about the information available from all Fortinet MIB fields by compiling the MIB file into your SNMP manager and browsing the MIB fields.

System session MIB fields

MIB field	Description
fvSysModel	FortiVoice model number, such as 400 for the FortiVoice-400.
fvSysSerial	FortiVoice system serial number.
fvSysVersion	The firmware version currently running on the FortiVoice system.

MIB field	Description
fvSysCpuUsage	The current CPU usage (%).
fvSysMemUsage	The current memory utilization (%).
fvSysLogDiskUsage	The log disk usage (%).
fvSysStorageDiskUsage	The storage disk usage (%).
fvSysEventCode	System component events.
fvSysload	Current system load.
fvSysHA	<ul style="list-style-type: none"> fvHAMode: Configured HA operating mode. fvHAEffectiveMoce: Effective HA operating mode.
fmlHAEventId	HA event type ID.
fmlHAUnitIp	Unit IP address where the event occurs.
fmlHAEventReason	The reason for the HA event.

Configuring email settings

You can configure the FortiVoice system to send email notifications to phone users when they miss a phone call or receive a voicemail or fax.



For phone users to receive the notifications, you need to add their email addresses when configuring the extensions. See [Configuring extensions on page 162](#).

To configure email settings

1. Go to *System > Configuration > Mail Setting*.
2. Configure the following:

GUI field	Description
Local Host	
Host name	Enter the host name of the FortiVoice system, such as <code>fortivoice-500F</code> .
Local domain name	Enter the local domain name of the FortiVoice system, such as <code>example.com</code> .
Mail Queue	

GUI field	Description
Maximum time for email in queue (1-240 hours)	Enter the maximum number of hours that deferred email messages can remain in the deferred email queue, during which the FortiVoice system periodically retries to send the message. After it reaches the maximum time, the FortiVoice system sends a final delivery status notification (DSN) email message to notify the sender that the email message was undeliverable.
Time interval for retry (10-120 minutes)	Enter the number of minutes between delivery retries for email messages in the deferred mail queues.
Relay Server	Configure an SMTP relay, if needed, to which the FortiVoice system will relay outgoing email. This is typically provided by your Internet service provider (ISP), but could be a mail relay on your internal network.
Relay server name	Enter the domain name of an SMTP relay.
Test (button)	After you have entered the relay server information, you can click the <i>Test</i> button to test if the relay server is accessible. To further test mail delivery, click <i>Advanced Group</i> , and enter the sender (MAIL FROM) and recipient (RCPT TO) email addresses. EHLO (Extended HELO) information is filled in by default. Click <i>Test</i> to display the test results.
Relay server port	Enter the TCP port number on which the SMTP relay listens. This is typically provided by your Internet service provider (ISP).
Use SMTPs	Enable to initiate SSL- and TLS-secured connections to the SMTP relay if it supports SSL/TLS. When disabled, SMTP connections from the FortiVoice system's built-in MTA or proxy to the relay will occur as clear text, unencrypted. This option must be enabled to initiate SMTPS connections.
Authentication Required	<p>Select the checkbox and click the arrow to expand the section and configure:</p> <ul style="list-style-type: none"> • <i>User name</i>: Enter the name of the FortiVoice system's account on the SMTP relay. • <i>Password</i>: Enter the password for the FortiVoice system's user name. • <i>Authentication type</i>: Available SMTP authentication types include: <ul style="list-style-type: none"> • <i>AUTO</i> (automatically detect and use the most secure SMTP authentication type supported by the relay server) • <i>PLAIN</i> (provides an unencrypted, scrambled password) • <i>LOGIN</i> (provides an unencrypted, scrambled password) • <i>DIGEST-MD5</i> (provides an encrypted hash of the password) • <i>CRAM-MD5</i> (provides an encrypted hash of the

GUI field	Description
	password, with hash replay prevention, combined with a challenge and response mechanism)
Customize Email Template	View and reword the default email history report and notification email templates. For more information, see Customizing call report and notification email templates on page 111 .


3. Click *Apply*.


Customizing the GUI appearance

The *System > Configuration > Appearance* tab lets you customize the default appearance of the GUI and voicemail interface with your own product name, product logo, corporate logo, and language.

To customize the GUI appearance

1. Go to *System > Configuration > Appearance*.
2. Click the arrow to expand *Administration interface* and *Voicemail interface*.
3. Configure the following:

GUI field	Description
Administration interface	
Product name	Enter the name of the product. This name will precede <i>Administrator Login</i> in the title on the login page of the GUI.
Product icon	Click <i>Change</i> to browse for the product icon. The icon should be in .ico format, and 16 pixels wide x16 pixels tall in size.
Top logo	<p>Click <i>Change</i> to upload a graphic that will appear at the top of all pages in the GUI. The image's dimensions must be 460 pixels wide by 36 pixels tall.</p> <p>For best results, use an image with a transparent background. Non-transparent backgrounds will not blend with the underlying theme graphic, resulting in a visible rectangle around your logo graphic.</p> <hr/> <div style="display: flex; align-items: center;">  <p>Uploading a graphic overwrites the current graphic. The FortiVoice system does not retain previous graphics. If you want to revert to the current graphic, use your web browser to save a backup copy of the image to your management computer, enabling you to upload it again at a later time.</p> </div> <hr/> <p>Click <i>Reset</i> to return to the default settings.</p>
Default UI language	<p>Select the default language for the display of the GUI.</p> <p>You can configure a separate language preference for each administrator account. For details, see Configuring administrator accounts on page 51.</p>
Default theme	Select the default theme for the GUI.

GUI field	Description
User Portal Interface	
User Portal login	Enter a word or phrase that will appear on top of the web user portal login page, such as User Portal Login.
Login user name hint	Enter a hint for the user name, such as Your Email Address. This hint will appear as a mouse-over display on the login name field.
User Portal theme	Select a theme for the web user portal GUI.
Default UI language	Select the language in which web user portal pages will be displayed. By default, the FortiVoice system will use the same language as the GUI.
User Portal top logo	<p>Click <i>Change</i> to upload a graphic that will appear at the top of all web user portal pages. The image's dimensions must be 460 pixels wide by 36 pixels tall.</p> <p>For best results, use an image with a transparent background. Non-transparent backgrounds will not blend with the underlying theme graphic, resulting in a visible rectangle around your logo graphic.</p> <hr/> <div style="display: flex; align-items: center;">  <p>Uploading a graphic overwrites the current graphic. The FortiVoice system does not retain previous or default graphics. If you want to revert to the current graphic, use your web browser to save a backup copy of the image to your management computer, enabling you to upload it again at a later time.</p> </div> <hr/> <p>Click <i>Reset</i> to return to the default settings.</p>

- Click *Apply* to save changes or *Reset* to return to the default settings.

Selecting the call data storage location

The *System > Configuration > Storage* tab lets you configure local or remote storage of call data such as the recorded calls, faxes, and voice mails.

FortiVoice systems can store call data either locally or remotely. FortiVoice systems support remote storage by a network attached storage (NAS) server using the network file system (NFS) protocol.

NAS has the benefits of remote storage which include ease of backing up the call data and more flexible storage limits. Additionally, you can still access the call data on the NAS server if your FortiVoice system loses connectivity.



If the FortiVoice system is a member of an active-passive HA group, and the HA group stores call data on a remote NAS server, disable call data synchronization to prevent duplicate call data traffic. For details, see [Configuring the HA mode and group on page 63](#).



If you store the call data on a remote NAS device, you cannot back up the data. You can only back up the call data stored locally on the FortiVoice hard disk. For information about backing up call data, see [Backing up configuration on page 103](#).

Tested and Supported NFS servers

- Linux NAS (NFS v3/v4)
 - Red Hat 5.5
 - Fedora 16/17/18/19
 - Ubuntu 11/12/13
 - OpenSUSE 13.1
- FreeNAS
- Openfiler
- EMC VNXe3150 (version 2.4.2.21519(MR4 SP2))
- EMC Isilon S200 (OneFS 7.1.0.3)

Untested NFS servers

- Buffalo TeraStation
- Cisco Linksys NAS server


Non-Supported NFS Servers

- Windows 2003 R2 /Windows 2008 Service for NFS

To configure call data storage

1. Go to *System > Configuration > Storage*.
2. Configure the following:

GUI field	Description
Local	Select to store call data on the FortiVoice system’s local disk or RAID.
NAS	Select to store call data on a remote network attached storage (NAS) server.
Storage type	Select a type of the NAS server: <ul style="list-style-type: none"> • <i>NFS</i>: To configure a network file system (NFS) server. For this option, enter the following information: <ul style="list-style-type: none"> • <i>Hostname/IP address</i>: The IP address or fully qualified domain name (FQDN) of the NFS server. • <i>Port</i>: The TCP port number on which the NFS server listens for connections. • <i>Directory</i>: The directory path of the NFS export on the NAS server where the FortiVoice system will store call data. • <i>iSCSI Server</i>: To configure an Internet SCSI (Small Computer System Interface) server. For this option, enter the following information: <ul style="list-style-type: none"> • <i>Initiator name as username</i>: Select to use the iSCSI initiator node name as the user name of the FortiVoice system’s account on the iSCSI server. • <i>Username</i>: The user name of the FortiVoice system’s account on the iSCSI server. • <i>Password</i>: The password of the FortiVoice system’s account on the iSCSI server. • <i>Hostname/IP address</i>: The IP address or fully qualified domain name (FQDN) of the iSCSI server. • <i>Port</i>: The TCP port number on which the iSCSI server listens for connections.

GUI field	Description
	<ul style="list-style-type: none"> • <i>Encryption key</i>: the key that will be used to encrypt data stored on the iSCSI server. Valid key lengths are between 6 and 64 single-byte characters. • <i>iSCSI ID</i>: The iSCSI identifier in the format expected by the iSCSI server, such as an iSCSI Qualified Name (IQN), Extended Unique Identifier (EUI), or T11 Network Address Authority (NAA). <p><i>Status</i>: When available, it indicates if the iSCSI share was successfully mounted on the FortiVoice system's file system. This field appears only after you configure the iSCSI share and click <i>Apply</i>. <i>Status</i> may take some time to appear if the iSCSI server is slow to respond.</p> <p>If <i>Not mounted</i> appears, the iSCSI share was not successfully mounted. Verify that the iSCSI server is responding and the FortiVoice system has both read and write permissions on the iSCSI server.</p>
Test(button)	<p>Click to verify the NAS server settings are correct and that the FortiVoice system can access that location. The test action basically tries to discover, login, mount, and unmount the remote device.</p> <p>This button is available only when <i>NAS server</i> is selected.</p>
Click here to format this device	<div style="display: flex; align-items: center;">  <p>If the iSCSI disk has never been formatted, the FortiVoice system needs to format it before it can be used. If the disk has been formatted before, you do not need to format it again. unless you want to wipe out the data on it.</p> </div>
Click here to check file system on this device	<p>These two links appear when you configure an iSCSI server and click <i>Apply</i>. Click a link to initiate the described action (that is, format the device or check its file system). A message appears saying the action is being executed. Click OK to close the message and click <i>Refresh</i> to see a <i>Status</i> update.</p>

Configuring advanced phone system settings

The *System > Advanced* submenu lets you configure SIP setting, SIP phone auto-provisioning, prompt languages, phone management, and system capacity.

This topic includes:

- [Configuring SIP settings on page 89](#)
- [Configuring the internal ports on page 92](#)
- [Configuring external access on page 93](#)
- [Configuring SIP phone auto-provisioning on page 93](#)

Configuring SIP settings

FortiVoice systems support SIP communications.

To configure FortiVoice SIP settings

1. Go *System > Advanced > SIP*.
2. Configure the following:

GUI field	Description
SIP Transport and Internal Ports	SIP communication commonly uses TCP or UDP port 5060 and/or 5061. Port 5060 is used for nonencrypted SIP signaling sessions and port 5061 is typically used for SIP sessions encrypted with Transport Layer Security (TLS). The WebSocket Secure (WSS) protocol establishes a WebSocket over an encrypted TLS connection. The default port is 8089. Enter the ports as required.
RTP Setting	
Port	<p>Enter the starting Real-time Transport Protocol (RTP) port that the FortiVoice system will use for phone call sessions. If the system is behind a firewall, these ports should be open. Ensure there is a reasonable port range so that you have enough ports for all open calls. The default port is 5000.</p> <p>Enter the end RTP port that the FortiVoice system will use for phone call sessions. Ensure there is a reasonable port range so that you have enough ports for all open calls. The default port is 30000.</p>
Timeout	Enter the amount of time in seconds during an active call that the extension will wait for RTP packets before hanging up the call. 0 means no time limit. The default is 60.
Hold timeout	Enter the amount of time in seconds that the extension will wait on hold for RTP packets before hanging up the call. 0 means no time limit. The default is 300.
Registration Interval	If this is a dynamic account with the VoIP provider, enter the registration interval as required by the VoIP provider. After each registration interval, the FortiVoice system renews the registration of the account with the VoIP provider.
Extension registration interval range	<p>To keep the extensions' registration status with the FortiVoice system, enter the range of the extension registration time interval as required by the FortiVoice system in minutes. An extension's registration timeout setting is overridden by the FortiVoice system's extension registration time interval range if it is out of the range.</p> <p>The default range is from 1 to 480.</p> <p>The start of the range is from 1 to 60 and the end of the range is from 30 to 1440.</p>
Internal extension registration interval	<p>Enter the registration time interval for the extensions on your subnet as required by the FortiVoice system in minutes.</p> <p>The default is 30 and the range is from 10 to 480.</p> <p>Set a proper value for this option. If it is too low, the performance of the FortiVoice system is compromised due to frequent registration. If it is too high, the connection between the FortiVoice system and the extension may terminate.</p>
External extension registration interval	<p>Enter the registration time interval for the extensions on other subnets as required by the FortiVoice system in seconds.</p> <p>The default is 30 and the range is from 30 to 1800.</p> <p>Set a proper value for this option. The FortiVoice system requires that external extensions register more frequently with it to keep the connection. However, if the value is set too low, the performance of the FortiVoice system is compromised due to frequent registration. If it is too high, the connection between the FortiVoice system and the extension may terminate.</p>

GUI field	Description
Subscription Interval	If this is a dynamic account with the VoIP provider, enter the subscription interval as required by the VoIP provider. After each subscription interval, the FortiVoice system renews the subscription of the account with the VoIP provider.
Extension subscription interval range	To keep the extensions' subscription status with the FortiVoice system, enter the range of extension subscription time interval as required by the FortiVoice system in minutes. An extension's subscription timeout setting is overridden by the FortiVoice system's extension subscription time interval range if it is out of the range. The default range is 1 to 480. The start of the range is from 1 to 60 and the end of the range is from 30 to 2880.
Extension subscription interval	Enter the subscription time interval for the extensions on your subnet as required by the FortiVoice system in minutes. The default is 30 and the range is from 1 to 1440. Set a proper value for this option. If it is too low, the performance of the FortiVoice system is compromised due to frequent subscription. If it is too high, the connection between the FortiVoice system and the extension may terminate.
Security	By default, the FortiVoice system screens out incoming calls from unauthenticated source. If you want to change this default setting, select <i>Accept unauthenticated incoming call</i> .
Advanced Setting	
SIP session helper	Select if you do not want the FortiVoice system to apply NAT or other SIP session help features to SIP traffic. With the SIP session helper disabled, the FortiVoice system can still accept SIP sessions if they are allowed by a security policy, but the FortiVoice system will not be able to open pinholes or NAT the addresses in the SIP messages. <i>Internal network type</i> : Identify the internal networks designated for phone calls on the FortiVoice system. When a call reaches the public IP address of the FortiVoice system, it will be routed to one of the internal networks. Note that modifying internal networks terminate ongoing calls. <ul style="list-style-type: none"> <i>User defined</i>: Configure your own internal network designated for phone calls on the FortiVoice system. <i>RFC 1918 predefined</i>: Private IPv4 addresses used for internal traffic that does not route via the Internet.
SIP timer T1	Enter the SIP T1 in milliseconds. This is an estimate of the Round Trip Time (RTT) of transactions between a client and server. For example, when a SIP Client attempts to send a request to a SIP Server, the time it takes between sending out the request to the point of getting a response is the SIP T1 timer. By default the timer is set to 500 milliseconds. The SIP Timer object is used as specific timing attribute to the SIP Signaling object. Use caution when adjusting these timers because undesired outcomes from lengthy SIP retransmits to an increase in traffic across the network may result.
SIP timer B	This is the INVITE transaction timeout timer. It changes based on the SIP timer T1 value.
ICE support	When the FortiFone softclient is located behind a Network Address Translator (NAT) or FortiFone softclients are on different networks (without internetwork routing), configure the interactive connectivity establishment (ICE) support to allow the FortiVoice phone system to establish a valid audio path with the FortiFone softclient.

GUI field	Description
	<p>To configure the ICE support, you have the following two options:</p> <ul style="list-style-type: none"> • Static mapping: Uses the internal and external IP addresses of the FortiVoice phone system. • STUN server: Uses the IP address of a Session Traversal Utilities for NAT (STUN) server. <p>Decide which option you want to configure for ICE support.</p> <p>For information about configuring the ICE static mapping, see Configuring the static mapping for ICE support on page 92.</p> <p>For information about configuring the STUN server, see Configuring the STUN server for ICE support on page 92.</p>

3. Click *Apply*.

Configuring the static mapping for ICE support

1. Go to *System > Advanced > SIP*.
2. Expand *Advanced Setting*.
3. In *ICE support*, select *Static mapping*.
4. Click *New*.
5. Make sure that *Enabled* is selected.
6. Enter the internal and external FortiVoice IP addresses used in your deployment.
7. Click *Create*.



Changing the ICE static mapping restarts the voice process and interrupts all ongoing calls. The call system takes a minute to resume service.

8. To continue, click *Yes*.
9. Click *Apply*.

Configuring the STUN server for ICE support

1. Go to *System > Advanced > SIP*.
2. Expand *Advanced Setting*.
3. In *ICE Support*, select *STUN server*.
4. For *STUN server*, enter the IP address or host name of a Fortinet or third-party STUN server.
5. Click *Apply*.

Configuring the internal ports

System > Advanced > Service lets you configure the FortiVoice system listening ports for network communications.

To configure internal port settings

1. Go to *System > Advanced > Service*.
2. Change the default *HTTP* and *HTTPS* port numbers if required.

3. Enable *TFTP* port if required.
TFTP connection is **not** secure, and can be intercepted by a third party.
4. Other ports are predefined and cannot be changed.
5. Click *Apply*.

Configuring external access

System > Advanced > External Access lets you configure the FortiVoice system external hostname/IP and ports through which it can be accessed by other devices through the internet.

When external extensions connect to the FortiVoice system, they get the basic PBX configurations including the external access IP and ports through auto provisioning. They can then use the information to register with the FortiVoice system. For more information, see [Configuring SIP phone auto-provisioning on page 93](#).

Extensions are defined as external in extension configuration. For more information, see [Configuring IP extensions on page 162](#).

To configure external access

1. Go to *System > Advanced > External Access* and configure the following:

GUI field	Description
SIP server external hostname/IP address	Enter the hostname/IP for your SIP server external access.
SIP External Ports	Enter the external access ports for SIP transport. WSS (WebSocket Secure) is used to support FortiFone desktop application.
Other service external hostname/IP address	If you have another service for external access, enter the hostname/IP.
Service External Ports	Enter the external access ports for the other service.

2. Click *Apply*.

Configuring SIP phone auto-provisioning

System > Advanced > Auto Provisioning allows the FortiVoice system to discover the SIP phones on your network and send the configuration files to them.

With auto-provisioning configured, when a supported FortiFone is connected to the network and powered on, it is automatically discovered and receives the configuration file from the FortiVoice system. The FortiFone will then reboot with the pushed-in configuration file and register with the FortiVoice system.

The FortiVoice system can only auto provision the supported FortiFones.

To configure auto-provisioning settings

1. Go to *System > Advanced > Auto Provisioning* and configure the following:

GUI field	Description
Auto Provisioning	

GUI field	Description
Enabled	Select to activate the SIP phone auto-provisioning function for auto discovering the phones.
Unassigned phone (Generate default configuration for unassigned Desktop FortiFone)	<p>This option is only available after auto provisioning is enabled. Select to generate basic phone configuration files for the supported unassigned SIP Desktop FortiFones. For details, see Viewing FortiFone desk phones on page 32.</p> <p>With this option selected, once a supported FortiFone connects to the FortiVoice system and is auto-discovered, the FortiVoice system sends the basic PBX setup information to it for registering with the FortiVoice system to be assigned an extension.</p> <p>If you want to upgrade your phone system and keep the current phone configuration, do not select this option. Otherwise your existing phone configuration will be overridden by the upgraded FortiVoice configuration.</p>
Provisioning protocol	Select the protocol for the phones to retrieve the configuration file from the FortiVoice system.
Server Setting for Phone Configuration	<p>If you use different servers for SIP, NTP, and LDAP, select to configure the settings of each server for the supported phones. The servers' port information reflect the FortiVoice system's network interfaces. For details, see Configuring the network interfaces on page 44.</p> <ul style="list-style-type: none"> • <i>SIP server</i>: Select or click <i>Override</i> to enter the current public IP address or public domain name of the server. The SIP phones connect to this server to register. • <i>NTP server</i>: Select or click <i>Override</i> to enter the current public IP address or public domain name of the server. The SIP phones connect to this server to synchronize time. • <i>LDAP contact</i>: Select or click <i>Override</i> to enter the current public IP address or public domain name of the server. The SIP phones connect to this server to receive phone directories. • <i>Provisioning server</i>: If you use a specific server to send PBX setup information to the phones, select or click <i>Override</i> to enter the current public IP address or public domain name of the server. The SIP phones connect to this server to receive the full PBX setup information.
Auto Discovery	<p>If phone auto discovery is required, enable SIPnP multicast function for the connected phones to find the provisioning server contained in its message for the phones.</p> <p>You can also click <i>Configure</i> for the <i>DHCP server settings</i> to select or add a server that contains provisioning server information in its message for the phones to look for. For more information, see Configuring DHCP server on page 49.</p>

GUI field	Description
	SIPnP multicast and DHCP servers do not conflict although SIPnP has priority. Phones can retrieve provisioning server information from either of the two.
Other Setting	
Secondary account (Enable secondary account for Desktop FortiFone)	In addition to the main account, secondary accounts can be added on the same FortiVoice system. Select this option in order to add a secondary account when configuring extensions. For details, see Advanced on page 165
Administrator PIN to provision phone	Click <i>Configure</i> and enter a global password to be used by an administrator to connect a FortiFone to the FortiVoice system to set mobile extension number. This password is also used by the administrator to override schedules. For details, see Configuring system capacity on page 112 . For example, you can press the default Configure Phone feature code *17 (See Modifying feature access codes on page 289) on any FortiFone that connects to the FortiVoice system and enter this password. You can then enter an existing extension to set it as the extension of this phone.
Backward support of legacy FortiFone (FON 470/870/360/460/560) (Obsolescent)	If you have legacy FortiFones, select this option for backward provisioning support. <i>TFTP provisioning server</i> contains phone auto provisioning information for the phones. <i>mDNS multicast address</i> allows the connected phones to find the provisioning server contained in the mDNS multicast server message.

2. Click *Apply*.

Managing certificates

This section explains how to manage X.509 security certificates using the FortiVoice GUI. Using the *System > Certificate* menu, you can generate certificate requests, install signed certificates, import CA root certificates and certificate revocation lists, and back up and restore installed certificates and private keys.

The FortiVoice system uses certificates for PKI authentication in secure connections. PKI authentication is the process of determining if a remote host can be trusted with access to network resources. To establish its trustworthiness, the remote host must provide an acceptable authentication certificate by obtaining a certificate from a certification authority (CA).

You can manage the following types of certificates on the FortiVoice system:

Certificate type	Usage
Server certificates	The FortiVoice system must present its local server certificate for the following secure connections:

Certificate type	Usage
	<ul style="list-style-type: none"> GUI (HTTPS connections only) Phone user web interface (HTTPS connections only) Phone and FortiVoice system (TLS and SRTP connections only) For details, see Configuring SIP profiles on page 122. For details, see Managing local certificates on page 96 .
CA certificates	The FortiVoice system uses CA certificates to authenticate the PKI users, including administrators and phone users. For details, see Managing certificate authority certificates on page 102 .
Personal certificates	Phone users' personal certificates are used for S/MIME encryption.
APNs certificates	View and import the Apple Push Notification service (APNs) and VoIP services certificates. For details, see Managing APNs and VoIP services certificates on page 102 .

This section contains the following topics:

- [Managing local certificates on page 96](#)
- [Obtaining and installing a local certificate on page 97](#)
- [Managing certificate authority certificates on page 102](#)
- [Managing the certificate revocation list on page 102](#)
- [Managing APNs and VoIP services certificates on page 102](#)

Managing local certificates

System > Certificate > Local Certificate displays both the signed server certificates and unsigned certificate requests.

On this tab, you can also generate certificate signing requests and import signed certificates in order to install them for local use by the FortiVoice system.

FortiVoice systems require a local server certificate that it can present when clients request secure connections, including:

- the GUI (HTTPS connections only)
- phone user web interface (HTTPS connections only)

To view local certificates, go to *System > Certificate > Local Certificate*.

GUI field	Description
View	Select a certificate and click <i>View</i> to display its issuer, subject, and range of dates within which the certificate is valid.
Generate	Click to generate a local certificate request. For more information, see Generating a certificate signing request on page 97 .
Download	Click the row of a certificate file or certificate request file in order to select it, then click this button and select either: <ul style="list-style-type: none"> • <i>Download</i>: Download a certificate (.cer) or certificate request (.csr) file. You can send the request to your certificate authority (CA) to obtain a signed certificate for the FortiVoice system. For more information, see Downloading a certificate signing request on page 99.

GUI field	Description
	<ul style="list-style-type: none"> • <i>Download PKCS12 File</i>: Download a PKCS #12 (.p12) file. For details, see Downloading a PKCS #12 certificate on page 101.
Assign to	Click the row of a certificate in order to select it, then click this button to assign it to a service.
Import	Click to import a signed certificate for local use. For more information, see Importing a certificate on page 100 .

Obtaining and installing a local certificate

There are two methods to obtain and install a local certificate:

- If you already have a signed server certificate (a backup certificate, a certificate exported from other devices, and so on), you can import the certificate into the FortiVoice system. For details, see [Importing a certificate on page 100](#) and [Assigning a local certificate to a service on page 101](#).
- Generate a certificate signing request on the FortiVoice system, get the request signed by a CA, and import the signed certificate into the FortiVoice system.

For the second method, follow these steps:

- [Generating a certificate signing request on page 97](#)
- [Downloading a certificate signing request on page 99](#)
- [Submitting a certificate request to your CA for signing on page 99](#)
- [Importing a certificate on page 100](#)
- [Assigning a local certificate to a service on page 101](#)

Generating a certificate signing request

You can generate a certificate request file, based on the information you enter to identify the FortiVoice system. Certificate request files can then be submitted for verification and signing by a certificate authority (CA).

For other related steps, see [Obtaining and installing a local certificate on page 97](#).

To generate a certificate request

1. Go to *System > Certificate > Local Certificate*.
2. Click *Generate*.
A dialog appears.
3. Configure the following:

GUI field	Description
Certification name	Enter a unique name for the certificate request, such as fvlocal.
Subject Information	Information that the certificate is required to contain in order to uniquely identify the FortiVoice system.
Certification name	Select the type of identifier to be used in the certificate to identify the FortiVoice system: <ul style="list-style-type: none"> • <i>Host IP</i>

GUI field	Description
	<ul style="list-style-type: none"> • <i>Domain name</i> • <i>E-mail</i> <p>Which type you should select varies by whether or not your FortiVoice system has a static IP address, a fully-qualified domain name (FQDN), and by the primary intended use of the certificate. For example, if your FortiVoice system has both a static IP address and a domain name, but you will primarily use the local certificate for HTTPS connections to the GUI by the domain name of the FortiVoice system, you might prefer to generate a certificate based on the domain name of the FortiVoice system, rather than its IP address.</p> <ul style="list-style-type: none"> • <i>Host IP</i> requires that the FortiVoice system have a static, public IP address. It may be preferable if clients will be accessing the FortiVoice system primarily by its IP address. • <i>Domain name</i> requires that the FortiVoice system have a fully-qualified domain name (FQDN). It may be preferable if clients will be accessing the FortiVoice system primarily by its domain name. • <i>E-mail</i> does not require either a static IP address or a domain name. It may be preferable if the FortiVoice system does not have a domain name or public IP address.
IP	<p>This option appears only if <i>Certification name</i> is <i>Host IP</i>. Enter the static IP address of the FortiVoice system.</p>
Domain Name	<p>This option appears only if <i>Certification name</i> is <i>Domain Name</i>. Type the fully-qualified domain name (FQDN) of the FortiVoice system.</p> <p>The domain name may resolve to either a static or, if the FortiVoice system is configured to use a dynamic DNS service, a dynamic IP address. For more information, see Configuring the network interfaces on page 44 and Configuring DNS on page 48. If a domain name is not available and the FortiVoice system subscribes to a dynamic DNS service, an <code>unable to verify certificate</code> message may appear in the user's browser whenever the public IP address of the FortiVoice system changes.</p>
E-mail	<p>This option appears only if <i>Certification name</i> is <i>E-mail</i>. Type the email address of the owner of the FortiVoice system.</p>
Optional Information	<p>Information that you may include in the certificate, but which is not required.</p>
Organization unit	<p>Type the name of your organizational unit, such as the name of your department. (Optional)</p> <p>To enter more than one organizational unit name, click the + icon, and enter each organizational unit separately in each field.</p>
Organization	<p>Type the legal name of your organization. (Optional)</p>

GUI field	Description
Locality (City)	Type the name of the city or town where the FortiVoice system is located. (Optional)
State/Province	Type the name of the state or province where the FortiVoice system is located. (Optional)
Country	Select the name of the country where the FortiVoice system is located. (Optional)
E-mail	Type an email address that may be used for contact purposes. (Optional)
Key type	Displays the type of algorithm used to generate the key. This option cannot be changed, but appears in order to indicate that only RSA is currently supported.
Key size	Select a security key size of <i>512 Bit</i> , <i>1024 Bit</i> , <i>1536 Bit</i> or <i>2048 Bit</i> . Larger keys are slower to generate, but provide better security.

4. Click *Create*.

The certificate is generated, and can be downloaded to your management computer for submission to a certificate authority (CA) for signing. For more information, see [Downloading a certificate signing request on page 99](#).

Downloading a certificate signing request

After you have generated a certificate request, you can download the request file to your management computer in order to submit the request file to a certificate authority (CA) for signing.

For other related steps, see [Obtaining and installing a local certificate on page 97](#).

To download a certificate request

1. Go to *System > Certificate > Local Certificate*.
2. Click the row that corresponds to the certificate request in order to select it.
3. Click *Download*, then select *Download* from the pop-up menu.
Your web browser downloads the certificate request (.csr) file.

Submitting a certificate request to your CA for signing

After you download the certificate request file, you can submit the request to you CA for signing.

For other related steps, see [Obtaining and installing a local certificate on page 97](#).

To submit a certificate request

1. Using the web browser on the management computer, browse to the website for your CA.
2. Follow your CA's instructions to place a Base64-encoded PKCS #12 certificate request, uploading your certificate request.
3. Follow your CA's instructions to download their root certificate and Certificate Revocation List (CRL), and then install the root certificate and CRL on each remote client.
4. When you receive the signed certificate from the CA, install the certificate on the FortiVoice system. For more information, see [Importing a certificate on page 100](#).

Importing a certificate

You can upload Base64-encoded certificates in either privacy-enhanced email (PEM) or public key cryptography standard #12 (PKCS #12) format from your management computer to the FortiVoice system.

DER encoding is not supported in FortiVoice version 2.0 GA.

Importing a certificate may be useful when:

- restoring a certificate backup
- installing a certificate that has been generated on another system
- installing a certificate, after the certificate request has been generated on the FortiVoice system and signed by a certificate authority (CA)

If you generated the certificate request using the FortiVoice system, after you submit the certificate request to CA, the CA will verify the information and register the contact information in a digital certificate that contains a serial number, an expiration date, and the public key of the CA. The CA will then sign the certificate and return it to you for installation on the FortiVoice system. To install the certificate, you must import it. For other related steps, see [Obtaining and installing a local certificate on page 97](#).

If the FortiVoice system's local certificate is signed by an intermediate CA rather than a root CA, before clients will trust the FortiVoice system's local certificate, you must demonstrate a link with trusted root CAs, thereby proving that the FortiVoice system's certificate is genuine. You can demonstrate this chain of trust either by:

- installing each intermediate CA's certificate in the client's list of trusted CAs
- including a signing chain in the FortiVoice system's local certificate

To include a signing chain, before importing the local certificate to the FortiVoice system, first open the FortiVoice system's local certificate file in a plain text editor, append the certificate of each intermediate CA in order from the intermediate CA who signed the FortiVoice system's certificate to the intermediate CA whose certificate was signed directly by a trusted root CA, then save the certificate. For example, a local certificate which includes a signing chain might use the following structure:

```
-----BEGIN CERTIFICATE-----
<FortiVoice system's local server certificate>
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
<certificate of intermediate CA 1, who signed the FortiVoice certificate>
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
<certificate of intermediate CA 2, who signed the certificate of intermediate CA
 1 and whose certificate was signed by a trusted root CA>
-----END CERTIFICATE-----
```

To import a local certificate

1. Go to *System > Certificate > Local Certificate*.
2. Click *Import*.
3. Select the type of the import file or files:
 - *Local Certificate*: Select this option if you are importing a signed certificate issued by your CA. For other related steps, see [Obtaining and installing a local certificate on page 97](#).
 - *PKCS12 Certificate*: Select this option if you are importing an existing certificate whose certificate file and private key are stored in a PKCS #12 (.p12) password-encrypted file.
 - *Certificate*: Select this option if you are importing an existing certificate whose certificate file (.cert) and key file (.key) are stored separately. The private key is password-encrypted.

The remaining fields vary by your selection in *Type*

4. Configure the following:
 - *Certificate name*: Enter the name of the certificate.
 - *Certificate file*: Enter the location of the previously .cert or .pem exported certificate (or, for PKCS #12 certificates, the .p12 certificate-and-key file), or click *Import* to locate the file.
 - *Key file*: Enter the location of the previously exported key file, or click *Import* to locate the file.
 - This option appears only when *Type* is *Certificate*.
 - *Password*: Enter the password that was used to encrypt the file, enabling the FortiVoice system to decrypt and install the certificate.
This option appears only when *Type* is *PKCS12 certificate* or *Certificate*.
5. Click *OK*.

Assigning a local certificate to a service

You can assign a local certificate to one or more services (HTTPS, LDAPS, SIP TLS, and SIP WSS), as applicable.

1. Go to *System > Certificate > Local Certificate*.
2. To select the certificate, click the row in the certificate table.
3. Click *Assign to*.
4. From the *Predefined* list, select the service, and click *>>* to move this service to the *Selected* list.
5. Click *OK*.
6. If the change is for an LDAPS, SIP TLS, or SIP WSS service, all active calls will be disconnected to apply the certificate change. To confirm the service change, click *Yes*.
7. If the change is for the HTTPS service, the FortiVoice GUI asks you to perform the following steps:
 - a. To confirm the service change, click *Yes*.
 - b. To reload the FortiVoice GUI, press *OK*.
 - c. Wait for a few seconds.
 - d. If the reload is unsuccessful, reload the FortiVoice GUI in your web browser.

Downloading a PKCS #12 certificate

You can export certificates from the FortiVoice system to a PKCS #12 file for secure download and import to another platform, or for backup purposes.

To download a PKCS #12 file

1. Go to *System > Certificate > Local Certificate*.
2. Click the row that corresponds to the certificate in order to select it.
3. Click *Download*, then select *Download PKCS12 File* on the pop-up menu.
A dialog appears.
4. In *Password* and *Confirm password*, enter the password that will be used to encrypt the exported certificate file. The password must be at least four characters long.
5. Click *OK*.
6. If your browser prompts you for a location to save the file, select a location.
7. Your web browser downloads the PKCS #12 (.p12) file. For information on importing a PKCS #12 file, see [Importing a certificate on page 100](#).

Managing certificate authority certificates

Go to *System > Certificate > CA Certificate* to view and import certificates for certificate authorities (CA).

Certificate authorities validate and sign other certificates in order to indicate to third parties that those other certificates may be trusted to be authentic.

CA certificates are required by connections that use transport layer security (TLS), and by S/MIME encryption. Depending on the configuration of each PKI user, CA certificates may also be required to authenticate PKI users.

To view the list of CA certificates, go to *System > Certificate > CA Certificate*. You can remove, view, download, or import a CA certificate.

Managing the certificate revocation list

The *Certificate Revocation List* tab lets you view and import certificate revocation lists.

To ensure that your FortiVoice system validates only valid (not revoked) certificates, you should periodically upload a current certificate revocation list, which may be provided by certificate authorities (CA).

To view remote certificates, go to *System > Certificate > Certificate Revocation List*. You can remove, view, download, or import a certificate revocation list.

Managing APNs and VoIP services certificates

An Apple iPhone using the FortiFone softclient for iOS requires the following certificates on the FortiVoice phone system:

- Apple Push Notification service (APNs): Used to receive notification messages. The certificate name is fortifone.push.
- VoIP services: Used to receive incoming calls. The certificate name is fortifone.voip.

To view the list of APNs and VoIP services certificates, go to *System > Certificate > APNS Push Certificate*.

GUI field	Description
Name	Displays the certificate name (fortifone.push or fortifone.voip).
Subject	Displays details of the entity associated with the certificate.
Expiration	Indicates the expiration status of the certificate: <ul style="list-style-type: none"> • Green icon: The certificate is valid. • Orange icon: The certificate will expire soon. You have 30 days or less to import a new certificate. • Red icon: The certificate is expired.

To view APNs and VoIP services certificate details

1. Go to *System > Certificate > APNS Push Certificate*.
2. Select a certificate and click *View*.
 - *Certificate Name* is either fortifone.push or fortifone.voip.
 - *Issuer* is the authority who has signed and issued the certificate.

- *Subject* is the entity associated with the certificate.
- *Valid from* and *Valid to* specifies the period when the certificate is valid.

To import APNs and VoIP services certificates

1. Prior to the expiry of the certificates, contact [Fortinet Support](#) to start the process to obtain new certificates (fortifone.push and fortifone.voip).



Importing an APNs certificate or a VoIP services certificate replaces an existing certificate. You cannot delete a certificate.

2. With your assistance, a Fortinet Support representative will remotely access the FortiVoice phone system (*System > Certificate > APNS Push Certificate*) to import the new certificates.

Maintaining the system

The *System > Maintenance* submenu allows you to perform scheduled maintenance.

This topic includes:

- [Maintaining the system configuration on page 103](#)
- [Maintaining phones on page 104](#)

Maintaining the system configuration

The *System > Maintenance > Configuration* tab contains features for use during scheduled system maintenance: updates, backups, restoration, and centralized administration.

Backing up configuration

Before installing FortiVoice firmware or making significant configuration changes, back up your FortiVoice configuration. Backups let you revert to your previous configuration if the new configuration does not function correctly. Backups let you compare changes in configuration.

You can back up system configuration or user configuration. System configuration includes the configurations that make the FortiVoice system work. User configuration includes user-configured settings, such as voicemail greetings, in addition to system configuration.

In addition to backing up your configuration manually, you can also configure a schedule to back up the configuration automatically to the FortiVoice local hard drive or a remote FTP/SFTP server.

To back up the configuration file

1. Go to *System > Maintenance > Configuration*.
2. In the *Backup* area, select *System configuration* or *User data*.
If you choose to back up user data and the user data files are not updated, select the files to be updated and click *Prepare* first before proceeding to the next step.

3. Click *Backup*.

Your management computer downloads the configuration file. Time required varies by the size of the file and the speed of your network connection. You can restore the backup configuration later when required. For details, see [Restoring the configuration on page 104](#).

To schedule a configuration backup

1. Go to *System > Maintenance > Configuration*.
2. Under *Scheduled Backup*, configure the schedule time and the maximum backup number. When the maximum number is reached, the oldest version will be overwritten.
3. Enable *Local backup* if you want to back up locally. You can select a backup type to view, restore, download, or delete a configuration file.
4. Enable *Remote backup* and configure the FTP/SFTP server credentials if you want to back up remotely.
5. Click *Apply*.

Restoring the configuration

In the *Restore Configuration* area under *System > Maintenance > Configuration > Trace Log*, you can restore the backup FortiVoice configuration from your local computer. For details, see [Restoring the configuration on page 319](#).

Restoring the firmware

In the *Restore Firmware* area under *System > Maintenance > Configuration > Trace Log*, you can upgrade the FortiVoice firmware from your local computer. This area has the same functionality as *Dashboard > Status > Firmware version > Update*. For more details, see [Upgrading the firmware on page 315](#).

Downloading a trace file

If Fortinet Technical Support requests a trace log for system analysis purposes, you can download one using the GUI.

Trace logs contain information that is supplementary to debug-level log files.

To download a trace file

1. Go to *System > Maintenance > Configuration > Trace Log*.
2. Configure trace log settings.
3. Click *Prepare* to make the trace log file ready before downloading it.
4. Click *Download trace log*.
5. Find the downloaded file and send it to Fortinet Technical Support.

Maintaining phones

The *System > Maintenance > Phone Maintenance* tab lets you update phone configurations, upgrade phone firmwares, and reboot phones.

To view the phone configuration files that you have updated, click the *Phone Configuration* button. For more information, see [Viewing log messages on page 37](#).

To view the phone firmwares that you have upgraded, click the *Phone Firmware* button. For more information, see [Managing firmware on page 155](#).

To update phone configurations or upgrade phone firmwares

1. Go to *System > Maintenance > Phone Maintenance*.
2. Click *New* and select *Phone Configuration* or *Phone Firmware*.
3. Configure the following:

GUI field	Description
Name	Enter a name for the operation.
Extension Selection	Select the extension devices of which you want to perform the operation.
All related devices (enabled)	You want to update phone configurations or upgrade phone firmwares for all devices.
All related devices (disabled)	You want to update phone configurations or upgrade phone firmwares for selected devices.
	<i>Phone Model:</i> Select the phone model of the extensions of which you want to perform the operation.
	<i>Extensions:</i> Click the plus sign to select the extensions for the selected phone model.
Schedule	Schedule the time to update phone configurations or upgrade phone firmwares.

4. Click *Create*.

To view a phone maintenance job

1. Go to *System > Maintenance > Phone Maintenance*.
2. Double-click a maintenance job record to view the details of phone configuration or firmware upgrades.
3. If you want to redo an upgrade for one or multiple phones, select the phones and click *Redo*.

To reboot phones

1. Go to *System > Maintenance > Phone Maintenance*.
2. Click *New > Phone Force Reboot*.

3. Configure the following:

GUI field	Description
Name	Enter a name for the phone reboot operation.
Extension Selection	Select the extensions of which you want to perform the operation.
All devices	You want to reboot all of the phones registered with the FortiVoice system.
Selected devices	You want to reboot some phones registered with the FortiVoice system.
	<i>Phone Model:</i> Select the phone model of the extensions of which you want to perform the operation.
	<i>Extension:</i> Click the plus sign to select the extensions for the selected phone model.
Schedule	Schedule the time to reboot the phones.

4. Click *Create*.

Configuring the phone system

The *Phone System* menu lets you configure the FortiVoice PBX settings and other features for managing phone calls.

This topic includes:

- [Configuring phone system settings on page 107](#)
- [Creating contacts on page 115](#)
- [Managing phone audio settings on page 117](#)
- [Working with FortiVoice profiles on page 121](#)
- [Configuring devices on page 143](#)
- [Reviewing system configuration on page 149](#)

Configuring phone system settings

Phone System > Setting let you configure the FortiVoice system's location, number management, speed dial, email notification templates and system capacity.



You need to inform the users about some of the settings that affect them, such as number setting and speed dial setting.

This topic includes:

- [Setting PBX location and contact information on page 107](#)
- [Configuring PBX options on page 108](#)
- [Customizing call report and notification email templates on page 111](#)
- [Configuring system capacity on page 112](#)

Setting PBX location and contact information

Identify the FortiVoice system's location and its number.

To set the PBX location

1. Go to *Phone System > Setting > Location*.
2. Configure the following:

GUI field	Description
Country/Region	Select the country/region where the FortiVoice system is in.
Emergency number	Click the default number (911) to enter the emergency call number of the selected country.

GUI field	Description
Long-distance prefix	Click the <i>Edit</i> icon to enter the prefix for dialing long-distance calls.
International prefix	Click the <i>Edit</i> icon to enter the prefix for dialing international calls.
Outside line prefix	Click the <i>Edit</i> icon to enter the prefix for making outbound calls.
Area code	Click the <i>Edit</i> icon to enter the <i>Area code</i> for the main number of the FortiVoice system. This code is provided by your PSTN service provider.
Required when dialing local numbers	Select this option if the area code needs to be dialed for local phone calls.
Main display name	Enter the name displaying on the FortiVoice system. This name is provided by your PSTN service provider.
Main number	Enter the main number of the FortiVoice system. This number is provided by your PSTN service provider.
Default prompt language	Select a new default prompt language for the FortiVoice system. The default is English. This setting affects all of the FortiVoice system's voice prompts, such as auto attendant and voice mail. However, if you change the sound file for an individual component, such as auto attendant, to use a different language, it will override the default prompt language for this component. For information on adding prompt languages, see Managing phone audio settings on page 117 .
Default emergency zone	Select the default emergency contact or click + to add a new one. For more information, see Configuring emergency zone profiles on page 142 .
Default time zone	Select a new default time zone for the FortiVoice system. The default is Pacific Time.
Contact Information	Optionally, enter your contact information.
Emergency Setting	Configure to send an alert email when an emergency call is made. You can add up to 30 email addresses. You can also add a barge number to join an ongoing emergency call. Select <i>Do nothing</i> if you do not want the FortiVoice system to send an alert email. Otherwise, select <i>Send Alert Email</i> and enter the email address. Click <i>Customize Email Template</i> if you want to modify the notification email template. For more information, see Customizing call report and notification email templates on page 111 . <i>Emergency barge number</i> : Enter the extension number for authorized users to dial into an ongoing emergency call to listen or provide information to the call.

3. Click *Apply*.

Configuring PBX options

The *Phone System > Setting > Option* tab lets you configure the pattern and number of digits you want the FortiVoice system to use for phone numbers, speed dials, and prefixes as well as the default FortiVoice system settings. These

settings apply to all extensions unless you change them when configuring the extensions. For details, see [Setting up local extensions on page 162](#).

The FortiVoice system supports the following 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

Pattern	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.

To configure PBX options

1. Go to *Phone System > Setting > Option*.
2. Configure the following:

GUI field	Description
Number Management	

GUI field	Description
Extension number pattern	Enter the extension number pattern. For example, NXXX is any four-digit number as long as the first digit is 2 or higher and 7XXX is a four-digit number that always starts with 7. This pattern will be followed when creating extensions. See Configuring IP extensions on page 162 .
Speed dial pattern	Enter the speed dial number pattern. For example, *3XX is any three-digit number that starts with 3. This pattern will be followed when configuring speed dials. See Mapping speed dials on page 267 .
System prohibited prefix	Enter the phone number prefix that you want to ban, such as 900. Click the + sign to add up to 10.
System unrestricted prefix	Enter the allowed phone number prefix, such as 800. Click the + sign to add up to 10.
Operator extension	Enter the extension for the operator of the FortiVoice system.
Supporting extension	Enter the extension for technical support of the FortiVoice system.
Default Setting	
Default SIP user password	<p>Enter your own password or let the FortiVoice system generate one for you. This password is used for configuring your SIP phone from the phone or the Web. You need the phone's IP to access it from the Web. This password appears when you add an extension. For details, see Configuring IP extensions on page 162.</p> <ul style="list-style-type: none"> • <i>Specified</i>: Enter the password. The password cannot be blank, must be 8 or more characters, must contain at least one uppercase character, one lowercase character and one number. Non-alphanumeric characters, like (- \$, are not supported in the password field. The default password is voice#321. • <i>Generated</i>: Select to have a system-generated password.
Default user password	<p>Enter your own password or let the FortiVoice system generate one for you. This password is for user portal access. This password appears when you add an extension. For details, see Configuring IP extensions on page 162.</p> <ul style="list-style-type: none"> • <i>Specified</i>: Enter the password. The password cannot be blank, must be 8 or more characters, must contain at least one uppercase character, one lowercase character and one number. Non-alphanumeric characters, like (- \$, are not supported in the password field. The default password is voice#321. • <i>Generated</i>: Select to have a system-generated password.

GUI field	Description
Default Voicemail PIN	Enter your own password or let the FortiVoice system generate one for you. This password is for the extension user to access voice mail and the user portal. This password appears when you add an extension. For details, see Configuring IP extensions on page 162 . If you select <i>Specified</i> , the default password is 123123.
User ID prefix	Enter the prefix for the extension user ID. When you add a new extension, the FortiVoice system will generate a user ID with this prefix plus the extension number. For details, see Configuring IP extensions on page 162 .
Default ring duration	Use this option to set phone ringing time for extensions and FortiFone softclient for mobile phones. <ul style="list-style-type: none"> Adaptive: This is recommended for extensions with mobile softclients. Select this option and both the extensions and mobile softclients will ring for 40 seconds before the call is processed (for example, the call is sent to a voice mail). This setting is to ensure that mobile softclients will not miss any calls due to possible network transmission delays. You do not need to enter any ring duration value. Any ring duration value already entered will be ignored. Fixed: This is recommended for extensions without mobile softclients. Select this option and enter the ring duration value in seconds. The extensions will ring for the ring duration value you entered before the call is processed (for example, the call is sent to a voice mail). The default is 20.
Internal calls ring pattern	Select the system defined distinctive ring pattern for internal calls.
External calls ring pattern	Select the system defined distinctive ring pattern for external calls.

3. Click *Apply*.

Customizing call report and notification email templates

Go to *Phone System > Setting > Custom Message* to view and reword the default call report and notification email templates.

The FortiVoice system sends out call reports based on your call report configuration (see [Configuring report email notifications on page 304](#)) and notification email when, for example, you have a new voicemail or fax in your mailbox or missed a call. You can customize the email templates for the call report and email notifications.

You can change the content of the email template by editing the text and HTML codes and by working with email template variables. For descriptions of the default email template variables, open a template and select *Edit Variable*.

To customize call report and email templates

1. Go to *Phone System > Setting > Custom Message*.
2. Open *Report* or *Email template* to display the default templates.
3. To edit a template, double-click it or select it and click *Edit*.
4. To format template in HTML, use HTML tags, such as `some bold text`.
There is a limit of 250 characters for the *Subject* field, 60 characters for the *From* field, and 4000 characters for *Htmlbody* and *Textbody* messages each in the *Content body* field.
5. To add a variable:
 - Select *Insert Variables* next to the area to insert a variable. A pop-up window appears.
 - Place your mouse cursor in the text message at the insertion point for the variable.
 - Click the name of the variable to add. It appears at the insertion point.
 - To add another variable, click the message area first, then click the variable name.
 - Click the *Close (X)* icon to close the window.
6. To insert a color:
 - Click *Insert Color Code*. A pop-up window of color selection appears.
 - Place your mouse cursor in the text at the insertion point for the color code, or highlight an existing color code to change.
 - Click a color in the color selection pop-up window.
For example, to replace the color code in the HTML tag `<tr bgcolor="#3366ff">`, you can highlight `"#3366ff"`, then select the color you want from the color palette.
To add a new color code, include it with HTML tags as applicable, such as `<tr bgcolor="#3366ff">`.
7. To determine if your HTML and color changes are correct, click *Preview*. The replacement message appears in HTML format.
8. Click *OK*, or click *Reset To Default* to revert the replacement message to its default text.

Configuring system capacity

The *Phone System > Setting > Miscellaneous* tab lets you set the PIN used by the administrator to override schedules, *configure* voicemail greeting and message length, set phone directory options, configure CDR settings, and configure queue logs.

To configure system capacity

1. Go to *Phone System > Setting > Miscellaneous*.
2. Configure the following:

GUI field	Description
PBX Setting	
Administrator PIN	Enter the password used by the administrator to override schedules. This global password is also used by an administrator to connect a FortiFone to the FortiVoice system to set mobile extension number. For details, see Configuring SIP phone auto-provisioning on page 93 .
PBX identification	Enter a unique name for the FortiVoice system.

GUI field	Description
Local authentication type	<p>Select the method to access the user portal and softclient. By default, both personal password and voicemail (user) PIN can be used. Personal password and voicemail (user) PIN are set when configuring extensions. Usually numbers are used as voicemail PIN which are very easy to guess and can be cracked using some HTTP password guess tool within minutes. That is why a separate personal password is added which can be much longer and stronger to mitigate the risk of password guess attack and preserve the voicemail PIN for phone access only.</p> <p>For more information, see Configuring IP extensions on page 162.</p> <ul style="list-style-type: none"> • <i>User password or voicemail PIN</i>: Both personal password and user PIN can be used to access the user portal and softclient. • <i>User password only</i>: Use personal password to access the user portal and softclient.
Notification expiry	Enter the email notification expiry time in hours. The range is 1-2160 hours.
QR code expiry	Enter the QR code expiry time in hours. The range is 1-2160 hours.
System block list	<p>Enable to block phone numbers on the system level.</p> <p>To block a number on the system level</p> <ol style="list-style-type: none"> 1. Go to <i>Monitor > Call History > Call Detail Record (CDR)</i>. 2. Select the number you want to block from the CDR list. 3. Select <i>More Action > Block > Block Caller/Callee</i> as required. 4. Go to <i>Security > Blocked Number</i>. The number you selected is added to the block list. 5. Click <i>Setting</i>. 6. Enable <i>System block list</i>. 7. Click <i>Apply</i>. Future calls from the number you selected to any extensions on the FortiVoice system will be blocked.
Personal block list	<p>Enable to block phone numbers on a personal basis.</p> <p>To block a number on a personal basis</p> <ol style="list-style-type: none"> 1. Go to <i>Phone System > Setting > Miscellaneous</i>. 2. Enable <i>Personal block list</i>. 3. Click <i>Apply</i>. 4. Log in to the user portal. 5. Click <i>Call History</i>. 6. Select the number you want to block from the list. 7. Select <i>More Action > Block</i>. 8. Go to <i>Contact > Personal Contact</i>. 9. Click <i>Personal Block List</i> to verify that the blocked number is listed. Future calls from the number you selected to your extension will be blocked.

