

# FortiVoice™ Enterprise Phone Systems



PRODUCT OFFERINGS

**Appliances**

- FVE-20E2/4
- FVE-50E6
- FVE-50G2
- FVE-100F
- FVE-200F8
- FVE-300E-T
- FVE-500F
- FVE-2000F
- FVE-5000F

**Virtual Machines**

- FVE-VM-50
- FVE-VM-100
- FVE-VM-200
- FVE-VM-500
- FVE-VM-2000
- FVE-VM-5000
- FVE-VM-10000
- FVE-VM-20000
- FVE-VM-50000

## Centralized and Advanced Communication Features

The FortiVoice™ solutions accommodate efficient employee collaboration within a centralized, safe, and secured environment so your organization can provide the best customer service through a variety of our unique and advanced communication features. Powerful, affordable, and simple, FortiVoice phone systems have the strength to make call management easier in offices with up to 50,000 users.

**With integrated voice, conferencing, and fax, FortiVoice empowers you to manage calls easily across offices, control communication costs, and stay connected globally.**

## Highlights

### Available in



Appliance



Virtual

### Rich Features for Optimal Collaboration

Enterprise-class communication systems with no additional licenses to buy or cards to install. Auto attendants, auto-provisioning, line/extension appearance, ring groups, user privileges, call queue, call barge, multi-location integration, and much more are built-in. FortiVoice all-inclusive system is easy to install and manage so you save the headache that comes with other phone systems.

### Better Value from Your Investment

Unlike many PBX providers with hidden costs on advanced features or recurring subscription, which further adds up to the operational costs, FortiVoice comes with all calling features for everyone with simple and affordable pricing.

### Simplified Management for Improved Efficiency

Centralized management system to reduce IT overheads and operating expenses. Configure and update your systems easily across multiple locations, monitor real-time performance and access call reports all from an intuitive management console. An additional mobile soft client helps your employees stay connected anywhere and anytime.

### Always-on Connection for Business Continuity

Conjunction with FortiVoice Gateway, your system is secured with local survivability that helps sustain always-on communications, even when nature disasters or emergency events occur.



## Use Cases

### Designed for Any Size Organization

<b>Multiple Line Types</b>	Support for PRI (T1/E1) digital lines, VoIP, and traditional analog lines depending on the model.
<b>Multi-location Networking</b>	Integrates multiple locations around the block or across the country with no long-distance charges.
<b>All-Inclusive Features</b>	Line/extension appearance, call queue, call barge, phone profile, ring group, call recording, rule-based dial plan, individual/group voicemail, conference bridge, fax, and much more.
<b>Flexible Management</b>	Multiple mode scheduling, flexible number management, re-assignable extensions, and caller ID modifications.
<b>Ease of Configuration</b>	Visual auto attendant config, built-in DHCP server, auto phone provisioning, web-based management, and user web portal.
<b>Comprehensive System Monitoring</b>	Real-time call status monitoring, call statistics, call logs, call reports, and network traffic capture.
<b>Secure Communications</b>	Built-in security features, policy management, and encryption options to safeguard conversations and prevent unauthorized access.

## Deployment

### Easy Deployment

FortiVoice offers flexible deployment options that are best aligned with your business needs while maintaining the flexibility to customize systems and letting the priorities evolve expeditiously. FortiVoice is scalable in any size of the organization where the system can be deployed on hardware appliances, or in virtual machines. It is also ideal for distributed architectures including branch locations and remote users. By operating and managing your FortiVoice solutions locally or remotely, you have the visibility and centralized control to ensure that your communications are secure and always within uptime.

