



FortiVoice™ 200D/200D-T/2000E-T2  
Working with Operator Mode  
Technical Note



## FortiVoice 200D/200D-T/2000E-T2 Working with Operator Mode Technical Note

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2nd Edition

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# Working with FortiVoice operator mode

If an extension is assigned the operator role by the administrator, the extension user can process phone calls on the Web as an organization's phone operator.

This technical note assumes that you use the FortiVoice 200D/200D-T/2000E-T2 3.0.0 software. Use this note in conjunction with the *FortiVoice 200D/200D-T/2000E-T2 Administration Guide*.

## To use the operator mode

1. Configure a user privilege with operator role enabled to apply to an extension.
  - a. Go to *Call Features > User Privileges > User Privileges* and click *New*.

Name:

**Basic Settings**

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

**Role Settings**

- Operator role

**Voice Mail**

- Enabled
- Maximum messages:
- Voice mail retention days:

**Fax**

**Call Restriction**

**Monitor/Recording**

**Hot-desking**

**Advanced**

- b. Configure the user privilege and make sure to enable *Operator role*.
- c. Click *OK*.

2. Configure an extension and apply the user privilege to it.
  - a. Go to *Extensions > Extensions > IP Extensions* and click *New*.

**Extension Setting**

Number:   Show suggested numbers

User ID:

Enabled:

Display name:

External caller ID:  e.g, Jim <612223>

**Password policy is disabled**

SIP password:

User PIN:

Authentication type: Local

Language: --Default--

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**Advanced Setting**

Location: Internal

SIP setting: --None--

**User privilege: operator**

Department: --None--

Phone type: FortiFone-350/360i

MAC address:

Phone profile:  Admin defined  
 User defined

--Default--

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**Voice Mailbox**

- b. Configure the extension and make sure to select the *User privilege* you configured.
- c. Click *Create*.
- d. Go to *Extensions > Extensions > Preferences* and double-click the extension you created.

Extension User Preference

**Voicemail Setting**

User ID:

Number:

Display name:

911 caller ID:

External caller ID:  e.g, Jim <612223>

Ring duration:  (Seconds)

Call forward Forward to:

Call waiting

Do not disturb

Message waiting indication

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**Notification Options**

Voicemail:  None  Simple  With attachment

Fax:  None  Simple  With attachment

Missed call:  Off  On

Email address:

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**Display Preference**

**Default portal: Operator console**  User portal  Operator console

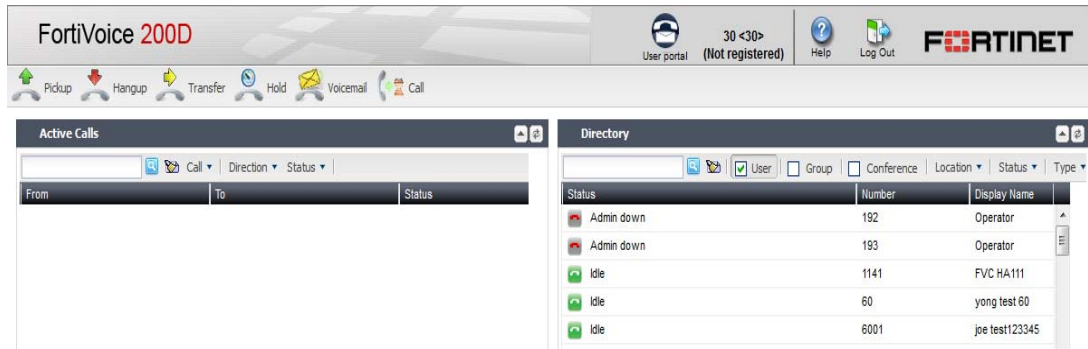
Prompt language: --Default--

Theme: Red Grey

Time zone: (GMT+8:00)Kuala Lumpur,Singapore

- e. Under *Display Preference*, select *Operator console* as the default user web portal interface.

3. Log into the extension's user web portal.



The *Directory* pane of the console lists the extensions of your organization in various status. In the *Active Calls* pane, you can filter the calls by category, direction, and status. The *Call* filter has the following options:

- pick up the call
- hang up the call
- transfer the call by dragging and dropping it to an extension in *Idle*, *In Use*, *Busy*, *Ringing*, or *On Hold* status in the *Directory* pane
- hold the call
- transfer the call by dragging and dropping it to the voicemail of an extension in *Idle*, *In Use*, *Busy*, *Ringing*, or *On Hold* status in the *Directory* pane

If the operator needs to make a call using the console, do one of the following:

- in the *Directory* pane, select the extension you want to call and click the *Call* icon at the top of the *Active Calls* pane.
- click the *Call* icon at the top of the *Active Calls* pane. Enter the extension to call and click *Call*.

The FortiVoice unit will first ring the callee's extension and, once the call is connected, will then ring the caller's extension.

