FortiVoice™ Phone Systems

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

The FortiVoice IP PBX voice solutions give you total call control and sophisticated communication features for excellent customer service and efficient employee collaboration. Powerful, affordable and simple, FortiVoice systems deliver powerful features and value to offices with up to 50,000 phone users. **FortiVoice phone systems include everything you need to handle calls professionally, control communication costs and stay connected everywhere**.

Built-in Fundamentals

FortiVoice systems include all the fundamentals of enterprise-class voice communications, 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, multilocation integration and much more are built-in. FortiVoice systems are easy to purchase, easy to install and easy to manage, so you save the headaches that come with most phone systems.

User Appeal

Your people will like it too. The FortiVoice personal web portal lets your staff view their call logs, configure and manage their own messaging and access other features. Your employees get control over their phones, and your IT staff get a break from having to configure every little change.

Highlights

- Built-in features, including auto attendants, music on hold, remote extensions and much more
- Auto provisioning
- High Availability
- Web-based management, user interfaces
- Operator console
- Real-time call status monitoring, line/extension appearance
- Fax service
- Rule-based dial plan
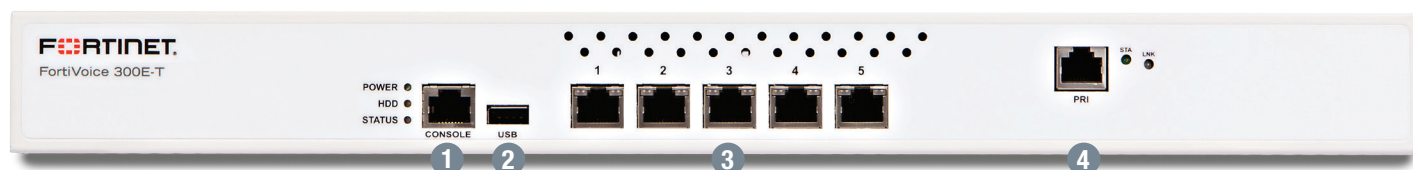- Call recording

FortiVoice Awards

Features

Key Features and Benefits

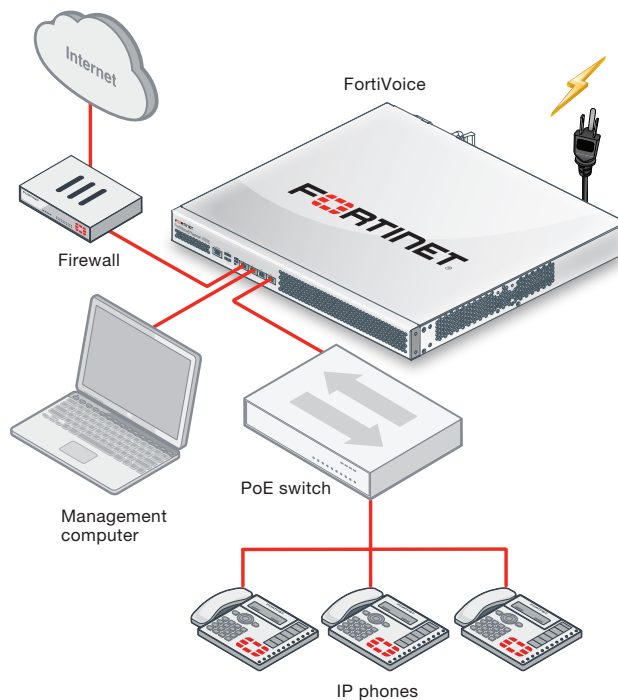|	
Multiple line types	Support for PRI (T1/E1) digital lines, VoIP and traditional analog lines, depending on the model.
Multilocation networking	Integrates multiple locations, around the block or across the country with no long-distance charges.
Rich call features	Line/extension appearance, call queue, call barge, phone profile, ring group, call recording, rule-based dial plan, individual/group voicemail, and much more.
Flexibility	Multiple mode scheduling, flexible number management, re-assignable extensions, and caller ID modification.
Ease of configuration	Visual auto attendant config, built-in DHCP server, auto phone provisioning and web-based management and user web portal.
Comprehensive system monitoring	Real-time call status monitoring, call statistics, call logs, and call reports, and network traffic capture.

