

Introduction

This document provides an overview of feature changes and additions made to ucplus with version 3.0.

ucplus version 3.0 continues a path of evolution and innovation of the original vision of ucplus Software. Version 3.0 is a major update with a significantly updated graphical user interface designed to reflect feedback from our user community and the latest design trends.

The user interface for version 3.0 is significantly different to that of version 2.6 and the user experience will change.

Please note: Components of the final released product may differ slightly to those detailed in this document.

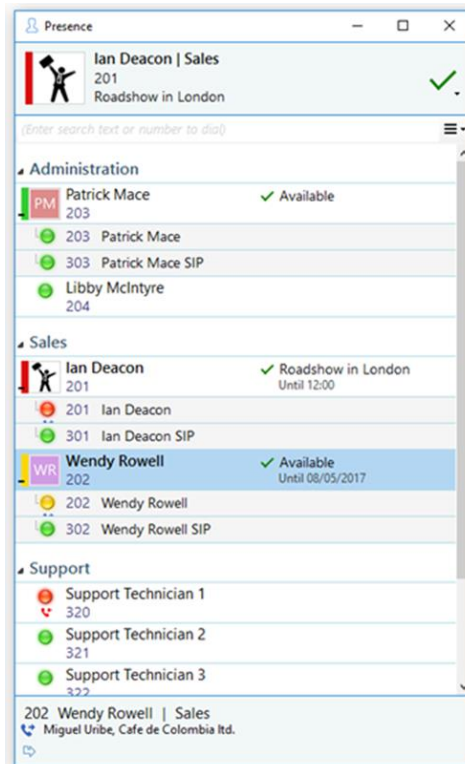
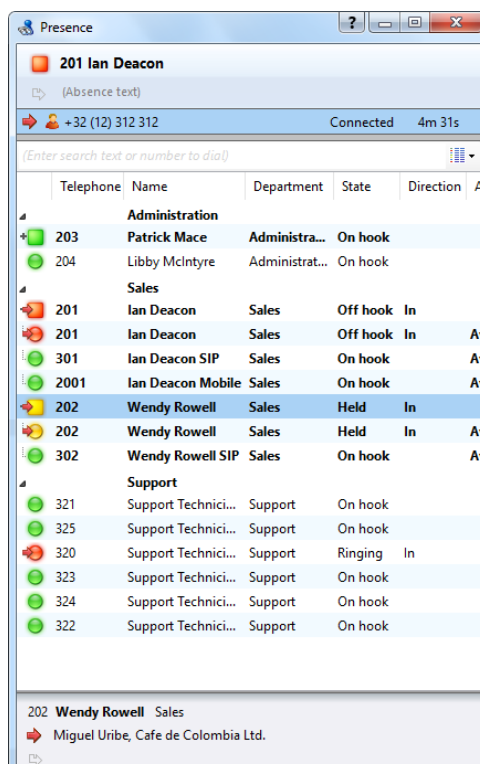
Planned release date

1st October 2018

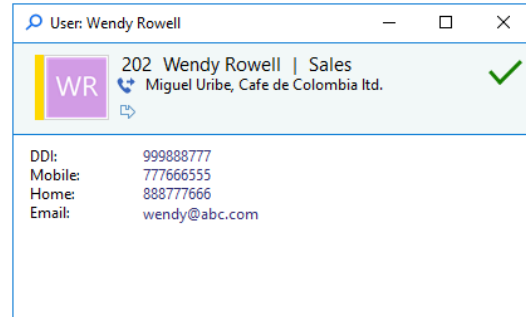
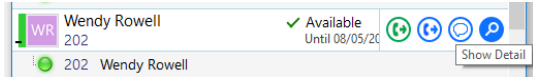
Comparison between versions 2.6 and 3.0

