

**UPDATE OF**  
**FLAVOICE**

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# ATTENTION: Read all this information 'before' updating

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For more information about our products, please contact us via:

- [www.globalbhs.com](http://www.globalbhs.com)
- [sales@globalbhs.com](mailto:sales@globalbhs.com)

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## MINIMUM COMPUTER REQUIREMENTS

- Processor: Intel Core i7 or superior
- HD: 120 GB free or more, in SSD
- Video: 1280x1024 or more

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## MINIMUM RAM MEMORY REQUIREMENTS

- FLVoice with 01 to 16 voice channels: 8 GB
- FLVoice with 17 to 24 voice channels: 16 GB
- FLVoice with 25 to 48 voice channels: 32 GB

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## OPERATIONAL SYSTEM REQUIREMENTS

- Operating System:
  - Windows 10 Pro, 64-bit
  - or Windows 11 Pro, 64-bit
  - or Windows Server 2019, 64-bit
  - or Windows Server 2022, 64-bit
- Microsoft .NET Framework 3.5 (other versions may be installed, provided 3.5 is also installed)
- Microsoft .NET Framework 7.0 (other versions may be installed, provided 7.0 is also installed)

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## UPDATE PASSWORD REQUIREMENT

This update requires a password and is free for all FLVOICE serial numbers with support contract.

The features updated will only be those that had been enabled in the current software license.

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## VOICE INTERFACES

The following voice interfaces are supported:

- for analog extensions: Khomp: API 3.4.x or newer
- SIP

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## IMPORTANT REMARKS

- GlobalBHS may change the minimum requirements without notice. In this way, it is important to consult this table of minimum requirements whenever you install an update of your software.
- As with any software upgrade, it is strongly recommended that you **BACKUP** the **ENTIRE** directory where FLVOICE is installed **BEFORE** you start the upgrade.
- Only continue upgrading if the computer meets the requirements.

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## UPDATE LOG

Every update generates a text file with the log of all the events: `\windows\system32\_UpdateFLVoice.txt`

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## DESCRIPTION OF THE CHANGES IN THIS VERSION

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**VERSION:** 11.0.11

**DATE:** 2024-10-28

- o Added PBX:

- AVAYA modelo IP Office (IP500) Release 12 (SIP)

## CHANGES ON PREVIOUS VERSIONS

### VERSION : 11.0.10

- Mailbox registration screen now displays the number of mailboxes that can still be registered (if there is a defined limit).
- Added PBX:
  - UNIFY model HiPath 4000 v.7 Multi-Function (4-digit extensions)

### VERSION : 11.0.9

- Improved appearance of the Cal Accounting screen.
- Improved appearance of the Technical Support IVR.
- Corrected information on the expiration date of contracts in the emails sent by the Technical Support IVR.

### VERSION : 11.0.8

- When receiving a name for a mailbox, it ensures that it begins with a letter or number.
- Fixed bug that caused the wake-up call to be presented in the hotel's language instead of the guest's language.
- New cities registered for weather forecast:
  - Ipoh, Malaysia
  - Johor Bahru, Malaysia
  - Kampung Baru Subang, Malaysia
  - Klang, Malaysia
  - Kota Bharu, Malaysia
  - Kuala Lumpur, Malaysia
  - Malacca, Malaysia
  - Petaling Jaya, Malaysia
  - Shah Alam, Malaysia
  - Subang Jaya, Malaysia

### VERSION : 11.0.7

- On the Call Accounting screen, it is now possible to edit the check-boxes related to the extensions to which the charging rules can be applied.
- Implemented possibility of defining the type of each charging rule, to be exported to the PMS.

### VERSION : 11.0.6

- Implemented control of Do Not Disturb, for select PBXs, via telephone.

### VERSION : 11.0.5

- Status of the channel on the main screen now displays the room number while asking for confirmation of Minibar and State of Room posting.

### VERSION : 11.0.4

- Implemented posting of Minibar items from the Web Interface.
- Implemented Room Status posting from the Web Interface.
- Implemented 'Postings' menu of the Web Interface.
- Features enabled in the Web Interface can now be specified for each user.

### VERSION : 11.0.3

- Improved performance of sending files via FTP by GuestCon.

### VERSION : 11.0.2

- Implemented verification of Minibar postings via Web Interface.
- Implemented DND (Do Not Disturb) command in the Web Interface.
- Implemented verification of Call Accounting postings via Web Interface.

### VERSION : 11.0.1

- Room Status now has an indication to be highlighted in the web interface.
- Room Status now has indication of "not ready" in the web interface.

