



FortiFone SoftClient – Windows and macOS - Release Notes

Version 3.0.4

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TABLE OF CONTENTS

| | |
|--|----------|
| Change log | 4 |
| Introduction | 5 |
| Supported platforms | 5 |
| Special notices | 6 |
| Requirements | 6 |
| What's new | 7 |
| Call merging | 7 |
| Local survivable gateway (LSG) support | 7 |
| Hang up icon | 7 |
| Volume adjustment | 7 |
| Local time offset check | 7 |
| Ring group and voicemail identifiers | 8 |
| Resolved issues | 9 |

Change log

| Date | Change description |
|------------|--|
| 2020-06-04 | Initial release of the FortiFone softclient - Windows and macOS 3.0.4 Release Notes. |

Introduction

The FortiFone softclient is a secure application designed for users to transform their computer into an extension on the FortiVoice phone system. Through the intuitive interface, users are able to conveniently take control of their calls without shifting focus away from their screen. 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.

Supported platforms

FortiFone softclient for Windows and macOS version 3.0.4 supports the following platforms:

- Windows 7 (64-bit) or higher
- macOS 10.10 (Yosemite) or higher

Special notices

Requirements

- FortiVoice phone system with firmware version 6.0.1 or higher installed.
- FortiVoice softclient license installed on FortiVoice phone system.

What's new

The following list highlights some of the new features or enhancements introduced in the FortiFone softclient for Windows and macOS 3.0.4 release.

Call merging

- Support 3-way call by merging two established calls
- Mute or hold a 3-way call
- Remove a participant from a 3-way call and continue call with the remaining participant
- Answer and establish a new call during a 3-way call.

Local survivable gateway (LSG) support

- Automatically enable LSG feature once the extension is registered as LSG enabled
- Support for auto-failover to branch office if central office is down
- Support for local branch office internal calls, call history, and directory query during failover period
- Connect auto-recovery to central office

Hang up icon

Long press hang up icon on an incoming call drops calls from all clients connected to this extension, including mobile softclients and desktop phones.

Volume adjustment

Volume within Audio Setting can be adjusted in real time.

Local time offset check

Local time offset check is available in diagnostic check.

Ring group and voicemail identifiers

Ring group and voicemail identifiers are available for missed call history.

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 |
|--------|--|
| 632474 | Intermittently, auto-start cannot be disabled. |
| 632481 | Intermittently, calls cannot be hung up if network is disconnected during a call. |
| 632486 | Click to call intermittently initiates multiple calls. |
| 632501 | Placed calls should be filtered out when performing search within missed and received history. |



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