# Product Release Notes

December 2024

Contents

# Platform Updates

Account Bridging Front-End

Introduced a new front end for Account Bridging to enable partners to bridge accounts themselves.

To obtain access to this feature, please contact support for a short training session before we enable on your reseller account.

- Within partner dashboard, Customers > Account Bridges > Create New Bridge
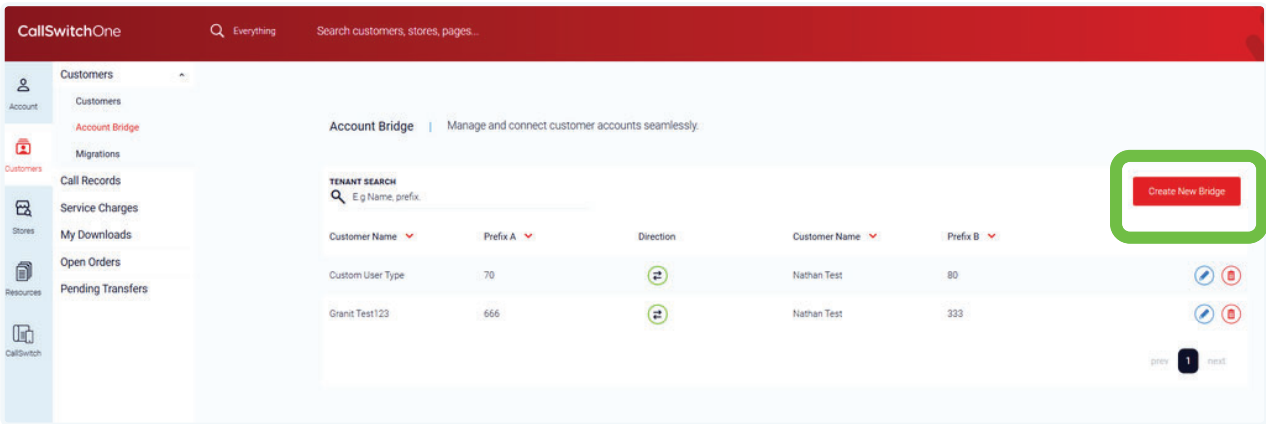
Once enabled this feature will enable you to select any two accounts, the users who will be able to reach one another internally, and choose whether the bridge is uni or bi-directional. This can be used to connect any Pro accounts within a partner account.
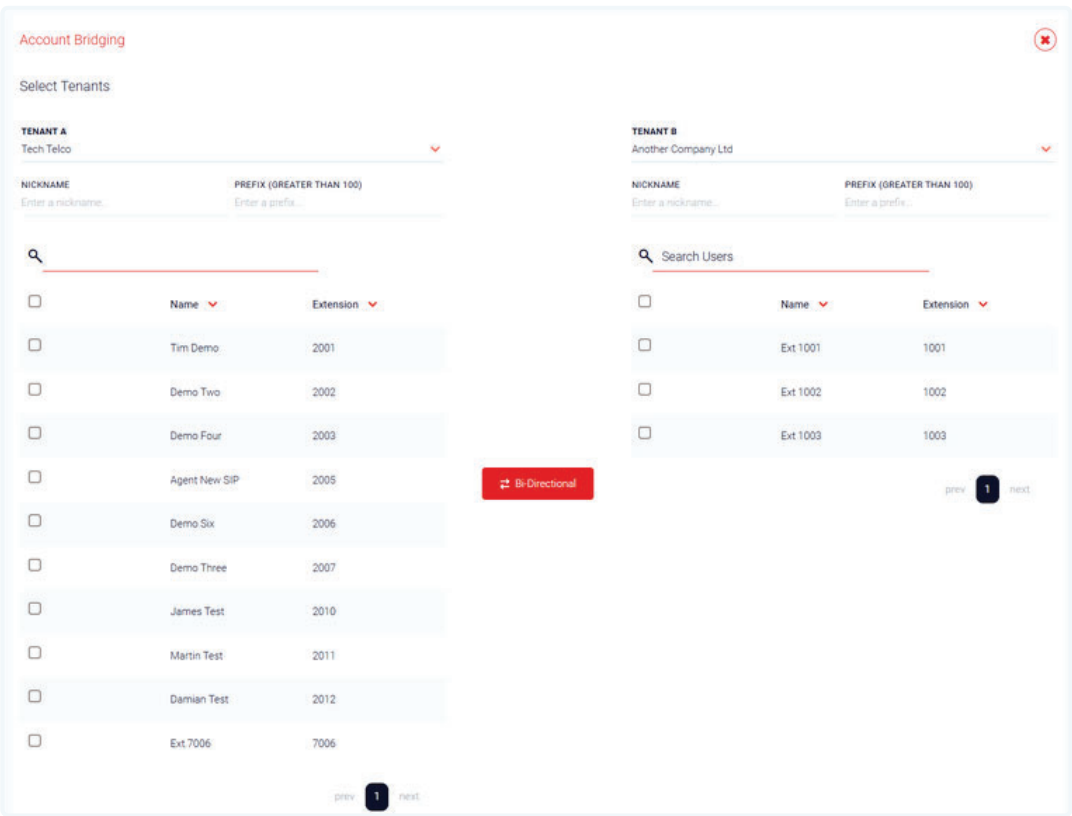
Bulk Edit Enhancements

