Document Name: v15.3 SterlingVOICE™ Client Release Notes		Document Number: 003
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Overview:

These release notes describe what is new in version 15.3 of the SterlingVOICE™ Client. This document covers the following topics: upgrade Information, new features and enhancements, resolved issues, known issues, and miscellaneous notes.

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.

Note: Please make sure not to install the new software until on or after your upgrade date.

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. ShoreTel is now Mitel. Mitel has finished their acquisition of ShoreTel and the renaming and rebranding of ShoreTel is now Mitel MyVoice.
2. Emoji support in IM.

Resolved Issues in v15.3:

1. The call history in the "Recent" dashboard icon cannot be searched or sorted similar to the v14 Communicator client.
2. Cannot mark voicemails as unheard either in visual voicemail or dialing into the voicemail system.
3. Unable to "unpark" calls via the Connect client.
4. Inbound call "pop up" on the Connect client only shows caller ID name (aka CNAM) and not phone number.
5. The "Recent" dashboard icon only show 7 days of history.

6. When a user is logged into only 1 WG they cannot see which WG they are a member of.
7. Visual voice mail fails to forward voice mail.
8. IP 655 Shows all extensions in directory, not just extensions in site code
9. Cannot identify which workgroup voice mails came from.
10. Favorites only show first initial last name in condensed view making it difficult to transfer calls.
11. Transfer to VM in Connect Client results in Transfer to phone.
12. For HIPAA customers, the ability to prohibit WAV file downloads.
13. Cannot intercom from Connect client to IP 420 phones.

Known Issues in v15.3:

1. Some clients may see an initial 30 second delay in accessing the directory and history on IP phones. All other subsequent accesses do not exhibit the delay.

Miscellaneous Notes:

1. **Q:** How do I tell if I am running version 15.1 or version 15.3 of the Connect client?

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

    - Build number 213.100.2453.0 is version 15.1 (Orange/ShoreTel color scheme)
    - Build number 213.100.2973.0 is version 15.3 (Blue/Mitel color scheme)

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.

3. **Q:** As a company policy, 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.

4. **Q:** Where and when can I get the v15.3 Connect client software.

    A: The software is available on our support website at http://www.sterling.net/Support/ under the **"SterlingVOICE^{TM} v15.3"** heading. **Note: Please make sure not to install the software until on or after your upgrade date.**