



# UNITY MOBILE ANDROID | RELEASE NOTES

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## Release 3.1.13

Production Release: 10<sup>th</sup> September 2023

Application	Feature/Component	Description	Source
Unity Mobile	Replace '+' with (insert value)	Replace '+' with '(insert value)' feature was working incorrectly when left blank. It is corrected and the default value is changed from '00' to blank.	Bug fix

Date of review 11/07/2023

## Release 3.1.12

Production release: 5<sup>th</sup> April 2023

Application	Feature/Component	Description	Source
Unity Mobile	Inter group status issue	Inter group status issue fixed for enterprise user.	Bug fix
Unity Mobile	Hold/ retrieve call issue	Hold/ retrieve call issue fixed in case of call through requests.	Bug fix

Date of review 11/07/2023

## Release 3.1.11

Application	Feature/Component	Description	Source
Unity Mobile	Redirect server check issue	Issue while fetching redirect server address.	Bug fix

## Release 3.1.10

Production release: 09<sup>th</sup> February 2023

Application	Feature/Component	Description	Source
Unity Mobile	Language tag issue	Language tag issue while clearing IM status.	Bug fix

Date of review 11/07/2023

## Release 3.1.9

Application	Feature/Component	Description	Source
Unity Mobile	Refresh directories on startup	If “Refresh directories on startup” and “Save configuration” setting is enabled, it will refresh all directories when the user is logging in.	Feature request



## Release 3.1.8

Application	Feature/Component	Description	Source
Unity Mobile	Call recording icons update	Call recording icons updation in Call Control Window.	Bug fix

## Release 3.1.7

Application	Feature/Component	Description	Source
Unity Mobile	Allow * or # in the dialled number if it is the first character in the string	Allow * or # in the dialled number if it is the first character in the string.	Bug fix
Unity Mobile	Disable missed call notification for forbidden calls	Disable missed call notification for forbidden calls.	Feature request
Unity Mobile	Replace corresponding Dutch phrase for “Keep sending business calls to my mobile”	Replace corresponding Dutch phrase for “Keep sending business calls to my mobile”.	Bug fix

## Release 3.1.6

Application	Feature/Component	Description	Source
Unity Mobile	When logging into Unity Mobile on android while on a call, it is insisting on pulling the call	When logging into Unity Mobile on android while on a call it is insisting on pulling the call, not an option to cancel pull call alert.	Bug fix

## Release 3.1.5

Application	Feature/Component	Description	Source
Unity Mobile	Call center detail page not loading	Call center detail page not loading for enterprise users.	Bug fix

## Release 3.1.4

Application	Feature/Component	Description	Source
Unity Mobile	Incorrect time stamps in call logs	Showing incorrect time stamps in call logs in some specific android devices.	Bug fix
Unity Mobile	Target API level update	Unity Mobile target API level is updated to API 32.	Feature request

## Release 3.1.3

Application	Feature/Component	Description	Source
Unity Mobile	Permission issue	When “Access Contacts” permission is denied, Unity Mobile was stuck at splash screen window. This is now resolved.	Bug fix

## Release 3.1.2

Application	Feature/Component	Description	Source
Unity Mobile	UI fix	When the Unity Mobile BroadWorks Anywhere numbers list is full, it causes the 'Proceed' button to drop off the bottom of the screen.	Bug fix

## Release 3.1.1

Application	Feature/Component	Description	Source
Unity Mobile	'tel:' prefix	<ul style="list-style-type: none"><li>• Call back request modification by appending 'tel:' before number (<a href="tel:8007">tel:8007</a>).</li><li>• Call transfer request modification by appending 'tel:' prefix before number.</li></ul>	Bug fix
Unity Mobile	Disable 'use BroadWorks based call control' feature by default	Disabled 'call control' settings by default for a user. It can be enabled from Call Control tab from service any time.	Feature request