Presence

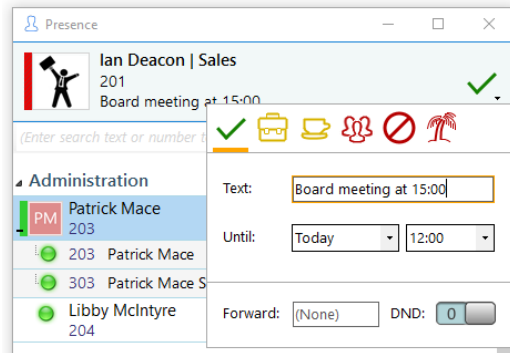
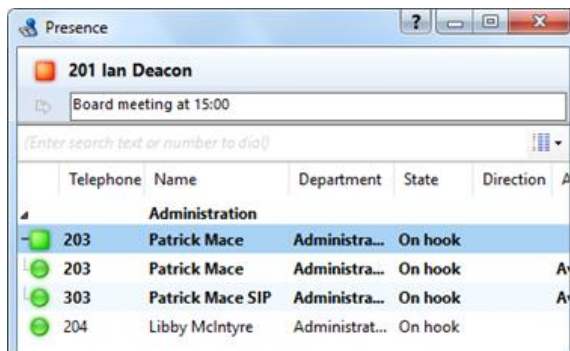
A square user icon has replaced the solid square used in 2.6. The square is given a unique colour and initials for each user. Telephone extension status (busy lamp field) is shown as a vertical bar to the left of the square.



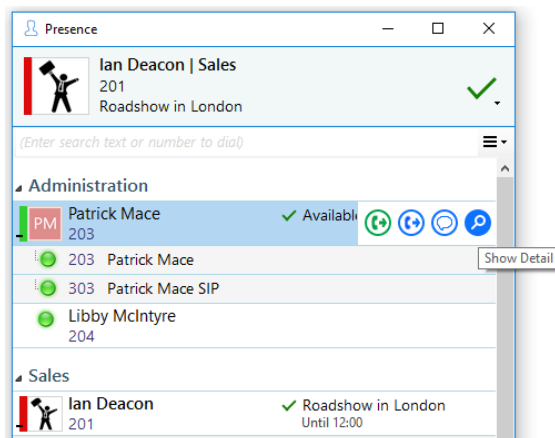
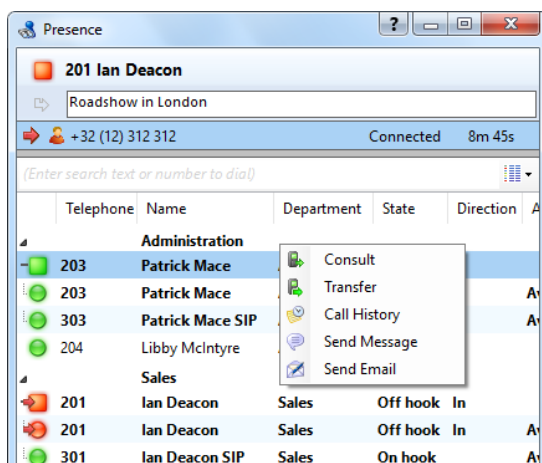
Additional information previously shown in columns is now available in the bottom panel and Contact details window.



Set DND, Forward and Availability states directly from Presence window.



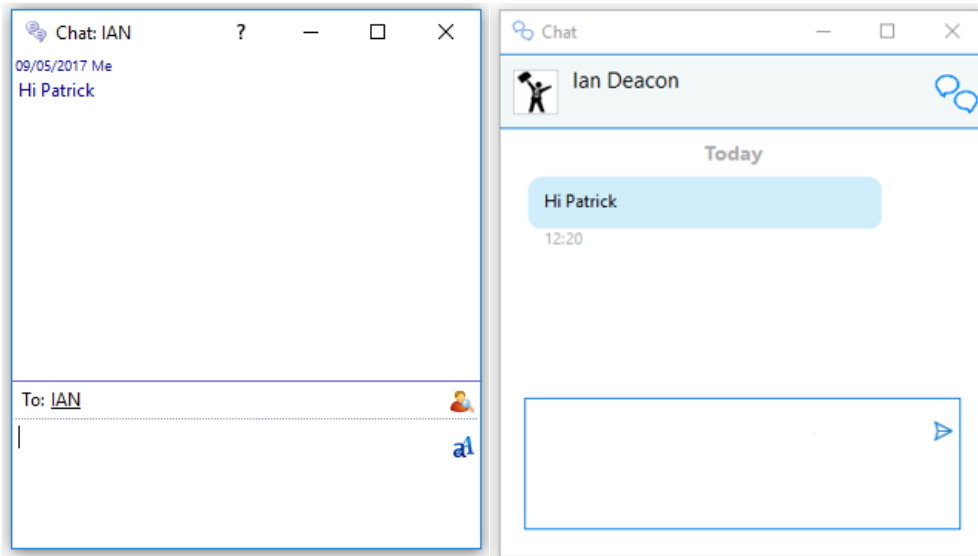
Hovering over a user or extension in the Presence window will cause a slider bar to appear on the right hand side of the window presenting options such as dial, transfer, message etc.



