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# Release Notes for CounterPath X-Lite 4 *for Windows* CounterPath X-Lite 4 *for Mac* Version 4.9

December 22, 2016

This document covers the following versions of X-Lite:

- 4.9.7 released on December 22, 2016
- 4.9.6 released on October 11, 2016
- 4.9.5 released on July 14, 2016
- 4.9.4/4.9.3 released on March 21, 2016
- 4.9.2 released on December 21, 2015
- 4.9.1 released on November 25, 2015
- 4.9.0 released on October 1, 2015
- 4.8.0 released on March 16, 2015

# 1 System Requirements

## Windows

The supported operating systems for X-Lite are:  
Windows 7, 8, 8.1, and Windows 10.

## Mac

CounterPath supports the following most recent OS X releases:

- Sierra / OS X 10.12
- El Capitan / OS X 10.11
- Yosemite / OS X 10.10

# 2 X-Lite 4.9.7 (December 22, 2016)

## 2.1 New Features

### Notification for Jabra Headsets

If you are using a Jabra headset, you will see a badge on the Notification tab informing that a third-party software download is required. (I-4626)



### Downloading Jabra Direct

To use Jabra headsets with X-Lite, Jabra Direct software must be installed on your computer. Check our [website](#) for a list of Jabra headsets tested by CounterPath. Check Jabra's sites for the latest information about Jabra Direct.

Windows: <http://www.jabra.com/software-and-services/jabra-direct>

Mac: <http://www.jabra.com/Software-and-services/jabra-suite-for-mac>

### New Installer [Windows Only]

X-Lite uses a new installer that requires fewer clicks when installing. (I-5016)

### Auto Update Mechanism

The auto update mechanism provides a simpler process when updating X-Lite to a newer version. (I-5016)

### Video Enhancements

There have been various improvements on video handling and rendering. (I-4598, 4954)

## Changes in Preferences

The following settings have been removed from X-Lite's Preferences:

Preferences > Devices

- Automatic gain control
- Reduce background noise

Preferences > Calls

- RTP
- Preserve bandwidth

## 2.2 Resolved Issues

This version contains improvements in the stability of X-Lite, and miscellaneous bug fixes.

## 2.3 Known Issues

### Jabra Headsets for Syncing Volume Control

The volume up/down button on Jabra headsets controls the volume as intended when connected through USB. However, when changing the volume on headsets, only the system indicator is synced, displaying the correct volume, but not the volume indicator inside the X-Lite client.

### Upgrading to Windows 10 [Windows only]

After upgrading to Windows 10, you may find that your audio devices/sound have stopped working on X-Lite. This is due to the audio device changes in Windows 10. If you see this issue, open X-Lite and configure your device from Softphone > Preferences > Devices.

### X-Lite Not Appearing after Upgrade [Windows only]

Some users have experienced that after opening X-Lite, X-Lite does not appear onscreen; however, X-Lite is running in task manager and system tray. (IM-2082)

Workaround: Close X-Lite and delete the StrongName folder:

C:\Users\(\USERNAME)\AppData\Local\CounterPath\X-Lite.exe\_StrongName\_...

### Installer [Windows only]

If you minimize the Install window during an installation, then when the installation ends, the window moves to the top left corner of the screen where it becomes difficult to close. This is a known issue with the type of installer used with X-Lite. When the providers of the installer resolve the problem, CounterPath will implement the solution. (K851, I-1179)

Workaround: Do not minimize the Install window during an installation.

## 3 X-Lite 4.9.6 (October 11, 2016)

### 3.1 What's New

#### OS 10.12 (Sierra) Support [Mac only]

X-Lite adds Mac OS 10.12 support.

#### Windows 2-in-1 Laptop Support [Windows only]

X-Lite supports Windows-based 2-in-1 laptops. You can enjoy using X-Lite both on desktop mode and tablet mode.

- The devices must run Windows 10 with Anniversary updates. To verify this, go to Settings > System > About and check the Version field. Version should be 1607 or higher.
- Make sure you enable this Touch Keyboard setting: go to Settings > Devices > Typing, and turn on the setting for Show the touch keyboard when not in tablet mode and there's no keyboard attached. If this setting is off, the touch keyboard won't appear when you are in desktop mode. (I-4497/4650)

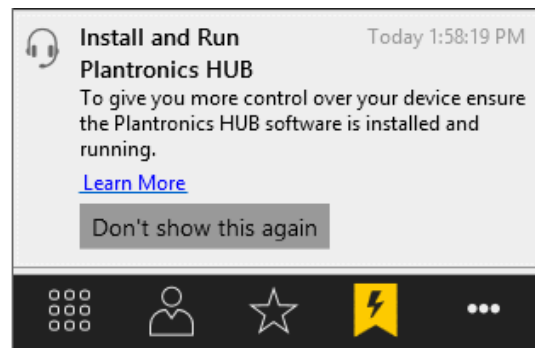
#### Logitech Headsets Support

This version of X-Lite integrates with Logitech headsets. No third-party software is required.

