

NOKIA

Call Connect for Cisco Release Notes

Version 1.1.3

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Nokia Call Connect for Cisco Version 1.1.3 Release Notes

The following sections describe new features, fixed issues, and known issues in Nokia Call Connect v1.1.x for Cisco:

- [Additional Documentation](#)
- [Nokia Call Connect for Cisco](#)
- [Fixed Issues](#)
- [Known Issues](#)

Additional Documentation

For information about how to install, configure, and use Nokia Call Connect, refer to the following documents:

- *Nokia Call Connect for Cisco Quick Start Guide*—provides a comparison of Call Connect features with their respective functions on Cisco IP phones.
- *Nokia Call Connect for Cisco User's Guide*—provides detailed information about how to install, configure, and use Call Connect on mobile devices.
- *Nokia Call Connect for Cisco Online Help*—describes how to use the Call Connect functions on mobile devices.

Nokia Call Connect for Cisco

The following sections describe how to install and configure Nokia Call Connect v1.1.3 for Cisco and provide information about the supported Cisco Unified Communications versions and features:

- [Installing Nokia Call Connect for Cisco](#)
- [New Features](#)
- [Delivering Settings](#)
- [Managing Licenses](#)
- [Upgrading from Nokia Call Connect v1.0 to v1.1.x](#)
- [Upgrading from Nokia Call Connect v1.1.x to v1.1.3](#)
- [Supported Cisco Unified Communications Manager Versions](#)
- [Supported Cisco Unified Communications Manager Features](#)
- [Unsupported Cisco Unified Communications Manager Features](#)

Installing Nokia Call Connect for Cisco

Nokia Call Connect v1.1.3 for Cisco is delivered as a Symbian installation system (SIS) file. You can install it on the following firmware versions of compatible Nokia Eseries devices:

- Nokia E51 100.34.20 or later
- Nokia E51-2 151.34.20 or later
- Nokia E60 3.0633.09.04
- Nokia E61 3.0633.09.04
- Nokia E61i 2.0633.65.01 or later
- Nokia E63
- Nokia E65 2.0633.65.01 or later
- Nokia E66
- Nokia E70 3.0633.09.04

- Nokia E71
- Nokia E90 200.34.73 or later

The package contains several language versions of the user interface (UI) and takes two to three minutes to install.

Switch the device power off and on after you install and configure Call Connect.

You can run Call Connect on wireless networks that comply with the IEEE 802.11g standard and implement the Cisco WLAN architecture. Nokia recommends that you do not run voice over IP (VoIP) applications, such as Call Connect, on 802.11b or on mixed networks. If 802.11b networks are oversubscribed, call quality might degrade and calls might be cut.

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. WLAN background scanning is automatically enabled if you set Registration to Always on in at least one skinny client control protocol (SCCP) profile.

The device cannot find hidden network names (SSID) in Offline mode. Therefore, for optimal radio performance, keep a SIM card inserted in the device when using a wireless LAN.

If Internet telephony (VoIP) is disabled in the device firmware version, you cannot use Call Connect. For example, your mobile operator can request that Internet telephony be disabled on devices.

If you use Cisco WLAN Controllers in the light-weight access point protocol (LWAPP) environment, always upgrade the Controllers to the latest firmware version.

Interoperability with Other Applications

Nokia S60 v3.1 devices, such as Nokia E51, Nokia E66, Nokia E71, and Nokia E90, support Nokia Mobile VPN Client. It comes preinstalled on the Nokia E66 and Nokia E71 devices. You can install Mobile VPN Client on Nokia E51 200.34.36 (or later) and Nokia E90 200.34.73 (or later). Obtain the software and documentation from the following Web site:

http://businesssoftware.nokia.com/mobile_vpn_downloads.php

Use Call Connect to make calls over VPN connections from home offices, for example. Nokia does *not*, however, recommend creating VPN connections from Internet hotspots or over 3G networks, because of configuration and performance issues.

