

Nokia Call Connect for Cisco User's Guide

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Contents

Nokia Call Connect for Cisco.....	6
Nokia Call Connect features.....	7
Set up Nokia Call Connect.....	7
Install Nokia Call Connect.....	7
Activate licenses	8
Upgrade Nokia Call Connect on mobile devices... ..	9
Define WLAN access points	9
Define settings for SCCP.....	10
Define settings for internet telephony (S60 3.0 and 3.1 devices only).....	12
Activate the Cisco VoIP service (S60 3.2 devices only).....	12
Define settings for business calls.....	12
View Nokia Call Connect status information	13
Make business calls	14
Answer business calls.....	15
Put calls on hold	15
Make consultation calls.....	16
Transfer calls	16
Make conference calls.....	16
Park calls.....	16
Pick up group calls	16
Divert calls.....	17
Switch internet calls to cellular networks.....	17
Handover between WLAN and cellular	17
Check your voice mailbox	17
Access services.....	18
Change your availability status.....	18
Troubleshooting.....	19
Appendix A: VCC settings	21
Cellular Handover number	21
VoIP Handover number	21
Preferred domain	21
Immediate DT.....	21
CS to PS.....	21
PS to CS.....	22
Held Waiting Calls Allowed.....	22
WLAN HO threshold.....	22
WLAN HO hysteresis.....	22
WLAN HO hysteresis low	23
WLAN HO hysteresis high	23
CS HO threshold.....	23
CS HO hysteresis.....	23
CS HO hysteresis low.....	23
CS HO hysteresis high	23
Allow CS originated	23

Nokia Call Connect for Cisco

Nokia Call Connect for Cisco integrates compatible Nokia Eseries devices with compatible enterprise voice infrastructure. When you enter the coverage area of the office wireless local area network (WLAN), your device automatically registers to Cisco Unified Communications Manager and thereby activates business mode. In business mode, you can use Cisco Unified Communications Manager services to handle business calls. In private mode, you can use the subscribed cellular services on your device.

The different modes enable you to separate business from your private life, while providing access to Cisco Unified Communications Manager services from your mobile device. You can distribute one business number that rings on both your desk phone and mobile device. In private mode, you can divert business calls to your business voice mailbox.

Nokia Call Connect uses Cisco's skinny client control protocol (SCCP) to connect to the business voice communications solutions of the enterprise Cisco Unified Communications Manager. Nokia Call Connect uses voice over Internet Protocol (VoIP) technology to make business calls over an IP network, such as the internet. You can make business calls to computers, other mobile devices, VoIP devices, and traditional phones. You must be within WLAN coverage to make business calls. If you leave the WLAN coverage area during a call, the call ends.

With Call Connect, you can do the following:

- Use high-speed WLANs instead of cellular networks to make calls when you are within WLAN coverage.
- Use the services of Cisco Unified Communications Manager to handle business calls.
- Route calls over the enterprise voice and data network to help minimize mobile device bills.
- Benefit from improved mobile device coverage within buildings by using high-speed WLANs.
- Roam active calls between WLAN and cellular.
- Receive notifications of new voice mail as text messages.
- Access online services, such as a corporate directory.

The availability of some of these features depends on the device model and the configuration of the device and Cisco Unified Communications Manager.

Nokia Call Connect features

Nokia Call Connect allows you to use the following services of Cisco Unified Communications Manager to manage business calls:

- Hold calls
- Make consultation calls
- Swap calls
- Transfer calls
- Conference calls
- Park calls
- Pick up group calls
- Divert calls
- Switch internet calls to cellular networks
- Handover between WiFi and Cellular (only in S60 3.2 devices, such as E75)
- Check the business voice mailbox
- Access XML services
- Change your availability to do not disturb

Set up Nokia Call Connect

System administrators might use device management to remotely install and configure Nokia Call Connect on the device. You receive instructions and all the necessary information from system administrators. Even if you set up Call Connect yourself, you receive all the necessary values for the settings from system administrators.

If device management is not used, perform the following tasks to set up Call Connect to use the enterprise WLAN and to register to Cisco Unified Communications Manager:

- Install Call Connect
- Activate a license
- Specify settings for a WLAN access point
- Specify settings for SCCP
- Specify settings for internet telephony or activate Cisco VoIP service (only in S60 3.2 devices, such as E75)
- Specify settings for business calls

After you successfully use Call Connect to make business calls, do not edit the settings to attempt to fix connection problems or other problems that might occur. Report the problems to system administrators. For more information about typical problems and how to solve them, see "Troubleshooting" on page 19.

