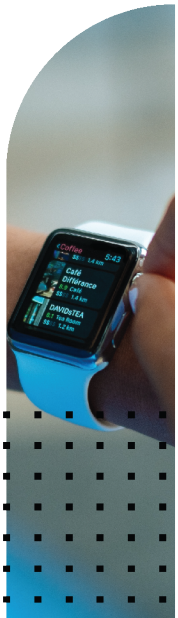
# Release Notes

## FortiFone Softclient for Desktop 3.0.8



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# Change log

| Date | Change description |
| --- | --- |
| 2021-08-03 | Initial release of the FortiFone Softclient for Desktop 3.0.8 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 7 (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

*Note*: 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:

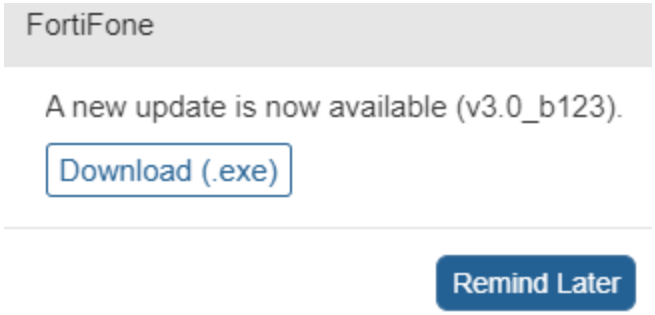
- You can manually update the FortiFone softclient.
- You can automatically update the FortiFone softclient, if your administrator has uploaded a newer version of the FortiFone softclient on the FortiVoice phone system.

**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 **Download > Firmware Images**.
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.

## FortiVoice Cloud account support

- Logging in to an account using an email notification.
- Checking for softclient updates.
- Generating an enhanced diagnostic and issue report.

## FortiVoice Enhanced Call Center enhancements

- Supporting the direct addition of monitored users in the Agent function.
- Supporting dynamic and static queues in the Agent function.

*Note*: Both enhancements require the Enhanced Call Center Service entitlement and FortiVoice 6.4.0 GA or higher.

## FortiVoice Unified Communications enhancement

- Supporting the direct addition of monitored users in the Operator function.

*Note*: This enhancement requires the Unified Communications Service entitlement and FortiVoice 6.4.0 GA or higher.

## Audio enhancements

- Selecting a ring device (such as laptop speakers) and a communications device (such as a USB headset) and then adjusting the volume of both devices separately.
- Selecting a custom ringtone.
- Testing of local microphone and speakers.

## User account management enhancements

- Configuring quick call handling.
- Configuring twinning.

- Updating and resetting a local user account password.
- Sending a diagnostic report.

# 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 |
|---|---|
| 720061 | The peer agent view shows the idle static queue agents incorrectly. |
| 728209 | The diagnostic report generates an error on the desktop application. |
| 720366 | The desktop application fails to log in to the secondary unit using the FQDN during a stretched HA (high availability) failover. |
| 703821 | The number field is missing a cursor and the ability to modify previous digits. |
| 730830 | The internal desktop softclient is using an external registration interval. |
| 731205 | Failure to switch accounts when they reside on different servers and are configured with agent and/or console features. |
| 733866 | Ending a call when the Merge option is open shows a blank screen. |
| 736147 | The Hold option in My Active Call shows an unexpected behavior when a conference call is setup and then a third separate call is added. |

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