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FORTINET FV ENT-VM-200

Fortinet FortiVoice-VM-200 Software User Manual

Model: FV ENT-VM-200 | Brand: FORTINET



Image: Fortinet FortiVoice-VM-200 software box, illustrating the product packaging.

1. Introduction

The Fortinet FortiVoice-VM-200 is a virtual appliance software designed to provide comprehensive voice communication solutions. This software supports up to 200 phone extensions and 24 VoIP trunks, making it suitable for various business environments, including call centers and hotels. This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your FortiVoice-VM-200 software. For additional resources and detailed documentation, please refer to the official Fortinet support portal.

2. Setup and Installation

The FortiVoice-VM-200 is a virtual machine (VM) based solution. Installation typically involves deploying the provided VM image onto a compatible virtualization platform (e.g., VMware, Hyper-V). Ensure your virtualization environment meets the minimum system requirements specified by Fortinet.

2.1 System Requirements

- Compatible virtualization platform (e.g., VMware ESXi, Microsoft Hyper-V).
- Sufficient CPU, RAM, and storage resources allocated to the VM. Specific requirements vary based on deployment size and features enabled. Refer to Fortinet's official documentation for precise figures.
- Network connectivity for VoIP trunks and extension registration.

2.2 Deployment Steps

1. **Download VM Image:** Obtain the FortiVoice-VM-200 virtual appliance image from the Fortinet support portal.
2. **Deploy VM:** Import the VM image into your chosen virtualization platform. Follow the platform's specific

instructions for deploying a new virtual machine from an OVF/OVA template or VHD file.

3. **Initial Configuration:** Power on the VM. Access the console to perform initial network configuration (IP address, subnet mask, gateway, DNS).
4. **Web-based Management:** Once network settings are applied, access the FortiVoice-VM-200 web interface via a web browser using the configured IP address.
5. **License Activation:** Activate your FortiVoice-VM-200 license using the activation key provided with your purchase. This step is crucial for enabling full functionality.



Image: A visual representation of the Fortinet Activation Key box, essential for software license activation.

3. Operating the FortiVoice-VM-200

The FortiVoice-VM-200 offers a comprehensive set of features for managing your voice communications. Access these features through the web-based administration interface.

3.1 User Interface Overview

The web interface provides dashboards, configuration menus, and monitoring tools. Key areas include:

- **Dashboard:** Real-time status of extensions, trunks, and system performance.
- **Extensions:** Manage individual phone extensions, including user profiles, call forwarding, voicemail, and permissions.
- **Trunks:** Configure and monitor VoIP trunks for external call routing.
- **Call Features:** Set up auto-attendants, call queues, ring groups, and conference bridges.
- **System:** General system settings, backups, firmware upgrades, and logging.

3.2 Key Features

- **200 Phone Extensions:** Support for a large number of internal users.
- **24 VoIP Trunks:** Capacity for significant external call traffic.
- **Call Center Functionality:** Advanced features for managing call queues, agent groups, and reporting (requires specific licenses).
- **Hotel PBX Features:** Specialized functionalities for hotel environments, such as check-in/check-out, wake-up calls, and room status (requires specific licenses).

- **Unified Communications:** Integration with other communication tools for enhanced productivity.

4. Maintenance

Regular maintenance ensures the optimal performance and security of your FortiVoice-VM-200 system.

4.1 Firmware Updates

Periodically check for and apply firmware updates from the Fortinet support portal. Firmware updates often include security patches, bug fixes, and new features. Always review release notes before performing an upgrade.

4.2 Configuration Backups

Regularly back up your FortiVoice-VM-200 configuration. This allows for quick restoration in case of system failure or misconfiguration. Store backups in a secure, off-site location.

4.3 Monitoring

Monitor system logs and performance metrics through the web interface. Pay attention to CPU usage, memory, disk space, and network traffic to identify potential issues early.

5. Troubleshooting

This section provides solutions to common issues you might encounter with your FortiVoice-VM-200.

5.1 No Dial Tone / Cannot Make Calls

- **Check Extension Status:** Verify that the phone extension is registered and active in the FortiVoice-VM-200 interface.
- **Network Connectivity:** Ensure the IP phone or softphone has network connectivity to the FortiVoice-VM-200.
- **Trunk Status:** If external calls are affected, check the status of your VoIP trunks. Ensure they are registered with your service provider.
- **Firewall Rules:** Confirm that necessary ports are open on any firewalls between the phone/trunk and the FortiVoice-VM-200.

5.2 Poor Call Quality

- **Network Congestion:** Check network bandwidth and prioritize VoIP traffic using Quality of Service (QoS) settings on your network devices.
- **Jitter/Latency:** High jitter or latency can degrade call quality. Investigate network path and reduce hops where possible.
- **Codec Mismatch:** Ensure compatible audio codecs are configured on both the FortiVoice-VM-200 and the endpoints.

5.3 Web Interface Inaccessible

- **VM Status:** Verify that the FortiVoice-VM-200 virtual machine is powered on and running.
- **IP Address:** Confirm the correct IP address is being used and that your client device can reach it.
- **Browser Cache:** Clear your browser's cache and cookies, or try a different browser.

6. Specifications

Feature	Detail
Product Name	FortiVoice-VM-200 Software
Brand	FORTINET
Model Number	FV ENT-VM-200
Supported Extensions	Up to 200
Supported VoIP Trunks	Up to 24
License Support	Call Center, Hotel
Virtualization Platform	VMware ESXi, Microsoft Hyper-V (check Fortinet documentation for full compatibility)
First Available	August 7, 2018

7. Support and Warranty

Fortinet provides various support services to ensure the smooth operation of your FortiVoice-VM-200. For detailed information on your specific support contract and warranty, please refer to your purchase agreement and the official Fortinet website.

7.1 FortiCare Support Services

FortiCare offers technical support, hardware replacement, and access to firmware updates. Different tiers of service are available, such as 8x5 and 24x7 support, to meet varying operational needs.



Image: An overview graphic detailing FortiCare Support Services, including 8x5, 24x7, and 360 Advanced Services options.

7.2 Security Subscriptions

Fortinet offers security subscriptions, such as FortiGuard services, which provide real-time threat intelligence and protection against various cyber threats. These subscriptions are crucial for maintaining a secure communication environment.



Image: A graphic illustrating the benefits and scope of FortiGuard Security Subscriptions, emphasizing threat intelligence and protection.



Image: A detailed graphic outlining various FortiGuard subscription options, including Next Generation Application Control, Antivirus, Antispam, Botnet IP and Domain Reputation, Mobile Security, Web Filtering, Web Application Security, Vulnerability Scan, Data Security Control, and Advanced Threat Protection.

7.3 Contacting Support

For technical assistance, visit the official Fortinet support website or contact your authorized Fortinet partner. Ensure you have your product serial number or license information readily available.

Online Resources: Fortinet Support Portal

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