



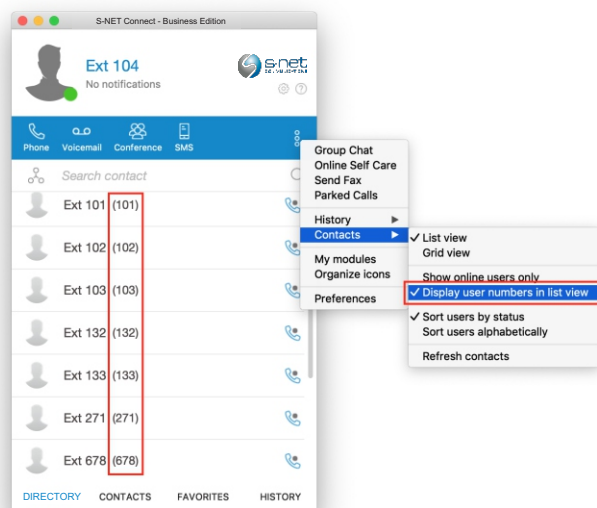
Release Notes

S-NET CONNECT 5.2

New Features and Functionalities

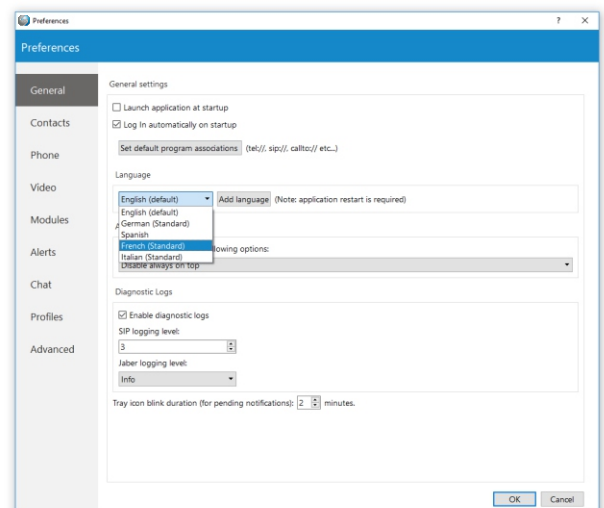
01 Show / Hide Numbers Next to Contact Name

Show or hide the extension numbers next to your contacts' names in List view. To access extension numbers in Grid view, simply hover over your contacts; the contact number will be shown as a tooltip. Your system admins or S-NET Support can also configure this centrally.



02 New Languages Available for S-NET Connect

We are happy to announce the addition of two new languages to our interface: French and Italian. These will be immediately available for use after the upgrade. Contact your S-NET support team to enable any of these languages for your team.



03 Internal and External Ring Tone

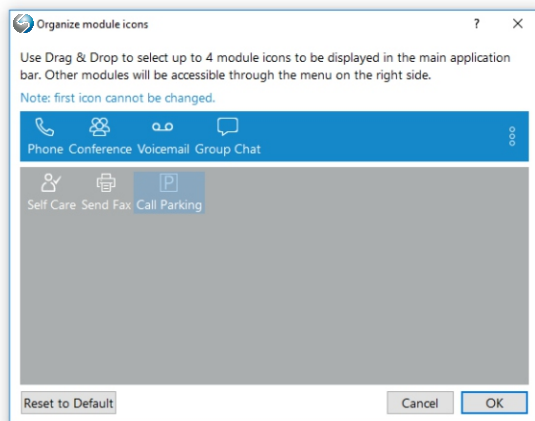
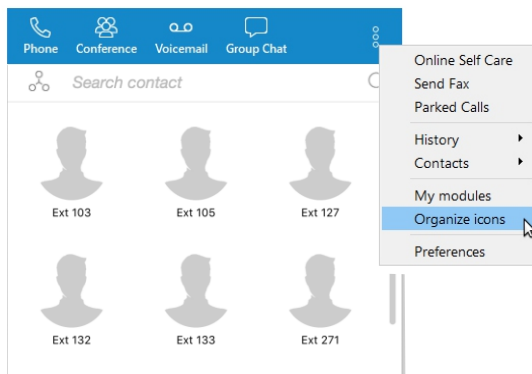
S-NET Connect now has different default ringtones for internal and external calls, making it easier to distinguish if a call is coming from a coworker or an outside party.

04 DTMF Tones in Desk Phone Mode

Dial DTMF tones, PIN codes for voicemail and similar, directly from your S-NET Connect dialpad. Please note that DTMF tones will not be played on speakers and headphones.

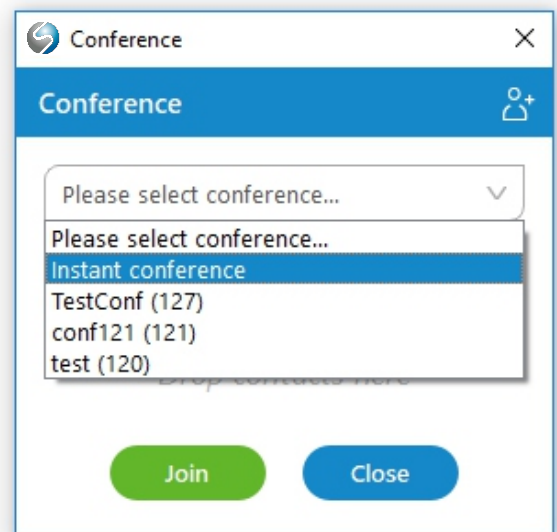
05 Customize Your List of Preferred Module Icons

Module icons in S-NET Connect can be personalized. Keep the phone icon static in the first position and customize what other icons you would like to see displayed. To edit your displayed modules, press the three dots menu on the right upper side of the S-NET Connect window and choose Organize Icons. Drag and drop icons to arrange them as desired.



