

Infinity Windows Supervisor

Major/minor version: **5.61**

Revision: **5.61.0018**

Status: **General Release** [12/06/2018]

Changes: BOARDS AND PORTS

Added a new modem port option for TTY: 'Don't change account'.

Added the ability to take a route down or bring a route up.

CLIENT

Fixed an issue with blanking out Source 1 that would also blank out Sources 2-5.

CLIENT / CALL BEHAVIORS

In Features - Added a checkbox for SIP NLP.

SCHEDULE

Fixed an issue with adding/editing a schedule entry that would show the background color for the date in black on newer Windows machines.

Fixed an issue with the Auto Callout service list not displaying correctly.

SYSTEM OPTIONS

Added an option for 'Status Lights'.

Revision: **5.61.0017**

Status: Interim revision

Changes: MONITORS

Changed the width of the columns in the Waits and OpSlots monitors to fit the screen without scroll bars.

BOARDS & PORTS

In Routes, added the new field 'Xfer ANI Length'.

In Routes, added an indication of whether the route is down.

SYSTEM/FORMS & LISTS

Fixed an issue when displaying the initial view of the 'switch to' and 'reassign' distribution tables.

SYSTEM OPTIONS

Added check boxes for the default logout reasons (logout, login, and off).

Revision: **5.61.0016**

Status: Interim revision

Changes: MONITORS

Stations and Op Slots monitors – added a column for 'Off Time'.

Revision: **5.61.0015**

Status: **General Release** [09/23/2017]

Changes: MONITORS

An issue has been resolved in Op Calls Monitor that would occur when calls fall in an operator's 2nd or 3rd call line.

Revision: **5.61.0014**

Status: **General Release** [06/22/2017]

Changes: MONITORS

Supervisor now checks the Infinity server version (v5.61.22 and newer) when displaying waits. If an older version is detected, operator groups are not a factor in what gets displayed.

Revision: **5.61.0013**

Status: Interim revision

Changes: MONITORS

Changed the maximum number of waits per network request from 40 to 35.

Revision: **5.61.0012**

Status: Interim revision

Changes: MONITORS

Fixed an issue with the Waits monitor for versions of Infinity that are older than 5.61.21.

Revision: **5.61.0011**

Status: Interim revision

Changes: MONITORS

Added the ability for all monitors to show operator group filtered data, or unfiltered data, based upon system flag.

Fixed an issue with the number of waits displayed when operator group filtering is enabled.

SYSTEM/OPTIONS

Added a flag to enable/disable operator group filters for monitors.

Revision: **5.61.0010**

Status: Interim revision

Changes: HOME SCREEN

Fixed an issue with opening IS Supervisor from the Home Screen link. The IS Supervisor's path needs to be entered into 'File Locations' in CTRL-F12 settings.

MONITOR

Waits monitor: Increased the size of RC (ring count) column from 2 digits to 3. Also added the groups display for the call.

Stations monitor will only show other stations with a subset of the current Supervisor's groups.

Op Calls monitor will only show other stations with a subset of the current Supervisor's groups.

Op Slots monitor will only show other stations with a subset of the current Supervisor's groups.

Op Slots monitor will display a new column containing the 'Off Reason' for the operator.

EZ Waits monitor will only show other stations with a subset of the current Supervisor's groups.

REPORTS

Added Infinity system report Logout Reasons (view and print).

SYSTEM/OPTIONS

Added an option for operator 'turn off' reasons.

Revision: **5.61.0009**

Status: Interim revision

Changes: OPERATOR

Increased the Perfect Answer greeting number range to 0-500 (from 250).

Added an error message when clicking on the link "Delete Perfect Answer Greetings" if the index is greater than 500.

SYSTEM/OPTIONS

Logout reason passcodes are now displayed.

Revision: **5.61.0008**

Status: Interim revision

Changes: CLIENT/CALL BEHAVIORS

Added a checkbox for ANI Screen Exempt.

Revision: **5.61.0007**

Status: Interim revision

Changes: BOARDS AND PORTS

Added a 'Reset Board' option to chassis 2-6.

For H100 IP SIP ports, the value of ISDN Source remains unchanged for use in the Infinity Server.

SYSTEM/OPTIONS

Added support for logout reason passcodes.

Revision: **5.61.0006**

Status: **General Release** [01/29/2016]

Changes: BOARDS AND PORTS

Added 'NEC TCP/IP' option for NEC modem ports.

CLIENT

Fixed an issue when changing form details, and not wanting to save them.

Enforce Web Access account group to a range of 0-499.

Behavior UCN Audit changed name to SmartJoin.

Added support for 'Disable scheduling voicemail callback' (VMCBNow).

ROUTES

Added 'Transmit Audio Only' and SIP 'Outbound'.

SCHEDULE

Added support to schedule a board reset.

Fixed errors with scheduling an undelivered specials survey.

SYSTEM

Added SmartJoin feature to the list of enabled/disabled features.

Added support for 'Throttle On Operators'.

Added support for 'Don't seek operators on repeats'.

Revision: **5.61.0005**

Status: **General Release** [08/12/2015]

Changes: SCHEDULE

Fixed a bug displaying and saving the cue text.

Fixed displaying the correct option in the cancel cue drop down box.

Revision: **5.61.0004**

Status: Interim revision

Changes: BOARDS & PORTS

Under communication ports, added support to reset the modem.

If it's an SMS modem, allow clearing and resetting SMS jobs.

Added support to reset an XDS board.

Replace GSM modems with GSM/Multi-Connect. Includes option to be a new CDMA modem.

CLIENT

Added new behaviors: UCN Audit and Ademco Contact ID.

SCHEDULE

Added option to scheduled Cue: "Cancel Cue".

Revision: **5.61.0003**

Status: Interim revision

Changes: OPERATOR

Added support for 'Music Port'.

Revision: **5.61.0002**

Status: **General Release** [08/01/2014]

Changes: CLIENT/MESSAGE MANAGEMENT

Added 'When reply received' as an option to MSM delivery.

SYSTEM/FORMS AND LISTS

Added two options to Call Distribution: Non-live calls 'Rings' and 'Next CDT'

SYSTEM/OPTIONS

Added support for 'Xfer Guard'.

Revision: **5.61.0001**

Status: Interim revision

Changes: CLIENT/CALL BEHAVIORS

Added support for the 'max number of auto-answers' field.

OPERATORS

Groups tab will show the Operator Groups setup in System-Forms and Lists.

SYSTEM/FORMS AND LISTS

Added support for Operator Groups.

SYSTEM/OPTIONS

Added support for 'waits threshold'.

SYSTEM/SETTINGS

Fixed problems saving events: miSecureOffline and Windows backup offline.