



Movius Platform Updates

Last Modified on 02/23/2026 4:14 pm EST

What's new for the Management Portal, API, and service updates that prepare MultiLine apps with support for new features.

Planned official release schedule and content. Release 4.57.1 HF6.:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|----------------------------------|------------------------------------|
| APAC | Friday 13-Feb-2026, 12:30 pm EST | Friday 13-Feb-2026, 3:30 pm EST |
| EMEA | Friday 13-Feb-2026, 8:30 pm EST | Saturday 14-Feb-2026, 01:30 am EST |
| NAMR | Sunday 15-Feb-2026, 01:00 am EST | Sunday 15-Feb-2026, 04:30 am EST |

CS-234890

Issue Summary

There were instances recent calls entries displayed the end time of the call rather than the start time.

Resolution

This **hotfix** will correct this issue and use the call start time. However, it will not change previous entries.

CS-235094

Issue Summary

There were instances of forwarded calls not completing.

Resolution

As part of this **hotfix**, configuration changes will be made to treatment of the SIP diversion headers. This will correct the issue.

CS-235098

Issue Summary

There were instances calls from the UK were sometimes not hearing Ringback Tone (RBT).

Resolution

The issue was found to be on calls using one particular carrier in the UK. This **hotfix** will correct this issue.

Version History

| Date | Description |
|----------|--|
| 2/6/2026 | Created |
| 2/9/2026 | Revised start and end time for maintenance windows |

Version 4.57.1 HF5 | Platform Release Notes

Deployment Timing

| Region | Start Date & Time | End Date & Time |
|--------|-------------------|-----------------|
|--------|-------------------|-----------------|



| SLAB (pre-production platform) | Wednesday, 21-Jan-2026, 1:00 am EST | Wednesday, 21-Jan-2026, 4:30 am EST |
|--------------------------------|-------------------------------------|-------------------------------------|
| Region | Start Date & Time | End Date & Time |
| APAC | Friday 23-Jan-2026, 12:30 pm EST | Friday 23-Jan-2026, 3:30 pm EST |
| EMEA | Friday 23-Jan-2026, 8:30 pm EST | Saturday 24-Jan-2026, 1:30 am EST |
| NAMR | Sunday 25-Jan-2026, 1:00 am EST | Sunday 25-Jan-2026, 4:30 am EST |

Movius CoreLine

HF Summary

This hotfix supports **testing of the CoreLine SMS service** to facilitate integration with a new carrier in Europe.

Version History

| Date | Description |
|------------|-------------|
| 01/21/2026 | Created |

Version 4.57.1 HF4 | Platform Release Notes

Deployment Timing

| Region | Start Date & Time | End Date & Time |
|--------|----------------------------------|-----------------------------------|
| APAC | Friday 23-Jan-2026, 12:30 pm EST | Friday 23-Jan-2026, 3:30 pm EST |
| EMEA | Friday 23-Jan-2026, 8:30 pm EST | Saturday 24-Jan-2026, 1:30 am EST |
| NAMR | Sunday 25-Jan-2026, 1:00 am EST | Sunday 25-Jan-2026, 4:30 am EST |

988 Hotline Number Translation

Issue Summary

To support 988 service in both the US and Canada, 988 must route to different nationwide toll-free numbers.

Resolution

A **hotfix** will be applied to add a carrier-level configuration. This configuration will specify the number to be called if the user calls 988. this configuration is in the service portal, so Movius makes this configuration on behalf of the carrier.

Version History

| Date | Description |
|------------|-------------|
| 01/19/2026 | Created |
| | |

Version 4.57.1 HF3 | Platform Release Notes

Deployment Timing

| Region | Start Date & Time | End Date & Time |
|--------|-----------------------------------|-----------------------------------|
| APAC | Friday 16-Jan-2026, 12:30 pm EST | Friday 16-Jan-2026, 3:30 pm EST |
| EMEA | Friday 16-Jan-2026, 8:30 pm EST | Saturday 17-Jan-2026, 1:30 am EST |
| NAMR | Saturday 17-Jan-2026, 1:00 am EST | Saturday 17-Jan-2026, 3:30 am EST |



Problems with Unknown Caller being displayed for Incoming Calls

Issue Summary

In certain cases, the SIP signaling for an incoming call does not have the proper format. In those cases, Movius displays Unknown Caller on the device.

This was reported and tracked as CS-234401.

Resolution

A **hotfix** will be applied to address some cases of this issue. In cases where the SIP signaling contains a non-standard format with the calling number in national format (no country code), Movius will display the national number as the calling number.

Version History

| Date | Description |
|------------|-------------------|
| 01/12/2026 | Created |
| 01/13/2026 | Timeframe Updated |

Version 4.57.1 HF2 | Platform Release Notes

Deployment Date: Jan 11, 2026

Issue Summary

Users were unable to onboard the **MultiLine Intune application** when their organisation name contained an **'&'** (**ampersand**) character. This caused the onboarding process to fail, preventing successful setup.

Resolution

A **hotfix** has been applied to address this issue. The onboarding flow now correctly handles organization names with special characters, including **'&'**, ensuring a seamless experience for all users.

Important Note

New invites must be sent after this fix is deployed. Invites sent before the fix is deployed will continue to have the issue.

Version History

| Date | Description |
|------------|------------------------|
| 01/10/2026 | Created |
| 01/10/2026 | "Important note" added |

Version 4.57.1 | Emerald HF1 | Platform Release Notes

Deployment Date: Dec 12, 2025

Bug Fixes:

- **Caller Metadata Normalisation**

Fixed inconsistency in call records where unknown callers appeared as "unknown" or "anonymous". Caller field now consistently shows "anonymous" for unknown callers.

- **Location Messaging Restriction**

Resolved issue where users received location messages from WhatsApp Guest even when location was disabled in the portal. Entitlement checks enforced and unnecessary IDs removed.



-

• Version History

| Date | Description |
|------------|----------------|
| 12/10/2025 | Created |
| 12/11/2025 | Renamed as HFI |

-

Version 4.57.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|----------------------------------|---------------------------------|
| APAC | Friday 5-Dec-2025, 12:00 pm EDT | Friday 5-Dec-2025, 5:30 pm EDT |
| EMEA | Saturday 6-Dec-2025, 9:30 pm EDT | Sunday 7-Dec-2025, 02:00 am EDT |
| NAMR | Sunday 7-Dec-2025, 01:00 am EDT | Sunday 7-Dec-2025, 06:00 am EDT |

What's New?

Decoupling Entitlements For WhatsApp, WeChat and LINE

This update introduces granular control over your social messaging channels and ensures accurate data logging and reporting for compliance and analytics.

What's New?

We have decoupled the single enablement flag for social messaging, allowing you to manage and track each channel (like WhatsApp, WeChat, and Line) independently.

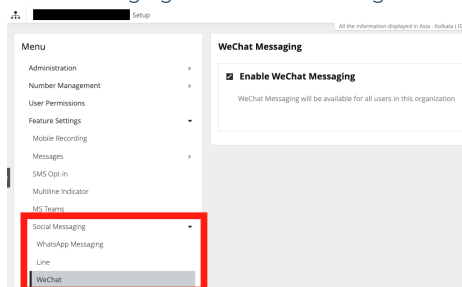
Key Changes

1. Entitlement Separation

- WhatsApp, WeChat, and LINE now have individual entitlements.
- Administrators can enable or disable each channel independently at the organisation level.

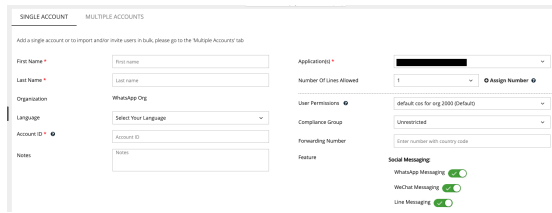
2. Updated Settings UI

- Under Feature Settings, separate sections for WhatsApp, WeChat, and LINE will be displayed.
- MCM messaging channel is now merged with WeChat and LINE.



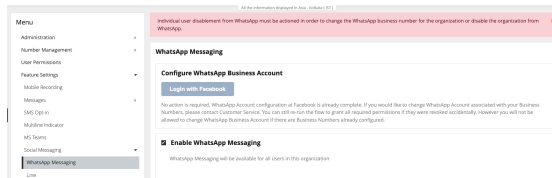
3. Account-Level Toggles

- Accounts will show three separate toggles for WhatsApp, WeChat, and LINE.
- Toggles appear only if the channel is enabled at the organisation level.
- Example: If WeChat is enabled but WhatsApp and LINE are not, only the WeChat toggle will be visible.
- Toggles are enabled by default at account level once provisioned at organisation level.



4. Provisioning Rules

- Channels can only be disabled at organisation level if no user accounts have them enabled.
- If any user has a channel enabled, admins will see an error when attempting to disable it. *(Error screen will be displayed in Settings.)*



Bulk Account Import

- Three new columns added in the Excel template:
 - WhatsApp
 - WeChat
 - LINE
- Existing Social Messaging column retained for backward compatibility:
 - If "Yes" is entered, all three toggles will be enabled (if provisioned at organisation level).
- Precedence Rule: If both legacy and new columns are used, new columns take precedence.

Note: Administrators can update WhatsApp, WeChat & LINE Messaging for existing accounts in Bulk through MultiLine Bulk Operations.

Provisioning API Updates

- Existing parameter whatsapp_enable retained for backward compatibility.
- New parameters introduced:
 - enable_standalone_whatsapp
 - enable_standalone_wechat
 - enable_standalone_line
- If both legacy and new parameters are passed, new parameters take precedence.

