

UPDATE OF
FLAVOICE
v.11.2.8

ATTENTION: Read 'before' updating

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

- www.globalbhs.com
- sales@globalbhs.com

IMPORTANT REMARKS

- As with any software upgrade, it is strongly recommended that you **BACKUP** the **ENTIRE** directory where FLAVOICE is installed **BEFORE** you start the update.
- Software requirements may change without notice. In this way, it is important to consult this table of minimum requirements whenever you install an update of your software.
- Only continue upgrading if the computer meets the requirements.

MINIMUM COMPUTER REQUIREMENTS

- Processor: Intel Core i7 or superior
- HD: 120 GB free or more, in SSD
- Video: 1400x1050 or more

MINIMUM RAM MEMORY REQUIREMENTS

- FLAVoice with 01 to 16 voice channels: 8 GB
- FLAVoice with 17 to 24 voice channels: 16 GB
- FLAVoice with 25 to 48 voice channels: 32 GB

OPERATIONAL SYSTEM REQUIREMENTS

- Operating System:
 - Windows 10 Pro, 64-bit
 - or Windows 11 Pro, 64-bit
 - or Windows Server 2019, 64-bit
 - or Windows Server 2022, 64-bit
 - or Windows Server 2025, 64-bit
- Microsoft .NET Framework 3.5 (other versions may be installed, provided 3.5 is also installed)
- Microsoft .NET Framework 7.0 (other versions may be installed, provided 7.0 is also installed)
- FLAVoice must be run by an account with computer's Administrator privilege

UPDATE PASSWORD REQUIREMENT

This update requires a password and is free for all FLAVOICE serial numbers with support contract.

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

VOICE INTERFACES

The following voice interfaces are supported:

- for analog extensions: Khomp: API 3.4.x or newer
- SIP

UPDATE LOG

Every update generates a text file with the log of all the events: \windows\system32_UpdateFLAVoice.txt

DESCRIPTION OF THE CHANGES IN THIS VERSION

VERSION: 11.2.8

DATE: 2025-09-12

- In the registration of mailboxes it is now possible to specify an offset for the extension (useful when the extension is different from the mailbox).
- Updated DLLs for Avaya IP Office Rel.12.x programming.

CHANGES IN PREVIOUS VERSIONS

VERSION : 11.2.6

- Fixed bug that could not update the product owner's name on the main screen when the software was updated.
- Changed the order of display, in the list of mailboxes, of items related to hotels.

VERSION : 11.2.6

- Changed the default time by waiting for the list of users when programming the Avaya IP Office PBX, from 60 to 120 seconds.
- Fixed bug that did not turn off the wake-up call if the user did not dial anything, if wake-up call was configured to not require the user to dial 0 to turn it off.
- System Prompts are now updated.

VERSION : 11.2.5

- Implemented possibility of not telling the time when the guest starts the wake-up call programming.
- If, at the first time the program is activated, the resolution is not the minimum required, a warning is displayed.

VERSION : 11.2.4

- Implemented programming via ProgPBX for:
 - MITEL 3300 AX
 - MITEL 3300 CX II
 - MITEL 3300 CXi II
 - MITEL 3300 ICP
 - MITEL 3300 MXe III Expanded
 - MITEL 3300 MXe III Standard
 - MITEL MiVoice Business 3300
 - MITEL MiVoice Business AX
 - MITEL MiVoice Business CX II
 - MITEL MiVoice Business Cxi
 - MITEL MiVoice Business EX
 - MITEL MiVoice Business MXe III-L Expanded
 - MITEL MiVoice Business MXe III-L Standard
 - MITEL MiVoice Business MXe-L
 - MITEL MiVoice Business SMBC

VERSION : 11.2.3

- Interface with Innsist PMS now accepts HTTPS for connection to PMS.

VERSION : 11.2.2

- New cities registered for weather forecast:
 - Colón, Panama
 - David, Panama
 - San Miguelito, Panama
- Screen for importing mailboxes now shows which default values are assumed in the import.

VERSION : 11.2.1

- Web interface now shows which FLVoiceWEB user turned on/off the wake-up call.
- Wake-up Call report shows which FLVoiceWEB user turned on/off the wake-up call.
- Grandstream UCM programming configuration screen now suggests port 8089 as default.
- Grandstream UCM CDR's retrieval configuration screen now suggests port 8089 as default.

VERSION : 11.1.12

- Fixed bug on the Grandstream UCM programming parameter definition screen that did not show fields for definition of 'PMS User' and 'PMS Password'.
- Fixed wake-up call report headers.
- Deactivation of channels has become faster.

VERSION : 11.1.11

- Data of the person responsible for FLVoice can now be specified.
- Retrieved CDRs can now also be exported to a second text file (previously export was only possible for 1 text file).

