



Amazon Alexa Configuration With FortiVoice Enterprise Technical Note



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Technical Documentation
Knowledge Base
Customer Service & Support
Training Services
FortiGuard
Document Feedback

fortivoice.com
docs.fortinet.com
kb.fortinet.com
support.fortinet.com
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Introduction

This technical note describes how to configure Amazon Alexa to work directly on the FortiVoice Enterprise system. In order for the FortiVoice system to work with Alexa it requires a two stage setup process. This requires your system to register to a Fortinet server first in order to help validate your users as well as the Amazon linking of accounts. This guide will walk you through the process of setting up the system. Use this note in conjunction with the FortiVoice Enterprise Phone System Administration Guide.

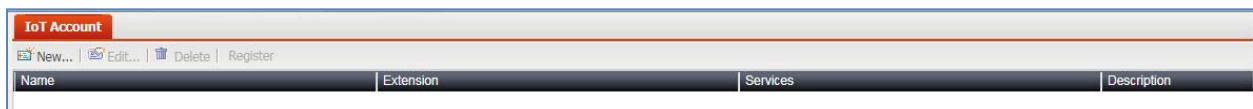
Prerequisites

- FVE 5.3.8 build or later
- User Portal access
- Amazon account
- Internet connectivity
- Port forwarding for HTTPS port

Configuring FortiVoice

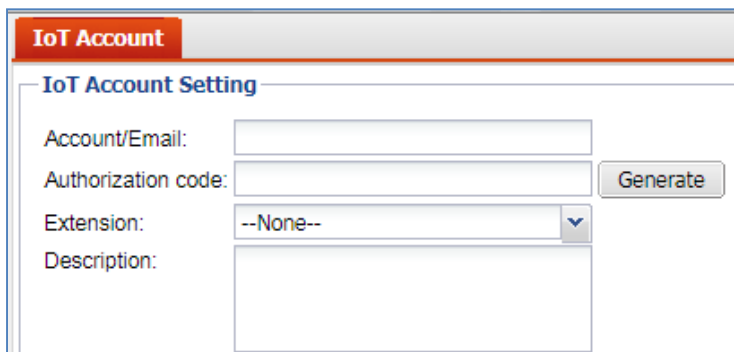
To configure Amazon Alexa in the FortiVoice Enterprise administrators must ensure IoT is enabled on their system under *Phone System -> Advanced Settings -> Miscellaneous*. Administrators must create accounts for each user as well as ensure they have access to IoT under user privileges.

1. Go to *Call Features -> Internet of Things* in the left hand nav. Click new to create a new entry.



IoT Account			
New... Edit... Delete Register			
Name	Extension	Services	Description

2. Enter in the user's email address, then create a password either manually or with the auto generated button and select their extension.



IoT Account

IoT Account Setting

Account/Email:

Authorization code:

Extension:

Description:

3. Enable the Amazon Alexa service for the extension. If the user wishes to use their phone to initiate requests to Alexa check 'Enable FortiVoice extensions'. Click Create and select 'Yes' to register the account.

Service: Amazon Alexa
 Allow FortiVoice extension

4. The profile should now display registered.

IoT Account				
Name	Extension	Services	Description	Status
test@domain.com	7701	Amazon Alexa		registered

5. Go to *Features -> User Privileges* in the left hand nav. Edit the user privilege and enable Internet of Things in the *Basic Settings* section.

User Privileges Account code

Name:

Basic Settings

- Auto provisioning
- List in directory
- Configure programmable phone key/PFK
- Internet of things
- Lookup directory
- Lookup directory in remote office(s)
- Twinning

Setting up Amazon Alexa

To enable Amazon Alexa users will need to log into the user portal to find the authorization code for linking their FortiVoice skill in Amazon as well as the option to enable their phone to use Alexa. If using the Amazon echo skip to the Note section.

1. Go to *Internet of Things* in the left hand nav.

Internet of Things

Iot Account

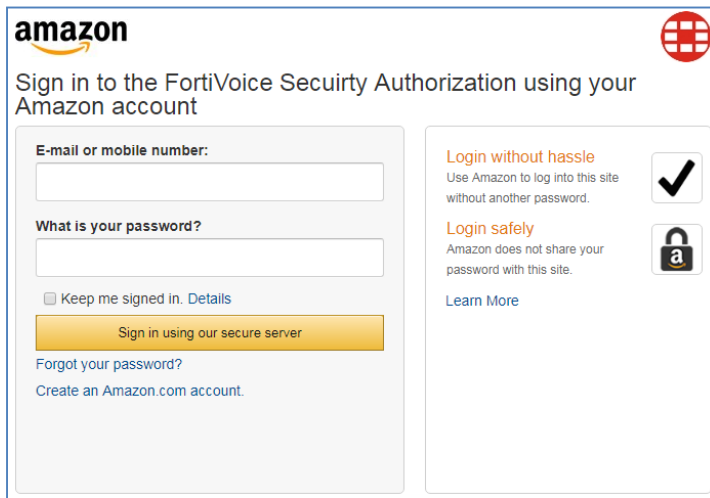
Account/Email: test@domain.com
Authorization code: *3547837