Install Nokia Call Connect

If device management is not used in your enterprise, you can install Nokia Call Connect from a standard Symbian installation system (SIS) file as you would other software. For example, you can use PC Suite. For more information about how to install software on the device, see the documentation that accompanies the device.

Depending on your Cisco Unified Call Manager infrastructure and your mobile device model, you need to install the corresponding version of the Call Connect client.

Nokia Call Connect 1.1 for Cisco includes support for the following:

- Older Eseries S60 3.0 devices, such as Nokia E60, E70, E61, E65, and E61i
- Eseries S60 3.1 devices, such as E51, E90, E63, E66, and E71
- Older Cisco environments, such as Cisco Unified Communications Manager 4.x, Communications manager Express 4.1, and UC500

Nokia Call Connect 2.0 for Cisco includes support for the following:

- New Nokia devices based on the S60 3.2.3 platform, such as E75, E52, and E55
- Cisco Unified Call Manager 7.x

Both client versions support Cisco Unified Communications Manager 5.x and 6.x.

Call Connect 2.0 can also be installed to Eseries S60 3.1 devices (E51, E90, E63, E66, and E71). However, some advanced 2.0 features are available only for newer devices.

Call Connect 2.0 handover and XML features require the installation of an S60 v3 copfile on Cisco Unified Communications Manager server.

After you install and configure Call Connect on the device, restart the device.



Tip: After the installation, you can find Call Connect in the Installat. folder. For more information about how to move it to a more convenient location within the main menu, see the documentation that accompanies the device. On some devices, you can press the voice recorder key to open the application.



Tip: To check the Call Connect software version, select [Menu > Tools/Ctrl. panel > App. mgr. > Nokia CC Cisco > Options > View details.](#)

Activate licenses

You need a valid license to use Nokia Call Connect. System administrators can use device management to deliver the license to your mobile device, or send the license code to you by e-mail, for example.

The first time you open Call Connect, it connects to the license server. Therefore, you need an internet connection to activate your license and to start using Call Connect. If the device contains a valid license, Call Connect presents a license agreement for you to accept. If the device does not contain a valid license, the license server allows you to either acquire a trial license or to enter the license code.

Call Connect v2 uses a fixed license code, that is, you do not need to enter any license code manually.

Acquire trial licenses

The first time you open Nokia Call Connect, it prompts you to either select try for free or to enter a license code. Select [Try for free](#). Then accept the connection to the license server, and select a GPRS or WLAN access point to use for the connection. You cannot use a WAP access point to connect to the license server.

Upgrade trial licenses to perpetual licenses

When the trial license is about to expire, system administrators might send you a license code to upgrade to a perpetual license. Select [Menu](#) > [Installat.](#) > [Nokia CC Cisco](#) > [Options](#) > [License upgrade](#), and enter the license code.

Release licenses

To release your old license on the license server for reuse, select [Menu](#) > [Installat.](#) > [Nokia CC Cisco](#) > [Options](#) > [Release license](#).

Upgrade Nokia Call Connect on mobile devices

It is recommended that you uninstall the previous version of Call Connect and restart the device before installing the new one. All SCCP-related settings are restored automatically during the process.

Define WLAN access points

To use Nokia Call Connect, you must specify settings for a WLAN access point on the device. System administrators might use device management to deliver WLAN access point settings to the device.

To create a WLAN access point, select [Menu](#) > [Tools/Ctrl. panel](#) > [Settings](#) > [Connection](#) > [Access points](#) > [Options](#) > [New access point](#) > [Use default settings](#). You receive the values for the settings from the system administrator.

Nokia Call Connect does not have S60 3.2 Destination support. You can only use direct IAP references.

If device management is not used in your enterprise, define the following:

- [Connection name](#)—Enter a descriptive name for the profile.
- [Data bearer](#)—Select [Wireless LAN](#).
- [WLAN netw. name](#)—To enter the service set identifier (SSID), that is the network name, select [Enter manually](#). The network name is case sensitive. To select the network from the WLANs in range, select [Search for netw.](#)
- [Network status](#)—Select [Public](#) to broadcast the name (SSID) of the WLAN. Broadcasting the network name helps the device and the WLAN access point to become associated. Select [Hidden](#) if the network name is not broadcast.
- [WLAN netw. mode](#)—Select [Infrastructure](#).