Messaging

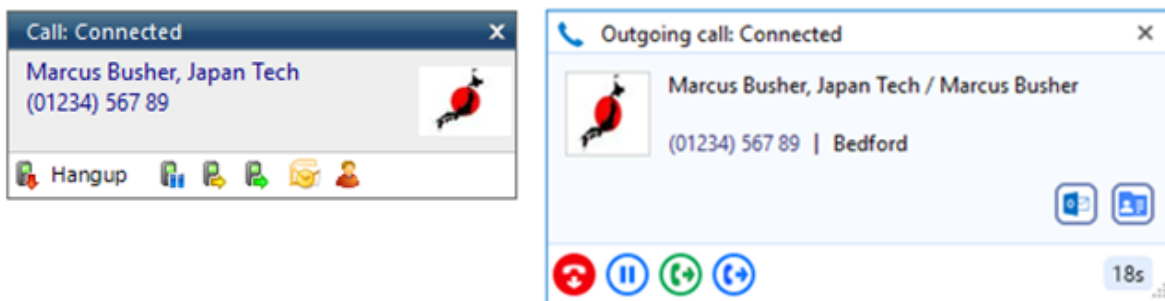
V3 contains an improved Messaging interface.

Important note: Version 3 will no longer support messaging between extensions. Messaging is now a user only level feature. This also means that messaging between federated sites is not possible as federation works at an extension level only.

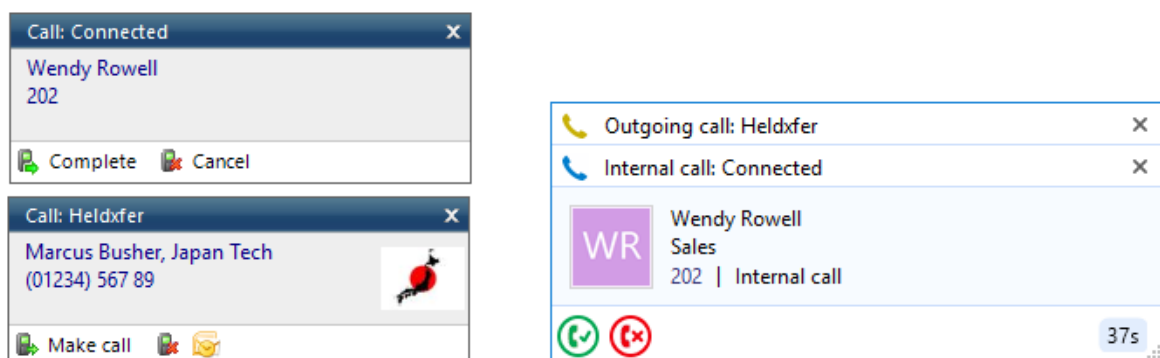


Preview Window

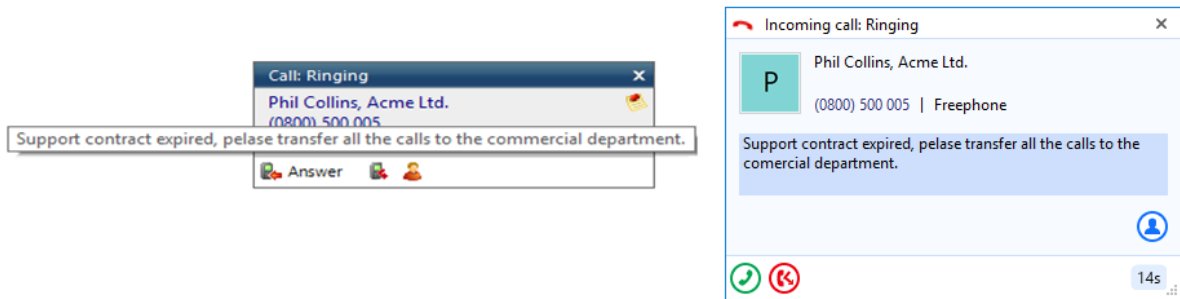
An Improved larger window layout will resize according to the amount of content to display.



