

FortiVoice Gateway GS24

FVG-GS24

QuickStart Guide



October 15, 2024

This guide covers model: FVG-GS24

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Before you begin

Register your device to access FortiGuard updates, cloud management, firmware upgrades, technical support and warranty coverage.

https://support.fortinet.com

The Essentials

Default Logins



https://192.168.1.99
Username: ***admin***
Password**: leave blank**

Fortinet Documents Library

For more information about how to deploy and configure a FortiVoice Gateway, visit https://docs.fortinet.com/product/fortivoice-enterprise/ and access the Deployment Guide and Administration Guide.

Customer Service

For contracts, licensing, product registration, and account management, contact FortiCare Support at https://www.fortinet.com/support/contact.

Technical Support

To access our Resource Center, Professional Services and Technical Support Services, visit https://www.fortinet.com/support.

Thank you for choosing Fortinet

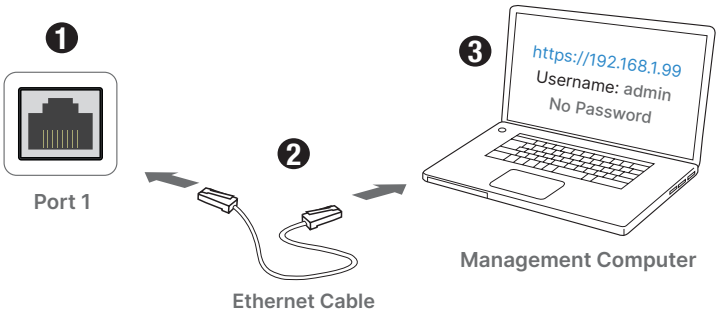
Package Contents

FortiVoice Gateway GS24
FVG-GS24

- FortiVoice Gateway GS24 device
- QuickStart Guide
- Power cable (Europe version)
- Power cable (North America version)
- Ethernet cable
- 2 rack-mount brackets
- 2 wall-mount brackets
- 4 rack screws
- 4 cage nuts
- 8 bracket screws

Setup Options

GUI

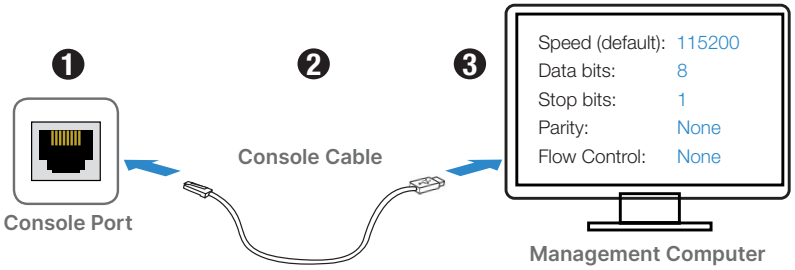


Configure the management computer to be on the same subnet as the internal interface as the FortiVoice Gateway unit:

IP address: 192.168.1.x

Netmask: 255.255.255.0

CLI



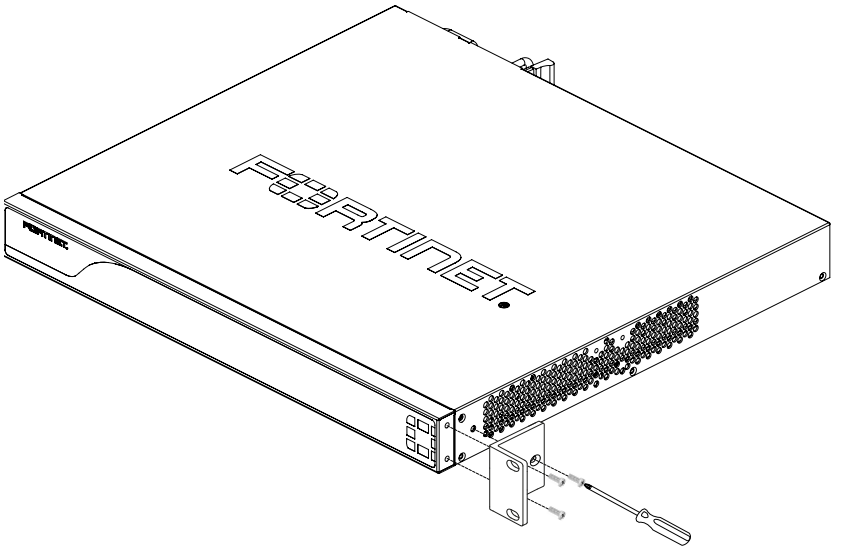
In the terminal emulation program, log in using `admin` and no password.