Hardware

FortiVoice 300E-T

Interfaces

1. 1x Console Port
2. 2x USB Ports
3. 5x 10/100/1000 RJ45 Ports
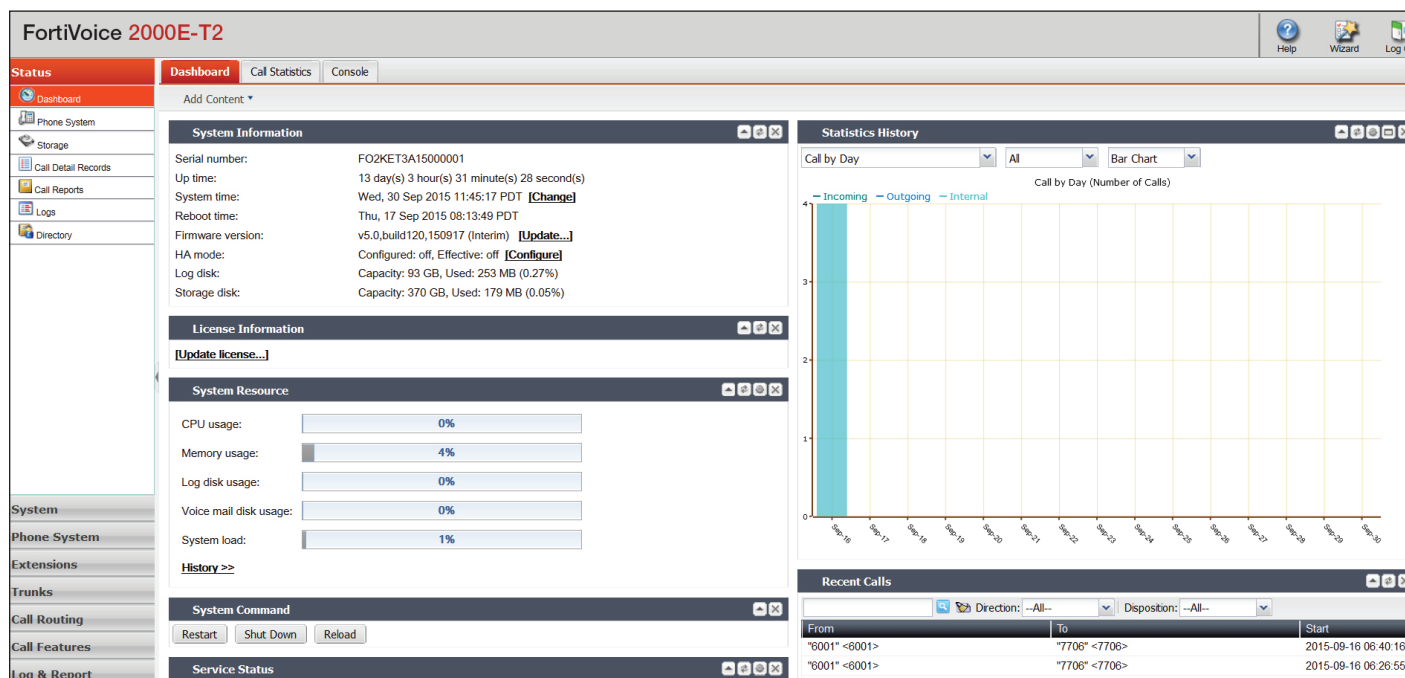4. 1x PRI (T1/E1)

Deployment

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

Enhanced 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
- Mutilocation: office peers

- Look up centralized phone book from phones
- Network traffic capture
- Enhanced CDR
- Alert email for system events
- Multilingual

FortiVoice dashboard

Features

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

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

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Specifications

	FVE-20E2	FVE-20E4	FVE-50E6	FVE-100E	FVE-200F8
Hardware Specifications					
PRI (T1/E1)	0	0	0	0	0
Traditional telephone lines (FXO)	2	4	6	0	8
Analog extensions (FXS)	2	0	2	0	0
Network interfaces (RJ45)	2	2	2	4	2
Total hard drive capacity	8 GB	8 GB	8 GB	500 GB	500 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
Dimensions					
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	1.73 x 17.01 x 10.63
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 33	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)
Capacity					
VoIP trunks	4	4	8	16	24
Extensions	20	20	50	100	200
Concurrent calls	8	8	15	30	32
Auto attendants	5	5	5	10	15
Conference bridges	2	2	2	8	10
Conference attendees per bridge	6	6	6	8	10
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, G.726 Video: H.263, H.264				

	FVE-300E-T	FVE-500F	FVE-2000F	FVE-5000F
Hardware Specifications				
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)
Dimensions				
Height x width x length (inches)	1.73 x 17.01 x 10.63	1.73 x 17.01 x 10.63	1.73 x 17.01 x 10.63	1.70 x 17.10 x 14.30
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)
Capacity				
VoIP trunks	30	50	200	500
Extensions	300	500	2000	5000
Concurrent calls	60	75	300	800
Auto attendants	20	20	100	100
Conference bridges	12	12	50	50
Conference attendees per bridge	12	12	18	50
Maximum call center agents	30	55	150	300
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264			

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

Specifications

	VM-50	VM-100	VM-200	VM-500	VM-2000	VM-5000	VM-10000	VM-50000
Hardware Specifications								
vCPU (Recommended)	1	1	2	2	4	8	16	32
RAM (Recommended)	2 GB	2 GB	4 GB	8 GB	16 GB	16 GB	32 GB	32 GB
Network interfaces	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
Hardware form factor	Software	Software	Software	Software	Software	Software	Software	Software
Capacity								
VoIP trunks	8	16	24	50	200	500	1000	3000
Extensions	50	100	200	500	2000	5000	10000	50000
Concurrent calls	15	30	36	75	300	800	1500	2000
Auto attendants	5	10	10	20	100	100	100	200
Conference bridges	2	8	10	12	50	50	50	100
Conference attendees per bridge	12	12	12	12	18	50	50	50
Maximum call center agents	N/A	10	20	55	150	300	500	800
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264							

