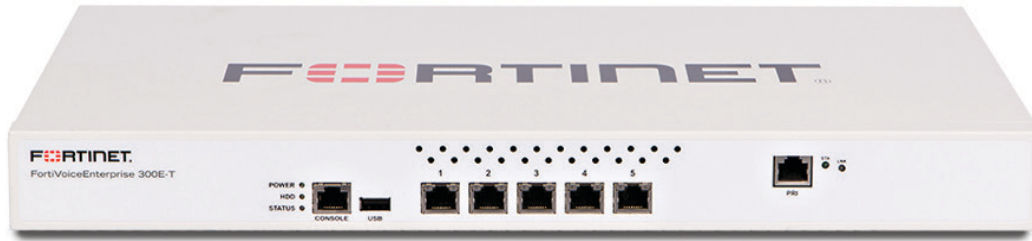# FortiVoice™ Enterprise Phone Systems

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

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**.

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, multilocation 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.

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.

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.

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.
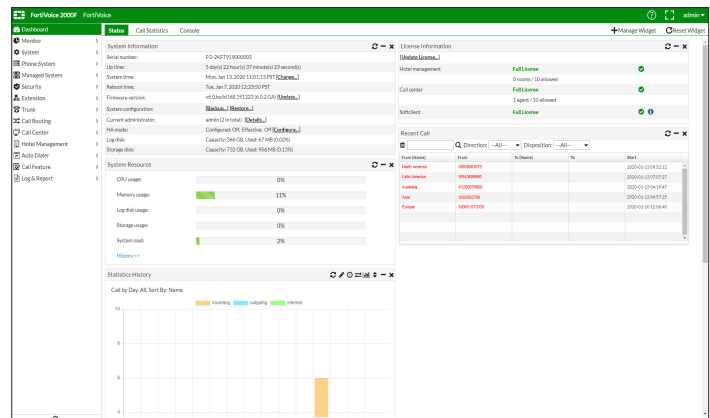
Highlights

Designed for Organizations of Any Size

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.
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.

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
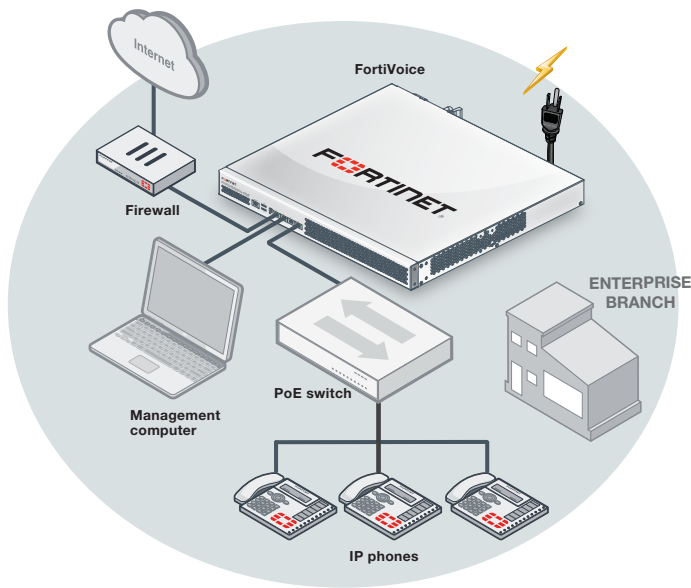- Music on hold — live stream

- 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
- Mutilocation: office peers

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

Note: Certain features may not be available in FVE-20E and FVE-50E models.

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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://docs.fortinet.com/product/fortivoice-enterprise/

Features Availability

MODEL	FVE								FVE-VM							
FEATURES	20E2/4	50E6	100E	200F8	300E-T	500F	2000F	5000F	50	100	200	500	2000	5000	10000	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

	FVE-20E2	FVE-20E4	FVE-50E6	FVE-100E	FVE-200F8	FVE-300E-T	FVE-500F	FVE-2000F
Hardware Specifications								
PRI (T1/E1)	0	0	0	0	0	1	0	0
Traditional telephone lines (FXO)	2	4	6	0	8	0	0	0
Analog extensions (FXS)	2	0	2	0	0	0	0	0
Network interfaces (RJ45)	2	2	2	4	2	5	4	4
Total hard drive capacity	8 GB	8 GB	8 GB	500 GB	500 GB	500 GB	1 TB	2x 1 TB
RAID storage management	No	No	No	No	No	No	No	Software: 0,1
Hardware form factor	Desktop	Desktop	Desktop	Desktop	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)
Power supply	External	External	External	External	Single	Single	Single	Single (dual optional)
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	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	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)	16.1 lbs (7.3 kg)
Capacity								
VoIP trunks	4	4	8	16	24	30	50	200
Extensions	20	20	50	100	200	300	500	2000
Concurrent calls	8	8	15	30	32	60	75	300
Auto attendants	5	5	5	10	15	20	20	100
Conference bridges	2	2	2	8	10	12	12	50
Conference attendees per bridge	6	6	6	8	10	12	12	18
Maximum call center agents	N/A	N/A	N/A	10	20	30	55	150
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264							

	FVE-5000F
Hardware Specifications	
PRI (T1/E1)	0
Traditional telephone lines (FXO)	0
Analog extensions (FXS)	0
Network interfaces (RJ45)	4 + 2 SFP
Total hard drive capacity	2x 2 TB
RAID storage management	Hardware: 0, 1, 5, 10, Hot Spare (based on drive count)
Hardware form factor	Rack Mount (1U)
Power supply	Dual (hot swappable)
Dimensions	
Height x width x length (inches)	1.70 x 17.10 x 14.30
Height x width x length (mm)	44 x 435 x 364
Weight	16.1 lbs (7.3 kg)
Capacity	
VoIP trunks	500
Extensions	5000
Concurrent calls	800
Auto attendants	100
Conference bridges	50
Conference attendees per bridge	50
Maximum call center agents	300
Codec support	

	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	600	1000
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.

* Minimum 50 GB

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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

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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