

Mitel Dialer R4.1 B4

Release Notes

MARCH 2024



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1 INTRODUCTION

1.1 PURPOSE OF THIS DOCUMENT

This is the general availability notice for **Mitel Dialer** desktop application. version **R4.1 B4**
It contains the following information:

- System requirements
- New features
- Availability of features according to call server platform
- References to installation and user documentation

1.2 SCOPE

The table below shows each of the telephony platforms **Mitel Dialer** can work with and the supported versions:

| Call Server Platform | Supported Versions |
|---------------------------|---|
| MiVoice 5000 | R7.2: from R7.2 SP4 R8.0: from R8.0 SP1 R8.1 and higher |
| MiVoice Office 400 | Release 7.0 and higher |
| MiVoice MX-ONE | Release 7.4 and higher |
| CloudLink | All* |

(*) Different platforms can be reached through a **CloudLink** gateway. Currently, only the **MiVoice 5000** platform has been validated with **Mitel Dialer** using **CloudLink**.

2 GENERAL INFORMATION

2.1 OPERATING SYSTEMS

Mitel Dialer is compatible with the following versions of Windows:

- Windows 10 - 32 or 64 bits
- Windows 11
- Windows Server 2019, 2022

Mitel Dialer uses “**Microsoft .NET 8.0.2**” and “**Microsoft .NET Framework 4.8.1**” software platforms.

If “**Microsoft .NET Framework 4.8.1**” is not installed then the user will be prompted to download and installed it on first startup. However, no prior deployment is required for **NET 8.0.2**.

2.2 FEATURES

| | | |
|---|---|--|
| Hypertext links | ✓ | |
| Google Contacts | ✓ | |
| Outlook Contacts | ✓ | All Microsoft Outlook versions from 2010 |
| Active Directory | ✓ | |
| Azure Active Directory | ✓ | |
| Customer Relationship Management | ✓ | |
| Advanced Telephony ⁽¹⁾ | ✓ | |
| Telephone presence status of subscribers | ✓ | Only for the MiVoice 5000 platform |
| Message waiting indicator | ✓ | Only for the MiVoice 5000 platform |
| Call logs | ✓ | Except for MiVoice MX-ONE platform |
| Keyboard shortcuts | ✓ | |
| Softphone | ✓ | Only for MiVoice 5000 platform and installation done with MSIX application package |
| Microsoft Outlook integration ⁽²⁾ | ✓ | For versions of Outlook prior to 2023, you must install or deploy the add-in from the msi file provided. |
| Microsoft Teams integration | ✓ | Requires the installation of the Mitel Dialer App in Microsoft Teams |
| Automatic updates | ✓ | Only if installed using the package MSIX application |

(1) Advanced telephony: consult call, back and forth, transfer, conference, blind transfer.

(2) Microsoft Outlook integration: possibility of triggering a call by clicking on a number displayed in the contact card in Outlook.

The availability of some features depends on the platform or a minimum version of the call server, as shown below:

| | Call logs | Softphone | Telephone presence | Message waiting indicator |
|--------------------|--------------|-----------|--------------------|---------------------------|
| MiVoice 5000 | R7.2 | R7.2 | R8.1 | R7.2 |
| MiVoice Office 400 | R6.1 | × | × | × |
| MiVoice MX-ONE | × | × | × | × |
| CloudLink | All versions | × | × | × |

2.3 LICENCES

2.3.1 CLOUDLINK

When **Mitel Dialer** is deployed on **MiVoice 5000** via **CloudLink**, the “**MiVoice 5000 Dialer**” license is required

2.3.2 ON PREMISE CALL SERVERS

When **Mitel Dialer** is deployed on **MiVoice MX-ONE** or **MiVoice Office 400**, a license may be required for the UA-CSTA interface.

When **Mitel Dialer** is deployed on **MiVoice 5000** using the VTI/XML protocol, the “**MiVoice 5000 Dialer**” license is required.

3 ISSUES FIXED IN R4.1 B4 (COMPARED TO R4.1 A13)

| | |
|----------------------------|---|
| MIVCK-6373 | R4.1 B3_BLR Dialer Softphone dial pad display is not good if secondary line (multi-line) is enabled. |
| MIVCK-6366 | Dialer 4.1 - Incorrect display when dialing by copy/paste |
| MIVCK-6362 | Dialer R4.1 - Auto-update should not ask for .NET to be installed |
| MIVCK-6348 | Dialer doesn't properly use paramater in mitel.cfg |
| MIVCK-6337 | The search for changed and new contacts no longer works |
| MIVCK-6334 | Dialer 4.1 – Sometimes the audio gain setting does not apply |
| MIVCK-6333 | Dialer 4.1 & MVO400 – Hold button should not appear during a conference held by another participant |
| MIVCK-6328 | Sous Windows 2019, Impossible de modifier les paramètres après une première installation du Dialer |
| MIVCK-6327 | Sous Windows 2019, l'icône sur le bureau ne permet pas de démarrer l'application Mitel Dialer |
| MIVCK-6277 | Mitel Dialer R4.1 - Button support for all Jabra audio devices (not just Mitel devices) |
| MIVCK-6272 | After few time Dialer softphone is disconnect |
| MIVCK-6267 | R8.2_MV5000_BLR: Announcement is not heard when DND is activated on mitel dialer using feature key *45 |
| MIVCK-6202 | Dialer R4.1 - Dialer falls in a deadlock situation during a session changing |
| MIVCK-6182 | Dialer R4.1 - fail to connect as a softphone in a specific scenario |
| MIVCK-6171 | Dialer R4.1 – must keep the same MAC address in SIP headers even after a network change |
| MIVCK-6126 | Dialer 4.1 : plugging contrast issue with Teams using dark and hight contrast themes for thumbnail names contacts |
| MIVCK-5887 | <GetSwitchingFunctionDevices> and <MonitorStart> should only be done after Dialer softphone has logged on. |

4 DOCUMENTATION

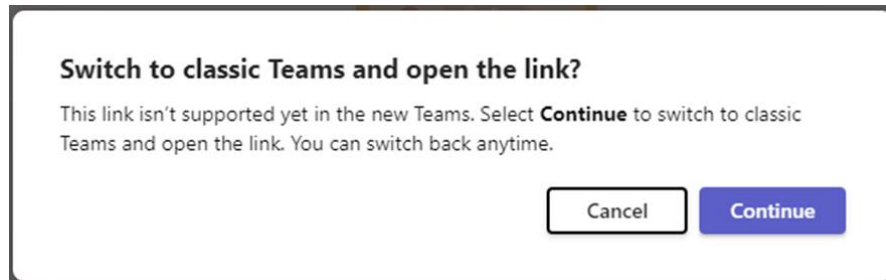
User documentation is available on the Mitel website. Here are the download links according to the language:

| | |
|---------|---|
| English | Mitel Dialer R4.1 - Installation and User Guide |
| French | Mitel Dialer R4.1 - Guide Installation et Utilisateur |

5 KNOWN RESTRICTIONS AND DEFECTS

5.1 RESTRICTIONS

- 1) The new version of **Microsoft Teams** (November 2023) is temporarily unsupported, mainly because deep links are not yet supported by this new version. You will be prompted to switch to **Classic Teams** to continue using **Mitel Dialer** in Teams until Microsoft fixes this deficiency.



5.2 KNOWN DEFECTS

None