06 Dynamic/Static Conferences Are Now Called Instant/Defined

To initiate a conference, choose your conference type from a drop down list. Start an Instant Conference (previously called Dynamic) by dragging and dropping participants into the Conference window, or use a Defined Conference (previously called Static) to initiate a group call over a predefined conference line.

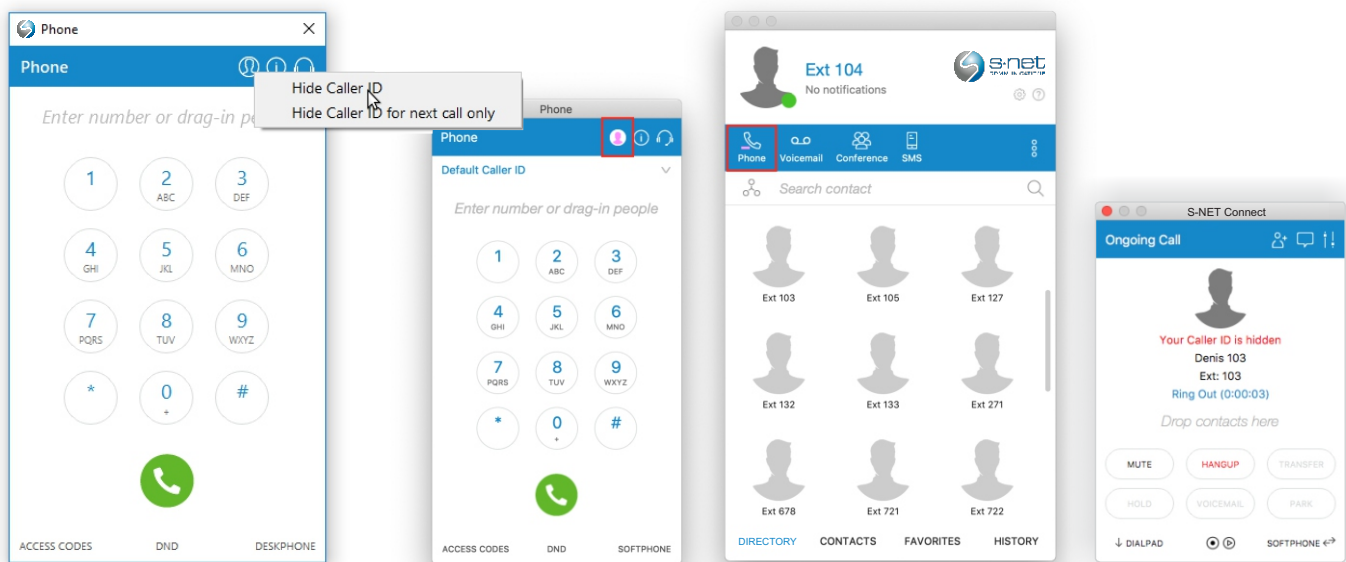


07 Enable/Disable Display of Non-S-NET Connect Contacts

Contact your S-NET Customer Support Team to curate your contact list.

08 Block Your Caller ID in S-NET Connect

Users are now able to block their caller ID for the next call or indefinitely, directly from S-NET Connect. When your caller ID is hidden, the Profile and Phone icons change colors during active calls and a notification is displayed in the call window.



09 Sort Your Chat History by Date

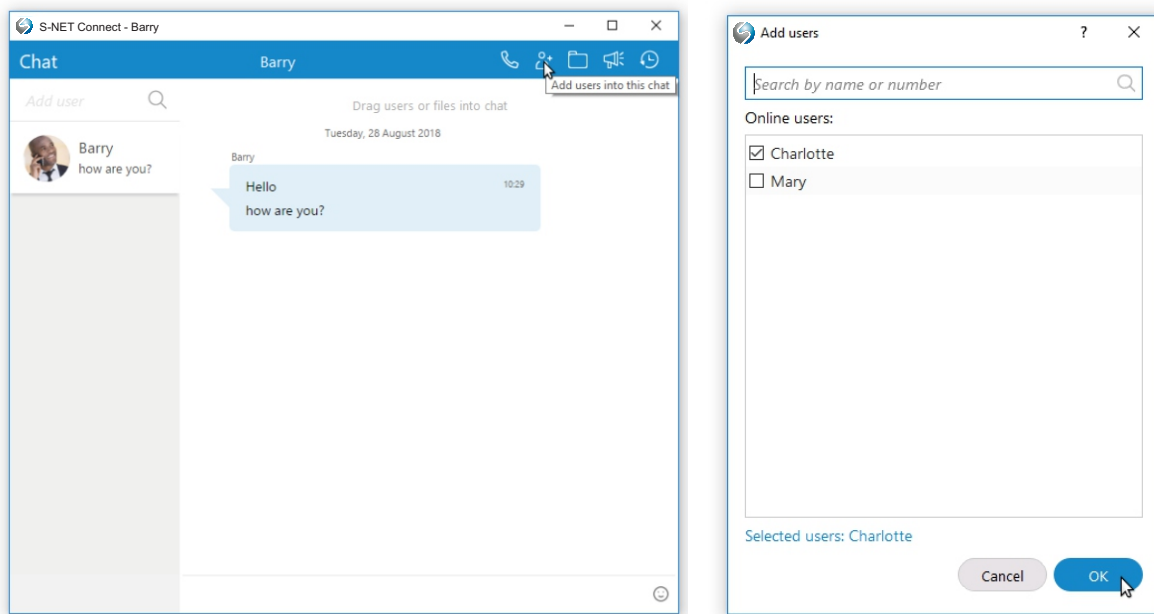
S-NET Connect 5.2 now features an advanced chat history window that allows you to sort your chat conversations by their date. In addition, you can use the search bar to find conversations by keywords, date and users.

10 “On Call” Icon During a Chat Conversation

When a user is on a call, S-NET Connect’s Chat module now displays a phone icon in addition to the red circle in the lower right corner of their avatar. Now you can easily see if your contacts are also on a call during a chat conversation.