GUI field	Description
Match personal contact	<p>Enable to show the unique name added to a number in the personal contacts on your extension display.</p> <p>To match a personal contact</p> <ol style="list-style-type: none"> 1. Go to <i>Phone System > Setting > Miscellaneous</i>. 2. Enable <i>Match personal contact</i>. 3. Click <i>Apply</i>. 4. Log in to the User Portal. 5. Click <i>Call History</i>. 6. Select the number you want to match to a personal contact. 7. Click <i>More Actions > Add to Contact</i>. 8. Enter a unique display name and other contact information for the number 9. Click <i>Create</i>. 10. Go to <i>Contact > Personal Contact</i>. 11. Verify the number is listed with the unique name you entered. When the number you selected calls, the unique display name you entered will show on your extension screen.
Business Group	<p>This option is available on FVE-500E, FVE-500F, FVE-1000E, and larger models only.</p> <p>Select <i>Disabled</i> to hide business group in <i>Extensions</i> and select <i>Automatic</i> to show it.</p> <p>For more information, see Creating business groups on page 195.</p>
Caller ID	<p>Select <i>Format incoming caller id numbers</i> to add dash signs (-) to external or international call numbers.</p> <p>For example, an incoming call with the number 13452345678 will be formatted to 1-345-234-5678.</p>
Schedule Override	<p>Select <i>Allow admin user to override schedule</i> if required.</p> <p>An administrator with the privilege can dial *821, *822, or *823 followed by the administrator PIN to temporarily replace the original schedule with one of the three default ones.</p> <p>You may also modify the temporary schedule.</p> <p>Dial *820 to go back to the original schedule.</p>
Voicemail	<p>Enter the maximum message length, greeting length, voicemail, and greeting volume you want.</p>
Directory	<p>Set phone directory options.</p>
Dial-by-name option	<p>Select how a caller can check the directory by dialing a name.</p>
Dial-by-name digits	<p>Enter the number of letters allowed for a caller to dial someone by name. The range is 3-9. This feature enables a caller to reach a specific person quickly by dialing, for example, the first three letters of their first or last name from any phone.</p>
Read back number	<p>Select if you want a person's extension number to be read out after you check the directory by dialing the person's first or last name.</p>

GUI field	Description
Read name sequence	Select if you want a person's name to be read out after you check the directory by dialing the person's first or last name. <i>One by one:</i> All names matching your dialed directory checking pattern are read out one by one. <i>Menu group listing:</i> For efficiency, the FortiVoice system breaks all names matching your dialed directory checking pattern into groups of 8 if applicable, and reads them out group by group.
List options	Select the type of extension numbers to be included in the directory.
Include directory	Select to allow users to view all extension entries in the directory.
Include subdirectory	To include department entries in the directory, select Department. If your FortiVoice system supports the functionality, you may be able to include additional subdirectories (Business Group and Survivability Branch) but make sure to also complete the configuration. See also: Creating business groups on page 195 or FortiVoice Local Survivable Gateway Deployment Guide . For complete details about directory filtering, see the Filtering the phone directory section in the FortiVoice Cookbook .
Internet of Things	
Amazon Alexa	Select to enable configuring your FortiVoice system's integration with Amazon Alexa. This is the system global control. For more information, see Configuring Internet of Things (IoT) on page 294 .
CDR	Enter the time in months that you want to keep the call log/call detail record and the maximum number of CDR records. For information about call log/CDR, see Viewing call records on page 36 .
Queue Log	Enter the time in months that you want to keep the queue log and the maximum number of log records. For information about queue logs, see Viewing log messages on page 37 .

3. Click *Apply*.

Creating contacts

The *Phone System > Contact* menu lets you view phone directories and set up contacts.

You can also configure speed dial rules.

To view the phone directory

1. Go to *Phone System > Contact > Directory*.

All extensions on this FortiVoice system are displayed. You can download all contacts or the search result.

To create a contact

1. Go to *Phone System > Contact > Business Contact*.
2. Click *New* and configure the following:

GUI field	Description
Display name	The name displaying on the caller's phone. This is usually the name of the contact.
Main number	Enter the phone number mainly used by the contact.
Mobile number	Enter the contact's cellphone number.
Home number	Enter the contact's home phone number.
Description	Enter any notes for the address book.

3. Click *Create*.

To export a contact

1. Go to *Phone System > Contact > Business Contact*.
2. Select one or more records.
3. Click *Other Actions > Export*.
4. Open or save the file in .csv format.
5. Click *OK*.

To import a contact

1. Go to *Phone System > Contact > Business Contact*.
2. Click *Other Actions > Import*.
3. Browse for the file you want. The file must be in .csv format.
4. Click *OK*.

Configuring speed dials

For fast and efficient dialing, use the speed dial pattern to map the phone numbers, mostly outbound numbers.

For information on setting speed dial number pattern, see [Configuring PBX options on page 108](#).

To map speed dials

1. Go to *Phone System > Contact > Speed Dial Rule*.
2. Click *New*.
3. Enter a name for the speed dial mapping.
4. For *Dialed Pattern*, enter the number based on the speed dial number pattern you set. For example, 333.
5. For *Mapped Pattern*, enter the phone number to map to the speed dial pattern.

You can enter digits 0–9, space, dash, comma, # and *.

Speed dial pattern accepts # as the lead digit (Eg. #XX or #613XXX).

If you want to enter an auto attendant number followed by an extension, you can use comma (,) or semicolon (;) to pause the automatic dialing.

A comma pauses dialing for two seconds, for example, 1-123-222-1234, 5678#. In this case, once pressing the speed dial code you set, auto attendant 1-123-1234 is reached, and after two seconds, extension 5678 is automatically dialed.

A semicolon pauses dialing for one second, for example, 1-123-222-1234; 5678#. In this case, once pressing the

speed dial code you set, auto attendant 1-123-1234 is reached, and after one second, extension 5678 is automatically dialed.

6. Optionally, enter a note for the mapping, such as "This is for customer A".
7. Click *Create*.

Managing phone audio settings

The *Phone System > Audio > Prompt* menu lets you upload, record, and play phone sound files such as voicemail greetings, announcements, and music on hold. The following default sound files are available and ready to use:

- *callback_prompt_default*: Includes an announcement about a callback and asks the user to wait for the next available representative.
- *greeting_default*: Includes a generic greeting asking the user to press an extension or the number sign (#) to reach the directory.
- *music_on_hold_default*: Includes recorded instrumental music that can play for on-hold calls, conference calls, and auto attendants.
- *welcome_default*: Congratulates the user for successfully completing the set up of the FortiVoice phone system.

The *Phone System > Audio > Music On Hold* menu lets you select a sound file and settings. The sound file can be used when configuring music on hold for conference calls, call queues, and call parking. See [Configuring music on hold on page 118](#).

The *Phone System > Audio > Prompt Language* menu is used to set for FortiVoice voice greetings, such as auto attendant and voicemail. The FortiVoice phone system includes eight prompt languages. The default prompt language is English. See [Uploading a prompt language on page 118](#). For more information about setting the default prompt language, see [Setting PBX location and contact information on page 107](#).

This section includes the following topics:

- [Uploading or recording sound files on page 117](#)
- [Configuring music on hold on page 118](#)
- [Uploading a prompt language on page 118](#)
- [Recording sound files using an audio software on page 119](#)

Uploading or recording sound files

1. Go to *Phone System > Audio > Prompt*.
2. Click *New*.
3. Enter a *File name*.
4. You can leave the *File ID* empty or enter a number with a maximum of 6 digits.
5. Select a file *Type* (*Prompt Sound File* or *Music on Hold*).
6. Optionally, enter a *Description* for the file.
7. For *Voice language*, you have two options (*Upload* or *Record*):
8. To upload a sound file:
 - a. Make sure that the file you want to upload is a WAVE file (.wav) in PCM format.
 - For a prompt sound file, the maximum size is 10 MB.
 - For a music on hold file, the maximum size is 50 MB.

- b. Click *Upload*.
 - c. Select a file.
 - d. Click *Open*.
9. To record a sound file:
- a. Click *Record*.
 - b. On the *Send Voice Recording Call* dialog box, enter the extension that you will use to record the file, and click *Send* to dial the extension. You can edit the extension or add a new one. For details, see [Configuring IP extensions on page 162](#).
 - c. When the extension rings, record the sound file and hang up.
The *Voice recording request sent to specified extension* dialog box displays on the FortiVoice GUI.
 - d. Click *Yes*.
10. Click *Create*.

Configuring music on hold

1. Go to *Phone System > Audio > Music on Hold*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter a name for the music on hold entry.
Mode	
Files	<p>If you select to use existing sound files, do the following:</p> <ul style="list-style-type: none"> • For Sound files, click + and select the sound files. For details about adding a sound file, see Uploading or recording sound files on page 117. • For <i>Play mode</i>, if you want to play the selected sound files randomly, select <i>Random</i>. If you want to play the files according to the order in the <i>Sound files</i> field, select <i>Sequential</i>.
Stream	<p>Before deciding to use streaming files, make sure to only use legal stream sources.</p> <p>If you select to use streaming files, in the <i>Stream URL</i> field, enter the URL where the streaming music is, such as a radio station. This way, the music is delivered to the FortiVoice system and played virtually straight away. You can click <i>Test stream</i> to see if the URL is added successfully.</p>
Volume	Set the music sound volume.
Description	Optionally, enter a description for the entry.

4. Click *Create*.

Uploading a prompt language

The *Phone System > Audio > Prompt Language* menu includes 8 languages (English, Spanish, French, Italian, Polish, Brazil Portuguese, Russian, Chinese). It's possible to add other prompt languages (Polish, Cantonese, Japanese, Korean).

1. Contact Fortinet Support to obtain the FortiVoice language package format (.fvl) file for the language that you want to add.
2. Save the .fvl file to your management computer.
3. Go to *Phone System > Audio > Prompt Language*.
4. Click *New*.
5. Click *Upload* and locate the .fvl file.
6. Click *Create*.

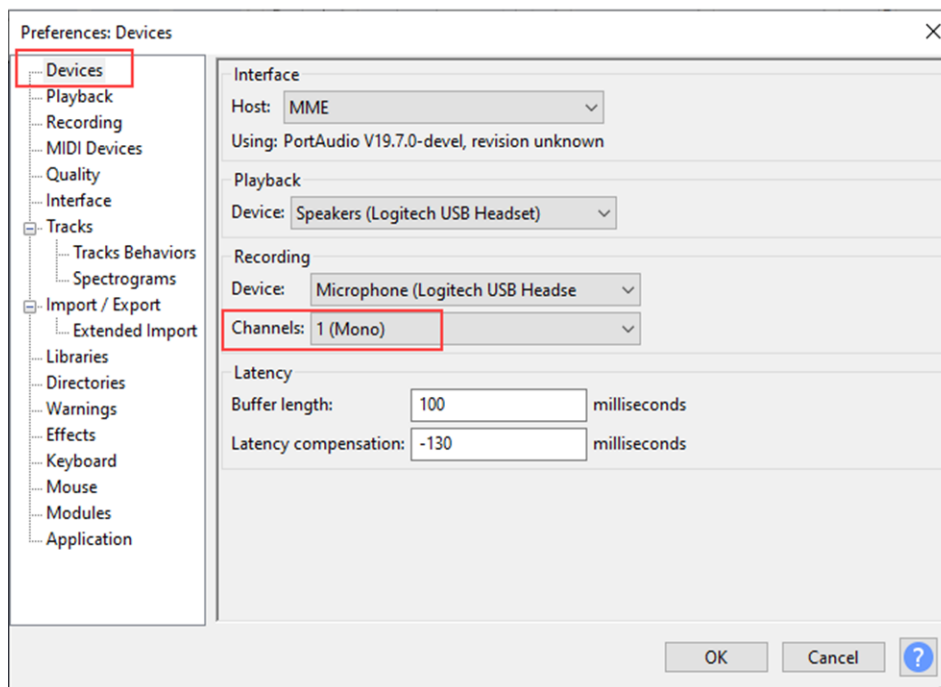
Recording sound files using an audio software

You can use an audio software and a microphone to record a sound file. This section uses the [Audacity](#) software as an example to help you choose the correct settings.

If you prefer to place a call to an extension to record a sound file, see [Uploading or recording sound files on page 117](#).

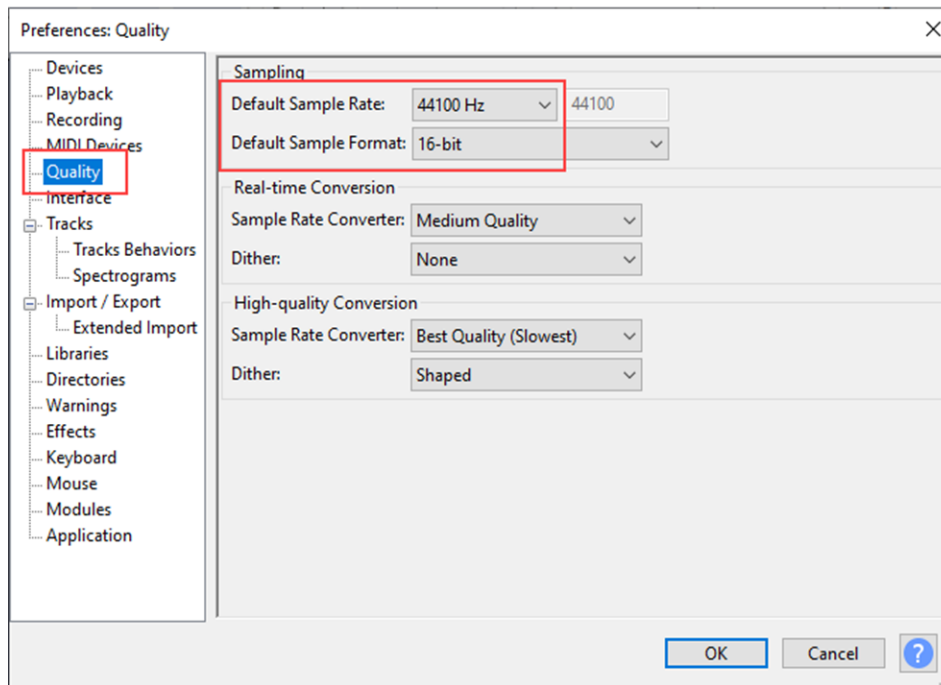
To record a sound file

1. On Audacity, go to *Edit > Preferences*.
2. Click the *Devices* menu.
3. In *Channels*, select *1 (Mono)*.



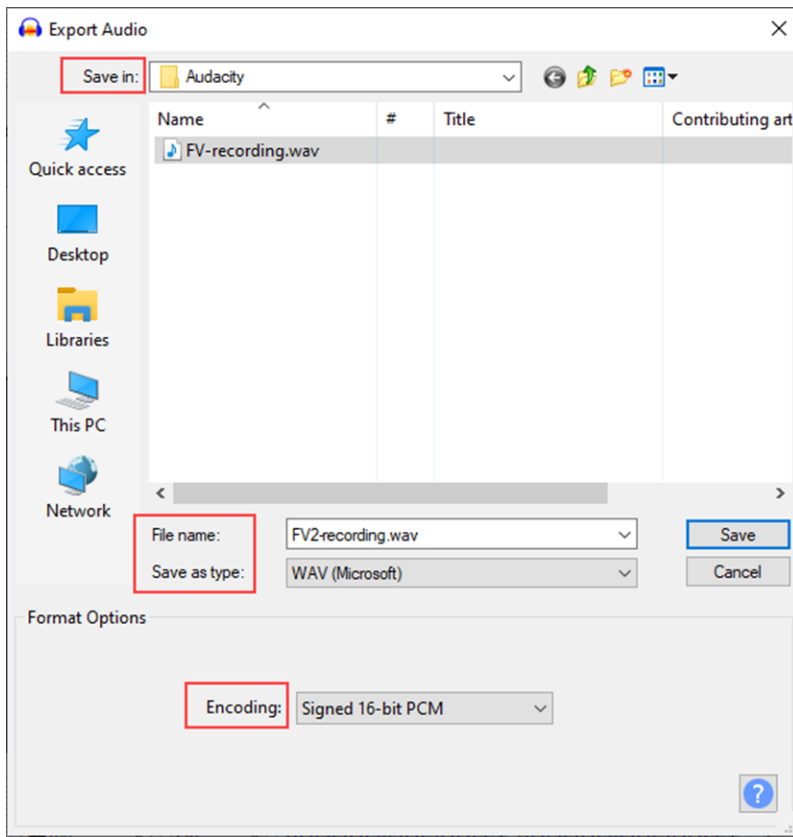
4. Click the *Quality* menu.
5. In *Default Sample Rate*, select 44100 Hz.

6. In *Default Sample Format*, select 16 bit.



7. Click *OK*.
8. When you are ready, record your message.
9. Save the file in a format that works with the FortiVoice system.
 - a. Go to *File > Export > Export Audio*.
 - b. In *Save in*, select the directory where you want to save the file.
 - c. In *File name*, enter the required file name. The correct file extension is automatically added at the end of the file name according to the format that you select in *Save as type*.
 - d. In *Save as type*, select *WAV (Microsoft)*.
 - e. In *Encoding*, select *Signed 16-bit PCM*.

f. Click Save.



g. If the Edit Metadata tags dialog appears, you can add tags and click OK. The recording is now in a format that you can load onto the FortiVoice system (see [Uploading or recording sound files on page 117](#)).

Working with FortiVoice profiles

The *Phone System > Profile* tab lets you create user privileges and SIP profiles for configuring extensions and SIP trunks. It also allows you to modify caller IDs, schedule the FortiVoice system, and configure phone and LDAP profiles.

This topic includes:

- [Configuring SIP profiles on page 122](#)
- [Modifying caller IDs on page 124](#)
- [Configuring phone profiles on page 125](#)
- [Configuring programmable keys profiles on page 129](#)
- [Configuring LDAP profiles on page 132](#)
- [Configuring RADIUS authentication profiles on page 137](#)
- [Configuring user privileges on page 137](#)
- [Configuring emergency zone profiles on page 142](#)
- [Scheduling the FortiVoice system on page 142](#)

Configuring SIP profiles

Configure the supported phone features and codecs and apply them to the extensions and SIP trunks.



Communicate with your VoIP service provider because the profile settings are subject to the capabilities of the VoIP service provider. For example, if some of your features and codecs are not supported by your VoIP service provider, they will not work even if they are enabled or selected in the SIP profile.

The default SIP profiles can be edited but cannot be deleted.

For information about extensions, see [Configuring extensions on page 162](#).

For information about SIP trunks, see [Configuring trunks on page 200](#).

To configure a SIP profile

1. Go to *Phone System > Profile > SIP* and click *New*.
2. Configure the following:

GUI field	Description
Name	Enter a name for this profile.
DTMF	Select the dual-tone multi-frequency (DTMF) method used by the VoIP provider. Options are RFC2833, Inband, and Info.
Keep alive	Enable and enter the time interval in seconds for the FortiVoice system to talk to the SIP server of your service provider to keep the connectivity and check its capability. Keep alive value must be between 30 and 600.
NAT	Select if the VoIP service provider supports SIP NAT translation.
T.38	Select if the VoIP service provider supports fax over VoIP network.
Registration interval	To keep the extensions' registration status with the FortiVoice system, keep the default value of the extension registration time interval or enter the value in seconds as required by the FortiVoice system. The default is 1800. The range is from 10 to 28800. For more information, see Configuring SIP settings on page 89 . For more details about the priority of this setting, see Understanding the hierarchy of extension registration and subscription interval settings on page 123 .
Subscription interval	To keep the extensions' subscription status with the FortiVoice system, keep the default value of the extension subscription time interval or enter the value in minutes as required by the FortiVoice system. The default is 60. The range is from 10 to 1440. For more information, see Configuring SIP settings on page 89 . For more details about the priority of this setting, see Understanding the hierarchy of extension registration and subscription interval settings on page 123 .

GUI field	Description
Transport	<p><i>Transport:</i> SIP commonly uses TCP or UDP port 5060 and/or 5061. Port 5060 is used for non-encrypted SIP signaling sessions and port 5061 is typically used for SIP sessions encrypted with Transport Layer Security (TLS).</p> <p>Enable the protocols as required.</p> <p>This option, if applied to a user, overrides the system-wide transport settings . For more information, see Configuring SIP settings on page 89.</p> <p><i>Secure RTP:</i> Select to provide encryption, message authentication and integrity, and replay protection to the FortiVoice Real-time Transport Protocol data.</p>
Codec	<p>Select the audio and video codecs supported by the VoIP service provider. Among the selected ones, choose the preferred one for the VoIP provider. The preferred codec is usually the most used one in your area and provides the best quality of communication.</p> <p>If your preferred codec is different from that of your VoIP service provider, the service provider's codec will be used as long as it is one of your supported codecs.</p>

3. Click *Create*.

Understanding the hierarchy of extension registration and subscription interval settings

As there are multiple areas where you can modify the extension registration and subscription intervals in the FortiVoice UI, the following table shows the available options from the highest priority (1) to the lowest priority (3).

For example, if you configure the registration and subscription intervals using a SIP profile (priority 1) and survivability branch (priority 2), the FortiVoice system uses the settings in the SIP profile because this option has a higher priority.

Priority	GUI path	Setting
1	<i>Phone System > Profile > SIP</i>	<ul style="list-style-type: none"> Registration interval Subscription interval <p>For more details about the settings, see Configuring SIP profiles on page 122.</p>
2	<i>Managed System > Survivability > Survivability Branch > Survivability</i>	<ul style="list-style-type: none"> SIP phone registration interval SIP phone subscription interval <p>For more details about the settings, see the FortiVoice Local Survivable Gateway Deployment Guide.</p>
3	<i>System > Advanced > SIP</i>	<ul style="list-style-type: none"> Registration interval <ul style="list-style-type: none"> Extension registration interval range Internal extension registration interval External extension registration interval Subscription interval <ul style="list-style-type: none"> Extension subscription interval range

Priority	GUI path	Setting
		<ul style="list-style-type: none"> Extension subscription interval <p>For more details about the settings, see Configuring SIP settings on page 89.</p>

Modifying caller IDs

You can change the phone number, caller's name, or both that will appear on the destination phone.

Caller ID modifications are used when configuring dial plans. For more information, see [Configuring call routing on page 220](#).

To modify a caller ID

1. Go to *Phone System > Profile > Caller ID Modification*.
2. Click *New* and configure the following:

GUI field	Description
Name	Enter the name for this caller ID modification record. The name can only contain numbers, underscores, and lowercase and uppercase letters.
Match number	Enter the extension number or number pattern you want to modify. For example, you can enter 8134 to modify a single extension, or 81xx to modify all the four-digit numbers starting with 81. For more details about the creation of a match number, see the Pattern-matching syntax on page 227 and Pattern-matching examples on page 227 .
Number Modification	If you have entered a number or number pattern in <i>Match number</i> field, configure the following values to modify it: <ul style="list-style-type: none"> • <i>Strip</i>: Enter a number to hide the starting part of an extension from displaying. 0 means no action. For example, if your <i>Match number</i> is 8134 and <i>Strip</i> is 2, only 34 will be displayed as caller ID. • <i>Truncate</i>: Enter a number to hide the ending part of an extension from displaying. 0 means no action. For example, if your <i>Match number</i> is 8134 and <i>Truncate</i> is 2, only 81 will be displayed as caller ID. • <i>Prefix</i>: Add a number before an extension. For example, if your <i>Match number</i> is 8134 and <i>Prefix</i> is 5, the caller ID will be 58134. • <i>Postfix</i>: Add a number after an extension. For example, if your <i>Match number</i> is 8134 and <i>Postfix</i> is 5, the caller ID will be 81345.
Match option	Select the way to match a call with caller name and number in order to modify call number or caller ID. <ul style="list-style-type: none"> • <i>Match Number or Name</i>: If the number is matched, modifications will be done based on <i>Number Modification</i> configuration. If the name is

GUI field	Description
	<p>matched, modifications will be done based on <i>Map to new caller ID name</i> configuration.</p> <ul style="list-style-type: none"> • <i>Match Number then Name</i>: If the number is matched, modifications will be done based on <i>Number Modification</i> configuration. If both the number and name are matched, modifications will be done based on <i>Map to new caller ID name</i> configuration. • <i>Match Name then Number</i>: If the <i>Name</i> is matched, modification will be done based on <i>Map to new caller ID name</i> configuration. If both the name and number are matched, modifications will be done based on <i>Number Modification</i> configuration. • <i>Match Number and Name</i>: If both the number and name are matched, modifications will be done based on <i>Number Modification</i> and <i>Map to new caller ID name</i> configurations.
Match caller ID name	<p>Enter the caller ID that you want to map to another one.</p> <p>Caller IDs are created when configuring SIP extensions. See Configuring IP extensions on page 162.</p>
Map to new caller ID name	<p>Enter the new caller ID name that you want to map to the one entered in the <i>Match caller ID name</i> field.</p>
Block Caller ID	<p>Select to stop your caller ID from displaying on the destination phone.</p>

3. Click *Create*.

Mapping a group of extensions to a caller ID name

If you want to map a group of extensions to a caller ID name, you can use the pattern for the extensions to do so.

For example, if you have a technical support team that has 10 extensions (8100-8110), instead of displaying each extension when making calls, you can just display one caller ID name “Support” for the whole team.

To map a group of extensions to a caller ID name

1. Go to *Phone System > Profile > Caller ID Modification*.
2. Click *New*.
3. In the *Match new number* field, enter the pattern of the extensions, such as 81xx.
4. In the *Match option* field, select *Match Number or Name*.
5. In the *Map to new caller ID name* field, enter the caller ID name to which you want to map, such as “Support”.
6. Click *Create*.

Configuring phone profiles

Phone profiles contain the phone configurations that are mostly used and customized, such as the programmable phone keys. Phone profiles make extension configuration more flexible because phone users are allowed to choose the profile they want. In addition, any changes the administrator makes to a profile is automatically applied to the extensions that use the profile. For more information, see [Configuring IP extensions on page 162](#).

The phone profiles configured here appear as *Admin defined* profiles when you configure a SIP extension.

To configure a phone profile

1. Go to *Phone System > Profile > Phone*.
2. Click *New* and configure the following:

GUI field	Description
Name	Enter a name for the profile.
Phone model	Select a phone model for the profile.
Time format	Select the time display format on the phone. <i>North American:</i> mm/dd/yyyy <i>International:</i> dd/mm/yyyy
Phone book	Select <i>Local only</i> to include the phone directory on this FortiVoice system, and <i>Global</i> to include the phone directories of any remote FortiVoice systems connected to this system. For information on phone directories, see Viewing call directory on page 40 .
Phone language	Select the language display on the phone.
Description	Enter any notes you have for this profile.
VLAN	You may need to deploy phones using the existing IT infrastructure which only has one network drop for each employee. The network switch supports 802.1Q VLAN tagging and LLDP-MED. Some phones such as FortiFones have two network ports: LAN and PC. The recommended solution is to connect FortiFones to the switch using LAN port and connect the computer to the PC port of FortiFones. VLAN tag needs to be enabled to segregate FortiFone voice network and PC data network.
Option	<p>If you select <i>Manual</i>, configure the following:</p> <ul style="list-style-type: none"> • <i>Enable VLAN tagging for voice:</i> Select to enable VLAN tagging to segregate FortiFone voice network and PC data network. • <i>Voice VLAN ID:</i> Enter your organization's VLAN ID for voice. • <i>Priority for voice:</i> Enter the traffic service level recommended by the IEEE. Each number represents a traffic type. The range is from 0-7, with 7 being the highest. <ul style="list-style-type: none"> • 0: Background • 1: Best Effort • 2: Excellent Effort • 3: Critical Applications • 4: Video, < 100 ms latency and jitter • 5: Voice, < 10 ms latency and jitter • 6: Internetwork Control • 7: Network Control • <i>Enable VLAN tagging for data:</i> Select to enable VLAN tagging to segregate PC data network and FortiFone voice network. • <i>Data VLAN ID:</i> Enter your organization's VLAN ID for data. • <i>Priority for data:</i> Enter the traffic service level recommended by the IEEE. Each number represents a traffic type. The range is from 0-7, with 7 being the highest. <ul style="list-style-type: none"> • 0: Background • 1: Best Effort • 2: Excellent Effort

GUI field	Description
	<ul style="list-style-type: none"> • 3: Critical Applications • 4: Video, < 100 ms latency and jitter • 5: Voice, < 10 ms latency and jitter • 6: Internetwork Control • 7: Network Control <p>If you select <i>LLDP</i> (Link Layer Discovery Protocol), the FortiVoice system automatically generates the configuration file. You need to enable LLDP support on your network switch. <i>Enable LLDP transmit status</i>: Enable or disable the LLDP transmit status to allow listening or learning LLDP-MED from the switch only. This option applies to FortiFone-175, 375, 475, 575, 670, 675, H25, and H35.</p>
Automatic Configuration	
Display option	Select what to display on the extension: the extension user's name only or name and number.
Digit map pause timer	Enter the digit map timeout in seconds which defines the waiting time between the completion of dialing number entering and initiating the call. For example, if you enter 5 and use the default digit map syntax, the phone will initiate a call 5 seconds after you finish entering the dialing number.
Intercom barge	If you select FortiFone-175, 375, or 475 for <i>Phone model</i> , you can enable intercom barge to allow intercom drop-in in a phone conversation.
Screensaver timer	Select the screen saver time for the phone model you selected. This option varies for different phone models and is not available for all phone models.
Button transparency	If you select FortiFone-570 for <i>Phone model</i> , select the percentage of phone buttons' background color transparency.
Backlight time	Set the phone backlight time to illuminate the screen in low light conditions.
Hangup delay	Set the delay time to disconnect calls after hanging up. This option does not apply to all models.
Popup missed call	Enable if required. This option does not apply to all models.
Keep alive	This option is available when you select FortiFone-X80 for <i>Phone model</i> . Enter a value for FortiFone to send a packet to the FortiVoice system at the interval of the entered keep alive value to keep the firewall ports open at all time. This is to ensure that calls are not missed due to the registration time change for external IP extensions. For example, if you enter 40, FortiFone will send a 2 byte packet every 40 seconds to keep the firewall ports open.
External keep alive	This option is available when you select FortiFone-X80 for <i>Phone model</i> . For external FortiFone-X80 extensions, the default keep alive option is 40 seconds. This is to ensure that calls are not missed due to the registration time change for external IP extensions.

GUI field	Description
DST type	<p>Set the Daylight Saving Time for the phone. This option does not apply to all models.</p> <ul style="list-style-type: none"> • <i>Disabled</i>: DST on the phone is disabled. • <i>Automatic</i>: DST on the phone is automatically set based on your location.
Appearance Transfer	<p>Choose the call transfer mode for the extension appearance programmable key of FortiFone-x80 phones.</p> <p>The default is <i>Blind</i>.</p> <ul style="list-style-type: none"> • <i>Blind</i>: Allows you to transfer a call without speaking to the person receiving the transfer. • <i>Attended</i>: Allows you to announce the call to the person receiving the transfer before completing the transfer. <p>For information on extension appearance programmable keys, see Configuring programmable keys profiles on page 129.</p>
Use pound(#) as dial or send key	<p>Select to enable this option.</p> <p>If you enable this option, users can use the pound key (#) to invoke dialing. For example, when the user presses 19001#, the phone calls extension 19001.</p> <p>If you disable this option, users can use the pound key (#) as a phone number prefix such as #19002.</p> <p>This option does not apply to all models.</p>
Call Busy Tone	<p>Select to enable this call busy tone option.</p> <p>When a call enters the busy tone state and this option is enabled, the FON-x80 phone plays a busy tone.</p> <p>When a call enters the busy tone state and this option is disabled, the FON-x80 phone disconnects the call instead of playing a busy tone.</p>
TCP auto switch	<p>This option applies to FON-x80 phones only.</p> <p>If the phone uses TCP, this option does not have any impact on sending SIP requests.</p> <p>If the phone uses UDP and you enable this option, you allow the phone to send SIP requests that are larger than 1300 bytes using TCP. However, this switch is not permanent meaning that the phone will use UDP to send any subsequent SIP requests that are smaller than 1300 bytes.</p>
Phone Image Setting	
Background image	<p>This option only appears when you edit a phone profile.</p> <p>This option allows you to change the background image on a FortiFone-x80 phone. Click <i>Change</i> to upload the image. Click <i>Reset</i> to restore the default image setting.</p> <p>File requirements for a background image:</p> <ul style="list-style-type: none"> • Supported format: jpg • Supported sizes: <ul style="list-style-type: none"> • FON-380: 480 x 320 pixels • FON-480: 480 x 272 pixels • FON-580: 480 x 272 pixels

GUI field	Description
Hotel	If you select FortiFone-H35 for <i>Phone model</i> , enter the hotel contact information and instructions on how to dial rooms, local, long distance, and international number. You may also select the font color for the call display.
Soft Button In Idle Status	Optionally, enable the 4 soft buttons and make them functional in idle status. This option does not apply to all models.
Phone Password	Enter a password for the phone users to access their phone web GUI and configure the advanced settings on the phones. This option applies to the supported phones only.

3. Click *Create*.

Configuring programmable keys profiles

The *Programmable Keys* submenu lets you configure the programmable keys for FortiFones. For FortiFones with expansion modules or multiple key pages, you can select the module or page to program the keys.

After a programmable keys profile is applied to an extension, the keypad programming is always the same regardless of the phone for the extension.

To configure a programmable keys profile


1. Go to *Phone System > Profile > Programmable Keys*.
2. Click *New*.
3. Enter the profile name, select a phone type, enter any notes you have for the profile, and click *Create*.


4. Double-click the profile you created and configure the following:

GUI field	Description
Provisioning lines	Select the phone lines you want to reserve. For example, if you select 2 for this phone, number 1 and 2 on the keypad become reserved for phone lines.
Number of expanded modules	Select the number of expanded modules for the keypad. This option only appears for certain FortiFone models.
Number of pages to be used on this phone	Select the number of pages for the keypad. This option only appears for certain FortiFone models.
Base/Page/Expanded Module	Fields display depending on the phone model.
Option	The keypad number of the phone.
Mode	<ul style="list-style-type: none"> User: Allows the user to set a programmable key using the FortiVoice user portal and endpoints (FortiFone desk phone and FortiFone softclient for desktop). Admin (with User Assigned function): Allows the user to set a programmable key using a FortiFone desk phone. Admin: Allows you to set a programmable key with a function, resource and label, as applicable. The user cannot make changes to that programmable key.
Function	Select the function assigned to this key.
Resource	For some functions, you need to enter the information in this field based on your phone configuration. For example, if you select function <i>Line appearance</i> for key 3, select what the line is for in this field.
Label	For some functions, you can add an explanatory label for the key.

5. Click *OK*.

Programmable keys descriptions

Function	Description	Resource	Label
Call forward	Allows you to enable or disable and configure the Call Forward feature.	Stays blank.	Edit the label or keep the default label (Call forward).
DTMF	<p>When you are on a call and you press the DTMF key, the system dials the configured DTMF digits. This key is useful when you need to enter consistent codes at an interactive voice response (IVR) system.</p> <hr/> <p> The DTMF functions is only available during a call.</p> <hr/>	Enter the DTMF digits to dial when you press this programmable key on your phone.	Edit the label or keep the default label (DTMF).

Function	Description	Resource	Label
Extension appearance	Allows you to quickly monitor the selected extension.	Select an extension from the list.	Edit the label or keep the one associated with the selected extension.
Intercom	<p>Allows you to use the phone speaker of a local extension as an intercom.</p> <hr/>  This function works for internal extensions only.	Stays blank.	Edit the label or keep the default label (Intercom).
Line appearance	Allows you to monitor the status of a line (available, busy, or on hold).	Select a line.	Edit the label or keep the one associated with the selected line (or trunk).
Park	Places the call into the first available call park slot. You will hear a prompt telling you which slot the call has been parked in.	Stays blank.	Edit the label or keep the default label (Auto park).
Park appearance	<p>Allows you to perform the following actions:</p> <ul style="list-style-type: none"> • Monitor the selected call park slot to know when there is a call parked. • Retrieve a parked call. 	Select the park slot to monitor.	Edit the label or keep the one associated with the selected line (or slot).
Reserved for line	<p>By default, the FortiVoice phone system reserves the first two programmable keys for lines on the phone so you can monitor your own calls on those lines.</p> <p>If your phone has additional lines, then you can use the Reserved for line function to program the appearance of those lines.</p>	If multiple accounts have been configured on this extension, choose which account to monitor.	Edit the label or keep the one associated with the selected line (or account).
System speed dial	Allows you to quickly place a call to the selected extension or phone number at a touch of a button.	Make a selection.	Edit the label or keep the one assigned by the FortiVoice system administrator.

Function	Description	Resource	Label
Twinning	Allows an external phone to ring along with your office phone, so you can answer the call at either phone. Pressing the Twinning programmable key enables or disables the feature. Before using this function, make sure that a profile (with twinning enabled) is applied to the extension.	Stays blank.	Edit the label or keep the default label (Twinning).
User speed dial	Allows you to quickly place a call to the selected extension or phone number at a touch of a button.	Select a contact from your speed dial list.	Edit the label or keep the one associated with the selected contact.

Configuring LDAP profiles

The *LDAP* submenu lets you configure LDAP profiles which can query LDAP servers for authentication.



Before using an LDAP profile, verify each LDAP query and connectivity with your LDAP server. When LDAP queries do not match with the server's schema and/or contents, unintended phone call processing behaviors can result.

LDAP profiles each contains one or more queries that retrieve specific configuration data, such as user groups, from an LDAP server. The LDAP profile list indicates which queries you have enabled in each LDAP profile.

To view the list of LDAP profiles, go to *Phone System > Profile > LDAP*.

GUI field	Description
Profile Name	The name of the profile.
Server	The domain name or IP address of the LDAP server.
Port	The listening port of the LDAP server.
Auth	Indicates whether <i>User Authentication Options</i> is enabled.
Cache	Indicates whether query result caching is enabled.
(Green dot in column heading)	Indicates whether the entry is currently referred to by another item in the configuration. If another item is using this entry, a red dot appears in this column, and the entry cannot be deleted.

You can add an LDAP profile to define a set of queries that the FortiVoice system can use with an LDAP server. You might create more than one LDAP profile if, for example, you have more than one LDAP server, or you want to configure multiple, separate query sets for the same LDAP server.

After you have created an LDAP profile, LDAP profile options will appear in other areas of the FortiVoice system's configuration. These options let you to select the LDAP profile where you might otherwise create a reference to a configuration item stored locally on the FortiVoice system itself. These other configuration areas will only allow you to select applicable LDAP profiles — that is, those LDAP profiles in which you have enabled the query required by that

feature. For example, if a feature requires a definition of user groups, you can select only from those LDAP profiles where *Group Query Options* are enabled.

To configure an LDAP profile

1. Go to *Phone System >> Profile > LDAP*.
2. Click *New* to add a profile or double-click a profile to modify it.

GUI field	Description
Profile name	For a new profile, enter its name.
Server name/IP	Enter the fully qualified domain name (FQDN) or IP address of the LDAP server. <i>Port:</i> Enter the port number where the LDAP server listens. The default port number varies by your selection in <i>Use secure connection</i> : port 389 is typically used for non-secure connections, and port 636 is typically used for SSL-secured (LDAPS) connections.
Fallback server name/IP	Optional. Enter the fully qualified domain name (FQDN) or IP address of an alternate LDAP server that the FortiVoice system can query if the primary LDAP server is unreachable. <i>Port:</i> Enter the port number where the fallback LDAP server listens. The default port number varies by your selection in <i>Use secure connection</i> : port 389 is typically used for non-secure connections, and port 636 is typically used for SSL-secured (LDAPS) connections.
Use secure connection	Select whether to connect to the LDAP servers using an encrypted connection. <ul style="list-style-type: none"> • <i>None</i>: Use a non-secure connection. • <i>SSL</i>: Use an SSL-secured (LDAPS) connection. Click <i>Test LDAP Query</i> to test the connection. A pop-up window appears. For details, see Testing LDAP profile queries on page 136 .
Base DN	Enter the distinguished name (DN) of the part of the LDAP directory tree within which the FortiVoice system will search for user objects, such as <code>ou=People,dc=example,dc=com</code> . User objects should be child nodes of this location.
Bind DN	Enter the bind DN, such as <code>cn=FortiVoiceA,dc=example,dc=com</code> , of an LDAP user account with permissions to query the <i>Base DN</i> . This field may be optional if your LDAP server does not require the FortiVoice system to authenticate when performing queries.
Bind password	Enter the password of the <i>Bind DN</i> . Click <i>Browse</i> to locate the LDAP directory from the location that you specified in <i>Base DN</i> , or, if you have not yet entered a <i>Base DN</i> , beginning from the root of the LDAP directory tree. Browsing the LDAP tree can be useful if you need to locate your <i>Base DN</i> , or need to look up attribute names. For example, if the <i>Base DN</i> is unknown, browsing can help you to locate it.

GUI field	Description
	Before using, first configure <i>Server name/IP</i> , <i>Use secure connection</i> , <i>Bind DN</i> , <i>Bind password</i> , and <i>Protocol version</i> , then click <i>Create</i> or <i>OK</i> . These fields provide minimum information required to establish the directory browsing connection.

3. Configure the following sections:

- [Configuring authentication options on page 134](#)
- [Configuring advanced options on page 135](#)

4. Click *Create*, *OK* or *Apply*.

The LDAP profile appears in the LDAP profile list. To apply it, select the profile in features that support LDAP queries, such as protected domains and policies.

Before using the LDAP profile in other areas of the configuration, verify the configuration of each query that you have enabled in the LDAP profile. Incorrect query configuration can result in unexpected phone processing behavior. For information on testing queries, see [Testing LDAP profile queries on page 136](#).

Configuring authentication options

The following procedure is part of the LDAP profile configuration process. For general procedures about how to configure an LDAP profile, see [Configuring LDAP profiles on page 132](#).

1. Go to *Phone System > Profile > LDAP*.
2. Click *New* to create a new profile or double click on an existing profile to edit it.
3. Click the arrow to expand the *User Authentication Options* section.
4. Configure the following:

GUI field	Description
Try Common Name with Base DN as Bind DN	Select to form the user's bind DN by prepending a common name to the base DN. Also enter the name of the user objects' common name attribute, such as <code>cn</code> or <code>uid</code> into the field.
Search User and Try Bind DN	Select to form the user's bind DN by using the DN retrieved for that user by <i>configuring the following</i> : <ul style="list-style-type: none"> • <i>LDAP user query</i>: Enter an LDAP query filter that selects a set of user objects from the LDAP directory. The query string filters the result set, and should be based upon any attributes that are common to all user objects but also exclude non-user objects. For example, if user objects in your directory have two distinguishing characteristics, their <code>objectClass</code> and <code>extension</code> attributes, the query filter might be: <pre>(& (objectClass=inetOrgPerson) (telephonenumber=\$u))</pre> where <code>\$u</code> is the FortiVoice variable for a user's extension. This option is preconfigured and read-only if you have selected from <i>Schema</i> any schema style other than <i>User Defined</i>. • <i>Schema</i>: If your LDAP directory's user objects use a common schema style:

GUI field	Description
	<ul style="list-style-type: none"> InetOrgPerson Active Directory <p>Select the schema style. This automatically configures the query string to match that schema style.</p> <p>If your LDAP server uses any other schema style, select <i>User Defined</i>, then manually configure the query string.</p> <ul style="list-style-type: none"> Scope: Select which level of depth to query, starting from <i>Base DN</i>. <ul style="list-style-type: none"> <i>One level:</i> Query only the one level directly below the Base DN in the LDAP directory tree. <i>Subtree:</i> Query recursively all levels below the <i>Base DN</i> in the LDAP directory tree. Derefer: Select the method to use, if any, when dereferencing attributes whose values are references. <ul style="list-style-type: none"> <i>Never:</i> Do not dereference. <i>Always:</i> Always dereference. <i>Search:</i> Dereference only when searching. <i>Find:</i> Dereference only when finding the base search object.

Configuring advanced options

The following procedure is part of the LDAP profile configuration process. For general procedures about how to configure an LDAP profile, see [Configuring LDAP profiles on page 132](#).

1. Go to *Phone System > Profile > LDAP*.
2. Click *New* to create a new profile or double click on an existing profile to edit it.
3. Click the arrow to expand the *Advanced Options* section.
4. Configure the following:

GUI field	Description
Timeout (seconds)	Enter the maximum amount of time in seconds that the FortiVoice system will wait for query responses from the LDAP server.
Protocol version	Select the LDAP protocol version used by the LDAP server.
Enable cache	<p>Enable to cache LDAP query results.</p> <p>Caching LDAP queries can introduce a delay between when you update LDAP directory information and when the FortiVoice system begins using that new information, but also has the benefit of reducing the amount of LDAP network traffic associated with frequent queries for information that does not change frequently.</p> <p>If this option is enabled but queries are not being cached, inspect the value of TTL. Entering a TTL value of 0 effectively disables caching.</p>
TTL (minutes)	Enter the amount of time, in minutes, that the FortiVoice system will cache query results. After the TTL has elapsed, cached results expire, and any subsequent request for that information causes the FortiVoice system to query the LDAP server, refreshing the cache.

GUI field	Description
	The default TTL value is 1440 minutes (one day). The maximum value is 10080 minutes (one week). Entering a value of 0 effectively disables caching. This option is applicable only if <i>Enable cache</i> is enabled.
Enable user password change	Enable if you want to allow FortiVoice web portal users to change their password.
Password schema	Select your LDAP server's user schema style, either <i>OpenLDAP</i> or <i>Active Directory</i> .

Testing LDAP profile queries

After you have created an LDAP profile, you should test each enabled query in the LDAP profile to verify that the FortiVoice system can connect to the LDAP server, that the LDAP directory contains the required attributes and values, and that the query configuration is correct.

When testing a query in an LDAP profile, you may encounter error messages that indicate failure of the query and how to fix the problem.

To verify user authentication options

1. Go to *Phone System > Profile > LDAP*.
2. Double-click the LDAP profile whose query you want to test.
3. Click *Test LDAP Query*.
A pop-up window appears allowing you to test the query.
4. From *Select query type*, select *Authentication*.
5. In *User name*, enter the user name or extension of a user on the LDAP server, such as `jdoe` or `1234`, depending your selection of *User Authentication Options*.
6. In *Password*, enter the current password for that user.
7. Click *Test*.
The FortiVoice system performs the query, and displays either success or failure for each operation in the query, such as the search to locate the user record, or binding to authenticate the user.

Clearing the LDAP profile cache

You can clear the FortiVoice system's cache of query results for any LDAP profile.

This may be useful after, for example, you have updated parts of your LDAP directory that are used by that LDAP profile, and you want the FortiVoice system to discard outdated cached query results and reflect changes to the LDAP directory. After the cache is emptied, any subsequent request for information from that LDAP profile causes the FortiVoice system to query the updated LDAP server, refreshing the cache.

To clear the LDAP query cache

1. Go to *Phone System > Profile > LDAP*.
2. Double-click the LDAP profile whose query cache you want to clear.
3. Click *Test LDAP Query*.
4. From *Select query type*, select *Clear Cache*.
A warning appears at the bottom of the window, notifying you that the cache for this LDAP profile will be cleared if you proceed. All queries will therefore be new again, resulting in decreased performance until the query results are

again cached.

5. Click *Ok*.

The FortiVoice system empties cached LDAP query responses associated with that LDAP profile.

Configuring RADIUS authentication profiles

The FortiVoice system supports RADIUS authentication method by using the RADIUS profiles that you configure.

To configure a RADIUS profile

1. Go to *Phone System > Profile > RADIUS*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Profile name	Enter a name for this profile.
Server name/IP	Enter the fully qualified domain name (FQDN) or IP address of a server that will use RADIUS method to authenticate users.
Server port	Enter the port number on which the authentication server listens. You must change this value if the server is configured to listen on a different port number, including if the server requires use of SSL. The default port is 1812.
Protocol	Select the authentication scheme for the RADIUS server.
Server secret	Enter the secret required by the RADIUS server. It must be identical to the secret that is configured on the RADIUS server.
Server requires domain	Enable if the authentication server requires that users authenticate using their full email address (such as user1@example.com) and not just the user name (such as user1).

4. Click *Create*.

Configuring user privileges

A user privilege includes a collection of phone services and restrictions that can be applied to each extension user.

The default user privilege configurations can be edited but cannot be deleted.

For information on extensions, see [Configuring extensions on page 162](#).

To configure a user privilege


1. Go to *Phone System > Profile > User Privilege*.
2. Click *New*.

3. Configure the following:

GUI field	Description
Name	Enter a name for this profile.
Basic Setting	
Auto provisioning	Select to enable auto-provisioning for the extension. For more information, see Configuring SIP phone auto-provisioning on page 93 . Once a FortiFone or supported DHCP-enabled phone connects to the FortiVoice system and is auto-discovered, the FortiVoice system assigns an IP address to the FortiFone and sends the basic PBX setup information to it. The full PBX configuration file will only be sent to the phone if this option is selected in the user privilege applied to the extension associated with the phone.
Configure programmable phone feature key/PFK	Select to enable configuring the feature access codes. For more information, see Modifying feature access codes on page 289 .
Twinning	Select to enable twinning function on an extension. The twinning feature allows you to use an external telephone (often a smartphone or home phone) to replicate your internal office extension (often your desk phone), so that when your desk phone rings, so does the “twin” phone. Once you return to your desk, you may press the Twinning key on the phone to terminate the twinning. This is useful when you are away from your desk but still want to receive calls to your desk phone. With this feature selected, you can configure twinning. For more information, see Setting extension user preferences on page 181 .
Softclient API login	Select to enable FortiVoice softclient to log into the FortiVoice system.
Internet of Things	Select to enable configuring your FortiVoice system’s integration with Amazon Alexa. This is only available if you enable the system global control under <i>Phone System > Setting > Miscellaneous</i> . For more information, see Configuring Internet of Things (IoT) on page 294 .
Operator Role	Select to enable an extension user to process phone calls using the FortiVoice user portal. You can select the four options to handle calls in each category. When the user privilege with this option selected is applied to an extension, an <i>Operator Console</i> button will appear on the top of the extension user’s FortiVoice user portal. Clicking the button lets the user to process phone calls on the Web.
Voicemail	
Maximum messages	Enter the number of voice mails allowed.
Voicemail retention days	Enter the number of days to keep the voicemails.
Music	

GUI field	Description
Music on hold	Select a music on hold file. For details, see Managing phone audio settings on page 117 .
Early media	Early media is the exchange of information between the PBXes before the establishment of a phone connection, such as the ring tone. You can select a music file for early media. For details, see Managing phone audio settings on page 117 .
Fax	Select to set the fax rules for users. For information on fax, see Configuring fax on page 280 .
Max incoming messages	Enter the number of incoming faxes allowed.
Max incoming fax retention days	Enter the number of days to keep the incoming faxes.
Max outgoing messages	Enter the number of outgoing faxes allowed.
Max outgoing fax retention days	Enter the number of days to keep the outgoing faxes.
Call Restriction	<p>Select call dialing restrictions for international, long distance, local, and internal calls.</p> <ul style="list-style-type: none"> • <i>Forbidden</i>: Call is not allowed. • <i>Allowed</i>: Call is allowed. • <i>Allowed with Account Code</i>: Call is allowed by entering the system account/exempt code. For information on account code, see Configuring account codes on page 160. Not applicable to internal calls. • <i>Allowed with Personal Code</i>: Call is allowed by entering an extension's account/exempt code. For more information, see Configuring account codes on page 160. Not applicable to internal calls. • <i>Allowed with Account and Personal Code</i>: Call is allowed by entering the system and extension account/exempt codes. Not applicable to internal calls.
Other Restricted Area Code	<p>You can specify area codes to which an extension is allowed or denied to make phone calls.</p> <ol style="list-style-type: none"> 1. Click <i>New</i>. 2. Enter a name for this call restriction. 3. Select <i>Enabled</i> to activate this restriction. 4. Enter the area code that you want to set a restriction. 5. Select the permission for the area code. For more information, see Call Restriction on page 139. 6. Click <i>Create</i>.

GUI field	Description
Miscellaneous	<i>The max number of concurrent calls:</i> Set the maximum number of concurrent incoming and outgoing calls on the extension. The range is 1-10. The default is 4.
Monitor/Recording	Configure monitoring and recording outgoing and incoming calls of an extension to which this user privilege is applied.
Personal recording	Select to allow users to configure personal recording of their incoming and outgoing calls on the user web interface.
System recording	Select to allow users to configure system recording of their incoming and outgoing calls on the user web interface.
Allow being barged	Select to allow monitoring an extension to which this user privilege is applied.
Allow barging	Select to allow the extension to which this user privilege is applied to monitor other extensions. For details about how to barge a call, see Listen/Barge on a call on page 291 .
Call barge option	If you select <i>Allow barging</i> , choose a barging method. For details about how to barge a call, see Listen/Barge on a call on page 291 .
Hot-desking	Hot desking enables users to log into another phone. However, unlike using Follow Me or Call Forwarding which simply redirect a user's calls to another user's phone, hot desking takes total control of another phone by applying all of the user's own phone settings to that phone until the user logs out. Each user can log into another phone by pressing *11 and enter his extension number and user PIN following the prompts. To log out, a user can press *12. You can view hot desking configurations by going to Viewing activity details of hot desking extensions on page 34 . <ul style="list-style-type: none"> • <i>Enable hot-desking login:</i> Select to enable the hot-desking login function. • <i>Automatic logout hours:</i> Enter the time in hours for the phone to automatically log out of hot-desking. • <i>Enable hosting hot-desking:</i> Select if you want to log into a regular phone with the hot-desking phone authentication (by pressing *11 and enter your extension number and user PIN following the prompts). By doing so, the regular phone keeps its configuration and extension number. However, outgoing calls display the hot-desking number. The regular phone logs out of hot-desking when the time set in <i>Automatic logout hours</i> expires. <p>If the two phones use different programmable phone keys, the host phone will reboot. For information on programmable phone keys, see Configuring phone profiles on page 125.</p>
User Portal	Enable or disable the user portal and select the features for it. Only the selected ones will appear for the extension to which this user privilege is applied.

