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# On Q UC Android v4 App Release Notes / Changelog

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## Overview

Here we will list Android release notes / changelog information for v4.0.0 up to right before v.5.0.0.

### v4.1.5

Key	Issue Type	Release Notes Data
SMA-2001	Bug	Resolved several problems related to multimedia file sending in the SNAPmobile application, specifically involving file size limits and compression handling. File validation and compression logic now function as expected.
SMA-2157	Bug	Addressed an issue where contact tab filters stop working after launching a fresh instance of the SNAPmobile application with the Call Center tab disabled. Filters now function correctly regardless of Call Center tab status or app relaunch.
SMA-2183	Bug	Resolved several UI inconsistencies related to changing SMS numbers within the SNAPmobile application Group SMS feature.
SMA-2188	Bug	Resolved an issue where the ringback tone was not audible on Bluetooth devices after placing a call. The ringback tone now plays correctly through connected Bluetooth audio devices immediately after dialing.
SMA-2194	Bug	Resolved a visual accessibility issue on the Add Participants page within Group SMS. Text and UI elements now meet contrast standards.
SMA-2214	Bug	Resolved Android SIP registration issues caused by conflicts between the MLP srv_record and the MOBILE_REGISTRATION_SERVER configuration.
SMA-2226	Bug	Resolved issues affecting the display of call forwarding options in the SNAPmobile application Answering Rule details panel.
SMA-2245	Bug	Fixed an issue where a muted SNAPmobile Android call could unexpectedly unmute when a second incoming call was rejected or ended by the caller.
SMA-2251	Bug	Addressed an intermittent issue where calls to the SNAPmobile application would occasionally fail to ring the device, particularly after the app had been backgrounded or swiped away.
SMA-2371	Bug	Addressed an issue where a muted call automatically un-muted when the microphone gain was adjusted, while the mute button UI did not reflect the change. Mute behavior and UI state now remain consistent when modifying microphone gain.
SMA-2413	Bug	Resolved an issue where Time Frame labels were not appearing in the Answering Rules list within the Android application.
SMA-2653	Bug	Fixed an issue where users experienced no audio after attempting a merge or 3-way call in the Android application.

SMA-2668	Bug	Addressed an inconsistency between the Android and iOS applications where selecting the "Saved" filter displayed only "Saved" on Android, while iOS displayed "Saved Voicemail." The Android application now correctly displays "Saved Voicemail" and is consistent across platforms.
SMA-2687	Bug	Resolved an issue when sending a large video file from the SNAPmobile application. This action correctly triggered the snackbar message "Video is too large to send.", but the video continued to appear as "Sending" within the chat/SMS thread. Videos that exceed size limits now fail immediately, without leaving a misleading "Sending" indicator.
SMA-2689	Bug	Addressed an issue where recipients received an extra blank or "Null" message alongside MMS images.
SMA-2693	Bug	Resolved an issue related to dropped calls during Bluetooth disconnection.
SMA-2706	Bug	Resolved increased crashes in branded SNAPmobile application 4.1.3 and above caused by a deprecated background-sync method that is blocked on Android 12+. The sync process now uses the correct Android-compliant approach, restoring app stability.
SMA-2710	Bug	Addressed an issue causing MMS message duplication and loss across SNAPmobile Android platforms.
SMA-2716	Bug	Resolved an issue that prevented queues from automatically updating to Offline when agents selected a Custom Status using the Big Button. Queue availability indicators and supervisor views now update in real time without requiring a page refresh.
SMA-2719	Bug	Resolved a behavior where, when a contact in the Android application had multiple phone numbers (Work, Mobile, Home), the app displayed and allowed access to only the Work number during SMS creation. All associated phone numbers are now correctly available for selection.
SMA-2728	Bug	Addressed a problem where the Contact Details view in the SNAPmobile application displayed only three phone numbers, even when additional categories were stored. All stored phone numbers now appear correctly.
SMA-2740	Bug	Resolved UI behavior where, when viewing the participant list in a group conversation, the upper portion of the screen was trimmed or cut off, causing the header elements and the Add Participant button to become inaccessible. The participant list view now displays correctly.
SMA-2774	Bug	Resolved an issue that caused the Call History page to become stuck on an indefinite loading animation. The page now loads correctly without requiring users to switch tabs and return in order to refresh the data.
SMA-2776	Bug	Resolved an issue where, when the UI configuration MOBILE ANDROID SHOW GREETINGS was set to "no", the Greeting option was still visible in the SNAPmobile application. The setting now functions correctly, and the Greeting option is properly hidden when disabled.
SMA-2778	Bug	Resolved an issue where manually entered DID numbers were not appearing in the "Selected Numbers" section on the Add Participants page during Group SMS creation. Manually added DIDs now display correctly and are properly included in the selected participants list.
SMA-2782	Bug	Resolved an issue where the "+" prefix for international phone numbers was stripped out in Call History, causing redial attempts to fail with a "user not found" error. The "+" sign is now preserved, and international numbers dial correctly from the Call History.
SMA-2787	Bug	Resolved a cosmetic issue where contacts created with only a First Name (with Last Name and Middle Name left blank) appeared duplicated in the Android app (e.g., "John John"). The contact list now displays the name correctly without repetition, improving readability.

