Nokia Call Connect for Cisco

Q. What is the current version of Nokia Call Connect for Cisco® Software?

A. Nokia Call Connect for Cisco Software Version 2.2 is now available.

Q. Where can I download the Nokia Call Connect for Cisco Software?

A. All Nokia-related downloads are located at Nokia's website:

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

You also can download the latest version of Nokia Call Connect for Cisco from Nokia's Ovi store.

Q. How do I obtain a license for the Nokia Call Connect for Cisco client?

A. For Version 2.2 of the client, you no longer need a license key to activate the software. You must still purchase the right to use the software for each of your users - see the Nokia Call Connect for Cisco datasheet for additional information.

Q. Can I move a license from one phone to a new device?

A. With Version 2.2 of Nokia Call Connect for Cisco, license keys are no longer needed; simply stop using the old phone, download Version 2.2 onto the new phone, and register to Cisco Unified Communications Manager with the new phone only.

Q. My customer has purchased a previous version of Nokia Call Connect for Cisco; is there a charge to upgrade?

A. No. There is no charge to upgrade.

Q. My customer has purchased new Nokia Call Connect clients from Cisco. Can I get a support contract from Cisco?

A. Yes. Support is available from Cisco. The part number is CON-ESW-CCPCM01. You must purchase a support contract from Cisco before you call the Cisco Technical Assistance Center (TAC) for support problems.

Q. My customer has already purchased support from Nokia and does not wish to purchase new support from Cisco. How long is the Nokia support contract valid?

A. If your customer purchased support through Nokia, your customer can continue to use that support until the expiration date, assuming it has not already expired. After it expires, your customer can purchase Cisco support to use Cisco TAC for ongoing Nokia Call Connect problems.

Q. If I am on Nokia Call Connect for Cisco Version 1.1.0 and have Nokia support, how are support cases handled?

A. Cisco and Nokia have worked out an internal process between support organizations. If Nokia believes the problem to be with Cisco, Nokia assists in getting Cisco TAC involved in the support process. Cisco has a similar process to engage Nokia.

Q. If I am on Nokia Call Connect for Cisco Version 2.0 and later and have purchased Cisco support, how are support cases handled?

A. Cisco TAC handles the case, and escalates internally if necessary. This escalation path can contact Nokia support or developers if necessary to accelerate case resolution. Customers do not need to contact Nokia.

Q. What Nokia handsets are supported with Nokia Call Connect Version 2.0 and later?

A. Supported devices for Nokia Call Connect Version 2.2 include Nokia E5, Nokia E52, Nokia E55, Nokia E63, Nokia E66, Nokia E71, Nokia E72, Nokia E75, Nokia N8, Nokia E7, Nokia C6-01, Nokia C7, and Nokia E6 per the Nokia Call Connect for Cisco website.

- Version 2.0 requires specific operating system versions. Only Versions S60v3.1 and S60v3.2 are supported. The following devices are supported: E51, E52, E65, E66, E71, E72, E75, and E90.

- Version 1.1.3 is still available for devices on S60v3.0. The following devices are supported: E60, E61, and E61i.

Q. If I have Cisco Unified Communications Manager Express or Cisco Unified Communications 500 Series for Small Business, can I run Nokia Call Connect for Cisco?

A. Yes. You must run Version 1.1.3 of Nokia Call Connect for Cisco to work with Cisco Unified Communications Manager Express or Cisco Unified Communications 500 Series for Small Business systems.