

Q3-2017 PIVOT & DECT Release for Cisco CUCM/HCS Integration Enhancements

This technical bulletin reviews the new integration enhancements for Cisco Unified Communications Manager (CUCM) and Hosted Collaboration Solution (HCS) and key general enhancements available in the Q3 2017 release for Spectralink PIVOT and DECT enterprise-grade wireless mobility portfolios.

PIVOT Release

System Affected

All Spectralink PIVOT smartphone models.

New Features for PIVOT 2.5 Release

Security Patch

- Updated Android with the latest security patches.

Alternate Do Not Disturb UI option

- The default Lollipop mechanism to put the phone in “Do not disturb” state is to press the volume button, then set interruptions to None, and set a duration. While this is powerful and flexible, many users are looking for a simpler interface. Interruptions can be enabled/disabled with CMS in Configuration> General Settings. PIVOT now offers a tile in the quick setting menu to enable/disable Do not disturb quickly. Enabling the Do not disturb tile is equivalent to setting notifications to “None”, disabling the tile is equivalent to setting notifications to “All”.
- Disabling Interruptions in the Admin menu Access to the notification tile can be disabled in the Admin menu under Settings> Admin settings> Security> Interruptions. While in Do not disturb mode, the phone will not play audible alerts when a notification occurs. In critical environments, it may not be desirable to allow the phone user to disable alert notifications. Access to the notification tile can be disabled by disabling Interruptions in the Admin menu under Settings> Admin settings> Security> Interruptions.

Voice Quality Optimization (VQO) for Cisco Spark and other Third party voice/video/UC applications

- Spectralink has now extended the VQO capability to many third party voice and video applications. Spectralink provided seamless voice roaming for its SIP application for years. Spectralink has now extended this capability to many 3rd party voice and video applications, and this feature is automatic. The Spectralink VQO software will automatically detect that a third-party application is placing a voice or video call, and will automatically

apply its roaming algorithms to enable roaming and voice prioritization for those third-party applications. This features has been specifically tested with Cisco Spark but should work automatically with many other voice and video clients, including many SIP applications. It is currently recommended that only one voice solution be selected for a given installation, i.e. either use the Spectralink SIP client, or use a third-party client. Simultaneous use of the Spectralink SIP client with third-party voice client may lead to undesirable behaviors. In the unlikely event this VQO logic interferes with the phone behavior, it can be turned off in the Developer Options admin menu.

Cisco CUCM integration features for Cisco licensed devices

- Call Park

DECT Release PCS17 for Q3

System Affected

All DECT servers, IP-DECT servers and 7202 and 7622 handsets. Please review separate and detailed release notes available via support site for product specific information.

DECT Product Portfolio	Specific Firmware Release
Spectralink DECT Server 2500	PCS17D
Spectralink IP-DECT Server 400 and 6500	PCS17C
Spectralink DECT Butterfly Handset	PCS17A (No Change)
Spectralink DECT 7202 Handset	PCS17J
Spectralink DECT 7622 Handset	PCS17J

Cisco CUCM / HCS Integration Enhancements

CUCM device name (SEP-ID)

CUCM device name (SEP-ID) used to identify end-points for both Cisco CUCM and HCS deployments can now be edited for users via Provisioning, CSV file import and Web GUI. If a CUCM device name is not edited it will be automatically generated by the DECT server as in previous versions. However, if CUCM device names are edited, the editor has a responsibility to keep the value unique. In addition, CUCM device names are included in user information when exporting user XML and CSV files. This requires a Cisco Unified CM license. The key benefit is that when BCOM provisioning systems such as VoSS, CUCDM and others are used – the provisioning systems can populate and provision the DECT servers – without anyone manually having to export the file from the DECT server first – improving provisioning automation.

Supports entering Forced Authorization Codes (FAC)

When making calls through a Cisco Unified Communications Manager, the IP-DECT server and handsets now support entering Forced Authorization Codes (FAC) – often used to authenticate & allow users to make certain calls (e.g. a manager with a FAC code could pick a handset and make a long distance call) and Client Matter Codes (CMC). CMC is used by companies such as lawyers, attorneys, financial institutions etc. for identifying their customers & clients and to be able to generate invoices accordingly. This feature requires handset firmware PCS17H or newer.

Encryption of SIP traffic and RTP (media) voice traffic

On Cisco Unified Communications Manager or Cisco HCS platform encryption of SIP traffic and RTP (media) voice traffic is now supported with the TLS and SRTP protocols. Enabling TLS encryption requires installing a host certificate that is signed by a CA certificate installed on the CUCM/HCS.