Added new functionality to Bulk Edit options for Users.

New options include:
- Caller ID
- Message Caller ID
- Call Recording On/Off
- Hold Music
- TimeZone
- Hot Desking - Enabled/ Disabled
- Local Country Code
- Show Missed Calls
- Emergency Services Line Identifier
- Call Handling
- Call Waiting On/ Off

Within the customer portal:
- Voice > Users > Users
- Hit Bulk Edit once to Select All Users
- Hit Bulk Edit again to bring up the list of bulk edit options. You can de-select users if you plan to make changes to only a subset of the user list

Hunt Group Join/Leave Short Code

Added a new Short Code to enable users to join or leave a Hunt Group.

- In the customer dashboard, Voice > Config > Short Codes
- Assign the Short Code digits and select 'Toggle in/out of a hunt group'
- Hit Save

To use this short-code to join or leave a hunt group:
- Enter the short code, then the extension number of the hunt group
- For instance, as below *27 1000

No additional permissions are required for users to make use of this short code. We will aim to add permissions in the future to enhance the levels of control available to customers.
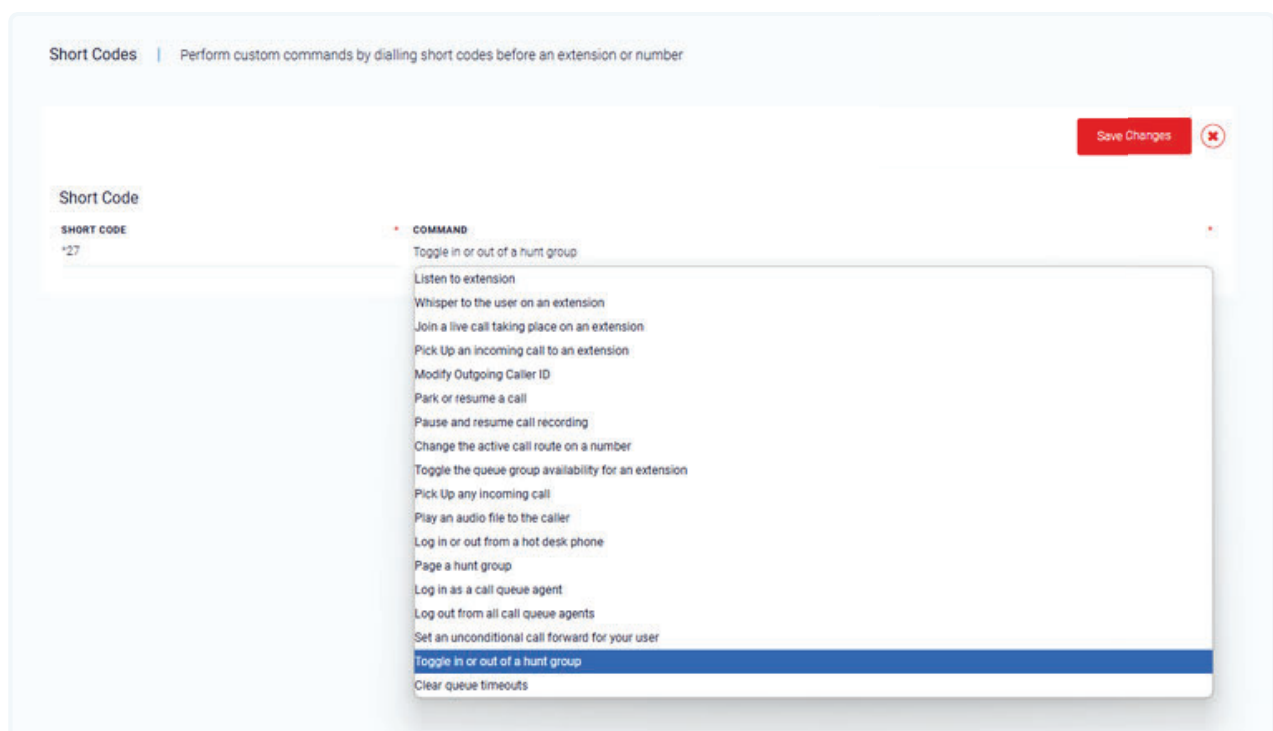
Headset Compatibility Updates

