BlackBerry Mobile Voice System

Version: 5.2

Release Notes

Contents

Functional changes

The following table lists the functional changes for BlackBerry Mobile Voice System 5.2.

Item	Description
Call forwarding	If the BlackBerry MVS administrator enables call forwarding, a BlackBerry MVS user can forward incoming BlackBerry MVS calls to an internal extension or an external phone. This feature is not available if your organization routes call through a SIP gateway.
Optional ANI Numbers Available for Identifying BlackBerry MVS Calls list	If you are configuring your organization's BlackBerry MVS for PBX-initiated calling, you can define optional ANI numbers. Some wireless networks that allow roaming might not support the additional calling party number field. You specify additional numbers in this list for PBX trunks that route calls to BlackBerry devices. The BlackBerry MVS Client uses a combination of the caller identification number and the numbers in the Optional ANI numbers list to identify BlackBerry MVS calls.
Roaming status and network name in CDR reports	When you generate a CDR report you can now see if users were roaming and the name of the network that they were on.
BlackBerry MVS Only Calling update	You can turn off MVS Only Calling for incoming or outgoing calls when a user is roaming or is not roaming.
Validation of caller identification for PBX-initiated calls	During normal call setup some wireless networks might alter the number in the calling party number field of the INVITE. If the BlackBerry MVS Client does not recognize the calling party number in a PBX-initiated call it will reject the call because it is expecting the calling party number to be the Caller Identification Number that you have set in the MVS Console. To avoid this, you can permit the BlackBerry MVS Client to ignore the entry in the calling party number field of the INVITE. When you do this, the BlackBerry MVS Client considers the call to be from the PBX and accepts the call. When this feature is enabled, users cannot move calls from Voice over Wi-Fi to Voice over Mobile or move calls from Voice over Mobile to Voice over Wi-Fi.
The device can fall back to use the no data coverage number to make outgoing calls	If you select the "Device can use the no data coverage number to make calls when the network is experiencing congestion" option, you must also type a phone number in the No Data Coverage Number field on the BlackBerry MVS Server page in the MVS Console. When the PBX takes too long to initiate an outgoing call, the BlackBerry device will use the no data coverage number to initiate the call. This option is enabled by default, however your organization might not need to use it for several reasons: • Your organization's data calls set up successfully • You do not want to disable No Data Calling across the entire product suite • BlackBerry device-initiated calling charges are not acceptable • You do not want your organization's users to fallback to a no data call

Item	Description
Support for Cisco Unified Communications Manager 8.6.2	BlackBerry MVS supports routing calls through the Cisco Unified Communications Manager 8.6.2.
Support for BlackBerry 7.1	BlackBerry MVS now supports BlackBerry 7.1 for the following smartphones: • BlackBerry Curve 9350 • BlackBerry Curve 9360 • BlackBerry Curve 9380 • BlackBerry Torch 9810 • BlackBerry Torch 9850 • BlackBerry Torch 9860 • BlackBerry Bold 9790 • BlackBerry Bold 9900 • BlackBerry Bold 9930 • Porsche Design P'9981

Using the Cisco Options Package (COP) file   2

The BlackBerry Mobile Voice System COP file is a phone definition file from Cisco that provides native support for BlackBerry MVS devices in the Cisco Unified Communications Manager environment. The BlackBerry MVS is only supported when the BlackBerry MVS COP file is installed.

Installing the COP file requires a restart of all of the nodes in the cluster. Make sure that you schedule any Cisco Unified Communications Manager changes during a maintenance window.

The following COP files are available for new installs and upgrades:

- cmterm-rim_409_8.6v1-sip.cop.sgn, which uses 6 DLUs, permits your organization's users to make both Voice over Wi-Fi and Voice over Mobile calls.
- cmterm-rim_410_8.6v1-sip.cop.sgn, which uses 3 DLUs, permits your organization's users to make Voice over Mobile calls only.

To download the COP files, visit the Software Download for BlackBerry Mobile Voice System page.

