



Release Notes for Nokia Call Connect for Cisco Release 2.0

Revised: October 19, 2009

These release notes describe all versions of Nokia Call Connect for Cisco Release 2.0.

To access the latest software upgrades for all versions of Nokia Call Connect for Cisco, go to <http://europe.nokia.com/get-support-and-software/download-software/nokia-call-connect-for-cisco>.

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for Nokia Call Connect for Cisco Release 2.0. These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Nokia Call Connect for Cisco, we recommend that you review this document for information about issues that may affect your system.

Nokia Call Connect for Cisco is an application provided by Nokia that can be installed on Nokia Eseries devices for use with Cisco Unified Communications Manager Releases 4.3 and later.



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Nokia Call Connect for Cisco allows voice-over-IP dialing using skinny client control protocol (SCCP) across the wireless local area network (WLAN). It integrates with Cisco Unified Communications Manager features such as voice mail, Mobile Connect, and seamless auto-handoff.

Nokia Call Connect for Cisco can be installed manually using an application such as Nokia PC Suite or over the air using device management software.

System Requirements

- A compatible WLAN utilizing 802.11 b/g
We recommended that you perform a site survey of your WLAN installation and verify that it can support voice. This may require deploying additional wireless access points, changing the coverage area, or enabling WLAN features for running voice.
- Cisco Unified Communications Manager Release 4.3 or later
Features such as Mobile Connect and auto-handoff, or integration with Cisco Unified Mobile Communicator may not be available in all versions.

Finding Documentation

- Additional documentation and software downloads:
<http://europe.nokia.com/get-support-and-software/download-software/nokia-call-connect-for-cisco>
<http://europe.nokia.com/find-products/nokia-for-business/software/advanced-voice-and-conferencing/nokia-call-connect-for-cisco>
- Nokia Configuration Tool documentation and software download:
<http://europe.nokia.com/get-support-and-software/download-software/nokia-configuration-tool>
- Nokia PC Suite documentation and software download:
<http://europe.nokia.com/get-support-and-software/download-software/nokia-pc-suite>
- Cisco Mobile Solutions for Unified Communications documentation:
<http://www.cisco.com/go/mobileuc>
- Cisco Unified Mobile Communicator documentation:
http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html

Tips for Searching Cisco Documentation

We recommend using the external Google Search (<http://www.google.com>) to find information related to Cisco documentation.

Use the following formula in the search field:

<product name> <release number> <topic keywords> site:cisco.com

Examples of Google Search entries:

- nokia call connect 2.0 installation site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com

Installation Notes

We recommend that you back up and save your current settings and uninstall the current Nokia Call Connect for Cisco release before installing the latest release.

For step-by-step installation and upgrade instructions, see the *Nokia Call Connect for Cisco User's Guide*:

<http://europe.nokia.com/get-support-and-software/download-software/nokia-call-connect-for-cisco>

Limitations and Restrictions

- Configuring Cisco Unified Mobile Communicator and Nokia Call Connect for Cisco Release 2.0 on the same Nokia Eseries device is supported on Cisco Unified Communications Manager Release 7.1(3) and higher only, and requires the latest (Release 7.1) .cop file to be installed.
- When applying the Cisco .cop file to Cisco Unified Communications Manager, you must reset the Cisco CallManager service on the Publisher.
- When using Nokia Call Connect for Cisco as a shared line with a Cisco desk phone (for example, Cisco 7975, Cisco 7945, Cisco 7960), you can only use the resume mid-call feature if the call was originally placed on hold by the Nokia Eseries device. If you place the call on hold from the desk phone, you cannot resume the call from the Nokia Eseries device.
- The Nokia Call Connect client XML browser does not support XML push.
- When configuring a Nokia S60 device, two device license units (DLU) are deducted from the DLU pool to account for Mobile Connect functionality, even if that feature is not configured.
- When a call is moved to cellular from the WLAN using the handoff feature, mid-call features are no longer available.
- When Nokia Call Connect for Cisco is transferring calls using the handoff mechanism, the home screen will not accept inputs from the user. This is by design to prevent errors.
- When using the Handoff feature, the far end caller cannot be in the hold or ringing state. The call must be answered by both parties.

