

FortiVoice™ Phone System Capacities

Enterprise System Capacity

V7.0 Build 0201	VM100 100E	VM200 200F	300E	VM500 500F	VM2000 2000E	VM5000 5000F	VM10000	VM20000	VM50000
System									
Network interfaces	20	30	30	30	80	80	80	80	80
SNMP users	5	5	5	5	16	16	16	16	16
SNMP hosts	5	5	5	5	16	16	16	16	16
Alert email addresses	5	5	5	5	5	5	5	5	5
System reminders	5	8	10	10	20	20	20	20	50
Profiles									
SIP profiles	20	25	30	30	100	100	100	100	100
Office peers	110	212	315	525	2100	5200	10300	20500	51000
VoIP trunks	16	24	30	50	200	500	1000	2000	3000
Schedules	10	20	20	40	150	150	150	150	250
Phone profiles	30	50	50	75	200	200	200	200	200
Programmable Keys	30	50	50	75	200	500	500	500	500
Emergency Zones	250	250	250	250	250	250	250	250	250
Recording rules	20	30	40	40	100	100	100	100	100
Managed Gateways	5	5	15	20	80	150	300	500	1000
Managed Branches	0	0	10	15	80	150	300	500	1000
Call routing									
Auto attendants	10	20	30	50	200	500	1000	1000	1000
Auto attendant files	50	80	120	200	500	2000	3000	3000	3000
Music on hold files	10	10	10	10	50	50	50	50	50
Inbound dial rules	20	30	50	50	100	100	100	100	200
DID inbound rules	10	15	20	20	150	150	150	150	200
Virtual numbers	20	30	40	40	100	100	200	200	200
Caller ID routing	10	15	20	20	100	100	200	300	400
Outbound dialing rules	20	30	50	50	100	100	200	200	200
Extensions									
Extensions	100	200	300	500	2000	5000	10000	20000	50000
Departments	10	15	20	20	50	50	200	200	200
Account codes	20	30	50	50	150	150	150	150	150
Speed dials	100	200	200	200	400	400	400	400	400
Groups									
User privileges	10	15	20	20	100	100	100	100	100
Extension groups	20	30	40	40	100	200	500	500	600
Ring groups	15	30	30	60	150	250	400	400	400
Pickup groups	50	80	100	100	400	400	400	400	400
Paging groups	5	10	10	20	30	30	100	150	300
Features									
Conference bridge	8	10	12	20	50	50	50	50	100
User Conference	3	3	3	3	5	10	20	20	20
User Conf Participants	8	8	8	20	20	20	20	20	20
Fax accounts	10	15	20	20	100	150	150	150	200
Call queues	5	15	15	25	100	200	500	600	800
Calls									
Concurrent Calls	30	45	75	75	300	800	1500	1500	2000

SMB Capacity

V7.0 Build 0201	20E	VM50 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
Programmable Keys		10
Emergency Zones	250	250
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	10	15



