

# Release Notes for Zultys Advanced Communicator version 6.0.0.69

## **Description of Changes between 6.0.0.48 and 6.0.0.69**

1. User picture(avatar), SMS, Agent Roles, and Buddy group features require that the MX system be at version 15.0.3 or greater for proper operation.

### **Improvements**

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#### **Subsystem: ZAC**

ZAC-1321: [Automatic Presence Change added](#)

ZAC-1296: [Force active role command line parameter added](#)

ZAC-1285: [Conference name or conference ID now displayed when deleting a conference](#)

### **Fixed Issues**

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#### **Subsystem: ZAC**

ZAC-1463: [Change name is not applied if the name contains auxiliary characters in My Info](#)

ZAC-1459: [User is not able to add a call to a conference via the Add Call function with a local contact](#)

ZAC-1456: [Chat party image not updated in the header if user updates their avatar picture](#)

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ZAC-1447: [General error popup when deleting a voicemail after playing it via a bound device](#)

ZAC-1446: [MacOS: Open popup windows do not minimize when the ZAC application is minimized](#)

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ZAC-1406: [MacOS: ZAC may unexpectedly stop functioning if forced log out is performed while save file dialog is open](#)

ZAC-1404: [Border of avatar bubble may appear truncated](#)

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ZAC-1394: [Greetings may appear "stuck" if user enters long greeting name](#)

ZAC-1393: [Voicemail download may appear "stuck" if ZAC user logs out while the download is occurring](#)

ZAC-1392: [Drag and drop transfer does not function if callerID is anonymous](#)

ZAC-1390: [Duplicate buddy group names will result in display of a user in anothe group](#)

- ZAC-1384: [Conference invitation text has no indentation between Body and MXmeeting sections](#)
- ZAC-1381: [ZAC may unexpectedly stop functioning during a drag and drop transfer if external party hangs up](#)
- ZAC-1372: [Waiting indicator after applying a greeting is displayed in a wrong location on the screen](#)
- ZAC-1369: [ZAC does not revert to default location when the current location is deleted from the MX system](#)
- ZAC-1366: [Local Contact chat page may display incorrect Info context menu](#)
- ZAC-1365: [Conference ID incorrectly populated in subject line of e-mail](#)
- ZAC-1364: [User may briefly receive an internal reference number display when closing a page after deleting a user](#)
- ZAC-1363: [Buddy group may not properly synchronize buddies](#)
- ZAC-1361: [Chat conference duration may move slightly when switching modes](#)
- ZAC-1359: [Mac:OS: Application icon is distorted in Privacy settings \(Microphone/Calendars\)](#)
- ZAC-1356: [Start conference button does not respond after a chat group is created and the user is in compact mode](#)
- ZAC-1355: [Info tab is not displayed for unknown numbers](#)
- ZAC-1353: [Recent calls button in Info is misplaced for unknown contacts](#)
- ZAC-1352: [Chat group conference time and duration may appear overlapped in chat history](#)
- ZAC-1339: [Contact search does not ignore non-numeric characters in stored numbers when searching for numbers](#)
- ZAC-1328: [ZAC may unexpectedly stop when the user switches between voicemails](#)
- ZAC-1320: [ZAC may unexpectedly stop functioning when user has a confirmation or file dialog open and an incoming call is received](#)
- ZAC-1301: [Outlook integration is grayed out when using Outlook 2019 installed from the Microsoft Store](#)
- ZAC-1213: [User may not be able to delete a file after sending and then logging out and back into ZAC](#)
- ZAC-1040: [Some pixels may be missing on the left side of the date representation in the chat window](#)

## Improvements

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### Subsystem: ZAC

#### ZAC-1321: Automatic Presence Change added

**Description:** Users may now set their presence to change when the computer is locked as well as idle for a period of time. The user can configure these options in:

Settings>Application

#### ZAC-1296: Force active role command line parameter added

**Description:** A new command line parameter has been added:

'forceActiveRole=agentGroupProperty,

If this parameter is used, it force all outgoing calls through the specified agent group. The group is specified in agentGroupProperty by the group extension or group name.

If this parameter is utilized, the active role change is disabled in the ZAC User Interface.

Please refer to the ZAC manual for information on command line parameters.

#### ZAC-1285: Conference name or conference ID now displayed when deleting a conference

**Description:** A user will now see the conference name (or ID) in the confirmation popup when deleting a conference.

## Fixed Issues

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### Subsystem: ZAC

#### **ZAC-1463: Change name is not applied if the name contains auxiliary characters in My Info**

**Description:** The Change name function in My Info will not be applied if the user enters auxiliary characters(&).

**Releases Affected:** From 6.0.0.48

#### **ZAC-1459: User is not able to add a call to a conference via the Add Call function with a local contact**

**Description:** A user attempting to create a conference via the Add Call feature with a local contact will display the contact and call button but nothing happens when the call button is pressed.

**Releases Affected:** From 6.0.0.48

#### **ZAC-1456: Chat party image not updated in the header if user updates their avatar picture**

**Description:** If a user changes their avatar picture while in a Chat, the image is not updated until the ZAC user logs out then logs back in.