For more information on FortiVoice, please visit

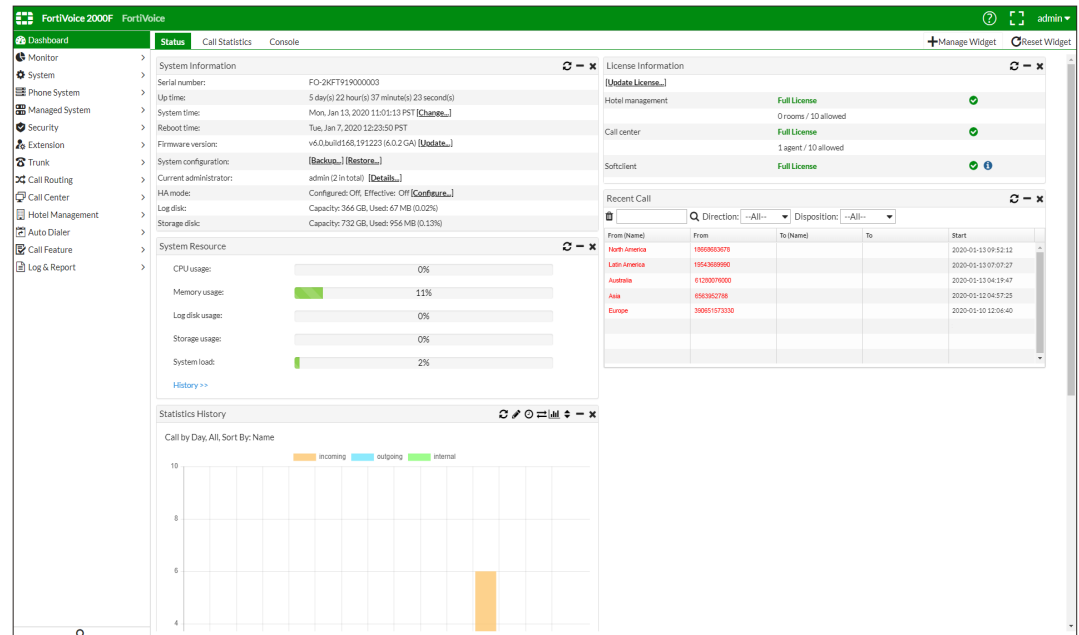
<https://www.fortinet.com/products/business-phone-systems/fortivoice-fortifone#models-specs>



## Features

### Core PBX Features

- SIP/PRI/PSTN trunk
- T1/E1/R2 signaling
- SIP/analog extensions
- Remote extensions
- External IP extensions
- Auto attendants
- Dial-by-name directory
- Individual voicemail
- Group voicemail
- Voicemail to e-mail
- Ring groups
- Call conference/bridge
- Call forward
- Call hold / transfer / park / pickup
- Paging to selected phones
- Intercom
- Follow-me
- Rule-based dial plan
- Scheduled call handling
- Direct inward dialing
- Caller-based direct inward dialing
- Caller ID modification
- Automatic hotline (direct call)
- User privileges
- Personal and system speed dial
- Personal blacklist
- Music on hold — audio files
- Music on hold — live stream
- Real-time call status monitoring
- Line/extension appearance
- Call detail record logging
- SIP over TLS/SRTP
- Password policy enforcement



### Advanced Features

- Fax over SIP/PRI/PSTN
- Fax to e-mail
- Fax archive and remote storage
- Web-based management interface
- Click-to-dial
- Automatic fax detection
- Auto-provisioning
- Web-based directory lookup
- LDAP authenticate
- Hot desking
- Virtual numbers
- Synchronizing phone book between multiple offices
- Multi-location: office peers
- Look up centralized phone book from phones
- Network traffic capture
- Enhanced CDR
- Alert email for system events
- Multilingual



