CHANGELOG
Communicator 7.5.0

7.5.0 - May 27, 2025

Communicator Desktop

Features

- Edit outgoing text messages.

- Added Single Sign-On (SSO) authentication.

- Chat Topics/Threads.

Bug Fixes & Improvements

- Added predefined Fax Optional Messages per Caller ID.

- Added support to transfer a parked call into a conference.

- Added an option to apply dialing rules for call transfers.

- Updated the Audio File library to the latest version.

- Fixed an issue with the overlapping of custom status text with icons in Communicator chat on smaller Window Sizes.

- Improved the "Call on available" feature that should rely on the presence of the call indicator instead of the extension hint.

- Fixed an issue with the strings for drag-and-drop transfers, which were not marked as translatable.

- Fixed an issue with Teams' presence sync while having parallel calls on Teams and Communicator.

- Fixed an issue where the Communicator Desktop help URLs no longer supported Communicator pages per version on the wiki.

- The Feedback form URL will now open in a default browser instead of the Qt embedded browser.

Contact Center Module

- Contacts Management: Fixed an issue with Contacts update when linking a conversation.

NOTE: Please note that conversation linking will not function if the user has version 7.5 of the PBX system and Communicator installed on a version lower than 7.5. This affects Communicator Agent and Supervisor editions.

Communicator Web

Features

- Added Single Sign-On (SSO) authentication.

- Added Chat Topics/Threads.

- Added Edit outgoing text messages.

- Added Avatar Editor.

- Added "System settings" as an option in app themes.

- Added branding support for the Communicator Web App.

- Added Meeting integration:

  - Integration of meeting functionality.

  - Redesigned UI for meetings.

  - Invite participants via extension and email.

  - Organiser and co-organiser actions.

  - Changed the "End" button to "Leave" in the meeting control bar.

  - Various participant actions.

  - Minimize ongoing meetings into a floating Picture-in-Picture (PiP).

  - Meeting recording functionality.

  - Upload a custom image to replace the video background.

  - Meeting pre-join screen for external participants.

Bug Fixes & Improvements

- Improved handling of SMS error code for insufficient funds when sending a message.

- Redesigned the Schedule Meeting screen for improved visibility.

- Resolved an issue where characters were deleted while typing in input fields.

- Fixed an issue with terminating calls on logout and on closing the app.

- Fixed an issue where the replied message dialog was not functioning correctly in the Thread panel.

- Improved HTML, CSS, and JS handling for mention messages to prevent malicious code execution.

- Enhanced security measures for image uploads.

- Addressed and fixed potential SVG and XML exploits.

- Display a warning message when opening or downloading a file that may contain potentially malicious code.

- Updated translations.

- Disable the ability to drag participants in the "Invite Participants" list.

- Fixed an issue with MediaRecorder not working on Safari when using a specific headset.

- Fixed an issue where the thread panel wasn't loading messages properly.

- Fixed an issue with duplicate presenters appearing in grid view.

- Fixed an issue where autojoining would get stuck if required data were missing.

Communicator GO

iOS

Features

- Single Sign-On (SSO) authentication.

- Chat Topics/Threads.

- Option to edit existing chat messages.

- Support for taking over active calls from another device.

- Pop-up alert to export SMS history after app upgrade.

- Support for storing and exporting call quality metrics.

- Handle the SMS error code for insufficient funds when sending a message.

Improvements

- Added support to prioritize syncing chats that have unread messages.

- Added a silent ringtone option.

Android

Features

- Single Sign-On (SSO) authentication.

- Chat Topics/Threads.

- Option to edit existing chat messages.

- Support for taking over active calls from another device.

- Pop-up alert to export SMS history after app upgrade.

- Support for storing and exporting call quality metrics.

- Handle the SMS error code for insufficient funds when sending a message.

Improvements

- Added support to prioritize syncing chats that have unread messages.

- Added a silent ringtone option.

- Added support for Huawei Gallery and Huawei push notifications.

- App stability improvement (Android 8.0 is now the minimum requirement).

7.4.0.3 - March 17, 2025

Communicator Desktop

Bug Fixes & Improvements

- Fixed an issue with Outlook contact's name not being displayed in the call window and call history list

- Fixed an issue with contact numbers with no label not being shown.

- Fixed an issue with numbers not being shown if Google contact name is not set.

- Fixed an issue with MSIX installer being unable to finish the installation process due to missing admin privileges.

7.4.0.2 - February 18, 2025

Communicator Desktop

Bug Fixes & Improvements

- Fixed an issue with the Outlook plugin not loading.

7.4.0.1 - February 12, 2025

Communicator Desktop

Bug Fixes & Improvements

- Fixed an issue where the Outlook GAL contacts were not synced.

- Fixed an issue with SMS messages syncing.

Contact Center Module

- Fixed an issue where a sneak peek remains visible after transferring the ticket to the unassigned chats.

- Fixed an issue with the feedback form disappearing if the disposition is selected before.

Meeting Module

- Fixed an issue where there were duplicate messages in the meeting chat on reconnection.

7.4.0 - January 28, 2025

Communicator Desktop

Features

- Call forwarding destination.

- Reaction to an incoming message for one-on-one chat conversations.

Contact Center Module

- Enabled the display of the queue name in call history.

- Integrated abandoned call statistics into the Queues tab of the Supervisor panel.

- Implemented notifications for agents when a post-call survey is active for the current call.

Bug Fixes & Improvements

- Fixed an issue with scaling.

- Fixed an issue where the Fax Printer - driver was missing after the Communicator installation.

- Fixed an issue where the Call popup was not appearing for dialer calls.

