RELEASE NOTES

Communicator 6.7

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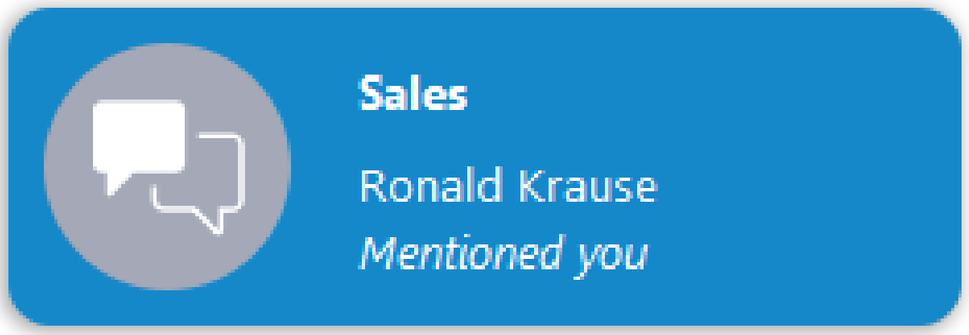
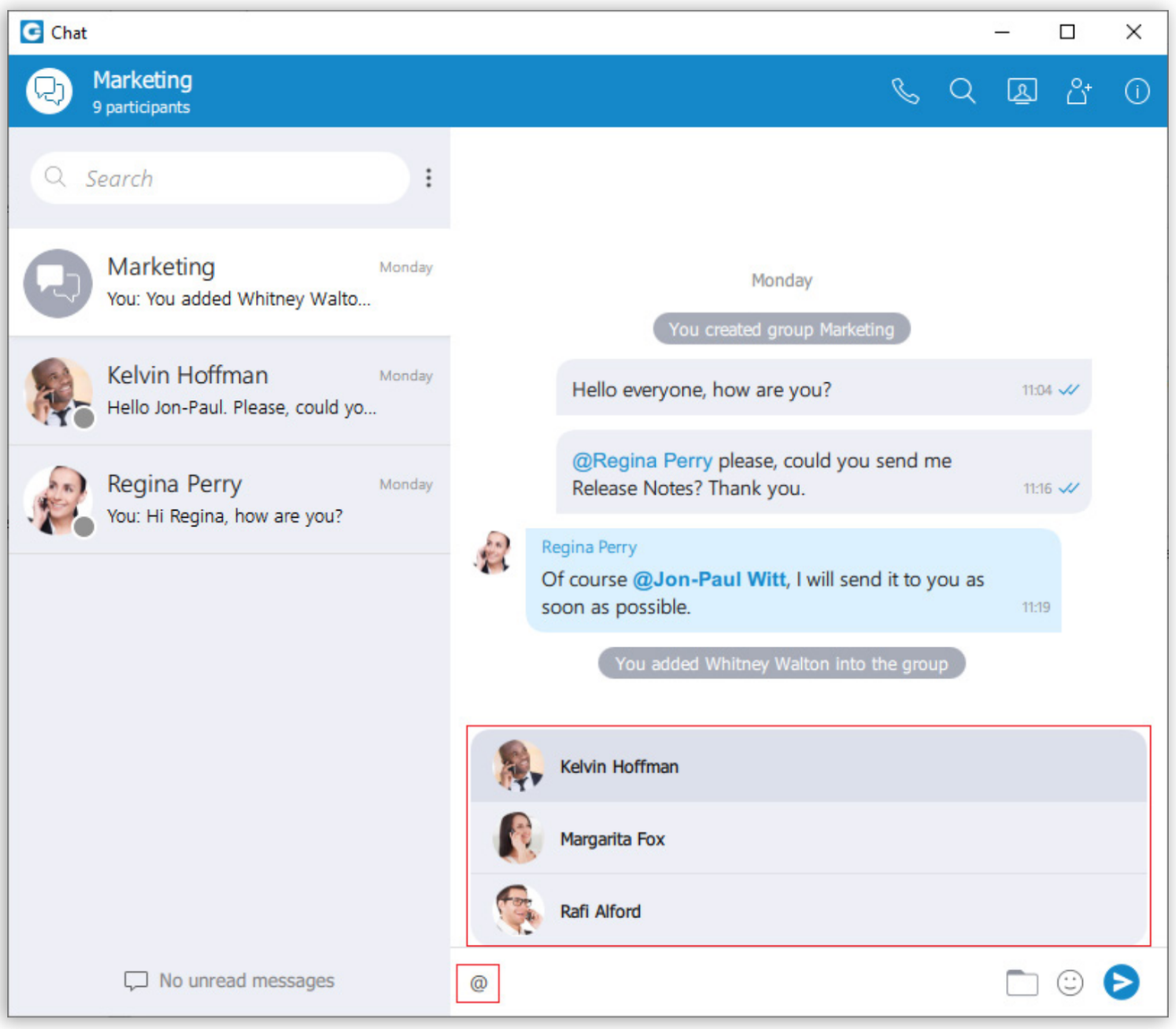
Mention participants in group chat conversations using @Name

The mention as a feature represents an excellent way to get someone's attention within the group conversation. It allows the user to mention one or more participants and provide the context of their mentioning within the message. The mentioned participants will receive a notification even in the group conversations they have currently muted.



To mention a participant, the user needs to enter the @ **sign followed by the name** of the desired participant. Immediately after entering the @ **sign**, the list of the participants who can be mentioned will be displayed above the input field.



Note: Only participants from the group chat conversation can be mentioned.

The user has a few options for selecting participants:

1. The first includes scrolling through the list using the up and down arrow keys and selecting the participant by pressing the Enter (Return) keys on their keyboard or using the mouse wheel and clicking on the participant.

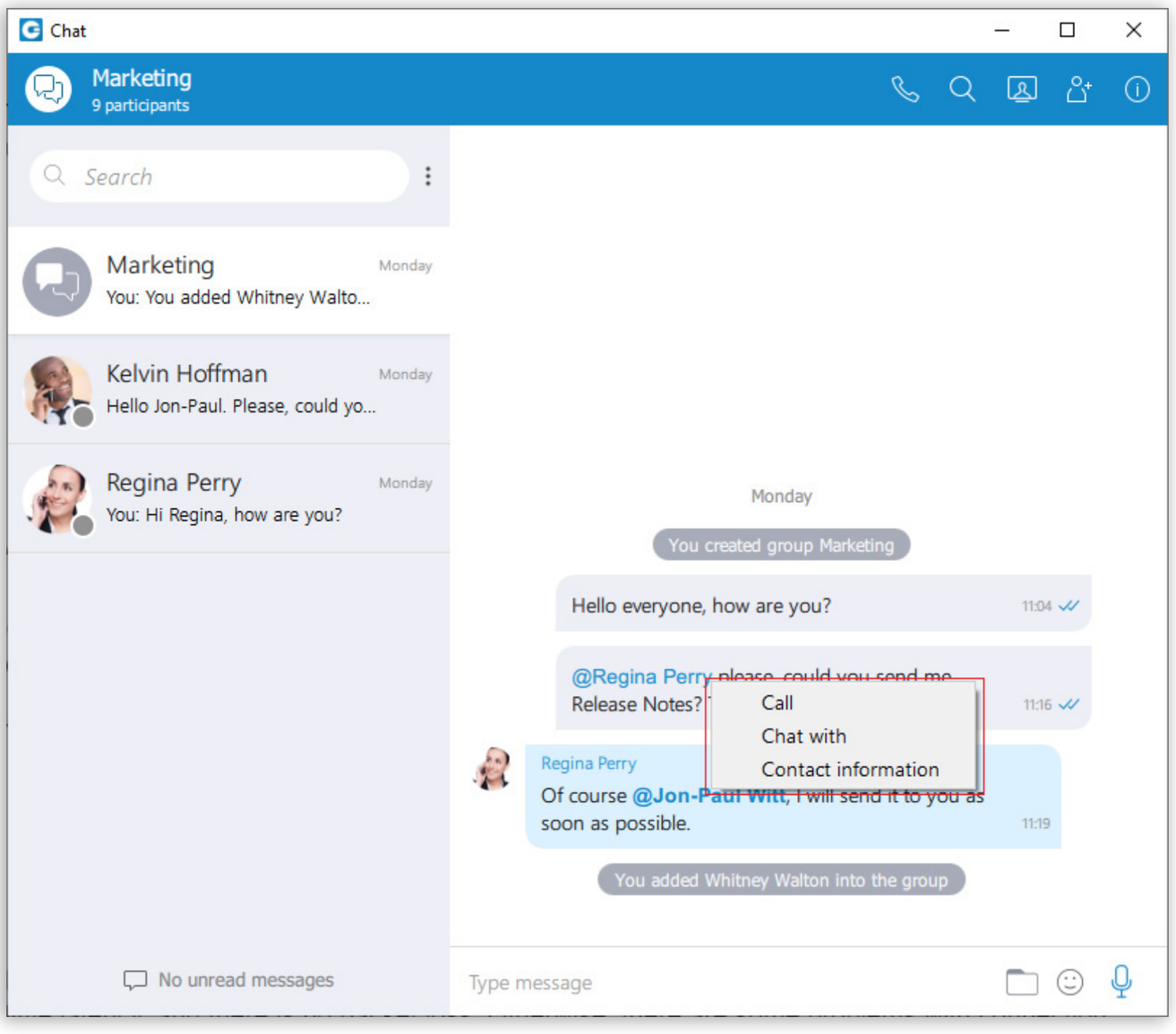
2. The second is to continue entering the participant's name after the @ sign. In that case, the list above the input field will only display participants whose names match the entry.

