



Webex Calling (iOS)

Release Notes

Release 3.9.35

Document Version 1

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Release	Version	Reason for Revision	Date
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1 Introduction

This document lists new features, bug fixes, and known issues. It also provides installation instructions and any workarounds for the following Webex Calling client release:

- 3.9.35 for iOS

This document formerly “Cisco Calling Release Notes” is now renamed to “Webex Calling Release Notes”.

2 Overview

The Webex Calling client enables users to make calls using VoIP or the native dialer with their business identity.

Users can also search corporate directories, manage basic call settings, and view call history.

Operator and system neutral, this software is completely integrated with the Cisco BroadCloud service delivery platform, turning the business user's personal mobile phone into an extension of their business communication identity.

3 New Features

3.1 Release 3.9.35

There were no new features introduced with this release.

3.2 Release 3.9.33

There were no new features introduced with this release.

3.3 Release 3.9.31

There were no new features introduced with this release.

3.4 Release 3.9.30

There were no new features introduced with this release.

3.5 Release 3.9.25

There were no new features introduced with this release.

3.6 Release 3.9.24

There were no new features introduced with this release.

3.7 Release 3.9.22

The following new feature was introduced with this release:

- [MR-7300] Make Token Expiration Warning Period as Configurable.

3.8 Release 3.9.20

There were no new features introduced with this release.

3.9 Release 3.9.19

There were no new features introduced with this release.

3.10 Release 3.9.18

There were no new features introduced with this release.

3.11 Release 3.9.16

There were no new features introduced with this release.

3.12 Release 3.9.13

There were no new features introduced with this release.

3.13 Release 3.9.12

The following new features were introduced with this release:

- [MR-6977] iOS 13 SDK VoIP Push compliance with the Apple requirements.
- [MR-7087] Support for iOS 13 Dark Mode.

- [MR-7086] Apple iOS 13 WiFi SSID/BSSID requirement (CNCopyCurrentNetworkInfo API).
- [MR-6676] UC-One Connect UX Uplift – In Call Experience.
- [MR-7001] BW Anywhere – ability to hide the advanced options.
- [MR-7011] Calling Mode Configurability for VoIP/CS.
- [MR-7133] Override MNO mode if mobile number does not match Mobility.

3.14 Release 3.8.9

There were no new features introduced with this release.

3.15 Release 3.8.8

There were no new features introduced with this release.

3.16 Release 3.8.7

The following new feature was introduced with this release:

- [MR-7006] Allow branding the color of in-app badge icons.

3.17 Release 3.7.4

The following new feature was introduced with this release:

- [MR-6962] Add all supported languages and new login region for Japan.

3.18 Release 3.7.3

The following new feature was introduced with this release:

- [MR-6737] Update description and add US Public Sector Region to Login Options.

3.19 Release 3.7.2

There were no new features introduced with this release.

3.20 Release 3.5.3

There were no new features introduced with this release.

3.21 Release 3.5.2

This was the initial release of the rebranded Cisco Calling client.

4 Improvements and Bug Fixes

4.1 Release 3.9.35

The following improvements and bug fixes were introduced with this release:

- [IRIS-7968] Server traffic spikes (XSI actions) on Directory search request cache improvement
- [IRIS-7966] Calling app (3.9.33 iOS) restarted soon after answering a call
- [IRIS-7965] Webex Calling (3.9.31 iOS iPhone) Incoming call issue

4.2 Release 3.9.33

The following improvements and bug fixes were introduced with this release:

- [IRIS-7950] UC-One Connect, Source Code Obfuscation.
- [IRIS-7957] [WxC app 3.9.31 iOS] Call transfer back to calling user by extension.
- [IRIS-7956] [WxC iOS] Disconnected immediately after answer.
- [IRIS-7961] Migrations from UC-One SaaS to Webex Clients Failing.
- [IRIS-7963] Year updated to 2022 in about screen copyrights string.

4.3 Release 3.9.31

The following bug fix was introduced with this release:

- IRIS-7948: iPhone failed to answer on incoming call.

