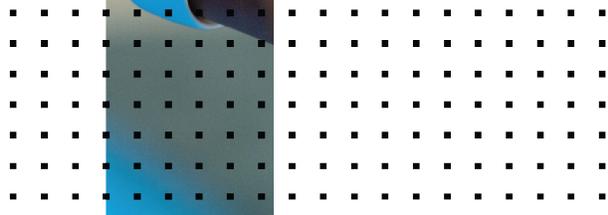


# User Guide

## FortiFone Softclient for Android 3.0.18



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July 28, 2022

FortiFone Softclient for Android 3.0.18 User Guide

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# Change log

Date	Change description
2022-02-23	Initial release of the FortiFone Softclient for Android 3.0.18 User Guide.
2022-07-28	Added <a href="#">Recording a call on page 21</a> and <a href="#">Managing recorded calls on page 22</a> .

# Introduction

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

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

This section includes the following topics:

- [Features on page 6](#)
- [Supported mobile devices on page 6](#)

## Features

The FortiFone softclient for Android supports the following main features:

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

## Supported mobile devices

The following table summarizes the mobile devices that the FortiFone softclient for Android supports:

Mobile device	Operating system	FortiFone softclient support
Smartphone	Android, version 5.0 or higher	Yes
Smartwatch	Android	No

# Installation and configuration

To guide you through the installation and configuration of the FortiFone softclient for Android, this section includes the following topics:

- [Requirements on page 7](#)
- [Displaying the QR code on page 8](#)
- [Installing the FortiFone softclient for Android on page 8](#)
- [Adding a FortiVoice account using the QR code on page 9](#)
- [Manually adding a FortiVoice account on page 10](#)
- [Adding additional FortiVoice accounts on page 11](#)
- [Editing, disabling, or deleting a FortiVoice account on page 12](#)
- [Editing account settings on page 13](#)

## Requirements

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

- When you open the FortiFone softclient for the first time, you are prompted to create an account. This account is your extension on the FortiVoice phone system. For the account to be functional within the FortiFone softclient, make sure that the extension exists on the FortiVoice phone system. For information about creating and viewing an extension on the FortiVoice phone system, see the [Configuring extensions](#) section in the [FortiVoice Phone System Administration Guide](#) or talk to your FortiVoice system administrator.
- The FortiVoice phone system must use the firmware version 5.3.14 GA or higher.
- The FortiFone softclient license must be uploaded on the FortiVoice phone system. For licensing information, contact a FortiVoice sales representative.  
When the FortiVoice phone system is operating in high availability (HA) mode, the primary and secondary FortiVoice units share the same FortiFone softclient license file that includes the serial number of both units. However, you must install the license file separately on both primary and secondary FortiVoice units.
- The FortiFone softclient configuration on the FortiVoice phone system and FortiGate must be completed as explained in the [Softclient \(Deployment of FortiFone softclient for mobile\)](#) section of the [FortiVoice Cookbook](#).

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

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

## Displaying the QR code

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

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



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

If you do not have access to the FortiVoice user portal, then skip this procedure and go to:

- [Installing the FortiFone softclient for Android on page 8](#) and
- [Manually adding a FortiVoice account on page 10](#)

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

`https://<FortiVoice_IP_address>/voice`

For details about accessing the FortiVoice Cloud portal, see the [FortiVoice Cloud User Portal Guide](#).

2. Enter your extension and password.



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

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

3. Click **Device**.

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

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

[\[View Mobile Login Information...\]](#)  
[\[View Desktop Login Information...\]](#)

5. Keep this code displayed on the screen. You will need to scan this code later to configure an account.

6. Go to [Installing the FortiFone softclient for Android on page 8](#).

## Installing the FortiFone softclient for Android

1. On your Android mobile device, tap the Google Play Store app
2. Search for FortiFone.
3. Install the application.
4. After the installation is complete, go to [Adding a FortiVoice account using the QR code on page 9](#).

## Adding a FortiVoice account using the QR code

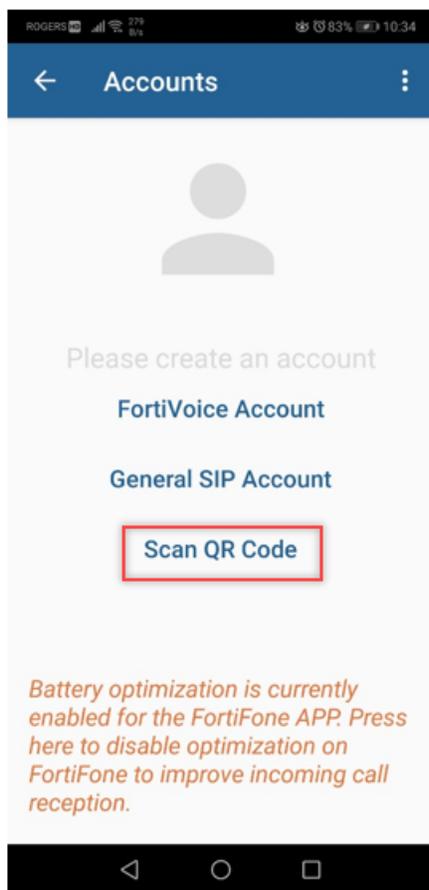
Perform this procedure to add a FortiVoice account using the QR code displayed in the FortiVoice user portal.

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

1. After the FortiFone softclient for Android installation, the application prompts you to create an account.
2. Tap **Scan QR code**.

