



FORTIVOICE FOR K-12 EDUCATION

For sophisticated, connected-everywhere communication and total call control



School systems today are often overwhelmed by constantly evolving communications, phone and device technology, and determining how to build a communications infrastructure that will last into the future.

Student safety, cybersecurity, compliance, parental involvement, and employee satisfaction are but a few of the factors that need to be taken into consideration when evaluating phone systems. With tight budgets and limited staff, schools need a cost-effective phone solution that meets functional requirements with minimal management and administration.

FortiVoice Enterprise Phone Systems deliver intelligent call handling in a powerful, affordable, and simple package, with no additional licenses to buy or cards to install. FortiVoice products offer school systems with up to 10,000 phone users a secure, unified communication experience for efficient employee collaboration and excellent customer service, and are scalable with the FortiVoice Gateway solution for additional phone lines.

Users love the FortiVoice user-friendly series of FortiFones and personal web portal for viewing call logs and personalizing their own messaging features—all underscored by the fact that your IT staff doesn't have to configure every little change.

FortiVoice-VM is a virtual IP-PBX that delivers all the features of FortiVoice Enterprise systems without the hardware for schools already running their own servers. It offers simple, unprecedented pricing and instant deployment. The FortiCall VoIP service offers great prices to connect your FortiVoice phone system to a high-quality, fast, and reliable VoIP network.

For schools using FortiGate enterprise firewalls, FortiVoice is a perfect complementary solution, enabling a universal access platform that is centrally managed with multiple layers of redundancy.

To learn more, email us at education@fortinet.com or visit www.fortinet.com/education.

KEY FORTIVOICE FEATURES

Simplified, built-in functionality schools need without add-ons or license fees

Centralized solution: FortiVoice provides a centralized voice solution for the school board and schools. This allows the consolidation of resources and ease of calling between offices while providing local access to lines at each school in the event of an emergency. Administrators have the ability to configure extensions or grant access from the central location for any user regardless of where they are located.

Auto attendants: FortiVoice systems have multiple auto attendants for sophisticated call handling setups. You can use different greetings on incoming lines for multilingual configurations, give different departments their own auto attendants, and automate the distribution of frequently requested information.

e911 notifications: FortiVoice goes beyond e911 with emergency call support that makes sure help gets to the right location fast. Emergency zones allow response personnel to more accurately locate where an emergency call was placed within the school, and email notifications enable office staff to guide responders upon arrival. Plus, emergency override ensures crisis calls can't get blocked, even if all your lines are busy. And if you're using FortiCall phone service with your system, you get online e911 configuration and validation, so you can ensure emergency services find you.

Auto dialer: Have FortiVoice call parents to notify them of school closures or upcoming events using the call campaign feature. The easy-to-use campaign allows the user to send a prerecorded message to a list of contacts and control when they are called, which allows parents to be kept in the loop.

Remote extensions: For field trips and mobile staff, work doesn't stop at the school, so neither does FortiVoice. Any phone anywhere, mobile or landline, can be integrated with the system. Remote extensions improve collaboration and safety, and allow callers to reach staff with one number, no matter where they are.

Multiple languages: Having staff, students, and parents who speak different languages can get complicated. FortiVoice makes it easier. System prompts are available in Spanish, French, and English, and you can set the language for auto attendants and extension prompts, so callers and staff can use the language of their choice.

Voicemail: FortiVoice systems include voicemail for everybody and an array of message notification options, including sending voice messages to email.

Extension groups: Send calls to all extensions in a department, or send specific types of calls to a selected group of staff members.

Call control: Not at your desk? Calls can ring at a sequence of other extensions, following you until they find you. And of course, call forward allows you to send calls to any other extension in the system.

Dial-by-name directory: Callers connect to staff by dialing the name they want to reach.

Music on hold: Play music or custom announcements while callers are on hold.

Paging: Connect to a PA system or page to selected telephones.

Mode scheduling: Automatically handle incoming calls differently during school hours, after hours, or on holidays.

User privileges: Control access to lines and features by user type.

Call detail record logging: Track calls to analyze phone usage and wait times to ensure peak-time coverage and efficient line use.

Call queue: Callers can choose to leave a message, stay on hold, or return to the auto attendant if an extension or an extension group is busy. At your extension, you get notified of queued inbound calls.

Caller ID-based routing: Handle calls differently based on who's calling.

Auto fax detection: Automatically route faxes without wasting money on dedicated fax lines.

Call park/pickup: Park a call for another user to pick up, or pick up a call from another ringing extension.

Speed dial: System-wide and individual speed dials.

Line appearance: See which lines or extensions are in use from your phone.

Gateway management: As demands may increase, FortiVoice allows PSTN or PRI gateways to be added and controlled in a central solution. Administrators can easily configure access based upon users and control which lines are used to manage resources to maximize efficiency.