Group Messaging Behaviour

- With entitlement separation:
 - Users enabled for WhatsApp will only join **WhatsApp group conversations**.

Impact on Existing Users

- Current users with WhatsApp enabled will continue to have WhatsApp, WeChat, and LINE enabled.
- No impact on existing Social Messaging users on Teams MultiLine Messaging application.

Impact on MultiLine Mobile App

- No impact for users on latest app version (4.14.01).
- For older versions (4.13.01 or earlier):
 - If WhatsApp is disabled, users will not be able to communicate on WeChat and LINE.

Key Benefit for You

- **Granular Channel Management:** Businesses can now enable or disable specific social messaging channels for different users or regions, providing finer control over entitlements and deployment.

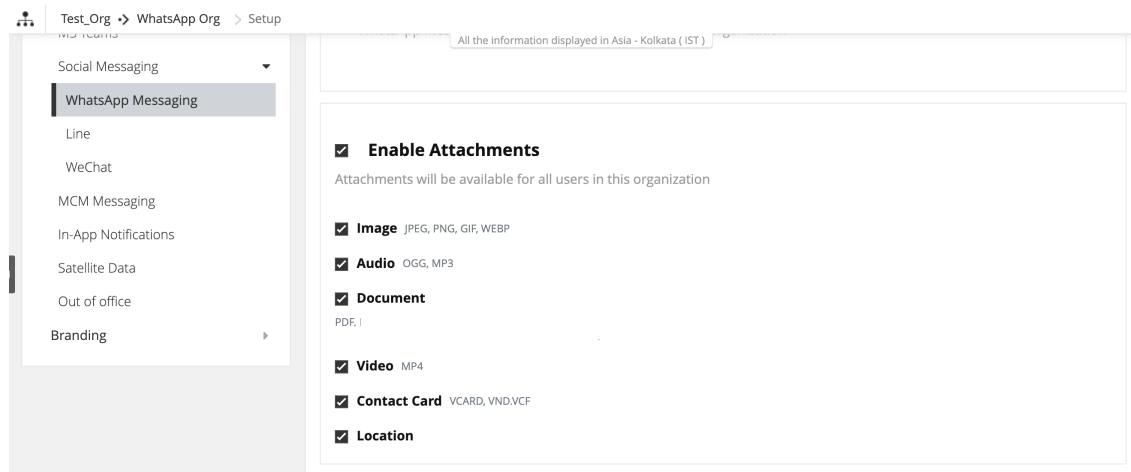
Advanced Attachment Support in WhatsApp API-Based Capture

This release implements the platform-side changes for Alloy and MultiLine mobile app to support (communicate and archive) other WhatsApp message types, such as:

- **Images, Audio, Video, Contact and Location**
- **Files:** PDF, Word, Excel, PowerPoint, TXT, MP3, and MP4.
- **Contextual Replies** WhatsApp user can reply to a message, maintaining the reference to the original message. Support for Inbound only (WhatsApp user to MultiLine or Alloy for Teams user)
- **Enhanced Compliance:** This fuller fidelity capture of communication ensures that all supported message types including media, contextual replies are correctly flagged and exported for audit in Movius Digital Safe (SMTP/SFTP), eliminating potential compliance gaps.

Managing Attachments

Administrators can enable WhatsApp attachments for their organization by accessing the feature settings in the Movius Management Portal. Once an attachment type is activated, both Movius and WhatsApp users within the organization can send and receive that specific type of attachment. This feature cannot be managed at the individual user level; once enabled for the organization, it applies to all users within the organization.



Note: This release includes platform-only support. There is no change to the current user experience in the Alloy and MultiLine mobile app. The Alloy and MultiLine mobile client-side interfaces are not yet available. It will be announced once the Alloy and mobile client releases are confirmed.

WhatsApp Sent, Delivery and Read Receipts

We're implementing the platform-side support for the WhatsApp Sent, Delivery, and Read Receipts in the MultiLine mobile app.

Once fully rolled out across the platform and the mobile app, you will see clear visual indicators for the status of your WhatsApp messages in the MultiLine app, mirroring the native WhatsApp experience.

- **Sent Confirmation:** Know immediately that your message has been successfully sent from the MultiLine app (indicated by a single gray checkmark).
- **Delivery Status:** Get confirmation that your message has been successfully delivered to the recipient's device (indicated by two gray checkmarks).
- **Read Receipts:** See a clear indicator that the recipient has opened and read your message (indicated by two green checkmarks).

Note: This release includes platform-only support. There is no change to the current user experience in the MultiLine mobile app. The mobile client-side interface is not yet available. It will be announced once the mobile



client release is confirmed.

Account Listing Enhancement in MMP Portal

Feature: Account List Page Update for Admin Users

Scenario: When an MMP Admin logs into the MMP Portal and clicks on **Account**

Enhancements:

- The **List Account** page will now load with **all accounts** displayed.
- For accounts with **NMC account type**, the type will be shown as **CoreLine**.
- The **Account Type Filter** has been updated to include **NMC** as **CoreLine** for consistency.

Impact:

This ensures better clarity and uniformity in account type representation across the portal.

Version History

| Date | Description |
|------------|-------------|
| 11/21/2025 | Created |
| | |

Version 4.56.2 | Platform Release Notes HF9

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|-------------------------------------|------------------------------------|
| APAC | Wednesday 26-Nov-2025, 12:30 pm EST | Wednesday 26-Nov-2025, 3:30 pm EST |
| EMEA | Tuesday 25-Nov-2025, 8:30 pm EST | Wednesday 26-Nov-2025, 1:30 am EST |
| NAMR | Tuesday 25-Nov-2025, 1:00 am EST | Tuesday 25-Nov-2025, 3:30 am EST |

Overview

This release addresses a critical issue in the MultiLine Management Portal (MMP) that prevented administrators from bulk importing users via the CSV template.

Issue Resolved

- **Problem:** When admins attempted to upload the CSV template for bulk user import, the system displayed the error: *"Out of office is not enabled for this organisation"*
- **Resolution:** The validation logic has been corrected. The system now properly handles optional fields, allowing successful bulk imports when optional field is blank.

Impact

- Admins can now upload CSV templates without encountering false validation errors.

Version History

| Date | Description |
|------------|-------------|
| 11/21/2025 | Created |

Version 4.56.2-HF7-HF8-Platform-Release-Notes

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|-----------------------------------|
| APAC | Saturday 22-Nov-2025, 12:00 pm EST | Saturday 22-Nov-2025, 3:30 pm EST |
| EMEA | Friday 21-Nov-2025, 8:30 pm EST | Friday 21-Nov-2025, 11:30 pm EST |



| | | |
|------|------------------------------------|------------------------------------|
| NAMR | Saturday 22-Nov-2025, 01:00 am EST | Saturday 22-Nov-2025, 08:00 am EST |
|------|------------------------------------|------------------------------------|

What's New?

Bug Fixes:

This update resolves issues related to automatic replies and geo replication, improving user experience and reliability.

Fixed an issue where the message API response for the same thread differed between platforms.

Fixed the below mentioned issues where the Out of Office feature addressing escape characters in the reply texts.

1. Out of Office Settings Visibility

- **Issue:** For newly onboarded users, Out of Office settings were not visible in the mobile client initially.
- **Resolution:** The settings now appear correctly without requiring users to restart or kill the app.

2. Automatic Replies Character Support

- **Issue:** Automatic replies in Out of Office mode did not support certain special characters such as ', &, (, ',).
- **Resolution:** Full support for these characters has been added, ensuring accurate and personalised automatic responses.

Version 4.56.2 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|-----------------------------------|----------------------------------|
| APAC | Friday 14-Nov-2025, 12:00 pm EDT | Friday 14-Nov-2025, 5:30 pm EDT |
| EMEA | Saturday 15-Nov-2025, 9:30 pm EDT | Sunday 16-Nov-2025, 02:00 am EDT |
| NAMR | Sunday 16-Nov-2025, 01:00 am EDT | Sunday 16-Nov-2025, 06:00 am EDT |

What's New?

Platform Support for “Away Message” (Out-of-Office) Auto-Replies

We're implementing the platform-side support for the upcoming Away Message (Out-of-Office) feature for the MultiLine mobile app.

Once fully rolled out, this feature will allow users to:

- Set an automatic reply message when they are unavailable (e.g., on vacation or out of office).
- Automatically send a response to incoming messages across supported channels — SMS, MMS, and social messaging — with a custom message during designated timeframes.

Note:

- This release includes platform-only support. There is no change to the current user experience in the MultiLine mobile app. The mobile client-side interface is not yet available. It will be announced once the mobile client release is confirmed.
- The feature is not active until Movius turns it on for the Organization.

Platform Support for Automatic Log Collection (MMP Update)

We're adding the platform-side support in the Movius Management Portal (MMP) for the upcoming *Automatic Log Collection* functionality for the MultiLine mobile app.

What Admins will see:

- A new control—"Auto Log Collect"—is now visible at the user level.
- This control allows administrators to enable or disable automatic diagnostic log collection for specific accounts.

This update prepares the platform for the upcoming mobile app release, which will introduce automatic background log collection to improve troubleshooting. Until the updated client is launched, enabling the feature in MMP will **not trigger any log uploads** for users on the current production app.