11 Add Users to an Existing Chat Conversation

You can now use the Add Users icon on the top bar of the chat module to add participants to an existing chat. The action opens another window with a search bar that allows you to look for users by name or by number, as well as select and add multiple people into the conversation.



12 Detailed Application Information in the About Screen

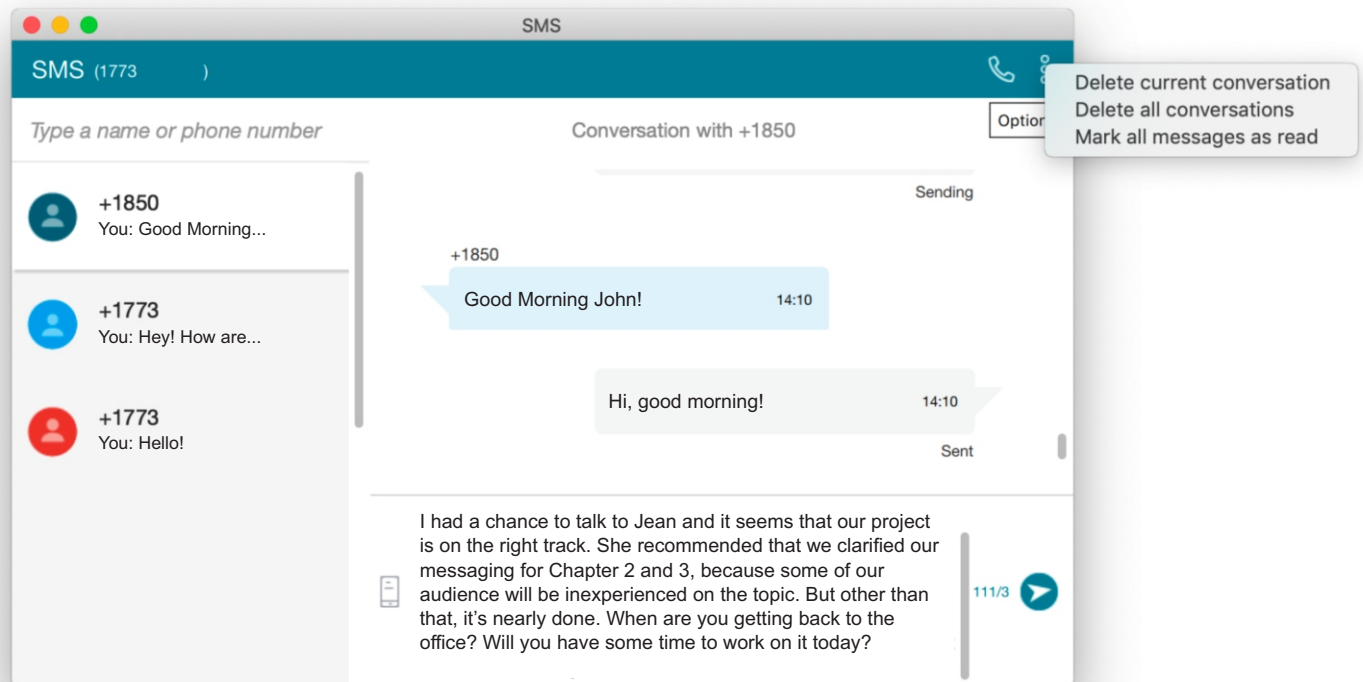
The S-NET Connect About dialog contains important information regarding the application, including version, revisions, PBX information, libraries, and much more. Users can easily access and copy and paste this information for their internal IT team or the S-NET Technical Support Team whenever needed.



13 SMS Messaging

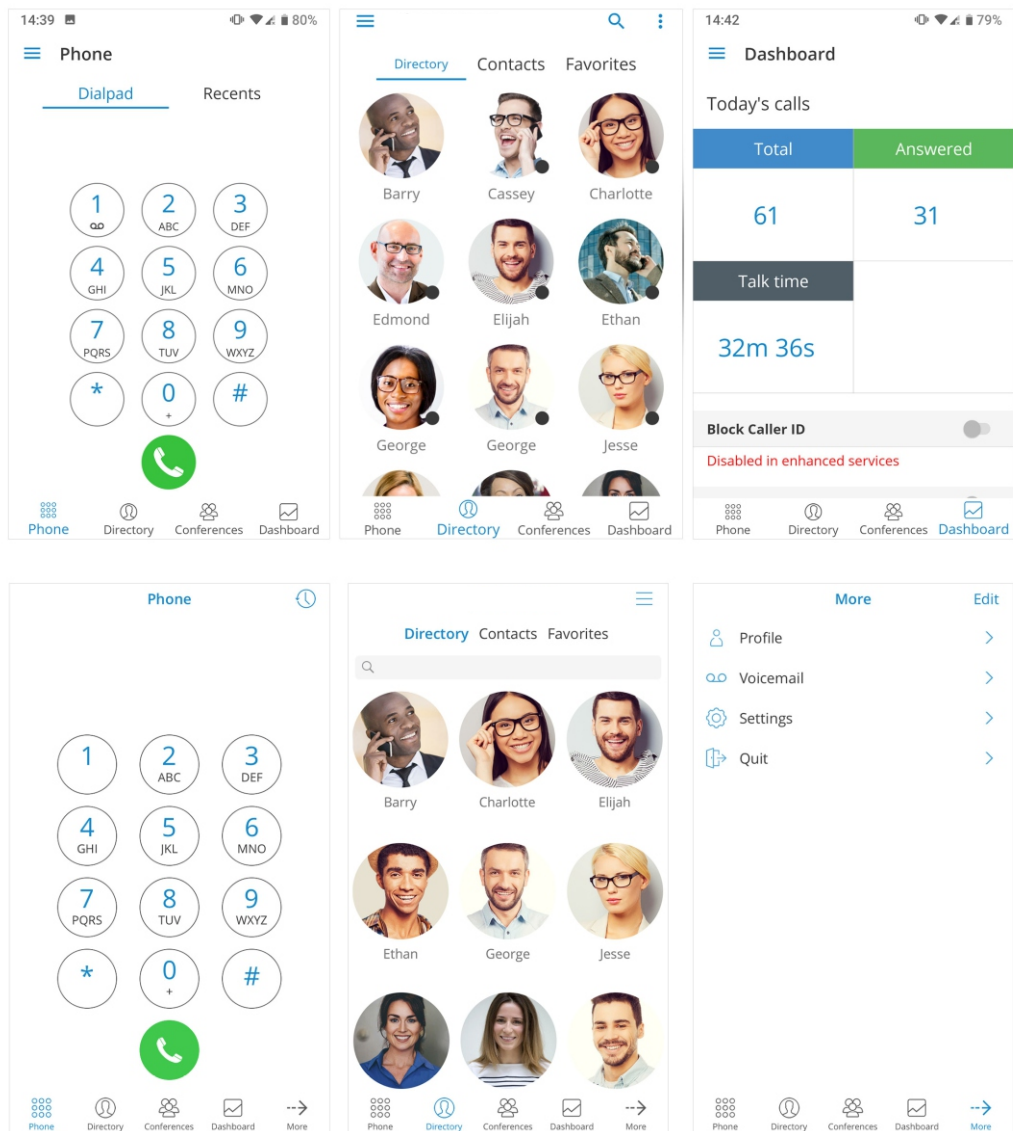
The new SMS module allows you to send and receive SMS/text messages. SMS messaging can be accessed similarly to other modules, including the Phone, Conference or Voicemail options, and you can display or hide it from the top blue navigation based on your needs.

