

# NEC Release Notes

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**NEC**

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## Multiline Client (MLC) Mobile Release Note Version 3

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Date	Version	Notes	Author
12-20-18	3.0	Windows and MAC OS support Bug Fixes for Android and iOS Provisioning Server Links	EA

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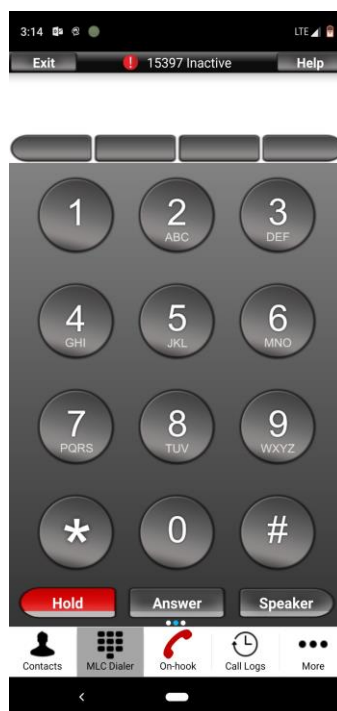
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## Overview

NEC's Multiline Client (MLC) Mobile re-invents the office telephone by integrating the traditional desktop phone to your iPhone® / iPad® / Android™ Phones / Android Tablets into one innovative, feature-packed business device. When paired with NEC's UNIVERGE SV9x00/SV8x00 Series Communications Platforms, the MLC Mobile revolutionizes the desktop experience and immediately transforms the way businesses use their personal devices.

As a telephone, the MLC Mobile delivers a full multi-line self-labeling experience. A familiar Dterm® GUI supports 32line keys along with the most sought after SV9000 features including; Bluetooth compatibility. The MLC Mobile delivers integrated system access to email, contacts and MUCH more! The application possibilities are endless.



*This release note will provide information about the MLC Mobile User application pertaining to:*

- New feature release
  1. PC support for Windows and MAC
- Bug Fixes addressing
  2. IPv6 and Wi-Fi
  3. Android Enhancements
  4. iOS Enhancement
- Update
  5. Provisioning Server update

## Compatibility

Device Platforms	Mobile Device	Android Mobile	iOS Mobile	Windows	Mac OS
	MOBILE OS Version	4.4.X or higher	10.x and higher	Windows 7 and 10 Home, Professional and server versions	Mac OS 10
MLC	Version with noted minimum required release level	2.0.42	2.0.26	1.0.8[B1]	1.0.7[B3]
Device Platform Capabilities	Device	Smartphones, Tables	iPhone SE, 3,6,7,8,X, Xr, Xs iPad 2,3,4 Pro	Laptop, Desktop	Laptop, Desktop
	Bluetooth	Yes	Yes	N/A	Yes
	Native Integration	Yes	Yes	Contacts/Audio	Contacts/Audio
	Battery Optimization	Yes	Yes	Yes (Laptop)	N/A
	Background Processing	Yes	Yes	Yes	Yes
New Features and Capabilities	DSS Console (Tablet and PC only)	Looking for Beta	No Support	Looking for Beta	No Support
	PTT Integration (Cloud service)	On Hold	On Hold	On Hold	On Hold
	IPv6 related to LTE	NA	Supported	NA	NA
Installation & Configuration	Licensing based on Switch:	Q24-DN000000120213 - SV91 MLC MOBILE-1 LIC Q24-DN000000120443 - SV93 MLC MOBILE-1 LIC Q24-DN000000120453 - SV95 MLC MOBILE-1 LIC Q24-DN000000125588 - SV81 MLC MOBILE-1 LIC Q24-DN000000125589 - SV83 MLC MOBILE-1 LIC Q24-DN000000125590 - SV85 MLC MOBILE-1 LIC		Q24-DN000000120213 - SV91 MLC MOBILE-1 LIC Q24-DN000000120443 - SV93 MLC MOBILE-1 LIC Q24-DN000000120453 - SV95 MLC MOBILE-1 LIC	
	Location	GooglePlay, NEC Anytime and Provisioning Server	Apple Store Only	NEC Anytime and Provisioning Server	NEC Anytime and Provisioning Server
	**Provisioning	Licensing and client Control	Licensing and client Control	Licensing and client Control	Licensing and client Control

