

Release Notes

FortiVoice Phone System 7.0.1



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Email: techdoc@fortinet.com



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FortiVoice Phone System 7.0.1 Release Notes

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Change log

Date	Change description
2023-10-12	Initial release of the FortiVoice 7.0.1 Release Notes

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, and resolved issues for FortiVoice release 7.0.1, build 138.

Supported platforms

FortiVoice release 7.0.1 supports the following current platforms:

- Appliances
 - FVE-20E2 and FVE-20E4
 - FVE-50E6
 - FVE-100F
 - FVE-200F8
 - FVE-300E-T
 - FVE-500F
 - FVE-2000F
 - FVE-5000F
- Virtual machines
 - 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)]
 - FVE-VM [Google Cloud Platform (BYOL)]
- FortiVoice gateways:
 - FVG-GO08
 - FVG-GS16
 - FVG-GT01
 - FVG-GT02

The FVE-100E has reached its end-of-order (EOO) date. However, FortiVoice release 7.0.1 continues to support that platform.

Special notices

TFTP firmware installation

Using TFTP by means of 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 FortiVoice GUI

To view all objects in the FortiVoice GUI properly, Fortinet recommends setting your monitor to a screen resolution of at least 1280 x 1024 pixels.

Recommended web browser versions

- Google Chrome version 116
- Microsoft Edge version 115
- Mozilla Firefox Standard Release version 116
- Apple Safari version 16

What's new

The following list highlights some of the new features and enhancements introduced in this release:

Feature and enhancement	Description
Support for MP3 audio files	Adds the support for MP3 audio files that can be used in voicemail greetings, announcements, and music on hold.

What's changed

The following list highlights GUI or behavior changes in this release:

Feature	Description
Emergency zone type	<p>Adds the emergency zone type as <i>Static</i> or <i>Dynamic</i>.</p> <p>If you select <i>Dynamic</i>, you allow the FortiVoice phone system to identify where the phone of the emergency caller is on the network. When a phone user calls an emergency number, the FortiVoice phone system checks where the calling phone is and assigns a matching emergency zone profile to the phone. This assignment is useful when phone users move their desk phones to different places on the network.</p>
New limit for programmable key profiles	<p>Increases the number of programmable key profiles to 500 (was 200) on the following systems:</p> <ul style="list-style-type: none">• FVE-5000F and FVE-VM-5000• FVE-VM-10000• FVE-VM-20000• FVE-VM-50000

Firmware upgrade and downgrade

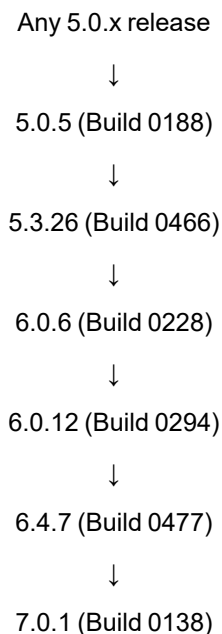
This section includes the following topics:

- [Before and after any firmware upgrade and downgrade on page 9](#)
- [Firmware upgrade path on page 9](#)
- [Firmware downgrade on page 10](#)
- [FortiVoice Gateway on page 10](#)

Before and after any firmware upgrade and downgrade

- Before any firmware upgrade and downgrade, save a copy of your FortiVoice configuration (including replacement messages and user data) by going to *System > Maintenance > Configuration*.
- After any firmware upgrade and downgrade and prior to log in to the FortiVoice GUI, clear the browser cache to make sure that the GUI screens display correctly.

Firmware upgrade path



You can upgrade from a 6.4.x release to the 6.4.7 release directly.



Upgrading from 6.4.2 GA and earlier to 6.4.7 GA might be slow due to the major database upgrade.

After every upgrade, verify that the version number and build number match the image that you loaded. To complete the verification, go to *Dashboard > Status*. In the System Information widget, locate the *Firmware version* row.