GUI field	Description
Directory	Set phone directory options.
List in directory	Select to put the user's name in the dial-by-name directory which allows a caller to find a user's extension number, and connect to their local extension or remote extension. This way the caller can reach their party without speaking to the receptionist.
Lookup directory	Select to enable a user to view the phone directory of the local office.
Lookup directory in remote office(s)	Select to enable a user to view the phone directories of remote offices.
Directory/subdirectory	Select the directory or subdirectory that you want to include in the user privilege.
 <p>If you select a directory or subdirectory, you must also make your selection in the <i>Phone System > Setting > Miscellaneous, Directory</i> section. For details, see Configuring system capacity on page 112.</p>	
Advanced Setting	
Conference number	<p>Select the permission for conference calls:</p> <ul style="list-style-type: none"> • <i>Allow All</i>: Select to allow the extension to join all conference calls. • <i>Disallow All</i>: Select to prohibit the extension from joining all conference calls. • <i>Allow All with Exempt</i>: If you select this option, click <i>New</i> to enter the conference call number(s) that the extension is banned to join. • <i>Disallow All with Exempt</i>: If you select this option, click <i>New</i> to enter the conference call number(s) that the extension is allowed to join. <p>For more information, see Configuring auto attendants on page 262.</p>
Paging/Intercom	<p>Select the permission for paging/intercom:</p> <ul style="list-style-type: none"> • <i>Allow All</i>: Select to allow the extension to page/intercom all paging numbers. • <i>Disallow All</i>: Select to prohibit the extension to page/intercom all paging numbers. • <i>Allow All with Exempt</i>: If you select this option, click <i>New</i> to enter the paging/intercom number(s) that the extension is banned to page/intercom. • <i>Disallow All with Exempt</i>: If you select this option, click <i>New</i> to enter the paging/intercom number(s) that the extension is allowed to page/intercom. <p>For more information on paging, see Configuring auto attendants on page 262.</p>
Trusted hosts type	<p>Select the type of the subnet that can register with the SIP server. Only extensions on the specified subnet can register with the SIP server.</p> <p>If you select <i>User defined</i>, enter the information in <i>Trusted hosts</i>.</p>

GUI field	Description
Trusted hosts	Enter the IP address and netmask of the subnet that can register with the SIP server. You can add multiple trusted hosts.
Permitted outgoing rules	Enable or disable all available outbound calling rules. For more information on calling rules, see Configuring outbound dial plans on page 225 .

4. Click *Create*.

Configuring emergency zone profiles

You configure an emergency zone profile to include the detailed contact information in case of emergencies.

To configure an emergency zone profile

1. Go to *Phone System > Profile > Emergency Zone*.
2. Click *New* and configure the following:

GUI field	Description
Name	For a new profile, enter its name.
Emergency caller ID	Enter the caller ID to display on the destination phone when you dial the emergency number, such as 911. If an extension in this profile already has an emergency caller ID, this ID is overridden by the extension's own ID. See Emergency caller ID on page 182 .
Description	Enter any notes you have for this profile.
Emergency setting	Configure to send an alert email when an emergency call is made. Select <i>Do nothing</i> if you do not want the FortiVoice system to send an alert email. Otherwise, select <i>Send alert email</i> and enter the following: <ul style="list-style-type: none"> • <i>Emergency contact emails</i>: the email address for emergency contact. You can click + and add more addresses. • <i>Emergency barge number</i>: the extension number for authorized users to dial into an ongoing emergency call to listen or provide information to the call.
Contact Information	Enter the emergency contact information for the profile.

3. Click *Create*.

Scheduling the FortiVoice system

You can schedule the FortiVoice operation time and use the schedules when configuring dial plans, virtual numbers, or call management. The default schedules, namely *after_hour*, *any_time*, *business_hour*, and *holiday*, can be modified but cannot be deleted.

Depending on your preference, you can create either a standard or a calendar-based schedule.

For information on dial plan, see [Configuring call routing on page 220](#).

For information on virtual numbers, see [Working with virtual numbers on page 198](#).

For information on call management, see [Setting extension user preferences on page 181](#).

To configure a standard schedule

1. Go to *Phone System > Profile > Schedule* and click *New*.
2. Enter a profile name and select *Standard* for *Mode*.
3. Click *Create*.
4. In the schedule list, select the profile name you created and click *Edit*.
5. For *Week Day*, select the days to include in the schedule and set the AM and PM time or select *Full Day*.
6. For *Holiday*, click *New* to set the holidays. For example, select 01/01/21 in the *Date* field and enter New Year's Day in the *Description* field, and click *Create*.
7. Click *OK*.

To configure a calendar-based schedule

1. Go to *Phone System > Profile > Schedule* and click *New*.
2. Enter a profile name and select *Calendar* for *Mode*.
3. Click *Create*.
4. In the schedule list, select the profile name you created and click *Edit*.
5. Double-click a date to schedule an event.
6. Click *OK*.

Configuring devices

Phone System > Device allows you to configure desk phones (including Cisco CP-7841 and CP-8841 phones with version number 12.X) and multi-cell FortiFone phones in a central place for easy management.

This topic includes:


- [Configuring desk phones on page 143](#)
- [Configuring multi-cell FortiFone phones on page 146](#)

Configuring desk phones

You can configure desk phones to include their MAC addresses, phone model, phone profiles, names, and statuses. You may also assign a phone to an extension, to FortiFone-870i, or to an extension as an auxiliary.

To view the list of desk phones, go to *PhoneSystem > Device > Phone*.

GUI field	Description
Delete	Select one or more FortiFone records and click this button to remove them all at once.
Action	<ul style="list-style-type: none"> • <i>Assign to New Extension</i>: Select a phone in <i>Not Assigned</i> management status and click this option to add an extension and assign this phone to the

GUI field	Description
	<p>extension at the same time. For more information, see To assign a new extension user to an unassigned phone on page 145.</p> <ul style="list-style-type: none"> • <i>Assign to Existing Extension</i>: Select an unassigned phone and click this option to assign this phone to an existing extension. The phone record disappears from the <i>Unassigned Phone</i> list. For more information, see To assign an existing extension user to an unassigned phone on page 145. • <i>Assign to Multi-cell Device</i>: Select a multi-cell device (for example, FortiFone 870i) in <i>Not Assigned</i> management status and click this option to add an extension and assign this phone to the extension at the same time. For more information, see To assign a new extension user to an unassigned phone on page 145 and Configuring multi-cell FortiFone phones on page 146. • <i>Assign as Auxiliary to Existing Extension</i>: Select a phone in <i>Not Assigned</i> management status and click this option to assign it to an existing extension as an auxiliary device. For more information, see To assign a new extension user to an unassigned phone as an auxiliary device on page 145 and Auxiliary Phone on page 167. • <i>View Phone Configuration</i>: Select a phone in <i>Assigned</i> management status and click this option display its configuration file. • <i>View accounts</i>: For FortiFone phones to which multiple extensions can be associated, such as FON-850/860/870 and FON-D70/D71/D72, click this option to view the associated extensions. This option is only active for FortiFone phones with multiple extensions. • <i>Export</i>: Select to save the phone list in <code>CSV</code> format.
Extension	When you see  , it means that the phone is assigned to an extension.
MAC Address	The Media Access Control address (MAC address) of the SIP phone.
Phone Model	The phone brand and model.
Phone Profile	The profile for this phone. See Configuring phone profiles on page 125 .
Management	Displays the assignment status of the phone (<i>Assigned</i> or <i>Not Assigned</i>).
Number	The extension number of the phone.
Display Name	The name displaying on the extension. This is usually the name of the extension user.
Status	Displays if the phone is registered with the FortiVoice system. A registered phone is assigned an IP address and basic PBX setup information.
IP	The IP address of the phone assigned by the FortiVoice system.
Phone Info	The model, MAC address, and firmware version of the phone for this extension.

To add a FortiFone desk phone

1. Go to *Phone System > Device > Phone*.
2. Click *New* and configure the following:

GUI field	Description
MAC Address	Enter the MAC address of the phone you want to add.
Phone model	Select the phone brand and model.
Phone profile	Select the profile for this phone. You may also create a profile or edit an existing one. For more information, see Configuring phone profiles on page 125 .
Status	Displays if the phone is registered with the FortiVoice system. A registered phone is assigned an IP address and basic PBX setup information. This field is auto-populated based on the phone information you have entered.
Description	Enter any notes about the phone.

3. Click *Create*.

To assign a new extension user to an unassigned phone

1. Go to *Phone System > Device > Phone*.
2. Select a phone in *Not assigned* management status.
3. Click *Action* and select *Assign to New Extension*.
4. Enter the extension details and click *Next*. For details, see [Configuring IP extensions on page 162](#).
5. Review the phone details and click *Next*.
6. Review the summary and click *Finish*.

To assign an existing extension user to an unassigned phone

1. Go to *Phone System > Device > Desktop FortiFone*.
2. Select a phone in *Not assigned* management status.
3. Click *Action* and select *Assign to Existing Extension*.
4. Select the extension to associate with the unassigned phone and click *Next*.
5. Review the extension details and click *Next*. For details, see [Configuring IP extensions on page 162](#).
6. Review the phone details and click *Next*.
7. Review the summary and click *Finish*.

To assign a new extension user to an unassigned phone as an auxiliary device

1. Go to *Phone System > Device > Phone*.
2. Select a phone in *Not assigned* management status.
3. Click *Action* and select *Assign as Auxiliary to Existing Extension*.
4. Select the extension to associate with the unassigned phone and click *Next*.
5. Review the extension details and click *Next*. For details, see [Configuring IP extensions on page 162](#).
6. Review the phone details and click *Next*.
7. Review the summary and click *Finish*.

Configuring multi-cell FortiFone phones

The FortiVoice system supports 2 types of multi-cell FortiFone phones: FortiFone-870i and FortiFone-D72.

Each base FortiFone-870i can support up to 15 handsets. You can configure a FortiFone-870i to work with the FortiVoice system by adding a primary phone (base) and multiple secondary phones (bases).

Each base FortiFone-D72 can support up to 8 handsets. You can configure a FortiFone-D72 to work with the FortiVoice system by adding a FON-D72-M manager, at least one FON-D72-B base, and one FON-D71-H handset.

The following prerequisites must be met for the FortiFone-870i and FortiFone-D72 configuration to work:

Multi-cell phone	Prerequisites
FortiFone-870i	<ul style="list-style-type: none"> FortiVoice v6.0 build 127 or later FortiVoice auto provisioning is enabled (see Configuring SIP phone auto-provisioning on page 93) FortiFone-870i firmware 3.23 or later Network connectivity available between FortiFone-870i and the FortiVoice system
FortiFone-D72	<ul style="list-style-type: none"> FortiVoice v6.0.7 build 253 or later FortiVoice auto provisioning is enabled (see Configuring SIP phone auto-provisioning on page 93) Network connectivity available between FortiFone-D72 and the FortiVoice system

Follow the FortiFone-870i and FortiFone-D72 guides to configure the phones first. After you connect the phone to the network, you can configure it on the FortiVoice system.

Configuring the FortiFone-870i

Configure the FortiFone-870i on multiple GUI pages.

1. Go to *Phone System > Device > Multi-cell Device* and click *New*.
2. Enter the MAC address of the intended primary station.
3. Select *Enable*.
4. In *Device role*, set the station as primary with chain ID. The chain ID should be numbers up to 5 digits. Enter any description as needed and click *Create*.
You can now add extensions to the primary station. You only need to apply the extension configuration to the primary. All secondary stations can obtain the extension information from the primary.
5. Go to *Phone System > Device > Phone*.
6. Select the primary station just created, click *Action*, and select *Assign to New Extension* or *Assign to Existing Extension*.
7. For *Assign to New Extension*, see [To assign a new extension user to an unassigned phone on page 145](#).
8. For *Assign to Existing Extension*, see [To assign an existing extension user to an unassigned phone on page 145](#).
9. Add more extensions as needed with a different handset IDs. Upon completion, you should see all the extensions listed for the primary station.
10. Since the primary station is provisioned, proceed to provision the secondary stations. Factory reset the intended secondary station and connect it to the network. If the network and the FortiVoice system are configured properly, it should appear under *Phone System > Device > Phone*.

11. Select the unassigned FortiFone-870i station, click *Action > Assign to Multi-cell Device*.
12. In *Device role*, set the base station as secondary and select *Prime* (primary station) from the drop down list. Type any description as needed.
13. Click *OK*.
14. On the secondary phone configuration, remove the temporary extension settings and reboot the station. See the phone guide for more information.
Note that the temporary extension is used for initial configuration of the base and has to be removed for the phone to work with the FortiVoice system.

Configuring the FortiFone-D72

You can configure a FortiFone-D72 to work with the FortiVoice system by adding a FON-D72-M (manager), at least one FON-D72-B (base), and one FON-D71-H (handset). This solution includes the following four steps.


For more information about the FortiFone-D72, see [FON-D72 User Guide](#).

To configure the FON-D72-M

1. Connect the FON-D72-M to the network using a POE connection.
2. Log in to the FortiVoice GUI.
3. Go to *Phone System > Device > Phone*.
The FON-D72 is auto discovered and displays as a device with the *Not Assigned* management status.
4. Right-click the FortiFone-D72 and select *Assign to Multi-cell Device*.
5. Configure the following:

GUI field	Description
Enable	Select to activate the phone.
Device role	Select <i>DECT Manager</i> for FON-D72-M.
IP address	Enter the IP address of the FON-D72-M if it is not automatically filled out.
Default manager	Enable to make the FON-D72-M as the default manager of the FortiFone-D72 configuration.
Description	Enter any notes about the phone.

6. Click *OK*.

In the *Phone Model* column, a green icon  appears beside FortiFone-D72 indicating that it is the DECT Manager.


To configure the FON-D72-B

1. Connect the FON-D72-B to the network using a POE connection.
2. Log in to the FortiVoice GUI.
3. Go to *Phone System > Device > Phone*.
A new FON-D72 is auto discovered, displays as a device with the *Not Assigned* status, and has a different MAC address than the DECT Manager.
4. Right-click the FortiFone-D72 and select *Assign to Multi-cell Device*.

5. Configure the following:

GUI field	Description
Enable	Select to activate the phone.
Device role	Select <i>Base</i> for FON-D72-B.
Sync cluster	Select the ID for a phone group. A sync cluster is comprised of a number of base stations within the DECT multi-cell system that synchronize with each other to enable handover, roaming, list access, and load balancing. Only phones in the same cluster can talk with each other. For detailed information, see FON-D72 User Guide .
Sync level	Select the sync level for a phone group. Each base station is assigned to a corresponding sync level. Sync level is based on the distance between bases. Only one base can be sync level 1, then every other base would be 2-10, based on where they are located. For detailed information, see FON-D72 User Guide .
Primary	Select the MAC address of the default DECT Manager if it is not automatically populated.
Default manager	Enable to make the FON-D72-M as the default manager of the FortiFone-D72 configuration.
Description	Enter any notes about the phone.

6. Click *OK*.

In the *Phone Model* column, a gray icon  appears beside FortiFone-D72 indicating that it is the base.

To configure the FON-D71-H handset as an extension

1. Log in to the FortiVoice GUI.
2. Right-click the FortiFone-D72 that is the DECT Manager and select *Assign to New Extension*.
3. Configure the following:

GUI field	Description
Number	Enter the extension number of the FON-D71-H. For information on extension configuration, see Configuring IP extensions on page 162 .
Enable	Select to activate the extension.
Display name	Enter the name displaying on the extension. This is usually the name of the extension user. You can click <i>Expand to modify caller ID</i> to add a caller ID for external calls or emergency calls.

GUI field	Description
Description	Enter any notes about the phone.
User Setting	Do not do anything.

4. Click *Next*.
5. Verify the information and click *Next*.
6. Review the summary.
7. Click *Finish*.

To activate the FON-D72-M and register handsets

1. Enter the IP address of the FON-D72-M in a web browser.
2. Log in using "admin" as the username and "23646" as the password.
3. Go to *Handset & Account > Registration Center*.
4. Click *Start Now*.
5. Power on the FON-D71-H handset and press the *Reg* button.
The handset will search and find the FON-D72-M, register, and display the created extension number and name.

Reviewing system configuration

Phone System > Review provides a snapshot of the FortiVoice system configuration. You may also modify some items.

The following table lists the items that you can review or modify:

GUI tab	Description
Number	You can double-click an extension to modify it. For modification information, see Configuring IP extensions on page 162 .
MWI Auditor	Message waiting indicator (MWI) check for new voicemails. You can double-click a record to view the voicemail source, including the user ID, extension number, and extension type.
Network Summary	Shows the IP address of each subnet and the number of devices connected to it.
DID Handling	Direct inward dialing (DID) handling information. For detailed information, see Configuring direct inward dialing on page 222 .
Call Queue	This section is available for FortiVoice systems with the Call Center license. For modification information, see Creating call queues on page 230 .
Agent	This section is available for FortiVoice systems with the Call Center license. For modification information, see Configuring agents on page 238 .
Referenced Extension	Extensions that are used by other objects and their roles in the objects. You can double-click a referenced object to view the object details and the extension role in the object.

GUI tab	Description
	<p>In the following example, extension 87071 is used in <i>Ottawa_Helpdesk (Virtual Number)</i> as a call handling destination.</p>

Managing FortiVoice gateways, local survivability, and firmware

A managed gateway is one of the FortiVoice Gateways that either contains FXS, FXO, or PRI ports that handles calls for the FortiVoice phone system. Gateway Management enables auto-discovery of other FortiVoice gateways on the network and offers remote device management from a centralized FortiVoice phone system. Gateways will still need to be configured for network settings and administrator passwords, but all other configurations will be received from the FortiVoice system.

For information on gateway auto-discovery, see [Viewing unmanaged gateways on page 35](#).

FVE-100E and larger systems can manage gateways.

FVE models and supported number of gateways

Model	Number of gateways supported
FVE-100E and FVE-VM-100	5
FVE-200F and FVE-VM-200	5
FVE-300E	10
FVE-500E, FVE-500F, and FVE-500	15
FVE-1000E and FVE-VM-1000	25
FVE-2000E, FVE-2000F and FVE- VM-2000	50
FVE-3000E and FVE-VM-3000	50
FVE-5000F and FVE-VM-5000	100
FVE-VM-10000	100
FVE-VM-20000	100
FVE-VM-50000	200

The FortiVoice Local Survivable solution is designed to provide branch resiliency for centralized deployments with multi-sites. It is delivered and supported by a selected line of enterprise-class appliances through a firmware upgrade and enables system administrators to seamlessly connect multiple locations with an easy-to-deploy solution.

Firmware of the FortiVoice systems and FortiFone phones can be managed in a single place.

This topic includes:

- [Managing FXO gateways on page 152](#)
- [Managing FXS gateways on page 152](#)
- [Managing PRI gateways on page 153](#)
- [Configuring local survivability on page 154](#)
- [Managing firmware on page 155](#)


Managing FXO gateways

FXO Gateways connect your IP phone system to an outside telephone line. It allows you to connect the FXS port to the FXO port of the gateway, which then translates the analog phone line to a VoIP call.

The FortiVoice FVG-GO08 gateways can be auto discovered by the FortiVoice system once they connect to it. You can also manually add gateways to be managed by the FortiVoice system.

For detailed instructions about deploying a FXO gateway, see the [FortiVoice FXO Gateway Deployment Guide](#).

To view the list of added GO08 gateways, go to *Managed System > Gateway > FXO Gateway*.

GUI field	Description
Apply configuration	<p>Prior to applying the configuration file, make sure that the FortiVoice phone system and FortiVoice gateway are running the 6.0.x firmware version.</p> <p></p> <p>Supported setup examples for <i>Apply configuration</i>:</p> <ul style="list-style-type: none"> • FortiVoice 6.0.12 with FortiVoice gateway 6.0.11 or 6.0.12 • FortiVoice 6.0.11 with FortiVoice gateway 6.0.12 <p>Unsupported setup example for <i>Apply configuration</i>:</p> <ul style="list-style-type: none"> • FortiVoice 6.4.7 with FortiVoice gateway 6.0.11 or 6.0.12 <p>To verify the firmware version, go to <i>Dashboard > Status</i>. In the <i>System Information</i> widget, go to <i>Firmware version</i>.</p> <hr/> <p>Select a gateway from the list and click this option to apply the FortiVoice FXO gateway configuration file to this gateway and reboot the gateway immediately.</p>
View configuration	Select a gateway from the list and click this option to display the configuration file applied to this gateway.
Unmanaged Gateway	Click to display the gateways auto discovered by the FortiVoice system. For more information, see Viewing unmanaged gateways on page 35 .
Fetch Device Info	Select a branch FortiVoice system from the list and click this option to retrieve its information.
Upgrade	Select a gateway and select this option to upgrade it now or later.


Managing FXS gateways

FXS gateways connect traditional PBX phone lines to a VoIP phone system or provider. To connect the FXO ports to the Internet or a VoIP system, you need an FXS gateway in between.

The FortiVoice FVG-GS16 gateways can be auto discovered by the FortiVoice system once they connect to it. You can also manually add gateways to be managed by the FortiVoice system.

For detailed instructions about deploying a FXS gateway, see the [FortiVoice FXS Gateway Deployment Guide](#).

To view the list of added GS16 gateways, go to *Managed System > Gateway > FXS Gateway*.

GUI field	Description
Apply configuration	<p>Prior to applying the configuration file, make sure that the FortiVoice phone system and FortiVoice gateway are running the 6.0.x firmware version.</p>  <p>Supported setup examples for <i>Apply configuration</i>:</p> <ul style="list-style-type: none"> • FortiVoice 6.0.12 with FortiVoice gateway 6.0.11 or 6.0.12 • FortiVoice 6.0.11 with FortiVoice gateway 6.0.12 <p>Unsupported setup example for <i>Apply configuration</i>:</p> <ul style="list-style-type: none"> • FortiVoice 6.4.7 with FortiVoice gateway 6.0.11 or 6.0.12 <p>To verify the firmware version, go to <i>Dashboard > Status</i>. In the <i>System Information</i> widget, go to <i>Firmware version</i>.</p>
	Select a gateway from the list and click this option to apply the FortiVoice FXS gateway configuration file to this gateway and reboot the gateway immediately.
View configuration	Select a gateway from the list and click this option to display the configuration file applied to this gateway.
Unmanaged Gateway	Click to display the gateways auto discovered by the FortiVoice system. For more information, see Viewing unmanaged gateways on page 35 .
Fetch Device Info	Select a branch FortiVoice system from the list and click this option to retrieve its information.
Upgrade	Select a gateway and select this option to upgrade it now or later.


Managing PRI gateways

VoIP PRI gateways seamlessly connect your legacy telephony infrastructure, made up of PRI (T1, E1) or BRI lines, to IP networks. Businesses with legacy phone equipment (such as a TDM PBX) can use PRI gateways to connect to SIP trunking services without having to spend money altering their current network infrastructure.

The FortiVoice FVG-GT01 and GT02 gateways can be auto discovered by the FortiVoice system once they connect to it. You can also manually add gateways to be managed by the FortiVoice system.

For detailed instructions about deploying a PRI gateway, see the [FortiVoice PRI Gateway Deployment Guide](#).

To view the list of added GT01/02 gateways, go to *Managed System > Gateway > PRI Gateway*.

GUI field	Description
Apply configuration	<p>Prior to applying the configuration file, make sure that the FortiVoice phone system and FortiVoice gateway are running the 6.0.x firmware version.</p>  <p>Supported setup examples for <i>Apply configuration</i>:</p> <ul style="list-style-type: none"> • FortiVoice 6.0.12 with FortiVoice gateway 6.0.11 or 6.0.12 • FortiVoice 6.0.11 with FortiVoice gateway 6.0.12 <p>Unsupported setup example for <i>Apply configuration</i>:</p>

GUI field	Description
	<ul style="list-style-type: none"> FortiVoice 6.4.7 with FortiVoice gateway 6.0.11 or 6.0.12 To verify the firmware version, go to <i>Dashboard > Status</i> . In the <i>System Information</i> widget, go to <i>Firmware version</i> .
	Select a gateway from the list and click this option to apply the FortiVoice FXS gateway configuration file to this gateway and reboot the gateway immediately.
View configuration	Select a gateway from the list and click this option to display the configuration file applied to this gateway.
Unmanaged Gateway	Click to display the gateways auto discovered by the FortiVoice system. For more information, see Viewing unmanaged gateways on page 35 .
Fetch Device Info	Select a branch FortiVoice system from the list and click this option to retrieve its information.
Upgrade	Select a gateway and select this option to upgrade it now or later.

Configuring local survivability

FortiVoice local survivability solution is designed to provide branch resiliency for centralized deployments with multi-sites. The FortiVoice system at the central office sends the configuration files to the FortiVoice systems and extensions at the branch offices. The central office handles all inbound calls thereby consolidating the number of lines required for an organization.

With this solution, you have one place to look for the routing rules, logs, call records, and call recordings. You can see the whole setup, make changes, or modify records on the fly. If an extension is added, it is operational immediately. Any users at any location will be able to call that new extension right away without waiting for configurations to sync up, or new policies required to be set at each location.

If the communication between the FortiVoice system at the central office and the FortiVoice systems and extensions at the branch offices is down, the FortiVoice systems at the branch offices (survivability branches) will kick in to provide access to lines until the communication is restored between the central system and the extensions.

A survivability branch is a local FortiVoice system containing local extensions that is part of a centralized deployment.

For detailed instructions about deploying a survivability branch, see the [FortiVoice Local Survivable Gateway Deployment Guide](#).

The following FortiVoice phone system models can manage one or more survivability branches :

- FVE-300E-T and larger
- FVE-VM-500 and larger

The supported FortiVoice survivability branch models are:

- FVE-20E2
- FVE-20E4
- FVE-50E6
- FVE-100E

- FVE-200F8
- FVE-500F

FVE models and supported number of survivability branches

Model	Number of survivability branches supported
FVE-300E	10
FVE-500E, FVE-500F, and FVE-VM-500	15
FVE-1000E and FVE-VM-1000	20
FVE-2000E, FVE-2000F, and FVE-VM-2000	40
FVE-3000E and FVE-VM-3000	40
FVE-5000F and FVE-VM-5000	100
FVE-VM-10000	100
FVE-VM-20000	100
FVE-VM-50000	200

To view the list of added survivability branches, go to *Managed System > Survivability > Survivability Branch*.

GUI field	Description
Apply configuration	Select a branch FortiVoice system from the list and click this option to apply the FortiVoice configuration file to this branch system and reboot the system immediately.
View configuration	Select a branch FortiVoice system from the list and click this option to display the configuration file applied to this system.
Fetch Device Info	Select a branch FortiVoice system from the list and click this option to retrieve its information.
Upgrade	Select a branch FortiVoice system and select this option to upgrade it now or later.

Managing firmware

Managed System > Firmware allows you to manage firmwares of the FortiVoice systems and FortiFone phones.

FortiVoice systems refer to the FortiVoice devices managed by this FortiVoice system, such as gateways.

FortiFone phones are those connected to this FortiVoice system.

To manage FortiFone firmware

1. Go to *Managed System > Firmware > FortiFone Firmware*.

GUI field	Description
Upload	<p>Click to upload a firmware file.</p> <p>You can select a phone model or FortiFone desktop app, select the firmware file, and enter the firmware version number to upload the firmware.</p> <p>Note that if you selected <i>FortiFone-DesktopApp</i>, the <i>Firmware version</i> option is only available when editing an existing the firmware file.</p> <p>For FortiFone-380, 480, and 580, there is a <i>Forced</i> option. If necessary, enable this option to force a new build onto the phone regardless of the firmware version already on the phone.</p>
Download	Select a firmware file and click this button to download it.
Action	Select a firmware file and click this button to enable or disable a firmware upgrade for the FortiFone phones managed by this FortiVoice system.
Statistics	Click to display the information of the managed FortiFone phones.
Upgrade	<p>Select a firmware and click <i>Upgrade</i> to upgrade the FortiFone firmware:</p> <ul style="list-style-type: none"> • <i>Name</i>: Enter a name for the firmware upgrade job. • <i>Extension Selection</i>: Select <i>All related devices</i> if you want to upgrade all of the devices to which the firmware applies to. Otherwise add individual devices that you want to upgrade. • <i>Schedule</i>: Schedule the upgrade. The firmware will be pushed to the managed FortiFone phones at the scheduled time.
View upgrade job	Click to display the FortiFone upgrade records. See Maintaining phones on page 104 .


To manage FortiVoice firmware

1. Go to *Managed System > Firmware > FortiVoice Firmware*.

GUI field	Description
Upload	Click to upload a firmware file.
Upgrade	Select a firmware file to do the FortiVoice firmware upgrade now or at a scheduled time.

Configuring security settings

You can enhance the FortiVoice system security by configuring intrusion detection, password policies, passwords auditing, user privileges, and extension blocking.

Clicking the security alert icon () at the top right corner of the screen displays the system security status. If there are any security issues, the icon will have a red exclamation mark. For details about the system security status, see [Checking the system security on page 23](#).

This topic includes:

- [Configuring intrusion detection on page 157](#)
- [Setting password policies on page 158](#)
- [Auditing the extension passwords on page 159](#)
- [Configuring user privileges on page 160](#)
- [Configuring account codes on page 160](#)
- [Blocking phone numbers on page 161](#)

Configuring intrusion detection

Security > Intrusion Detection lets you manually add IP addresses to be exempted from being blocked, remove system added exempt IP addresses if you find them suspicious, and configure intrusion detection settings.

The manually added IP addresses are usually from the sources that you trust. For example, IP addresses from external customer devices can be added.

The IP addresses of the devices that are registered to the FortiVoice system are automatically added to the exempt list.

To add an exempt IP address

1. Go to *Security > Intrusion Detection > Exempt IP*.
2. Click *New*.
3. Enter the IP address.
4. Click *Create*.

To remove an auto exempt IP

1. Go to *Security > Intrusion Detection > Auto Exempt IP*.
2. Select an IP address you want to remove and click *Delete*.

To configure intrusion detection settings

1. Go to *Security > Intrusion Detection > Setting*.
2. Configure the following:

GUI field	Description
Status	<ul style="list-style-type: none">• <i>Disable</i>: Select to stop the intrusion detection activities.

GUI field	Description
	<ul style="list-style-type: none"> • <i>Monitor Only</i>: Select to only track the intrusion detection activities. • <i>Enable</i>: Select to activate the intrusion detection activities.
Access tracking	Select the method to track the traffic access (and IPs) to the FortiVoice system.
Initial block period	Enter the time in minutes to initially block every new device/IP address trying to access the FortiVoice system. This is to screen out spammers or attackers because they normally will not try again after being blocked initially.

3. Click *Apply*.

Setting password policies

Security > Password Policy lets you set the SIP password and user PIN policy for administrators and extension users. For information on setting SIP password and user PIN, see [Configuring IP extensions on page 162](#).

You can also edit extension user passwords.

To set password policies

1. Go to *Security > Password Policy > Password/PIN Policy*.
2. Configure the following:

GUI field	Description
Password / PIN Policy	<ul style="list-style-type: none"> • <i>Minimum password length</i>: Set the minimum acceptable length (8) for passwords. • <i>Password must contain</i>: Select any of the following special character types to require in a password. Each selected type must occur at least once in the password. <ul style="list-style-type: none"> • <i>Upper-case-letter</i> — A, B, C, ... Z • <i>Lower-case-letter</i> — a, b, c, ... z • <i>Number</i> — 0 ... 9 • <i>Non-alphanumeric</i> — punctuation marks, @, #, ... % • <i>Apply password policy to</i>: Select where to apply the password policy: <ul style="list-style-type: none"> • <i>Admin user</i> — Apply to administrator web GUI passwords. If any password does not conform to the policy, require the administrator to change the password at the next login. • <i>SIP users</i> — Apply to FortiVoice SIP phone users' passwords. If any password does not conform to the policy, require that user to change the password at the next login. • <i>User passwords</i>: Apply to user portal and FortiFone softclient users' access passwords. If any password does not conform to the policy, require that user to change the password at the next login. • <i>Minimum PIN length</i>: Set the minimum acceptable length (6) for the user

GUI field	Description
	PIN. <ul style="list-style-type: none"> • <i>PIN must contain:</i> <ul style="list-style-type: none"> • <i>Number:</i> Enable to allow the use of number digits (0-9) in the PIN. • <i>PIN special:</i> Enable to allow the use of the * and # special characters in the PIN. • <i>Apply PIN policy to:</i> Select <i>Voicemail users</i> to apply the policy to FortiVoice phone users' user PIN. If any PIN does not conform to the policy, require that user to change the PIN at the next login. • <i>PIN expiration:</i> Select the voicemail PIN expiration options. <ul style="list-style-type: none"> • <i>Never:</i> Users set their voicemail PIN and the PIN never expires. • <i>Default Only:</i> Extension users using the default voicemail PIN is prompted to change the PIN when accessing their voicemail for the first time. For information on voicemail PIN, see Configuring IP extensions on page 162. • <i>All:</i> Extension users are prompted to change the voicemail PIN when accessing their voicemail for the first time and regularly according to the PIN expiration time. • <i>PIN expiration time:</i> If you selected <i>All</i> for <i>PIN expiration</i>, select the PIN expiry time in days.
Allow empty admin password	Select to allow leaving the admin password field empty when logging in to the system. This option appears if you disable <i>Password/PIN Policy</i> .

3. Click *Apply*.

To edit extension user passwords





1. Go to *Security > Password Policy > Password Auditor*.
2. Double-click an extension of which you want to edit the user passwords.
3. Under *User Setting*, go to the *Web Access* and *Phone Access* tabs.
4. Change the passwords, as required. For more information, see [Configuring IP extensions on page 162](#).
5. Click *OK*.

Auditing the extension passwords

You can verify the strength of IP and fax extension passwords. For information about setting IP extension and fax extension passwords, user passwords, and voicemail PINs, see [Configuring IP extensions on page 162](#) and [Configuring fax extensions on page 179](#).

To audit extension passwords

1. Go to *Security > Password Policy > Password Auditor*.
2. Configure the following:

Button	Description
Edit	Select an extension and click <i>Edit</i> to modify the extension configuration. For details, see Configuring IP extensions on page 162 .
Audit Now	<p>Click to check the strength of the extension passwords. The time is displayed when the last audit was done.</p> <p>Shield symbol colors and password status:</p> <ul style="list-style-type: none"> •  - Very strong •  - Weak •  - Very weak •  - Mediocre <p>If the password strength of an extension does not show a green shield icon, double-click the extension to view and modify the password based on the policy until the password strength shows a green shield icon. For details, see Configuring IP extensions on page 162.</p>
Download	To save a copy of the password audit result, click and select <i>All</i> .

Configuring user privileges

A user privilege includes a collection of phone services and restrictions that can be applied to each extension user.

For more information, see [Configuring user privileges on page 137](#).

Configuring account codes

You can set account codes to restrict long-distance and international calls, for instance. Users must dial these codes first before making long-distance or international calls.

You apply the account codes in user privileges. For details, see [Configuring user privileges on page 137](#).

To set an account code

1. Go to *Security > User Privilege > Account Code*.
2. Click *New* and configure the following:

GUI field	Description
Name	Enter an account code name.
Description	Enter any notes you may have for the account code.

GUI field	Description
Shared	Select to use this code on any extension.
Represented in CDR	Select to display the account code by code or name in CDR. For information about CDR, see Viewing call records on page 36 .
Access Code Set	To add an account code: <ol style="list-style-type: none"> 1. Click <i>New</i>. 2. Enter the account code with a minimum of 3 digits and a maximum of 10 digits. 3. Enter a display name for the code such as Finance. 4. Add any notes for the code. 5. Click <i>Create</i>.

3. Click *Create*.

Blocking phone numbers

For security reasons, you can block an inbound call by entering its number. This will block future calls from this number.

To block a number

1. Go to *Security > Blocked Number*.
2. Click *New*.
3. Enter the number you want to block.
4. Click *Create*.
5. Click *Setting*.
6. In *PBX Setting*, enable *System block list*.
7. Click *Apply*.

Future calls from the number will be blocked. For more information, see [Configuring phone system settings on page 107](#).

To unblock a number

1. Go to *Security > Blocked Number*.
2. Select a blocked number in the list.
3. Click *Delete*.

Configuring extensions

The *Extension* menu lets you configure local and remote extensions, extension groups, general voicemail, and virtual numbers.

This topic includes:

- [Setting up local extensions on page 162](#)
- [Creating extension groups on page 188](#)
- [Setting up a general voicemail on page 196](#)
- [Working with virtual numbers on page 198](#)

Setting up local extensions

You can configure IP phone extensions, edit analog extension, and choose extension preferences.

This topic includes:

- [Configuring IP extensions on page 162](#)
 - [Auditing SIP extension password on page 170](#)
 - [Auditing extension numbers and MAC addresses on page 170](#)
 - [Importing a list of extensions on page 171](#)
 - [Configuring SIP forking on page 171](#)
- [Modifying managed extensions on page 172](#)
- [Modifying analog extensions \(FVE-20E2 and FVE-50E6 models only\) on page 173](#)
- [Setting up remote extensions on page 176](#)
- [Configuring fax extensions on page 179](#)
- [Setting extension user preferences on page 181](#)
- [Configuring fax extensions on page 179](#)
- [Setting extension user preferences on page 181](#)

Configuring IP extensions

An IP extension is an IP phone connected through a network to a system. An internal IP extension is a phone connected on the same LAN as the system. An external IP extension is a phone connected outside the LAN.

To view the local IP extensions, go to *Extension > Extension > IP Extension*.

GUI field	Description
Actions	<ul style="list-style-type: none">• <i>Export</i>: Select to save a copy of the extension list or download as a sample list with or without user ID in CSV format.• <i>Import</i>: Select to upload a copy of the extension list in CSV format. For


GUI field	Description
	<p>details, see Importing a list of extensions on page 171.</p> <ul style="list-style-type: none"> • <i>View Phone Configuration</i>: Select a FortiFone extension and click this option to view the phone's configuration file. When a phone is associated with an extension, the FortiVoice system generates a configuration file for the phone. For details, see To create or edit an IP extension on page 164. • <i>Apply Configuration (Main Phone)</i>: If you have edited an extension configuration and want to apply it to the phone associated with this extension, select the extension and click this option. The selected phones will reboot and only the phones that meet the following conditions will receive the new configuration: <ul style="list-style-type: none"> • Phones supported by and registered to the FortiVoice system. For the list of supported phones and auto provisioning prerequisites, see Configuring SIP phone auto-provisioning on page 93. • Phone type and MAC address is correctly configured. See To create or edit an IP extension on page 164. • Auto-provisioning is enabled for the extension associated with the phone through the user privilege applied to it. See Configuring user privileges on page 137. • <i>Password Auditor</i>: See Auditing SIP extension password on page 170. • <i>Number Auditor</i>: Auditing extension numbers and MAC addresses on page 170 • <i>Send Softclient QR Code by Email</i>: If you have added a FortiFone softclient to an extension and entered your email address as a notification option, select this option to send a QR code to the email address. The QR code will also appear on the <i>Preferences</i> page of the extension's user portal. See Auxiliary Phone on page 167 and Notification Options on page 183. • <i>Maintenance</i>: Select an extension and click this button to manage a user's voicemail box and faxes. You can check the size of the mailbox or fax folder and empty them if required. Click <i>Back</i> to return to the <i>IP Extension</i> tab.
Configure View (icon)	Click to display or hide columns you want. You can also save the customized view or set it back to default.
Enabled	Select to activate an extension.
Number	The extension number.
Display Name	The caller ID used for internal calls. This is usually the name of the extension user.
Phone Model	The brand and model of the phone.
Emergency Zone	The emergency zone profile for this extension. For more information, see Configuring emergency zone profiles on page 142 .

GUI field	Description
Survival Branch	If the extension belongs to a FortiVoice survivability branch, the branch information is listed. For information on survivability branch, see Configuring local survivability on page 154 .
Department	If the extension belongs to an extension department, the department information is listed. For information on departments, see Creating extension departments on page 189 .
Business Group	If the extension belongs to a business group, the group information is listed. For information on business groups, see Creating business groups on page 195 .
Status	The extension statuses, including: <ul style="list-style-type: none"> • <i>Idle</i>: The extension is not in use. • <i>In Use</i>: The extension is in use. • <i>Busy</i>: The extension is busy. • <i>Ringling</i>: The extension is ringing. • <i>On Hold</i>: The extension has an on-hold call. • <i>Admin down</i>: The trunk of the extension is disabled. Under this status, the extension remains registered with the FortiVoice system. • <i>Not registered</i>: The extension is not registered with the FortiVoice system and is not in service. • <i>Unavailable</i>: The extension is not reachable. • <i>Alarm detected</i>: There is a problem with the phone line. • <i>Other</i>: The status other than the above.
IP	The link to the IP address of the phone using the extension number.
Phone Profile	Displays the phone profile applied to the extension. For information on phone profile, see Configuring phone profiles on page 125 .
Phone Info	The model, MAC address, and firmware version of the phone for this extension.

To create or edit an IP extension

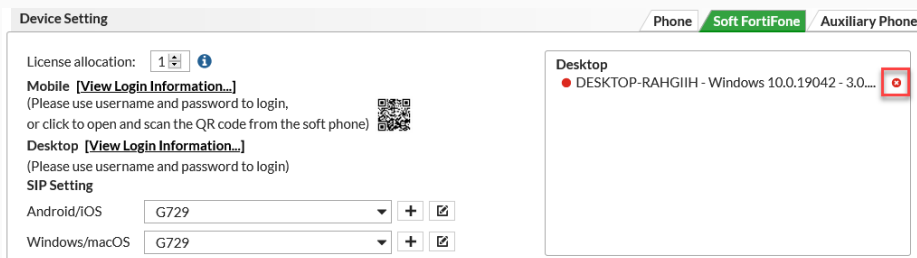
1. Go to *Extension > Extension > IP Extension*.
2. Click *New* or double-click an existing extension.
3. Configure the following:

GUI field	Description
Number	Enter the extension number following the extension number pattern. See Configuring PBX options on page 108 . If you are editing the extension, you can click <i>Edit Preference</i> to configure the extension user preferences. See Setting extension user preferences on page 181 .
User ID	This option is view only and the ID only appears when you edit an extension. This is the system-generated ID based on the user ID prefix you set (see User ID prefix on page 111) and the extension number.
Enable	Select to activate the extension.


GUI field	Description
Display name	 <p>Do not include quotation marks in an extension display names. The recommended character length is 20 characters or less. If you enter more than 20 characters, the name may not show properly on some phone models.</p> <hr/> <p>The caller ID used for internal calls. Enter the name that the phone can display when it receives a call from this extension. This is usually the name of the extension user. You can click + <i>Expand to modify caller ID</i> to add caller IDs for external calls and emergency calls.</p>
Description	Enter any notes for the extension.
Device Setting	Extension SIP devices include desk phones, soft phones, and auxiliary devices.
Phone	
Type	Select the desk phone type.
Device	<p>Select the specific phone model.</p> <p>Click the <i>New</i> icon to add a new device. See Configuring desk phones on page 143. Click the <i>Edit</i> icon to modify a selected device. See Configuring desk phones on page 143. Click the <i>Select</i> icon to choose an existing device. This option is only available if you select FortiFone type.</p>
SIP settings	<p>Select the SIP profile for the phone.</p> <p>Click the <i>New</i> icon to add a new profile. See Configuring SIP profiles on page 122. Click the <i>Edit</i> icon to modify a selected profile. See Configuring desk phones on page 143.</p>
Emergency zone	<p>Select the emergency zone profile for the phone.</p> <p>Click the <i>New</i> icon to add a new profile. See Configuring emergency zone profiles on page 142. Click the <i>Edit</i> icon to modify a selected profile. See Configuring emergency zone profiles on page 142.</p>
Advanced	<p>Click to configure the following settings and click <i>OK</i> when finished.</p> <ul style="list-style-type: none"> • <i>SIP password</i>: FortiVoice uses this password to register your SIP phone. When you are registering a third-party phone, enter this password where it is needed. You can check the password strength. For details, see Auditing the extension passwords on page 159. Click <i>Generate</i> to generate a strong password automatically. Select <i>View password</i> to display the password. If you have configured the default SIP user password (see Default SIP user password on page 110), the password appears here. However, you can change it. • <i>Location</i>: Select <i>Internal</i> if the phone does not traverse through Network Address Translation (NAT) to connect to the FortiVoice system, and <i>External</i> if

GUI field	Description
	<p>the phone does. These are system defined locations.</p> <ul style="list-style-type: none"> • <i>User programmable keys</i>: By clicking <i>Edit</i>, you can configure the phone programmable keys for the extension user if the programmable keys profile used for this extension gives users the permission to do so. • <i>MWI</i> (Message Waiting Indication): Enable or disable MWI on the phone. • <i>Auto answer</i>: Enable or disable automatic answering on the phone. • <i>Direct call</i>: Enable or disable direct calling on the phone. <ul style="list-style-type: none"> <i>Number</i>: Enter the phone number. This is the phone number that the FortiVoice system automatically dials after the phone user lifts up the phone handset (or presses the headset or speaker button) to place a call. <i>After</i>: If you want to delay the automatic dialing, enter a value in seconds. If the delay is set to 0, the extension is turned into a hotline meaning that the FortiVoice system immediately dials the configured Direct call number after the extension is off-hook. • <i>Secondary accounts</i>: If you enabled the option to add a secondary account for desk FortiFone phones, do it here by selecting the FortiFone extension as the secondary account. For more information, see Secondary account (Enable secondary account for Desktop FortiFone) on page 95.
Soft FortiFone	
License allocation	<p>Select the number of FortiFone softclient licenses for use on this extension. If you select 0, no configuration is needed.</p>
Mobile	<p>To update this setting, you need to edit an extension. Click <i>View Login Information</i> to view the configuration file of the mobile softclient. Use the user name and password from the configuration file to log in onto the mobile softclient, or click and scan the QR code from the mobile softclient.</p>
Desktop	<p>To update this setting, you need to edit an extension. Click <i>View Login Information</i> to view the configuration file of the desktop softclient. Use the user name and password from the configuration file to log in onto the desktop softclient.</p>
SIP Setting	<ul style="list-style-type: none"> • <i>Android/iOS</i>: If the soft phone is on an Android phone or iPhone, select a SIP profile for it. Click <i>Edit</i> to modify the current profile or <i>New</i> to configure a new one. For more information, see Configuring SIP profiles on page 122. • <i>Windows/macOS</i>: If the soft phone is on a Windows or Mac device, select a SIP profile for it. Click <i>Edit</i> to modify the current profile or <i>New</i> to configure a new one. For more information, see Configuring SIP profiles on page 122.
Revoking a license	<p>When licenses are allocated to an extension and the devices associated with the extension use the licenses, the devices appear.</p>

GUI field	Description
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If you want to free up a license, you can revoke the license of a device that you no longer need and use it for another device in need.

To do so, click the *Revoke License* () icon and confirm the action.

Auxiliary Phone

Click *New* to add SIP phones to the extension. This is known as SIP forking. For more information, see [Configuring SIP forking on page 171](#).

SIP forking allows you to have your desk phone ring at the same time as your soft phone or a SIP phone on your mobile. For example, you can use SIP forking to ring your desk phone and your Android SIP phone at the same time, allowing you to take the call from either device easily. No forwarding rules would be necessary as both devices would ring. In the same manner, SIP forking can be used in an office and allow the secretary to answer calls to the extension of his/her supervisor when the supervisor is away or unable to take the call.

Select a device and click *Actions* to apply extension configuration to the device or view the extension or SIP configuration file.

The selected devices will reboot and only the devices that meet the following conditions will receive the new configuration:

- Devices supported by and registered to the FortiVoice system. For the list of supported phones and auto provisioning prerequisites, see [Configuring SIP phone auto-provisioning on page 93](#).
- Device type and MAC address is correctly configured. See [To create or edit an IP extension on page 164](#).
- Auto-provisioning is enabled for the extension associated with the device through the user privilege applied to it. See [Configuring user privileges on page 137](#).

User Setting

Management	Configure the extension's role in other settings.
User privilege	Select the services for the extension. Click <i>Edit</i> to modify the current user privilege or click <i>New</i> to configure a new one. For more information on user privilege, see Configuring user privileges on page 137 .
Department	Select the department that the extension belongs to. Click <i>Edit</i> to modify the current department or click <i>New</i> to configure a new one. For more information on extension department, see Configuring agents on page 238 .
Survival branch	Select the local survival branch FortiVoice system for the extension if the extension is in a local survivability network.

GUI field	Description
	<p>Click <i>Edit</i> to modify the current branch system.</p> <p>For more information, see Configuring local survivability on page 154.</p>
Voicemail	<p>Configure the extension's voice mailbox.</p> <p>In some cases, you may want other users or groups to share this voice mailbox. For example, a supervisor wants his/her co-workers to access his/her voice mailbox while he/she is away.</p> <p><i>Main voice mailbox:</i> Select the extension's own voice mailbox (<i>Default</i>) or that of another extension as the voice mailbox of this extension.</p> <p>Typically, you use the default mailbox.</p> <p>If you select the voice mailbox of another extension, you can click <i>Edit</i> to modify that extension.</p> <p><i>Users/Groups:</i> The FortiVoice system turns on the message waiting light on the phones of a user or user group to notify the user or group of a new voice message stored in the voice mailbox associated with this extension.</p> <p>To select users or user groups, click the + sign in the field and select the users/groups and then click <i>Close</i>.</p> <p>To listen to the message after being notified, a user can dial *97 or the code you set (see Modifying feature access codes on page 289) and enter the user's own user PIN.</p> <p>For information on creating user groups, see Creating extension groups on page 188.</p>
Web Access	<p>Configure web user portal and softclient access from mobile or desktop devices.</p>
Authentication type	<p>Select the extension's authentication type: <i>Local</i> or <i>LDAP</i>.</p>
User password	<p>Enter the password for user portal access which can be much longer and stronger to mitigate the risk of password guess attack and preserve the User PIN for phone access only.</p> <p>Control of using personal password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p> <p>You can check the password strength. See Reviewing system configuration on page 149.</p> <p>Click <i>Generate</i> to generate a strong password automatically. Select <i>View password</i> to display the password.</p> <p>This option is only available when you select <i>Local</i> for <i>Authentication Type</i>.</p>
LDAP profile	<p>If you select <i>LDAP</i> for <i>Authentication type</i>, select an LDAP profile to apply to this extension. For information on LDAP profile, see Configuring LDAP profiles on page 132.</p> <p>You can click <i>New</i> to create a new profile or <i>Edit</i> to modify the selected one.</p>

GUI field	Description
Authentication ID	<p>If you select <i>Try common name with base DN as bind DN</i> as the user authentication option in the authentication profile you select, enter the authentication ID based on the user objects' common name attribute you entered in the <i>Common name ID</i> field of the profile, such as <code>j.doe</code>.</p> <p>If you select <i>Search user and try bind DN</i> as the user authentication option in the authentication profile you select, leave this field blank.</p> <p>This option is only available if you select <i>LDAP for Authentication type</i>.</p>
Phone Access	Configure voicemail access by phone or access to restricted phone calls.
Voicemail PIN	<p>Enter the password for the extension user to access voicemail and the user portal. Selection of using personal password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p> <p>You can check the PIN strength. See Reviewing system configuration on page 149. Click <i>Generate</i> to generate a strong password automatically. Select the view PIN icon to display the password.</p> <p>If you have configured the default user PIN (see Default Voicemail PIN on page 111), the password appears here. However, you can change it.</p>
Personal code	<p>Enter the extension specific account code that can be used to restrict calls. This code is needed to make some restricted calls.</p> <p>You can click <i>Generate</i> to get a code.</p>
Call Center	<p>This option appears if your FortiVoice system has a call center license.</p> <p>Select to configure the departments that a call center agent manages, queues that the agent belongs to, skill sets, and skill levels. Click <i>Call Center</i> and configure the following:</p> <ul style="list-style-type: none"> • <i>Agent profile</i>: Select the profile for the agent. You can also create a new one or modify an existing one. For more information about agent profiles, see Configuring agent profiles on page 249. • <i>Managed departments</i>: An agent manager may need to monitor call queues in certain departments. For information on setting up departments, see Creating extension departments on page 189. Click the + sign in the field and select the departments to be monitored and then click <i>Close</i>. • <i>Member of Queues</i>: Click to select the call queues to join. <ul style="list-style-type: none"> • <i>Queues</i>: Click the + sign in the field and select the queues of which you want the extension/agent to be a member, and click <i>Close</i>. • <i>Main/Outgoing queue</i>: This option is for collecting the outgoing calls from all queues by this agent and displaying them in Working with call queue statistics on page 250. You can select any queue of which this agent is a member for that purpose except <i>None</i> which will not collect agent's outgoing call information. Click <i>OK</i>. • <i>Skill Sets</i>: Click <i>New</i> to select the skill set for the agent, including skill and level, and click <i>Create</i>. For more information about agent skills and levels, see Adding agent skill sets on page 248 and Creating agent skill levels on page

GUI field	Description
	248. Click <i>OK</i> .

- Click *Create* (for new extension) or *OK* (for editing extension).

Auditing SIP extension password

You can verify the strength of SIP extension passwords. For information on setting SIP extension password, see [Configuring IP extensions on page 162](#).

For information on auditing passwords, see [Auditing the extension passwords on page 159](#).

To audit a SIP extension password

- Go to *Extension > Extension > IP Extension*.
- Under *Actions*, click *Password Auditor*.
The *Password Auditor* page opens.
- If a password policy warning (red check mark) appears, click the warning to view the password policy. To set the policy, see [Configuring system options on page 77](#).
- If the password strength of an extension shows the *Weak* (black check mark) icon, you can click the password and change it based on the policy until the password strength shows the *Strong* (green check mark) icon.
- Click *Close*.

Auditing extension numbers and MAC addresses

You can find and modify the duplicate extension numbers and conflicting MAC addresses.

Duplicate numbers occur when there are more than one extension with the same number.

Conflicting MAC addresses occur when there are more than one extension associated with a MAC address.

