FortiVoice™ Enterprise Phone Systems

FVE-20E2/4, 50E6, 100E, 200F8, 300E-T, 500E-T2, 500E-T4, 1000E, 1000E-T, 2000E-T2, 3000E and VM

The FortiVoice Enterprise 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 Enterprise systems deliver powerful features and value to offices with up to 10,000 phone users. **FortiVoice phone systems include everything you need to handle calls professionally, control communication costs and stay connected everywhere**.

Built-in fundamentals

FortiVoice Enterprise 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 enterprise 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

2012 Communications Solutions Product Of The Year

Internet Telephony 2013 Excellence Awards

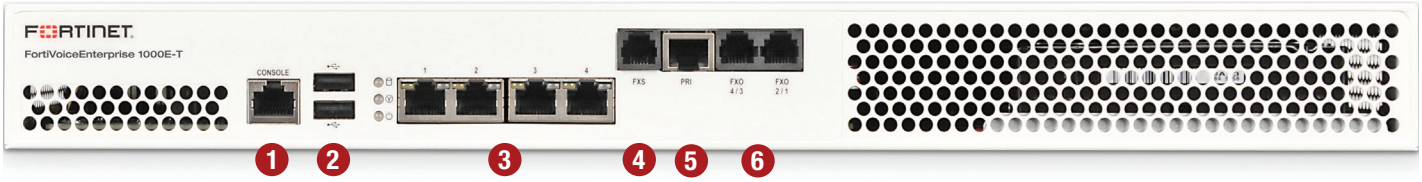
FEATURES

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

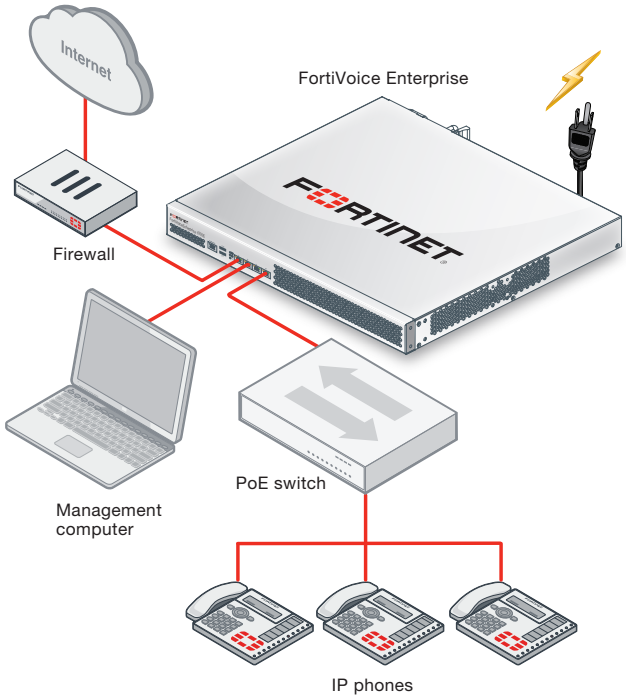
FortiVoiceEnterprise 1000E-T



Interfaces

1. 1x Console Port
2. 2x USB Ports
3. 4x 10/100/1000 RJ45 Ports
4. 1x Analog Extension (FXS)
5. 1x PRI (T1/E1)
6. 4x Traditional Telephone Lines (FXO)

