Telia ACE Release Notes ACE Softphone

[Each change description begins with a #. If the change has a CM-system id this is shown after the #.]

Version 5.5.7.8162 Date 2021-12-06

Compatible version of other components:
ACE Voice 5.1 Patch 4 or later

New functionality:
The recording UI in Desktop app reflects the recording options defined in the system. If the recording option changes for any reason, the change will now automatically be reflected in the ACE Voice Softphone without requiring a restart.
Upgrade Jabra Native Hid dll. The Jabra library that is integrated in ACE Voice Softphone have been updated.

Bugs corrected in this version:
Sending of DTMF tones is failing in certain scenarios
Random ACE Voice Softphone crashes with Jabra headset

Limitations:
Concerns customers with new CTI integration. A correct call duration timer is shown. However, it is running already when the call is set up (before answer) but will reset and start off from zero when the call is answered, and connection established. In an upcoming release this will be addressed, making the timer not start at all before call is eventually answered.

Current versions of related documents:
ACE Help Hub: https://ace-showcase.com/ace-help-hub/knowledgebase/#humany-ace-help-hub=/

Version 5.4.1.7600 Date 2021-03-17

Compatible version of other components:
ACE Voice 5.0 Patch 5 or later

New functionality:
Message displayed when search is done after contact search.

Bugs corrected in this version:
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Limitations:
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Current versions of related documents:
ACE Online Help: https://docs.ace.teliacompany.com/

Version 5.2.3.6824 Date 2020-02-09

Compatible version of other components:
ACE Voice 5.0 Patch 2 or later

New functionality:
Support for in app marketing by showing information from an URL link.
New tab for voice mail.
Number of missed calls showed on call history tab.

Bugs corrected in this version:
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Limitations:
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Current versions of related documents:
ACE Online Help: https://docs.ace.teliacompany.com/

Version 5.1.0.5970 Date 2019-05-02

Compatible version of other components:
CallGuide Voice 4.7 Patch 3 mixed mode or later

New functionality:
GUI rebranded from CallGuide to ACE.

Bugs corrected in this version:
#18843 Outbound calls not always connected. Instead Softphone freezes for 10 secs and call attempt fails.
#15743 Display name lost for inbound calls to monitored user (using ACE Agent in CTI mode). (Fixed in ACE IVR Gateway 13.0.0)

Limitations:
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Current versions of related documents:
ACE Online Help: https://docs.ace.teliacompany.com/

Version 5.0.1.5627 Date 2019-02-05

Compatible version of other components:
CallGuide Voice 4.6 SP2 Patch 3 or later

New functionality:
GUI modernizations. Graphical enhancements for already existing functions in Softphone, e.g. new vertical tab layout replacing the old horizontal tabs, new user images (avatars) in contact list, new call state and duration presentation and new volume slider.

Bugs corrected in this version:
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Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).

Current versions of related documents:
ACE Online Help: https://docs.ace.teliacompany.com/

Version 4.11.0.4888 Date 2018-11-08

Compatible version of other components:
CallGuide Voice 4.6 SP2 or later

New functionality:
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Bugs corrected in this version:
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Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).

Current versions of related documents:
CallGuide online help web

Version 4.10.5.4629 Date 2018-03-29

Compatible version of other components:
CallGuide Voice 4.6 SP1 or later

New functionality:
New branding.
Security enhancement and now GDPR compliant.
Possibility for users to activate and deactivate debug logging via advanced settings.

Bugs corrected in this version:
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Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).

Current versions of related documents:
CallGuide online help web

Version 4.9.3.4085 Date 2017-11-20

Compatible version of other components:
CallGuide Voice 4.5 patch 6 or later

New functionality:
Possibility for users to set their outbound caller ID via user defined numbers instead of via roles

Bugs corrected in this version:
#15744 Calls routed via access number to monitored user (CTI mode) will show access number in users call log
instead of originating A-number.

Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).

Current versions of related documents:
CallGuide online help web

Version 4.8.2.3827 Date 2017-07-10

Compatible version of other components:
CallGuide Voice 4.3 patch 19 or later

New functionality:
Send diagnostic report log via new menu choice in CallGuide Softphone

Bugs corrected in this version:
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Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).
#15744 Calls routed via access number to monitored user (CTI mode) will show access number in users call log
instead of originating A-number.

Current versions of related documents:
CallGuide online help web

Version 4.7.13.3265 Date 2016-11-21

Compatible version of other components:
CallGuide Voice 4.3 patch 16 or later

New functionality:
Improved support for Plantronics headsets, verified up to Plantronics HUB version 3.8.5

Bugs corrected in this version:
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Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).
#15744 Calls routed via access number to monitored user (CTI mode) will show access number in users call log instead of originating A-number.

Current versions of related documents:
CallGuide online help web

Version 4.6.5.2375 Date 2016-06-19

Compatible version of other components:
CallGuide Voice 4.3 patch 10

New functionality:
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Bugs corrected in this version:
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Limitations:
#15743 Display name lost for inbound calls to monitored user (using CallGuide Agent in CTI mode).
#15744 Calls routed via access number to monitored user (CTI mode) will show access number in users call log instead of originating A-number.

Current versions of related documents:
CallGuide online help web