Visit [our website](#) for a list of supported devices and detailed notes. (I-4075/S)

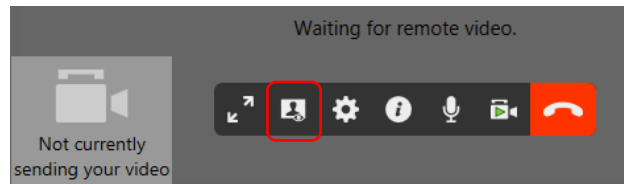
#### Notification Mechanism

X-Lite introduces a new notification mechanism, using a new tab. For example, if you are using a Plantronics USB headset, you will be notified that a third-party software download is required. This tab does not appear unless X-Lite has a notification for you, and it goes away after you dismiss all the messages. (S-3512)



#### Show or Hide Local Video Preview

In the video screen, you have an option to show or hide the local video preview area where you see yourself. (I-3580)



#### Context Menu during a Call [Mac Only]

While you are on a call, you can click the call panel with the Ctrl key pressed down to reveal the context menu which allows you to mute, hold, transfer, and end the call as well as starting screenshare, call recording and video. (S-1952)

## Updated Emoji Set [Windows Only]

The Emoji set for messaging has been updated. (I-4258)

## 3.2 Resolved Issues

This version contains improvements in the stability of X-Lite, and miscellaneous bug fixes for:

- an issue where Plantronics microphone gets muted during a call after upgrading to X-Lite. (I-4654)
- an issue where a X-Lite call hangs up after the user dismisses the incoming call toast/pop-up. (I-4452)

## 4 X-Lite 4.9.5 (July 14, 2016)

### 4.1 What's New

#### System Default Device

X-Lite now offers an option to use the user's system default device/default communication device\* for microphone and speaker. This eliminates the need for the user to change the device selection within X-Lite every time they connect a device to their computer. X-Lite now can be configured to automatically select the default device set in the operating system.

\* Note that the default communication device is supported only on Windows.

- On fresh install of X-Lite, it uses your system default device on Mac. On Windows, it uses for the Speakerphone mode, and your system default communication device for the Headset mode.
- On upgrade from previous versions of X-Lite, it remembers your selection and does not change the device choice. To take advantage of system default devices, change the selection from Preferences > Devices > Headset Mode or Speakerphone Mode. Each mode has a selection for microphone and speaker.

The additional benefit of using the system default communication device on Windows is audio ducking, which is a feature provided by Windows that the volume of non-communication sounds (such as music) will be adjusted or even muted during a call-related activity such as receiving an incoming call and having an active call. (I-3506/S-2644/I-3355)

#### Target Bitrate for Video Quality

X-Lite now captures the current bitrate for an active video call based on the feedback from the remote party. This helps users figure out why video quality is not as high as they might expect.

The target bitrate is displayed under Help > Troubleshooting > Video. (I-2786)

#### Crash Uploader ID

In case of crash, X-Lite assigns a unique ID to the generated crash dump and presents the ID to the user for better troubleshooting. Please include the ID when communicating with Technical Support. (I-3270)

#### Selectable IM Texts [Windows only]

Now users can select a portion of the IM messages for copying. (I-2341)

## 4.2 Improvements

### Plantronics Headsets Support

There have been improvements in integrating the Plantronics API with X-Lite. This version of X-Lite requires the Plantronics Hub software installed on the user's computer. These improvements aim to provide better and wider support for Plantronics devices. Visit [our website](#) for a list of supported devices and detailed notes. (I-3430)

### Jabra Headsets Support

Jabra users are required to install Jabra Direct software on their desktops. Visit [our website](#) for a list of supported devices and detailed notes.

### Click Behavior on Call History [Mac Only]

Previously a double click on call history brought up a history flyout. Now the following behavior has been implemented on Call history entry:

- Single click opens a history flyout
- Double click places call

The updated behavior matches closely with the click behavior on the Contacts list. (S-2601)

### Number of Entries in Call History

The call history entries have been reduced from 500 to 50. After upgrading to X-Lite 4.9.5, you will only see the most recent 50 entries. (I-3112)

### Updated OpenSSL

This version of X-Lite uses OpenSSL 1.0.1t. (O-2689)

## 4.3 Resolved Issues

X-Lite 4.9.5 contains stability improvements, and miscellaneous bug fixes including:

### VP8 Video Codec Dynamic Payload Type

X-Lite did not dynamically update the payload type after the other party changed the payload type via re-INVITE. This issue has been resolved. (I-3619)

## 5 X-Lite 4.9.4/4.9.3 (March 21, 2016)

X-Lite 4.9.4 is available only for the Mac platform. This includes a fix for a web socket certificate issue.

