

**UPDATE OF**

**FLAVOICE**

**v.12.0.7**

**[WWW.FLAVOICE.COM](http://WWW.FLAVOICE.COM)**

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# ATTENTION: READ 'BEFORE' UPDATING

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## IMPORTANT REMARKS

- As with any software update, it is strongly recommended that you **BACKUP** the **ENTIRE** directory where FLAVOICE is installed **BEFORE** you start the update. By default FLAVoice is installed at "C:\Program Files (x86)\FLAVoice".
- Software requirements may change without notice. Therefore, it is important to consult this table of MINIMUM COMPUTER REQUIREMENTS whenever you update your software.
- Only update the software if the computer meets the requirements.
- We strongly recommend that as soon as the updated software is activated, the logs of the functionalities in use are enabled in case there are doubts afterwards. For this use menu "Files → Log files...".
- Do not update the Windows computer of a FLAVoice that is in production without being sure that the FLAVoice in use is compatible with the Windows update. And, whenever you update Windows, keep the possibility of undoing the update activated (roll back).

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## MINIMUM COMPUTER REQUIREMENTS

- **Processor:** Intel Core i7 or superior (6 cores or more)
- **Storage:** 120 GB free or more, in SSD (it is recommended to use SSD, but HD can also be used)
- **Video:** 1400x1050 or more

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## MINIMUM RAM MEMORY REQUIREMENTS

- FLAVoice with 01 to 16 voice channels: 8 GB
- FLAVoice with 17 to 24 voice channels: 16 GB
- FLAVoice with 25 to 48 voice channels: 32 GB

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## OPERATIONAL SYSTEM REQUIREMENTS

- Operating System:
  - Windows 10 Pro, 64-bit
  - or Windows 11 Pro, 64-bit
  - or Windows Server 2019, 64-bit
  - or Windows Server 2022, 64-bit
  - or Windows Server 2025, 64-bit
- Microsoft .NET Framework 3.5 (other versions may be installed, provided 3.5 is also installed)
- Microsoft .NET Framework 7.0 (other versions may be installed, provided 7.0 is also installed)
- Microsoft .NET Framework 8.0 (other versions may be installed, provided 8.0 is also installed)
- FLAVoice must be run by an account with computer's Administrator privilege

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## UPDATE PASSWORD REQUIREMENT

This update requires a password and is free for all FLAVOICE serial numbers with support contract.

The features updated will only be those that had been enabled in the current software license.

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## VOICE INTERFACES

The following voice interfaces are supported:

- for analog extensions: Khomp API 3.4.x or newer
- SIP

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## UPDATE LOG

Every update generates a text file with the log of all the events: \windows\system32\\_UpdateFLAVoice.txt

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## DESCRIPTION OF THE CHANGES IN THIS VERSION

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**VERSION:** 12.0.7

**DATE:** 2026-04-23

- Fixed bug that would stop Room Status and Minibar service if there were many calls to the same channel, one immediately after the other.
- Improved housekeeper registration screen for Bedroom State and Minibar.
- Implemented the possibility of configuring the FIAS Interface to send programming command to the PBX only from the first extension of a room, even if there are associated extensions.
- Added new PBX models, including PBX programming:
  - ALCATEL-LUCENT ENTERPRISE model OmniPCX Enterprise - HOTEL - SSH (SIP)
  - ALCATEL-LUCENT ENTERPRISE model OmniPCX Enterprise - HOTEL - Telnet (SIP)

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## CHANGES IN PREVIOUS VERSIONS

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### VERSION : 12.0.6

- Fixed bug that showed the installation date with month and day exchanged with each other. Thus, 2026-02-11 was being shown as 'Nov/02' when it should be 'Feb/11'.
- Prevented that in specific situations, the collection of CDRs gets stuck, disabling the collection executable that had been activated.
- When exiting the configuration screen, an alert is shown if the Room Status functionality is activated but there is no Registered Room Status yet. When exiting the configuration screen, an alert is shown if the Minibar functionality is activated but there is still no registered Minibar product.
- Added new PBX models, including call accounting and PBX programming:
  - NEC model SIP@Net (SIP)
  - PHILIPS model SOPHO iS3010 (SIP)
  - PHILIPS model SOPHO iS3030 (SIP)
  - PHILIPS model SOPHO iS3050 (SIP)
  - PHILIPS model SOPHO iS3060 (SIP)
  - PHILIPS model SOPHO iS3070 (SIP)
- Fixed bug that disabled the voice channels used for Room Status and Minibar when using password for housekeepers.

