



DATASHEET

FortiVoice™

Small Business Phone Systems

Easy to use, affordable and reliable, FortiVoice phone systems were designed to help small businesses take control of their calls. With the features of a big business phone system at a small business price, FortiVoice helps you build a better bottom line by reducing your costs while improving customer service.

FortiVoice systems come complete with everything your small office needs to handle calls professionally, control communication costs and stay connected everywhere. It's a compact, easy-to-use system for small, multibranch and home-based companies with up to 64 phone users per office.

Big business features

You can impress your customers with a range of features usually found only in large-scale phone systems. You can answer calls with sophisticated multi-level auto attendants and dial-by-name directories. Or, connect to off-site and mobile telephones as though they were on-site extensions. FortiVoice allows you to seamlessly pick up calls wherever you are. And more.

Cost control

FortiVoice costs less and includes many features that other systems offer only with additional fees. Plus, FortiVoice optimizes the use of telephone lines and Internet connections to keep your calling costs down.

VoIP and traditional: The best of both worlds

Most systems make you choose between VoIP and the traditional telephone network. FortiVoice offers a true hybrid for small business. Whether you connect the system to traditional or VoIP lines, or both, the features work the same way.

Easy to set up, easy to use

Unlike other solutions, FortiVoice systems are easy to set up. With user-friendly software and standard ports, FortiVoice systems work right out of the box. You save time and money, whether you do it yourself or rely on an installer.



Improve Image, Control Costs and Stay Connected Anywhere

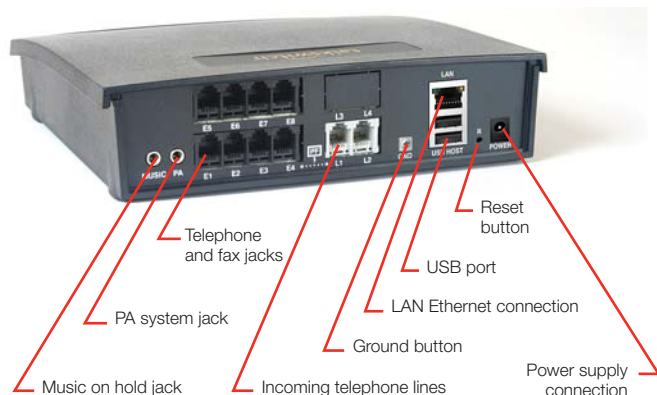
- ✓ Big business phone system at a small business price
- ✓ Comes with voicemail, auto attendants, dial-by-name directory, ring groups and much more
- ✓ Works with VoIP and traditional telephone lines
- ✓ Seamlessly integrates mobile and teleworkers
- ✓ Easy to set up and easy to use
- ✓ Expandable up to 64 users per location

Features	Benefits
Highly flexible, multi-level auto attendants	Never miss a call. Ensure all calls are answered professionally, 24 hours a day, even if everybody is busy, and without the cost of dedicated staff to answer the phones. Multiple levels allow customer service in different languages, or different caller options in different departments.
Connect anywhere extensions	Integrate cell phones, home phones and phones in other locations, so that callers can dial the main office number and connect with any employee, anywhere.
Multibranch VoIP networking	Seamlessly connect multiple locations, around the block or across the country with no long-distance charges.
Built-in voicemail	Save costs on phone company voicemail and consolidate cell phone and desk phone voicemails in one box. Receive voicemails in e-mail for easy retrieval and storage.
Ring groups and call queues	Line callers up in department-specific hold queues that agents can answer first-come, first-served.

Features

- Auto attendants
- Voicemail
- Voicemail to e-mail
- Remote extensions
- Dial-by-name directory
- Music on hold
- Call forward
- Call cascade
- Ring groups
- Call back/call bridge
- Call hold/park/pickup
- Call transfer
- Call conference
- Intercom
- Public address
- Paging to select phones
- Click-to-dial from Outlook
- Call queue
- Auto fax detection
- Mode scheduling
- Call screening
- Distinctive ring
- Automatic route selection
- Toll restriction
- Call detail record logging
- Local & remote management
- System speed dials
- Caller-ID-based routing
- Automatic hotline calling
- Cell/pager/e-mail message notification
- Multilingual prompts and software
- Line appearance (IP phones)
- Integrates SIP Server and Client

FortiVoice FVC-48B



Music on hold jack: 1/8" mono jack to connect audio devices (CD players, radio or PC soundcards) for music or messages on hold. FortiVoice can also play .wav files stored on the system.

PA system jack: 1/8" mono jack to connect a PA system to announce calls, or to a speaker to monitor incoming calls and voicemail.

Analog extension jacks: Standard 2-pin RJ-11 ports. FortiVoice units support 4 or 8 analog phones or fax machines.

Incoming telephone lines: Standard 2-pin RJ-11 ports. FortiVoice units support 2, 4 or 8 incoming lines, with support for Caller ID and distinctive ringing.

Ground screw: Grounding recommended for lightning protection.

Ethernet connection: RJ-45 10/100 Ethernet connection for LAN networking and management.

USB port: Support for future expansion.

Reset button: For manual reboot.

Power source: 120/230 VAC, 60 Hz — In. 16 VAC, 2.0 A — Out. AC adapter included.

FortiVoice units	FVC-24B	FVC-48B	FVC-84B	Maximum ¹
Traditional telephone lines	2	4	8	32
Extension capacity ²	16	16	16	64
VoIP lines	8	8	8	32
Remote extensions	16	16	16	64
Auto attendants	9	9	9	9
Voice mailboxes	36	36	36	144
Memory capacity	4 hours	4 hours	4 hours	24 hours

1: Up to 4 FortiVoice units can be networked on a LAN, combining line and extension capacity to these maximums.

2: Analog phones can be used for up to 4 or 8 of the extensions on each unit. The number of analog phones is based on the number of analog ports, which is indicated by the second digit of the name. For example, a FortiVoice 48 has 8 analog ports.

Technical Specifications		VoIP features	Dimensions (H x W x L)
System			
Power-failure line to extension jacks	E4 port to L1 port	Embedded SIP server and clients	2.03" x 8" x 8.4"/ 51 mm x 203 mm x 213 mm
Analog extension interface		Up to 96 DIDs	
Trunk type	Loop start	Up to 4 service providers	Regulatory approvals
Interface impedance	600 ohms	Integrated registrar	CE ACTA TIA/EIA/IS-968A and FCC Part 68 Industry Canada CS-03
Loop range	0-600 ohms	Can use external SIP servers as required	FCC Part 15B, Industry Canada ICES-003
Total ringing load	5 REN	RTP	Power adapter complies with UL and CSA
Analog trunks		Fax tone detection	
Trunk type	Loop start	G.711 μ -law/A-law, G.726 (32 Kbps), G.729a	
Interface impedance	Supports 600 ohms, 600 complex/900 ohms, 900 complex	G.168 echo cancellation	
Distinctive rings supported	Yes	VAD, silence suppression	
Caller ID support	FSK, all lines	Adaptive jitter buffer	
		Packet loss concealment	

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