



FortiVoice™
QuickStart Guide
Version 7.31



FortiVoice QuickStart Guide 7.31

Revision 2

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Table of Contents

- Package Contents 1**
- Installing the Management Software..... 2**
- Connecting the Phone System..... 3**
- Connecting Lines and Devices..... 4**
- Opening the Management Software..... 6**
- Configuring the System 7**
- Setup Complete 8**
- Register Your Product..... 9**
- Product License Agreement..... 10**

Package Contents

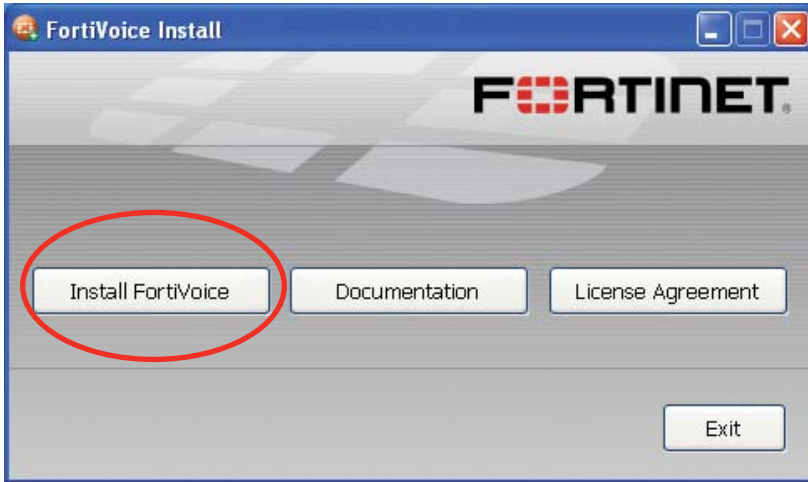
Each package contains the following:

- The phone system
- AC adapter and AC power cord
- RJ-11 telephone cables for each telephone line
- RJ-45 Ethernet cable
- RJ-48 Ethernet cable (FVC-100T models only)
- Screws and anchors for optional wall-mounting
- Management Software CD
- QuickStart Guide



Installing the Management Software

1. Ensure you have Administrator privileges on your PC.
2. Turn your computer on and insert the CD into the CD-ROM drive.
3. The *FortiVoice Install* main window will appear within 20 seconds. Click *Install FortiVoice* and follow the instructions.



If the installation program does not automatically start (for example, if Autorun is disabled on your PC):

4. From the desktop, double-click the *My Computer* icon.
5. Double-click on the CD drive.
6. Double-click on *startscreen.exe* located in the Start folder.
7. Click *Install FortiVoice* and follow the instructions.

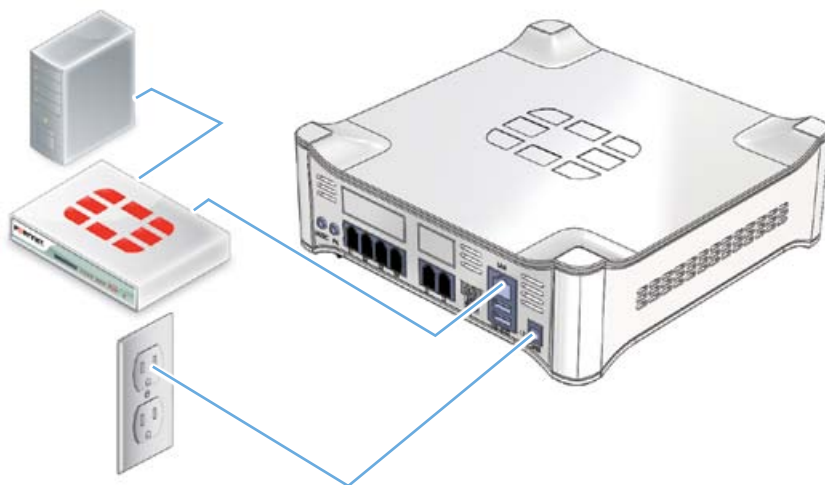
Connecting the Phone System

If your phone system has been exposed to low temperatures prior to installation, wait until the system has reached room temperature before connecting the power to avoid damage due to condensation.

IMPORTANT: See installation instructions **before** connecting to the supply. Visit docs.fortinet.com for the *FVC Hardware Specification Guide*.

Connecting to a LAN

Connect one end of the provided RJ-45 Ethernet cable to the LAN port at the back of the unit and the other end directly to your network (i.e. Ethernet switch, router, etc.). Ensure your computer is connected on the same network.



Powering up the system

Connect the provided AC adapter to the power port at the back of the unit and plug the adapter into a surge-protected power outlet.



Never use an AC adapter other than the one provided with the unit. For safe operation, connect a ground cable to the screw post on the back of the phone system (⊕) and the other end to the screw of the face plate of an outlet.