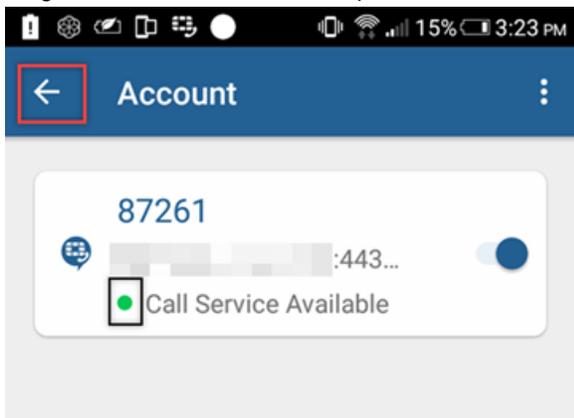


If your mobile device prompts you to give the FortiFone softclient access to the camera, tap **Yes**.



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

4. To go back to the main menu, tap the arrow.



5. Use the dialpad to make a test call.
6. For details about how to use the softclient, go to [Using the FortiFone softclient for Android on page 16](#).
7. If the account creation is unsuccessful, go to [Troubleshooting on page 32](#).

## Manually adding a FortiVoice account

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

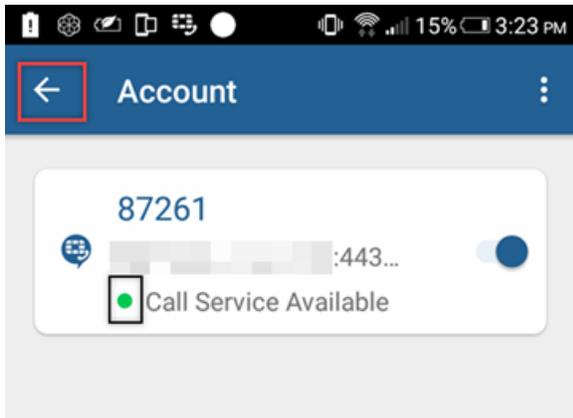


The General SIP account option is limited to outbound calls only.

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

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

8. To go back to the main menu, tap the arrow.



9. Use the dialpad to make a test call.
10. For details about how to use the softclient, go to [Using the FortiFone softclient for Android on page 16](#).
11. If the account creation is unsuccessful, go to [Troubleshooting on page 32](#).

## Adding additional FortiVoice accounts

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

This section includes the following topics:

- [Adding an additional FortiVoice account using the QR code on page 11](#)
- [Manually adding an additional FortiVoice account on page 12](#)

### Adding an additional FortiVoice account using the QR code

To add an additional account using the QR code, perform the following steps:

1. On your PC, perform the steps for [Displaying the QR code on page 8](#).
2. In the FortiFone softclient for Android, tap .
3. Tap **Account**.
4. Tap .
5. Tap **Scan QR Code**.
6. Point your mobile camera at the PC screen displaying the QR code. Make sure that the QR code appears clearly on the screen of your mobile device.  
The FortiFone softclient scans the QR code and configures the account settings for your extension.  
When the scan is complete and the account registration is successful, a green dot appears next to your extension.
7. To go back to the main menu, tap the arrow.
8. Use the dialpad to make a test call.
9. If the account creation is unsuccessful, go to [Troubleshooting on page 32](#).

## Manually adding an additional FortiVoice account

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

1. Tap .
2. Tap **Account**.
3. Tap .
4. Tap **Add FortiVoice Account**.
5. Fill in the required fields:
  - In **Account name**, enter a name to identify the account.
  - In **Server**, enter the IP address or FQDN of the FortiVoice phone system or server address of FortiVoice Cloud.
  - In **Username**, enter the extension.
  - In **Password**, enter the password for the extension. On the FortiVoice phone system, this is the user password for the extension (Extension > Extension > IP Extension, User Setting, Web Access).
6. Tap **Save**.  
When the account registration is successful, a green dot appears next to the extension.
7. To go back to the main menu, tap the arrow.
8. Use the dialpad to make a test call.
9. If the account creation is unsuccessful, go to [Troubleshooting on page 32](#).

## Editing, disabling, or deleting a FortiVoice account

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

### To edit an account

1. Tap .
2. Tap **Account**.
3. Tap the account to edit.
4. Tap .
5. Tap **Edit**.
6. Make changes, applicable. Available fields are:
  - a. Server
  - b. Username
  - c. Password
7. To confirm, tap **Save**.

### To disable an account

1. Tap .
2. Tap **Account**.

3. To disable an account, turn off the toggle for that account.
4. To confirm, tap **Yes**.

#### To delete an account

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

## Editing account settings

This section includes the following topics:

- [Adding, editing, or deleting an account picture \(avatar\) on page 13](#)
- [Enabling or disabling Call Forward on page 14](#)
- [Enabling or disabling Do Not Disturb on page 14](#)

## Adding, editing, or deleting an account picture (avatar)

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

---

The **Account** section of the FortiFone softclient for Android allows you to add or delete an account picture (avatar).

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

#### To add or edit an account picture

1. Tap .
2. Tap **Account**.
3. To bring up the account information, tap the account.
4. Tap the picture .
5. Tap the picture, again.
6. Select the source and image.
7. Tap **Publish Avatar**.

### To delete an account picture

1. Tap .
2. Tap **Account**.
3. To bring up the account information, tap the account.
4. Tap the picture that you want to delete.
5. Tap .
6. Tap **Delete from PBX**.
7. To confirm, tap **Yes**.