To audit SIP extension numbers

- Go to *Extension > Extension > IP Extension*.
- Under *Actions*, click *Number Auditor > Numbers*.
The *Number* page opens and lists the duplicate numbers.
- Select the number you want to modify and click *Edit*.
The duplicate number's configuration page displays.
- Edit the duplicate number and click *OK*.
For information on extension numbers, see [Configuring IP extensions on page 162](#).
- Click *Close*.

To audit extension MAC addresses

- Go to *Extension > Extension > IP Extension*.
- Under *Actions*, click *Number Auditor > MACs*.
The *Conflict MAC* page opens and lists the multiple extensions on a single MAC address.
- Select the number you want to remove and click *Edit*.
- On the *IP Extension* page, go to *Device Setting*.
- In the *Device* field, click the *Select* icon.

6. Click *Select None* at the bottom of the page.
7. Click *OK*, then *Close*.

Importing a list of extensions

The import feature provides a simple way to add a list of new extensions in one operation. You can create a CSV file in any spreadsheet and import the data as long as the columns match the FortiVoice format.

To import of list of extensions



Your CSV file must have a header row containing the following column names. Otherwise, the import will fail.

- User ID
 - Extension
 - Phone type
 - Mac address
 - Phone profile
-



The CSV file can contain an Email column with three email addresses or less. To separate the email addresses, use a space.

1. Go to *Extension > Extension > IP Extension* .
2. Click *Actions > Import*.
3. Locate and select the CSV file.
4. Click *Open*.
The CSV file uploads.
5. Click *Import*.
FortiVoice displays the results of the import.

Configuring SIP forking

SIP forking allows you to have your desk phone ring at the same time as your softphone or a SIP phone on your mobile.

When a device is added, it inherits your master phone's user privileges except hot-desking and fax.

You can add two SIP extensions and one external phone number.

To add a SIP device

1. Go to *Extension > Extension > IP Extension*.
2. Double-click an extension and go to *Device Setting > Auxiliary Phone*.

3. Click *New* and configure the following:

GUI field	Description
Type	<p>If your device is a FortiFone phone, configure the following:</p> <ul style="list-style-type: none"> • <i>Device</i>: Click the <i>Select</i> icon to choose a FortiFone phone and click <i>OK</i>. The phones are configured for SIP inventory. See Configuring desk phones on page 143. You may also add a new phone or edit an existing one. • <i>Phone model</i>: After you select a device, the device model appears. • <i>Setting</i>: If you select <i>Custom</i>, configure the following: <ul style="list-style-type: none"> • <i>SIP settings</i>: Select the SIP profile for the extension. Click <i>Edit</i> to modify the current profile or <i>New</i> to configure a new one. For more information, see Configuring SIP profiles on page 122. • <i>Emergency Zone</i>: Select the emergency zone profile for this extension. Click <i>Edit</i> to modify the current profile or <i>New</i> to configure a new one. For more information, see Configuring emergency zone profiles on page 142. • <i>Location</i>: Select <i>Internal</i> if the phone does not traverse through Network Address Translation (NAT) to connect to the FortiVoice system, and <i>External</i> if the phone does. These are system defined locations. • <i>Handset ID</i>: If the device is a FortiFone-870i or FortiFone-D72 that supports multiple handsets, enter or click <i>Generate</i> to identify the handset. • <i>MWI</i> (Message Waiting Indicator): Enable or disable MWI on the phone. • <i>Auto answer</i>: Enable or disable automatic answering on the phone. • <i>Direct call</i>: Enable or disable direct calling on the phone.
	<p>If your device is a Generic phone, configure the following:</p> <ul style="list-style-type: none"> • <i>SIP settings</i>: Select the SIP profile for the extension. Click <i>Edit</i> to modify the current profile or <i>New</i> to configure a new one. For more information, see Configuring SIP profiles on page 122. • <i>Emergency Zone</i>: Select the emergency zone profile for this extension. Click <i>Edit</i> to modify the current profile or <i>New</i> to configure a new one. For more information, see Configuring emergency zone profiles on page 142.

4. Click *Create*.

Modifying managed extensions

FVG-GS16 is a FXS gateway with 16 ports. When it is added to the FortiVoice system, 16 extensions are generated. You can modify each of the 16 extensions.

To edit a GS16 extension, go to *Extension > Extension > Managed Extension*.

For detailed information about editing managed extensions, see the [FortiVoice FXS Gateway Deployment Guide](#) [Managing FXS gateways on page 152](#)

Modifying analog extensions (FVE-20E2 and FVE-50E6 models only)

FortiVoice FVE-20E2 and FVE-50E6 have two analog ports and two default analog extensions. You can edit the default extension configuration.

Analog lines, also referred to as POTS (Plain Old Telephone Service), are used for standard phones, fax machines, and modems.



This section also applies to FVE 1000E-T (one analog port) which is still supported but has reached its end-of-order (EOO) date.



To view the default analog extension, go to *Extension > Extension > Analog Extension*.



GUI field	Description
Actions	
PSTN Setting	For details, see To configure the PSTN settings of an analog extension on page 175 .
Maintenance	Select an extension and click this button to manage the following folders: <ul style="list-style-type: none"> • Voicemail:Old • Fax:Inbox • Fax:Sent You can check the size of the folders and empty them. Click <i>Back</i> to return to the <i>Analog</i> tab.
Enabled	Select to activate the extension.
Number	The analog extension number.
Display Name	The name displaying on the extension.

To edit the default analog extension

1. Go to *Extension > Extension > Analog Extension*.
2. Select the default extension and click *Edit*.
3. Configure the following:

GUI field	Description
Number	Enter the extension number following the extension number pattern. See Configuring PBX options on page 108 . If required, click <i>Edit Preference</i> to modify the user preferences. See Setting extension user preferences on page 181 .
User ID	This is the system-generated ID for the extension and is read-only.
Analog port	Select the analog port for the extension. You can click <i>Edit</i> to modify the port.
Enable	Select to activate the extension.

GUI field	Description
Display name	<p>Enter the name displaying on the extension. This is usually the name of the extension user.</p> <p>Click the + sign if you want to add caller IDs:</p> <ul style="list-style-type: none"> • External caller ID: Enter the external caller ID that displays on a called phone when you make a call. Use the <code>name<phone_number></code> format, such as <code>HR<222134></code>. • Emergency caller ID: Enter the emergency caller ID. Use the <code>name<phone_number></code> format, such as <code>HR<222134></code>. <p>If you do not enter the caller IDs, your organization's main number will be used. If you add both IDs, the emergency ID will only be used when making emergency calls. All other calls will use the external caller ID.</p>
Description	Add any notes for the extension.
User Setting	
Management	
User privilege	Select the services for the extension. Click Edit to modify the current user privilege or click New to configure a new one. For more information about user privileges, see
Voicemail	<p>Main Voicemail: Configure the extension's voicemail. Select the extension's own voicemail (Default) or that of another extension as the voicemail of this extension.</p> <p>Typically, you use the default voicemail.</p> <p>Send voicemail notification to: You can include users and groups to be notified when the extension receives a voicemail.</p> <p>User(s) and Group(s): To add an existing users or groups, click +, select the users and groups, and click <i>Close</i>. Click <i>OK</i>.</p>
Advanced	<p>Direct call. Enable or disable direct calling for this extension. With direct calling, you specify a phone number that the FortiVoice system automatically dials after the phone user lifts the phone handset (or presses the headset or speaker button) to place a call.</p> <p>Number: Enter a phone number for direct calling.</p>
Web Access	
Authentication type	Select the extension's authentication type: <i>Local</i> or <i>LDAP</i> .
User password	<p>This option is only available when you select <i>Local</i> for <i>Authentication Type</i>. Enter the password to access the user portal and softclient (mobile and desktop).</p> <p>To check the password strength, hover over the shield icon. For example, . For more details about password strength, see Auditing the extension passwords on page 159.</p> <p>To generate a strong password automatically, click Generate.</p> <p>To view the password, click .</p>

GUI field	Description
LDAP profile	If you select LDAP for <i>Authentication type</i> , select an LDAP profile to apply to this extension. For information about LDAP profile, see Configuring LDAP profiles on page 132 .
Authentication ID	This option is only available if you select <i>LDAP</i> for <i>Authentication type</i> . During the configuration of the LDAP profile, you have two options for the user authentication: <ul style="list-style-type: none"> If you select <i>Try Common Name with Base DN as Bind DN</i>, update the authentication ID field to match the common name attribute (example, uid) that you entered in the <i>Common name ID</i> field of the LDAP profile. Example, jdoe. If you select <i>Search User and Try Bind DN</i>, leave the authentication ID field blank.
Phone Access	Configure voicemail access by phone or access to restricted phone calls.
Voicemail PIN	Enter the PIN for the extension user to access voicemail and the user portal. To check the PIN strength, hover over the shield icon. For example,  . For more details about password strength, see Auditing the extension passwords on page 159 . To generate a strong PIN automatically, click Generate. To view the PIN, click  .
Personal code	Enter the extension specific account code used to restrict calls. To make a restricted call, you need this code. To generate a strong personal code automatically, click Generate.

4. Click *OK*.

To configure the PSTN settings of an analog extension



This section applies to the following models only:

- FVE-20E2
- FVE-50E6

You can configure the PSTN settings of the analog voice trunk to match the same settings of your PSTN service provider.

- Go to *Extension > Extension > Analog Extension*.
- Select an extension.
- Click *Actions > PSTN Setting*.

4. Configure the following:

GUI field	Description
Name	The name of this configuration. This field is view-only.
Codec	Select the Codec for the extension.
Caller ID signalling	Select the caller ID signalling standard per your phone company's request.
First digit timeout	Enter the timeout in milliseconds.
Match digit timeout	<p>The following example explains both timeout settings using default values. The user picks up the phone handset and hears a dialtone. If the user does not enter a digit within the specified 16 seconds (first digit timeout), the dialtone restarts. After pressing the first digit, the user has 3 seconds (match digit timeout) to enter the next digit. After the user's finger is off the button, the timer resets and the user has another 3 seconds to enter the next digit and so on. When the 3-second timer expires, the phone number is identified as complete, and the call is attempted.</p> <p>The default First digit timeout is 16000.</p> <p>The default Match digit timeout is 3000.</p>

5. Click *OK*.

Setting up remote extensions

A remote extension reaches an external phone by automatically selecting a line from a trunk and dialing the phone number. For example, a remote extension could reach an employee's cell phone or home phone, or a phone at a branch office.

A caller can connect to a remote extension through the auto attendant, or can be transferred to a remote extension by a call cascade. A user at a local extension can manually transfer a caller to a remote extension, or can dial a remote extension directly. If the remote extension is busy or unanswered, the system can route the call using the remote extension's call cascade.

For example, a caller reaches the auto attendant and dials a local extension. The user is not there, so the call is unanswered. The call cascade of the local extension can be configured to transfer unanswered calls to a remote extension. The remote extension can be configured to dial the user's cellular phone. This way the user is available outside the office.

Remote extensions are designed to operate with local major telephone service providers. The feature may not function correctly with some telephone and mobile operator's networks, especially for international phone numbers and mobile phones roaming internationally.

To configure a remote extension

1. Go to *Extension > Extension > Remote Extension*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Number	Enter the local extension number from which calls are transferred to a remote extension.
Remote number	<p>Enter the remote phone number to which a call to the local extension is transferred. You can enter digits 0–9, space, dash, comma, # and *.</p> <p>If you want to enter an auto attendant number followed by an extension, you can use comma (,) or semicolon (;) to pause the automatic dialing.</p> <p>A comma pauses dialing for two seconds, for example, 1-123-222-1234, 5678#. In this case, once auto attendant 1-123-1234 is dialed, and after two seconds, extension 5678 is automatically dialed.</p> <p>A semicolon pauses dialing for one second, for example, 1-123-222-1234; 5678#. In this case, once auto attendant 1-123-1234 is dialed, and after one second, extension 5678 is automatically dialed.</p>
Enable	Select to activate the remote extension.
Display name	<p>The name displaying on the remote extension when a call is transferred. You can choose to display the name differently than the one you entered here. See Modifying caller IDs on page 124.</p> <p>Click the + sign if you want to add caller IDs:</p> <ul style="list-style-type: none"> • External caller ID: Enter the external caller ID that displays on a called phone when a call is transferred through the remote extension. Use the <code>name<phone_number></code> format, such as <code>HR<222134></code>. • Emergency caller ID: Enter the emergency caller ID. Use the <code>name<phone_number></code> format, such as <code>HR<222134></code>. <p>If you do not enter the caller IDs, your organization's main number will be used. If you add both IDs, the emergency ID will only be used when making emergency calls. All other calls will use the external caller ID.</p>
Description	Enter any notes you have for the extension.
User Setting	
Management	Configure the extension's role in other settings.
User privilege	Select the services for the extension. Click <i>Edit</i> to modify the current user privilege or click <i>New</i> to configure a new one. For more information on user privilege, see Configuring user privileges on page 137 .
Department	Select the department that the extension belongs to. Click <i>Edit</i> to modify the current department or click <i>New</i> to configure a new one. For more information on extension department, see Configuring agents on page 238 .
Voicemail	<p>Configure the extension's voice mailbox.</p> <p>In some cases, you may want other users or groups to share this voice mailbox. For example, a supervisor wants his/her co-workers to access his/her voice mailbox while he/she is away.</p> <p>Main voice mailbox: Select the extension's own voice mailbox (<i>Default</i>) or that of another extension as the voice mailbox of this extension.</p> <p>Typically, you use the default mailbox.</p>

GUI field	Description
	<p>If you select the voice mailbox of another extension, you can click <i>Edit</i> to modify that extension.</p> <p><i>Users/Groups</i>: The FortiVoice system turns on the message waiting light on the phones of a user or user group to notify the user or group of a new voice message stored in the voice mailbox associated with this extension.</p> <p>To select users or user groups, click the + sign in the field and select the users/groups and then click <i>Close</i>.</p> <p>To listen to the message after being notified, a user can dial *97 or the code you set (see Modifying feature access codes on page 289) and enter the user's own user PIN.</p> <p>For information on creating user groups, see Creating extension groups on page 188.</p>
Web Access	Configure web user portal and softclient access from mobile or desktop devices.
Authentication type	Select the extension's authentication type: <i>Local</i> or <i>LDAP</i> .
User password	<p>This option is only available when you select <i>Local</i> for <i>Authentication Type</i>. Enter the password for user portal access which can be much longer and stronger to mitigate the risk of password guess attack and preserve the User PIN for phone access only.</p> <p>Control of using personal password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p> <p>You can check the password strength. See Reviewing system configuration on page 149.</p> <p>Click <i>Generate</i> to generate a strong password automatically. Select <i>View password</i> to display the password.</p>
LDAP profile	<p>If you select <i>LDAP</i> for <i>Authentication type</i>, select an LDAP profile to apply to this extension. For information on LDAP profile, see Configuring LDAP profiles on page 132.</p> <p>You can click <i>New</i> to create a new profile or <i>Edit</i> to modify the selected one.</p>
Authentication ID	<p>This option is only available if you select <i>LDAP</i> for <i>Authentication type</i>.</p> <p>If you select <i>Try common name with base DN as bind DN</i> as the user authentication option in the authentication profile you select, enter the authentication ID based on the user objects' common name attribute you entered in the <i>Common name ID</i> field of the profile, such as <code>j.doe</code>.</p> <p>If you select <i>Search user and try bind DN</i> as the user authentication option in the authentication profile you select, leave this field blank.</p>
Phone Access	Configure voicemail access.
Voicemail PIN	<p>Enter the password for the extension user to access voicemail and the user portal.</p> <p>You can check the PIN strength. See Reviewing system configuration on page 149.</p>

GUI field	Description
	<p>Click <i>Generate</i> to generate a strong password automatically. Select the view PIN icon to display the password.</p> <p>If you have configured the default user PIN (see Default Voicemail PIN on page 111), the password appears here. However, you can change it.</p>

4. Click *Create*.

Configuring fax extensions

If you want to continue using your fax machine with the VoIP phone system, connect the fax machine to an adapter (such as OBIHAI OBi 200, Cisco SPA 112, or Grandstream HT 702) that supports T38 first before connecting it to the FortiVoice system. T38 is a protocol designed to allow fax to travel over a VoIP network.

In this case, the fax machine is treated like an extension. The FortiVoice system receives faxes and relays them to the fax machine. Faxes sent from the fax machine will follow the fax sending dial plans.

To use this option, you need to create and enable the fax extensions first. You then need to configure the FortiVoice system to receive and relay the faxes to the fax machine.

For information on fax configuration, see [Configuring fax on page 280](#).

To create or edit a fax extension

1. Go to *Extension > Extension > Fax Extension*.
2. Click *New* or double-click an existing extension.
3. Configure the following:

GUI field	Description
Number	Enter the extension number following the extension number pattern. See Configuring PBX options on page 108 .
User ID	<p>This is the system-generated ID based on the user ID prefix you set (see User ID prefix on page 111) and the extension number.</p> <p>This option is view only and only appears when you edit an extension. You can add a new user ID through the CLI.</p>
Enable	Select to enable this extension to receive and send faxes that support T38 protocol. This applies to using a fax machine connected to the FortiVoice system via an adapter that supports T38 protocol. For more information, see Configuring fax on page 280 .
Display Name	Enter the name displaying on the extension.
Description	Enter any notes about the extension.
Device Setting	<ul style="list-style-type: none"> • <i>SIP settings</i>: Select the SIP profile for the phone. Click the <i>New</i> icon to add a new profile. See Configuring SIP profiles on page 122. Click the <i>Edit</i> icon to modify a selected profile. See Configuring desk phones on page 143. • <i>Emergency zone</i>: Select the emergency zone profile for the phone.

GUI field	Description
	<p>Click the <i>New</i> icon to add a new profile. See Configuring emergency zone profiles on page 142.</p> <p>Click the <i>Edit</i> icon to modify a selected profile. See Configuring emergency zone profiles on page 142.</p> <ul style="list-style-type: none"> Advanced: <ul style="list-style-type: none"> SIP password: Enter the password used for configuring your SIP phone from the phone or the Web. You need the phone's IP to access it from the Web. You can check the password strength. See Reviewing system configuration on page 149. Click <i>Generate</i> to generate a strong password automatically. Select <i>View password</i> to display the password. If you have configured the default SIP user password (see Default SIP user password on page 110), the password appears here. However, you can change it. Location: Select <i>Internal</i> if the phone does not traverse through Network Address Translation (NAT) to connect to the FortiVoice system, and <i>External</i> if the phone does. These are system defined locations.
User Setting	
Management	Configure the extension's role in other settings.
User privilege	Select the services for the extension. Click <i>Edit</i> to modify the current user privilege or click <i>New</i> to configure a new one. For more information on user privilege, see Configuring user privileges on page 137 .
Department	Select the department that the extension belongs to. Click <i>Edit</i> to modify the current department or click <i>New</i> to configure a new one. For more information on extension department, see Configuring agents on page 238 .
Web Access	
Authentication type	Select the extension's authentication type: <i>Local</i> or <i>LDAP</i> .
User password	<p>Enter the password for user portal access which can be much longer and stronger to mitigate the risk of password guess attack and preserve the User PIN for phone access only.</p> <p>Control of using personal password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p> <p>You can check the password strength. See Reviewing system configuration on page 149.</p> <p>Click <i>Generate</i> to generate a strong password automatically. Select <i>View password</i> to display the password.</p> <p>This option is only available when you select <i>Local</i> for <i>Authentication Type</i>.</p>

GUI field	Description
LDAP profile	<p>If you select <i>LDAP</i> for <i>Authentication type</i>, select an LDAP profile to apply to this extension. For information on LDAP profile, see Configuring LDAP profiles on page 132.</p> <p>You can click <i>New</i> to create a new profile or <i>Edit</i> to modify the selected one.</p>
Authentication ID	<p>If you select <i>Try common name with base DN as bind DN</i> as the user authentication option in the authentication profile you select, enter the authentication ID based on the user objects' common name attribute you entered in the <i>Common name ID</i> field of the profile, such as <code>j.doe</code>.</p> <p>If you select <i>Search user and try bind DN</i> as the user authentication option in the authentication profile you select, leave this field blank.</p> <p>This option is only available if you select <i>LDAP</i> for <i>Authentication type</i>.</p>
Phone Access	Configure voicemail access by phone or access to restricted phone calls.
Voicemail PIN	<p>Enter the password for the extension user to access voicemail and the user portal.</p> <p>Selection of using personal password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p> <p>You can check the PIN strength. See Reviewing system configuration on page 149.</p> <p>Click <i>Generate</i> to generate a strong password automatically. Select the view PIN icon to display the password.</p> <p>If you have configured the default user PIN (see Default Voicemail PIN on page 111), the password appears here. However, you can change it.</p>
Personal code	<p>Enter the extension specific account code that can be used to restrict calls. This code is needed to make some restricted calls.</p> <p>You can click <i>Generate</i> to get a code.</p>

4. Click *Create* (for new extension) or *OK* (for editing extension).

Setting extension user preferences

Each SIP and analog extension comes with its default user preferences, including voicemail settings and phone display preference. You can modify these settings .

Phone users can modify the preferences on the web user portal.

To view the list of extensions, go to *Extension > Extension > Preference*.

GUI field	Description
Maintenance	Select an extension and click this option to reset the user preferences and voice messages to the default values.
Number	The extension number.

GUI field	Description
Display name	The name displaying on the extension. This is usually the name of the extension user.
Voice Message Count	The number of voice mails left on an extension.

To edit extension user preferences

1. Go to *Extension > Extension > Preference*.
2. Select an extension and click *Edit*.
3. Configure the following:

GUI field	Description
Setting	
Number	The extension number. This is read-only.
User ID	This is the system-generated ID based on the extension number. You can add a new user ID through the CLI. This is read-only.
Display name	The name displaying on the extension. This is usually the name of the extension user. This is read-only.
Emergency caller ID	The caller ID to display on the destination phone when you dial the emergency number, such as 911. This ID is set when you configure the extension. This is read-only.
External caller ID	The caller ID you want to display on a called phone instead of the FortiVoice main number (see Main number on page 108) or the trunk phone number (see Phone Number on page 204). This ID is set when you configure the extension. This is read-only.
Ring duration	Enter the phone ringing duration in seconds before an incoming call goes to voicemail.
Programmable keys	To see this item, the extension must have an assigned phone that supports programmable keys. Click the <i>Edit</i> icon to configure programmable keys. For details, see Configuring programmable keys profiles on page 129 .
Call forward	Select to forward phone calls and enter the phone number to forward the calls. This function only works if call forwarding is enabled in the extension's user privilege. See Configuring user privileges on page 137 .
Call waiting	Select to enable call waiting. This function only works if call waiting is enabled in the extension's user privilege. See Configuring user privileges on page 137 .
Do not disturb	Select to enable DND. This function only works if DND is enabled in the extension's user privilege. See Configuring user privileges on page 137 .

GUI field	Description
Voicemail handling (Caller press 0 during announcement)	Select to enable reaching the operator by pressing 0 when you hear the announcement of a callee's voicemail.
Include caller ID number when playing voicemail message	Select to announce caller's ID when playing the voicemail.
Include date and time when playing voicemail message	Select to announce date and time when playing the voicemail.
Notification Options	
Voicemail	Select the type of email notification when this extension has a voicemail: <ul style="list-style-type: none"> • <i>None</i>: Do not send any notification. • <i>Simple</i>: Send an email notification. This is the default setting. • <i>With attachment</i>: Send an email notification with the voicemail attached.
Fax	Select the type of email notification when this extension has a fax: <ul style="list-style-type: none"> • <i>None</i>: Do not send any notification. • <i>Simple</i>: Send an email notification. This is the default setting. • <i>With attachment</i>: Send an email notification with the fax attached.
Missed call	Select <i>On</i> if you want to receive an email notification when an incoming call is missed.
Email address	Enter the email address to which an email notification is sent.
Voicemail Options	Configure greeting, unavailable, and busy messages. <p>Name: Your name of the voicemail. For example, John Doe.</p> <ul style="list-style-type: none"> • <i>Standard</i>: Use the system default name for the voicemail. This will be the extension number. • <i>Personal</i>: Use your own name for the voicemail. <ul style="list-style-type: none"> • Click <i>Call me</i> to ring your extension and record a name using the phone, such as your name or extension number. • Click <i>Upload</i> to import an audio file (including your name or extension number). The uploaded audio file must be a WAVE file (.wav) in PCM format and with a maximum size of 10 MB. • Click <i>Play</i> to listen to a recorded name. • Click <i>Erase</i> to delete a recorded name. • Click <i>Download</i> to save a recorded name. <p>Greeting: Select the voicemail greeting mode and greeting content.</p> <ul style="list-style-type: none"> • <i>Standard</i>: The system defined greeting. • <i>Simple</i>: The customer-recorded greeting that applies to any time except

GUI field	Description
	<p>when the line is busy and extension is unavailable.</p> <ul style="list-style-type: none"> • <i>Scheduled</i>: The customer-recorded greeting that comes with a schedule. • <i>Conditional</i>: The customer-recorded greeting that only applies to occasions when the line is busy or extension is unavailable. • <i>Audio file</i>: Click to configure the greeting. This option is only available when you select <i>Simple</i>, <i>Scheduled</i> or <i>Conditional</i>. <ul style="list-style-type: none"> • Click <i>Call me</i> to ring your extension and record a message such as a greeting, unavailable, or busy message using the phone. This applies to the <i>Simple</i> and <i>Scheduled</i> modes. • Click <i>Upload</i> to import a message such as a greeting, unavailable, or busy message. The uploaded audio file must be a WAVE file (.wav) in PCM format and with a maximum size of 10 MB. • Click <i>Play</i> to listen to a message such as a greeting, unavailable, or busy message. • Click <i>Erase</i> to delete a message such as a greeting, unavailable, or busy message. • Click <i>Download</i> to save a message such as a greeting, unavailable, or busy message. <p>If you select <i>Scheduled</i> for <i>Greeting</i>, click <i>New</i> to add a system schedule or create a new one. You can also add a greeting file which is the audio file you configured when clicking <i>Audio File</i>.</p> <p>The purpose of having a separate voicemail name file is for occasions that you just want to change the name without touching the greeting file.</p>
Display Preference	Configure the preference for screen display on the user portal.
Phone language	Select the prompt language for the extension. The default is English. For information on adding prompt languages, see Managing phone audio settings on page 117 .
Web language	Select the language for the FortiVoice user portal.
Theme	Select the display theme for the FortiVoice user portal.
Time zone	Select the time zone for the FortiVoice user portal.
Idle timeout	Set the timeout for the FortiVoice user portal.
Account Management	
Change PIN number	Click to change the password for accessing the voice mailbox and the FortiVoice user portal.
Change User Password	Click to change the password for accessing the FortiVoice user portal.
View Sip configurations	Click to display the SIP configuration information which FortiVoice uses to register your SIP phone.
Agent	This option appears if you have a call center license.

GUI field	Description
PIN required to login/logout from phone	Select to enable an agent to log into/log out of a queue from the extension using the user PIN. For information on feature access codes, see Configuring account codes on page 160 .
PIN required to pause/unpause from phone	Select to enable an agent to pause/unpause a queue from the extension using the user PIN. To pause means the agent is not answering calls. For information on feature access codes, see Configuring account codes on page 160 .
Auto-Pause after agent login queue	Select to automatically put the agent in pause (not ready) status after the agent logs into a queue. The agent can unpause a queue to answer calls. For information on feature access codes, see Configuring account codes on page 160 .
Follow Me	See Configuring follow me settings on page 185 .
Call Handling	<i>Retain original caller ID:</i> Select to maintain the original caller's identity when forwarding an inbound call. <i>Call screening:</i> Select if you want the FortiVoice system to prompt callers for their names so that callees can identify the callers before the connect to you. <i>Record caller name:</i> By default, this option is selected when you select <i>Call screening</i> . If you deselect this option, the FortiVoice system will not prompt callers for their names. Instead, the FortiVoice system will ring a called phone but will not connect to the caller. The callee is able to pick up the phone and see the caller's ID and decide whether to pick up the call. For more information on normal or quick call handling, see Handling calls on page 186 .
Twinning Setting	This option is only available if <i>Twinning</i> is selected in the user privilege (<i>Phone System > Profile > User Privilege</i>) of the extension. For more information, see Twinning on page 138 . <ul style="list-style-type: none"> • <i>Setting:</i> Select the twinning method. <ul style="list-style-type: none"> • <i>Disabled:</i> Select to disable twinning. • <i>Simple:</i> Select to configure a basic twinning by adding a phone number. • <i>Scheduled:</i> Select to configure a twinning by adding phone numbers based on a schedule.

4. Click *OK*.

Configuring follow me settings

Follow me allows a call to an extension to be transferred to another destination when you are not available.

This configuration serves as a profile for use in managing calls. See [Handling calls on page 186](#).

To configure follow me settings

1. Go to *Extension > Extension > Preference*.
2. Double-click a record and go to *Follow Me*.
3. Click *New*.
4. Enter a *Name* for this setting.
5. Under *Follow Me Numbers*, click *New*.
6. Enter a phone number to which the call to your extension can be transferred.
7. Enter the phone ringing duration, in seconds, before the call goes to voicemail or next number in the sequence.
8. Click *Create*.
9. Repeat steps 4 to 7 of this procedure to add more numbers if you want to transfer a follow me call to multiple numbers in a sequence. The numbers will be dialed according to the sequence in the follow me settings.
10. Click *Create*.

Handling calls

Extension > Extension > Preference > Call Handling allows you to manage the call process. For example, you can configure the process to forward a call to another number on a specific schedule.

You can manage a normal call handling by configuring the call process for different situations. You can also manage quick call handling by dialing a code to enter into a default mode and configure the call process for that particular mode if required.

If the extension with configured call handling action is part of another FortiVoice function that also has configured call handling action (for example, a member of a ring group or used for a virtual number), then the call handling action of the other FortiVoice function overrides the extension call handling action.

To handle a normal call

1. Go to *Extension > Extension > Preference*.
2. Double-click a record and go to *Call Handling*.
3. Click *Normal Call Handling*.
4. Select a call status.
Each status can only be used for one call management configuration.
5. Select *System default action* or *User defined action*.
The *System default action* (action shows in brackets) changes depending on the status selection.
6. If you select *User defined*, click *New* to define a call process according to a schedule.
 - Select a pre-configured *Schedule* for the call action. You can click *View* to display the schedule details. For information on configuring schedules, see [Scheduling the FortiVoice system on page 142](#).
 - For *Call from*, select the call type on which you want to take an action.
 - Add an *Action* for the call process.
For some call handling processes that may require further actions, you need to add one or more call processes to complete the call handling. For example, after adding a process that contains a *Forward* action, you can add another process with a *Go voicemail* action to complete the call handling. In this case, the call will be forwarded to the phone specified and if the phone is not picked up, a voicemail will be left on this extension.
Default action is equal to the action when you select *System default action* under *Call Process*.
 - If you select *Follow me*, select a follow me profile. For information on configuring follow me, see [Follow Me on page 185](#).
This option is available only if call forwarding is enabled in the extension's user privilege. See [Configuring](#)

[user privileges on page 137](#).

- If you select *Play announcement*, select a sound file. For information on configuring sound files, see [Managing phone audio settings on page 117](#)
- If you select *Auto attendant*, select an auto attendant profile. For information on configuring auto attendant, see [Configuring auto attendants on page 262](#).
- If you select *Forward*, enter the number to which you want to forward the call. This option is available only if call forwarding is enabled in the extension's user privilege. See [Configuring user privileges on page 137](#).
- Click *Create*.

7. Click *OK*.

To handle a quick call

1. Go to *Extension > Extension > Preference*.
2. Double-click a record and go to *Call Handling > Quick call handling*.

GUI field	Description
Effective mode	Displays the call handling status when you dial *720, *721, *722, and *723. For example, if you dial *720, the status will be <i>Normal</i> because you have canceled the quick mode.
*720	Dial the code to cancel the quick handling mode.
*721	Dial the code to set to <i>Out of office</i> mode. Click the text to modify the quick mode option and time as required.
*722	Dial the code to set to <i>Away</i> mode. Click the text to modify the quick mode option and time as required.
*723	Dial the code to set to <i>Other</i> mode. Click the text to modify the quick mode option and time as required.

3. If you want to add a new quick call handling process, click *Quick Call Handling*.
4. Select a call status.
Each status can only be used for one call management configuration.
5. Click *New* to define a call process according to a schedule.
 - Select a pre-configured *Schedule* for the call action. You can click *View* to display the schedule details. For information on configuring schedules, see [Scheduling the FortiVoice system on page 142](#).
 - Add an *Action* for the call process. You can add multiple actions to process a call in sequence. For example, you can add *Play announcement* and then *Auto attendant*. In this case, an incoming call will be transferred to the auto attendant after an announcement is played.
 - *Default action* is equal to the action when you select *System default action* under *Call Process*.
 - If you select *Follow me*, select a follow me profile. For information on configuring follow me, see [Follow Me on page 185](#).
This option is available only if call forwarding is enabled in the extension's user privilege. See [Configuring user privileges on page 137](#).
 - If you select *Play announcement*, select a sound file. For information on configuring sound files, see [Managing phone audio settings on page 117](#).
 - If you select *Auto attendant*, select an auto attendant profile. For information on configuring auto attendant, see [Configuring auto attendants on page 262](#).

- If you select *Forward*, enter the number to which you want to forward the call. This option is available only if call forwarding is enabled in the extension's user privilege. See [Configuring user privileges on page 137](#).
 - Click *Create*.
6. Click *OK*.

Creating extension groups

Extension > Group lets you configure extension groups including extension departments, ring groups, paging groups, and pickup groups.

This section contains the following topics:

- [Creating user groups on page 188](#)
- [Creating extension departments on page 189](#)
- [Creating ring groups on page 189](#)
- [Configuring ring group call handling on page 190](#)
- [Creating paging groups on page 191](#)
- [Creating multicast paging groups on page 192](#)
- [Creating message groups on page 193](#)
- [Creating pickup groups on page 194](#)
- [Creating business groups on page 195](#)

Creating user groups

You can create a user group and use it to simplify the configuration of an IP extension voice mailbox, a general voice mailbox, a ring group, a paging group, or a pickup group. For example, when creating a ring group, you can select the name of a user group rather than entering each user name individually.

For information on creating IP extension voice mailboxes, see [Configuring IP extensions on page 162](#).

For information on creating general voice mailboxes, see [Setting up a general voicemail on page 196](#).

To create a user group

1. Go to *Extension > Group > User Group*.
2. Click *New*.
3. Enter a name for the group.
4. Optionally, select a department from which you want to configure a user group. For information on extension department, see [Creating extension departments on page 189](#).
5. For *Members*, click the + sign and select the available users or user groups that you want to include in the group.
6. Click *Close*.
7. Click *Create*.

Creating extension departments

You can create department profiles for applying to the extensions. For example, you can create a department profile called HR and apply it to extension 1111 to indicate that this extension belongs to the HR department.

For information on applying department profiles, see [Setting up local extensions on page 162](#).

To create an extension department

1. Go to *Extension > Group > Department*.
2. Click *New*.
3. In the *Name* field, enter the name of the department.
4. In the *Comment* field, enter any notes you have for this department.
5. If you have the call center license, the *Call Center* section appears. For information on call centers, see [Setting up a call center on page 230](#).
 - a. To set up a call center manager group, under *Manager*, click the + sign and select the available users or user groups that you want to include in the group. Click *Close*.
 - b. To set up a call center member group, under *Member*, click the + sign and select the available users or user groups that you want to include in the group. Click *Close*.
 - c. To set up a call center queue group, under *Queue*, click the + sign and select the available users or user groups that you want to include in the group. Click *Close*.
6. Click *Create*.

Creating ring groups

A ring group is a group of local extensions and external numbers that can be called using one number. Local extensions and auto attendants can dial a ring group.

A ring group can reach a group of extensions. For example, ring group 301 can ring the sales group at extensions 111, 112, 113, and 114. When a customer calls the sales group, the first available salesperson answers for the group.

To create a ring group

1. Go to *Extension > Group > Ring Group*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter the name for the ring group.
Number	Enter the ring group number following the extension number pattern in Configuring PBX options on page 108 . Clicking in the field displays a list of crossed-out extensions. These numbers are already used and cannot be used as ring group numbers. The ring group number, once dialed, will ring all the extensions in the group.
Display Name	Enter the name displaying on the extensions of the ring group, such as "HR".
Enable	Select to activate the ring group.
Ring mode	Select how you want the ring group to be called.

GUI field	Description
	<ul style="list-style-type: none"> • <i>All</i>: All extensions in the group will ring when the ring group number is dialed. • <i>Sequential</i>: Each extension in the group is called one at a time in the order in which they have been added to the group. You can set a timeout period for each ring.
Department	Select the department to which this group belongs.
Members	Select the available extensions or user groups that you want to include in the ring group and click -> to move them into the <i>Selected</i> field. For information on creating extensions and user groups, see Setting up local extensions on page 162 and Creating extension groups on page 188 .
External numbers	Click <i>New</i> to add an external phone number to the ring group. For example, you can add the number of a remote employee to a ring group.
Normal Call Handling	Use this option to configure the call handling for the ring group when you edit a ring group. For more information, see Configuring ring group call handling on page 190 .
Advanced Setting	<ul style="list-style-type: none"> • <i>Ring pattern</i>: Select a ring pattern for the group. • <i>Ring duration</i>: Set the amount of time in seconds allowing all extensions or each one to ring before going to voicemail. • <i>Early media</i>: Select the ring tone for the group. For creating new sound files, see Managing phone audio settings on page 117. • <i>Caller ID option</i>: Select how you want the caller ID to display. • <i>Retain original caller ID</i>: Select to keep the original caller ID of the extension. • <i>Call waiting</i>: Select to enable call waiting. • <i>Emergency call option</i>: Select <i>Display emergency caller ID</i> to show the emergency caller's ID, or <i>Disconnect ongoing call</i> to stop a call that uses the line for emergency call. • <i>Missed call notification</i>: Select if you want an email notification when an incoming call is missed. Enter the email address to which an email notification is sent.

4. Click *Create*.

Configuring ring group call handling

Use the *Normal Call Handling* option to configure the call automation. For example, you can configure the process to forward a call to another number on a specific schedule.

You can only configure ring group call handling when editing a ring group.

If the ring group with configured call handling action is part of another FortiVoice function that also has configured call handling action (for example, a member of another ring group or the ring group extension is used for a virtual number), then the call handling action of the other FortiVoice function overrides the ring group call handling action.

For information on the *Normal Call Handling* option, see [Normal Call Handling on page 190](#).

To configure the call process

1. On the *Ring Group* page, click *Normal Call Handling*.

2. Select a call status.

Each status can only be used for one call management configuration.

For the *Busy* status, if you set the ring group's ring mode to *All*, the FortiVoice system will declare the ring group busy only if all extensions in the group are busy; if you set the ring group's ring mode to *Sequential*, the FortiVoice system will declare the ring group busy only if the last extension in the group is busy after ringing the extensions sequentially and each one is busy at the time of being rung.

3. Select *System default action* or *User defined action*.

The *System default action* changes depending on the status selection.

4. If you select *User defined*, click *New* to define a call process according to a schedule.

- Select a pre-configured *Schedule* for the call action. You can click *View* to display the schedule details. For information on configuring schedules, see [Scheduling the FortiVoice system on page 142](#).
- Add an *Action* for the call process. You can add multiple actions to process a call in sequence. For example, you can add *Play announcement* and then *Auto attendant*. In this case, an incoming call will be transferred to the auto attendant after an announcement is played.

Default action is equal to the action when you select *System default action* under *Call Process*.

- If you select *Go to Voicemail*, enter the extension number of the voice mail.
- If you select *Play announcement*, select a sound file. For information on configuring sound files, see [Managing phone audio settings on page 117](#).
- If you select *Auto attendant*, select an auto attendant profile. For information on configuring auto attendant, see [Configuring auto attendants on page 262](#).
- If you select *Forward*, enter the number to which you want to forward the call. This option is available only if call forwarding is enabled in the extension's user privilege. See [Configuring user privileges on page 137](#).
- Click *Create*.

5. Click *OK*.

Creating paging groups

A paging group allows you to make an audio announcement (page) to a group of Fortinet desk phone users who can hear the announcement through their phone speakers.

With a paging group, you can page a group of extensions using one number.

To easily manage users in a paging group, create a user group and then add that user group to a paging group. For details about user groups, see [Creating user groups on page 188](#).



All Fortinet desk phones support paging.

Fortinet softclients (desktop and mobile) and third-party phones do not support paging.

To create a paging group

1. Go to *Extension > Group > Paging Group*.
2. Click *New*.

3. Configure the following:

GUI field	Description
Name	Enter a unique name for the group.
Number	Enter the paging group number following the extension number pattern in Configuring PBX options on page 108 . After dialing this number, you will be able to make your audio announcement (page).
Display name	Enter the name displaying on the extensions of the group, such as "HR".
Enable	Select to activate this group.
Caller ID option	Decide how you want to display the caller ID of the person making the page. <ul style="list-style-type: none"> • <i>No change</i>: The caller ID will display as is. • <i>Replace</i>: The caller ID will be replaced by the <i>Display name</i> you set. • <i>Prefix</i>: The caller ID will be prefixed with the <i>Display name</i> you set. • <i>Replace by Caller ID from IVR</i>: The caller ID will be replaced by the IVR caller ID. For information on IVR, see Configuring IVRs on page 238. • <i>Prefix with Caller ID from IVR</i>: The caller ID will be prefixed by the IVR caller ID. For information on IVR, see Configuring IVRs on page 238.
Emergency call option	<i>Display emergency caller ID</i> : Select to display the caller ID when an emergency call comes in during a page. <i>Disconnect ongoing call</i> : Select to interrupt a page in progress when an emergency call comes in.
Department	If the paging group belongs to a department, select that department.
Members	Click the + sign in the field and select the available extensions or user groups that you want to include in the paging group. Click <i>Close</i> .

4. Click *Create*.

Creating multicast paging groups

When being applied in a message group configuration, multicast paging provides a more robust and efficient mechanism to deliver audio and text messages to larger paging groups.

For more information on message groups, see [Creating message groups on page 193](#).

To create a multicast paging group

1. Go to *Extension > Group > Multicast Paging Group*.
2. Click *New*.

3. Configure the following:

GUI field	Description
Name	Enter a unique name for the group.
Number	Enter the multicast paging group number following the extension number pattern in Configuring PBX options on page 108 . After dialing this number, you will be able to make your audio announcement (page).
Display name	Enter the name displaying on the extensions of the group, such as "HR".
Status	Select to activate this group.
Multicast IP	Enter the multicast address to which the FortiVoice system can send a single copy of voice or text data, which is then distributed to an entire group of phones.
Multicast Port	Enter the port number on the multicast server through which the FortiVoice system can send a single copy of voice or text data.
Alert tone	Select to enable a notification tone.
Members	Click the + sign in the field and select the available extensions or extension groups that you want to include in the multicast group. Click <i>Close</i> .
Description	Select <i>Click to edit</i> to enter any notes you have for the group.

4. Click *Create*.

Creating message groups

Message group provides a mass notification service for delivering audio and/or text messages to FortiFones in user groups or a multicast paging group. This solution supports standalone FortiVoice deployments and/or integration with 3rd party Mass Notification Systems to provide emergency notification using FortiFone IP desktop phones.

For more information on multicast paging group, see [Creating multicast paging groups on page 192](#).

To create a message group

1. Go to *Extension > Group > Message Group*.
2. Click *New* and configure the following:

GUI field	Description
Name	Enter a unique name for the group.
Number	Enter the message group number following the extension number pattern in Configuring PBX options on page 108 . This is the number that, once dialed, will send text or audio message to all the extensions in the group.
Display name	Enter the name displaying on the extensions of the group, such as "HR".
Status	Select <i>Status</i> to activate this group.

GUI field	Description
Message type	Select to send text or audio message.
If you select to send a text message, click <i>Text</i> and configure the following:	
Title	Enter the message title.
Message	Use the variables to compose your message or enter your message directly.
Display time	Enter the time period (in seconds) that you want the message to display on the extension phones. The range is from 0 to 86400. If you want the message to display on the FortiFone phone screen permanently until the user takes action, enter 0.
Delay	Enter the time period (in seconds) that you want to delay sending the text. The range is from 0 to 120.
Alert tone	Select to activate notification alert on the extensions.
User group	Select the user groups for this message group and click <i>OK</i> . For information on user groups, see Creating user groups on page 188 .
If you select to send an audio message, click <i>Audio</i> and configure the following:	
Sound file	Select an existing sound file or click <i>New</i> to create a new one for the audio message. For information on sound files, see Managing phone audio settings on page 117
Multicast group	Select the multicast paging group for this message group or click <i>New</i> to create a new one for the audio message. For information on user groups, see Creating multicast paging groups on page 192 .
Single number	Enter the external phone number to which you want to send this message and click <i>OK</i> . You can enter digits from 0 to 9.

3. Click *Create*.

Creating pickup groups

Some organizations cannot afford to miss phone calls on any extensions. Pickup groups allow some members in a group to answer incoming calls that ring on other extensions while the users are away.

Pickup groups can press the feature codes to pick up incoming calls that ring on other extensions. For more information, see [Modifying feature access codes on page 289](#).

To create a pickup group

1. Go to *Extension > Group > Pickup Group*.
2. Click *New*.

3. Enter a *Name* for the group.
4. Select *Enable* to activate this group.
5. Select the department to which this group belongs.
6. For *Members*, click the + sign in the field and select the extensions or user groups that you want to include in the pickup group.
For information on creating extensions and user groups, see [Setting up local extensions on page 162](#) and [Creating extension groups on page 188](#).
7. Click *Close*.
8. For *Pickup by members*, click the + sign in the field and select the extensions or user groups that are allowed to answer incoming calls that ring on other extensions.
9. Click *Close*.
10. Click *Create*.

Creating business groups

Business groups introduce an abbreviated extension number dialing for phone users in the same logical group. As an example, let's use a company where employees are located in three different offices (locations 1, 2, and 3). Each location uses a different prefix code (11, 12, 13) but the same numbering pattern (XXX). Therefore, extensions in location 1 can be 11801, 11802, 11803, and so on. Extensions in location 2 can be 12801, 12802, 12803 and so on. Extensions in location 3 can be 13801, 13802, 13803, and so on.

When phone users in location 1 want to reach an extension in the same business group (location 1), they can dial the abbreviated extension (such as XXX) instead of the full extension number (11XXX).

When phone users in location 1 want to reach an extension in another business group (such as location 2), they dial the full extension number (such as 12XXX).



The business group option is available when you are using the following models and settings only:

- FVE-500E, FVE-500F, FVE-1000E, and larger models only
- Under *Phone System > Setting > Miscellaneous*, go to *Business Group* and select *Automatic*.

To create a business group

1. Go to *Extension > Group > Business Group*.
2. Click *New*.
3. Enter a *Name* for the group.
4. Select *Status* to activate this group.
5. Enter the extension *Abbreviated prefix code* for the group. You can enter digits from 0 to 9. The allowed length is from 2 to 8 digits.
6. For *Abbreviated dialing pattern*, enter the pattern following the pattern-matching syntax. For example, XXXX matches any four-digit number. For more details about the pattern-matching syntax, see [Configuring PBX options on page 108](#).
7. For *Description*, click *Edit* to enter any notes you have for the group.
8. Click *Create*.

Setting up a general voicemail

Some organizations, such as the sales team of a company, may have the need to share voice mails within multiple users or a user group for better service and efficiency. With a general voicemail, when there is a new voice mail, the entire group is copied or notified. Any member of the group can access the voice mail and once this is done, the notification is gone and others know that the voice mail has been taken care of.

To set up a general voicemail

1. Go to *Extension > General Voicemail > General Voicemail*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Number	Enter the voicemail extension number following the extension number pattern. See Configuring PBX options on page 108 .
User ID	This is the system-generated ID based on the voicemail extension number. This option is view only. You can add a new user ID through the CLI.
Enable	Select to activate the voicemail extension.
Display name	Enter the name of the voicemail extension.
Description	Enter any notes for the extension's voicemail.
User Setting	
Management	Configure the voicemail extension's role in other settings.
User privilege	Select the services for the extension. Click <i>Edit</i> to modify the current user privilege or click <i>New</i> to configure a new one. For more information on user privilege, see Configuring user privileges on page 160 .
Voicemail	Configure the users for sharing this extension's voicemail. Mode: Select the way to deliver the voicemail from this voicemail extension to the users sharing this voicemail. <ul style="list-style-type: none"> • Centralized: Select to copy or notify the entire group when a new voicemail comes in. Any member of the group can access the voicemail and once this is done, the notification is gone and others know that the voicemail has been taken care of. <ul style="list-style-type: none"> • Notify message waiting light: If you select this option, the FortiVoice system turns on the message waiting light on a user's phone when a new voice message is left on this voicemail. • List as mailbox: Users can listen to a centralized voicemail by dialing *97 or the customized code (see Modifying feature access codes on page 289) from their own extensions and enter the personal voicemail PIN for this general voicemail. • Broadcast: If you select this option, the voicemail is sent to the voicemail boxes of the users. Users can access the voicemail by dialing *98 or the customized code (see Modifying feature access codes on page 289) from any extensions and enter the personal voicemail PIN.

GUI field	Description
	<ul style="list-style-type: none"> <i>User(s)/Group(s)</i>: Select the users or groups to notify when a voicemail is left in this voicemail extension. To select the users or groups to share this voicemail, click the + sign in the field and choose the users or groups. Click <i>OK</i>. For information on creating user groups, see Creating extension groups on page 188.
Web Access	Configure user portal and softclient access from mobile or desktop devices. If <i>Password policy is disabled</i> appears, see Setting password policies on page 158 .
Authentication type	Select the extension's authentication type: <i>Local</i> or <i>LDAP</i> .
User password	<p>If you selected <i>Local</i> as the <i>Authentication type</i>, enter the password for user portal access. This password can be much longer and stronger to mitigate the risk of password guess attack and preserve the voicemail PIN for phone access only.</p> <p>To let the system create the user password, click <i>Generate</i>.</p> <p>To show the user password, click the eye icon.</p> <p>Control of using user password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p>
LDAP profile	<p>If you select <i>LDAP</i> for <i>Authentication type</i>, select an LDAP profile to apply to this extension. For information on LDAP profile, see Configuring LDAP profiles on page 132.</p> <p>You can click <i>New</i> to create a new profile or <i>Edit</i> to modify the selected one.</p>
Authentication ID	<p>If you select <i>Try common name with base DN as bind DN</i> as the user authentication option in the authentication profile you select, enter the authentication ID based on the user objects' common name attribute you entered in the <i>Common name ID</i> field of the profile, such as <code>j.doe</code>.</p> <p>If you select <i>Search user and try bind DN</i> as the user authentication option in the authentication profile you select, leave this field blank.</p> <p>This option is only available if you select <i>LDAP</i> for <i>Authentication type</i>.</p>
Phone Access	Configure voicemail access by phone or access to restricted phone calls.
Voicemail PIN	<p>Enter the password for the extension user to access voicemail and the user portal. Selection of using personal password or voicemail PIN to access user portal is set when configuring phone system capacity. For more information, see Configuring system capacity on page 112.</p> <p>You can check the PIN strength. See Reviewing system configuration on page 149.</p> <p>Click <i>Generate</i> to generate a strong password automatically. Select the view PIN icon to display the password.</p> <p>If you have configured the default user PIN (see Default Voicemail PIN on page 111), the password appears here. However, you can change it.</p>

4. Click *Create*.

Working with virtual numbers

A virtual number is an extension that is not assigned to a phone. Unlike auto attendants, when a call goes to a virtual number, the caller does not need to manually select any options by pressing the phone keys. The call process is automated based on time schedules. For example, for after business hour phone calls, you can configure a virtual number to play an announcement, then transfer the call to the voice mailbox. You can also transfer the calls to the auto attendant where the callers can manually select the options based on the auto attendant configuration.

If the virtual number with configured call handling action is part of another FortiVoice function that also has configured call handling action (for example, a member of a ring group), then the call handling action of the other FortiVoice function overrides the virtual number call handling action.

To configure a virtual number

1. Go to *Extension > Virtual Number > Virtual Number* and click *New*.
2. Configure the following:

GUI field	Description
Name	Enter a name for the virtual number.
Number	Enter the virtual number which is not assigned to any phone.
Display name	Enter the name displaying on the extension. This is usually the name of the extension user.
Enable	Select to activate this virtual number.
Bypass sub call handling	Select if you want to bypass the call handling configuration embedded in the call handling of this virtual number.
Comment	Enter any notes you have for the virtual number.
Call Handling	Use this option to configure the call handling for the virtual number. For more information, see Configuring virtual number call handling on page 198 .

3. Click *Create*.

Configuring virtual number call handling

Use the *Call Handling* option to configure the call automation. For example, you can configure the process to forward a call to another number on a specific schedule.

For information on the *Call Handling* option, see [Call Handling on page 198](#).

To configure the call process

1. On the *Virtual Number* page, click *New* under *Call Handling*.
2. Select a pre-configured *Schedule* for the call action. You can also click *New* to create a schedule or *Edit* to modify the selected one. For information on configuring schedules, see [Scheduling the FortiVoice system on page 142](#).
3. Select an *Action* for the call handling.
Some actions require that you enter further information to complete the call process, such as *Dial extension* and *Go to Voicemail*.

For some call handling processes that may require further actions, you need to add one or more call processes to complete the call handling. For example, after adding a process that contains a *Set call queue priority* action, you can add another process with a *Call queue* action to complete the call handling. In this case, the call will be processed again with new priority after it is transferred to the queue.

4. Click *Create*.

Configuring trunks

Setting up trunks enables the FortiVoice system to connect to the outside world. You can configure trunks that go to your VoIP service provider for long-distance calls, trunks for your PSTN circuits, and trunks that connect your various offices together.

Trunks are applied to user extensions and dial plans. For more information, see [Configuring extensions on page 162](#) and [Configuring call routing on page 220](#).

This topic includes:

- [Configuring VoIP trunks on page 200](#)
- [Configuring PSTN/PRI trunks on page 206](#)
- [Configuring analog voice trunks on page 211](#)
- [Configuring office peers on page 213](#)
- [Setting up routing rules for FXO and PRI gateways on page 219](#)

Configuring VoIP trunks

You can add one or more VoIP service providers to the FortiVoice system trunk configuration. The VoIP service providers deliver your telephone services to customers equipped with SIP-based PBX (IP-PBX).

