

# Release Notes

## FortiFone Softclient for Desktop 3.0.10



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FortiFone Softclient for Desktop 3.0.10 Release Notes

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# Change log

Date	Change description
2022-02-11	Initial release of the FortiFone Softclient for Desktop 3.0.10 Release Notes.

# Introduction

The FortiFone softclient for desktop is a secure application designed for users to transform their computer into an extension on the FortiVoice phone system or FortiVoice Cloud. Through the intuitive interface, users are able to conveniently take control of their calls without shifting focus away from their screen. Depending on your extension's FortiVoice platform, using the FortiFone softclient in conjunction with a desk phone allows the user to manage calls, check voicemail, and quickly view the company directory.

This document provides a summary of new features, support information, and resolution of known issues in this release.

## Operation platforms

In this release, the FortiFone softclient for desktop supports the following platforms:

- Windows 8 (64-bit) or higher
- macOS 10.10 (Yosemite) or higher

# Special notices

## System requirements

- When you open the FortiFone softclient for the first time, you are prompted to create an account. This account is your extension on the FortiVoice phone system or FortiVoice Cloud. For the account to be functional within the FortiFone softclient, make sure that the extension exists on the FortiVoice phone system or FortiVoice Cloud. For information about creating and viewing an extension on the FortiVoice phone system or FortiVoice Cloud, see the Configuring extensions section in the [FortiVoice Phone System Administration Guide](#) or [FortiVoice Cloud Advanced Administration Guide](#), or talk to your FortiVoice system administrator.
- The FortiVoice phone system must use firmware version 6.0.7 GA or higher.
- The Directory and Personal Contact picture display requires that the FortiVoice phone system uses the firmware version 6.4.0 GA or higher.

## Licensing requirements for FortiVoice phone system extensions

- The FortiFone softclient for desktop requires that the FortiFone softclient license is uploaded on the FortiVoice phone system.
- The Agent function requires the following license and entitlement:
  - Call Center
  - Enhanced Call Center Service
- The Operator function requires the following entitlement:
  - Unified Communication Service
- The Fax function requires the following entitlement:
  - Unified Communication Service



Both Enhanced Call Center Service and Unified Communication Service entitlements require FortiVoice 6.4.0 GA or higher.

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## Licensing requirement for FortiVoice Cloud extensions

The FortiFone softclient for desktop requires that the FortiFone softclient license is uploaded on FortiVoice Cloud phone system.

# Upgrade information

There are two update methods:

- You can manually update the FortiFone softclient.
- You can automatically update the FortiFone softclient, if your administrator has uploaded a newer version of the FortiFone softclient on the FortiVoice phone system or FortiVoice Cloud.

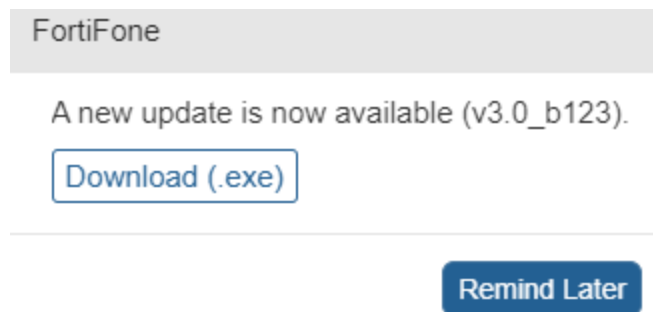
## To manually update the FortiFone softclient for desktop on your machine and install the latest version

1. Go to the [Fortinet Customer Service & Support](#) website.
2. Log in to your account or register for an account.
3. Select **Support > Firmware Download**.
4. In **Select Product**, select **FortiVoiceUCDesktop**.
5. Click the **Download** tab.
6. Navigate to the folder for the latest release.
7. Locate the file for your operating system.
8. To download the file to your computer, go to the end of the row and click **HTTPS**.
9. Save the file to your computer.
10. To start the installation, double-click the file.
11. Follow the installation prompts.

## To automatically update the FortiFone softclient for desktop

1. Log in to your FortiFone softclient.

The following dialog box appears if a newer version of the FortiFone softclient is uploaded on the FortiVoice phone system to which your FortiFone softclient is connected.



2. To save the update file to your computer, click **Download (.exe)**.
3. To start the installation, click **Quit and Install** in the **Download completed** dialog box.
4. Follow the installation prompts.

## What's new

The following list highlights some of the new features or enhancements introduced in this release.

- Compatible with FortiVoice Cloud.
- View call history statistics in the Operator application.
- Create and edit fax dynamic cover page.
- Configure and access locally-managed speed dials.



## Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this release. For inquiries about a particular bug, contact [Fortinet Customer Service & Support](#).

Bug ID	Description
774930, 775713	Users are unaware of missing the media device (such as a microphone) access permission.
765786	When two users call each other at the same time, one call is rejected and goes to the voicemail, and the other one does not receive any notifications and keeps ringing.
778525	Phone calls fail to restore from occasional registration failure.
769951, 773043	Phone calls fail to stay connected after a cloud proxy failover and restoration.
774887	The Operator application call status has invalid entries.
775555	The Waiting Caller view does not refresh properly when calls come in from multiple queues.
775564	The same active call pop-up appears each time a new call is made to a queue.
775572	The Resume option in the Agent application is missing after placing a call on hold.
773773	A contact main number with * does not display properly.
779319	The audio device configuration reverts back to default after restarting the FortiFone softclient.



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