## Release 3.1.0

Application	Feature/Component	Description	Source
Unity Mobile	Salesforce Integration	<p>Salesforce integration added for Unity Mobile's new Salesforce Edition:</p> <ul style="list-style-type: none"> <li>• Call logs and voicemails from Salesforce contacts can be identified with a salesforce icon.</li> <li>• Clicking on a Salesforce contact on call logs will navigate into contact details if the Salesforce contact is added as favorite. Otherwise, will show "Add CRM call log entry" option.</li> <li>• Clicking on a Salesforce contact on voicemail will navigate into contact details if the Salesforce contact is added as favorite.</li> <li>• Push notifications for call events from Salesforce contacts can be identified with Salesforce contact type denoted on the notification body.</li> </ul> <p>License response is used to determine if CRM integration is available, and so that trial license is assigned through Unity Mobile.</p>	Feature request
Unity Mobile	Services	<p>New services added on the services tab:</p> <ul style="list-style-type: none"> <li>• Anonymous call rejection</li> <li>• Call forward busy</li> <li>• Call forward no answer</li> <li>• External calling line id delivery</li> <li>• Internal calling line id delivery</li> <li>• Simultaneous ring</li> <li>• Call waiting</li> <li>• Remote office</li> </ul>	Feature request
Unity Mobile	Settings	CRM configuration option added for login into Salesforce. (None option available to logout from CRM)	Feature request
Unity Mobile	Call Control	<p>Conference bridge option added with following details:</p> <ul style="list-style-type: none"> <li>• List all available bridge</li> <li>• Bridge details can be copied to clipboard as well as send the details by email.</li> <li>• Call bridge as moderator option to dial into own bridge</li> </ul>	Feature request

Unity Mobile	License Request	<p>Unity Mobile will refresh the license every 12 hours. App will exit to login page if the license request fails for 24 hours.</p> <p>The "replacementServerAddress" field in the license response is used to change the VoIP server address of the logged-in user. If there any changes, the app will continue the login process internally with the "replacementServerAddress".</p>	Feature request
Unity Mobile	Call Control window	<p>For Salesforce contacts, contact type is added along with name.</p> <p>A paging indicator is added on the screen to denote more options "Add CRM call log entry" and "Show CRMcontact" on left swipe on the page.</p>	Feature request
Unity Mobile	Add CRM call log entry	<p>This option will show a popup with caller name, Close log entry immediately option and a text area to add notes to save details into salesforce. This option is available in the following pages:</p> <ul style="list-style-type: none"> <li>For salesforce calls, left swipe on the call control window will show "Add CRM call log entry" option</li> </ul> <p>More option on the left swipe of a salesforce call log entry has this option.</p>	Feature request
Unity Mobile	Show CRM contact	<p>It will show the Salesforce contact in the Salesforce app if the app is installed on the phone, otherwise navigated into browser. This option is available in the following pages:</p> <ul style="list-style-type: none"> <li>For Salesforce calls, left swipe on the call control window will show the "Show CRM contact" option</li> <li>More option on the left swipe of a Salesforce call log entry has this option</li> <li>Contact details page of a salesforce contact</li> </ul>	Feature request
Unity Mobile	Contacts	<ul style="list-style-type: none"> <li>Contact search of Salesforce contacts with name and number</li> <li>Contact details page for salesforce contacts</li> <li>Favourite list with salesforce contacts</li> </ul>	Feature request
Unity Mobile	Contact details	<ul style="list-style-type: none"> <li>SMS option available for mobile numbers</li> <li>For Salesforce contacts Info and Call logs tabs are available</li> <li>Adding Salesforce contacts to favourites</li> </ul>	Feature request
Unity Mobile	Voicemail	Voicemail read/unread status update for already added ones if fixed.	Bug fix
Unity Mobile	Notification	Time change in notification is fixed.	Bug fix
Unity Mobile	Login	Remove all instances of <a href="https://">https://</a> , <a href="http://">http://</a> and "/" from the VoIP server address. It will be removed.	Bug fix

		from settings page as well.	
Unity Mobile	General bugfixes	Used "instantMessageDomain" from branding response instead of license response.  Added forbidden character ("/" and "\") validation in add to personal directory requestIncluded first name and last name in license request.	Bug fix

## Release 3.0.6

Application	Feature/Component	Description	Source
Unity Mobile	Bug fix	There was an error when calling a number that had a space between the country code and the number. This has now been fixed.	Bug fix

## Release 3.0.5

Application	Feature/Component	Description	Source
Unity Mobile	Bug fix	There was an error when performing a contact lookup, this has now been fixed.	Bug fix

## Release 3.0.4

Application	Feature/Component	Description	Source
Unity Mobile	Bug fix	We have made a small UI update to the login process status.	Bug fix

## Release 3.0.3

Application	Feature/Component	Description	Source
Unity Mobile	Bug fix	There was a small issue in the language tags, this has now been fixed.	Bug fix

## Release 3.0.2

Application	Feature/Component	Description	Source
Unity Mobile	Bug fix	There was an issue with the redirection server address, this has now been fixed.	Bug fix



## Release 3.0.1

Application	Feature/Component	Description	Source
Unity Mobile	Bug fix	There was an issue where the login page would hang due to an intermittent redirection request failure, this has now been fixed.	Bug fix