Tested successful compatibility with the following headsets:

- Yealink WH62
- Yealink UH37-DUAL-UC
- Yealink UH38-MONO-UC
- Yealink BH76-DUAL-UC

Line Key Auto-Populate

- Improved line-key provisioning process to enable user names to be auto populated (1 & 2)
- This will also enable line-key names to automatically change if extensions are reassigned (3)
- If bulk uploading line-key settings via CSV, leaving the extension name column blank will default to the automatic name as below

Other Platform Updates

Provisioning and configuration improvements:

- Updated Yealink Default Auto-Provisioning Profiles to include additional usability improvements, following Partner feedback:
  - Removed white banner across screen for missed calls
  - No LED flash on Missed Call
  - Replace SIP User ID with User Nickname on Off-Hook display
  - Easier Name Searching in Directories
  - Call History shows both Call Route Nickname and Caller ID
- Updated Hardware Advanced Config Files to ensure they retain their order within text editor
- Improved the Bulk Provisioning CSV tool, to ensure the the correct Line Keys are presented on devices
- Improved the Auto-Provisioning system for Yealink handsets to handle devices on older firmware on first connection to Medi-Cloud
- Improved the Medi-Cloud provisioning system to allow for stepped upgrades where required and resolve certificate issues

- Fixed a bug that caused occasional crashes when updating HubSpot phonebook contacts
- Fixed a bug that saw phonebook contacts occasionally being duplicated on import
- Improved the functionality and reliability of the Medi-Cloud migration processor
- Added the ability to migrate accounts with no active extensions
- Fixed a bug where default audio files occasionally failed to create on partner accounts causing nothing to be generated for their customers

Desktop App (v5.3.69)

Missed Group Calls Display Change (due w.c. 06.12)

Improved call history to reflect calls to hunt groups where another user in the group has answered the call.
- Previously these calls showed as missed calls
- Now, they will display as answered, with the extension information of the user who answered the call