Device Platforms	Mobile Device	Android Mobile	iOS Mobile	Windows	Mac OS
	MOBILE OS Version	4.4.X or higher	10.x and higher	Windows 7 and 10 Home, Professional and server versions	Mac OS 10
Voice Server	Platforms with noted Minimum release level required	SV8100: V9.0 SV8300: R8 SV8500: S7 SV9xxxx: All version		SV9100: 8.00.65, SV9300: V6.1.0 SV9500: V5 03.00	

## PC Support

### 1.1 *Description*

MLC is now supported on Windows and MAC PC's. NEC introduces Windows MLC Mobile with this release with the same feature set similar to MLC Mobile on Android and iOS. The MLC Mobile client is implemented with native environment support and ability to sync up with Outlook contacts for making and receiving calls while allowing editing in Outlook application only.



### 1.2 *Network Requirements:*

Corporate LAN or WLAN must support QoS for VoIP. QoS for VoIP will improve voice quality and connection reliability. Refer to your equipment manufacturer(s) for your network settings.

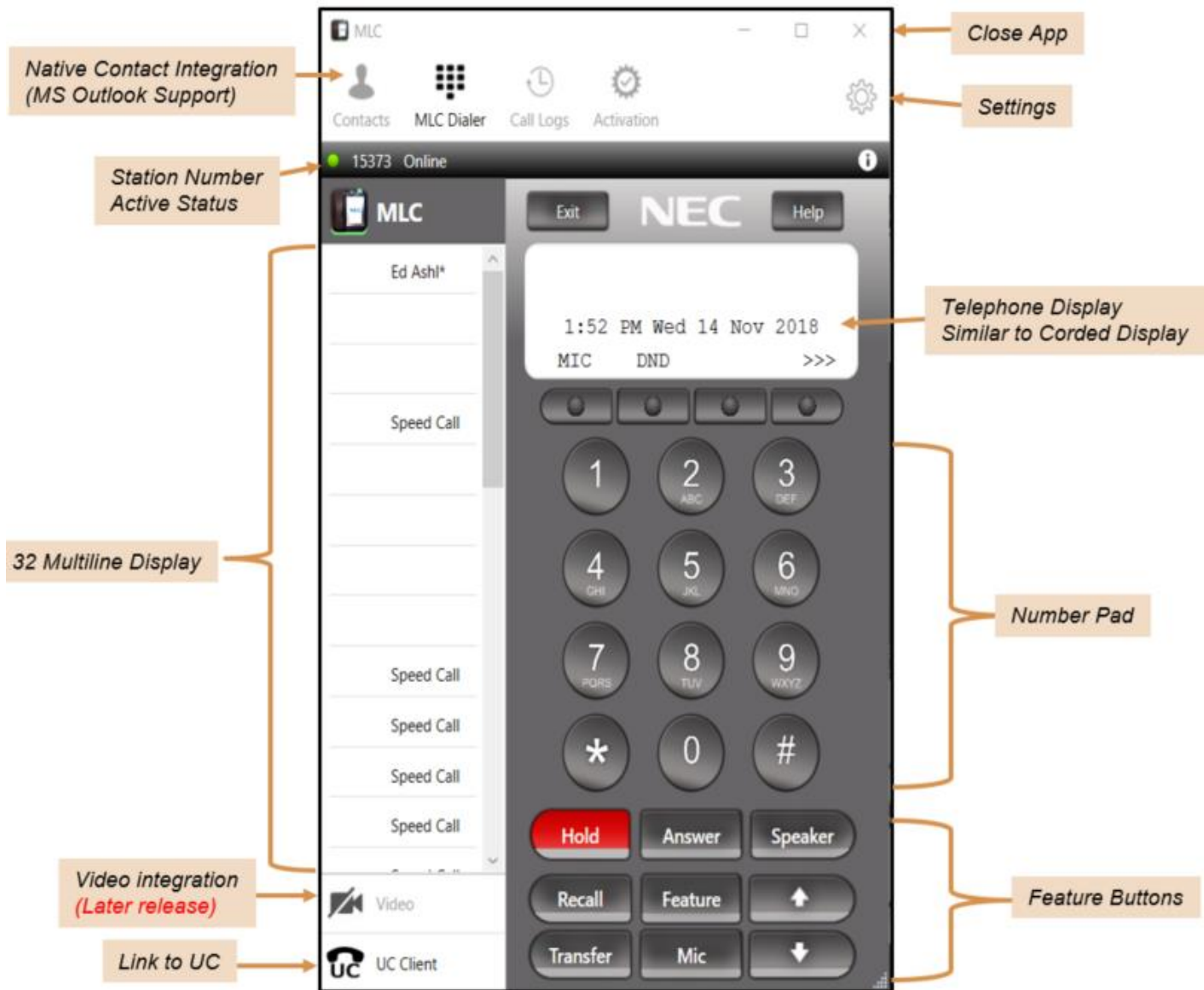
A VPN or other similar laptop connectivity business practice is supported by Windows MLC Mobile.