### VERSION : 12.0.5

- Implemented FLVoicePanel to signal lack of CDRs.
  - Added new PBX models:
    - AVAYA model IP Office (IP500) Release 12.2 (SIP)
    - AVAYA model IP Office Release 12.2 (SIP)
    - AVAYA model IP Office Release 12.2 - AMA (SIP)
    - AVAYA model IP Office Select Release 12.2 (SIP)
    - AVAYA model IP Office Server Edition 12.2 (SIP)
- Fixed bug that could stop the retrieval of Avaya IP Office CDRs ('RetrieveCDRs\_7.exe' stuck).
- If software has not finished properly, when reconnected SERVER.log will contain '<<System was not shut down properly last time.'
- It is now shown in the state of the channel which Room Status was entered.
- It is now shown in the state of the channel which the Minibar Product was entered.
- All screens with 'OK' button can now be closed by pressing ALT-O

### VERSION : 12.0.4

- Implemented possibility to send an email if the call accounting goes 12 hours without receiving CDRs.

### VERSION : 12.0.3

- At boot, if any database is corrupted, an error message is shown specifically about this.
- Fixed bug in 'INTERFACE FIAS.EXE' that caused the search for CDRs to occur much more often than the configured time.

### VERSION : 12.0.2

- The text field to define the file created by FLVoice with commands for PBXCONTROL.EXE becomes enabled even if PBXCONTROL.EXE is not enabled/disabled by FLVoice, so that it can be run externally.

### VERSION : 12.0.1

- Implemented FLVoicePanel for the "IVR for Technical Support".
- Fixed bug that could cause the transport configured in the SIP channel (either TCP or TLS) to be automatically reset to UDP.
- FLVoice now notifies if an update is available, by displaying the message "THIS SOFTWARE IS NOT UPDATED" in the main screen. Additionally, a document is now available to instruct how to perform the update (...\\FLVoice\\Documentation\\How to Update FLVoice.pdf).

### VERSION : 12.0.0

- General performance improvements and overall code size reduction.
- New city registered for weather forecast:
  - Comayagua, Honduras.
- Implemented possibility of the wake-up call being set, via PMS, for any date in the future. The interface to set the wake-up call WITHOUT using the PMS still does not allow you to set the DATE but only the TIME to wake up.
- Implemented dashboard via web (FLVoicePanel).
- Implemented FLVoicePanel for the 'FLVOICE.EXE' application.
- Implemented FLVoicePanel for the 'PROGPBX.EXE' application.
- Implemented FLVoicePanel for the 'INTERFACE FIAS.EXE' application.
- Implemented FLVoicePanel for the 'INTERFACE INNSIST.EXE' application.
- Implemented FLVoicePanel for the 'INTERFACE HOTELKEY.EXE' application.

### VERSION : 11.2.19

- Added logs in the flow of Room Status and Minibar, to indicate whether or not the housekeeper confirmed the choice.
- Checked if the command to set the wake-up call sent by the PMS is within the allowed period (i.e., at the latest for the next day).
- If Link Alive is necessary but has not been received from the PMS, a message with a red background is shown explaining that neither the sending of commands to the PMS nor the search for CDRs will be done until the LA is received.

### VERSION : 11.2.18

- Fixed bug in Innsist Interface that would stop sending Room Status posts to PMS if at least 1 post had been made through the web interface, FLVoiceWEB.

### VERSION : 11.2.17

- Created the possibility of automatic sending emails containing notifications generated by the following Supporting Application:
  - ProgPBX: whenever the PBX does not accept a specific command.
- New cities registered for weather forecast:
  - Boca Chica, Dominican Republic
  - Puerto Varas, Chile
- Configuration screen can now be closed with "ALT-O".

### VERSION : 11.2.16

- In FIAS INTERFACE, when Relay mode is not in use, corresponding settings in Configuration Screen are disabled.

### VERSION : 11.2.15

- Handles commands from PMS (Check-in, Check-out, Room Move, etc.) for apartments that start with zero.
- Additional logs implemented in FIAS INTERFACE to signal whenever the connection with FIAS Server is lost or established.

### VERSION : 11.2.14

- Fixed a bug that might not install the correct version of database "PBX.mdb": the correct version should be 5.20 but 5.19 could be installed instead.
- Implemented treatment for Room Status and Minibar postings, for Innsist PMS, if the room number starts with digit "0".

