

FortiVoice

In this course, you will learn how to deploy, configure, and manage FortiVoice systems. You will also learn how to configure FortiVoice profiles, extension set ups, trunk configurations, and call features including using soft phones.

Product Version

- FortiVoice 6.0.4

Course Duration

- Lecture time (estimated): 9 hours
- Lab time (estimated): 5 hours
- Total course duration (estimated): 14 hours
 - 2 full days or 4 half days

Who Should Attend

Networking and security professionals involved in the management, configuration, administration, and monitoring of FortiVoice devices used in their organizations' networks.

Certification

This course does not have a certification exam.

Prerequisites

It is recommended that you have an understanding of the following topics:

- Network protocols
- Network concepts
- VoIP protocols

Agenda

1. System Overview
2. Extension Configuration
3. Groups
4. Trunks
5. Call Features
6. Log & Maintenance
7. Call Reporting
8. User Portal
9. Auto Dialer
10. Gateway Management
11. FortiFone Softclient

Objectives

After completing this course, you will be able to:

- Deploy the FortiVoice on your network
- Configure and set up HA for large scale deployments
- Install and set up extensions for both internal and external users
- Create groups to manage calls and configuration options
- Set inbound and outbound dialing rules to meet customer requirements
- Use and manage Auto Attendant menus and options
- Understand system advanced features
- Monitor system via logs and traces to ensure the system is setup correctly
- Generate call reports and invoices based upon user or trunk activity
- Provide access and rights to users within the user portal
- Configure auto dialer and campaigns
- Deploy gateway and local survivable systems
- Deploy softclients for mobile workers

Training Delivery Options and SKUs

Instructor-Led Training

Includes standard NSE training content delivered in person onsite, or live online using a virtual classroom application. Training is delivered within [public classes](#) or as a private class. Private requests are scoped, quoted, developed, and delivered by Fortinet Training (minimum quantities apply).

Use the following ILT Training SKU to purchase scheduled public classes of this course through [Fortinet Resellers](#) or [Authorized Training Partners](#):

FT-FVC

Self-Paced Training

Includes online training videos and resources through the [Fortinet Training Institute](#) library, free of charge.

You can purchase on-demand lab access with interactive, hands-on activities using a purchase order (PO) through [Fortinet Resellers](#) or [Authorized Training Partners](#).

After you complete the purchase, you receive lab access and the accompanying lab guide within the self-paced course.

Use the following on-demand lab training SKU to purchase lab access using a PO:

FT-FVC-LAB

See [Purchasing Process](#) for more information about purchasing Fortinet training products.

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- CPE training hours: 9
- CPE lab hours: 5
- CISSP domains: Communication and Network Security

Program Policies and FAQs

For questions about courses, certification, or training products, refer to [Program Policy Guidelines](#) or [Frequently Asked Questions](#).