If you have already configured your organization's users for Voice over Mobile calling only and do not want them to use Voice over Wi-Fi calling, you do not have to upgrade the COP file. Users that use a 3 DLU COP file will register successfully with the PBX and the Voice over Wi-Fi options will not be available to them.

If you have already configured your organization's users for Voice over Mobile calling and you want your users to use Voice over Wi-Fi calling, you must perform the following tasks:

- On the Cisco Unified Communications Manager you must install the new cmterm-rim_409_8.6v1-sip.cop.sgn COP file
- On the Cisco Unified Communications Manager you must remove the BlackBerry MVS Client instances that are using the old COP file and add the instances back using the new COP file
- On the BlackBerry MVS you must configure your organization's users for Voice over Wi-Fi calling

Install the COP file for the BlackBerry MVS

1. Upload the digitally-signed BlackBerry Mobile Voice System COP file to an SFTP server.
2. In the Cisco Unified Communications Manager UI, in the **Navigation** drop-down list , click **Cisco Unified OS Administration**.
3. Click **GO**.
4. Log in using the OS or Platform administration account.
5. Click **Software Upgrades > Install/Upgrade**.
6. In the **Source** list, select **Remote Filesystem**.
7. In the **Directory** field, enter the path to the directory on the SFTP server where you uploaded the BlackBerry MVS COP file.
8. In the **Server** field, enter the IP address or host name of the SFTP server.
9. In the **User Name** field, enter the user name for the SFTP sever.

10. In the **User Password** field, enter the password for the SFTP server.

11. In the **Transfer Protocol** list, select **SFTP**.

12. Click **Next**.

13. In the **Options/Upgrades** list, select the digitally-signed BlackBerry MVS COP file.

14. Click **Next**.

15. Verify the MD5 hash value for the digitally-signed BlackBerry MVS COP file against the Cisco website.

16. Click **Next**.

17. When the BlackBerry MVS COP file installation is finished, restart all Cisco Unified Communications Manager nodes in the cluster, starting with the Publisher server.

Upgrade existing BlackBerry MVS users to use a new COP file

You do not have to perform this procedure if you are installing the BlackBerry Mobile Voice System for the first time.

1. Log in to the Cisco Unified Communications Manager Administration webpage.

2. Navigate to **Bulk Administration > Phones > Export Phones > All Details**.

3. In the **Select the Device Type** field, select **BlackBerry MVS Client**.

4. In the **File Name** field type a name for the file.

5. Click the **Run Immediately** option.

6. Click **Submit**.

7. After the export completes, navigate to **Bulk Administration > Upload/Download files** and download the file.

8. Save the file with a .csv file name extension.

9. Navigate to **Bulk Administration > Phones > Phone Template**.

10. Create a template for the new **BlackBerry MVS Client with Voice over Wi-Fi** device type.

11. In the new template, complete the following fields:
    • Template Name
    • Description
    • Device Pool
    • Phone Button Template
    • Device Security Profile
    • SIP Profile
    • Required DTMF Reception

12. Click **Save**.

13. Click **Add a new DN**.

14. In the Line 1 area, complete the following fields:
    • Line Template Name

- • Set the Maximum Number of Calls field to 4.
- • Set the Busy Trigger field to 3.

15. Click **Save**.

16. Open the .csv file that you created in step 8 and delete all BlackBerry MVS users who will not use Voice over Wi-Fi.

    Make sure that you keep the following columns in the file:
    - • Device Name
    - • Description
    - • Device Pool
    - • CSS
    - • Location
    - • Network Locale
    - • Media Resource Group List
    - • Device User Locale
    - • Common Phone Profile
    - • Directory Number 1
    - • Partition 1
    - • Line CSS 1
    - • Line Text Label 1
    - • External Phone Number Mask 1
    - • Line Description 1
    - • Alerting Name 1
    - • Alerting Name ASCII 1
    - • Display 1
    - • ASCII Display 1

17. Save the .csv file.

18. Create another .csv file and list all of the device names to be deleted in a single column.

19. Navigate to **Bulk Administration > Upload/Download files** and import the .csv file from step 18. Set the following parameters:
    - • Target = Phones
    - • Transaction Type = Delete Phones - Custom File

20. Click **Save**.

21. Navigate to **Bulk Administration > Phones > Delete Phones > Custom File**.

22. In the **Delete Phones where** field, select **Device Names** and in the **Custom File** field, select the .csv file that you uploaded in step 19.