- Fixed an issue with the Yealink Integration.

- Fixed an issue where scrolling up after sending an SMS message on Communicator was not working.

- Fixed an issue with SMS freezing the application.

- Fixed an issue where the emergency location alert in Communicator would trigger multiple times after losing connection.

- Fixed an issue when searching messages in the Communicator desktop, the thread messages were overlapping the search results.

- Fixed an issue with the blurry icon within the About window.

- Fixed an issue with the audio source for Voicemail messages.

- Updated the Busylight universal library for macOS (x86_64 and arm64)

- Updated the Yealink macOS library for the universal build.

- Updated a list of supported CRMs in the preferences.

- Updated the Yealink SDK to version 3.1.1.23

- Added the ability to set a sound notification for received SMS.

- Updated the Plantronics integration to work via REST API.

- Reworked favorites storage to use the SQLite database instead of the Windows registry.

- An optional Fax Message input field can now accept 2000 characters.

- Modified the Outlook dial to use Contact Repository to find a contact by email.

- Modified the main window to load only a subset of contacts with pagination support.

- Modified the Send fax dialog to load only a subset of contacts.

- Modified the Transfer dialog to load only a subset of contacts.

- Modified favorites management to avoid loading all contacts.

- Modified the SMS window to load only a subset of contacts when in search mode.

- Modified Schedule meeting/Invite by email screen to load only a subset of contacts with pagination support.

- Modified finding of a single contact by name/number to use ContactRepository.

Meeting Module

- Fixed an issue where the meeting buttons (Participants and Chat) were not responding while in full-screen mode.

- Fixed an issue where the audio joined twice while converting a conference call to a meeting.

- Fixed an issue where the past recurring events were not fetched on the meeting create event.

- Fixed an issue where split recurring meetings were not working.

- Fixed an issue where the meeting daily reminder was returning meetings that were finished/in progress instead of just scheduled meetings.

Contact Center Module

- Added tooltips to the editor toolbar for a more user-friendly experience.

- Implemented validation checks for images before inserting them into email signatures to ensure compatibility and reduce errors.

- Resolved an issue affecting the geo-location when a chatbot is set as the destination.

- Fixed an issue with agent statistics not updating correctly when transferring calls between agents.

Communicator Web

Features

- Reactions to a message for one-on-one chat conversations.

- Scheduled meeting notification.

Bug Fixes & Improvements

- Fixed an issue where paste from the clipboard would also paste the file name in the SMS/MMS text input field on macOS.

- Fixed an issue where the Schedule Meeting Notification was not being shown for recurring meetings.

- Fixed an issue where the Schedule meeting notification was being shown for deleted meetings.

- Fixed an issue with the resizing of the buttons in meeting details.

- Updated translations.

- Removed flags from the language selector and switched to native language names.

- Fixed a page freeze issue that occurred when the chat server restarted.

Communicator GO

iOS

Features

- Added BRM Branding Support.

- Added pause and wait-to-dial phone number functionality.

- Chat reactions for 1-on-1 conversations.

Android

Features

- Added BRM Branding Support.

- Added pause and wait-to-dial phone number functionality.

- Added support for Android 15.

- Chat reactions for 1-on-1 conversations.

- Added the ability to spread chat text input to fill the entire screen during message typing.

7.3.0.1 - October 9, 2024

Bug Fixes & Improvements

- Fixed an issue where Pause reasons are missing within the Agent panel.

- Fixed an issue where in some cases the application doesn't show a security certificate warning when using OpenSSL.

7.3.0 - September 24, 2024

Features

- Transfer calls to voicemail via drag and drop.

Meeting Module

- Meeting attendance reports.

- Screen-sharing pause notification.

- Scheduled Meeting Notification.

Contact Center Module

- Agent&Supervisor App: Implemented typing indicator and sneak peek feature.

- Agent&Supervisor App: Implemented an Email signatures feature.

- Agent&Supervisor App: Added support for displaying "seen" events.

Bug Fixes & Improvements

- Added configurable options for MSI deployment: ENABLED_PHONE_MODES, DEFAULT_PHONE_MODE, AUTO_UPDATE, SSO_LOGIN.

- Added an option to download updates in the background and install them on the next application launch.

- Added the sha256 checksum for MSI installers to the latest dir.

- The contact sign-in notification option is now turned off by default.

- Fixed an issue where the chat sync was not being restarted upon re-login.

- Fixed an issue where the uninstall via MSI package wasn't working.

- Fixed an issue where the copy option inside the chat input field did not work.

- Improved performance while loading Outlook calendars.

- If the MMS feature on the server extension level is disabled, hide it in the Communicator desktop application.

- The answer button color has been changed to green.

Meeting Module

- Added the ability to click on the link within the meeting detail description section.

- Fixed an issue where the meeting list was not updated after editing a recurring meeting.

- Fixed an issue with the Recording tab not displaying the correct information.

- Fixed an issue when recording for screen sharing was not saved when switching between displays.

- Fixed an issue with closing the floating screen-sharing window, which led to an inability to proceed with the meeting.

- Fixed an issue with the search field not working within the Recordings tab.

- Fixed an issue with the Wrong "Total Presence" time in the attendance report.

- Fixed an issue in the Outlook plugin where the Cancel Meeting button did not show after the meeting was scheduled.

- Fixed an issue in the Outlook plugin where a meeting is not deleted from the meeting list after it is not sent from Outlook.

- Fixed an issue where double click did not work within the meeting chat input field.

- Fixed an issue where the app froze when selecting a new share screen while screen sharing is still in progress.

- Fixed an issue where the clickable link in the description filed on a mail client did not work.