The mentioned participant will be colored in blue within the conversation. Clicking on the mentioned participant within the conversation brings a pop-up menu with the following options:

1. Call

2. Chat with

3. Contact information



Added Call Quality feature

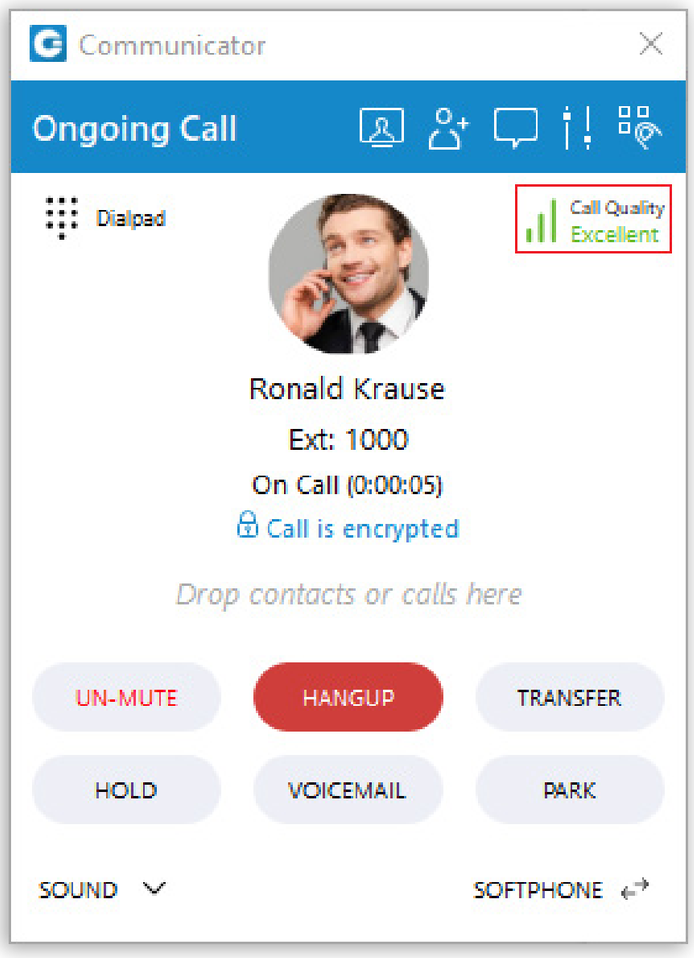
Call Quality Metrics provide the user with details about the call and network quality during a call.

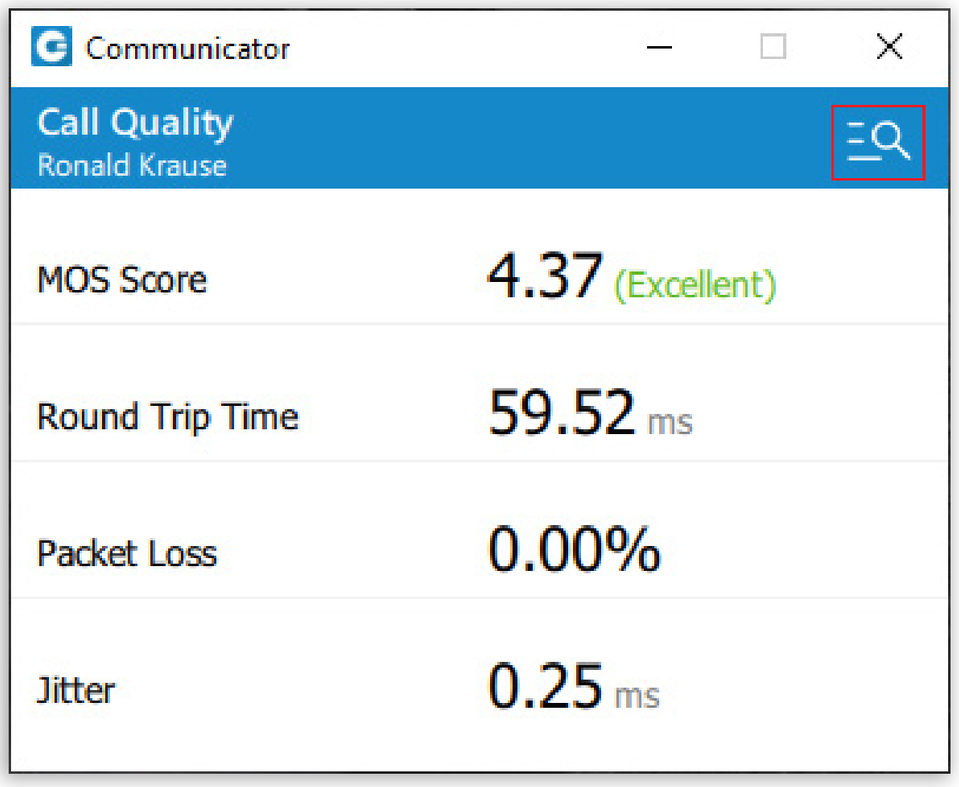
These details include information like:

- MOS Score
- Round Trip Time
- Packet Loss
- Jitter

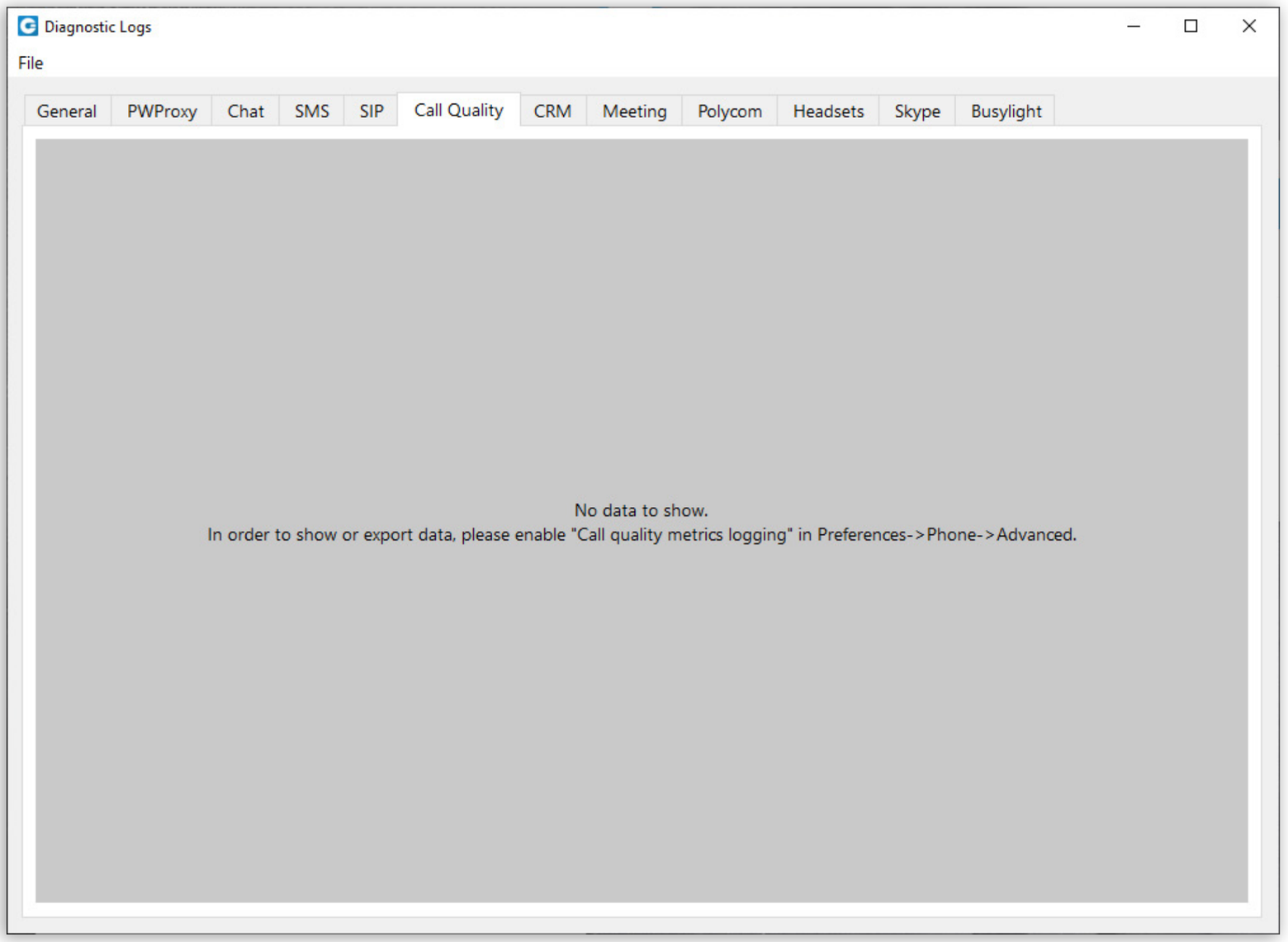
In a word, it helps with troubleshooting potential network issues during a call.

