Mitel Emergency Notification Client

RELEASE NOTES

Mitel®

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

1 REVISION HISTORY

1.1 VERSION 5.1.2: MARCH 26, 2021

- Microsoft Text-to-Speech components are bundled with the application.

1.2 VERSION 5.1.2: JUNE 1, 2018

- Server:

  At startup the EN server could take too long creating TTS prompts for configured campaigns and so the watchdog would think the service was unresponsive. The EN Watchdog now waits a minute before checking to see if the EN Server is maintaining the watchdog counter.

1.3 VERSION 5.1.1: FEBRUARY 1, 2018

- Server:

  On large systems, overhead of getting status was causing blocking due to enumerating trunks for each request. We now maintain these counts based on the events.

- Added logging for ping and status client requests.

1.4 VERSION 5.1.0: JANUARY 19, 2018

- Server, Admin and Client:

  Client interface changed causing clients to fail and in some cases crash the EN server so needed to be rebuild the client and server with latest interface. Users will need to update the clients as well as the server.

1.5 VERSION 5.0.15: JANUARY 11, 2018

- Server

  Server rebuilt with COM object 4.5.44 which has a fix for blocking behavior associated with playing audio files. This was a significant issue on Connect and was causing the first call into a "code" event route point to not hear audio for up to 10 or more seconds. In addition, the blocking prevented the server from servicing the watchdog so the watchdog would, in some cases, force a restart of the recorder server.

1.6 VERSION 5.0.14: JUNE 29, 2017

- Admin

  Now allow configuration of alerts for a new "External" site for code type events. If a code event supports external calls, we can now allow selective configuration of who should be notified for each of the notification types (contact calls, client screen pop, email, and external page contacts.)

- Server

  Server now supports notification via the various mechanisms for external calls into code events based on configuration.

1.7 VERSION 5.0.13: FEBRUARY 24, 2017

- Server:

  Updated to no longer count paging calls when checking for a customer exceeding the call license count.

1.8   VERSION 5.0.12: SEPTEMBER 15, 2016

- Server

  Updated to COM Object 4.5.38 to fix defect that caused hung calls and no audio when used with the external page device. The problem was caused by the fact that the call went to a call state of far end dialtone with a sub state of zero which triggered old test code in the COM object that resulting in the play being aborted but no event generated to the EN Server.

- Server:

  Fixed log wave CTI option. Even when enabled we weren't getting wave log details in the CTI log.

1.9   VERSION 5.0.11: AUGUST 5, 2016

- Server:

  Added ExternalPageHoldUnhold registry setting to work around issue where external page system requires Mitel to hold and then unhold a call before audio will work correctly with the external paging device. This setting should only be set to True if Mitel Advanced Applications recommends enabling it. This setting is not available in the Admin.

1.10   VERSION 5.0.10: OCTOBER 28, 2015

- Server:

  Added MaxLicenses registry setting to allow configuring an EN server to use a subset of the available licenses and therefore allow multiple EN servers to be deployed on the same network.

1.11   VERSION 5.0.9: OCTOBER 1, 2015

- Server:

  Fix for issue where we would crash when a call disconnected right as we answered it.

1.12   VERSION 5.0.8: JUNE 15, 2015

- Server and Admin:

  Extensive changes to add support for three additional notifications which can be generated in response to an event:

  - o   Email notifications
  - o   Mitel Enhanced Page link
  - o   External Page Interface

1.13   VERSION 5.0.7: APRIL 2, 2015

- Server:

  Now play extensions somewhat slower when using text to speech.

- Server and Admin:

  Added code setting to disconnect and not trigger and alert if the call is an external call

1.14 VERSION 5.0.6: JANUARY 14, 2015

- Server:

Improved logging when testing TTS connection and also explicitly setting TTS voice.

1.15 VERSION 5.0.5: OCTOBER 22, 2014

- Server:

Now support the Microsoft Server Text to Speech engine instead of the Desktop engine. This allows supports a wide selection of additional free voices including a number of foreign language voices.

Note! With this change users will need to explicitly download and install one or more voices and then use the enhanced config Settings to configure a specific TTS voice to be used. See the updated User Guide in the sections covering TTS features.

- Config:

Enhanced settings dialog to allow selection of the TTS voice and playback rate as the default Windows TTS setting is no longer used.

1.16 VERSION 5.0.4: SEPTEMBER 30, 2014

- Server:

Now support Emergency Call event for internal as well as external numbers.

- Config:

Changed emergency event dialog text to indicate internal as well as internal numbers can be configured.

1.17 VERSION 5.0.3: SEPTEMBER 16, 2014

- Server:

Was preventing the last client license of a given customer's allocation from being used.

- Client:

The client balloon popup wasn't showing when the client window was closed (vs. minimized).

1.18 VERSION 5.0.2: JUNE 6, 2013

- Server:

The server setup was not correctly installing in that other users who logged into the system and attempted to use the config or log viewer would force a repair operation on the service that would fail.

1.19 VERSION 5.0.1: OCTOBER 17, 2013

- Added support to log to the Windows Event log any events by setting the new Event ID field in the Event Dialog.

1.20 VERSION 5.0.0: OCTOBER 1, 2013

- New replacement version for the previous Mitel Emergency Notification Client. Support several new features including Text-to-speech generated inbound IVR and contact call messages, support for multiple internal events and a number of other improvements.