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On Q UC iOS v4 App Release Notes / Changelog

Andrew Edington - 2026-05-18 - [Changelog/Release Information](#)

Overview

Here we will list recent changes & release notes in relation to the iOS phone app (On Q UC Client) starting from v4.0.0 and ending before v5.0.0.

v4.1.10

Issue Key	Issue Type	Release Notes Data
IOS-1278	Bug	Fixed an issue where an incorrect error message was shown when entering invalid login details in SNAPmobile iOS.
IOS-1681	Bug	Fixed an issue where the SNAPmobile button was missing for inbound calls on locked iPhones after updating to iOS 26.
IOS-1713	Bug	Fixed an issue where calls failed without explanation when microphone access was denied. The app now displays a clear message and guides users to enable microphone permissions.
IOS-1721	Improvement	Fixed an issue where the Call Center Agent status indicator on iOS incorrectly displayed "Online" during active calls. The status now correctly shows "Busy" or "On Call."
IOS-1736	Bug	Fixed an issue where incoming calls sometimes displayed the queue information instead of the caller's name and address.
IOS-1745	Bug	Improved voicemail playback so voicemails can be heard clearly at higher volumes when played on speaker.

v4.1.9

Issue Key	Issue Type	Release Notes Data
IOS-1664	Bug	Resolved an issue in the iOS mobile application where greeting playback did not resume correctly when previewing a newly created greeting before saving. Playback logic has now been corrected to ensure proper pause/resume behavior.
IOS-1674	Bug	Resolved an issue where a second consecutive incoming call from the same DID was not presented to users in the iOS mobile application. The routing and notification logic has been updated, and back-to-back calls are now displayed as expected.
IOS-1690	Bug	Fixed an issue in the iOS application where audio failed to route back to a reconnected Bluetooth device during an active iOS call.
IOS-1691	Bug	Resolved an issue where the call queue name was not displayed on the incoming call screen in the iOS application when the app had been swiped out and the device was locked or unlocked during non-geo calls.
IOS-1695	Bug	Resolved an issue where contacts with multiple phone numbers (such as Work, Mobile, and Home) only displayed the Work number when attempting to dial. The app now properly recognizes and presents all available contact numbers, allowing users to select the desired number during dialing.
IOS-1708	Bug	Resolved an issue where the Caller ID prefix was not displayed in the iOS application when calls were routed through an Auto Attendant.
IOS-1709	Bug	Fixed a crash that could occur on the iOS application when microphone access was denied during an incoming call.

IOS-1720	Bug	Fixed an issue where tapping a Missed Call notification opened the Contacts tab instead of Call History when the iOS application was closed.
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v4.1.8

Issue Key	Issue Type	Release Notes Data
IOS-829	Bug	Resolved an issue with phone number formatting in iOS contacts when dialing through the iOS mobile application.
IOS-950	Improvement	Added a persistent label to indicate when an SMS number is not group-capable, ensuring users have clear visibility of messaging limitations.
IOS-1068	Bug	Resolved a bug where the iOS mobile application would crash when changing the order of answering rules multiple times consecutively.
IOS-1175	Improvement	Improved the iOS mobile application by adding the ability for users to edit and delete their personal contacts.
IOS-1549	Bug	Resolved an issue where the Call Queue name was not displayed on the incoming call screen in the iOS mobile application for calls using geo-connections.
IOS-1609	Bug	Corrected an issue where notification banners (push and in-app) on iOS mobile application displayed incorrect participant names in group Chat/SMS conversations. This occurred when a message was sent by another participant (not the current user) after the group was established.
IOS-1622	Bug	Resolved an issue where the voicemail playback slider did not seek to the correct timestamp when adjusted.
IOS-1638	Bug	Addressed an issue where ending an SMS queue conversation from the chat popup did not properly close the session. Now, when agents click the END button, the conversation terminates as expected.
IOS-1639	Bug	Fixed an issue where agents continued to receive incoming SMS messages after logging out of the SMS queue or the application. Now, once logged out, agents will no longer receive new SMS conversations.
IOS-1655	Bug	Addressed an issue on the iOS mobile application, where performing a Blind Transfer (BT) on any active call (both on-net and off-net) caused the call screen to remain active and the interface to become unresponsive after the transfer completed. Users previously had to force-close the app to recover. The app now properly disconnects the call screen and remains responsive post-transfer.
IOS-1656	Bug	Resolved an intermittent issue where tapping a voicemail push notification opened the Contacts tab instead of the Voicemail tab. This occurred only when the app was swiped out and the device screen was locked or unlocked.
IOS-1658	Bug	Resolved an issue where, after receiving a new voicemail, the voicemail badge count did not update automatically when opening the iOS mobile application from the app drawer. Previously, the badge count refreshed only after navigating to the Voicemail tab.
IOS-1661	Bug	Resolved an issue where the app could crash after remaining in the background for an extended period.
IOS-1672	Bug	Reverted the restriction introduced in v4.1.7 (IOS-146) that prevented users from logging in on multiple devices with the same extension.
IOS-1675	Bug	Fixed an intermittent issue where login attempts on the iOS mobile application failed even when users entered valid credentials.