### 1.2 *MLC Mobile User Licensing for Windows and Mac OS:*

Access your NEC Anytime Studio account to order your MLC Mobile user license today!

The MLC Mobile can either be ordered through the shopping cart or under terminals with same MLC Mobile part numbers. Similarly, DSS Console support can be purchased separately for required number of users.

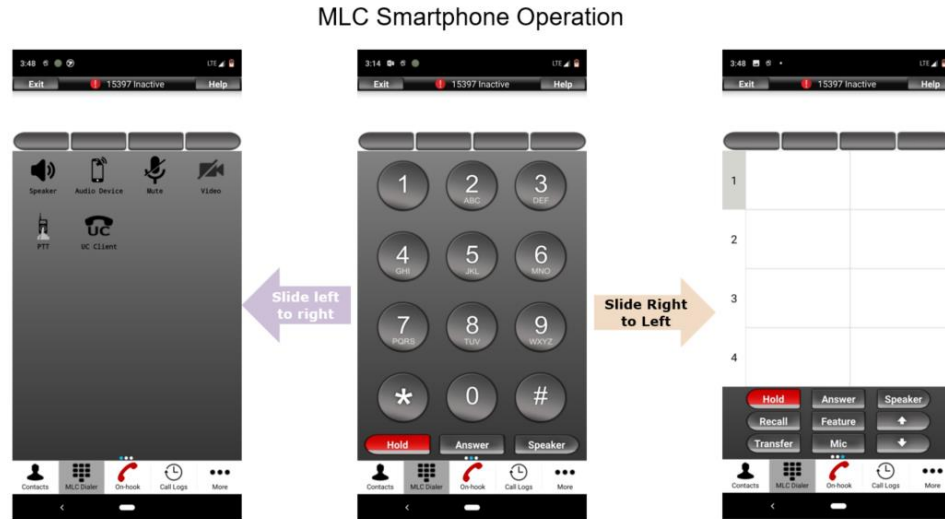
### 1.3 Layout



**Note:** The layout on the MacOS is similar to the one for Windows. Both platforms automatically convert layout to landscape layout if Window is stretched and portrait layout, if window is shrunk

User interface of PC version provides operational difference when comparing to Smartphone operation/Look but closely mimics interface for iPad or Tablet;

- No Slide control  
Scroll to the left and right of the GUI in order to show additional functionality is not required.