## Features Availability

FORTIVOICE ENTERPRISE PHONE MODEL									
FEATURES	20E2/4	50E6	50G2	100F	200F8	300E-T	500F	2000F	5000F
<b>Advanced Call Features</b>									
Reminder/Wake-up call				✓	✓	✓	✓	✓	✓
Call queue				✓	✓	✓	✓	✓	✓
Call barge				✓	✓	✓	✓	✓	✓
Call recording				✓	✓	✓	✓	✓	✓
Operator console	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Advanced Network</b>									
Voice QoS	✓	✓	✓	✓	✓	✓	✓	✓	✓
SRTP	✓	✓	✓	✓	✓	✓	✓	✓	✓
DHCP server	✓	✓	✓	✓	✓	✓	✓	✓	✓
High availability (HA)				✓	✓	✓	✓	✓	✓
NAS support				✓	✓	✓	✓	✓	✓
802.1Q VLAN	✓	✓	✓	✓	✓	✓	✓	✓	✓
SNMP	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Advanced Management</b>									
Command line interface (CLI)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Password policy/audit	✓	✓	✓	✓	✓	✓	✓	✓	✓
Schedule backup	✓	✓	✓	✓	✓	✓	✓	✓	✓
Role-based management	✓	✓	✓	✓	✓	✓	✓	✓	✓
SMDR				✓	✓	✓	✓	✓	✓
Remote logging				✓	✓	✓	✓	✓	✓
Call report				✓	✓	✓	✓	✓	✓
User portal				✓	✓	✓	✓	✓	✓
Customizable web appearance	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Additional Licensed Features</b>									
Hotel/property management				✓	✓	✓	✓	✓	✓
Call center				✓	✓	✓	✓	✓	✓



## Features Availability

FORTIVOICE ENTERPRISE PHONE VIRTUAL MACHINE (VM) MODEL									
FEATURES	50	100	200	500	2000	5000	10000	20000	50000
<b>Advanced Call Features</b>									
Reminder/Wake-up call		✓	✓	✓	✓	✓	✓	✓	✓
Call queue		✓	✓	✓	✓	✓	✓	✓	✓
Call barge		✓	✓	✓	✓	✓	✓	✓	✓
Call recording		✓	✓	✓	✓	✓	✓	✓	✓
Operator console	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Advanced Network</b>									
Voice QoS	✓	✓	✓	✓	✓	✓	✓	✓	✓
S RTP	✓	✓	✓	✓	✓	✓	✓	✓	✓
DHCP server	✓	✓	✓	✓	✓	✓	✓	✓	✓
High availability (HA)		✓	✓	✓	✓	✓	✓	✓	✓
NAS support		✓	✓	✓	✓	✓	✓	✓	✓
802.1Q VLAN	✓	✓	✓	✓	✓	✓	✓	✓	✓
SNMP	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Advanced Management</b>									
Command line interface (CLI)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Password policy/audit	✓	✓	✓	✓	✓	✓	✓	✓	✓
Schedule backup	✓	✓	✓	✓	✓	✓	✓	✓	✓
Role-based management	✓	✓	✓	✓	✓	✓	✓	✓	✓
SMDR		✓	✓	✓	✓	✓	✓	✓	✓
Remote logging		✓	✓	✓	✓	✓	✓	✓	✓
Call report		✓	✓	✓	✓	✓	✓	✓	✓
User portal		✓	✓	✓	✓	✓	✓	✓	✓
Customizable web appearance	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Additional Licensed Features</b>									
Hotel/property management		✓	✓	✓	✓	✓	✓	✓	✓
Call center		✓	✓	✓	✓	✓	✓	✓	✓

## Specifications

MODEL	VM-50	VM-100	VM-200	VM-500	VM-2000	VM-5000	VM-10000	VM-20000	VM-50000
<b>Hardware Specifications</b>									
vCPU (Recommended)	1	1	2	2	4	8	16	16	32
RAM (Recommended)	2 GB	2 GB	4 GB	8 GB	16 GB	16 GB	32 GB	32 GB	32 GB
Network interfaces	4	4	4	4	4	4	4	4	4
Total hard drive capacity*	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB
Hardware form factor	Software	Software	Software	Software	Software	Software	Software	Software	Software
<b>Capacity</b>									
VoIP trunks	8	16	24	50	200	500	1000	2000	3000
Extensions	50	100	200	500	2000	5000	10 000	20 000	50 000
Concurrent calls	15	30	45	75	300	800	1500	1500	2000
Auto attendants	5	10	20	50	200	500	1000	1000	1000
Conference bridges	2	8	10	20	50	50	50	50	100
Conference attendees per bridge	5	8	8	20	20	20	20	20	20
Maximum call center agents	N/A	10	20	55	225	500	800	800	1000
Codec support	Audio: G.711 μ-law/A-law, G.729a, G.722, Opus Video: H.263, H.264								

