audiocodes

Product Notice #0376

GA Release of AudioCodes SmartTAP™ 360°
Recording Solution Version 5.0

AudioCodes is excited to announce the General Availability (GA) release of Software Version 5.0 for the SmartTAP 360° Recording Solution.

This release includes new features as well as resolved constraints from previous releases. See a summary of the new main features below. For detailed information, click here to download the *SmartTAP 360° Release Notes* from AudioCodes website.

Major Features

- The Announcements functionality has been enhanced by the ability to assign separate Announcement media files or IVR scripts to play to the calling or called party for an incoming or outgoing call per Recording Profile.
- SmartTAP SIPRec solution now supports secure communication of SIP over TLS with certificate authentication and media encryption over SRTP.
- Audio encoded with the Opus codec can now be recorded. The Opus codec is required for Microsoft Teams Web client communications.
- Multilingual support for SmartTAP user interface (German, Spanish, French and English). The language can be selected from the user interface's toolbar.
- Calls and instant messages can be manually deleted when the solution is deployed for other than compliance reasons.
- The SmartTAP High-end server now supports up to 500 concurrent audio call recordings.
- A new search filter in the Calls List enables the selection of the desired number of days or hours from which to retrieve results.
- Search criteria can be saved in the Calls List as a query and the results can later be retrieved.

End-of-Support

This Product Notice is also a formal notification that the Microsoft Lync 2010 and Windows Server 2008 R2 have reached End-of-Support (EoS) status. Prior to upgrading SmartTAP to Version 5.0, Customers with SmartTAP deployments on these platforms must upgrade them to Skype for Business (2015 or 2019) and Windows Server 2012 R2 or later, respectively.

In addition, SmartTAP 360° Version 4.0 will reach EoS on July 31, 2020 ,and Version 4.1.0 will reach EoS on December 31, 2020.

Software Updates and Installations

Software updates for SmartTAP 360° are available for customers who have purchased AudioCodes support packages (e.g., ACTS, CHAMPS, and Enhanced Support) that includes software updates for SmartTAP 360°.

SmartTAP 360° installation and upgrades must only be performed by AudioCodes Services Team or AudioCodes Certified Partners. Please contact your Sales Account Manager or AudioCodes Support for more information at https://www.audiocodes.com/services-support/maintenance-and-support.

Subscribe for Notifications on SmartTAP Software Updates

You can subscribe for notifications on SmartTAP 360° software updates in the AudioCodes Services Portal https://services.audiocodes.com. To subscribe to notifications, under "My Profile" settings for your support account, select the "Manage Update Subscriptions" field.

Affected Products

SmartTAP 360° Recording