CHANGELOG
Communicator 6.7.3

6.7.3 - April 11, 2023

Bug Fixes & Improvements

- Lower the minimum size for a chat window to 640×480.

- Add You in place of the parker name for calls parked by the current user.

- Move No info available message from the message box to the message info popup.

- Implement enable/disable the functionality of fax and my dialer.

Meeting Module

- Fixed an issue where audio events were not shown when Meeting is started from Conference call.

- Fixed an issue with empty messages in chat.

- Fixed an issue where the filename was not visible when sent in meeting chat.

- Fixed an issue when copy invitation from meeting list does not contain invite link.

6.7.2 - March 14, 2023

Bug Fixes & Improvements

- Added loading indicator for Message Info.

Meeting Module

- Fixed an issue when Outlook plugin not working on 32 bit outlook.

- Fixed an issue with crash on meeting join.

6.7.1 - February 7, 2023

Features

Meeting Module

- Added Virtual backgrounds for the desktop app.

- Implemented noise suppression using the RNNoise library on the desktop app.

- Use avatars for video participants' backgrounds when the video is disabled.

Bug Fixes & Improvements

Meeting Module

- Resolved an issue with the missing meeting in the list despite having details and the ability to join.

- Fixed an issue with an inaccessible screen-sharing control bar (#16254).

- Addressed the problem with the inability to view duplicate file names in-meeting chat.

- Corrected an issue with persisting Leave Meeting option in the taskbar after the organizer had ended the meeting.

- Resolved an issue with fixed control bar height during screen sharing and inability to move it up.

- Updated meeting module icons.

- Addressed an issue with screen-sharing failing to detect changes in certain screen areas.

- Fixed the frozen screen-sharing issue.

- Enhanced focus on the shared window.

- Fixed an issue when Audio does not join when VPN is turned ON on the desktop app.

- Fixed an issue when the Scheduled meeting is not on the meeting list if the start time is less than the current time.

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.