\* Minimum 50 GB

FortiVoice systems are supported for use in various regions. For up-to-date availability information, see the FortiVoice Global Availability datasheet.



# Specifications

MODEL	FVE-20E2/20E4	FVE-50E6	FVE-50G2	FVE-100F	FVE-200F8
<b>Hardware Specifications</b>					
PRI (T1/E1)	0	0	0	0	0
Traditional telephone lines (FXO)	2 / 4	6	2	0	8
Analog extensions (FXS)	2 / 0	2	2	0	0
Network interfaces (RJ45)	2	2	2	2	2
Total hard drive capacity	8 GB	8 GB	8 GB	250 GB	250 GB
RAID storage management	No	No	No	No	No
Hardware form factor	Desktop	Desktop	Desktop	Desktop	Rack Mount (1U)
Power supply	External	External	External	External	Single
<b>Dimensions</b>					
Height x width x length (inches)	1.13 x 4.55 x 6.75	1.13 x 4.55 x 6.75	1.13 x 4.55 x 6.75	1.61 x 8.27 x 5.24	1.73x17.01x10.63
Height x width x length (mm)	29 x 116 x 172	29 x 116 x 172	29 x 116 x 172	41 x 210 x 133	44 x 432 x 270
Weight	1.4 lbs (0.61 kg)	1.4 lbs (0.61 kg)	1.4 lbs (0.61 kg)	2.6 lbs (1.2 kg)	10 lbs (4.54 kg)
<b>Capacity</b>					
VoIP trunks	4	8	8	16	24
Extensions	20	50	50	100	200
Concurrent calls	10	15	15	30	45
Auto attendants	5	5	5	10	20
Conference bridges	2	2	2	8	10
Conference attendees per bridge	5	5	5	8	8
Maximum call center agents	N/A	N/A	N/A	10	20
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, Opus Video: H.263, H.264				

MODEL	FVE-300E-T	FVE-500F	FVE-2000F	FVE-5000F
<b>Hardware Specifications</b>				
PRI (T1/E1)	1	0	0	0
Traditional telephone lines (FXO)	0	0	0	0
Analog extensions (FXS)	0	0	0	0
Network interfaces (RJ45)	5	4	4	4 + 2 SFP
Total hard drive capacity	500 GB	1 TB	2x 1 TB	2x 2 TB
RAID storage management	No	No	Software: 0,1	Hardware: 0, 1, 5, 10, Hot Spare (based on drive count)
Hardware form factor	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)
Power supply	Single	Single	Single (dual optional)	Dual (hot swappable)
<b>Dimensions</b>				
Height x width x length (inches)	1.73x17.01x10.63	1.73x17.01x10.63	1.73x17.01x10.63	1.70x17.10x14.30
Height x width x length (mm)	44 x 432 x 270	44 x 432 x 270	44 x 432 x 270	44 x 435 x 364
Weight	10 lbs (4.54 kg)	10 lbs (4.54 kg)	16.1 lbs (7.3 kg)	16.1 lbs (7.3 kg)
<b>Capacity</b>				
VoIP trunks	30	50	200	500
Extensions	300	500	2000	5000
Concurrent calls	75	75	300	800
Auto attendants	30	50	200	500
Conference bridges	12	20	50	50
Conference attendees per bridge	8	20	20	20
Maximum call center agents	30	55	225	500
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, Opus Video: H.263, H.264			



