

These release notes describe the new features and resolved issues in SUTUS Business Central BC5800. For more information about any of these features, see the SUTUS Quick Reference Guide for your phones.

Version 2.2.2: New Features

There were no new features added in this release.

Version 2.2.2: Resolved Issues

RESOLVED: PSTN Line Calibration

To improve the accuracy of PSTN line calibration, the tone used to detect echo has been changed.

If you are experiencing an echo on calls, please contact SUTUS Support (support@sutus.com).

RESOLVED: Call Park Timeout

In multilingual locations, when a call was parked for a long time it was possible for the caller to be hung up on.

This issue has been resolved.

Version 2.2.1: New Features

The following features were added in this release.

NEW: LiveCoach Login Session

Managers no longer have to enter the password every time they start a LiveCoach session. Now, when managers enter the LiveCoach password, they remain logged in for 15 minutes. Each LiveCoach session extends their login for an additional 15 minutes, and they will be logged out only if they don't start another LiveCoach session within that 15 minute window. The duration of the LiveCoach session timeout is configurable through the Business Central Manager user interface.

NEW: Upload Voicemail Greeting through Business Central Manager User Interface

You can now upload new voicemail greeting .wav files through the Business Central Manager user interface.

Version 2.2.1: Resolved Issues

The following issues have been fixed in this release.

RESOLVED: Hanging Up a Call While Another Call is on Local Hold Causes Those Callers to Get Connected

In situations where a customer was on local hold and the CSR hung up a call with another customer, those two customer calls would get connected to each other. This issue has been resolved.

RESOLVED: Incorrect Caller ID When a Second Call Comes in

In situations where the CSR was in an active call with a customer and a second call came in, the CSR's phone would display the caller ID of the unanswered incoming call, rather than the caller ID of the active call. This issue has been resolved.

RESOLVED: snom Phone Stability

Under some circumstances, snom phones would occasionally stop working and need to be restarted. This issue has been resolved with a firmware update for snom phones. Note that after updating SUTUS Business Central BC5800 2.2.1, it will take 10 to 15 minutes for the new firmware to install on the phones. During that time, the phones will be unavailable.