Note

Nokia has performed only basic interoperability tests for Call Connect and Mobile VPN Client. Not all possible configurations have been tested. Before assuming interoperability in your environment, refer to the Mobile VPN Client documentation and run controlled tests with Call Connect for your specific configuration.

New Features

Nokia Call Connect v1.1.3 for Cisco contains the following enhancements:

- Support for the Nokia E63
- Fixes for known issues in v1.1.2

For more information, see [“Fixed Issues in Version 1.1.3”](#) on page 25.

In addition, Call Connect v1.1.3 contains the following enhancements that were made available in previous versions:

- Version 1.1.2
 - When you receive a new device, you must acquire a new license. You can release your old license on the license server for reuse.
 - Support for the Nokia E66 and Nokia E71
 - Fixes for known issues in v1.1.1

For more information, see [“Fixed Issues in Version 1.1.2”](#) on page 24.
- Version 1.1.1
 - Fixes for known issues in v1.1
 - For more information, see [“Fixed Issues in Version 1.1.1”](#) on page 23.
 - Support for the Nokia E90

- Support for Nokia Intellisync Device Management 8.5
- Support for Nokia Configuration Tool 2.3
- Version 1.1
 - You can view status information and your extension number in the Call Connect main view.
 - You can press the voice recorder key on the device to start Call Connect.
 - You can access online services when you are within the enterprise WLAN coverage area.

Note

You can specify one URL that applies to all SCCP profiles to access online services to access online services.

- You can turn on Do Not Disturb.

The setting is applied locally on the device. It is not communicated to Cisco Unified Communications Manager or to other registered users. Calls are always routed to the device. Call Connect uses the Internet Call Alert setting to determine whether to alert users (On) or to log the calls under missed calls (Off).

The display name of the caller is visible during calls if the administrator specifies the display name in Cisco Unified Call Manager.

On the Nokia E51 and Nokia E90, you can switch an Internet call to the cellular network.

Note

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

Delivering Settings

You can deliver settings to mobile devices in the following ways:

- Use OMA client provisioning (CP)
- Use OMA device management (DM)

Nokia recommends that you use Nokia Intellisync Device Management, OMA DM Edition, or Nokia Configuration Tool to deliver settings to Nokia Call Connect. You need Device Management v2.0.3 or later to deliver more than one SCCP profile to mobile devices.

Note

Do not enforce the WLAN IAP settings, otherwise Call Connect cannot use the WLAN access points that you deliver.

Using Nokia Intellisync Device Management to Specify Advanced Settings

You must use Nokia Intellisync Device Management to specify the following settings, which are hidden from users on devices:

- If a number in the phone contacts begins with the international prefix (+), Nokia Call Connect replaces it with the specified characters to make the international call from Cisco Unified Communications Manager.

You specify a value for International Call Prefix in the Call Connect SCCP settings. If you do not use Device Management to deliver the settings, the plus sign is replaced with 00 by default.

- Change the default Media QoS value in devices from 46 (Video) to 56 (Voice). This also activates the unscheduled automatic power save delivery (U-APSD) in Call Connect if the wireless LAN supports it.

You specify a value for Media QoS in the Internet Telephony (VoIP) SCCP settings.

- Enable real-time transport control protocol (RTCP) reporting. RTCP transmits control packets to the participants in a call.

This function is available in Device Management v8.5 or later.

Specifying Settings for Dynamic WEP

Nokia Eseries devices support dynamic WEP, where the WEP keys are changed dynamically. To use dynamic WEP, select 802.1x authentication as the WLAN Security Mode in mobile devices. This allows you to specify EAP options for dynamic WEP. Enable EAP-PEAP, configure the CA certificate, and specify other EAP settings.

You specify EAP settings as part of Internet access point WLAN settings in Nokia Intellisync Device Management, OMA DM Edition. Select 802.1x with EAP as the Security Mode and add the EAP-PEAP module.

For more information about how to use Device Management OMA DM Console, refer to the *Nokia Intellisync Device Management OMA DM Edition Administrator's Guide*.