Once you open the SMS dialog, you can contact users by text message or phone, manage your conversations, or search through your messaging archive by name or by number. S-NET Connect Desktop allows you to send messages to any contact or new number, and will deliver notifications for new SMS messages you receive.



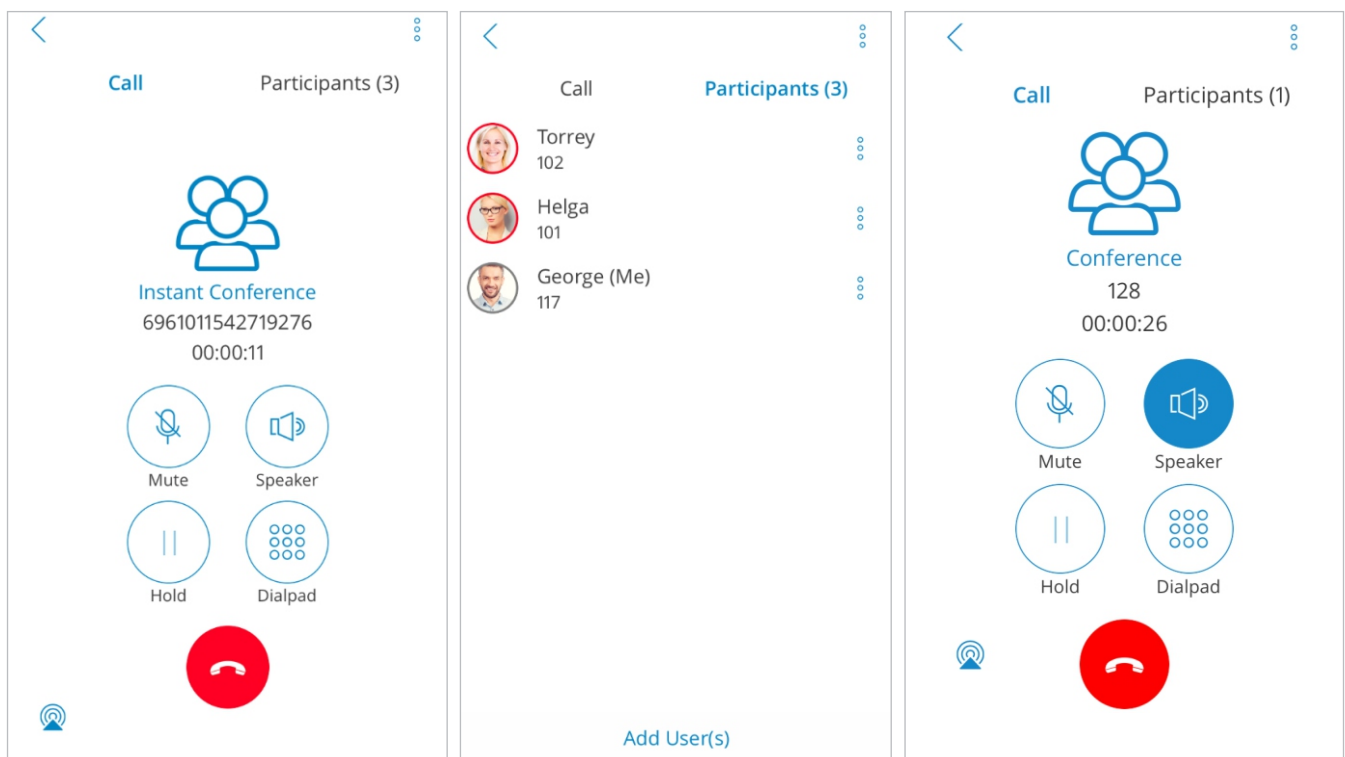
01 New Design

S-NET Connect Mobile now features a new intuitive interface designed with user experience and convenience in mind for both Android and iOS devices.



02 Conferencing

Create instant conferences directly from the Conferences menu in S-NET Connect Mobile, or join a predefined conference with the option to invite numbers that are not in your S-NET Connect contact lists.