DEPLOYMENT



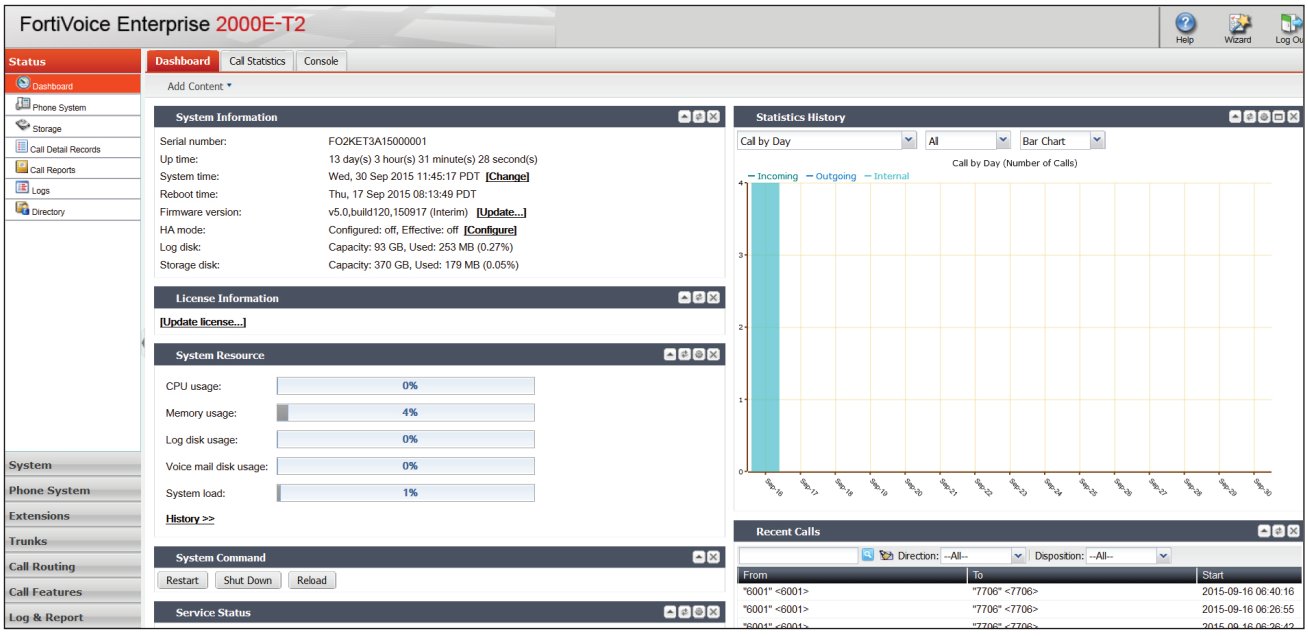
FEATURES

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 Enterprise dashboard

FEATURES

FEATURES	FVE-20E2/4	FVE-50E6	FVE-100E	FVE-200F8	FVE-300E-T	FVE-500E-T2 / T4	FVE-1000E	FVE-1000E-T	FVE-2000E-T2	FVE-3000E
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
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

	FVE-20E2	FVE-20E4	FVE-50E6	FVE-100E	FVE-200F8	FVE-300E-T	FVE-500E-T2
Hardware Specifications							
PRI (T1/E1)	0	0	0	0	0	1	2
Traditional telephone lines (FXO)	2	4	6	0	8	0	0
Analog extensions (FXS)	2	0	2	0	0	0	0
Network interfaces (RJ45)	2	2	2	4	2	5	5
Total hard drive capacity	8 GB	8 GB	8 GB	500 GB	500 GB	500 GB	500 GB
Hardware form factor	Desktop	Desktop	Desktop	Desktop	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)
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	1.73 x 17.01 x 10.63	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	44 x 432 x 270	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)	10 lbs (4.54 kg)	10 lbs (4.54 kg)
Capacity							
VoIP trunks	4	4	8	16	24	30	50
Extensions	20	20	50	100	200	300	500
Concurrent calls	8	8	15	30	32	60	110
Auto attendants	2	2	2	10	15	20	20
Conference bridges	2	2	2	8	10	12	12
Conference attendees per bridge	6	6	6	8	10	12	12
Maximum call center agents	N/A	N/A	N/A	10	20	30	55
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264						

	FVE-500E-T4	FVE-1000E	FVE-1000E-T	FVE-2000E-T2	FVE-3000E
Hardware Specifications					
PRI (T1/E1)	4	0	1	2	0
Traditional telephone lines (FXO)	0	0	4	0	0
Analog extensions (FXS)	0	0	1	0	0
Network interfaces (RJ45)	5	4	4	4	4
Total hard drive capacity	500 GB	1 TB	1 TB	1 TB	2x 1 TB (Raid 0/1)
Hardware form factor	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)
Dimensions					
Height x width x length (inches)	1.73 x 17.01 x 10.63	1.77 x 17.06 x 13.86	1.77 x 17.06 x 13.86	1.77 x 17.06 x 13.86	1.70 x 17.10 x 14.30
Height x width x length (mm)	44 x 432 x 270	45 x 433 x 352	45 x 433 x 352	45 x 433 x 352	44 x 435 x 364
Weight	10 lbs (4.54 kg)	15.4 lbs (6.98 kg)	16 lbs (7.26 kg)	16 lbs (7.26 kg)	16.1 lbs (7.3 kg)
Capacity					
VoIP trunks	50	100	100	200	300
Extensions	500	1,000	1,000	2,000	3,000
Concurrent calls	110	150	150	300	450
Auto attendants	40	60	60	100	100
Conference bridges	12	20	20	50	50
Conference attendees per bridge	12	16	16	18	30
Maximum call center agents	55	75	75	150	225
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264				

FortiVoice enterprise business phone systems are supported for use in various regions. For up-to-date availability information, visit **www.fortivoice.com/availability.html**.