Using Nokia Intellisync Device Management, OMA DM Edition, v2.0.3 or Later

You can use Nokia Intellisync Device Management OMA DM Edition v2.0.3 or later to deliver settings to Nokia Call Connect for Cisco v1.0. To deliver additional v1.1.x settings, create two text files and upload them to mobile devices to deliver the following settings:

- **Online services URL**—C:\data\others\Intellisync\ICCC_settings.txt
- **License key**—C:\data\lm\0870010480.dat.

Specify the URL to the online services in the ICCC_settings.txt file and the license key in the 0870010480.dat file.

You need a full Device Management license to upload files to mobile devices. Before you can upload files, you must install Nokia Device Management Enhancements on mobile devices.

In S60 v3.1 devices, such as Nokia E51 and Nokia E90, specify the URL in SCCP settings on devices.

Using Nokia Configuration Tool

Nokia Configuration Tool is an application for managing settings on compatible Nokia devices. Your personal computer and devices must be connected by using Nokia PC Suite and a universal serial bus (USB) cable. Configuration Tool uses SyncML data synchronization (DS) and DM protocols, which are defined by Open Mobile Alliance (OMA).

With Configuration Tool, you can set up WLAN, e-mail, and Internet access points (IAP), on mobile devices. You can also transfer files, contact cards, and applications, if available.

A configuration profile is a group of settings that you deliver to the device. You can create several different profiles for various devices. The settings that are define in a profile are configured on the device when you deliver the profile to it.

You can download Configuration Tool and instructions for free from the following URL:

http://www.businesssoftware.nokia.com/nokia_configuration_tool_downloads.php

Specifying Settings for pTime

You can use Nokia Configuration Tool to specify a value for the pTime setting, which defines the media length of audio data in a packet.

Managing Licenses

Users need valid licenses to use Nokia Call Connect v1.1.3 on their mobile devices. You can acquire licenses in two ways:

- Acquire full licenses and deliver them to mobile devices.
- Allow users to acquire trial licenses to evaluate Call Connect for a defined time period.

The first time users start Call Connect, it connects to the license server.

Note

Users need an Internet connection or a short message service subscription to activate their licenses and start using Call Connect.

The license manager attempts to connect to the license server over a cellular data connection three times. If the attempts fail, the license manager sends a short message to the license server to register the license.

You might have to configure the firewall to allow connections to the license server. Configure the firewall, as follows:

- **Server host name**—netshop.openbit.com
- **Server IP address (at the time of this publication)**—89.250.62.105
- **Port number**—80

If the domain name server (DNS) cannot resolve the license server host name, the connection fails, and you receive an error message.

If the device does not contain a valid license, the license server allows users to either acquire a trial license or to enter the license code. Each device reserves one end-user license in the license server.

Once the license is activated, users need to connect to the license server only to upgrade from a trial license to a perpetual license.

Note

If users manipulate the date and time settings on the device to tamper with the validity period of a trial or periodic license, a new connection to the license server is established.

When users receive new devices, they must obtain new licenses. Users can release the old license on the license server for reuse.

To use trial licenses

1. Use a Web browser to download the Nokia Call Connect installation package from the Nokia Business Software site or Nokia Enterprise Voice Solutions Trial site.
2. Install and configure Call Connect on mobile devices.
3. Start Call Connect.
The Call Connect license manager opens.
4. Select Try for free.
Nokia Call Connect initiates a connection to the license server.
5. Press OK to accept the connection.
6. Select an access point for the connection.
Select either a GPRS or WLAN access point. You cannot use WAP access points for the connection.
If the WLAN requires proxy authentication, first use a Web browser to log on to the network with your user name and password.
7. Press OK to accept the license.

Register at the trial site to receive support during the trial period and to provide feedback about Call Connect.

Note

If you do not upgrade to perpetual licenses, then to avoid problems during backup and restore, Nokia recommends that you uninstall Call Connect from mobile devices after trial licenses expire.