Note:

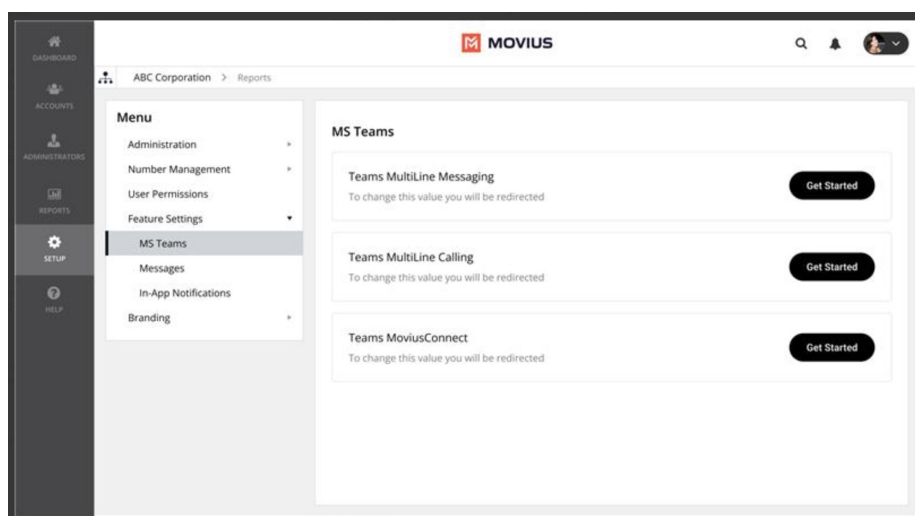
- There is **no change** to the current MultiLine mobile app experience.
- Turning on Automatic Log Collection for users on the production client has **no effect**, as the mobile-side capabilities are not yet active.
- The full Automatic Log Collection workflow will become active once the updated MultiLine mobile app version is released.

Self-Service Deployment for Movius Alloy & Alloy Chat Application

We are excited to announce the introduction of **self-service onboarding** for new customers deploying the **Movius Alloy** (formerly known as *MultiLine Messaging*) and **Alloy Chat** (formerly known as *MoviusConnect*). This enhancement empowers customers to **deploy and install the apps within their own tenant** without requiring assistance from the Movius Support team.

Key Highlights

- Customers can now complete onboarding independently using:
 - **MMP Portal**
 - **Azure Portal**
 - Access to the target tenant where the app will be installed
- Onboarding can be performed by an **Azure administrator** or with their support.
- The administrator must have:
 - Access to the **Azure Portal**
 - Permissions for the tenant where the Alloy app will be deployed



◦ Post-Deployment Steps

- Once the Alloy& Alloy Chat app is added to the customer tenant:
 - **Movius administrators** can enable the app for users within the organisation.
 - For organisations with hierarchical structures, app must be enabled at the **parent level**, ensuring inheritance across all child organisations.

Benefits

- **Faster Onboarding:** Eliminate dependency on Movius Support for initial setup.
- **Greater Control:** Customers manage deployment within their own environment.
- **Scalability:** Seamless enablement across organisational hierarchies.

How to Get Started

1. Log in to the **MMP Portal** and access Setup.
2. Ensure you have:
 - An **Azure administrator account**
 - Access to the **Azure Portal** and the target tenant
3. Follow the step-by-step guide in the portal to:
 - Deploy the Alloy app in your tenant
 - Enable the app for users at the parent level for hierarchical organisations
4. Once deployed, Movius users can view the app in their Microsoft Teams within Apps section

Changes for Existing Customers

Existing customers are not required to make any modifications to their current onboarding setup. The process and configuration you are already using will remain unchanged.

User Interface Updates


To enhance transparency, an additional badge will now appear on the user interface. This badge serves as a confirmation that the MultiLine Messaging app has been provisioned for your account.

Viewing Tenant Information

If you wish to view the tenant ID associated with the MultiLine Messaging app, simply click on the pencil icon within the interface. This action will display the tenant ID for the tenant where the MultiLine Messaging app is provisioned.

MS Teams

Enable Teams MultiLine Messaging ☒ Enable

 **PROVISIONED**

Check this toggle to enable or disable the Teams MultiLine Messaging feature. When enabled, users will have access to Multiline Messaging. Disabling this feature removes the toggle at the account level and prevents users from accessing the application.

Version History

| Date | Description |
|------------|--------------------------------|
| 11/05/2025 | Created |
| 11/20/2025 | Added Automatic Log Collection |

Version 4.56.1-HFI-Platform-Release-Notes

Deployment Date: November 09,2025

Bug Fixes:

Fixed an issue where Admin Activity API without "Org ID" is failing due to the Zoom API changes.

Version 4.56.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|----------------------------------|---------------------------------|
| APAC | Friday 7-Nov-2025, 12:00 pm EDT | Friday 7-Nov-2025, 5:30 pm EDT |
| EMEA | Saturday 8-Nov-2025, 9:30 pm EDT | Sunday 9-Nov-2025, 02:00 am EDT |
| NAMR | Sunday 9-Nov-2025, 01:00 am EDT | Sunday 9-Nov-2025, 06:00 am EDT |

What's New?

CDR Correlation ID

We are pleased to announce the availability of CDR Correlation IDs. Correlation IDs aid in reconciling CDR records by providing a direct method to match up the multiple CDRs reported when a communication involves more than one subscriber.

By way of example, a call between two subscribers (John and Mary) generates a CDR for John calling Mary and a 2nd CDR for Mary receiving a call from John. Without Correlation IDs one would have to use "fuzzy logic" to examine timestamps, the parties involved, etc., to determine both CDRs were the same phone call.

With the optional Correlation ID field added to the CDRs, one simply finds all CDRs with the same 64-character Correlation ID.

An added advantage is that the correlation process spans all Movius geographic regions. A message between a user in the US region and a user in the APAC region will have the same Correlation ID on the CDR reported in the US and on the corresponding CDR reported in APAC.

Some additional points:

- Calls and messages involving only one subscriber will have the Correlation ID field blank
- Movius must enable the creation of Correlation ID's for an Enterprise.
- In order to have the Correlation ID included in the output of the CDR REST API report, the request must include the optional input parameter **include_corr_id=true**
- When the feature is enabled and the Correlation ID is requested in the Api request, the field "corr_id" is included in the CDR
- The 64-character Correlation ID is of the form 7c42012e73e1dcbdbbfc988edcbbf1441af6f7a9dae0d2a5ad31f2d80553808e

CNAM Support for MS-Teams

This release will also provide an improved end user experience for Microsoft Teams calling. If the underlying carrier indicates the calling party's display name in the CNAM header, the CNAM will be included in the signaling to the called party. This applies to calls to and from the MS-team application.

CDR Exclusion APIs

This release introduces **Version 2 (V2)** of the reconciliation APIs—**User List**, **Call CDR**, and **Message CDR**.

🔑 Key Enhancements

1. **Org-Based Exclusion Logic**
 - **New optional parameter: exclude_org_ids (comma-separated list).**
 - **Enables recursive traversal of org hierarchy while excluding specified orgs (e.g., Specific sub-orgs).**
 - **Ensures only Movius-recorded users and CDRs are returned.**
2. **API Behavior**
 - **Recursive Mode: Traverses full org hierarchy, excluding specified orgs.**
 - **Direct Mode: Returns data only for the specified org, regardless of exclusion list.**



- **Backward Compatibility:** V1 APIs remain unchanged; exclusion parameters are ignored to prevent regression.
3. **Placeholder Parameter**
- **exclude_channels** introduced for future use (e.g., Channel-specific filtering), currently non-functional.

Version History

| Date | Description |
|------------|-----------------------------------|
| 10/31/2025 | Created |
| 11/4/2025 | Updated Release Notes for CDR API |

Version 4.55.2-HF1-Platform-Release-Notes

Deployment Date: October 16, 2025

Bug Fixes:

Fixed an issue where monitored NMC calls and messages were not appearing in MMP reports due to missing org property enablement and session ID format inconsistencies.

Resolved an issue that caused provisioning of PTN and NMC numbers with bundles and addons to fail due to database and authentication errors,

Version 4.55.2 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|-----------------------------------|----------------------------------|
| APAC | Friday 10-Oct-2025, 12:00 pm EDT | Friday 10-Oct-2025, 5:30 pm EDT |
| EMEA | Saturday 11-Oct-2025, 9:30 pm EDT | Sunday 12-Oct-2025, 02:00 am EDT |
| NAMR | Sunday 12-Oct-2025, 01:00 am EDT | Sunday 12-Oct-2025, 06:00 am EDT |

What's New?

Native WhatsApp Compliance Solution

Bulk Provisioning – Native Social Account

We are pleased to announce the availability of bulk creation for Native Social accounts using customers' work numbers. This enhancement simplifies onboarding and enables customers to configure WhatsApp Capture more efficiently.

- **Bulk Account Creation via Excel Import:** Customers can now create up to 100 records per import using a standard Excel template.
- **Flexible WhatsApp Capture Enablement:** The WhatsApp Capture toggle can be activated during account creation or at a later time.
- **Excel Template Availability:** The import template will be accessible directly from the Movius Management Portal (MMP) account.
- **Reporting:** Any import errors and overall import status report can be reviewed and downloaded from the Administrator Activity Report.



TopOrg > Accounts > Add Account

All the information displayed in Pacific - Midway (SST)

SINGLE ACCOUNT

MULTIPLE ACCOUNTS

To import accounts in bulk and enable features, please use this [CSV template](#) to upload the users. Select the Organization for which the users are to be imported. You can enable features while importing accounts or you can import accounts and enable features manually later. 1000 records can be imported, we will notify you via email once all the records are processed.

