# Mitel

# Release Notes

Software Version: V3R0.104.0, 2026-02-01

## Unify Phone

Current release status can be verified via the Software Supply Server (SWS)

This document provides general information about the release, generics, and other relevant notes for the corresponding product and its correction versions.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

## Table of Contents

# 1   History of Change

## 1.1   Release notes content

| Version | Date | Description of changes |
|---|---|---|
| 1.0 | 2026-01-16 | Initial version for V3R0.104.0 |

## 1.2 Product versions history

| Software Version | Production Version | Date | Remarks |
|:---:|:---:|:---:|:---|
| V3R0.95.0 | | 2025-05-04 | |
| V3R0.96.0 | | 2025-05-18 | |
| V3R0.97.0 | | 2025-06-01 | |
| V3R0.98.0 | | 2025-06-15 | |
| V3R0.99.0 | | 2025-06-29 | |
| V3R0.100.0 | | 2025-07-13 | |
| V3R0.100.1 | | 2025-07-24 | |
| V3R0.101.0 | | 2025-09-28 | |
| V3R0.102.0 | | 2025-10-26 | |
| V3R0.103.0 | | 2025-11-30 | |
| V3R0.104.0 | | 2026-02-01 | |

# 2 Changes

## 2.1 Implemented Change Requests / New features

Not applicable for this release.

## 2.2 Resolved Reported Problems / Symptoms

| Tracking Refer-ence | Summary | Released in Version |
|---|---|---|
| NGTC-16025 | When using the Unify Phone PWA client, inconsistent terminol-ogy is displayed for hunt group status. Specifically, different wording is shown between the mouse-over text and the subse-quent dialog, where "Gruppenstatus", "Sammelanschluss", and "Agentstatus" are used inconsistently. The issue occurs in both German and English. | V3R0.104.0 |
| PRB000087642 | When using the Unify Phone Android App, the Chat feature fails to load after switching the device orientation from horizontal to vertical (or vice versa), displaying a "Website not available" error. The issue persists across orientations and is resolved only after closing and reopening the app. | Android Client 3.0.105 |
| PRB000087909 | When using the Unify Phone Android App, the HuntGroup agent availability toggle remains active while the device is offline. Alt-hough users can change the toggle, the agent status is not up-dated on the PBX, resulting in a misleading availability state be-ing displayed. | Android Client 3.0.105 |
| PRB000088555 | When using the Unify Phone Android App on foldable devices or tablets, UI elements are not displayed correctly when the de-vice is unfolded. The Agent status icon is missing from the main screen and user settings, the green dial button is partially hid-den, and a duplicate red hang-up button appears when access-ing the keypad during an active call. | Android Client 3.0.105 |

## 2.3 Resolved Vulnerabilities

Not applicable for this release.

# 3 Important Issues, Workarounds, Hints and Restrictions to a specific re-lease

This section provides the latest information at time of software release and is only pertaining to the time of release notes generation.

## 3.1 Important Issues

Not applicable for this release.

## 3.2 Workarounds, Hints

### 3.2.1 Troubleshooting issues

In the link below you may find the Troubleshooting Guide for Unify Phone
https://www.mitel.com/document-center/applications/collaboration/unify-phone/unify-phone-administration/all-releases/en/unify-phone-v3-troubleshooting-guide-service-documentation

### 3.2.2 Xiaomi Devices - Granting additional app permissions

For Unify Phone to work properly on a Xiaomi device, you need to manually grant the app with a set of UI permissions.

1) To allow Unify Phone to use the background autostart service:
   a) On your device **Settings**, navigate to **Apps > Permissions > Autostart**.
   b) Switch the slider next to Unify Phone to **ON**.

2) To allow Unify Phone to show notifications on phone's lock screen:
   a) On your device **Settings**, navigate to **Apps > Permissions > Other permissions**.
   b) Tap **Permissions > Show** on Lock screen.
   c) Enable the checkbox next to Unify Phone.

These steps may vary depending on the MIUI version.