Any new preview window opened, when multiple parties are involved in the same call (e.g. consult, on hold, new second call), will now show stacked behind the Preview window always showing the active call at the front. The hidden call is simply selected by clicking its header box (behind the active call).

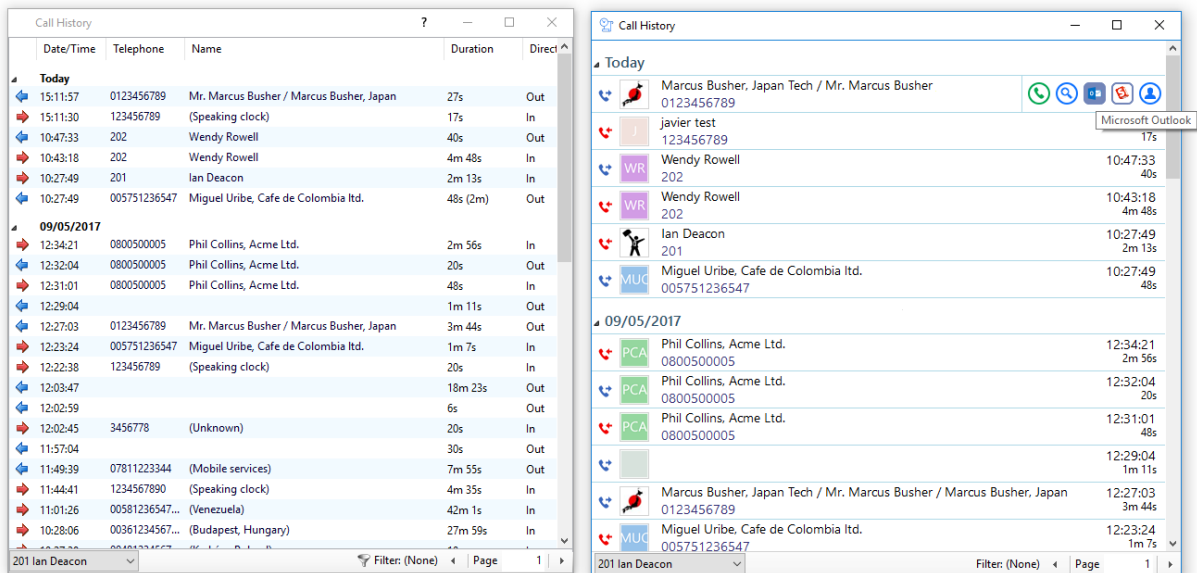


Notes from Microsoft Outlook and ucplus shared address book contacts are now visible within this window.



