

Nokia Call Connect 2.0 for Cisco

NOKIA
Connecting People

Data Sheet

What if a single device could serve both as a desktop phone and a mobile phone? As optimistic as this sounds, it's now a reality. Because Nokia and Cisco have come together to change all the rules of corporate communications. Working in partnership, Nokia and Cisco now offer a unified and comprehensive mobile solution – a solution so complete it includes dual-mode business devices, secure enterprise connectivity, unified wireless and wired networking.

This means you can now have one phone that delivers a range of solutions. And that's precisely what Nokia Call Connect does. It integrates Nokia Eseries devices into existing corporate voice and IP infrastructures, for example IP or PBX. Consequently, IT managers no longer have the headache of maintaining overlapping fixed and mobile voice infrastructures. As for the end user, it dispenses with the need for multiple devices, multiple phone numbers and multiple voice services. Nokia Call Connect quickly, conveniently and affordably brings all this together.



The increased integration of mobile phones into your network and back-office applications will help with better management of both your capital expenditure and operational costs. It can also put you in a position to take advantage of the next generation of voice applications. When you extend your Cisco Unified Communications functionality to Nokia Eseries devices, it means you can significantly increase device functionality and employee productivity, while driving down mobile phone costs. That's because dual-mode Nokia Eseries devices are capable of both cellular and very low-cost IP communications via a Cisco Unified WLAN network. What's more, you also

have access to advanced phone features and functionality provided by Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.

These are the opportunities for time and cost savings, as well as customer service improvements:

- Users now only need a single device. With Nokia Call Connect for Cisco, the mobile phone becomes a mobile desk phone. This enables users to have the freedom of a mobile phone with the advanced features that are traditionally only available on high-end desk phones. These features include abbreviated extension dialing, call transfer, hold, conference calling, call park and many more.
- Automatic routing of business calls to Nokia Eseries devices. This reduces the number of missed calls and helps customers to reach your staff faster and more easily. What's more, employees can route cellular calls to their business voice mail when this feature is supported by the operator.
- The ability for users to seamlessly continue an active call while moving from corporate WLAN to cellular coverage. This will help reduce the number of missed calls and improve productivity.
- It allows employees to use private WLAN networks instead of cellular networks in a variety of locations including the head office, a satellite office, at home or via a mobile VPN. Consequently, you could reduce mobile service fees and improve control over telecommunications costs.
- When registered with the Cisco Unified Communications Manager over the WLAN, you could benefit from least cost routing that supports free internal calls when onsite, calling abroad and is without roaming fees.
- When the mobile network is unavailable or service is unreliable, routing telephone services through the WLAN improves in-building coverage and availability.
- The ability to comply with applicable regulations, by leveraging the corporate voice infrastructure for the recording of calls on a mobile device.
- Cisco XML applications (which are familiar from Cisco desk phones) are now accessible from Nokia mobile phones and provide a broad range of productivity enhancements to Nokia Call Connect. These enhancements include corporate directory access, information services and industry vertical applications.
- Interoperability with Cisco Unified Mobile Communicator extends Nokia Call Connect features with corporate directory, presence and visual voice mail.

Nokia Eseries devices

- **Business productivity components:** WLAN connectivity, voice dialing and commands, handsfree speakerphone, contacts and calendar with PC synchronisation, mobile messaging and large memory capacity.
- **Security:** compatibility with a range of security solutions and easy deployment of security policies – for controlled access to corporate applications and only by trusted Nokia devices and secure data connections.
- **Software:** support for Java™ and Symbian applications, as well as third party push email applications, which enables customisation to meet specific business needs.

