



FortiVoice Multilocation Configuration Guide



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FortiVoice™ Multilocation Configuration

Configuring FortiVoice systems in multiple locations

FortiVoice systems in different locations can be integrated for seamless collaboration and improved customer service. Calls can be transferred between locations and extensions in one location can call extensions in another.

FortiVoice systems can also integrate with off-site telephones for small locations that don't require a full telephone system. For information about integrating offsite phones, refer to the user guide for the system.

If you are connecting only 200-series systems, you can skip the first section and proceed directly to “Configuring a 200-series system” on page 6.

Configuring an FVC-40S, 40, 70 or 100

FortiVoice systems in multiple locations can be connected over the public internet or a closed network such as a VPN. Extensions in any office can call any other office by using a location code prefix. Calls can be transferred and conferenced between locations.

The global dial plan is set by the central administrator and instantly broadcast to all other locations.

Setting up the global dial plan: master system

1. Select the *Global Dial Plan* page in the FortiVoice management software.

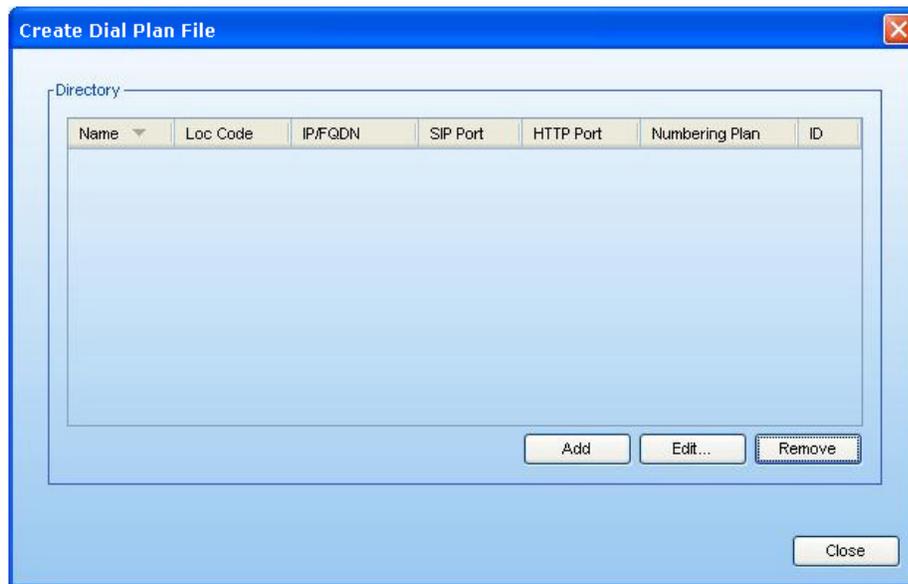
The screenshot shows the 'Global Dial Plan' configuration page in the FortiVoice management software. The page is titled 'Global Dial Plan' and has a blue header. It contains several sections:

- Global dial plan server:** This section is checked. It includes a sub-section for 'Automatic synchronization' with a checked box for 'This site is the master location'. Below this are input fields for 'Server address' (192.168.1.200), 'User Key' (Skey123), and 'Password' (Password). A 'Create dial plan file' button is located to the right of the server address field.
- Location code:** An input field for the location code.
- Location name:** An input field for the location name.
- Global dial plan configuration date:** Dec 20 16:07.
- Call Handling:** This section has three tabs: 'Mode 1', 'Mode 2', and 'Holiday Mode'. Below the tabs is a text prompt: 'When a call comes in on this phone number, perform the following action:'. There are two dropdown menus: the first is set to 'go to auto attendant' and the second is set to '1'.