SMA-2803	Bug	Resolved an issue that caused the SNAPmobile application to crash when handling incoming anonymous calls, particularly when the caller declined the call. Anonymous call scenarios are now processed as expected.
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## v4.1.4

Key	Issue Type	Release Notes Data
SMA-1763	Bug	Preserved star codes to correctly be displayed in call history, ensuring accurate redialing of numbers with star prefixes.
SMA-1779	Bug	Resolved an issue where the in-call interface didn't update correctly when Bluetooth devices were connected or disconnected during active calls.
SMA-1983	Bug	Fixed an ongoing issue where voicemail notifications were not being received by agents across multiple app versions and platforms.
SMA-2202	Bug	Fixed an issue where pressing the speaker button did not update the icon to show the speaker was active. The icon has been replaced and now updates correctly.
SMA-2284	Bug	Resolved an issue where audio was lost for both caller and callee when switching audio devices during an active call. Switching between Bluetooth, earpiece, and speaker on supported devices now occurs without audio interruptions.
SMA-2293	Bug	Addressed an issue causing MMS message duplication and loss across UC app Android platforms.
SMA-2349	Bug	Fixed an issue where Caller ID was not displayed for a Call Park call retrieved by a different user. Previously, only the Call Park extension was shown; now, the correct Caller ID is visible when the call is retrieved.
SMA-2350	Bug	Resolved an issue where Caller ID was not updating correctly following assisted transfers on the UC app Android application endpoint. The correct Caller ID now displays as expected.
SMA-2427	Bug	Fixed an issue where the speaker icon remains enabled after adding a second call, despite the audio routing to the earpiece.
SMA-2440	Bug	Resolved an issue with inconsistent behavior of the "Data Sync - De-Registering From Server" notification on UC app Android application devices. The notification previously remained visible longer than expected and varied across device models. It now behaves consistently and clears in the expected timeframe.
SMA-2452	Bug	Resolved an issue in the UC app Android application where, if microphone permission was denied during login and the user later attempted to record a voicemail greeting, no permission warning was displayed. Recording was allowed, but the greeting did not play. The app now correctly prompts for permission and ensures proper playback of recorded greetings.
SMA-2469	Bug	Fixed an issue where, with a wired headset connected to the device, call audio did not route through the headset even though other device audio did. Audio now correctly passes through the wired headset during calls.
SMA-2474	Bug	Fixed an issue on the UC app Android application where the Assisted Transfer screen displayed the original caller's name during the dialing step instead of the intended transfer target's (callee's) name. Caller ID and display are now accurate and remain consistent across all app states, including foreground, background, and when the phone is locked or unlocked.
SMA-2480	Bug	Fixed an issue where multiple refreshes were required to load older call history data. Older entries now load correctly without repeated refresh attempts.

