Webex Calling (Android)

Release Notes

Release 3.9.33

Document Version 1

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3.9.33	1	Added details about Release 3.9.33.	October 6, 2022

Table of Contents

1   Introduction

This document lists new features, bug fixes, and known issues. It also provides installation instructions and any workarounds for the following Webex Calling client release:

■   3.9.33 for Android

This document formerly "Cisco Release Notes" is now renamed to "Webex Calling Release Notes".

2   Overview

The Webex Calling client enables users to make calls using VoIP or the native dialer with their business identity.

Users can also search corporate directories, manage basic call settings, and view call history.

Operator and system neutral, this software is completely integrated with the Cisco BroadCloud service delivery platform, turning the business user's personal mobile phone into an extension of their business communication identity.

3 New Features

3.1 Release 3.9.33

There were no new features introduced with this release.

3.2 Release 3.9.31

There were no new features introduced with this release.

3.3 Release 3.9.30

There were no new features introduced with this release.

3.4 Release 3.9.24

There were no new features introduced with this release.

3.5 Release 3.9.22

The following new feature was introduced with this release:

- [MR-7300] Make Token Expiration Warning Period as Configurable.

3.6 Release 3.9.21

There were no new features introduced with this release.

3.7 Release 3.9.20

There were no new features introduced with this release.

3.8 Release 3.9.18

There were no new features introduced with this release.

3.9 Release 3.9.16

There were no new features introduced with this release.

3.10 Release 3.9.13

There were no new features introduced with this release.

3.11 Release 3.9.12

The following new features were introduced with this release:

- [MR-7087] Support for Dark Mode.
- [MR-7133] Override MNO mode if mobile number does not match Mobility.

3.12 Release 3.9.10

There were no new features introduced with this release.

3.13 Release 3.8.8

There were no new features introduced with this release.

3.14 Release 3.8.7

The following new feature was introduced with this release:

- [MR-7006] Allow branding the color of in-app badge icons.

3.15 Release 3.7.4

The following new feature was introduced with this release:

- [MR-6962] Add all supported languages and new login region for Japan.

3.16 Release 3.7.3

The following new feature was introduced with this release:

- [MR-6737] Update description and add US Public Sector Region to Login Options.

3.17 Release 3.7.2

There were no new features introduced with this release.

3.18 Release 3.5.3

There were no new features introduced with this release.

3.19 Release 3.5.2

This was the initial release of the rebranded Cisco Calling client.

4 Improvements and Bug Fixes

4.1 Release 3.9.33

The following improvements and bug fixes were introduced with this release:

- [IRISA-8163] Server traffic spikes (XSI actions) on Directory search request cache improvement

4.2 Release 3.9.31

The following improvements and bug fixes were introduced with this release:

- [IRISA-8145] Crash - PhoneCallStateHandler.onReceive.
- [IRISA-8160] Year updated to 2022 in about screen copyrights string.

4.3 Release 3.9.30

The following improvements and bug fixes were introduced with this release:

- [IRISA-8144] Crash - reported in Firebase.
- [IRISA-8132] Do not see calling screen when picked up the call.
- [IRISA-8130] Webex Calling Android APP - Forced sign out during call.
- [IRISA-8129] UC-One Connect app: call history shows wrong info.
- [IRISA-8128] Call disconnected after term side answered.
- [IRISA-8127] Missing Cloud Phone Widget – Android.
- [IRISA-8126] Call Failure.
- [IRISA-8125] Incoming call is not handled during the SIP sign-out is in progress.
- [IRISA-8114] Upgrade to the latest SCF.
- [IRISA-8106] UC office desktop not playing RTP stream back to user if SSRC is '0'.
- [IRISA-8091] IRISA-8090 Crash - CallController.java:1048.
- [IRISA-8088] Noise occurs in the call after a call is disconnected before.
- [IRISA-8074] CallController.java:1048.
- [IRISA-8072] Branding Android Connect 3.9.24 fails (due to non-standard language folders).
- [IRISA-8069] (MUC Load balancer Improvement) "Join Room" from the Menu Items should be Greyed Out or Removed if Buddy's MyRoom is Not Available.
- [IRISA-8118] UCC PC - Customer can pick up calls but the call never completes and no audio.

