

Version	Release Note	Visibility	Type	
4.5.0 8681	Known Issues			
	On first run, client can take up to 50 seconds to load. Subsequent launches of the software do not have such a delay	Customer Facing	Known Issue	
4.5.0 8681	New Features			
	Added ShowWindow Address-book to V4	Customer Facing	New Features	
	Related Data can be enabled by USER	Customer Facing	New Features	
	UX improvement to show context buttons /combined buttons	Customer Facing	New Features	
	updated SIP Components to 19.3.2	No visible change	New Features	
	New Addin - Lead Squared	CRM Changes	New Features	
	New Addin - Mobile Service Cloud	CRM Changes	New Features	
	New Addin - Archie CRM	CRM Changes	New Features	
	New Addin - Auto Garage Networks	CRM Changes	New Features	
	New Addin - Arthur	CRM Changes	New Features	
	New Addin - Redspot Interactive	CRM Changes	New Features	
	4.5.0 8681	Improvements		
		cleared the details - remain on login screen	Customer Facing	Improvements
correct eula used		Customer Facing	Improvements	
Watermark added		Customer Facing	Improvements	
Use text Formatting from Areas.db for Special Codes		Customer Facing	Improvements	
improved display of Special numbers by showing local name if provided in Areas Db		Customer Facing	Improvements	
Added hasRelatedData property to get addressbooks		Customer Facing	Improvements	

Client now shows if CRM supports Related Data when configuration is Set	Customer Facing	Improvements
Removed ringcentral	No visible change	Improvements
update to v3 addin library	No visible change	Improvements
Bouncy Castle dll - use non OSS source	No visible change	Improvements
update to v3 addin library - now 2406.103	No visible change	Improvements
improved way to set the cache period	No visible change	Improvements
Softphone outbound call ringer (Ringback) sound clashing with early media sound	No visible change	Improvements
Analytics event added Device.IsReady	No visible change	Improvements
Add a Analytics event to be able to count number of softphone users	No visible change	Improvements
Licensing: RelatedData	No visible change	Improvements
Updated Addin - Salesforce: Improve oauth at first setup	CRM Changes	Improvements
Updated Addin - HubSpot: Integrates with custom phone number properties	CRM Changes	Improvements
Updated Addin - SugarCrm addin now supports related data	CRM Changes	Improvements

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Bug Fixes

Fixed a bug that prevented a deleted integration from going away until restart	Customer Facing	Bug Fixes
removed invalid UK Special number "441" from Areasdb	Customer Facing	Bug Fixes
upgrade from 4.3.1 maintains the custom events.	Customer Facing	Bug Fixes
Added "-" to the list of allowed chars	No visible change	Bug Fixes
Removing the .last file when the addin goes to "not cached" mode	No visible change	Bug Fixes
Cache frequency bug when multiple days and you press save	No visible change	Bug Fixes
The default softphone ringersound is now suppressed when a custom ringersound is set.	No visible change	Bug Fixes
Changed the startup sequence when using Access Code Selector, to resolve licensing issues	No visible change	Bug Fixes
Now checking old hash against the new one and only fire ConfigurationChanged if Actually changed.	No visible change	Bug Fixes

Softphone to softphone - hold-unhold- no audio has been resolved (Added new PortSIP V19.3.2.0)	No visible change	Bug Fixes
Processing all the events synchronously now.	No visible change	Bug Fixes
Updated Addin - Google contacts: Improve new record creation	CRM Changes	Bug Fixes
Added contact id and type to call activity payload.	CRM Changes	Bug Fixes
Updated Addin - SuiteCRM Fix Popping Issue in v5	CRM Changes	Bug Fixes
Updated Addin - HubSpot: Fix manual call activity	CRM Changes	Bug Fixes
Updated Addin - Hubspot: Now supports custom entities	CRM Changes	Bug Fixes

4.3.6 New Features

Enabling TLS SIP for Nava fixed by not hardcoding the _udp. Also added transport picking based on the host string	No visible change	New Features
New Addin - Lisaas	CRM Changes	New Features
New Addin - Street	CRM Changes	New Features
New Addin - ServiceM8	CRM Changes	New Features
New Addin - Gripp	CRM Changes	New Features
New Addin - Tyresoft Core	CRM Changes	New Features
New Addin - Prevail	CRM Changes	New Features
New Addin - Suite CRM	CRM Changes	New Features
New Addin - Canopy	CRM Changes	New Features

4.3.6 Improvements

Open CV Package Upgraded	No visible change	Improvements
Nuget package update	No visible change	Improvements
Libs updated	No visible change	Improvements
Added V19.1.3.0 port sip	No visible change	Improvements
new component UC.Common.CrmAddin.Persistence.dll	No visible change	Improvements
Traymenu shows the 'Help' icon above the callcenter	Customer Facing	Improvements

Improvements to custom buttons feature	Customer Facing	Improvements
Add button ico for custom buttons	Customer Facing	Improvements
Caller preview can be customised	Customer Facing	Improvements
Improvement to first load for cache "Last completed"	Customer Facing	Improvements
Updated Addin - ScholarPack	CRM Changes	Improvements
Updated Addin - Lisaas	CRM Changes	Improvements
Updated Addin - Hubspot: Extra call activity logging details	CRM Changes	Improvements
Updated Addin - Outlook	CRM Changes	Improvements
New Addin - Monday.com: Improve call activity log status	CRM Changes	Improvements

4.3.6 Bug Fixes

Added 112 as a Special number for Switzerland (41); Netherlands (41) & Sweden (46)	No visible change	Bug Fixes
Related data button was incorrectly showing hint as "show activity"	No visible change	Bug Fixes
Issue resolved where Preferred Device would change when Call History page opened	No visible change	Bug Fixes
Fix EoP vulnerability in installers.	No visible change	Bug Fixes
Allow higher Cache frequency	No visible change	Bug Fixes
Added "WordBreak" into GrowLabel control	No visible change	Bug Fixes
Changed Held -> heldxfer	No visible change	Bug Fixes
Contact Numbers to display is limited to 5	No visible change	Bug Fixes
Updated Addin - Pipedrive: Improve live search efficiency	CRM Changes	Bug Fixes
Updated Addin - Trengo: Fixed a bug where custom tel/extn settings would be lost when re-entering config	CRM Changes	Bug Fixes
Fixed issue with bad data from api causing caching loop.	CRM Changes	Bug Fixes
Updated Addin - Monday.com: Add ability to use boards in the "Main" workspace	CRM Changes	Bug Fixes
Updated Addin - Cliniko: improved responsiveness during caching	CRM Changes	Bug Fixes
Improved phone number matching in PhoneNumbersMatchSearchParameters	CRM Changes	Bug Fixes

Updated Addin - Rezi: Support for call activity logging and Add Contact. *Requires new scopes registered on OAuth client	CRM Changes	Bug Fixes
Updated Addin - LDAP: Now only allows a single request at a time to avoid Timeout	CRM Changes	Bug Fixes
Updated Addin - D365: Able to find names containing diacritics	CRM Changes	Bug Fixes