

# **UPDATE OF** **FLAVOICE**

# FLAvoice

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## ATTENTION: Read all this information 'before' updating

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For more information about our products, please contact us via:

- [www.globalbhs.com](http://www.globalbhs.com)
- [sales@globalbhs.com](mailto:sales@globalbhs.com)

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### MINIMUM COMPUTER REQUIREMENTS

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- Processor: Intel Core i7 or superior
- HD: 100 GB free or more
- Video: 1280x1024 or more

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### MINIMUM RAM MEMORY REQUIREMENTS

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- FLAvoice with 01 to 04 voice channels: 4 GB
- FLAvoice with 05 to 16 voice channels: 8 GB
- FLAvoice with 17 to 48 voice channels: 16 GB

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### OPERATIONAL SYSTEM REQUIREMENTS

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- Operating System:
  - o Windows 10 Pro, **64-bit** (32-bit Windows is **not** supported)
  - o or Windows 11 Pro, **64-bit** (32-bit Windows is **not** supported)
  - o or Windows Server 2019, **64-bit** (32-bit Windows is **not** supported)
- Microsoft .NET Framework 3.5 (other versions may be installed, provided 3.5 is also installed)

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### UPDATE PASSWORD REQUIREMENT

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This update will require a password at the time of installation and is free for all FLAVOICE users who have a support contract.

Updated features will only be those that had been enabled in the current software license.

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### VOICE INTERFACES

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The following voice interfaces are supported:

- Khomp: API 3.4.x
- SIP

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### IMPORTANT REMARKS

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- GlobalBHS may change the minimum requirements without notice, whenever changes and improvements in the software require it. In this way, it is important to consult this table of minimum requirements whenever you install an update of your software.
- As with any software upgrade, it is strongly recommended that you **BACKUP** the **ENTIRE** directory where the FLAVOICE is installed **BEFORE** you start the upgrade.
- For systems with more channels, always consult us.
- Only continue upgrading if this computer meets these requirements otherwise your installation will stop working.

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### UPDATE LOG

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Every update generates a text file with the log of all the events, recorded in: `\windows\system32\_UpdateFLAvoice.txt`

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## **DESCRIPTION OF THE CHANGES PRESENTED IN THIS VERSION**

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**VERSION:** 9.7.10

**DATE:** 2022-07-19

- Implemented the possibility for the FIAS Interface to discard the RE command when immediately followed by the GO for the same RN.

## CHANGES ON PREVIOUS VERSIONS

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VERSION : 9.7.9

- Call accounting icon, on the PBX tab, has been slightly repositioned.

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VERSION : 9.7.8

- Created a button for specifying some generic parameters in the FIAS Interface.

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VERSION : 9.7.7

- Included standard phone prefixes from Mexico.
- Fixed bug that did not install CDRCollector.

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VERSION : 9.7.6

- Implemented possibility for INTERFACE FIAS to ignore RE command sent by PMS.

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VERSION : 9.7.5

- Implemented the possibility of defining a fixed tariff in the tariff, regardless of the duration.
- Implemented CDR discard if it has duration below a threshold.

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VERSION : 9.7.4

- Implemented possibility of CDRs retrieval to be done by external software (for example, Info360 Informatec).

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VERSION : 9.7.3

- Implemented compatibility with GuestCon app version 1.0.7

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VERSION : 9.7.2

- Implemented possibility of sending test e-mail using test credentials.

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VERSION : 9.7.1

- Implemented possibility of evacuation notice informing exit direction, depending on room position.
- Implemented email warning if cost of a call is over a threshold.

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VERSION : 9.7.0

- Compatible with Windows 11.
- Compatible with Innsist PMS v.10.2

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VERSION : 9.6.5

- Changed support information on the 'About...' screen.
- Implemented multiple Active Polling capability to transfer call at the end, instead of hanging up, if the answer to any question is below a minimum value.
- Maximum size of log files has been increased from 10 to 100MB.
- When log is reduced, there is 50% left over, not 10%.
- Implemented the possibility of accepting cut-through in the answers to Active Polling questions.
- Implemented multiple Active Polling capability to transfer call at the end, instead of hanging up, if the answer to any question is below a value.

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VERSION : 9.6.4

- Implemented the ability for the serial number to be automatically matched to the contract number on the contract definition screen in the Support IVR.

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VERSION : 9.6.3

- Implemented additional logs on Interface Innsist.

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VERSION : 9.6.2

- For certain PBX models, if more than one way of dialing detection is configured, a warning is displayed.