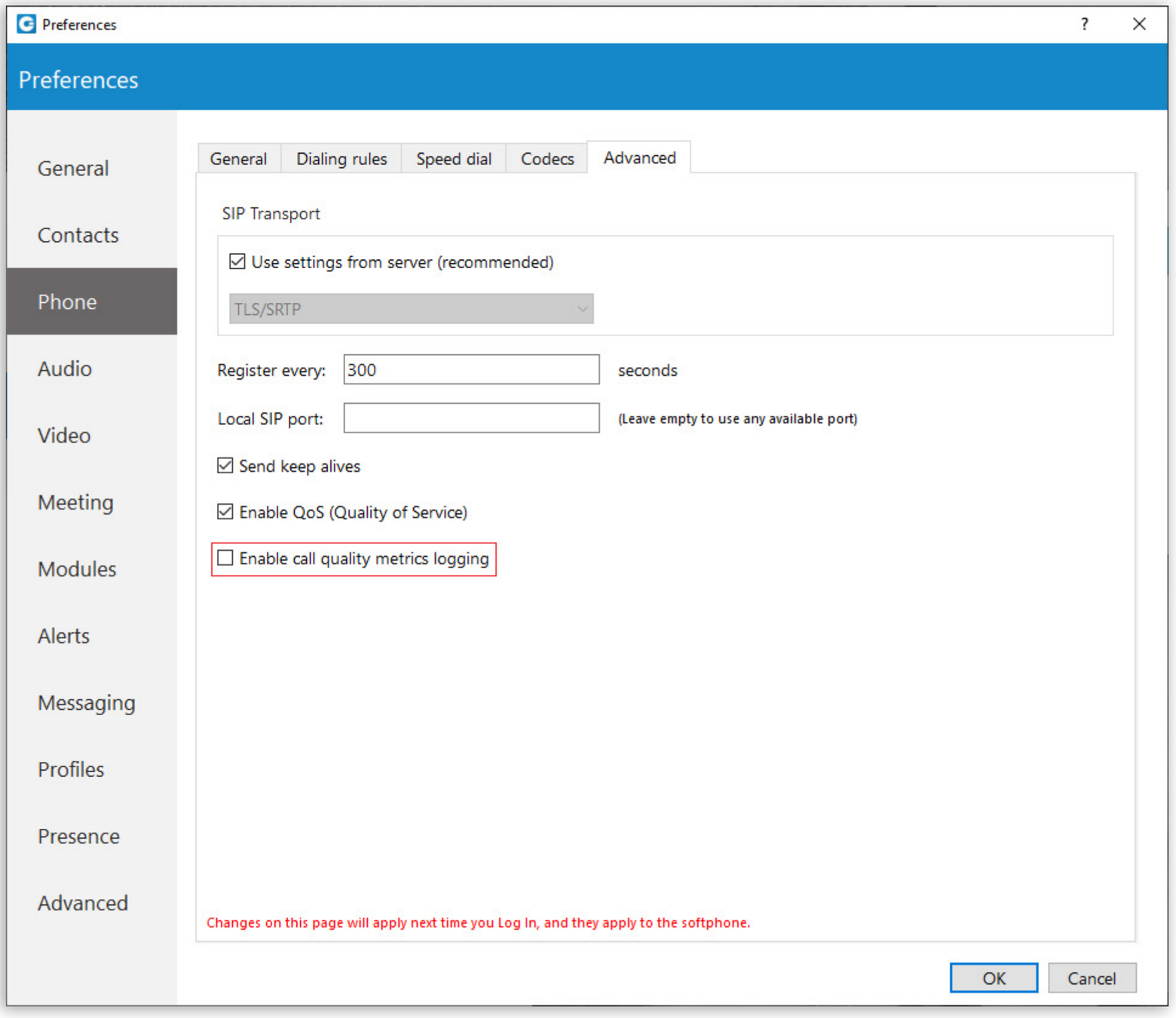
During a call, a **Call Quality indicator** will appear in the upper right corner of the call window, giving rough information about the call and network quality. The Call Quality window will appear by clicking on it, providing more detailed information about MOS Score, Round Trip Time, Packet Loss, and Jitter.



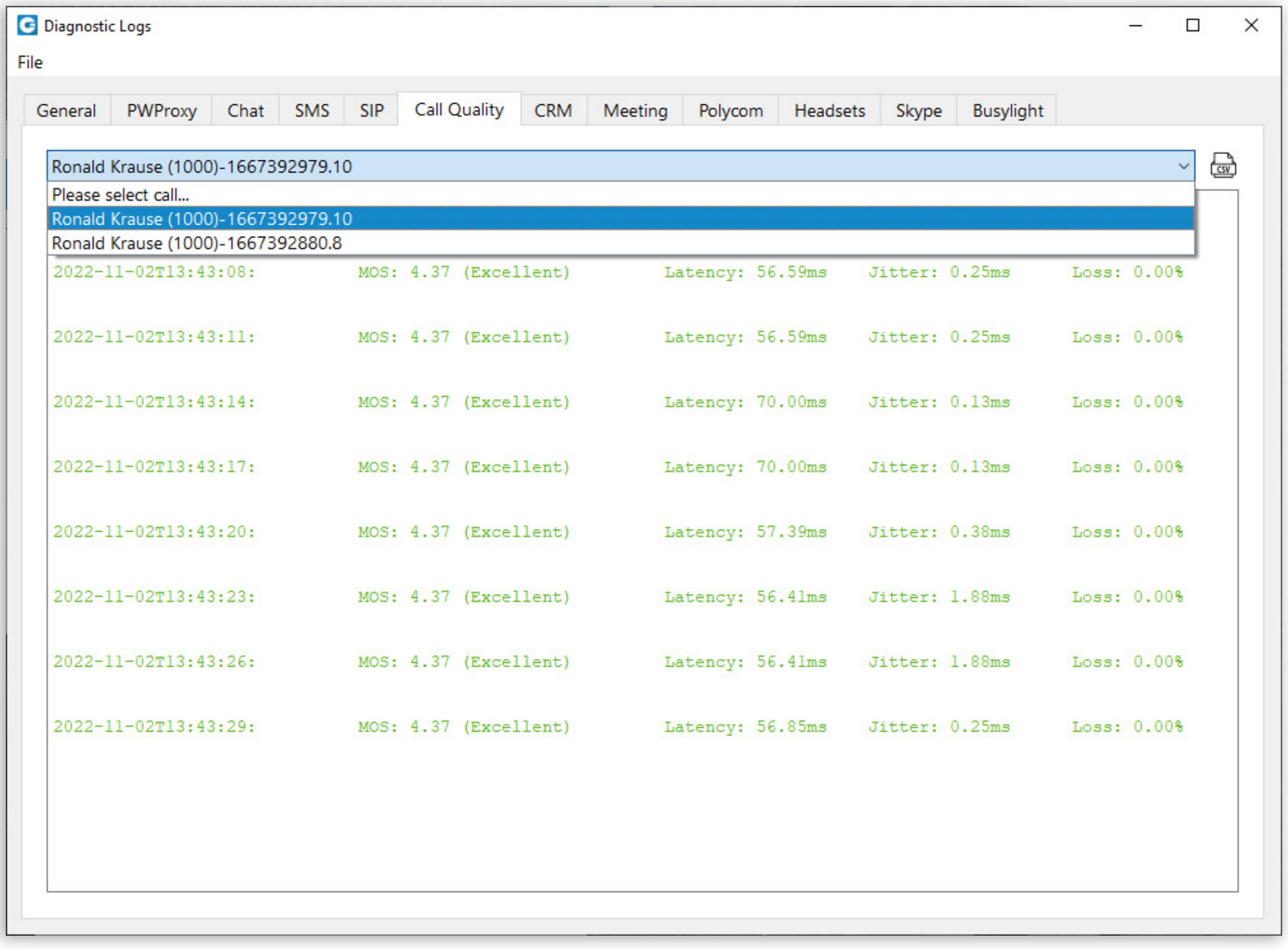


To export this information, click on the **Open call quality diagnostic logs**. By default, this option is disabled, and to enable it, please navigate to **Preferences → Phone → Advanced** and check the **Enable call quality metrics logging**.


Diagnostic Logs
File
General
PWProxy
Chat
SMS
SIP
Call Quality
CRM
Meeting
Polycom
Headsets
Skype
Busylight
No data to show.
In order to show or export data, please enable "Call quality metrics logging" in Preferences->Phone->Advanced.


Preferences
Preferences
General
Contacts
Phone
Audio
Video
Meeting
Modules
Alerts
Messaging
Profiles
Presence
Advanced
General
Dialing rules
Speed dial
Codecs
Advanced
SIP Transport
Use settings from server (recommended)
TLS/SRTP
Register every:
300
seconds
Local SIP port:
(Leave empty to use any available port)
Send keep alives
Enable QoS (Quality of Service)
Enable call quality metrics logging
Changes on this page will apply next time you Log In, and they apply to the softphone.
OK
Cancel

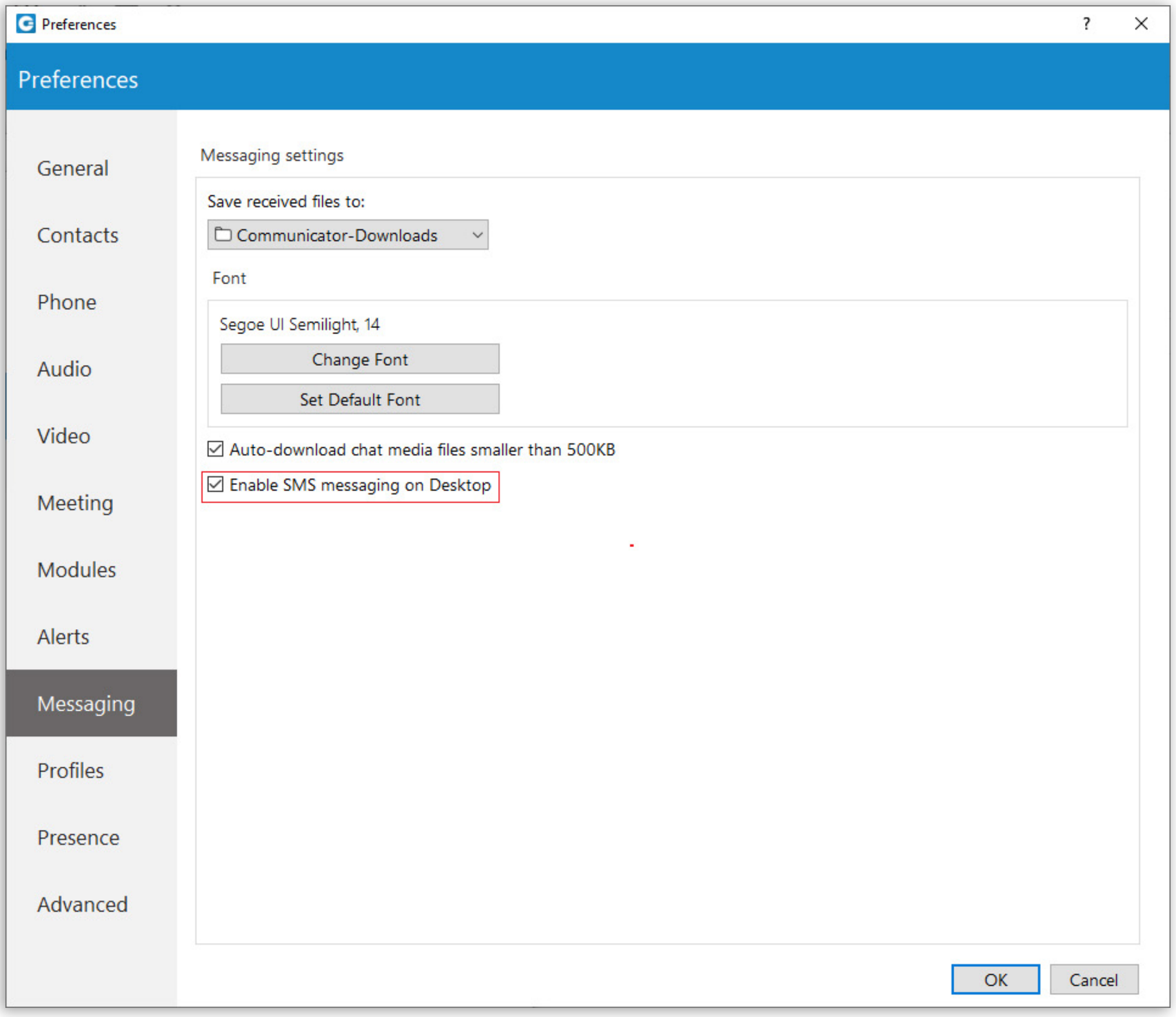
After enabling it, under the **Call Quality tab within the Diagnostic Logs**, the user will be presented with the **Call Quality information** for the last 50 calls. To export the **Call Quality information**, the user needs first to select the call from the drop-down menu for which they want to create a report and click on the **Export call quality report** button.