Gateway System Capacity

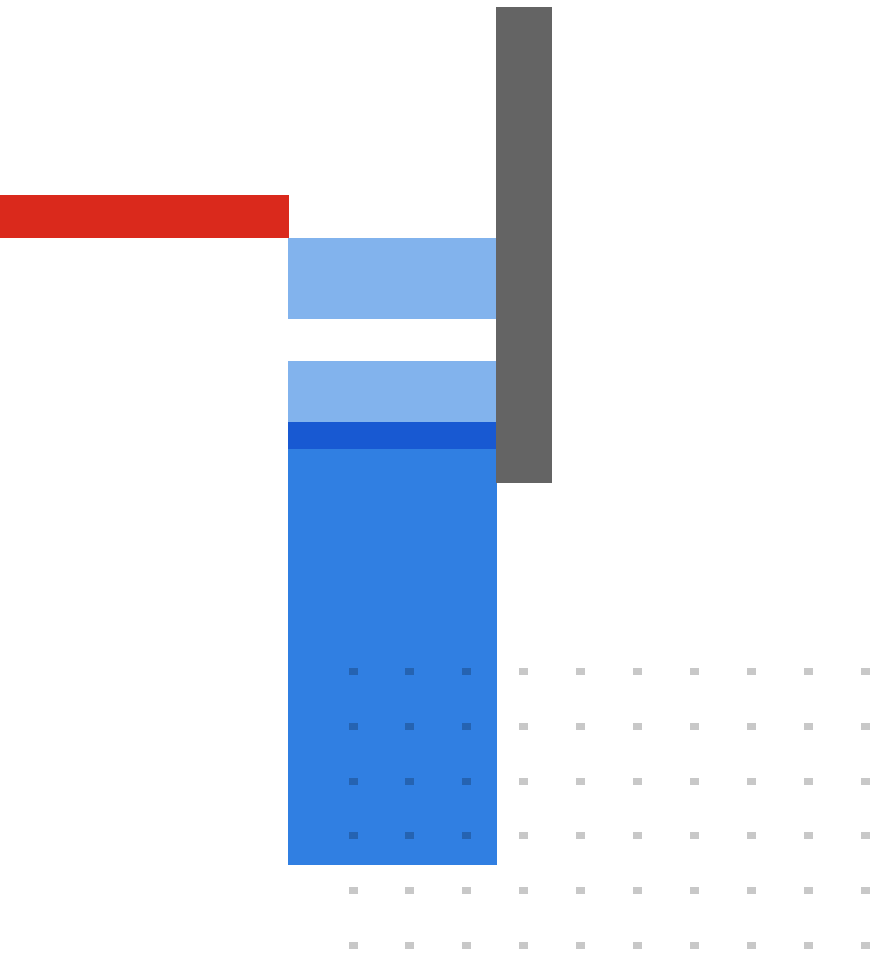
V7.0 Build 0201	GO04	GO08	GS04	GS16	GT01	GT02
System						
Network interfaces	—	—	—	—	—	—
SNMP users	2	2	2	2	2	2
SNMP hosts	2	2	2	2	2	2
Alert email addresses	5	5	5	5	5	5
System reminders	—	—	—	—	—	—
Profiles						
SIP profiles	10	10	10	10	10	10
Office peers	—	—	—	—	—	—
VoIP trunks	4	8	4	16	30	60
Schedules	—	—	—	—	—	—
Dial plan mappings	4	16	1	2	2	2
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	—	—	4	16	0	0
Auxiliary extensions						
Departments	—	—	—	—	—	—
Account codes	—	—	—	—	—	—
Speed dials	—	—	—	—	—	—
Groups						
User privileges	—	—	5	5	5	5
Extension groups	—	—	—	—	—	—
Ring groups	—	—	—	—	—	—
Pickup groups	—	—	—	—	—	—
Paging groups	—	—	—	—	—	—
Features						
Conference bridge	—	—	—	—	—	—
Fax accounts	—	—	—	—	—	—
Call queues	—	—	—	—	—	—
Calls						
Concurrent Calls	4	8	8	32	30	60



Call Center System Capacity

V7.0 Build 0201	VM100 100E	VM200 200F	300E	VM500 500F	VM2000	VM5000 5000F	VM10000	VM20000	VM50000
Agents									
CC agents	10	20	30	55	225	500	800	800	1000
Agent profiles	25	25	50	50	200	200	200	200	200
Skill levels	20	20	20	20	100	100	100	100	100
Skill tags	20	20	20	20	200	200	200	200	200
IVR									
IVR	30	30	50	50	150	150	150	150	300
IVR actions	100	100	100	200	500	500	500	500	500
IVR variables	80	80	100	100	300	300	300	300	300
Database									
IVR database	2	2	5	5	20	20	20	20	20
DB SIP header	30	30	50	50	200	200	200	200	200
DB digits	30	30	50	50	200	200	200	200	200
DB statements	30	30	50	50	200	200	200	200	200
DB logical	30	30	50	50	200	200	200	200	200
Features									
Reason codes	20	20	30	30	100	100	100	100	100
Action codes	20	20	30	30	100	100	100	100	100
CC Monitor screen	2	2	2	2	20	20	30	30	30
Reports									
Reports	10	10	15	15	50	100	150	150	150





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