## Enabling or disabling Call Forward

The **Account** section of the FortiFone softclient for Android allows you to enable or disable the Call Forward feature. When enabled, calls to this account will be forwarded to the configured phone number.

### To enable or disable Call Forward

1. Tap .
2. Tap **Account**.
3. To bring up the account information, tap the account.
4. Tap **Call Forward Number**, enter the phone number to forward calls to, and tap **OK**.
5. Turn on or off the **Call Forward** toggle.

## Enabling or disabling Do Not Disturb

The **Account** section of the FortiFone softclient for Android allows you to enable or disable the Do Not Disturb (DND) feature. When enabled, calls to this account will follow the Do Not Disturb settings which can be edited in the user portal under Call Handling.

### To enable or disable Do Not Disturb

1. Tap .
2. Tap **Account**.
3. To bring up the account information, tap the account.
4. Turn on or off the **Do Not Disturb** toggle.

## Editing service settings

This section includes the following topics:

- [Enabling or disabling the vibration function for incoming calls on page 15](#)
- [Starting FortiFone on phone startup on page 15](#)

## Enabling or disabling the vibration function for incoming calls

With the vibration function enabled, your phone will vibrate when you are on a FortiFone call and you receive an incoming call. The ringer will be silent.

### To enable or disable the vibration function

1. Tap .
2. Tap **Preference**.
3. Turn on or off the **Vibrate only for calls** toggle.

## Starting FortiFone on phone startup

When you enable this setting, you allow the FortiFone softclient to start when your phone restarts.

### To start FortiFone on phone startup

1. Tap .
2. Tap **Preference**.
3. Turn on the **Start FortiFone on phone startup** toggle.

# Using the FortiFone softclient for Android

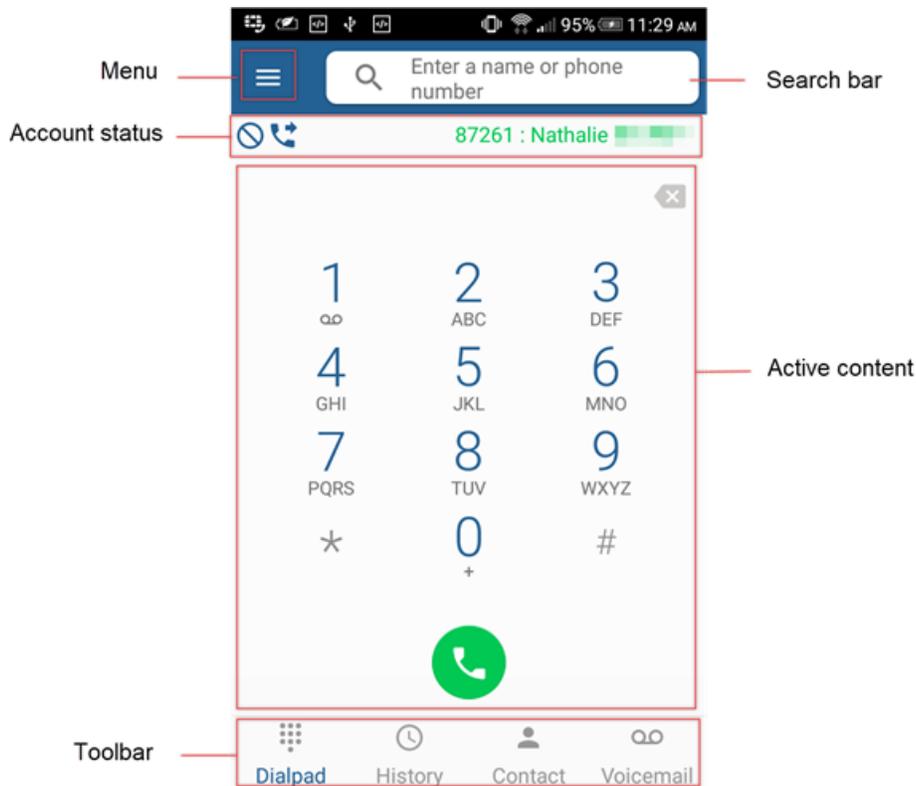
This section includes the following topics:

- [Dialpad on page 16](#)
- [Phone calls on page 18](#)
  - [Receiving a call on page 18](#)
  - [Placing a call on page 18](#)
  - [Pasting numbers to dial on page 19](#)
  - [Switching between multiple Bluetooth headsets on page 19](#)
  - [Controlling calls on page 20](#)
  - [Transferring a call on page 21](#)
  - [Recording a call on page 21](#)
  - [Managing recorded calls on page 22](#)
  - [Starting a conference call on page 22](#)
  - [Managing a conference call on page 22](#)
  - [Swapping between calls on page 22](#)
  - [Ending a call on page 22](#)
- [History on page 22](#)
- [Contact on page 24](#)
- [Voicemail on page 27](#)

## Dialpad

The dialpad of the FortiFone softclient for Android contains five main areas:

- **Menu:** used to access accounts and softclient information.
- **Search bar:** used to search for contacts.
- **Account status:** shows the status of an account, such as:
  - Do not disturb enabled
  - Call forward enabled
  - Secured connection
  - Account name and extension number registration status; green = registered, red = not registered
- **Active content area:** where call interaction takes place.
- **Toolbar:** contains quick access to the main functions.