4.4 Release 3.9.24

The following improvements and bug fixes were introduced with this release:

- [IRISA-7991] The app displayed a wrong name during incoming calls that came from an extension that matched the extension of another contact in a different group.
- [IRISA-7994] When local contact permissions were set to "denied" by the user, the app asked for permission every time a character was entered in the directory search.

- [IRISA-7995] The Call Transfer button was present even though the transfer service was not assigned.

- [IRISA-8066] Validation of 3.9.24 in Android 12 Beta.

- [IRISA-8004] Client sent push notification registration requests without the associated events parameters during fast login. This happened when VoIP was not active and MWI was either disabled in the config or if the voicemail license was unassigned.

- [IRISA-8038] The app showed a wrong username in the dial pad pane when there were multiple contacts from different groups with the same extension.

- [IRISA-8060] A call transfer to a hunt group dropped when the user who picked up the call transferred the call, and the transfer receiving party tried to answer. This issue happened when the application failed to encrypt/decrypt the RTP packets correctly.

- [IRISA-8061] When one user tried to initiate a consulted transfer to another user, the first user's app would crash and go back to iPhone screen when the second user tried to accept the consulted transfer. This happened because of a failure to properly encrypt/decrypt RTP packets.

4.5   Release 3.9.22

The following improvements and bug fixes were introduced with this release:

- [IRISA-7935] Update target API level 30.

- [IRISA-7918] Issue with "external" contacts in the client.

- [IRISA-7943] Incall panel issue during incoming call in the Call History screen.

- [IRISA-7936] Mobile client appears to have broken contact header.

- [IRISA-4779] Access to files has been restricted.

4.6   Release 3.9.21

The following improvements and bug fixes were introduced with this release:

- IRISA-7886 Android client cannot refresh when it reached max registration age.

- IRISA-7897 First incoming call is not handled on certain device(s) when the application goes to background.

4.7   Release 3.9.20

The following improvements and bug fixes were introduced with this release:

- [IRISA-7844] [BEMS01210709] Client sends telephone-event with wrong payload type value.

- [IRISA-7829] [BEMS01208193] The name display is incorrect in the mobile client.

- [TAC-401639] Pull Call does not work in mobile client v3.9.16 (Android).

- [TAC-405295] Android Client (3.9.16) password was locked after login with wrong password automatically.

- [TAC-404343] Android mobile client R3.9.16 – users logged out frequently.

- [TAC-403991] App crashes on Android 11.

- [TAC-404061] Mid call does not work after a while on Android.

4.8   Release 3.9.18

The following improvements and bug fixes were introduced with this release:

- [TAC-309505] Nordic Presence – No info returned in the client to inform an international number cannot be defined.

- [TAC-352805] User does not get a mid-call screen widget.

- [TAC-387602] [BEMS01126803] Directory search cannot be cleared.

- [TAC-395444] Call Pull request using Android Connect client fails when user has selected dial out method as Native Dialer.

- [TAC-397082] Connect client – poor connection.

- [TAC-395693] Connect app does not show in call info when transfer.

- [TAC-400204] Connect client will not join room on Android tablet.

- [TAC-400108] Call Pull/Call Retrieve function failing.

- [TAC-402577] Connect freezes on Android devices when trying to open Settings.

- [TAC-402531] UC-One Connect - random lack of display name in case entries from common list.

- [IRISA-7669] Call Room participant has no audio after calls merge.

- [IRISA-7571] [BEMS01144592] Issue with Webex Calling Mobile client while attempting to Merge Calls fails.

4.9   Release 3.9.16

The following improvements and bug fixes were introduced with this release:

- [TAC-357555] Cannot dial into own My Room if bridge details are entered manually.

- [TAC-387993] Unable to select "Call Back" option.

- [TAC-390038] A user modify provision date does not auto sync with APP of Android phone.

- [IRISA-7203] The Update Password window pops up suddenly after deleting the cache on mobile.

- [IRISA-7512] Video call control menu does not fade out.

- [IRISA-7487] Crash after second resume of Call Recording.

- [TAC-371770] Displaying wrong caller ID depending on input in Personal / Group / Company Contacts.

