

Release Notes 3.1.02

Last Modified on 05/02/2019 11:16 am EDT

NOTE:	Customers can upgrade from 3.1.01 to this patch release. Customers still on 2.2.02 or previous versions must first upgrade to 3.1.01 before installing this 3.1.02 patch. Please contact support@keraunouc.com with any questions.
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Release Date: 05-07-2019 5pm EST

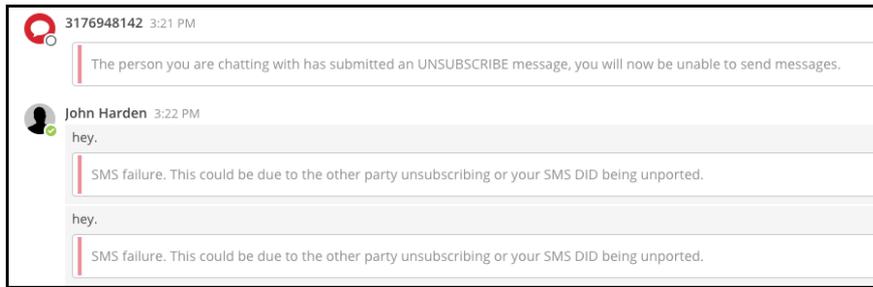
Patch Release 3.1.02 provides several feature updates. Interruptions to application or voice services are not expected.

Updated Functionality

- Call Recordings
 - System Logs have been updated with additional detail when a recording has been removed.
- Reporting
 - Agent Analytics Report now includes individual time stamped line items for all user events:

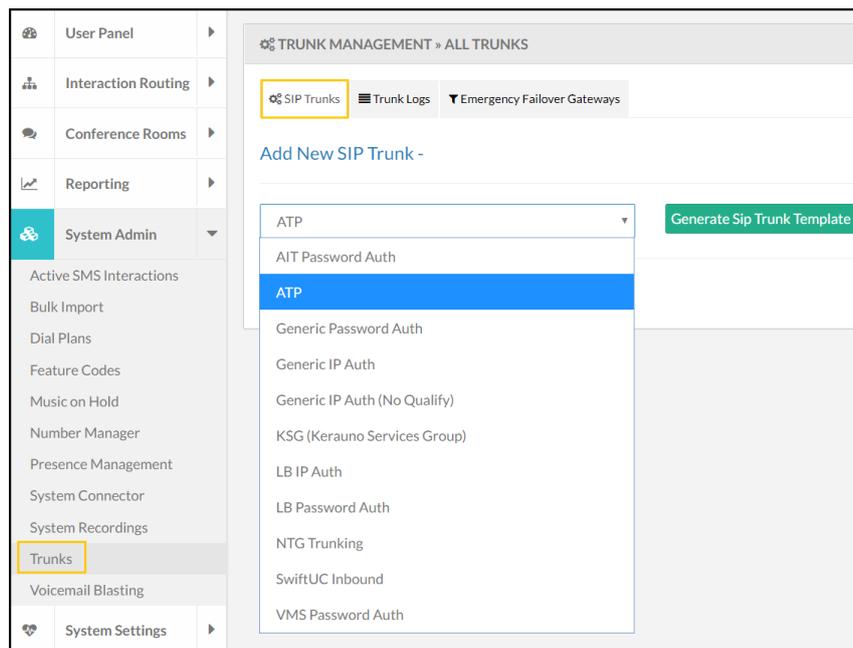
04/19/19	Time Entered Status	Status	Duration in Status
	04/19/19 12:00:00 am:	Available Available	09:24:37
	04/19/19 09:24:37 am:	Unavailable In a Meeting	00:00:44
	04/19/19 09:25:21 am:	Unavailable Ring Group - Paused	01:23:16
	04/19/19 10:48:37 am:	Away Away	00:00:15
	04/19/19 10:48:52 am:	Away Some status	00:00:16
	04/19/19 10:49:08 am:	Available Available	00:00:40

- SMS
 - Alerts have been added when a user unsubscribes to SMS.
Message failures also generate an alert:



