

Medi-Cloud
Powered by Linc

Product Release Notes

July 2024

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Platform Updates

Default Short Codes

Added a range of default short codes for all new accounts, that allow users to quickly perform regular workflow tasks. These can be amended as needed, and additional short codes can be added.

To view these short codes: Customer account view > Voice > Config > Shortcodes.

Below is a list of the default codes that have been added.

Short Codes Perform custom commands by dialling short codes before an extension or number			
Search Short Codes			Add Short Code
Short code	Command	Example	
Dial *11 to	Park or resume a call in parking slot 1	*11	 
Dial *12 to	Park or resume a call in parking slot 2	*12	 
Dial *13 to	Park or resume a call in parking slot 3	*13	 
Dial *14 to	Park or resume a call in parking slot 4	*14	 
Dial *15 to	Park or resume a call in parking slot 5	*15	 
Dial *20 to	Log in as a call queue agent	*20	 
Dial *21 to	Log out from all call queue agents	*21	 
Dial *22 followed by an extension (e.g. 1001) to	Toggle the queue group availability for an extension	*22 1001	 
Dial *23 to	Clear Queue Timeout	*23	 
Dial *31 followed by an extension (e.g. 1001) to	Listen to extension	*31 1001	 
Dial *32 followed by an extension (e.g. 1001) to	Whisper to the user on an extension	*32 1001	 
Dial *33 followed by an extension (e.g. 1001) to	Join a live call taking place on an extension	*33 1001	 
Dial *34 to	Pause and resume call recording	*34	 
Dial *35 followed by an extension (e.g. 1001) to	Pick Up an incoming call to an extension	*35 1001	 
Dial *36 to	Pick Up any incoming call	*36	 
Dial *50 to	Record a new audio file	*50	
Dial *55 to	Log in or out from a hot desk phone	*55	 
Dial *71 followed by an extension or number to	Set an unconditional call forward for your user	*71 1001	 
Dial *88 followed by an extension (e.g. 1001) to	Pick Up an incoming call to an extension	*88 1001	 



Short code for unconditional call forwarding

Added a new short code to enable users to quickly configure an unconditional call forward to their user.

- This can forward all calls (including any calls to the user through a queue or hunt group) to another user, group of users, or any external phone number - for instance their mobile number
- For existing accounts, this short code must be added via Voice > Config > Short Codes (below)
- For all new accounts this short code will be automatically added as *71, as per the update above on page 3

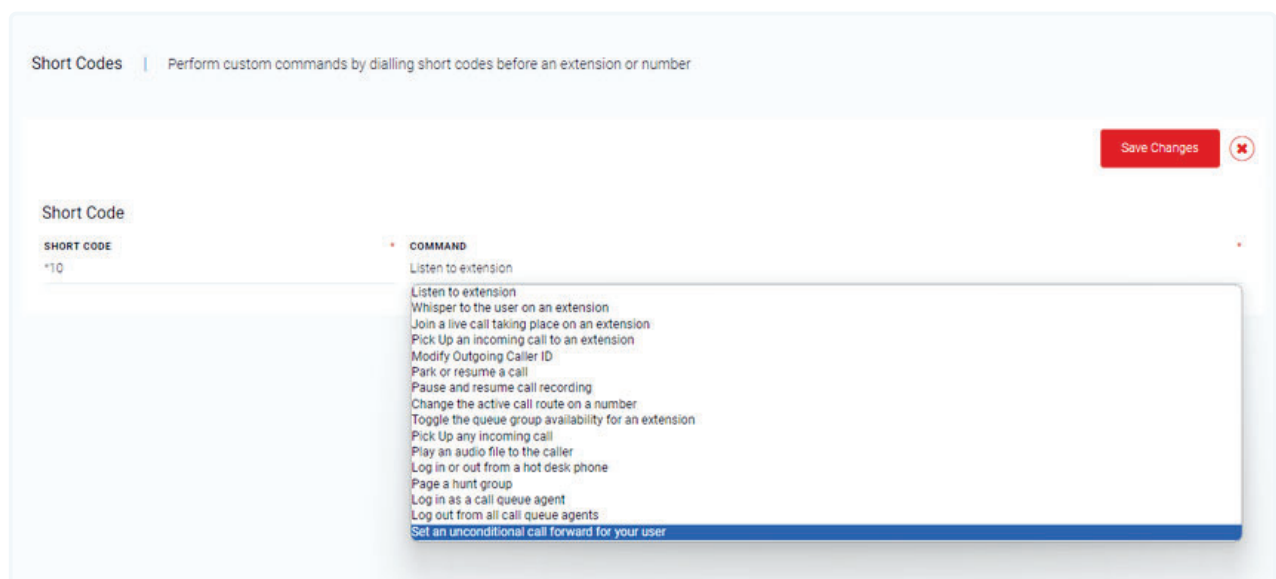
To turn on an unconditional call forward:

