

Release Notes
For
Sennheiser Plugin for Cisco Jabber on Mac

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1 Testing Environment

This section describes the Testing Scope and software and hardware setup required in the host system to test HeadSetup:

- Headsets:
 1. Presence UC with BTD-800
 2. MB Pro 1 & 2 UC with BTD-800
 3. DWO
 4. D10
 5. DUPLEX
 6. Century SC 630/660 USB CTRL
 7. Circle SC230/260 USB CTRL
 8. Culture SC30/60 USB CTRL
 9. SD
 10. UUSB8_MICRONAS PID=0x0008
 11. UUSB8_ST PID=0x0021
 12. UUSB8_M2 PID=0x003A
 13. UUSB8 UC Controller
 14. Circle SC230/260 USB CTRL II/MS
 15. UUSB8-ED CC 01/ UUSB8-ED CC 01 for MS
 16. Culture Plus SC40/70 USB CTRL/MS
 17. USB-ED 01
 18. MB 660/MB 660 MS with BTD-800
 19. SC45/75 USB CTRL / SC45/75 USB MS

- Operating System:
 1. Mac OS X 10.10.5 (Yosemite)
 2. Mac OS X 10.11 (El Capitan) (Machine restart is required after CJPLI installation to see the correct file version)
 3. Mac OS 10.12 (Sierra)
 4. Cisco Jabber Client, v11.8

Pre-requisites:

1. Cisco Jabber Application should be executed without Plugin.

2 Updates In This Release

This build is given to verify IPA-6692
Conference calling is handled in the plugin. (i.e. calls having Conference flag =1 in its received call object information)

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Updates in previous build:

Below are the changes in the base build copy used i.e. changes in the released production build 'Sennheiser_SDK_7.5.9600_With_JabberPlugin_3.1.7704' :-

1. Please find updates in JIRA regarding resolved defects.
2. If the connected device is found to have Dual softphone support, then SoftphoneSDK application will work using Vendor specific usage pages. The call control functionality will work with Microsoft Lync or Skype for Business running on the machine without any interference from them.
Please note that off hook and redial event (if applicable) for outgoing calls will always work for the Vendor softphones. User cannot make a call on Skype for Business or Microsoft Lync using redial MMI from HS. Similarly user cannot get Skype for Business or Microsoft Lync in foreground using off hook MMI from HS when in idle state.
3. If the connected device does not have Dual softphone support, then the call control will work using standard Telephony usage pages. The call control functionality will be same as previous versions of SecomSDK.

3 Open issues and third party limitations

This section describes the open issues and third party limitations in Cisco Jabber Plugin release. The open issues in this release require fixes in Secom's other applications (SFSDK, Headsetup and Headset Firmware).

These issues will be tackled in subsequent releases.

Open Issue(s):

Sr. No.	Defect Description	Analysis
1	<p>Cisco Jabber does not handle the first call after reconnecting to the network.</p> <ol style="list-style-type: none"> 1. Disconnect network when call is active. 2. Wait for calls to get end. 3. Connect the network back and let Cisco Jabber regain its status. 4. Make an incoming or outgoing call. 5. After accepting the call, call control through headset is not possible. 	<p>Cisco Jabber APIs returns failure (-1).</p> <p>From second call Cisco Jabber responds normally.</p> <p>Also re-login to Cisco Jabber SF works fine.</p>
2	<p>Cannot reject a call using Duplex device.</p> <p>When we press Reject MMI event on the Duplex device, it sends Telephony Usage 1 and 7.</p> <p>The device must send Telephony Usage 38 which is for TELE_DROP event.</p>	<p>Usage TELE_DROP not received when reject MMI is pressed on the device.</p>
3	<p>End Active Resume Held (from device) when Video Streaming ON.</p> <ol style="list-style-type: none"> 1. Accept 1st Incoming call by device or SP. 2. Accept 2nd Incoming call and hold the active call using device or SP 3. End the active call and resume held call using device. <p>This fails sometimes.</p>	<p>Cisco Jabber does not call the callback API "onOnHook()" on calling "endCall()" API, when Video Streaming is ON.</p>
4	<p>Auto accept issue</p> <ol style="list-style-type: none"> 1. There is an active call on Presence headset. 2. End the call from headset 3. Before getting "call ended" voice prompt, user receives an incoming call 4. Sometimes, the incoming call is accepted automatically. 	<p>The device sends an off-hook event after the call gets ended, which is not expected. Due to this the call is getting accepted automatically. Such scenario is rare.</p>
5	<p>DND Support related issues when DND status is set:</p> <p>Accepting a call when there are two incoming calls at the same time.</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. There is an incoming call 2. Redial from HS 	