- Fixed an issue where the Participants field in the Attendance tab displayed invited instead of active participants.

- Fixed an issue where the participants' counter did not display the correct number of participants after removing them from the meeting.

- Fixed an issue where the Meeting Details section did not display the correct data for the finished meetings selected within the previous tab.

- Fixed an issue where Ctrl+C did not work in a meeting chat.

- Fixed an issue where Calendar URL sync did not work.

- Refactored Communicator to avoid sending a meeting invite from the client.

- Move the raise hand button to a more suited position.

Contact Center Module

- Agent&Supervisor App: Fixed an issue with the Agent Profile view.

- Agent&Supervisor App: Fixed an issue where messages were incorrectly displayed during ticket selection within the unassigned list.

- Canned Responses: Limited actions that agents can perform inside the Canned Responses module.

- Contacts: Added Facebook user ID in the Contacts table and enabled column toggle.

- Contacts: Limited actions that agents can perform inside the Contacts module.

- Conversations: Displayed contact details inside the Conversations tab.

- Contacts: Fixed an issue with opening the "How to format a CSV file" dialog.

7.2.0 - May 14, 2024

Features

- Transform standard group to shared group.

- Ability to set the group chat icon up.

Meeting Module

- Schedule a meeting from the chat.

- Store & show chat history in the Previous Meetings List.

- Avatars for external participants.

- Screen sharing notifications.

  - Screen sharing starting message - Notification on the viewer's side.

  - Participants can now see the shared screen - Notification on the presenter's side.

Contact Center Module

- Agent&Supervisor App: Integrated WhatsApp and Facebook into the list of supported communication channels.

- Agent&Supervisor App: Implemented the geolocation feature within the Agent interface.

- Agent&Supervisor App: Added Canned templates to streamline message composition.

- Agent&Supervisor App: Introduced templates for WhatsApp messages to enhance communication efficiency.

- Contacts: Implemented the Contacts Module for streamlined contact management.

Bug Fixes & Improvements

- Added support for emojis in the SMS window.

- Added the ability to download voicemail GSM files if they cannot be played.

- Added the ability to force default input/output devices on Linux to avoid softphone crashes.

- Added the ability to use the default phone mode set on the server.

- Added overlays for unsupported files and too many files when dragging onto the Chat window.

- Added the send user language code when opening OSC for localization.

- Added utf8 support when setting/storing the extension password.

- Added new EULA for 7.2.

- Fixed an issue with wrong content types in the CRM API.

- Fixed an issue with the unread conversations menu when there were too many menu items.

- Fixed an issue with the .NET installer not being found.

- Fixed an issue where the wrong user ID would be logged in chat dialogistic logs.

- Fixed the "Set away from Desktop" option for Linux.

- Fixed an issue where the app crashed on macOS when using the OpenSSL backend while fixing the certificate chain during the profile wizard.

- Fixed an issue where the app restarted after a crash.

- Fixed an issue when the session's unread count was not cleared if another user saw the message before the current one.

- Fixed an issue with the translatable file picker filter when picking the user avatar.

- Fixed an issue with the Call Quality Indicator while On Hold.

- Fixed an issue where the recorded message was not played after the Start recording button was pressed.

- Fixed an issue where the PWproxy was not handling the busyness level properly.

- The Yealink library no longer ships with the application. Instead, it is now available to be downloaded on demand.

- Improved authentication error handling when client and server times are not in sync.

- Updated the Yealink library.

- Increased auth tokens lifetime.

- Made CRM contacts sync timeout configurable.

Meeting Module

- Changed the message Kick from audio to Remove from audio.

- Fixed an issue where the Recurring checkbox was disabled when copying a meeting.

- Fixed an issue where the Invite notification for recurring meetings did not disappear.

- Fixed an issue where Participants could not see the shared screen.

- Fixed an issue where the remote control mouse pointer incorrectly appears on the wrong screen in a multi-monitor setup.

- Improved the Outlook plugin to open a meeting window instead of an appointment when double-clicking on the calendar.

- Fixed an issue with the Outlook plugin where a meeting wasn't updated after being dragged and dropped onto the calendar.

Contact Center Module

- Agent&Supervisor App: Added informational messages regarding login changes specifically for Supervisor editions.

- Agent&Supervisor App: Resolved an issue where CC dialogs were not remaining on top of the app as intended.

- Conversations: Implemented a Total Field Counter for Active and Closed Conversations within the Conversations module.

- Conversations: Redesigned the customer information display within the Conversations tab to provide better contextual understanding.

- Conversations: Updated icons associated with the 'Channel' filter to improve the user experience.

- Dashboard: Enhanced the dashboard with various UI/UX improvements.

7.1.1 - February 13, 2024

Bug Fixes & Improvements

- Fix issue where application doesn't start if Yealink USB SDK is missing.

- Fix issue where caller id name is missing in Voicemail dialog.

- Add option to choose if 2FA token will be removed on logout.

- Fix issue where application crashes when connecting to a server with invalid certificate during first profile creation.

7.1.0 - January 30, 2024

Features

- Ringing Status.

- Open Communicator Web from the Communicator Desktop app.

- Two-Factor Authentication (2FA) on Login.

- Message Reactions.

- Re-sync the entire chat history.

- SSL certificate.

- Emergency Location - Ray Baum's act.

Meeting Module

- Clipboard Sharing.

- Configurable 'Recording reminder' option.

- Pre-Expiry meeting Notification.

Contact Center Module

- **Agent & Supervisor App**

  ○ Introduced a redesigned interface that seamlessly integrates all user communication channels into a user-friendly platform.