**Releases Affected:** From 6.0.0.48

#### **ZAC-1454: MacOS: Plantronics integration with BT300 devices does not function on MacOS 10.15**

**Description:** On MacOS 10.15 Catalina, Plantronics integration does not function with BT300 devices.

**Releases Affected:** From 6.0.0.48

#### **ZAC-1453: ZAC may unexpectedly stop functioning if the user switches quickly between voicemails**

**Description:** ZAC may unexpectedly stop functioning if the user manually switches between voicemails quickly.

**Releases Affected:** From 6.0.0.48

#### **ZAC-1450: User's main ZAC window is left open if the user is deleted when they are on an active call session**

**Description:** The main ZAC window will be left open if the user is deleted from the MX system while they have an active session open.

**Releases Affected:** From 6.0.0.48

#### **ZAC-1447: General error popup when deleting a voicemail after playing it via a bound device**

**Description:** A user may receive a "general error" popup after listening to a voicemail via bound device and then deleting it.

**Releases Affected:** From 6.0.0.48

**ZAC-1446: MacOS: Open popup windows do not minimize when the ZAC application is minimized**

**Description:** If a user has open popup windows (Presence, Location etc.) and minimizes ZAC, the open windows do not get minimize with the application.

**Releases Affected:** From 5.0.0.37

**ZAC-1445: Missed/new activity badges may not display properly**

**Description:** ZAC missed/new activity badges may not display properly resulting in both alignment & sizing display issues.

**Releases Affected:** From 6.0.0.48

**ZAC-1442: MacOS: ZAC may unexpectedly stop after upgrading to MacOS 10.15 Catalina**

**Description:** After upgrading to MacOS 10.15 Catalina, ZAC may unexpectedly stop due to an issue with the Plantronics SDK.

**Releases Affected:** From 6.0.0.48

**ZAC-1441: MacOS: ZAC cannot start on MacOS 10.15 (Catalina) with default security&privacy settings**

**Description:** If the ZAC application is downloaded from the Zultys web site, the application will not pass the Apple first start verification process displaying a security error.

**Workaround:** Navigate to the MacOS Security & Privacy settings and select the "Open anyway" option.

**Releases Affected:** From 6.0.0.48

**ZAC-1440: MacOS: ZAC does not display the correct font on MacOS 10.15 (Catalina)**

**Description:** ZAC will not display the correct font when running on MacOS 10.15 Catalina.

**Releases Affected:** From 6.0.0.48

**ZAC-1406: MacOS: ZAC may unexpectedly stop functioning if forced log out is performed while save file dialog is open**

**Description:** A user has an Save confirmation popup open on one computer. If this user logs into ZAC on another computer, forcing a ZAC logout on the first computer, ZAC may unexpectedly stop functioning.

**Releases Affected:** From 6.0.0.48

**ZAC-1404: Border of avatar bubble may appear truncated**

**Description:** A user may notice while in group chat that group participants avatar bubble may appear truncated.

**Releases Affected:** From 6.0.0.48

**ZAC-1402: Dialog/confirmation windows are left open when the MX connection is lost**

**Description:** Any dialog/confirmation windows that are open when a ZAC user loses connection to the MX while in compact mode

remain open.

**Releases Affected:** From 6.0.0.48

**ZAC-1399: Previous state of "Buddy" button is used on attempt to add new contact on the Contacts page**

**Description:** After creating a new contact and making them a buddy, if the user goes back and attempts to add another contact, the buddy button will be enabled on the new contact.

**Releases Affected:** From 6.0.0.48

**ZAC-1396: User starting a scheduled conference 1 minute prior to the minimum start time will not receive remaining time until the conference may be started in the popup message**

**Description:** A user attempting to start a conference that starts less than a minute from the scheduled time will receive a warning popup message but the time remaining until the conference may be started is omitted from the message.

**Releases Affected:** From 6.0.0.48

**ZAC-1394: Greetings may appear "stuck" if user enters long greeting name**

**Description:** If a user names a greeting that is over 70 characters in length, the greeting will appear stuck when the user attempts to save the greeting.

**Releases Affected:** From 6.0.0.48

**ZAC-1393: Voicemail download may appear "stuck" if ZAC user logs out while the download is occurring**

**Description:** If a user logs out of ZAC while there is a voicemail download in progress, the voicemail may appear stuck when they re-login to ZAC.

**Releases Affected:** From 6.0.0.48

**ZAC-1392: Drag and drop transfer does not function if callerID is anonymous**

**Description:** If a user receives an external call where the CLID/CNAM is anonymous, they will be unable to drag and drop transfer to a buddy in ZAC.

**Releases Affected:** From 6.0.0.48

**ZAC-1390: Duplicate buddy group names will result in display of a user in another group**

**Description:** If there are duplicate buddy group names which contain the same user, then expanding one group will result in showing that user in another group list.