- *71 (or whichever code has been assigned), followed by the number of extension desired
 - For instance, to forward all calls to extension 1001, dial *711001
 - To forward all calls to mobile number 07777 111 222, dial *7107777111222

To remove an unconditional call forward:

- Dial *71
- You will hear an audio message confirming call forward is cleared

Note: Each time an unconditional forward is applied by this method, you will need to add the number or extension number to which you wish to forward your calls.



Disable call waiting option

Added a toggle to disable the option to allow 'call waiting' for a user.

When applied the user will no longer be able to receive a call while an active call is taking place. Calls will follow any call handling applied to this user for when they are unreachable.

To apply this setting:

- Voice > Users > Edit User > Advanced Settings

This can also be applied as a bulk setting - see page 6.

SIP Device Users (VoIP Account) | To begin using VoIP on your computer or phone you will need to create a user

Edit SIP User (Ext 1001)

Save Changes

SIP User Details | Call Handling | Call Monitor | Device Registration | App Registration | **Advanced** | Chat | Provisioning

Advanced Options

LOCAL COUNTRY CODE United Kingdom (+44)	SHOW MISSED CALLS Unanswered Only	EMERGENCY SERVICES LINE IDENTIFIER Use this user's caller ID
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Advanced Settings

PICK UP OTHER EXTENSIONS	LET OTHERS PICK UP THIS EXTENSION	ALLOW EXTERNAL & ANONYMOUS INVITE'S
CALL ENCRYPTION (SRTP)	AVAILABLE IN CALL QUEUES	CAN CONFIGURE LINE KEYS
DISABLE CALL WAITING	ENABLE CALL FEEDBACK	CAN CREATE FEEDBACK TAGS



Bulk User Edit options

To make changes to users in bulk, including the Disable Call Waiting feature on page 5.

- Voice > Users > Select multiple users
- The Bulk Edit button will now be visible (1)
- Here you can toggle the settings in image 2 for all users selected. The options are On, Off, or Ignore.
 - On or Off toggle the setting On or Off for all users
 - Ignore is the default status, meaning all users retain their existing settings
- Be sure to Save Changes

1

SIP Device Users (VoIP Account) | To begin using VoIP on your computer or phone you will need to create a user [?](#)

Setting up a user on your VoIP Hardware or Software is easy. Just enter the following details into your device to register.

Username: <SIP Username> Password: <Password> Domain: talk.calswitchphone.com

Search Users ☐ Provisioning

Bulk Edit **Create New User(s)** **Import User(s)** **Export Users**

<input checked="" type="checkbox"/>	User Nickname	Ext	Username	Password	Hunt Groups	App	Status	
<input checked="" type="checkbox"/>	E1	Ext 1001	NEW	1001	yMnYvicLQEnri4s3	b5iZuyfMg0Skw5YBILWx...	Default Hunt Group	?
<input checked="" type="checkbox"/>	E1	Ext 1002	NEW	1002	X1X9ZbKkCvCvC97	HQrTcdvMP77TtZv7IMJ...	Default Hunt Group	?

prev 1 next

2

Here you can bulk edit your User's - you have the option to turn settings on/off, or to ignore that option and keep the original setting.