## Release 3.0.0

Application	Feature/Component	Description	Source
Unity Mobile	New UI	Unity Mobile 3.0 features a new UI with stylish new icons and an intuitive layout including a new tab to set the IM status, clicking on an entry to redirect to a Contact's details page and displaying badges to indicate new missed calls, voicemails, and notifications.	Feature request
Unity Mobile	Push notification	<p>The VoIP push notification has been removed and normal push notification has been implemented with call and messages being notified as a system notification.</p> <p>Any unused events received from BroadWorks will now be shown as "No recent activity", for more information on expected behaviour, <a href="#">click here</a>.</p>	Feature request
Unity Mobile	Voicemail Tab	<p>There is now a Visual Voicemail tab that shows all the read and unread voicemails when the user has enabled and selected "Show voicemail tab" in the voicemail service configuration.</p> <p>Users can play, save, and delete voicemails and dial directly by clicking the phone icon next to the message. A blue bar on the left side of the message indicates whether the voicemail has been read or not.</p>	Feature request
Unity Mobile	Login	The "Sign in Automatically" option has been removed from the sign in page.	Feature request
Unity Mobile	Configuration	The "Save and Proceed" option in the call control settings during start-up has been removed.	Feature request
Unity Mobile	Contacts Tab	The Favourites and Contacts are now merged into sub tabs in the main Contacts tab.	Feature request
Unity Mobile	Contacts Tab	<p>The BroadWorks directories will now show the real time status of contacts in the Contacts tab. This will be updated when the user scrolls through the list.</p> <p>The variants are:</p> <ul style="list-style-type: none"> <li>• <b>On the phone:</b> Red cross icon.</li> <li>• <b>IM online:</b> Blue dot at the left side.</li> <li>• <b>IM status:</b> Right aligned to the phone number</li> </ul> <p>Users can also dial colleagues directly from the Contacts and Favourites tabs by clicking the phone icon next to the contact's name.</p>	Feature request
Unity Mobile	Contact details	Each BroadWorks contact now has an Info sub tab which shows the below information (if set in BroadWorks):	Feature request

		<ul style="list-style-type: none"> <li>• Full Name</li> <li>• Extension number</li> <li>• Full number</li> <li>• Mobile number</li> <li>• Email address</li> <li>• Location</li> <li>• Department</li> <li>• Scheduled and Ad-hoc status in detail</li> </ul>	
Unity Mobile	Contact details	Users can long press on numbers in the info tab to copy it to the clipboard.	Feature request
Unity Mobile	Contact details	Users can click on the email address in the info tab to be redirected to the mobiles native email app to compose an email to that address.	Feature request
Unity Mobile	Call Control Tab	During a call users can go to the Call control tab and select from the Show call and Pull call options.	Feature request
Unity Mobile	Notification Tab	If there are no new notifications in the notification window, then “No new notifications” will be shown.	Feature request

## Release 2.1.0

Application	Feature/Component	Description	Source
Unity Mobile	Call Control	The speaker icon in the call control window has been replaced with the hold/retrieve icon.	Feature request
Unity Mobile	Connection	The “Replace ‘+’ with” in connection settings has now been replaced with ‘00’.	Feature request
Unity Mobile	Application	Unity Mobile can now force the user to update the application when necessary.	Feature request
Unity Mobile	Call Control	The dial window design has been updated to feature uniform icons to match the design of the Windows clients.	Feature request
Unity Mobile	Application	Application logs will now be uploaded into the portal server upon button click, these can be accessed in user’s page in the Kakapo portal.	Feature request
Unity Mobile	Call Control	The call control window speed has now been optimized to pop faster on all inbound and outbound calls.	Bug fix
Unity Mobile	Application	Unity Mobile now features the Direct Mobility feature.	Feature request
Unity Mobile	Directories	The common phone list will now update according to the user permissions.	Feature request
Unity Mobile	Directories	The contact look up method is now optimized. The contact name (if saved) will appear in the call logs instead of the phone number.	Bug fix
Unity Mobile	Favourites	There was a bug with the sorting of the contacts in the Favourites tab, this has now been fixed.	Bug fix
Unity Mobile	Directories	When fetching large directories, the contacts will now be updated in sets rather than all at once to speed up the experience for users.	Feature request
Unity Mobile	Directories	When Unity Mobile is loading directories a progress bar will now appear.	Feature request