Icon	Function
	<b>Menu</b> — used to access accounts and softclient information.
	<b>Search bar</b> — used to search for contacts or phone numbers.
	<b>DND</b> — indicates that Do Not Disturb is enabled.
	<b>Call Forwarding</b> — indicates that Call Forwarding is enabled.
	<b>Secured connection</b> — indicates that the softclient is using TLS.
 Dialpad	<b>Dialpad</b> — displays the dialpad screen for making a call.
 History	<b>History</b> — displays the call history which includes All, Missed, Placed, and Received calls.
 Contact	<b>Contact</b> — displays contacts stored within the FortiVoice directory and on the mobile phone.
 Voicemail	<b>Voicemail</b> — displays the visual voicemail. Generic accounts do not display visual voicemail.

## Phone calls

With the FortiFone softclient for Android, you can perform the following phone call actions:

- [Receiving a call on page 18](#)
- [Placing a call on page 18](#)
- [Pasting numbers to dial on page 19](#)
- [Switching between multiple Bluetooth headsets on page 19](#)
- [Controlling calls on page 20](#)
- [Transferring a call on page 21](#)
- [Recording a call on page 21](#)
- [Managing recorded calls on page 22](#)
- [Starting a conference call on page 22](#)
- [Managing a conference call on page 22](#)
- [Swapping between calls on page 22](#)
- [Ending a call on page 22](#)

### Receiving a call

When you receive a call, your mobile phone displays the call details and rings. The ring volume is controlled by your mobile phone.

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

### Placing a call

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

#### To dial a phone number

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



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

---

#### To directly dial an extension number

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

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

### To dial a phone number from History

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

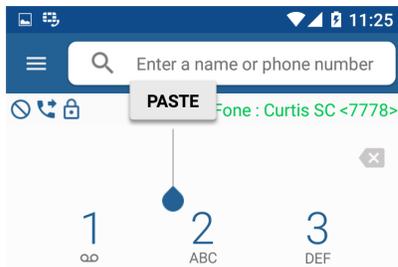
### To dial a phone number from Contact

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

## Pasting numbers to dial

If you have copied a phone number and want to dial it, perform the following steps:

1. Tap **Dialpad**.
2. Long press above the dialpad until **Paste** appears. The following image can be different depending on the Android version installed on your phone.



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

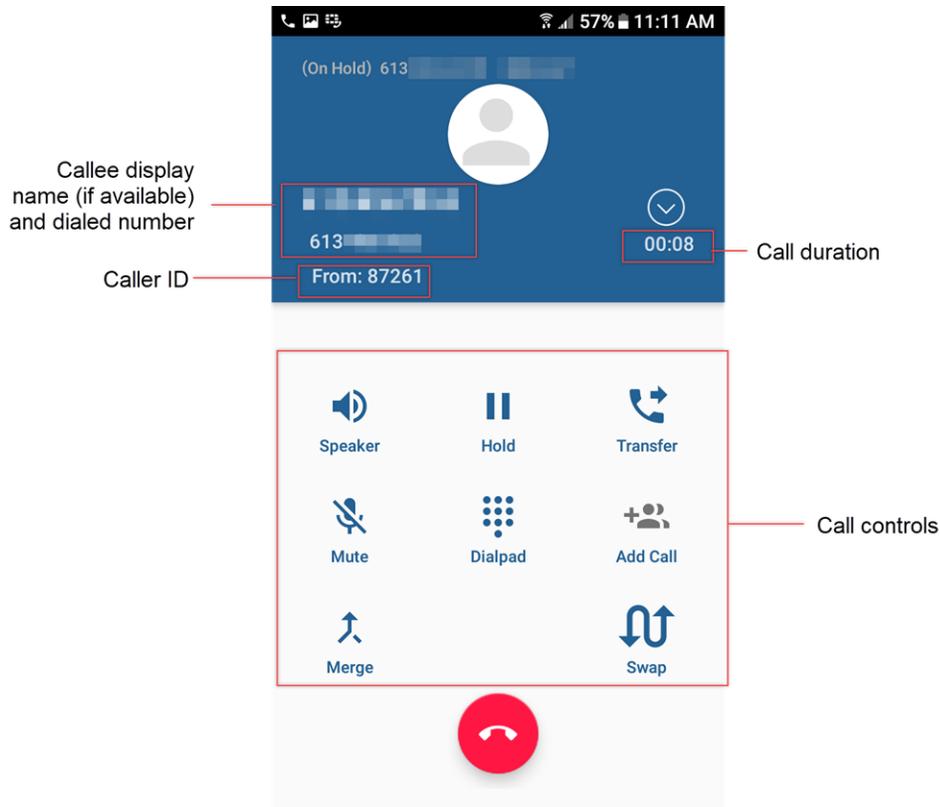
## Switching between multiple Bluetooth headsets

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

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

## Controlling calls

When making or receiving a call, the FortiFone softclient for Android screen displays the call information and allows you to control the call as needed.



Icon	Function
	<b>Speaker</b> — activates or deactivates the speaker on your mobile phone.
	<b>Hold</b> — places or retrieves a call on hold.
	<b>Transfer</b> — transfers the call to another extension. For details, see <a href="#">Transferring a call on page 21</a> .
	<b>Mute</b> — mutes or unmutes the microphone on your mobile phone.
	<b>Dialpad</b> — brings up the dialpad. Useful for navigating auto attendants when on a call.
	<b>Add Call</b> — places your current call on hold and allows you to make a secondary call.
	<b>Merge calls</b> — after you have established a secondary call, you can merge them together into a conference call. For details, see <a href="#">Starting a conference call on page 22</a> and <a href="#">Managing a conference call on page 22</a> .
	<b>Swap</b> — after you have established a secondary call, you can swap between the calls. For details, see <a href="#">Swapping between calls on page 22</a> .