* Minimum 50 GB

Order Information

Product	SKU	Description
FortiVoice 20E2	FVE-20E2	FortiVoice 20E2, 2x 10/100 ports, 2x FXO, 2x FXS, 8 GB storage, 20 extensions, 4 VoIP trunks.
	FVE-20E2-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FVE21-247-02-DD	24x7 FortiCare Contract
FortiVoice 20E4	FVE-20E4	FortiVoice 20E4, 2x 10/100 ports, 4x FXO, 8 GB storage, 20 extensions, 4 VoIP trunks.
	FVE-20E4-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FVE21-247-02-DD	24x7 FortiCare Contract
FortiVoice 50E6	FVE-50E6	FortiVoice 50E6, 2x 10/100/1000 ports, 1x 8 GB storage, 50 extensions, 8 VoIP trunks.
	FVE-50E6-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FVE50-247-02-DD	24x7 FortiCare Contract
FortiVoice 100E	FVE-100E	FortiVoice 100E, 4x 10/100/1000 ports, 1x 500 GB storage, 100 extensions, 15 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-100E-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FVE10-247-02-DD	24x7 FortiCare Contract
FortiVoice 200F8	FVE-200F8	FortiVoice 200F8, 5x 10/100/1000 ports, 8x FXO, 1x 500 GB Storage, 200 extensions, 24 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-200F8-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-F8200-247-02-DD	24x7 FortiCare Contract
FortiVoice 300E-T	FVE-300E-T	FortiVoice 300E-T, 5x 10/100/1000 ports, 1x PRI, 1x 500 GB storage, 300 extensions, 30 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-300E-T-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FVE32-247-02-DD	24x7 FortiCare Contract
FortiVoice 500F	FVE-500F	FortiVoice 500F, 4x 10/100/1000 ports, 1x 1 TB storage, 500 extensions, 50 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-500F-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-F500F-247-02-DD	24x7 FortiCare Contract
FortiVoice 2000F	FVE-2000F	FortiVoice 2000F, 4x 10/100/1000 ports, 2x 1 TB storage with RAID 1 or 0, 2,000 extensions, 200 VoIP trunks; optional redundant PSU. Call Center and Hotel licenses supported.
	FVE-2000F-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FV2KF-247-02-DD	24x7 FortiCare Contract
FortiVoice 5000F	FVE-5000F	FortiVoice 5000F, 4x 10/100/1000 and 2x SFP ports, 2x 2 TB storage with RAID 1, supports 5,000 phone extensions, 500 SIP trunks, and dual AC power supplies. Call Center and PMS licensing supported.
	FVE-5000F-BDL-247-DD	Hardware plus 24x7 FortiCare
	FC-10-FV5KF-247-02-DD	24x7 FortiCare Contract

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Order Information

Related Products	SKU	Description
FortiVoice-VM-50	FVE-VM-50	FortiVoice-VM-50 software supports 50 extensions and 8 VoIP trunks.
	FC-10-F0V50-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-100	FVE-VM-100	FortiVoice-VM-100 software supports 100 extensions and 16 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0100-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-200	FVE-VM-200	FortiVoice-VM-200 software supports 200 extensions and 24 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0200-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-500	FVE-VM-500	FortiVoice-VM-500 software supports 500 extensions and 50 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0500-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-2000	FVE-VM-2000	FortiVoice-VM-2000 software supports 2,000 extensions and 200 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0V2K-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-5000	FVE-VM-5000	FortiVoice-VM-5000 software supports 5,000 extensions and 500 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FVM50-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-10000	FVE-VM-10000	FortiVoice-VM-10000 software supports 10,000 extensions and 1,000 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FVM100-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoice-VM-50000	FVE-VM-50000	FortiVoice-VM-50000 software supports 50,000 extensions and 3,000 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FV50K-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
Rack Mount Tray	SP-RACKTRAY-01	Rack mount tray for FG-30D, FG-40C, FG-50/51E, FG-60C, FG-60D/-POE, FG-70D, FG-80D, FG-90D/-POE, FAD-100E, FRC-100D, FWB-100D, FML-60D and FVE-100E.
FortiVoice 3000E PSU	SP-FAD700-PS	AC power supply for FAD-700D, FAD-400D, FDB-500D, FWN-1000B, FAC-400E, FCH-400E, FML-400E, FWB-600B and FVE-3000E.
Power supply for FVE-100E	SP-FG80D-PDC	AC power adapter for FG-80D, FML-60D, FWB-100D, FAD-100E, FRC-100D
Power supply for FVE-2000F and FVE-5000F	SP-FML900F-PS	AC power supply for FVE-2000F and FVE-5000F
HDD for FVE-5000F	SP-FML900F-HDD	2 TB 3.5" SATA hard drive with tray for FVE-5000F

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