FortiVoice™ Enterprise 20E2 & 20E4

QuickStart Guide



April 3, 2019

6th Edition

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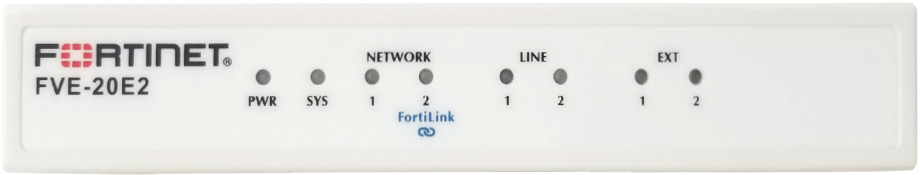
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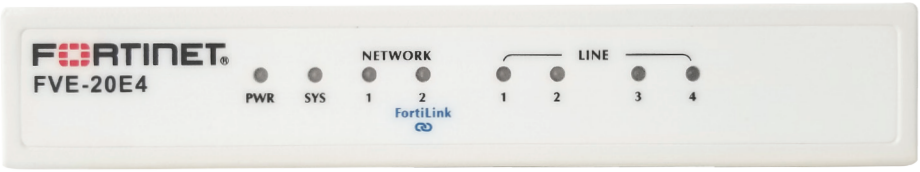
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Package Contents

FortiVoice Enterprise 20E2 or 20E4 PBX appliance
QuickStart Guide
PSU and adaptors
Ethernet cable





Connecting to FortiVoice

You can configure your FortiVoice appliance using either its web pages (the web UI) or the command line interface (CLI). After connecting, follow the setup instructions in the FortiVoice Enterprise Phone System Administration Guide.

To connect to the FortiVoice web UI

Browser requirements: Internet Explorer 7 or higher, Firefox 3.5 or higher, Safari 4 or higher, and Adobe Flash Player 9 or higher plug-in required to display statistics charts.

1. Connect the FortiVoice appliance's port1 to your computer using the provided Ethernet cable.
2. On your computer, configure it to match the appliance's default port1 subnet.

   For example, on Windows 7, click the *Start* (Windows logo) menu to open it, then click *Control Panel*. Click *Network and Sharing Center*, *Local Area Connection*, then the *Properties* button. Select *Internet Protocol Version 4 (TCP/IPv4)* then click its *Properties* button. Select *Use the following IP address*, then change your computer's settings to:

   - *IP address:* 192.168.1.2
   - *Subnet mask:* 255.255.255.0
3. To access the FortiVoice web UI, start a browser and browse to https://192.168.1.99/admin (remember to include the "s" in https:// and "/admin" at the end of the URL).
4. Type `admin` in the *Name* field, leave the *Password* field blank, and click *Login*.

To connect to the FortiVoice CLI

1. Connect the FortiVoice console port to your computer using the console cable.
2. On the management computer, start a terminal emulation program (such as PuTTY). Use these settings:

   - Serial line: COM1
   - Baud rate: 115200
   - Data bits: 8
   - Parity: None
   - Stop bits: 1
   - Flow control None

3. Press *Enter* on your keyboard to connect to the CLI.
4. Type `admin` in the *Name* field, leave the *Password* field blank, then press Enter.

To power off the appliance via the web UI

Always properly shut down the FortiVoice appliance's operating system before turning off the power switch or unplugging it. This causes it to finish writing any buffered data, and to correctly spin down and park the hard disks.

Do not unplug or switch off the FortiVoice appliance without first halting the operating system. Failure to do so could cause data loss and hardware problems.

1. Connect to the web UI.
2. Go to *System* > *Status*.
3. In the *System Command* widget, click the *Shut Down* button.

   You may be able to hear the appliance become more quiet when the appliance halts its hardware and operating system, indicating that power can be safely disconnected.
4. Disconnect the power cable from the power supply.

To power off the appliance via the CLI

1. Connect to the CLI.
2. Enter the following command:

   ```
   execute shutdown
   ```

   You may be able to hear the appliance become more quiet when the appliance halts its hardware and operating system, indicating that power can be safely disconnected.
3. Disconnect the power cable from the power supply.

Registering Your Product

Register

Register your Fortinet product in order to receive:

• Technical Support • Software updates

Enregistrer

Vous devez enregistrer le produit pour recevoir:

• Support technique • Mises-à-jour

Registra

La reistrazione ti permette di usufruire di:

• Supporto Tecnico • Nuove funzionalita

Registrar

Debe registrar el producto para recibir:

• Apoyo técnico • Nuevas funcionalidades del producto

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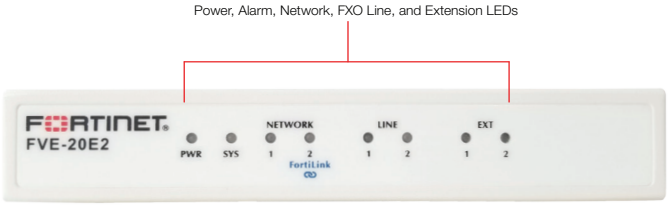
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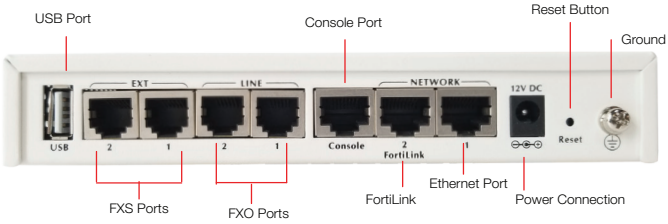
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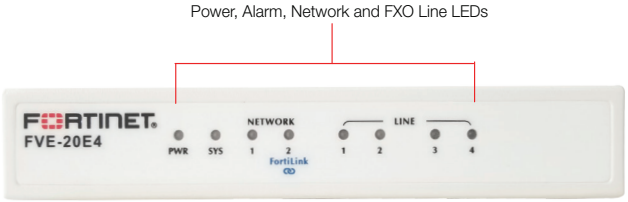
Technical Specifications