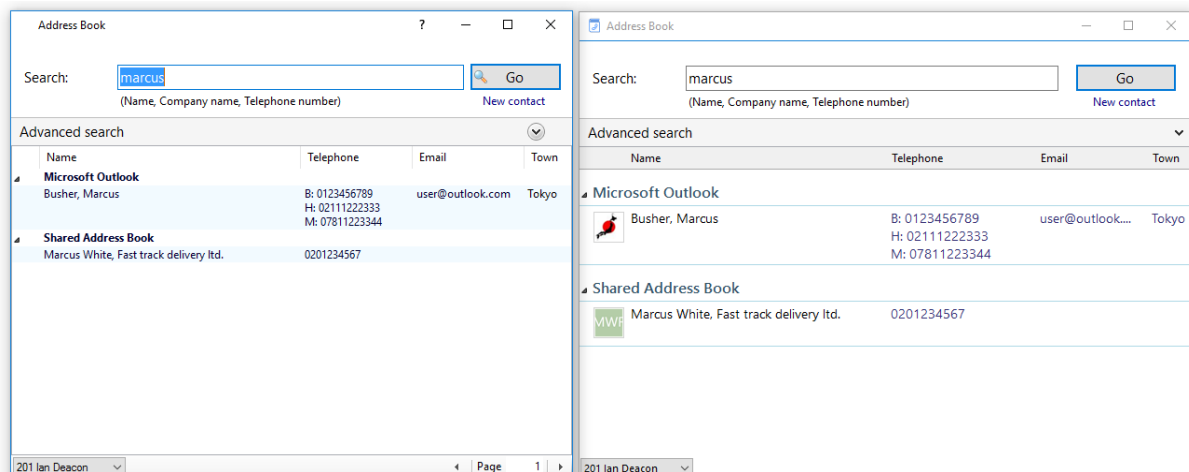
Call History

The Call history window has been updated to a two-line view per call with a unique coloured and initialled icon per contact. Available actions are presented as a pop out bar from the right-hand side of the screen.



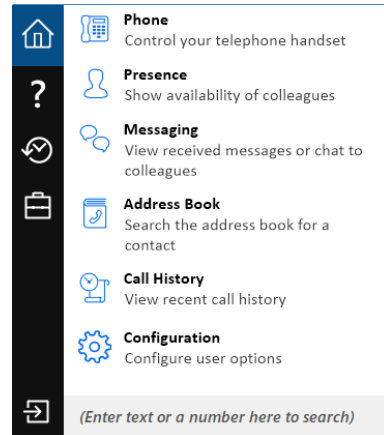
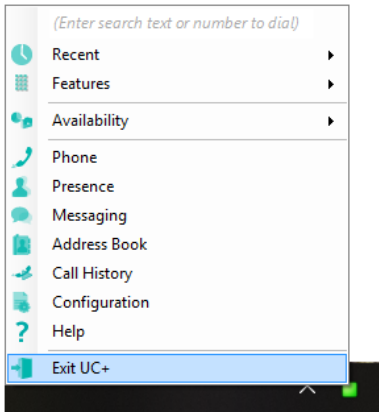
Address Book

The contact icon has been changed to mirror that used in Call history.

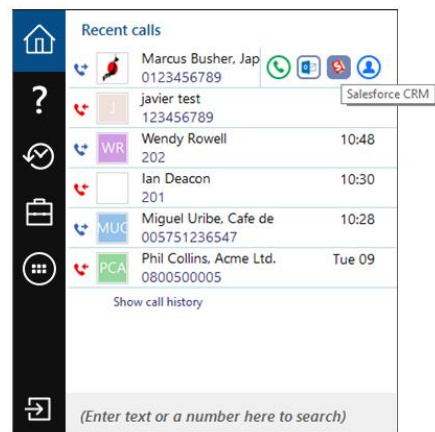
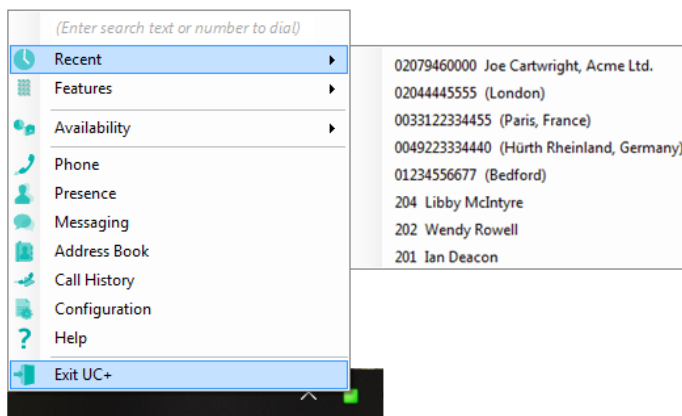


Tray menu

The tray menu has changed significantly in layout, although the actual functions available are very similar to version 2.6.