Monitor Other SIP Users

? LISTEN Ignore	? WHISPER Ignore	? JOIN Ignore
------------------------------------	-------------------------------------	----------------------------------

Allow Other SIP Users To Monitor

? LISTEN Ignore	? WHISPER Ignore	? JOIN Ignore
------------------------------------	-------------------------------------	----------------------------------

Advanced Settings

? PICK UP OTHER EXTENSIONS Ignore	? LET OTHERS PICK UP THIS EXTENSION Ignore	? ALLOW EXTERNAL & ANONYMOUS INVITE'S Ignore
? CALL ENCRYPTION (SRTP) Ignore	? AVAILABLE IN CALL QUEUES Ignore	? ENABLE CALL FEEDBACK Ignore

Chat Settings

? CHAT ENABLED Ignore	? DISABLE MOBILE PUSH NOTIFICATIONS Ignore	? CAN CREATE GROUPS Ignore
? GROUP CHAT ADMIN Ignore	? CAN ADD EXTERNAL CONTACTS Ignore	Save Changes



BLF Pickup for Yealink devices

Added automatic call pickup for BLFs applied to line-keys on Yealink devices.

- If an extension is applied as a BLF on a user's Yealink line-key, when that extension receives a call, pressing their BLF as it flashes will now automatically answer the call on their behalf
 - The user being called must have the 'allow other users to pickup this extension' setting turned on in Voice > Users > Edit Users > Advanced Settings (1)
- This setting has been automatically applied to new accounts or any active account with a short-code configured for 'pickup an incoming call to extension'.
- For existing accounts with no short code configured for this functionality:
 - Go to Voice > Config > Short Codes and add a code (2)
 - Once saved, this will automatically add call-pickup functionality for Yealink BLFs

1

Edit SIP User (Ext 1001)

Sip User Details | Call Handling | Call Monitor | Device Registration | App Registration

Advanced Options

LOCAL COUNTRY CODE
United Kingdom (+44)

SHOW MISSED CALLS
Unanswered Only

Advanced Settings

PICK UP OTHER EXTENSIONS ☒

LET OTHERS PICK UP THIS EXTENSION ☒

CALL ENCRYPTION (SRTP) ☐

AVAILABLE IN CALL QUEUES ☒

DISABLE CALL WAITING ☐

ENABLE CALL FEEDBACK ☐

2

Short Codes | Perform custom commands by dialling short codes before an extension or number

Save Changes

SHORT CODE	COMMAND
*10	Listen to extension Whisper to the user on an extension Join a live call taking place on an extension Pick up an incoming call to extension Modify Outgoing Caller ID Park or resume a call Pause and resume call recording Change the active call route on a number Toggle the queue group availability for an extension Pick Up any incoming call Play an audio file to the caller Log in or out from a hot desk phone Page a hunt group Log in as a call queue agent Log out from all call queue agents Set an unconditional call forward for your user