4.4 Release 3.9.30

The following improvements and bug fixes were introduced with this release:

- [IRIS-7930] Not able to select Call Through as outgoing option.
- [IRIS-7924] Japan traffic spikes on Directory search request for the call log records.
- [IRIS-7929] Webex Calling app alerted very short time period for incoming call.
- [IRIS-7923] Password invalid after changed via Connect iOS.
- [IRIS-7920] Call Terminated message displayed once the conference call is initiated from one-to-one call and end it immediately.
- [IRIS-7919] Caller was able to hear the RBT; however, there is an incoming call notification on Webex Calling client app.
- [IRIS-7917] Support for e-SIM card.
- [IRIS-7908] UC office desktop not playing RTP stream back to user if SSRC is '0'.
- [IRIS-7906] BSLog.m line 1482.
- [IRIS-7890] BWKS Config request use Movial's User-Agent instead of the standard one.
- [IRIS-7889] UC-One Connect iOS App - support of disable_screenshot and algorithm to detect jailbreak.
- [IRIS-7882] (MUC Load balancer Improvement) Display an alert if the My Room is not available to join.

- [IRIS-7871] [CALL-36685] Webex Calling app for iOS is crashing when sending emojis in Dialpad.
- [IRIS-7846] Incoming calls are received but rejected after the Telephony provider(CXProvider) gets reset.
- [IRIS-7840] Wrong message shown when user updates old password as new password.
- [IRIS-7791] libnetwork.dylib: nw_endpoint_flow_copy_path + 44.
- [IRIS-7746] Crash : BTaskOperation.m line 136.
- [IRIS-7446] Chat list loading is very slow and app freezes.
- [IRIS-6760] [CM] Message header, side menu and + button appear for a moment when tapping on the in-call screen.
- [IRIS-6719] [CM] AppStore: HTTP: 0x1019b8000 + 56852.
- [IRIS-6266] Visual voicemail progress bar flickers at the beginning and at the end of deposit playing.
- [IRIS-6181] TP::Core::RefCounting::SmartPtrTP::Net::Http::RequestPtr::SmartPtr(TP::Core::RefCounting::SmartPtrTP::Net::Http::RequestPtr const&).
- [IRIS-6140] Pull call with iPhone and iPad can't show caller name.
- [IRIS-6074] [WxChat] IImagesManager:request is not fetching the image, it returns nil sometimes.
- [IRIS-7918] CLONE - [BME Crash] Crash is encrypting/decrypting Unprotect RTP Packets.
- [IRIS-7913] Internal: BEMS01361248 [Open] ROGERS COMMUNICATIONS CANADA INC 692045444 UCC PC - Customer can pick up calls but the call never completes and no audio.
- [IRIS-7886] "Call Retrieve" is displayed after hitting "Pull Call" on UC-One build 3.9.24.771.
- [IRIS-7927] Open] OPTUS 692237941 Loop Portal - incoming call display LOCAL ELECTRONICS PTY LTD.
- [IRIS-7928] MUC_OPERATION_FAILED flag should be removed in the UMS registration payload.

4.5 Release 3.9.25

The following improvements and bug fixes were introduced with this release:

- [IRIS-7879] Occasionally a user would automatically get logged out.
- [IRIS-7883] Occasionally User 1 fails to join ad-hoc 3-way conference initiated by the user with User 2 and User 3.
- [IRIS-7872] The application crashes if the user restarts the device and receives an incoming call without having unlocked the device after the restart.
- [IRIS-7873] An incoming call would occasionally fall silent in cases where User 2 tried to answer a call that User 1 had already answered but where ringing has not ended yet.

- [IRIS-7894] Noise occurred during call when a previous call disconnected due to network failure.
- [IRIS-7893] When searching the directory, the result did not appear in the search screen and the loading spinner is shown indefinitely.
- [IRIS-7870] The client did not display “Call Answered on another device” for Hunt Group calls where another user answered an incoming call. This happened occasionally in cases where CallUpd Push Notification was either delayed or not received.

4.6 Release 3.9.24

The following improvements and bug fixes were introduced with this release:

- [IRIS-7861] [IRIS-7861] A call transfer to a hunt group dropped when the user who picked up the call transferred the call, and the transfer receiving party tried to answer. This issue happened when the application failed to encrypt/decrypt the RTP packets correctly.
- [IRIS-7860] When one user tried to initiate a consulted transfer to another user, the first user's app would crash and go back to iPhone screen when the second user tried to accept the consulted transfer. This happened because of a failure to properly encrypt/decrypt RTP packets.
- [IRIS-7859] Contacts were not displayed when a user was scrolling the directory. This happened when the enterprise directory look up failed to look up numbers prefixed with 0.
- [IRIS-7842] Visual voice mail failed to download, display, and play on iOS. This issue happened due to the response object type being “OS dispatch data” which could not be encoded using UFT-8 string encoding.
- [IRIS-7839] A call to a hunt group of 4 agents should be displayed as “Call Answered on Another Device” when answered by an agent. It displayed as “Missed Call”.
- [IRIS-7835] The dial pad icon disappeared in the Webex Calling client when a call was initialized on an iPhone SE.
- [IRIS-7828] When Apple's Voice Over option was activated and set to French, the read out would still be in English.
- [IRIS-7815] When user 1 tried to merge 3 other users from different enterprises into a conference, user 1 lost audio upon adding another user No. 3.
- [IRIS-7807] Validation of version 3.9.24 in iOS 15 Beta.
- [IRIS-7803] Adding additional log features for retrieval and validation of user token during login.
- [IRIS-7634] Merge calls failed if user-initiated merge calls from the default iPhone screen instead of the app in-call screen.
- [IRIS-7848] Webex Calling app showed a blank screen when launched on an iPad running iOS 15 Beta.