SPECIFICATIONS

	VM-50	VM-100	VM-200	VM-500	VM-2000	VM-5000	VM-10000
Hardware Specifications							
vCPU (Recommended)	1	1	2	2	4	8	16
RAM (Recommended)	2 GB	2 GB	4 GB	8 GB	16 GB	16 GB	32 GB
Network interfaces	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
Hardware form factor	Software	Software	Software	Software	Software	Software	Software
Capacity							
VoIP trunks	8	16	24	50	200	500	1000
Extensions	50	100	200	500	2000	5000	10000
Concurrent calls	15	30	36	75	300	800	1500
Auto attendants	5	10	10	20	100	100	100
Conference bridges	2	8	10	12	50	50	50
Conference attendees per bridge	12	12	12	12	18	50	50
Maximum call center agents	N/A	10	20	55	150	300	500
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
FortiVoiceEnterprise 20E2	FVE-20E2	FortiVoiceEnterprise 20E2, 2x 10/100 ports, 2x FXO, 2x FXS, 8 GB storage, 20 extensions, 4 VoIP trunks.
	FVE-20E2-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE21-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE21-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 20E4	FVE-20E4	FortiVoiceEnterprise 20E4, 2x 10/100 ports, 4x FXO, 8 GB storage, 20 extensions, 4 VoIP trunks.
	FVE-20E4-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE21-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE21-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 50E6	FVE-50E6	FortiVoiceEnterprise 50E6, 2x 10/100/1000 ports, 1x 8 GB storage, 50 extensions, 8 VoIP trunks.
	FVE-50E6-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE50-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE50-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 100E	FVE-100E	FortiVoiceEnterprise 100E, 4x 10/100/1000 ports, 1x 500 GB storage, 100 extensions, 15 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-100E-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE10-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE10-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 200F8	FVE-200F8	FortiVoiceEnterprise 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-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-F8200-311-02-DD	8x5 FortiCare Contract
	FC-10-F8200-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 300E-T	FVE-300E-T	FortiVoiceEnterprise 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-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE32-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE32-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 500E-T2	FVE-500E-T2	FortiVoiceEnterprise 500E-T2, 5x 10/100/1000 ports, 2x PRI, 1x 500 GB storage, 500 extensions, 50 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-500E-T2-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE53-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE53-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 500E-T4	FVE-500E-T4	FortiVoiceEnterprise 500E-T4, 5x 10/100/1000 ports, 4x PRI, 1x 500 GB storage, 500 extensions, 50 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-500E-T4-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FV5T4-311-02-DD	8x5 FortiCare Contract
	FC-10-FV5T4-247-02-DD	24x7 FortiCare Contract

ORDER INFORMATION

Product	SKU	Description
FortiVoiceEnterprise 1000E	FVE-1000E	FortiVoiceEnterprise 1000E, 4x 10/100/1000 ports, 1x 1 TB storage, 1000 extensions, 100 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-1000E-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE11-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE11-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 1000E-T	FVE-1000E-T	FortiVoiceEnterprise 1000E-T, 4x 10/100/1000 ports, 1x PRI, 4x FXO, 1x FXS, 1x 1 TB storage, 1,000 extensions, 100 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-1000E-T-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE12-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE12-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 2000E-T2	FVE-2000E-T2	FortiVoiceEnterprise 2000E-T2, 4x 10/100/1000 ports, 2x PRI, 1x 1 TB storage, 2,000 extensions, 200 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-2000E-T2-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE20-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE20-247-02-DD	24x7 FortiCare Contract
FortiVoiceEnterprise 3000E	FVE-3000E	FortiVoiceEnterprise 3000E, 4x 10/100/1000 ports, 2x 1 TB storage with RAID 1 or 0, 3,000 extensions, 300 VoIP trunks; optional redundant PSU. Call Center and Hotel licenses supported.
	FVE-3000E-BDL-311-DD	Hardware plus 1 year 8x5 FortiCare
	FC-10-FVE30-311-02-DD	8x5 FortiCare Contract
	FC-10-FVE30-247-02-DD	24x7 FortiCare Contract
Related Products		
FortiVoiceEnterprise-VM-50	FVE-VM-50	FortiVoiceEnterprise-VM-50 software supports 50 extensions and 8 VoIP trunks.
	FC-10-F0V50-248-02-DD	FortiCare, 24x7 phone, OS updates: Renewals
FortiVoiceEnterprise-VM-100	FVE-VM-100	FortiVoiceEnterprise-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
FortiVoiceEnterprise-VM-200	FVE-VM-200	FortiVoiceEnterprise-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
FortiVoiceEnterprise-VM-500	FVE-VM-500	FortiVoiceEnterprise-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
FortiVoiceEnterprise-VM-2000	FVE-VM-2000	FortiVoiceEnterprise-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
FortiVoiceEnterprise-VM-5000	FVE-VM-5000	FortiVoiceEnterprise-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
FortiVoiceEnterprise-VM-10000	FVE-VM-10000	FortiVoiceEnterprise-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
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.
FortiVoiceEnterprise 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.

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