### VERSION : 11.0.0

- Implemented use with PBX via analog extensions through FXO Gateway.
- Decreased the time to reset the voice channels.
- Fixed issue that did not log the message exchanged with the voice interface.
- Fixed issue that disabled check-box for controls of some logs.

### VERSION : 10.1.15

- Fixed issue that did not enable button to copy credentials from the first SIP channel to the others.
- Fixed issue was not saving room states for web interface.

### VERSION : 10.1.14

- Fixed issue in the Web Interface that was not correctly handling Alarm Clock and Room Status.
- Increased the screen width for display of the Wake-up Calls Report in the Wake-up Call Manager via IP tool.

### VERSION : 10.1.13

- Fixed issue that could make the system unresponsive if the internet was not working.

### VERSION : 10.1.12

- Now warns that the Wake-up Call will not work while the settings screen is open.
- Implemented storage of the digit dialed by the guest when being awakened, to be used in the Wake-up Call report.
- Notification via e-mail about non-attendance of the Wake-up Call now has the subject "[Wake-up Call Alarm] Room X did not answer the wake-up call"
- Fixed issue that was not enabling the buttons to be see the log files correctly.
- On the main screen, the "APPS" tab shows Wake-up Call commands as well.
- On the main screen, the "APPS" tab shows commands sent by the WEB Interface as well.
- Implemented programming of the new firmware version of the GRANDSTREAM UCM PBX (UCM62xx v.1.0.20.52, UCM63xx v.1.0.25.9 or UCM65xx v.1.0.20.52).

### VERSION : 10.1.11

- If ProgPBX and/or PBXControl is being activated via external software, it is no longer automatically disabled when leaving FLVoice.
- Fixed issue that could delete the database with alarm clock states every day, making the wake-up calls report incorrect.

- Fixed a issue that wouldn't turn off the wake-up call as soon as the user dialed something.

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VERSION : 10.1.10

- The statuses displayed on the main screen referring to the Room Status & Minibar now show the room number.
- Suppressed the use of 'CM\_ENABLE\_ECHO\_CANCELLED' in 'Khomp Manager.exe' at the suggestion of Khomp Support, to eliminate the problem of loss of DTMFs in the IIB of some PBXs.
- In the channel status, when IIB string is received, the number of digits of the string is also shown.
- Implemented the ability to have an IIB digit that marks the beginning of the string, for cases where the Khomp interface loses the first digits.
- It is displayed the indicator of free wake-up call channels, just below the wake-up call icon.

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VERSION : 10.1.9

- Warning is shown in the FIAS Interface if any integration file is in drive e: or larger, suggesting that the URI with "\\\" be used.
- Fixed log of the alarm clock that was saying that the call had been answered, when there had not even been a dial tone.

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VERSION : 10.1.8

- The log of messages with the voice interface now shows if there was a timeout when making the call.
- Wake-up call can be configured so that the awakened person needs to type something to STOP the alarm clock.
- For connection via SIP to the PBX, the tooltip of the status bar also displays the IP address of the PBX.
- When exiting the configuration screen of the ProgPBX and PBXControl parameters, an alert is shown by explicitly specifying the name ProgPBX or PBXControl.
- When there is no integration with PMS, columns referring to the hotel (which have orange function) will no longer appear on the mailbox configuration screen.

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VERSION : 10.1.7

- Fixed issue that caused dropdown on the wake-up call setting screen not working.
- Fixed issue that caused the Room Status and Minibar channel to stop answering if it answered a call from a disabled extension.

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VERSION : 10.1.5

- When trying to exit the billing configuration screen, it is shown alert (which is NOT an error) if check-box to only collect without charging is checked.
- In the log of CDRs retrieved, it will be informed if the collection was made when check-box to only collect without charging was marked.
- Implemented protection in the wake-up call to prevent the failure of the PBX when calling an extension (even indicating that it has been able to dial) is interpreted by the wake-up call as non-service. If this occurs, now the wake-up simply does not even consider that it has already tried to make the connection to the extension and puts it in queue again.
- Check-in/Check-out tool now implements the possibility of setting the wake-up call of a list of apartments.
- The PBX model and, if any, also the PMS model, will be shown on the 'ABOUT...' screen.
- Added new PBX:
  - Azuton model AzuPhone (SIP)
- Fixed issue that could prevent some hospitality features of FLAvoice from working correctly after a Windows update is made after feb/2024.