23. Click the **Run Immediately** option.

24. Click **Submit**.

    Before continuing, wait until the BAT Job Scheduler indicates that the devices are deleted.

25. Navigate to **Bulk Administration > Upload/Download files** and import the .csv file that you saved in step 17. Set the following parameters:
    - Target = Phones
    - Transaction Type = Insert Phone - Specific Details

26. Click **Save**.

27. Navigate to **Bulk Administration > Phones > Insert Phones**.

28. In the **Insert Phones** section, click the **Insert Phones Specific Details** option, and select the file that you uploaded in step 25.

29. In the **Phone Template Name** drop-down list, click the template that you created in step 10.

30. Click **Run Immediately > Submit**.

Update BlackBerry MVS users in the MVS Console to use Voice over Wi-Fi calling

1. In the MVS Console, in the left pane, expand **Users**.

2. Click **Manage**.

3. Select the check box beside each user account that you want to change.

4. Click **Change MVS User Settings**.

5. Set the **Default network for BlackBerry MVS** calls option and the **When *<default network>* is unavailable, use *<secondary network>*** option appropriately for the users.

6. Click **Review Changes**.

7. Click **Save**.

Upgrading the BlackBerry MVS software `3`

You must upgrade the BlackBerry Mobile Voice System server software before you upgrade the BlackBerry MVS Client on the users' BlackBerry devices.

To upgrade the BlackBerry MVS software, you must perform the following tasks:

• Upgrade the BlackBerry MVS. During the upgrade you should perform a database backup. For more information about upgrading the software, see the *BlackBerry Mobile Voice System Installation Guide*.

• Change the connection for BlackBerry Enterprise Server components after upgrading, if necessary. If you have set a communication password (other than the default password) for the BlackBerry Enterprise Server components on your organization's BlackBerry Enterprise Server, you must use the same password to configure a connection from your organization's BlackBerry Enterprise Server to the BlackBerry MVS. You can use the MVS Console to change the communication password.
  Note: Any communication passwords that you set in previous versions of the BlackBerry MVS are not preserved during the upgrade process.

Upgrade from an earlier version of the BlackBerry MVS software

You can use the upgrader.exe file to upgrade from an earlier build of the BlackBerry Mobile Voice System 5.2 software. If you are upgrading from a version of the BlackBerry MVS software earlier than 5.2 you must use the installer.exe file.

Your organization's BlackBerry MVS will not be able to make or take BlackBerry MVS calls until the upgrade process is complete.

1. On the computer where you want to upgrade the BlackBerry MVS software, log in using the Windows domain user account (for example MVSAdmin) that was used to install the BlackBerry MVS software.
2. In the folder where the BlackBerry MVS installation files are located, double-click the **upgrader.exe** file.
3. On the **License Agreement** screen, read the license agreement. If you agree with the license agreement, select the **I agree to the terms in the license agreement** option. Click **Next**.
4. On the **Setup Type** screen, the components that the BlackBerry MVS setup application upgrades are displayed.
   • **MVS BlackBerry Enterprise Server Connector**: The MVS BlackBerry Enterprise Server Connector communicates with the BlackBerry Dispatcher on behalf of all BlackBerry MVS services and ensures that messages are routed to the correct BlackBerry Enterprise Server.
   • **MVS Console**: The MVS Console connects to the BlackBerry Configuration Database to store and retrieve information.
   • **MVS Session Manager**: The MVS Session Manager communicates with the MVS BlackBerry Enterprise Server Connector to send and receive MVS BlackBerry Enterprise Server Connector requests to and from devices. To enable high availability or to increase user capacity, you can install multiple MVS Session Manager instances.