03 Contacts Integration

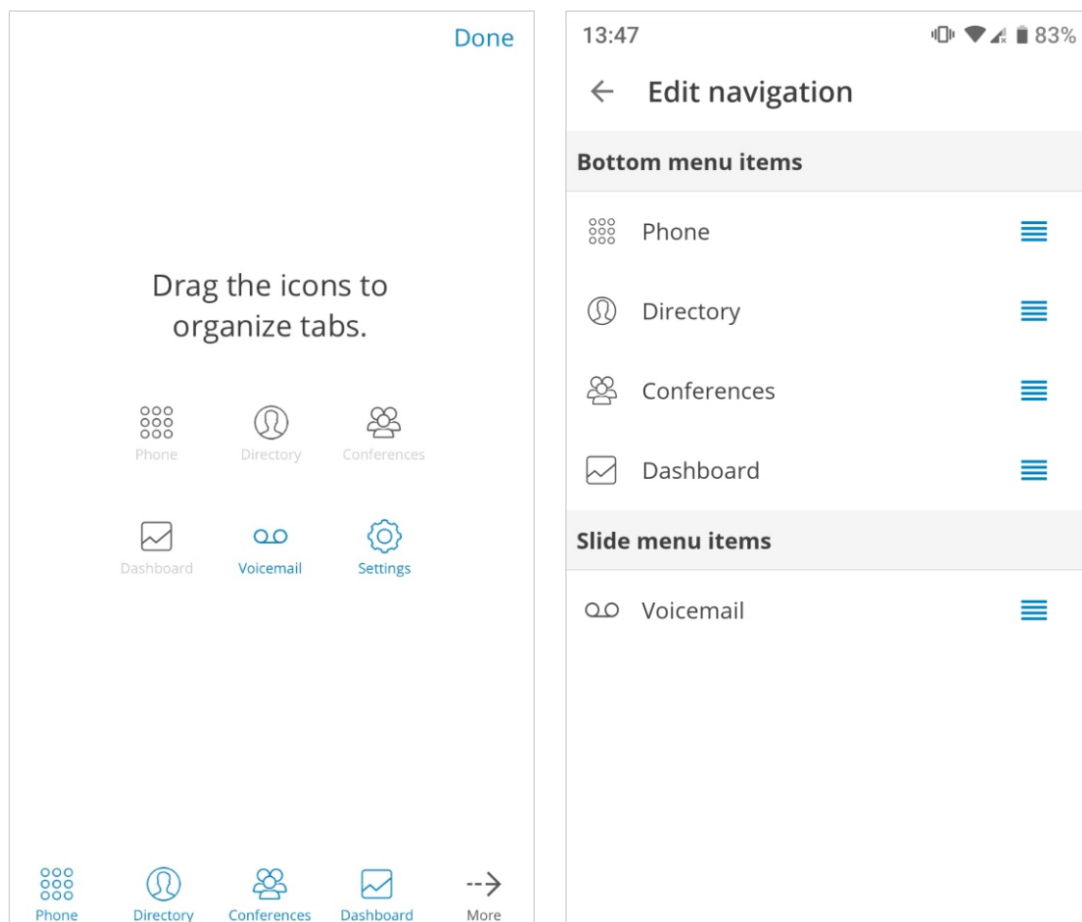
S-NET Connect Mobile is now fully integrated with your phone contacts. You can initiate calls straight from a contact's profile page.

04 Enable/Disable Push Notifications

The "Enable push notifications" under General Settings enables/disables push notifications for S-NET Connect Mobile, allowing users to determine if they would like to receive calls while the application is running in the background of their mobile device.

05 Customize Bottom Menu Modules

You can now choose which modules you would like displayed on the bottom menu of your mobile application by using the Edit Navigation option. On Android devices, the Edit Navigation option can be found in the left slide menu above Settings. On iOS devices, it can be found in the top right corner of the screen under More > Edit.

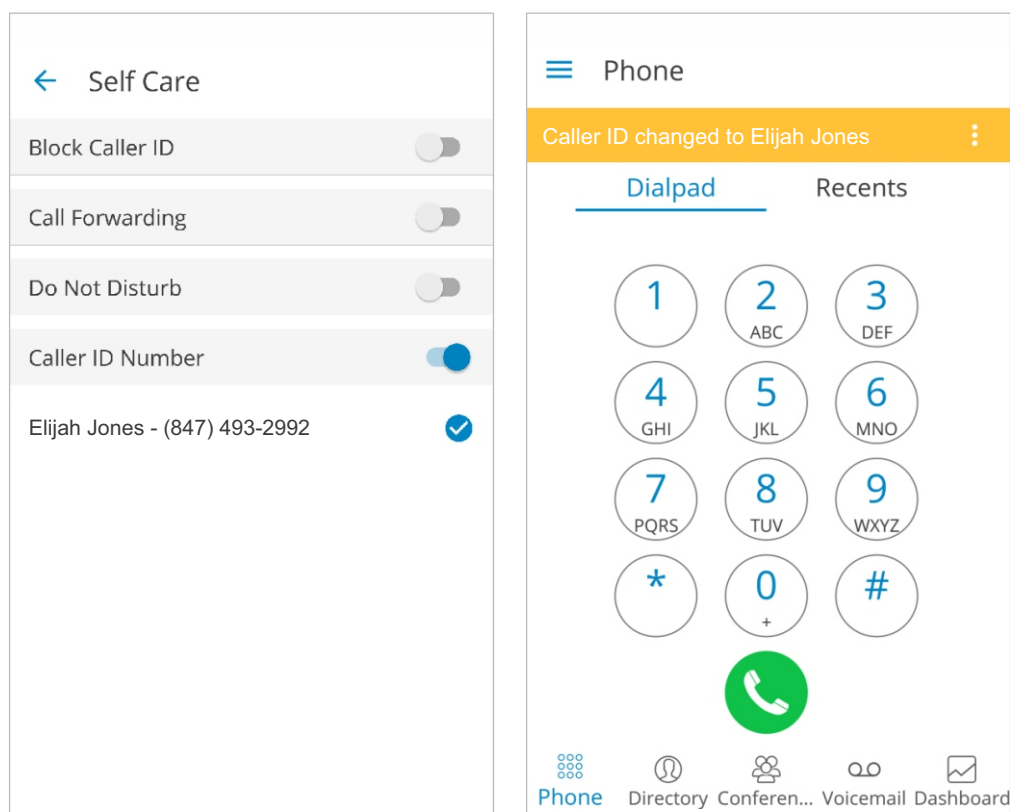


06 Audio Notifications for Network Changes

When a network change occurs that may affect the quality of an ongoing call, an audio notification will be played to alert you of the issue. Expect to hear a beep sound when your network is disconnected during a call or when a WiFi to mobile network switch occurs.

