



FortiCall VoIP Service Configuration Guide



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Configuring FortiVoice™ for FortiCall VoIP service

Introduction

This guide will show you how to set up a service provider profile, change codec options (if necessary), and VoIP numbers for FortiCall VoIP service.

When you start an account with FortiCall, you will be provided with registration information. Use this information to set up FortiCall service, and to set up the service provider profile and VoIP numbers on your FortiVoice system.

See the “VoIP Information” section of the *FortiVoice User Guide* for instructions on how to connect your system to a network, set up IP addresses, configure the router, set up line hunt groups, set up VoIP caller ID and reserve VoIP lines.

Setting up a service provider profile

A service provider profile contains the settings that allow your FortiVoice to register with the provider.

1. Select the *VoIP Configuration* page.

Profile	Profile Name
MB	Multi-branch
SP 1	FortiCall
SP 2	Service Provider 2
SP 3	Service Provider 3
SP 4	Service Provider 4

Activate Profile

Service Provider: FortiCall Update Configuration

Profile name: FortiCall

Additional Settings...

Registration Method: By Account Number - Master

Username and Password: User/Account: FortiVoice MAC Address Password:

VoIP Provider: Proxy server name: myforti1.secureto.us Registrar server name: forti1.secureto.us Outbound proxy: forti1.secureto.us Realm/domain: forti1.secureto.us

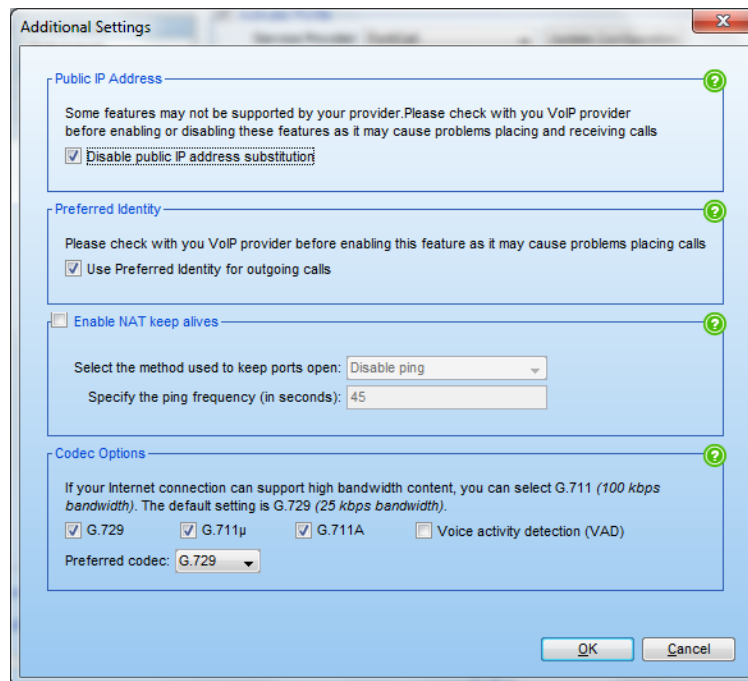
View All Registrations...

2. Select a *Profile* (SP 1 to SP 4) that you wish to assign for use with FortiCall.
3. Select the *Activate Profile* checkbox.
4. In the *Service Provider* pull-down menu, select *FortiCall* as the *Profile name*.
5. Click the *Update Configuration* button. The essential settings for communication with the service provider’s servers will be completed automatically.
6. Enter your FortiCall authentication name and password within the *Username and Password* section.

Setting codec options (if necessary)

A codec is a method of compressing and decompressing audio signals for communication across a network. FortiVoice supports the G.729 and G.711 (μ -law or A-law) codecs for VoIP calls. If your service provider or equipment requires specific codecs for VoIP or Fax over IP calls, you can restrict FortiVoice to use the required codec.

The *Additional Settings* button opens a window where you will find the codec options at the bottom. This section allows you to select the codecs your system can use, specify the preferred codec, and clear the unsupported codecs. You can specify the codecs for the multi-branch profile, and for each service provider profile.