To use perpetual licenses

1. Order licenses for Nokia Call Connect and product support from your reseller.
2. After you receive the license files and support confirmation, download the Call Connect installation package from the following Nokia Web sites:
 - **Nokia Support**—<https://support.nokia.com/>
 - **Nokia Business Software**—http://www.businesssoftware.nokia.com/bc_product.php?pid=1621&cid=001000000000000000f0&f=0
3. Install and configure Call Connect on mobile devices.
4. Start Call Connect.

The Call Connect license manager opens.
5. Select Enter license code.
6. Enter the license code and select OK.

Nokia Call Connect initiates a connection to the license server.
7. Press OK to accept the connection.
8. Select an access point for the connection.

Select either a GPRS or WLAN access point. You cannot use WAP access points for the connection.
9. Press OK to accept the license.

If license code registration over GPRS or WLAN fails due to network problems or an invalid access point, the license manager can also register license codes by sending a short message to the license server.

If registration by short message fails too, the licence manager tries again over GPRS or WLAN. Allow the SMS registration to fail three times. After each failed attempt, go back to the key input dialog. However, do not go back to the license manager main dialog, because that resets the failure counter.

To upgrade from trial licenses to perpetual licenses

1. Select Nokia CC Cisco > Options > License upgrade.
2. Enter the license code.
Nokia Call Connect initiates a connection to the license server.
3. Press OK to accept the connection.
4. Select an access point for the connection.
Select either a GPRS or WLAN access point. You cannot use WAP access points for the connection.
5. Press OK to accept the license.

To change SIM cards during evaluation

1. Uninstall Nokia Call Connect.
2. Change the SIM card.
3. Reinstall Call Connect.

To release licenses

Select Nokia CC Cisco > Options > Release license.

The license is available for reuse on the license server. To use Nokia Call Connect on another device, you must acquire a new license.

Upgrading from Nokia Call Connect v1.0 to v1.1.x

To upgrade from Nokia Call Connect v1.0 to v1.1.3 is free.

Note

Before you upgrade Nokia Call Connect to v1.1.x on users' mobile devices you must change their device type in Cisco Unified Communications Manager, otherwise users cannot register.

Preparing Cisco Unified Communications Manager for Upgrade

In Nokia Call Connect v1.0, the device type used for Nokia Eseries devices in Cisco Unified Communications Manager was 7960. In v1.1.x, it is either Nokia S60 (Cisco Unified Communications Manager) or Cisco 7970 (Cisco Unified Communications Manager Express).

For more information about changing device types, see the section “Upgrading to Version 1.1 Using BAT” in the *Nokia Eseries Deployment Guide* by Cisco. You can download the guide from the following Nokia Web sites:

- **Nokia Support**—<https://support.nokia.com/>
- **Nokia Business Software**—http://www.businesssoftware.nokia.com/bc_product.php?pid=1621&cid=0010000000000000f0&f=0

Note

You do not need to change the device type in Cisco Unified Communications Manager Express and Cisco Unified Communications 500 Series for Small Business. By default, device type Cisco 7970 is used for new users.

Adding Device Types to Cisco Unified Communications Manager 4.x

A Windows installation program that adds support for the Nokia S60 device type to Cisco Unified Communications Manager 4.x is available on the following Nokia Web sites:

- **Nokia Support**—<https://support.nokia.com/>
- **Nokia Business Software**—http://www.businesssoftware.nokia.com/bc_product.php?pid=1621&cid=0010000000000000f0&f=0

Note

You cannot uninstall the Nokia S60 device type from Cisco Unified Communications Manager 4.x.

Importing COP Files to Cisco Unified Communications Manager

A Cisco option package (COP) that sets the device type of Nokia Eseries devices to Nokia S60 is available on the Nokia Support site and on the Nokia Business Software site.

The support site also provides a link to the Cisco Web site where you can find instructions to import the COP file to Cisco Unified Communications Manager 5.x or 6.x.

Upgrading Nokia Call Connect on Mobile Devices

You can use device management to remotely upgrade Nokia Call Connect to v1.1.x on mobile devices. If you do not use device management, you can instruct users to install Call Connect v1.1.x from a standard Symbian installation system (SIS) file as you would other software. For example, you can use Nokia PC Suite. For more information about how to install software on the device, refer to the device documentation.