- **WLAN security mode**—Select the same security mode that is used in the WLAN access point. If you select [WEP](#) (wired equivalent privacy), [802.1x](#), or [WPA](#) (Wi-Fi protected access), you must specify additional settings in [WLAN security sett.](#)

Select the WLAN access point in the SCCP settings. For more information, see “Define settings for SCCP” on page 10.

Nokia recommends that you do not use Call Connect with the offline profile, because of certain restrictions for using WLANs in the offline profile.

Scan for available WLANs

To allow your device to register when you enter the coverage area of the enterprise WLAN, you must allow the device to scan for available WLANs. To display an indicator when there is a WLAN available at your current location, select [Menu](#) > [Tools/Ctrl. panel](#) > [Settings](#) > [Connection](#) > [Wireless LAN](#) > [Show availability](#) > [Yes](#).

Scanning is automatically enabled if you select [Registration](#) > [Always on](#) in even one SCCP profile.



This icon indicates that WLAN scanning is enabled, and you are within WLAN coverage area, but the WLAN is not selected in the SCCP profile, or you have not been authenticated to the WLAN.



This icon indicates that an authenticated WLAN connection is active.

To select the time intervals for the device to scan for available WLANs, and to update the indicator, select a time interval in [Scan for networks](#).

View WLAN details

To view and end active WLAN connections, select [Menu](#) > [Connect](#) > [Conn. mgr.](#) > [Act. data conn](#) > [Options](#) > [Details](#). You can view information about the network, including the approximate signal strength. The signal strength should be above 60 percent for adequate voice quality.



Tip: To add an access point to an available WLAN, select [Options](#) > [Define access point](#).

Define settings for SCCP

Nokia Call Connect uses the SCCP protocol to connect to Cisco Unified Communications Manager. System administrators might use device management to deliver an SCCP profile to the device.

The SCCP profile can specify automatic registration to determine that the mobile device attempts to register to Cisco Unified Communications Manager whenever the WLAN access point defined in the SCCP profile is in range. Otherwise, you must register manually. For more information about manual registration, see “Define settings for internet telephony (S60 3.0 and 3.1 devices only)” on page 12.

Nokia Call Connect can use the trivial file transfer protocol (TFTP) to retrieve configuration profiles. TFTP is a

simplified version of FTP that transfers files but does not provide password protection or a user directory. You can either specify the IPv4 address or fully qualified host name of the TFTP server or enable dynamic host configuration protocol (DHCP) to direct devices to the TFTP server.

To create an SCCP profile, select *Menu > Tools/Ctrl. panel > Settings > Connection > SCCP settings > Options > New profile*. You receive the values for the settings from the system administrator.

If device management is not used in your enterprise, define the following:

- *Profile name*—Enter a name for the profile.
- *Access point*—Select a WLAN access point from the list.
- *TFTP server*—Select *Use DHCP* to enable DHCP to direct your device to the TFTP server or *User defined* to define the TFTP server address manually.
- *My caller ID*—View the number Cisco Unified Communications Manager assigns for you.
- *Registration*—Select *Always on* to have the SCCP profile register to Cisco Unified Communications Manager whenever possible. This selection automatically turns on scanning for WLANs. Select *When needed* to register manually each time.

You need a dedicated internet telephony profile for registration. For more information, see "Define settings for internet telephony (S60 3.0 and 3.1 devices only)" on page 12.

- *Cellular number*—Define your cellular number. On Nokia Eseries v3.1 devices, you can switch active internet calls to the cellular network. Call Connect transfers the internet call to your cellular number.
- *Online services address*—On Nokia Eseries v3.1 devices, specify the web address to access online services from Call Connect.