## Ordering Information

PRODUCT	SKU	DESCRIPTION
<b>Appliances</b>		
<b>FortiVoice 20E2</b>	FVE-20E2	FortiVoice 20E2, 2× 10/100 ports, 2x FXO, 2x FXS, 8 GB storage, 20 endpoints, 4 VoIP trunks.
	FVE-20E2-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FVE21-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 20E4</b>	FVE-20E4	FortiVoice 20E4, 2× 10/100 ports, 4x FXO, 8 GB storage, 20 endpoints, 4 VoIP trunks.
	FVE-20E4-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FVE21-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 50E6</b>	FVE-50E6	FortiVoice 50E6, 2× 10/100/1000 ports, 1× 8 GB storage, 50 endpoints, 8 VoIP trunks.
	FVE-50E6-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FVE50-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 50G2</b>	FVE-50G2	FortiVoice 50G2, 2× 10/100 ports, 2x FXO, 2x FXS, 8GB storage, 50 endpoints, 8 VoIP trunks.
	FVE-50G2-BDL-247-DD	Hardware plus FortiCare Premium.
	FC-10-FO5G2-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 100F</b>	FVE-100F	FortiVoice-100F, 2 × 10/100/1000 ports, 1 × 250 GB Storage, 100 Endpoints and 16 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-100F-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FVF10-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 200F8</b>	FVE-200F8	FortiVoice-200F8, 5 × 10/100/1000 ports, 8 x FXO, 1 × 250 GB Storage, 200 Endpoints, and 24 VoIP trunks. Call Center and Hotel licenses supported. Supports local survivable configuration.
	FVE-200F8-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-F8200-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 300E-T</b>	FVE-300E-T	FortiVoice 300E-T, 5× 10/100/1000 ports, 1x PRI, 1× 500 GB storage, 300 endpoints, 30 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-300E-T-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FVE32-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 500F</b>	FVE-500F	FortiVoice 500F, 4× 10/100/1000 ports, 1× 1 TB storage, 500 endpoints, 50 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-500F-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-F500F-247-02-DD	FortiCare Premium Support.
<b>FortiVoice 2000F</b>	FVE-2000F	FortiVoice 2000F, 4× 10/100/1000 ports, 2× 1 TB storage with RAID 1 or 0, 2,000 endpoints, 200 VoIP trunks; optional redundant PSU. Call Center and Hotel licenses supported.
	FVE-2000F-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FV2KF-247-02-DD	FortiCare Premium Support.
	SP-FML900F-PS	AC power supply for FVE-2000F.
<b>FortiVoice 5000F</b>	FVE-5000F	FortiVoice 5000F, 4× 10/100/1000 and 2x SFP ports, 2× 2 TB storage with RAID 1, supports 5,000 phone endpoints, 500 SIP trunks, and dual AC power supplies. Call Center and PMS licensing supported.
	FVE-5000F-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-FV5KF-247-02-DD	FortiCare Premium Support.
	SP-FML900F-PS	AC power supply for FVE-5000F.
	SP-FML900F-HDD	2 TB 3.5 inch SATA hard drive with tray for FVE-5000F.
	FN-TRAN-SX	1 GE SFP SX transceiver module.

### FortiCare Support Service

FortiCare Support Services is per-device support services, and it provides customers access to over 1400 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. Global technical support is offered 24×7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots.