  ○ Currently supports LiveChat, SMS, and Email channels.

  ○ Key features added for the Chats and Emails section, including assigning/supervising conversations, status changes, conversation transfers, file sharing, and emojis.

  ○ Added Private/Whisper messages for communication between agents and supervisors.

  ○ Introduced Conversation history per channel for individual users.

  ○ The Customer profile section was added to help agents personalize interactions and provide targeted support.

- Option to Ban customers and restrict interactions with specific customers.

- **Dashboard**

  - An integrated control center for agents offering an overview of essential information about ongoing conversations.

  - Focuses on multi-channel Insights within Agents and Queue Monitoring and My Performance insights.

- **Conversations**

  - Introduced an efficient way to access ongoing and queued conversations in the system.

  - A comprehensive archive of completed conversations was introduced, too.

- **Agent Profile**

  - A reworked section providing details about the agent's state, involvement in voice and messaging queues, assigned campaigns, and the agent's current workload.

- **LiveChat Security**

  - Introduced options for banning IP addresses automatically or manually in order to prevent DDoS and other potential attacks to maintain a secure and controlled environment.

Bug Fixes & Improvements

- Added the ext_name variable in the Call Popup URL.

- Added an option to use a Queue/ERG URL for showing a Call Popup when a call is answered or finished.

- Added the possibility to configure if DND will be turned off on log out.

- Handled the ESC shortcut in the Info section in the chat window.

- Handled the ESC shortcut in the SMS window.

- Fixed the issue where the application freezes when opening Preferences caused by always loading Outlook calendars.

- Fixed the display of a shared group indicator when the user is searching for messages within a specific shared group.

- Fixed the display text gender to display they.

- Added a new custom message within the info message dialog in case there is no seen or delivered information.

- Added an admin transfer confirmation dialog.

- Updated the Plantronics SDK to version 3.25.

- Added group name into group chat event notifications.

- Added support to save configuration for printing fax reports.

- Added support to store CRM configuration and contacts per profile.

- Fixed a crash in Contact Center edition caused by changing agent status.

- Fixed an issue with messages not being loaded correctly on large screens.

- Fixed an issue where links were not formatted properly when they contained brackets.

- Fixed an issue where URLs with an exclamation mark were not rendered correctly.

- Fixed an issue where the call recording file name was not pre-filled correctly when downloading through OSC.

- Fixed an issue with right-clicking in chat after selecting multiple messages.

- Fixed an issue with the server connection health check.

- Fixed an issue with special characters being inserted on MacOS.

- Fixed an issue with user selection on macOS using the command key.

- Removed the Growl option for notifications on macOS.

Meeting Module

- Webrtc upgrade.

- Removed dial-in info from Copy Meeting info/invite for private meetings.

- Uploaded the Communicator user avatar on file sharing service.

- Fixed an issue where the Mute All feature for co-organizers was not available.

- Fixed an issue where the Co-Organizer had the option to remove the organizer.

- Fixed an issue where the audio cue was not playing when raise hand was received.

- Fixed an issue when initials were not displayed in speaker view on the desktop.

- Fixed an issue where the webcam output was rotated 90 degrees to the side.

- Fixed an issue where the selection of email contacts was not working properly.

- Fixed an issue where the date picker was not working properly on Windows while scheduling a meeting.

Contact Center Module

- Agent: Resolved an issue with the omnichannel license and agent profile.

- Agent: Fixed a crash in the Contact Center edition triggered by changing agent status.

- Agent: Addressed the hiding of the "Ban IP Address" button within the Security tab for the Agent edition.

- Agent: Addressed a problem when banning users by IP address.

- Statistics: Fixed inaccuracies in daily statistics information within the Queues table.

- Agent: Resolved an issue where the ticket selector freezes notification.

- Agent: Corrected the display of the "Failed to assign the ticket to you" message even if the ticket is assigned.

- Agent: Fixed various issues with OS notifications.

- Agent: Implemented a character limit for ban reasons.

- Agent: Fixed an issue with tab weight on Windows.

- Email: Fixed an issue related to email removal.

- Supervisor: Made improvements to Supervisor login functionality.

- Supervisor - The Supervisor edition with the omnichannel module now requires logging in as an agent with appropriate credentials, including the agent number (required) and agent PIN (optional).

7.0.0 - September 19, 2023

Note: The 7.0.0 version of the Communicator Desktop app will not work on some Windows, macOS, and Linux versions, which are not supported by Qt 6.5.

The 6.5 version of Qt does not support out-of-support Windows (Windows 7, Windows 8), macOS (macOS 10.15 and below), and some Linux versions.

For more information about the supported platforms, please visit the following link: **Supported platforms**.

Features

- Auto Answer.

- SMS sync.

- Shared SMS number.

- Delete an SMS message.

- Export old SMS history.

Meeting Module

- In-meeting reactions.

- Raise hand.

- Save chat history in meetings recordings.

- Added invite link in meeting details.

- Implemented an option to add/update multiple co-organizers of the meeting.

Bug Fixes & Improvements

- Fixed partial scaling on Windows (e.g., 125%, 150%, etc.).

- Fixed a problem with the department's name not containing the '&' character.

- The Outlook plugin is disabled by default.

- Added the ability to disable every type of contact sync.

Meeting Module

- Fixed an issue where the Meeting window was not closing after the organizer had ended the meeting.

- Fixed an issue where the M button for users muting themselves was not always working in v7 during a meeting.

- Fixed an issue where messages sent into the meeting chat were not visible.

- Fixed an issue where the Control bar buttons overlapped.