- **MVS Data Manager**: The MVS Data Manager communicates with the BlackBerry Configuration Database to store and retrieve data for all BlackBerry MVS services except the MVS Console.
- **MVS Witness Server**: In a high availability BlackBerry MVS installation, the MVS Witness Server relays BlackBerry MVS component health information between MVS Session Manager pairs or MVS BlackBerry Enterprise Server Connector pairs.

5. Click **Next**.
6. On the **Pre-Install Check List** screen, review the system information. Click **Next**.
7. On the **Database Upgrade** screen, consider the following information:
   - In the **Microsoft SQL Server name/IP address**, **Database name**, and **Port number** fields, verify the information about the BlackBerry Configuration Database. The database that you provide the information for must be the current primary database.
   - To create a Microsoft SQL Server backup of the existing BlackBerry Configuration Database, select the **Back up the existing BlackBerry Configuration Database before upgrading its values** option. In the **Backup file name** field, type a name for the backup file.
   - In the **Authentication method** section, perform one of the following actions:
     - To connect to the BlackBerry Configuration Database using Windows authentication, click **Windows (Trusted)**.
     - To connect to the BlackBerry Configuration Database using Microsoft SQL Server authentication, click **Microsoft SQL Server authentication**. Type the appropriate user name and password.
   - If your organization uses database mirroring, select the **Use Microsoft SQL Server database mirroring** check box and type the name or IP address of the mirror database. Make sure that the mirror database is available.
8. Click **Next**.

   When prompted to close the **Services** screen or **Computer Management** screen, click **OK**.
9. When prompted to add BlackBerry MVS tables to the BlackBerry Configuration Database, click **Yes**.

   The BlackBerry MVS setup application adds tables to the BlackBerry Configuration Database to store BlackBerry MVS information. The tables do not impact the BlackBerry Enterprise Server data in the BlackBerry Configuration Database.
10. On the **Installation Info** screen, type the password that you used in step 1. Click **Next**.
11. On the **Installation Summary** screen, verify the logging information and destination information. Click **Next.**
12. On the **Install** screen, after the installation process completes, click **Continue**.
13. On the **Connectivity** screen, perform the following actions:
    - In the **BlackBerry MVS Host Instance Name** field, type the name of the computer that you are installing the BlackBerry MVS software on.
      Note: The name that you type in the **BlackBerry MVS Host Instance Name** field must match the name that you type in the Instance Name field when you configure the BlackBerry MVS Server. After you complete the installation of the BlackBerry MVS software, a configuration wizard will help you configure the BlackBerry MVS Server.
    - In the **MVS Data Manager Hostname or IP address** field, type the IP address or host name of the computer that you are installing the BlackBerry MVS software on.

- In the **MVS Data Manager TCP Port** field, type the port number that the MVS Data Manager listens on for messages from the MVS Session Manager. The default port number is 17631.
- In the **Java Management Extensions TCP Port** field, type a port number that the MVS Session Manager uses for internal communication. The default port number is 17602.
- In the **Java Remote Method Invocation TCP Port** field, type a port number that the MVS Session Manager uses for internal communication. The default port number is 17601.

14. Click **Next**.
15. On the **Installation Complete** screen, click **Start Service**.
16. After the BlackBerry MVS components have started, click **Finish**.

Configure a communication password   4

The BlackBerry Enterprise Server encrypts data traffic between multiple BlackBerry Enterprise Server components using a communication password.

If your organization uses the default communication password, you do not need to configure a communication password between the BlackBerry MVS and the BlackBerry Enterprise Server.

If the communication password is not the default password, use the communication password set for your organization's BlackBerry Enterprise Server. You must set the password when you configure the BlackBerry MVS. The administrator of your organization's BlackBerry Enterprise Server can provide you with the communication password.

