

# Release Notes

## SIP Phone Support

Version 2.44.35

Document #: LTRT-38802





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## Notice

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

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## Abbreviations and Conventions

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## Related Documentation

Document Name
<a href="#">SPS Web Admin User Guide</a>
<a href="#">SPS Lync Initial Startup Procedures</a>
<a href="#">SIP Phone Support Quick Guide</a>

# 1 Introduction

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

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**Reader's Notes**

## 2 What's New in Version 2.44.35

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 Phone models from different vendors. For the full list of SPS and IP Phone interoperability, refer to the latest *SPS Interoperability List* document.

### 2.2 Call Park and Call Retrieve

Call Park allows the user to put a call on hold either from a Lync client or from a telephone. The call can be retrieved later by dialing an internal number (known as a Call Park orbit) from any SPS telephone or Lync Client.

The SPS utilizes the Lync Call Parking settings for managing the parking orbits and the Call Park permissions.

Call Park is supported on AudioCodes IP Phones and other third-party IP Phones.

### 2.3 Numeric ID Registration

This version supports registering SPS endpoint devices with a numeric ID even if their Lync SIP URI includes characters.

This new capability was added to support Avaya IP Phones that support registration with numeric ID only (e.g., Avaya 4610sw).

The SPS Web Admin provides mapping SPS user numeric IDs to Lync user URIs. SPS saves the mapping in its cache and modifies all SIP requests received from IP phones that are mapped from numeric ID to the Lync user URI.

## 2.4 SPS Watchdog

The new version includes a new mechanism that monitors SPS services (Switch and Core). SPS Core now monitors the SPS Switch and Core services and restarts it if needed.

SPS monitors the following on the SPS Switch:

- **CPU Usage** – Stops the service if the threshold is exceeded.
- **Memory Usage** – Stops the service if the threshold is exceeded.
- **Total Number of Handles** – Stops the service if the threshold is exceeded.



**Note:** For Memory Usage, Total Number of Handles and Total Number of Threads, note that a lower threshold is used during night time.

- **Total Number of Threads** – Stops the service if the threshold is exceeded.
- **Windows Service State** - Verifies that the service is not caught in “Stop Pending” or “Start Pending” modes.
- **SIP Options message response to both internal port (5060) and external port (5080)** – Stops the service if the total number consecutive errors has been reached.
- **Event Socket Response** – Stops the service if the total number of consecutive errors has been reached.

SPS monitors the following on SPS Core:

- **Memory Usage** – Stops the service if the threshold has exceeded.
- **Handle Count** – Stops the service if the threshold has exceeded.



**Note:** For Memory Usage and Handle Count, note that a lower threshold is used during night time.

All threshold settings use default values and can be changed using SPS configuration files. After the service has stopped, it is automatically restarted by Windows.

## 2.5 Direct Voicemail Call

The new version supports dialing directly to others user’s voicemail and leaving a voice message. This is most useful in case the receiver of the call is busy or away.

To dial directly to the receiver’s voicemail, a special dial code should be dialed before the destination extension number.

## 3 Resolved Constraints

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

- CSRC data from RTP generated by Lync conference has been removed. The Mitel phone does not parse this field correctly and consequently RTP conferences from Lync are very noisy.
- SPS now sends a non-standard Message Waiting Indicator (MWI) "off" instead of "no" for Avaya IP Phones.
- The Avaya IP Phone login is kept in case of SPS Core service restart. The SPS responds with a "SIP 200 OK" message, if the SPS Core is down and the SPS Switch fails to retrieve XML.
- Cisco phones support semi-transfer and replaces to a call in establishing state.
- SPS failure caused by an "MWI subscribe" from an illegal address has now been fixed.
- The following scenarios have been fixed:
  - If a conference invitation has been received, and the user accepts it on a Lync client, then the SPS phone rings endlessly.
  - The conference invitation call now displays the CLI of the conference organizer, and not the user itself.
  - SPS Core failure due to unexpected user termination, followed by an MWI request from that user's IP Phone.
  - Cannot dial numbers that begin with "+".
  - Cannot transfer a call to other users in case the voicemail answers.
  - Cannot dial a hosted exchange voicemail (i.e. voicemails in cloud over edge).
  - The first 1-2 seconds generate noise in calls from the Lync client to AudioCodes IP Phones.
  - After 34,853 calls, all calls from SPS to PSTN fail until the SPS Switch has been reset. Internal calls work successfully.
- Added a safety waiting period on startup from the database, for registrations and subscriptions, to avoid overloading the SPS with large numbers of users.
- Added support for Lync CU7 which fixes an old UCMA bug that disconnects SPS calls after 30 minutes.
- A MobilityPLUS bug that had a double IM message on conversation start has now been fixed.
- A MobilityPLUS bug where presence mechanism of users displays "Inactive" and "Away" (instead of being always Available, has now been fixed.

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## 4 Known Limitations

This version includes the following known constraints:

- SPS does not manage Call Admission Control (CAC).
- There is a 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

## SIP Phone Support