4.7 Release 3.9.22

The following improvements and bug fixes were introduced with this release:

- [IRIS-7751] Client shows group name and group number on caller ID for extension to extension calls.

- [IRIS-7748] Forced logout when max 2 users connected with the same iOS account.
- [IRIS-7740] Client issue when making calls to toll free number.
- [IRIS-7739] Portuguese localization file missing from iOS branding kit.
- [TAC-407254] Ended call hung in mid-call services.
- [IRIS-7756] Issue with “external” contacts in the client.
- [IRIS-7801] Problem with mid-call not loaded always on the client.
- [IRIS-7773] Mobility Call Line Identity (CLID) section not visible in the client.
- [IRIS-7765] App throwing “Could not reach call settings server” error.
- [IRIS-7764] Mobile client appears to have broken contact header.

4.8 Release 3.9.20

The following improvements and bug fixes were introduced with this release:

- [TAC-405698] Attended transfer not possible with mobile client v3.9.18 on iPhone.
- [TAC-402574] Client has very poor performance on iOS devices when bandwidth is low.
- [TAC-406459] “One Time” Call From options not appearing when holding Call button.
- [TAC-406576] During client log-out transient shown “Login Info”.
- [TAC-404289] Name with space in it will not show correctly on landing page in the client v3.9.16.
- [IRIS-7677] [BEMS01188722] Sometimes Push Registration not deleted when log out.
- [TAC-402809] Client v3.9.16 crashed on iOS.
- [TAC-402541] Client crashes on iOS devices if they are on a call and go into landscape mode.
- [IRIS-7342] [BEMS01146502] The speaker mode deactivates automatically on iPhone.
- [TAC-403288] Calling party not displayed on incoming Hunt Group calls.
- [IRIS-7717] [BEMS01218255] Translation issue.
- [IRIS-7714] [BEMS01203722] No dial-pad icon.
- [IRIS-7709] [BEMS01208193] The name display is incorrect in the mobile client.
- [TAC-403994] Incorrect menu option in Mid Call screen.
- [IRIS-7713] Contact details of iPhone native contact not showing up when opened in app.

4.9 Release 3.9.19

The following improvements and bug fixes were introduced with this release:

- [IRIS-7724] Update Privacy Policy URL in iTunes Connect (no code change).
- [IRIS-7718] Disable DNS fallback approach.

4.10 Release 3.9.18

The following improvements and bug fixes were introduced with this release:

- [TAC-352805] User does not get a mid-call screen widget.
- [TAC-385123] Beta Version potential issue with Bluetooth® technology on incoming calls.
- [TAC-387602] [BEMS01126803] Directory search in iOS Connect cannot be cleared.
- [TAC-394129] Bluetooth technology issue with UC-One Connect Evaluation.
- [TAC-395444] Call Pull request fails when user has selected dial out method as Native Dialer.
- [TAC-397082] Intermittently seeing a “Poor Connection” alert on the Connect client.
- [TAC-397313] Label name does not match in Cisco documentation and config file.
- [TAC-399061] Connect Set Location Automatically, default setting differs between Android and iOS version.
- [TAC-399390] Connect Mid Call Control Widget provides option to hide number for outgoing calls.
- [TAC-399994] Wrong display name in call between different group but on the same Enterprise.
- [TAC-400275] Not possible to activate Personal Assistant with Alert Me First.
- [TAC-401918] When first call leg is accepted on mobile, the second call half is started, however still seeing “Waiting for Callback”.
- [IRIS-7386] DNS Resolver changes in iOS 14.
- [IRIS-7396] Issue when playback voicemail with Bluetooth headset.
- [IRIS-7477] Incoming call screen and Call History does not display proper name.
- [IRIS-7559] Consultative Transfer drops Originating Party after iOS 14.2 upgrade.