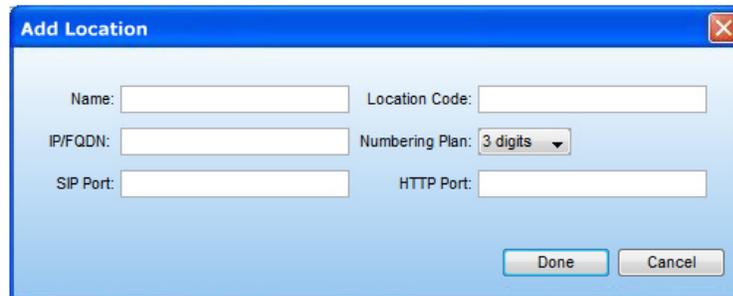
2. Check the *Global dial plan server* checkbox.
3. Check the *This site is the master location* checkbox. Enter your public IP address. If you're using a VPN, enter the IP address of the system.
4. Create an 8-character user key. The user key will be shared among the locations.
5. Create a password. The password is for authentication of the plan and should be known to the central administrator only.

Add the locations

1. Click on the *Create dial plan file* button. The *Create Dial Plan File* window opens.



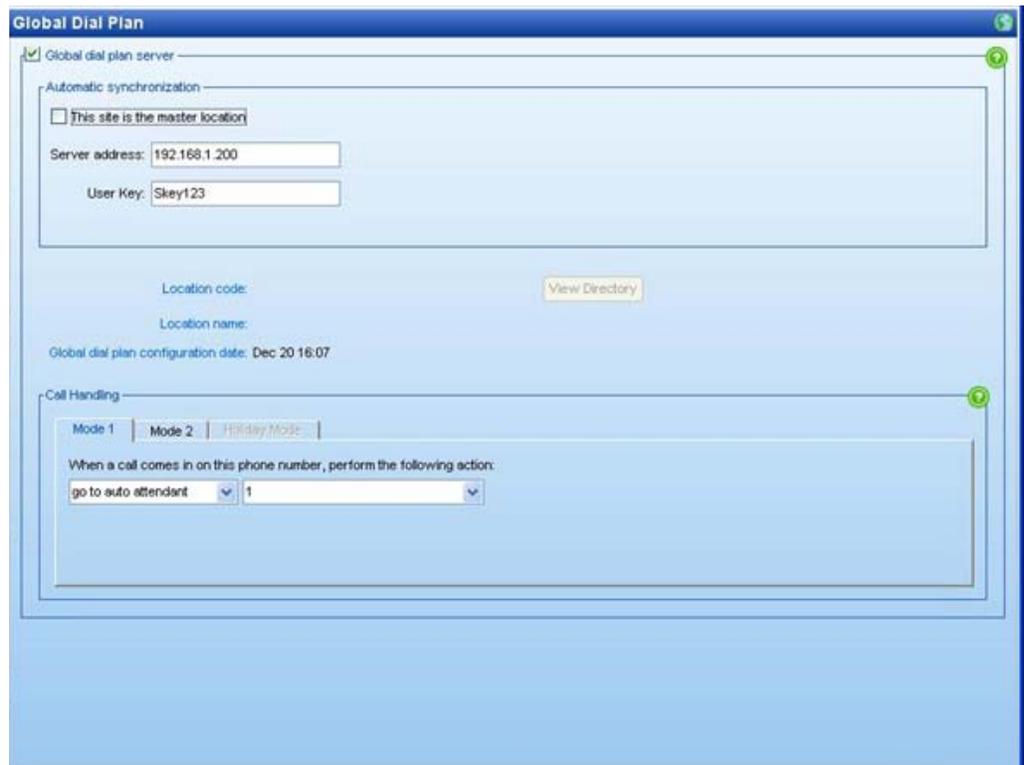
2. Click the *Add* button. The *Add Location* window opens.



3. Enter the name of the master location.
4. Assign a location code. Location codes can be 2 or 3 digits. Each location code must have the same number of digits.
5. Enter the IP address or Fully Qualified Domain Name of the location.
6. Select the number of digits in the master location's dialing plan.
7. Enter the SIP port and HTTP port values. The defaults are 5060 for SIP and 8484 for HTTP.
8. Click *Done*.
9. Repeat for all other locations.
10. Save settings to the system.