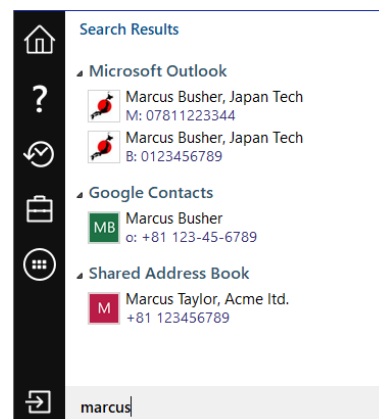
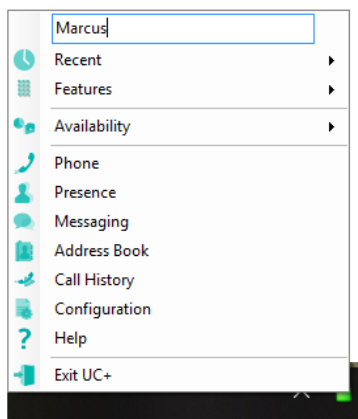


Recent calls

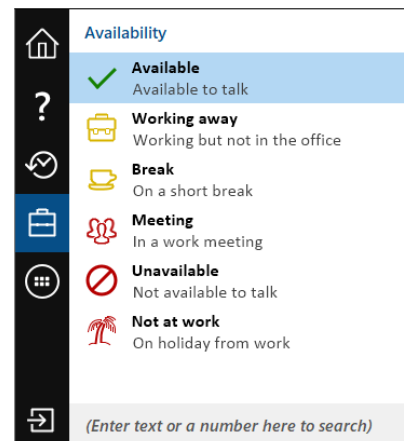
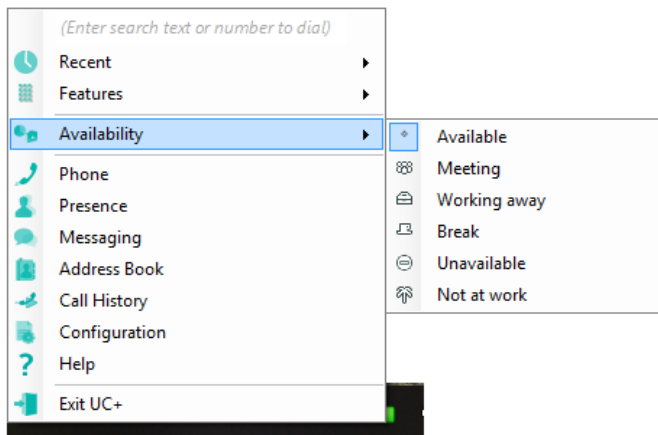


Search

Search results now show in the system tray menu rather than opening a separate search window. Extension BLF status is also show (see New Features section below)

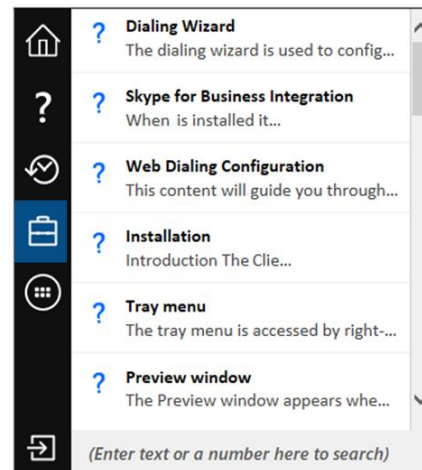
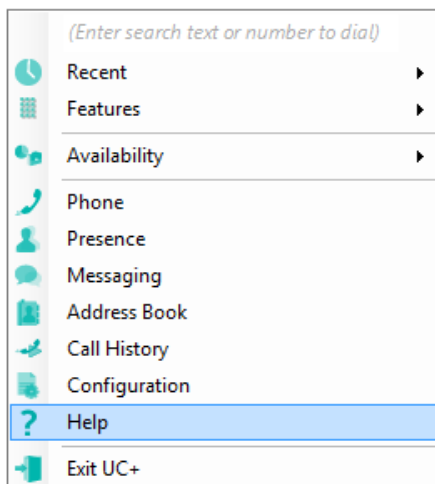


Availability



Help

Help is now indexed and searchable from within the system tray menu.