Added SMS enable/disable configuration

By default, SMS/MMS messaging is enabled on the Communicator Desktop application. The user can disable it if they do not want to use the Communicator Desktop application for SMS/MMS messaging.

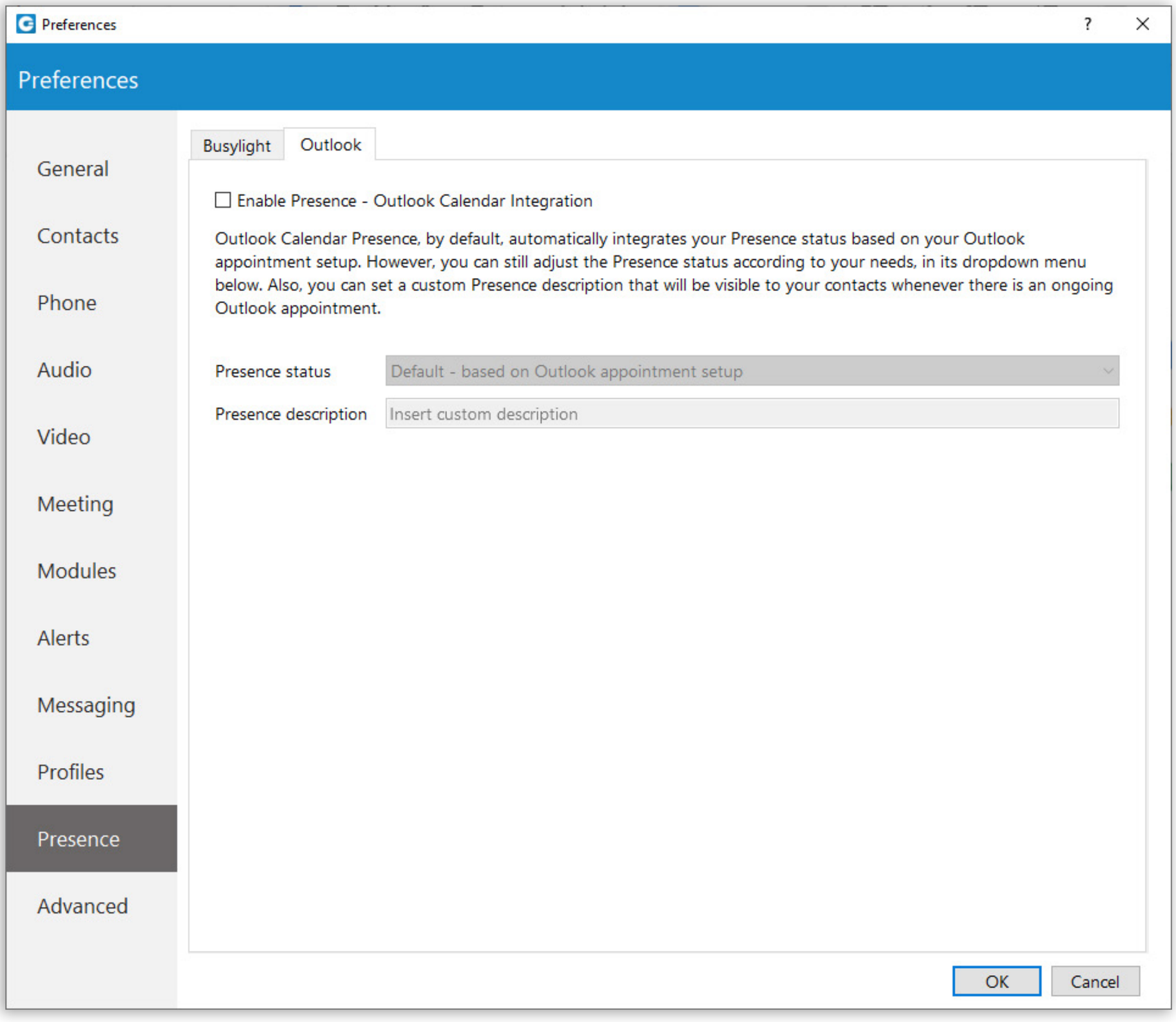
To disable SMS/MMS messaging, please navigate to the **Preferences → Messaging** and uncheck the **Enable the SMS messaging on Desktop** option. Unchecking this option will disable sending/receiving SMS/MMS messages through the Communicator Desktop application, but users can still send/receive SMS/MMS messages through the Communicator GO application.



Added Outlook Presence - Calendar integration

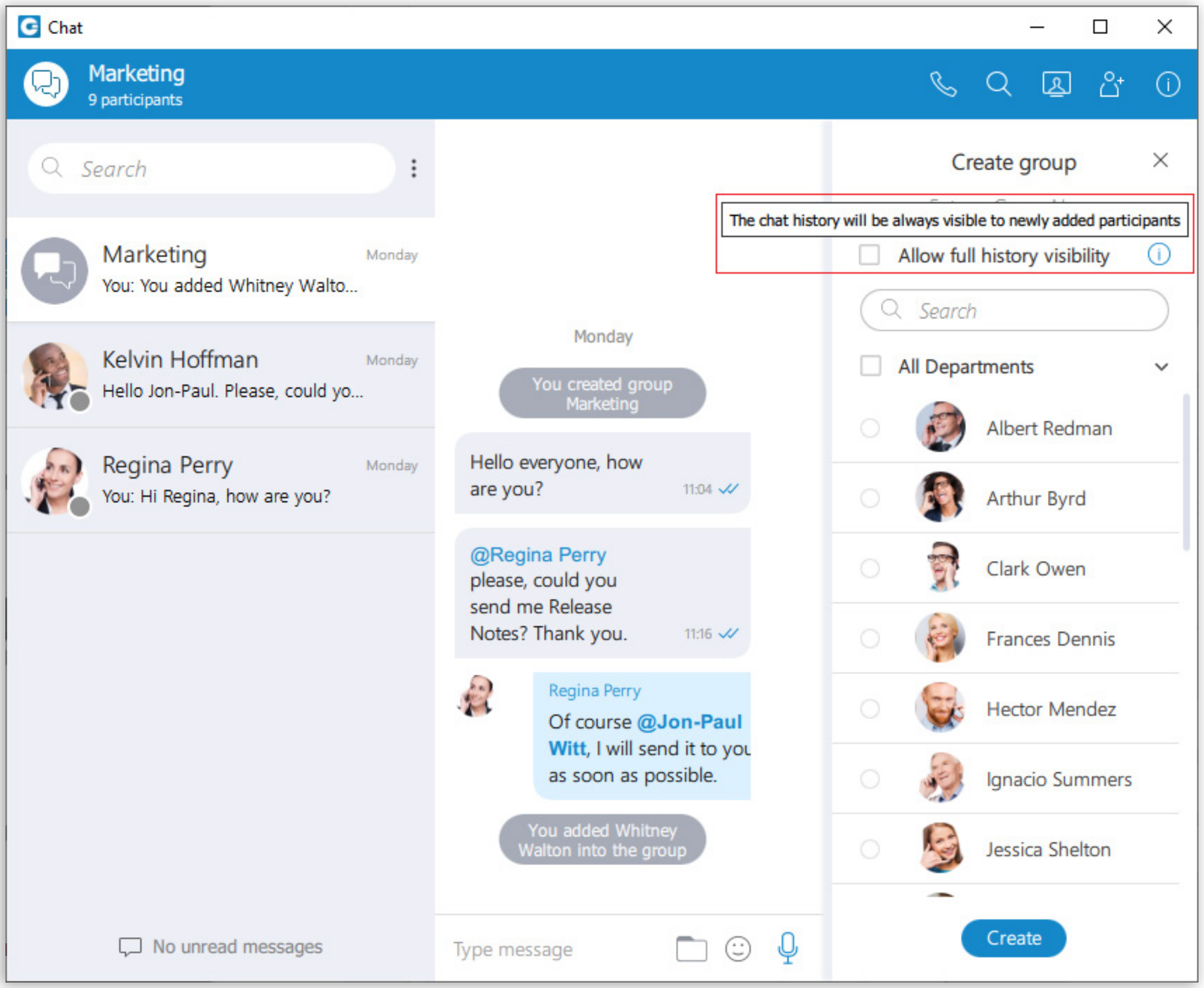
Outlook presence integration works only for Windows. To enable Outlook integration with the Communicator Desktop application, please, navigate to the **Preference → Presence → Outlook** and check the **Enable Presence - Outlook Calendar Integration** option, which is disabled by default.

