



Matrix VARTA ADR100 for Android

Release Notes for Android V1R2

June 29, 2016

This document contains the release information of Matrix VARTA ADR100 for Android, Release V1R2.

To obtain the latest Matrix VARTA ADR100 for Android, visit Google Play and search for “VARTA ADR100”. Make sure the phone in which you install Matrix VARTA ADR100, runs on **Android V2.3.3 or later**.

Matrix VARTA ADR100 V1R2 works with all variants of Matrix SARVAM UCS with Master Application Version V1R1 and higher.

Note:

Video Calling in VARTA ADR100 will work smoothly in Android devices having processor speed 1GHz and higher, and free memory.

Release V1R2

New features or changes

NA

Resolved Issues

- Update compatibility for Android Marshmallow in which application always displays “Request timed out” message while downloading configuration files.
- Update support of LETV Handset.
- Resolve compatibility issue for displaying “Not registered” icon in Lock Screen when "Show Content" flag is disabled in Device Settings of some Android 5 and higher OS installed devices.

Open Issues

- When SRTP is enabled, then Video Call request will be converted in Audio Call in some cases.
- Application gets restarted automatically when we close “Data Saver” application in Samsung Galaxy J7.
- Speech related issues will be observed when Server is behind Cyberoam.

Release V1R1

NA

Known Issues and Limitations

Bluetooth issues in Android devices

There are known issues in Android OS regarding Bluetooth Audio Support for third party applications such as Matrix VARTA ADR100. **It is recommended that use standard Bluetooth Headset with HSF and AFP profile (required), and optional A2DP profile.**

- Background noise is heard on Bluetooth in some devices. Some devices in which this issue is observed are HTC Desire V, Micromax A110, iBall Andy 4.5h.
- Sometime speech breaks during call on Bluetooth in Samsung ACE.
- Bluetooth does not work in Samsung GT-S5360.
- Sometime speech is not routed to Bluetooth Headset when user selects “Bluetooth” option during call. Due to this, when user selects “Bluetooth” option, speech is connected on “Phone” (Handset or wired Headset) irrespective of last speech path.
- Sometime speech is not routed to Bluetooth Headset automatically when user make OG call or receives IC call.
 - In this case, user needs to select “Bluetooth” option manually in the Audio option provided during call.
- Sometimes weird sound is observed when user toggles speech path from Bluetooth to Speaker/Phone and vice versa.
- In some Bluetooth Headset, received audio is provided on Bluetooth – Speaker but Bluetooth – MIC does not work. Instead of Bluetooth – MIC, Phone – MIC is applied. Also this happens irrespective of “Connect Bluetooth automatically” flag. Such Bluetooth Headset in which this issue is observed is Nokia BH – 503.

The full list of open issues can be found:

<http://code.google.com/p/android/issues/list?can=2&q=Bluetooth&colspec=ID+Type+Status+Owner+Summary+Stars&cells=tiles>

Android OS – TCP Message transmit and receive issue

Due to a limitation of Android OS 4.0, 4.0.3, 4.0.4 and 4.1.2, Matrix VARTA ADR100 cannot register or work with Matrix Server on some devices. This issue is at the Android OS level – NAT Filter module for TCP Message.

Workaround:

- Change the default SIP Port from 5060 to any other port in Matrix Server and Android Client. This will work in some devices. It may be possible that this will not work on some other devices.

The full list of open issues can be found:

<http://code.google.com/p/android/issues/list?can=2&q=tcp+retransmission&colspec=ID+Type+Status+Owner+Summary+Stars&cells=tiles>

One way speech issue in Samsung Y – GT S5360 and Samsung GT S7500

One way speech issue is observed in Samsung Y – GT S5360. Noisy speech issue is observed in Samsung GT S7500. Even, this issue cannot be solved by changing the Advanced Audio Settings. Currently, this model is not supported by VARTA ADR100 and issue is still open.

Echo issue in devices having no hardware echo cancellation

Echo will be observed in some devices (like Samsung GT-S5360, Sony ST15i, ST23i, ST26i etc.) which do not support the Hardware Echo cancellation for Third Party VoIP Applications.

Video will not display at remote end in some devices

In some devices like Huawei Tablet, user's video will not be displayed at remote end when user goes out of the call screen or when application is in background.

Video call related issues

Sometimes video stream take time to start on starting the video call. This will occurred especially in VP8 Video Codec.

For H.263-1998 Video Codec, sometimes remote user's video will stretch slightly and displays always on small screen.

Blue Stack App Player issues

Application will not work in Blue Stack App Player or similar other App Player.

Font Size issues

Application UI may not display properly in other than default or normal Font Size.

Video Unhold Limitation

Application will always display own video when user unhold the held call or toggle the call irrespective of previously user has hide own video.

Application Exit issue

Sometimes, when user exist the application, application will restart again instead of exiting. User has to forced stop the application from Native Settings in such cases.

Troubleshooting

If you come across Audio Issue

While using the application if you face any audio related issues, then there may be several reasons including device driver manufacturer's specification or in-built characteristics of the Android OS. However, there are several options provided within the application which may help you in solving your audio problem. To use these options,

- Access "Settings" of Matrix VARTA ADR100
- Access Advanced Settings.

- A number of check boxes and multiple selection options appear. Try to change each of these settings independently and check if your audio related problem is solved. Consider the following options specifically.
 - Use Audio Routing (try to change this one first and without changing others)
 - Use Audio Mode
 - Audio mode for calls
 - Play tone to start audio
 - Use WebRTC
 - Microphone source
- If problem is not completely solved, then try to change these settings in combination. Share this information to Matrix Customer Support (E-mail: Support@MatrixComSec.com) so that we can provide it in default condition in any future release.

Note:

If you change any of the Advanced Settings parameters accidentally and want to restore the default settings, then simply press the Option Menu key of your phone and tap “Restore default settings” in the Advanced Settings. Tap “Yes” on the confirmation message that appears.

Sending Logs

In case you face any problem using Matrix VARTA ADR100, Technical Support may ask you to send the log report to analyze the technical information. To generate the log report and send it to the customer support follow the steps described below:

- Tap “Send Logs” from the Option Menu in Matrix VARTA ADR100.
- Log report will be generated automatically and you will be prompted to send it via e-mail. The application will use your native e-mail settings to send the report.
- Tap Send to send the log.

Default the configuration

If you want to default the configuration or reconfigure the Android Client, clear the Matrix VARTA ADR100 application data from the Native Settings → Application → Manage Application → VARTA ADR100 → Clear Data.

Note:

Write the Server Settings before clearing the data because Server Settings are required to configure the application. Contact your administrator in case of any problem occurred in initial configuration.

MATRIX COMSEC

Head Office

394-GIDC, Makarpura, Vadodara - 390010, India.

Ph:+91 265 2630555

E-mail: Support@MatrixComSec.com

www.MatrixTeleSol.com