## Transferring a call

The FortiFone softclient for Android supports the following call transfers:

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

### To do an attended transfer

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

### To do a blind transfer

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

## Recording a call

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

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



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

---

### Before you begin

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

### To record a phone call

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

## Managing recorded calls

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

## Starting a conference call

You can merge calls together to start a conference call.

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

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

## Managing a conference call

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

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

## Swapping between calls

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

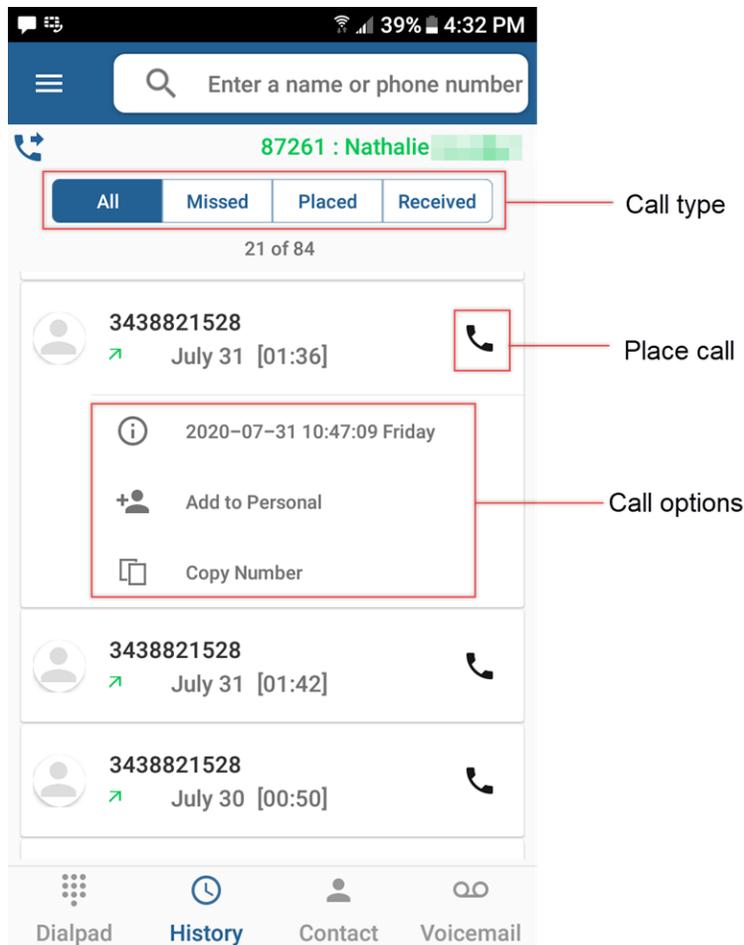
1. Dial the phone number of the first person and wait for the call to connect.
2. Tap **Add Call**.
3. Dial the phone number of the second person and wait for the call to connect.
4. To swap between calls, tap **Swap**.  
Every time you tap **Swap**, you are connected to the other person.

## Ending a call

To end a call, tap .

## History

The **History** section of the FortiFone softclient for Android contains all of the missed, placed, and received call records. From here you can return calls, view details about the call, and add the caller to your **Contact**.



Icon	Function
	<b>All</b> — displays all call types.
	<b>Missed</b> — displays missed calls to the account.
	<b>Placed</b> — displays placed calls from the account.
	<b>Received</b> — displays received calls to the account.
	<b>Answered placed call</b> — indicates the placed call was answered.
	<b>Unanswered placed call</b> — indicates the placed call was <i>not</i> answered.
	<b>Received call</b> — indicates a received call.
	<b>Missed call</b> — indicates a missed call.
	<b>Place call</b> — places a call to the phone number associated with this <b>History</b> entry.
	<b>Call Details</b> — displays details about the call (date and time of call).

Icon	Function
	<b>Add to Personal</b> — adds the contact to your Personal contact list. If the contact is already in your Personal contact list, you can tap the icon to access contact details.
	<b>Copy Number</b> — copies the phone number to the clipboard.

## Adding a contact to Personal from History

You can add a contact to your **Personal** list from any entry in the **History**.

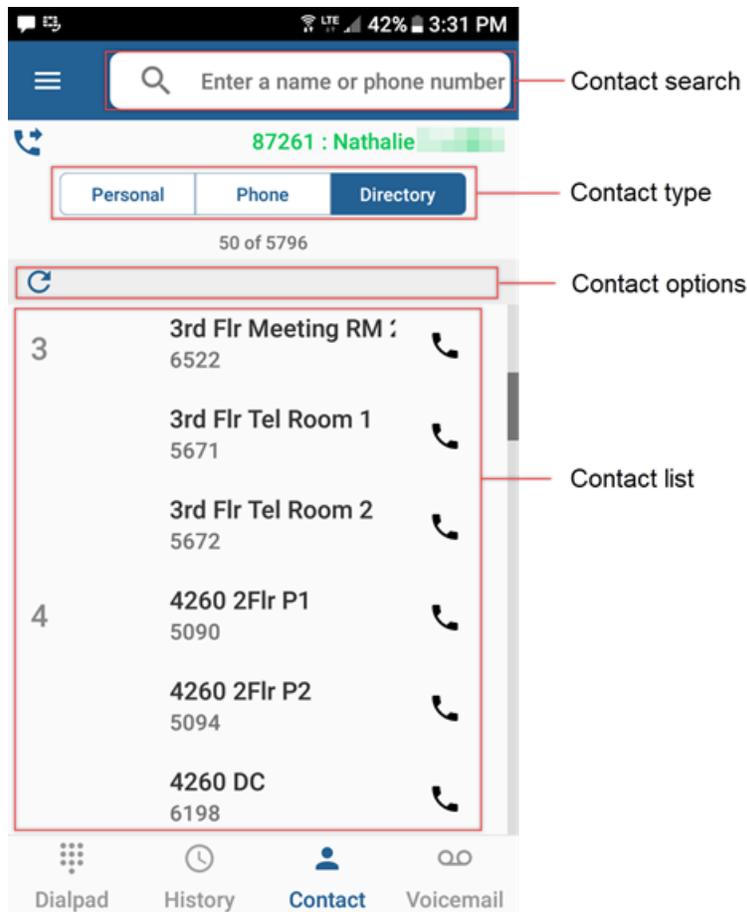
1. Tap the history entry to display the call options.
2. Tap **Add to Personal**.
3. Fill out any information that you want to add to the contact.
4. Tap **Save**.