Outlook Calendar Presence, by default, automatically integrates user's Presence status based on their Outlook appointment setup. However, the user can still adjust their Presence status according to their needs. Also, they can set a custom Presence description that will be visible to their contacts whenever there is an ongoing Outlook appointment.



Shared groups

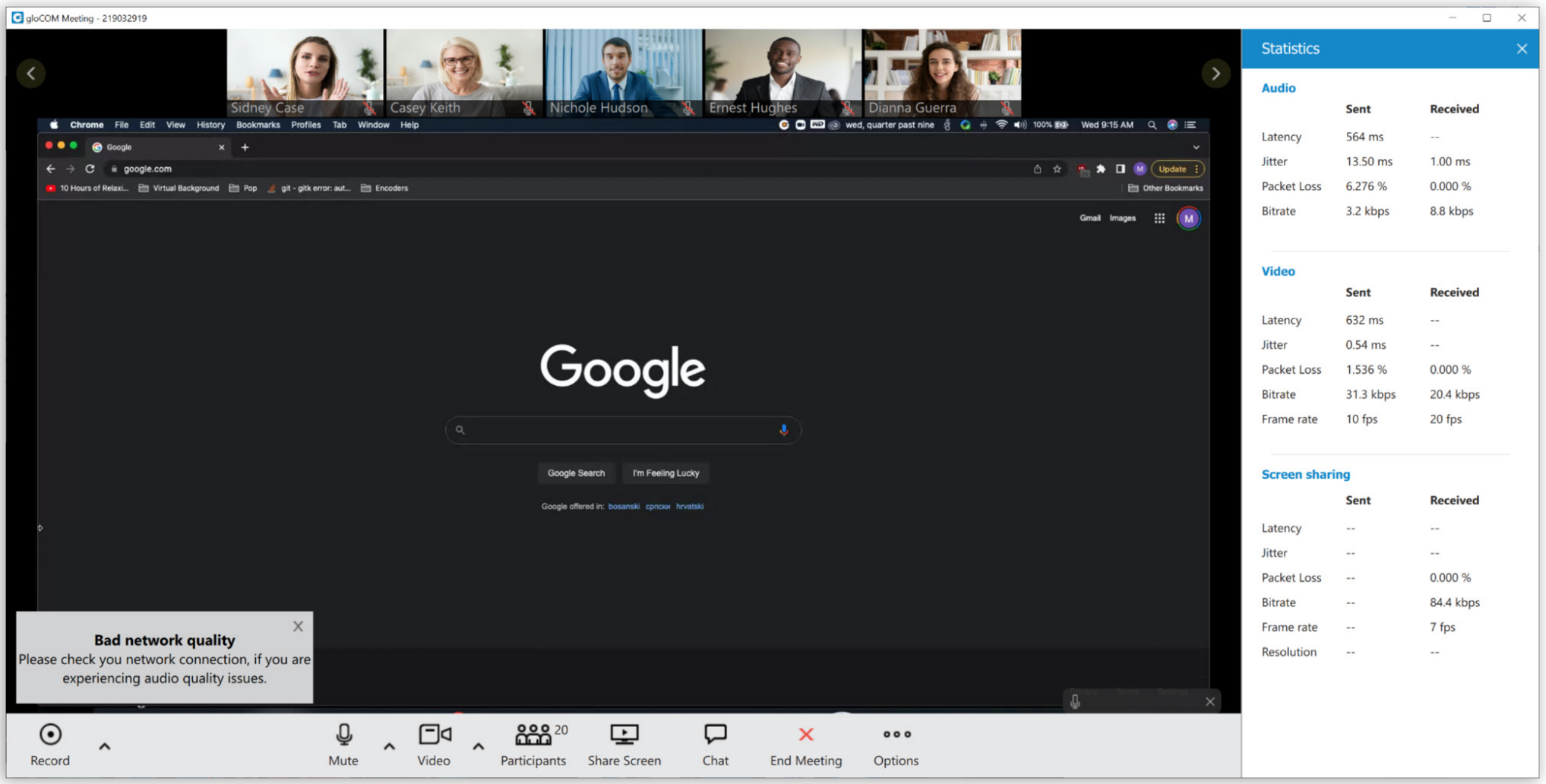
Shared groups are groups with visible chat history, meaning that the full chat history will be available to newly added participants. To create a group with visible chat history, check the option **Allow full history visibility**.



This symbol indicates that the chat history will always be visible to newly added participants.

Added Network Quality Statistics View

Network quality statistic provides the user details about the network quality during the meeting.



The statistics include metrics about Audio, Video, and Screensharing quality.

For Audio:

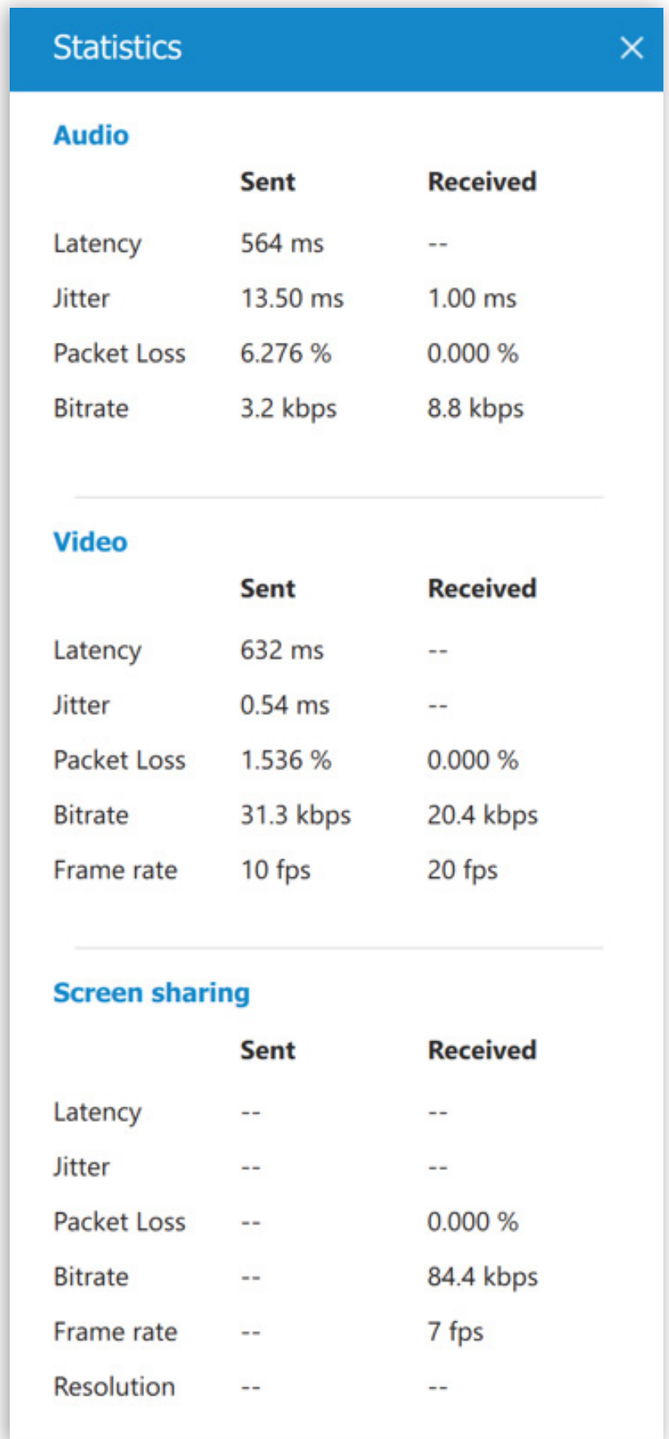
- Latency
- Jitter
- Packet Loss
- Bitrate

For Video:

- Latency
- Jitter
- Packet Loss
- Bitrate
- Frame rate

For Screen sharing:

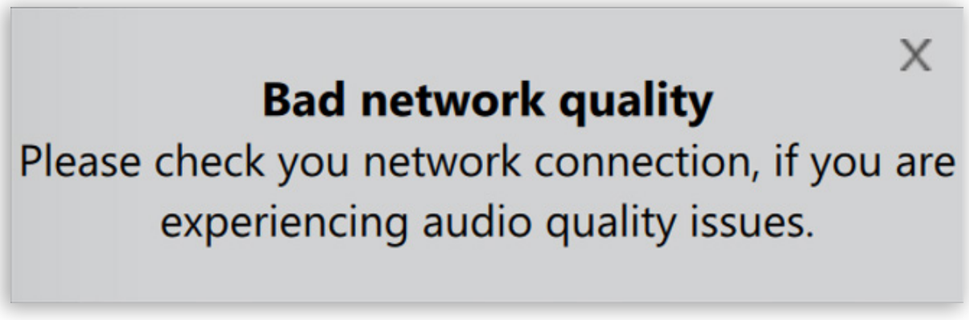
- Latency
- Jitter
- Packet Loss
- Bitrate
- Frame rate
- Resolution



If there are problems with the connection, it will be shown in the statistics view. It will be helpful in troubleshooting potential network issues during a meeting.