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VERSION : 9.6.1

- Implemented the possibility of defining a delay for the beginning of the presentation of messages in Active Polling.
- Fixed a bug in Saturday items on the Active Polling screen.
- In Multiple Tele-vote, whenever you write in the answer text file for the FIRST time, the voting results are reset to zero in the database.

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VERSION : 9.6.0

- Possibility of replicating parameters from one mailbox to the others implemented.

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VERSION : 9.5.29

- If any of the automatically activated executables is no longer active (when it should be) a message is logged.

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VERSION : 9.5.28

- Fixed bug that didn't accept clicks on multiple menu definition screen once an item was created.

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VERSION : 9.5.27

- Parameters for app settings are now arranged in tabs.

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VERSION : 9.5.26

- Changed handling of automated attendance for Mitel MX-ONE PBX

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VERSION : 9.5.25

- Customer name now appears on Enabled Apps and Enabled Features screens.
  - Implemented button to create users for SIP channels from the first one.
  - Changed order of presentation of files for integration with PMS via Informatec standard, from ".cvz and .txt" to ".txt and .cvz".
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VERSION : 9.5.24

- On the screen for registering PBX Avaya IP Office for ProgPBX, it is now possible to edit the parameters of the PBXs.
- Fixed bug that generated message "Field 'PortaHttps' not found on PBXCONTROL screen".

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VERSION : 9.5.23

- FIAS interface implements more messages when used with Link Alive disabled.

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VERSION : 9.5.22

- Implemented compatibility with Windows 10 build 19043.

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VERSION : 9.5.21

- Implemented interface with Pueblo Bonito PMS.

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VERSION : 9.5.20

- Implemented GuestCon.

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VERSION : 9.5.19

- Implemented additional log entries for programming Grandstream UCM PBXs.

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VERSION : 9.5.18

- Changed minimum required firmware version information for Grandstream UCM PABX switches.

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VERSION : 9.5.17

- Implemented programming of Grandstream UCM PBXs via HTTPS.

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VERSION : 9.5.16

- FIAS INTERFACE changed in order to send a different (mapped) extension to the PBX when receiving from PMS an extension that does not exist in the PBX.
- FIAS INTERFACE changed in order to be configurable so as not to send to PBXCONTROL a command referring to an unregistered extension.

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VERSION : 9.5.15

- Corrected issue on FIAS interface that prevented the correct functioning of the flag that is used to send the room number to the PMS instead of the extension number.

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VERSION : 9.5.14

- Corrected issue on treatment of database Resync on FIAS interface.

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VERSION : 9.5.13

- Integration with SAHM PMS.
- New cities registered for weather forecast:
  - Sangre Grande, Trinidad and Tobago
  - Scarborough, Trinidad and Tobago

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VERSION : 9.5.12

- On the main screen, information on the validity of the support contract was vertically realigned.
- Reformatted message that indicates which version of Windows that is installed is not supported.
- The 'About ...' screen now shows the number of licensed extensions.
- Files used by the Sihot Interface are now defined in the standard interface.
- When the interface is SIP, if the PABX's IP address has not been defined, the status message on the screen becomes "PBX IP address has not yet been set" instead of "Channel waiting for PBX to be found at ""

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VERSION : 9.5.11

- New cities registered for weather forecast:
  - Edison, USA
  - Fair Haven, USA
  - Lincroft, USA
  - Little Silver, USA
  - Sayreville, USA
  - Shrewsbury, USA
  - Staten Island, USA
  - Tinton Falls, USA
  - West Long Branch, USA
- Improved error message when it is not possible to connect to Khomp Manager (usually due to Windows update).
- Improved on-screen log of messages received from Interface Innisist
- Implemented possibility for room status code to be exported to PMS with leading zeros on the FIAS Interface

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VERSION : 9.5.10

- A warning was implemented to avoid unintentional changes in the PBX model configuration once it has already been chosen.
- New cities registered for weather forecast:
  - Algarrobo, Chile
  - Calama, Chile
  - Caldera, Chile
  - Chañaral, Chile
  - Cifuncho, Chile
  - Hornitos, Chile
  - Huasco, Chile
  - Mejillones, Chile
  - Taltal, Chile
  - Tocopilla, Chile
  - Viña del Mar, Chile
- Implemented compatibility of the use of Khomp in Windows Server.

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VERSION : 9.5.9

- Improved time to activate the interface with PMS.

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VERSION : 9.5.8

- Unveiled interface with SIHOT PMS.

- Fixed bug that did not allow offset for Associated extension to be of the form ABCDEFGHIJ.
- Implemented the possibility of importing a UserID for ProgPBX (example: BroadSoft BroadWorks).