VERSION : 11.1.10

- Name the extension, when programmed in the PBX, may not have the extension number on the left.

VERSION : 11.1.9

- Implemented ability to specify that the extension is a group and that, therefore, should not be configured in the PBX.

VERSION : 11.1.8

- New cities registered for weather forecast:
 - Moroc
 - Agadir, Moroc
 - Casablanca, Moroc
 - Fès, Moroc
 - Kénitra, Moroc
 - Marrakech, Moroc
 - Meknès, Moroc
 - Oujda, Moroc
 - Rabat, Moroc
 - Tanger, Moroc

VERSION : 11.1.7

- On the Web Interface configuration screen, the order of the instructions has been changed.
- Web interface configuration button is kept disabled if no PMS is chosen.
- Grandstream UCM PBX can now have automatically definable parameters.

VERSION : 11.1.6

- Fixed bug that could not retrieve CDRs sent by a PBX via Socket IP if the PBX took too long to start the transfer as soon as the IP port was opened.
- The email address registered for email sending test is now saved for new tests.
- Check-boxes now have red text if they are configured differently from the recommended value.

- On the main screen, the time when the collection of CDRs was started is displayed.
- On the test reception screen of CDRs received from the PBX via Socket IP, the time that the first CDR was received after the IP port was opened is displayed.

VERSION : 11.1.5

- For Avaya IP Office programming via Web Service, implemented flag so that extension number does NOT appear in the name programmed in the PBX. It is valid for both Check-in and Check-out.
- Changed the Standard Pricing Rules and the Standard Telephone Prefixes for Brazil.

VERSION : 11.1.4

- Screen for registration of telephone rates starts with default value of \$1.00/minute.
- Fixed bug that, in certain situations, did not activate the log of commands received from PMS.
- Fixed bug that, in certain situations, could consider the CDR of an internal call as being outgoing, in topologies in which more than 1 hotel uses the same CDRs output of the PBX.

VERSION : 11.1.3

- Enabled the possibility of sending log of connections with PMS.
- Changed default values to CS (Class of Service) for Opera PMS, for blocking (CS=0) and unblocking (CS=3) of extensions.
- Implemented menu in the FIAS Interface to manually send LA (Link Alive) to Opera PMS.

VERSION : 11.1.2

- Call accounting logs if the call was not sent to the PMS because the extension is not registered.
- Fixed bug in the treatment of Mitel MxOne for some internal calls.
- Implemented verification of the necessary privileges in the folders used by the software.

VERSION : 11.1.1

- Fixed bug that could generate incorrect extension for ProgPBX if there were associated extensions, and the number of digits of any of them was lower than that of the main extension.
- Implementation of the possibility of sending a warning email whenever a call from an unwanted number has been blocked.

VERSION : 11.1.0

- Implemented use in multiple FLAvoice topology, for situations in which there is a need for more voice channels with the PBX than only 1 single computer with FLAvoice would support. In this case there is 1 'MAIN' FLAvoice (which is the one that (a) is responsible for integrating with the hotel's PMS and (b) is responsible for PBX programming) and up to 9 'AUXILIARY' other instances of FLAvoice.
- Increased default times for waiting for confirmation of Avaya IP Office programming.
- When there is multifunction, on the main screen the description of which are available is in increasing numerical order of codes.
- Import of mailboxes via text file starts accepting the 6 associated extensions.

VERSION : 11.0.24

- By default, it now requires a screen with at least 1400x1050.
- Improved appearance of the charging screen.
- Implemented, when the interface is SIP, the possibility of an answered call being immediately turned off depending on the caller number.

VERSION : 11.0.23

- Added PBX:
 - GRANDSTREAM modelo Software UCM (SIP)

VERSION : 11.0.22

- When exiting the configuration screen, if there is a guest extension that has a different mailbox from the room number, the alert message displayed starts to show what they are.
- Added PBX:
 - GRANDSTREAM model CloudUCM (SIP)
- If FLAvoice is reconnected, the first retrieval of CDRs from PBX retrieves ALL CDRs, because it is not known how long the FLAvoice had been turned off.

VERSION : 11.0.21

- Informs if there is a change in the operating system and asks for software to be updated.

VERSION : 11.0.20

- For Panasonic PBXs, fixed a bug that did not enable the button for programing through FosPbx.

VERSION : 11.0.19

- New city registered for weather forecast:
 - Pucallpa, Peru
- At FLAvoice boot, the message counters of the checked-in guests are updated in the PMS.
- Implemented possibility of defining default values for absent parameters in the file text line for mailbox definition.
- Implemented possibility of creating a mapping table of characters received from Opera PMS.