Added a Notification in Case of Bad Network Quality

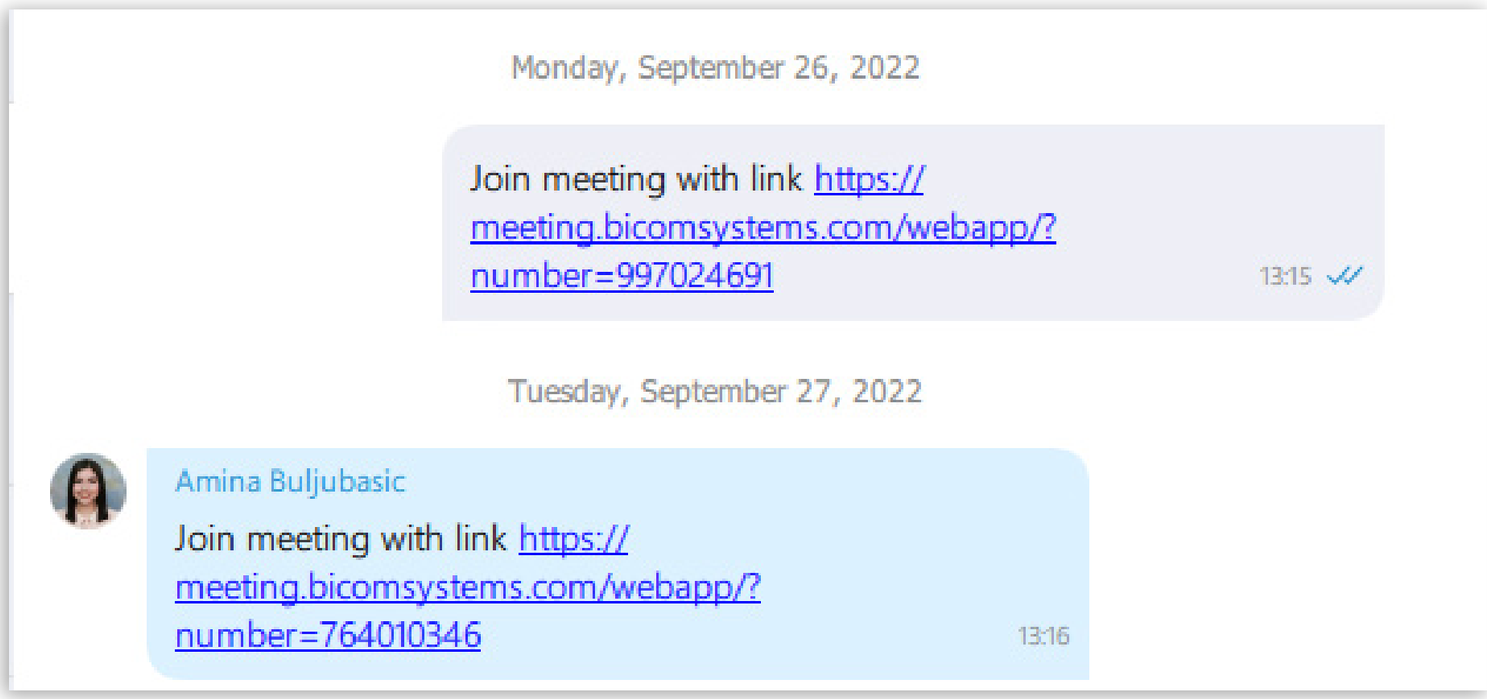
In the case of problems with a network connection that affects audio quality, a notification is displayed.



During a meeting, if there is a network quality problem affecting audio quality, a notification in the lower left corner of the Meeting window will be displayed informing the user about the cause of bad audio.

Added a Meeting Invite Link To Be Sent in the Chat Automatically

When the meeting is started from the chat, an invite link will be automatically sent to the chat:

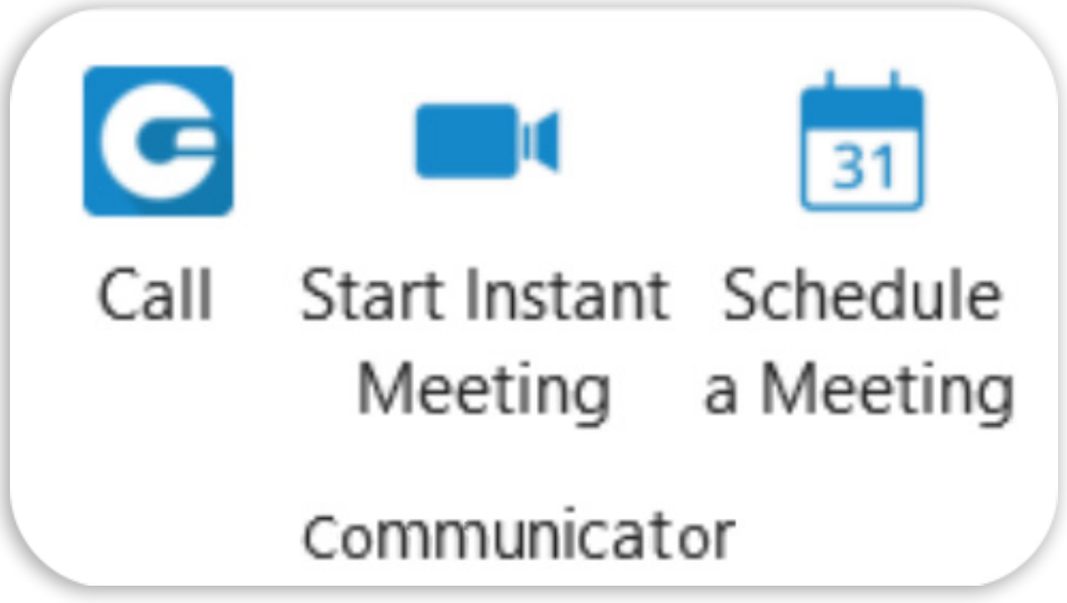


Via this link, users can easily join meetings via web or mobile application.

Outlook Desktop Plugin

Implemented Outlook integration for Communicator meeting. It is delivered with Communicator as a Communicator Outlook plugin and enables clients to:

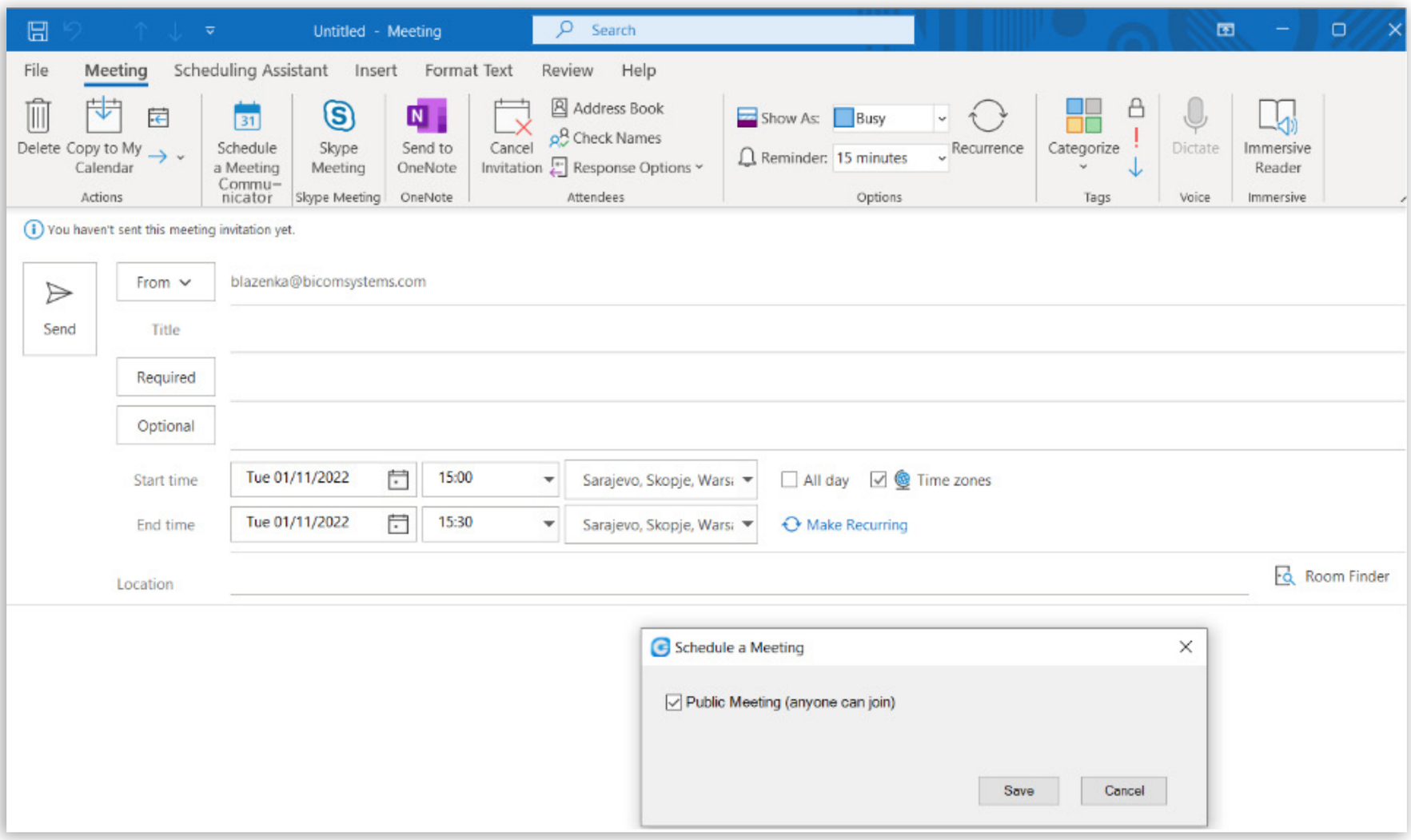
- Schedule a meeting from Outlook main tab
- Starting an instant meeting with one contact
- Starting a meeting with multiple contacts
- Cancel a meeting
- Convert an existing event to Communicator Meeting
- Schedule a meeting directly from the calendar



- **Schedule a meeting**

From the Outlook main tab, the user can Schedule a Communicator Meeting.