The following settings are specific to Call Connect 2.0 for Cisco:

- *'+' prefix*—Define the '+' prefix. Call Connect converts the '+' prefix to '00' by default.
- *Voice Mailbox*—Define the Voice Mailbox number. Nokia Call Connect notifies you when you receive Voice Mail.
- *Online services address*—Define a web address, XML URL, or an S60 application name to open services from Call Connect. The correct format for the service address is: `<Name>;<Type>;<Address>`
 - To open an XML page: `XML page;xml;address`
 - To open an HTML page: `HTML page;html;address`
 - To open an S60 application: `application;app;application-UID or application name`

The separator character is |.

For example:

- `Web directory;html;http://195.134.228.176/eseries/directory`
- `Calendar;app;0x10005901`
- `XML page;xml;http://example.xml.com`
- `Calendar;app;Calendar`

Cisco XML Directory and Services addresses are available automatically in Services when the device is registered to Cisco Unified Communications Manager.

Define settings for internet telephony (S60 3.0 and 3.1 devices only)

Nokia Call Connect uses VoIP technology. Before you can make business calls, you need to define settings for internet telephony (VoIP). You need a dedicated internet telephony profile to register to Cisco Unified Communications Manager. System administrators might use device management to deliver an internet telephony profile to the device.

To create an internet telephony profile, select [Menu](#) > [Tools](#) > [Settings](#) > [Connection](#) > [Internet tel. settings](#) > [Options](#) > [New profile](#), and select an SCCP profile. You can now make business calls from all applications.

Nokia Call Connect uses the SCCP protocol. SCCP and session initiation protocol (SIP) cannot co-exist in the same internet telephony profile. You have to create another internet telephony profile if you want to use SIP.

If the device only contains one internet telephony profile, it is used by default. To make sure that the profile delivered by system administrators is used by default when you make business calls, select [Menu](#) > [Connect](#) > [Internet tel.](#) > [Options](#) > [Change service](#) and the profile.

To register to Cisco Unified Communications Manager manually, select an internet telephony profile and [Options](#) > [Connect to service](#).

To unregister, select [Options](#) > [Disconnect from serv.](#)

Activate the Cisco VoIP service (S60 3.2 devices only)

You need to activate the Cisco VoIP service to use Call Connect in S60 3.2 devices.

To activate the service, create an SCCP profile of the Always-on type. Select [Menu](#) > [Ctrl. panel](#) > [Settings](#) > [Connection](#) > [SCCP settings](#) > [Options](#) > [New profile](#).

Define the settings, and select [Back](#). "Activate Cisco VoIP service?" is displayed. Select [Yes](#).

Once the service is activated, you can make calls with Call Connect.

You can control the Cisco VoIP service in Contacts. Select [Contacts](#), scroll left, and select [Cisco VoIP](#). To make business calls by default, select [Default service](#) > [Yes](#).

Define settings for business calls

You can define how the device handles business calls, which are routed through Cisco Unified Communications Manager. System administrators cannot deliver these settings to you remotely.

Select *Menu* > *Tools/Ctrl.panel* > *Settings* > *Phone* > *Call* and define the following:

- *Internet call waiting*—Set the device to notify you of a new incoming call when you have a business call active.
- *Internet call alert*—Set the device to ring on incoming internet calls. If you do not want to receive internet calls, set your availability to Do Not Disturb. Incoming calls are logged under missed calls.
- *Default call type*—To make business calls by default, select *Internet*. It is recommended that you set Internet as the default call type. System administrators can use device management to set *Internet* as the default call type on the device. If a WLAN is not available, calls are made over the cellular network. (S60 3.0 and 3.1 devices only.)

View Nokia Call Connect status information

Nokia Call Connect can automatically register to Cisco Unified Communications Manager when a WLAN connection is available. An SCCP profile defines the connection to Cisco Unified Communications Manager. Call Connect receives status information from Cisco Unified Communications Manager during registration.

The name of the active SCCP profile and the extension number that Cisco Unified Communications Manager

assigns to the device are displayed on the main screen of the Nokia CC Cisco application when you are registered.

To view additional status information, select *Menu* > *Installat.* > *Nokia CC Cisco* > *Status information* and from the following:

- *Stack version*—Software version of Cisco Unified Communications Manager.
- *Outgoing call number*—Extension number that Cisco Unified Communications Manager assigns to the device.
- *License status*—license type. *Valid* means that you have a perpetual license, *Expires* displays the expiration date of a periodic license, and *Trial, expires* displays the expiration date of a trial license. You can upgrade periodic and trial licenses to full licenses.
- *MAC address*—Media access control address that uniquely identifies the device on the network.
- *DHCP—Enabled* if a DHCP server directs your device to the TFTP server.
- *DHCP server*—IP address or host name of the DHCP server.
- *IP address*—IP address that a WLAN access point assigns to the device during registration, or the IP address of the WLAN access point used for registration if the device is not registered.
- *Subnet mask*—Network used to obtain the IP address for the device.
- *Host name*—Name assigned for the device on the network.