- Audio direction controlled by PC, general follows Native audio settings of PC
  - Wired /Wireless headset
    - Functionality dependent on PC Hardware support
  - Internal / External Speaker
    - Functionality dependent on PC Hardware support
- Able to setup bidirectional audio path on Windows (PC) and MAC Devices.
- Notification of audio ringer directed to different output path (i.e. External Speakers) than voice connection (Headset) is supported for Windows as configurable option, where as it is always last connected device for Mac OS.

### 1.4 Licensing

- MLC Mobile License Explanation  
In order to activate the MLC on the Mobile a MLC licenses and resource seat in the switch will need to be available.
  - Each NEC switch has a unique MLC mobile licensing part number/name for activation of the MLC.
    - Q24-DN000000120213 - SV91 MLC MOBILE-1 LIC
    - Q24-DN000000120443 - SV93 MLC MOBILE-1 LIC
    - Q24-DN000000120453 - SV95 MLC MOBILE-1 LIC
    - Q24-DN000000125588 - SV81 MLC MOBILE-1 LIC
    - Q24-DN000000125589 - SV83 MLC MOBILE-1 LIC
    - Q24-DN000000125590 - SV85 MLC MOBILE-1 LIC
  - Each MLC Mobile licenses has the capability to allow for connection to:
    1. Mobile Device
    2. PC Device (excluding SV8xxx MLC Mobile-1 Lic)
  - MLC client can be activated 1 of 2 ways



- Trial Licenses allows for try it before buy-it offering. When the MLC application is installed on your device select the “Trial Licenses” offering.
  - Activation available for 7 Days
  - Tied to MAC of the device
  - After the 7 day activation, the device can no longer be activated under the Trial Licenses selection. The user must purchase a MLC licenses in order to run the client on the Mobile device.
- Activation key assigned through Provisioning server (Noted as a Site key) or can be locked to the HW key of the NEC switch.
- An MLC Mobile License has the capability being shared between multiple devices which are assigned to same Site Key assignment/HW Key of the NEC switch and have the same profile configuration.
  - MLC licenses shared across devices.
    - MLC activated on their Smartphone
    - MLC activated on their Tablet
    - MLC activated on their PC
  - MLC License don’t support concurrent use.
- MLC is tied to Station registration and HW Key.
- Additional MLC licenses required when a new profile is configured

## IPv6 and Wi-Fi Network Support

### **2.1** *Description*

IPv6 LTE and Wi-Fi network support is added for all PBX's along with NAT64 off premise access for Android and iOS devices on a SV9100/SV8100.

### **2.2** *Benefits*

Works with both IPv4 and IPv6 networks and also supports iOS12 and pre-iOS12 implementation by Apple on iOS devices.

### **2.3** *Conditions*

Same conditions as SV9100/SV8100 DT7xx/8xx NAT support for remote login. Please review NAT support documented in the SV9100 and SV8100 documentation for further details on how to configure.

## Android Enhancements

### 3.1 Description

Bug fixes:

<b>Android 8 (API Level 26) Support.</b>
<b>Optimization for licensing request frequency.</b>
<b>Application gets crashed on TC51 when user is 'In call'. (Network goes away and user quits the application.)</b>
<b>While using the Native Dialer to make a call and if cellular is selected, a pop-up window always prompts to select MLC, Cellular or Cancel.</b>
<b>IPv6 with NAT64 Support</b>
<b>Minor bug Fix in to “Licensing Module”.</b>
<b>If user is not already logged into NEC MLC when initiating a call from Engage Mobile, NEC MLC will log in but NOT initiated the call. In this case the user has to go back to Engage Mobile and try the call again.</b>
<b>If the user loses the connectivity with PBX then user misses call until the app is restarted.</b>
<b>Start on Boot.</b>
<b>Only G729 is configured at PBX, then call gets disconnected while trunk calling.</b>
<b>SV platform in Manual mode, asks Login and Override Prompt. There should be some mechanism in MLC MOBILE client to provide the credentials without user input every time. (UI Change - Save and Always Yes buttons are added in the Login and Override Prompts respectively.)</b>
<b>Solved the violation of Device and Network Abuse policy.</b>
<b>VQ issue fix.</b>
<b>No voice issue when second call, Hold should send inactive.</b>
<b>MLC Client 2.0.24 will not allow connection when 10-46-1:= Auto/Manual.</b>
<b>Issue in “username &amp; password” popup display in case of manual Registration.</b>
<b>MLC stops functioning on iPhone 6 V11.2.1 (Same was found in Android.)</b>
<b>MLC Client will not allow entering User Name / Password when system set to MANUAL PRG 10-46-01</b>