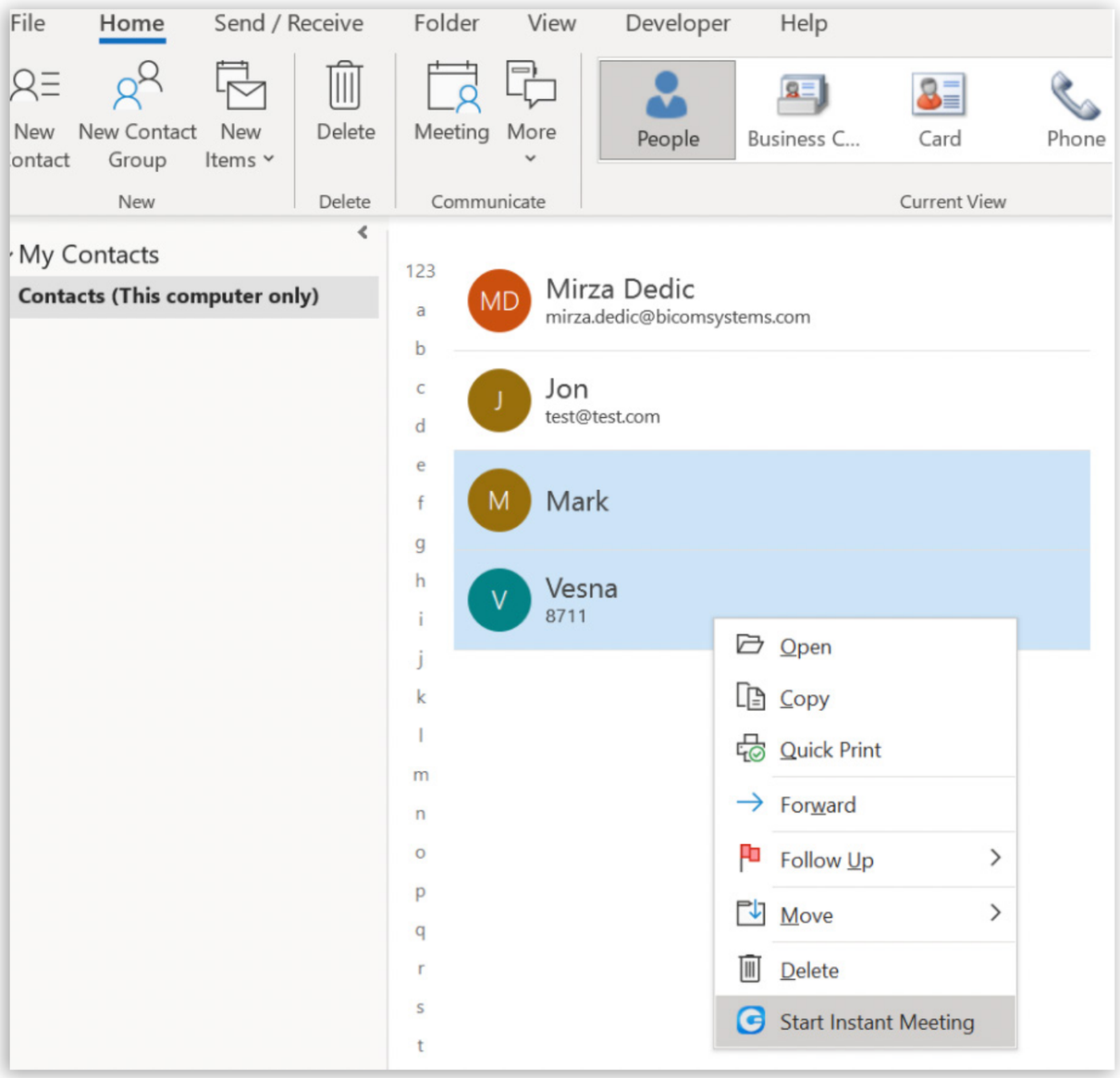
After clicking on the Schedule meeting, a user should see an Outlook meeting appointment window with a schedule settings dialog. Here, the user can set the meeting private or public:



After confirmation, the Outlook appointment interface is filled with meeting data. Users can now change: the subject, and body, set a date, and time and add participants. When entering all necessary data, the user can send invites to participants. Then, a meeting will be added to the Communicator meeting list.

- **Starting an instant meeting with one or multiple contacts**

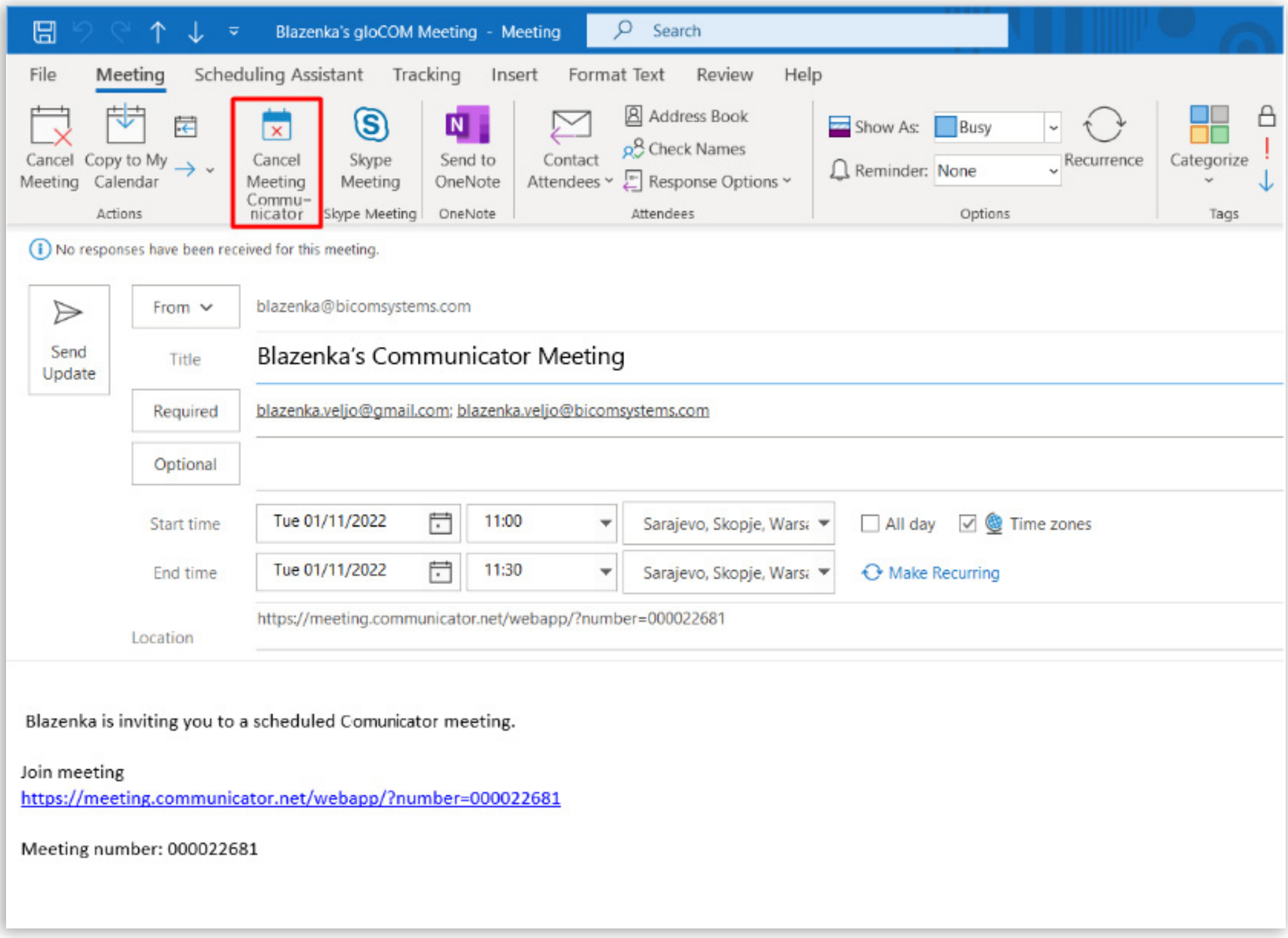
This option allows the user to start an instant meeting with one or multiple contacts by selecting them from the contact list in Outlook. Selected contacts will receive a Meeting invitation.



- **Canceling a meeting**

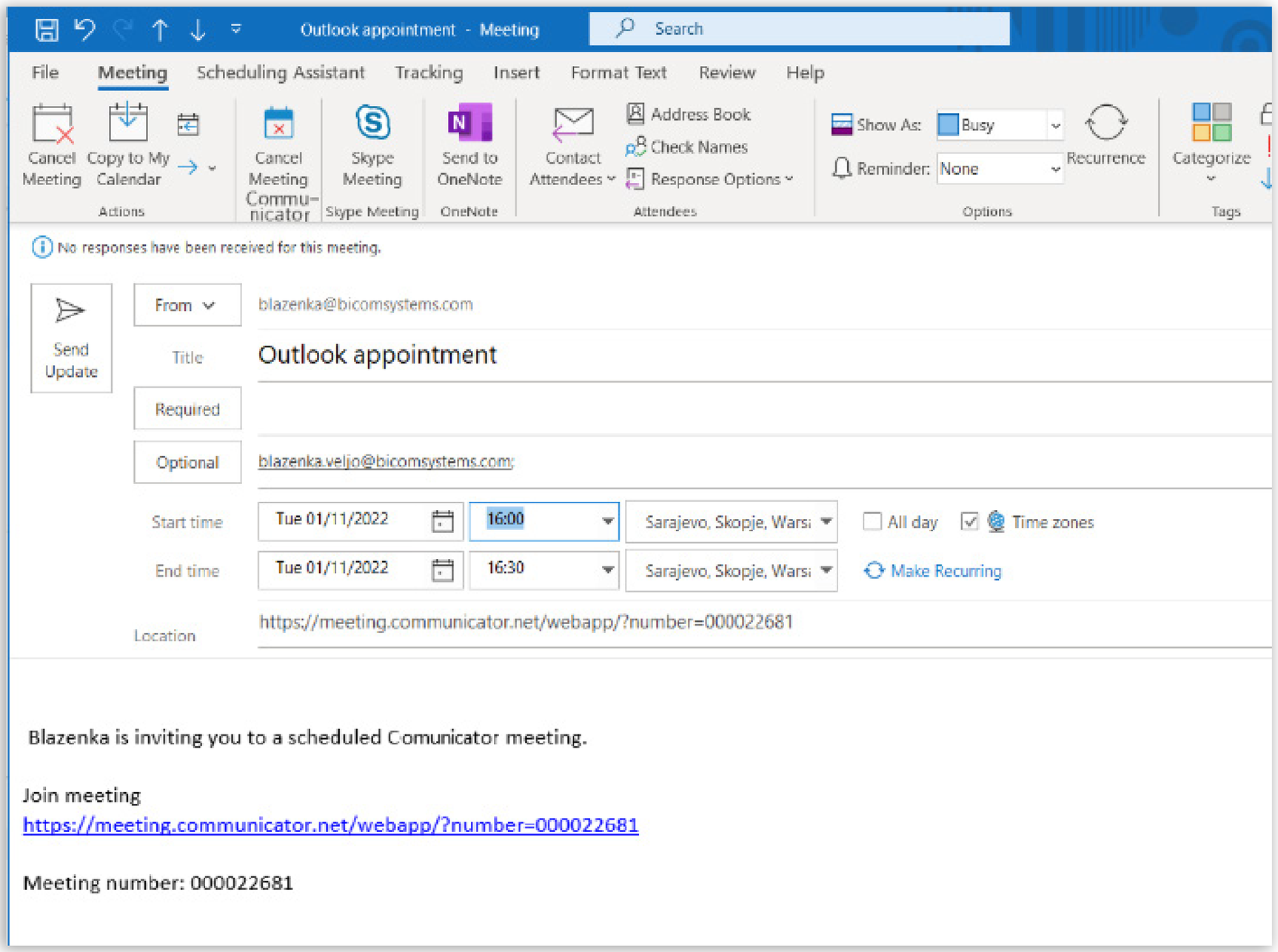
When you open a Communicator meeting from the Outlook calendar list, you have the option to cancel this meeting.

