

Release Notes

SIP Phone Support

Version 2.44.13



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Reader's Notes

Notice

This document presents the new features of AudioCodes **SIP Phone Support (SPS)** new version.

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Abbreviations and Conventions

Each abbreviation is spelled out in full when first used.

Related Documentation

Document Name
SPS Web Admin User Guide
SPS Lync Initial Startup Procedures
SIP Phone Support Quick Guide
0157 Product Notice - SPS Activation towards FE and not SBA
LTRT-39830 Hot Desking with SPS for Microsoft Lync - Administrator and User Manual
LTRT-00860 Lock-Unlock with SPS for Microsoft Lync Server 2010 Ver. 1.0 Configuration Note
LTRT-30401 SPS Dialer for Lync Quick Start Guide v2.4 v4
LTRT-27304 SIP Phone Support Quick Guide Ver. 2.45_v2

1 Introduction

The following subsections describe the new features and infrastructure changes of the SIP Phone Support (SPS).

Reader's Notes

2 What's New in Version 2.44.13

This section describes the new features and capabilities of the SIP Phone Support (SPS).

2.1 Interoperability with New IP Phones

This version has successfully been tested with new IP Phones models from different vendors. For the full list of SPS and IP Phone interoperability, refer to the latest *SPS Interoperability List* document.

2.2 Web-Based Administrator's Tool

This version introduces new features and capabilities to the SPS Web Admin. The Web Admin provides the following new features:

- Media Bypass settings per user – currently the media bypass is for testing and not for production.
- New supported IP Phone templates
- Improved Active Directory search tool
- XMPP settings
- Enabling / Disabling XMPP capability per user
- Block incoming calls option for graceful shutdown
- Online view of all XMPP connections
- XMPP Counters for XMPP service usage

2.3 Improved SPS Dialer

The new SPS Dialer allows the user to select any of the available contact's phone number destinations (e.g. Lync, mobile, home etc.). The new dialer enables you to quickly dial to any Lync destination. The user may select between the following options:

- **Start Desktop Call** – selecting this option initiates a direct desktop phone call to the contact Lync destination.
- **Start Desktop Call (More)** – selecting this option opens a new dialog for selecting contact phone destination.

The SPS Dialer allows the user to select the options for Auto Answer. Using this option, the phone automatically opens the phone speaker and initiates the calls to the dialed number.

2.4 Outlook 2010 SPS Dialer

This version supports a new SPS Dialer for the Outlook 2010 client. The user can start desktop phone calls directly from the Outlook client.

2.5 Team-Call Group Pickup

This version supports the pickup of a call of another SPS extension when it is ringing. The call pickup permissions are managed by the Lync Team-Call Group settings.

2.6 Manage Self Presence from AC IP Phone

This version supports viewing and settings self-presence from the AudioCodes IP Phone (requires Version 1.6). The user presence is displayed on the IP Phone LCD screen and the user may change its presence to (Available, Busy, Do not Disturb, Away, Be right back and Reset).

2.7 Exchange Message Waiting Indicator

The new version now supports sending SIP NOTIFY for new messages deposited in the user Exchange Voicemail. The SPS sends MWI ON/OFF to supported IP Phones.

2.8 XMPP Support

This version supports the XMPP protocol which allows connecting to the MobilityPLUS mobile clients.

The MobilityPLUS client supports the following features:

- Manage self presence (Available, Away, DND, Be right Back)
- Lync Contacts with presence
- Instant Messaging

2.9 SPS and SBA hosted on a single OSN

The new version is now available to be installed on the same OSN module together with the SBA.

In this configuration, the SBA is installed as the main application and the SPS is running on the Hyper-V virtual machine.

2.10 SPS Logger Application

The new version now supports a new helpful SPS core service logger application that displays SPS Core log messages in real time.

2.11 SPS Setup Improvements

This version supports several improvements in the setup process to allow an easy and fault-proof installation process:

- The setup process now uninstalls the previous version before installing the new version.
- The installation process verifies that proper DNS settings are defined.
- The installer is asked to select the correct CA certificate in case multiple options are available.

2.12 Lync Test Call

A new dial code was added to test SPS extension connectivity. When the new Test Call dial code (i.e.*789) is dialed, the user will be connected to the Lync test service, when the user will listen to the Lync announcements and will be asked to answer with a short message; the test service will then play the short message back to the user.

2.13 Support for RFC 4235 Dialog-Info BLF

SPS now supports RFC 4235 'dialog-info' BLF updates, in addition to the 'presence' event. SPS sends the correct BLF notification (either 'dialog-info' or 'presence') to each phone according to its subscription. Note that BLF type depends on IPP phone type. AudioCodes IP Phones use 'presence' BLF.

2.14 Support for Callee Update

Different phones support SIP callee ID update. For example, if supported phones dial "4001", once the destination answers, the callee display name and full number are displayed.



Note: This feature is currently not supported by the AudioCodes 3xxHD IP Phones.

2.15 Support for Passing Lync Cancel Reason

SPS now passes the SIP cancel reason header received from Lync to IPP. This is useful for identifying if the cancel is a result of the call answered elsewhere, so that the phone does not display it as a missed call.



Note: This feature is currently not supported by the AudioCodes 3xxHD IP Phones.

2.16 ICE Support

SPS now supports ICE and thus enables calls between IPP and destinations over the internet, including home connected users or with federated users from other corporate sites.

