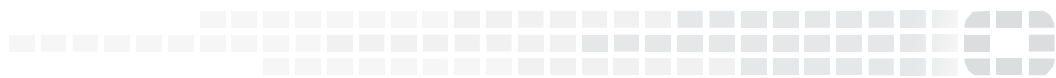




FORTINET

High Performance Network Security



FortiVoice™ Phone System Release Notes

VERSION 6.0.3 GA



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January 23, 2020

FortiVoice™ Phone System 6.0.3 GA Release Notes

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Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, resolved issues, and known issues for FortiVoice release 6.0.3, build 177.

Supported platforms

FortiVoice 6.0.3 release supports the following platforms:

- FVE-20E2 & FVE-20E4
- FVE-50E6
- FVE-100E
- FVE-200F
- FVE-300E-T
- FVE-500E-T2
- FVE-500F
- FVE-1000E
- FVE-1000E-T
- FVE-2000E-T2 (compatible with FVC-2000E-T2)
- FVE-2000F
- FVE-3000E
- FVE-5000F
- FVE-VM (VMware vSphere Hypervisor ESX/ESXi 5.0 and higher)
- FVE-VM (Microsoft Hyper-V Server 2008 R2, 2012, 2012 R2, 2016)
- FVE-VM (KVM qemu 0.12.1 and later)
- FVE-VM (Citrix XenServer v5.6sp2, 6.0 and higher, Open source XenServer 7.4 and higher)
- FVE-VM [AWS (BYOL)]
- FVE-VM [Azure (BYOL)]
- FVG-GO08
- FVG-GS16
- FVG-GT01
- FVG-GT02

Old platforms:

- FVE-200D
- FVE-200D-T

Special Notices

TFTP firmware install

Using TFTP via the serial console to install firmware during system boot time will erase all current FortiVoice configurations and replace them with factory default settings.

Monitor settings for web UI

To view all objects in the web UI properly, Fortinet recommends setting your monitor to a screen resolution of at least 1280x1024.

Recommended web browsers

- Internet Explorer 11 and Edge 40, 41
- Firefox 52.7.2 ESR, 59
- Safari 10, 11
- Chrome 65
- Adobe Flash Player 9 or higher plug-in required to display statistics charts

What's New

The following list highlights some of the new features or enhancements introduced in the FortiVoice Phone System 6.0.3 release. For more information, see the FortiVoice Phone System Administration Guide.

3rd party phone support with separate license

Cisco phones (CP-7841 and CP-8841) with version number 12.X are supported in 6.0.3 for auto provisioning and basic call service.

New language support

Russian is supported on FON-175, 375, 475, 575, and 570.

FON-570 screen saver customization

The screen saver picture for FON-570 can be customized.

Screen saver timer setting

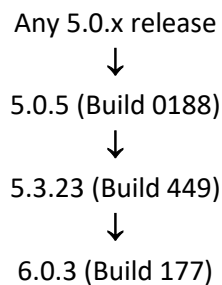
FON-175, 375, 475, 575, and 570 support screen saver timer.

Firmware Upgrade/Downgrade

Before and after any firmware upgrade/downgrade

- Before any firmware upgrade/downgrade, save a copy of your FortiVoice configuration (including replacement messages and user data) by going to System > Maintenance > Configuration.
- After any firmware upgrade/downgrade, if you are using the web UI, clear the browser cache prior to login on the FortiVoice unit to ensure proper display of the web UI screens.

Firmware upgrade path



After every upgrade, verify that the build number and version number match the image that was loaded. To do so, go to *Dashboard > Status*.

Note: For FortiVoice 2000E-T2 with serial number prefix of FO2HDD, if upgrade is done through "G" option of boot loader, FVE-200D platform image should be used.

Firmware downgrade

Firmware downgrade is not recommended. Before downgrading, consult Fortinet Technical Support first.

If you do need to do so, follow the procedure below:

Downgrading from 6.0.3 to 5.x.x release

Downgrading from 6.0.3 to 5.x.x release is not supported in general. Before downgrading, consult Fortinet Technical Support first.

If you do need to do so, follow these steps:

- 1 Do not use `exec restore image` command.
- 2 Use the G option in the bootloader to return the image.
- 3 Exec factory reset.
- 4 Restore the configuration.