**Releases Affected:** From 6.0.0.48

**ZAC-1384: Conference invitation text has no indentation between Body and MXmeeting sections**

**Description:** There is no indentation between the body and MXmeeting sections in a conference invitation.

**Releases Affected:** From 6.0.0.48

**ZAC-1381: ZAC may unexpectedly stop functioning during a drag and drop transfer if external party hangs up**

**Description:** If a user is in process of a drag and drop transfer and the external caller hangs up, ZAC may unexpectedly stop functioning.

**Releases Affected:** From 6.0.0.48

**ZAC-1372: Waiting indicator after applying a greeting is displayed in a wrong location on the screen**

**Description:** After a user applies a greeting change, the waiting indicator will appear on the top & middle of the screen instead of the center of the screen.

**Releases Affected:** From 6.0.0.48

**ZAC-1369: ZAC does not revert to default location when the current location is deleted from the MX system**

**Description:** If the current location is deleted from the MX system, ZAC will not switch to the default location automatically.

**Releases Affected:** From 6.0.0.48

**ZAC-1366: Local Contact chat page may display incorrect Info context menu**

**Description:** A user operating in compact mode may have an incorrect Info context menu displayed while in the Local Contact chat page.

**Releases Affected:** From 6.0.0.48

**ZAC-1365: Conference ID incorrectly populated in subject line of e-mail**

**Description:** If a user creates a conference call from ZAC, the conference access ID gets populated incorrectly in the subject line of the e-mail. The e-mail body content includes the correct information.

**Releases Affected:** From 6.0.0.48

**ZAC-1364: User may briefly receive an internal reference number display when closing a page after deleting a user**

**Description:** A user in compact Mode may receive a brief internal reference number display while closing a page after a user is deleted.

**Releases Affected:** From 6.0.0.48

**ZAC-1363: Buddy group may not properly synchronize buddies**

**Description:** ZAC may not properly synchronize buddies between the client and the MX system, which may result in:

- If a local ZAC contact is deleted by a user on one computer and the user starts ZAC on a second computer, the contact is automatically added next time the user logs in on the second computer.
- An Outlook/Imported contact added as buddy on the one computer are not saved and not visible when logging into ZAC on another computer.

**Releases Affected:** From 6.0.0.48

**ZAC-1361: Chat conference duration may move slightly when switching modes**

**Description:** If the user switches from compact to full mode during a chat conference, they may notice the duration counter being moved slightly from right to left.

**Releases Affected:** From 6.0.0.48

**ZAC-1359: Mac:OS: Application icon is distorted in Privacy settings (Microphone/Calendars)**

**Description:** ZAC may display a corrupted application icon in the Security & Privacy>Privacy settings area for Calendars and Microphone for allowed applications.

**Releases Affected:** From 6.0.0.48

**ZAC-1356: Start conference button does not respond after a chat group is created and the user is in compact mode**

**Description:** If a user creates a chat group and is in compact mode, clicking the Call button will not result in the conference being started.

**Releases Affected:** From 6.0.0.48

**ZAC-1355: Info tab is not displayed for unknown numbers**

**Description:** If a user chooses to open the Info tab on an unknown number, the Info tab will not be displayed.

**Releases Affected:** From 6.0.0.48

**ZAC-1353: Recent calls button in Info is misplaced for unknown contacts**

**Description:** If a user sends a message to an unknown number(SMS), when they go to Info the Recent call button is misplaced and will not display the recent call window if clicked.

**Releases Affected:** From 6.0.0.48

**ZAC-1352: Chat group conference time and duration may appear overlapped in chat history**

**Description:** A Chat group conference may reflect an overlap of the time and duration in the chat history area.

**Releases Affected:** From 6.0.0.48

**ZAC-1339: Contact search does not ignore non-numeric characters in stored numbers when searching for numbers**

**Description:** When searching in Contacts, non-numeric characters are not ignored as part of the number search.

**Releases Affected:** From 6.0.0.48

**ZAC-1328: ZAC may unexpectedly stop when the user switches between voicemails**

**Description:** If a user is listening to a voice mail via a bound device and clicks play locally on another voice mail, ZAC may unexpectedly stop.

**Releases Affected:** From 6.0.0.48

**ZAC-1320: ZAC may unexpectedly stop functioning when user has a confirmation or file dialog open and an incoming call is received**

**Description:** ZAC may unexpectedly stop functioning if a user receives an incoming call while there is an opened file dialog or confirmation window.

**Releases Affected:** From 5.0.0.37

**ZAC-1301: Outlook integration is grayed out when using Outlook 2019 installed from the Microsoft Store**

**Description:** The option for Outlook integration is greyed out if Outlook is 2019 and installed from the Microsoft Store.

**Releases Affected:** From 5.0.0.37

**ZAC-1213: User may not be able to delete a file after sending and then logging out and back into ZAC**

**Description:** If a user sends a file to another user that accepts/declines the file and then logs out, upon logging back in they may not be able to delete the file.

**Workaround:** Exit ZAC completely and then restart ZAC.

**Releases Affected:** From 6.0.0.48

**ZAC-1040: Some pixels may be missing on the left side of the date representation in the chat window**

**Description:** If a date that represents the day in chat history starts with W or T, then there may be some pixels missing from the left side of the "W" or "T".

**Releases Affected:** From 6.0.0.48