Choose Organization

Choose CSV File

TopOrg

Upload

Accounts-import-rsm.csv

*By clicking on import, you agree that you have obtained permission from recipients to receive SMS & email notifications through employee or other agreement. Message and data rates may apply.

Cancel

Import

Import Multiple Accounts

0%

Multiple account(s) import is in progress

Version History

| Date | Description |
|------------|-------------|
| 10/06/2025 | Created |

Version 4.55.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|-----------------------------------|
| APAC | Friday 26-Sept-2025, 12:00 pm EDT | Friday 26-Sept-2025, 5:30 pm EDT |
| EMEA | Saturday 27-Sept-2025, 9:30 pm EDT | Sunday 28-Sept-2025, 02:00 am EDT |
| NAMR | Sunday 28-Sept-2025, 01:00 am EDT | Sunday 28-Sept-2025, 06:00 am EDT |

What's New?

API Role-Based Access Control

Summary

To address audit concerns and improve API governance, this release introduces **role-based access control** for API users. Administrators can now assign API users either **Read-Only** or **Read-Write** roles, enabling more secure and compliant usage of the platform's APIs.

Feature Overview

- **New Role Assignment for API Users**
 - A **Role** dropdown has been added to the API User configuration interface.
 - Available options:
 - **Read-Only** – Grants access to list and reporting APIs only.
 - **Read-Write** – Maintains full access, including create, update, and delete operations (equivalent to current API User behaviour).
- **Default Role Assignment**
 - All existing API users will be automatically assigned the **Read-Write** role to preserve current functionality.
- **Role Modification**
 - Portal administrators can now update API user roles at any time.
 - This enables organizations to reclassify users to **Read-Only** as needed.

Access Control Logic



| Role | Permissions |
|------------|--|
| Read-Only | Access to list and reporting APIs only |
| Read-Write | Full access to all API operations |

- **Read-Only** users are restricted from performing any create, modify, or delete actions.
- This change ensures that sensitive operations are limited to explicitly authorized users.

APIs Available to Read-Only Users

Refer to the latest API documentation for full details.

JSON API Documentation

| API Name | Endpoint URL |
|----------------------------------|--|
| List Sub-Organizations | /adk/services/mcpwebapi/organizations/list |
| Organization Info | /adk/services/mcpwebapi/organizations/info |
| Organization List Info | /adk/services/mcpwebapi/organizations/list_info |
| List Activated MultiLine Users | /adk/services/mcpwebapi/users/list |
| List Non-activated Accounts | /adk/services/mcpwebapi/users/list |
| List Organization Administrators | /adk/services/mcpwebapi/users/list |
| List Available Numbers | /adk/services/messaging/get_free_multiline_numbers |
| List Reserved Numbers | /adk/services/messaging/get_reserved_multiline_numbers |

REST API User Guide

| API Name | Endpoint URL |
|------------------------|------------------------------------|
| Call CDR API | /adk/rest/reports/v1/call |
| Message CDR API | /adk/rest/reports/v1/message |
| Data CDR API | /adk/rest/reports/v1/data |
| Admin Activity CDR API | /adk/rest/reports/v1/adminactivity |

Compliance Group Violation Tagging for Network Mobile Capture

Summary :

To allow an Enterprise to track messaging with restricted outside parties, this release introduces **Compliance Group Violation Tagging**.

With this feature enabled by Movius, all messaging to and from the Enterprise's subscribers will be checked against a list of restricted phone numbers. If restricted communication has occurred, the Digital Safe record of the communication will indicate it.

Feature Overview

- **Setup**

- The enterprise will provide Movius with a CSV file (via a support ticket) of the numbers of parties with whom their subscribers are not supposed to communicate, along with those parties' e-mail addresses. A small example is below. It is valid to have more than one number (phone, WhatsApp, etc.) associated with the same e-mail address.

2015551234, john.restricted@xyzcorp.com 

4046784321, john.restricted@xyzcorp.com 

2122345678, mary.restricted@abccorp.com 

- Movius will input that CSV file into its database
- Movius will enable the feature for the Enterprise

- **Digital Safe Metadata (pertinent Fields only) Subscriber-to-Subscriber**

- When two subscribers communicate, there is a number, name and e-mail address of the recipient, followed by the same information for the sender
- "+17759863805","JoeRecipient","", "joerecipient@xyzcorp.com", "+17759863809", "JaneSender", "janesender@xyzcorp.com"
- This is the current format


- **Digital Safe Metadata (pertinent Fields only) Subscriber-to-Guest**

- When one subscriber and a non-subscriber (Guest) communicate, there is a number, name and e-mail address of the subscriber, but only the phone number of the guest
- "+17759863801","", "", "+17759863809", "JaneSender", "janesender@xyzcorp.com"
- This is the current format

- **Digital Safe Metadata (pertinent Fields only) for Subscriber-to-Restricted Number**

- When the subscriber and a non-subscriber (Guest) communicate, there is a number, name and e-mail address of the subscriber. Movius will add the e-mail address of the restricted number to the digital safe record. This is the indicator to the Enterprise that restricted communication has occurred.
- "+4046784321","", "", "john.restricted@xyzcorp.com", "+17759863809", "JaneSender", "janesender@xyzcorp.com"
- This is the new feature

- **EML Offload Digital Safe**

- In EML offload (e-mail delivery), a guest is formatted with an FQDN of guestdomain.com
- For example: 17759863801@guestdomain.com 
- With this feature enabled, the guest e-mail is replaced by the actual e-mail from the restricted number table
- For example: john.restricted@xyzcorp.com
-

- **Backward Compatibility**

- There is no change to existing Digital Safe format.
- The feature must be enabled for the Enterprise by Movius for this screening to be activated.

Control Logic

- Movius will enable the feature for an Enterprise.

Version History

| Date | Description |
|------------|-------------|
| 09/03/2025 | Created |



Version 4.54.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|-----------------------------------|
| APAC | Friday 19-Sept-2025, 12:00 pm EDT | Friday 19-Sept-2025, 5:30 pm EDT |
| EMEA | Saturday 20-Sept-2025, 9:30 pm EDT | Sunday 21-Sept-2025, 02:00 am EDT |
| NAMR | Sunday 21-Sept-2025, 01:00 am EDT | Sunday 21-Sept-2025, 06:00 am EDT |

What's New?

Fraud Prevention

Movius announces a new feature to help prevent international long-distance fraud. Using a dedicated MMP web page, a carrier can temporarily restrict an Enterprise's numbers from placing international calls.

Local Routing and Charging Prefixes for Toll-Free Calls

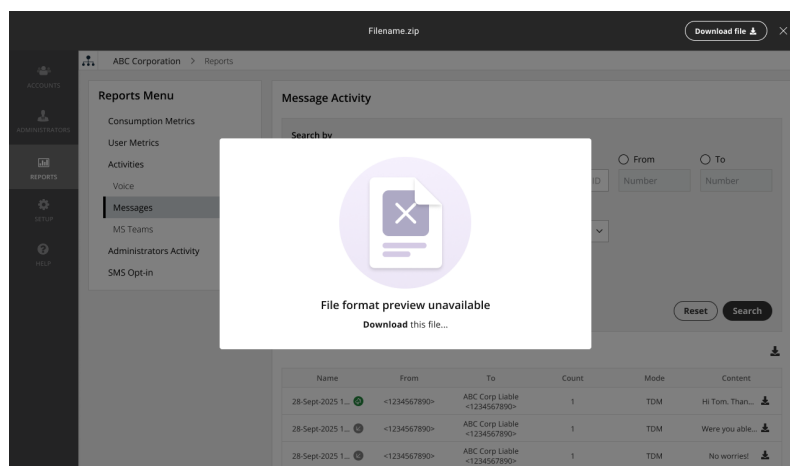
Movius announces a new call routing capability. Movius can now prefix outgoing toll-free calls with a prefix if required for charging or local routing purposes. The prefix can be assigned based on the NPA of the MultiLine number.

Law Enforcement Line Seizure

Movius announces a new feature to support law enforcement efforts. Using a new API a carrier can temporarily provision an existing MultiLine number to only call a specified police number, regardless of what number is dialed in the MultiLine App. This is important for hostage negotiations, domestic violence situations, etc.

User Interface Update for Message Activity Report

The user interface for the message activity report has been updated to clearly display which content is available for download from the report.



Server-Side Support for WhatsApp Bulk Messaging

Server-side support for Bulk Messaging on the WhatsApp channel. This enhancement is designed to streamline communication by enabling the dispatch of multiple messages through a single action.

- **Key Capabilities:**

- Enables sending multiple messages in one go via WhatsApp, improving operational efficiency.
- The server now supports compound messages, allowing clients to send text and images together for bulk messaging.
- MMP administrators can enable or disable this feature at both the organisation and user level.
- Messages sent via the bulk messaging feature will be supported by CDR and Digital Safe for compliance and archival purposes.
- Provisioning APIs are updated to manage enable and disable Bulk Messaging.
- CDR and Digital Safe APIs are updated to retrieve bulk messages sent via WhatsApp.

Note: This release includes only server-side support. The client-side interface for bulk messaging is not yet available. We will communicate separately once the client-side functionality is ready for use.

WhatsApp Capture - Transparent Mode

The platform has been enhanced with new capabilities to facilitate native WhatsApp messaging support.

Account Deletion Support:

MMP administrators can now delete Native Social account types directly from the MMP portal. If WhatsApp Capture is enabled for the account, the feature will be automatically disabled upon account deletion.

Enhanced Account Creation Fields:

New fields—First Name, Last Name, and Account ID—have been added to the account creation page to ensure complete and accurate data collection during onboarding.