Rack Installation

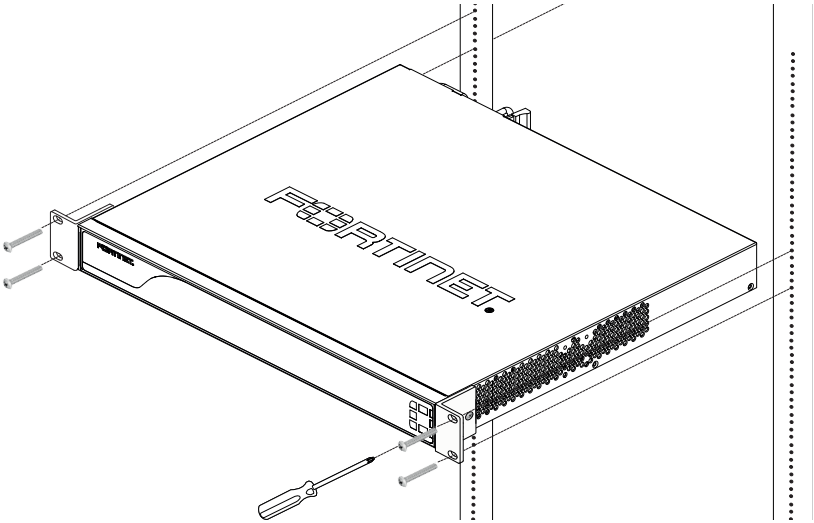
You can mount the FortiVoice Gateway unit in any standard 19-inch (48.26 cm) rack unit with the provided rack-mount brackets and screws.

1. Place the FortiVoice Gateway unit on a stable surface prior to doing the rack-mount installation.

2. Attach the provided rack-mount brackets to the sides of the unit using the provided bracket screws.



3. Position the FortiVoice Gateway unit in the 19-inch (48.26 cm) rack at a maximum height of 6 ft (2 m). Make sure that there is at least 1.5 in (3.8 cm) of clearance on all sides to allow for adequate airflow.



4. Line up the rack-mount bracket holes with the holes on the rack and make sure that the FortiVoice Gateway unit is level.

5. Finger tighten four rack screws to attach the unit to the rack.

6. Verify that the spacing around the FortiVoice Gateway unit conforms to requirements and that the unit is level, then tighten the rack-mount screws with an appropriate screwdriver.

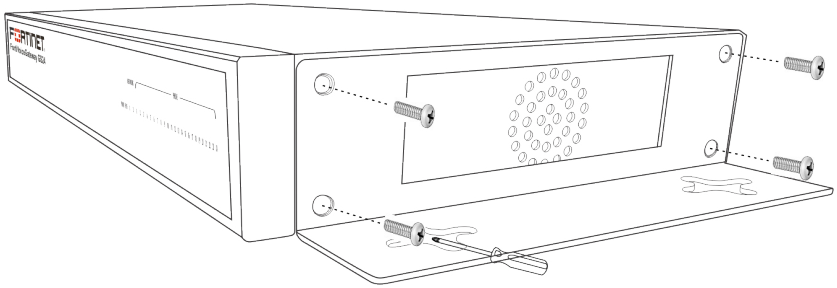
7. Plug the provided power cable into the back of the unit and then into a grounded electrical outlet or a separate power source, such as an uninterruptible power supply (UPS) or a power distribution unit (PDU).

Wall Installation

You can mount the FortiVoice Gateway unit to the wall using the provided wall-mount brackets.

1. Place the FortiVoice Gateway unit on a stable surface prior to doing the wall-mount installation.

2. Attach the provided wall-mount brackets to the sides of the unit using the provided bracket screws.



3. Position the FortiVoice Gateway unit at a maximum height of 6 ft (2 m) on the wall. Make sure that there is at least 1.5 in (3.8 cm) of clearance on all sides to allow for adequate airflow.