Setting up the global dial plan: all other FVC-40S, 40, 70 and 100 systems

1. Select the *Global Dial Plan* page in the FortiVoice management software at each location.



The screenshot shows the 'Global Dial Plan' configuration page. At the top, there is a checked checkbox labeled 'Global dial plan server'. Below this is the 'Automatic synchronization' section, which includes a checkbox for 'This site is the master location', a 'Server address' field containing '192.168.1.200', and a 'User Key' field containing 'Skey123'. There are also fields for 'Location code' and 'Location name', and a 'View Directory' button. The 'Global dial plan configuration date' is shown as 'Dec 20 16:07'. The 'Call Handling' section has tabs for 'Mode 1', 'Mode 2', and 'Holiday Mode'. Under 'Mode 1', there is a text prompt 'When a call comes in on this phone number, perform the following action:' followed by a dropdown menu set to 'go to auto attendant' and a text input field containing '1'.

2. Check the *Global dial plan server* checkbox.
3. Enter the public IP address of the master system. If you're using a VPN, enter the private IP address of the master system.
4. Enter the user key.
5. Save settings to the system.

Using the directory

Click the *View Directory* button for the full directory of all extensions in all locations. Each location's directory can be exported as a comma-separated file by clicking the *Export* button.

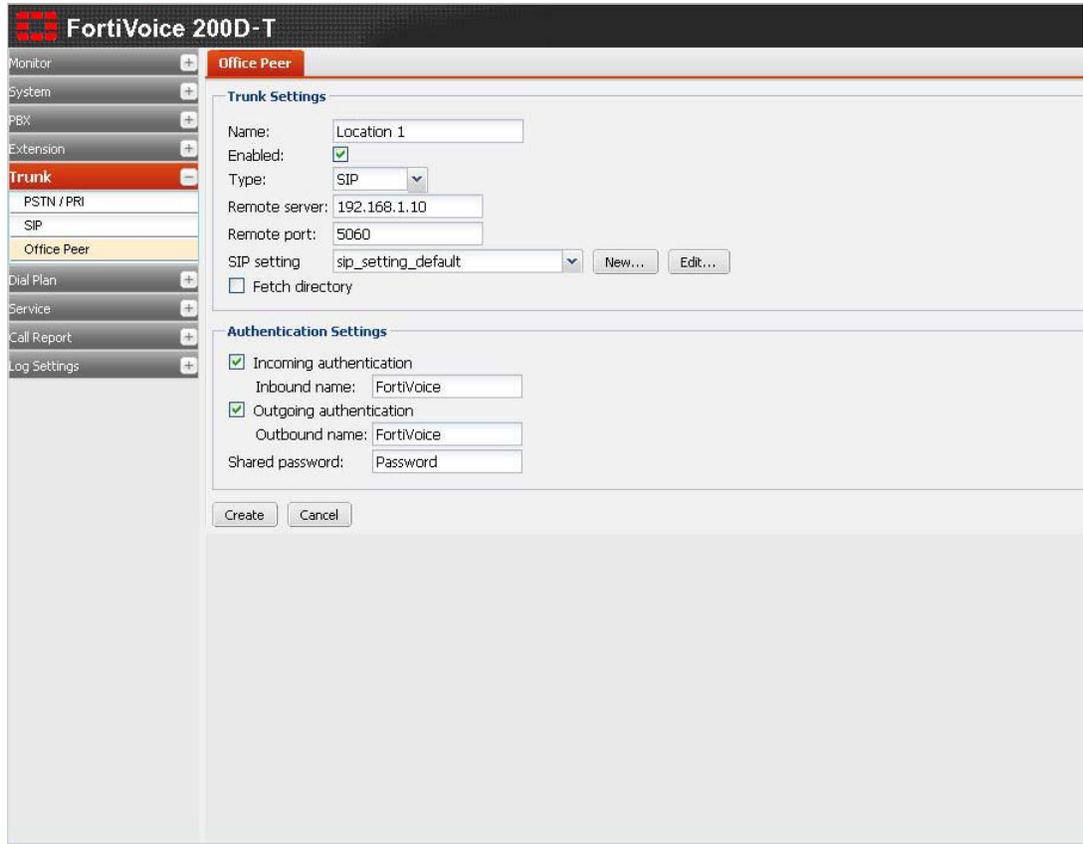
Call Handling

If a user dials a location code without an associated extension number, the call will go through to that location. You can set the way a location handles those calls in the *Call Handling* section.

Configuring a 200-series system

Follow these steps for each location you want to connect to:

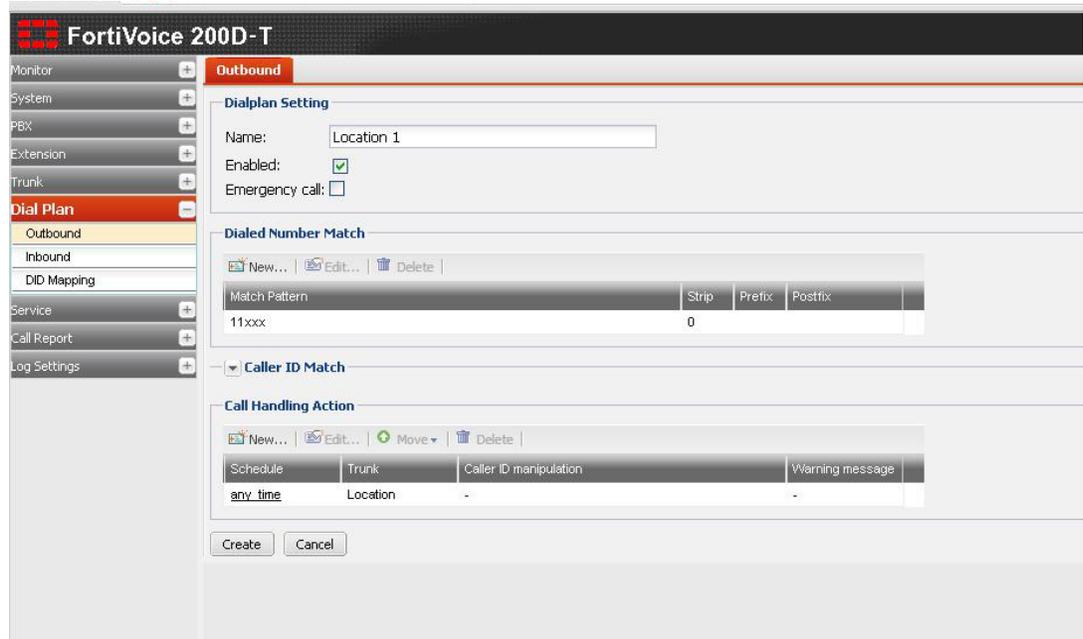
1. Login to the FVC200D/200D-T web administration.
2. Go to *Trunk > Office Peer* and click *New*.