To upgrade from Nokia Call Connect v1.0 to v1.1.x

1. Acquire licenses for Nokia Call Connect v1.1.
For more information, see [“Managing Licenses”](#) on page 12.
2. In Cisco Unified Communications Manager, change the device type for v1.0 users.
For more information, see [“Preparing Cisco Unified Communications Manager for Upgrade”](#) on page 17.
3. Uninstall Call Connect v1.0 on users’ devices.
4. Install Call Connect v1.1.x on users’ devices.

Note

You can use device management to install Call Connect.

5. Deliver settings for Call Connect v1.1.x.
You must deliver the settings to support new v1.1 features, such as the Online Services menu item.
6. Switch the device power off and on.

Upgrading from Nokia Call Connect v1.1.x to v1.1.3

Nokia Call Connect v1.1.3 for Cisco is a maintenance release that contains fixes for known issues. You do not need a new licence to upgrade from v1.1.x to v1.1.3.

To upgrade from Nokia Call Connect v1.1.x to v1.1.3

1. Uninstall Nokia Call Connect v1.1.x on users' devices.
2. Install Call Connect v1.1.3 on users' devices.

Note

You can use device management to install Call Connect.

3. Switch the device power off and on.

Supported Cisco Unified Communications Manager Versions

You can use Nokia Call Connect v1.1.3 for Cisco with the following Cisco Unified Communications Manager versions:

- Cisco Unified Communications Manager 4.1x, 4.2, and 4.3
- Cisco Unified Communications Manager 5.x
- Cisco Unified Communications Manager 6.x
- Cisco Unified Communications Manager Express 4.1
- Cisco Unified Communications 500 Series for Small Business

Note

Support for Cisco Unified Communications Manager Express 3.4 is discontinued for Call Connect v1.1.

Supported Cisco Unified Communications Manager Features

Nokia Call Connect v1.1.3 supports the following Cisco Unified Communications Manager features:

- Hold
 - Music on hold
 - Tone on hold
- Dual-tone multifrequency (DTMF) response to voice guides
- Voice mail
- Voice mail indication (MWI)
- Calling line presentation (CLIP)
- Calling line restriction
- Call barring
- Call forwarding

- Call pick up
- Group call pick up
- Call park
- Transfer
 - Unattended
 - Attended (not supported for Cisco Unified Communications Manager Express)
- Conference calls
 - Ad hoc conference (Cisco Unified Communications Manager)
 - Three-way conference (Cisco Unified Communications Manager Express)
- Calling display name (provided by Cisco Unified Communications Manager). The caller ID is displayed. If the caller ID matches a number in the phone contacts, the contact name is displayed instead of the number.

For more information about how to use these features, refer to the *Nokia Call Connect for Cisco User's Guide* or the online help.

Unsupported Cisco Unified Communications Manager Features

The following Cisco Unified Communications Manager features are *not* supported in Nokia Call Connect v1.1.3:

- Call preservation
- Fast busy tone
- Auto-answer group call pickup
- Re-registering to the first publishing Cisco Unified Communications Manager after failover
- Transferred calls display the transferrer number instead of the caller number during automatic transfer.
- Call pick up if auto call pick up is enabled in Cisco Unified Communications Manager.

- In a shared-line configuration:
 - You cannot use Call Connect to retrieve a call that is put on hold on a Cisco phone.
 - You can receive shared-line calls on Nokia devices, but you cannot make calls from a secondary line.
- Setting the do not disturb status for hunt groups in Cisco Unified Communications Manager Express—Call Connect cannot remove the do not disturb status in Cisco Unified Communications Manager Express.

