

MiVoice Connect

19.3 SP1 What's New Document

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1. NEW AND UPDATED FEATURES FOR MIVOICE CONNECT

19.3 SP1

The following new features and enhancements are available as part of MiVoice Connect Release 19.3 SP1.

1.1 SUPPORT FOR 988 NATIONAL SUICIDE AND CRISIS LIFELINE NUMBER FOR NORTH AMERICA

Beginning with Release 19.3 SP1, MiVoice Connect has enabled support for 988 as the National Suicide and Crisis Lifeline number for North America.

For more information, see the following documents:

- *MiVoice Connect Planning and Installation Guide:*
 - *National Suicide and Crisis Lifeline Helpline Number*
- *MiVoice Connect System Administration Guide:*
 - *National Suicide and Crisis Lifeline Helpline Number*
 - *7-Digit Local Dialing for 988 Calls*
 - *Configuring 988 as the National Suicide and Crisis Lifeline Helpline Number*

1.2 PROVISION TO ENABLE/DISABLE THE RINGCENTRAL APPLICATION

Beginning with Release 19.3 SP1, users can use the **RingCentral Video** option in the **Additional Parameters** page in Connect Director to enable or disable the RingCentral application for the client.

For more information, see the *Configuring Other System Parameters* section in the *MiVoice Connect System Administration Guide*.

1.3 PROVISION TO ENTER THE APPID, REDIRECT URI, AND TENANT ID FOR MICROSOFT AUTHENTICATION

Users can use the **AppID** option in the **Additional Parameters** page in Connect Director to enter the application ID registered to Azure for Microsoft authentication.

Users can use the **AppID**, **Redirect URI**, and **Tenant ID** option in the **Additional Parameters** page in **Connect Director** to enter the application ID, the redirect URI configuration information, and tenant ID information provided during Azure registration for Microsoft authentication.

For more information, see the *Configuring Other System Parameters* section in the *MiVoice Connect System Administration Guide*.

Users can use the **Redirect URI** option in the **Additional Parameters** page in Connect Director to enter the redirect URI configuration information provided during Azure registration. This is for Microsoft authentication.

For more information, see the *Configuring Other System Parameters* section in the *MiVoice Connect System Administration Guide*.

Users can use the **Tenant ID** option in the **Additional Parameters** page in Connect Director to enter the tenant ID information provided during Azure registration. This is for Microsoft authentication.

For more information, see the *Configuring Other System Parameters* section in the *MiVoice Connect System Administration Guide*.

1.4 PROVISION TO ENTER THE JACK NUMBER

Users can use the **Jack Number** option in the **IP Phone Address Map** page in Connect Director to enter the name of the telephone jack associated with the IP phones.

For more information, see the *Reviewing the IP Phone Address Map* section in the *MiVoice Connect System Administration Guide*.

1.5 SUPPORT FOR 7-DIGIT DIALING DISABLED

For US, MiVoice Connect no longer supports 7-digit local dialing. This is because MiVoice Connect has enabled support for 988 calls for National Suicide and Crisis Lifeline. Therefore, users must dial a 10-digit number for trunk calls.

For more information, see the *Configuring External Numbers* section in the *MiVoice Connect Planning and Installation Guide*.

1.6 INTRODUCTION OF THE RINGCENTRAL VIDEO APP

Beginning with Release 19.3 SP1, the RingCentral Video App is introduced in Connect Client. Accessing this tab allows users to join RingCentral meetings from the RingCentral application or Web browser.

For more information, see the *Managing RingCentral Meetings* section in the *Connect Client User Guide*.

1.7 AZURE APPLICATION REGISTRATION FOR MICROSOFT OFFICE 365 INTEGRATION WITH MIVOICE CONNECT

Beginning with Release 19.3 SP1, users must register the Azure application to integrate MiVoice Connect with Microsoft Office 365.

For more information, see the *Integrating MiVoice Connect with Microsoft Office 365* section in the *MiVoice Connect System Administration Guide*.