Firmware downgrade

Downgrading from 7.0.1 to 5.x.x, 6.0.x, or 6.4.x release



Downgrading the firmware to an earlier version is not recommended.

The downgrade process may cause the FortiVoice system to remove parts of the configuration that are invalid for that earlier version. In some cases, you may lose all call data and configurations.

Before downgrading, contact [Fortinet Customer Service and Support](#) first.

If you do need to downgrade, follow these steps:

1. In the FortiVoice console, use the G option in the bootloader to reburn the image.
2. Type `exec factory reset`.
3. Restore the configuration.

FortiVoice Gateway

The FortiVoice 7.0.1 release does not work with the FortiVoice Gateway 5.3 or 6.4 release. The FortiVoice system and FortiVoice Gateway will only work with each other when *both* of them are upgraded to 7.0.1.

Resolved issues

The following issues have been fixed in the FortiVoice 7.0.1 release. For inquiries about a particular bug, contact [Fortinet Customer Service and Support](#).

Bug ID	Description
893101	FortiVoice shows the <i>Display name</i> of the ring group instead of the agent's extension on the call detail record (CDR).
911522	When the administrator enables <i>Retain original caller ID</i> in <i>Extension > Group > Ring Group, Advanced Setting</i> , the called phone sees the SIP trunk main number instead of the original caller ID.
915060	In an office-peer setup, a user transfers a call using an interactive voice response (IVR) and the extension does not ring.
917030	FortiVoice synchronizes its time with the NTP server at irregular intervals.
920382	When an extension has a secondary account and the number of provisioning lines (reserved lines) is set to 0, the programmable key with the Reserved for Line function for Account 1 does not show the configured label.
924673	Some programmable keys do not work when the user presses them and some LEDs are off.
929136	When a user performs a blind transfer to extension 6313 using *6313, FortiVoice interprets *6313 as a feature code and disconnects the call.
935791	The FortiVoice user portal displays the system directory (<i>Contact > Directory</i>) intermittently.
938958	In the call centre console, the Recent Calls widget only shows calls that the logged in Agent makes and receives.
939165	The gateway trunk does not work on a local survivable gateway (LSG) branch when FortiVoice gateway GO08 FXO ports are split into multiple trunks.
940751	When the administrator uses the batch edit to modify the emergency zone for a group of extensions, the emergency zone switches back to the default zone after one minute.
941778	When the administrator changes the audio file in <i>Announce queue name (Call Center > Call Queue > Call Queue - Additional Setting, Distinctive Setting for Agent)</i> , FortiVoice continues to play the old audio file.
943115	The administrator reboots FortiVoice and FortiVoice deletes the personal voicemail greeting.
943238	The Call Center widget is showing the call status as Initializing instead of Ringing when the user refreshes the widget.
944645	The Agent widget in the call center console sometimes refreshes and loses its statistics for the day.

Bug ID	Description
946448	FortiVoice shows an error when the administrator uses the GUI to set the call queue business schedule when it is empty.
949100	FortiVoice applies the incorrect schedule profile for the queue call handling.
951068	FortiVoice does not translate all column headings in a synchronization report (<i>Phone System > LDAP > LDAP Connector, Actions - Sync Report</i>).
951823	In a FortiVoice local survivable gateway (LSG) setup with the <i>Phone directory option</i> set to <i>Branch directory</i> , the FON-x80- phones show contacts from the main office (FortiVoice phone system), not the branch office.
951934	When the administrator adds more than one entry in <i>Normal Call Handling (Extension > Extension > IP Extension - Edit Preference)</i> , FortiVoice shows a cache level error.
953216	Using a short display name for ring group(s) causes FortiVoice to drop active calls and experience a delay in accepting new calls.
954222	FortiVoice shows the synchronization report (<i>Phone System > LDAP > LDAP Connector, Actions - Sync Report</i>) with unsupported columns.
956191	FortiVoice deletes LDAP user extensions when it fails to connect to the LDAP server.



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