Features of Fortivoice Phone Systems

FortiVoice telephone systems are loaded with features that small businesses need and big businesses take for granted, including features that cost extra on other systems. And unlike phone company services such as voicemail or call forwarding, you don't have to pay every month.

Auto Attendants
Greet callers with recorded messages that offer touchtone choices and connect callers to extensions. It's like having your own receptionist 24 hours a day.

Dial-By-Name Directory
Callers can select an extension by dialing the name of the person they want to reach.

Music on Hold
Play music or custom-made announcements for callers on hold.

Multiple Languages
Hola. Bonjour. Hello. FortiVoice speaks fluent English, French or Spanish. You can let your customers select the language of their choice when the auto attendant answers, and the prompts at individual extensions can use different languages.

Extension Groups
Send calls to all local extensions in a department. Ring more than one extension simultaneously and use different ring patterns to identify types of calls.

Call Queue
If an extension or ring group is busy, the caller gets the option to leave a message, remain on hold, or return to the auto attendant. At your extension, you get notified of queued inbound calls.

Mode Scheduling
Handle incoming calls differently at different times of the day, days of the week and on holidays. FortiVoice can professionally handle calls during and after regular business hours.

Call Conference
Connect up to 8 parties on one phone call.

Call Hold Transfer/Park
Hold calls. Transfer calls to local or remote extensions, ring groups, or voicemail.

Automatic Hotline Calling
Automatically dial a set number when a specific phone is picked up. Perfect for door phones.

Voicemail
Built-in voicemail saves you paying monthly for phone company voicemail, and it's centralized, so you don't have to check different mailboxes for cell and office phones.

Call Bridge
Access your office long distance savings plan from outside the office.

User Privileges
Route and block specific types of calls based on the type of user. All long-distance calls, for example, can use a specific line or group of lines, and you can prevent unauthorized long-distance calling from any local extension.

Call Detail Record Logging
Assign accounts to calls and track length of calls for billing of professional services.

Remote Management
Change configuration of the system remotely.

Outbound Call Balancing
Ensure that your outgoing calls find and use phone lines in the best way possible for your business.

Auto Fax Detection
Automatically route faxes without wasting money on a dedicated fax line.

Connect Anywhere:

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Any phone, anywhere, can be added as an extension of the system. Integrate mobile and teleworkers, stay connected anywhere, and give your customers a single number to contact you.

Voicemail to E-mail
Receive e-mail notification of new voicemail, with or without the message attached as an audio file.

Call Handling
If your extension is busy, not answered, screened, or on do not disturb, calls can ring a sequence of other extensions or ring groups. With call handling, FortiVoice can make several attempts to locate you before sending the caller to voicemail.

Call Forward
Send calls to any other local or remote extension, to a ring group, or voice mailbox.

Call Waiting
If another call comes in while you're on the phone, you are notified and the caller ID is displayed. You can easily toggle between calls.

System Speed Dials
Store up to 100 numbers on your system for easy access.

Caller-ID Routing
Handle calls differently based on where they come from. Ensure critical calls get instant access, and telemarketers don't.

Intercom
Place calls from one extension to another.

Set Paging
FortiVoice can be connected to a PA system, or announcements can be made through the speakers of selected FortiVoice telephones.

Call Pickup
Pick up calls from other extensions.

Call Screening
Records a caller's name, then plays it to the recipient, who can accept or redirect the call.

Line Appearance
See which lines are available or in use, right on your FortiVoice IP set. Customize which lines to view for each extension. Exclusively available with selected FortiVoice IP phones.