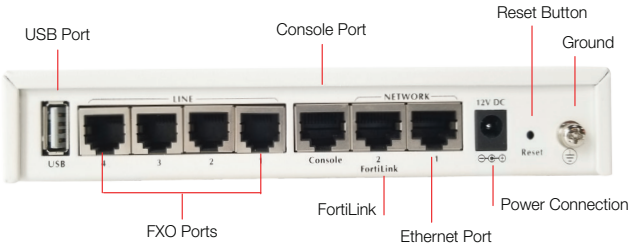
FortiVoice Enterprise 20E2 front view



FortiVoice Enterprise 20E2 back view



FortiVoice Enterprise 20E4 front view



FortiVoice Enterprise 20E4 back view

Interface	Type	Protocol	Description
Ethernet Port 1	RJ-45	100M Ethernet	Ethernet port for connection to your network and the Internet.
Ethernet Port 2 - FortiLink	RJ-45	100M Ethernet	Ethernet port for Fortinet security fabric integration. Can be used as a regular Ethernet port.
USB Port	USB-A	USB 2.0	Reserved for future use.
Console	RJ-45	RS-232 serial	Optional connection to the management computer. Provides access to the CLI.
FXO Ports 1-2 (20E2), 1-4 (20E4)	RJ-11		Connect to PSTN networks.
FXS Ports 1-2 (20E2)	RJ-11		Connect to analog phones.

LED Specifications

LED	State	Description
PWR	Green	The appliance is on.
SYS	Off	System is not ready.
	Green	System is ready.
NETWORK	Green	Ethernet port is ready.
	Flashing green	Ethernet port is in use.
LINE	Green	FXO port is ready.
	Red	FXO port is in use.
	Off	FXO port is not ready
EXT (20E2)	Green	FXS port is ready.
	Red	FXS port is in use.
	Off	FXS port is not ready.

Cautions and Warnings

Environmental specifications

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

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 # 14 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 # 14 AWG et la connexion doit être installé par un personnel qualifié.

Disconnect TNV circuit connector before removing cover.

Débranchez le câble du circuit TRT avant d'enlever le couvercle.

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 SÉCURITÉ 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 (e.g., 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

CAUTION: The interconnecting cables between the development kit and the LCD touch screen monitor are required to be rated min. 60 deg.C, min. 30 Vdc , marked VW-1 or FT- 1. The length of the cable should not exceed 3.05 m

ATTENTION: Les câbles d'interconnexion entre le kit de développement et le moniteur à écran tactile LCD doivent être classé min. 60 degrés C, min. 30 Vdc, marqué VW-1 ou FT-1. La longueur du câble ne doit pas dépasser 3,05 m

Telecommunication equipment connected to FXS port should be UL Listed and the connection shall be made in accordance with Article 800 of the NEC.

L'équipement de télécommunication connecté au port FXS doit être Listé UL et la connexion doit être faite conformément à l'article 800 de la NEC.

Federal Communication Commission (FCC) – USA

This device complies with Part 15 of 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 unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

This equipment complies with ACTA TIA/EIA/IS-968-B-1 and Part 68 of the FCC rules and the requirements adopted by the ACTA. On the base of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment uses the following USOC jacks: RJ11 and RJ45

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total REN, contact the local telephone company. The REN for this product is separately shown on the label and also part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required until the problem is resolved. But if advance notice is not practical, you will be notified by the telephone company as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

If you experience trouble with this equipment, or repair or warranty information, please contact the following address and phone number for information.

Fortinet Inc.

899 Kifer Road, Sunnyvale, CA 94086 USA

1-866-393-9960 (US and Canada)

1-613-725-2466 (International)

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

This equipment may not be used on coin service provided by the telephone company. Connection to party line service is subject to state tariffs.

Industry Canada Equipment Standard for Digital Equipment (ICES) – Canada

CAN ICES-3 (B) / NMB-3 (B)

Industry Canada (IC CS) – Canada

NOTICE: This product meets the applicable Industry Canada terminal technical specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not guarantee the equipment will operate to the user's satisfaction.

AVIS: Ce produit est conforme aux spécifications techniques terminales applicables d'Industrie Canada. Cette conformité est confirmée par le numéro d'enregistrement. Le sigle IC, placé devant le numéro d'enregistrement, signifie que l'enregistrement s'est effectué conformément à une déclaration de conformité et indique quelles spécifications techniques d'Industrie Canada ont été respectées. Il ne garantit pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

NOTICE: The Ringer Equivalence Number (REN) for this terminal equipment is 0.1B. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

AVIS: L'indice d'équivalence de la sonnerie (IES) du présent matériel est de 0.1B. L'IES assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être reliés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

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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b) Use a suitable shared library mechanism for linking with the Library. A suitable mechanism is one that (1) uses at run time a copy of the library already present on the user's computer system, rather than copying library functions into the executable, and (2) will operate properly with a modified version of the library, if the user installs one, as long as the modified version is interface-compatible with the version that the work was made with.
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