Unity Mobile	Popping	There was an issue where the call control window would not pop when making outbound calls, this has now been fixed.	Bug fix
Unity Mobile	Application	The application will now appear in the recent/background applications list so that users can quickly access the app.	Feature request
Unity Mobile	IM	There was a bug where duplicate IM messages were being presented in the notification window, this has now been fixed.	Bug fix
Unity Mobile	Application	Unity Mobile will now show the strength of the network signal in the notification window to help users see whether they have a strong or weak connection, which can impact how Unity Mobile pops.	Feature request
Unity Mobile	Application	If a license cannot be retrieved because of a network error a pop up will be shown for the user to either retry or close the request. If cancelled Unity Mobile will close.	Feature request
Unity Mobile	Application	The application loading time has been reduced.	Bug fix

## Release 2.0.0.0

Application	Feature/Component	Description	Source
Unity Mobile	All	Implemented push notification for receiving IM messages and BroadWorks call events.	Feature request
Unity Mobile	All	Interface has been updated with new buttons, icons, and style.	Feature request
Unity Mobile	Home	Show Call functionality to pop call control window.	Feature request
Unity Mobile	Call logs	Prompt to Disable BroadWorks anywhere or BroadWorks based call control services during log out.	Feature request
Unity Mobile	About	Copy right changed to 2019.	Feature request
Unity Mobile	Home	Unity shows notification when it receives a BroadWorks call to transfer the call to own voicemail.	Feature request
Unity Mobile	Logout	Unity will wait for receiving success response when disabling BroadWorks during log out. It will prompt with an error if the response is not successful.	Feature request
Unity Mobile	Home	User can enter international exit codes in settings such that it will be replaced with + on making a call.	Feature request
Unity Mobile	All	Unity will only use XSI not CTI.	Feature request
Unity Mobile	Service	Call center Queue name and number not showing.	Bug fix
Unity Mobile	Service	Call Centre Queue name and number not showing.	Bug fix
Unity Mobile	All	Add more logs.	Bug fix
Unity Mobile	Directory	Personal directory was not loading more than 100 entries.	Bug fix

## Release 1.0.27.3

Application	Feature/Component	Description	Source
Unity Mobile	Logs	Unity mobile enhanced logging will log all requests and responses and the user actions. Major actions and connectivity are logged any way. Logs are sent only if userpress send logs.	Feature request
Unity Mobile	Logs	Logging is done only through secure HTTPS.	Feature request
Unity Mobile	About	On details page, the copyright should say 2018 instead of 2015.	Feature request
Unity Mobile	Call logs	On call logs, there should be a space between “yesterday” and the @ sign.	Bug fix

## Release 1.0.27.1

Application	Feature/Component	Description	Source
Unity Mobile	Application	Remove unwanted logs.	Feature request



## Release 1.0.26.1

Application	Feature/Component	Description	Source
Unity Mobile	Call Control Window	Couldn't retrieve a call which is on hold as progress bar is not dismissed.	Bug fix

## Release 1.0.25.3

Application	Feature/Component	Description	Source
Unity Mobile	ACD State	Fixed issues in setting Unavailable ACD state.	Bug fix
Unity Mobile	ACD State	Fixed Unavailable code display issue.	Bug fix

## Release 1.0.25.1

Application	Feature/Component	Description	Source
Unity Mobile	Application	Categorize errors other than just "Can't connect to server".	Feature request
Unity Mobile	Application	Turn off automatic logging. Only if the user reports error and press 'Send logs' button, logs need to be sent to ACRA.	Feature request
Unity Mobile	Login	Stays on the login screen with the round timer for users with server version below R20.	Bug fix

## Release 1.0.23.4

Application	Feature/Component	Description	Source
Unity Mobile	BroadWorks Mobility	Added BroadWorks Mobility feature.	Feature request

Release 1.0.22.1

Application	Feature/Component	Description	Source
Unity Mobile	Messaging	Ignore custom KEMP messages.	Feature request

## Release 1.0.21.3

Application	Feature/Component	Description	Source
Unity Mobile	Multi-Language support	Added a few more Dutch tags.	Feature request
Unity Mobile	Call recording	As per the values of “userCanChangeCallRecordingOption” from “GetUserLicense” web method, user can disable/enable the call recording button on call control window and view/hide the call recording option in settings.	Feature request

## Release 1.0.20.6

Application	Feature/Component	Description	Source
Unity Mobile	App	Created new values folder for Netherlands and added a Strings file having Dutchtags. Multi-Language support.	Feature request