- Fixed an issue where the Meeting Outlook integration was not working with Qt6.

- Fixed an issue where the Scroll bar was not working in the meeting details view if the mouse was hovered over the participant list.

- Improved the reaction notification for desktop users in Presenting mode.

- Removed Reactions & Raised hands from the chat when the user leaves/rejoins the meeting.

- Replaced the meeting control bar icons with the ones from the web app.

6.7.0 - January 11, 2023

Features

- Mention participants in a group chat conversations using @Name.

- Added Call Quality feature.

- Added SMS enable/disable configuration.

- Added Outlook Presence - Calendar integration.

- Shared groups.

Meeting Module

- Added Network Quality Statistics View.

- Added a Notification in case of Bad Network Quality.

- Added a Meeting Invite Link to be Sent in the Chat Automatically.

- Outlook Desktop Plugin.

Bug Fixes & Improvements

- Fixed issues with emoji dialog being blank or some emojis missing.

- Fixed an issue where the "Copy" menu keeps opening even if right-clicking a non-selected message.

- Increased CRM contacts sync timeout to avoid sync interruptions if there are a lot of contacts.

- Added the recipient's number to fax report.

- Fixed right click menu options on messages when there is selection present.

- Fixed crashes caused by early positioning of module windows.

- Fixed crashes when instantiating calls on touch screen laptops.

- Fixed issue where contacts are always converted to +e164 even if disabled in preferences.

- Fixed issue where user could join the same conference multiple times.

- Fixed issue where picking gsm number when using click to dial doesn't work.

Meeting Module

- Scale screen sharing image on high PPI displays.

- Improved voice activity detection.

- Fixed audio issue where audio join status is not correct.

- Fixed crash happening during the meeting end.

- Fixed video streams flickering during call.

- Fixed screen sharing video not received on pause.

- Me stream should always be in front of new screen sharing view.

- Fixed crash during the meeting start with webrtc 98 on macOS.

- Fixed mobile app freeze when trying to login in with the same credentials.

- Fixed speaker view participants not changed after they leave the meeting.

- Fixed participants not being able to see the shared screen.

- Grey screen appears when turning on/off/on camera.

- Date and Time not displayed in correct timezone (organizer) for MT PBX.

6.6.0 - August 2, 2022

Features

- Added Yealink headset integration.

- Added voice message support in chat.

- Added an option to transfer the role of chat admin to another participant.

- Added an 'Info' option for chat messages.

- Added chat feature flagging support.

- Added an option to choose a custom ringtone.

- Added an option for a quick reply via hover on chat messages.

Contact Center Module

- Agent Panel: Added an option that allows CRM to remain visible after finishing the call.

- Agent Panel: Implemented the Feedback forms for Queues.

- Supervisor: Introduced the Supervisor Overview tab.

Meeting Module

- Hid the 'Meeting' button if Meeting is not available due to GDPR compliance.

- Achieved capacity of 100 video participants.

- Introduced grid size optimization for meetings with 60+ active video participants.

- A new version of screen sharing with WebRTC.

Bug Fixes & Improvements

- Fixed an issue where transfer dialog cannot be reached since the main window is always on top.

- Fixed an issue where the call window always on top doesn't work.

- Fixed an issue where the application crashes on startup when the move event is triggered too early.

- Fixed an issue where a highlighted link is not clickable in chat search.

- Fixed an issue where carbon seen is received for a message that is not last – it is not applied.

- **Contact Center Module**

- Agent Panel: Fixed an issue with the 'Cancel' button on Feedback forms.

- Agent Panel: Fixed an issue where the Agent panel should be working in the foreground.

- Supervisor: Fixed an issue in Supervisor Panel where data was not displayed correctly if the 'Automatic login' option was checked.

- Supervisor: Adjusted the size of the footer items according to the inside text.

Meeting Module

- Fixed an issue where screen sharing video was not received on pause.

- Fixed an issue when entering the meeting from multiple applications with the same credentials caused issues.

6.5.0 - March 25, 2022

Features

- Added option to show QR code for quick sign-in via mobile applications.

- Added Opus codec support to improve voice quality.

- Added Kuando Busylight integration.

- Added support to paste images from clipboard directly into a chat.

- Added software echo cancellation for softphone.

- Added waveform while playing a voicemail.

- Added support for DNS SRV service discovery to implement failover.

- Added support for DNS SRV SIP discovery and parallel SIP registration to implement failover.

- Added option to enable/disable automatic conversion to e164 for contacts sync.

- Added option to reply to a specific chat message.

Contact Center Module

- Supervisor: Implemented advanced and improved design of the Supervisor Panel.

- Supervisor: Provided with advanced Global Real-time Statistics.

- Supervisor: Implemented the 'Search' option inside the Supervisor Panel (search for Agents, Queues, or Campaigns).

- Supervisor: Redesigned and fully customizable tabs inside the Supervisor Panel.

- Supervisor: Redesigned and improved the Alerts tab.

Meeting Module

- Added: Automatically adjust the number of video streams in the grid to get optimal performance.

- Added: Sort video streams to show participants who spoke last during the conference.

Bug Fixes & Improvements

- Fixed issue where departments count incorrect in the chat sidebar.

- Fixed issue where call pickup button is not visible if the caller ID is very long.

- Fixed issue where "New Messages" separator in the chat is positioned on an already seen message.

- Modified Google integration button in order to comply with Google branding guidelines.

- Sending SMS to non-E164 numbers.

Contact Center Module

- Agents: Fixed an issue where a completed Queue call is not deleted from the list of the active calls.

- Supervisor: Fixed an issue where the 'Agent Statistics' tab and 'Campaigns' tab were not refreshed when doing login/logout.

