

FortiVoice™ Enterprise Phone Systems



PRODUCT OFFERINGS

Appliances

FVE-20E4
FVE-50G2
FVE-100F
FVE-200F8
FVE-500F
FVE-2000H
FVE-5000H

Virtual Machines

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

Multiple Line Types	Support for PRI (T1/E1) digital lines, VoIP, and traditional analog lines depending on the model.
Multi-location Networking	Integrates multiple locations around the block or across the country with no long-distance charges.
All-Inclusive Features	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.
Flexible Management	Multiple mode scheduling, flexible number management, re-assignable extensions, and caller ID modifications.
Ease of Configuration	Visual auto attendant config, built-in DHCP server, auto phone provisioning, web-based management, and user web portal.
Comprehensive System Monitoring	Real-time call status monitoring, call statistics, call logs, call reports, and network traffic capture.
Secure Communications	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

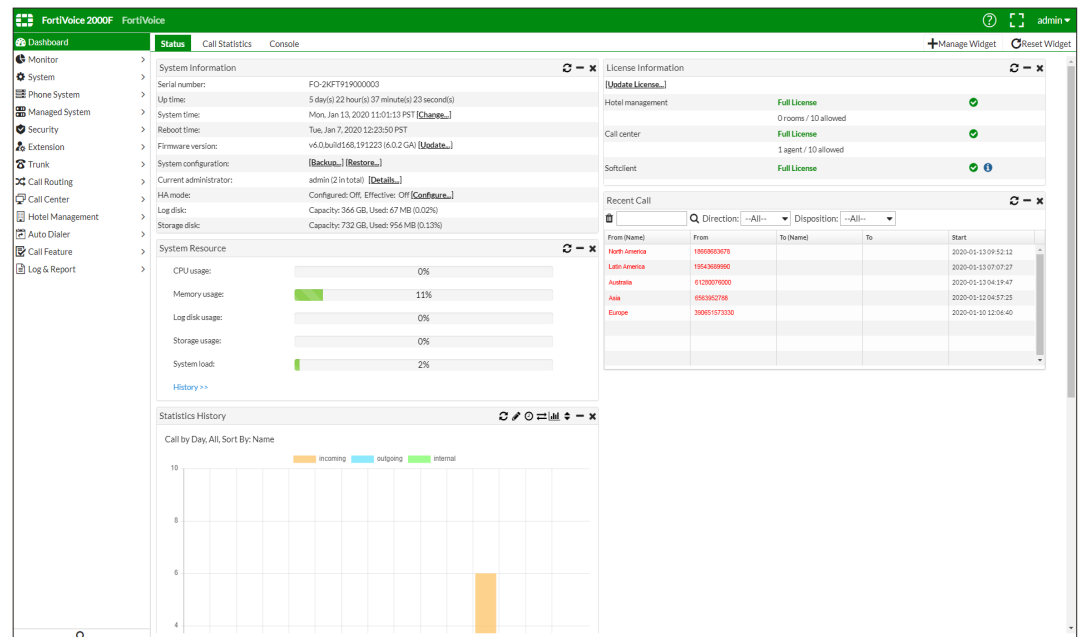
<https://www.fortinet.com/products/business-phone-systems/fortivoice-fortifone#models-specs>



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	20E4	50G2	100F	200F8	500F	2000H	5000H
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 Availability

FEATURES	VM-100	VM-200	VM-500	VM-2000	VM-5000	VM-10000	VM-20000	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	✓	✓	✓	✓	✓	✓	✓	✓