### 3.2.3 Deskphone Ringing – Browser Microphone Permissions

When using Unify Phone via a browser, the desk phone may not ring if microphone access is not granted. This happens because incoming calls cannot be answered in the browser without access to an audio input device.

**Workaround:**
To ensure incoming calls ring on the desk phone even when microphone access is denied:
1. Open Unify Phone on your browser.
2. Navigate to **Settings → Telephony → Incoming call routing**.
3. Select **Deskphone** as the routing option.

With this setting applied, incoming calls will ring on the desk phone regardless of browser media permissions.

## 3.3 Restrictions

| Summary |
| --- |
| **Integration with Poly Lens is not supported** |
| Currently Unify Phone does not support call control functionality with Poly/Plantronics headsets using the Poly Lens application. Answering or managing calls directly from the headset is not supported. |

# 4 Hardware and Software Compatibility

## 4.1 Hardware

Not applicable for this release.

## 4.2 Firmware

Not applicable for this release.

### 4.3    Loadware

Not applicable for this release.

### 4.4    Software / Applications

#### 4.4.1 Software components included in this release

| Released with | Component | Version |
|---|---|---|
| V3R0.104.0 | Web Client | 5.0.5200 |
| V3R0.104.0 | Android Client | 3.0.105 |
| V3R0.104.0 | iOS Client | 3.0.105 |

Mobile app availability is subject to Apple's and Google's release process for the respective app stores.

### 4.5    Operating systems

Below are the Operating System versions supported by Unify Phone mobile clients.

| Component | Minimum Supported Version | Latest Supported Version |
|---|---|---|
| Android Client | Android 10 | Android 15 |
| iOS Client | iOS 16 | iOS 26 |

### 4.6    Compliant products

This section lists the minimum versions of the communications platforms and associated products which are compatible with Unify Phone. This section also shows the latest versions of the communications platforms and associated products which have been tested and verified.

It is not required for the communications platforms and associated products to be on the latest version but to maintain at least the minimum recommended version.

#### 4.6.1 Communication platforms

| Product Family | Product | Verified Software Versions | | Status | NUXEO Note |
|---|---|---|---|---|---|
| | | Tested versions | Min. Recommended versions | | |
| OpenScape Voice | OpenScape Voice | V11 R0.8.0 | V10R3.36.0 | GA | Check SWS |
| OpenScape 4000 | OpenScape 4000 | V11R1.26<br>  Assistant V11 R1.26.0<br>RMX  V11 R1.26.1<br>CSTA V11 R1.26.0<br>LW   V11 R1.26.0 | V10R1.34<br>  Assistant HF1<br>  CSTA HF1<br>  RMX HF1<br>  LW V10R1.34.0 | GA | Check SWS |
| SBC | SBC | V11 R3.00.00 | V11 R2.04.00 | GA | Check SWS |
| OpenScape Business | OSBiz X<br>OSBiz S | V3 R4.3.0.720<br>V3 R4.3.0.720 | V3 R4.2.0.671<br>V3 R4.2.0.671 | GA | Check SWS |

| Product Family | Product | Verified Software Versions | | Status | NUXEO Note |
| --- | --- | --- | --- | --- | --- |
| | | Tested versions | Min. Recommended versions | | |
| MiVoice | MiV5000 | MV5000-R8.3 SP1 AG00 | MV5000-R8.3 SP1 AG00 | GA | |
| OpenScape Common Management Platform | OpenScape Common Management Platform | V10R6 FR15.1 | V10R6 FR11.2 | GA | Check SWS |

The current Common Compatibility Matrix can be found on the Mitel Unify Partner Portal https://www.mitel.com/login/unify-login.

Note: Use the "Search" option and Search Documents for "Common Compatibility Matrix" (select "Search on title only").

### 4.6.2 Other products

Not applicable for this release.

### 4.6.3 Third-Party products

Not applicable for this release.

## 5 Additional Information

Unify Phone Connector status and potential alerts can be found under:
https://status.mitel.io/