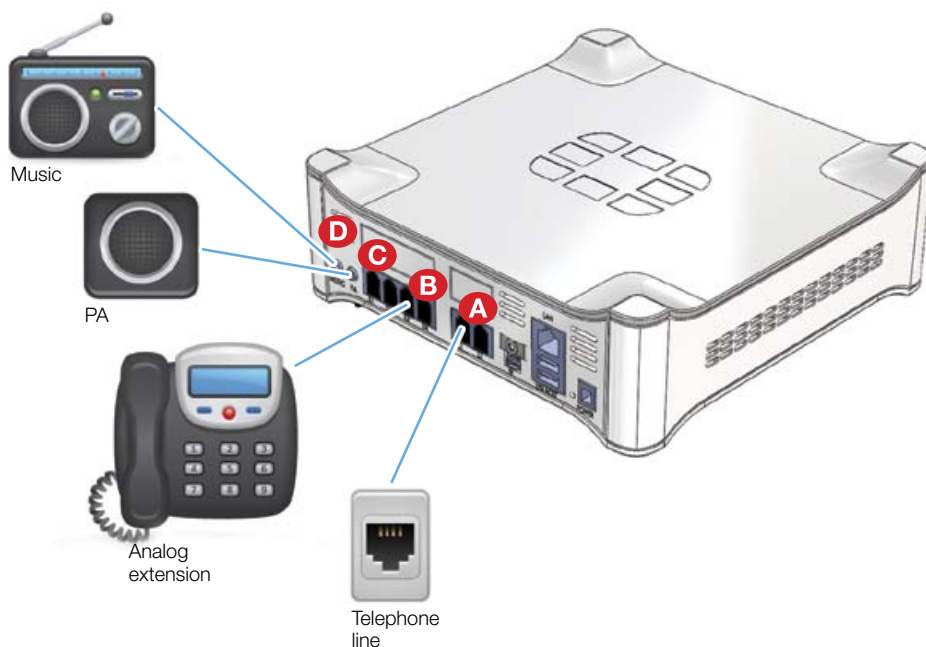
Ne jamais utiliser un adaptateur AC autre que celui fourni avec l'appareil. Pour une utilisation sécuritaire, branchez le câble de mise à la terre fourni à la vis arrière du système téléphonique (⊕) et l'autre extrémité à la vis de la plaque frontale d'une prise électrique.

Connecting Lines and Devices

A. Connecting telephone lines (optional)

Plug telephone lines into grey line jacks.

1. Connect one end of a provided RJ-11 telephone cable to the wall phone jack of a telephone line, and the other end to a white line jack on the back of the unit. Start with the jack labeled *L1*.
2. Repeat with other lines.



If you have two-line telephone jacks, each line must be connected to a separate jack on the back of the unit.

1. Connect the dual-to-two-single-line adapter to the wall phone jack.
2. Connect one end of a provided RJ-11 telephone cable to the adapter, and the other end to a jack on the back of the unit.
3. Connect one end of a second RJ-11 telephone cable to the adapter, and the other end to another line jack.

B. Connecting analog extensions to the unit (optional)

Connect the cables from your analog phones and fax machines to the extension jacks on the back of the unit. Extension jacks are labeled with *E* and a number.

C. Connecting to a PA system (optional)

You can connect the unit to a PA amplifier. A user can then dial ***0** to make an overhead page.

Connect a 1/8" (3.5 mm) mono phono connector cable from the *PA* jack of the unit to the amplifier.

If your system has multiple units, you may need to connect the *PA* jack of each unit to the amplifier.

For complete details on configuring the *PA* jack, refer to “[PA options](#)” in Chapter 2 of the *FortiVoice User Guide*.

D. Connecting an external audio source (optional)

You can add music on hold to your system from an internal music file or external audio source. If you use a music file, no further connection or configuration is required. If you use an isolated external audio source such as a CD player or sound card, connect a 1/8" (3.5 mm) mono phono connector cable to the *MUSIC* jack of the unit.

If your system has multiple units, you will need to provide audio to the *MUSIC* jack of each unit.

For complete details on configuring music on hold and for using internal music files, refer to “[On-Hold/Ringback](#)” in Chapter 2 of the *FortiVoice User Guide*.

Connecting a T1/E1 line (optional)

Connect the T1/E1 cable to the RJ-48 port labeled *T1/E1*.

Connecting IP phones

Connect a network cable between the LAN port on the phone and your network (i.e. Ethernet switch, router, etc.). Some IP phones also have a PC port, which can be used to connect the PC to the network if only one network connection is available.