- **Primary gateway**—Name of the default gateway of the network.
- **Primary TFTP**—Name of the primary TFTP server to connect during registration.
- **Primary DNS**—Name of the primary domain name system server to connect for translation of host names into IP addresses.
- **Secondary DNS**—Name of the DNS server to connect if the primary DNS server is not accessible.
- **Call manager 1**—IP address or host name of a Cisco Unified Communications Manager server. Up to five Cisco Unified Communications Manager servers can be defined.

When the device is not registered to Cisco Unified Communications Manager, [Status information](#) shows the values from the preferred SCCP profile.



This icon indicates that Call Connect is registered to Cisco Unified Communications Manager and that you can make and answer business calls.

If Call Connect is not installed or the device cannot register, system administrators might ask you for the MAC address of the device. Enter the following string in the home screen to view the MAC address: `*#62209526#`.

Make business calls

When you enter the office and the device detects the enterprise WLAN, Nokia Call Connect can automatically register to Cisco Unified Communications Manager.

Registration activates business mode, which means that all calls are routed through Cisco Unified Communications Manager.

The scan interval defines how soon the device detects the WLAN. The default value is five minutes. If you leave the WLAN coverage area, calls are routed through the cellular network. If you return to the WLAN coverage area within the scan interval, the device detects the WLAN immediately. If you return later, the device detects the WLAN after the scan interval has passed.

While in business mode, you can use the standard phone functions to make calls. For example, dial a phone number and press the call key, or make a call using saved contacts. To make a business call, select **Internet call** (*Net call* in some devices).

In Contacts, you can select a phone number, mobile phone number, or internet call number to make a call.

You can also set business calls as the default call type. In S60 3.0 and 3.1 devices, select **Menu > Tools > Settings > Phone > Call > Default call type > Internet**. In S60 3.2 devices Default call type is set in Contacts. If the enterprise WLAN is not available, calls are made over the cellular network.

The telephone exchange maps your cellular number to your business number. The person you call sees your business number. However, settings in the Cisco Unified Communications Manager define whether caller line

identity presentation (CLIP) and calling line identification restriction (CLIR) are applied to received and made calls.

You can use either business numbers or extension numbers to call other users of Cisco Unified Communications Manager. However, you must use business numbers when you initiate the call over the cellular network.

To call a desk phone registered to Cisco Unified Communications Manager, you can dial the number in international format or use the short numbers of your enterprise.

You can use voice and speed dialing in the usual way to make business calls. You can assign a speed-dial number to an Internet telephone number in Contacts. Dial the number to make a business call.

If an emergency call cannot be created over the cellular network, your device tries to establish the emergency call as a business call.



Tip: For optimal radio performance, keep a SIM card inserted in the device even when using a WLAN.

Answer business calls

To access the following Nokia Call Connect services, select [Options](#) during an active business call:

- Hold calls
- Make consultation calls

- Swap calls
- Transfer calls
- Conference calls
- Park calls
- Switch calls between WLAN and GSM

To open Call Connect, select [Menu](#) > [Installat.](#) > [Nokia CC Cisco](#). On some devices, you can also press the voice recorder key. In business mode, you can use the following services of Cisco Unified Communications Manager to handle business calls:

- Pick up group calls
- Divert calls
- Check the business voice mailbox
- Access services
- Change your availability to do not disturb

You cannot reject business calls automatically from anonymous callers. Call Connect displays the caller identity in the home screen if it receives the information from Cisco Unified Communications Manager.

Put calls on hold

To put an active business call on hold, select [Options](#) > [Hold](#). To activate a held call, select [Options](#) > [Unhold](#). To swap between active and held calls, select [Options](#) > [Swap](#).

If your desk phone and mobile device share a line on the Cisco Unified Communications Manager configuration, business calls ring both on your desk phone and mobile

device. Further, if you put a call on hold on your mobile device, you can pick it up on your desk phone.