## Contact

The **Contact** section of the FortiFone softclient for Android contains personal, phone, and company contacts.

This section includes the following topics:

- [Adding a personal contact on page 25](#)
- [Editing a personal contact on page 26](#)
- [Deleting a personal contact on page 26](#)
- [Calling a personal contact on page 26](#)
- [Displaying more Directory entries on page 26](#)



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

## Adding a personal contact

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

1. Tap either **Phone** or **Directory**.
2. Tap the contact that you want to add to the **Personal** section.
3. Tap .
4. Tap **Import**.
5. Update the contact details, if necessary.
6. Tap **Save**.

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

1. In the **Personal** section, tap + .
2. Fill in the information.
3. Tap **Save**.

## Editing a personal contact

1. In the **Personal** section, tap the contact that you want to edit.
2. Tap .
3. Tap **Edit**.
4. Update the contact details, as necessary.
5. To confirm, tap **Save**.

## Deleting a personal contact

1. In the **Personal** section, tap the contact that you want to delete.
2. Tap .
3. Tap **Delete**.
4. To confirm, tap **Yes**.

## Calling a personal contact

1. In the **Personal** contact list, go to the contact that you want to call.
2. Tap .

## Displaying more Directory entries

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

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

## Voicemail

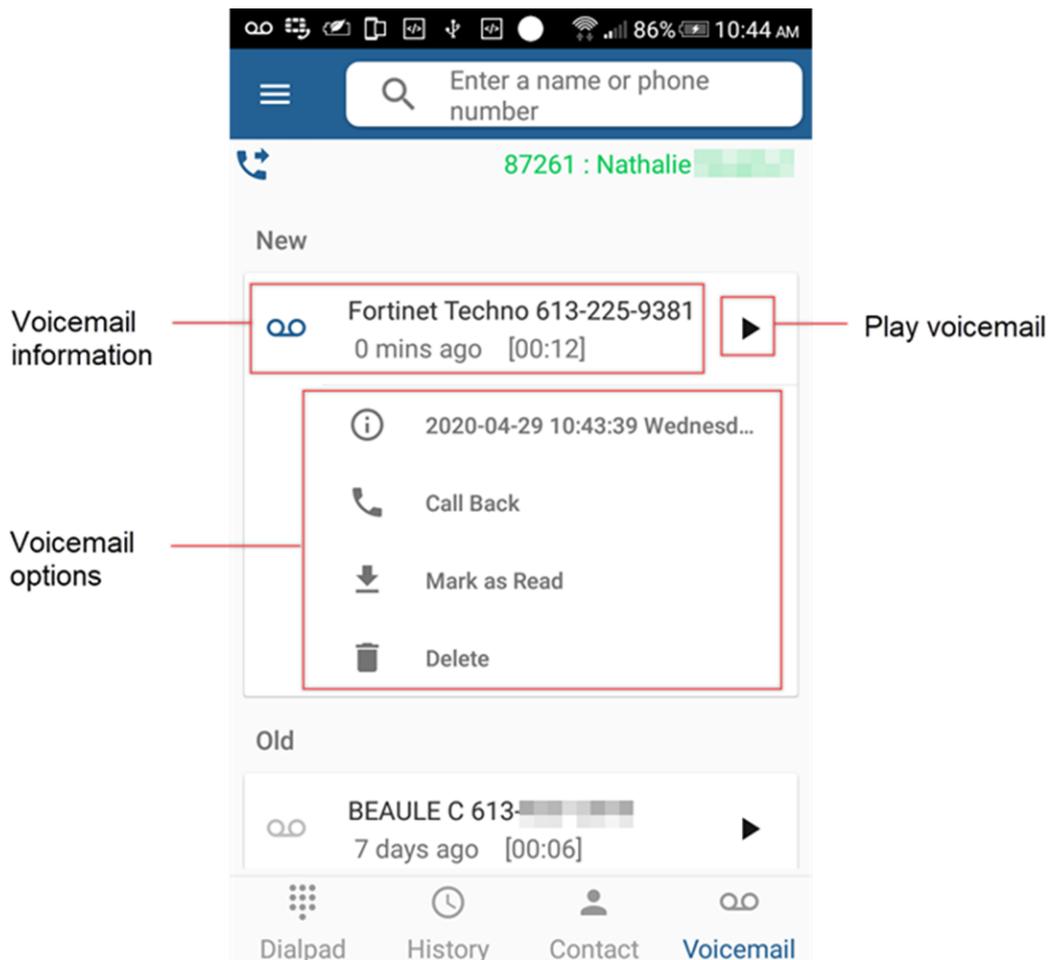
The **Voicemail** section of the FortiFone softclient for Android contains new and old voicemail messages. From the **Voicemail** function, you can listen to your messages that are stored on the FortiVoice phone system or FortiVoice Cloud, or delete them.