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VERSION : 10.1.4

- It is displayed on the main screen when the next attempt to retrieve CDRs from PBX will occur.
- On the main screen, red indicator over channels still without function is no longer flashing.
- Implemented feature so that when desired by the hotel, the Room Status system informs that it is checking in the housekeeper and when she enters the Room Status code automatically calculates the check-out of the housekeeper.

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VERSION : 10.1.3

- Alert message is displayed if the Avaya IP Office PBX programming password contains characters other than letters and numbers.
- On the main screen, the indication that CDR retrieval is in progress has been corrected.

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VERSION : 10.1.2

- Default for transport in PBX Grandstream UCM becomes TCP (instead of UDP).

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VERSION : 10.1.1

- Button to exit the configuration screen is disabled when one of your subscreens is open.
- Implemented treatment for when PMS informs extension and not the room number.

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VERSION : 10.1.0

- Added integrated call accounting for PBX MITEL model MiVoice Business 3000 (SIP).
- Added PBX MITEL model MiVoice Business 3000 (SIP).
- Button for removing mailboxes now shows the amount of mailboxes that will be removed.
- Button for removing mailboxes now shows the number of post office boxes that will be removed.
- Button for removing phone prefixes for call accounting now shows the number of prefixes that will be removed.
- During the choice of Room Status or Minibar, if maid chooses incorrect option, message will be displayed in the language of the hotel.
- Fixed a issue that would not allow extension to register its password when it was mandatory.
- Fixed a issue when the option 'Turn off after displaying message when outside business hours without even trying to transfer to transshipment' was selected.
- Fixed issue in password registration that asked to try again even after the maximum number of attempts.
- Fixed issue that did not access the Support Ticket IVR.
- Fixed issue that did not generate log of the digits dialed by the voice channels when the interface was SIP.
- Fixed issue that did not turn off the connection after the menu presentation even when the checkbox 'Turn off after displaying message when outside business hours without even trying to transfer to transshipment.' was checked.
- Implemented integration with PMS OC\_VOLUX.
- Implemented automatic migration from UMB Informattec to FLAvoice.
- Implemented possibility of changing the billing rule of an existing telephone prefix.
- Implemented possibility of not using bilingual prompts automatically.
- Implemented possibility of sending e-mail if ProgPBX reports communication problem with the PBX.
- Removed references to DBISAM, used for integration with STI Windows Informattec call accounting (discontinued in 2012).
- Removed the 'Pre-Paid Telephony' feature.
- Status of the message being displayed is differentiated when the message is Welcome.
- When the Room Status only accepts 1 single post, it is no longer informed "Dial the codes and hang to finish".
- When the wake-up call is set, the system speaks the time with 1 minute more.
- Implemented "Service Extension" column in the on-screen report of the postings of Minibar and Room Status.
- Fixed issue that, sometimes, did not update the channel's status on the main screen.

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VERSION : 10.0.17

- Fixed alert box button label displayed when leaving the configuration without the credentials of SIP extensions were all set.
  - Fixed a issue that was not collecting CDRs from PBX.
  - Implemented screen for displaying CDRs collected via IP Socket (as a server) from Avaya IP Office.
  - On the mailbox registration screen, the 'Language' column has been changed in position.
  - Check-in/Check-out tool now implements the 'Room number' field.
  - Fixed issue preventing the logging of sound files played by voice channels.
  - Fixed issue preventing the logging of digits dialed by voice channels in some cases.
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VERSION : 10.0.16

- Performance improvement regarding apps.

VERSION : 10.0.15

- Implemented possibility of Wake-up Call Report being scheduled and automatically sent via e-mail.
- Fixed issue that did not enable the field 'and on weekdays not marked above, transfer to:'.
- Fixed issue that did not disconnect the connection after the presentation of the menu even when the check-box 'Hang-Up after playing the main greeting after-hours, without even trying to transfer to overflow'.

VERSION : 10.0.14

- Fixed issue that did not disconnect the connection after the presentation of the menu even when the check-box 'Hang-Up after playing the main greeting after-hours, without even trying to transfer to overflow.' was checked.

VERSION : 10.0.13

- Fixed issue that did not update the mailbox counter with alarm clock on/off on the main screen when a command for Group was issued.
- The status of the message being displayed is differentiated when the message is a Welcome message.
- Implemented compatibility with Simple PMS.
- Fixed issue that did not let extension register your password when it was mandatory.
- Fixed issue in password registration that asked to try again even after the maximum number of attempts.