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VERSION : 9.5.7

- Fixed bug that did not recognize direct connection from extension to multifunction group in BroadSoft BroadWorks panels.

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VERSION : 9.5.6

- Expiration date of the support contract is now also displayed on the main screen.
- Fixed bug that did not update file name with commands for ProgPBX.
- Verification of the typing of the IP address implemented in the ProgPBX configuration screen for Grandstream UCM
- New cities registered for weather forecast:
  - Cabo de San Lucas, México
  - El Cajete, México
  - El Cardonal, México
  - El Centenario, México
  - El Pescadero, México
  - El Sargento, México
  - La Ribera, México
  - Las Paz, México
  - Las Veredas, México
  - Los Barriles, México
  - Pichilingue, México
  - San José del Cabo, México
  - San Juan de los Planes, México

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VERSION : 9.5.5

- Unveiled interface with Infor HMS PMS.

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VERSION : 9.5.4

- Unveiled interface with Innsist PMS.

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VERSION : 9.5.3

- When choosing PMS, the default language codes are automatically assigned.

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VERSION : 9.5.2

- Fixed a bug that did not allow the size of passwords for administrative and transit extensions to be changed in some situations.

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VERSION : 9.5.1

- Implemented a button to send logs to Technical Support on the "About ..." screen.
- In the mailbox grid, selection colors have been changed to make them easier to read.
- Fixed bug so that administrative and transit extensions can be REQUIRED to set a password to access the mailbox.

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VERSION : 9.5.0

- Implemented ProgPBX configuration screen for PBX 'BroadSoft model BroadWorks (SIP)'.
  - Implemented disposal of CDR sent by PABX if it is repeated.
  - If the PBX password is set via voicemail, this information is automatically sent to ProgPBX.
  - In the Generalities tab, a new option was created to allow duplicate passwords.
- Software no longer supports 32-bit Windows.

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VERSION : 9.4.22

- Depending on the PBX, you are informed that the description of the multi-function must be the same as that defined in the "Name" field of the "Sequential Group" screen.
- Fixed a bug that was incorrectly dialling an extension in the multi menu in SIP.
- In the PBXCONTROL parameter setting screens, IP ports can now be entered (without using the UP DOWN control).

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VERSION : 9.4.21

- Implemented a button on the "About" form to make a print screen.

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VERSION : 9.4.20

- If PBXCONTROL is active but programming is no longer via PBXCONTROL, PBXCONTROL is deactivated.
- SIP parameter configuration screen now shows an alert message for cases in which PABX can automatically block the extension in case of many attempts to REGISTER with incorrect credentials.

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VERSION : 9.4.19

- PBX IP address is automatically filled in the ProgPBX configuration screen when possible.

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VERSION : 9.4.18

- PBX AVAYA model IP Office (IP500) Release 11.1 (SIP) becomes programmable via ProgPBX.
- File name for PROGPBX / PBXCONTROL is automatically saved to the Check-In / Check-out IP Tool.

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VERSION : 9.4.17

- Programming of Avaya IP Office via PBXCONTROL.EXE has improved speed by up to 300%.

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VERSION : 9.4.16

- When PMS is CM NET Oracle, it will be possible to specify whether the parameter to be informed for PMS is the extension or the apartment.
- In the alarm configuration screen of the wake-up call, a text is displayed explaining that the wake-up calls via phone are not queued.
- Screen for setting ProgPBX parameters for Avaya IP Office will automatically show / hide field with IP address of PABX depending on the model being IP500 or Server Edition.
- Report with connected alarms sent to the alarm clock IP tool starts to skip the line when the alarm date changes.
- Integration with 'Host PMS' implemented (uses FIAS protocol).
- Implemented a screen for configuring the programming parameters via serial interface for PABX Ericsson MD 110 via ProgPBX.

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VERSION : 9.4.15

- Implementation of the MWI control via SIP NOTIFY for the BroadSoft model BroadWorks.
- Screen for defining the format of the Room Status and Minibar tickets now has a more explicit explanation of the format of the numbers.
- Screen to define product codes for Minibar now contains code to be exported to PMS CMNET via Oracle.