Fixed Issues

The following sections describe issues that are fixed in Nokia Call Connect:

- [Fixed Issues in Version 1.1](#)
- [Fixed Issues in Version 1.1.1](#)
- [Fixed Issues in Version 1.1.2](#)
- [Fixed Issues in Version 1.1.3](#)

Fixed Issues in Version 1.1

The following issues were fixed in Nokia Call Connect v1.1:

- When you use the dynamic host configuration protocol (DHCP) option in the SCCP profile, Call Connect can register to Cisco Unified Communications Manager during active cellular data connections.
- Even if automatic transfer to another extension fails, you can still retrieve a call.
- During active cellular data connections, Call Connect displays status information.
- You can pick up a parked call during an active call.
- When you call service numbers, you do not hear a continuous ring tone after the call to the public switched telephone network (PSTN) has been answered.

- You can still make business calls even if the Automatic Redial option is enabled in the Call settings.

The following known issues related to Cisco Unified Communications Manager Express were fixed in v1.1:

- Making conference calls through a PSTN gateway does not result in system failure.
- You can pick up parked calls if you do not have other active calls.
- If you attempt unattended transfer and the line is busy, the following error message appears: Transfer Request Rejected.
- You can hear the busy tone when you call a busy PSTN number through Cisco Unified Communications 500 Series.

The following issues related to Nokia Eseries devices were fixed in v1.1:

- **Nokia E61i, Nokia E65 2.0633.62.03**—heavy load on the wireless LAN network no longer causes calls to be disconnected.
- **Nokia E61i 2.0633.65.00 and Nokia E65 2.0633.62.03**—incoming call alert for cellular calls works during active business calls.

Fixed Issues in Version 1.1.1

The following issues were fixed in Nokia Call Connect v1.1.1:

- You can perform attended transfer to PSTN numbers that begin with a plus sign (+).
- Activating call diversion during a business call should not result in device system failure.
- Leaving the WLAN coverage area during an active call should not result in device system failure.
- You can use DHCP to direct the device to the trivial file transfer protocol (TFTP) server in the LWAPP environment.
- You can use DHCP to deliver TFTP server addresses correctly to Call Connect (by using option 150) even if several TFTP server addresses are specified in DHCP. The first address is delivered to the mobile device.

- You can use Nokia Intellisync Device Management 8.5 to enable RTCP reporting in mobile devices.
- The following license manager enhancements are included in v1.1.1:
 - If users change the SIM card in the device, they do not have to acquire new licenses.
 - If license code registration over GPRS fails, the license manager registers perpetual licenses by sending a short message to the license server.
 - If the data connection fails during license activation, the connection to the license server is automatically canceled.
 - If you have a perpetual license, you can back up and restore v1.1.1 on mobile devices.
 - License manager configuration does not expire before initial activation, and therefore Update requests are not made to users.

Fixed Issues in Version 1.1.2

The following issues were fixed in Nokia Call Connect v1.1.2:

- Diverting a call to an invalid or not registered number should not result in system failure.
- Making conference calls when one of the following conditions applies should not result in system failure:
 - The conference bridge is down.
 - The maximum number of participants is exceeded.
 - The same codec is not used to compress all calls.
- You can make emergency calls as Internet calls over the WLAN. However, mobile devices make all emergency calls over the cellular network if one is available.
- Nokia Call Connect can resolve the TFTP server address that it fetches from DHCP.

- When an unknown SKINNY KeypadButtonMessage is received in a conference bridge environment, for example, system failure should not result.
- **Nokia E51 and Nokia E90**—leaving the WLAN coverage area during an active call or attempting to make a call while you are leaving the area should *not* result in system failure.

However, calls are cut, unless you use the Switch to Cellular function to continue them as cellular calls before you leave the WLAN coverage area.

- The following license manager enhancements are included in v1.1.2:
 - You can change SIM cards on devices during evaluation.
 - You can release perpetual licenses.
 - You can back up and restore data on mobile devices.

Fixed Issues in Version 1.1.3

The following issue was fixed in Nokia Call Connect v1.1.3:

In a shared-line configuration, answering desk phones and mobile devices simultaneously might result in system failure.