v4.1.7

Issue Key	Issue Type	Release Notes Data
IOS-146	Improvement	Added an improvement where the user will not be able to log in if already logged in on a different device.
IOS-1098	New Feature	Added voicemail push notifications. Requires API v45.

IOS-1557	New Feature	Added a UI config, MOBILE_IOS_FORCE_APP_UPDATE (default = no). When set to "yes", a pop-up will appear for users when an update is available, forcing users to retrieve the new app version and linking to the app store.
IOS-1619	Bug	Fixed an issue that caused duplicate images to appear when someone sent multiple pictures at once.
IOS-1629	Bug	Fixed a codec issue when merging calls.

v4.1.6 (10/13/2025)

Compatibility Note (starting 4.1.6)

- Minimum supported iOS version: iOS 17
- Devices running below iOS 17 will no longer be supported

Issue Key	Issue Type	Release Notes Data
IOS-1588	Bug	Fixed an issue related to handling duplicate push notifications for calls.
IOS-1589	Bug	Fixed an issue with how mobile cellular calls are initiated through our Click-to-Call feature, ensuring they now follow the same format used by our Android application.
IOS-1590	Improvement	Added a new config, MOBILE_IOS_ADAPTIVE_RATE_CONTROL_ENABLED, to the app that allows adaptive rate control to be turned on or off for iOS devices. By default, this feature is turned on to help optimize performance.
IOS-1599	Bug	Resolved an issue that was preventing some missed calls from appearing in the mobile application's call history. Missed calls should now show up correctly.
IOS-1600	Bug	Fixed an issue where the app was unable to answer transferred calls.
IOS-1608	Bug	Resolved an issue where audio could not be switched to "receiver" during a call when Bluetooth was connected. This setting allows audio to go through the phone's earpiece speaker.
IOS-1610	Bug	Fixed an issue where the notification badge for Call History wasn't clearing after the tab was opened. Now, once you view your call history, the badge count will reset as expected.
IOS-1611	Task	Resolved an issue where incoming calls on iPhone were sometimes dropping and going to voicemail, even when the user tried to answer. The application will now correctly handle these calls without mistakenly treating them as declined.
IOS-1612	Bug	Fixed an issue with receiving duplicate Missed Call notifications.
IOS-1625	Improvement	Updated the minimum iOS version required to install the app to iOS 17.0.

v4.1.5

Issue Key	Issue Type	Release Notes Data
IOS-1526	Bug	Fixed an issue with duplicated contacts getting added to the contact list.
IOS-1528	Bug	Fixed an issue when adding a new contact, the check mark button would become disabled.
IOS-1530	Bug	Resolved an issue in the iOS app where missed or inbound calls from cross-domain users incorrectly displayed the caller's extension instead of their DID number in Call History.
IOS-1531	Bug	Resolved an issue where the "Web" status was not appearing in the Call Center status dropdown within the iOS app.

IOS-1536	Bug	Added the UI Config, MOBILE_IOS_CALL_USING_CELL_ANI_ENABLED (default = yes). Setting this to no fixed an issue where Caller ID was not displaying correctly when using the cellular call feature on IOS.
IOS-1550	Improvement	Improvements made for handling incoming calls.