FortiVoice Gateway

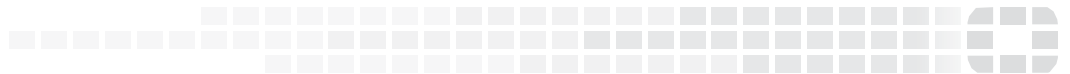
FortiVoice 6.0 release does not work with FortiVoice Gateway 5.3 or older releases. FortiVoice unit and FortiVoice Gateway will only work with each other when both of them are upgraded to 6.0.

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, please contact [Fortinet Customer Service & Support](#).

| Bug ID | Description |
|--------|---|
| 607005 | Audio is distorted if the incoming SIP call goes through auto-attendant to ring group. |
| 605192 | RTP timeout and hold timeout settings don't work. |
| 603661 | A paging call generates multiple CDR entries. |
| 386088 | Personal recording (*3) does not work when call is routed to Ring Group. |
| 604391 | Local directory phone book cannot be updated correctly after adding personal contacts in the extension's GUI. |
| 593465 | Parked call has multiple issues. |
| 595217 | External extension shows private IP address from phone in extension status. |
| 604684 | Operator console has a Get Object error when starting. |
| 601700 | Re-invite SDP is not properly formatted. |
| 604473 | Mail setting GUI needs enhancement. |
| 604130 | When the Park appearance key is selected, inbound call via PRI causes a busy signal and the call is placed on hold. |
| 604478 | Call queue monitor page has wrong "Calls in queue" status. |
| 592881 | After updating FortiFone, the programmable keys are broken. |
| 589214 | CDR does not show a call log for calls hung up while the phone system plays auto attendant greeting. |
| 603824 | MWI notifications for GS16 do not work. |
| 548202 | Blind transferred calls are not recorded. |
| 597654 | Calibrate command fails to run with setting on firmware version 6.0. |
| 593933 | T38 does not work with remote extensions. |
| 605039 | Updating to v6.0.2 build 177 removes outbound dial plans except for emergency 911. |
| 587286 | "Retain original caller ID" does not override DID settings. |
| 605710 | FVG-GS16 is not auto-discovered and a DB Exception is generated in the system logs. |
| 606279 | Auto parking takes 10 seconds to complete on FON-475 and 575. Phone configuration templates have multiple issues. |
| 604472 | All iPhone Softclient stops receiving calls after upgrading to 6.0.2 from 5.3.x. |

| Bug ID | Description |
|--------|---|
| 606731 | Queue survey questions do not work after calling into a queue. |
| 602036 | System record policy to record all calls on trunk with gateway does not work. |
| 602772 | FON-475 and 575 directory number callout has issues. |
| 606273 | Some FVE GUI items are not hidden on FortiVoice Gateway GS16/GT01/GT02/GO08. |
| 606728 | * character cannot be input in speed dial mapped number field using <shift>+8 keystrokes. |
| 605192 | RTP timeout and hold timeout settings do not work. |
| 603824 | MWI notifications for GS16 do not work. |
| 590745 | FVE does not auto discover the GS16 or GO08. |
| 587286 | "Retain original caller ID" does not override DID settings. |
| 590058 | FON-570 default listening SIP port is set to 5104. |
| 601700 | Re-invite SDP is not properly formatted. |
| 604377 | Calls placed from web user portal contacts click-to-call stay up which creates a memory leak |
| 588302 | MWI does not turn off when voicemail on extension is deleted through User Web Portal or from an email notification. |
| 598212 | Auto attendant prompt is heard again after leaving a message on an extension that was accessed via virtual number and IVR. |
| 591046 | When uploading Music on Hold file to overwrite existing file, Incompatible error is presented. |
| 595997 | Alternate ring patterns are not observed for Internal, External or Ring Group calls. There is no reference in Wireshark trace. |
| 605539 | When upgrading from 5.3.24 GA to 6.0,build 172, 200114. FON-575 is not listed under Monitor/Extension & Device/Desktop FortiFone tab. |
| 594458 | FON-560i extension appearances do not turn orange when other extension is on DND. |
| 595217 | External extension shows private IP address from phone in extension status. |
| 599007 | When sending fax with wrong dial pattern (not matching fax sending rule) on user web portal, status of fax shows sending keeps going. |
| 593933 | T38 doesn't work with remote extensions. |
| 592065 | FVE does not show error 403 for wrong registration password. |
| 604480 | When call report uses rates, report is blank. |
| 606040 | When upgrading from 5.3.24 GA to v6.0,build 173, 200116, location of External extension is moved to Internal after upgrade. |



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