### 5.1 Changed Features in X-Lite 4.9.3

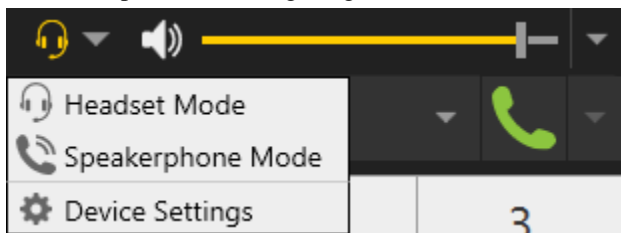
#### Color Emoji Support

This version offers color emojis and a greater variety of emoticons, resulting in an improved UI experience.

#### Headset/Speakerphone Device Selection

From the dropdown menu on the call panel, you can:

- view the currently selected mode.
- toggle between Headset mode or Speakerphone mode.
- tap Device Settings to go to Preferences> Devices tab to configure the devices.




#### Network Quality Indicator

The Network Quality Indicator on the call panel displays the Wi-Fi and mobile network performance as:

Good 

Fair 

Poor 

Unknown 

## Video Window Enhancements

New enhanced controls on the video windows provides the ability to view, change and select more options while previewing your video or while you're in a video call. These controls are visible when the mouse is moving or active over the video window and are hidden after a reasonable amount of inactive mouse time.



The video window controls include (from left to right):

Icon	Description
Full screen	Enter and exit full screen.
Camera settings	Display or select: <ul style="list-style-type: none"> <li>• Camera</li> <li>• Max Resolution:               <ul style="list-style-type: none"> <li>• Low resolution</li> <li>• Standard</li> <li>• High resolution</li> <li>• HD widescreen</li> </ul> </li> </ul>
Video Information	Display: <ul style="list-style-type: none"> <li>• Remote video size</li> <li>• Remote video framerate</li> <li>• Local video size</li> <li>• Local video framerate</li> </ul>
Mute microphone	Mute and unmute the microphone.
Start/stop video	Start or stop sending your video.
End call	End your video call.

## Announcements Tab

The option for an Announcement tab has been added to X-Lite clients in the form of a web tab accessible from the tab bar. These “Announcements” will only be:

- used to communicate important product or service-related information to users.
- displayed when a message is available.

Dismiss messages once they are viewed and/or remove the Announcements tab from the tab bar by going to View > Hide Announcements.





## 5.2 Resolved Issues in X-Lite 4.9.3

X-Lite 4.9.3 contains stability improvements, and miscellaneous bug fixes related to: SIP registration, LDAP, and IPv6.

## 6 X-Lite 4.9.2 (Dec 21, 2015)

### 6.1 Changed Features in X-Lite 4.9.2

#### **Number of Entries in Call History**

X-Lite now shows 500 call entries maximum in the call history. If you have more than 500 call entries, you will only see the most recent 500 after upgrade. (I-2424)

### 6.2 Resolved Issues in X-Lite 4.9.2

X-Lite 4.9.2 contains various bug fixes and stability improvements, to address the following:

- an issue where X-Lite does not update the call history correctly
- a performance issue with a long call history
- a SIP registration issue where X-Lite keeps disconnecting [Windows Only] (I-2696)
- an issue with the X-Lite Expired message on El Capitan. [Mac Only]

## 7 X-Lite 4.9.1 (November 25, 2015)

### 7.1 New and Changed in X-Lite 4.9.1

#### **Video Quality Statistics [Windows Only]**

X-Lite now shows statistics on video quality under Troubleshooting > Video, such as video codec, video size, lost packets and framerate. (I-1336, I-862)

#### **Bigger Video Window [Windows Only]**

The default size of the Video window has been adjusted so you can see the remote party without expanding the window. If you change the window size, X-Lite will remember your preference. You can open the Video windows from View > Video, or from Preferences > Devices > Test Camera. (I-2428)

#### **SIP Outbound Settings**

A new setting has been added under Account Settings > SIP Account > Advanced. (I-2100, S-1571)

- **Added: Use SIP Outbound.**  
When on, X-Lite uses an existing connection by populating the SIP header as specified in RFC 5626.
- **Name change: Force outbound proxy on all requests (previously called "Use Outbound")**  
When on, X-Lite will route all outgoing calls through the outbound proxy; in other words it will never send the invite directly to the endpoint but always to the proxy.