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**VERSION : 11.2.13**

- When FLAVoice is used as HPP, the call accounting report is enabled.
- Implemented possibility for each extension associated with a hotel room to require different IPs for programming via ProgPBX (useful, for example, when rooms have SIP and analog extensions that require different IPs to be programmed).

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**VERSION : 11.2.12**

- Increased the sizes of the labels on the File Definition screen for Integration with PMS, so as not to be truncated in some languages.

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**VERSION : 11.2.11**

- Implemented compatibility with Windows update 25H2.

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**VERSION : 11.2.10**

- Interface with HotelKey PMS via TCP/IP.
- Wake-up Call log file now contains the user of the web interface that configured each wake-up call.

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**VERSION : 11.2.9**

- Performance enhancement.

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**VERSION : 11.2.8**

- In the registration of mailboxes it is now possible to specify an offset for the extension (useful when the extension is different from the mailbox).
- Updated DLLs for Avaya IP Office Rel.12.x programming.

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**VERSION : 11.2.7**

- Fixed bug that could not update the product owner's name on the main screen when the software was updated.
- Changed the order of display, in the list of mailboxes, of items related to hotels.

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**VERSION : 11.2.6**

- Changed the default time by waiting for the list of users when programming the Avaya IP Office PBX, from 60 to 120 seconds.
- Fixed bug that did not turn off the wake-up call if the user did not dial anything, if wake-up call was configured to not require the user to dial 0 to turn it off.
- System Prompts are now updated.

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**VERSION : 11.2.5**

- Implemented possibility of not telling the time when the guest starts the wake-up call programming.
- If, at the first time the program is activated, the resolution is not the minimum required, a warning is displayed.

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**VERSION : 11.2.4**

- Implemented programming via ProgPBX for:
  - MITEL 3300 AX
  - MITEL 3300 CX II
  - MITEL 3300 CXi II
  - MITEL 3300 ICP
  - MITEL 3300 Mx III Expanded
  - MITEL 3300 Mx III Standard
  - MITEL MiVoice Business 3300
  - MITEL MiVoice Business AX
  - MITEL MiVoice Business CX II
  - MITEL MiVoice Business Cxi
  - MITEL MiVoice Business EX
  - MITEL MiVoice Business Mx III-L Expanded
  - MITEL MiVoice Business Mx III-L Standard
  - MITEL MiVoice Business Mx-L
  - MITEL MiVoice Business SMBC

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**VERSION : 11.2.3**

- Interface with Innisist PMS now accepts HTTPS for connection to PMS.

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**VERSION : 11.2.2**

- New cities registered for weather forecast:
  - Colón, Panama
  - David, Panama
  - San Miguelito, Panama
- Screen for importing mailboxes now shows which default values are assumed in the import.

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**VERSION : 11.2.1**

- Web interface now shows which FLAVoiceWEB user turned on/off the wake-up call.
- Wake-up Call report shows which FLAVoiceWEB user turned on/off the wake-up call.
- Grandstream UCM programming configuration screen now suggests port 8089 as default.
- Grandstream UCM CDR's retrieval configuration screen now suggests port 8089 as default.

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**VERSION : 11.1.12**

- Fixed bug on the Grandstream UCM programming parameter definition screen that did not show fields for definition of 'PMS User' and 'PMS Password'.
- Fixed wake-up call report headers.
- Deactivation of channels has become faster.

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**VERSION : 11.1.11**

- Data of the person responsible for FLAVoice can now be specified.
- Retrieved CDRs can now also be exported to a second text file (previously export was only possible for 1 text file).

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**VERSION : 11.1.10**

- Name the extension, when programmed in the PBX, may not have the extension number on the left.

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**VERSION : 11.1.9**

- Implemented ability to specify that the extension is a group and that, therefore, should not be configured in the PBX.

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**VERSION : 11.1.8**

- New cities registered for weather forecast:
  - Moroc
  - Agadir, Moroc
  - Casablanca, Moroc
  - Fès, Moroc
  - Kénitra, Moroc
  - Marrakech, Moroc
  - Meknès, Moroc
  - Oujda, Moroc
  - Rabat, Moroc
  - Tanger, Moroc

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**VERSION : 11.1.7**

- On the Web Interface configuration screen, the order of the instructions has been changed.
- Web interface configuration button is kept disabled if no PMS is chosen.
- Grandstream UCM PBX can now have automatically definable parameters.