- [TAC-384316] Screen turns off after 5 minutes during a video call.

- [TAC-385677] / [TAC-385687] Connect PAI value is NULL.

- [TAC-387228] Connect client – caller's number not displayed on CC/HG calls.

- [TAC-388200] Android inbound call no audio.

4.10   Release 3.9.13

The following improvements and bug fixes were introduced with this release:

- [TAC-373263] Call recording options not showing on UC-One Connect on calls to PSTN.

- [TAC-379221] Missing Call Recording – On Demand.

- [TAC-379794] Call does not stop ringing.

- [TAC-380649] UC-One Connect fails login, does not detect Mobilelink service.

- [TAC-381485] Application continues ringing even after the call is answered on another device.

- [TAC-383756] Voice mail issues – missing notification on sign-in, no badges.

- [IRISA-7067] Caller ID of the PSTN calls is "null" instead of a phone number.

- [IRISA-7135] Support for iOS 13 Call Kit Push Notification causing call display issue.

4.11 Release 3.9.12

The following improvements and bug fixes were introduced with this release:

- [IRISA-6777] [Webex Calling] The text under the logo of the login page is moving.

- [TAC-375976] No Video on Android 10.

- [TAC-365682] Video calls failed on UC-One Connect Android 9 UI 1.5.

- [TAC-370216] No Alerting tone on outgoing calls from UC-One Connect.

- [TAC-371306] Pull call displayed wrong third-party name.

- [TAC-373728] UC-One Connect – iOS/Android – SSID not visible in log files.

- [TAC-376483] Hunt Group name not presented on anonymous calls.

- [TAC-377368] No video on newer Android devices.

- [TAC-380655] Links in WebView do not work.

- [IRISA-6802] Crash while signing in app with different account.

4.12 Release 3.9.10

The following improvements and bug fixes were introduced with this release:

- Chromebook compatibility issues.

- Android 10 compatibility issues.

- Other calling issues and overall stability issues.

4.13 Release 3.8.8

The following improvements and bug fixes were introduced with this release:

- [TAC-348109] When Call Though is disabled in the config settings, user does not get an option for Call Back.

- [TAC-348858] Video Voice Mail could not be played.

- [TAC-348970] When pasting rich text into the Dialer, the application crashes.

- [TAC-349652] When status is changed, the application crashes.

- [TAC-351779] Emergency call offered calling options even with "cs-only" dialing sequence.

- [TAC-355286] Missed call notifications are not shown on home or lock screen.

- [IRISA-5505] Translation issue in calling app.

- [IRISA-5590] The user is able to initiate/upgrade the call to video without "Business Communicator Mobile – Video" assigned.
- [IRISA-5749] Video failure when is switched off, switch On Video in call between Mobile clients.
- [IRISA-5802] XSI mid call control screen is not shown on IHS legacy.

4.14 Release 3.8.7

The following improvements and bug fixes were introduced with this release:

- [TAC-335559] Pull call do not always work on Android.
- [TAC-335564] Callback feature not documented.
- [TAC-339854] Branding Save Login feature.
- [TAC-342004] Groups still visible with "deployment_model_messaging_enabled" set to "false".
- [TAC-342243] Connect Voice mail does not show up.
- [TAC-342322] "Add Call" pop-up window does not close automatically.
- [TAC-343871] Dial pad buttons in landscape mode are cut off.
- [TAC-346737] App crashes when incoming call is received.
- [TAC-347191] No option to paste password from clipboard into login.
- [TAC-348779] UC-One Connect – Crash with pull call.
- [TAC-348789] Linked phone number does not launch into dialer.
- [TAC-348963] Logging in with wrong password and correct username possible for a second.
- [TAC-349254] App crashed upon accessing the Pull Call option from the side menu.
- [TAC-349428] Email log to support receiver.
- [TAC-351961] Connect publication failed on Google Play Store.
- [IRISA-5452] Crash during transfer when the other party ends the call before the transfer is completed.
- [IRISA-5495] Resolve Google 64-bit compliance (for Intel based Chromebooks) issues by removing the x86 64-bit binaries.
- IRISA-5073 Android Q: Update the incoming call handling to be compatible with Android Q.