1. In the MVS Console, in the left pane, expand **MVS Topology**.
2. Click **Server view**.
3. Click the BlackBerry MVS Server that you want to change the communication password for.
4. Select the **Change the communication password that the BlackBerry MVS uses** option beside the BlackBerry Enterprise Server that you want to change the password for.
5. Type and confirm a password.
6. Click **Save**.
7. When prompted to change the communication password, click **OK**.

Fixed issues   5

BlackBerry MVS Server

This section lists the issues that were fixed for the BlackBerry MVS Server.

Item	Description
DT3528538	If an administrator created a class of service and selected the **Restrict calls to use only the BlackBerry MVS Line** and any of the options that turn off MVS Only calling, when the administrator assigned the class of service to a user, the options did not remain selected.
DT3225985	In the MVS Console you could not load a Call Detail Record report.
DT2505926	When the BlackBerry Mobile Voice System was configured for high availability, and the administrator typed the same number in the No Data Coverage field of both instances of the MVS Session Manager, an error message displayed that stated that the IP address was incorrect.
DT2363803	If an administrator enabled MVS Only calling on the Class of Service tab in the Edit user page, the **After placing an Emergency Call, allow incoming calls for a duration of (in minutes)** field did not display.
DT2103685	If an administrator configured a user with the following options: • In the Cisco Unified Communications Manager, installed the 6 DLU COP file • In the user's Cisco Unified Communications Manager account, set the **Phone** type to **BlackBerry MVS Client with Voice over Wi-Fi** • In the MVS Console, set the **Default network for MVS calls** option to **Wi-Fi** • In the MVS Console, enabled MVS Only calling If the user was configured with one of the options for "Default network for MVS calls", when the administrator changed the option to "Mobile" or "Mobile Only", the change was not made on the user's device.

BlackBerry MVS Client

This section lists the issues that were fixed for the BlackBerry MVS Client.

Item	Description
DT3907903	In this scenario in a user's class of service, the **Device can use the no data coverage number to make calls when the network is experiencing congestion** option was enabled and the **Restrict calls to use only the BlackBerry MVS Line** option was disabled. When the user made a call and then turned on the speakerphone, if the call fell back to use the no data coverage number, the speakerphone turned off.

Item	Description
DT3844679	In this scenario in the user's class of service, the **Device can use the no data coverage number to make calls when the network is experiencing congestion** option was enabled and the **Restrict calls to use only the BlackBerry MVS Line** option was disabled.
	When the user pressed Join Now to join a conference call and the device fell back to use the no data coverage number, the device connected to the conference call but it did not dial the access code.
DT3673783	When calls were being routed through a SIP gateway, if a user A called user B and user A transferred the call to an external user, after user A pressed "Complete transfer" the transfer did not complete and there was no audio. User A could not cancel the transfer.
	Also. when calls were being routed through a SIP gateway, if user A was in a call with user B and user A moved the call to a one-time number that was an external number, user A's device displayed Moving Call, and the call connected but there was no audio.
DT3585703	In this scenario:
	• the user's **Default line for outgoing calls** option was set to **Last selected** • the user's **When my MVS line is unavailable, use my Mobile line** option was set to **Always** or **Ask me** • the user had just made a BlackBerry MVS call • the user moved into an area with no data coverage
	When a user made an outbound call, if the user's **When my MVS line is unavailable, use my Mobile line** option was set to **Always**, the call was made using the mobile line. If the user's **When my MVS line is unavailable, use my Mobile line** option was set to **Ask me**, the user was prompted to make the call using the mobile line.
DT2987150	In this scenario the user was on a BlackBerry MVS system that was configured for No Data Calling.
	If a user made a call to an international number and the user included a plus sign (+) in front of the number, when the BlackBerry MVS Client sent the number to the BlackBerry MVS Server the BlackBerry MVS Client did not send the plus sign because a plus sign does not have an equivalent DTMF tone. When the BlackBerry MVS Server sent the call request to the PBX, the PBX returned a 404 Not Found error because it could not find a route pattern for the call.
DT1400847	If a user was using a smartphone that used BlackBerry 6 or BlackBerry 7, the **Hold** and **Add participant** options might not have been available on the smartphones.