Make consultation calls

To make another call during an active business call, select [Options > New call](#). The active call is put on hold. To swap between active and held calls, select [Options > Swap](#).

Transfer calls

For unattended transfer of a business call to any number, select [Options > Automatic transfer](#).



Tip: You can transfer a business call to your cellular number to continue the call when you leave the WLAN coverage area.

For attended transfer of an active call to the held party when you have an active call and a held call, select [Options > Transfer](#). You can transfer a call only if both the active and held call are business calls.

Cisco Unified Communications Manager Express does not support this option.

Make conference calls

You can connect an active business call to a held business call to make a conference call. Up to five participants (including yourself) are allowed in a conference call for Cisco Unified Communications Manager by default. System administrators can change this default. Up to three

participants are allowed in a conference call for Cisco Unified Communications Manager Express.

To create a conference call, select [Options > Conference](#). To add more users to the conference call, select [Options > New call](#) to make a new call. When the new call is active, select [Options > Conference > Join](#).

You cannot connect a cellular call and a business call to make a conference call.

Park calls

Parking a call is a telephone exchange service that allows you to put a call on hold and continue the call on another device. You can park an active business call and pick up the parked call. The call is parked at an extension number at Cisco Unified Communications Manager.

To park an active business call, select [Options > Park](#). The call ends and a retrieval number appears in a note. To retrieve the parked call, dial the number.

Pick up group calls

System administrators can group devices to call groups. You can receive calls made to your own group or to other groups. To receive calls made to other call groups, you must know the call group number.

In a call group, several devices share an extension number. The telephone exchange places incoming calls in a queue and distributes calls to available group members.

To receive a call made to your call group, select *Menu* > *Installat.* > *Nokia CC Cisco* > *Call pick up*.

To receive a call made to another call group, select *Menu* > *Installat.* > *Nokia CC Cisco* > *Group call pick up*. Enter the call group number.

Divert calls

To divert calls to another phone number, select *Menu* > *Installat.* > *Nokia CC Cisco* > *Call divert*. Select a profile and *Activate*. Enter the number to divert calls to, and wait for the request to go through.

To receive calls again, select *Menu* > *Installat.* > *Nokia CC Cisco* > *Call divert*. Select a profile and *Cancel*.

Switch internet calls to cellular networks

On Nokia Eseries v3.1 devices, such as Nokia E51, you can switch active internet calls to the cellular network. Select *Options* > *Switch to cellular*. Nokia Call Connect transfers the call to your cellular number. You must define your cellular number in the SCCP settings. For more information, see "Define settings for SCCP" on page 10.

Making calls over cellular networks creates additional costs. When roaming, the cost impact might be significant.

Handover between WLAN and cellular

Nokia Eseries S60 3.2 devices, such as Nokia E75, support both manual and automatic handover between WLAN and cellular networks. Manual handoff can be found under *Options* during an active call. Automatic handoff is based on WLAN signal strength and Voice Call Continuity (VCC) settings. The user or administrator needs to define the correct Cellular Handover number in VCC settings. VCC parameters are described in "Appendix A: VCC settings" on page 21.

In some newer Nokia devices, the term Handover is called "Switch to GSM".

Handover requires that an S60v3 cop-file is installed on Cisco Unified Communications Manager server and Mobility Identity feature is activated in user profile.

Check your voice mailbox

The business voice mailbox is provided by Cisco Unified Communications Manager. Voice messages are not stored on the device.

To call the voice mailbox, press and hold 1, and select *Internet call mailbox*.

Cisco Unified Communications Manager sends you text messages to notify you of new voice mail.

Access services

To access services, such as a corporate phone directory, select [Menu](#) > [Installat.](#) > [Nokia CC Cisco](#) > [Services](#).

Some services are available only when you are within a WLAN coverage area and an SCCP profile is active in the device. The services available to you depend on the Cisco Unified Communications Manager settings or your local settings under the SCCP profile.

Change your availability status

If you do not want to receive internet calls, select [Menu](#) > [Installat.](#) > [Nokia CC Cisco](#) > [Do not disturb](#). Incoming calls are logged under missed calls. Select [Menu](#) > [Log](#) > [Recent calls](#) > [Missed calls](#) to view missed calls.

