

FortiVoice Gateway GO04

FVG-GO04



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This guide covers model: FVG-G004

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For Product License Agreement / EULA and Warranty Terms, visit <https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf>

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

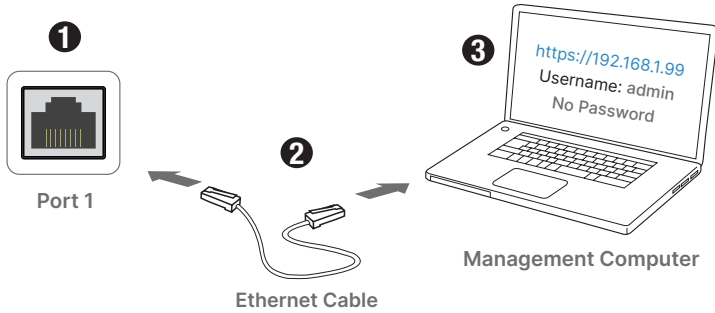
FortiVoice Gateway G004

FVG-G004

- 1 FortiVoice Gateway G004 device
- 1 QuickStart Guide
- 1 plug adapter (Europe version)
- 1 plug adapter (North America version)
- 1 plug adapter (UK version)
- 1 power adapter
- 1 Ethernet cable

Setup Options

GUI

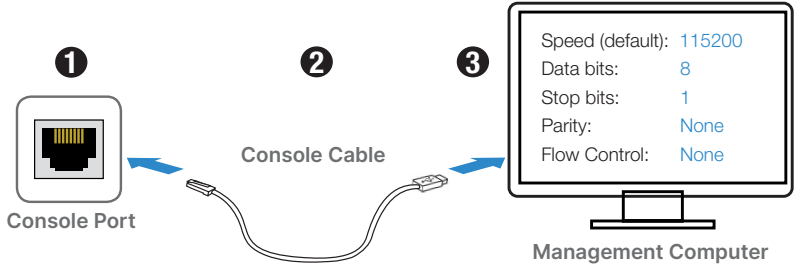


Configure the management computer to be on the same subnet as the internal interface as the FortiVoice Gateway unit:

IP address: 192.168.1.x

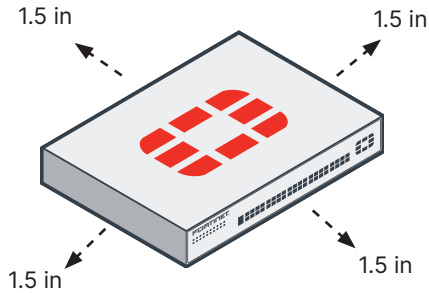
Netmask: 255.255.255.0

CLI



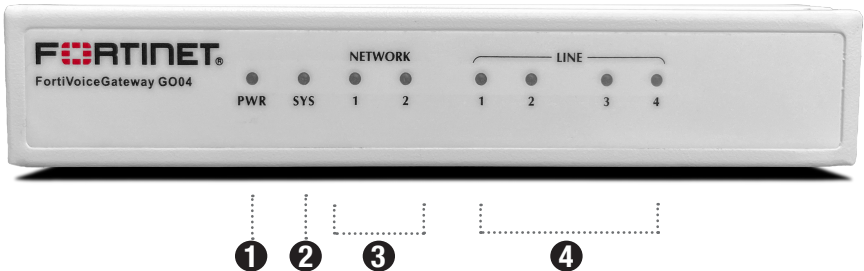
In the terminal emulation program, log in using `admin` and no password.

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-G004



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

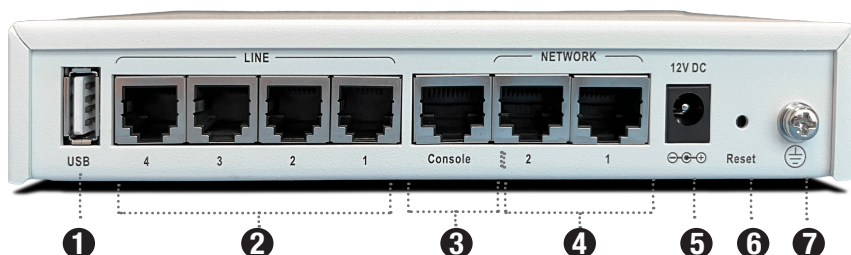
- **Green:** The Ethernet port is ready.
- ⚙ **Flashing Green:** The Ethernet port is in use.
- **Off:** No link is established.

4

LINE

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

Back view of FVG-G004



- 1 USB**
This port is not in use.
- 2 Line**
FXO ports 1 to 4. Type RJ-11. Connect to PSTN networks.
- 3 Console**
Type RJ-45. Use for CLI management.
- 4 Network**
Ethernet ports for connection to your network and the internet.
- 5 Power**
Power connection 12V DC 1A
- 6 Reset pinhole**
System reset.
- 7 Grounding terminal**

Cautions and Warnings

Environmental specifications

Ambient operating temperature: 0°C to 40°C

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
請依照廠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.

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked LPS or Class 2 and rated 12 Vdc, 1 A.
Le produit doit être alimenté par un bloc d'alimentation à courant continu homologué UL de 12 Vdc, 1 A nominal marqué LPS ou Class 2.

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 séparée 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 connectée en permanence à la terre avec un conducteur vert avec la taille bande jaune de minimum # 14 AWG et la connexion doit être installée par un personnel qualifié.

Disconnect ES2 (TNV) circuit connector before removing cover.
Débranchez le câble du circuit ES2 (TNV) 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 (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.

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 classés min. 60 degrés C, min. 30 Vdc, marqué VW-1 ou FT-1. La longueur du câble ne doit pas dépasser 3,05 m.

Regulatory Notices

Federal Communications 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-3 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. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable alarm equipment. Consult your telephone company or a qualified installer.

Innovation, Science and Economic Development (ISED) – Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

NOTICE

This product meets the applicable Innovation, Science and Economic Development Canada (ISED) 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 ISED 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'Innovation, Sciences et Développement économique Canada (ISDE). 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'ISDE 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 0.1. 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 0.1. 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.



