

Release of Desktop 5.5.7

[Release Notes](#)

[Version: 5.5.7](#)

[Build number: 8162](#)

[Release date: 2021-10-18](#)



About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of Telepo solutions.

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Introduction

In this release, the SDK for Poly (former Plantronics) headsets is updated to support the 'Poly BT700 dongle' - but for Windows ONLY.

We plan to make a similar update for MacOS in an upcoming release.

The concept of showing 'Powered by Mitel' is entirely removed from this release, wherever it was visible before. In addition, any other written references to Mitel are removed as well. However, for the installation on Windows, the User Account Control (UAC) will still show Mitel Communications AB. This has to do with the signing certificate used and it could not be changed right now.

The release notes include all content that was intended for the revoked version 5.5.6.

Deliverables

- Desktop-5.5.7-8162-<branding>.bin
- <branding>_5.5.7_8162_osx_release.dmg
- <branding>_5.5.7_8162_windows_release.exe
- <branding>_5.5.7_8162_x64_noadmin.msi
- <branding>_5.5.7_8162_x64_admin.msi
- <branding>_5.5.7_8162_x86_noadmin.msi
- <branding>_5.5.7_8162_x86_admin.msi

Please note:

64-bit msi installer includes a 64-bit outlook plugin, but the Desktop application is still 32-bit

Test Environment

Verified in Telepo Quality Assurance (QA) lab and during Internal Field Trial (IFT)

Upgrade Paths

This topic lists the verified upgrade paths to 5.5.7 build 8162. Telepo always recommends validating your upgrade path in a staging environment prior to upgrading a production system.

- From version 5.5.3/5.5.4/5.5.5

Resolved issues

Reference (Priority)	Description
Move call capabilities lost (TK-231174)	
	The revoked release 5.5.6 (build 8115) included a correction for CTI in TK-230426. We did find an unfortunate side effect to it, where it suddenly was not possible to do 'move call' in Desktop application during normal circumstances.
No audio after answering an incoming call (TK-231156)	
MTCS-25188 (Low)	<p>Reported scenario: For an ACD group, when the option <i>"Should an external caller hear ringing when call is distributed to attendant? (otherwise queue will continue)"</i> is enabled, there is no audio when the call is answered by the agent.</p> <p>Cause: The reason for the audio to fail, seems to be that we receive an INVITE without SDP, and this was not properly taken care of. The reported scenario is the one we have been able to reproduce, but there might be other (not yet discovered) scenarios as well why we strongly recommend all customers to take this update.</p> <p>Telepo note: The bug was introduced in the release Desktop 5.5.5.</p>
Faulty call duration timer in Desktop application (TK-230959)	
MTCS-25076 (Low)	<p>When making a call from Desktop application, using CTI function, i.e., 'Make call with ...', the call duration timer is showing a strange/random value before the call is answered.</p> <p><u>Telepo note:</u> With this fix, we now show a correct timer. 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 we will address this, making the timer not start at all before call is eventually answered.</p>

Calls being automatically set up towards SIP-domain (TK-230870)

<p>MTCS-25152 (Medium)</p>	<p>Some users have had an issue with one of the later Desktop releases. The application tries to call towards the SIP-domain of the organization constantly and even after terminating a call it will re-attempt to set up the call repeatedly.</p> <p><u>Telepo note:</u> The root cause for this issue is a combination of a modified Outlook plugin + a non-conformed type of installation.</p> <p>First: It could only happen if a user has installed an admin + a non-admin version of the application.</p> <p>Secondly: The admin version must be 5.5.3 or later and the non-admin version must be 5.5.2 or earlier.</p> <p>The Outlook plugin that is loaded, must be compatible with the Desktop application that is running. In 5.5.3 we did make a change in the plugin, that makes it incompatible with earlier versions. This is normally not a problem, as we in the upgrade will replace existing plugin with the newer one.</p> <p>Now, if a plugin exists in the non-admin installation path, this has precedence before any plugin installed in the admin installation path. Hence, if a non-admin 5.5.2 is installed together with a 5.5.3 admin and you start the later, it will try to load the 5.5.2 plugin, which is incompatible.</p> <p>With the provided solution, we are making sure that we are backward compatible when running upgrades from 5.5.2 (or earlier) and 5.5.3 (or later) to 5.5.7, both for admin and non-admin installations.</p> <p>However, if someone upgrades from 5.5.3 (or later) admin version to 5.5.7 non-admin, the problem remains.</p> <p>If there are any reasons to move from an admin msi distribution (or from server-based distribution, that always is admin versions) to a non-admin-based distribution, you must first make sure that the admin version is uninstalled.</p>
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Desktop documentation for call recording is unclear when buttons are applicable (TK-230685)

<p>MTCS-25123 (Low)</p>	<p>The call recording options button in the documentation for the Desktop application (referring to MiZone) needs to be updated so that it can be understood when they are available and applicable.</p> <p>For example, the 'Save a call recording' is only applicable when the UC Analytics On-demand license is available.</p> <p><u>Telepo note:</u> To make it clearer the term 'Personal recording' is added to the chapter about 'Manual recording'. Thereby it should be easier to see the connection to the Backend setting for call recording.</p>
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Cannot initiate sending of SMS after pasting external number to search field (TK-230672)

MTCS-25111 (Low) MTCS-25172 (Low) MTCS-25253 (Low)	If pasting a number, that is not represented by a contact, into the search field (without typing), the result list is not populated and thereby the option to send an SMS to the number is lost. Pressing enter will however still initiate a call.
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Desktop application unable to pick up call for desk phone (TK-230426)

MTCS-25035 (Low)	If the sound options on the computer are disabled or there is no sound card installed then it is not possible to use the CTI functionality to answer the call on another device, like e.g., SIP desk phone or Mobile phone. In the same manner, it doesn't allow to place a call from another device. <u>Telepo note:</u> It will of course still not be possible to place or answer any calls on the client where speaker or microphone capabilities are missing.
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