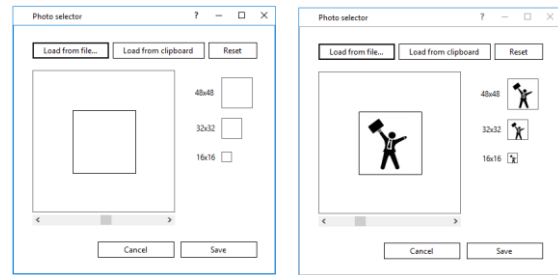
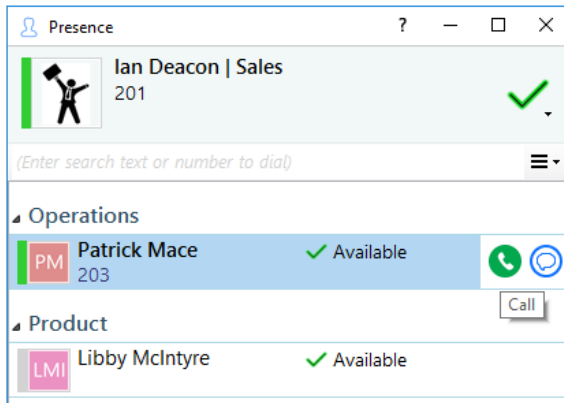


New features

Contact Photo

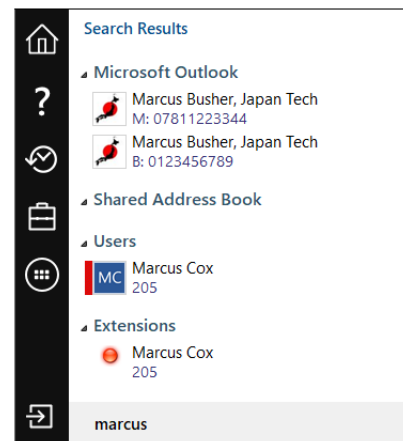
ucplus now allows users to display their photos within ucplus Presence, Preview, Call history, Address book and Messaging windows. If a photo is not available the Initials of the name stores will be shown. Photo's can also be displayed for external contacts held in Microsoft Outlook and Google Contacts.

A user can easily add a picture of themselves by right clicking on the presence square at the top of the Presence window and using the Photo selector feature to add a photo or image.



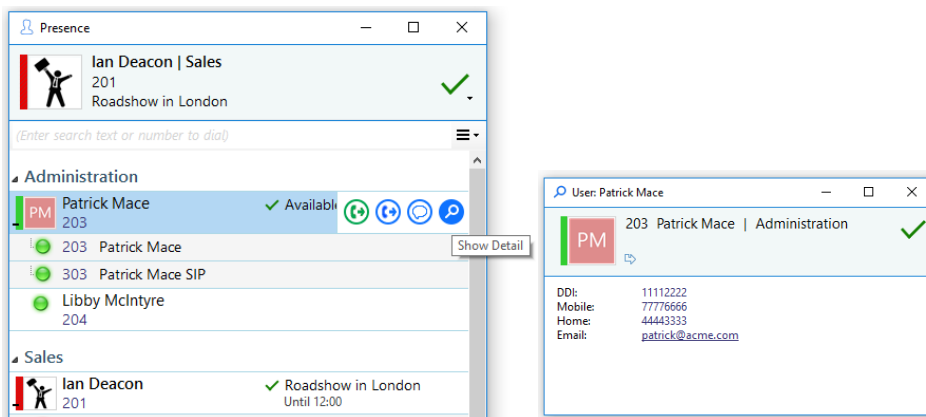
System Tray BLF Status

The call status for a user/extension is also available in the search within the system tray search results, avoiding the need to go to the Presence window to check their status.



Show Details

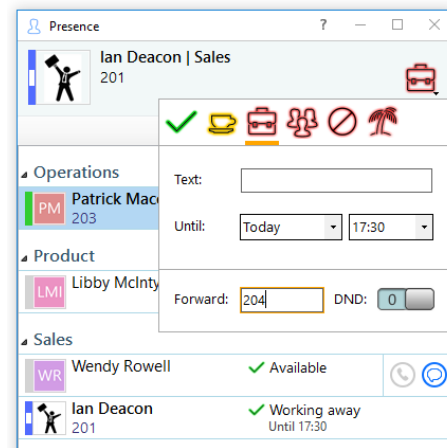
Show details is used to display any information associated with the user that is not shown in other parts of the Presence screen (and which may previously have been shown in the Presence columns).



Presence settings features

Set features (Forward or DND), can now be pre-configured within then Presence window, also you can change your availability status by selecting this from the icons at the top of the Presence window. Absence text can also be changed from here.