Hidden PIN code feature

Hidden PIN code feature is now supported, displaying stars instead of showing the actual digits. This provides added security when logging on CUCM FAC.

General DECT Solution Enhancements

Support for new and improved LDAP/AD based company/centralized phonebook GUI operation is available via DECT handset

This provides DECT handset users with seamless search possibilities and browsing of their centralized phonebook contacts. Pressing the top of the “navigation-key” is used to access the central corporate directory. To preserve backwards compatibility, old interface to company/centralized phonebook is still available. The old centralized phonebook is unchanged and available under "menu > external services". The local phonebook is also unchanged and found in "Menu > Phonebook". This feature is available on ALL Spectralink DECT handsets except the Butterfly series handsets and requires firmware PCS17J or newer.

Security Enhancements for IP DECT Servers

These security enhancements are designed to improve the security around access to our Spectralink IP DECT servers with the goal of providing a higher level of industry standard security and are designed to meet stringent security requirements by modern IT security teams in enterprises large and small. Eventually – these enhancements are designed to provide peace of mind to our end customers – letting them know that the IP DECT servers would continue to work – protected behind a higher layer of security. See Technical Bulletin [CS-17-05](#) for details.

Handset audio quality enhancements

The sound quality has been improved to be more natural. The low frequencies have been emphasized and the high frequencies are less dominating. Due to the decrease in the high frequency area, this change may sometimes give the user a perception of lower volume level if used in environments with high level of low frequency background noise. Additionally – menu setting has been added to adjust microphone gain (Menu_Settings_Advanced). Previously this gain could only be adjusted using the Handset Management Tool. The gain can be set to 0dB (default), -2dB, -4dB, -6dB.

Handset Operations & GUI Enhancements

Multiple service commands (i.e. options available via *999xx*) have been moved into the handset menu to make it easy for users to access the features without having to remember complicated menu option numbers. It should be noted that the moved service commands can no longer be accessed by dialling *999xx*.

For details on these and ALL other enhancements and corrections – please ensure that you also read and review the relevant product release notes available via Spectralink’s support site.

Document Status Sheet

Document Control Number: CISCO-17-04

Document Title: Q3 2017 DECT Release – Cisco CUCM / HCS Integration Enhancements

Revision History: I01 – Released 08, 4, 2017

Date: 07-28-2017

Status: Draft Issued Closed

Distribution Status: Author Only Internal Partner Public

Copyright Notice

© 2017 Spectralink Corporation All rights reserved. Spectralink™, the Spectralink logo and the names and marks associated with Spectralink's products are trademarks and/or service marks of Spectralink Corporation and are common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Spectralink.

All rights reserved under the International and pan-American Copyright Conventions. No part of this manual, or the software described herein, may be reproduced or transmitted in any form or by any means, or translated into another language or format, in whole or in part, without the express written permission of Spectralink Corporation.

Do not remove (or allow any third party to remove) any product identification, copyright or other notices.

Notice

Spectralink Corporation has prepared this document for use by Spectralink personnel and customers. The drawings and specifications contained herein are the property of Spectralink and shall be neither reproduced in whole or in part without the prior written approval of Spectralink, nor be implied to grant any license to make, use, or sell equipment manufactured in accordance herewith.

Spectralink reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult Spectralink to determine whether any such changes have been made.

NO REPRESENTATION OR OTHER AFFIRMATION OF FACT CONTAINED IN THIS DOCUMENT INCLUDING BUT NOT LIMITED TO STATEMENTS REGARDING CAPACITY, RESPONSE-TIME PERFORMANCE, SUITABILITY FOR USE, OR PERFORMANCE OF PRODUCTS DESCRIBED HEREIN SHALL BE DEEMED TO BE A WARRANTY BY SPECTRALINK FOR ANY PURPOSE, OR GIVE RISE TO ANY LIABILITY OF SPECTRALINK WHATSOEVER.

Warranty

The *Product Warranty and Software License and Warranty* and other support documents are available at <http://support.spectralink.com>.

Contact Information

US Location
+1 800-775-5330

Denmark Location
+45 7560 2850

UK Location
+44 (0) 20 3284 1536

Spectralink Corporation
2560 55th Street
Boulder, CO 80301
USA

Spectralink Europe ApS
Byholm Soepark 21 E Stuen
8700 Horsens
Denmark

Spectralink Europe UK
329 Bracknell, Doncastle Road
Bracknell, Berkshire, RG12 8PE
United Kingdom

info@spectralink.com infoemea@spectralink.com infoemea@spectralink.com