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**VERSION : 11.1.6**

- Fixed bug that could not retrieve CDRs sent by a PBX via Socket IP if the PBX took too long to start the transfer as soon as the IP port was opened.
- The email address registered for email sending test is now saved for new tests.
- Check-boxes now have red text if they are configured differently from the recommended value.
- On the main screen, the time when the collection of CDRs was started is displayed.
- On the test reception screen of CDRs received from the PBX via Socket IP, the time that the first CDR was received after the IP port was opened is displayed.

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**VERSION : 11.1.5**

- For Avaya IP Office programming via Web Service, implemented flag so that extension number does NOT appear in the name programmed in the PBX. It is valid for both Check-in and Check-out.
- Changed the Standard Pricing Rules and the Standard Telephone Prefixes for Brazil.

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**VERSION : 11.1.4**

- Screen for registration of telephone rates starts with default value of \$1.00/minute.
- Fixed bug that, in certain situations, did not activate the log of commands received from PMS.
- Fixed bug that, in certain situations, could consider the CDR of an internal call as being outgoing, in topologies in which more than 1 hotel uses the same CDRs output of the PBX.

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**VERSION : 11.1.3**

- Enabled the possibility of sending log of connections with PMS.
- Changed default values to CS (Class of Service) for Opera PMS, for blocking (CS=0) and unblocking (CS=3) of extensions.
- Implemented menu in the FIAS Interface to manually send LA (Link Alive) to Opera PMS.

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**VERSION : 11.1.2**

- Call accounting logs if the call was not sent to the PMS because the extension is not registered.
- Fixed bug in the treatment of Mitel MxOne for some internal calls.
- Implemented verification of the necessary privileges in the folders used by the software.

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**VERSION : 11.1.1**

- Fixed bug that could generate incorrect extension for ProgPBX if there were associated extensions, and the number of digits of any of them was lower than that of the main extension.
- Implementation of the possibility of sending a warning email whenever a call from an unwanted number has been blocked.

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**VERSION : 11.1.0**

- Implemented use in multiple FLAvoice topology, for situations in which there is a need for more voice channels with the PBX than only 1 single computer with FLAvoice would support. In this case there is 1 'MAIN' FLAvoice (which is the one that (a) is responsible for integrating with the hotel's PMS and (b) is responsible for PBX programming) and up to 9 'AUXILIARY' other instances of FLAvoice.
- Increased default times for waiting for confirmation of Avaya IP Office programming.
- When there is multifunction, on the main screen the description of which are available is in increasing numerical order of codes.
- Import of mailboxes via text file starts accepting the 6 associated extensions.

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**VERSION : 11.0.24**

- By default, it now requires a screen with at least 1400x1050.
- Improved appearance of the charging screen.
- Implemented, when the interface is SIP, the possibility of an answered call being immediately turned off depending on the caller number.

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**VERSION : 11.0.23**

- Added PBX:
  - GRANDSTREAM modelo Software UCM (SIP)

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**VERSION : 11.0.22**

- When exiting the configuration screen, if there is a guest extension that has a different mailbox from the room number, the alert message displayed starts to show what they are.
- Added PBX:
  - GRANDSTREAM model CloudUCM (SIP)
- If FLAvoice is reconnected, the first retrieval of CDRs from PBX retrieves ALL CDRs, because it is not known how long the FLAvoice had been turned off.

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**VERSION : 11.0.21**

- Informs if there is a change in the operating system and asks for software to be updated.

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**VERSION : 11.0.20**

- For Panasonic PBXs, fixed a bug that did not enable the button for programming through FosPbx.

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**VERSION : 11.0.19**

- New city registered for weather forecast:
    - Pucallpa, Peru
  - At FLAvoice boot, the message counters of the checked-in guests are updated in the PMS.
  - Implemented possibility of defining default values for absent parameters in the file text line for mailbox definition.
  - Implemented possibility of creating a mapping table of characters received from Opera PMS.
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**VERSION : 11.0.18**

- Implemented programming via ProgPBX for Sopho IS3030 and Sopho IS3090 (using Telnet).

**VERSION : 11.0.17**

- Implemented treatment of NP (No Post) present on Opera PMS's RE command.