This section includes the following topics:

- [Displaying the voicemail list on page 27](#)
- [Playing voicemail messages on page 28](#)
- [Recording a voicemail greeting on page 29](#)

### Displaying the voicemail list

The **Voicemail list** shows all of your new and old messages. From this list, you can return the call, play the voicemail, and delete the voicemail.



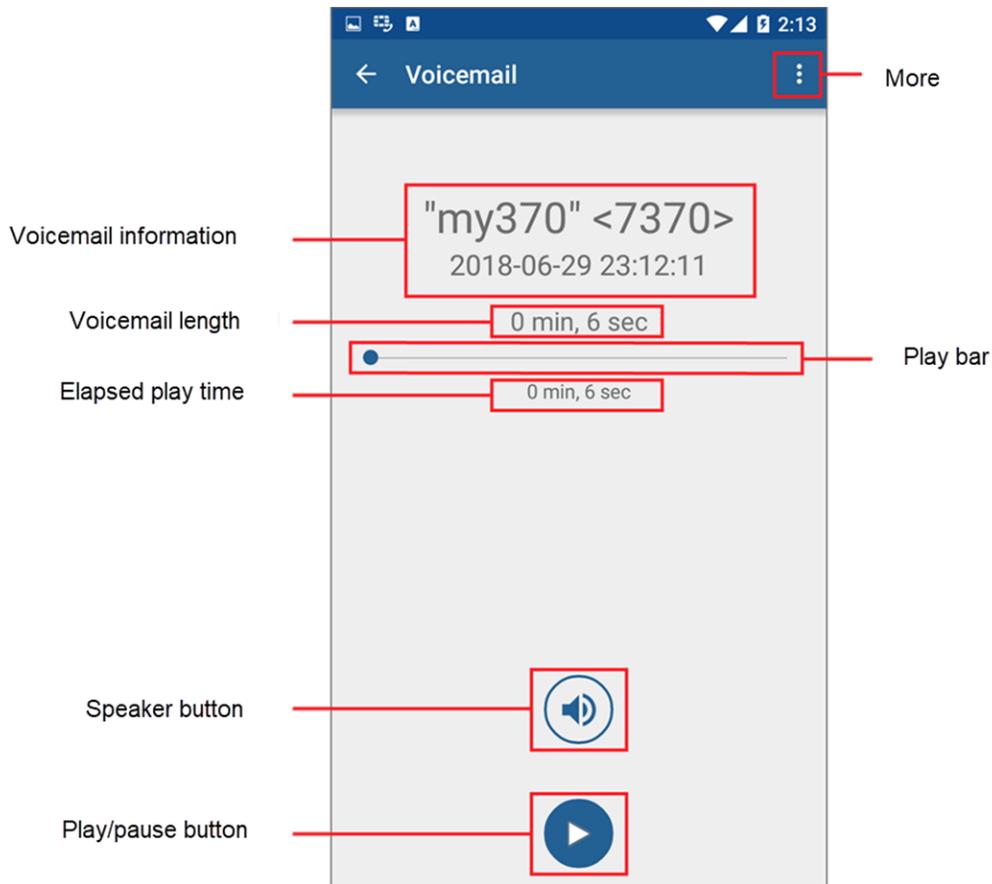
Icon	Function
	<b>New voicemail</b> — indicates that the voicemail message has <i>not</i> been listened to.

Icon	Function
	<b>Old voicemail</b> — indicates that the voicemail message has been listened to.
	<b>Play voicemail</b> — plays the voicemail message.
	<b>Voicemail details</b> — gives you the date and time of the voicemail delivery.
	<b>Call Back</b> — calls the person that left the voicemail message.
	<b>Mark as read</b> — sends the voicemail message to the <b>Old voicemail</b> section.
	<b>Mark as unread</b> — sends the voicemail message to the <b>New voicemail</b> section.
	<b>Delete</b> — deletes the voicemail message.

## Playing voicemail messages

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

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



Icon	Function
	<b>More</b> — gives the option to call back the messenger or delete the voicemail.
	<b>Play bar</b> — indicates how much time is left in the voicemail message. Drag a finger across the play bar to move forward or back within the voicemail message.
	<b>Speaker</b> — enables or disables the speaker on your mobile phone.
	<b>Pause</b> — pauses listening to the voicemail message.
	<b>Play</b> — continues playing a paused voicemail message.

## Recording a voicemail greeting

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

1. Tap **Dialpad**.
2. To call into your voicemail on the FortiVoice phone system or FortiVoice Cloud, long tap **1**.
3. Enter your voicemail PIN.
4. Tap **0** for mailbox options.
5. Tap **2** to record your message
6. Follow the prompts to complete the recording.

# Maintenance

With the FortiFone softclient for Android, you can perform the following maintenance tasks:

- [Updating the FortiFone softclient for Android on page 30](#)
- [Fetching configuration changes on page 31](#)
- [Clearing the cache on page 31](#)
- [Revoking a license on page 31](#)

## Updating the FortiFone softclient for Android

**To automatically update the installed version of the FortiFone softclient app**

1. On your Android mobile device, tap the Google Play Store app .
2. Search for FortiFone.
3. Select **FortiFone**.
4. Tap .
5. Tap **Enable auto-update**.