Sr. No.	Defect Description	Analysis
	3. Remote user does not accept the outgoing call 4. User is accepting an incoming call using SP UI. Actual Result: Outgoing call gets ended. Expected Result: The outgoing call should not end.	

Third Party Limitation(s):

1. Reject call is not supported by Cisco Jabber SF version 9.6, 10.5, 10.6.0
2. Cisco Jabber API for reject call always fails (**TTP 381**) for version 9.6, 10.5, 10.6.0
3. Cisco Jabber does not send any call back when the user selects Do Not Disturb (DND) option from the softphone UI. Hence, when there is an incoming call and user changes the status from “Available” to “DND” then, headset remains in ringing state.
4. For Multiple Headset support of Sennheiser Cisco Jabber Plugin solution, the call control is not supported when two Sennheiser devices with same Product ID (PID) are connected to the target machine at the same time. For e.g. DWO class devices such as Sennheiser DECT, Sennheiser SD and Sennheiser D10 have the same PID though they are different products. Hence, two Sennheiser DECTs or one Sennheiser DECT and one Sennheiser SD or any such combinations cannot be used for call control.
5. In case of multiple headsets, active headset is selected by Cisco Jabber softphone. Therefore on connection/disconnection of a device, softphone will decide the active device. (This device is shown as selected in the softphone’s Audio options menu. Path: File->Options->Audio)
6. Current active device is Presence/ MB Pro & there is a call on hold. At that time user will not be able to accept incoming call or perform an off-hook using the Presence headset. This is because the Presence / MB Pro headset does not give any event in this case.
7. Presence is paired with its dongle (BT D2 or BT D 800) which is connected to the host machine. If the dongle is in active state (dark blue) then off-hook event given from the Presence headset does not work. The dongle goes in active state not only when there is active call going on but also when user goes to Audio settings tab on Cisco Jabber softphone UI and BT D2 or BT D 800 is selected as active device.
8. DWO class device (Dect / SD/ D 10) is connected to the host machine. Its base-station is in Audio link enabled mode (Blue light is present on the device’s base station) if user goes to Audio settings tab on Cisco Jabber softphone UI & selects this device as active device.
9. With Capricorn devices such as BT D2 or DUPLEX, user should give a space of 2 seconds between performing two consecutive events either from headset or softphone. The reason is these device takes time to get into the correct state.

10. When user dials non-reachable number, busy tone is heard on HS, however user can not end the call from HS. This is because of softphone doesn't trigger any call back for such call.
11. In Cisco Jabber V11.7.0 the softphone sends blank device ID with onActiveDeviceChanged () callback .Hence when user accepts call from HS ,HS becomes idle .
Also if active call is present and user makes outgoing call from SP then device becomes idle.

Design Limitations:

1. If Generic SDK v5.0 and below is already installed and user tries to install CJPLI, it will not install SenncomSDK on user's system because functionality has been added in Generic SDK v5.1 onwards.
2. GenSDK and GenSDK with integrated plugging of CJ both are independent installer. If both the installer is installed , no such requirement is present like to replace higher version application with lower version and vice versa.