FortiVoice Secure Unified Communications

Simplified, Cost-effective Communications for K-12 Schools

A phone system plays a critical role in schools and educational institutions for operations and security. K-12 schools have traditionally been behind the curve in emerging communications technology. Many public schools still operate with end-of-life phone solutions that open the door for cybercrimes. Maintaining aging equipment and devices can also drain a school's IT resources due to the complexity of configurations and inflexibility to meet the needs of today's modern communications.

When considering upgrading your school's legacy phone system, it is important to think ahead to plan for the future proactively. Schools need a reliable, cost-effective communications solution that meets functional requirements with minimal management and administration.

FortiVoice is an affordable unified communications solution that combines voice, chat, conferencing, fax, security, and mobility in a single, secure platform to meet today's school's modern communications needs. FortiVoice includes an intuitive web portal, and the plug-and-play FortiFone frees up your district's IT resources and gives each school the flexibility to manage and route incoming calls. FortiVoice offers schools and districts a secure, unified communications experience for efficient employee collaboration and excellent customer service to connect schools, parents, and students.

Fully integrated with FortiGate enterprise firewalls and Fortinet Secure SD-WAN, FortiVoice Unified Communications is a perfect complementary solution, enabling a universal access platform that is centrally managed for optimal bandwidth, security, and reliability.

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

> *"Not only was this deployment the smoothest phone cutover that I have been a part of, but with 500 extensions in place, we are able to lower our phone costs by close to 60%."*
>
> – Dennis Morgan, Director of IT, Trenton Public Schools

Key FortiVoice Features

All-inclusive unified communications and security for every school:

Centralized management: FortiVoice helps consolidate district resources and ease of calling among offices while providing local access at each school in an emergency. Its web portal enables administrators to add users easily, configure routings, grant access, and more from anywhere, anytime.

Built-in security: FortiVoice is built with the latest security and encryption technologies to safeguard your school's data and conversations. Additional intrusion detection, password policies, user privileges, and extension blocking further prevent unauthorized access to your school's phone system.

Auto attendants: FortiVoice systems have multiple auto attendants for sophisticated call handling setups. Schools have the flexibility to 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 compliance: Built to support the latest E911 regulations, FortiVoice makes sure help gets to the right location fast. Its emergency override ensures crisis calls can't get blocked, even if all your lines are busy. Additional FortiVoice gateway's local survivability provides always-on phone connectivity, even when the network is down.

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 keeps parents in the loop.

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

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. With FortiFone Softclient for desktop and mobile, users can access their voicemails even when they are away from their desks.

Extension groups: Easily create user groups for departments, ring groups, page groups, pickup groups, message groups, and more to simplify call distributions or send notifications to all users in selected groups of staff members.

Call control: FortiVoice is equipped with rich features so you can easily manage any call, with mute/unmute, hold/unhold, forward, park/pickup, merge/unmerge, and more. Not at your desk? Calls can ring at a sequence of other extensions or be answered by FortiFone Softclient directly from your smartphone.

Dial-by-name directory: FortiVoice allows districts and schools to configure their dial-by-name directory that matches their school structures. Make it easy for incoming callers to route themselves to the right person they are trying to reach by searching for the name of the call recipient.

Paging: FortiVoice makes it easy to make an announcement or urgent messages by connecting to a school's PA system or paging selected individuals or departments.

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

> *"It was love at first sight. The price was right. The phones are simple to run, and it is really easy to manage."*
>
> *"Deploying 1,000 users with FortiFone Softclient took us a few minutes on the back end. That was a hugely important project, and it took almost no time to get up and running."*
>
> – Robert Emerson, CTO, Farmington Municipal Schools

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.

Smart call routing: FortiVoice lets you define a call management process to distribute incoming calls based on your preferred criteria. You can route calls differently based on who is calling and when.

Internet fax: FortiVoice automatically routes faxes without wasting money on dedicated fax lines. You can easily send, receive, and view faxes from a web-based user portal, email, or even an existing physical fax machine.

High availability: FortiVoice supports redundancy and active-passive high availability to allow for data synchronization and reduce the possibility of unexpected downtime in the event of hardware failure.

"We thoroughly tested all the components—the handsets are well made, and the service quality is excellent—and it was an easy sell to our school board."

– Dennis Morgan, Director of IT, Trenton Public Schools

Mobile ready: Available for iOS, Android, Mac, and Windows, FortiFone Softclient enables users to call, chat, and access voicemails even if they are away from their desks. Staff and teachers use the same business phone number and extension to stay connected with students and parents without revealing their personal phone numbers.

Unified communications: FortiVoice is beyond just a phone system. It provides a single platform with calling, conferencing, chat, and Microsoft Teams integrations. Your staff can accelerate productivity and collaboration from an intuitive FortiFone Softclient for the desktop and mobile app.

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 on users and control which lines are used to manage resources to maximize efficiency.

FortiVoice Unified Communications provides excellent value for your school's investment. The intuitive management portal with flexibility in deployment options enables school districts to implement FortiVoice across locations and users in the most cost-effective manner possible. Enterprise-grade reliability and security with all-inclusive features and affordable price lead to significant cost savings.

For more information about FortiVoice Unified Communications for Education, visit www.fortivoice.com.

F⊡RTINET®

www.fortinet.com