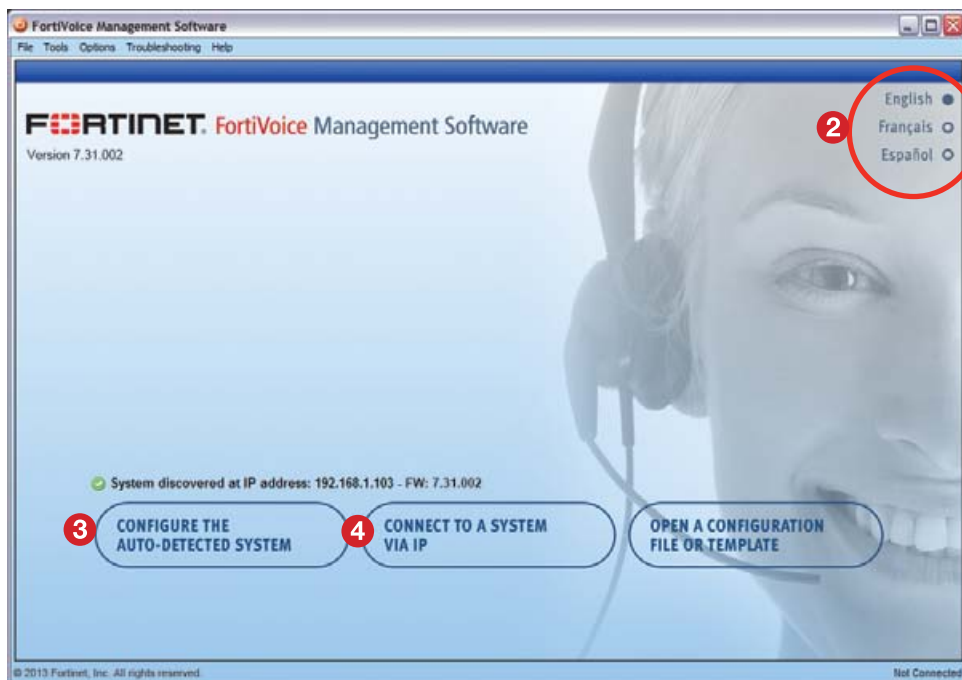
See “[Adding IP Phones](#)” in Chapter 2 of the *FortiVoice User Guide* for detailed instructions on how to connect IP phones.

Opening the Management Software

1. Double-click the *FortiVoice Management 7.31* icon on your desktop. Alternatively, click *Start > Programs > FortiVoice 7.31 > FortiVoice Configuration 7.31*.

The *FortiVoice Management Software* window appears, and the software attempts to detect your unit.

2. Select your language: *English*, *Français* or *Español*.



3. Once the software detects your unit, click *Configure the Auto-Detected System*. The *System Configuration Options* page appears.
4. If the software was unable to detect your unit, check that all your wires and plugs are securely connected, and then click *Retry Auto-Discovery*.

If auto-detection does not work, connect an analog phone to the unit, dial **# 9 1 #**. The unit will provide its IP address. Click *Connect to a System via IP*, and then enter the IP address. The *About* page appears.

For more information, refer to “[File menu](#)” in Chapter 2 of the *FortiVoice User Guide*.

Configuring the System

Select *Assisted configuration*.

Follow the instructions of the Configuration Assistant through the initial setup. If you need to configure parameters that aren't addressed in the Configuration Assistant, you can access them in the advanced configuration after you're done.



Setup Complete

Congratulations!

Your phone system is ready to accept incoming calls.

What's next?

To access built-in Help, click on the question mark in the corner of any screen or section it appears in.

✓ Activate Auto Attendant 1

Auto Attendant label:

Actions during auto attendant playback

If caller presses	Action	Resource	Language of system prompts
0 :	<input type="text" value="go to local extension"/>	<input type="text" value="112 - Steve Peterson"/>	<input type="text" value="Default (English)"/>
1 :	<input type="text" value="go to local extension"/>	<input type="text" value="222 - Andy Parker"/>	<input type="text" value="Default (English)"/>
2 :	<input type="text" value="go to local extension"/>	<input type="text" value="224 - Peter Lee"/>	<input type="text" value="Default (English)"/>
3 :	<input type="text" value="go to voicemail"/>	<input type="text" value="225 - Joan Rielly"/>	<input type="text" value="Default (English)"/>

Refer to the built-in Help or the [FortiVoice User Guide](#) for further instructions on:

- Modes for handling incoming calls after hours and during holidays.
- Local extensions for placing and receiving calls within the office.
- Remote extensions for receiving calls outside the office.
- Ring groups so callers can reach the first person available in the sales, support or other team.
- Call cascades to automatically transfer unanswered calls between local extensions, remote extensions and ring groups.
- Caller ID based routing to automatically transfer calls based on who's calling.
- Line hunt groups to control access to outbound telephone lines.
- System speed dials to quickly call clients from any extension.
- E-mail to notify users when they have voicemail.
- Remote management for using the system via the Internet.

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Register

You must register your Fortinet product in order to receive:

- Technical support
- Software updates

Enregistrer

Vous devez enregistrer le produit pour recevoir:

- Support technique
- Mises-à-jour logiciel

Registra

La registrazione vi permette di usufruire di:

- Supporto tecnico
- Aggiornamenti software

Registrar

Debe registrar el producto para recibir:

- Apoyo técnico
- Actualizaciones de software

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