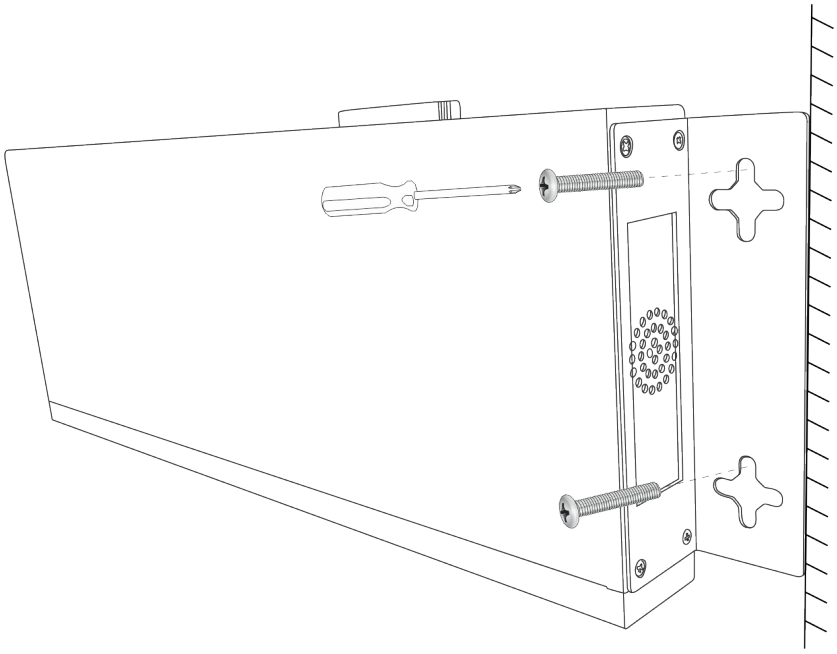
4. Make sure that the FortiVoice Gateway unit is level.

5. Mark the holes to drill for mounting the unit to the wall and drill the holes.

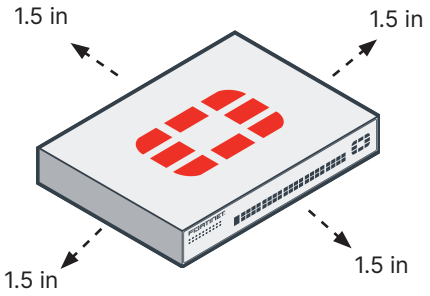
6. Line up the wall-mount bracket holes with the holes drilled in the wall.

7. Using screws appropriate for your wall type, tighten the screws within the wall-mount bracket holes.

8. Plug the provided power cable into the back of the unit and then into a grounded electrical outlet or a separate power source, such as an UPS or PDU.

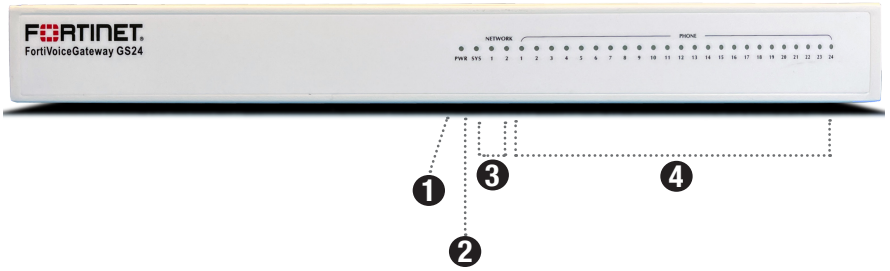


Desktop Installation



1. Place the FortiVoice Gateway unit on a flat, clean, and stable surface.
2. Make sure that there is at least 1.5 in (3.8 cm) of clearance on all sides of the unit to allow for adequate airflow.
3. Connect the power adapter to the power connection of the FortiVoice Gateway.
4. Connect the other end of the power adapter to the power cable.
5. Connect the power cable to the power outlet.
6. Connect an Ethernet port of the FortiVoice Gateway to your network and the internet.

Front view of FVG-GS24



1 **PWR**

- **Green**: The unit is on.
- **Off**: The unit is off.

2 **SYS**

- **Green**: The system is ready.
- **Off**: The system is not ready.