SMA-2574	Bug	Resolved an issue where wired headsets were not routing in-call audio correctly in the UC app Android mobile application. While keypad dial tones (DTMF) played through the wired headset, in-call audio switched to the handset or another device once the call connected.
SMA-2577	Bug	Resolved an issue related to lag on the branded UC app Android application version 4.1.0.
SMA-2589	Bug	Addressed an issue on the UC app Android application where DTMF tones were not correctly sent during attended transfers. When transferring a call to an Auto Attendant and using the in-call dial pad, DTMF signals now transmit properly.
SMA-2596	Bug	Fixed an issue where mute functionality did not behave correctly when switching away from and back to the UC app Android application during an active call. The mute state now remains consistent after app switching.
SMA-2603	Bug	Resolved an issue in the UC app Android application ensuring that each conversation correctly retains and displays the original sending number. Creating a new SMS with a different assigned number no longer overwrites the "Send SMS Using" value across existing threads.
SMA-2609	Bug	Resolved an issue where the contacts filter setting was not retained when the Call Center tab was disabled in the UC app Android application. Recent updates ensure the filter persists across tab navigation and app resume, providing consistent behavior.
SMA-2622	Bug	Resolved an issue that caused the application to crash during login for domains containing underscores in their names.
SMA-2627	Bug	Resolved an issue causing intermittent mobile app crashes and phone deregistration, primarily after completing calls during background operations. This affected multiple Android devices, including older models and S25+, on Android 16.
SMA-2628	Bug	Fixed an issue where the voicemail badge count did not update correctly and failed to clear after all voicemails were deleted.
SMA-2648	Bug	Fixed an issue where audio was dropping randomly and calls were getting disconnected. Implemented changes to disable adaptive rate control.
SMA-2652	Bug	Resolved an issue where changes in media permission handling caused unexpected behavior in ringback tone selection. Restored proper permission validation and reinstated region-based tone selection logic to ensure consistent behavior across all regions.
SMA-2663	Bug	Fixed an issue where the login screen in UC app would force-close. The app now loads past the login screen and remains stable without crashing

## v4.1.3

Key	Issue Type	Release Notes Data
SMA-2604	Bug	Fixed an intermittent issue for devices with QHD resolution. The app would occasionally zoom out, misaligning or improperly sizing UI elements (e.g., the "Hold/End and accept" buttons misaligned during calls).
SMA-2614	Task	In 4.1.2, support for 16 KB page sizes to meet Google Play requirements for Android 15 and above was introduced. However, Google Play warnings continued to appear as the "Gradle build system" was not yet updated. Now, the upgrade has been applied and the issue corrected.
SMA-2617	Improvement	Updated the app to use the default Android Photo Picker instead of a custom picker to comply with Google Play's media access permissions policy.
SMA-2618	Bug	Fixed an issue where, when moving a device's language settings from French to English, the application remained in French. The app now correctly updates its language dynamically based on the device's current language setting.

SMA-2619 Bug Fixed a crash during login affecting domains with underscores within their name.

## v4.1.2

Compatibility Note (starting v4.1.2)

- Minimum supported Android version: Android 10 (API level 29)
- Devices running below Android 10 will no longer be supported

Key	Issue Type	Release Notes Data
SMA-2388	Bug	Resolved an issue where biometric login settings were not retained after restarting the app. Biometric login now remains enabled across logouts, app restarts, and supports users with MFA.
SMA-2441	Bug	Resolved an issue causing the UC app to crash when performing granular login/logout actions across call queues.
SMA-2442	Bug	Ensured that voicemails will be played through Bluetooth devices if connected.
SMA-2466	Bug	Resolved an intermittent issue in the UC app where the Contacts tab filter defaulted incorrectly and reset unexpectedly.
SMA-2484	Improvement	Resolved an issue where ringback tones were not playing through Bluetooth headsets during incoming calls. In this update, ringback audio now plays correctly through Bluetooth devices across most Android versions and devices.
SMA-2489	Bug	Resolved an issue where calls could drop or audio would disconnect when using Bluetooth devices. Calls now maintain stable audio with Bluetooth headsets enabled.
SMA-2516	Bug	Fixed a bug where audio is garbled and skips portions when calling on-net Auto Attendants from the SMA app.
SMA-2564	Bug	Resolved an issue where Bluetooth audio would cut out after one minute during calls. Audio now remains stable for the full duration of calls.
SMA-2572	Bug	Resolved an issue where incoming calls showed only the phone number, without the Caller ID name. Caller ID name and number now display correctly in all call scenarios, including multiple calls, geo calls, and call swapping.
SMA-2590	Bug	Resolved an issue causing the UC app to crash and experience call transfer failures. Calls and transfers now work reliably across all scenarios.

