

# RELEASE NOTE

VARTA WIN200



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**VERSION:** V1R3.1.0

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## New Features/Modifications:

- Modification in functionality of waiting beeps for incoming calls
- Introduced support for Keyboard Shortcuts (Essential License required)
- Introduced support for Click to Call feature (Professional License required)
- Introduced support for Presence and Contact Card Integration with Outlook (Collaboration License required)
- Introduced support for Outlook Calendar Integration (Collaboration License required)

## Bugs Resolved:

- Multiple user login on Windows creates issue when we switch user without closing the application
- VARTA WIN200 doesn't show pop-up to disconnect the call when the transfer target is busy
- Soft key list view is not displayed properly when maximize button is pressed in soft key window

## Limitations:

Module/Feature	Details
Presence	Sometimes presence status update takes 10-15 sec
Conference	Held call does not get displayed after accessing private talk during 3-party conference
Call Monitoring	Call is not placed on Extended IP Phone (SPARSH VP 248) when it is being monitored by other extension.
SRTP	<ul style="list-style-type: none"><li>• SRTP - Rejection of INVITE with SDP having media type=AVP and a=crypto when SRTP flag is enabled</li><li>• SRTP - Rejection of offer with 488</li></ul>
Call	Mature call timer disappears and second call entry can disconnect the matured call

## Server Compatibility Chart:

Sr. No.	Server Variants	Version Revision
1.	SARVAM UCS SME	V1R1 & higher
2.	SARVAM UCS ENT	V1R1 & higher
3.	ETERNITY NE, PE, GE, ME, LE	V12R5.2 & higher
4.	NAVAN	Not supported

## Features Support Chart:

Sr. No.	Features	Server Variants	Version Revision
1.	Presence and Contact Card Integration with Outlook	SARVAM UCS SME	V1R2.1.0 and higher
		SARVAM UCS ENT	V1R2.1.0 and higher
		ETERNITY ME, PE, GE, LE, NE and NAVAN	Not Supported
2.	Outlook Calendar Integration	SARVAM UCS SME	V1R2.1.0 and higher
		SARVAM UCS ENT	V1R2.1.0 and higher
		ETERNITY ME, PE, GE, LE, NE and NAVAN	Not Supported
3.	Click to Call feature	SARVAM UCS SME	V1R2.1.0 and higher
		SARVAM UCS ENT	V1R2.1.0 and higher
		ETERNITY ME, PE, GE, LE, NE and NAVAN	Not Supported
4.	Keyboard Shortcuts	SARVAM UCS SME	V1R2.1.0 and higher
		SARVAM UCS ENT	V1R2.1.0 and higher
		ETERNITY ME, PE, GE, LE, NE and NAVAN	V12R5.2 & higher

## Supported Languages:

- English

## System Requirements:

- Operating System: Windows 7 Service Pack 1 and Higher
- .NET Framework: 4.5 or higher (Included in application setup)
- Operating System Type: 32-bit or 64-bit
- Processor: CPU @ 2.0 GHz or Higher
- RAM: 2GB or Higher
- Disk Space required: 400MB or Higher

## Observations:

- On Dell Inspiron Mini, we have observed that sometimes OS does not provide access of Media Devices for Third Party application. After restart the PC or Application, it will work normally.

- If Third Party application is accessing the Camera Device, then that device will not be accessible by our application.
- Outlook is not switching on new Default IM application on runtime, so outlook Contact card Integration will work with previous IM Application. After changing Default IM application, Outlook Restart required to work with new IM Application.
- If System will shutdown abnormally, then on next start up OS in normal mode instead of recovery, it may remove the last changes (Ex: Registry, other System Resources) done by application.
- User may have to click on individual contact to get their presence when Integration is enabled after Outlook is started and contacts are already displayed on the screen.

## TroubleShooting:

### Sending Logs

- In case you face any problem using Matrix VARTA WIN200, 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 Matrix technical support, follow the steps described below:
- Tap “Debug” Tab from the Setting Menu in Matrix VARTA WIN200
- Enable the debug by checking “Enable Debug”
- Regenerate the problem
- Copy the debug file from location mentioned in “Debug” tab of Setting Menu. Send the debug file to Technical Support

## Upgrading Procedure:

Steps	Details
1.	If you have installed MATRIX VARTA WIN200 application which is below V1R1.1.0 then uninstall manually as follow, otherwise ignore this step. Uninstall the application by running the uninstall setup from control panel. Delete the application folder from installed path. (Example path: C:\Program Files\ Delete the application folder from application data path. (Example path: C:\Users\user\AppData\Local\)
2.	Run the application setup, it will ask for administration permission if you have not login with administration permission
3.	Follow the instruction provided by running setup