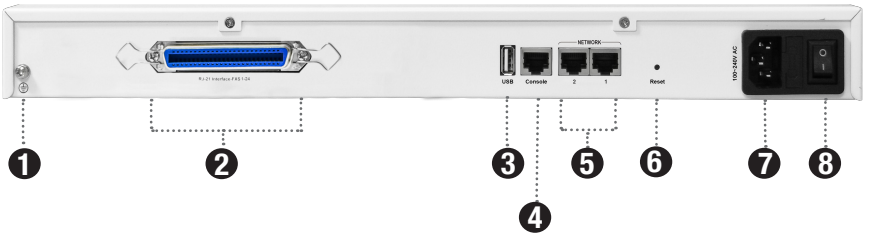
3 **NETWORK**

- **Green**: The Ethernet port is ready.
- **Flashing Green**: The Ethernet port is in use.
- **Off**: No link is established.

4 **PHONE**

- **Green**: FXS port is ready.
- **Red**: FXS port is in use.
- **Off**: FXS port is not ready.

Back view of FVG-GS24



1 **Grounding terminal**

2 **Line**
Type RJ-21 interface for FXS 1 to 24.

3 **USB**
This port is not in use.

4 **Console**
Type RJ-45. Use for CLI management.

5 **Network**
Ethernet ports for connection to your network and the internet.

6 **Reset pinhole**
System reset.

7 **AC power connection**
100-240V AC, 1.5A, 50/60Hz

8 **Power button**

Cautions and Warnings

Environmental specifications

Ambient operating temperature: 0°C to 40°C

Rack Mount Instructions - The following or similar rack-mount instructions are included with the installation instructions:

Instructions de montage en rack - Les instructions de montage en rack suivantes ou similaires sont incluses avec les instructions d'installation:

Elevated Operating Ambient - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified by the manufacturer.
Température ambiante élevée – S'il est installé dans un rack fermé ou à unités multiples, la température ambiante de fonctionnement de l'environnement du rack peut être supérieure à la température ambiante de la pièce. Par conséquent, il est important d'installer le matériel dans un environnement respectant la température ambiante maximale (Tma) stipulée par le fabricant.

Reduced Air Flow - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.
Ventilation réduite – Installation de l'équipement dans un rack doit être telle que la quantité de flux d'air nécessaire au bon fonctionnement de l'équipement n'est pas compromise.

Mechanical Loading - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
Chargement mécanique – Montage de l'équipement dans le rack doit être telle qu'une situation dangereuse n'est pas lié à un chargement mécanique inégal.

Circuit Overloading - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
Surtension – Il convient de prendre l'ensemble des précautions nécessaires lors du branchement de l'équipement au circuit d'alimentation et être particulièrement attentif aux effets de la suralimentation sur le dispositif assurant une protection contre les courts-circuits et le câblage. Ainsi, il est recommandé de tenir compte du numéro d'identification de l'équipement.

Reliable Earthing - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (for example, use of power strips).
Fiabilité de la mise à la terre – Fiabilité de la mise à la terre de l'équipement monté en rack doit être maintenue. Une attention particulière devrait être accordée aux connexions d'alimentation autres que les connexions directes au circuit de dérivation (par exemple de l'utilisation de bandes de puissance).

Refer to specific Product Model Data Sheet for Environmental Specifications (Operating Temperature, Storage Temperature, Humidity, and Altitude).

Référez à la Fiche Technique de ce produit pour les caractéristiques environnementales (Température de fonctionnement, température de stockage, humidité et l'altitude).

Safety

Battery – Risk of explosion if the battery is replaced by an incorrect type. Do not dispose of batteries in a fire. They may explode. Dispose of used batteries according to your local regulations. IMPORTANT: Switzerland: Annex 4.10 of SR814.013 applies to batteries.
Batterie – Risque d'explosion si la batterie est remplacée par un type incorrect. Ne jetez pas les batteries au feu. Ils peuvent exploser. Jetez les piles usagées conformément aux réglementations locales. IMPORTANT: Suisse: l'annexe 4.10 de SR814.013 s'appliquent aux batteries.

警告
本電池如果更換不正確會有爆炸的危險
請依製造商說明書處理用過之電池

CAUTION
There is a danger of explosion if a battery is incorrectly replaced. Replace only with the same or equivalent type.
Dispose batteries according to the manufacturer's instructions.
Disposing a battery into fire, a hot oven, mechanically crushing, or cutting it can result in an explosion.
Leaving a battery in an extremely hot environment can result in leakage of flammable liquid, gas, or an explosion.
If a battery is subjected to extremely low air pressure, it may result in leakage of flammable liquid, gas, or an explosion.