To view the list of VoIP service providers, go to *Trunk > VoIP > SIP*.

GUI field	Description
Test	Select to test if the trunk is created successfully. For more information, see Testing SIP trunks on page 204 .
FortiCall	Select to create a SIP trunk with Fortinet's FortiCall service. You can only create one trunk with FortiCall and use it free for 30 days or 300 minutes, whichever comes first. Note that the trial account only allows outbound calling and no international calling is available. If you sign up for the service during a trial, the trial is closed and billing will start. For more information, see Creating a SIP trunk with FortiCall service on page 205 .
Enabled	Select to activate this trunk.
Name	The name of the VoIP service provider.
Server	The VoIP provider's domain name or IP address. For example, <code>172.20.120.11</code> or <code>voip.example.com</code> .
Port	The port for SIP sessions.
SIP Setting	The SIP profile applied to this trunk.
Status	The status of the SIP trunk. <ul style="list-style-type: none">• <i>Not registered</i>: The trunk is not registered with the VoIP service provider and

GUI field	Description
	<p>is not in service.</p> <ul style="list-style-type: none"> • <i>In service</i>: The trunk is registered with the VoIP service provider and is in service. • <i>Unavailable</i>: The trunk is not reachable. • <i>Alarm detected</i>: There is a problem with the phone line. • <i>Admin down</i>: The trunk is disabled. • <i>Unmonitored</i>: The trunk is unknown.

To create a VoIP trunk


Create a VoIP trunk for inbound and outbound calls.

1. Go to *Trunk > VoIP > SIP*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter a name for this trunk such as the VoIP service provider.
Enable	Select to activate the SIP trunk.
Display name	<p>Enter your caller ID that will appear on the called phone, such as Example Company.</p> <p>If you entered the external caller ID in External caller ID on page 182, this trunk display names will be overridden by the external caller ID. For more details, see Caller ID modification hierarchy in the in the FortiVoice Cookbook.</p>
Main number	Enter the phone number provided by the VoIP service provider.
SIP Setting	
SIP server	Enter the VoIP provider's IP address or domain name. For example, 172.20.120.11 or voip.example.com.
SIP port	<p>Most SIP configurations use TCP or UDP port 5060 for SIP sessions. If your VoIP service provider uses a different port for SIP sessions, enter the port number.</p> <p>If you select the <i>Using SRV record</i> option, this field is greyed out.</p>
Using SRV record	<p>If you entered the VoIP provider's domain name in the <i>SIP server</i> field, select this option to translate the domain name and obtain the SIP port.</p> <p>You can only select this option if your VoIP provider uses the same settings.</p>
User name	Enter the user name provided by the VoIP service provider for the FortiVoice system to register with the SIP server.
Password	Enter the password provided by the VoIP service provider for the FortiVoice system to register with the SIP server.
Auth. user name	Some VoIP providers may provide you with an authentication user name that is different from your user name for the FortiVoice system to register with the SIP server. If that is the case, enter the authentication user name here.

GUI field	Description
Realm/Domain	Some VoIP service providers' SIP servers authenticate the PBXes that register with them by requesting the name of the host performing the authentication. If this is the case with your VoIP service provider, enter the name of the host performing the authentication provided by your VoIP service provider.
SIP settings	Select the SIP profile to apply the supported phone features and codecs for the trunk. To match the information of the VoIP service provider, you can edit the existing profile or click <i>New</i> to add a new one. For more information, see Configuring SIP profiles on page 122 .
Max channel	<p>Each trunk contains multiple channels. The number of channels you can have in a trunk is controlled by your VoIP service provider. This number displays under line appearance option when you configure programmable phone keys for phone profiles. See Configuring phone profiles on page 125.</p> <p>Consult your VoIP service provider for the maximum of channels that you can set to limit the number of concurrent calls. For example, if you want to allow six calls at a time, enter 6.</p> <p>This field accepts value in the range of 1-450 inclusive.</p>
Overflow check	<p>If selected, the phone calls exceeding the <i>Max channel</i> limit will be handled according to the call handling actions set in the dialplan applied to this trunk. For information on dialplans, see Configuring call routing on page 220.</p> <p>If unselected, the phone calls exceeding the <i>Max channel</i> limit will be disconnected.</p>
Max outgoing channel	<p>With known max channels, if you need to reserve incoming channels, you may enter the number of outgoing channels allowed and the remaining channels are for incoming calls.</p> <p>For example, the max channel number is 10 and you want to reserve 4 channels for incoming calls, you can enter 6 for <i>Max outgoing channel</i>.</p> <p>The maximum channel limit is 2000.</p>
User=Phone in SIP URI	Select if your service provider requires this option to make the FortiVoice system to be compatible with the VoIP service provider's configurations.
Inband ringtone (Early media)	<p>Select to enable the FortiVoice system to send ring tone to the caller of an incoming call before the establishment of a call connection.</p> <p>This option is only editable if you enable early media in Advanced Setting on page 91.</p>
Caller ID Option	<ul style="list-style-type: none"> • <i>From Header</i>: Select the caller ID for the SIP Call-ID header field for uniquely identifying where a call is from. <ul style="list-style-type: none"> • <i>SIP user name</i>: Use the user name provided by the VoIP service provider for the FortiVoice system to register with the SIP server. • <i>Caller ID priority rule</i>: Use the rule specified in the IETF SIP Priority Header Field. • <i>Main number</i>: Select if you want the trunk main number to appear on the called phone. See Main number on page 201. • <i>Specified</i>: Use a specified caller ID that you enter. • <i>P-Asserted-Identity header</i>: Select the caller ID for the P-Asserted-Identity

GUI field	Description
	<p>header which contains the caller ID information for the call on the INVITE SIP packet.</p> <ul style="list-style-type: none"> • <i>No PAI header</i>: Do not use the P-Asserted-Identity header. • <i>Caller ID priority rule</i>: Use the rule specified in the IETF SIP Priority Header Field. • <i>Main number</i>: Select if you want the trunk main number to appear on the called phone. See Main number on page 201. • <i>Specified</i>: Use a specified caller ID that you enter.
Registration	
Type	<p>Enter the SIP registration information from the VoIP service provider by selecting a registration method in <i>Type</i>. You can receive calls after registering with the SIP server of the VoIP service provider.</p> <ul style="list-style-type: none"> • <i>Disable</i>: Select to deactivate the registration with the VoIP service provider. • <i>Standard</i>: Select to use the standard registration method which automatically registers with the SIP server of the VoIP service provider. Enter the registration interval in minutes. • <i>Registration URI</i>: Enter the registration string provided by the VoIP service provider. The string in <i>Registration URI</i> has the following format: <pre><user>@<host><:port></pre> where <user> is the user name. <host> is a hostname, domain name, FQDN, or IP address. <:port> is the port number. If you omit to specify a port, the default port (5060) is used. Examples: <pre>support@mycompany.com support@mycompany.com:6000 bob@168.176.248.255</pre> • <i>Registrar</i>: Select to enter the registration information from the VoIP service provider: <ul style="list-style-type: none"> • <i>Registrar (Host/IP)</i>: Enter the VoIP service provider's SIP registration server domain name or IP address. For example, 172.20.120.11 or voip.example.com. • <i>Registrar port</i>: Most SIP configurations use TCP or UDP port 5060 for SIP sessions. If your VoIP service provider uses a different port for SIP sessions, enter the port number. • <i>Transport protocol</i>: Select the transport protocol used for the registration. • <i>Registration interval</i>: Enter the registration interval with the SIP server in minutes.
Outbound Proxy	<p>Some VoIP service providers use proxy servers to direct its traffic. If this is the case, your registration request will go to the proxy server first before reaching the registration server. Configure the following:</p>

GUI field	Description
	<ul style="list-style-type: none"> • Select to activate the proxy server settings. • <i>Proxy (Host/IP)</i>: Enter the proxy server's domain name or IP address. For example, <code>172.20.120.11</code> or <code>voip.example.com</code>. • <i>Proxy port</i>: Enter the port number of the proxy server. • <i>Transport protocol</i>: Select the transport protocol used for the registration.
Fax	Configure fax signal automatic detection and fax handling.
Automatic fax detection	<div style="display: flex; align-items: center;">  <div> <p>Selecting this option may cause the following behaviors:</p> <ul style="list-style-type: none"> • Delay the call response time on this trunk by automatically adding two ring tones to detect incoming fax signals. • Affect toll charges on incoming lines. </div> </div> <hr/> <p>Select for the FortiVoice system to detect incoming fax signal on this trunk automatically.</p>
Forward to DID mapping extension	<p>This option is available when you select <i>Automatic fax detection</i>.</p> <p>Select this option if a DID number is mapped directly to an extension to receive voice and fax calls (see details in Configuring direct inward dialing on page 222 and Mapping DID numbers on page 224). Faxes will be sent to the extension's personal fax account, accessible through the User Portal.</p> <p>In <i>Forward to eFax account</i> (next field), select an eFax account (as configured in Receiving faxes on page 280). Should a fax fail to be received by the DID mapping extension, the FortiVoice will use this eFax account as a fallback.</p>
Forward to eFax account	<p>This option is available when you select <i>Automatic fax detection</i>.</p> <p>Select or edit an eFax account to receive faxes. To add a new eFax account, click +.</p> <p>For details about the eFax account configuration, see Receiving faxes on page 280.</p>
Phone Number	<p>Adding a phone number in this field is optional and for information purposes only.</p> <p>The phone number supports digits from 0 to 9 and a maximum of 63 digits.</p> <p>Click <i>New</i> to add the phone number provided by your VoIP service provider. Click <i>Create</i> when done.</p> <p>You can add multiple numbers.</p>

4. Click *Create*.

Testing SIP trunks

After you create a SIP trunk, you can select the trunk and click *Test* to see if the trunk works.

For more information, see [Test on page 200](#).

To test a SIP trunk

1. Go to *Trunk > VoIP > SIP*.
2. Select the trunk that you want to test and click *Test*.
3. Select *Test Call-Dry Run* or *Test Call*.
The *System Configuration Test* page appears.
4. Configure the following:

GUI field	Description
Test Call - Dry Run	Run a system SIP trunk test without making a real phone call.
Destination number	Enter a destination number to call.
From number	Enter the number from which you want to call the destination number. The FortiVoice system will connect this number with the destination number for the test.
Test	Click to start the dry run test and check the <i>Test result</i> .
Reset	Click to remove the test result in order to start a new test.
Test Call	Test the SIP trunk by making a real phone call.
Destination number	Enter a destination number to call.
After call is established	Select the FortiVoice action once it calls the destination number: <ul style="list-style-type: none"> • <i>Play welcome message</i>: The FortiVoice system will play a message to the destination number. • <i>Connect test call to number</i>: In the <i>Number</i> field, enter the number from which you want to call the destination number. The FortiVoice system will connect this number with the destination number to test the trunk.
Test	Click to start the test and check the <i>Test result</i> .
Reset	Click to remove the test result in order to start a new test.

Creating a SIP trunk with FortiCall service

You can create one trunk with FortiCall and use it free for 30 days or 300 minutes, whichever comes first. Note that the trial account only allows outbound calling and no international calling is available.

If you sign up for the service during a trial use, the trial is closed and billing will start.

To create a SIP trunk with FortiCall service

1. Go to *Trunk > VoIP > SIP*.
2. Click *FortiCall*.
The *Create SIP Trunk* dialog box displays.
3. Note down the *MAC Address* and *System ID* for use if you decide to sign up for the service later.
4. Keep *Create dialplans for this trunk* selected unless you want to create the dialplans by yourself.
The auto-generated dialplans will replace the default inbound, outbound, and emergency call dialplans. You can delete them if you do not choose to use the FortiCall service.
5. Click *OK*.
6. For *Fax*, see [Fax on page 204](#).

7. For *Register Trial Account*, enter your name, email address, and reseller or partner code.
8. Click *Create*.
9. Click *OK*.
The FortiCall trunk is created. You will receive an email with sign up and login instructions.

Configuring PSTN/PRI trunks



This section applies to the following models only:

- FVE 300E-T
- FVE 500E-T2
- FVE 1000E-T
- FVE 2000E-T2

PSTN (Public Switched Telephone Network)/PRI (Primary Rate Interface) trunks connect your PBX or VoIP network to your PSTN service providers and through them to the outside world. These trunks can be analog or digital phone lines.

You can modify the default trunks or create new ones.

To view the PSTN trunks, go to *Trunk > PRI > PRI*.

GUI field	Description
Enabled	Select to activate the trunk.
Name	The name of the trunk.
Status	The trunk statuses, including: <ul style="list-style-type: none"> • <i>In service</i>: The trunk is currently in use. • <i>Not activated</i>: The trunk is not enabled. • <i>Idle</i>: The trunk is not in use. • <i>Unavailable</i>: The trunk is not reachable. • <i>Conflict</i>: The trunk conflicts with another one. • <i>Alarm detected</i>: There is a problem with the trunk. • <i>Admin down</i>: The trunk is disabled.
Type	The trunk type: digital or analog.

To add a T1/E1 voice circuit trunk

1. Go to *Trunk > PRI > PRI*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Trunk Setting	
Name	Enter a name for this trunk.
Enable	Select to activate the trunk.

GUI field	Description
Display name	<p>Enter your caller ID that will appear on the called phone, such as Example Company.</p> <p>If you entered the external caller ID in External caller ID on page 182, this trunk display name will be overridden by the external caller ID.</p>
Number	Enter the phone number provided by the VoIP service provider.
Relay fax	<p>Select to allow T.38 fax relay on the trunk.</p> <p>Enter the fax number.</p>
Hardware Property	<p>Use this option to configure the T1/E1 span.</p> <p>Spans represent trunks (spans) of T1/E1 PSTN lines. The FortiVoice system supports T1/E1 lines according to the installed voice card. You can add a span name using the CLI.</p> <p>In <i>Edit span</i>, click <i>Edit</i> after selecting a span to configure the settings of the T1/E1 span to match the same settings of your PSTN service provider. Click <i>OK</i> after finishing the configuration. For more information, see Configuring the T1/E1 span on page 208.</p> <p>In <i>Span</i>, select the span for the trunk and move it to the <i>Selected</i> field.</p>
Max channel	Indicates the total number of B channels on all spans.
Max outgoing channel	Enter the number of outgoing channels out of the maximum number of B channels.
Fax	Configure fax and phone signal automatic detection and fax handling.
Automatic fax detection	<p>Selecting this option may cause the following behaviors:</p> <ul style="list-style-type: none"> • Delay the call response time on this trunk by automatically adding two ring tones to detect incoming fax signals. • Affect toll charges on incoming lines. <p>Select for the FortiVoice system to detect incoming fax signal on this trunk automatically.</p>
Forward to DID mapping extension	<p>This option is available when you select <i>Automatic fax detection</i>.</p> <p>Select this option if a DID number is mapped directly to an extension to receive voice and fax calls (see details in Configuring direct inward dialing on page 222 and Mapping DID numbers on page 224). Faxes will be sent to the extension's personal fax account, accessible through the User Portal.</p>

GUI field	Description
	In <i>Forward to eFax account</i> (next field), select an eFax account (as configured in Receiving faxes on page 280). Should a fax fail to be received by the DID mapping extension, the FortiVoice will use this eFax account as a fallback.
Forward to eFax account	This option is available when you select <i>Automatic fax detection</i> . Select or edit an eFax account to receive faxes. To add a new eFax account, click +. For details about the eFax account configuration, see Receiving faxes on page 280 .
Phone Number	Adding a phone number in this field is optional and for information purposes only. The phone number supports digits from 0 to 9 and a maximum of 63 digits. Click <i>New</i> to add the phone number provided by your VoIP service provider. Click <i>Create</i> when done. You can add multiple numbers.

4. Click *OK*.

Configuring the T1/E1 span

You can configure the settings of the T1/E1 span, including full or fractional PRI (T1/E1), to match the same settings of your PSTN service provider.



For 2000E-T2, if a PRI trunk includes two spans, the configuration of the second span is much simpler as the spans share many configurations.

For more information, see [Hardware Property on page 207](#).

To configure the T1/E1 span

1. On the *Trunk > PRI > PRI* page, select a PRI trunk and click *Edit*.
2. In *Hardware Property*, go to *Edit span*, select a span, and click *Edit*.
3. Configure the following:

GUI field	Description
Standard Options	
Name	The name of this span. This field is view-only.
Type	Select the span type: <i>PRI T1</i> or <i>PRI E1</i> . A T1 span usually supports 23+1 channels, while an E1 span supports 30 channels in CAS (Channel Associate Signaling) mode and 30 B channels and one D channel in ISDN mode.

GUI field	Description
Signalling	Select the signaling type of the ISDN PRI: <ul style="list-style-type: none"> • <i>PRI signalling, CPE</i> (Customer Premises Equipment) <i>side</i> • <i>PRI signalling, Network Side</i> • <i>PRI R2 signalling</i>
Advanced Options	
Framing and coding option	Specify the type of framing and coding to provision the PRI with your PSTN service provider.
Clocking options	Select the FortiVoice system's clock synchronization: <ul style="list-style-type: none"> • Clock sourcing from PSTN network • Internal clocking source This option does not need to match that of your PSTN service provider.
Receive sensitivity	Select the level of receiver sensitivity which is the ability of the phone receiver to pick up the required level of phone signals to make it operate more effectively within its application. <p>This option does not need to match that of your PSTN service provider.</p>
D-channel signalling format	Select a signalling method for the D channel which is a signalling channel and carries the information needed to connect or disconnect calls and to negotiate special calling parameters (for example, automatic number ID, call waiting, data protocol). The D channel can also carry packet-switched data using the X.25 protocol. <p>If you choose <i>Lucent 5ESS</i>, the facility service for sending the display name is enabled automatically.</p>
Line build out	Select the line build out (LBO). <p>LBO settings are an inherent part of T1 and T3 network element transmission circuitry.</p> <p>Since cable lengths between network elements and digital signal cross-connect (DSX) vary in the central office, LBO settings are used to adjust the output power of the transmission signal to achieve equal level point (ELP) at the DSX.</p>
D-channel	By default, depending on your selection of Type on page 208 , the typical channel numbers are: <ul style="list-style-type: none"> • Full T1: 24 • Full E1: 16 <p>You can also set the channel numbers to others such as 1.</p> <p>The settings you configure must match the same settings of your PSTN service provider.</p>
B-channel	By default, depending on your selection of Type on page 208 , the typical channel settings are: <ul style="list-style-type: none"> • Full T1: 1-23

GUI field	Description
	<ul style="list-style-type: none"> • Full E1: 1-15, 17-31 <p>You can also configure the fractional channel numbers. For example, for T1/E1, the channels can be:</p> <ul style="list-style-type: none"> • 1-12 • 2, 3, 4, 9-15 • 2-4, 9-15 <p>The settings you configure must match the same settings of your PSTN service provider.</p>
PRI R2 Setting	<p>Since there is no single signaling standard for R2, the FortiVoice system addresses this challenge by supporting many localized implementations of R2 signaling.</p> <p>This option is active only if you select PRI R2 signalling for Signalling on page 209.</p>
Country	Select the country for PRI R2 settings.
Max ANI digits	<p>ANI (Automatic Number Identification) is a system used by telephone companies to identify the DN (Directory Number) of a calling subscriber. It allows subscribers to capture or display caller's telephone number.</p> <p>Enter the number of digits of a caller's phone number to be captured.</p> <p>The default is 20.</p>
Max DNIS digits	<p>Dialed Number Identification Service (DNIS) is a service provided by telephone companies that lets the subscribers determine which telephone number was dialed by a caller.</p> <p>Enter the number of digits of a dialed call to be sent by the telephone company.</p> <p>The default is 20.</p>
Caller category	Select the caller type.
Incoming digits mode	Select the incoming digits mode by consulting your telephone company.
DTMF option	<ul style="list-style-type: none"> • <i>DTMF dialing</i>: Select to enable dual-tone multi-frequency signaling (DTMF) dialing. • <i>DTMF answering</i>: Select to enable dual-tone multi-frequency signaling (DTMF) answering.
Allow collect calls	Select to allow collect calls.
MF timeout	<p>To enable the multi-frequency (MF) timeout, enter a value in milliseconds.</p> <p>The default is -1, which disables the setting.</p>
Metering pulse timeout	<p>To enable the metering pulse timeout, enter a value in milliseconds.</p> <p>The default is -1, which disables the setting.</p>

4. Click *OK*.

Configuring analog voice trunks



This section applies to the following models only:

- FVE-20E2
- FVE-50E6

To configure an analog voice trunk

1. Go to *Trunk > Analog > Analog*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Trunk Setting	
Enabled	Select to activate the trunk.
Name	Enter a name for this trunk.
Display name	Enter your caller ID that will appear on the called phone, such as Example Company. If you entered the external caller ID in External caller ID on page 182 , this trunk display name will be overridden by the external caller ID.
Number	Enter the phone number provided by the VoIP service provider.
Hardware Property	
Port	Click + and select the FXO ports you want for this trunk. Click <i>Close</i> . Each FXO port provides an analog phone line for a FXO device, such as a phone or fax.
Max channel	Indicates the total number of channels on the trunk.
Max outgoing channel	Enter the number of outgoing channels out of the maximum number of channels on the trunk.
Fax	
Automatic fax detection	<p>Configure fax and phone signal automatic detection and fax handling.</p> <hr/> <div style="display: flex; align-items: center;"> <div> <p>Selecting this option may cause the following behaviors:</p> <ul style="list-style-type: none"> • Delay the call response time on this trunk by automatically adding two ring tones to detect incoming fax signals. • Affect toll charges on incoming lines. </div> </div> <hr/> <p>Select for the FortiVoice system to detect incoming fax signal on this trunk automatically.</p>

GUI field	Description
Forward to DID mapping extension	<p>This option is available when you select <i>Automatic fax detection</i>.</p> <p>Select this option if a DID number is mapped directly to an extension to receive voice and fax calls (see details in Configuring direct inward dialing on page 222 and Mapping DID numbers on page 224). Faxes will be sent to the extension's personal fax account, accessible through the User Portal.</p> <p>In <i>Forward to eFax account</i> (next field), select an eFax account (as configured in Receiving faxes on page 280). Should a fax fail to be received by the DID mapping extension, the FortiVoice will use this eFax account as a fallback.</p>
Forward to eFax account	<p>This option is available when you select <i>Automatic fax detection</i>.</p> <p>Select or edit an eFax account to receive faxes. To add a new eFax account, click +.</p> <p>For details about the eFax account configuration, see Receiving faxes on page 280.</p>
Phone Number	<p>Adding a phone number in this field is optional and for information purposes only.</p> <p>The phone number supports digits from 0 to 9 and a maximum of 63 digits.</p> <p>Click <i>New</i> to add the phone number provided by your VoIP service provider.</p> <p>Click <i>Create</i> when done.</p> <p>You can add multiple numbers.</p>

4. Click *Create*.

To configure the PSTN settings of an analog voice trunk



This section applies to the following models only:

- FVE-20E2
- FVE-50E6

You can configure the PSTN settings of the analog voice trunk to match the same settings of your PSTN service provider.

1. Go to *Trunk > Analog > Analog*.
2. Select a trunk.
3. Click *PSTN Setting*.

4. Configure the following:

GUI field	Description
Name	The name of this configuration. This field is view-only.
Codec	Select the Codec for the trunk.
Caller ID signalling	Select the caller ID signalling standard per your phone company's request.
First digit timeout	Enter the timeout in milliseconds.
Match digit timeout	<p>The following example explains both timeout settings using default values. The user picks up the phone handset and hears a dialtone. If the user does not enter a digit within the specified 16 seconds (first digit timeout), the dialtone restarts. After pressing the first digit, the user has 3 seconds (match digit timeout) to enter the next digit. After the user's finger is off the button, the timer resets and the user has another 3 seconds to enter the next digit and so on. When the 3-second timer expires, the phone number is identified as complete, and the call is attempted.</p> <p>The default First digit timeout is 16000. The default Match digit timeout is 3000.</p>

5. Click *OK*.

Configuring office peers

If you have offices equipped with VoIP network, you can set up office peer trunks so that offices can call each other as if they are local extensions.

You can set up three types of peer offices:

- **Site to site:** The office peer uses a FortiVoice system and is in an equal position with your FortiVoice system, rather than a primary/secondary relationship.
- **Remote access:** The office peer uses a FortiVoice system and is in a primary/secondary relationship with your FortiVoice system.
- **Custom:** The office peer uses a third-party PBX.



For the office peers to call each other, make sure that your FortiVoice system and the peer office PBX are mutually registered with each other's IP address and SIP port number.

To view the list of office peer trunks, go to *Trunk > Office Peer > Office Peer*.

GUI field	Description
Fetch Office Directory	<p>Select a trunk and click this button to obtain the phone directory from this office peer.</p> <p>This option only works if the PBX of the remote office is a FortiVoice system and <i>Fetch directory</i> (see Directory on page 215) is selected on the remote system.</p> <p>You can view the directory by going to <i>Monitor > Directory</i> and selecting this office in the <i>Locations</i> field. For more information, see Viewing call directory on page 40.</p>

GUI field	Description
Enabled	Select to activate this trunk.
Name	The name of the office peer.
Display name	Enter the name displaying on the extension.
Type	The type of the trunk.
Server	The domain name or IP address of the remote office's PBX. For example, <code>172.20.120.11</code> or <code>peer.example.com</code> .
Port	The port number for VoIP network on the remote office's PBX.
SIP Setting	The SIP profile applied to this trunk.
Status	The status of the SIP trunk. <ul style="list-style-type: none"> • <i>Not registered</i>: The trunk is not registered with the VoIP service provider and is not in service. • <i>In service</i>: The trunk is registered with the VoIP service provider and is in service. • <i>Unavailable</i>: The trunk is not reachable. • <i>Alarm detected</i>: There is a problem with the phone line. • <i>Admin down</i>: The trunk is disabled. • <i>Unmonitored</i>: The trunk is unknown.

To set up a site to site office peer

1. Go to *Trunk > Office Peer > Office Peer*.
2. Click *New*.
3. Under *Office peer type*, click *Site to Site*.
4. If you want to change your local number pattern, click the *Edit* icon beside *Local/incoming digit pattern* to modify it.
5. Review the basic *New office peer information*, click *Next*.
6. Configure the following:

GUI field	Description
Name	Enter a name for the trunk.
Display name	Enter the name displaying on the extension.
Enable	Select to activate the trunk.
Peer Configuration	
Remote Host/IP	Enter the domain name or IP address of the office peer's FortiVoice system.
Port	Enter the port number for VoIP network on the office peer's FortiVoice system.
Authentication	Optionally, you may configure to authenticate the peer.
Disabled	If you do not need authentication for the office peer, select this option to disable it.
Symmetric	If you want to authenticate the FortiVoice systems forming the office peer trunk., enter the <i>User name</i> and <i>Password</i> . These settings must be the same on both systems. The FortiVoice system on each end will use the settings to authenticate each other.

GUI field	Description
Asymmetric	If you want to authenticate incoming and outgoing calls, enter the <i>Inbound user name</i> , <i>Outbound user name</i> , and <i>Password</i> . These settings must be the same on both FortiVoice systems forming the office peer trunk. The system on each end will use the settings to authenticate incoming and outgoing calls.
Outgoing digit pattern	Click the <i>Edit</i> icon if you want to modify the digit pattern of the outgoing dial plan for the local and peer offices.
Advanced	
Local/incoming digit pattern	Click the <i>Edit</i> icon if you want to modify digit pattern of the local/incoming dial plan for the local and peer offices.
Call routing	Select the call routing plan as required.
Directory	Select this option and click <i>Fetch now</i> to obtain the phone directory from this office peer. This option only works if the same option is selected on the office peer's FortiVoice system. You can view the directory by going to <i>Monitor > Directory</i> and selecting this office in the <i>Office</i> field. For more information, see Viewing call directory on page 40 .
Share metric	Enter the hop count value for this FortiVoice system to share its phone directory with an office peer. Example 1: You have configured the following deployment: <ul style="list-style-type: none"> • A and B are office peers. • A and C are office peers. If you want A, B, and C FortiVoice systems to share their phone directories, enter 2 on all three FortiVoice systems. Example 2: If you enter 1, the directory can only be shared with the first peer office site designated on the routing table of this FortiVoice system.
SIP settings	Select the SIP profile for the trunk. You can edit the existing profile or click <i>New</i> to add a new one. For more information, see Configuring SIP profiles on page 122 .
Max channel	Enter the maximum voice channels for the trunk. This field accepts value in the range of 1-450 inclusive.

7. Click *Create*.

To set up a remote access office peer

1. Go to *Trunk > Office Peer > Office Peer*.
2. Click *New*.
3. Under *Office peer type*, click *Remote Access*.
4. Select the role for the office peer: *Master* or *Slave*.



In a remote access office peer configuration, the slave peer registers to the master.

5. If you want to change your local number pattern, click the *Edit* icon beside *Local/incoming digit pattern* to modify it.
6. Review the basic *New office peer information*, click *Next*.
7. Configure the following:

GUI field	Description
Name	Enter a name for the trunk.
Display name	Enter the name displaying on the extension.
Enable	Select to activate the trunk.
Peer Configuration	
Master Host/IP	This option is only available if you choose slave as the role of the office peer. Enter the domain name or IP address of the primary FortiVoice system which is your office peer.
Port	This option is only available if you choose slave as the role of the office peer. Enter the port number for VoIP network on the primary FortiVoice system.
User name	To authenticate the FortiVoice systems forming the office peer trunk., enter the <i>User name</i> . This name must be the same on both systems. The FortiVoice system on each end will use this user name to authenticate each other.
Password	To authenticate the FortiVoice systems forming the office peer trunk., enter the <i>Password</i> . This password must be the same on both systems. The FortiVoice system on each end will use this password to authenticate each other.
Outgoing digit pattern	Click the <i>Edit</i> icon if you want to modify the digit pattern of the outgoing dial plan for the local and peer offices.
Advanced	
Local/incoming digit pattern	Click the <i>Edit</i> icon if you want to modify digit pattern of the local/incoming dial plan for the local and peer offices.
Call routing	Select the call routing plan as required.
Directory	Select this option and click <i>Fetch now</i> to obtain the phone directory from this office peer. This option only works if the same option is selected on the office peer's FortiVoice system. You can view the directory by going to <i>Monitor > Directory</i> and selecting this office in the <i>Office</i> field. For more information, see Viewing call directory on page 40 .
Share metric	Enter the hop count value for this FortiVoice system to share its phone directory with an office peer. Example 1: You have configured the following deployment: <ul style="list-style-type: none"> • A and B are office peers. • A and C are office peers. If you want A, B, and C FortiVoice systems to share their phone directories, enter 2 on all three FortiVoice systems. Example 2: If your enter 1, the directory can only be shared with the first peer office site designated on the routing table of this FortiVoice system.

GUI field	Description
SIP settings	Select the SIP profile for the trunk. You can edit the existing profile or click <i>New</i> to add a new one. For more information, see Configuring SIP profiles on page 122 .
Max channel	Enter the maximum voice channels for the trunk. This field accepts value in the range of 1-450 inclusive.
More	This option is only available if you choose slave as the role of the office peer. This feature is used for remote access office peer connection through a proxy server, such as the case in a FortiVoice Cloud deployment.
DNS SRV record	The DNS service (SRV) record provides host and port information for specific services such as voice over IP (VoIP). SIP needs to connect to a specific port on a specific server. Enable this option to allow the FortiVoice system to query the DNS SRV record for the IP address and port number of the master FortiVoice system (office peer) to register.
Proxy	To connect to the master office peer through a proxy server, do the following: <ul style="list-style-type: none"> • If you have enabled <i>DNS SRV record</i>, enable <i>Proxy</i> and enter the unique hostname of the master office peer in the <i>(Host/IP)</i> field. The DNS SRV record will use the information to look for and provide the IP address and port number of the master office peer. • If you do not want to use the <i>DNS SRV record</i> service and therefore did not enable it, enable <i>Proxy</i> and enter the unique hostname of the master office peer in the <i>(Host/IP)</i> field. Also select the port number and communication protocol for the master office peer. The DNS server will use the information to look for and provide the IP address of the master office peer. • If you know the IP address of the master office peer, enter it in the <i>(Host/IP)</i> field. In this case, you do not need to enable <i>DNS SRV record</i>.
Registration interval	Select the time (in seconds) needed for your FortiVoice system to register to the master office peer until it receives a response.

8. Click *Create*.

To set up a custom office peer

1. Go to *Trunk > Office Peer > Office Peer*.
2. Click *New*.
3. Under *Office peer type*, click *Custom*.
4. Review the basic *New office peer information*, click *Next*.

5. Configure the following:

GUI field	Description
Name	Enter a name for the trunk.
Display name	Enter the name displaying on the extension.
Enable	Select to activate the trunk.
Peer Configuration	
Connection (Site to Site)	
Host/IP	Enter the domain name or IP address of the office peer's PBX.
Port	Enter the port number for VoIP network on the office peer's PBX.
Authentication	<p>Optionally, you may configure to authenticate the peer.</p> <p><i>Disable:</i> If you do not need authentication for the office peer, select this option to disable it.</p> <p><i>Symmetric:</i> If you want to authenticate the PBXes forming the office peer trunk, enter the <i>User name</i> and <i>Password</i>. These settings must be the same on both PBXes.</p> <p>The PBX on each end will use the settings to authenticate each other.</p> <p><i>Asymmetric:</i> If you want to authenticate incoming and outgoing calls, enter the <i>Inbound user name</i>, <i>Outbound user name</i>, and <i>Password</i>. These settings must be the same on both PBXes forming the office peer trunk.</p> <p>The PBX on each end will use the settings to authenticate incoming and outgoing calls.</p>
Connection (Remote Access Master)	
User name	<p>To authenticate the PBXes forming the office peer trunk, enter the <i>User name</i>. This name must be the same on both PBXes.</p> <p>The PBX on each end will use this user name to authenticate each other.</p>
Password	<p>To authenticate the PBXes forming the office peer trunk, enter the <i>Password</i>. This password must be the same on both PBXes.</p> <p>The PBX on each end will use this password to authenticate each other.</p>
Advanced	
Call routing	Create outgoing and incoming dial plans for the local and peer offices. For more information, see Configuring call routing on page 220 .
SIP settings	Select the SIP profile for the trunk. You can edit the existing profile or click <i>New</i> to add a new one. For more information, see Configuring SIP profiles on page 122 .
Max channel	<p>Enter the maximum voice channels for the trunk.</p> <p>This field accepts value in the range of 1-450 inclusive.</p>

6. Click *Create*.

Setting up routing rules for FXO and PRI gateways

After you create FXO or PRI gateways under *Managed System*, go to *Trunk* and refresh your browser. *Gateway* appears and lists all of the FXO or PRI gateways that have been added to the system. You can enable or disable the gateway profiles as well as edit and delete profiles from the system. Any gateway added will have a profile automatically created.

For detailed instructions about deploying a FXO gateway, see the [FortiVoice FXO Gateway Deployment Guide](#).

For detailed instructions about deploying a PRI gateway, see the [FortiVoice PRI Gateway Deployment Guide](#).

Configuring call routing

Dial plans define how calls flow into and out of the FortiVoice system. Without dial plans, telephone communications among PBXs are impossible.

This topic includes:

- [Configuring inbound dial plans on page 220](#)
- [Configuring direct inward dialing on page 222](#)
- [Viewing office peers for inbound calls on page 225](#)
- [Configuring outbound dial plans on page 225](#)
- [Viewing office peers for outbound calls on page 229](#)

Configuring inbound dial plans

The *Call Routing > Inbound > Inbound* submenu lets you configure dial plans for incoming calls to the FortiVoice system.

When the FortiVoice system receives a call, the call is processed according to the inbound dial plan. To process the call, the FortiVoice system selects the dial plan rule that best matches the dialed number and processes the call using the settings in the dial plan rule. For example, if your main line is 123-4567, you can set a dial plan rule that sends all incoming calls dialing 123-4567 to the auto attendant. Once the auto attendant is reached, the callers can follow the instructions, for instance, to dial an extension.


To view the inbound dial plans, go to *Call Routing > Inbound > Inbound*.


GUI field	Description
Enabled	Select to activate this dial plan.
Name	The name of the dial plan.
Call handling	The actions to process the incoming calls with matched dialed numbers and/or caller IDs. For details, see Call Handling on page 221 .
Handling Description	The specific call handling actions.
From Trunk	The trunks of the incoming calls that are subject to this dial plan.
Match DID	The phone number pattern in your dial plan that matches many different numbers. For details, see Dialed Number Match on page 221 .
Match CID	The caller ID pattern for this dial plan. For details, see Caller ID Match on page 221 .

To set up an inbound dial plan

1. Go to *Call Routing > Inbound > Inbound*.
2. Click *New*.

3. Configure the following:

GUI field	Description
Name	Enter a name for this plan.
Enable	Select to activate this dial plan.
From Trunk	Select the trunks of the incoming calls that are subject to this dial plan. Click the + sign in the field and select the trunks. Click <i>Close</i> .
Dialed Number Match	<div style="text-align: center;">  </div> <p>FortiVoice ignores this <i>Dialed Number Match</i> setting, if you configure Call Handling as Dial Local Number on page 222.</p> <hr/> <p>With dialed number pattern matching, you can create one phone number pattern in your dial plan that matches many different numbers. When a called number matches this pattern, FortiVoice follows the dial plan rule that you configure in Call Handling on page 221 (<i>Endpoint Action</i> or <i>Call Routing</i>). Create the number match following the Pattern-matching syntax on page 227 and Pattern-matching examples on page 227.</p>
Caller ID Match	<p>Click <i>New</i> to set the caller ID pattern following Pattern-matching syntax on page 227 and Pattern-matching examples on page 227 for this dial plan, and click <i>Create</i>.</p> <p>You can enter an incoming call's display name string or the caller's phone number string as the pattern.</p> <p>Click <i>Export</i> to open or save the caller ID match file and <i>Import</i> to browse for a caller ID match file.</p> <p>Caller IDs under this pattern are subject to this plan.</p>
Caller ID Modification	<p>Click the + sign in the field and select one or more caller ID modification configurations. You can associate multiple caller ID modification configurations with a dial plan. For more information on caller ID modification, see Modifying caller IDs on page 124.</p>
Call Handling	Select the actions to process the incoming calls with matched dialed numbers and/or caller IDs.
Action type	Select the type of action for the plan and configure the actions accordingly.
Endpoint Action	<p>Select this action type if you want to send incoming calls to the local destinations according to operation schedules. For example, send calls to the voicemail after business hours.</p> <ol style="list-style-type: none"> 1. In <i>Action type</i>, select <i>Endpoint Action</i>. 2. Click <i>New</i>. 3. Select the <i>Schedule</i> for the action. For more information on FortiVoice schedule, see Scheduling the FortiVoice system on page 142. 4. Select an <i>Action</i> for the incoming calls under this plan. For some actions, you need to enter the extension (such as Go voicemail) or select a profile (such as Play announcement). 5. Click <i>Create</i>. 6. If you need ou need more actions for this action type, repeat this procedure. To avoid schedule conflicts, do not use the same schedule for more than one action.

GUI field	Description
Dial Local Number	 <p>When you configure this <i>Dial Local Number</i> setting, FortiVoice ignores Dialed Number Match on page 221.</p> <hr/> <p>Select this action type if you want to send incoming calls to the local destinations at any time. For example, you can enter 222xxxx as a pattern and strip 222. The FortiVoice system will only dial the last four digits for all called numbers matching the pattern.</p> <p>To configure this action type:</p> <ol style="list-style-type: none"> 1. In <i>Action type</i>, select <i>Dial Local Number</i>. 2. Click <i>New</i>. 3. Add a number pattern in the <i>Match Pattern</i> field following Pattern-matching syntax on page 227 and Pattern-matching examples on page 227 for this dial plan. Repeat to add more patterns. 4. For <i>Strip</i>, enter a number to omit dialing the starting part of a pattern. 0 means no action. For example, if your <i>Match Pattern</i> is 222XXXX and <i>Strip</i> is 3, the FortiVoice system will only dial the last four digits for all called numbers matching the pattern. 5. For <i>Prefix</i>, add a number before a pattern. For example, if your <i>Match Pattern</i> is 9XXX and the numbers under this pattern have been upgraded to have an additional digit 5 at the beginning, you can enter 5 for the <i>Prefix</i>. When an incoming call matches the pattern, the FortiVoice system will add a 5 before the number. 6. For <i>Postfix</i>, add a number after a pattern. For example, if your <i>Match Pattern</i> is 9XXX and the numbers under this pattern have been upgraded to have an additional digit 5 at the end, you can enter 5 for the <i>Postfix</i>. When an incoming call matches the pattern, the FortiVoice system will add a 5 after the number. 7. Click <i>Create</i>.
Call Routing	<p>Select if you want to route incoming calls from the FortiVoice system to an external phone system using an outbound dial plan.</p> <p>To configure this action type:</p> <ol style="list-style-type: none"> 1. In <i>Action type</i>, select <i>Call Routing</i>. 2. You can choose to enable the <i>Retain original caller ID</i>. 3. Click + to select the available outbound dial plans. This means that the FortiVoice system will route incoming calls to an external phone system using the selected outbound dial plans. For details, see Configuring outbound dial plans on page 225.

4. Click *Create*.

Configuring direct inward dialing

The *Call Routing > Inbound > DID Mapping* submenu lets you configure how to map direct inward dialing (DID) numbers.

A DID number allows an inbound caller to bypass the auto attendant and directly reach a company employee or department.

A phone company can offer a DID service to provide a block of telephone numbers for calling into your company FortiVoice system (PBX) over limited rented physical lines (also called trunk lines). The phone numbers you rent may not be enough to provide a DID number for each extension because each DID can only be mapped to one extension. To address this issue, the FortiVoice system offers the following two options:

- Only map the DID numbers to the extensions you want.
- Bundle caller number patterns to a DID number which can be mapped to any extension.

To configure the DID mapping

1. Go to *Call Routing > Inbound > DID Mapping*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Rule name	Enter a name for this DID setting.
Enable	Select to activate this DID setting.
Trunk	Select the trunk used for dialing the DIDs.
Schedule	Select a schedule to apply the rule. For information on creating schedules, see Scheduling the FortiVoice system on page 142 .
Caller ID Match	<p>Click <i>New</i> to set the caller ID pattern following Pattern-matching syntax on page 227 and Pattern-matching examples on page 227 for this dial plan, and click <i>Create</i>.</p> <p>You can enter an incoming call’s display name string or the caller’s phone number string as the pattern.</p> <p>Click <i>Export</i> to open or save the caller ID match file and <i>Import</i> to browse for a caller ID match file.</p> <p>Caller IDs under this pattern are subject to this plan.</p>
Inbound Handling	
Inbound caller ID modification	Select the caller ID modification configuration. For more information on caller ID modification, see Modifying caller IDs on page 124 .
Inbound fallback action	<p>Select the action to take if a caller not in the caller list dialed the DID number mapped to an extension.</p> <p>For some actions, you need to enter the extension, such as <i>Dial voicemail</i>.</p> <p>For information on filtering callers, see Mapping DID numbers on page 224.</p>
Number Mapping	<p>For adding a number mapping, see Mapping DID numbers on page 224.</p> <p>Click <i>Export</i> to open or save the number mapping file and <i>Import</i> to browse for a number mapping file.</p>

Mapping DID numbers

You can map a DID number to one extension. You can also map a DID number to multiple extensions based on the callers' phone numbers. For example, calling numbers 123-4567, 123-4568, and 123-4569 can call the DID number 222-1000 to reach extension 1234. Calling numbers 234-4567, 234-4568, and 234-4569 can call the same DID number 222-1000 to reach extension 1265. In both cases, the calling numbers will display on the extension.

If a caller outside the configured caller list dialed the mapped DID number, the FortiVoice system will react according to the selected fall back action. For details, see [Inbound fallback action on page 223](#).

To map DID numbers

1. Go to *Call Routing > Inbound > DID Mapping*.
2. Double click on the rule that you want to edit.
3. In *Number Mapping*, click *New*.
4. Configure the following:

GUI field	Description
DID number	Enter the DID number that you want to map to an extension. The DID number cannot be mapped to more than one extension unless the DID is bundled with a caller number. Otherwise, an error message about duplicate entry appears and the DID mapping configuration cannot be saved.
Extension	Enter the extension that you want to map to the DID number. The extension supports digits from 0 to 9 and a maximum of 16 digits.
Description	Enter any notes you have for the mapping.
Option	<p>Select <i>Inbound</i> to direct incoming calls to the extension through the mapped DID. If this option is not selected, incoming calls to this extension through the mapped DID will follow the inbound fallback action configured in Inbound fallback action on page 223. By default, this option is selected.</p> <p>Select <i>Outbound</i> to send the DID numbers of the extensions mapped to the DID with outgoing calls so that the DID numbers can display on the called phones. If this option is not selected, the extension's DID number is not sent with outgoing calls and the phone number displayed on the called phone could be the FortiVoice main number (see Main number on page 108) or the trunk phone number (see Phone Number on page 204) associated with the extension. Alternatively, you can choose the caller ID to display on the called phone when configuring an extension.</p> <p>By default, both <i>Inbound</i> and <i>Outbound</i> are selected.</p>
Caller Number Patterns	<p>This option allows you to bundle caller number patterns to a DID number which can be mapped to any extension.</p> <p>Enter the caller's phone pattern field and click <i>Create</i>.</p> <p>Click the + icon to add more calling numbers patterns.</p> <p>Only the caller numbers matching the patterns you set will reach the mapped extension when they dial the DID number.</p> <p>The caller number pattern supports digits from 0 to 9, a maximum of 16 digits, and optionally starts with one or more + signs.</p>

5. Click *Create*.

Viewing office peers for inbound calls

The *Call Routing > Inbound > Office Peers* submenu lets you view the office peers involved in the inbound call routing. You may click an office peer link to configure it. For details, see [Configuring office peers on page 213](#).

Configuring outbound dial plans

The *Call Routing > Outbound > Outbound* submenu lets you configure dial plans for outgoing calls from the FortiVoice system.

You can configure dial plans on the FortiVoice system to route calls made from a FortiVoice extension to an external phone system. The external phone system can be one or more PSTN lines or a VoIP service provider. To route calls to an external phone system, you add dial plan rules that define the extra digits that extension users must dial to call out of the FortiVoice system. The rules also control how the FortiVoice system handles these calls including whether to block or allow the call, the destinations the calls are routed to and whether to add digits to the beginning of the dialed number.

For example, if users should be able to dial 911 for emergencies, you should include a dial plan rule that sends all calls that begin with 911 to an external phone system. This rule should also override the default outgoing prefix so that users can dial 911 without having to dial 9 first.

To view the outbound dial plans, go to *Call Routing > Outbound > Outbound*.

GUI field	Description
Test	Select to test if the dial plan is created successfully. For more information, see Testing outbound dial plans on page 226 .
Enabled	Select to activate this dial plan.
Name	The name of the dial plan.
Pattern	The phone number pattern in the dial plan that matches other numbers. For details, see Dialed Number Match on page 226 .
Match CID	The caller ID pattern for this dial plan. For details, see Caller ID Match on page 226 .
Call handling	The call handling action for the numbers matching the configured number pattern and the caller IDs matching the caller ID pattern. For details, see Call Handling on page 226 .

To set up an outbound dial plan

1. Go to *Call Routing > Outbound > Outbound*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter a name for this plan.
Enable	Select to activate this dial plan.

GUI field	Description
Emergency Call	Select to allow emergency call with this plan. By default, this is selected. For information on setting emergency number, see Setting PBX location and contact information on page 107 .
Caller ID Match	Enter a caller's display name string or the caller's phone number string as the pattern following Pattern-matching syntax on page 227 and Pattern-matching examples on page 227 . Callers with IDs under this pattern are subject to this plan.
Dialed Number Match	With dialed number pattern matching, you can create one phone number pattern in your dial plan that matches many different numbers. The dialed numbers matching this pattern will follow this dial plan rule. For information on adding a dialed number match, see Creating dialed number match on page 227 .
Call Handling	Click <i>New</i> to configure the call handling action for the numbers matching the configured number pattern and the caller IDs matching the caller ID pattern. For details, see Configuring call handling actions on page 228 .

4. Click *Create*.

Testing outbound dial plans

After you create a dial plan, you can select the dial plan and click *Test* to see if the dial plan works.

For more information, see [Test on page 225](#).

To test an outbound dial plan

1. Go to *Call Routing > Outbound > Outbound*.
2. Select the dial plan that you want to test and click *Test*.
3. Select *Test Call-Dry Run* or *Test Call*.
4. The call test page appears.
5. Configure the following:

GUI field	Description
Test Call - Dry Run	Run a system outbound dial plan test without making a real phone call.
Destination number	Enter a destination number to call.
From number	Enter the number from which you want to call the destination number. The FortiVoice system will connect this number with the destination number for the test.
Test	Click to start the dry run test and view the <i>Test result</i> .
Reset	Click to remove the test result in order to start a new test.
Test Call	Test the outbound dial plan by making a real phone call.

GUI field	Description
Destination number	Enter a destination number to call.
After call is established	Select the FortiVoice action once it calls the destination number: <ul style="list-style-type: none"> <i>Play welcome message</i>: The FortiVoice system will play a message to the destination number. <i>Connect test call to number</i>: In the <i>Number</i> field, enter the number from which you want to call the destination number. The FortiVoice system will connect this number with the destination number to test the trunk.
Test	Click to start the test and view the <i>Test result</i> .
Reset	Click to remove the test result in order to start a new test.

Creating dialed number match

You can create one extension number pattern in your dial plan that matches many different numbers for outbound calls.

The numbers matching this pattern will follow this dial plan rule.

The FortiVoice system supports the following pattern-matching syntax:

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 bracket)	Matches any digits in the square 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

Pattern	Description
X.	Matches any dialed number.
NXXXXXX	Matches any seven-digit number, as long as the first digit is 2 or higher.

Pattern	Description
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.

To create a dialed number match

1. Go to *Call Routing > Outbound > Outbound*.
2. Click *New*.
3. In *Dialed Number Match*, click *New*.
4. Configure the following:

GUI field	Description
Match Pattern	Enter the number pattern following Pattern-matching syntax on page 227 and Pattern-matching examples on page 227 for this dial plan. Click the + icon to add more patterns.
Modification	You can manipulate the number patterns you entered.
Strip	Enter a number to omit dialing the starting part of a pattern. 0 means no action. For example, if your <i>Match Pattern</i> is 9XXX and <i>Strip</i> 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	Add a number before a pattern, such as area code. For example, if your <i>Match Pattern</i> is 123XXXX and its area code is 555, you can enter 555 for the <i>Prefix</i> . When you dial a number under this pattern, you do not need to dial the area code 555.
Postfix	Add a number after a pattern. The following characters are also acceptable: <ul style="list-style-type: none"> • comma (,) • semicolon (;) • number sign (#) For example, if your <i>Match Pattern</i> is 9XXX and the numbers under this pattern have been upgraded to have an additional digit 5 at the end, you can enter 5 for the <i>Postfix</i> . When you dial a number under this pattern, you do not need to dial the last digit 5.

5. Click *Create*.

Configuring call handling actions

Configure the call handling action for the numbers matching the configured number pattern and the caller IDs matching the caller ID pattern.

To configure the call handling action

1. Go to *Call Routing > Outbound > Outbound*.
2. Click *New*.
3. In *Call Handling*, click *New*.
4. Configure the following:

GUI field	Description
Call Handling	
Schedule	Select the FortiVoice operation schedule to implement this plan. Click <i>Edit</i> to modify the selected schedule or click <i>New</i> to configure a new one. For more information on PBX schedule, see Scheduling the FortiVoice system on page 142 .
Action	Select the call handling action for the numbers matching the configured number pattern and the caller IDs matching the caller ID pattern.
Outgoing trunk	Select the trunk for the outbound calls. Click <i>Edit</i> to modify the selected trunk or click <i>New</i> to configure a new one. For more information on trunks, see Configuring trunks on page 200 .
Caller ID modification	Select the caller ID modification configuration. Click <i>Edit</i> to modify the selected configuration or click <i>New</i> to configure a new one. For more information on caller ID modification, see Modifying caller IDs on page 124 .
Warning message	If you select <i>Allow with warning</i> or <i>Deny with warning</i> in the <i>Action</i> field, select the sound file for the warning. Click <i>Edit</i> to modify the selected file or click <i>New</i> to configure a new one. For more information on sound files, see Managing phone audio settings on page 117 .
Delay	Optionally, if you want to discourage certain users for making outbound calls, enter the call delay time in seconds.

5. Click *Create*.

Viewing office peers for outbound calls

The *Call Routing > Outbound > Office Peers* submenu lets you view the office peer involved in the outbound call routing. You may click an office peer link to configure it. For details, see [Configuring office peers on page 213](#).

Setting up a call center

This option is only available if you have purchased a call center license.

A call center allows an organization to receive or transmit a large volume of requests by telephone in a centralized office.

You can configure a call center and operate the center on the user portal.

This topic includes:

- [Creating call queues and queue groups on page 230](#)
- [Configuring agents on page 238](#)
- [Configuring IVRs on page 238](#)
- [Configuring surveys on page 245](#)
- [Setting up monitor view on page 246](#)
- [Configuring other agent information on page 248](#)
- [Configuring agent profiles on page 249](#)
- [Working with call queue statistics on page 250](#)
- [Configuring report profiles and generating reports on page 302](#)

Creating call queues and queue groups

Call queuing, or Automatic Call Distribution (ACD), enables the FortiVoice system to queue up multiple incoming calls and aggregate them into a holding pattern. Each call is assigned a rank that determines the order for it to be delivered to an available agent (typically, first in first out). The highest-ranked caller in the queue is delivered to an available agent first, and every remaining caller moves up a rank.

With call queuing, callers do not need to dial back repeatedly trying to reach someone, and organizations are able to temporarily deal with situations when callers outnumber agents.

This topic includes:

- [Creating call queues on page 230](#)
- [Creating queue groups on page 237](#)

Creating call queues

Configure a call queue and add it in an inbound dial plan as a call handling action to make it effective. For more information, see [Configuring inbound dial plans on page 220](#).