4.11 Release 3.9.16

The following improvements and bug fixes were introduced with this release:

- [TAC-389522] When log in, a pop-up “Alerting for BroadWorks mobile services has been disabled for this location” appears.
- [TAC-391519] Localization issue, error Banner not translated.
- [TAC-392085] Incoming Calls unavailable.
- [TAC-393360] When attempting to amend a favorite user there is not an option to put a space in Display name.
- [TAC-393979] UC-One randomly crashes.
- [IRIS-7353] The call expiration timer changed from hardcoded 35 seconds to configurable value.
- [TAC-352805] User does not get a mid-call screen widget.
- [TAC-363423] Duplicate HGs & AAs in Directory.
- [TAC-386222] User not able to add participants to an ongoing call with 2 other users.
- [TAC-387228] Caller’s number not displayed on CC/HG calls.

- [TAC-388702] No audio for few seconds and then the call drops.
- [TAC-391362] Call answered on another device, continues to ring on the mobile.
- [TAC-392151] Continues ringing until timeout, when A ends call before B answers.

4.12 Release 3.9.13

The following improvements and bug fixes were introduced with this release:

- [TAC-381241] Same contact is displayed several times in Directory menu.
- [TAC-383441] UC-One Connect crash when device is changing the wireless access points.
- [TAC-385459] UC-One not showing CLI.
- [IRIS-6709] Device keeps ringing when caller drops call.
- [IRIS-6937] Visual Voice Mail does not work when address field contains *countryCode*.
- [IRIS-6865] Caller ID of the PSTN calls is “null” instead of a phone number.
- [IRIS-6988] Update the localization of strings in Japanese.

4.13 Release 3.9.12

The following improvements and bug fixes were introduced with this release:

- [IRIS-3834] [Webex Calling] “Clear” icon scale inside text field.
- [IRIS-3836] [Webex Calling] About screen logo and paragraph text layout.
- [IRIS-6077] [BEMS01055673] [Webex Calling] Incorrect contact search result in Webex Calling app.
- [IRIS-6478] Crash when switched from light mode to dark.
- [TAC-349424] Music On Hold problem with iOS.
- [TAC-371222] UC-One Connect dropping the call post session audit.
- [TAC-372280] Video calls possible with One Time VoIP feature when video is disabled in configuration.
- [TAC-374888] Difference in Call History Desktop Communicator and Connect Mobile.
- [TAC-375837] Handover from WiFi to Mobile Data not possible with WiFi Assist on.
- [TAC-375950] Delayed Log Recording.
- [TAC-377034] Crash when destination returns *486 Busy*.
- [TAC-377899] Translation issue on “Complete Transfer”.
- [TAC-378400] No video button in Dialpad.
- [TAC-379627] Voice mail pop-up notifications interfere with voice mail playback and user has to restart playing the VM.
- [TAC-379990] Missed call pop-up has unintended text.

4.14 Release 3.8.9

The following improvements and bug fixes were introduced with this release:

- [IRIS-6294] / [BEMS01065335] User is unable to log in with SSO.
- [IRIS-6350] / [BEMS01049498] The time of call history is issued.
- [IRIS-6351] / [BEMS01034520] Incorrect translation in calling app.
- [IRIS-6341] White blank screen is shown until the login page is loaded. Progress symbol is expected.

4.15 Release 3.8.8

The following improvements and bug fixes were introduced with this release:

- [TAC-338076] Video consistently fails.
- [TAC-340947] Odd behavior of dialpad.
- [TAC-346615] Long Live Token expiry warning.
- [TAC-350692] Wrong country code shown in Call History.
- [TAC-352495] LLT re-login warning not shown.
- [TAC-353103] Menu icon disappears if user opens and then closes the Messages screen from the landing page.
- [TAC-353453] Missed call notification not translated.
- [IRIS-4984] User notification for re-login required today is not shown.
- [IRIS-5189] Pop-ups for iOS need to be on same lines as Android.
- [IRIS-5372] Missed call notification does not open Call History.
- [IRIS-5409] Update the user prompt text for accessing contacts.

4.16 Release 3.8.7

The following improvements and bug fixes were introduced with this release:

- [TAC-307840] Unable to make calls because the dialpad is disabled.
- [TAC-341184] Cannot delete “call history” by single call log and record still remains if deleted from Android.
- [TAC-345759] Password reset prompt loop on initial login.
- [TAC-347191] No option to paste password from clipboard into login.
- [IRIS-4758] Cannot open Call History (iOS 13 Beta).
- [IRIS-4973] Unable to return to the call window if browsing in the app (iOS 13 Beta).
- [IRIS-5015] Calling App Store branding kit – add support for all languages.
- [IRIS-5062] iOS Connect Client – Attended Transfer.