VERSION : 10.0.12

- Implemented Web Interface (FLAvoiceWEB).
- Fixed issue that did not update the mailbox counter with alarm clock on/off on the main screen when a command for Group was issued.

VERSION : 10.0.11

- Implemented programming using ProgPBX for Unify HiPath 4000 (Via SSH).
- Implemented possibility of not using bilingual prompts automatically.

VERSION : 10.0.10

- New cities registered for weather forecast
  - Apia, Samoa
  - Asau, Samoa
  - Mulifanua, Samoa
- New cities registered for weather forecast:
  - Auckland, New Zealand
  - Christchurch, New Zealand
  - Dunedin, New Zealand
  - Hamilton, New Zealand
  - Hastings, New Zealand
  - Napier, New Zealand
  - Palmerston North, New Zealand
  - Tauranga, New Zealand
  - Wellington, New Zealand
  - Whangarei, New Zealand
- Implemented possibility to specify the time (in minutes) between collections of PBX CDRs.

VERSION : 10.0.9

- Implemented fields to define waiting times between consecutive submissions/resubmissions of commands to Grandstream MCU.

VERSION : 10.0.8

- Renamed EPYGI model QX5000 (SIP).

VERSION : 10.0.7

- Changed CDR file treatment, for cases where CDRs are terminated only with LF.
- Implemented Username to program PABX Ericsson MD110.
- Fixed a issue that was not enabling log controls correctly on the Log Files screen.

VERSION : 10.0.6

- For PABX EpygiQX it is now possible to specify where the FTP server (which is NOT part of the FLAvoice) places the CDR file to the call accounting feature
- Increased from 1s to 15s the interval between 2 consecutive retrievals for CDRs sent by the PBX.
- On the main screen, the "Call Accounting" and "Integration with PMS" icons have a border while the respective processes are taking place.

VERSION : 10.0.5

- Implemented possibility to choose between HTTP and HTTPS to program Epygi QX PBX.

VERSION : 10.0.4

- Added new PBX models
  - INTELBRAS model UnniTI 1000 (SIP)
  - INTELBRAS model UnniTI 2000 (SIP)
  - INTELBRAS model UnniTI 3000 (SIP)

VERSION : 10.0.3

- Added new PBX models
  - EPYGI model QX100 (SIP)
  - EPYGI model QX20 (SIP)
  - EPYGI model QX200 (SIP)
  - EPYGI model QX3000 (SIP)
  - EPYGI model QX50 (SIP)
  - EPYGI model QX500 (SIP)
  - EPYGI model QX5000 W3000 (SIP)
  - EPYGI model QX60 (SIP)
- New cities registered for weather forecast
  - Abovyan, Armenia
  - Armavir, Armenia
  - Artashat, Armenia
  - Gyumri, Armenia
  - Hrazdan, Armenia
  - Ijevan, Armenia

- Kapan, Armenia
- Vagharshapat, Armenia
- Vanadzor, Armenia
- Yerevan, Armenia
- Default language setting has been changed from the 'Generalities' screen to 'Main and Owner Screen'.
- The tooltip of the Room Status and Minibar icon on the main screen now shows which functionality is enabled: Room Status, Minibar or both.

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VERSION : 10.0.2

- New city registered for weather forecast:
  - Winter Park, FL
- Fixed issue that displayed billing reports with incorrect dates depending on Windows Regional Settings. The data exported to the PMS was correct.
- Fixed issue that changed the extension number to be the same as the mailbox after receiving a MUDA command from PMS.

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VERSION : 10.0.1

- If call accounting is configured to only collect CDRs without charging them, it will only be possible to exit the configuration screen if the file name has been specified.
- Fixed issue that enabled/disabled some logs incorrectly.
- Fixed issue that caused only 1 single PBX of a particular manufacturer to be displayed in special situations.

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VERSION : 10.0.0

- New cities registered for weather forecast:
  - Bodden Town, Cayman Islands
  - East End, Cayman Islands
  - George Town, Cayman Islands
  - North Side, Cayman Islands
  - West Bay, Cayman Islands
- Implemented charging for PBX 'Alcatel-Lucent OmniPCX Enterprise' via SFTP.
- Implemented charging for PBX 'Mitel 3300' and 'Mitel MiVoice Business' (in the various versions) via Socket IP.
- On the 'About' screen it will be presented in the support SLA.
- Fixed issue that could result in commands not being sent to the PBX programming if the strApartment field in CaixasPostaisValidas contained a strange value.
- Fixed issue that could not activate alarm clock in the exact minute that had been configured when receiving alarm clock command from PMS.

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**FILE END**

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