- Supervisor: Fixed an issue where Graphs View has not been loaded.

- Supervisor: Fixed an issue where Inbound Calls were displaying 'Unknown' for DID Destination.

- Supervisor: Fixed an issue where a wrong number of Agents was displayed inside the 'Agent Statistics' tab.

- Agents: Fixed an issue where the Dialer feedback form was not displayed.

- Agents: Fixed an issue where 'Call Screen' was not updated correctly if the Dialer call was rejected while the feedback form was started.

- Agents: Fixed an issue where the application freezes if the Agent did transfer while the "Agent Panel is always on top" option was checked. (The issue was only on Windows OS.)

- Supervisor: Fixed an issue where Inbound call and same caller ID as the local extension would be displayed as the Agent's call.

- Supervisor: Removed unnecessary scroll inside the Wallboard tab and fixed font.

- Supervisor: Fixed an issue with sorting in real-time by disabling it temporarily due to performance issues (there is an option to sort lists manually).

Meeting Module

- Added system's time format in meeting details.

- Added a notification if a microphone or camera permissions are not granted on macOS.

- Added a check if accessibility access is granted for remote control on macOS.

- Allowed the user to use other apps while the Communicator Meeting schedule window is open

- Fixed a bug where participants' avatars were missing when joining recurrent meetings.

- Fixed a bug where the microphone was not working when an audio device is removed during the meeting.

- Fixed a bug where meeting's join dialog was visible while logged out.

- Fixed a bug where holding the M key would keep muting/unmuting the user.

- Fixed a bug where the time was converting from AM to PM while creating a recurring meeting.

- Fixed a bug where the video device is removed and added again the user could not enable the camera.

- Fixed a bug where meeting invites were not sent to the web users.

- Fixed a bug where the user was crashing while opening the meeting list.

- Fixed a bug with screen sharing pause not working.

- Fixed a bug when the user starts a meeting from a conference call, other users get prompted to join audio, instead of remaining in the same call with new meeting window opening.

6.4.3 - January 26, 2022

Bug Fixes & Improvements

- Fixed issue where Google contacts integration doesn't work (error: Bad request).

- Added support to sync more than 1500 Google contacts.

- Changed Google button to meet Google requirements for contacts sync.

- Added support for sending SMS messages to numbers that are not in E164 format.

- Fixed issue where update is forced during ongoing meeting/call.

- Fixed issue where tray icon keeps flashing for muted chat conversations.

- Fixed issue where parked call cannot be picked if caller id is too long.

- Fixed issue where "New Messages" separator is stuck on an old message.

Contact Center Module

- Fixed close button inside Agent info dialog on Windows.

- Fixed bug on Windows where application freezes if the Agent performs transfer while "Agent panel is always on top" option is enabled.

Meeting Module

- Inform user if microphone or camera permissions are not granted on macOS when using meeting.

- Check if accessibility access is granted for remote control on macOS.

- Block click on start meeting button if drop down menu is visible.

- Fixed bug where microphone does not work when audio device is removed.

- Fixed bug where invite meeting dialog is not closed on logout.

- Fixed bug where user could not enable camera if video device is removed and added again.

6.4.1 - November 10, 2021

Bug Fixes & Improvements

- Added support to handle additional option to hide call recording controls.

- Fixed search in chat when character & is in the name of the group.

- Fixed issue where chat windows is focused in the background causing messages to be seen unintentionally on macOS.

- Fixed issue where HTML metacharacters are not shown correctly in chat message results.

- Fixed issue where the application freezes if "*" is used in chat search query.

- Fixed incorrect company name for Contacts sync on macOS.

- Updated French translation.

Meeting Module

- Block repeating key events for mute shortcut.

- Fixed issue where creating a recurring meeting converts time given in AM to PM.

- Fixed issue where start date does not change when editing recurring meeting.

- Fixed issue where old recurring instances are not removed from the meeting list when recurrence is changed.

6.4.0 - September 22, 2021

Features

- Added an Option to Mark Chat Conversation as Unread.

- Added Call Encryption Indicator in Call Window.

- Added Support to Reorder Pinned Conversations in Chat.

- Added Unified Call History.

- Added MMS Support.

- Added Support to Delete a Message in Chat.

Contact Center Module

- Agents: Added a New Column displaying the Agent's pause reason.

- Queues: Implemented the Option to Change a Pause Reason Without Unpausing.

- Queues: Implemented Inbound Dispositions.

Meeting Module

- Added an Option to Record (Meeting Local Recording).

- Added an Option to Mute Participants as the Meeting Organizer.

- Added Toggle Meeting Privacy between Regular and Public.

- Added a Busy Indicator in Meeting Details Until All Data Is Available.

Bug Fixes & Improvements

- Fixed a bug where the Always on Top option does not keep the window on top.

- Fixed an issue where empty diagnostic logs dialog was shown after using the main window in full screen on macOS.

- Fixed an issue where there is no call window for calls using a callback.

- Fixed the application scaling issue on Windows OS.

- Fixed an issue where messages are missing from the view if a message is received while the pinned message is focused.

- Fixed an issue where the Jabra integration causes a crash if a device is disconnected while the app is running.

- Fixed an issue with the CRM contacts sync while syncing a huge number of contacts.

- Fixed an issue where the search doesn't work for Hebrew names.

- Fixed blurry icons in both Chat and SMS windows.

- Fixed a bug regarding the Address Book where contacts named with company names only are not synced.

- Fixed a bug regarding the Google contacts sync where contacts with company names only are not synced.

- Fixed the main window search in order to trim blank spaces.

