

FortiVoice™ Phone System Capacities

Enterprise System Capacity

	FVE-VM100/ FVE-100E	FVE-VM200/ FVE-200F	FVE-300E	FVE-VM500/ FVE-500E/ FVE-500F*	FVE-VM1000/ FVE-1000E	FVE-VM2000/ FVE-2000E/ FVE-2000F*	FVE-VM3000/ FVE-3000E	FVE-VM5000/ FVE-VM5000F*	FVE-VM10000	FVE-VM50000
System										
Network interfaces	20	30	30	30	50	80	80	80	80	80
SNMP users	5	5	5	5	10	16	16	16	16	16
SNMP hosts	5	5	5	5	10	16	16	16	16	16
Alert email addresses	5	5	5	5	5	5	5	5	5	5
System reminders	5	8	10	10	15	20	20	20	20	50
Profiles										
SIP profiles	20	25	30	30	60	100	100	100	100	100
Office peers	110	212	315	525	1050	2100	3150	5200	10300	51000
VoIP trunks	16	24	30	50	100	200	300	500	1000	3000
Schedules	10	15	20	20	60	100	100	100	100	250
Phone profiles	30	50	75	75	200	400	400	400	400	400
Location profiles	10	15	20	25	50	100	150	150	150	200
Recording rules	20	30	40	40	60	100	100	100	100	100
Managed gateways	5	5	10	10	25	50	50	100	100	200
Managed branches	0	0	10	10	20	40	40	100	100	200
Call Routing										
Auto attendants	10	15	20	20	60	100	100	100	100	200
Auto attendant files	50	60	75	75	200	400	400	400	400	400
Music on hold files	10	10	10	10	30	50	50	50	50	50
Inbound dial rules	20	30	50	50	75	100	100	100	100	200
DID inbound rules	10	15	20	20	60	100	100	100	100	200
Virtual numbers	20	30	40	40	60	100	100	100	100	200
Caller ID routing	10	15	20	20	60	100	100	100	200	400
Outbound dialing rules	20	30	50	50	75	100	100	100	100	200
Extensions										
Extensions	100	200	300	500	1000	2000	3000	5000	10000	50000
Departments	10	15	20	20	30	50	50	50	50	200
Account codes	20	30	50	50	100	150	150	150	150	150
Speed dials	100	200	200	200	400	400	400	400	400	400
Groups										
User privileges	10	15	20	20	60	100	100	100	100	100
Extension groups	20	30	40	40	60	100	100	100	100	200
Ring groups	15	20	20	30	60	120	200	200	200	400
Pickup groups	50	80	100	100	200	400	400	400	400	400
Paging groups	5	8	10	10	15	30	30	30	100	300
Features										
Conference bridge	8	10	12	12	20	50	50	50	50	100
Fax accounts	10	15	20	20	60	100	150	150	150	200
Call queues	5	10	15	15	30	50	50	50	50	100
Calls										
Concurrent calls	30	32	60	110	150	300	450	800	1500	2000

SMB System Capacity

	FVE-20E	FVE-VM50/FVE-50E
System		
Network interfaces	2	2
SNMP users	2	2
SNMP hosts	2	2
Alert email addresses	5	5
System reminders	–	–
Profiles		
SIP profiles	10	10
Office peers	23	55
VoIP trunks	4	8
Schedules	5	5
Phone profiles	10	10
Location profiles	5	5
Recording rules	–	–
Call Routing		
Auto attendants	5	5
Auto attendant files	20	20
Music on hold files	5	5
Inbound dial rules	10	10
DID inbound rules	5	5
Virtual numbers	5	5
Caller ID routing	5	5
Outbound dialing rules	10	10
Extensions		
Extensions	20	50
Departments	–	–
Account codes	10	10
Speed dials	100	100
Groups		
User privileges	5	5
Extension groups	5	5
Ring groups	10	10
Pickup groups	5	5
Paging groups	3	3
Features		
Conference bridge	2	2
Fax accounts	5	5
Call queues	–	–
Calls		
Concurrent calls	8	15

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*supported in 6.0.1

Gateway System Capacity

	FVE-G008	FVE-GS16	FVE-GT01	FVE-GT02
System				
Network interfaces	–	–	–	–
SNMP users	–	–	–	–
SNMP hosts	–	–	–	–
Alert email addresses	5	5	5	5
System reminders	–	–	–	–
Profiles				
SIP profiles	10	10	10	10
Office peers	–	–	–	–
VoIP trunks	8	16	30	60
Schedules	–	–	–	–
Dial plan mappings	8	16	–	–
Phone profiles	–	–	–	–
Location profiles	–	–	–	–
Recording rules	–	–	–	–
Call Routing				
Auto attendants	–	–	–	–
Auto attendant files	–	–	–	–
Music on hold files	–	–	–	–
Inbound dial rules	–	–	–	–
DID inbound rules	–	–	–	–
Virtual numbers	–	–	–	–
Caller ID routing	–	–	–	–
Outbound dialing rules	–	–	–	–
Extensions				
Extensions	–	16	0	0
Departments	–	–	–	–
Account codes	–	–	–	–
Speed dials	–	–	–	–
Groups				
User privileges	–	5	5	5
Extension groups	–	–	–	–
Ring groups	–	–	–	–
Pickup groups	–	–	–	–
Paging groups	–	–	–	–
Features				
Conference bridge	–	–	–	–
Fax accounts	–	–	–	–
Call queues	–	–	–	–
Calls				
Concurrent calls	8	16	30	60

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Call Center Capacity

	FVE-VM100/ FVE-100E	FVE-VM200E/ FVE-200F	FVE-300E	FVE-VM500/ FVE-500E/ FVE-500F*	FVE-VM1000/ FVE-1000E	FVE-VM2000/ FVE-2000E/ FVE-2000F*	FVE-VM3000/ FVE-3000E	FVE-VM5000/ FVE-5000F*	FVE-VM10000	FVE-VM50000
Agents										
CC agents	10	20	30	55	75	150	225	300	500	800
Agent profiles	25	25	50	50	100	200	200	200	200	200
Skill levels	20	20	20	20	50	100	100	100	100	100
Skill tags	20	20	20	20	100	200	200	200	200	200
IVR										
IVR	30	30	50	50	100	150	150	150	150	300
IVR actions	100	100	100	200	300	500	500	500	500	500
IVR variables	80	80	100	100	200	300	300	300	300	300
Database										
IVR database	2	2	5	5	10	20	20	20	20	20
DB SIP header	30	30	50	50	100	200	200	200	200	200
DB digits	30	30	50	50	100	200	200	200	200	200
DB statements	30	30	50	50	100	200	200	200	200	200
DB logical	30	30	50	50	100	200	200	200	200	200
Features										
Reason codes	20	20	30	30	60	100	100	100	100	100
Action codes	20	20	30	30	60	100	100	100	100	100
CC Monitor screen	2	2	2	2	2	5	5	5	5	5
Reports										
Reports	10	10	15	15	30	50	50	50	50	50

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