Known issues

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The BlackBerry Mobile Voice System does not support BlackBerry devices that operate on iDEN networks.

Users must have BlackBerry Device Software 5.0 or later and must be associated with a Cisco Unified Communications Manager 7.1 or later PBX before they can add participants to an active call.

The call forwarding feature is not supported when your organization routes call through a SIP gateway.

The BlackBerry MVS is designed to support the G.729 codec on devices that use BlackBerry Device Software 5.0, BlackBerry Device Software 6.0, and BlackBerry 7.1, however testing is not complete. If your organization uses the G.729 codec on devices that use BlackBerry Device Software 5.0, BlackBerry Device Software 6.0, or BlackBerry 7.1, performance of BlackBerry MVS calls might not be optimal. If your organization's devices use BlackBerry 7.0 you must use the G.711 codec.

You might have to change the *Disable Wi-Fi Direct Access to BlackBerry Enterprise Server IT policy rule* so that your organization's devices can connect to the BlackBerry Enterprise Server using a Wi-Fi connection. If the policy is not set, your organization's users might not be able to make calls using a Wi-Fi network. The default value of this policy is a null value. The default value might vary depending on which mobile network provider a device is using. For more information about the policy reference, see the *BlackBerry Enterprise Server Policy Reference Guide*.

You cannot put a plus sign (+) in front of the extension number when you are configuring users in the MVS Console.

The BlackBerry MVS Server administrator can activate the MVSConfigToolNR.exe to enable a custom network restriction for BlackBerry MVS. Please be advised that if this custom network restriction is enabled, the ability of end users to make Wi-Fi calls will be restricted. If the custom network restriction is enabled, Wi-Fi calls will only be processed and accessible where cellular coverage (at a minimum, SOS) is available through an airtime service provider.

When a user is in an area with no data coverage, the caller ID for incoming calls will be "Unknown Number."

If your organization's log level is not set to INFO, you might experience occasional elevated CPU levels.

BlackBerry MVS Server

This section lists the known issues for the BlackBerry MVS Server component of the BlackBerry Mobile Voice System 5.2.

Item	Description
DT2865940	JRE error messages for the MVS Data Manager, MVS Witness Server, and MVS BlackBerry Enterprise Server Connector components display in the Windows Application Event Log whenever the components start up or restart.
	Impact: The extra error messages might cause confusion when troubleshooting issues.
	Workaround: None.

Item	Description
DT1100305	When the BlackBerry MVS is configured to route calls through a SIP gateway, when a user places another user on hold, the user on hold does not hear music on hold, if music on hold is configured. **Impact**: Users do not hear music on hold. **Workaround**: None.
DT1062165	When viewing a standard or custom report with the CDR Viewer, no results appear in the Original Called Party Number column. **Impact**: Call reports do not contain the Original Called Party Number value. **Workaround**: None.

BlackBerry MVS Client

This section lists the known issues for the BlackBerry MVS Client component of the BlackBerry Mobile Voice System 5.2.

Item	Description
DT3845257	When the user A is in a call with user B and user A receives a call from user C, user A's device displays an incorrect caller ID for user C if the call from user C is delivered without an active data connection. **Impact**: Users do not know who an incoming call is from. **Workaround**: None.
DT3556611	In this scenario the user: • is configured for no data calling but the No Data Coverage Number in the MVS Console is incorrect When the user makes a call using the Work (Mobile) line, an audio message plays, and then the call falls back to the mobile line and the call connects. **Impact**: Users hear an unexpected audio prompt that might make them hang up the call. **Workaround**: None.
DT3080740	When a user is using a BlackBerry Bold 9790 smartphone that is using BlackBerry 7.1 and makes a Voice over Mobile call, no ringback tone plays on the smartphone. **Impact**: Users do not hear ringback tones. **Workaround**: None.
DT2498673	If a user is using a GSM device, is configured for MVS Only calling, and has configured a phone number to forward calls to, the call forwarding icon does not display on the device.