**VERSION : 11.0.16**

- Fixed bug that did not correctly deal with old installations in 32-bit Windows.
- Implemented possibility of sending log of connections with PMS.
- On the Room Status and Minibar configuration screen, information is now shown on the screen of which codes should be numerical.
- When the PMS is changed, the button for language definition becomes red to draw attention.

**VERSION : 11.0.15**

- Window that shows registered mailboxes now displays the quantity still available to be registered.
- Message is now displayed if PBX programming has to be configured manually in external software.

**VERSION : 11.0.14**

- New city registered for weather forecast:
  - Punta Cana, República Dominicana

**VERSION : 11.0.13**

- Implemented integration with eVolution PMS (by Winhotel)

**VERSION : 11.0.12**

- Fixed bug that generated incorrect notifications in the Technical Support IVR about support contracts to expire.
- New cities registered for weather forecast:
  - Singapore
    - Ang Mo Kio New Town, Singapore
    - Bedok New Town, Singapore
    - Choa Chu Kang New Town, Singapore
    - Jurong Town, Singapore
    - Jurong West, Singapore
    - Kampong Pasir Ris, Singapore
    - Punggol, Singapore
    - Sengkang, Singapore
    - Singapore, Singapore
    - Ulu Bedok, Singapore
    - Woodlands, Singapore
    - Yishun New Town, Singapore
  - Vietnam
    - Cao Bang, Vietnam
    - Hanoi, Vietnam
    - Ho Chi Minh City, Vietnam
    - Hoi An, Vietnam
    - Hue, Vietnam
    - Ninh Binh, Vietnam
- 'About...' screen now displays IP and port used when connection to the PBX is SIP.
- Fixed bug that showed tab 'Generalities' only in Portuguese.
- Fixed bug that didn't turn on/off MWI.
- Improved mailboxes registration speed when there is a limit to the number of mailboxes.

**VERSION : 11.0.11**

- Added PBX:
  - AVAYA modelo IP Office (IP500) Release 12 (SIP)

**VERSION : 11.0.10**

- Mailbox registration screen now displays the number of mailboxes that can still be registered (if there is a defined limit).
- Added PBX:
  - UNIFY model HiPath 4000 v.7 Multi-Function (4-digit extensions)

**VERSION : 11.0.9**

- Improved appearance of the Cal Accounting screen.
- Improved appearance of the Technical Support IVR.
- Corrected information on the expiration date of contracts in the emails sent by the Technical Support IVR.

**VERSION : 11.0.8**

- When receiving a name for a mailbox, it ensures that it begins with a letter or number.
- Fixed bug that caused the wake-up call to be presented in the hotel's language instead of the guest's language.
- New cities registered for weather forecast:
  - Ipoh, Malaysia
  - Johor Bahru, Malaysia
  - Kampung Baru Subang, Malaysia
  - Klang, Malaysia
  - Kota Bharu, Malaysia
  - Kuala Lumpur, Malaysia
  - Malacca, Malaysia
  - Petaling Jaya, Malaysia
  - Shah Alam, Malaysia
  - Subang Jaya, Malaysia

**VERSION : 11.0.7**

- On the Call Accounting screen, it is now possible to edit the check-boxes related to the extensions to which the charging rules can be applied.
- Implemented possibility of defining the type of each charging rule, to be exported to the PMS.

**VERSION : 11.0.6**

- Implemented control of Do Not Disturb, for select PBXs, via telephone.

**VERSION : 11.0.5**

- Status of the channel on the main screen now displays the room number while asking for confirmation of Minibar and State of Room posting.

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**VERSION : 11.0.4**

- Implemented posting of Minibar items from the Web Interface.
- Implemented Room Status posting from the Web Interface.
- Implemented 'Postings' menu of the Web Interface.
- Features enabled in the Web Interface can now be specified for each user.

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**VERSION : 11.0.3**

- Improved performance of sending files via FTP by GuestCon.

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**VERSION : 11.0.2**

- Implemented verification of Minibar postings via Web Interface.
- Implemented DND (Do Not Disturb) command in the Web Interface.
- Implemented verification of Call Accounting postings via Web Interface.

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**VERSION : 11.0.1**

- Room Status now has an indication to be highlighted in the web interface.
- Room Status now has indication of "not ready" in the web interface.

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**VERSION : 11.0.0**

- Implemented use with PBX via analog extensions through FXO Gateway.
- Decreased the time to reset the voice channels.
- Fixed issue that did not log the message exchanged with the voice interface.
- Fixed issue that disabled check-box for controls of some logs.

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**FILE END**

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