



Document Name: v15.1 Connect Client Release Notes		Document Number: 002
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Overview:

These release notes describe what is new in version 15.1 of the Connect client. This document covers the following topics: upgrade Information, new features and enhancements, resolved issues, and known new issues.

Upgrade information:

When the user launches the Connect client for the first time after the upgrade, they will be prompted with a dialogue box to either “Upgrade Now” or “Remind Me Later”. The user can decide to upgrade (click “Upgrade Now”) or continue running the previous version (click “Remind Me Later) and upgrade at a later time. We recommend upgrading to the new version as soon as possible.

For companies that use Active Directory push, please contact the Sterling Helpdesk for a copy of the Connect client install kit. You can contact the helpdesk at support@sterling.net.

New Features and Enhancements:

1. This new feature has minor enhancements to the look and feel of the application. Below are some of the changes:
 - New dashboard icons for “Voicemails” and “Messages”
 - New orange border.
 - Colored “Workgroup” dashboard icon. Green signifies logged into the workgroup, red when logged out, and orange when in wrap up.
2. The ability to always keep the Connect dashboard “on top” of all other viewable applications. (Not available on the Mac version).
3. The Connect client now allows users to search Exchange “Public” contact folders.
4. Ability to “Remove Synced Contacts” which will remove all synced contacts from Outlook. This feature is useful if you have rogue duplicate contacts and would like to start over.



5. Mobility client now includes a “Mobile” button that can be used to verify that you have a mobile phone number associated with your mobility client.
6. Enhancements to the “People” dashboard icon.
 - Favorites and Groups now list extensions or DID’s in the expanded view.
 - Favorites and Groups now list both first and last name. Prior version only listed first initial and last name.
7. Enhancements to the “Recent” dashboard icon.
 - “Voicemails” and “Instant Messages” have been moved to their own dashboard icons.
 - Only contains incoming, outgoing, and missed calls.
8. Enhancements to the “Voicemail” dashboard icon.
 - When a voicemail is deleted, it is placed in the “Deleted Voicemails” folder to be deleted automatically the following day.
 - Ability to filter based on “Flagged” voicemails.
9. Enhancements to the “Messages” dashboard icon.
 - Ability to view and create instant messages directly from the dashboard.
10. Enhancements to the “Workgroups” dashboard icon.
 - Workgroup voicemails can now be organized according to the workgroup the message was left.
 - Colored “Workgroup” dashboard icon to signify user status. Green signifies logged into the workgroup, red when logged out, and orange when in wrap up.
11. Enhancements to the “Dial Pad”
 - Opening the “Dial Pad” from the dashboard will display the user’s directory in the expanded view.
12. Enhancements to the “Name or Number” search bar.
 - Ability to search Exchange “Public” contact folders if enabled in preferences.

Resolved Issues reported in v15:

1. IP655 phones were seeing contacts in their directory from outside the company.
2. On hold calls transferred directly to voicemail would ring the extension rather than going directly to the voicemail box.
3. Voicemails left for workgroups were not organized by workgroup.



4. While forwarding a voicemail and changing the subject, when the backspace key is pressed and held, the system would delete the voicemail, not just the subject.
5. Mobility extension to extension calls on wireless network only last for 8 seconds.
6. The "Presence" icon in the Mobility app was not showing presence.
7. IP400 series phones are unable to access the history, directory or visual voicemail.
8. Favorites in "People" dashboard icon in "compressed view mode" does not show first and last name.

Unresolved Issues and Workarounds in the v15 Client:

1. The call history in the "Recent" dashboard icon cannot be searched or sorted similar to the v14 Communicator client.

Update: ShoreTel has stated this is working as designed and is not a bug. We have put in an enhancement request to ShoreTel to return this functionality in some future release.

Workaround: You can type the phone number you are interested in in the "Name or Number" search bar, then select the contact card to view the history. Users must input the entire 10-digit number.

2. Connect does not show the caller ID on a forwarded voicemail.

Update: ShoreTel has stated this is working as designed and is not a bug. We have put in an enhancement request to ShoreTel to return this functionality in some future release.

Workaround: Sorry, but there is no workaround for this issue.

3. Cannot mark voicemails as unheard either in visual voicemail or dialing into the voicemail system.

Update: ShoreTel has stated this is working as designed and is not a bug. We have put in an enhancement request to ShoreTel to return this functionality in some future release.

Workaround: You have the ability to "Flag" messages to substitute the ability to mark it unheard in the Connect client. However, we are sorry there is not a workaround to make the unheard messages blink the red light on the phones.



4. 30 second delay in initially accessing the directory and history on IP phones. All other subsequent accesses do not exhibit the delay.

Update: This is still considered a bug. We are working with ShoreTel to resolve this issue in a future release.

5. Unable to “unpark” calls via the Connect client.

Update: This is still considered a bug. We are working with ShoreTel to resolve this issue in a future release.

Workaround: Use the buttons on the phone to unpark a call.

6. Inbound call “pop up” on the Connect client only shows caller ID name (aka CNAM) and not phone number.

Update: This is still considered a bug. We are working with ShoreTel to resolve this issue in a future release.

Known New Issues In v15.1

1. The “Recent” dashboard icon only show 7 days of history.

Update: Currently ShoreTel has stated this is working as designed and is not a bug. We have put in an enhancement request to ShoreTel to return this functionality in some future release.

Workaround: You can continue to utilize the v15 Connect client. We understand this is not the ideal solution and we continue to work with ShoreTel to resolve this issue.

2. Under the “Help” tab, there is a selection for “Training Videos”. These currently send you to the Mitel/ShoreTel training site. This will be enabled in a future time.

Miscellaneous Notes:

1. **Q:** How do I tell if I am running version 15 or version 15.1 of the Connect client?

A: Under settings or preferences, you can determine the Build number which relates to the following versions:

- Build number 213.100.1954.0 is version 15



- Build number 213.100.2453.0 is version 15.1

2. **Q:** Do I have to do the upgrade?

A: No, you do not have to do the upgrade, however we recommend that you do the upgrade to take advantage of the new features and bug fixes. At some future time, you will be required to upgrade before you can go to v15.2.

3. **Q:** We do not allow our users to upgrade software on their PC's, what will happen if they try to upgrade on their own?

A: The installation will fail; however, the user can then just restart the application. Please contact our helpdesk for an Active Directory push kit.