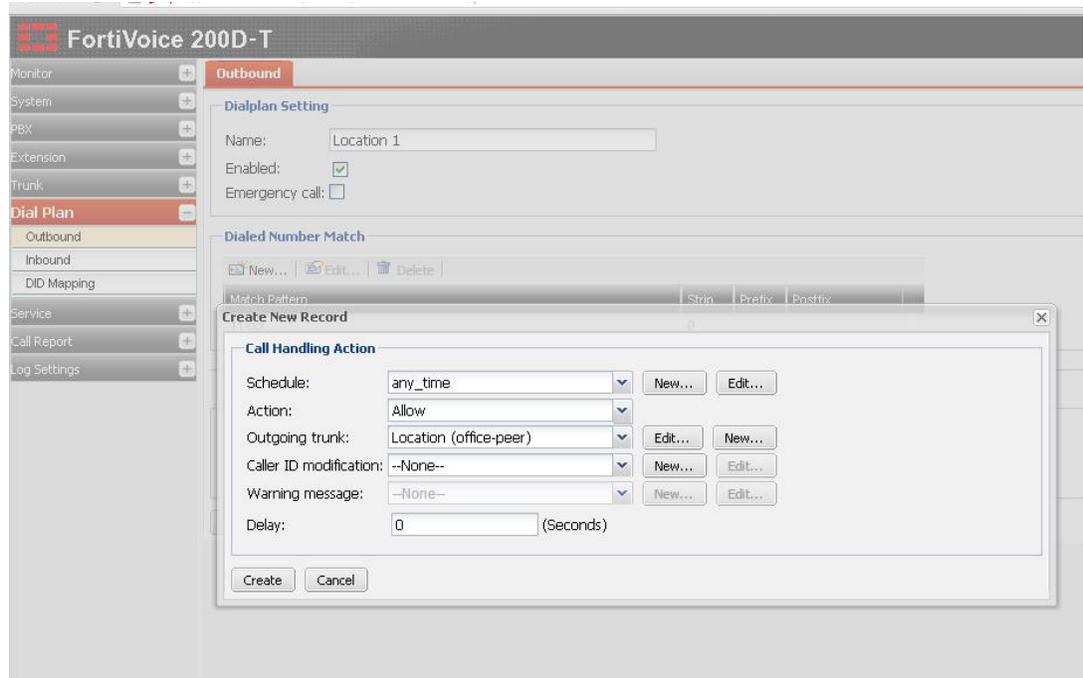
The screenshot shows the FortiVoice 200D-T web administration interface. The left sidebar contains a navigation menu with options: Monitor, System, PBX, Extension, Trunk (selected), PSTN / PRI, SIP, Office Peer, Dial Plan, Service, Call Report, and Log Settings. The main content area is titled 'Office Peer' and is divided into two sections: 'Trunk Settings' and 'Authentication Settings'. In the 'Trunk Settings' section, the 'Name' field is set to 'Location 1', 'Enabled' is checked, 'Type' is set to 'SIP', 'Remote server' is '192.168.1.10', 'Remote port' is '5060', and 'SIP setting' is 'sip_setting_default'. There are 'New...' and 'Edit...' buttons next to the SIP setting dropdown. A 'Fetch directory' checkbox is unchecked. The 'Authentication Settings' section has 'Incoming authentication' checked with 'Inbound name' set to 'FortiVoice', 'Outgoing authentication' checked with 'Outbound name' set to 'FortiVoice', and 'Shared password' set to 'Password'. 'Create' and 'Cancel' buttons are at the bottom of the form.

3. In the *Name* field, enter a name for the other location.
4. In the *Remote server* field, enter the IP address of the system in the other location.
5. In the *Remote port* field, enter the SIP signaling port of the other location. The default is 5060, but we recommend you change the port in all locations for enhanced system security.
6. In the SIP setting pull-down menu, select *SIP_settings_default*. If you wish to adjust the default settings, consult the system's user guide.
7. Under *Authentication Settings*, check the *Incoming authentication* box.
8. In the *Inbound name* field, enter *FortiVoice*.
9. Check the *Outgoing authentication* box.
10. In the *Outbound name* field, enter *FortiVoice*.
11. In the *Shared password* field:
 - a. If the system you're connecting has an FVC-200D or 200DT, assign a password that both systems will use.
 - b. If the system you're connecting has an FVC-40S, 40, 70 or 100, use the global dial plan password of that system.