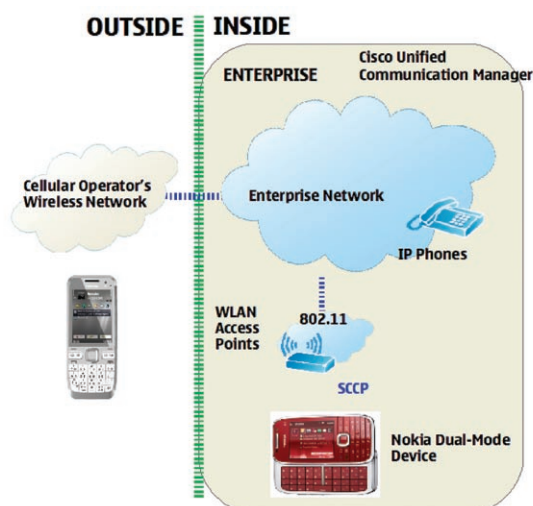


Nokia S60 Platforms

Features		3	3.1	3.2
Short number dialing	A user can initiate internal calls using short extension numbers.	✓	✓	✓
Emergency call, E911	Emergency calls are primarily routed through the cellular network. However, when coverage is not available, Nokia Call Connect will try the call through WLAN and IP PBX.	✓	✓	✓
Making a personal call	Even if a user is registered to the Cisco Unified Communications System, they can make a personal call by selecting 'voice call' from the call menu. The destination party will then see the mobile phone number instead of the business number.	✓	✓	✓
Do-not-disturb	A user can activate the do-not-disturb feature when they prefer not to receive business calls. When active, the business call will appear normally on the call log, rather than alert.	✓	✓	✓
In-call features		3	3.1	3.2
Hold and resume	During an active business call, a user can put the call on hold. The other party will be put on hold until the user resumes the call.	✓	✓	✓
Consultation Call	During an active business call, a user can initiate a second business call to another person. The first call will be put on hold and the party will hear music until their call is resumed.	✓	✓	✓
Call voice mail	A user can call their voice mail box using the shortcut button. This solution will then confirm that the user wants to be connected with their cellular business voice mail.	✓	✓	✓
Message waiting notification	After successfully registering to Cisco Unified Communications System, a user will receive a voice mail system notification when there are new messages in their inbox. The notification will appear on the mobile device as an SMS.	✓	✓	✓
On-line Services	While using the corporate WLAN coverage, a user can access the corporate intranet services with the mobile browser. The services may include corporate phonebook, call log, user settings or other features depending on their availability in the corporate network.	✓	✓	✓
Cisco XML application support	With Nokia Call Connect, the user can access and employ Cisco XML applications such as corporate directory access, information services and industry vertical applications.	✓	✓	✓
Licence management	During the first installation, the user must enter a valid licence key in order to start using the service.	✓	✓	✓
Remote access and security		3	3.1	3.2
Support to Cisco Extended Office access points	Nokia Call Connect can be used in combination with Cisco Extended Office WLAN access points. This enables connectivity to the corporate network from a remote location, such as a home office or small branch office.	✓	✓	✓
Compatibility with VPN	To enable remote connection or to add additional security, Nokia Call Connect can be used together with Nokia VPN client and predefined SSID.	✓	✓	✓
Provisioning and configuration		3	3.1	3.2
OMA provisioning and configuration	Nokia Call Connect and Nokia Eseries devices are OMA DM compliant, which enables the use of advanced device management servers to be used for over-the-air provisioning.	✓	✓	✓
WLAN settings	WLAN settings cover configuration settings related to the WLAN connection and authentication. In order to register automatically to the Cisco Unified Communications System, a user has to allow the mobile device to scan available WLANs.	✓	✓	✓
SCCP profile settings	SCCP profiles include settings for Cisco Unified Communications Manager and Unified Communications Manager Express. Available settings are profile name, access point, TFTP server, own number and registration.	✓	✓	✓
Support for TFTP	Nokia Intellisync Call Connect can use trivial file transfer protocol (TFTP) to retrieve configuration files.	✓	✓	✓
Default call type	Default call type enables a user to select a preference for either business calls (VoIP) or personal calls (cellular).	✓	✓	✓
Call divert	Call divert is also known as call forwarding. When call divert is activated, all inbound calls will be diverted to the user-specified number. A user can activate and cancel the call divert function using Nokia Intellisync Call Connect.	✓	✓	✓
Swap	While having two calls, one active and one on hold, a user can swap between the two. The one call on hold will become active while the other is put on hold.	✓	✓	✓
Attended transfer	When having two calls, one active and one on hold, a user can transfer the active call to a third party. The original user will become disconnected from all calls, while the two remaining parties continue the call.	✓	✓	✓
Unattended transfer	During an active business call, a user can directly transfer that call to a third party.	✓	✓	✓
Multi-party conference call	When having two calls, one active and one on hold, a user can activate a three-party conference call. The maximum number of the participants on a multi-party conference call is five (1+4).	✓	✓	✓
Switch to cellular	When having an active call while leaving the corporate WLAN coverage, the user can continue the call on a cellular network by activating this feature and answering on the next incoming call (supported in Nokia E51).	✓	✓	✓

