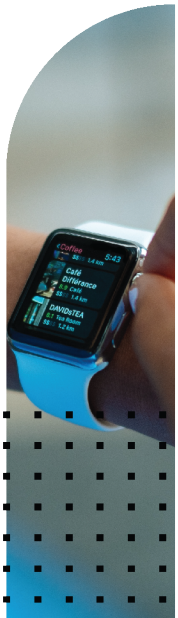
Release Notes

FortiFone Softclient for Desktop 3.0.9



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FortiFone Softclient for Desktop 3.0.9 Release Notes
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TABLE OF CONTENTS

Change log **4**
Introduction **5**
Supported platforms 5
Special notices **6**
System requirements 6
Licensing requirements 6
Upgrade information **7**
What's new **8**
Call enhancements 8
FortiVoice EC App enhancements 8
FortiVoice UC App enhancements 8
User account management and portal features 9
Other enhancements 9
Resolved issues **10**

Change log

Date	Change description
2021-12-08	Initial release of the FortiFone Softclient for Desktop 3.0.9 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. 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

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. For the account to be functional within the FortiFone softclient, make sure that the extension exists on the FortiVoice phone system. For information about creating and viewing an extension on the FortiVoice phone system, see the Configuring extensions section in the FortiVoice Phone System 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

- 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.

Upgrade information

There are two update methods:

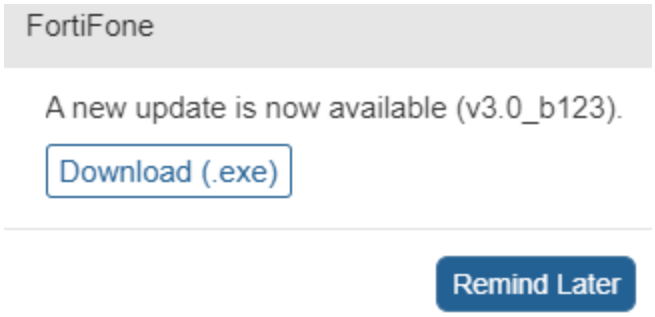
- You can manually update the FortiFone softclient.
- You can automatically update the FortiFone softclient, if your administrator has uploaded a newer version of the FortiFone softclient on the FortiVoice phone system.

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.

Call enhancements

- Secondary ringer is a new feature that allows for ringing to play over multiple speaker resources at the same time, such as a headset and the computer speaker.
  This can be found under **Setting > Device**.
- Enhanced active call control and display.
- Support Click-to-Transfer call function from Call History list.

FortiVoice EC App enhancements

The following requires FVEC (Enhanced Call Center) entitlement.

- Enhanced user status monitoring and optional desk phone extension appearance monitoring.
- Quick access to manage and view agent status in title bar.
- Support Click-to-Transfer call function from Peer Agent view.

FortiVoice UC App enhancements

The following requires FVUC (Unified Communications) entitlement.

- Enhanced user status monitoring and optional desk phone extension appearance monitoring.

User account management and portal features

- Access and manage recorded calls (on-premise).
- General voicemail support.
- Voicemail option setup.

Other enhancements

- App browsing history navigation with hotkey support.
- French, Spanish, Russian, and Chinese language support.
- Display and manage event log.

Resolved issues

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

Bug ID	Description
742606	Persistent ringing on incoming calls from queue.
758267	Operator and call center unable to connect if PBX uses web server port other than 443.
757737	App keeps trying to login PBX.
759918	Adjusting audio device volume during a call will reset the audio device to default.
735544	Agent waiting caller sometimes cannot show waiting queue calls.
752233	Cloud mode server certificate check correction.
724246	Provide clearer information on abnormal call behavior.
749579	Favorite list long name display issue.

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