4.17 Release 3.7.4

There were no improvements or bug fixes introduced with this release.

4.18 Release 3.7.3

The following improvements and bug fixes were introduced with this release:

- [TAC-333374] / IRIS-3926 The iOS help menu goes to the page “<http://uc-one.help>”.

- IRIS-3968 – Incorrect login error message.

4.19 Release 3.7.2

The following improvements and bug fixes were introduced with this release:

- Compatibility with iOS SDK 12 and iPhone Xs Max.
- [TAC-319189] – Failing to re-establish call after data loss.
- IRIS-2442 – Login screen keeps trying repeatedly, when timing out during “SSO check” attempts.
- IRIS-2533 – [CM] Crash when try switching between Bluetooth technology and DUT speaker on Tablet.
- IRIS-2586 – Caller ID is shown as “Unknown” instead of the caller’s phone number if the contact is not resolved by the server.
- IRIS-2592 – [CM] Back button in VoIP Calling view not visible.
- IRIS-2460 – Wrong Caller ID displayed on the In-call screen for local contacts.
- IRIS-2605 – Phone number entered at login is cached from the previous user.
- IRIS-2628 – Directory search results fetch includes My Room details also.
- IRIS-2645 – [SSO] Push Notifications for calls are not received when the app has been killed and the token has expired.
- IRIS-2287 – [CM] Missed call badge notification not implemented.
- IRIS-3426 – Missing version and Settings wheel button on regions screen.
- IRIS-3624 – Call Kit branding icon still has greyed out style icon.

4.20 Release 3.5.3

The following improvements and bug fixes were introduced with this release:

- IRIS-2804 – [TAC-302544] Call settings Webview not loading on iOS 12.
- IRIS-2798 – The Webview Landing page is not translated to Swedish even though the rest of the app has been translated.

4.21 Release 3.5.2

This was the initial release of the rebranded Cisco Calling client.

5 Known Issues

This section describes known limitations and issues that affect service with the client software. Whenever possible, suggested workarounds have been provided.

5.1 Installation and Start-up

It is strongly recommended to uninstall previous development versions of the client before installing the client from the Apple App Store.

After the download, the user must enter the following:

- Cisco BroadWorks user ID and password
- Mobile phone number (if missing)

5.2 Upgrade Information

There are no known limitations or issues that affect the service.

5.3 Configuration

There are no known limitations or issues that affect the service.

5.4 Localization

The following is a known limitation for localization:

- Server errors are displayed in the language defined by the server settings.

5.5 Calling

The following is a known limitation for calling:

- In certain cases, the iOS device may continue ringing on an incoming VoIP call after the call is answered on another device or abandoned by the called. This continues for a maximum of 35 seconds.

5.6 Connectivity

There are no known limitations or issues that affect the service.

5.7 Phone Dialer

The following is a known limitation for the phone dialer:

- IRIS-4391 – Cisco Calling does not trigger a call automatically when launched via a DeepLink.

5.8 Service Management

There are no known limitations or issues that affect the service.

5.9 Call Logs

There are no known limitations or issues that affect the service.

5.10 Directory Search

There are no known limitations or issues that affect the service.

5.11 Other

The following are additional known limitations:

- IRIS-6407 – No indication on app icon on iOS phone in case of missed calls or MWI in VM.
- IRIS-3619 – Not possible to switch between Bluetooth technology and speaker on iPhone X.
- IRIS-2538 – Unable to merge Conference call with another CS call received after the conference initiation due to iOS limitations.

Acronyms and Abbreviations

API	Application Programming Interface
BW	BroadWorks
CLI	Command Line Interface
CLID	Calling Line ID
CS	Circuit Switched
DUT	Device Under Test
EULA	End-User License Agreement
HTTPS	Hypertext Transfer Protocol Secure Sockets
IM	Instant Messaging
LLT	Long Live Token
MUC	Multi-User Chat
MWI	Message Waiting Indicator
PAI	P-Asserted-Identity
PSTN	Public Switched Telephone Network
SSO	Single Sign-On
TAC	Technical Assistance Center
TN	Telephone Number
UC	Unified Communications
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
UX	User Experience
VM	Voice Mail
VoIP	Voice over Internet Protocol
XML	eXtensible Markup Language
XMPP	Extensible Messaging and Presence Protocol