Important Notes

Handoff feature considerations:

- To use the Handoff feature, you must configure the handoff number as a Direct Inward Dial (DID) number that is unmodified on Cisco Unified Communications Manager. This means you cannot translate inbound calls to a digit string, which is then put into the Handoff Number field. Any translations must be done prior to landing on Communications Manager.
- The handoff number must be reachable from the calling search space (CSS) assigned to the IP extension of the Nokia dual-mode.
- By default, outbound calls are routed over the cellular network. To change the default to voice-over-IP:
 - On S60v3.1 and S60v30 devices (E51, E71, and so on): Select **Menu > Control Panel > Settings > Phone > Call > Default Call Type (Internet)**

- On S60v3.2 devices (E72, E75, E52, E55): Select **Contacts** > scroll to the left > **Cisco VoIP** > **Activate** > **Default Service** > **Yes**.
- After enabling Handoff from Mobile Communicator, calls route using Dial-via-Office. Nokia Call Connect for Cisco may attempt to handoff to access points other than your corporate WLAN. In this case, the handoff fails but does not adversely affect the call.

Caveats

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 5](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolkit/action.do?hdnAction=searchBugs . |
| Step 2 | Log in with your Cisco.com user ID and password. |
| Step 3 | To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click Go . |
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

The caveats in [Table 1](#) describe possible unexpected behavior in the latest Nokia Call Connect for Cisco release. These caveats may also be open in previous releases. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

Table 1 *Open Caveats for Nokia Call Connect for Cisco*

Identifier	Severity	Component	Headline
CSCtc31627	3	CUCM	Call fail after Nokia unregistered in a multi-node system
CSCtc54816	3	Nokia	Cannot swap or hold conference call
CSCtc54825	3	Nokia	Backup and restore, settings are not restored, unable to start
CSCtc54836	3	Nokia	Automatic transfer to PSTN via MGCP gateway fails
CSCtc54885	3	Nokia	Call is disconnected when connection to Cisco Unified Communications Manager is lost
CSCtc54845	4	Nokia	Client crashes when “Do Not Disturb” is turned off while Finnish language is in use
CSCtc54853	4	Nokia	Switch to cellular doesn’t work with “+” prefix
CSCtc54965	4	Nokia	Voice mail number is not restored after upgrade
CSCtc54869	4	Nokia	Voice mail notification doesn’t work

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [“Using Bug Toolkit” section on page 4](#)).

[Table 2](#) lists the caveats that were resolved in Release 2.0.

Table 2 *Resolved Caveats for Nokia Call Connect for Cisco*

Identifier	Severity	Component	Headline
CSCtc26842	2	CUCM	Cisco Unified Communications Manager cores when Nokia E75 phone attempts hand-in
CSCtc23416	3	CUCM	SCCP device should buffer digits before call control can handle

Troubleshooting

To determine the cause of an issue, check the following:

- **Wireless LAN connectivity**—Test the wireless LAN connection by pointing the web browser to a known internal address, such as the Cisco Unified Communications Manager user page. Test both IP connectivity and packet routing to Cisco Unified Communications Manager.
- **Mobile Connect**—Dial the cellular number of the Nokia Eseries device from an IP phone. This helps determine if the mobility identity is reachable.
- **Handoff number**—Dial the handoff number directly. You should not receive a fast busy or other error. The call should answer with no tones, indicating that the call was received.

- Registration—Verify the SCCP profile. If this profile is set to When Needed, it can be forced to attempt a registration, rather than waiting for the normal auto-registration to occur.
- Cisco Unified Mobile Communicator—Verify that the mobile number configured in the Cisco Unified Mobility Advantage server and in the Mobility Identity of Nokia Call Connect match.
- Additional tools—Check traces from the WLAN, gateways, and Cisco Unified Communications Manager.

Obtaining Documentation and Submitting a Service Request



Note

Prior to submitting a service request to Cisco for a Nokia Call Connect issue, a support contract must be purchased. See your Cisco sales representative for details.

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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