Communicator 6.3.0
CHANGELOG

6.3.0 - April 21, 2021

New Features

› Produce the '+' (plus) sign inside the 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 talking while muted

Bug Fixes & Improvements

› Now includes a timestamp on 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 freezing issue caused by executing search per session in the chat
› Fixed video call crashes
› Fixed automatic updates for Linux users
› Fixed crash issue 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 a 'Sign In' sound file instead
› Fixed a bug where the Agent panel always pops up on incoming calls 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 grid view from 9 to 12
- › Meeting Module: Increased the spacing in the meeting chat between text and time label
- › Meeting Module: Added automatic reconnection to the meeting if the connection is lost
- › 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 screen recording permissions on macOS and display a warning message to the user if permission is not granted
- › Meeting Module: Fixed a bug where 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

New Features

› Test audio devices in Preferences
› Change Microphone, Speaker, and Ringing Device While on Call
› Change Microphone, Speaker, and Ringing Device from the 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 the 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 the agent panel did not work
› Fixed a bug where 'Agent Panel' would not pop up on top of incoming call if previously minimized

- › Fixed a bug where a new line is copied as LINE SEPARATOR when selecting text in
- › chat
- › Fixed an issue with rendering of some utf8 emojis
- › Fixed a bug where the main windows would cover 'Agent panel' if the '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 from a deskphone
- › Fixed a bug where the participant list slider would move to the top when a participant joined or left the meeting

6.1.0 - August 21, 2020

New Features

› Added typing indicator for single and group conversations
› Added ability to pin chat sessions on top
› Added ability to forward text and file messages
› Added ability of chat admin to remove chat participants
› Added context menu on sender name and avatar in group conversations for quick actions (chat, call, contact information)
› Users can now 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 ability to handle compatibility issues in chat
› Added ability to find participants invited by email for meeting
› Replaced "kick" with "remove" in call conference screens
› Added ability to open the 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 now sorted. At the top, participants with video enabled are sorted by name, then participants with video disabled are 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 the admin is re-added to the 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 calls from dynamic conferences
- › Fixed bug where user was not able to unmute after the meeting is started from a call
- › Fixed bug where user was not able to join a started recurring meeting from the drop down menu in the meeting module window
- › Fixed bug where meeting failed to start from group chat if there are more then 20 participants
- › Fixed crash issue when a meeting is disconnected from the 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 a meeting if the connection is lost
› 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 the 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 the 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 issue with joining a 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

New 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 notification 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 the old email's contacts are synced
- › Fixed issue where switching the app profile does not change which user is logged into OSC
- › Fixed issue where active release is presented as an available update
- › Fixed crash issue 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 into Agent or Supervisor edition
- › Improved dialing to preserve the plus prefix in order to prevent local calls from being mistaken for an international call and vice-versa