The setting is applied locally on the device. It is not communicated to Cisco Unified Communications Manager or to other registered users.

You can also activate do not disturb in the Call settings. For more information, see "Define settings for business calls" on page 12.

Troubleshooting

This section describes typical issues that may arise when you use Nokia Call Connect, describes their possible causes, and suggests actions to solve them. If these instructions do not solve the problem, contact the system administrator.

I cannot make business calls.

Try the following approaches to solve the problem:

- Check that you selected *Internet call* when making the call or that you set *Internet* as the default call type. For more information, see "Make business calls" on page 14.
- Check that a WLAN connection is active, that a GSM or 3G connection is available, and that the device is registered to Cisco Unified Communications Manager. For more information, see "Scan for available WLANs" on page 10 and "View Nokia Call Connect status information" on page 13.
- Check that the following settings exist on the device: WLAN access point, SCCP profile, Internet telephony profile (S60 3.0 and 3.1 devices only). For more information, see "Set up Nokia Call Connect" on page 7.
- Check that the WLAN access point authentication settings are correct. You receive the correct settings from system administrators. For more information, see "Define WLAN access points" on page 9.

Device does not register to Cisco Unified Communications Manager.

Try the following approaches to solve the problem:

- Check that the following settings exist on the device: WLAN access point, SCCP profile, Internet telephony profile (S60 3.0 and 3.1 devices only). For more information, see "Set up Nokia Call Connect" on page 7.
- Check that a WLAN is available. For more information, see "Scan for available WLANs" on page 10.

Device unregisters or calls are cut.

Check that the WLAN signal strength is above 60 percent. For more information, see "View WLAN details" on page 10.

Device cannot authenticate to the WLAN access point.

Check that the WLAN access point authentication settings are correct. You receive the correct settings from system administrators. For more information, see "Define WLAN access points" on page 9.

Voice quality is poor.

- Check that the WLAN signal strength is above 60 percent. For more information, see "View WLAN details" on page 10.
- Do you use a headset using Bluetooth wireless technology to make business calls? Bluetooth uses the same antenna and frequency band as business calls, so using a headset using Bluetooth wireless technology

can negatively affect the quality not only of your business call but also other nearby business calls.

Talk and standby battery time seems shorter when making business calls.

When you make business calls, you simultaneously use several radios on the device that consume power. In addition, WLAN background scan and other related applications consume power. Therefore, you might need to charge the battery more frequently. The WLAN configuration might also affect power consumption.

I do not receive notifications of new voice mail.

Check that the voice mail number is configured.

- For S60 3.0 and 3.1 devices, select *Menu > Organiser > Voice mail > Internet call mailbox*, and enter the internet call mailbox address.
- For S60 3.2 devices, select *Menu > Ctrl. panel > Settings > Connection > SCCP settings > SCCP profile > Voice Mailbox*.

After you receive one notification of new voice mail, you do not receive further notifications of new voice mail until you check your voice mail.

My existing contacts do not include business numbers.

Select *Contacts*, a contact, and *Options > Edit > Options > Add detail > Internet telephone*. Enter the business number.

Calls are cut when I leave the WLAN coverage area.

You can make business calls only when you are within WLAN coverage area. To maintain calls, select *Options > Switch to cellular* to transfer a business call to your cellular number before you leave the coverage area. S60 3.2 devices, such as E75, provide automatic handover based on defined VCC settings.

Appendix A: VCC settings

Nokia Call Connect 2.0 for Cisco supports Nokia VCC (Voice Call Continuity) for making seamless handovers between internet and cellular calls with WLAN and 2G/3G as bearers. Normally, you only need to update the cellular handover number if it is not provisioned by some other method. It is not recommended that you change any other parameters, because it can cause problems for normal WLAN roaming between access points, for example.

To access the VCC settings, select *Menu > Ctrl.panel > Settings > Connection > VCCsettings > Options > Open*.

Cellular Handover number

Cisco Unified Handoff number used for VoIP to Cellular handover. For example: +358923118089.

VoIP Handover number

Cisco Unified Handoff number defining the VCC Transfer number used in VoIP call after registering to Cisco Unified Call Manager. For example: 8295207.

Preferred domain

The Preferred domain parameter defines the enterprise's preferred domain for Unified Enterprise (UE) originated calls/sessions:

- 'CS preferred': Indicates the preference for CS domain.