Call queues consist of:

- Incoming calls waiting in the queue
- Agents who answer the calls in the queues
- A plan for how to handle the queue and assign calls to agents

- Music played while waiting in the queue
- Announcements for agents and callers

Depending on their privileges, agents can log into a queue to answer calls or transfer calls to another queue, which can then be answered by another available agent.

Agents can be static or dynamic. Static agents are always connected to the queues, and dynamic agents need to log into the queue in order to process calls.

To create a call queue

1. Go to *Call Center > Call Queue > Call Queue*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Queue ID	Enter an ID for the queue.
Number	Enter an extension for callers to dial and enter into a call queue following the extension number pattern. See Configuring PBX options on page 108 . This is another way to use a call queue configuration in addition to adding it in an inbound dial plan as a call handling action. In this case, the dial plan ignores this extension and still uses the extension to which it is applied for call queue action.
Status	Select to enable the call queue.
Display name	Enter the queue name displaying on the queue extension, such as Support.
Description	Enter any notes about this queue.
Department	Select the department to which the queue belongs. For information on creating departments, see Creating extension departments on page 189 .
Queue Setting	
Maximum queue capacity	Enter the maximum number of callers for the call queue. When the call queue is full, other callers will be dealt with according to the <i>Queue Overflow</i> call handling action you set in Queue Overflow on page 236 . The maximum is 100.
Maximum queuing time	Enter the maximum call queue waiting time in minutes, seconds, or both. When the call waiting time is due, the callers in the queue will be dealt with according to the call handling action you set in Queue Timeout on page 236 . The maximum is 720 minutes.
Ring duration	Enter the time in seconds to ring each agent. If a call is not answered when the ring duration is due, the call is transferred to the next agent. The range is between 5 to 120 seconds.
Music on hold	Select a sound file or music on hold file to play when a caller is waiting. For more information, see Managing phone audio settings on page 117 .

GUI field	Description
Call Distribution	
Skill Based Routing	<p>Select and choose a call routing option. This option is based on agent skill level scores. For more information, see Creating agent skill levels on page 248.</p> <ul style="list-style-type: none"> • Lowest level first: The call will ring the agent with the lowest skill level score first and move up the rank if the agent is unable to take the call, that is, the agent's extension is in a Not Ready status. • Highest level first: The call will ring the agent with the highest skill level score first and move down the rank if the agent is unable to take the call, that is, the agent's extension is in a Not Ready status.
Default skill	<p>This option appears if you select a value other than <i>Disabled</i> in the <i>Skill Based Routing</i> field.</p> <p>Select the group, such as Billing, Sales, or Support, that the call distribution is executed. You can add a new skill or modify an existing one. For more information, see Adding agent skill sets on page 248.</p>
Distribution policy	<p>Select a call <i>Distribution policy</i>.</p> <p>This option works as following:</p> <ul style="list-style-type: none"> • If <i>Skill Based Routing</i> is not selected, calls are distributed according to the policy you choose. • If <i>Skill Based Routing</i> is selected, calls are distributed according to the skill based call routing option you choose. This option only applies to the situation when you have agents with the same skill level in a queue. In such cases, calls are distributed to these agents according to the policy you choose. <ul style="list-style-type: none"> • <i>Ring all:</i> rings all available agents (default). • <i>Round Robin:</i> rings all agents in a queue equally in some rational order, usually from the top to the bottom of a list and then starting again at the top of the list and so on. • <i>Sequential:</i> rings each agent in a sequential manner regardless of whether they have answered calls. • <i>Random:</i> rings an agent at random. • <i>Least Recent:</i> rings the agent that least recently received a call. • <i>Fewest Calls:</i> rings the agent that has completed the fewest calls in this queue. • <i>Weight Random:</i> rings a random agent, but uses the agent's number of received calls as a weight. • <i>Priority Based:</i> rings agents based on call answering priorities for callers entering the call queue. A new call always starts with the lowest priority. However, a queue manager with privileges can change the priority of a call on the agent console of the user portal. See Setting caller priorities on page 249.
Additional Setting	
Distinctive Setting for Agent	<p><i>Announce queue name:</i> Select a sound file that announces the queue name. You can add a new one or modify an existing one. For more information, see Managing phone audio settings on page 117.</p>

GUI field	Description
	<p><i>Caller ID option:</i> Select how you want the IDs of the calls to this queue to display. If you select <i>Prefix</i>, the queue Display name on page 231 is added before the caller ID on the agent's phone. If you select <i>Replace</i>, the queue Display name on page 231 replaces the caller ID on the agent's phone.</p> <p><i>Ring Pattern:</i> Select a queue extension ring pattern.</p>
Business Schedule	<p>In <i>Available</i> field, select an operation schedule for the queue and click -> to move it to the Selected field. For example, "business_hour" schedule means agents are only available to answer the calls for this queue during business hours. For information on scheduling, see Scheduling the FortiVoice system on page 142.</p>
Announcement to Caller	<ul style="list-style-type: none"> • <i>Announce holdtime:</i> Select if you want to announce the queue waiting time to a caller at the set interval. You may also select to announce only once. • <i>Announce position:</i> Select to announce a caller's waiting position in the queue, such as "You are caller No. 5 in the call queue". <ul style="list-style-type: none"> • <i>No:</i> Do not announce a caller's position. • <i>Always:</i> Always announce a caller's position. • <i>Abbreviated:</i> Announce a caller's position only once if the caller is over the marked position and always announce once before the caller reaches the marked position. • <i>Minimal:</i> Announce only when the caller is within the marked position. • <i>Mark position:</i> Enter the benchmark for selecting <i>Abbreviated</i> or <i>Minimal</i> setting under <i>Announce position</i>. For example, if you select <i>Abbreviated</i> and enter 5, a caller's position is announced when the caller becomes No. 5 in the queue and announced only once before the caller becomes No. 5 in the queue. • <i>Announcement interval:</i> Enter the announcement frequency in seconds. • <i>Custom announcement:</i> You can also customize the announcement settings. If you select <i>Periodic</i> or <i>Random</i>, enter the announcement frequency in seconds in <i>Announcement interval</i>. Also, select a greeting sound file for the announcement. For more information, see Managing phone audio settings on page 117. • <i>Queue Entry Announcement:</i> Select <i>Enable</i> to announce to callers when they enter a call queue. You can also select to disable this function. Also, select a greeting sound file for the announcement. For more information, see Managing phone audio settings on page 117.
Service Level	<ul style="list-style-type: none"> • <i>Interval:</i> Enter the time period in minutes for calculating the threshold up to a maximum of 10080 (or one week). • <i>Threshold:</i> Enter the call answering rate for a certain period of time. The action triggered by the threshold being reached is configured in Call Handling on page 236. • <i>Service level low threshold is used in call handling:</i> Click <i>Service level low call handling</i> to configure how other callers will be dealt with according to the <i>Queue Overflow</i> call handling action you set in Service Level Low on page 236 when the call queue is full.
Alert	

GUI field	Description
Events	Select the event that triggers an action which is configured in Call Handling on page 236 .
Setting	<ul style="list-style-type: none"> • <i>Send alert email</i>: Select if you want to send an email when an alert event is triggered. Click <i>New</i> to enter an email address. • <i>Call extension/number</i>: Select this option and an extension number if you want a phone call when an alert event is triggered. Click <i>New</i> to add an extension. • <i>GUI popup</i>: Select to have a popup notification on the user portal GUI when an alert event is triggered. This only applies to agents with the particular privilege called <i>Queue alert</i>. See <i>Agent Console Privilege</i> in Configuring agent profiles on page 249. • <i>Alert interval</i>: Enter a value in minutes during which time no alert is sent. For example, if you enter 60, you will not receive any alerts for an hour even if an alert event is triggered. This will be the case each time when you receive an alert notification. If you enter 0, you will receive notifications each time when an event is triggered.
Callback Setting	This option allows callers waiting in a queue to request a callback following the recorded instructions and wait for an agent to return their call.
Prompt	Select a audio file to provide callers with callback information. If no file is selected, the default file is applied. You can also add a new audio file or edit an existing one. For more information, see Managing phone audio settings on page 117 .
Interval	After selecting a audio file, set the time interval for playing the audio file.
Status	Select to enable this option.
Callback mode	<ul style="list-style-type: none"> • <i>Agent Call Back Manually (From Call Center Console)</i>: Select to allow an agent to manually call the caller using the agent console on the user portal. • <i>Call Back When Agents Available</i>: Select to allow the FortiVoice system to call the caller automatically based on the callback number collected when an agent is available. • <i>Virtual Placeholder</i>: Select to allow the FortiVoice system to call a caller back when he/she is within the next 3 calls in the queue. This happens when a caller does not wish to wait and leaves his/her number following the prompt. If the caller calls back before the FortiVoice callback occurs, the call will be treated as a new call in the queue which may result in a longer waiting time.
Prompt voice menu	Select the method to collect the callback number. <ul style="list-style-type: none"> • <i>System Default</i>: Select to use system defined voice file. • <i>User Defined IVR</i>: Select to use user configured IVR. For more information on IVR, see Configuring IVRs on page 238 .
Prompt to caller after callback call established	Select to ring the caller when a callback call is set up. Select a greeting sound file for the announcement. For more information, see Managing phone audio settings on page 117 .

GUI field	Description
Survey settings	Surveys are used to collect customer feedback to ensure that the service delivered by your call center agents consistently meets corporate standards and drives high customer satisfaction.
Status	Select to enable this option.
Survey	Choose the survey configuration for the call queue. For more information on surveys, see Configuring surveys on page 245 .
Agent	
Agent type	Select the agent login mode. Once enrolled into the queue, static agents are always connected to the queues while dynamic agents need to log into the queue in order to process calls.
Auto-logout time	If you select <i>Dynamic</i> login mode, enter the agent login expiry time in hours. For example, if you enter 5, the agent will be logged out 5 hours after having logged into the queue.
Logout all agents after scheduled business hour	If you select <i>Dynamic</i> login mode, select to log out all agents in the queue when the scheduled business hour is due.
Wrap up time	Enter the time (in seconds) needed by agents to complete a queue call including taking notes or record-keeping, starting from the moment that call is hang up. The default is 0 second.
Wrap up outgoing call	Select if the agent needs to make an outgoing customer call and time to take notes or record-keeping, starting from the moment that call is hang up. You can enter the wrap up time in the Wrap up time on page 235 field.
Call waiting	Select this option so that if an agent is on the phone when a queue call comes in, the caller information will display on the agent's phone. The agent can choose to answer the call or not. If the agent does not answer the call, after the ring duration is due, the call is transferred to the next agent. This option is different from the call waiting feature of a regular extension (See Setting extension user preferences on page 181). On a regular extension, the call waiting feature only applies to the calls that directly go to the extension. On a queue extension, the call waiting feature only applies to the calls that go to the extension from the queue.
Agent Members	<ul style="list-style-type: none"> Click to expand <i>Agent members</i> for enrolling agents into the queue. Click + to select the agents for this queue. Click <i>Close</i>. Close <i>OK</i>. <p>You can type an agent's extension or name in the <i>Search</i> field and press Enter to search for the agent.</p>

GUI field	Description
Call Handling	
When no logged-in agent	You may select to queue a caller or not if there is no agents available. If you select <i>Do not queue</i> , an incoming call will be handled by your general call handling configuration, such as auto attendant.
Scheduled Business Hour Call Handling	This option is only available when you edit a call queue. For details, see Configuring scheduled business hour queue call handling actions on page 236 .
Non Scheduled Business Hour Call Handling	This option is only available when you edit a call queue. For details, see Configuring scheduled business hour queue call handling actions on page 236 .

4. Click *Create*.

Configuring scheduled business hour queue call handling actions

Configure the call handling action for the queue. This action applies to all calls once they enter into the queue.

This option is only available when you edit a queue.

To configure the call handling action

1. Go to *Call Center > Call Queue > Call Queue*.
2. Select a call queue for which you want to configure queue call handling actions and click *Edit*.
3. In *Call Handling*, click *Scheduled Business Hour Call Handling*.
4. Configure the situation upon which corresponding call process can be configured:

GUI field	Description
Queue Overflow	The situation when callers exceed the maximum waiting callers you set. See Maximum queue capacity on page 231 . A popup notification appears when this barometer is triggered.
Queue Timeout	Callers waiting time exceeds the maximum waiting time set in Maximum queuing time on page 231 . A popup notification appears when this barometer is triggered.
Service Level Low	Service level represents the maximum amount of time a caller should ideally have to wait before being presented to an agent. You need to set the service-level-calculation-option, service-level-interval, and service-level-threshold in the FortiVoice CLI under <code>config service call-queue</code> . For example, if service level interval is set to 60 seconds and the service level percentage is 80 percent, that means 80 percent of the calls that came into the queue were presented to an agent in less than 60 seconds. Any service level percentage lower than 80 is considered to be low.

GUI field	Description
All Agents Logout	There are no agents in the queue to answer calls. The action for this option only works if you select <i>Queue caller</i> for When no logged-in agent on page 236 .
All Agents Paused	There are no agents in the queue to answer calls. The action for this option only works if you select <i>Queue caller</i> for When no logged-in agent on page 236 .
Unclassified	Any reason that you need to schedule call handlings.

5. For each situation, click *New* to configure its call handling action.
 - Select the FortiVoice operation schedule to implement this call handling action. For more information on schedules, see [Scheduling the FortiVoice system on page 142](#).
 - Select the call handling action. Depending on the action selected, further configuration may be needed. For example, if you select *Dial extension* for *Action*, enter the extension to which a call is transferred.
6. Click *Create*, then *OK*.

Configuring non scheduled business hour queue call handling actions

Configure the call handling action for the queue. This action applies to all calls once they enter into the queue.

For some processes that may require further actions, you need to add one or more call processes to complete the call handling. For example, after adding a process that contains a *Set call queue priority* action, you can add another process with a *Transfer to queue* action to complete the call handling. In this case, the call will be processed again with new priority after it is transferred to the queue.

This option is only available when you edit a queue.

To configure the call handling action

1. Go to *Call Center > Call Queue > Call Queue*.
2. Select a call queue for which you want to configure queue call handling actions and click *Edit*.
3. In *Call Handling*, click *Non Scheduled Business Hour Call Handling*.
4. On the *Call Processing* page, click *New* to configure call handling action.
5. For *Schedule*, select the FortiVoice operation schedule to implement this call handling action. For more information on schedules, see [Scheduling the FortiVoice system on page 142](#).
6. For *Action*, select the call handling action. Depending on the action selected, further configuration may be needed. For example, if you select *Dial extension* for *Action*, enter the extension to which a call is transferred.
7. Click *Create*, then *OK*.

Creating queue groups

You can group queues together to facilitate queue management.

To create a call queue group

1. Go to *Call Center > Call Queue > Queue Group*.
2. Click *New*.
3. Enter a name for the group.

4. For *Member*, click the + sign and select the available call queues that you want to include in the group.
5. Click *Close*, then *Create*.

Configuring agents

Extensions with call center agent function enabled can be further configured with other call center information, such as agent profile, managed departments, and skill sets. Call center user groups can also be set up as a base for department and group management.

To configure an agent

1. Go to *Call Center > Agent > Agent*.
All extensions with call center agent function enabled display. Clicking *Extensions* opens the IP extensions configuration page. For information, see [Configuring IP extensions on page 162](#).
2. Select the extension you want to configure and click *Edit*.
3. Select an agent profile. For more information, see [Configuring agent profiles on page 249](#).
4. For *Managed departments*, click the + sign and select the departments to be managed by this agent if required.
5. Click *Member of Queues* to select the call queues to join.
 - *Queues*: Select the queues of which you want the extension/agent to be a member, and click *Close*.
 - *Main/Outgoing queue*: This option is for collecting the outgoing calls from all queues by this agent and displaying them in call queue statistics (See [Working with call queue statistics on page 250](#)). You can select any queue of which this agent is a member for that purpose except *None* which will not collect agent's outgoing call information. Click *OK*.
6. Add skill sets for the agent by clicking *New* under *Skill Sets*.
7. Select the skill set for the agent, including skills and level, and click *Create*. For more information about agent skills and levels, see [Adding agent skill sets on page 248](#) and [Creating agent skill levels on page 248](#).
8. Click *OK*.

To set up an agent group

1. Go to *Call Center > Agent > Group*.
2. Click *New*.
3. Enter a name for the group.
4. Optionally, select a department from which you want to configure an agent group. For information on extension department, see [Creating extension departments on page 189](#).
5. For *Members*, click the + sign and select the available users or user groups that you want to include in the group.
6. Click *Close*.
7. Click *Create*.

Configuring IVRs

FortiVoice Interactive Voice Response (IVR) function allows it to interact with callers through the use of voice and DTMF tones input via keypad. Callers proceed according to the IVR audio instructions to reach the callees or get the information they need.

Based on the information collected from callers and by interacting with the backend database, FortiVoice IVR can prioritize the calls using call queues and present callers' information to the agents.

FortiVoice IVR interfaces with RESTful Web service for querying caller information from the database.

For more information, see [IVR Technical Note](#).

This topic includes:

- [Setting up an IVR on page 239](#)
- [Configuring RESTful service on page 244](#)

Setting up an IVR

Call Center > IVR > IVR allows you to view the existing IVR list and create new IVRs.

Creating new IVRs includes configuring:

- SIP header collector to share IVR information among multiple FortiVoice systems based on information gathered by digit and RESTful collectors (see [To configure a SIP header collector on page 239](#))
- the digits collector to collect digit inputs from callers (see [To configure a digit collector on page 240](#))
- the RESTful collector to gather caller information from database (see [To configure a RESTful collector on page 241](#))
- call handling to route the calls based on information gathered by digit and RESTful collectors, and
- error handling to deal with unknown errors and RESTful service errors.

To view the IVR list

1. Go to *Call Center > IVR > IVR*.
2. Click the *Expand all/Collapse all*.
The IVR tree list displays. Under each IVR name, configuration items are listed. Clicking an item opens its configuration page.

To configure a SIP header collector

1. Go to *Call Center > IVR > IVR* and click the Switch (two opposite arrows) icon.
2. Click *New* and type the name of the IVR and description.
3. Click *Create*.
4. From the IVR name list, select the name you created and click *Edit* to open the IVR configuration page.
5. For *Description*, select *Edit* to enter any notes you have for the IVR.
6. Click *Add SIP Header Collector*.

GUI field	Description
Name	Enter a name for the SIP header collector.
Description	Enter any notes you have for the SIP header collector.
Variable	<p>Click <i>New</i> and do the following:</p> <ol style="list-style-type: none"> 1. For <i>Variable</i>, enter a value for a SIP header field based on your organization's SIP header definitions, for example, <code>ticket_id</code>. This value must be the same on every FortiVoice system that shares IVR information. 2. For <i>Action on returned data</i>, do the following: <ul style="list-style-type: none"> • <i>None</i>: Select if you do not want to share the information that the SIP

GUI field	Description
	<p>header collector gathers with other interfaces.</p> <ul style="list-style-type: none"> • <i>Add to agent console - Display name</i>: Select if you want agents in the queues where the IVR calls are routed to see the information that the SIP header collector gathers. Enter a name for the information to display on the agent console. • <i>Add to SIP header - Field name</i>: Select if you want to share the information that the SIP header collector gathers with other SIP header collectors. Enter a value that matches the value on the SIP header to enable information sharing. • <i>Add to Remote CDR - Field name</i>: Select if you want to share the information that the SIP header collector gathers with a remote CDR database. Enter a value that matches the value on the remote CDR to enable information sharing. • <i>Add to Report - Field name</i>: Select if you want to share the information that the SIP header collector gathers with survey reports. Enter a value that matches the value on the surveys to enable information sharing. For information on surveys, see Configuring surveys on page 245. <p>3. Click <i>Create</i>.</p>

7. Click *Create*.

You can create a maximum of 10 SIP header collectors which are saved as variables.

To configure a digit collector

1. After configuring the SIP header collector, click *Add Digits Collector* to configure digit inputs collection from callers. You can create a maximum of 10 digit collectors.

GUI field	Description
Name	Enter a name for the digit collector.
Prompt	Select the audio file that you want callers to listen to. You can also create a new file or edit the selected one. For more information, see Managing phone audio settings on page 117 .
Enable read back	Select if you want the digit inputs to be read out to the caller.
Action on returned data	<ul style="list-style-type: none"> • <i>None</i>: Select if you do not want to share the information that the digit collector gathers with other interfaces. • <i>Add to agent console - Display name</i>: Select if you want agents in the queues where the IVR calls are routed to see the information that the digit collector gathers. Enter a name for the information to display on the agent console. • <i>Add to SIP header - Field name</i>: Select if you want to share the information that the digit collector gathers with other SIP header collectors. Enter a value that matches the value on the SIP header to enable information sharing. • <i>Add to remote CDR - Field name</i>: Select if you want to share the information that the digit collector gathers with a remote

GUI field	Description
	<p>CDR database. Enter a value that matches the value on the remote CDR to enable information sharing.</p> <ul style="list-style-type: none"> • <i>Add to report - Field name</i>: Select if you want to share the information that the digit collector gathers with survey reports. Enter a value that matches the value on the surveys to enable information sharing. For information on surveys, see Configuring surveys on page 245.
Description	Enter any notes you have for the digit collector.
Digits Setting	
Min digits	Enter the minimum digits the digits collector allows. The range is 1-30.
Max digits	Enter the maximum digits the digits collector allows. The range is 1-30.
Max invalid input allowed	Enter the number of times a caller is allowed for inputting wrong digits. The call will be terminated if the limit is reached. The range is 0-10.
Timeout	Enter the time limit that a caller is allowed for taking NO action after the call is put through. The call will be terminated if the time limit is reached. The range is 0-600 seconds.
Max timeout allowed	<p>Enter the number of timeouts a caller is allowed for taking no action after the call is put through. The call will be terminated if the number of timeouts limit is reached. The range is 0-10.</p> <p>For example, if <i>Timeout</i> is set to 10 seconds and <i>Max timeout allowed</i> to 3, a caller would have a total of 30 seconds timeout time after he or she dials in and takes no action afterwards.</p>

2. Click *Create*.

You can create a maximum of 10 digit collectors which are saved as variables.

To configure a RESTful collector

1. After configuring the digit collector, click *Add RESTful Collector* to configure the database collector for resource querying.

GUI field	Description
Name	Enter a name for the RESTful collector.
Service	Select the RESTful service for the collector. You can also create a new service or edit the selected one. For more information, see Configuring RESTful service on page 244 .
Method	Choose the method to submit the information collected by the FortiVoice IVR system to the database server (as HTTP POST or HTTP GET) and use the value as a variable in your SQL statement.

GUI field	Description
Parameters	<p>Select <i>Edit</i> to enter query parameters to customize the results returned from a GET or POST operation on the database, such as sorting or filtering.</p> <p>Optionally, click <i>Add Variable</i> to insert self or system defined variables into the parameters.</p>
URL	<p>Once you select Service on page 241, its URL displays here.</p>
HTTP Headers	<p>Select <i>Edit</i> to enter a HTTP header for information querying on the RESTful web service.</p> <p>Optionally, click <i>Add Variable</i> to insert self or system defined variables into the HTTP header.</p> <p>This option is only available if you select <i>Get</i> for <i>Method</i>.</p>
Posting HTTP Headers	<p>Select <i>Edit</i> to enter a HTTP header for information querying on the RESTful web service.</p> <p>Optionally, click <i>Add Variable</i> to insert self or system defined variables into the HTTP header.</p> <p>This option is only available if you select <i>Post</i> for <i>Method</i>.</p>
Posting Message Body	<p>Select <i>Edit</i> to enter a HTTP message body for information querying on the RESTful web service.</p> <p>Optionally, click <i>Add Variable</i> to insert self or system defined variables into the HTTP body.</p> <p>This option is only available if you select <i>Post</i> for <i>Method</i>.</p>
Timeout	<p>Enter the time allowed for the query to be processed. If the time elapses before the query response is complete, partial information may be returned. The range is 0-600 seconds.</p>
Max retry allowed	<p>Enter the number of database query tries allowed. The query will be denied if the retry limit is reached. The range is 0-10.</p>
Description	<p>Enter any notes you have for the RESTful collector.</p>
New (under Fields)	<p>Click to name each of the attributes returned from a database query to present it or use it as a variable.</p>
Field	<p>Enter a name for the attribute you want to define.</p>
Query	<p>Enter the query parameter for the attribute you want to define. Optionally, click <i>Add Variable</i> to insert self or system defined variables into the parameter.</p>
Action on returned data	<ul style="list-style-type: none"> • <i>None</i>: Select if you do not want to share the information that the RESTful collector gathers with other interfaces. • <i>Add to agent console - Display name</i>: Select if you want agents in the queues where the IVR calls are routed to see the information that the RESTful collector gathers. Enter a name for the information to display on the agent console. • <i>Add to SIP header - Field name</i>: Select if you want to share the information that the RESTful collector gathers with other SIP header collectors. Enter a value that matches the value on

GUI field	Description
	<p>the SIP header to enable information sharing.</p> <ul style="list-style-type: none"> • <i>Add to remote CDR - Field name</i>: Select if you want to share the information that the RESTful collector gathers with a remote CDR database. Enter a value that matches the value on the remote CDR to enable information sharing. • <i>Add to report - Field name</i>: Select if you want to share the information that the RESTful collector gathers with survey reports. Enter a value that matches the value on the surveys to enable information sharing. For information on surveys, see Configuring surveys on page 245.

2. Click *Create*, then *Create*.

You can create a maximum of 10 RESTful collectors which are saved as variables.

To configure IVR handling

1. After configuring the RESTful collectors, click *Add IVR handling* to configure call processing using the digit and RESTful collector configurations.

SIP header, digit and RESTful collector configurations only take effect after IVR handling is set up.

GUI field	Description
Condition	Configure the conditions based on which call processing actions are taken.
Unconditional	Select if you do not need to configure the conditions. In this case, the system default condition applies.
Variable	Click <i>Add</i> to insert self or system defined digit or RESTful variable for the condition. This option appears if you deselect <i>Unconditional</i> .
Operator	Use query operators to assign a value to the variable, or perform mathematical operations. This option appears if you deselect <i>Unconditional</i> .
Value	Enter the value assigned by the operator to the variable. Optionally, click <i>Add Variable</i> to insert self or system defined variables into the value. This option appears if you deselect <i>Unconditional</i> .
Description	Enter any notes you have for the IVR handling.
Action	Click <i>New</i> to configure the actions to take based on the conditions.
Action type	Select the IVR action. Depending on the action type selected, further configuration may be needed. For example, if you select <i>Dial extension</i> , enter the extension to which a call is transferred. Click <i>Create</i> . You can create multiple actions.

GUI field	Description
	Some action types have an option for you to add a variable for further configuration, such as <i>Dial Extension</i> or <i>Call Queue</i> . Instead of manually adding a value, you may choose a predefined variable which contains the further configuration information of the action type you choose.

2. Click *Create*.

To configure error handling

1. After configuring IVR handling, click *Add IVR Exception Handling* to deal with unknown errors and RESTful service errors.
2. For *Error type*, select *Unspecified* for unknown errors and *RESTful* for RESTful service errors.
3. Click *New* to select the action. Depending on the action type selected, further configuration may be needed. For example, if you select *Dial extension*, enter the extension to which a call is transferred. Some action types have an option for you to add a variable for further configuration, such as *Dial Extension* or *Call Queue*. Instead of manually adding a value, you may choose a predefined variable which contains the further configuration information of the action type you choose.
4. Click *Create*, then *Create*.
5. Click *OK* to complete the IVR configuration.

Configuring RESTful service

FortiVoice IVR interfaces with RESTful web service for querying caller information from the database. When RESTful service is set up and a caller dials in, the FortiVoice system sends caller information inquiry to the RESTful web service which sends back the information to the agent who processes the call.

Call Center > IVR > RESTful service allows you to configure the RESTful web service.

To configure RESTful service

1. Go to *Call Center > IVR > RESTful Service*, click *New* and do the following:

GUI field	Description
Name	Enter a name for the configuration.
Protocol	Select the protocol for the service.
Authentication	<p><i>Password</i>: Select to enter the user name and password for logging onto the RESTful server.</p> <p><i>OAuth</i>: Select to use Open Authorization to access the RESTful server without exposing your account credential.</p> <ul style="list-style-type: none"> • <i>Service format</i>: Select Salesforce or other RESTful services configuration format. • <i>Username</i>: Enter the login user name registered on the RESTful server. • <i>Password</i>: Enter the login password registered on the RESTful server. • <i>Login server</i>: Enter the IP address of the RESTful server. • <i>Client ID</i>: Enter the consumer key from the RESTful server. • <i>Client secret</i>: Enter the consumer secret from the RESTful server. If you

GUI field	Description
	<p>choose Salesforce as <i>Service Format</i>, enter the consumer key and the token from the server in the format of <consumer key><token>.</p> <ul style="list-style-type: none"> <i>Base URL suffix</i>: Enter the Salesforce object name, for example, /query/, and click <i>Get Salesforce API URI</i> to populate the <i>Base URL</i> field. Note the leading and trailing "/" must be entered before and after the object name. This option is only available if you choose <i>Salesforce</i> for <i>Service format</i>.
Base URL	<p>Enter the URL of the server hosting RESTful service.</p> <p>Click <i>Test</i> to validate the URL.</p>
SSL verification	Select if required.
Description	Click <i>Edit</i> to enter any notes for the configuration.

2. Click *Create*.

Configuring surveys

You can use surveys to collect customer feedback on the service delivered by your call center agents. You can also set survey rules.

To configure a survey

1. Go to *Call Center > Survey > Survey*.
2. Click *New* and type the name of the survey.
3. For *Description*, enter any comments you have for the survey.
4. Click *New* under *Questionnaire* and configure the following:

GUI field	Description
Name	Enter a name for the digits collector.
Prompt	Select the audio file that you want callers to listen to. You can also create a new file or edit the selected one. For more information, see Managing phone audio settings on page 117 .
Enable read back	Select if you want the digit inputs to be read out to the caller.
Question	Enter the survey question.
Digits Setting	
Max digits	Enter the maximum digits the digits collector allows. The range is 1-30.
Max invalid input allowed	Enter the number of times a caller is allowed for inputting wrong digits. The call will be terminated if the limit is reached. The range is 0-10.

GUI field	Description
Timeout	Enter the time limit that a caller is allowed for taking NO action after the call is put through. The call will be terminated if the time limit is reached. The range is 0-600 seconds.
Max timeout allowed	Enter the number of timeouts a caller is allowed for taking no action after the call is put through. The call will be terminated if the number of timeouts limit is reached. The range is 0-10. For example, if <i>Timeout</i> is set to 10 seconds and <i>Max timeout allowed</i> to 3, a caller would have a total of 30 seconds timeout time after he or she dials in and takes no action afterwards.

- Click *Create*.
The survey is listed under *Questionnaire*. You may click *New* to add more.
- If you want callers to comment on the survey, select *Caller Comment*.
- For *Audio prompt*, select the audio file that explains to callers how to comment on the survey. Click *New* to create a new audio file. For more information, see [Managing phone audio settings on page 117](#).
- Click *Create*.

To configure survey settings

- Go to *Call Center > Survey > Setting*.
- For *Survey retention month*, enter the number of months that you want to keep the surveys.
- For *Max survey records*, enter the maximum number of surveys you want to keep.
- Click *Apply*.

Setting up monitor view

You can create a monitor to let agents with privileges to view the snapshot of the key information of queues on the user portal, such as number of calls in queue, longest waiting calls, and abandoned calls. You can also create monitor view color themes in addition to the default one.

To apply the queue view configuration, you need to enable it in agent profile and apply the profile to an agent. As a result, the agent will have a *Monitor View* icon once logging into the user portal.

To set up a monitor view

- Go to *Call Center > Monitor View > Monitor*.
- Click *New* and configure the following:

GUI field	Description
Name	Enter a name for the queue view.
Trusted hosts	Enter the IP address and netmask of the device that is permitted to use the monitor view. If you have multiple devices, you may enter up to 10 trusted hosts.
Monitor Items	Click <i>New</i> to include the queues or agents that you want to monitor.

GUI field	Description
Title	Enter a name for the configuration.
Type	Choose to monitor queues or agents.
Refresh interval	Enter the refresh interval time for the monitor view in seconds.
Color theme	Select the color theme for the monitor view. See To create a monitor view theme on page 247 .
Start time	Enter the time for the monitor view to start.
Queue	Click + to select the queues to be included. Click <i>Close</i> , then <i>Create</i> .
Logo	Select <i>Customized logo</i> to add text or logo for agents with privileges to view on the user portal. In the text editor window, you can type the text or copy and paste a logo here.

3. Click *Create*.

To create a monitor view theme

1. Go to *Call Center > Monitor View > Monitor Theme*.
2. Click *New* and configure the following:

GUI field	Description
Theme name	Enter a name for the theme.
Background color	Click each field to select the color for the monitor view background, column header, row header, row, and text.
Column header color	
Row header color	
Row color	
Text color	
Agent Threshold Setting	Click <i>New</i> to set the colors for agent names display in monitor view based on status.
Status	Choose an agent status for which you want to set a color.
Threshold value	Enter the refresh interval time for displaying the agent names in seconds.
Threshold color	Select the color theme for displaying the agent names at the time interval you set.

3. Click *Create*, then *Create*.

Configuring other agent information

Configure call agent skill sets, skill levels, reason codes, data service, and global settings to be used for configuring agent profiles.

Adding agent skill sets

Depending on the agents skills and the nature of your business, you can classify agents into different groups, such as Billing, Sales, or Support.

To add an agent skill set

1. Go to *Call Center > Configuration > Skill Set*.
2. Click *New*.
3. Enter a name, such as HR, and description for the skill set.
4. Click *Create*.

Creating agent skill levels

The FortiVoice system comes with 9 default skill levels, ranging from 10 to 90, with 10 to 30 being junior, 40 to 60 being intermediate, and 70 to 90 being senior. You can modify the default skill level descriptions, or create new skill levels.

To create an agent skill level

1. Go to *Call Center > Configuration > Skill Level*.
2. Click *New*.
3. Enter the skill level and description.
4. Click *Create*.

Modifying agent reason code descriptions

Agent reason codes explain why agents are not able to take calls, such as due to lunch break, meeting, or vacation. You can add new codes and change code descriptions of the default reason codes.

To add an agent reason code

1. Go to *Call Center > Configuration > Reason Code*.
2. Click *New*.
3. Enter a *Name*.
4. Enter a *Code* number. The code can be from 1 to 5 digits.
5. Enter a *Description*.
6. Click *Create*.

Configuring data service

If you use a third party software to generate call center reports or statistics, you can configure the FortiVoice system to back up the data.

To configure data service

1. Go to *Call Center > Configuration > Data Service*.
2. Select *Enabled* to activate the service.
3. Configure the schedule time.
4. Enable *Local* if you want to back up locally.
5. Enable *Remote* and configure the FTP/SFTP server credentials if you want to back up remotely.
6. Enter the email address for sending the call center reports or statistics.
7. Configure the maximum backup number. When the maximum number is reached, the oldest version will be overwritten.
8. Click *Field description* to view the FortiVoice data value number and description.
9. Click *Apply*.

Setting caller priorities

You can set call answering priorities for callers entering the call queue. A new call always starts with the lowest priority. However, a queue manager with privileges can change the priority of a call on the agent console of the user portal.

To set caller priorities

1. Go to *Call Center > Configuration > Global Setting*.
2. Enter the caller's highest and lowest priorities.
3. Click *Apply*.

Configuring agent profiles

Create agent profiles to define agent privileges for processing calls. Agent profiles become effective when they are applied to the agent extensions. For more information on extensions, see [Setting up local extensions on page 162](#).

To create an agent profile

1. Go to *Call Center > Profile > Profile*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter a name for the profile.
Agent	Select the calls an agent can make or process.
Pickup call from queue	Select to allow the agent to answer queue calls.
Ring no answer	Select the action to take when nobody answer a call in the queue.

GUI field	Description
	<ul style="list-style-type: none"> • <i>Do nothing</i>: No action is taken and the call keeps ringing. • <i>Auto pause</i>: The call is paused automatically. • <i>Auto logout</i>: The agent to whom this profile applies is automatically logged out of the queue. • <i>Auto hold off</i>: The call is automatically put on hold.
Hold off time	If you select <i>Auto hold off</i> for <i>Ring no answer</i> , enter the time to put a call on hold.
Queue	<p>Select to allow an agent to prioritize the calls in the queue or transfer calls to another queue on the agent console of the user portal.</p> <p>If you select <i>Caller prioritization</i>, the <i>Priority</i> button appears on the agent console of the user portal. If you select <i>Transfer call to another queue</i>, the <i>Transfer</i> button appears on the agent console of the user portal.</p> <p>For <i>Paused agent ring option</i>, if you want to ring agents in pause status, select <i>Ring Targeted</i>.</p>
Agent Console Privilege	Select <i>Enable agent console</i> to choose the widget and GUI popup alert for an agent to view on the agent console of the user portal.
Manager Privilege	<p>If the agent is a manager, select the privileges to manage the agents using the agent console of the user portal.</p> <p>The privileges include coaching, listening, and logging in and logging out agents, or pausing and resuming agents.</p>
Monitoring Console Privilege	Select to enable monitoring console on the user portal.
Monitoring Queue	
Member of queues	Select to enable the agent to only monitor the queues of which the agent is a member.
Selected	Select the queues the agent is allowed to monitor by moving the selected queues from the <i>Available</i> field to the <i>Selected</i> field. The <i>Available</i> field lists all queues regardless if the agent is a member of them.
All	Select to allow the agent to monitor all call queues.

4. Click *Create*.

Working with call queue statistics

Go to *Call Center > Statistics* to view agent and queue daily summaries. You can also download the summaries. The summaries cover a period of 30 days.

To view agent daily summary

1. Go to *Call Center > Statistics > Agent Daily Summary*.

GUI field	Description
Date	The date of the agent call summary.
Agent	The agent ID.
Work Time	The agent's total work hours for the queue that the agent worked the longest.
Talk Time	The total time the agent talked on the phone in all queues combined.
N/A Time	The total time the agent was away from the phone in all queues combined.
Total Answered	The total calls the agent answered in all queues combined.
Total RNA	The total calls not answered by the agent in all queues combined.
Out. Call	The outgoing calls made by the agent. This option is dependant on your queue management configuration in Call Center on page 169 .
Out. Talk Time	The total time of outgoing calls made by the agent. This option is dependant on your queue management configuration in Call Center on page 169 .
Voicemail	The number of voicemails left on the agent's extension.

To view queue daily summary

1. Go to *Call Center > Statistics > Queue Daily Summary*.

GUI field	Description
Date	The date of the call queue summary.
Queue	The queue name.
Calls	The number of calls reached this queue.
Abandoned	The number of calls that gave up after reaching the queue.
Overflow	The number of callers exceeding the maximum waiting callers set for the queue and timed-out waiting callers. See Maximum queue capacity on page 231 .
Talk Time	The total phone talk time of the queue.
Wait Time	The total time for holding calls in the queue.
Out. Call	The outgoing calls made by the agents in the queue. This option is dependant on your queue management configuration in Call Center on page 169 .
Out. Talk Time	The total time of outgoing calls made by the agents in the queue. This option is dependant on your queue management configuration in Call Center on page 169 .

Configuring call center report profiles and generating reports

The *Call Center > Report > Report* tab displays a list of report profiles.

A report profile is a group of settings that contains the report name, its subject matter, its schedule, and other aspects that the FortiVoice system considers when generating reports from log data. The FortiVoice system presents the information in tabular and graphical format.

You can create one report profile for each type of report that you will generate on demand or on a schedule.



Generating reports can be resource intensive. To avoid phone processing performance impacts, you may want to generate reports during times with low traffic volume, such as at night. For more information on scheduling the generation of reports, see [Configuring the report schedule on page 304](#).

To view and configure report profiles

1. Go to *Call Center > Report > Report*.

GUI field	Description
Clone	Select a report and click this button to duplicate a report with a new name.
Generate	Select a report and click this button to generate a report immediately. See Generating a report manually on page 305 .
View Reports	Click to display the list of reports generated by the FortiVoice system. You can delete, view, and/or download generated reports. For more information, see Viewing generated reports on page 36 .
View Supported Query	Click to display supported query summary.
Name	Displays the name of the report profiles.
Department	The department to which the report belongs.
Schedule	Displays the frequency with which the FortiVoice system generates a scheduled report. If the report is designed for manual generation, <i>Not Scheduled</i> appears in this column.

2. Click *New* to add a profile or double-click a profile to modify it.
A multi-section dialog appears.
3. In *Name*, enter a name for the report profile.
Report names cannot include spaces.
4. In *Department*, select the department for this report.
For information on departments, see [Creating extension departments on page 189](#).
5. Click the arrow next to each option, and configure the following as needed:
 - [Configuring the report query selection on page 253](#)
 - [Configuring the report time period on page 253](#)
 - [Configuring report email notifications on page 1](#)
 - [Configuring the report schedule on page 1](#)
 - [Generating a report manually on page 1](#)

6. Click *Create*.

Configuring the report query selection

When configuring a report profile, you can select the queries that define the subject matter of the report. Each report profile corresponds to a chart that will appear in the generated report.

To configure the report query selection

1. Go to *Call Center > Report > Report*.
2. Click *New*.
3. Expand *Query List* and click *New*.
4. Configure the following:

GUI field	Description
Name	Enter a name for this query.
Category	Select a category for the report profile. The report chart will correspond to the category selected.
Sub category	Select a sub query type for the report profile. The report chart will correspond to the type selected.
Query	Depending on your selection of Category and Sub category, choose the specific report you want to generate. Depending on the report you choose, select queues or agents for which you want to generate reports.

5. Click *Create*.

Configuring the report time period

When configuring a call center report profile, you can select the time span of log messages from which to generate the report.

To configure the report time period

1. Go to *Call Center > Report > Report*.
2. Click *New*.
3. Expand *Period* to select the time span option you want. This sets the range of log data to include in the report.
4. For *Type*, choose a relative time, such as *Today*, *Yesterday*, *Last N hours*, and so on. If you select an option with an unspecified “N” value, enter the number of hours, days or weeks in the *Value* field, as applicable.

Working with Property Management System

Businesses such as hotels use Property Management System (PMS) to manage their services. The PMS can be connected to a PBX such as the FortiVoice system to configure a customer's room phone by displaying the customer's name on the phone, emptying voicemails when a new customer checks in, logging phone calls, setting wake-up calls, and other services. You can also set the room condition codes for room maids to record the room cleaning status using the room phone.



This option is only available if you have purchased the hotel management license and uploaded that license to the FortiVoice phone system.

This topic includes:

- [Configuring hotel management settings on page 254](#)
- [Configuring hotel room status on page 256](#)

Configuring hotel management settings

Hotel Management > Setting lets you configure the settings for the FortiVoice system to interoperate with your PMS, set the room condition codes, such as setting 1 to represent that maid is present and 4 to represent the out-of-service status, and configure guest check in and check out actions.

Configure your PMS settings accordingly.

To configure hotel management settings

1. Go to *Hotel Management > Setting > PMS*.
2. Configure the following:

GUI field	Description
Enabled	Select to enable the PMS.
Protocol	Select the protocol used by the FortiVoice system to communicate with the PMS.
Serial connection	This option is only available for the <i>Micros</i> protocol. Select to connect to the PMS using a serial cable.
LRC	This option is only available for the <i>Micros</i> protocol. Select to perform longitudinal redundancy check (LRC).
Mode	This option is only available for <i>Micros</i> and <i>Comtrol</i> protocols. Choose to use the FortiVoice system as a server or client when connecting to the PMS. If it is used as a client, enter the server IP address in the <i>Server</i> field.

GUI field	Description
Port	<p>Enter the port number that connects to the PMS.</p> <p>You need to use an adapter for the FortiVoice-PMS connection. From the port you configured, connect the PMS serial cable to the adapter and then connect the RJ45 cable from the FortiVoice system to the adapter.</p>
Call billing	<p>This option is only available for <i>Micros</i> and <i>Comtrol</i> protocols.</p> <p>Select to activate call billing.</p>
Enable link establishment	<p>This option is only available for the <i>Micros</i> protocol.</p> <p>If your PMS device needs the link establishment to exchange data with the FortiVoice phone system, select to activate this function.</p>
Network Setting	<p>Enter the IP address and netmask of the PMS. If the PMS uses serial connection to an adapter, enter the IP address and netmask of the adapter.</p> <p>If you have multiple PMSes, you may enter multiple trusted hosts.</p>
Data sync	<p>This option is only available for <i>Micros</i> and <i>Comtrol</i> protocols.</p> <p>When the FortiVoice system is connected to the PMS, it constantly receives all room-based information such as guest name, room privileges, and check in and check out times from the PMS.</p> <p>Normally, you do not need to click the <i>Data sync</i> button since the data synchronization is automatic. You only do so when there is a data mismatch between the FortiVoice system and the PMS.</p> <p>Fortinet recommends performing a manual data sync at off hours because all related operations, such as check in and check out, are suspended during a data sync.</p>

3. Click *Apply*.

To configure check in and check out actions

1. Go to *Hotel Management > Setting > Option*.
2. Configure the following:

GUI field	Description
Check In Action	<p>Reset</p> <p>Set the guest information and room condition to make a room check-in ready.</p> <ul style="list-style-type: none"> • <i>Privilege</i>: Select to enable phone call restriction (internal, local, or long distance) and user privilege (option 1, 2, 3) for the room. If you choose this option, select a <i>Privilege</i> for the room user. For information on setting user privileges, see Configuring user privileges on page 137 • <i>Guest name</i>: Select to display room number or guest name on the room extension. In the <i>Name</i> field, enter %%NUMBER%% or %%NAME%%. • <i>Room condition</i>: Select to clear any condition set for the room.

GUI field	Description
Check Out Action	
Reset	<p>Set the guest information and room condition to make a room check-out ready.</p> <ul style="list-style-type: none"> • <i>Privilege</i>: Select to enable phone call restriction (internal, local, or long distance) and user privilege (option 1, 2, 3) for the room. If you choose this option, select a <i>Privilege</i> for the room user. For information on setting user privileges, see Configuring user privileges on page 137 • <i>Guest name</i>: Select to display room number or guest name on the room extension. In the <i>Name</i> field, enter %%NUMBER%% or %%NAME%%. • <i>Room condition</i>: Select to clear any condition set for the room. • <i>Voicemail</i>: Select to clear all voicemails for the room extension. • <i>Wake-up call</i>: Select to clear all wakeup call setups for the room extension.
Advanced	<p>Choose the order for room maids to request for room item by phone. You can choose to dial the item code or number first.</p> <p>For example, if you choose to dial code first and want to request for two beers (code 1) and three waters (code 2), you can dial 1*2*2*3.</p> <p>For information on item code, see To set mini bar code for room maids to order room items on page 256.</p>

3. Click *Apply*.

To set mini bar code for room maids to order room items

1. Go to *Hotel Management > Setting > Minibar Code*.
2. Click *New*.
3. Enter the item name, for example, Beer.
4. Enter the item code, for example, 5.
5. Click *Create*.

A room maid can dial the code to order things needed for the room using the room phone. For more information, see [Advanced on page 256](#).

Configuring hotel room status

Hotel Management > Room Status lets you set hotel room status.

Once the PMS and the FortiVoice system is properly connected and the PMS is enabled on the FortiVoice system, all hotel room extensions appear on the FortiVoice system.

To batch-configure hotel room statuses

1. Go to *Hotel Management > Room Status* and click *Server Info*.
A green dot means the FortiVoice system is connected with the PMS. Otherwise, a red dot appears.
2. Click *Close*.
3. Select more than one room in the list.
Depending on the situations of the rooms you select, the *Check in*, *Check out*, *Privilege*, *Room condition*, *Room setting*, and *VIP setting* buttons become active.
A green dot under *Guest* means this guest room's extension is bound with the room. Otherwise, a red dot appears.
For more information, see [Guest phone on page 257](#).
4. Click a button to batch-configure the room status and apply it to all rooms selected.

To configure a single hotel room status

1. Go to *Hotel Management > Room Status*.
2. Select a room extension and click *Edit*.
3. Configure the following:

GUI field	Description
Guest phone	Select to bind the extension with the room and make the room a guest room.
Number	The extension number of the room. You can click the number and modify it if required. For more information, see Configuring IP extensions on page 162 .
Room	The hotel room number. You can click the number and modify it if required.
Location	Click to enter the room location.
Guest Setting	This option appears only if you have enabled <i>Guest phone</i> .
Checked-in	Enable the room status to checked-in.
VIP setting	Select to set the guest as a VIP. Specific VIP treatments are determined by each hotel.
Room condition	Select the cleaning status of the room. You can add a new code or edit the current one: <ol style="list-style-type: none"> 1. Click <i>New</i> to add a code or select an existing code and click <i>Edit</i> to modify it. 2. Select the protocol for connecting to your PMS. 3. Enter a code number. 4. Enter the code description. 5. Click <i>Create</i>.
Guest name	Enter the name of the guest for this room. This option is available only if <i>Checked-in</i> is enabled.
Privilege	Select phone call restriction (internal, local, or long distance) and user privilege (option 1, 2, 3) for the room. For information on setting user privileges, see Configuring user privileges on page 137 . This option is available only if the <i>Checkin status</i> is <i>Checked-in</i> .

GUI field	Description
DND	Select if the guest of the room does not want to be disturbed. This option is available only if <i>Checked-in</i> is enabled.

4. Click *OK*.

Configuring phone auto dialer

With the auto dialer function, the FortiVoice system can be configured to automatically dial telephone numbers. Once the call is answered, the FortiVoice system plays a recorded message.

This topic includes:

- [Setting up an auto dialer campaign on page 259](#)
- [Creating a recorded broadcast message on page 260](#)
- [Adding contacts and contact groups on page 260](#)
- [Configuring auto dialer settings on page 261](#)
- [Viewing auto dialer reports on page 261](#)

Setting up an auto dialer campaign

Auto Dialer > Campaign > Campaign allows you to set up an auto dialer task to broadcast a recorded message to the dialed phone numbers.

To set up an auto dialer campaign

1. Go to *Auto Dialer > Campaign > Campaign*.
2. Click *New* and configure the following:

GUI field	Description
Name	Enter a name for the campaign.
Caller ID	Enter the caller ID to be displayed on a called phone. You can also select an extension number instead.
Status	The current status of the campaign.
Sound file	Select a recorded message that you want to broadcast. You can also create a new one. For more information, see Creating a recorded broadcast message on page 260 .
Retry	Enter the number of times you want to retry calling.
Description	Enter any notes you have for this campaign.
External Numbers	Click + and select the external phone numbers you want to autodial. Click <i>Close</i> . You can add these numbers by going to <i>Auto Dialer > Contact > Contact/Contact Group</i> . See Adding contacts and contact groups on page 260 .
Internal Numbers	Click + and select the internal phone numbers you want to autodial. Click <i>Close</i> . These numbers are the internal extensions on the FortiVoice system.

3. Click *Create*.

4. If you want to start a campaign, in the campaign list, select one with a status other than *Completed* and click *Start* on top of the screen.
5. Select a campaign start and end time.
6. Click *OK*.

Creating a recorded broadcast message

Auto Dialer > Campaign > Audio allows you to create a sound file for the auto dialer to broadcast.

To create a sound file

1. Go to *Auto Dialer > Campaign > Audio*.
2. Click *New*.
3. Enter a name for the sound file.
4. Select an *Action*:
 - *Upload*: Make sure that the sound file is a WAVE file (.wav) in PCM format and with a maximum size of 10 MB. Click to upload a sound file.
 - *Record*: Click to enter a phone number and click *Send*. When the phone rings, pick it up and record the message.
 - *Play*: After a file is uploaded or recorded, click to play it.
 - *Download*: After a file is uploaded or recorded, click to download it.
5. Click *Create*.

Adding contacts and contact groups

Auto Dialer > Contact > Contact/Contact Group allows you to add contacts and contact groups that can be used in an auto dialer campaign. You may also import or export the contacts.



To import multiple auto dialer contacts using a CSV file or vCard, make sure that your administrator account (*System > Administrator > Administrator*) is using an admin profile (*System > Administrator > Admin Profile*) with the *Auto Dialer* set to *Read-Write*. For more information, see [Configuring administrator profiles on page 54](#).

To add a contact

1. Go to *Auto Dialer > Contact > Contact*.
2. Click *New* and enter the contact information.
3. Click *Create*.

To add a contact group

1. Go to *Auto Dialer > Contact > Contact Group*.
2. Click *New*.
3. Enter a name for the group.
4. Click in the field and select the members for the group.
Members are created by adding contacts. See [To add a contact on page 260](#).

5. Click *Close*.
6. Click *Create*.

Configuring auto dialer settings

Auto Dialer > Setting allows you to set the maximum of 64 call channels for campaigns. The default is 10. This value represents the number of phones that can be auto dialed at the same time.

Viewing auto dialer reports

Auto Dialer > Report allows you to view the status of the auto dialer campaigns, including campaign IDs and names, call status, total number of campaigns, number of uncalled, answered, unanswered calls, and retries, and call duration and time.

Double-clicking a campaign record also displays the call log.

Configuring call features

The *Call Features* menu lets you configure the settings for many call features such as conference call, auto attendant, faxing, and much more.

This topic includes:

- [Configuring auto attendants on page 262](#)
- [Mapping speed dials on page 267](#)
- [Configuring conference calls on page 268](#)
- [Recording calls on page 271](#)
- [Creating call queues and queue groups on page 275](#)
- [Configuring call parking on page 279](#)
- [Configuring fax on page 280](#)
- [Setting calendar reminder on page 288](#)
- [Modifying feature access codes on page 289](#)
- [Configuring Internet of Things \(IoT\) on page 294](#)

Configuring auto attendants

An auto attendant can answer a telephone line or VoIP number, and can be included in the call cascade of a local extension, remote extension or ring group.

An auto attendant can answer a call if the receptionist is away or if you do not have a receptionist. Each auto attendant has a message with options. The message tells the caller what the options are. You can load a professionally pre-recorded message, or can record a message using a handset.