**To manually update the installed version of the FortiFone softclient app**

1. On your Android mobile device, tap the Google Play Store app .
2. Search for FortiFone.
3. Select **FortiFone**.



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

- 
4. Tap **Update**.
  5. After the update is complete, you can verify the version number of the FortiFone softclient app:
    - a. From the FortiFone softclient main menu, tap .
    - b. Tap **About** and review the version details.
    - c. To close the window, tap **OK**.

## Fetching configuration changes

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

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

## Clearing the cache

Remove cached user data (such as call logs, contacts, voicemails, and account picture) to free up space on your phone and possibly fix certain abnormal account behaviors.

1. Tap .
2. Tap **Account**.
3. Tap your extension.
4. Tap .
5. Tap **Clear cache**.

## Revoking a license

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

1. Tap .
2. Tap **Account**.
3. Tap your extension.
4. Tap .
5. Tap **View License**.
6. You can view details about the registered device(s).
7. To revoke the license, scroll to the bottom of the detailed section for the device that you want to remove, and tap **Revoke**.
8. To confirm, tap **Yes**.

# Troubleshooting

To help you troubleshoot issues with the FortiFone softclient for Android, this section includes the following topics:

- [Solving FortiFone softclient issues on page 32](#)
- [Generating a diagnostic report on page 33](#)
- [Using logging tools on page 33](#)

## Solving FortiFone softclient issues

The following table includes corrective actions to help you solve issues with the FortiFone softclient for Android.

Issue	Corrective action
No QR code is available in the FortiVoice user portal	The FortiFone softclient license is not installed. The FortiVoice phone system allows for one softclient to be used for free. Additional softclients require a license.
<b>Preferences</b> does not show in the FortiVoice user portal	Contact the FortiVoice system administrator to make sure that the user privilege includes <i>User preference</i> access within the FortiVoice user portal. The FortiVoice system administrator can access the setting on the FortiVoice phone system or FortiVoice Cloud: <ol style="list-style-type: none"><li>1. Go to <b>Phone System &gt; Profile &gt; User Privilege</b>.</li><li>2. Select the user privilege to edit.</li><li>3. In <b>User Portal</b>, turn on the toggle for <b>User preference</b>.</li></ol>
Dialpad screen displays  or Dialpad screen does not display the extension number and name at the top	Account is not registered. Make sure that your phone is not in airplane mode. Make sure that you have a working internet connection either through Wi-Fi or a data connection.
Account will not register	Make sure that the account details are correct. <ol style="list-style-type: none"><li>1. Tap .</li><li>2. Tap <b>Account</b>.</li><li>3. Tap the account to edit.</li><li>4. Tap .</li><li>5. Tap <b>Edit</b>.</li><li>6. Tap the information to edit.</li><li>7. Tap <b>Save</b>.</li></ol> If the account still will not register, contact the FortiVoice system administrator to make sure that the username and password match the ones configured on the FortiVoice phone system or FortiVoice Cloud.

Issue	Corrective action
Account shows <i>Not Verified/No Service Available</i>	Unable to register with the server. Check port forwarding on the FortiVoice and SIP server network.
No audio on calls	Contact the FortiVoice system administrator to make sure that there are no network issues, such as port forwarding.
FortiVoice directory will not refresh	Make sure that your account is registered. Contact the FortiVoice system administrator to make sure that the firewall has not blocked your connection.
App is not working properly or seeing possible corrupted data, such as duplicate entries in the directory.	Clear the cache: <ol style="list-style-type: none"> <li>1. From the FortiFone softclient main menu, tap .</li> <li>2. Tap <b>Account</b>.</li> <li>3. Tap your extension.</li> <li>4. Tap .</li> <li>5. Tap <b>Clear cache</b>.</li> </ol>

## Generating a diagnostic report

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

1. From the FortiFone softclient main menu, tap .
2. Tap **Account**.
3. Tap your extension.
4. Tap .
5. Tap **Diagnostic Report**.

The FortiFone softclient generates the report with the following status details:

- Server connection
- Authentication
- License
- Provisioning file

## Using logging tools

This section includes the following topics:

- [Enabling application logging on page 34](#)
- [Reporting an issue on page 34](#)
- [Viewing reported issues on page 34](#)
- [Clearing logs on page 34](#)

## Enabling application logging

When you enable application logging, you help Fortinet improve FortiFone features. The application collects information about how you use the FortiFone softclient without interrupting you.

For more details, read the [Fortinet Privacy Policy](#).

1. Tap .
2. Tap **Preference**.
3. Turn on the **Enable application logging** toggle.
4. Review details about the application logging purpose.
5. To confirm, tap **Yes**.

## Reporting an issue

Before reporting an issue:

- Try to solve the issue by [Generating a diagnostic report on page 33](#).
- Consult the section about [Solving FortiFone softclient issues on page 32](#).

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

1. Tap .
2. Tap **Preference**.
3. Tap **Report an issue**.
4. From the list, select the issue(s), as applicable.
5. Add **Details** about the issue(s).
6. Tap **Send**.
7. Review and acknowledge the [Fortinet Privacy Policy](#) about collecting diagnostic information.
8. To confirm, tap **Send**.

## Viewing reported issues

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

1. Tap .
2. Tap **Preference**.
3. Tap **Reported issues**.

## Clearing logs

You can remove existing diagnostic logs.

1. Tap .
2. Tap **Preference**.

3. Tap **Clear log**.



The action of deleting logs cannot be undone.

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4. To confirm, tap **Yes**.



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