WARNUNG
Lithium-Batterie Achtung: Explosionsgefahr bei fehlerhafter Batteriewechsel. Ersetzen Sie nur den gleichen oder gleichwertigen Typ. Batterien gemäß den Anweisungen des Herstellers entsorgen.

Beseitigung einer BATTERIE in Feuer oder einen heißen Ofen oder mechanisches Zerkleinern oder Schneiden einer BATTERIE, die zu einer EXPLOSION führen kann.

Verlassen einer BATTERIE in einer extrem hohen Umgebungstemperatur, die zu einer EXPLOSION oder zum Austreten von brennbarer Flüssigkeit oder Gas führen kann.

Eine BATTERIE, die einem extrem niedrigen Luftdruck ausgesetzt ist, der zu einer EXPLOSION oder zum Austreten von brennbarer Flüssigkeit oder Gas führen kann.

Grounding — To prevent damage to your equipment, connections that enter from outside the building should pass through a lightning / surge protector, and be properly grounded. Use an electrostatic discharge workstation (ESD) and/or wear an anti-static wrist strap while you work. In addition to the grounding terminal of the plug, on the back panel, there is another, separate terminal for earthing.

Mise à la terre — Pour éviter d'endommager votre matériel, assurez-vous que les branchements qui entrent à partir de l'extérieur du bâtiment passent par un parafoudre / parasurtenseur et sont correctement mis à la terre. Utilisez un poste de travail de décharge électrostatique (ESD) et / ou portez un bracelet anti-statique lorsque vous travaillez. Ce produit possède une borne de mise à la terre qui est prévu à l'arrière du produit, à ceci s'ajoute la mise à la terre de la prise.

This product has a separate protective earthing terminal provided on the back of the product in addition to the grounding terminal of the attachment plug. This separate protective earthing terminal must be permanently connected to earth with a green with yellow stripe conductor minimum size # 20 AWG and the connection is to be installed by a qualified service personnel.

Ce produit a une borne de mise à la terre séparé sur le dos de l'appareil, en plus de la borne de mise à la terre de la fiche de raccordement. Cette borne de mise à la terre séparée doit être connecté en permanence à la terre avec un conducteur vert avec la taille bande jaune de minimum # 20 AWG et la connexion doit être installé par un personnel qualifié.

IMPORTANT SAFETY INSTRUCTIONS: When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

CONSIGNES DE SECURITE IMPORTANTES: Lorsque vous utilisez votre équipement téléphonique, des précautions de sécurité de base doivent toujours être suivies pour réduire le risque d'incendie, de choc électrique et de blessures corporelles, y compris ce qui suit:

- Do not use this product near water for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Ne pas utiliser ce produit près de l'eau, par exemple, près d'une baignoire, d'un lavabo, d'un évier de cuisine ou cuve à lessive, dans un sous-sol humide ou près d'une piscine.

- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Évitez d'utiliser un téléphone (autre qu'un téléphone sans fil) pendant un orage. Il peut y avoir un risque de choc électrique par la foudre.

- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Ne pas utiliser le téléphone pour rapporter une fuite de gaz à proximité de la fuite.

- Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
- Utilisez uniquement le cordon d'alimentation et les piles indiquées dans ce manuel. Ne jetez pas les batteries au feu. Ils peuvent exploser. Vérifiez les codes locaux pour connaître les instructions spéciales d'élimination.

SAVE THESE INSTRUCTIONS
CONSERVER CES INSTRUCTIONS

CAUTION
To reduce the risk of fire, use only No. 26 AWG or larger (for example, 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord.

ATTENTION
Pour réduire le risque d'incendie, utilisez uniquement 26 AWG ou supérieur (par exemple, 24 AWG) lister UL ou cordon certifié CSA.

Regulatory Notices

Federal Communications Commission (FCC) – USA

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received; including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING
Any changes or modifications to this product not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Innovation, Science and Economic Development (ISED) - Canada

This Class B digital apparatus complies with Canadian Interference-Causing Equipment Standard ICES-003.
Cet appareil numérique de la classe B est conforme à la norme sur le matériel brouilleur NMB-003 du Canada.

European Conformity (CE) - EU

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

CE



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