



# SALES & MARKETING BULLETIN

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# NEC

## NEC Product Release Overview announcement

Please find below the NEC Product Release Overview update:

- The Product Release overview is published every 6 months, as it better aligns with the roadmap processes.
- The overview does not only include updates of a product/service which are initially introduced on premises, but also including its features related to the cloud.

Of course, any important changes related to a specific product/service will be published via additional SAMB's.

## Release Overview EMEA OCTOBER 2022

Product	January- March	April-June	July-September	October-December	January- March
3C Solutions					
3C Unified Communications Manager	<u>v10.1.0</u>			<u>v10.2.0</u>	<u>v10.3.0</u>
3C UC Client	<u>v10.1.0</u>			<u>v10.2.0</u>	<u>v10.3.0</u>
3C Mobile Client iOS		<u>v10.1</u>		<u>v10.2</u>	-
3C Mobile Client Android	<u>v10.1</u>			<u>v10.2</u>	-
Business Connect solutions					
Business Connect		V12.2			V12.3
Platforms					
SIP@Net				6.7.3	
SL2100		4.2		<u>5</u>	-
SV9100				<u>13</u>	-
SV9300					
SV9500				<u>V10</u>	-
Applications					
BX-Series SBC / GW		<u>7.4.250</u>			
InDECT					

Product	January- March	April- June	July- September	October- December	January- March
Applications					
IP DECT				R6.8.3	
MA4000 System Management			V16.0.11		
MA4000 Expense Management		V12.0			
MobiCall					
uMobility					
MyCalls for SV9100					
MyCalls for SV9500				v5.3.3.2	
MyCalls for 3C					
NMC		<u>9.3.0</u>		<u>10.0</u>	<u>9.3.1</u> <u>10.1</u>
NMC XMP (NMC & SVR3 server blade)					<u>10.0</u>
OVOC		<u>8.0.3000</u>			
SMB / InApp's for SV9100 and SL2100		PMS-InConnect 1.2		InGuard 1.12 InReports 1.11	
UNIVERGE Integration Platform		1.14		1.15	
Data Storage & Protection					
HYDRAsTOR HS x.50s		V5.7 SW		V5.8 SW	
IT for UC					
ExpressCluster		V5.0			
Hyper Converged Infrastructure					
Masterscope Network Manager					
Masterscope NFA					
NIAS					
NOE	<u>V2.2</u>			<u>V2.4</u>	<u>V2.5</u>
QX Switches				QX-S6700 family QX-S7532	

The **underlined** releases are considered as major releases in the SWA-program. General information about the content of the coming product releases is based on the current roadmap plans, both content and release dates are subject to changes without prior notice.

<sup>1</sup>**MobiBox hardware** has been declared EON; only expansions and upgrades to V11 are allowed. EOD/EOS can be found in lifecycle communication bulletins.

## 3C Solutions

### UNIVERGE 3C UCM v10.1.0

- Citrix VDI Support
- Bulk Import Enhancements
- Secure File Transfer
- Desktop Client: Separate Video Call button, new Spell Check dictionaries, Emergency Button, Extended Call Toaster Timer, Loose CRM integration
- Mobile Client: File/Photo Transfer, 12/24hour format in Call History
- Emergency Calls / Location Information: Non-fixed phones

### UNIVERGE 3C UCM v10.2.0 (Maintenance Release)

- Windows Server 2022 support
- Microsoft Office 365 authorization updates
- Open Fire update
- CVE vulnerability updates
- UC Client updates: Windows 11 support, remove EMG button unless configured for the user, relabel CRM integration field to make it more clear, prevent star codes from being dialed, prevent the Contact name being truncated in the UC Client search result, update AIR SDK to Harman to remove all references to Adobe

### UNIVERGE 3C Mobile Clients v10.2 (iOS and Android)

- Support distribution and pre-configuration of 3C Mobile Clients using MobileIron MDM
- Dial contacts from device native contact list using the Mobile Client
- Multi-factor Authentication for added layer of security

### UNIVERGE 3C v10.3.0

- 3C Linux (with and without AD)
- Integration with CTModule Callisto (PMS)
- Boss-Secretary EBLF enhancements using SIP
- Integration with External Meta Directory (Recos)
- 3C Clients User Interface enhancements
- Google Workspace integration
- 3C Web Client
- Address Market Requirements addressing iS3000 to 3C migration
  - Ticker tone to announce Barge-in / Monitor
  - Flexibility to configure star codes
  - Caller ID manipulation (Hide or Convert calling party ID for internal calls)

## BusinessConneCT

### V12.2

- Further improvements of (web) chat experiences.
- SV9500 Homeworkers support
- Report enhancements:
  - Hold time in seconds;
  - login/logout time added in Agent Analysis Report
  - Average Handling Time (AHT) in performance reports.
- Security enhancements: Disabling HTTP traffic and forcing users to use secure passwords
- Abandoned call list added for Operator and Contact Center Agent.

- Failed wakeup notification that can be sent to a pre-defined number when no operator is present.
- Extended the hotkeydialer function with support for consultation calls
- Support of Windows 11 and Office 2011 as well as Android 11 for the mobile agents.