WhatsApp Device Monitoring and Alerts:

- An email notification will be sent to the organisation administrator when a WhatsApp device is unlinked from the Movius platform for any user in their organisation.
- An email alert will also be triggered if a user has not accessed their WhatsApp device for 12 consecutive days, helping administrators stay informed about inactive usage.

Email Delivery of Authentication Code

- The OTP code necessary for WhatsApp user authentication will be sent to users via email along with SMS.

API Enhancements for NMC Provisioning - MDE-5546

This release introduces enhancements to the **Create PTN** and **Patch PTN** APIs to support automatic configuration of inheritable properties based on the **SOC (Service Offering Code)** provisioned by T-Mobile. These changes ensure accurate and consistent enablement of flags at the organization level when new NMC numbers

are provisioned.

Key API Changes

- **Create PTN API**
 - When a new **NMC number** is provisioned by T-Mobile:
 - The API will **evaluate the SOC** included in the provisioning request.
 - Based on the SOC, the system will **enable the corresponding inheritable flag** at the organization level.
- **Patch PTN API**
 - When updating an existing PTN with a new SOC:
 - The API will **check the SOC** in the patch request.
 - It will then **enable or disable** the respective inheritable flag based on the SOC provided.
- **Org-Level Flag Behavior**
 - T-Mobile provisions numbers using the **top-level org_id**.
 - The **Enable flag for NMC** is now **inheritable and org-scoped**:
 - If **any number** within the organization is provisioned with a qualifying SOC, the **org-level flag must be enabled**.
 - This ensures consistent behavior across all accounts under the same organization.

Notes for Integrators

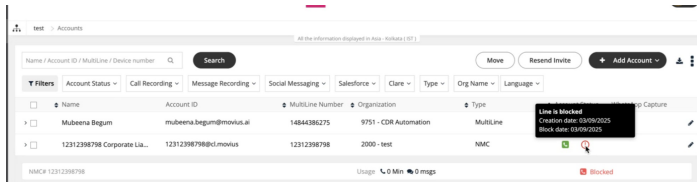
- SOC-based flag logic is centralized at the org level, not per individual PTN.
- Ensure SOC mappings are up-to-date to reflect accurate flag behavior.
- These changes are backward-compatible and do not affect existing provisioning flows outside of SOC-based enablement.

MMP Portal UI Update: Suspended Account Indicator -MDE-2907

Feature Overview: To improve administrative visibility and streamline account management, the MMP Portal now displays a visual identifier for **Suspended** accounts directly on the **List Accounts** page.

Suspended Account Icon Display

- When an MMP Admin logs into the portal and navigates to the **Accounts** section:
 - The **List Accounts** page will now show an icon next to accounts that are in a **Suspended** state.
- This enhancement allows Portal Admins to:
 - Quickly identify suspended users
 - Take appropriate action without needing to drill into individual account details



User Story Reference

- **As an MMP Admin**, I want to see an identifier on the List Accounts page so that I can easily recognize suspended users.
- **Given** the admin logs into the MMP Portal
- **When** they click on "Accounts" and the List Accounts page loads
- **Then** the system displays an icon for any account marked as **Suspended**, based on the UX specifications.

Notes: This is a **UI-only enhancement**; no changes were made to backend account status logic.

Bug Fixes:

| | |
|-----------|---|
| CS-234308 | Fixed an issue with the users/list API for Digital Safe. The JSON response now correctly shows SIPREC recorded users. |
| CS-234701 | Fix to update PTN Delete error |
| CS-234721 | Fix to resolve getOTP via PIN issue |

Version History



| Date | Description |
|------------|-------------|
| 09/03/2025 | Created |

Version 4.53.2 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|-----------------------------------|----------------------------------|
| APAC | Friday 5-Sept-2025, 12:00 pm EDT | Friday 5-Sept-2025, 5:30 pm EDT |
| EMEA | Saturday 6-Sept-2025, 9:30 pm EDT | Sunday 7-Sept-2025, 02:00 am EDT |
| NAMR | Sunday 7-Sept-2025, 01:00 am EDT | Sunday 7-Sept-2025, 06:00 am EDT |

What's New?

1. Digital Safe Formatting Improvements

We are excited to announce key improvements to the Digital Safe EML (e-mail) delivery format. These enhancements provide increased flexibility in defining the content of the TO and FROM e-mail fields. You can now include the person's name, e-mail address, and phone number, and specify delimiter characters to suit your needs.

Key Features:

- **Enhanced TO and FROM Fields:** Flexibility to include the person's first name, surname, e-mail address, and phone number.
- **Customizable Delimiters:** Specify delimiter characters for better formatting.

Examples:

- TO: John Smith jsmith@abcbank.com [14045551234]
- TO: [14045551234]jsmith@abcbank.com]
- TO: <jsmith@abcbank.com>

For any customizations, please contact Movius Customer Support.

Version-4.53.1-HF3-Platform-Release-Notes

Deployment Date: August 23,2025

Bug Fixes:

Spam Check Flexibility: Organizations can now be added to a new `spam_check_ignore_list`.

When an orgid is included, the platform will **skip the TrueCNAM spam check** for guest MT calls, reducing unnecessary validations for trusted organizations.

Version 4.53.1 HF2 | Platform Release Notes

Deployment Date: July 26,2025

Bug Fixes



| ID | Description |
|-----------|---|
| CS-234634 | Fix to address SMS Assurance & Reconciliation discrepancies |

Version 4.53.1 HF1 | Platform Release Notes

Deployment Date: July 22, 2025

Bug Fixes

| ID | Description |
|-----------|--|
| CS-234621 | This hotfix resolves an issue related to the Message Report download through API |

Version 4.53.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|-----------------------------|----------------------------|
| APAC | Jul 19th, 2025 at 12 pm EDT | Jul 19th, 2025 at 6 pm EDT |
| EMEA | Jul 26th, 2025 at 8 pm EDT | Jul 27th, 2025 at 2 am EDT |
| NAMR | Jul 27th, 2025 at 12 am EDT | Jul 27th, 2025 at 6 am EDT |

As part of our standard release process, Movius conducts comprehensive regression testing to ensure the highest quality and stability. During regression testing for **Platform Release v4.53.1**, a change to the /users/list API that may impact backward compatibility was identified. Our engineering team has resolved the compatibility issue, and the fix has been deployed to APAC on July 19th, 2025.

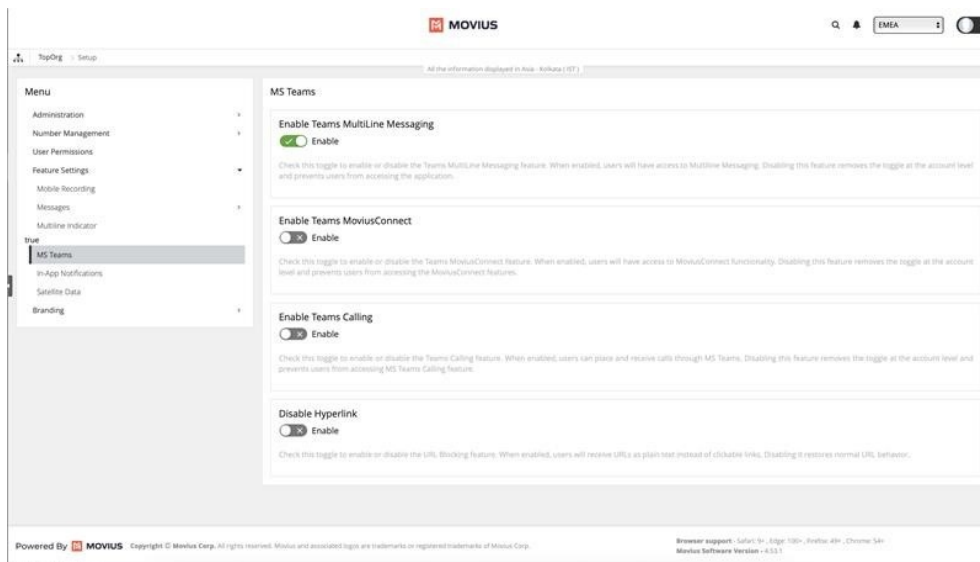
For EMEA and NAMR, it will be deployed as scheduled above.

What's New?