VERSION : 11.0.18

- Implemented programming via ProgPBX for Sopho IS3030 and Sopho IS3090 (using Telnet).

VERSION : 11.0.17

- Implemented treatment of NP (No Post) present on Opera PMS's RE command.

VERSION : 11.0.16

- Fixed bug that did not correctly deal with old installations in 32-bit Windows.
- Implemented possibility of sending log of connections with PMS.
- On the Room Status and Minibar configuration screen, information is now shown on the screen of which codes should be numerical.
- When the PMS is changed, the button for language definition becomes red to draw attention.

VERSION : 11.0.15

- Window that shows registered mailboxes now displays the quantity still available to be registered.
- Message is now displayed if PBX programming has to be configured manually in external software.

VERSION : 11.0.14

- New city registered for weather forecast:
 - Punta Cana, República Dominicana

VERSION : 11.0.13

- Implemented integration with eVolution PMS (by Winhotel)

VERSION : 11.0.12

- Fixed bug that generated incorrect notifications in the Technical Support IVR about support contracts to expire.
- New cities registered for weather forecast:
 - Singapore
 - Ang Mo Kio New Town,Singapore
 - Bedok New Town,Singapore
 - Choa Chu Kang New Town,Singapore
 - Jurong Town,Singapore
 - Jurong West,Singapore
 - Kampong Pasir Ris,Singapore
 - Punggol,Singapore
 - Sengkang,Singapore
 - Singapore,Singapore
 - Ulu Bedok,Singapore
 - Woodlands,Singapore
 - Yishun New Town,Singapore
 - Vietnam
 - Cao Bang,Vietnam
 - Hanoi,Vietnam
 - Ho Chi Minh City,Vietnam
 - Hoi An,Vietnam
 - Hue,Vietnam
 - Ninh Binh,Vietnam
- 'About...' screen now displays IP and port used when connection to the PBX is SIP.
- Fixed bug that showed tab 'Generalities' only in Portuguese.
- Fixed bug that didn't turn on/off MWI.
- Improved mailboxes registration speed when there is a limit to the number of mailboxes.

VERSION : 11.0.11

- Added PBX:
 - AVAYA modelo IP Office (IP500) Release 12 (SIP)

VERSION : 11.0.10

- Mailbox registration screen now displays the number of mailboxes that can still be registered (if there is a defined limit).
- Added PBX:
 - UNIFY model HiPath 4000 v.7 Multi-Function (4-digit extensions)

VERSION : 11.0.9

- Improved appearance of the Cal Accounting screen.
- Improved appearance of the Technical Support IVR.
- Corrected information on the expiration date of contracts in the emails sent by the Technical Support IVR.

VERSION : 11.0.8

- When receiving a name for a mailbox, it ensures that it begins with a letter or number.
- Fixed bug that caused the wake-up call to be presented in the hotel's language instead of the guest's language.
- New cities registered for weather forecast:
 - Ipoh, Malaysia
 - Johor Bahru, Malaysia
 - Kampung Baru Subang, Malaysia
 - Klang, Malaysia
 - Kota Bharu, Malaysia
 - Kuala Lumpur, Malaysia
 - Malacca, Malaysia
 - Petaling Jaya, Malaysia
 - Shah Alam, Malaysia
 - Subang Jaya, Malaysia

VERSION : 11.0.7

- On the Call Accounting screen, it is now possible to edit the check-boxes related to the extensions to which the charging rules can be applied.
- Implemented possibility of defining the type of each charging rule, to be exported to the PMS.

VERSION : 11.0.6

- Implemented control of Do Not Disturb, for select PBXs, via telephone.

VERSION : 11.0.5

- Status of the channel on the main screen now displays the room number while asking for confirmation of Minibar and State of Room posting.

VERSION : 11.0.4

- Implemented posting of Minibar items from the Web Interface.
- Implemented Room Status posting from the Web Interface.
- Implemented 'Postings' menu of the Web Interface.
- Features enabled in the Web Interface can now be specified for each user.

VERSION : 11.0.3

- Improved performance of sending files via FTP by GuestCon.

VERSION : 11.0.2

- Implemented verification of Minibar postings via Web Interface.
- Implemented DND (Do Not Disturb) command in the Web Interface.
- Implemented verification of Call Accounting postings via Web Interface.

VERSION : 11.0.1

- Room Status now has an indication to be highlighted in the web interface.
- Room Status now has indication of "not ready" in the web interface.

VERSION : 11.0.0

- Implemented use with PBX via analog extensions through FXO Gateway.
- Decreased the time to reset the voice channels.
- Fixed issue that did not log the message exchanged with the voice interface.

• Fixed issue that disabled check-box for controls of some logs.

FILE END