Amazon Alexa service has been enabled for this extension. Amazon Echo is automatically supported.
[Authorize my extension to use Amazon Alexa Voice Service](#)

2. Click on 'Authorize my extension to use Amazon Alexa voice service', if available.

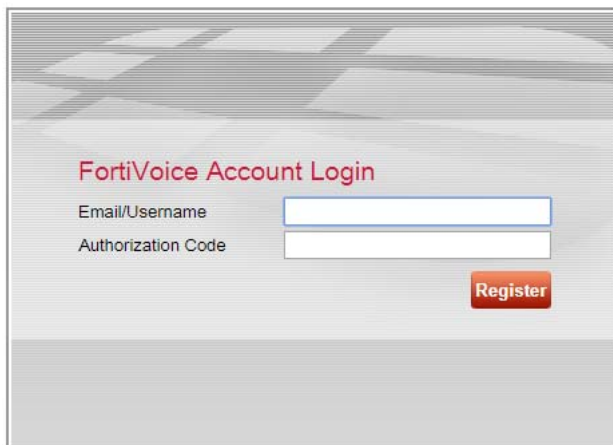
Authorize my extension to use Amazon Alexa Voice Service

3. Accept the terms and conditions.
4. Enter in your Amazon username and password to log in. If you do not have one click on 'Create an Amazon account'.



The screenshot shows the Amazon sign-in interface. At the top left is the Amazon logo. Below it, the text reads "Sign in to the FortiVoice Security Authorization using your Amazon account". There are two input fields: "E-mail or mobile number:" and "What is your password?". Below the password field is a checkbox for "Keep me signed in. Details" and a yellow "Sign in using our secure server" button. Links for "Forgot your password?" and "Create an Amazon.com account." are at the bottom left. On the right, there are two options: "Login without hassle" (checked with a checkmark icon) and "Login safely" (with a lock icon). A "Learn More" link is also present.

5. Enter in your Email and Authorization code that is displayed in your user portal.



The screenshot shows the "FortiVoice Account Login" page. It features a header with a grid pattern. Below the header, the title "FortiVoice Account Login" is displayed in red. There are two input fields: "Email/Username" and "Authorization Code". A red "Register" button is located at the bottom right of the form area.

Once entered in you will have successfully linked your extension to the Amazon servers.

Note:

Once complete you will be required to log in into your Amazon Alexa account and enable the FortiVoice skill in order to use any of the options. You will be prompted for your email and authorization code from the user portal.

In the event that you deregister your system from the Fortinet servers and register again you will be required to complete the steps again for *Setting up Amazon Alexa* to link your account again.

Using Alexa through FortiVoice

From your extension dial *91, to activate Alexa and speak any of the following options listed for the corresponding features. The system will respond back with a voice response or complete the action based upon the commands provided.

Do not disturb

- Ask FortiVoice Do not disturb / Ask FortiVoice d n d
- Ask FortiVoice do not disturb on / Ask FortiVoice do not disturb enable / Ask FortiVoice d n d on
- Ask FortiVoice do not disturb off / Ask FortiVoice do not disturb disable / Ask FortiVoice d n d off
- Ask FortiVoice to turn on do not disturb / Ask FortiVoice to enable do not disturb / Ask FortiVoice to enable d n d
- Ask FortiVoice to turn off do not disturb / Ask FortiVoice to disable do not disturb / Ask FortiVoice to disable d n d

Calling a number

- Ask FortiVoice to call <number> / Ask FortiVoice to dial <number>
- Ask FortiVoice to call extension <number> / Ask FortiVoice to dial extension <number>

Calling a name

- Ask FortiVoice to call <first name> / Ask FortiVoice to dial <first name>
- Ask FortiVoice to call <last name> / Ask FortiVoice to dial <last name>
- Ask FortiVoice to call <first name & last name> / Ask FortiVoice to dial <first name & last name>

Call forwarding

- Ask FortiVoice to enable call forwarding <number> / Ask FortiVoice to turn on call forwarding <number> / Ask FortiVoice to call forward <number>

- Ask FortiVoice to disable call forwarding / Ask FortiVoice to turn on call forwarding <number>

Quick Call Handling

- Ask FortiVoice to enable <mode > / Ask FortiVoice to turn on <mode >
- Ask FortiVoice to enable <mode > call handling / Ask FortiVoice to turn on <mode > call handling
- Ask FortiVoice to enable <mode > quick mode / Ask FortiVoice to turn on <mode > quick mode
- Ask FortiVoice to set call handling to <mode > / Ask FortiVoice to set quick mode to <mode >