Product Releases

- Version 20 Beta 2 becomes a Release Candidate

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Testing can begin. Final release in sight.

Version 20 Beta 2 - released last Friday - has successfully passed production, bulk and additional unit tests to become an official Release Candidate. Version 18 users can now upgrade to this release candidate - **for testing purposes only**. Do note it's not possible to roll back this upgrade so ensure you have a backup. We also recommend that resellers upgrade their NFRs. Read on for a recap of what this RC includes as well as how to get it.

Recap of new features:

- New call processing scripts
- Admin credentials no longer valid - Use System Admin/Owner
- Google transcription - Speech API V2 support
- New phone provisioning options
- Only secure FQDN for Web Client login
- New Web Client URL requires PWA re-install
- Create a Fax extension to be used with an ATA connected to a fax machine
- Fax cleanup option - deletes old faxes
- Hide interaction history - System > Options > Hide interaction history

Reminder: Features on Hold for Update 1/2

As previously advised, the below features are not included in the Release Candidate nor the final version. If you absolutely need these from day one, you need to wait for Update 1. Update 1 will be available in January 2024 - a Beta version will be released before.

- Editing of Bridges (without presence) - Already configured bridges will continue to work

- Editing of FXS Devices - Already configured FXS devices will continue to work
- Ability to create a Wireshark Capture
- Reboot OS

To be clear, Bridges, FXS devices and Teams integration will work, however, you will not be able to edit and make changes to their configuration settings - they will inherit your V18 settings. If you do not foresee any necessary changes before January 2024, when Update 1 is released, you can proceed to upgrade to V20.

The following features will be available in Update 2 - for which we don't have a formal release date yet - but probably sometime in February 2024:

- Hot Desking
- Assign a name to a DID to tag a call
- Ability to schedule Reports
- Editing of the Teams Configuration

Try the V20 Release Candidate

- If you’re running Version 20 BETA 1 you will see an update "New 20.0 Release Candidate” Click on it to install the update.
- Deploy a fresh V20 cloud installation here https://www.3cx.com/install/. Select "3CX Hosted (PRO/ENT)" then follow the steps.
  Deploy an on-premise installation here https://www.3cx.com/install/. Select "3CX Self Hosted / On Premise - PRO / ENT", Linux Platform and follow the installation steps.

Note: The OS upgrade from V18 Update 9 to V20 Build 1458 has been exposed and is now visible to V18 users.