- **Server-side spam risk identification for Hong Kong-originated incoming calls**
 - Integration with API to identify spam risk calls originating from Hong Kong and implementation of feature-related controls.
 - **Note:** Client-side support will be introduced in a future app release, making this feature available to end-users.
- **Deletion of Accounts with Social Messaging Enhancements**
 - When a customer administrator **deletes** an account with Social Messaging using MMP, the account will be marked as **Deactivated** and the associated number will move to **Reserved** status until all pending messages for the deleted account are delivered and the threads are closed or for a maximum of 24 hours.
 - The customer administrator will see a pop-up to confirm the action prior to execution.
 - During this period, if the customer administrator tries to unreserve the number and if the threads are not closed, a warning message will be presented and the administrator will not be allowed to unreserve the number.
 - The /users/list API has been updated with a new input parameter that allows excluding **Deactivated** users from the response.
 - If the parameter to exclude Deactivated users is not specified, the API will return all users, including Deactivated ones.
 - If the parameter to exclude Deactivated users is specified, the API will not return Deactivated users
- **NMC MMP and REST API Timestamp Changes**

MMP Portal and REST API will now show audio and message recording timestamp as when it was created on the carrier side.
- **NMC Carrier Integration Enhancements**
 - Support MMS capture over MM3

- Support SMS capture over SMPP
- **API changes - Flag to identify SIPREC in /users/list API JSON output**
- **MS Teams**
 1. Teams MultiLine Messaging – Default Enablement
 - The Teams MultiLine Messaging feature flag will now be enabled by default when a new account is created.
 - For accounts provisioned via Excel import, the flag will also be enabled by default unless explicitly set to False in the Excel file.
 - The Administrator Activity Report will log all changes made to the Teams MultiLine Messaging flag.
 - Teams MultiLine Messaging
 - Teams Calling
 - Teams Movius Connect
 2. Teams Calling – Organization-Level Enablement
 - Organization administrators can now enable the Teams Calling feature for their organization. Once enabled, Teams Calling flags will be exposed at the account level, allowing administrators to activate the feature for individual users.
 - Changes to the Teams Calling flag will be tracked in the Administrator Activity Report.
 3. Disable Hyperlink Feature Flag
 - A new feature flag Disable Hyperlink, will be available under Feature Settings in the Movius Management Portal upon request with Movius Customer Support.
 - When enabled, this will restrict users from clicking on hyperlinks in messages within the Teams MultiLine Messaging application.
 - **This feature will apply to an upcoming Teams MultiLine Messaging release .**
 4. Voice Transcription
 - A new feature flag 'Voice Transcription', will be available on MultiLine accounts in the Movius Management Portal upon request with Movius Customer Support.
 - When enabled, this will convert voicemail to text within the Teams MultiLine Messaging application.
 - **This feature will apply to an upcoming Teams MultiLine Messaging release**, that will Integrate voicemail transcription functionality into the MS Teams app, enabling users to read voicemail messages instead of listening, improving accessibility and efficiency.



Bug Fixes:

| | |
|-----------|---|
| CS-234308 | Fixed an issue with the users/list API for Digital Safe. The JSON response now correctly shows SIPREC recorded users. |
| CS-234562 | Addressed a data formatting error that impacted the successful ingestion of SMS participant data. |
| CS-234387 | Resolved a reconciliation mismatch resulting from incomplete CDR data. |
| CS-234439 | Resolved a timing discrepancy that potentially caused duplicate Session IDs for near-simultaneous calls |
| CS-234508 | Corrected SSO issue |
| CS-234435 | SSO implementation enhancement to support Windows Hello Face ID and PIN |



Version History

| Date | Description |
|------------|-----------------------|
| 07/08/2025 | Created |
| 07/19/2025 | Release dates updated |

Version 4.52.1 HF2 | Platform Release Notes

Deployment Date: July 02,2025

Hotfix: Rollback of Unintended "SIPREC" Value in /users/list API

An issue was introduced in the **/users/list API** where a new unintended value "**SIPREC**" was added to the **monitor_calls** parameter in Release Version 4.52.1. Currently the value for **monitor_calls** indicates the user's call recording configuration:

- **Auto** - If the user is activated, the value from the Send Invitation/Create Account API is used unless it has been modified via MMP or the User Modify API.
- **Off** - If the user is not activated, the value set via the Send Invitation/Create Account API is used.

This hotfix rolls back the "**SIPREC**" value to prevent unintended behavior.

A future update will reintroduce the "SIPREC" option under the control of an optional input parameter, ensuring backward compatibility and managed rollout.

Version History

| Date | Description |
|------------|-------------|
| 02/07/2025 | Created |

Version 4.52.1 HF1 | Platform Release Notes

Deployment Date: July 02,2025

Enhanced E911 Emergency Calling Support (U.S. Only)

We've implemented an update to the E911 emergency calling service in the United States, making it more flexible and broadly applicable. This enhancement enables **expanded support for emergency call handling** across the Movius platform, allowing the solution to be used with products **beyond MultiLine**.

Version History

| Date | Description |
|------------|-------------|
| 30/06/2025 | Created |

Version 4.52.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|-----------------------------------|
| APAC | Friday 27-June-2025, 12:00 pm EDT | Friday 27-June-2025, 5:30 pm EDT |
| EMEA | Saturday 28-June-2025, 9:30 pm EDT | Sunday 29-June-2025, 02:00 am EDT |
| NAMR | Sunday 29-June-2025, 01:00 am EDT | Sunday 29-June-2025, 06:00 am EDT |

What's New?

1. Social Messaging- Support for Additional Languages

MultiLine Social Messaging now supports three new languages: Japanese, Korean, and Taiwanese (Traditional Chinese).

Key Enhancements:

- Template Message Localization:
 - Template messages sent to WhatsApp, WeChat, and LINE users will now be delivered in the MultiLine users new configured language, Japanese, Korean, or Taiwanese (Traditional Chinese).
- Language Configuration in MMP
 - These languages can be enabled for MultiLine subscribers during account creation or modification via the Movius Management Portal (MMP).



Bug Fixes:

| | |
|-----------|--|
| CS-234344 | Resolved an issue where CDR content remained visible in the MMP Portal even after a user was deleted from the database, but did not appear in the downloaded report. The fix involved removing the dependency on the users table |
| CS-234308 | Fixed an issue with the users/list API for Digital Safe. The JSON response now correctly shows SIPREC recorded users. |
| CS-234538 | Corrected an issue where some Call Detail Records (CDRs) were not being reported in a timely manner due to log time and event time falling into different time windows. |
| CS-234519 | Corrected an issue with CDR reconciliation of LINE messages containing unsupported MMS formats. |
| CS-234530 | Opt-in template messages were sometimes not delivered to WhatsApp users due to errors from Meta, which could be caused by technical or compliance reasons. When the delivery of the Opt-in template failed, the system retried sending the message once more. These Opt-in messages are archived in Digital Safe for recorded users even though delivery is failed. The second Opt-in message, sent after the retry, was not being archived in Digital Safe. The issue has been resolved, ensuring that Opt-in template messages sent after retrying are now properly recorded in Digital Safe. |
| CS-234552 | Resolved an issue where group WhatsApp conversations delivered image messages despite the feature being disabled |

Version History

| Date | Description |
|------------|-------------|
| 06/16/2025 | Created |

Version 4.51.1 | Platform Release Notes

Planned official release schedule and content:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|-----------------------------------|
| APAC | Friday 13-June-2025, 12:00 pm EDT | Friday 13-June-2025, 5:30 pm EDT |
| EMEA | Saturday 14-June-2025, 9:30 pm EDT | Sunday 15-June-2025, 02:00 am EDT |
| NAMR | Sunday 15-June-2025, 01:00 am EDT | Sunday 15-June-2025, 06:00 am EDT |

What's New?

1. AMR Wideband CODEC Support:

- Server-side support for AMR Wideband CODEC has been implemented to enhance audio quality. This enhancement lays the foundation for broader, high-quality voice support across different call modes.
- Calls in "**minutes mode**" will now benefit from improved audio in regions where this CODEC is supported by Movius' partner carrier.
- Support for calls in "**data mode**" will be introduced in a future app release.

2. GET PTN API Enhancement – Single Number Lookup:

- A new endpoint has been added to the PTN API: `/organizations/{orgid}/ptns/{number}`
- This allows for **retrieval of information for a single number**, improving efficiency over fetching the entire organization's numbers.

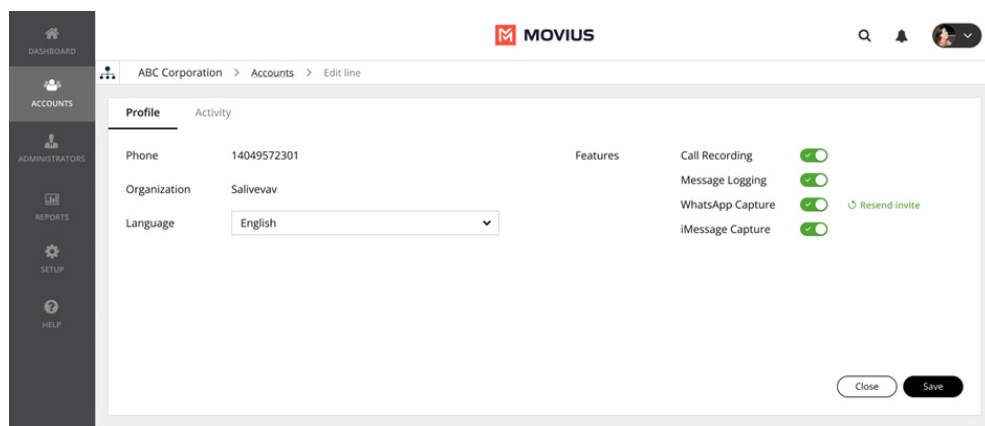
3. PNG File Format Support:

- Server-side support for the PNG file format has been added to improve media compatibility.
- **Note:** Client support will follow in a future app release, which will make this feature available to end-users.