Item	Description
	Impact: There is no visual indication that call forwarding is configured even though call forwarding is configured correctly.
	Workaround: Turn the device radios off and then turn them on again.
DT2405904	When a users make Voice over Mobile calls, they might hear a loud DTMF tone when the calls are being connected.
	Impact: Users hear unexpected tones.
	Workaround: None.
DT2384059	In this scenario:
	• user A is configured for MVS Only calling and is on a BlackBerry MVS system that is configured for No Data Calling
	• user B is configured for MVS Only calling
	If user A receives a call from user B, "Unknown Number" might display on the device of user A and then the call might disconnect.
	Impact: Calls disconnect.
	Workaround: User A can call user B.
DT2363944	If a user, who in an area with no data coverage, puts a call on hold, the user's device might display that the call is still connected. Or if the device correctly displays that the call is on hold, after the user resumes the call, the device might display that the call is still on hold.
	Impact: Incorrect information displays on the device.
	Workaround: None.
DT2004737	If user A, who is using a smartphone that operates on a CDMA network, and is in a call with user B, who is an external user, if user A puts user B on hold and calls user C, after user A does a call swap, the Add Participant option is disabled on the device.
	Impact: Users cannot add a participant to a call after performing a call swap.
	Workaround: User can press the Menu button and select Add Participant.
DT1941459	When user A, who is using a smartphone that operates on a CDMA network, is in an active call with user B and user A has user C on hold, the "Join" option is not available of the device of user A.
	Impact: Users cannot join a conference call.
	Workaround: The user can click the BlackBerry button and select the "Join Conference" option.
DT1820636	When user A is in a call with user B and user A is in an area with poor cellular coverage, if user A moves the call from Voice over Wi-Fi to Voice over Mobile, user B might get connected to the voice mail box of user A.

Item	Description
	Impact: Users lose calls.
	Workaround: The user can make the call again.
DT1425998	If a user uses Voice over Wi-Fi to make a call to a conference bridge, and then moves the call to Voice over Mobile, the user loses audio.
	Impact: Users lose audio.
	Workaround: Place the call on hold and then resume the call.
DT1276626	When calls are being routed through a SIP gateway, if user A is in a call with user B and user A transfers user B to user C, the extension numbers display on the smartphones of user B and user C but the names of the callers do not display.
	Impact: A user does not know who the incoming call is from.
	Workaround: None.
DT1207420	When user A is in a call with user B and user A transfers user B to user C, the caller ID that displays on the user C's smartphone is not updated until user C answers the call.
	Impact: Users do not know who a transferred call is from.
	Workaround: User C can check the desk phone for the caller ID.
DT1200186	If user A, who is using a BlackBerry Bold 9700, calls user B and user B does not answer and user B is not configured for voice mail, the smartphone of user A displays a "Call Failed" message instead of a "User not available" message.
	Impact: Users might think that a call failed when it did not.
	Workaround: None.
DT1175664	When user A, who is using Voice over Wi-Fi, is in a call with user B, and user A transfers the call to user C who is using a desk phone but user C does not answer, if user A leaves the area with Wi-Fi coverage, the automatic handoff to Voice over Mobile fails.
	Impact: The automatic handoff of calls fails.
	Workaround: Perform a manual handoff.
DT1174599	When user A is in a call with user B, who is using a smartphone that operates on a CDMA network, and user C calls user B, user B hears static when they answer the call.
	Impact: Users hear static when answering a second call.
	Workaround: Reconfigure the smartphone that operates on a CDMA network so that they do not negotiate G.729.
DT1121534	If user A is roaming and is configured for PBX-initiated calling, when user A calls user B and user B is busy, user A does not hear a busy signal.
	Impact: Users might not know that the called party is busy.
	Workaround: None.

Item	Description
DT859517	When a user makes a call using Voice over Mobile, the call connects but the user does not hear the beginning of the conversation. **Impact**: The user does not hear the first few seconds of a conversation. **Workaround**: None.

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