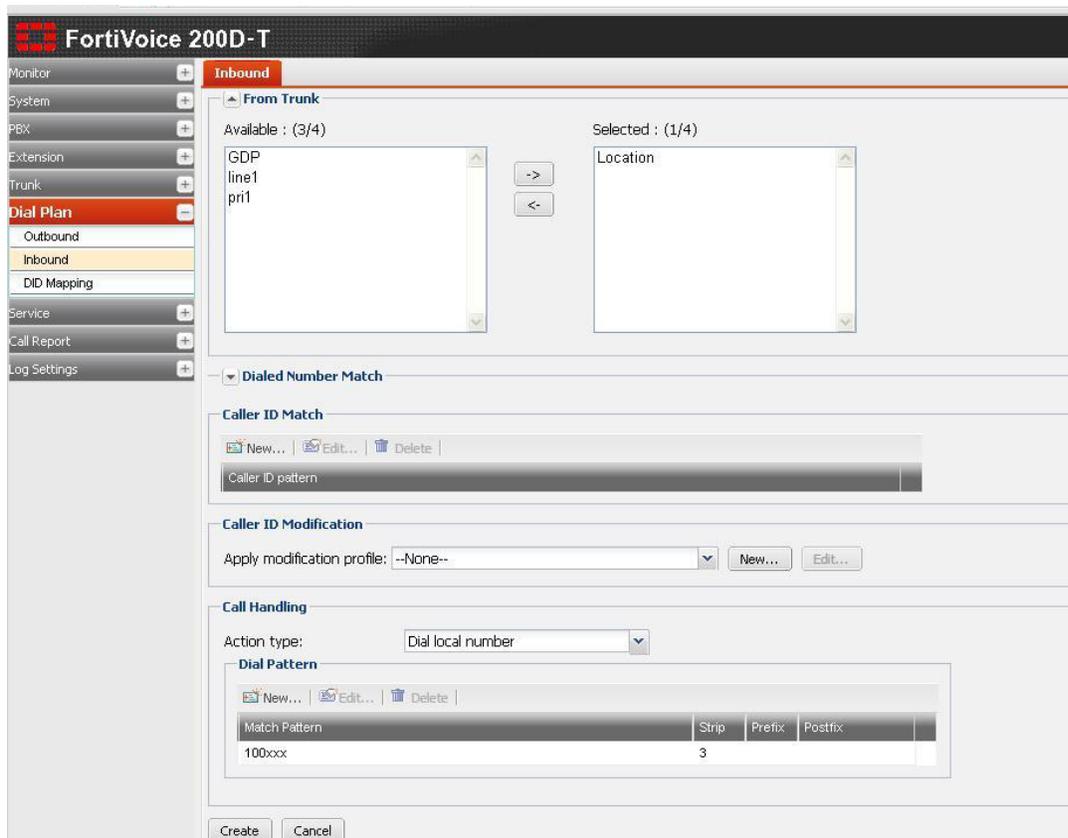
- Go to *Dial Plan > Outbound* and click *New*.



- In the *Name* field, enter a label for the other location.
- Under *Dialed Number Match*, click *New > New*.
- In the *Match Pattern* field, enter the location code of the other location and an X for each digit in the other location's dial plan for extension numbers. If the other location has an FVC-40S, 40, 70 or 100, the location code must match the code in the global dial plan.
- Under *Call Handling Action*, click *New*.
- In the *Schedule* pull-down menu, select the appropriate schedule.
- In the *Action* pull-down menu, select *Allow*.
- In the *Outgoing trunk* pull-down menu, select the name you assigned in step 3.



20. Go to *Dial Plan > Inbound* and click *New*.



21. In the *Name* field, enter a label for the other location.

22. Under *From Trunk*, select the name you assigned in step 3.

23. Under *Call Handling*, select *Dial local number* for the *Action type*.

24. Under *Dial Pattern*, click *New* and add the location code of this location followed by an *X* for each of the digits in this location's extensions.

25. Under *Strip*, enter the number of digits in the location code of this location. For example, if your location code is 100, enter 3.