Known Issues

The following known issues might arise when you use Nokia Call Connect v1.1.3:

- When you transfer calls, you do not hear the ringing tone.
- If unattended transfer to a PSTN number fails, you cannot resume or retrieve a call.
- Unable to play multicast music on hold.
- While you dial a number for faster connections to the PSTN, you cannot press the hash mark (#).

- You cannot use the Internet call application simultaneously with Call Connect.
- When Call Connect registers to Cisco Unified Communications Manager, you receive notification of new voice mail messages by short message. The notification is displayed until you retrieve all voice messages.
- Waiting calls are not disconnected when the following conditions apply:
 - There is no answer.
 - Internet call waiting is off in mobile devices.
 - Unity Voice Mail server is not used.

Internet call waiting is automatically turned on in mobile devices during Call Connect installation.

- If you use the session initiation protocol (SIP) trunk as a PSTN gateway, making two active calls through the SIP trunk might cause audio problems.
- If the SCCP profile is not active, only the license status is displayed in Call Connect status information.
- Errors might occur when making calls over a VPN connection.
- Nokia Call Connect uses virtual IP addresses for VPN connections. However, the IP address field in the Status Information dialog shows the local IP address of the device. You can view the virtual IP address in the mobile VPN log file.
- License management:
 - The license manager does not close the active WLAN connection when upgrading the license.
 - The first time users start Call Connect, the license server attempts to update the license manager on devices if a newer version is available.

Known Issues Related to Cisco Unified Communications Manager Express or 500 Series

The following known issues might arise when you use Nokia Call Connect v1.1.3 with Cisco Unified Communications Manager Express or Cisco Unified Communications 500 Series for Small Business:

- You cannot pick up parked calls.
- On Nokia S60 v3.0 devices, you can pick up parked calls only by using the device you used to park the call.

Known Issues Related to Nokia Eseries Devices

The following known issues might arise when you use Nokia Call Connect v1.1.3 on compatible Nokia Eseries devices:

- Call Connect might not automatically register to Cisco Unified Communications Manager when you enter the WLAN coverage area. Switch the device power off and on.
- Some Bluetooth headset control functions are not supported.
- Voice recording is not supported.
- Devices set the differentiated services code point (DSCP) field to 0x00 for SCCP packets. However, the field value is set correctly for real-time transport protocol (RTP) packets. Routers use DSCP to provide the correct quality of service (QoS) according to the defined traffic class.
- Backing up and restoring data on mobile devices
 - When you restore data, date and time on the device must be correct.
 - If the SCCP settings disappear or do not work correctly, reinstall Call Connect.
 - If the trial licence disappears, reinstall Call Connect.
 - If you cannot release a perpetual license, reinstall Call Connect.
- On Nokia S60 v3.0 devices, you can hear the dial tone from the loudspeaker when you make a call to a mobile device.

- **Nokia E61**—you cannot use the voice key to open Call Connect.
- **Nokia E65**—you cannot use the conference key to make conference calls.
- **Nokia E65 1.0633.18.01**—consecutive conference calls fail, which results in system failure.
- **Nokia E61 and Nokia E65 1.0633.18.01:**
 - Heavy load on the wireless LAN network can disconnect calls.
 - If the WLAN connection is cut, the device unregisters from Cisco Unified Communications Manager.
- **Nokia E61, Nokia E61i 1.0633.22.05, and Nokia E65 1.0633.18.01:**
 - Incoming call alert for cellular calls does not work during active business calls.
 - You cannot make business calls if the Automatic Redial option is enabled in the Call settings.
 - If you edit a contact while making a call (when the default call type is Internet call) system failure may result.

This issue could arise if you select Open > Options > Use Number > Edit, edit the number, and then select Call.

Known Issues Related to VPN Connections

The following known issues might arise when you use Nokia Call Connect v1.1.3 to make calls over VPN connections:

- You cannot enter your VPN username and password for authentication when the following conditions apply:
 - In the SCCP profile, the When needed setting is on.
 - You make a call from active idle.
- If the network operator does not provide quality of service (QoS), call quality might degrade.