Mobile Applications - v5.3.11 - iOS and Android

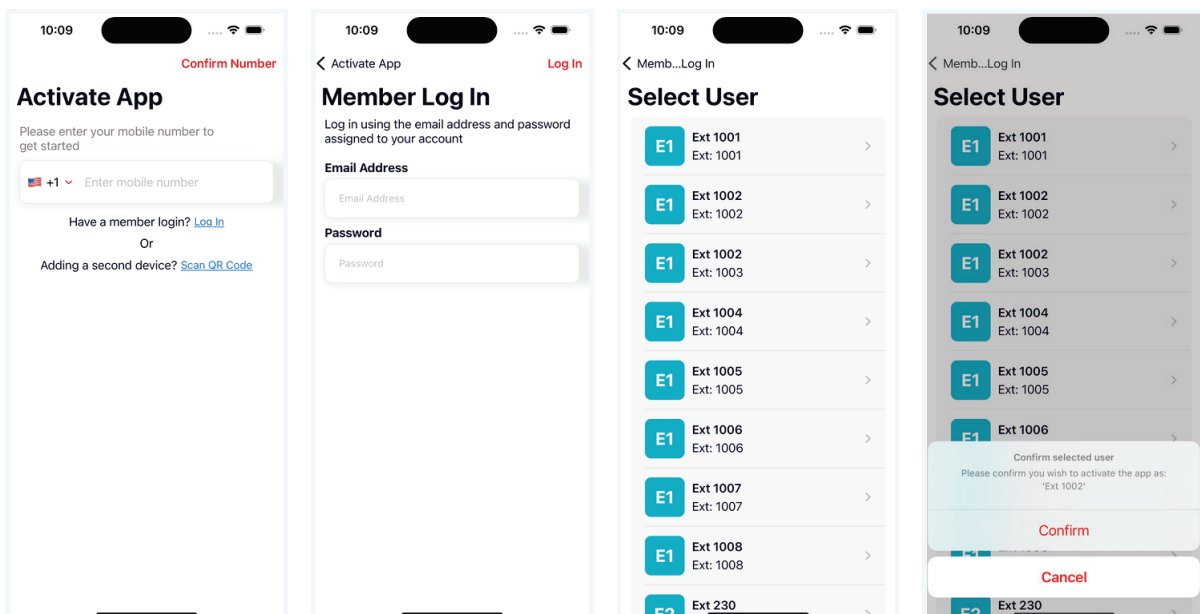
Email & password logins

Added the functionality to login to mobile apps without the need to provide a mobile number.

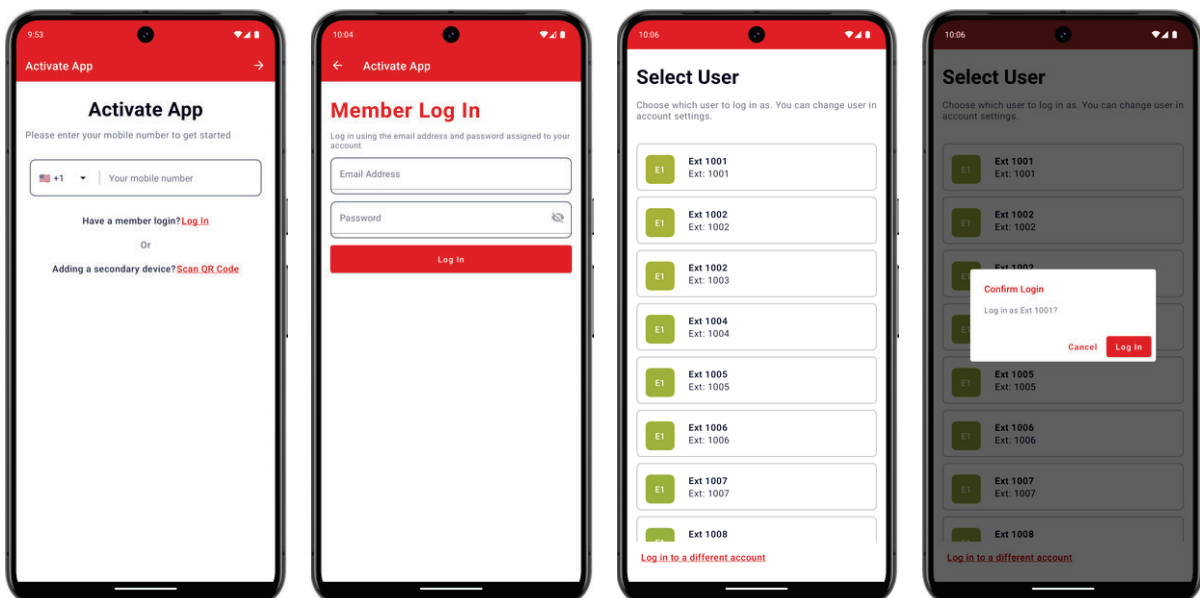
From the initial screen, select the member login option, here it will be possible to login via email address and password.