- Fixed a crash with a message box when the call is answered via a pop-up window on the Windows OS.

- Fixed messages and input field in chat when handling ObjectReplacementCharacter.

- Fixed an issue where the message is not trimmed in chat before sending.

Contact Center Module

- Agents: Handled entering wrong Agent Number and PIN and implemented specifying valid Agent number.

- Agents: Fixed a bug where the Agent's icon was not displayed correctly while in the "ringing" and "idle" states.

- Agents: Fixed a bug where the Agent's pause reason was not visible on the Login.

- Agent Panel: Implemented improvements for the Agent panel by changing two icons on the panel and adding the minimum width.

- Agent Panel: Redesigned the Agent Panel by displaying the phone dialer and other phone-related settings in the Agent panel window.

- Agent Panel: Fixed a bug where the Agent panel would display two messages regarding Agents and Dialer before the application was fully initialized.

- Dialer: Implemented changes to the progressive strategy in which the preview screen with the lead information is displayed and the timer is triggered.

- Dialer: Fixed a bug with missing call recording files for Dialer calls and a wrong call direction in the CRM call log.

- Feedback Form: Fixed a crash in the Agent panel browser that would happen when a user clicked 'Open in default browser' in the drop-down menu.

- Queues: Fixed a bug where the Queues List label is not updated after Queue reload.

- Supervisor Edition: Implemented the login options for the Agent/Supervisor edition in which Agents need to enter a valid Agent number and PIN if the Agent options are enabled.

Meeting Module

- Always show a mute notification when you try to speak while muted.

- When scheduling meetings, users will be presented with the time format used by their system.

- Fixed a bug where video devices in settings are not visible if the softphone is disabled.

6.3.0 - April 21, 2021

Features

- Produce the '+' (plus) sign inside Phone Module.

- SMS feature.

- 64-bit support on Windows.

- Choose a mobile application as a default device.

- Choose the desired device when switching devices.

- Support for E.164 numbers when adding mobile numbers.

- Meeting module: Notify the user when they are talking while muted.

Bug Fixes & Improvements

- Added support to include a timestamp when sending 'seen' and 'delivery' reports in chat.

- Fixed a bug where the message pop-up window is shown on each login if the chat feature is disabled.

- Fixed freeze caused by executing search per session in the chat.

- Fixed video call crashes.

- Fixed automatic updates for Linux users.

- Fixed a crash for automatic updates on Windows.

- Fixed an issue with the selected tab background color on macOS Big Sur.

- Fixed an issue where the call window buttons are not clickable on macOS Big Sur.

- Fixed an issue where the default IM sound file is set as the 'Sign In' sound file instead.

- Fixed a bug where the Agent panel always pops up on an incoming call regardless of the settings set in 'Preferences'.

- Fixed an issue where 'Block chat notification when screen sharing' does not work for chat messages.

- Meeting Module: Increased the maximum number of video participants in a grid view from 9 to 12.

- Meeting Module: Increased the spacing in the meeting chat between text and time label.

- Meeting Module: Added an automatic reconnection to the meeting chat server in case a connection loss occurs.

- Meeting Module: Added a scroll bar and word wrapping to the "Meeting List" window.

- Meeting Module: Fixed a bug where the camera is still in use after the meeting has ended.

- Meeting Module: Fixed a bug where avatars are not visible in the meeting participant list.

- Meeting Module: Fixed a bug where the participant list is not displayed in the 'Meeting List' window.

- Meeting Module: Fixed a bug where the confirmation window is not visible when trying to delete a meeting from the 'Meeting Details' window.

- Meeting Module: Fixed a bug where the participant's video stream would be paused after a connection loss.

- Meeting Module: Fixed a bug where the presenter's video stream would be paused after hiding and showing the video carousel.

- Meeting Module: Show meeting controls when a new chat message is received.

- Meeting Module: Check for the screen recording permissions on macOS and display a warning message to the user if permission is not granted.

- Meeting Module: Fixed a bug when the presenter's video is displayed twice in the carousel.

- Meeting Module: Fixed a bug to adjust the invite meeting dialog size to fit the content.

- Updated audio backend.

- Updated French translation.

6.2.0 - November 10, 2020

Features

- Test audio devices in Preferences.

- Change Microphone, Speaker, and Ringing Device While in Call.

- Change Microphone, Speaker, and Ringing Device from Phone module window.

- Change Presence by Using the System Tray Icon.

- Pin Chat Message.

- New icon annotations in meeting list and info.

- Improved meeting chat interface.

- Close chat and participants from blue bar.

- Highlight speaker in grid mode.

- Highlight speaker in viewer mode.

- Highlight speaker in presenter mode.

- Reorganize meeting menu.

- New UI for inviting contacts via email.

Bug Fixes & Improvements

- Changed 'Sennheiser' brand to 'EPOS Sennheiser'.

- Fixed an issue with 'Agent Login' dialog size when agent is a member of many queues.

- Fixed a bug where queues were not sorted by name in the transfer dialog.

- Fixed a bug where agents and users were not sorted by name in multiple dialogs.

- Fixed a bug where drag&drop call transfer from agent panel did not work.

- Fixed a bug where 'Agent Panel' would not pop on top on incoming call if previously minimized.

- Fixed a bug where new line is copied as LINE SEPARATOR when selecting text in chat.

- Fixed an issue with with rendering of some utf8 emojis.

- Fixed a bug where the main would cover 'Agent panel' if 'Bring app to front' option is enabled.

- Fixed an issue with Google contacts integration where permissions could not be granted.

- Fixed an issue where users could not mute audio on a public meeting, if they joined audio with deskphone.