07 Choose Your Caller ID

Choose a caller ID from a predefined list and determine what your contacts see when you call them from S-NET Connect Mobile. Call your S-NET Connect Support Team to create a list of predefined caller IDs for your team.



08 PJSIP QoS Support

QoS (Quality of Service) is a set of technologies that work on a network to guarantee its ability to dependably support high-priority applications, even under limited network capacity. If QoS is supported by your network, you can enable/disable it through your S-NET Connect Mobile application to ensure optimal performance of your VoIP/SIP calls. Access the checkbox under Settings > General.

09 Avatar Rotation (iOS only)

If a user's avatar is in landscape mode, the application will automatically rotate the avatar to suit a vertical display orientation. This feature also enables users to move, scale and further rotate their avatar.

10 Enable/Disable Dialpad Sounds

Control your keypress tones under Settings > Sounds. You can now choose to turn dialpad tone sounds on or off with the Dialpad Tones checkbox.

11 Centrally Show/Hide Your Contacts in S-NET Connect

Choose which contacts you would like to show, and which ones you would like to hide in S-NET Connect. Contact your S-NET Customer Support Team to set up this feature centrally.

12 Call Duration History

S-NET Connect Mobile now displays the duration of your calls in the call history log.









13 Dashboard Improvements

Your S-NET Connect Mobile dashboard has been upgraded to include country flags for connected devices. In addition, you can hide the billing section for any users who don't have the billing module enabled. Contact your S-NET Customer Service Team to configure this centrally.

14 Handling SIM/Country Changes

If you have entered at least one callback number under Settings > Location and Numbers, S-NET Connect Mobile will automatically detect any SIM changes. When you open the application or a SIM change is detected while running, you will be prompted to select your callback number. Additionally, S-NET Connect provides you with the option to add an additional number to the list and select the country for each new number added. All phone numbers will be formatted internationally.

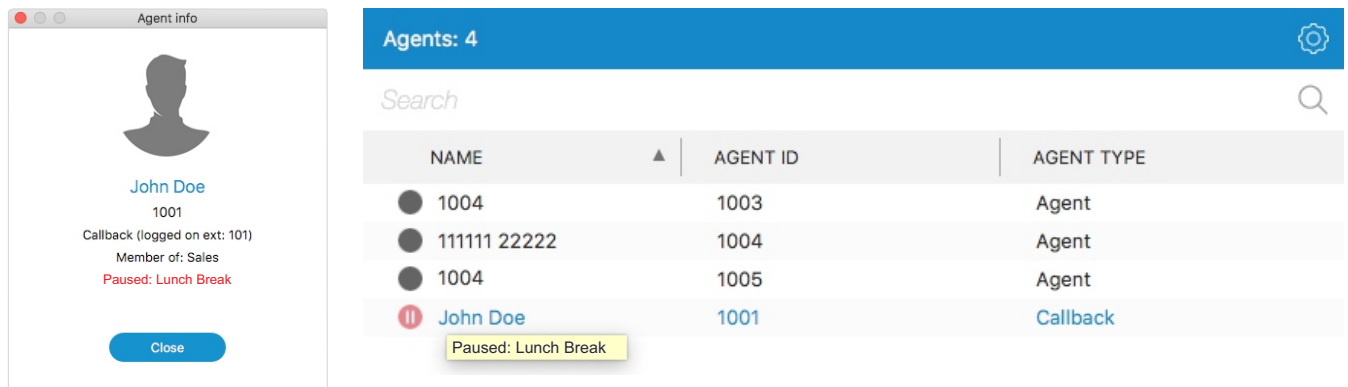
Dashboard	
Total	Answered
28	24
Talk time	
58m14s	
Registered Devices	
User Agent S-NET Connect Mobile Android	
IP 111.11.11.1	
Country 	
 Dashboard	 Directory
 Phone	 Conferences
 Voicemail	

15 Strong Password Requirements Tooltip

In S-NET Connect Mobile 5.2, new users will be presented with a pop-up explaining updated criteria for new passwords.

01 Agents Can See Other Agents' Reason for Pause

In addition to seeing their peers' presence (available, on a call, busy, or paused), agents can now view the reason why another agent is paused by hovering over their name. Pause reasons are custom created for each company and have to be set up centrally. Contact the S-NET Support Team to set up Reason for Pause for your team.



The screenshot displays two parts of the S-NET Connect interface. On the left is an 'Agent info' modal window for John Doe (Agent ID 1001, Sales member). It shows his status as 'Paused: Lunch Break' in red text. On the right is the main 'Agents' panel, which lists 4 agents. The list has columns for NAME, AGENT ID, and AGENT TYPE. The first three agents are 'Agent' type, and the last one, John Doe, is 'Callback' type. A tooltip is visible over John Doe's name in the list, showing 'Paused: Lunch Break'.