4.15 Release 3.7.4

There were no new improvements or bug fixes introduced with this release.

4.16 Release 3.7.3

The following improvement was introduced with this release:

- IRISA-4378 Wrong text in Terms and Conditions.

4.17 Release 3.7.2

The following improvements and bug fixes were introduced with this release:

- [TAC-292395] Native contact display name matching issue.
- [TAC-292449] Intermittently on a video call from the Android client the transmitted video fails to initialize.
- [TAC-293015] Visual VM playback stops on screen lock/timeout.
- [TAC-311845] Call-Through calls failing when ENABLE_AUTO_CONFIGURE_ANYWHERE tag is enabled.
- [TAC-319194] Failing to reestablish call after data loss.
- [TAC-325499] Mobile with 3rd party VM not retrieving VM, nor shows VM option.
- IRISA-2909 – [CM] DTMFs are not sent after leaving a VM.
- IRISA-3060 – Missing dialing options for a call to voice mail.
- IRISA-3463 – Video call button inactive in the dialpad when trying to transfer to a number.
- IRISA-3869 – User is not taken to the room after accepting the room invite while on call screen.
- IRISA-4069 – Cannot edit the number on Mobile Business Calling screen.

4.18 Release 3.5.3

The following improvements and bug fixes were introduced with this release:

- IRISA-3293 – [TAC-301910] Intermittently mobile client loses user's dialing preferences.
- IRISA-3246 – "This phone" is not auto-checked.

4.19 Release 3.5.2

This was the initial release of the rebranded Calling client.

5   Known Issues

This section describes known limitations and issues that affect service with the client software. Whenever possible, suggested workarounds have been provided.

5.1   Installation and Start-up

It is strongly recommended to uninstall previous development versions of the client before installing the client from Google Play.

After the download, the user must enter the following:

■   User ID and password

■   Mobile phone number (if missing)

5.2   Upgrade Information

There are no known limitations or issues that affect the service.

5.3   Configuration

There are no known limitations or issues that affect the service.

5.4   Localization

There are no known limitations or issues that affect the service.

5.5   Connectivity

There are no known limitations or issues that affect the service.

5.6   Phone Dialer

There are no known limitations or issues that affect the service.

5.7   Service Management

There are no known limitations or issues that affect the service.

5.8   Call Logs

There are no known limitations or issues that affect the service.

5.9   Directory Search

There are no known limitations or issues that affect the service.

5.10 Other

The following are additional known limitations:

■   Android devices have a Backup feature that automatically backs up the user's device data to their Google account. This includes application data end settings. If a user has the feature enabled and deletes and re-installs the application, it will automatically sign in based on the restored application settings. If this is not the desired behavior, then users can turn off the feature in *Settings → Backup → Automatic restore*.

■   [IRISA-3769] – Audio app (YouTube) music is not paused during call on Pixelbook.

- [IRISA-2944] – [CM] [Intermittent] [Bluetooth®] Incoming audio is going through the earpiece aft.

- IRISA-2830 Call Control Notification is shown when there is no active call.

- IRISA-6979 [Dark Mode] White line is shown only on the screen with SP code.

Acronyms and Abbreviations

API	Application Programming Interface
BG	Background
CLID	Calling Line ID
CPU	Central Processing Unit
DM	Device Management
DND	Do Not Disturb
DTMF	Dual-Tone Multi-Frequency
EULA	End-User License Agreement
FCM	Firebase Cloud Messaging
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure Sockets
IM	Instant Messaging
IP	Internet Protocol
MNO	Mobile Network Operator
MUC	Multi-User Chat
MWI	Message Waiting Indicator
PN	Push Notification
PSTN	Public Switched Telephone Network
SCF	Service Control Function
SIP	Session Initiation Protocol
TAC	Technical Assistance Center
TCP	Transmission Control Protocol
UC	Unified Communications
UI	User Interface
URL	Uniform Resource Locator
VM	Voice Mail
VoIP	Voice over Internet Protocol
VPN	Virtual Private Network
VVM	Visual Voice Mail
XML	eXtensible Markup Language
Xsi	Xtended Services Interface