### V12.3

- Extend password complexity enforcement for upgraded systems
- Increased 3C/SV9100 synchronisation speed
- Ability to announce to the caller that the call is recorded and/or the agent ID
- Retry on Call Back retain queue position
- Reporting improvements such as:
  - Agent Handled Call List report
  - Router reports will be extended with an extra agent/agent group selection filter
  - Actual call numbers in the Pie and Bar chart will be added
  - Include media filter in skill report
  - Ordering columns in reports customisable.
  - Sorting in reports (ascending/descending)
- Call tracking improvements
  - Export call tracking and notes
  - Extending call tracking with information like direct calls, transfers and holds
- Improvements in BCT Diagnostics tooling
- Expansions PMS interface (Jazzware)

## Platforms

### SIP@Net 6.7.3

- Corrective maintenance
- Security enhancements Media-Server, ISG and PMC-IP/IPG: the latest OpenSSL version

### SL2100 R5

- Enhancements for UNIVERGE BLUE CONNECT BRIDGE

### SV9100 R13

- Enhancements for UNIVERGE BLUE CONNECT BRIDGE

### SV9500 V10

- UB Connect Bridge UMGi/GR support
- UB Connect Bridge License Fraud prevent
- Cloud Access Log
- Windows 10/11 support for PCPro

## Applications

### BX-series SBC / GW 7.4.250LTS

- Secured software upgrades (BX9000)
- GDPR compliance – masking PII
- SIP Authentication enhancement
- NGINX HTTP proxy enhancements

- On-demand SIPRec recording
- Various Security and Device Management improvements

## InDECT

### IP DECT R6.8.3:

- BLE Location Solution – single text string replaces an array of multiple passages in one report
- Windows 11 - and Windows 2022 Server support for DAP Controller and DECT tools

### MA4000 System Management V16.0.11

- Microsoft Windows Server 2022 OS Support
- Microsoft SQL Server 2019 support
  - Default Express Edition for new install: SQL 2019
- Microsoft Windows 11 OS support
- Remove version check

### MA4000 Expense Management V12

- Multiple browser support, drop IE support
- Microsoft Windows Server 2022 OS support

## Mobicall

## UMobility

### NMC 9.3.0

- Additional language support (User Interfaces & Audio Prompts, excluding on-line help): Dutch, French, Italian, Spanish (Hispanic America), Traditional Chinese

### NMC 10.0

- New User Interface for NMC Audio and Web Conference Rooms. Webcasting as well as moderator portal.
- Same User Experience on Desktop and Mobile Devices
- Progressive Web Applications (PWA)
- Redesign based on React Web Framework
- Outlook Plug-In: end-user selectable language (English, Dutch, German, French, Italian and Spanish (Hispanic America))
- Integrated File Management (per user and/or per Web Conference Meeting)
- Audio- and Web Conference only, i.e. Mass Notification, Emergency Groups, Click-to-Call and RealView are excluded. Those modules still require software version 9.3.

### NMC XMP 10.0

- NMC pre-installed SVR3 Server Blade for SV9000 series

### NMC 10.1

- Adding to NMC S10.0 the support of Mass Notification, Emergency Groups, Click-to-Call and RealView. Webcasting: new user interface. Moderator portal: legacy user interface.

### OVOC (One Voice Operation Center) 8.0.3000

- Improved New "Look and Feel" Web Interface
- End-to-End Correlated call view across multiple SBCs
- SIP Call Flow Tool – ability to export to a Packet Capture (PCAP) file

### PMS-InConnect 1.2

- Support for Accor FOLS
- Support for Guestline (via InApp Add-on)

### **InGuard 1.12**

- Support OAuth authentication for Gmail

### **InReports 1.11**

- Support OAuth authentication for Gmail

### **UNIVERGE Integration Platform V1.14**

- Secure Customer Environment
- Improved Log in Account Management
- Support external Mongo Server and encryption
- Simplify installation and configuration
- Data Mapping Service for Adapters
- Workflow History Data Management
- New adapters: New – MIWA Adapter, New – E Visitor Authentication Adapter, Enhancements to MS Teams Bot adapter, Enhancements to SV OAI adapter, Enhancements to Opera PMS adapter

### **SV9500 MyCalls 5.3.3.2**

- Support SV9500 Group Numbers for external and internal calls
- Support for SV9500 trunk to trunk calls
- **Support for SP350 recording**

### **UNIVERGE Integration Platform V1.15**

- Support .NetCore6
- Easy installation for adapter services
- Library update
- Security
- Performance improvement
- New Adapter SDK

## **Data Storage & Protection**

### **HYDRAsTOR software updates**

V5.7 SW Some Function improvements:

- netfirewall CLI
- UEIO & OST performance improvements
- Multiple vulnerability fixes

V5.8 SW

- Released features to be confirmed

## **IT for UC**

**ExpressCluster v5** concept includes the following 3 points:

- More availability with enhancements of cluster core features: GUI for Forced stop function/Script, Check errors on failover target server, HeartBeat Statistics and node manager.
- More user friendly with easy setup and operation: Disable failover, OS reboot settings and commands.
- More flexibility: New Feature and enhancement on OS and Cloud) and creating a more secured environment.

### **MasterCope**

#### **Network Operation Engine (NOE) 2.2**

- Support for QX-S5100 series switches
- Support for QX-S4800 series switches

### **Network Operation Engine (NOE) 2.3**

- Only available for the Japanese market

### **Network Operation Engine (NOE) 2.4**

- QX Ring Topology support
- Network Documentation enhancements
- RHEL8 support
- SNMPv3 support
- Network Visualization enhancement

### **Network Operation Engine (NOE) 2.5**

- Network Visualization Enhancements
- Configuration management
- Support for 100G switches
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### **QX Switches new models**

- The QX-S6700 series switches are successor models to QX-S6648. Include models with 48 x 10G ports (copper or SFP+) and 6 x 100/40G uplinks
- The QX-S7532 switch is a successor to QX-S6632 and has 32 x 100/40G ports