NAME	AGENT ID	AGENT TYPE
1004	1003	Agent
111111 22222	1004	Agent
1004	1005	Agent
John Doe	1001	Callback

02 Supervisor Panel Update

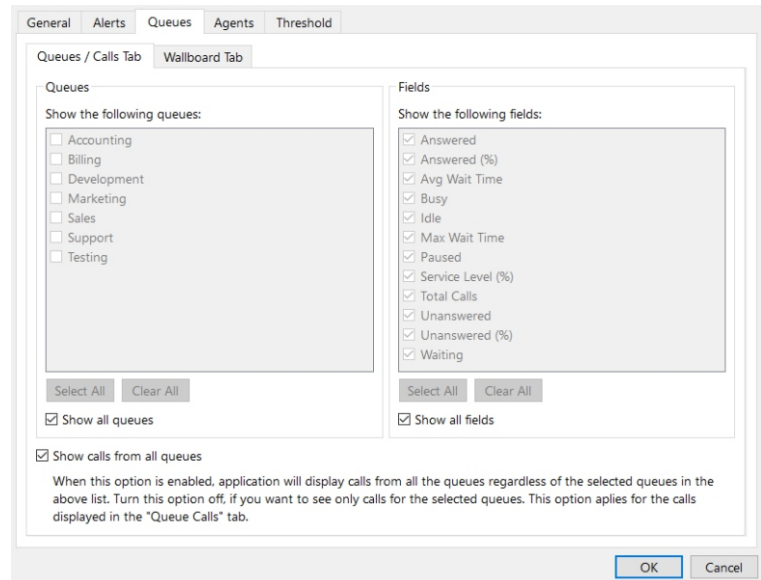
The S-NET Connect 5.2 Supervisor Panel has been modified for a better user experience. It now includes wider columns and displays call duration under Call History.

03 Alert for Login From Another Extension

S-NET Connect will display an alert when an agent is logged in on a different extension.

04 Filter Queue Calls Tab

The Queue Calls tab now gives you the ability to filter for selected queues. This feature is particularly useful for companies with multiple locations and multiple queues per location, where a location supervisor may only want to see the calls under their supervision.



General Alerts Queues Agents Threshold

Queues / Calls Tab Wallboard Tab

Queues

Show the following queues:

- ☐ Accounting
- ☐ Billing
- ☐ Development
- ☐ Marketing
- ☐ Sales
- ☐ Support
- ☐ Testing

Select All Clear All

☒ Show all queues

Fields

Show the following fields:

- ☒ Answered
- ☒ Answered (%)
- ☒ Avg Wait Time
- ☒ Busy
- ☒ Idle
- ☒ Max Wait Time
- ☒ Paused
- ☒ Service Level (%)
- ☒ Total Calls
- ☒ Unanswered
- ☒ Unanswered (%)
- ☒ Waiting

Select All Clear All

☒ Show all fields

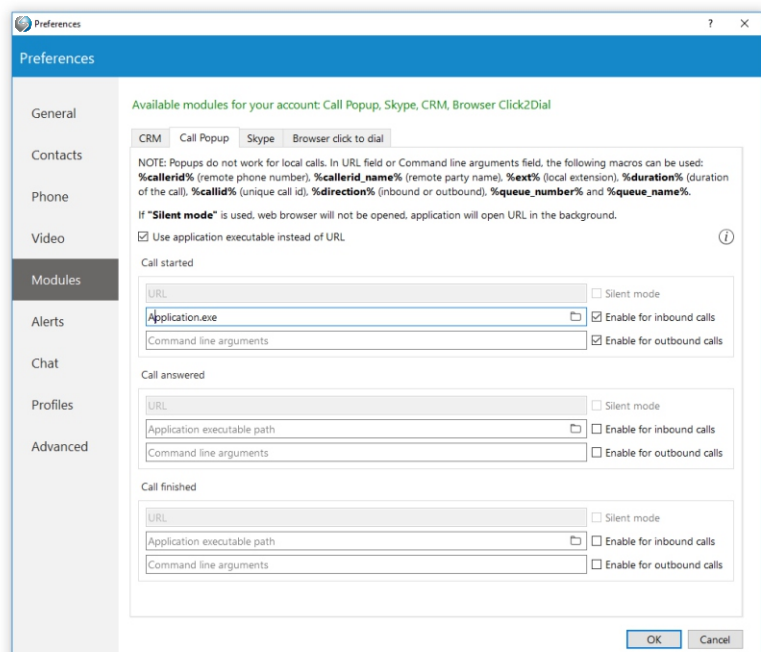
☒ Show calls from all queues

When this option is enabled, application will display calls from all the queues regardless of the selected queues in the above list. Turn this option off, if you want to see only calls for the selected queues. This option applies for the calls displayed in the "Queue Calls" tab.

OK Cancel

05 .EXE file in Call Popup Module

The Call Popup module can now execute .EXE files, .APP files (MacOS) or a URL. Once set, the pop-up opens an application or webpage on an agent's computer for every call directed to them.



Preferences

Available modules for your account: Call Popup, Skype, CRM, Browser Click2Dial

CRM Call Popup Skype Browser click to dial

NOTE: Popups do not work for local calls. In URL field or Command line arguments field, the following macros can be used: %callerid% (remote phone number), %callerid_name% (remote party name), %ext% (local extension), %duration% (duration of the call), %callid% (unique call id), %direction% (inbound or outbound), %queue_number% and %queue_name%.

If "Silent mode" is used, web browser will not be opened, application will open URL in the background.

