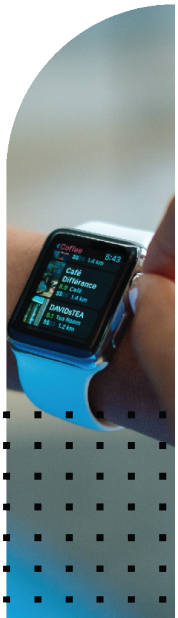
Release Notes

FortiFone Softclient for Desktop 3.0.11



FORTINET DOCUMENT LIBRARY
https://docs.fortinet.com

FORTINET VIDEO GUIDE
https://video.fortinet.com

FORTINET BLOG
https://blog.fortinet.com

CUSTOMER SERVICE & SUPPORT
https://support.fortinet.com

FORTINET TRAINING & CERTIFICATION PROGRAM
https://www.fortinet.com/training-certification

NSE INSTITUTE
https://training.fortinet.com

FORTIGUARD CENTER
https://www.fortiguard.com

END USER LICENSE AGREEMENT
https://www.fortinet.com/doc/legal/EULA.pdf

FEEDBACK
Email: techdoc@fortinet.com

August 3, 2022
FortiFone Softclient for Desktop 3.0.11 Release Notes
26-3011-825423-20220803

TABLE OF CONTENTS

Change log **4**
Introduction **5**
Operation platforms 5
Special notices **6**
System requirements 6
Licensing requirements for FortiVoice phone system extensions 6
Licensing requirement for FortiVoice Cloud extensions 6
Upgrade information **7**
What's new **8**
Resolved issues **9**

Change log

Date	Change description
2022-08-03	Initial release of the FortiFone Softclient for Desktop 3.0.11 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.

Licensing requirement for FortiVoice Cloud extensions

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

Upgrade information

There are two update methods:

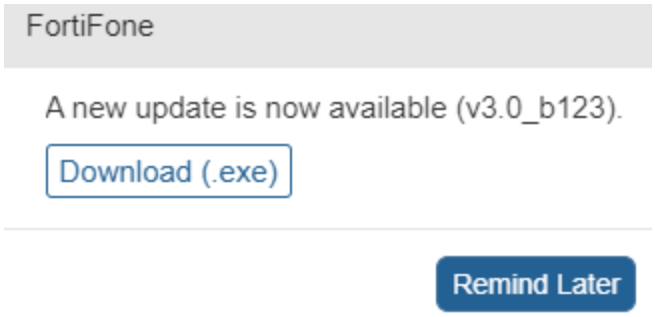
- You can manually update the FortiFone softclient.
- You can automatically update the FortiFone softclient, if your administrator has uploaded a newer version of the FortiFone softclient on the FortiVoice phone system or FortiVoice Cloud.

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   If a newer version of the FortiFone softclient is uploaded on the FortiVoice phone system to which your FortiFone softclient is connected, the following dialog box appears:



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 the FortiFone Softclient for Desktop 3.0.11 release.

- Added the video call feature to allow users to make video calls from the Directory or Favorites and receive incoming video calls. This feature is available when the phone system administrator has enabled the video codecs (H.264, VP8, and VP9) in the SIP profile (*Phone System* > *Profile* > *SIP*) for your extension on FortiVoice or FortiVoice Cloud, as applicable.
- Updated the fax cover page feature to:
  - Allow the user-defined rich text format (RTF).
  - Upload a cover page to the FortiVoice phone system.
  - Edit a draft cover page.
  - Remove a cover page from the FortiVoice phone system.
- Added a notification dialog box for incoming calls and call-service interruption alerts.
- Added email notification options to use when the extension receives a voicemail, fax, and missed call.
- Added backup and restore options in the *Setting* > *General* to allow the backup and restore of local app settings such as audio device preferences, network options, and local speed dial.
- Added a backup option for the app reset function. When restarting the FortiFone softclient for desktop after a reset, users can import a backup file to restore settings.
- Enhanced network options to support the FortiVoice-defined STUN server and use it as a default.
- Updated the FortiFone softclient screen to display the call queue name when in an active call.
- Updated the voicemail filtering to allow the extension user to access voicemails from other users or groups. For this function to be available to the extension user, the FortiVoice phone system administrator or FortiVoice Cloud administrator must allow the extension to receive a notification when other users or groups receive a voicemail.
- Removed the Group tab from the Contact filter list.
- Added the My Department button under Contact > Directory to filter contacts in the user's department. For the My Department button to appear, the FortiVoice phone system administrator must complete the configuration to filter the phone directory by department.
- Added the support for FortiVoice Click-to-dial (Google Chrome extension).
- Enhanced the audio device detection and selection to add an Always use current devices option. When this option is enabled, the FortiFone softclient will keep using the selected devices even if the user plugs in a new device. When the selected devices become unavailable, this option will reset to the disabled status. If this option is disabled, the FortiFone softclient will find and use the newly attached device to the computer.

Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this FortiFone Softclient for Desktop 3.0.11 release. For inquiries about a particular bug, contact Fortinet Customer Service & Support.

Bug ID	Description
773155	If the main proxy server goes down, the FortiFone softclient for desktop does not attempt to connect to the local proxy server.
779151	During the logout and login sequences, the current registration does not expire.
781293	The FortiFone softclient for desktop does not reinitiate the RTP channel after the ICE disconnected error.
781301	The FortiFone softclient for desktop can randomly display an error message (Get object, ContactEntryCollection).
793549	The FortiFone softclient for desktop does not accept more than 31 digits.
794469	Prefer default communication device, Bluetooth, and USB over built-in.
795339	A call failed message box displays "Microphone not found" when the microphone permission is not granted.
802514	The FortiFone softclient for desktop freezes when trying to open the *Account* > *Event Log* that has more than 5000 entries.
811142	The ringer does not always play on the selected speaker.
816039	The FortiFone softclient for desktop randomly displays an error popup (503 server unavailable).
818644	The "Failed to connect to FortiVoice" popup message creates some confusion.

www.fortinet.com

Copyright© 2022 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.