### 7.2 Resolved Issues in X-Lite 4.9.1

#### **Preferences for Sounds [Windows Only]**

When you play sounds one after another, you might hear no sound for a certain item. This issue has been resolved. (IM-2247)

## 8 X-Lite 4.9.0 (October 1, 2015)

### 8.1 New and Changed in X-Lite 4.9.0

#### Software Expiry Notification

Users will be reminded for updates when the expiry date is coming up. Once it has expired, the notification will appear every time the user starts X-Lite. (IM-2034/S-1391)

#### New Preferences [Mac Only]

- Added Call immediately once a phone number selected. Under Preferences > Application. (S-841)
- Added the Set Application as your default softphone option (S-287)
- Added the Default Actions options under Preferences > Application

#### New Upgrade Menu

The Upgrade Now menu has been added under Help (IM-1518/S-943).

#### Changes in Plantronics Support

With X-Lite for Windows 4.9, some Plantronics users are no longer required to install the Plantronics Spokes™ or Hub™ software in order to use their devices with X-Lite. This could depend on your device; if you find your experience not optimal, install the Plantronics Hub software to see if it improves the situation.

Note that there is a known limitation that Plantronics does not support use of two devices at the same time.

#### Changes in Session Timer

The default session timer has been changed from 60 to 90 seconds. Under SIP Account > Advanced. (IM-1686/S-859)

### 8.2 Resolved Issues in X-Lite 4.9.0

#### Signal 11 Error [Mac Only]

It has been reported that the error message occasionally appears on X-Lite: "X-Lite is terminating due to signal 11." There are changes made in this version of X-Lite for this issue. If you still experience this error, please comment on our Forum at <https://support.counterpath.com/topic/bria-4-is-terminating-due-to-signal-11-we-apologize-for-the-inconvenience>.

(S-1406)

#### Changing Devices while Test Sound is Playing

There was an issue with the troubleshooting functionality that changing devices while playing a sound could cause X-Lite to stop unexpectedly. This issue has been solved. (IM-1527/S-555)

**Softphone Not Visible After Launch [Mac Only]**

When starting X-Lite, the top half of the softphone screen is not visible. This issue has been solved. (S-357)

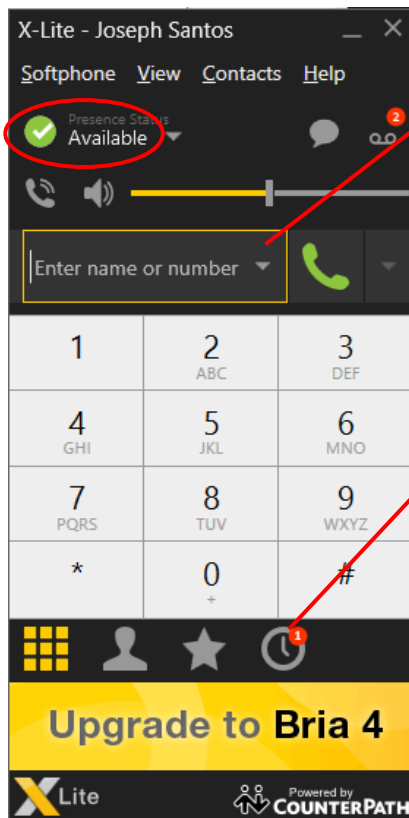
# 9 X-Lite 4.8.0 (March 16, 2015)

## 9.1 New and Changed in X-Lite 4.8.0

### Diagnostics

X-Lite 4.8 allows you to send a diagnostic log to CounterPath so our Support team can troubleshoot an issue you are experiencing. When instructed by the Support team, go to X-Lite > Help > Troubleshooting, then click Diagnostics.

### Changes to Dashboard



#### Call Entry Field

The call entry field is always shown on the dashboard.

#### Setting a Custom Presence Note

You can set a custom note to any presence. For example, you can set "until 4pm" as an additional note when changing a presence to Busy. Your contacts will see a Busy icon along with the note. To set a note, select "Available" and replace it with the note you want others to see.

#### Missed Call Indicator

The missed call indicator has been moved; it will appear on the History tab at the bottom.

### Changes to Account Settings/Preferences

- The session timer preference has new options. Go to SIP Account > Advanced.
- Zero-touch device configuration has been removed from Preferences. X-Lite automatically detects new devices, but no longer selects the most appropriate device for each purpose; you need to change the selection from Preferences > Devices to start using a new device.

### Changes to Audio Codecs

Audio codecs BV32 (applicable to Windows only) and iLBC are no longer available in X-Lite.

## Removed Features

- HID headsets support
- Dialing via command line

## 9.2 Resolved Issues in X-Lite 4.8.x

Resolved issues in X-Lite 4.8.x includes:

- X-Lite for Windows cannot make outgoing calls - does not send INVITE (IM-1513)
- Startup crash for some affected users. Windows only.
- The account gets un-register after 1 minute. Windows only. (IM-1555)

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