## Release 1.0.20.3

Application	Feature/Component	Description	Source
Unity Mobile	Service	Replaced BroadWorks anywhere number in the dialog when “log out” is pressed.	Bug fix
Unity Mobile	Settings	Check for empty string ("" ) in the response of GetVoipServerAddress web service.	Bug fix
Unity Mobile	Settings	When we add a new BroadWorks Anywhere location and press cancel, it navigates back to the previous page.	Feature request
Unity Mobile	Service	Change the pull call text to “Would you like to pull the call from [remote partyname]”.	Feature request
Unity Mobile	About	Internet connection is checked before sending the logs.	Feature request
Unity Mobile	About	When “Send Log” button is pressed it changes its text to "Sending Logs “and button will get disabled, if response is success, then the logs will be send and button text will change to "Logs send Successfully" otherwise it changes to “Log could not besent “in red colour.	Feature request



## Release 1.0.20.1

Application	Feature/Component	Description	Source
Unity Mobile	Settings	New setting to use “0” or “00” instead of '+' (Replace '+' with “0” or “00”).	Feature request
Unity Mobile	Service	Call through not being listed in the outgoing call options.	Bug fix

## Release 1.0.19.29

Application	Feature/Component	Description	Source
Unity Mobile	Start up	Use value in “xsiServerAddress” tag if present from the “GetVoIPServerDetails” webservice response to connect to the BroadWorks server, but whatever is entered by the user in the UI is used for licensing.	Feature request

## Release 1.0.19.28

Application	Feature/Component	Description	Source
Unity Mobile	Start up	Use the “xsiApplicationId” settings from the branding.	Feature request
Unity Mobile	Backend	Https support.	Feature request

## Release 1.0.18.1

Application	Feature/Component	Description	Source
Unity Mobile	Favourites	Hook status for common phone list entry.	Bug fix

## Release 1.0.17.1

Application	Feature/Component	Description	Source
Unity Mobile	Pull call	When pulling a call, show a “pulling call” status message until the native dialler starts ringing.	Feature request
Unity Mobile	Log out	When being prompted to disable BroadWorks Anywhere, added space before the phone number in the alert message.	Bug fix

## Release 1.0.16.3

Application	Feature/Component	Description	Source
Unity Mobile	Pull call	Allow user to pull call from the VoIP phone at any time.	Feature request
Unity Mobile	Log out	Alert user to disable BroadWorks Anywhere number on log out.	Feature request

## Release 1.0.16.2

Application	Feature/Component	Description	Source
Unity Mobile	Favourites	BroadWorks contacts must be shown first, when the feature to show search in favourites is not enabled.	Feature request
Unity Mobile	Login	If Unity Mobile could not connect to the XSI server then error message needs to be shown as "Unity could not connect to the server".	Feature request

## Release 1.0.14.1

Application	Feature/Component	Description	Source
Unity Mobile	Favourites	Populate favourite tab with blue icon when device is not connected to Wi-Fi.	Feature request



## Release.1.0.13.3

Application	Feature/Component	Description	Source
Unity Mobile	Home Tab	Show alert to pull desk phone call to mobile on start-up.	Feature request
Unity Mobile	Favourites	Use green icon for monitored users (Directory-Entry) in favourite tab.	Feature request
Unity Mobile	Favourites	Populate favourite tab according to show/hide settings.	Feature request
Unity Mobile	Settings	Add a new setting to show/hide search and index in favourite.	Feature request

## Release 1.0.12.1

Application	Feature/Component	Description	Source
Unity Mobile	Favourites	Use the red icon and black text in Favourites when the user is on the phone, with similar spacing as directory.	Feature request
Unity Mobile	Favourites	Only show the hook-status when the Unity Mobile is connected through WIFI.	Feature request

## Release 1.0.11.7

Application	Feature/Component	Description	Source
Unity Mobile	Instant Message	When UM-Android sends a long message (over 50 characters) Unity Desktop receives the IM update but with no body.	Bug fix
Unity Mobile	Favourites	Favourites index and Search (display only for 20 or above entries) with Hook status.	Feature request
Unity Mobile	Contact activity	IM notification not shown when contact page is kept loaded.	Bug fix

## Release 1.0.10.2

Application	Feature/Component	Description	Source
Unity Mobile	Directories	Outlook contacts must be populated with globe image.	Bug fix

## Release 1.0.10.1

Application	Feature/Component	Description	Source
Unity Mobile	All the pages	Label modifications (Remove Camel-casing).	Feature request
Unity Mobile	Service	Changed text to “Unavailable” instead of showing ACD state in service page.	Feature request
Unity Mobile	About	Changed text “Unity Mobile” to “Unity-Mobile” in About page.	Feature request
Unity Mobile	Settings	Changed text “Enter key to send” to “Enter key to send IM” in settings.	Feature request
Unity Mobile	User Guide	Update User Guide.	Feature request