Important Note: Absence Text applies only to user and not an extension. This can be viewed on the User view and Combined view options within Presence).

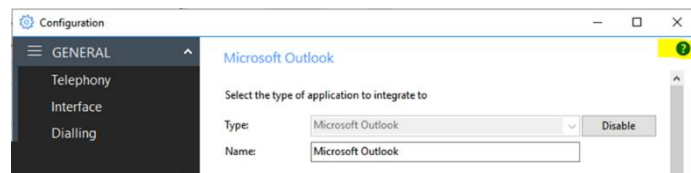


Available until

Manually set or automatically set (the automatic option is only available with server side ucplus calendar integration only).

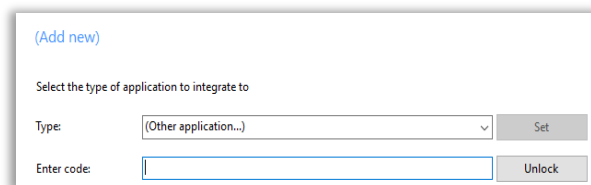
Access to Add-in Guides

Standard add-in guides can now be accessed simply by clicking the help button in the relevant configuration area.



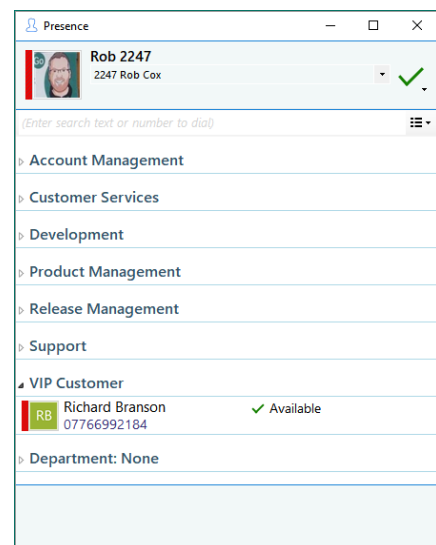
Enabling “Controlled” Integrations

To integrate with “Controlled” integrations, an unlock code will be required to expose the add-in.



Virtual Devices

Virtual Devices allow you to effectively configure an extension on the ucplus server that monitors calls from an external PSTN number. When a call is received from the number it will be visible to all ucplus users allowing the user to know when an external caller is speaking to a colleague. Virtual Devices require a license.



Features removed

Supported PBX's

The following PBX's will no longer be available in new V3 installations.

- Auerswald COMpact, COMander
- Clearvox
- Elmeg Hybird
- Toshiba IPEdge, CIX
- Yeastar MyPBX
- Mitel 3300 MCD 6

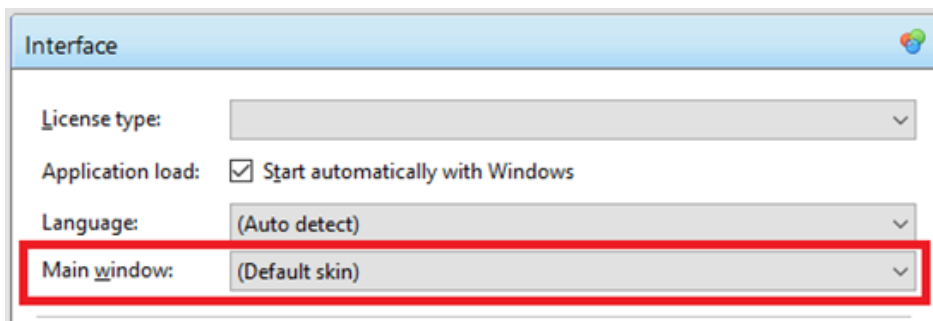
Upgrades to V3 from V2.6 sites installed prior to the V3 release date will continue to support these PBXs for a period of 12 months after the V3 release date.

The following PBXs will be removed from the the Beta list and will no longer available.

- Intelbras Impact94, 1120, 220
- Zultys MX
- Mitel OpenCom 100, MX-One

Selectable skins

The selectable skins option has been removed from the Interface settings (Main Window)



Messaging between extension

Messaging is now only available between users and not extensions

Messaging between Federated sites

As Federated sites only support exchange of extension and not user level information then messaging will also not be available between users on different federated sites.