

Release Notes

Software Version: V3R0.104.1, 2026-03-01

Unify Phone

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

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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.

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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
1.1	2026-02-20	Release of V3R0.104.1

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	
V3R0.104.1		2026-03-01	

2 Changes

2.1 Implemented Change Requests / New features

Not applicable for this release.

2.2 Resolved Reported Problems / Symptoms

Tracking Reference	Summary	Released in Version
PRB000088728	When using the Unify Phone client, incorrect caller information is displayed for calls towards an MLHG. If the initially alerted user does not answer and the call is forwarded to another MLHG member, the caller view is not updated and continues to display the first user's number instead of the currently ringing destination.	V3R0.104.1
PRB000279521	When using the Unify Phone client, intermittent loss of connection may occur due to a memory leak in the Unify Phone connector pods, leading to unexpected pod restarts. As a result, UP users – including Contact Center agents – may experience temporary disconnections.	V3R0.104.1
PRB000088182 / PRB000088771	When using the Unify Phone Sprint 101 client, 5 out of 7 NGTC connectors intermittently stop writing logs. This can lead to missing log data, although the connectors remain functional.	V3R0.104.1
PRB000282852	When using the Unify Phone client, call control buttons may not be visible after answering an incoming group call (e.g., cyclic hunt group calls). Although the call is successfully established and audio is active, the call control options are not displayed in the app, resulting in limited call handling capabilities. The issue occurs intermittently and could not be consistently reproduced.	V3R0.104.1
PRB000280433	When using the Unify Phone Android App on Android 15/16, the application crashes when navigating to Settings → Telephony and selecting either "Incoming call routing" or "Busy settings". The issue occurs only when the Voicemail feature is not assigned and affects the Android client only.	Android Client 3.0.106
PRB000277323 / PRB000281530	When using the Unify Phone Android App, the agent status is automatically set to unavailable across all hunt groups when the mobile client is activated and a call is received.	Android Client 3.0.106
PRB000090521	When using the Unify Phone Android App, call forwarding configuration does not take effect. Although the user enters a destination number (e.g. for unconditional, no answer, or busy forwarding), no update is applied and no call forwarding is activated.	Android Client 3.0.106
PRB000281082	After user has a missed call on the Unify Phone Android App, the following GSM incoming call has not ringing tone indication. User has only visual indication that there an incoming GSM call	Android Client 3.0.106

2.3 Resolved Vulnerabilities

Not applicable for this release.

3 Important Issues, Workarounds, Hints and Restrictions to a specific release

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
<p>Integration with Poly Lens is not supported</p> <p>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.</p>

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
V3R0.104.1	Web Client	5.0.6100
V3R0.104.1	Android Client	3.0.106
V3R0.104.1	iOS Client	3.0.106

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