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VERSION : 9.4.14
- Corrected return of 'LastUpdatedDate ()' to the HOSPITALITY PORTAL app.
- Default ticket formats used in the integration with PMS CMNET via Oracle were changed, as well as the default size of the fields.
- 'ProvisionIPAddress' implemented in ProgPBX for PBX Avaya IP Office 11.1.
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VERSION : 9.4.13
- Corrected bug introduced in version 9.4.12 (not distributed to end users) concerning the service mailbox.
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VERSION : 9.4.12
- It is now possible to manually configure dialling recognition when the PBX is Avaya IP Office 11.1.
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VERSION : 9.4.11
- ProgPBX now supports SessionTimeout when configuring Avaya IP Office.
- Corrected bug introduced in version 9.4.9 that prevented the UPDown controls on the Wake-Up configuration tab to work properly.
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VERSION : 9.4.10
- ProgPBX is now faster when programming Avaya IP Office.
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VERSION : 9.4.9
- Call accounting has also been implemented for non-guest extensions.
- Implementation of the possibility of sending a priority voice message to voicemail when cleaning is sanitized.
- Implementation of the possibility that a certain State of Room code means Sanitization.
- Implemented Call accounting report by date.
- Implemented Call accounting report by extension.
- In the main screen, the text "Information about accessing the system" is automatically filled in when multi-functions are defined.
- On the telephone rules registration screen, a textual explanation of how the tariff will be applied is displayed.
- ProgPBX parameter definition screen starts showing where, in the PBX's own programming software, each of the configurable parameters are located.
- When defining Room Status and/or Minibar, the description is automatically filled, if empty, by the name of the sound file (if any).
- When PBX is defined via SIP, the button for defining SIP parameters is placed in red.
- Windows for viewing text files are automatically centered on the screen.
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VERSION : 9.4.8
- Apps tab implemented on the main screen.
- Fixed bug that crashed app (for example, PMS) if the last parameter it was going to send to the software was not filled out.
- Implemented the possibility that the SIP PBX address can be specified by a URL, in addition to via an IP address.
- Implementation of sound file generation via IBM Watson Text To Speech.
- Implementation of the possibility to access Text To Speech directly from the Multiple Polling screen.
- FIAS INTERFACE starts to deal with the case where PMS sends LE with the FIAS interface active.
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VERSION : 9.4.7
- Fixed a bug that, when SIP interface is in use, that could cause the channel to lock up in an unattended transfer if the PBX took too long to respond, which could happen in cases of off-premises PBX
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VERSION : 9.4.6
- New cities in MI, USA added in weather forecast.
- Fixed bug that did not allow mailboxes with more than 6 digits to be checked-in/out by IP tools.
- Implemented log of the active Polling.
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VERSION : 9.4.5
- Fixed bug that if, after answering a call, when leaving the configuration screen so that the channels needed to be reset, the channel would eventually freeze
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VERSION : 9.4.4
- Protection implemented in the SIP voice channels if any untreatable SIP messages are sent by the PBX.
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VERSION : 9.4.3
- Fixed an issue that occurred only on SIP-integrated Avaya PBXs, that did not turn off the MWI of an extension that had at least 1 unheard message after its check-out made by the PMS.
- When a service extension calls to set the wake-up call of an extension, now a voice description is played announcing this fact ("Wake-up call set by a Service Extension") so that it is evident for the hotel staff that is making the call.
- All screens, generally only used by installation technicians, that would cause the wake-up call service to be temporarily halted while they are open will now display this information in red.
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VERSION : 9.4.2
- Implemented the possibility of certain responses to the Multiple Polling to end the entire survey.
- Implemented the possibility to speak the extension number before leaving a message when there is no personal greeting.
- Fixed bug that blocked channel configurations when leaving the configuration screen when a SIP PBX was configured but without any function assigned to the channels.
- Software now supports 48 simultaneous voice channels.
- Main screen components have been slightly enlarged.
- Implemented the possibility that tab names on the configuration screen are preceded by their number, to facilitate the location of a specific tab.
- When switching from PMS, the files for integration are automatically filled in with the default value.
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VERSION : 9.4.1
- Fixed an issue that could activate PBXCONTROL even when a PBX control panel is not controllable by PBXCONTROL.
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VERSION : 9.4.0
- When creating a new item for Multiple Menu, field for entering parameters is shown immediately, without the need to click on the created item.
- Fixed an issue in the screen for creating the Multiple Menu tree, which sometimes caused the settings of the menu items to not be saved.
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VERSION : 9.3.8
- Fixed bug when connection was incoming without destination identification on SIP connections.
- Fixed bug that caused that, when using Multiple Menu, the first connection of each channel did not present the menu.
- Treatment for automatic attendance implemented in Grandstream UCM.
- When closing the program, the main screen shows that the channels are being closed.
- Fixed bug that caused that, when using Multiple Menu, the first connection of each channel did not present the menu.
- Fixed an issue that hid the button to exit test mode.
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VERSION : 9.3.7

- Fixed bug that took 5 seconds to say that there was no message in the mailbox.
- Photos of PABX exchanges are more beautiful.
- When there is an error registering the SIP channel, its status is red.
- Time indicator for updating the message list, on the main screen, becomes darker.