Note: This option will only delete the Communicator meeting, but the appointment in Outlook will remain.



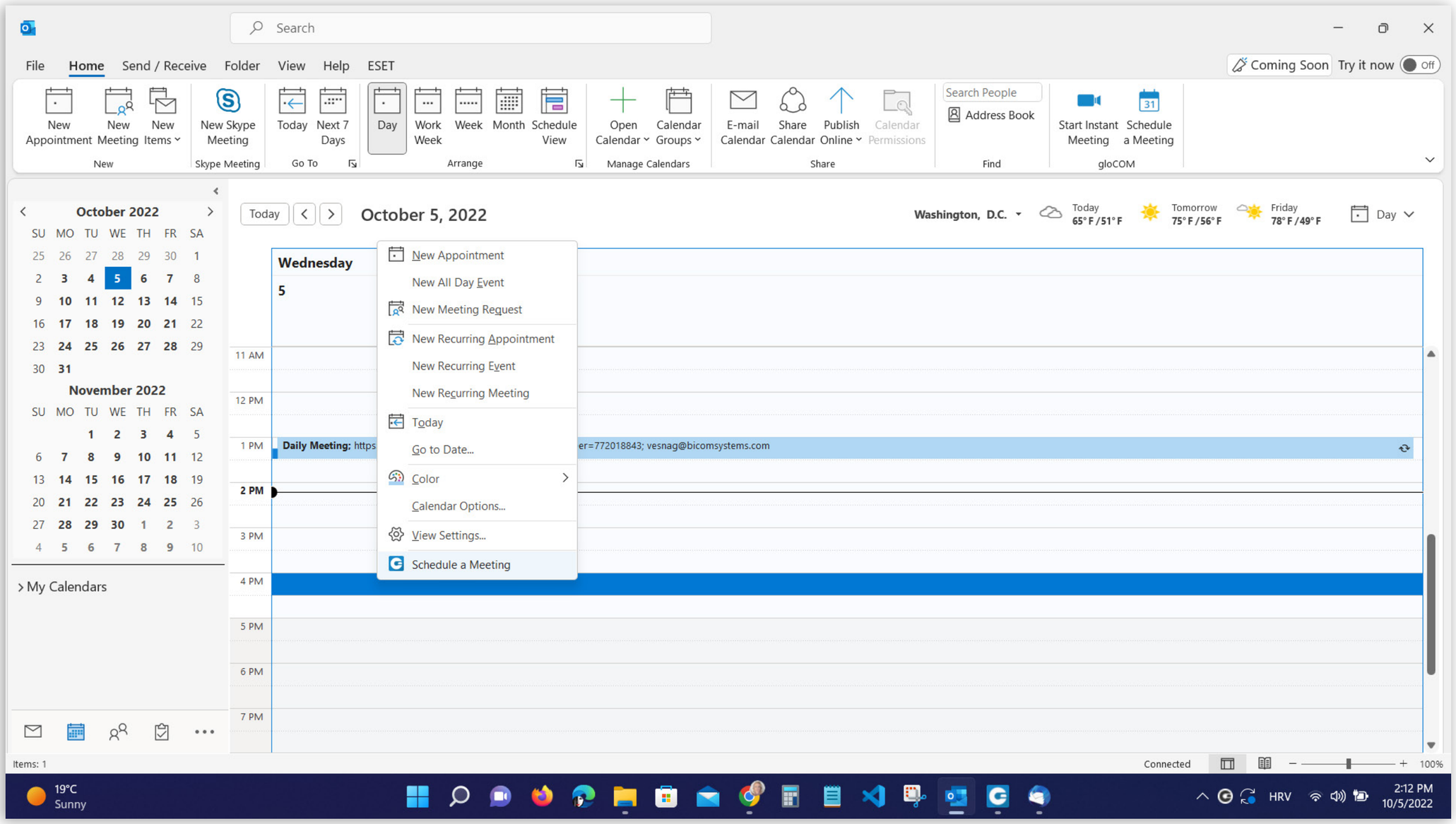
- **Convert existing event to Communicator Meeting**

Find an existing event in the Outlook calendar and convert it to a Communicator Meeting. Note that the meeting is added to Communicator Scheduled meetings list.



- **Schedule a Meeting Directly from the Calendar**

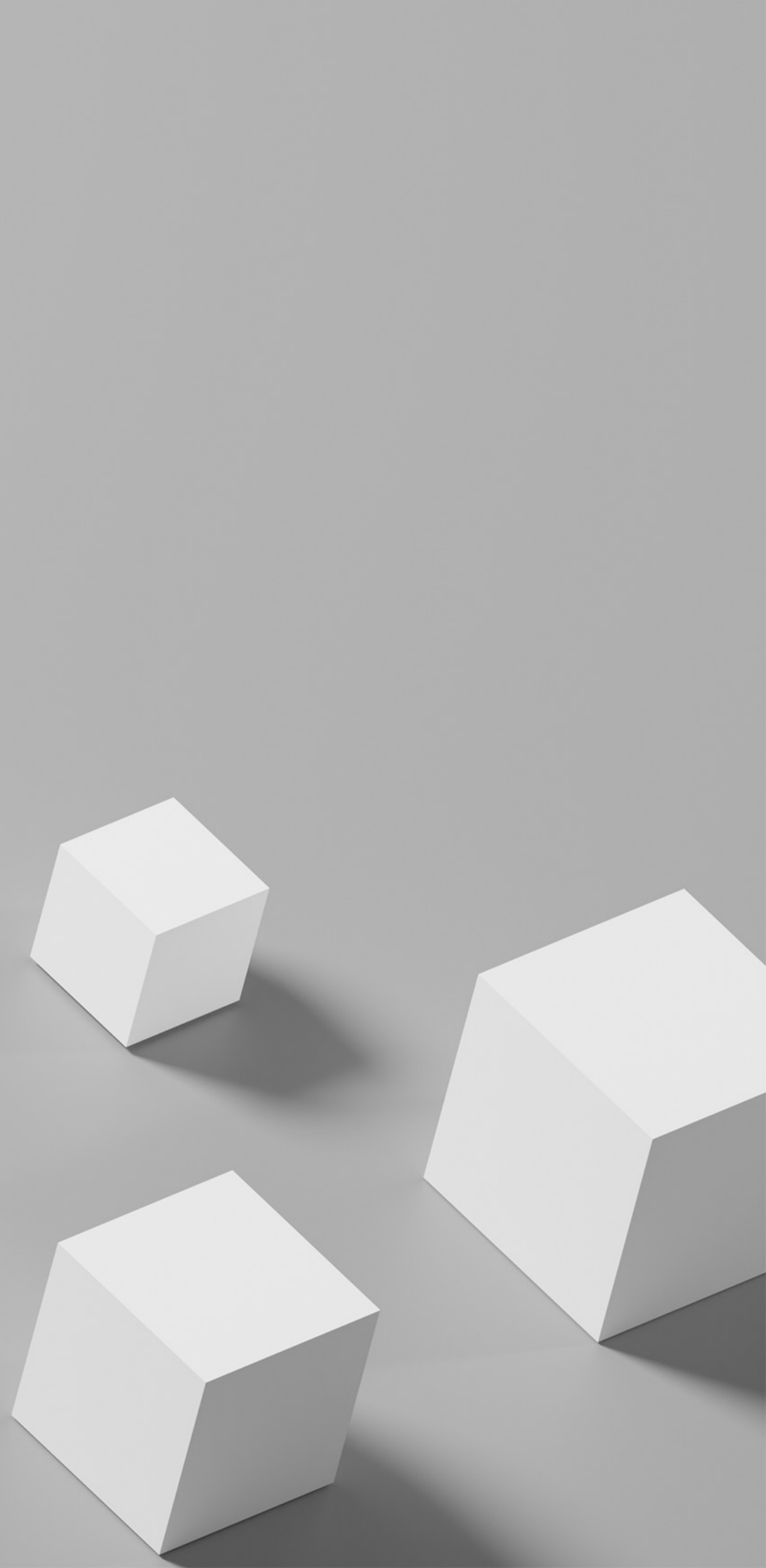
Select the date and time in Outlook calendar, right-click on it and select Schedule a Meeting from the drop down menu.



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.