FortiFone USER GUIDE – MOBILE CLIENT - Android

Downloading

- Download the FortiFone App
- Log in with:
  Account ID: 4-Digit Extension
  Password you use to login to your computer
  External server: 209.237.126.18
  Username: 4-Digit Extension
- Click Log in

Making a Call

From Contacts

- Click Contact
- Choose the Contact
- Click to dial

From the Dial Pad

- Click Dialpad
- Dial an extension
- Click to dial

From History

- Click History
- Scroll to the contact you wish to dial and click

Answering a Call

- Click to answer Accept

Mute

- While on a Call Click Mute

Unmute

- Click Muted

Transferring

Blind Transfer

- While on a Call Click Transfer
- Click Blind Transfer
- Search for a contact or dial a number from the dial pad
- Press the phone icon to call

Consult Transfer

- While on a Call Click Transfer
- Click Attended Transfer
- Select a Contact or Dial a number and click the phone icon to call
- Click Transfer

Voicemail Transfer

- While on a Call Click Transfer
- Click Blind Transfer
- Dial *+extension
- Press the phone icon to call

Conferencing

- While on a Call Click Add Call
- Click Start 3 way conference
- Select a Contact or Dial a number
- Click
- Click Merge to join all parties

Hold

- While on a Call Click Hold

Remove from Hold

- Click Hold

Accessing Voicemail Messages

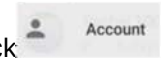
- Click Voicemail
- Select the type of Voice Message you would like to hear

- Click to play
- Click to delete
- Click to call the caller back
- Click to mark as new/heard depending on the status of the message

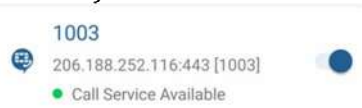
Creating a New Contact

- Click Contact
- Click +
- Enter in the information
- Click SAVE

Settings - Account

- Click
- Click 

- Click on your extension



Adding a picture to your profile

- Click
- Click
- Choose picture
- Crop
- Click

Turning on Call Forwarding

- Click next to Call forward to enable
- Click

- Enter in a number to forward to
- Click OK

Turning on Do Not Disturb

- Click next to Do Not Disturb to Enable or Disable

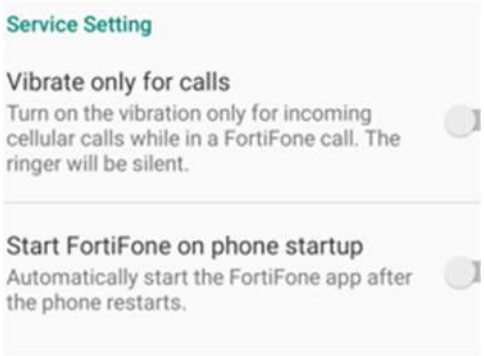
Changing your Password

- Click
- Enter in a new password
- Click Done
- Click SAVE

Settings - Preferences

- Click
- Click

- Choose if you want to turn on any of these options:



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