Provisioning and configuration (continued)		3	3.1	3.2
Automated seamless WLAN-GSM-WLAN handover	When a user has an active call in the corporate network and then moves outside the WLAN coverage, the call will be automatically and seamlessly transferred to the cellular network. If the user moves back to the corporate WLAN coverage, the call will transfer back to the WLAN.			✓
Support for shared line	If a user has a shared line configuration between his/her mobile phone and deskphone, they can put the mobile call on hold and take the call on their desk phone.	✓	✓	✓
Call park	Call park enables users to put an active call on hold, then pick it up from another end point. When a user parks an active call, a park number will appear on the user interface.	✓	✓	✓
Call un-park	A parked call can be un-parked by dialing the park number. The user will then be connected with the parked call.	✓	✓	✓
Call pick up	If a user is part of a call group and shares the same extension number with multiple persons, they can pick up calls from the group call extension using call pick up.	✓	✓	✓
Group call pick up	If a user is part of multiple call groups, they can pick up a call from another group using group call pick up feature.	✓	✓	✓
DTMF	During an active call, a user can interact with voice mail systems and interactive voice response systems (IVR) by sending DTMF tones.	✓	✓	✓
Supported backends and WLAN compatibility		3	3.1	3.2
	Cisco Unified Call Manager 4.x Cisco Unified Call Manager Express 4.1 Cisco Unified Communications, 500 Series	✓	✓	
	Cisco Unified Call Manager 5.x, 6.x, 7.x		✓	✓
Basic WLAN compatibility	Nokia Eseries supports the following key management types: WEP 64bit, EAP-SIM, 802.1X with dynamic WEP, WPA-PSK, WPA2-PSK, WPA-Enterprise, WPA2-Enterprise, CCKM (with TKIP cipher) – recommended for fast roaming, supported only with 802.1x The following EAP types are supported: EAP-TLS, EAP-PEAP, EAP-LEAP, EAP-TTLS, EAP-SIM, EAP-AKA, EAP-MSCHAPv2, EAP-GTC, MSCHAPv2 The following encryption methods are supported: WEP 64bit, WEP 128bit, TKIP, AES	✓		
Extended WLAN compatibility	Opportunistic/Proactive Key Caching			✓
CCX3	CCX3 supported in Nokia E51, Nokia E90		✓	
CCX4	CCX3 supported in Nokia E63, Nokia E66, Nokia E71, Nokia E72, Nokia E75, Nokia E52, Nokia E55			✓
Voice mail and data services		3	3.1	3.2
One voice mail	Nokia Call Connect enables a user to configure business voice mail on their mobile device. Business voice mail can also be configured to allow for only one voice mail box.	✓	✓	✓

System architecture



System requirements

- Large companies: Cisco Unified Communications Manager
- Mid-size companies with less than 240 extensions: Cisco Unified Communications Manager Express
- Small companies: Cisco Unified Communications 500 Series for Small Business

Supported Nokia devices

- Based on Nokia S60 3.0 platform: Nokia E60, Nokia E61, Nokia E61i, Nokia E65
- Based on Nokia S60 3.1 platform: Nokia E51, Nokia E63, Nokia E66, Nokia E71, Nokia E90
- Based on Nokia S60 3.2.3 platform: Nokia E72, Nokia E75, Nokia E52, Nokia E55