Auto attendants limit on FVE models

Model	Number of auto attendants supported
FVE-20E	5
FVE-50E and FVE-VM-50	5
FVE-100E and FVE-VM-100	10
FVE-200F and FVE-VM-200	20
FVE-300E	30
FVE-500E, FVE-500F, and FVE-VM500	50
FVE-1000E and FVE-VM-1000	100
FVE-2000E, FVE-2000F, and FVE-VM-2000	200
FVE-3000E and FVE-VM-3000	300
FVE-5000F and FVE-VM-5000	500

Model	Number of auto attendants supported
FVE-VM-10000	1000
FVE-VM-20000	1000
FVE-VM-50000	1000

To view the list of auto attendants, go to *Call Feature > Auto Attendant > Auto Attendant*.

GUI field	Description
Delete	Removes a selected auto attendant. You cannot remove an auto attendant that is used in another auto attendant configuration.
Name	The name of the auto attendant.
Direct Actions	The number of key actions configured for the main auto attendant, excluding the key actions for the subsidiary auto attendants.


To create an auto attendant

1. Go to *Call Feature > Auto Attendant > Auto Attendant*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter a name for the auto attendant.
Default language	Select the language for the auto attendant greeting message (sound file). If you select <i>Default</i> , the greeting message will be the same as what you set for the FortiVoice system. For more information, see Setting PBX location and contact information on page 107 . You can also select other languages. The language files are created in Managing phone audio settings on page 117 .
Greeting mode	If you select <i>Simple</i> , select a greeting message (sound file) for the auto attendant. See Greeting on page 263 . If you select <i>Scheduled</i> to add a scheduled greeting, do the following: <ul style="list-style-type: none"> • In <i>Scheduled Greeting Setting</i>, click <i>New</i>. • In the <i>Schedule</i> field, select a schedule for the greeting. Scheduled are created in Scheduling the FortiVoice system on page 142. • In the <i>Greeting</i> field, select a sound file. You can click <i>New</i> to add a new file or <i>Edit</i> to modify the selected one. For more information, see Managing phone audio settings on page 117. • Click <i>Create</i>.
Greeting	Select a greeting message (sound file) for the auto attendant. You can edit a selected file or create a new one. For more information, see Managing phone audio settings on page 117 . This option is only available if you select the <i>Simple</i> greeting mode.

GUI field	Description
Ringling for	Enter the number of seconds for the phone to ring before the auto attendant answers with the greeting message.
Timeout action after	<p>Enter the number of seconds that an auto attendant should be allowed to wait before the caller takes further action according to the voice instructions.</p> <p>Select the action when the auto attendant timeout is reached.</p> <ul style="list-style-type: none"> • <i>Dial Operator</i>: The call is transferred to an operator. • <i>Dial Extension</i>: The call is transferred to the extension you select. You can edit a selected extension or create a new one. For details, see Configuring IP extensions on page 162. • <i>Go to Voicemail</i>: The call is transferred to a voicemail box. Select the voicemail extension. • <i>Ring Group</i>: The call is transferred to a ring group. Select the ring group. For more information, see Creating ring groups on page 189. • <i>Call Queue</i>: The call is transferred to a call queue. Select the queue. For more information, see Creating call queues on page 230. • <i>Start Over</i>: The auto attendant will repeat the instructions for the caller. Also enter the maximum times to repeat. • <i>Hang Up</i>: The call will be terminated.
Invalid input action after	<p>Enter the number of seconds that an auto attendant should be allowed to wait after the caller enters an invalid input.</p> <p>Select the action when the caller enters an invalid input.</p>
Dial Pad Key Action	Configure the auto attendant keys for callers to use when navigating through the auto attendant hierarchy. For more information, see Configuring key actions on page 266 .
Key	The key that transfers a call to a resource, for example, voicemail, if pressed.
Action	The resource to which a call is transferred by pressing a key. Some actions require further configuration. For example, if you select <i>Dial Extension</i> , you need to enter the extension number.
Target	The resource target if applicable. For example, an extension number, sound file, or external phone number that leads to a resource.
Advanced	Upon finishing configuring these functions, you need to inform the users on how to use them after they reach the auto attendant.
Access voicemail	Enable to allow external callers to reach their voicemail boxes by dialing the default voicemail prompt code *98 or the code you set. For more information about feature code, see Modifying feature access codes on page 289 .
Dial local number	Select to enable an external caller to dial local extensions.

GUI field	Description
Override schedule	Select to allow a system administrator to dial a code to replace the schedule with a system schedule. For more information, see Configuring system capacity on page 112 .
Allow recording of prompt sound file	Select to enable an external caller to dial into the FortiVoice system and record a sound file.
Call Bridge (DISA)	Select an account code for external users to dial into the FortiVoice system and use the FortiVoice service just like the local extensions. Callers must dial the DISA code followed by the account code before making the calls. You can edit a selected account code or create a new one. For more information on DISA code, see Modifying feature access codes on page 289 . For more information on account code, see Configuring account codes on page 160 .
Outbound dialplans allowed for access	Select the outbound dial plan for users to call the FortiVoice system and through it to make outbound calls. For details, see Configuring outbound dial plans on page 225 .
Business group	<p>This option is available on FVE-500E, FV-500F, FVE-1000E, and larger models only.</p> <p>Select a business group to enable an external caller to dial into an extension within the group using the shortened number. For information about business group, see Creating business groups on page 195.</p> <hr/> <div style="display: flex; align-items: center;">  <p>If you select a business group, you must also update the <i>Include subdirectory</i> in the <i>Phone System > Setting > Miscellaneous, Directory</i> section. For details, see Configuring system capacity on page 112.</p> </div> <hr/>
Department	<p>This option is unavailable on the FVE-20E2 and FVE-50E6 models.</p> <p>Select or add a department to allow a caller to access the phone directory categorized by department.</p> <hr/> <div style="display: flex; align-items: center;">  <p>If you select a department, you must also update the <i>Include subdirectory</i> in the <i>Phone System > Setting > Miscellaneous, Directory</i> section. For details, see Configuring system capacity on page 112.</p> </div> <hr/>
Survival branch	<p>This option is available on FVE-300E-T, FVE-VM-500, and larger models.</p> <p>Select or add a survival branch to allow a caller to access phone directory entries that belong to a FortiVoice survivability branch.</p>

GUI field	Description
	 <p>If you select a survival branch, you must also update the <i>Include subdirectory</i> in the <i>Phone System > Setting > Miscellaneous, Directory</i> section. For details, see Configuring system capacity on page 112.</p>

4. Click *Create*.

Configuring key actions

Configure the auto attendant dial pad keys for callers to use when navigating through the auto attendant hierarchy.

For more information, see [Dial Pad Key Action on page 264](#).

To configure a key action

1. While configuring an auto attendant, click *New* under *Dial Pad Key Action*.
2. Enter the key number that transfers a call to a resource, if pressed.
3. For *Language*, select the language to be used for this key action.
4. Select an *Action*:

GUI field	Description
No Action	The call is not transferred to any resource.
Play Announcement	<p>Play an announcement with directions, business hours, etc.</p> <ul style="list-style-type: none"> • Select the sound file for the announcement. You can click <i>Edit</i> to modify an existing one or <i>New</i> to add a new one. For information on sound files, see Managing phone audio settings on page 117. • Select an action to follow the announcement: <ul style="list-style-type: none"> • <i>No action</i>: The auto attendant takes no action. • <i>Hang up</i>: The call will be terminated. • <i>Start over</i>: The auto attendant will repeat the announcement. • <i>Auto attendant</i>: The call is routed to another auto attendant, which allows actions to be nested into a powerful call routing system.
Dial Operator	The call is transferred to the operator.
Dial Extension	<p>The call is transferred to a specified local extension.</p> <p>Select the extension. You can click <i>Edit</i> to modify an existing one or <i>New</i> to add a new one. For more information, see Configuring extensions on page 162.</p>
Go to Voicemail	<p>The call is transferred to a voice mailbox, allowing the caller to leave a message.</p> <p>Select the voice mailbox. You can click <i>Edit</i> to modify an existing one or <i>New</i> to add a new one. For more information, see Configuring IP extensions on page 162.</p>

GUI field	Description
Ring Group	The call is transferred to the call queue of a ring group. The call is placed on hold. The system will ring the next available extension in the ring group. Select the ring group. You can click <i>Edit</i> to modify an existing one or <i>New</i> to add a new one. For more information, see Creating extension groups on page 188 .
Dial Number	The call is transferred to a specified remote extension number. Enter the remote extension number. For more information, see Setting up remote extensions on page 176 .
Call Queue	The call is transferred to a call queue. Enter the call queue configuration. For more information, see Creating call queues and queue groups on page 230 .
Lookup Name Directory	Access the dial-by-name directory so the caller can find a user's extension number by entering the user's name. Select the Directory. For details about the directory and subdirectory selection, see the Directory section in Configuring system capacity on page 112 .
Change Language	Change the auto attendant greeting language. Select the language and a follow-up action. If you choose <i>Auto attendant</i> for the follow-up action, select the auto attendant. For <i>Language</i> , if you select <i>Default</i> , the greeting message will be the same as what you set for the FortiVoice system. For more information, see Setting PBX location and contact information on page 107 . You can also select other languages. The language files are created in Managing phone audio settings on page 117 .
Auto Attendant	Route the call to another auto attendant, which allows actions to be nested into a powerful call routing system. For example, the main auto attendant can say "Press one for English. Oprima dos para Español." Option 1 goes to the English auto attendant and option 2 goes to the Spanish auto attendant. Select an auto attendant. For information on creating auto attendants, see Configuring auto attendants on page 262 .
Start Over	The auto attendant will repeat the announcement.
Hang Up	The call is terminated.
IVR	Route the call to the FortiVoice IVR system. For more information, see Configuring IVRs on page 238 .

- For *Music on hold*, select the voice prompt to be used for this key action. See [Managing phone audio settings on page 117](#).
- Optionally, enter any comments about this key action.
- Click *Create*.

Mapping speed dials

For fast and efficient dialing, use the speed dial pattern to map the phone numbers, mostly outbound numbers.

You can map a speed dial code directly to a number if you only have a few numbers to map. You can also use speed dial rules to map a group of numbers.

To map a speed dial number

1. Go to *Call Feature > Speed Dial > Number*.
2. Click *New*.
3. Enter a name for the speed dial mapping.
4. For *Dialed Code*, enter the number based on the speed dial number pattern you set. For example, 333. For more information, see [To set speed dial rules for mapping groups of numbers on page 268](#).
5. For *Mapped Number*, enter the phone number to map to the speed dial code. You can enter digits 0–9, space, dash, comma, # and *.

Speed dial pattern accepts # as the lead digit (for example, #XX or #613XXX).

If you want to enter an auto attendant number followed by an extension, you can use comma (,) or semicolon (;) to pause the automatic dialing.

A comma pauses dialing for two seconds, for example, 1-123-222-1234, 5678#. In this case, once pressing the speed dial code you set, auto attendant 1-123-1234 is reached, and after two seconds, extension 5678 is automatically dialed.

A semicolon pauses dialing for one second, for example, 1-123-222-1234; 5678#. In this case, once pressing the speed dial code you set, auto attendant 1-123-1234 is reached, and after one second, extension 5678 is automatically dialed.

6. Optionally, enter a note for the mapping, such as “This is for customer A”.
7. Click *Create*.

To set speed dial rules for mapping groups of numbers

1. Go to *Call Feature > Speed Dial > Rule*.
2. Click *New*.
3. Enter a name for the speed dial mapping.
4. For *Dialed Pattern*, enter a speed dial pattern supported by the FortiVoice system, for example, *83XXX. For information on setting speed dial number pattern, see [Configuring PBX options on page 108](#).
5. For *Mapped Pattern*, enter the phone number pattern to map to the dialed pattern, for example, 6112239XXX. The mapped pattern tail's number of digits must match that of the dialed pattern.
6. Optionally, enter a note for the mapping.
7. Click *Create*.

In our example, when you dial *83111, phone number 6112239111 will be reached.

Configuring conference calls

The *Call Feature > Conferencing* tab lets you configure and enable conference call settings.

FortiVoice allows two types of conferencing:

- **User conferencing:** You can configure and enable a user conference call privilege for extension users to hold their own conference calls on the user portal. For details about adding a conference call event, see the [FortiVoice User Portal Guide](#).
- **Admin conferencing:** The administrator can set up static or dynamic conference calls for the users. Static conference calls are configured directly on the GUI whereas dynamic conference calls are configured using the calendar.

To configure a user conferencing

1. Go to *Call Feature > Conferencing > User Conferencing*.
2. Configure the following:

GUI field	Description
Enabled	Select to activate this conference call.
Number	Enter an extension number that is mapped to the external number callers can dial to join a conference call.
External numbers info	Enter the external phone number that callers can dial to join a conference call. Conference organizers can share it with the participants.
Music on hold	Select to play background music that callers hear after the joining message and leaving message are played. For information on creating music on hold file, see Managing phone audio settings on page 117 .
Quiet mode	Select to not record and announce participant's name.
Users	Click <i>New</i> to add an extension user who has the privilege to organize conference calls. <ul style="list-style-type: none"> • <i>User</i>: Select the extension for the user. • <i>Conferencing ID</i>: Enter the ID (from 3 to 10 digits) that the user needs to organize conference calls. You can also click <i>Generate</i> to get a system generated ID. Click <i>Create</i>. Click <i>View Scheduled Conferences</i> to display the conferences that have been scheduled and pick a free time slot for your conference schedule.

3. Click *Apply*.

To set up a static conference call

1. Go to *Call Feature > Conferencing > Admin Conferencing* and click *New*.
2. Configure the following:

GUI field	Description	
Mode	Select <i>Static</i> .	
Name	Enter a conference call name.	
Enabled	Select to activate this user conferencing configuration.	
Number	Enter a number that callers can dial to join a conference call.	
Setting		
	Display name	Enter the name displaying on the conference call extension, such as "HR".
	Attendee PIN	Enter a password for joining the conference call. A caller needs to dial the conference call number and enter this password to join the conference call. The default is 123456.

GUI field	Description
	This password is always valid and should only be sent to the people who need it.
Organizer PIN	Enter the PIN number to be used by the conference organizer to host a conference call. The default is 123123. This password is always valid and should only be sent to the people who need it.
Description	Enter any notes you have for this conference call.
Music on hold	Select to play background music that callers hear after the joining message and leaving message are played. For information on creating music on hold file, see Managing phone audio settings on page 117 .
Quiet mode	Select to not record and announce participant's name.
Recursive Schedules	If you want conference calls on repeating schedules, select this option and click <i>New</i> to select a schedule. Enter a password for joining the conference call and click <i>Create</i> . This option is useful if you want to limit the participants to a particular recursive conference call. They can only join the conference call during the scheduled time period and by entering the password you set. For information on setting up a schedule, see Scheduling the FortiVoice system on page 142 .
One Time Schedules	If you want to set up a one time conference call, select this option and click <i>New</i> to enter the start and end time. Enter a password for joining the conference call and click <i>Create</i> . This option is useful if you want to limit the participants to a particular one time conference call. They can only join the conference call during the scheduled time period and by entering the password you set. If the one time schedule conflicts with the recursive schedule, the one time schedule has priority.

3. Click *Create*.

To configure a dynamic conference call

1. Go to *Call Feature > Conferencing > Admin Conferencing* and click *New*.
2. Configure the following:

GUI field	Description
Mode	Select <i>Dynamic</i> .
Name	Enter a conference call name.

GUI field	Description
Enabled	Select to activate this conference call.
Number	Enter a number that callers can dial to join a conference call.
Setting	
Display name	Enter the name displaying on the conference call extension, such as "HR".
Description	Enter any notes you have for this conference call.
Music on hold	Select to play background music that callers hear after the joining message and leaving message are played. For information on creating music on hold file, see Managing phone audio settings on page 117 .
Quiet mode	Select to not to record and announce participant's name.

3. Click *Create*.
4. In the conference call list, select the one you created.
5. Double-click a date to schedule a conference.
6. Click *OK*.

Recording calls

For supervising and monitoring purposes, you can record incoming and outgoing calls to and from the extensions matching the caller number patterns or dialed number patterns you set. You can also select the recorded file format and archive the recorded calls.

This topic includes:

- [Configuring call recordings on page 271](#)
- [Archiving recorded calls on page 273](#)
- [Setting the recorded file format on page 274](#)

Configuring call recordings

Call Feature > Call Recording > Policy allows you to configure call recordings by creating, editing, removing, saving, or viewing a recording.

GUI field	Description
View Recordings	Click to view, listen, search, or save the recordings. You can also do so by going to <i>Status > Storage > Recorded Calls</i> . For details, see Playing recorded calls on page 40 .
Enabled	Select to activate this call recording service.
Name	The name of the call recording service.
Description	Information of call recording configuration.

To configure a call recording

1. Go to *Call Feature > Call Recording > Policy*.
2. Click *New*.

GUI field	Description
Name	Enter a name for this configuration.
Enable	Select to activate this configuration.
Description	Select the category of calls you want to record: by phone number, department, user group, trunk, or queue.
Caller number pattern	<p>This option appears if you select <i>By Phone Number</i> for <i>Description</i>. Enter the number pattern to match the callers' phone numbers following the pattern: <code>^[0-9XNZ]*[^\.]*\$</code> where X=(0-9), Z=(1-9), and N=(2-9). For more information, see Configuring PBX options on page 108. The phone calls from the numbers matching the pattern will be recorded.</p>
Dialed number pattern	<p>This option appears if you select <i>By Phone Number</i> for <i>Description</i>. Enter the number pattern to match the dialed phone numbers following the pattern: <code>^[^_][0-9XNZ\.]*\$</code> where X=(0-9), Z=(1-9), and N=(2-9). For more information, see Configuring PBX options on page 108. The phone calls to the numbers matching the pattern will be recorded.</p>
Department	<p>This option appears if you select <i>By Department</i> for <i>Description</i>. Select the extension department of which you want to record the calls. You can add a new department or modify an existing one. For more information, see Creating extension departments on page 189.</p>
Group	<p>This option appears if you select <i>By User Group</i> for <i>Description</i>. Select the user group of which you want to record the calls. You can add a new group or modify an existing one. For more information, see Creating user groups on page 188.</p>
Trunk	<p>This option appears if you select <i>By Trunk</i> for <i>Description</i>. Select the trunk of which you want to record the calls. You can add a new trunk or modify an existing one. For more information, see Configuring trunks on page 200.</p>
Queue	<p>This option appears if you select <i>By Queue</i> for <i>Description</i>. Select the call queue of which you want to record the calls. For more information, see Creating call queues and queue groups on page 230.</p>
Record ratio	<p>Enter the percentage of calls that you want to record. This value is a rolling percentage.</p> <p>In the following example scenario, FortiVoice records 50% of calls:</p> <ol style="list-style-type: none"> 1. Set the record ratio at 50.

GUI field	Description
	<ol style="list-style-type: none"> With a system that has no recorded calls, you are at 0% of recorded calls. The system records the first call. With the first call recorded, the record ratio is now at 100%. To reach the 50% record ratio, the system will not record the second call. With the record ratio at 50%, the system does not record the third call and the record ratio drops below 50%. With the record ratio below 50%, the system records the fourth call to achieve the 50% ratio again. <p>To summarize this example scenario, the system has received 4 calls and recorded 2 calls to achieve the recorded ratio of 50%.</p> <p>The following settings can have an effect on the recorded call storage:</p> <ul style="list-style-type: none"> Retention duration on page 273 Archiving recorded calls on page 273 Setting the recorded file format on page 274
Retention duration	Enter the days for which you want to keep the recordings.
File name format	<p>Select the format of the downloaded recorded call files generated under this policy.</p> <p>The file format is useful when you filter downloaded recorded call files by going to <i>Monitor > Storage</i>. See Viewing recorded calls and fax storage on page 40.</p>

- Click *Create*.

Archiving recorded calls

Configure the settings to archive the recorded calls.

To configure the recording archive settings

- Go to *Call Feature > Call Recording > Archive*.
- Configure the following:

GUI field	Description
Rotation Setting	
Recording rotation size	Enter the recorded file rotation size and time.
Recording rotation time	When the file reaches either the rotation size or time specified, whichever comes first, the archiving file is automatically renamed. The FortiVoice system generates a new file, where it continues saving recording archives. You can access all rotated files through search.
Archiving options when disk quota is full	Specify what the FortiVoice system should do if it runs out of disk space. Select <i>Overwrite</i> to remove the oldest archived folder in order to make space for the new archive, or select <i>Do Not Archive</i> to stop archiving more recorded calls.
Destination Setting	
Destination	Select an archiving destination: <i>Local</i> : the FortiVoice system's local hard drive or a NAS server.

GUI field	Description
	<i>Remote</i> : a remote FTP or SFTP storage server.
Local disk quota	<p>If <i>Local</i> is the archiving destination, enter the disk space quota.</p> <p>The total disk quota for archiving calls cannot exceed 50% of the total storage disk size. For example, if the storage disk has a size of 100 GB, a maximum of 50 GB can be used for call archiving.</p> <p>If this quota is met and a new call must be archived, the FortiVoice system either automatically removes the oldest call archive folder in order to make space for the new archive or stops archiving, depending on the settings you specify under Rotation Setting on page 273.</p>
If <i>Remote</i> is the archiving destination, configure the following:	
Protocol	Select the protocol that the FortiVoice system will use to connect to the remote storage server, either SFTP or FTP.
IP address	Enter the IP address of the remote storage server.
User name	Enter the user name of an account the FortiVoice system will use to access the remote storage server, such as FortiVoice.
Password	Enter the password for the user name of the account on the remote storage server.
Remote directory	Enter the directory path on the remote storage server where the FortiVoice system will store archived calls, such as <code>/home/fortivoice/call-archives</code> .
Remote cache quota	<p>Enter the FortiVoice cache quota that is allowed to be used for remote host archiving. The total cache quota for archiving calls cannot exceed 20% of the total storage disk size. For example, if the storage disk has a size of 100 GB, a maximum of 20 GB can be used for call archiving.</p> <p>If this quota is met and a new call must be archived, the FortiVoice system either automatically removes the oldest call archive folder in order to make space for the new archive or stops archiving, depending on the settings you specify under Rotation Setting on page 273.</p>
Schedule	Select a schedule for the archiving.

3. Click *Apply*.

Setting the recorded file format

Select the format for recording calls. Recording bit rate is the number of bits that are conveyed or processed per system of time.

To set the recorded file format

1. Go to *Call Feature > Call Recording > Setting*.
2. Select the format- recording bitrate: *Standard* or *Low rate*.
3. Click *Apply*.

Creating call queues and queue groups



This option is only available if you have *not* purchased a call center license.

If you have purchased and installed the call center license, then the call queue related menus are visible under *Call Center > Call Queue* instead. For more details, see [Setting up a call center on page 230](#).

Call queuing, or Automatic Call Distribution (ACD), enables the FortiVoice system to queue up multiple incoming calls and aggregate them into a holding pattern. Each call is assigned a rank that determines the order for it to be delivered to an available agent (typically, first in first out). The highest-ranked caller in the queue is delivered to an available agent first, and every remaining caller moves up a rank.

With call queuing, callers do not need to dial back repeatedly trying to reach someone, and organizations are able to temporarily deal with situations when callers outnumber agents.

This topic includes:

- [Creating call queues on page 275](#)
- [Creating queue groups on page 279](#)

Creating call queues

Configure a call queue and add it in an inbound dial plan as a call handling action to make it effective. For more information, see [Configuring inbound dial plans on page 220](#).

Call queues consist of:

- Incoming calls waiting in the queue
- Agents who answer the calls in the queues
- A plan for how to handle the queue and assign calls to agents
- Music played while waiting in the queue
- Announcements for agents and callers

Depending on their privileges, agents can log into a queue to answer calls or transfer calls to another queue, which can then be answered by another available agent.

Agents can be static or dynamic. Static agents are always connected to the queues, and dynamic agents need to log into the queue in order to process calls.

To create a call queue

1. Go to *Call Feature > Call Queue > Call Queue*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Queue ID	Enter an ID for the queue.
Number	Enter an extension for callers to dial and enter into a call queue following the extension number pattern. See Configuring PBX options on page 108 .

GUI field	Description
	<p>This is another way to use a call queue configuration in addition to adding it in an inbound dial plan as a call handling action.</p> <p>In this case, the dial plan ignores this extension and still uses the extension to which it is applied for call queue action.</p>
Status	Select to enable the call queue.
Display name	Enter the queue name displaying on the queue extension, such as Support.
Description	Enter any notes about this queue.
Department	Select the department to which the queue belongs. For information on creating departments, see Creating extension departments on page 189 .
Queue Setting	
Distribution policy	<p>Select a policy for distributing phone calls.</p> <ul style="list-style-type: none"> • <i>Ring all</i>: Rings all available agents. This is the default setting. • <i>Round Robin</i>: Rings all agents in a queue equally in some rational order, usually from the top to the bottom of a list and then starting again at the top of the list and so on. • <i>Sequential</i>: Rings each agent in a sequential manner regardless of whether they have answered calls. • <i>Random</i>: Rings an agent at random. • <i>Least Recent</i>: Rings the agent that least recently received a call. • <i>Fewest Calls</i>: Rings the agent that has completed the fewest calls in this queue. • <i>Weight Random</i>: Rings a random agent, but uses the agent's number of received calls as a weight. • <i>Priority Based</i>: Rings agents based on call answering priorities for callers entering the call queue. A new call always starts with the lowest priority.
Maximum queue capacity	<p>Enter the maximum number of callers for the call queue. When the call queue is full, other callers will be dealt with according to the <i>Queue Overflow</i> call handling action you set in Queue Overflow on page 278.</p> <p>The maximum is 100.</p>
Maximum queuing time	<p>Enter the maximum call queue waiting time in minutes, seconds, or both. When the call waiting time is due, the callers in the queue will be dealt with according to the call handling action you set in Queue Timeout on page 278.</p> <p>The maximum is 720 minutes.</p>
Ring duration	Enter the time in seconds to ring each agent. If a call is not answered when the ring duration is due, the call is transferred to the next agent. The range is between 5 to 120 seconds.
Music on hold	Select a sound file or music on hold file to play when a caller is waiting. For more information, see Managing phone audio settings on page 117 .
Additional Setting	

GUI field	Description
Distinctive Setting for Agent	<p><i>Announce queue name:</i> Select a sound file that announces the queue name. You can add a new one or modify an existing one. For more information, see Managing phone audio settings on page 117.</p> <p><i>Caller ID option:</i> Select how you want the IDs of the calls to this queue to display. If you select <i>Prefix</i>, the queue Display name on page 276 is added before the caller ID on the agent's phone. If you select <i>Replace</i>, the queue Display name on page 276 replaces the caller ID on the agent's phone.</p> <p><i>Ring Pattern:</i> Select a queue extension ring pattern.</p>
Business Schedule	<p>In <i>Available</i> field, select an operation schedule for the queue and click -> to move it to the <i>Selected</i> field. For example, "business_hour" schedule means agents are only available to answer the calls for this queue during business hours. For information on scheduling, see Scheduling the FortiVoice system on page 142.</p>
Announcement to Caller	<ul style="list-style-type: none"> • <i>Announce holdtime:</i> Select if you want to announce the queue waiting time to a caller at the set interval. You may also select to announce only once. • <i>Announce position:</i> Select to announce a caller's waiting position in the queue, such as "You are caller No. 5 in the call queue". <ul style="list-style-type: none"> • <i>No:</i> Do not announce a caller's position. • <i>Always:</i> Always announce a caller's position. • <i>Abbreviated:</i> Announce a caller's position only once if the caller is over the marked position and always announce once before the caller reaches the marked position. • <i>Minimal:</i> Announce only when the caller is within the marked position. • <i>Mark position:</i> Enter the benchmark for selecting <i>Abbreviated</i> or <i>Minimal</i> setting under <i>Announce position</i>. For example, if you select <i>Abbreviated</i> and enter 5, a caller's position is announced when the caller becomes No. 5 in the queue and announced only once before the caller becomes No. 5 in the queue. • <i>Announcement interval:</i> Enter the announcement frequency in seconds. • <i>Custom announcement:</i> You can also customize the announcement settings. If you select <i>Periodic</i> or <i>Random</i>, enter the announcement frequency in seconds in <i>Announcement interval</i>. Also, select a greeting sound file for the announcement. For more information, see Managing phone audio settings on page 117. • <i>Queue Entry Announcement:</i> Select <i>Enable</i> to announce to callers when they enter a call queue. You can also select to disable this function. Also, select a greeting sound file for the announcement. For more information, see Managing phone audio settings on page 117.
Agent	<p>This option is only available when you edit a call queue.</p>
Agent Members	<ul style="list-style-type: none"> • Click to expand <i>Agent members</i> for enrolling agents into the queue. • Click + to select the agents for this queue. • Click <i>Close</i>. • Click <i>OK</i>. <p>You can type an agent's extension or name in the <i>Search</i> field and press Enter to search for the agent.</p>

GUI field	Description
Call Handling	This option is only available when you edit a call queue.
Scheduled Business Hour Call Handling	For details, see Configuring scheduled business hour queue call handling actions on page 278 .
Non Scheduled Business Hour Call Handling	For details, see Configuring non scheduled business hour queue call handling actions on page 278 .

4. Click *Create*.

Configuring scheduled business hour queue call handling actions

Configure the call handling action for the queue. This action applies to all calls once they enter into the queue.

To configure the call handling action

1. Go to *Call Feature > Call Queue > Call Queue*.
2. Select a call queue for which you want to configure queue call handling actions and click *Edit*.
3. In *Call Handling*, click *Scheduled Business Hour Call Handling*.
4. Configure the situation upon which corresponding call process can be configured:

GUI field	Description
Queue Overflow	The situation when callers exceed the maximum waiting callers you set. See Maximum queue capacity on page 276 . A popup notification appears when this barometer is triggered.
Queue Timeout	Callers waiting time exceeds the maximum waiting time set in Maximum queuing time on page 276 . A popup notification appears when this barometer is triggered.

5. For each situation, click *New* to configure its call handling action.
 - Select the FortiVoice operation schedule to implement this call handling action. For more information on schedules, see [Scheduling the FortiVoice system on page 142](#).
 - Select the call handling action. Depending on the action selected, further configuration may be needed. For example, if you select *Dialextension* for *Action*, enter the extension to which a call is transferred.
6. Click *Create*, then *OK*.

Configuring non scheduled business hour queue call handling actions

Configure the call handling action for the queue. This action applies to all calls once they enter into the queue.

For some processes that may require further actions, you need to add one or more call processes to complete the call handling. For example, after adding a process that contains a *Set call queue priority* action, you can add another process with a *Transfer to queue* action to complete the call handling. In this case, the call will be processed again with new priority after it is transferred to the queue.

To configure the call handling action

1. Go to *Call Feature > Call Queue > Call Queue*.
2. Select a call queue for which you want to configure queue call handling actions and click *Edit*.
3. In *Call Handling*, click *NonScheduled Business Hour Call Handling*.
4. On the *Call Processing* page, click *New* to configure call handling action.
5. For *Schedule*, select the FortiVoice operation schedule to implement this call handling action. For more information on schedules, see [Scheduling the FortiVoice system on page 142](#).
6. For *Action*, select the call handling action. Depending on the action selected, further configuration may be needed. For example, if you select *Dialextension* for *Action*, enter the extension to which a call is transferred.
7. Click *Create*, then *OK*.

Creating queue groups

You can group queues together to facilitate queue management.

To create a call queue group

1. Go to *Call Feature > Call Queue > Queue Group*.
2. Click *New*.
3. Enter a name for the group.
4. For *Member*, click + and select the available call queues that you want to include in the group.
5. Click *Close*, then *Create*.

Configuring call parking

Call park is a feature for placing a call on hold and then retrieving it from any other local extension. By default, the FortiVoice system has 20 park orbits, 301–320.

To view the parked calls, see [Viewing parked calls on page 29](#).

To configure call parking

1. Go to *Call Feature > Call Parking > Call Parking*.
2. For *Park call number*, enter the number to dial to park a call. The default is 300 which has the same effect as the call park feature code *40. See [Mid-Call/DTMF Codes on page 293](#).
For example, when a user receives a call and wants to park it, the user may:
 - Press 300.
The FortiVoice system selects the first available park orbit (301–320). The user hears a confirmation indicating the caller has been parked successfully and into which park orbit.
 - Provide the park orbit to the person with the parked call through paging or other means. For example, “Mary, there is a call parked for you in 301”. Mary can then pick up any phone and dial 301 to retrieve the parked call.
3. For *Park line start*, enter the starting park orbit. The default is 301.
4. For *Park line end*, enter the ending park orbit. The default is 320.
5. For *Parking timeout*, enter the time, in seconds, to time out the parked call. The default is 60 seconds.
6. For *Music on hold*, select the music on hold file to play while the call is place on hold. Click *Edit* to modify the selected file or click *New* to configure a new one. For more information on music on hold, see [Managing phone audio settings on page 117](#).
7. Click *Apply*.

Configuring fax

The FortiVoice system supports fax in the following ways:

- Use the FortiVoice system to send and receive faxes. The FortiVoice system contains a full featured fax server that is able to receive faxes and forward them in PDF format to an extension's user portal or a user's email. End users can log into their web portal to view the faxes and upload PDF or JPEG files to send faxes. For configuration information, see [Receiving faxes on page 280](#) and [Sending faxes on page 281](#).
- If you want to continue using your fax machine with the VoIP phone system, connect the fax machine to an adapter (such as OBIHAI OBi 200, Cisco SPA 112, or Grandstream HT 702) that supports T.38 first before connecting to the FortiVoice system. T.38 is a protocol designed to allow fax to travel over a VoIP network.
In this case, the fax machine is treated like an extension. The FortiVoice system receives faxes and relays them to the fax machine. Faxes sent from the fax machine will follow the fax sending dial plans.
To use this option, you need to create and enable the fax extensions first. You then need to configure the FortiVoice system to receive and relay the faxes to the fax machine. See [Configuring fax extensions on page 179](#), [Receiving faxes on page 280](#) and [Sending faxes on page 281](#).

This topic includes:

- [Receiving faxes on page 280](#)
- [Sending faxes on page 281](#)
- [Archiving faxes on page 286](#)
- [Configuring other fax settings on page 287](#)

Receiving faxes

Configure the FortiVoice system to receive faxes over the VoIP network and forward the faxes to extensions or emails. You can configure one or more faxes to meet the needs of different departments, for example.

To configure receiving faxes

1. Go to *Call Feature > Fax > eFax Account*,
2. Click *New*.

3. Configure the following:

GUI field	Description
Incoming Fax Setting	
Name	Enter a name for the receiving fax configuration.
Number	Enter an extension for this fax. This is where the incoming faxes go to.
Display name	Enter the name displaying on the extension.
Enable	Select to activate this fax.
Description	Enter any notes for the incoming fax settings.
External Numbers	<p>Map the DID numbers to the extension of the fax. Incoming faxes to the DIDs will all reach the extension. For information on DID, see Mapping DID numbers on page 224.</p> <p>To map the DID numbers:</p> <ol style="list-style-type: none"> 1. Click <i>New</i>. 2. Select <i>Enable</i> to activate this DID mapping. 3. Select the trunk used for dialing the DIDs. 4. Enter the DID number that you want to map to an extension. 5. Click <i>Create</i>.
Select Fax Monitors	<p>Select the users that can monitor the faxes received on this fax extension in their FortiVoice user portal and can choose to view, delete, resend, forward, or download the faxes.</p> <p>The selected users will also receive email notifications when a fax is received if their extensions are linked with email addresses. The notification will also have a PDF attachment of the fax if their extensions are configured with email notification attachment option. For more information, see Setting extension user preferences on page 181.</p> <p>This is useful if you have a fax that serves several departments.</p>
Fax to Email	<p>Enter the email addresses to receive the faxes sent to this extension. Users will receive the faxes in PDF format.</p> <p>You may customize the email template. For details, see Customizing call report and notification email templates on page 111.</p>
Relay to Fax Machine	Select the fax machines connected to the FortiVoice system via T.38 adapters. Faxes will be relayed to the selected machines.
Archive	<p>Select <i>Fax archive</i> to activate fax archiving and enter the file name to archive following the formats in the drop-down list.</p> <p>To view faxes sent and received through the FortiVoice system, see Viewing archived faxes on page 41.</p>

4. Click *Create*.

Sending faxes

Configure the dial plans for sending faxes. The dialed fax numbers matching the configured number pattern will be subject to the call handling actions.

The fax sending dial plans will not interfere with phone call dial plans since the FortiVoice system deals with the dial plans separately.

For information on dial plans, see [Configuring call routing on page 220](#).

You send faxes in the user portal. Senders will receive email notifications when a fax is sent if their extensions are linked with email addresses. The notification will inform if the fax has been successfully sent and have a PDF attachment of the fax if their extensions are configured with email notification attachment option. For more information, see [Setting extension user preferences on page 181](#).

In addition, senders can always view the status of the fax sent in their FortiVoice user portal. For more information, see the online help of the web user portal.

To view the outbound dial plans, go to *Call Feature > Fax > Sending Rule*.

GUI field	Description
Test	Select to test if the dial plan is created successfully. For more information, see Testing dial plans for sending faxes on page 282 .
Enabled	Select to activate this dial plan.
Name	The name of the dial plan.
Pattern	The phone number pattern in the dial plan that matches other numbers. For details, see Dialed Number Match on page 282 .
Call handling	The call handling action for the numbers matching the configured number pattern and the caller IDs matching the caller ID pattern. For details, see Call Handling on page 282 .

To set up a fax sending dial plan

1. Go to *Call Feature > Fax > Sending Rule*.
2. Click *New*.
3. Configure the following:

GUI field	Description
Name	Enter a name for this plan.
Enable	Select to activate this dial plan.
Dialed Number Match	With dialed number pattern matching, you can create one phone number pattern in your dial plan that matches many different numbers. The dialed numbers matching this pattern will follow this dial plan rule. For information on adding a dialed number match, see Creating dialed number match on page 283 .
Call Handling	Click <i>New</i> to configure the call handling action for the numbers matching the configured number pattern. For details, see Configuring call handling actions on page 285 .

4. Click *Create*.

Testing dial plans for sending faxes

After you create a dial plan, you can select the dial plan and click *Test* to see if the dial plan works.

For more information, see [Test on page 282](#).

To test a dial plan

1. Go to *Call Feature > Fax > Sending Rule*.
2. Select the dial plan that you want to test and click *Test*.
3. Select *Test Call - Dry Run* or *Test Call*.
4. Configure the following:

GUI field	Description
Test Call - Dry Run	Run a system outbound dial plan test without making a real phone call.
Destination number	Enter a destination number to call.
From number	Enter the number from which you want to call the destination number. The FortiVoice system will connect this number with the destination number for the test.
Test	Click to start the dry run test and view the <i>Test result</i> .
Reset	Click to remove the test result in order to start a new test.
Test Call	Test the dial plan by making a real phone call.
Destination number	Enter a destination number to call.
After call is established	Select the FortiVoice action once it calls the destination number: <ul style="list-style-type: none"> • <i>Play welcome message</i>: The FortiVoice system will play a message to the destination number. • <i>Connect test call to number</i>: In the <i>Number</i> field, enter the number from which you want to call the destination number. The FortiVoice system will connect this number with the destination number to test the trunk.
Test	Click to start the test and view the <i>Test result</i> .
Reset	Click to remove the test result in order to start a new test.

Creating dialed number match

You can create one extension number pattern in your dial plan that matches many different numbers for outbound calls.

The numbers matching this pattern will follow this dial plan rule.

The FortiVoice system supports the following pattern-matching syntax:

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.

Syntax	Description
[] (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

Pattern	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.

To create a dialed number match

1. Go to *Call Feature > Fax > Sending Rule*.
2. Click *New*.
3. In *Dialed Number Match*, click *New*.

4. Configure the following:

GUI field	Description
Match Pattern	Enter the number pattern for this rule (see Pattern-matching syntax on page 283 and Pattern-matching examples on page 284). Click + to add more patterns.
Modification	You can manipulate the number patterns you entered.
Strip	Enter a number to omit dialing the starting part of a pattern. 0 means no action. For example, if your <i>Match Pattern</i> is 9XXX and <i>Strip</i> is 1, you only need to dial the last three digits for this pattern.
Prefix	Add a number before a pattern, such as area code. For example, if your <i>Match Pattern</i> is 123XXXX and its area code is 555, you can enter 555 for the <i>Prefix</i> . When you dial a number under this pattern, you do not need to dial the area code 555.
Postfix	Add a number after a pattern. For example, if your <i>Match Pattern</i> is 9XXX and the numbers under this pattern have been upgraded to have an additional digit 5 at the end, you can enter 5 for the <i>Postfix</i> . When you dial a number under this pattern, you do not need to dial the last digit 5.

5. Click *Create*.

Configuring call handling actions

Configure the call handling action for the numbers matching the configured number pattern.

To configure the call handling action

1. Go to *Call Feature >> Fax > Sending Rule*.
2. Click *New*.
3. In *Call Handling*, click *New*.

4. Configure the following:

GUI field	Description
Schedule	Select the FortiVoice operation schedule to implement this plan. Click <i>Edit</i> to modify the selected schedule or click <i>New</i> to configure a new one. For more information on PBX schedule, see Scheduling the FortiVoice system on page 142 .
Action	Select the call handling action for the numbers matching the configured number pattern and the caller IDs matching the caller ID pattern.
Outgoing trunk	Select the trunk for sending faxes. Click <i>Edit</i> to modify the selected trunk or click <i>New</i> to configure a new one. For more information on trunks, see Configuring trunks on page 200 .
Caller ID modification	Select the caller ID modification configuration. Click <i>Edit</i> to modify the selected configuration or click <i>New</i> to configure a new one. For more information on caller ID modification, see Modifying caller IDs on page 124 .
Warning message	If you select <i>Allow with warning</i> or <i>Deny with warning</i> in the <i>Action</i> field, select the sound file for the warning. Click <i>Edit</i> to modify the selected file or click <i>New</i> to configure a new one. For more information on sound files, see Managing phone audio settings on page 117 .
Delay	Optionally, if you want to discourage certain users for sending faxes, enter the call delay time in seconds.

5. Click *Create*.

Archiving faxes

Configure the settings to archive the faxes.

To configure archiving faxes

1. Go to *Call Feature > Fax > Archive*.
2. Configure the following:

GUI field	Description
Rotation Setting	
Fax rotation size	Enter the archived fax file rotation size and time.
Fax rotation time	When the file reaches either the rotation size or time specified, whichever comes first, the archiving file is automatically renamed. The FortiVoice system generates a new file, where it continues saving recording archives. You can access all rotated files through search.
Archiving options when disk quota is full	Specify what the FortiVoice system should do if it runs out of disk space. Select <i>Overwrite</i> to remove the oldest archived folder in order to make space for the new archive, or select <i>Do not archive</i> to stop archiving more recorded calls.
Schedule	Select or edit a schedule for the rotation. To add a new schedule, click +.
Destination Setting	
Destination	Select an archiving destination:

GUI field	Description
	<p><i>Local</i>: the FortiVoice system's local hard drive or a NAS server.</p> <p><i>Remote</i>: a remote FTP or SFTP storage server.</p>
Local disk quota	<p>If <i>Local</i> is the archiving destination, enter the disk space quota.</p> <p>The total disk quota for archiving calls cannot exceed 20% of the total data disk size. For example, if the data disk has a size of 100 GB, a maximum of 20 GB can be used for fax archiving.</p> <p>If this quota is met and a new fax must be archived, the FortiVoice system either automatically removes the oldest fax archive folder in order to make space for the new archive or stops archiving, depending on the settings you specify under Rotation Setting on page 273.</p>
<p>If <i>Remote</i> is the archiving destination, configure the following:</p>	
Protocol	Select the protocol that the FortiVoice system will use to connect to the remote storage server, either SFTP or FTP.
IP address	Enter the IP address of the remote storage server.
User name	Enter the user name of an account the FortiVoice system will use to access the remote storage server, such as FortiVoice.
Password	Enter the password for the user name of the account on the remote storage server.
Remote directory	Enter the directory path on the remote storage server where the FortiVoice system will store archived calls, such as <code>/home/fortivoice/call-archives</code> .
Remote cache quota	Enter the FortiVoice cache quota that is allowed to be used for remote host archiving. The above statement regarding the <i>Local disk quota</i> also applied to the cache quota.

3. Click *Apply*.

Configuring other fax settings

Configure the station IDs, fax header, T.38 fax options, and fax sending queue for outgoing faxes.

To configure fax settings

1. Go to *Call Feature > Fax > Setting*.
2. Configure the following:

GUI field	Description
System station ID	Enter a station ID that shows on each fax sent from the FortiVoice system.

GUI field	Description
System fax header	Enter a fax subject header that shows on each fax sent from the FortiVoice system.
Maximum Transmission Rate	Select the maximum fax data transmission rate in bit per second (bit/s).
Minimum Transmission Rate	Select the minimum fax data transmission rate in bit per second (bit/s).
Enable T.30 ECM (error correction mode)	This option is for accurately detecting and correcting errors in the fax page data to make the fax transmission successful. This option is enabled by default.
T.38 Fax	
Sending Fax: Initiate a T.38 reinvite if the remote end does not	Select if the fax receiving terminal does not reply to a T.38 invitation.
Sending/Receiving: Fallback to audio (G.711) mode on T.38 failure	Select to use G.711 mode if T.38 communication fails.
UDPTL port start	T.38/UDPTL uses UDP as its transport protocol. Enter the UDP Transport Layer start port.
UDPTL port end	Enter the UDP Transport Layer end port.
Send Queue	
Max retry times	Enter the maximum number of times to resend a fax. This is useful if a fax cannot be sent due to busy lines or other reasons.
Retry interval	Enter the time interval between fax sending retries.
Wait time for an answer	Enter the waiting time for a "go-ahead" signal from the fax receiving terminal. After the waiting time is over, the FortiVoice system will either retry to send the fax or stop sending it depending on the <i>Max retry times</i> configuration.

3. Click *Apply*.


Setting calendar reminder

You can schedule daily events and send event reminders. You first create a reminder record before setting up reminder events. One reminder record can contain multiple reminder events.

To schedule an event

1. Go to *Call Feature > Reminder* and click *New*.
2. Enter a name for the reminder record. One reminder record can contain multiple reminder events.
3. Enable the reminder and add notes if required.

4. Click *Create*.
5. In the reminder list, select the reminder record you just created.
6. Click *Edit in calendar mode*.
7. Click a date.
8. Configure the following:

GUI field	Description
Title	Enter a name for the reminder event.
Location	Enter the location for the event.
Start time	Specify when the event starts. The start time uses the time zone setting available in <i>System > Configuration > Time</i> .
Recurrence	If you want the reminder event to be on a repeating schedule, click <i>None</i> , update the settings, and click <i>OK</i> .
Description	Enter any notes as required.
Guest	Add guests to which you want to send event reminder calls. <ul style="list-style-type: none"> • To add internal phone numbers, click +, select extensions, and click <i>Close</i>. • To add an external phone number, enter a phone number in <i>External</i>, and click . The number is added to the Guest list.
Reminder audio	To send a reminder audio to the selected guest phones, select one of the following options: <ul style="list-style-type: none"> • <i>Default</i>: Select to send a beep sound as the reminder audio. To hear the beep sound, click <i>Play</i>, and save the GSM file. • <i>Customized</i>: Select to customize the reminder audio. <ol style="list-style-type: none"> a. Click <i>Create New</i>. b. You have two options to create a customized message: <ul style="list-style-type: none"> • To record a message, select an extension and click <i>Call me</i>. You can then follow the prompts to create a new message. • To upload a message that you have already recorded: <ul style="list-style-type: none"> • Make sure that the sound file is a WAVE file (.wav) in PCM format and with a maximum size of 10 MB. • Click <i>Upload</i>. • Select the file and click <i>Open</i>. c. Click <i>Close</i>.

9. Click *Create*, then *Close*.

Modifying feature access codes

By default, the FortiVoice system defines the following codes for users to access certain features by dialing the codes. You can go to *Call Feature > Feature Code > Vertical Service Code/Mid-Call/DTMF Code* and double-click a feature name to modify its code and description, but that does not change the mapping between the code and the feature. For example, if you change the DISA code from the default ** to 12, dialing 12 still accesses the DISA feature.

There are the following feature access codes:

- Vertical Service Codes: a sequence of digits and the signals star (*) and number sign (#) dialed on a telephone keypad or rotary dial to enable or disable certain telephony service features.
- Mid-Call/DTMF Codes: allow you to hold, transfer, and conference calls by using DTMF digit codes entered on the phone.
- Floating codes: allow you to limit international, long distance, or local calls.

Vertical Service Codes

GUI field	Description
Call bridge (DISA)	<p>Direct Inward System Access (DISA) service allows external users to dial into PBX and use PBX service just like the local extensions.</p> <p>To use DISA, dial the PBX main number and then ** or the code you set. The PBX will prompt you to enter the account code (account code set at <i>PBX > Class of Service > Account code</i>). Once you pass authorization, you can use PBX service just like a local extension.</p>
Check hot desk login status	<p>Hot-desking refers to the sharing of one phone by multiple users at different time periods.</p> <p>Dial *10 or the code you set to check hot desk login status including login expiry time.</p>
Hot desk user login	<p>Hot-desking refers to the sharing of one phone by multiple users at different time periods. Each user can log into the phone by pressing *11 or the code you set and enter his extension number and voicemail PIN following the prompts.</p>
Hot desk user logout	<p>To log out hot desking, press *12 or the code you set.</p>
Reset the phone to be 'unassigned' by admin	<p>This code is used to remove the extension number of a FortiFone by the administrator.</p> <p>Dial *15 or the code you set on any FortiFone that connects to the FortiVoice system and enter the phone configuration PIN.</p> <p>For information on setting the phone configuration PIN, see Configuring SIP phone auto-provisioning on page 93.</p>
Reset the phone to be 'unassigned' by user	<p>This code is used to remove the extension number of a FortiFone by the user.</p> <p>Dial *16 or the code you set on your FortiFone that connects to the FortiVoice system and enter the phone configuration PIN.</p> <p>For information on setting the phone configuration PIN, see Configuring SIP phone auto-provisioning on page 93</p>
Configure phone to an extension by administrator	<p>This code is used to set an extension number for a FortiFone by the administrator.</p> <p>Dial *17 or the code you set on any FortiFone that connects to the FortiVoice system and enter the phone configuration PIN. You can then enter an existing extension to set it as the extension of this phone.</p> <p>For information on setting the phone configuration PIN, see Configuring SIP phone auto-provisioning on page 93.</p>

GUI field	Description
Configure phone to an extension by user	This code is used to set an extension number for a FortiFone by a phone user. Dial *18 or the code you set on your FortiFone that connects to the FortiVoice system and enter the phone configuration PIN provided by the administrator. You can then enter an existing extension to set it as the extension of this phone.
Lookup name directory from extension	Dial *411 or the code you set to access the phone directory where you can look for an extension by entering a person's name.
Listen/Barge on a call	Dial *50 or the code you set to monitor a call by listening to it, enter your voicemail PIN, and press #. For details about configuring a user privilege that allows call barging, Monitor/Recording on page 140 .
Agent login to all queues	Dial *61 or the code you set to log into the queues of which your extension is a member.
Agent logout from all queues	Dial *62 or the code you set to log out of the queues of which your extension is a member.
Agent login to a queue	Dial *63 or the code you set and enter your voicemail password and the queue extension to log into this queue. The voicemail password is required only if this option is selected for your extension. For more information, see Call Center on page 169 .
Agent login from a queue	Dial *64 or the code you set and enter your voicemail password and the queue extension to log out of this queue. The voicemail password is required only if this option is selected for your extension. For more information, see Call Center on page 169 .
Login all queue members	Dial *65 or the code you set to login all members of a queue of which your extension is a member. This is an action by the administrator.
Logout all queue members	Dial *66 or the code you set to logout all members of a queue of which your extension is a member. This is an action by the administrator.
Pause agent all queues	Dial *67 or the code you set and enter your voicemail password and the reason code to pause all queues of which this extension is a member. For information on reason codes, see Modifying agent reason code descriptions on page 248 .
Unpause agent all queues	Dial *68 or the code you set and enter your voicemail password and the reason code to unpause all queues of which this extension is a member. For information on reason codes, see Modifying agent reason code descriptions on page 248 .
Set call forward	Dial *71 followed by a code to set user's call forward: 1 to enable, 0 to disable, and 9 to change the forwarding number.
User's quick mode switch	Dial *72 followed by 1, 2, or 3 and enter your voicemail password to temporarily replace the original personal schedule with one of the three default ones. You may also modify the temporary schedule. Dial *720 to go back to the original schedule.
User's twinning mode switch	Dial *73 followed by 1 to enable twinning and 0 to disable twinning. For information on twinning, see Twinning Setting on page 185 .