## iOS Enhancements

### 4.1 Description

#### Bug Fixes

<b>Display Screen Fix for Notch for newer iPhones such as iPhone X.</b>
<b>Added 911 Disclaimer.</b>
<b>iOS 12 Support.</b>
<b>IPv6 support with NAT64.</b>
<b>iPhone SE model has one-way speech after iOS is upgraded to 11.3.</b>
<b>Progress Tone is reorder, when Calling station with Call Forward Both Ring set to Mobile Extension.</b>
<b>If the user loses connectivity with PBX then user misses call until app restart.</b>
<b>Display name fix for SV9500.</b>
<b>Call Logs based on message from PBX SV95/SV91/SV93.</b>
<b>Display contact name for missed call in Call History.</b>
<b>Only G729 configured at PBX, call gets disconnected while trunk calling.</b>
<b>MLC Call Log shows Contact name for internal call when the contact is not in the selected Contact Group.</b>
<b>SV platform in Manual mode, asks Login and Override Prompt. There should be some mechanism in MLC Mobile client to provide the credentials without user input every time. (UI Change: Save and Always Yes buttons are added in the Login and Override Prompts respectively.)</b>
<b>MLC on iPhone has no audio when using Bluetooth devices.</b>
<b>No speech path from MOBILE MLC Client to UT880 during or after a supervised transfer.</b>
<b>Username and password encryption in Licensing Server request.</b>
<b>The MLC was frozen with dial tone for about 30 seconds before it released.</b>

## Provisioning URL

The following are a list of URL's and the function provided for MLC management. All access and support for the noted URL are directly supported by BizRTC. Support emails should be directed to bizcare@bizrtc.com.

#	URL	Description
1	<a href="https://prov.bizrtc.com/Softwares/">https://prov.bizrtc.com/Softwares/</a>	Customer management Portal provide the following access: <ol style="list-style-type: none"> <li>1. Latest production releases of the MLC are posted on this site for download.</li> <li>2. Access to customer and Distribution Portals for the assignment of Site keys of the MLC, provisioning of clients and activation/deactivation of clients</li> <li>3. Registration access for Customer and Distribution portals.</li> </ol>
2	<a href="https://prov.bizrtc.com/SignInUp/">https://prov.bizrtc.com/SignInUp/</a>	Dashboard for Customer registration for Portal access. Requires Hardware Key of the NEC switch for registration.
3	<a href="https://prov.bizrtc.com/customer/secure/login">https://prov.bizrtc.com/customer/secure/login</a>	Customer Portal access after registration has been completed <ol style="list-style-type: none"> <li>1. Customer can configure the client provisioning</li> <li>2. Assign/delete MLC assignments to MOBILE devices</li> <li>3. Obtain documentation for the product.</li> <li>4. Register new licenses</li> </ol>
4	<a href="http://prov.bizrtc.com/distribution/secure/login">http://prov.bizrtc.com/distribution/secure/login</a>	Channel Management Portal for linking customer accounts and managing customer sites. <ol style="list-style-type: none"> <li>1. Channel accounts are able to assign customer accounts</li> <li>2. Manage access to the customer accounts</li> <li>3. Manage devices at the customer accounts</li> </ol>

### 6.1 Supported Browsers

- Microsoft Edge 38.14393.0.0
- Google Chrome 52.0.2743.116m
- Safari 10.0.1
- Firefox 47.0