- Fixed a bug where the participant list slider would move to top when a participant joined or left the meeting.

6.1.0 - August 21, 2020

Features

- Added typing indicator for single and group conversations.

- Added support to pin chat sessions on top.

- Added support to forward textual and file messages.

- Added support for chat admin to remove chat participants.

- Added context menu on sender name and avatar in group conversations for quick actions (chat, call, contact information).

- Join meeting audio from Communicator mobile.

- Added support to join a dynamic conference from history.

- Added group name in notification popup for group chat messages.

- Added support for public meetings.

Bug Fixes & Improvements

- Updated German translation.

- Updated Spanish translation.

- Added support to handle compatibility issues in chat.

- Added support for finding invited participant by email for meeting.

- Replaced "kick" with "remove" in call conference screens.

- Added support to open chat session menu by right clicking on a session.

- Changed default avatar background.

- Changed group avatar.

- Added group name in notification popup for group chat messages.

- Added group avatar in notification popup on Windows.

- Video participants in meetings are sorted. At the top, participants with video enabled sorted by name, then participants with video disabled also sorted by name.

- Added user avatars in schedule meeting dialog.

- Removed the mouse and keyboard presenter priority.

- Fixed bug where Queues sorting doesn't work when sorting by Waiting, Busy, Idle or Paused in Queues tab.

- Fixed bug where "Left" was displayed in chat info if the admin leaves another group.

- Fixed bug where "Left" is not removed after someone has added us again and we are admin of that group.

- Fixed issue with black square around status icon on Ubuntu.

- Fixed bug with scaling of remote DTMF window by making it fixed size.

- Fixed bug where pressing Esc doesn't close emoji popup on Ubuntu.

- Fixed bug where pressing Esc closes chat window instead of emoji popup on macOS.

- Fixed bug where Call option was enabled for missed call from dynamic conferences.

- Fixed bug when user was not able to unmute after the meeting is started from a call.

- Fixed bug when user was not able to join a started recurring meeting from the drop down menu in meeting module window.

- Fixed bug when meeting failed to start from group chat if there are more then 20 participants.

- Fixed crash if a meeting is disconnected from a video server.

- Fixed bug where the status field in meeting details view in meeting list window is not displayed.

- Fixed issue where messages from single and group chat were stacked in Ubuntu notifications.

- Fixed issue with html messages in popup notifications on windows.

6.0.1 - May 12, 2020

Bug Fixes & Improvements

- Added Portuguese translation.

- Added support to show all users in meeting invite list.

- Added support to auto reconnect to meeting on connector connection loss.

- Updated French, German and Italian translations.

- Fixed bug where a call cannot be transferred by using drag&drop inside of the Agent panel.

- Fixed bug where transfer button is disabled for all non-dialer calls when using Agent/Supervisor edition.

- Fixed bug where transfer, park and voicemail buttons always stay enabled after establishing one call in a campaign while logged in as a dynamic agent.

- Fixed bug where HOLD button is always enabled in Dialer (even when call is not yet connected).

- Fixed bug where application would display wrong user name after a meeting is started.

- Fixed bugs in Wallboard in Supervisor panel when using French language.

- Fixed bug where headers in Agents tab weren't translated in various languages.

- Fixed bug where Queues were not sorted correctly in Supervisor panel.

- Fixed bug where Wallboard filtering affects Queues tab data.

- Fixed bug with blurry status icons in main window.

- Fixed flickering when shared screen is resized.

- Fixed join meeting automatically when waiting for the organizer.

- Fixed region sharing screenshot coordinates on high dpi displays.

- Fixed video resize when camera is changed.

- Fixed bug where the user interface is frozen for some time after the meeting is finished.

6.0.0 - April 14, 2020

Features

- Unified chat.

- New chat history search.

- Persistent groups with option to change names.

- Mute group options.

- Added option to "Close All Chats" in global Chat options menu.

- Added option "Close All Except This Conversation" in the options menu for a chat conversation.

- File sharing across devices.

- Unified presence.

- Meeting module with audio/video conferencing, instant messaging and screen sharing.

- New Design for Agent Edition.

- Outbound Call Center (Dialer).

- Personal Callback.

- Integrated Web Browser for CRM Popup, Call Popup and Queue URL Popup.

- Project codes.

- Blended Call Center.

- Extended Supervisor edition with Agent edition features.

- Statistics for the entire call center.

- Change agent direction as a Supervisor.

- Improved Agent Statistics.

- Campaign statistics.

- Central Phone Book.

- Scaling managed by the operating system.

- Additional macros for Call Popup.

- Added warning indicator for Skype module if application was not found.

- Increased call limit to 10 in softphone mode.

- Improved department filtering in main window.

- Added notifications badge for Microsoft Windows.

- Added option to open chat from the call history list.

Bug Fixes & Improvements

- Fixed issue where agents could not be paused if there are no pause reasons defined on the server.

- Fixed issue where Google email is changed in Preferences but old email's contacts are synced.

- Fixed issue where switching app profile does not change user logged into OSC.

- Fixed issue where currently running release is presented as an available update.

- Fixed crash when trying to send fax from an extension marked as "Do not show in desktop/mobile app" on the server.

- Improved error message in case your account has no Edition Permissions granted.

- Improved Outlook contacts sync to include contacts from subfolders.

- Improved dialog for submitting feedback from the application.

- Improved application logo.

- Improved emojis rendering.

- Mask agent pin when logging in into Agent or Supervisor edition.

- Improved dialling to preserve plus prefix in order to prevent local calls being mistaken for an international call and vice-versa.