- 'PS preferred': Indicates the preference for VoWLAN subsystem.
- 'CS only': Indicates the preference for CS domain only.
- 'PS only': Indicates the preference for VoWLAN subsystem only.

Default value: 'PS preferred'.

Immediate DT

The Immediate domain transfer parameter determines whether to initiate a VCC domain transfer immediately to the enterprise's preferred domain when that domain becomes available. This policy only affects ongoing sessions.

- 'Yes': Indicates the preference to initiate domain transfer immediately to the preferred domain when that domain becomes available.
- 'No': Indicates the preference to not initiate domain transfer immediately to the preferred domain when that domain becomes available.

Default value: 'Yes'.

CS to PS

The CS to PS allowed parameter determines if a VCC domain transfer from CS domain to enterprise VoWLAN is restricted.

- 'Yes': Indicates that the enterprise prefers the domain transfer in the CS to VoWLAN subsystem direction can occur.
- 'No': Indicates that the enterprise prefers the domain transfer in the CS to VoWLAN subsystem direction cannot occur.

Default value: 'Yes'.

PS to CS

The PS to CS allowed parameter defines if a VCC domain transfer from VoWLAN subsystem to CS domain is restricted.

- 'Yes': Indicates that the enterprise prefers the domain transfer in the VoWLAN subsystem to CS direction can occur.
- 'No': Indicates that the enterprise prefers the domain transfer in the VoWLAN subsystem to CS direction cannot occur.

Default value: 'Yes'.

Held Waiting Calls Allowed

The Waiting calls allowed parameter defines whether a VCC domain transfer is restricted when the VCC UE is engaged in an active and a held/waiting call/session on the transferring-out domain (the restriction does not apply in the case the VCC UE is losing coverage in the transferring-out domain). If the enterprise policy requires restriction in the Domain Transfer in held/waiting calls then the VCC UE

should not consider any other policy for the domain transfer.

- 'Yes': Indicates that the enterprise prefers the domain transfer can occur when the VCC UE is engaged in an active and a held/waiting call/session on the transferring-out domain.
- 'No': Indicates that the enterprise prefers the domain transfer cannot occur when the VCC UE is engaged in an active and a held/waiting call/session on the transferring-out domain.

Default value: 'Yes'.

WLAN HO threshold

A number between 0-256, which sets the threshold level for WLAN signal strength from which domain transfer (DT) starts. The value is set as in dBm with value '0' as the maximum threshold level and value 256 as the minimum level (value 256 means -256dBm).

Default value: '78'.

WLAN HO hysteresis

A number between 0-10, which sets the hysteresis for WLAN handover.

Default value: '3'.

WLAN HO hysteresis low

A number between 0-99999999, which sets the amount of time in microseconds the WLAN signal must be below WLAN HO threshold for the signal to be interpreted as 'bad' and DT to be committed.

Default value: '1000000'.

WLAN HO hysteresis high

A number between 0-99999999, which sets the amount of time in microseconds the WLAN signal must be above WLAN HO threshold for the signal to be interpreted as 'good' and DT not to be committed.

Default value: '60000000'.

CS HO threshold

A number between 0-256, which sets the threshold level for CS signal strength from which domain transfer (DT) starts. The value is set as in dBm with value '0' as the maximum threshold level and 256 as the minimum level (value 256 means -256dBm).

Default value: '100'.

CS HO hysteresis

A number between 0-10, which sets the hysteresis value for CS handover.

Default value: '3'.

CS HO hysteresis low

A number between 0-99999999, which sets the amount of time in microseconds the CS signal must be below CS HO threshold for the signal to be interpreted as 'bad' and DT will be committed.

Default value: '1500000'.

CS HO hysteresis high

A number between 0-99999999, which sets the amount of time in microseconds the CS signal must be above CS HO threshold for the signal to be interpreted as 'good' and DT not to be committed.

Default value: '1500000'.

Allow CS originated

The Allow CS originated parameter determines whether a VCC domain transfer is allowed when the VCC UE call/session is CS domain originated.

- 'Yes': Domain transfers are allowed for CS domain originated calls.
- 'No': Domain transfers are not allowed for CS domain originated calls.

Default value: 'Yes'.