Specifications

MODEL	VM-100	VM-200	VM-500	VM-2000	VM-5000	VM-10000	VM-20000	VM-50000
Hardware Specifications								
vCPU (Recommended)	1	2	2	4	8	16	16	32
RAM (Recommended)	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
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	16	24	50	200	500	1000	2000	3000
Extensions	100	200	500	2000	5000	10 000	20 000	50 000
Concurrent calls	30	45	75	300	800	1500	1500	2000
Auto attendants	10	20	50	200	500	1000	1000	1000
Conference bridges	8	10	20	50	50	50	50	100
Conference attendees per bridge	8	8	20	20	20	20	20	20
Maximum call center agents	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-20E4	FVE-50G2	FVE-100F
Hardware Specifications			
PRI (T1/E1)	0	0	0
Traditional telephone lines (FXO)	4	2	0
Analog extensions (FXS)	0	2	0
Network interfaces (RJ45)	2	2	2
Total hard drive capacity	8 GB	8 GB	250 GB
RAID storage management	No	No	No
Hardware form factor	Desktop	Desktop	Desktop
Power supply	External	External	External
Dimensions			
Height x width x length (inches)	1.13 × 4.55 × 6.75	1.13 × 4.55 × 6.75	1.61 × 8.27 × 5.24
Height x width x length (mm)	29 × 116 × 172	29 × 116 × 172	41 × 210 × 133
Weight	1.4 lbs (0.61 kg)	1.4 lbs (0.61 kg)	2.6 lbs (1.2 kg)
Capacity			
VoIP trunks	4	8	16
Extensions	20	50	100
Concurrent calls	10	15	30
Auto attendants	5	5	10
Conference bridges	2	2	8
Conference attendees per bridge	5	5	8
Maximum call center agents	N/A	N/A	10
Codec support	Audio: G.711 μ-law/A-law, G.729a, G.722, Opus Video: H.263, H.264		

MODEL	FVE-200F8	FVE-500F	FVE-2000H	FVE-5000H
Hardware Specifications				
PRI (T1/E1)	0	0	0	0
Traditional telephone lines (FXO)	8	0	0	0
Analog extensions (FXS)	0	0	0	0
Network interfaces (RJ45)	2	4	4	4 + 2 SFP
Total hard drive capacity	250 GB	1 TB	2 × 4 TB	2 × 4 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 × 17.01 × 10.63	1.73 × 17.01 × 10.63	1.73 × 17.01 × 10.63	1.70 × 17.10 × 14.30
Height x width x length (mm)	44 × 432 × 270	44 × 432 × 270	44 × 432 × 270	44 × 435 × 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	24	50	200	500
Extensions	200	500	2000	5000
Concurrent calls	45	75	300	800
Auto attendants	20	50	200	500
Conference bridges	10	20	50	50
Conference attendees per bridge	8	20	20	20
Maximum call center agents	20	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
Appliances		
FortiVoice 20E4	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.
FortiVoice 50G2	FVE-50G2	FortiVoice 50G2, 2× 10/100 ports, 2x FXO, 2x FXS, 8 GB storage, 50 endpoints, 8 VoIP trunks.
	FVE-50G2-BDL-247-DD	Hardware plus FortiCare Premium.
	FC-10-F05G2-247-02-DD	FortiCare Premium Support.
FortiVoice 100F	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.
FortiVoice 200F8	FVE-200F8	FortiVoice-200F8, 2× 10/100/1000 ports, 8x 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.
FortiVoice 500F	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.
FortiVoice-2000H	FVE-2000H	FortiVoice 2000H, 4× 10/100/1000 ports, 2× 1 TB storage with RAID 1 or 0, 2000 endpoints, 200 VoIP trunks; optional redundant PSU. Call Center and Hotel licenses supported.
	FVE-2000H-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10FO2KH-247-DD	FortiCare Premium Support.
	SP-FML900F-PS	AC power supply for FVE-2000H.
FortiVoice 5000H	FVE-5000H	FortiVoice 5000H, 4× 10/100/1000 and 2x SFP ports, 2× 2 TB storage with RAID 1, supports 5000 phone endpoints, 500 SIP trunks, and dual AC power supplies. Call Center and PMS licensing supported.
	FVE-5000H-BDL-247-DD	Hardware plus FortiCare Premium Support.
	FC-10-F05KH-247-02-DD	FortiCare Premium Support.
	SP-FML900F-PS	AC power supply for FVE-5000H.
	SP-FML900F-HDD	2 TB 3.5 inch SATA hard drive with tray for FVE-5000H.
	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
Virtual Machines		
FortiVoice-VM-50	FVE-VM-50	FortiVoice-VM-50 software supports 50 endpoints and 8 VoIP trunks.
	FC-10-F0V50-248-02-DD	FortiCare Premium Support
FortiVoice-VM-100	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
FortiVoice-VM-200	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
FortiVoice-VM-500	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
FortiVoice-VM-2000	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
FortiVoice-VM-5000	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
FortiVoice-VM-10000	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
FortiVoice-VM-20000	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
FortiVoice-VM-50000	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

Visit <https://www.fortinet.com/resources/ordering-guides> for related ordering guides.