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VERSION : 9.3.6

- The possibility of automatic determination of the country and city by geolocation of the public IP address was implemented.
- Button for sending test email is only enabled if email server has been defined
- INTERFACE CHAR implemented with PMS.
- The PMS integration definition screen starts to inform you if multi-site PMS is accepted.
- Implemented the possibility of an extension exported to PBXCONTROL when the PMS is CMNET having zero placed to the left for extensions with numbers of digits below a value.

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VERSION : 9.3.5

- On the 'About ...' screen if there is a valid support contract, a message is not displayed saying which is the largest version supported by LIC.
- Fixed Weather Forecast handling when no information was received from the provider.
- Possibility of not emitting a beep in the multiple polling.

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VERSION : 9.3.4

- Polling sound file definition screens have a reminder showing the expected sound file format.
- When leaving the multiple polling configuration screen, if any message is configured to use the product's default language, it will be given and this language is different from the screen language, a reminder will be given informing this.
- Integration with 'FrontVilla PMS' implemented.
- Defined that "ENTER" leaves the configuration screen.
- When a call accounting entry is successful, the log will explicitly inform the extension.
- In case of any change in the CDRCollector's port, it is restarted when leaving the configuration screen, without the need to close and return to the program.
- When you access the website, the open page will already be in the same language as the screen.
- Importing mailboxes via text file now allows you to specify the index of the exchange to which a mailbox belongs, as follows:  
<Mailbox> | <Name> | <IndexOfSiteOfTheExtension>

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VERSION : 9.3.3

- Correction implemented in 'TratAssertedIdentityParaCasoEspecial ()' to transform Asserted-Identity equal to "Camila Xavier> URA Satisfação" <sip: 6012@10.253.120.6: 5060> "in" Camila Xavier "
- Implemented the possibility to replace any character that is not numeric in the letter with a blank space in the commands for PBXCONTROL.
- Implemented possibility of defining ticket format for room status and minibar for PMS 'CMNet (Visual Hotel via Oracle)'.  
- PABX central implemented specifically for Research IVR:  
AVAYA model IP Office (Research IV II)".

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VERSION : 9.3.2

- Implemented fix in treatment of Asserted-Identity.
- Implemented notice that password for PBXCONTROL should only contain letters and numbers (useful when PBX cannot have password with other characters).
- Option to interface with PMS being on another computer will inform the reason of being disabled.
- When choosing a PMS, the system checks whether the chosen PMS is most commonly used by the hotel chain to which the product belongs.
- Central PBX implemented specifically for Polling IVR:
  - AVAYA IP Office Template (Polling IVR)
- Implemented warning for user to check PMS integration file names when changing PBXCONTROL parameters.
- Implemented possibility of PMS integration files to be automatically deleted when leaving their names configuration screen.
- Corrected for bug introduced in v.9.3.0 whose symptom is that in the main screen of PBXCONTROL the message is displayed:  
- "tblPbxCentrals: Field 'PbxTypeControlASerUsedForThisPABX' not found".

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VERSION : 9.3.1

- When you enter the Minibar (or Room State) product code when you type \* or #, typing is interrupted (useful when there are codes with different digit amounts and if you want to enter a few digit code without having to wait for time to read as many digits).
- Implemented button to replicate channel 1 credentials to other channels to speed configuration of SIP channels.
- Programming via FOSPBX lets IP address be changed.
- Fixed bug that did not reactivate channel after being put on stand by when there was network failure and it had come back.
- Implemented RS-232C serial billing for central office:
  - ERICSSON Model MD 110 (Extension up to 4 digits)
- Implemented collection of CDRs for embedded billing via embedded serial port.
- Implemented system capability to constantly send command to light up MWI when extension is connected to a gateway which, without duty, periodically erases MWI (eg Grandstream gateways).
- Implemented central:
  - PANASONIC Model KX-NS1000 (SIP)
  - PANASONIC Model KX-NSX1000 (SIP)
  - PANASONIC Model KX-NSX2000 (SIP)
- Implemented charging for Panasonic KX-NS and KX-NSX power stations.
- Total number of mailboxes to be registered via text file list is now displayed on the screen.
- Implemented UNIFY central HiPath 4000 Multi-Function model (extension up to 4 digits).

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VERSION : 9.3.0

- When leaving the configuration screen, only a message is advised to have warning channel if any channel has voicemail function (or multifunction).
- Command for PBXCONTROL now supports multisite scenarios up to 2 digits.
- Fixed an issue that preventes cit-through to properly work with Khomp interface.

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FILE END

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