GUI field	Description																																	
Enter floating mode and make outgoing call on floating host device	<p>This code allows you to make international or long distance calls from a floating host device which is a device (usually a phone) that allows other extensions to originate a call.</p> <p>Dial *74 or the code you set and dial the outgoing call number when hearing the dial tone. When you are prompted to input the code, enter the code based on the call restriction in the user privileges associated with your extension. For more information, see Floating code format on page 294.</p>																																	
Hotel room condition	<p>Dial *75 or the code you set and enter a maid code to show the room condition. The maid codes varies depending on the PMS protocol selected:</p> <table border="1"> <thead> <tr> <th>FortiVoice</th> <th>Micros</th> <th>Control</th> </tr> </thead> <tbody> <tr> <td>1: Maid present</td> <td>1: Dirty/Vacant</td> <td>1: Room Cleaned</td> </tr> <tr> <td>2: Clean</td> <td>2: Dirty/Occupied</td> <td>2: Cleaning Requested</td> </tr> <tr> <td>3: Not clean</td> <td>3: Clean/Vacant</td> <td>3: Cleaning In-Progress</td> </tr> <tr> <td>4: Out of service</td> <td>4: Clean/Occupied</td> <td>4: Inspection Requested</td> </tr> <tr> <td>5: To be inspected</td> <td>5: Inspected/Vacant</td> <td>5: Maintenance Requested</td> </tr> <tr> <td>6: Occupied/clean</td> <td>6: Inspected/Occupied</td> <td>6: Out of Order</td> </tr> <tr> <td>7: Occupied/not clean</td> <td></td> <td>7: Pick Up</td> </tr> <tr> <td>8: Vacant/clean</td> <td></td> <td>8: Passed Inspection</td> </tr> <tr> <td>9: Vacant/not clean</td> <td></td> <td>9: Failed Inspection</td> </tr> <tr> <td></td> <td></td> <td>10: Cleaning Skipped</td> </tr> </tbody> </table> <p>For information on maid codes, see Configuring hotel management settings on page 254.</p>	FortiVoice	Micros	Control	1: Maid present	1: Dirty/Vacant	1: Room Cleaned	2: Clean	2: Dirty/Occupied	2: Cleaning Requested	3: Not clean	3: Clean/Vacant	3: Cleaning In-Progress	4: Out of service	4: Clean/Occupied	4: Inspection Requested	5: To be inspected	5: Inspected/Vacant	5: Maintenance Requested	6: Occupied/clean	6: Inspected/Occupied	6: Out of Order	7: Occupied/not clean		7: Pick Up	8: Vacant/clean		8: Passed Inspection	9: Vacant/not clean		9: Failed Inspection			10: Cleaning Skipped
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9: Vacant/not clean		9: Failed Inspection																																
		10: Cleaning Skipped																																
Minibar notification	<p>Dial *76 or the code you set and enter a minibar code to order room items. For information on minibar codes, see Configuring hotel management settings on page 254.</p>																																	
Wake-up call	<p>Dial *77 or the code you set and enter a time for a wake-up call. The time format should be in the format of hhmm. For example, 15:30 is entered as 1530.</p>																																	
DND on	<p>Dial *78 or the code you set to turn on the Do Not Disturb service. Callers will hear the busy sound when they dial your number.</p>																																	
DND off	<p>Dial *79 or the code you set to turn off the Do Not Disturb service. Otherwise, callers will hear the busy sound when they dial your number.</p>																																	
Pickup any ringing extension in pickup group	<p>As a pickup group member, you can dial *80 or the code you set on your phone to pick up a call from any ringing extension. For information on pickup groups, see Creating pickup groups on page 194.</p>																																	
Pickup group extension	<p>As a pickup group member, you can dial *81 or the code you set on your phone followed by a ringing extension number to pick up a call from that extension.</p>																																	

GUI field	Description
	For information on pickup groups, see Creating pickup groups on page 194 .
System schedule override	An administrator with the privilege can dial *82 followed by 1, 2, or 3 and the administrator PIN to temporarily replace the original system schedule with one of the three default ones. You may also modify the temporary schedule. Dial *820 to go back to the original schedule. See Configuring system capacity on page 112 .
Internet of Things	Dial *91 or the code you set and enter the Amazon Alexa account extension to operate your FortiVoice system through voice commands. For more information, see Configuring Internet of Things (IoT) on page 294 .
Intercom	Dial *92 or the code you set and enter an extension to intercom that extension.
Prompt sound file recording	Dial *93 or the code you set and enter the prompt file ID and select the language to record your prompt file.
Voicemail direct	Dial *97 or the code you set from your own phone and then enter your voicemail password to directly access your voice mailbox.
Voicemail prompt	Dial *98 or the code you set from any extension and then enter your extension number and voicemail password to access your voice mailbox.
Operator	Dial 0 or the code you set to access the operator.
One key DND	This is for supporting the DND key on the FortiFone phones. Press the DND key on the FortiFone phone to turn DND on or off.
Page group	Enter PAGEGROUP or the code you set then the paging group number to page the extension group.
Unpark	This is for supporting the Unpark key on the FortiFone phones. Press this key on the FortiFone phone to unpark a call.

Mid-Call/DTMF Codes

GUI field	Description
Blind transfer	Blind transfer serves 2 purposes: <ul style="list-style-type: none"> • During a call, dial *11 or the code you set and then the extension number of a second person to transfer the call to the person without talking to the person. • During a call, dial *11 and then the call parking number (default is 300) to park a call. For details, see Configuring call parking on page 279.
Attended transfer	During a call, dial *12 or the code you set and then the extension number of a second person to transfer the call to the person. Since you want to inform the second person about the call, you can have a private conversation with the person without the first person who made the call hearing it.
Start personal recording	Dial *30 or the code you set to start personal call recording. Personal recordings can be reviewed on the user portal. Before doing so, have the agreement of the person you talk with or check your local laws regarding phone recording.

GUI field	Description
Pause personal recording	Dial *31 or the code you set to pause personal call recording.
Start system recording	Dial *35 or the code you set to start system call recording. System recordings need administrator permission and can be viewed on the system administrator web GUI. Before doing so, have the agreement of the person you talk with or check your local laws regarding phone recording.
Pause system recording	Dial *36 or the code you set to pause system call recording.
Resume system recording	Dial *37 or the code you set to resume system call recording.
Cancel system recording	Dial *38 or the code you set to cancel system call recording.
Park	Dial *40 or the code you set to park a call.

Floating code format

Caller privilege	Code format
Allow	*74 + extension number + * + voicemail PIN (<i>Phone System > Setting > Option > Default Setting > Default Voicemail PIN</i>) or *74* + extension number + * + extension personal code (<i>Extension > IP Extension > User Setting > Phone Access > Personal Code</i>)
Allow with personal code	*74 + extension number + * + voicemail PIN (<i>Phone System > Setting > Option > Default Setting > Default Voicemail PIN</i>)
Allow with account code	*74 + extension number + * + user privilege account code (<i>Security > User Privilege > Account Code</i>)
Allow with account and personal code	*74 + extension number + * + user privilege account code <i>Security > User Privilege > Account Code</i> or *74 + extension number + * + voicemail PIN (<i>Phone System > Setting > Option > Default Setting > Default Voicemail PIN</i>)

Configuring Internet of Things (IoT)

The FortiVoice system integrates with Amazon Alexa which allows you to operate your FortiVoice system through voice commands.

This option is only supported on FVE-100E and above.

This option only appears if you enable it and refresh the browser. For details, see [Internet of Things on page 115](#).

To associate an extension number with an IoT account, make sure that *Internet of Things* setting is enabled in the extension's user privilege. For more information, see [Configuring user privileges on page 137](#).

To view the IoT accounts, go to *Call Feature > Internet of Things > IoT Account*.

GUI field	Description
Register	Select an account and click this option to register it on the IoT proxy server to start the service.
Name	The name of the account.
Extension	The extension number associated with the account.
Services	The type of the account.
Description	The comments on the account.
Status	Displays if the account has been registered on the IoT proxy server.

To configure an IoT account

1. Go to *Phone System > Setting > Miscellaneous*.
2. Select *Amazon Alexa* under *Internet of Things*, and click *Apply*.
3. Refresh your browser.
4. Go to *Call Feature > Internet of Things*.
5. Click *New* and configure the following:

GUI field	Description
Account/Email	Enter your email address as the account name.
Authorization code	Enter a password or click <i>Generate</i> to have a system generated password.
Extension	Select the extension number associated with the account. Make sure that <i>Internet of Things</i> setting is enabled in the extension's user privilege. For more information, see Configuring user privileges on page 137 .
Description	Enter any notes as required.
Services	Select the <i>Amazon Alexa</i> service for the account. If you wish to use the phone to initiate requests to Alexa, select <i>Allow FortiVoice extension</i> .

6. Click *Create*.
7. If you want to automatically register this account on the IoT proxy server, click *Yes*. Otherwise, click *No*. The FortiVoice system generates a link for accessing Amazon Alexa on the user portal.

Configuring Amazon Alexa

After setting up an IoT account on the FortiVoice system, go to the user portal with the extension number associated with the IoT account.

To configure Amazon Alexa

1. Log into the user portal with the extension number associated with the IoT account.
2. Go to *Internet of Things*.
3. Click the *Authorize my extension* link.
4. Accept the terms and conditions.

5. Enter your Amazon username and password or create a new one.
6. Enter your IoT account login credential.
7. Add the FortiVoice skill through Amazon.

With Amazon Alexa now configured, you can now use it in conjunction with the FortiVoice system. To use Alexa, simply dial *91 on the extension associated with the IoT account before issuing a command.

Configuring logs and reports

The *Log & Report* menu lets you configure FortiVoice logging and reporting.

FortiVoice systems provide extensive logging capabilities for voice incidents and system events. Detailed log information provides analysis of network activity to help you identify network issues and reduce network misuse and abuse.

Logs are useful when diagnosing problems or when you want to track actions the FortiVoice system performs as it receives and processes phone calls.

Reports provide a way to analyze log data without manually going through a large amount of logs to get to the information you need.

This topic includes:

- [About FortiVoice logging on page 297](#)
- [Configuring logging on page 299](#)
- [Configuring call center report profiles and generating reports on page 252](#)
- [Submitting CDRs to a database on page 306](#)
- [Configuring SMDR on page 308](#)
- [Configuring alert email on page 310](#)

About FortiVoice logging

FortiVoice systems can log multiple events. See [FortiVoice log types on page 297](#).

You can select which severity level an activity or event must meet in order to be recorded in the logs. For more information, see [Log message severity levels on page 298](#).

A FortiVoice system can save log messages to its hard disk or a remote location, such as a Syslog server or a FortiAnalyzer™ system. For more information, see [Configuring logging on page 299](#). It can also use log messages as the basis for reports. For more information, see [Configuring call center report profiles and generating reports on page 252](#).

This topic includes:

- [FortiVoice log types on page 297](#)
- [Log message severity levels on page 298](#)

FortiVoice log types

FortiVoice systems can record the following types of log messages. The Event log also contains several subtypes. You can view these logs from *Monitor > Log*.

Log types

Log type	Subtype	Description
System	Configuration Administration	Includes system and administration events, such as downloading a backup copy of the configuration.

Log type	Subtype	Description
	System HA DHCP Monitor Web mail DNS	Also includes voicemail, FortiVoice system monitoring, and DNS events.
Generic	SMTP Activity	Includes SMTP server events.
Voice		Includes phone call events.
Fax		Includes fax events.
DTMF		Includes DTMF (Dual Tone Multi-Frequency) events.
Hotel		Includes hotel management events, such as guest check-in and check-out.
Call Center	IVR	Includes call center IVR events.
	AGT	Includes call center agent events.



Avoid recording highly frequent log types such as voice logs to the local hard disk for an extended period of time. Excessive logging frequency can cause undue wear on the hard disk and may cause premature failure.

Log message severity levels

Each log message contains a field that indicates the severity level of the log message, such as `warning`.

Log severity levels

Levels	Description
0 - Emergency	Indicates the system has become unusable.
1 - Alert	Indicates immediate action is required.
2 - Critical	Indicates functionality is affected.
3 - Error	Indicates an error condition exists and functionality could be affected.
4 - Warning	Indicates functionality could be affected.
5 - Notification	Provides information about normal events.
6 - Information	Provides general information about system operations.
6 - Debug	Provides information useful to debug a problem.

For each location where the FortiVoice system can store log files, you can define the severity threshold of the log messages to be stored there.



Avoid recording log messages using low severity thresholds such as Information or Notification to the local hard disk for an extended period of time. A low log severity threshold is one possible cause of frequent logging. Excessive logging frequency can cause undue wear on the hard disk and may cause premature failure.

The FortiVoice system stores all log messages equal to or exceeding the severity level you select. For example, if you select *Error*, the FortiVoice system stores log messages whose severity level is *Error*, *Critical*, *Alert*, or *Emergency*.

Configuring logging

The *Log Setting* submenu includes two tabs, *Local* and *Remote*, that let you:

- set the severity level
- configure which types of log messages to record
- specify where to store the logs

You can configure the FortiVoice system to store log messages locally (that is, in RAM or to the hard disk), remotely (that is, on a Syslog server or FortiAnalyzer system), or at both locations.

Your choice of storage location may be affected by several factors, including the following:

- Local logging by itself may not satisfy your requirements for off-site log storage.
- Very frequent logging may cause undue wear when stored on the local hard drive. A low severity threshold is one possible cause of frequent logging. For more information on severity levels, see [Log message severity levels on page 298](#).

For information on viewing locally stored log messages, see [Viewing log messages on page 37](#).

This section includes the following topics:

- [Configuring logging to the hard disk on page 299](#)
- [Choosing which events to log on page 300](#)
- [Configuring logging to a Syslog server or FortiAnalyzer system on page 301](#)

Configuring logging to the hard disk

You can store log messages locally on the hard disk of the FortiVoice system.

To ensure that the local hard disk has sufficient disk space to store new log messages and that it does not overwrite existing logs, you should regularly download backup copies of the oldest log files to your management computer or other storage, and then delete them from the FortiVoice system. (Alternatively, you could configure logging to a remote host.)

You can view and download these logs from the *Log* submenu of the *Monitor* tab. For more information, see [Viewing log messages on page 37](#).

For logging accuracy, you should also verify that the FortiVoice system's system time is accurate. For details, see [Configuring the time and date on page 76](#).

To configure logging to the local hard disk

1. Go to *Log & Report > Log Setting > Local*.
2. Select the *Enabled* option to allow logging to the local hard disk.

3. In *Log file size*, enter the file size limit of the current log file in megabytes (MB). The log file size limit must be between 10 MB and 1000 MB.
4. In *Log time*, enter the time (in days) of file age limit.
5. In *At hour*, enter the hour of the day (24-hour format) when the file rotation should start.
When a log file reaches either the age or size limit, the FortiVoice system rotates the current log file: that is, it renames the current log file (elog.log) with a file name indicating its sequential relationship to other log files of that type (elog2.log, and so on), then creates a new current log file. For example, if you set the log time to 10 days at hour 23, the log file will be rotated at 23 o'clock of the 10th day.



Large log files may decrease display and search performance.

6. From *Log level*, select the severity level that a log message must equal or exceed in order to be recorded to this storage location.
7. From *Log options when disk is full*, select what the FortiVoice system will do when the local disk is full and a new log message is caused, either:
 - *Do not log*: Discard all new log messages.
 - *Overwrite*: Delete the oldest log file in order to free disk space, and store the new log message.
8. In *Logging Policy Configuration*, click the arrow to review the options and enable the types of logs that you want to record to this storage location. For details, see [Choosing which events to log on page 300](#).
9. Click *Apply*.

Choosing which events to log

Both the local and remote server configuration recognize the following events. Select the check boxes of the events you want to log.

Events logging options

System	<p>Select this check box and then select specific system logs. No system types are logged unless you enable this option.</p> <ul style="list-style-type: none"> • <i>Configuration change</i>: Log configuration changes. • <i>Admin activity</i>: Log all administrative events, such as logins, resets, and configuration updates. • <i>System activity</i>: Log all system-related events, such as rebooting the FortiVoice system. • <i>HA</i>: Log all high availability (HA) activity. • <i>DHCP</i>: Log DHCP server events. • <i>Monitor</i>: Log call recording, call barging, and traffic capture events. • <i>Voice mail</i>: Log voicemail events. • <i>DNS</i>: Log DNS events.
Generic	<p>Select this check box and then select specific events. No event types are logged unless you enable this option.</p> <ul style="list-style-type: none"> • <i>SMTP</i>: Log SMTP relay or proxy events. • <i>Activity</i>: Log voice user login and logout events.

Voice	Logs phone call events.
Fax	Logs fax events.
DTMF (Enhanced CDR)	Logs Dual Tone Multi-Frequency events. This option is for local log setting only.
Hotel	Logs hotel management events, such as guest check-in and check-out. This option is for local log setting only and available if the FortiVoice system has a hotel license.
Call Center	Logs call center events, such as IVR and agent events. This option is for local log setting only and available if the FortiVoice system has a call center license.

Configuring logging to a Syslog server or FortiAnalyzer system

Instead of or in addition to logging locally, you can store log messages remotely on a Syslog server or a FortiAnalyzer system.

You can add a maximum of three remote Syslog servers.



Logs stored remotely cannot be viewed from the GUI of the FortiVoice system. If you require the ability to view logs from the GUI, also enable local storage. For details, see [Configuring logging to the hard disk on page 299](#).

Before you can log to a remote location, you must first enable logging. For details, see [Choosing which events to log on page 300](#). For logging accuracy, you should also verify that the FortiVoice system's system time is accurate. For details, see [Configuring the time and date on page 76](#).

To configure logging to a Syslog server or FortiAnalyzer system

1. Go to *Log & Report > Log Setting > Remote*.
2. Click *New* to create a new entry or double-click an existing entry to modify it.

GUI field	Description
Log to Remote Host	
Enable	Select to allow logging to a remote host.
Name	Enter a name for the remote host.
IP	Enter the IP address of the Syslog server or FortiAnalyzer system where the FortiVoice system will store the logs.
Port	If the remote host is a FortiAnalyzer system, enter 514; if the remote host is a Syslog server, enter the UDP port number on which the Syslog server listens for connections (by default, UDP 514).
Level	Select the severity level that a log message must equal or exceed in order to be recorded to this storage location. For information about severity levels, see Log message severity levels on page 298 .

GUI field	Description
Facility	Select the facility identifier that the FortiVoice system will use to identify itself when sending log messages. To easily identify log messages from the FortiVoice system when they are stored on a remote logging server, enter a unique facility identifier, and verify that no other network devices use the same facility identifier.
CVS format	Enable this option if you want to send log messages in comma-separated value (CSV) format. Do not enable this option if the remote host is a FortiAnalyzer system. FortiAnalyzer systems do not support CSV-formatted log messages.
Logging Policy Configuration	Click the arrow to review the options and enable the types of logs you want to record to this storage location. For details, see Choosing which events to log on page 300 .

3. Click *Create*.
4. If the remote host is a FortiAnalyzer system, confirm with the FortiAnalyzer administrator that the FortiVoice system was added to the FortiAnalyzer system's device list, allocated sufficient disk space quota, and assigned permission to transmit logs to the FortiAnalyzer system. For details, see the [FortiAnalyzer Administration Guide](#).
5. To verify logging connectivity, from the FortiVoice system, trigger a log message that matches the types and severity levels that you have chosen to store on the remote host. Then, on the remote host, confirm that it has received that log message.
For example, if you have chosen to record event log messages to the remote host and if they are more severe than *Information*, you could log in to the GUI or download a backup copy of the FortiVoice system's configuration file in order to trigger an event log message.
If the remote host does not receive the log messages, verify the FortiVoice system's network interfaces (see [Configuring the network interfaces on page 44](#) and [About the management IP on page 43](#)) and static routes (see [Configuring static routes on page 47](#)), and the policies on any intermediary firewalls or routers. If ICMP ECHO (ping) is enabled on the remote host, you can use the `execute traceroute` command to determine the point where connectivity fails.

Configuring report profiles and generating reports

The *Log & Report > Call Report > Call Report* tab displays a list of call center report profiles.

A report profile is a group of settings that contains the report name, its subject matter, its schedule, and other aspects that the FortiVoice system considers when generating reports from call center log data. The FortiVoice system presents the information in tabular and graphical format.

You can create one report profile for each type of report that you will generate on demand or on a schedule.



Generating reports can be resource intensive. To avoid phone processing performance impacts, you may want to generate reports during times with low traffic volume, such as at night. For more information on scheduling the generation of reports, see [Configuring report email notifications on page 304](#).

To view and configure report profiles

1. Go to *Log & Report > Call Report > Call Report*.

GUI field	Description
Generate	Select a report and click this button to generate a report immediately. See Generating a report manually on page 305 .
View Report	Click to display the list of reports generated by the FortiVoice system. You can delete, view, and/or download generated reports. For more information, see Viewing generated reports on page 36 .
Report Name	Displays the name of the report profiles.
Schedule	Displays the frequency with which the FortiVoice system generates a scheduled report. If the report is designed for manual generation, <i>Not Scheduled</i> appears in this column.

2. Click *New* to add a profile or double-click a profile to modify it.
3. In *Name*, enter a name for the report profile.
Report names cannot include spaces.
4. Enter the *Time period* for the report.
5. Click the arrow next to each option, and configure the following as needed:
 - [Configuring the report query selection on page 303](#)
 - [Configuring the report query selection on page 303](#)
 - [Configuring the report query selection on page 303](#)
 - [Configuring report profiles and generating reports on page 302](#)
 - [Generating a report manually on page 305](#)
6. Click *Create*.

Configuring the report query selection

When configuring a report profile, you can select the queries that define the subject matter of the report. Each report profile corresponds to a chart that will appear in the generated report.

To configure the report query selection

1. Go to *Log & Report > Call Report > Call Report*.
2. Click *New*.
3. Expand *Query List* and click *New*.

4. Configure the following:

GUI field	Description
Name	Enter a name for this query.
Category	Select a query type for the report profile. The report chart will correspond to the type selected.
Subcategory	Select a sub query type for the report profile. The report chart will correspond to the type selected.
From	Select to include the source of the incoming calls: <i>Internal</i> , <i>External</i> , or <i>Any</i> .
To	Select to include the source of the outgoing calls: <i>Internal</i> , <i>External</i> , or <i>Any</i> .
Region	Select the call region, such as international or long-distance.
Report column	Select the source of the call statistics: from caller or receiver.
Sort column	Select the value for filtering the call information. The caller or receiver with the higher value moves to the top of the table. If you select <i>Report column</i> , the sort column value is equal to what you select in the <i>Report column</i> field.

5. Click *Create*.

Configuring report email notifications

When configuring a report profile, you can have the FortiVoice system email an attached copy of the generated report, in either HTML or PDF file format, to designated recipients.

You can customize the report email notification. For more information, see [Customizing call report and notification email templates on page 111](#).

To configure an email notification

1. Go to *Log & Report > Call Report > Call Report*.
2. Expand *Email*.
3. In the *Format* field, select the format of the generated attachment, either *HTML*, *PDF*, *CSV ZIP*, or *CSV*.
4. Enter the email address of the person who will receive the report notification in the *Email address* field and click >> to add it. Enter more email addresses if necessary. Select an email address and click << to remove it.

Configuring the report schedule

When configuring a report profile, you can select when the report will generate. Or, you can leave it unscheduled and generate it on demand. See [Generating a report manually on page 305](#).

To configure the report schedule

1. Go to *Log & Report > Call Report > Call Report*.
2. Expand *Schedule*.
3. Configure the following:

GUI field	Description
Type	<ul style="list-style-type: none"> • <i>None</i>: Select if you do not want the FortiVoice system to generate the report automatically according to a schedule. If you select this option, the report can only be generated on demand. See Generating a report manually on page 305. • <i>Daily</i>: Select to generate the report each day. Also configure <i>Hour</i>. • <i>Weekdays</i>: Select to generate the report on specific days of each week, then select those days in <i>These weekdays</i>. Also configure <i>Hour</i>. • <i>These Dates</i>: Select to generate the report on specific date of each month, then enter those date numbers in <i>These days</i>. Also configure <i>Hour</i>.

You can choose the call rate for calculating the phone bills. For information on setting the call rates, see [Configuring report profiles and generating reports on page 302](#).

To choose the call rate

1. Go to *Log & Report > Call Report > Call Report*.
2. Expand *Rate Setting*.
3. Click + and select an available rate.
Only one call rate is allowed per report.
4. Click *Close*.

Generating a report manually

You can always generate a report on demand whether the call center report profile includes a schedule or not.

To manually generate a report

1. Go to *Log & Report > Call Report > Call Report*.
2. Click to select the report profile whose settings you want to use when generating the report.
3. Click *Generate*.
The FortiVoice system immediately begins to generate a report. To view the resulting report, see [Viewing generated reports on page 36](#).

The *Log & Report > Call Report > Rate* tab lets you set call rates for calculating phone bills.

To set call rates

1. Go to *Log & Report > Call Report > Rate* and click *New*.
2. Configure the following:

GUI field	Description
Name	Enter a name for the rating profile.
Trunk	Select the trunk that will use the rates.

GUI field	Description
Local	Enter the rate for local phone calls.
Long distance	Enter the rate for long-distance phone calls.
International	Enter the rate for international phone calls.
Other rate	Enter the rate for other types of phone calls.
Comment	Click the <i>Edit</i> icon to enter any notes.

3. Click *Create*.

Submitting CDRs to a database

If you have a remote third party database, you may submit the Call Detail Records (CDR) to the database. Each CDR contains the full life cycle of a call. Using the database's interface, you can display and review the CDRs.

This section includes the following topics:

- [Configuring CDR submission on page 306](#)
- [Modifying CDR templates on page 308](#)
- [Creating CDR filters on page 308](#)

Configuring CDR submission

The *Log & Report > CDR > Submit CDR* submenu lets you configure sending CDR to a database. The configuration values should match those of the database server.

To submit a CDR

1. Go to *Log & Report > CDR > Submit CDR*.
2. Click *New* and configure the following:

GUI field	Description
Name	Enter a name for the configuration.
Status	Select to enable the configuration.
Description	Click to enter any notes you have for the configuration.
Remote RESTful Server	Configure the database to which CDRs are submitted. For more information, see Configuring RESTful service on page 244 .
Protocol	Select the protocol used for information transmission between the FortiVoice system and the database server.

GUI field	
HTTP headers	Select <i>Click to edit</i> to enter a HTTP header for sending information to the database server.
HTTP timeout	Enter the time allowed for the submission to be processed. The range is 1-60 minutes.
Authentication	<p><i>Password</i>: Select to enter the user name and password for logging onto the restful server.</p> <ul style="list-style-type: none"> • <i>Username</i>: Enter the login user name registered on the restful server. • <i>Password</i>: Enter the login password registered on the restful server. • <i>URL</i>: Enter the URL of the server hosting restful service. • <i>SSL verification</i>: Select if required. <p><i>OAuth</i>: Select to use Open Authorization to access the restful server without exposing your account credential.</p> <ul style="list-style-type: none"> • <i>Service format</i>: Select Salesforce or other restful services configuration format. • <i>Username</i>: Enter the login user name registered on the restful server. • <i>Password</i>: Enter the login password registered on the restful server. • <i>Login server</i>: Enter the IP address of the restful server. • <i>Client ID</i>: Enter the consumer key from the restful server. • <i>Client secret</i>: Enter the consumer secret from the restful server. If you choose Salesforce as <i>Service Format</i>, enter the consumer key and the token from the server in the format of <consumer key><token>. • <i>URL suffix</i>: Enter the Salesforce object name, for example, /query/, and click <i>Get Salesforce API URI</i> to populate the <i>Base URL</i> field. Note the leading and trailing "/" must be entered before and after the object name. This option is only available if you choose <i>Salesforce</i> for <i>Service format</i>. • <i>URL</i>: Enter the URL of the server hosting restful service. • <i>SSL verification</i>: Select if required.
Options	
CDR template	<p>Click <i>Edit</i> to customize the default CDR submission template based on the requirements of the database server. Click <i>OK</i> when it is done.</p> <p>For more information, see Modifying CDR templates on page 308.</p>
CDR filter	Choose or create a new CDR filter to screen CDRs submitted to the database. For more information, see Creating CDR filters on page 308 .
Custom Value	Click <i>New</i> to add a custom value (a token, for example) that is required by the database server for information exchange.

3. Click *Create*.

Modifying CDR templates

When configuring CDR submission, you need to customize the default CDR submission template based on the requirements of the database server.

To modify a CDR template

1. Go to *Log & Report > CDR > CDR Template*.
2. Select the default CDR template and click *Edit*.
3. Modify the template and click *OK*.

Creating CDR filters

You can use filters to limit the amount of CDRs submitted to the database.

To create a CDR filter

1. Go to *Log & Report > CDR > CDR Filter*.
2. Click *New*.
3. Enter a name for the filter.
4. Using XML, enter the CDR filters based on the values you want, such as call queues or call IDs. See the sample filter under *Log & Report > CDR > CDR Filter*.
5. For *Description*, enter any notes you have for the filter.
6. Click *Create*.

Configuring SMDR

The FortiVoice Station Messaging Detail Recording (SMDR) component provides FortiVoice call detail records to third-party devices on certain communication and format protocols based on third-party's device requirements. For example, the Property Management System (PMS) uses the FortiVoice SMDR to manage hotel guest call charges.



Configuring FortiVoice SMDR requires advanced SMDR knowledge and should be performed by advanced administrative users and field engineers.

This section contains the following topics:

- [Configuring SMDR settings on page 308](#)
- [Setting SMDR formats on page 309](#)

Configuring SMDR settings

Configure SMDR settings to enable the FortiVoice communications with third-party devices.

To configure SMDR settings

1. Go to *Log & Report > SMDR > SMDR*.
2. Select *Enabled* to activate the FortiVoice SMDR function.
3. Select a format protocol for the FortiVoice communications with the third-party devices.
For information on format, see [Setting SMDR formats on page 309](#).
4. For *Port*, enter the port number that connects to the third-party devices.
5. For *Max clients*, enter the number of third-party devices to which the FortiVoice system provides SMDR. The range is 1-10.
6. For *Trusted hosts*, enter the IP address and netmask of the third-party device.
If you have multiple third-party devices, you may enter up to 10 trusted hosts.
7. Click *Apply*.

Setting SMDR formats

To communicate with third-party devices, the FortiVoice SMDR format needs to be defined based on the device requirements so that the devices can recognize the FortiVoice SMDR.

The FortiVoice system provides example XML SMDR format files. You can modify the files to meet with your needs. The following is an example format file:

Example SMDR format file

```
<smdr_type id="Fortivoice">
  <discard_filter>
    <field name="Disposition" value="NO ANSWER"/>
  </discard_filter>
  <formatting>
    <field name="UniqueID" length="20"/>
    <field name="StartTime" length="20"/>
    <field name="EndTime" length="20"/>
    <field name="SourceForti" length="10"/>
    <field name="DestinationForti" length="10"/>
    <field name="Duration" length="8"/>
    <field type="text" value="@"/>
    <field type="line_break"/>
    <field type="line_break"/>
  </formatting>
</smdr_type>
```

An SMDR format is composed of parts as shown in the above example:

- *smdr_type id*: the name of the SMDR format file.
- *discard_filter*: the data you do not want to send to the third-party devices.
- *formatting*: the body of the SMDR format file in the form of field values (for example, `<field name="AnswerTime"/>`), plus the field lengths (for example, `length="13"`) required by the third-party devices.

To set a SMDR format

1. Go to *Log & Report > SMDR > SMDR Format*.
2. Click *New*.
3. Click *FortiVoice SMDR field* to display the complete list of FortiVoice SMDR field names.
4. Enter a name and description for the format.
5. For *Content derived from*, select an existing format as a base for configuring the new format.
6. In the *Content* field, follow the SMDR format requirements of the third-party device and the example format file above, choose the displayed FortiVoice field names you need to set your SMDR format.
7. Click *Create*.

8. If errors appear, click *SMDR XML Types* to view the Fortinet SMDR format file and correct your format file accordingly.

Configuring alert email

The *Alerts* submenu lets you configure the FortiVoice system to notify selected users (including administrators) by email when specific types of events occur and are logged. For example, if you require notification about system activity event detections, you can have the FortiVoice system send an alert email message whenever the FortiVoice system detects a system activity event.

To set up alerts, you must configure both the alert email recipients (see [Configuring alert recipients on page 310](#)) and which event categories will trigger an alert email message (see [Configuring alert categories on page 311](#)).

Alert email messages also require that you supply the FortiVoice system with the IP address of at least one DNS server. The FortiVoice system uses the domain name of the SMTP server to send alert email messages. To resolve this domain name into an IP address, the FortiVoice system must be able to query a DNS server. For information on DNS, see [Configuring DNS on page 48](#).

You can customize the alert email. For more information, see [Customizing call report and notification email templates on page 111](#).

This section contains the following topics:

- [Configuring alert recipients on page 310](#)
- [Configuring alert categories on page 311](#)

Configuring alert recipients

Before the FortiVoice system can send alert email messages, you must create a recipient list.

To configure recipients of alert email messages

1. Go to *Log & Report > Alert > Configuration*.

GUI field	Description
Test (button)	Clicking on the button will send a test alert email to all configured recipients in the list.
Alert Email Account	Displays the names of email accounts receiving email alerts.

2. Click *New* to add the email address of a recipient. A single-field dialog appears.
3. In *Email to*, enter a recipient email address.
4. Click *Create*.
5. To add more users, repeat the previous steps.

Configuring alert categories

Before the FortiVoice system can send alert email messages, you must specify which events cause the FortiVoice system to send an alert email message to your list of alert email recipients (see [Configuring alert recipients on page 310](#)).

To select events that will trigger an alert email message

1. Go to *Log & Report > Alert > Category*.
2. Enable one or more of the following event categories:

GUI field	Description
Critical events	Send an alert email message when the FortiVoice system detects a system error that may affect its operation.
Disk is full	Send an alert email message when the hard disk of the FortiVoice system is full.
HA events	Send an alert email message when any high availability (HA) event occurs.
Archive quota is exceeded	Send an alert email message when the recorded call archiving account reaches its quota of hard disk space. For information about recorded call archiving account quota, see Archiving recorded calls on page 273 .
Deferred emails # over	Send an alert email message if the deferred email queue contains greater than this number of email messages. Enter a number between 1 and 10 000 to define the alert threshold, then enter the interval of time between each alert email message that the FortiVoice system will send while the number of email messages in the deferred email queue remains over this limit.
RESTful service alert	Send an alert email message if the RESTful server does not respond to FortiVoice inquiries. Enter the interval of time between each alert email message that the FortiVoice system will send while the RESTful server does not respond to FortiVoice inquiries.
Generate daily call summary at hour	Send an alert email with a daily call summary including the number of total calls, long distance calls, and international calls. You need to enter the time for generating the summary which is for the 24 hours period prior to the time you set. For example, if you set 09:00, the summary will be for the period from 9 am of the previous day to 9 am of the day when you receive the alert email.
PRI alarm	Send an alert email when the PSTN digital line has a problem. This option is not available for every FortiVoice model.
FXO alarm	Send an alert email when the PSTN analog line has a problem. This option is not available for every FortiVoice model.
Trunk lines are saturated	Send an alert email when the SIP/PSTN/PRI trunk lines are fully occupied. SIP trunk alert only works if you select <i>Overflow check</i> when configuring SIP trunk. See Configuring VoIP trunks on page 200 .

GUI field	Description
Massive SIP authentication failure	Send an alert email when big scale SIP authentication sessions fail.
Daily Security Audit report	Send an alert email with a daily security audit. For more information about the details included in the security report, see Checking the system security on page 23 .
SIP trunk/office peer connectivity alert	Select the trunks of which an alert email is sent when a trunk has an issue. Also set the time interval for sending alert email in seconds.

3. Click *Apply*.

Managing the firmware

Fortinet periodically releases FortiVoice firmware updates to include enhancements and resolve specific issues. Fortinet recommends that you download and install patch releases as soon as they are available.

For information about new and changed features, supported upgrade paths, and resolved issues included in a FortiVoice firmware version, see the [Release Notes](#).

This section includes the following topics:

- [Downloading the firmware image file on page 313](#)
- [Testing a firmware image on page 313](#)
- [Upgrading the firmware on page 315](#)
- [Downgrading the firmware on page 317](#)
- [Performing a clean firmware installation on page 320](#)

Downloading the firmware image file

Access the Fortinet Support website and download the firmware image file for the version that you want to upgrade to.



Before you can download firmware updates for your FortiVoice system, you must first complete the product registration with [Fortinet Support](#). For details, see the Registering a FortiVoice product section in the [FortiVoice Cookbook](#).

To download the firmware image file

1. Go to the [Fortinet Support](#) website.
2. Log in to your existing account or register for an account.
3. Select *Support > Firmware Download*.
4. In *Select Product*, select *FortiVoice*.
5. Select the *Download* tab and navigate to the folder for the firmware version that you are upgrading to.
6. To download the firmware image file to your management computer, go to the end of the row and click *HTTPS*.
7. Save the file on your management computer.
8. Take note of the location where you save the file.

Testing a firmware image

You can test a new firmware image by temporarily running it from memory, without saving it to disk. By keeping your existing firmware on disk, if the evaluation fails, you do not have to re-install your previous firmware. Instead, you can quickly revert to your existing firmware by simply rebooting the FortiVoice system.

To test a new firmware image

1. Connect your management computer to the FortiVoice console port using an RJ-45 to DB-9 serial cable or a null-modem cable.
2. Initiate a connection from your management computer to the CLI of the FortiVoice system.
3. Connect port1 of the FortiVoice system directly or to the same subnet as a TFTP server.
4. Copy the new firmware image file to the root directory of the TFTP server.
5. Verify that the TFTP server is currently running, and that the FortiVoice system can reach the TFTP server. To use the FortiVoice CLI to verify connectivity, enter the following command:

```
execute ping 192.168.2.99
```

where 192.168.2.99 is the IP address of the TFTP server.

6. Enter the following command to restart the FortiVoice system:

```
execute reboot
```



You have only 3 seconds to press a key. If you do not press a key soon enough, the FortiVoice system reboots and you must log in and repeat the `execute reboot` command.

7. As the FortiVoice systems starts, a series of system startup messages are displayed.

```
Press any key to display configuration menu.....
```

8. Immediately press a key to interrupt the system startup.

If you successfully interrupt the startup process, the following messages appears:

```
[G]: Get firmware image from TFTP server.
[F]: Format boot device.
[B]: Boot with backup firmware and set as default.
[I]: Configuration and information.
[Q]: Quit menu and continue to boot with default firmware.
[H]: Display this list of options.
```

Enter G,F,B,I,Q, or H:

9. Type G to get the firmware image from the TFTP server.

The following message appears:

```
Enter TFTP server address [192.168.2.99]:
```

10. Type the IP address of the TFTP server and press Enter.

The following message appears:

```
Enter Local Address [192.168.2.99]:
```

11. Type a temporary IP address that can be used by the FortiVoice system to connect to the TFTP server.

The following message appears:

```
Enter File Name [image.out]:
```

12. Type the firmware image file name and press Enter.

The FortiVoice system downloads the firmware image file from the TFTP server and displays a message similar to the following:

```
Save as Default firmware/Backup firmware/Run image without saving:[D/B/R]
```

13. Type R.

The FortiVoice image is loaded into memory and uses the current configuration, **without** saving the new firmware image to disk.

14. To verify that the new firmware image has been loaded, log in to the CLI and type:

```
get system status
```

15. Test the new firmware image.
 - If the new firmware image operates successfully, you can install it to disk, overwriting the existing firmware, using the procedure [Upgrading the firmware on page 315](#).
 - If the new firmware image does **not** operate successfully, reboot the FortiVoice system to discard the temporary firmware and resume operation using the existing firmware.

Upgrading the firmware



Before upgrading the firmware of the FortiVoice system, review the [Release Notes](#) for the new firmware version. The Release Notes document includes the most current upgrade information such as the supported upgrade path and may contain details that were unavailable at the time this guide was created.

Older versions of the firmware may not be supported by the configuration upgrade scripts that are used by the newest firmware. As a result, you may need to upgrade to an intermediate version of the firmware first, before upgrading to your intended version.

You can use either the GUI or the CLI to upgrade the firmware of the FortiVoice system.

Administrators whose access profile contains *Read-Write* access in the *Others* category, such as the `admin` administrator, can change the FortiVoice firmware version. For more details about the administrator profiles, see [Configuring administrator profiles on page 54](#).

To determine if you are upgrading your firmware image, examine the firmware version number. For example, if your current firmware version is *v6.0.10, build280, 2021-10-14* and you are changing it to *v6.0.11, build285, 2022-03-28* which is a later build number and date, then you are upgrading the firmware image.

To upgrade the firmware using the GUI

1. Download the firmware image files from the Fortinet Support website. For details, see [Downloading the firmware image file on page 313](#).
2. Back up the configuration and call data. For details, see [Backing up configuration on page 103](#).
3. Log in to the GUI as the `admin` administrator, or an administrator account that has system configuration read and write privileges.
4. To upload the firmware for an upgrade:
 - a. Go to *Dashboard > Status*.
 - b. In the *System Information* widget, go to *Firmware version* and click *Update*.
 - c. Locate the file and click *Open*.
 - d. To confirm the upload, click *Yes*.
Your web browser uploads the firmware file to the FortiVoice system. The FortiVoice system installs the firmware and restarts. Time required varies by the size of the file and the speed of your network connection.
5. Clear the cache of your web browser and restart it to ensure that it reloads the GUI and correctly displays all changes.
6. To verify that the firmware was successfully installed, log in to the GUI and go to *Monitor > System Status > Status*. Text appearing in the *Firmware version* row indicates the currently installed firmware version.
7. Go to [Verifying the configuration after an upgrade on page 316](#).

To upgrade the firmware using the CLI

1. Download the firmware image files from the Fortinet Support website. For details, see [Downloading the firmware image file on page 313](#).
2. Back up the configuration and call data. For details, see [Backing up configuration on page 103](#).
3. Connect your management computer to the FortiVoice console port using an RJ-45 to DB-9 serial cable or a null-modem cable.
4. Initiate a connection from your management computer to the CLI of the FortiVoice system, and log in as the `admin` administrator, or an administrator account that has system configuration read and write privileges.
5. Connect port1 of the FortiVoice system directly or to the same subnet as a TFTP server.
6. Copy the new firmware image file to the root directory of the TFTP server.
7. Verify that the TFTP server is currently running, and that the FortiVoice system can reach the TFTP server. To use the FortiVoice CLI to verify connectivity, enter the following command:

```
execute ping 192.168.2.99
```

where `192.168.2.99` is the IP address of the TFTP server.

8. Enter the following command to download the firmware image from the TFTP server to the FortiVoice system:

```
execute restore image tftp <name_str> <tftp_ipv4>
```

where `<name_str>` is the name of the firmware image file and `<tftp_ipv4>` is the IP address of the TFTP server. For example, if the firmware image file name is `image.out` and the IP address of the TFTP server is `192.168.2.99`, enter:

```
execute restore image tftp image.out 192.168.2.99
```

One of the following messages appears:

```
This operation will replace the current firmware version!
```

```
Do you want to continue? (y/n)
```

9. Type `y`.
The FortiVoice system downloads the firmware image file from the TFTP server. The FortiVoice system installs the firmware and restarts. Time required varies by the size of the file and the speed of your network connection.
10. If you also use the GUI, clear the cache of your web browser and restart it to ensure that it reloads the GUI and correctly displays all tab, button, and other changes.
11. To verify that the firmware was successfully installed, log in to the CLI and type:

```
get system status
```
12. Go to [Verifying the configuration after an upgrade on page 316](#).

Verifying the configuration after an upgrade

After upgrading to a new firmware image, verify that the configuration has been successfully converted to the format required by the new firmware and that no configuration data has been lost.

In addition to verifying the successful conversion, verifying the configuration also provides familiarity with new and changed features.

To verify the configuration upgrade

1. Clear your web browser's cache and refresh the login page of the GUI.
2. Log in to the GUI using the `admin` administrator account.
Other administrator accounts may not have sufficient privileges to completely review the configuration.
3. Review the configuration and compare it with your configuration backup to verify that the configuration has been correctly converted.

Downgrading the firmware



Downgrading the firmware is not recommended.



The downgrade process may cause the FortiVoice system to remove parts of the configuration that are invalid for that earlier version.

After downgrading the firmware, you may be unable to restore your previous configuration from the backup configuration file.

In some cases, you may lose all call data and configurations.

Administrators whose access profile contains *Read-Write* access in the *Others* category, such as the `admin` administrator, can change the FortiVoice firmware version. For more details about the administrator profiles, see [Configuring administrator profiles on page 54](#).

To determine if you are downgrading your firmware image, examine the firmware version number. For example, if your current firmware version is `v6.0.11, build285, 2022-03-28` and you are changing it to an earlier build number and date `v6.0.10, build280, 2021-10-14`, then you are downgrading the firmware image.

To downgrade to an earlier firmware version using the GUI

1. Download the firmware image files from the Fortinet Support website. For details, see [Downloading the firmware image file on page 313](#).
2. Back up the configuration and call data. For details, see [Backing up configuration on page 103](#).
3. Log in to the GUI as the `admin` administrator, or an administrator account that has system configuration read and write privileges.
4. To upload the firmware for a downgrade:
 - a. Go to *Dashboard > Status*.
 - b. In the *System Information* widget, go to *Firmware version* and click *Update*.
 - c. Locate the file and click *Open*.
 - d. To confirm the upload, click *Yes*.
Your web browser uploads the firmware file to the FortiVoice system. The FortiVoice system installs the firmware and restarts. Time required varies by the size of the file and the speed of your network connection.
The FortiVoice system reverts the configuration to default values for that version of the firmware.
5. Reconnect to the FortiVoice system to either reconfigure the FortiVoice system or restore the configuration file. For details, see [Reconnecting to the FortiVoice system on page 318](#) and [Restoring the configuration on page 319](#).
6. To verify that the firmware was successfully installed, log in to the GUI and go to *Monitor > System Status > Status*. Text appearing in the *Firmware version* row indicates the currently installed firmware version.

To downgrade to an earlier firmware version using the CLI

1. Download the firmware image files from the Fortinet Support website. For details, see [Downloading the firmware image file on page 313](#).
2. Back up the configuration and call data. For details, see [Backing up configuration on page 103](#).
3. Connect your management computer to the FortiVoice console port using an RJ-45 to DB-9 serial cable or a null-modem cable.
4. Initiate a connection from your management computer to the CLI of the FortiVoice system, and log in as the `admin` administrator, or an administrator account that has system configuration read and write privileges.

5. Connect port1 of the FortiVoice system directly or to the same subnet as a TFTP server.
6. Copy the new firmware image file to the root directory of the TFTP server.
7. Verify that the TFTP server is currently running, and that the FortiVoice system can reach the TFTP server.
To use the FortiVoice CLI to verify connectivity, enter the following command:

```
execute ping 192.168.2.99
```

where 192.168.2.99 is the IP address of the TFTP server.

8. Enter the following command to download the firmware image from the TFTP server to the FortiVoice system:

```
execute restore image tftp <name_str> <tftp_ipv4>
```

where <name_str> is the name of the firmware image file and <tftp_ipv4> is the IP address of the TFTP server.

For example, if the firmware image file name is `image.out` and the IP address of the TFTP server is 192.168.2.99, enter:

```
execute restore image tftp image.out 192.168.2.99
```

The following messages appears:

```
Get image from tftp server OK.
```

```
Check image OK.
```

```
This operation will downgrade the current firmware version!
```

```
Do you want to continue? (y/n)
```

9. Type `y`.
The FortiVoice system downloads the firmware image file from the TFTP server. The FortiVoice system installs the firmware and restarts. Time required varies by the size of the file and the speed of your network connection.
The FortiVoice system reverts the configuration to default values for that version of the firmware. You must either reconfigure the FortiVoice system or restore the configuration file.
10. To verify that the firmware was successfully installed, log in to the CLI and type:

```
get system status
```
11. Reconnect to the FortiVoice system using its default IP address for port1, 192.168.1.99, and restore the configuration file. For details, see [Reconnecting to the FortiVoice system on page 318](#) and [Restoring the configuration on page 319](#).

Reconnecting to the FortiVoice system

After a firmware downgrade, the FortiVoice system reverts to default settings for the installed firmware version, including the IP addresses of network interfaces through which you connect to the FortiVoice GUI and/or CLI.

Perform the following steps to configure the network interface IP address and access protocols to allow you to connect to the FortiVoice system.



If your FortiVoice system has not been reset to its default configuration, but you cannot connect to the GUI or CLI, you can restore the firmware, resetting the FortiVoice system to its default configuration in order to reconnect using the default network interface IP address. For more information, see [Performing a clean firmware installation on page 320](#).

To reconnect using the CLI

1. Connect your management computer to the FortiVoice console port using an RJ-45 to DB-9 serial cable or a null-modem cable.
2. Start a terminal emulation software such as PuTTY.

3. Configure the terminal emulation software to connect directly to the communications (COM) port on your computer and click *OK*.
4. Use the following serial connection settings:

Bits per second	9600
Data bits	8
Parity	None
Stop bits	1
Flow control	None

5. Start a serial connection to connect to the FortiVoice CLI.
The login prompt appears.
6. Type `admin` and press Enter twice.
The following prompt appears:
Welcome!
7. Enter the following command:
`set system interface <interface_str> mode static ip <address_ipv4> <mask_ipv4>`
where:

- `<interface_str>` is the name of the network interface, such as `port1`
- `<address_ipv4>` is the IP address of the network interface, such as `192.168.1.10`
- `<mask_ipv4>` is the netmask of the network interface, such as `255.255.255.0`

8. Enter the following command:
`set system interface <interface_str> config allowaccess <accessmethods_str>`
where:

- `<interface_str>` is the name of the network interface configured in the previous step, such as `port1`
- `<accessmethods_str>` is a space-delimited list of the administrative access protocols that you want to allow on that network interface, such as `ping ssh https`

The network interface's IP address and netmask is saved. You can now reconnect to either the GUI or CLI through that network interface. For information on restoring the configuration, see [Restoring the configuration on page 319](#).

Restoring the configuration

After a firmware downgrade or clean firmware installation, you may be able to restore a backup copy of the configuration file from your local computer using either the GUI or CLI. For information about configuration backup, see [Backing up configuration on page 103](#).

To restore the configuration file using the GUI

1. Clear your web browser's cache. If your browser is currently displaying the login page of the GUI, also refresh the page.
2. Log in to the GUI.
3. Go to *System > Maintenance > Configuration*.
4. Under *Restore Configuration*, locate and select the configuration file that you want to restore, then click *Open*.
5. To confirm, click *Yes*.

The FortiVoice system restores the configuration file and reboots. Time required varies by the size of the file and the speed of your network connection.

6. After restoring the configuration file, verify that the configuration settings have been successfully loaded.

To restore the configuration file using the CLI

1. Initiate a connection from your management computer to the CLI of the FortiVoice system, and log in as the `admin` administrator, or an administrator account that has system configuration read and write privileges.
2. Connect a network interface of the FortiVoice system directly or to the same subnet as a TFTP server.
3. Copy the new firmware image file to the root directory of the TFTP server.
4. Verify that the TFTP server is currently running, and that the FortiVoice system can reach the TFTP server. To use the FortiVoice CLI to verify connectivity, enter the following command:

```
execute ping 192.168.2.99
```

where 192.168.2.99 is the IP address of the TFTP server.

5. Enter the following command:

```
execute restore config tftp <file_name> <tftp_ipv4>
```

The following message appears:

```
This operation will overwrite the current Setting!
```

```
(The current admin password will be preserved.)
```

```
Do you want to continue? (y/n)
```

6. Enter `y`.
The FortiVoice system restores the configuration file and reboots. Time required varies by the size of the file and the speed of your network connection.
7. After restoring the configuration file, access the GUI to verify that the configuration settings have been successfully loaded.

Performing a clean firmware installation

Performing a clean firmware installation can be useful if:

- You are unable to connect to the FortiVoice system using the GUI or the CLI.
- You want to install firmware **without** preserving any existing configuration.
- A firmware version that you want to install requires that you format the boot device (see the Release Notes accompanying the firmware).

Unlike a firmware upgrade or downgrade, a clean firmware installation re-images the boot device. Also, a clean firmware installation can only be done during a boot interruption, before the network connectivity is available, and therefore requires a local console connection to the CLI. **A clean firmware installation cannot be done through a network connection.**



Back up your configuration before beginning this procedure, if possible. A clean install resets the configuration, including the IP addresses of network interfaces. For information on backups, see [Backing up configuration on page 103](#). For information on reconnecting to a FortiVoice system whose network interface configuration has been reset, see [Reconnecting to the FortiVoice system on page 318](#).



If you are downgrading to an earlier FortiVoice version, you may not be able to restore your previous configuration from the backup configuration file.

To perform a clean firmware installation

1. Download the firmware image file from the [Fortinet Support](#) website. For details, see [Downloading the firmware image file on page 313](#).
2. Connect your management computer to the FortiVoice console port using an RJ-45 to DB-9 serial cable or a null-modem cable.
3. Initiate a **local console connection** from your management computer to the CLI of the FortiVoice system, and log in as the `admin` administrator, or an administrator account that has system configuration read and write privileges.
4. Connect port1 of the FortiVoice system directly to the same subnet as a TFTP server.
5. Copy the new firmware image file to the root directory of the TFTP server.
6. Verify that the TFTP server is currently running, and that the FortiVoice system can reach the TFTP server. To use the FortiVoice CLI to verify connectivity, if it is responsive, enter the following command:

```
execute ping 192.168.2.99
```

 where 192.168.2.99 is the IP address of the TFTP server.
7. Enter the following command to restart the FortiVoice system:

```
execute reboot
```

 or power off and then power on the FortiVoice system.
8. As the FortiVoice systems starts, a series of system startup messages are displayed.
 Press any key to display configuration menu.....
9. Immediately press a key to interrupt the system startup.



You have only 3 seconds to press a key. If you do not press a key soon enough, the FortiVoice system reboots and you must log in and repeat the `execute reboot` command.

If you successfully interrupt the startup process, the following messages appear:

```
[G]: Get firmware image from TFTP server.
[F]: Format boot device.
[B]: Boot with backup firmware and set as default.
[I]: Configuration and information.
[Q]: Quit menu and continue to boot with default firmware.
[H]: Display this list of options.
```

Enter G,F,B,I,Q, or H:

10. If the firmware version requires that you first format the boot device before installing firmware, type `F`. (Format boot device) before continuing.
11. Type `G` to get the firmware image from the TFTP server.
 The following message appears:

```
Enter TFTP server address [192.168.2.99]:
```
12. Type the IP address of the TFTP server and press `Enter`.
 The following message appears:

```
Enter Local Address [192.168.1.188]:
```

13. Type a temporary IP address that can be used by the FortiVoice system to connect to the TFTP server.

The following message appears:

```
Enter File Name [image.out]:
```

14. Type the firmware image file name and press Enter.

The FortiVoice system downloads the firmware image file from the TFTP server and displays a message similar to the following:

```
Save as Default firmware/Backup firmware/Run image without saving:[D/B/R]
```

15. Type D.

The FortiVoice system downloads the firmware image file from the TFTP server. The FortiVoice system installs the firmware and restarts. Time required varies by the size of the file and the speed of your network connection.

The FortiVoice system reverts the configuration to default values for that version of the firmware.

16. Clear the cache of your web browser and restart it to ensure that it reloads the GUI and correctly displays all tabs, buttons, and other changes.

17. To verify that the firmware was successfully installed, log in to the CLI and type:

```
get system status
```

The firmware version number appears.

18. Either reconfigure the FortiVoice system or restore the configuration file from a backup. For details, see [Restoring the configuration on page 319](#).



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