☒ Use application executable instead of URL

Call started

URL

☐ Silent mode

Application executable

☒ Enable for inbound calls

Command line arguments

☒ Enable for outbound calls

Call answered

URL

☐ Silent mode

Application executable path

☐ Enable for inbound calls

Command line arguments

☐ Enable for outbound calls

Call finished

URL

☐ Silent mode

Application executable path

☐ Enable for inbound calls

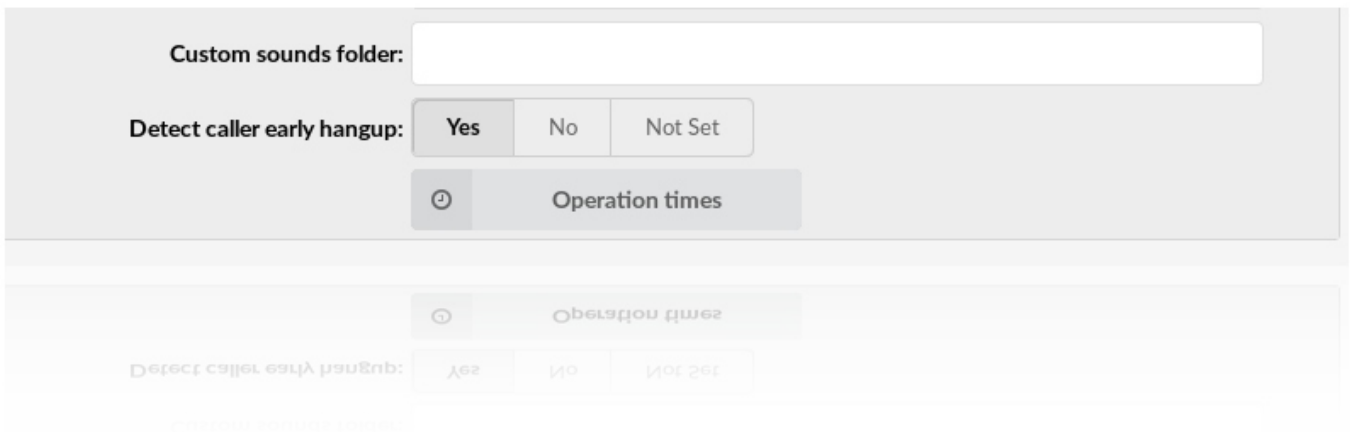
Command line arguments

☐ Enable for outbound calls

OK Cancel

06 Detecting Early Hang-Up

When the system detects a call that was hung up during a greeting message on a specific DID, it passes the call to the Queue to inform users of abandoned calls. This functionality can be customized per user, and abandoned calls can be included in statistics whether they have been passed to the Queue or not.



Custom sounds folder:

Detect caller early hangup:

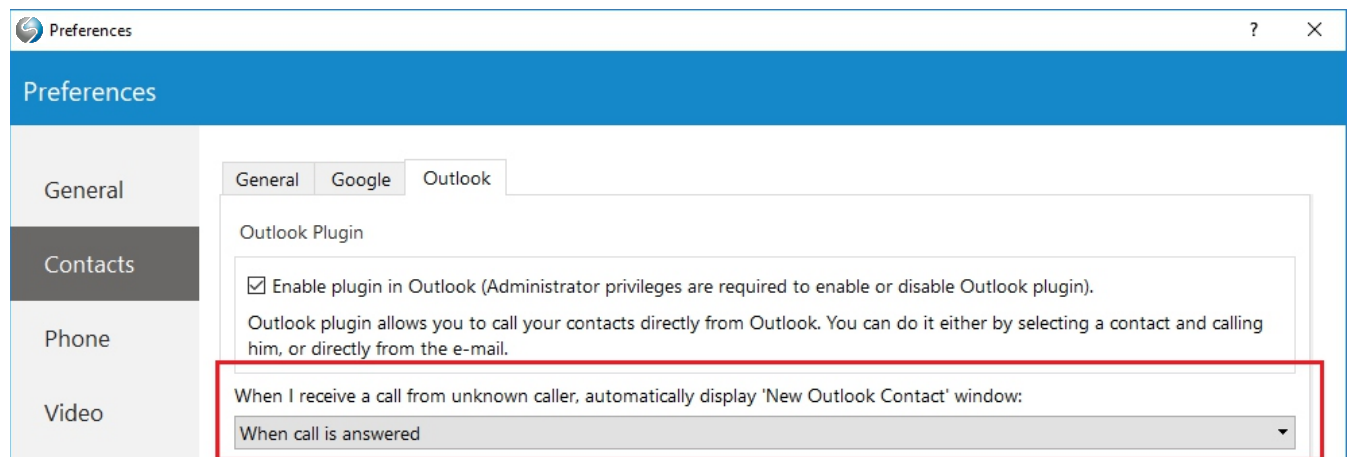
Operation times

Detect caller early hangup:

Operation times

01 Customize Your "Add New Outlook Contact" Popup

Control when Outlook's 'Add New Contact' window pops up: at the start of a call, when a call is answered or when a call is finished.



02 Drag and Drop Transfer to Google and CRM Contacts

Easily transfer a call to your Google or CRM contacts with the new S-NET Connect drag and drop transfer feature.

03 CRM Integration with Pipedrive, Suite CRM & Zoho CRM API v2

Pipedrive and SuiteCRM are great additions to S-NET's already wide list of supported CRMs, including Salesforce, SugarCRM, NetSuite, Bullhorn, Vtiger, Zendesk, ConnectWise and many more. In addition to new CRM additions, S-NET Connect's integration capabilities have been upgraded to support Zoho CRM API v2.0.



Support for New Devices | Release Notes

Support for New Devices

In addition to the large number of devices supported by your VoIP phone system, PBXware 5.2 will be compatible with the following brands and handsets:

Htech

UC912P, UC912G, UC924E & UC926E

Vtech

VSP716A, VSP726A & VSP736A

Gigaset

Maxwell Basic, Maxwell 2, Maxwell 3 & Maxwell 10S

Snom

D315, D345, D375, D715, D745, D765 & D710

About S-NET Communications

S-NET Communications offers a full suite of cloud-based business solutions that work together to provide you with end to end branch office networking tools – from VoIP to Fiber Internet to SD-WAN and beyond. Founded in 2006, S-NET has grown to over 30,000 subscribers on its cloud communications platform and has built a strong, global customer base. Defined by high-quality customer service and precise attention to detail, S-Net is one of Chicago's leading cloud solution providers. For more information, please visit www.snetconnect.com.