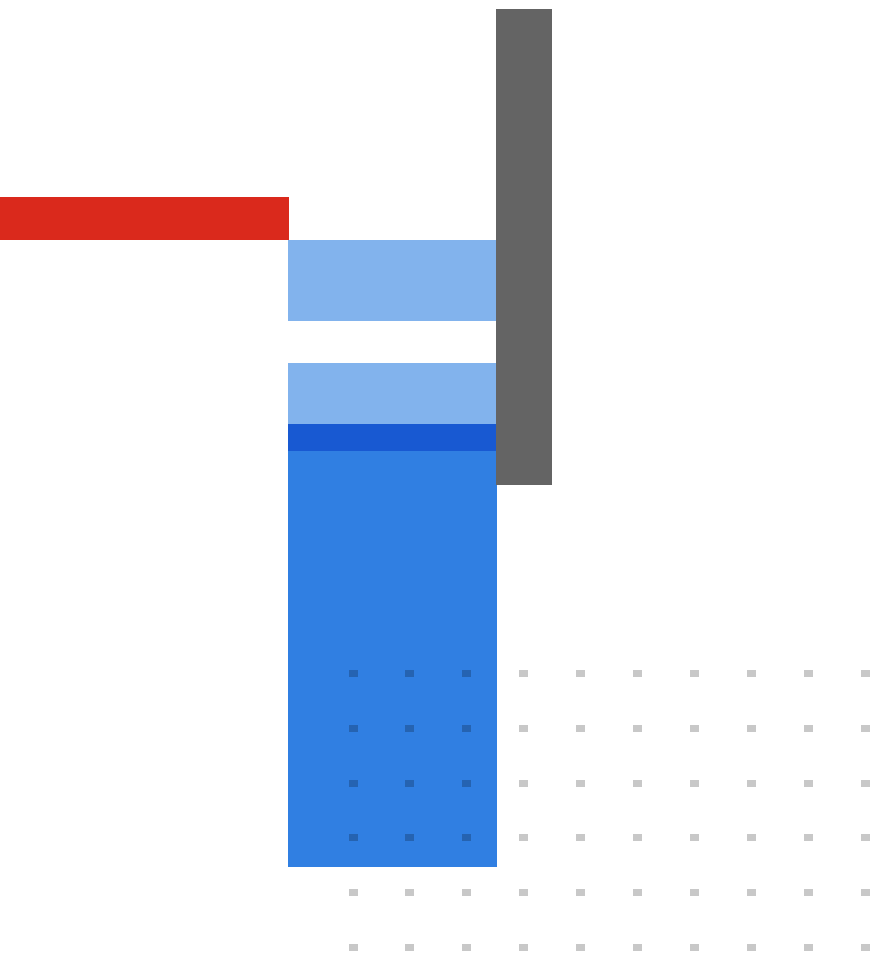
## Ordering Information

PRODUCT	SKU	DESCRIPTION
<b>Virtual Machines</b>		
<b>FortiVoice-VM-50</b>	FVE-VM-50	FortiVoice-VM-50 software supports 50 endpoints and 8 VoIP trunks.
	FC-10-F0V50-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-100</b>	FVE-VM-100	FortiVoice-VM-100 software supports 100 endpoints and 16 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0100-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-200</b>	FVE-VM-200	FortiVoice-VM-200 software supports 200 endpoints and 24 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0200-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-500</b>	FVE-VM-500	FortiVoice-VM-500 software supports 500 endpoints and 50 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0500-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-2000</b>	FVE-VM-2000	FortiVoice-VM-2000 software supports 2000 endpoints and 200 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0V2K-248-02-DD F	FortiCare Premium Support
<b>FortiVoice-VM-5000</b>	FVE-VM-5000	FortiVoice-VM-5000 software supports 5000 endpoints and 500 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FVM50-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-10000</b>	FVE-VM-10000	FortiVoice-VM-10000 software supports 10 000 endpoints and 1000 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FVM100-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-20000</b>	FVE-VM-20000 F	FortiVoice-VM-20000 software supports 20 000 endpoints and 2000 SIP trunks. Call Center and Hotel licenses supported.
	FC-10-FV20K-248-02-DD	FortiCare Premium Support
<b>FortiVoice-VM-50000</b>	FVE-VM-50000	FortiVoice-VM-50000 software supports 50 000 endpoints and 3000 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FV50K-248-02-DD	FortiCare Premium Support

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**FORTINET**

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