4. MoviusConnect for WhatsApp (Native WhatsApp Capture):

◦ Resend User Invites for WhatsApp Capture via MMP

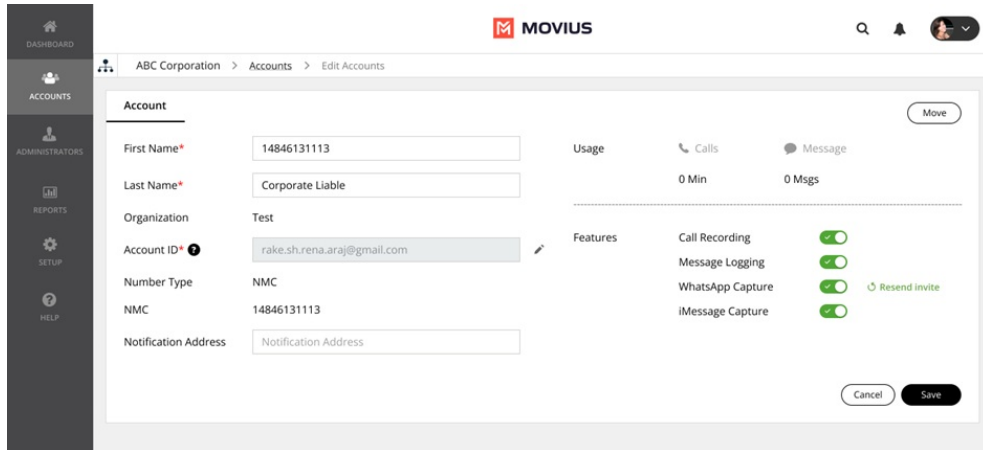
- We've added the ability to **resend onboarding email invitations** for users with the **WhatsApp Capture** feature directly from MMP.
- A "**Resend Invite**" button will be displayed on accounts where WhatsApp Capture is enabled. If the feature is not enabled for the user, the button will not appear.
- Provided the feature is enabled at the organization level, this functionality is available for both:
 - **MultiLine accounts**, and
 - **Network Mobile Capture (NMC) accounts**,
- This enhancement streamlines user onboarding and improves admin flexibility in managing capture-enabled accounts.
-



- **Note:** This "Resend Invite" feature is not available through API, or for bulk action. It is only available at individual account level in MMP.

- **Native Mobile Capture (NMC): WhatsApp and iMessage Capture Feature Flags**

- Feature flags for **WhatsApp Capture** and **iMessage Capture** have been added to **NMC** accounts.
- These toggles will only be visible when the feature is enabled for the organization by Movius Support team.
- When the toggle is activated for an account for WhatsApp Capture, an **onboarding invitation is sent** to the user via both **email and SMS**.
- iMessage Capture onboarding is done via an agent app.
- **Note:** This feature cannot be activated through API, or through bulk upload yet.



Version History

| Date | Description |
|------------|--|
| 05/22/2025 | Created |
| 05/28/2025 | Additional details added for native WhatsApp capture and NMC |

Version 4.50.3 HF1 | Platform Release Notes

Deployment Date: May 21, 2025

Bug Fixes

| ID | Description |
|----------|--|
| MPD-3101 | <p>This hotfix resolves an issue affecting customers using Native Social Messaging (NSM) capture solution. The bug caused intermittent failures in generating Call Detail Records (CDRs) for NSM traffic—specifically impacting WhatsApp and iMessage capture.</p> <p>The fix ensures complete CDR generation for all NSM traffic moving forward.</p> <p>Important Note:</p> <ul style="list-style-type: none"> • MultiLine CDRs were not affected and continue to function as expected |

Version 4.50.3 | Platform Release Notes

This is the planned release schedule and content for Version 4.50.3

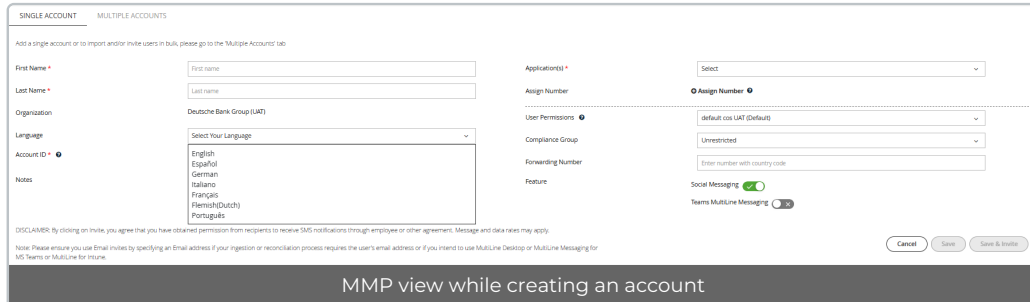
Timing

| Region | Start Date & Time | End Date & Time |
|--------|-----------------------------------|----------------------------------|
| APAC | Friday 09-May-2025, 12:00 pm EDT | Friday 09-May-2025, 5:30 pm EDT |
| EMEA | Saturday 10-May-2025, 9:30 pm EDT | Sunday 11-May-2025, 02:00 am EDT |
| NAMR | Sunday 11-May-2025, 01:00 am EDT | Sunday 11-May-2025, 06:00 am EDT |

What's New?

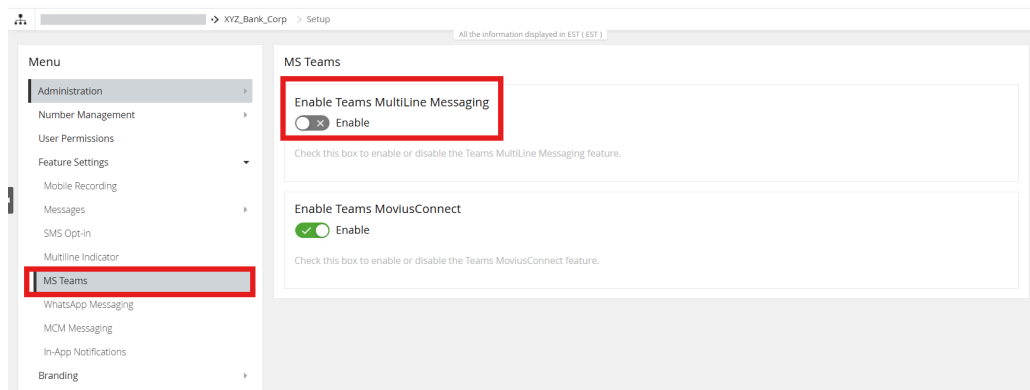
Movius Platform Enhancements:

1. **Language Support - Portuguese:** If language support is enabled for the customer, Customer Admins can now select **Portuguese** when creating a new user account. This setting determines the language used in automated messages sent from the Movius platform to the users.
 - Note: With this addition, the platform now supports automated messaging in: English, French, Spanish, Italian, German, Flemish (Dutch), and Portuguese. This update does not imply that the MultiLine app itself supports these languages.

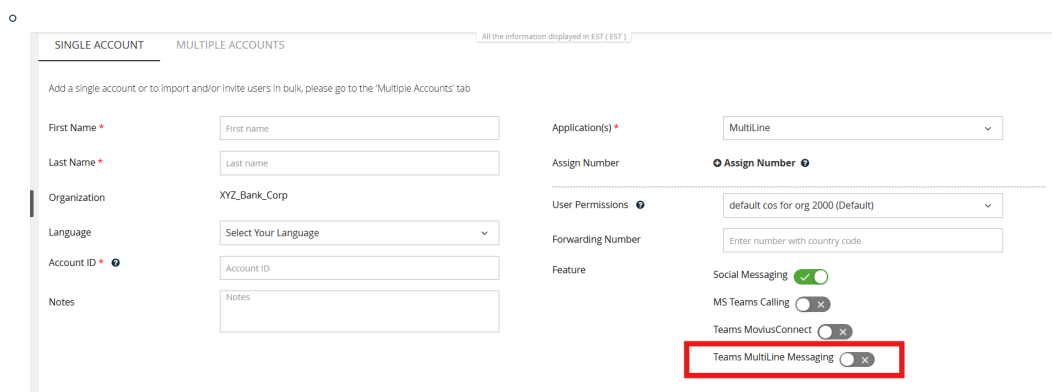


The screenshot shows the 'SINGLE ACCOUNT' tab in the Movius management portal. The 'Language' dropdown menu is open, showing a list of languages: English, Español, German, Italiano, Français, Flemish(Dutch), and Portuguese. The 'Portuguese' option is highlighted. Other fields visible include 'First Name', 'Last Name', 'Organization' (Deutsche Bank Group (LAT)), 'Account ID', 'Application', 'Assign Number', 'User Permissions', 'Compliance Group', 'Forwarding Number', 'Social Messaging' (toggle), and 'Teams MultiLine Messaging' (toggle). A 'Cancel' button is at the bottom right.

- MMP view while creating an account
2. **Enhanced Read-Only Admin Capabilities:** Read-Only Admins can now view **user account details**. Previously, these admins were unable to access user account information. With this update, they will have the same visibility as Admins with edit permissions — but will remain restricted from making any changes.
 - This enhancement provides organizations with greater flexibility in granting user accounts visibility while maintaining the integrity and security of account management.
 3. **SSO Integration: SAML Assertion Support for Admin Access at Sub-Org Level :** We have enhanced MMP to support Single Sign-On (SSO) via SAML assertions with dynamic administrator provisioning.
 - **Highlights:**
 - Customer Administrators can now log in to the MMP Portal using SAML assertions containing Email and Role@Sub-org from their organization's IDP.
 - Dynamic admin creation: Admin accounts are created automatically upon login, based on the SAML-provided Role and Sub-org — no pre-provisioning required.
 - **Validation rules:**
 - The Role in the SAML assertion must match an existing role at the specified Sub-org in MMP.
 - The Sub-org must exist under the correct top-level organization.
 - The combination of Org and Role must be unique for each admin session.
 - This implementation ensures secure, role-specific access at the sub-organization level while simplifying administrator onboarding.
 4. **Teams MultiLine Messaging – Account-Level Toggle Management:** Admins can now view and manage the Teams MultiLine Messaging enablement toggle button for individual accounts within the Movius Management Portal (MMP).
 - For accounts created via **Provisioning APIs** or **Bulk Provisioning**, the toggle will be **enabled by default if Teams Messaging is activated at the organization level** (see image below).
 -



- There is no change to manual account creation — admins must continue to manually enable the toggle during setup for each new account. See image below:



- WhatsApp API Solution – Improved Error Handling:** Enhanced the user experience by providing clearer, more detailed information for any errors returned by the WhatsApp Business API when a MultiLine user leaves a conversation, adding or removing participants in a group chat, or resuming a paused conversation. Users will see these notifications in both the MS Teams MultiLine Messaging app and the MultiLine mobile apps.