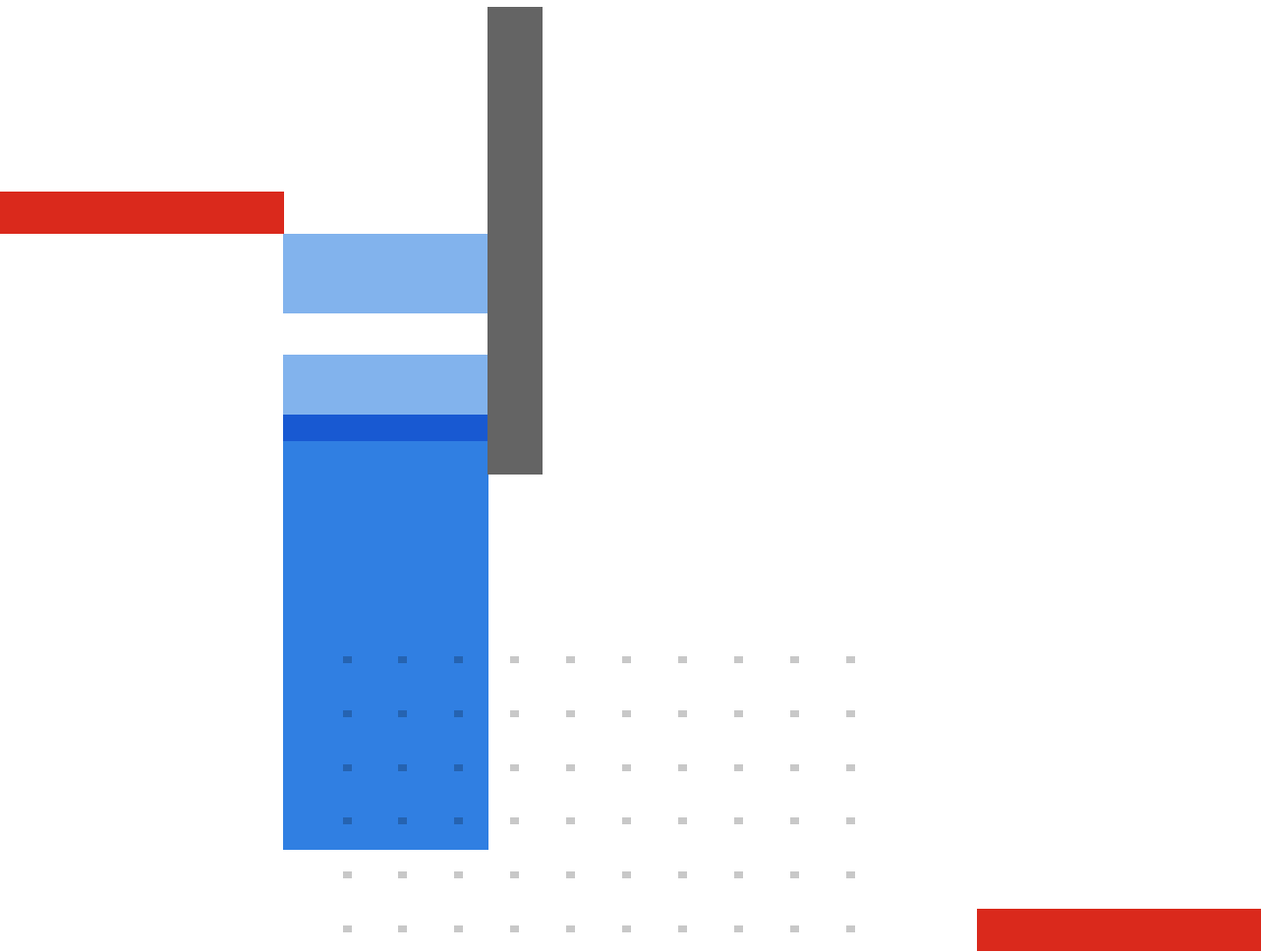
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Fortinet Corporate Social Responsibility Policy

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