The following codecs are supported:

- *G.729* — This codec provides good quality. It requires the least bandwidth and accommodates the highest number of concurrent calls.
- *G.711 μ* — This codec provides high quality and supports Fax over IP. It requires the most bandwidth and accommodates the fewest number of concurrent calls. G.711 μ is used in North America and Japan.
- *G.711A* — This codec provides high quality and supports Fax over IP. It requires the most bandwidth and accommodates the fewest number of concurrent calls. G.711A is used worldwide outside North America and Japan.
- *G.729* is set as the *Preferred codec*.
- *Voice activity detection (VAD)* — This is disabled by default, as it is not recommended for this service.

Setting up VoIP numbers

FortiCall assigns VoIP numbers, which is a telephone number, to be used to dial a FortiVoice system.

1. Select the *VoIP Numbers* page.

The screenshot displays the 'VoIP Numbers' configuration interface. On the left, a table lists VoIP numbers with columns for ID and VoIP Number. The first row is selected, showing ID 1 and number 1-234-5678901. On the right, the configuration form includes:

- Activate VoIP Number:** A checked checkbox (labeled 3).
- Select a VoIP Profile:** A dropdown menu set to 'FortiCall' (labeled 4).
- Phone Number:** Fields for Country code (1, labeled 4), City or area code (234, labeled 5), and Number (5678901).
- Username and Password:** Fields for User/Account (FortiVoice MAC Address) and Password (masked with dots).
- Registration Status:** Shows 'Status: Unregistered' and a 'View All Registrations...' button.
- Call Handling:** Includes mode selection (Mode 1 (dayMode), Mode 2 (nightMode), Holiday Mode) and a section for call actions. A dropdown menu is set to 'ring extensions' and an 'Edit...' button is highlighted with a red circle (labeled 6).
- Unanswered Call Action:** A dropdown set to 'go to auto attendant', a dropdown set to '1 - mainIVR', and a field for 'after 4 rings'.

2. Select a VoIP number slot.
3. Select the *Activate VoIP Number* checkbox.
4. Set the VoIP profile to *FortiCall*.
5. Enter the VoIP number. This is the Telephone Number provided by *FortiCall*.
 - a. Enter the first digit as the *Country code*.
 - b. Enter the next three digits as the *City or area code*.
 - c. Enter the final seven digits as the *Number*.
6. Set up call handling for the VoIP number. For more information, click the Help icon (🔍) in the *Call Handling* area.
7. Repeat steps 2 to 6 for each additional VoIP number.

Setting up a line hunt group



Ensure that Hung group 9 is assigned to the group of telephone lines or VoIP trunks used to call emergency services.

Set up a line hunt group for FortiCall, as described in the “VoIP Information” section of the *FortiVoice User Guide*.

The configuration has nine different line hunt groups. For all FortiVoice units, line hunt group 88 uses multi-branch VoIP by default, and the other line hunt groups use telephone lines. You can modify these default settings as required. If you are using multiple service provider VoIP networks, set up a line hunt group for each service provider.

FortiVoice recommends the use of the line hunt group’s Busy Overflow feature for failover to telephone lines and protection against SIP trunk failure (for example, loss of broadband access).

Saving settings

To transfer settings from your computer to the FortiVoice system, choose *File > Save*. A window appears indicating the configuration is being sent.

Verifying registration

1. Select the *VoIP Configuration* or *VoIP Numbers* page.
2. Click *View All Registrations*. The *Registration Status* window appears with a list of VoIP numbers, their registration status, and the number of seconds until their registrations with the SIP server will expire. This confirms that the VoIP numbers are registered with the service provider.
3. Choose *All Registered Numbers* or an active profile (e.g. FortiCall).
4. Ensure the status of the VoIP numbers/account(s) is *Registered*.

Client	Status	Expires
1-234-5678901	Registered	300