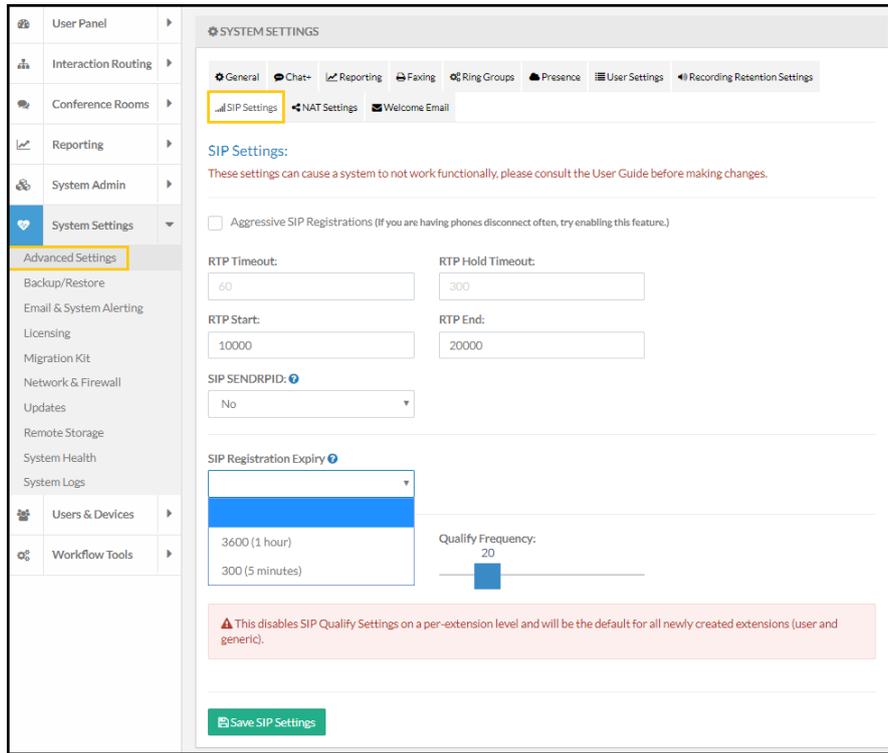
Bug Fixes

- Core Services
 - Resolved an issue where some services were not restarting after an instance reboot.
- System Admin
 - SIP Trunk Templates for Kerauno partners have been renamed for privacy reasons:



- System Settings
 - Addressed an issue where emails added to Ring Group Alerts within **Email & System Alerting** were not displayed upon page reloads.
 - Two SIP Registration Expiration options (5 minutes and 1 hour) have been added to SIP Settings tab within the **Advanced**

Settings menu. When a phone becomes unregistered, Kerauno will attempt to re-register the phone after the selected timeout:



- Devices
 - Added the option for an Administrator to upgrade the Yealink T23 Model firmware from version 83 to 84 to resolve a known firmware bug:

User Panel

Interaction Routing

Conference Rooms

Reporting

System Admin

System Settings

Users & Devices

Departments

Users

User Forwarding

Devices

Generic Extensions

Generic Faxes

Generic Voicemails

Paging Zones

Permissions

Workflow Tools

Devices | Device Logs | Device Settings | Device Panel

Device Settings:

These settings will require a reboot on your Device for the changes to apply.

Global:

Use Hostname or IP Address for Registration & Provisioning:

Hostname

Call Waiting Beep:

Yes

Polycorn:

Truncated Display Name:

No

Allow Local Forwarding from Handset:

Yes

Allow Local Phone DND:

Yes

Cisco:

Phone Models: **Changing this will trigger a system rebuild (also, a call processor restart may be required)**

SPA

Yealink T23 Model:

Firmware Version

Version 84

Version 83

Version 84

Save Device Settings

+ Add Device

Find New Devices (This may take se

Reboot all Devices

SEARCH RESULTS

/x2178

/x3001

/x7331

/x1112

/x4106

/x4445

/x3002

/x3003

/x3004

/x3005

/x3006

/x3007

/x3008

/x3009

/x3010

/x3011

Please contact support@keraunouc.com with any questions.