- For iOS, see 1
- For Android, see 2

1



2

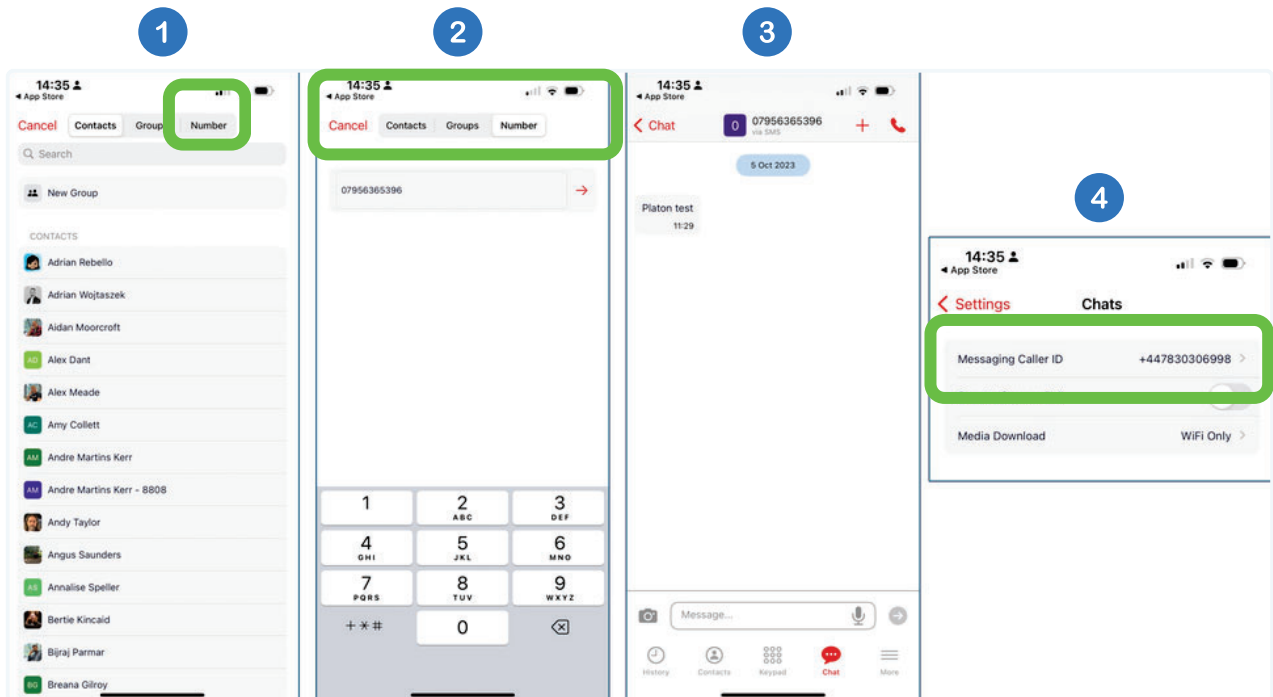


SMS from mobile applications

Added the ability initiate an SMS from the mobile app to new numbers.

To send an SMS from mobile app this way:

- Go to Chat, find Numbers in the top section (1)
- Enter the number (2)
- Send message as normal - you have the option to add contact or call the number from the chat (3)
- The user MUST have a valid Messaging Caller ID (mobile number) (4)



v5.3.11 - Android updates

- Improved reliability of bridged account loading (previously was not always loading these on launch causing empty lists when attempting a transfer)
- Fixed instances where voicemail created time not displaying in the correct time zone.
- Fixed instances where bridged transfer search and presence not loading as expected in some cases.