Platform Enhancements for native WhatsApp and iMessage capture

- Additional changes have been made to the platform to support the launch of a new product to capture messages from native WhatsApp and iMessage apps. These foundational updates ensure seamless integration and support for the new messaging compliance solution.

Bug Fixes:

| | |
|-----------|---|
| CS-233599 | <p>Resolved an issue where Number Utilization Alert emails sent to Admins did not always display the Movius server geo name in the subject line. See SG1 shown in the subject line (correct example) in the image below:</p> <div data-bbox="422 1489 1029 1724"> <p>External do-not-reply@moviuscorp.com SG1 - Number Utilization Threshold Breached 2/16/2024 Hi, This is an automated message generated by the SG1 MultiLine</p> <p>External do-not-reply@moviuscorp.com SG1 - Number Utilization Threshold Breached 2/16/2024 Hi, This is an automated message generated by the SG1 MultiLine</p> <p>External do-not-reply@moviuscorp.com SG1 - Number Utilization Threshold Breached 2/16/2024 Hi, This is an automated message generated by the SG1 MultiLine</p> </div> |
| CS-234067 | <p>Fixed an issue where roles in the SAML response could not be parsed if the role value did not match the expected case. Role parsing is now case-insensitive, improving reliability and ensuring successful login even if the role casing differs between the IDP and the MMP system.</p> |
| CS-234349 | <p>We addressed an issue in the Message Report API that could cause missing or duplicate message records when using an offset in the request. This occurred if multiple messages had the same timestamp near the offset point, which could result in skipped records or the same record appearing in multiple responses.</p> |

Version History

| Date | Description |
|------------|-------------|
| 04/28/2025 | Created |



05/07/2025

Added additional screenshots

Version 4.50.1 | Platform Release Notes

This is the planned release schedule and content for Version 4.50.1

Timing

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|--------------------------------------|
| APAC | Friday 25-April-2025, 12:00 pm EDT | Friday 25-April-2025, 5:30 pm EDT |
| EMEA | Friday 25-April-2025, 9:00 pm EDT | Saturday 26-April-2025, 02:00 am EDT |
| NAMR | Sunday 27-April-2025, 01:00 am EDT | Sunday 27-April-2025, 06:00 am EDT |

What's New?

Movius Network Mobile Capture (NMC) with MS Teams Calling

1. **CDR** identification of MultiLine vs NMC service and also a flag to identify if the call was answered in MS Teams or native mobile dialer.
2. API (api_internal) changes to support various T-Mobile **billing code** combinations.
 - New feature **provisioning codes** for NMC-Teams-Voice and NMC-Teams-Messaging.
3. **Sync** all NMC **inbound and outbound SMS** in Teams Messaging app (read only).
4. Show a **toggle setting** in Teams Messaging app for incoming call to either ring in Teams app or on native mobile dialer.
5. MMP changes to show and control User settings for MS Teams call control.
6. API (api_internal) to return User settings for MS Teams call control.

Version History

| Date | Description |
|------------|-----------------------|
| 04/16/2025 | Created |
| 04/20/2025 | Release dates updated |

Version 4.49.1 | Platform Release Notes

This is the planned release schedule and content for Version 4.49.1

Timing

| Region | Start Date & Time | End Date & Time |
|--------|------------------------------------|--------------------------------------|
| APAC | Friday 04-April-2025, 12:00 pm EDT | Friday 04-April-2025, 5:30 pm EDT |
| EMEA | Friday 04-April-2025, 9:00 pm EDT | Saturday 05-April-2025, 02:00 am EDT |
| NAMR | Sunday 06-April-2025, 01:00 am EDT | Sunday 06-April-2025, 06:00 am EDT |

What's New?

Management Portal Updates



1. **Expansion of MOS reporting for QOS Purposes:** To Enhance Call Quality Data for A-leg of the Call
2. **MS Teams:** Support MS Teams standalone onboarding (without needing to onboard on MultiLine mobile app)
3. **Configuration Hierarchy Improvements:** Ability to reset Sub-Organization Configuration to be the same as Parent Organization configuration

Multiple settings in a Movius Sub-Organization are inherited from the Parent Organization. These are flagged with the **INHERITED** mark. When one of these settings is changed in the MultiLine Management Portal, the inheritance is terminated.

The new “**Synchronize with parent org**” adds the ability to restore the inheritance for any changed setting, so that the setting takes the value of the Parent Organization and remains linked to it.

Call Recording



Enables 'call recording' for the organization.

Parent org value: Disabled

Synchronize with parent org

IMPORTANT: Please note that there is no additional confirmation required for the '**Synchronize with parent org**' action and that this action may result in immediate changes to functional and compliance settings in the Sub-Organization, including Call Recording and Message Logging settings.

MoviusConnect for Messaging: (Native WhatsApp Capture)

- MultiLine Number and Non MultiLine Number Administration from MMP
- Monitor WhatsApp connectivity status from MMP
- Automated Email and SMS Notification on WhatsApp Account Disconnection

Bug Fixes:

| | |
|-----------|--|
| CS-233789 | Fix implemented for monitored calls timestamps which will be based on origination time instead of file processing time |
| CS-234006 | Fix for Add User API to enable multiple language property for sub-orgs |
| CS-234189 | Fix for calls not found on Movius Portal (MMP) |
| CS-234209 | Fix implemented for Digital Safe delivery when user is moved to a different org tree |
| CS-234212 | Fix for an issue where Admin was Unable to download Accounts from Accounts tab in MMP |
| CS-234216 | Fix for Accounts Page Search Button Functionality |
| CS-234260 | Fix related to Calls not Getting Recorded for Partially Ported Number |

Version History

| Date | Description |
|------------|---|
| 03/27/2025 | Created |
| 04/04/2025 | Extended Configuration Hierarchy Improvements description |

Version 4.48.3 | Platform Release Notes

This is the planned release schedule and content for Version 4.48.3.

Timing

| Region | Start Date & Time | End Date & Time |
|--------|-------------------|-----------------|
|--------|-------------------|-----------------|

| | | |
|------|------------------------------------|--------------------------------------|
| APAC | Friday 14-March-2025, 12:00 pm EDT | Friday 14-March-2025, 5:30 pm EDT |
| EMEA | Friday 14-March-2025, 9:00 pm EDT | Saturday 15-March-2025, 02:00 am EDT |
| NAMR | Sunday 16-March-2025, 01:00 am EDT | Sunday 16-March-2025, 06:00 am EDT |

What's New?

Management Portal Updates

- **Integration with Meta Tech Provider program for WhatsApp:** Integration with Meta Tech Provider program for WhatsApp using Twilio.
- **WhatsApp Messaging:** Error handling enhancements for Opt-In request.

Version History

| Date | Description |
|------------|-------------|
| 03/11/2025 | Created |

Version 4.48.2 | Platform Release Notes

This is the planned release schedule and content for Version 4.48.2

Timing

| Region | Start Date & Time | End Date & Time |
|--------|---------------------------------------|--------------------------------------|
| APAC | Friday 28-February-2025, 12:00 pm EDT | Friday 28-February-2025, 5:30 pm EDT |
| EMEA | Friday 28-February-2025, 9:00 pm EDT | Saturday 1-March-2025, 02:00 am EDT |
| NAMR | Sunday 02-March-2025, 01:00 am EDT | Sunday 02-March-2025, 06:00 am EDT |

What's New?

Movius Partner Portal update for Fixed Line Integration (FLINT)

- A script to update PTN file for Movius Partner Portal.

| |
|--|
| |
|--|

Bug Fixes

| ID | Description |
|-----------|--|
| CS-234260 | Fix related to calls not getting recorded for partially ported number. |
| CS-234265 | Fix to update KeyProtect script that caused MMP login issues via SSO. |
| MPD-2536 | Fix to address issue related to Native Mobile Capture (NMC) voice message play crashing the MMP. |
| MPD-2552 | Update of migrate_account_SID API to update email address for NMC accounts. |

Version History

| Date | Description |
|-------------|-------------|
| 02/025/2025 | Created |



Version 4.58.1 HF2 | Platform Release Notes

Planned official release schedule and content. Release 4.58.1 HF2:

Timing:

| Region | Start Date & Time | End Date & Time |
|--------|----------------------------------|------------------------------------|
| APAC | Friday 27-Feb-2026, 11:00 am EST | Friday 27-Feb-2026, 5:00 pm EST |
| EMEA | Friday 27-Feb-2026, 7:00 pm EST | Saturday 28-Feb-2026, 01:00 am EST |
| NAMR | Sunday 1-Mar-2026, 12:00 am EST | Sunday 1-Mar-2026, 06:00 am EST |

CS-235099

Issue Summary

There were reported instances of clicking and other distortion on AMR-WB calls.

Resolution

As part of this **hotfix**, an issue with CODEC negotiation was corrected. This will correct the issue.

CS-234997

Issue Summary

There were instances where archival call recordings did not record the regulatory prompt that plays before the conversation begins.

Resolution

This **hotfix** will correct this issue.

Version History

| Date | Description |
|-----------|-------------|
| 2/19/2026 | Created |
| | |