## v4.1.1

Key	Issue Type	Release Notes Data
SMA-2495	Bug	Resolved an issue related to font sizing by disabling the use of excessively large font sizes. The maximum font size is now capped at level 5 out of 8 in the Android system settings to ensure consistent display and improved user experience.
SMA-2538	Bug	Fixed an issue where the "Answer" / "Reject" buttons and their associated text was not aligned correctly during inbound call presentation.

## v4.1

Key	Issue Type	Release Notes Data
SMA-1992	Bug	Fixed a crash on the Chat and SMS page when users have more than 300 conversations.
SMA-2007	Bug	Resolved an issue where custom status values set via UC app were not updating correctly in reports.

SMA-2121	Bug	Resolved a problem where dial pad letters were missing on in-call dialer buttons for larger screens like the Galaxy S23 Ultra. Also addressed and corrected an issue where icons were not displaying properly across various parts of the app.
SMA-2125	Bug	Corrected an issue where the screen turned on after 10 seconds of holding the phone to one's ear, which could lead to accidental call hang-ups. The screen now stays off.
SMA-2161	Improvement	Resolved an issue preventing successful sending of MMS messages from the UC app Android app.
SMA-2184	Bug	Removed the NS placeholder from push notification messages to improve clarity and user experience.
SMA-2185	Bug	Corrected a problem where scrolling through queues on the mobile app looped back to the top when a user was assigned to more queues than could fit on the screen. Now, all assigned queues can be viewed.
SMA-2204	Bug	Ensured that, when receiving inbound calls from a caller saved in the Contacts List, the Contact's information will be displayed regardless of the application's state.
SMA-2213	Improvement	Resolved an issue where the contact sort order (e.g., by last name) reset when switching tabs in the app. Now, the chosen sort order stays consistent, and the list properly honors that setting.
SMA-2266	Bug	Resolved a problem where updating the SMA app via the Google Play Store logged users out. Now, the login session remains active after updates, ensuring you stay connected and don't miss calls or notifications.
SMA-2307	New Feature	Added UI Config, <code>MOBILE_ANDROID_PREMIUM_VIDEO_ENABLED</code> , which enables the Premium Video application on Android UC app.
SMA-2391	Bug	Addressed an issue where new messages didn't appear in an open chat. Now, when you receive push notifications for new messages, the chat updates automatically without needing to close and reopen the app or navigate away and back.
SMA-2402	Improvement	Resolved an issue where certain options were not appearing in the Voicemail details view in SMA, compared to SMIOS. Now all available options show up in the Voicemail details view.
SMA-2412	Bug	Fixed an issue where an off-net caller is disconnected when calling an SMA device and the SMA user transfers the call to a WebPhone user.
SMA-2420	Bug	Resolved an issue where voicemails occasionally didn't load or appeared as empty despite having messages.
SMA-2434	Bug	Improved missed call notifications issues for the following: Fixed app crash that occurred when tapping a missed call notification after the SMA app was closed. Corrected a navigation issue that occurred when tapping a missed call notification (while the app is open or in the background) that directed to the video tab instead of the call history tab.
SMA-2437	Bug	Addressed an issue where the Voicemail tab would continuously spin when no voicemails were present.
SMA-2439	Bug	Resolved an issue where DTMF inputs were not properly transmitted during 3-way calls using UC app.
SMA-2455	Bug	Fixed an issue so the bottom sheet now displays correctly when saving a new contact from the Call History and Voicemail tabs.
SMA-2482	Bug	Fixed a crash reported in crashlytics.
SMA-2485	Bug	Fixed an issue where users with multiple extensions tied to one email had trouble selecting the right account during SSO login.