2.17 Phone Lock

The lock/unlock feature enables users to block the access to their phone from unauthorized people.

When the phone is locked, users are still able to dial emergency numbers.

Password checking and actual lock/unlock operations are controlled through the SPS server.

To unlock a locked SPS phone, the user should use their Lync PIN password. The emergency dial plan is also managed by the Lync emergency settings.

The Lock/Unlock is supported with AudioCodes Phone only.

2.18 Hot Desking

Hot Desking enables multiple users to use a single physical phone that is located in a shared enterprise workspace – an office desk - during different time periods.

The feature enables users to log in to their secure corporate network to access the phone to which voice and other messaging services are routed. Users log on to the phone using their Microsoft Lync account. Note the following:

- The Hot Desking feature uses the users Lync PIN password for authentication.
- The Hot Desking feature is supported with AudioCodes Phone only.

2.19 SPS Recovery Mechanism

The SPS automatically recover and registers IP Phone registration from a primary to a backup Lync server in case of primary Lync server failures.

The SPS discovers the all available Lync servers using DNS SRV queries.



Note: When upgrading SPS that works towards SBA – need to perform deactivate and activate action again; however, in this case, the activation must be performed to the **Lync FE pool** to which the SBA belong and not to the SBA. For more information, see *0157 Product Notice - SPS Activation towards FE and not SBA*.

3 Resolved Constraints

The following constraints from previous versions have been resolved in this version:

- Lync "Escalate to Conference" is now supported.
- Attendant transfer in specific scenarios (e.g. Aastra DECT Phone) is now supported.
- Fixed Polycom call failure from Lync due to a missing parameter in ACK.
- A transfer ring back tone played during blind transfer has been added.
- SIP notify expire timer should not to exceed SIP subscribe timer.
- Call waiting indication (182) is now correctly handled. This requires configuring SPS switch to ignore 183 responses without SDP.
- The SPS Core no longer crashes when Windows media format library is not installed.
- Fix for not publishing static 'away' for users expired by the SPS switch.
- Fix for XMPP for treating all SIP URIs as case insensitive.
- Resolved bug when user has two devices and one device stops registering (e.g., MobilityPLUS out of range). Previously, all devices would have been deleted.
- Fix for the park retrieve failure bug. Transfer from park service would fail and a call could not be retrieved.
- A caller's availability status becomes available after a call attempt, even when the call was not answered.
- Fixed SPS activation/deactivation scripts for multi-site systems:
 - The SPS trusted application pool and trusted application endpoint are now specific per site.
- The ManualSpsActivation.rtf has been added to the installation \ Powershell directory.
- Fixed publish failure from an IP Phone.
- Throw exception instead of exit for unhandled exceptions, so that service recovery will restart it.
- The SPS service uninstall is mandatory if the service doesn't exist.
- Resolved bug that caused the IPP manual presence state set as 'active' to be 'static', and never changed to 'inactive' and 'away'.
- Resolved bug where incoming calls from Lync/Mediation/Other caused the SPS to disconnect after thirty minutes.
- Workaround for Lync client simultaneous ring problem. The workaround is to disable early media in case Lync forks the call to more than one target.
- Resolved bug where calls disconnected for 15 minutes due to a bad response that was discarded by the SPS switch after re-invite.
- XMPP - fixed handling of IM conference invitations.
- Resolved bug where calls to the Lync client disconnected after five minutes of Lync client mute.
- Resolved bug where calls to a Cisco phone when in mutea, disconnected after some time.
- Fixed early media silence problems when calling from a Polycom Lync phone call to an SPS phone.
- Fixed MWI handling - SPS now correctly supports SIP subscribe to MWI.

- Changed SPS service startup to delayed start - solve SPS start failure after reboot on slow machines.
- SPS calls between different Microsoft federations is now supported using ICE.
- Fix for sending SIP REASON header to all forked calls (not only one).
- Fix for locked SPS switch database and other deadlocks caused by high load of register and subscribe requests.
- Early media is correctly handled if the final SDP is different from the early media SDP. This occurs when a call is forked to A and B, where A offers early media; however, B later answers the call.
- Fix for handling of blind transfers. Now a notify is sent even for a blind transfer, and SPS switch does not terminate a call in case of a successful notify. It sends the notify to the phone that terminates the call.
- Fixed bug of publishing user presence in a call, although idle. Usually caused after the first call.
- SPS and BusyOnBusy (by UnifySquare) - users that have both these applications installed will appear in SPS without their phone URI. As a result, calls from these users will not be identified, and SPS Web Admin shows an empty Line URI. This issue has been resolved by BusyOnBusy version 2.5.
- Windows service recovery is now set to continuously retry restart with one minute intervals for all SPS services.
- Resolved SPS switch crash when a call between IPP and Lync client was transferred by Lync client and Lync client terminated call before transfer destination answered the call.
- Resolved disconnection of calls after one hour due to bug of not publishing support for "timer".
- This version supports passing SIP 180/182 *AFTER* early media (SIP 183) to the other leg. This may be required in certain scenarios where a dummy empty early media is sent and afterwards a SIP 180 ringing request.

4 Known Limitations

This version includes the following known constraints:

- CAC – SPS does not manage Call Admission Control (CAC)
- The need to recreate user settings in the SPS in case the user Line URI has been modified in the Lync.
- SPS support for Direct Media has still not been released.

Release Notes

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