Note:
- In some instances (less than 2% of users) the 'Show Missed Calls' option configured to All (see below), handsets will continue to show group calls picked up by another user as Missed
  If this is set to 'Unanswered Only', which is the default setting, these calls will not show in Call History
- on those devices
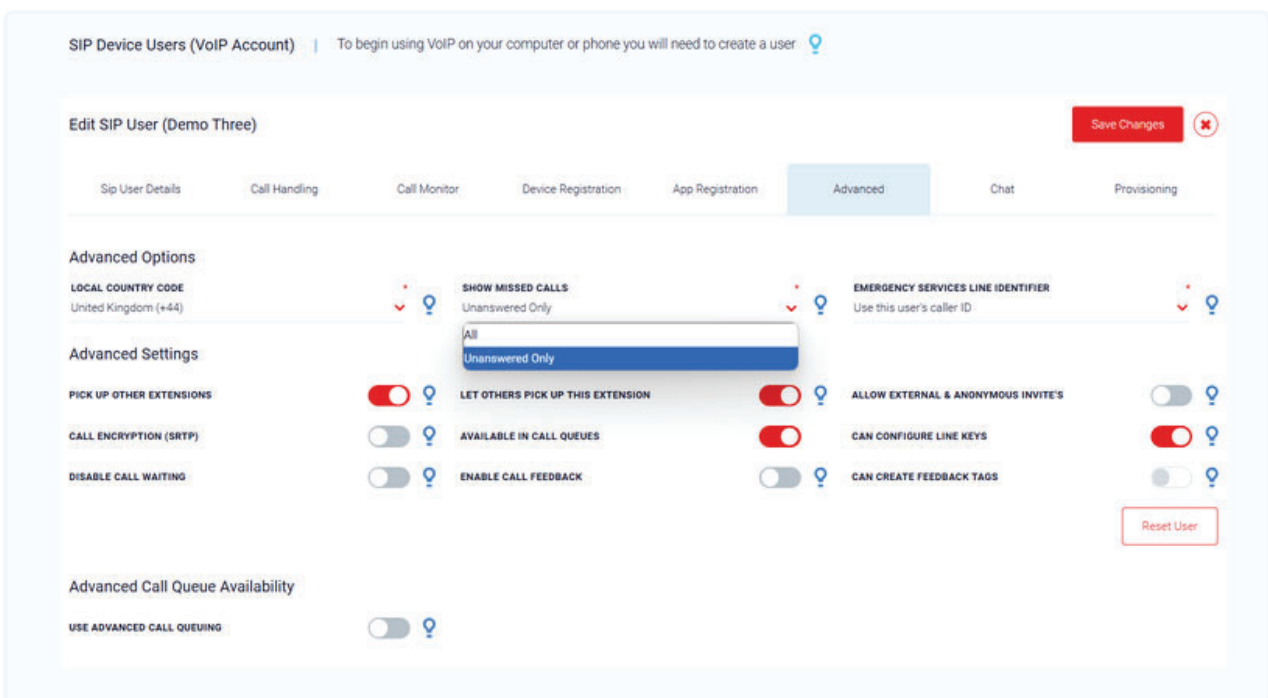
Other Phone System Updates

Other features:
- Changed transfer settings to show original Caller ID when a call is transferred
- Added the ability for DTMF key-presses to be received by Yealink handsets when calls are placed from the desktop app via Smart Dialler

Bug Fixes:
- Fixed a bug where bridged accounts failed to display correctly in keypad contacts display
- Fixed a bug where 'Phonebook Contacts' filter in the contact view was not persisting across sessions
- Fixed a bug where having a bridged account prefix + extension to a phonebook contact would append +44 when trying to call out to it

Chat Updates

Features:
- Added additional emojis will now appear in the hot menu on chat messages, based on frequently used emojis by the user

Bug Fixes:
- Fixed a bug that sometimes stopped deleted users from being removed from group chats
- Fixed a bug where tags would split over multiple lines making an invalid display
- Improved BLF status reliability
- Fixed a bug where messages were not always registering as delivered when hitting a desktop app
- Fixed a bug where messages occasionally failed to sync when a user lost connectivity
- Fixed a bug where using '#' at the start of a message would cause an invalid display

Mobile App

v5.3.17 (Due w.c. 16.12)

iOS
- Added the ability to minimise the in-call screen
- Improved chat efficiency on larger chats, especially when scrolling back.
- Improve chat initial load speed

Android
- Fix duplication of "call when available" notifications
- Fix Bluetooth background permissions for phones running the latest Android versions
- Request Bluetooth permission on launch if it has not been accepted or rejected rather than requiring it to be manually enabled
- Have Mark as Read show for selected chats with unread messages, not just chats marked as unread, and have it mark chats as read
- Improve chat initial load speed

Other Recent Updates

5.3.16 (Both)
- Only show one of aux code / Available in Queue toggle in the call settings (iOS Only)
- Conferencing improvements with some multi call fixes
- Contact matching tweaks to include internal calls
- Fix for Microsoft SSO flow not working in some cases
- BLF reliability improvements

5.3.15 (iOS)
- Fix for inbound calls not correctly matching contacts in some cases. ~ Android ~
- Call waiting fix for active (non platform) call on device.

5.3.14 (iOS)
- Layout fixes on iPhone 16 (Pro) Max ~ Android ~
- Fix contact search not filtering out tenants + hunt groups correctly.