

Technical Bulletin CS-17-04

Q3-2017 DECT Release: Microsoft Skype for Business and Cisco CUCM/HCS Integration Enhancements

This technical bulletin reviews the new integration enhancements for Microsoft Skype for Business, Cisco CUCM/HSC and key general enhancements available in the Q3 2017 release for Spectralink DECT portfolio.

System Affected

All DECT Servers, IP-DECT servers and handsets. Please review separate and detailed release notes available via support site for product specific information.

Microsoft Skype for Business Enhancements

Skype for Business PIN authentication support

In addition to trusted server and username+password authentication, the IP-DECT server can now utilize phone number+PIN for authenticating users in a Lync / Skype for Business environment when enabled on the front-end servers, with the CertProvUrl vendor options provided by the DHCP server. PIN authentication allows companies to identify and provide specific user level functionality ideal for shift worker environments or when employees move across multiple sites/hot desking, – giving them the ability to pick any handset and make it their own at any given time.

Emergency call feature (E911) is now supported for Lync / Skype for Business

A call to a number configured as an emergency number in the Lync / Skype for Business configuration is now marked as a special high priority call. The call information sent to the Lync / Skype for Business server now includes the location of the currently connected base station, if the base station IP-address/subnet is added to the Lync / Skype for Business Location Information Service database. This feature is only available when TLS-DSK authentication is

used, and is thus not available when trusted server authentication is used. This feature requires handset firmware PCS17H or newer.

A new user administration mode has been added as an alternative to the trusted server on Lync / Skype for Business installations

In this mode users are not entered into the IP-DECT web GUI, but are created by a sign-in procedure via the DECT handsets. This relieves the IP-DECT server administrator of the need to set-up the trusted server configuration and keep the IP-DECT server user database synchronized to the Active Directory. To utilize this feature, both "Handset Sharing" and "Handset Login" should be enabled in the Configuration->Wireless server menu (the handset sharing license is now included in the Lync / Skype for Business License). Users can then initiate sign-in or sign-out through MSF function 9, available from either the handset main menu or long-press 9 (if configured). This feature requires handset firmware PCS17H or newer.

Special ringtone and display indication

The DECT server and handset now uses a special ringtone and display indication when receiving an incoming call on a Lync / Skype for Business private line. This feature requires handset firmware PCS17H or newer.

Support for SIP dialog recovery on Lync / Skype for Business

Support for SIP dialog recovery on Lync / Skype for Business has been added, allowing active calls to continue via an alternative server, in case the server where the call originated is down – adding resiliency and redundancy.

Hidden PIN code feature

Hidden PIN code feature is now supported, displaying stars instead of showing the actual digits. This provides added security when logging on Lync / Skype for Business.

Full support for IPv6 deployments

The IPDECT server now fully supports IPv6 in a Lync / Skype for Business environment, both for SIP traffic and RTP media traffic.

Cisco CUCM / HCS Integration Enhancements

CUCM device name (SEP-ID)

CUCM device name (SEP-ID) used to identify end-points for both Cisco CUCM and HCS deployments can now be edited for users via Provisioning, CSV file import and Web GUI. If a CUCM device name is not edited it will be automatically generated by the DECT server as in previous versions. However, if CUCM device names are edited, the editor has a responsibility to keep the value unique. In addition, CUCM device names are included in user information when exporting user XML and CSV files. This requires a Cisco Unified CM license. The key benefit is that when BCOM provisioning systems such as VoSS, CUCDM and others are used – the provisioning systems can populate and provision the DECT servers – without anyone manually having to export the file from the DECT server first – improving provisioning automation.

Supports entering Forced Authorization Codes (FAC)

When making calls through a Cisco Unified Communications Manager, the IP-DECT server and handsets now support entering Forced Authorization Codes (FAC) – often used to authenticate & allow users to make certain calls (e.g. a manager with a FAC code could pick a handset and make a long distance call) and Client Matter Codes (CMC). CMC is used by companies such as lawyers, attorneys, financial institutions etc. for identifying their customers & clients and to be able to generate invoices accordingly. This feature requires handset firmware PCS17H or newer.

Encryption of SIP traffic and RTP (media) voice traffic

On Cisco Unified Communications Manager or Cisco HCS platform encryption of SIP traffic and RTP (media) voice traffic is now supported with the TLS and SRTP protocols. Enabling TLS encryption requires installing a host certificate that is signed by a CA certificate installed on the CUCM/HCS.

Hidden PIN code feature

Hidden PIN code feature is now supported, displaying stars instead of showing the actual digits. This provides added security when logging on CUCM FAC.

General DECT Solution Enhancements

Support for new and improved LDAP/AD based company/centralized phonebook GUI operation is available via DECT handset

This provides DECT handset users with seamless search possibilities and browsing of their centralized phonebook contacts. Pressing the top of the “navigation-key” is used to access the central corporate directory. To preserve backwards compatibility, old interface to company/centralized phonebook is still available. The old centralized phonebook is unchanged and available under "menu > external services". The local phonebook is also unchanged and found in "Menu > Phonebook". This feature is available on ALL Spectralink DECT handsets except the Butterfly series handsets and requires firmware PCS17J or newer.

Security Enhancements for IP DECT Servers

These security enhancements are designed to improve the security around access to our Spectralink IP DECT servers with the goal of providing a higher level of industry standard security and are designed to meet stringent security requirements by modern IT security teams in enterprises large and small. Eventually – these enhancements are designed to provide peace of mind to our end customers – letting them know that the IP DECT servers would continue to work – protected behind a higher layer of security. See Technical Bulletin [CS-17-05](#) for details.

Handset audio quality enhancements

The sound quality has been improved to be more natural. The low frequencies have been emphasized and the high frequencies are less dominating. Due to the decrease in the high frequency area, this change may sometimes give the user a perception of lower volume level if used in environments with high level of low frequency background noise. Additionally - menu setting has been added to adjust microphone gain (Menu→Settings→Advanced). Previously this gain could only be adjusted using the Handset Management Tool. The gain can be set to 0dB (default), -2dB, -4dB, -6dB.

Handset Operations & GUI Enhancements

Multiple service commands (i.e. options available via *999xx*) have been moved into the handset menu to make it easy for users to access the features without having to remember complicated menu option numbers. It should be noted that the moved service commands can no longer be accessed by dialling *999xx*.

For details on these and ALL other enhancements and corrections – please ensure that you also read and review the relevant product release notes available via Spectralink’s support site.

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The *Product Warranty and Software License and Warranty* and other support documents are available at <http://support.spectralink.com>.

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