



CHAPTER 2

New and Changed Information

This chapter describes new and changed Cisco Unified TAPI Service Provider (TSP) information for Cisco Unified Communications Manager release 8.5(1) and features supported in the previous releases. This chapter contains the following sections:

- [Cisco Unified Communications Manager Release 8.5\(1\), page 2-1](#)
- [Features Supported in Previous Releases, page 2-2](#)

Refer to the programming guides Web site for prior Cisco TAPI Developer Guides at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html.

Cisco Unified Communications Manager Release 8.5(1)

This section describes new and changed features that are supported in Cisco Unified Communications Manager Release 8.5(1) and contains the following topics:

- **Agent Greeting**—Allows the application to play pre-recorded messages when calls are connected successfully. The agent and the customer can hear the agent greeting and the agent can remain on mute until the greeting ends or answer the call over the greeting. For more information, see [Agent Greeting, page 3-1](#).
- **Agent Zip Tone**—Allow the TAPI applications to play tone on active calls, that is, play a tone on an agent phone after the call is answered (active state) by an agent. For more information, see [Agent Zip Tone, page 3-2](#).
- **Early Offer**—Allows the SIP trunk to support early offer outbound calls without using Media Termination Points (MTP) when the media capabilities and media port information of the calling endpoint is available. For more information, see [Early Offer, page 3-13](#).
- **Extension Mobility Memory Optimization Option**—Supports Cisco Unified TSP to use the TAPI LINE_CREATE / LINE_REMOVE mechanism to dynamically create and remove line devices that result from EM login or logout in both TSP 8.0(3) and 8.5(1) clients. For more information, see [Extension Mobility Memory Optimization Option, page 3-21](#).
- **Native 64-bit TSP client**—Cisco provides a new native TSP 64-bit client to interoperate with 64-bit TAPI applications and Windows operating systems to offset a Microsoft limitation that is preventing 32-bit DLLs from interacting with the Windows Telephony Service. The native TSP 64-bit client is available in Unified CM 8.5(1) Service Update 1 and is expected in Q1CY2011.
- **Other-Device State Notification**—Using this feature, an application can assign devices that Cisco TSP should use to notify the application about non-opened device state changes. For more information, see [Other-Device State Notification, page 3-33](#).

- Unrestricted Cisco Unified Communications Manager—Encryption is permanently disabled in Unrestricted Unified CM, but signaling and media encryption are configurable for Cisco Unified Communications Manager 7.5(1) and Cisco Unified Communications Manager 8.5(1). For more information, see [Unrestricted Unified CM, page 3-52](#).
- Whisper Coaching—Whisper coaching is an enhancement to the Silent Call Monitoring feature. Whisper Coaching allows supervisors to talk to agents during a monitoring session. This feature provides applications the ability to change the current monitoring mode of a monitoring call from Silent Monitoring to Whisper Coaching and vice versa. For more information, see [Whisper Coaching, page 3-53](#).
- Cisco announces the end-of- Availability for Cisco TAPI Wave Driver. The last release includes the affected product(s) is Unified Communication Manager Release 8.X. Unified Communication Manager 9.0(1) and later does not include Cisco TAPI Wave Driver.

Develop Partners are encouraged to adopt support for Cisco TAPI Media Driver introduced in Unified Communication Manager 8.0(1) (released March 2010), which provides like or better functionality. Information for Cisco TAPI Media Driver can be found in the TAPI Developer Guides at the following location:

http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Features Supported in Previous Releases

This section describes the features supported in the releases prior to 8.5(1) and contains the following sections:

- [Cisco Unified Communications Manager Release 8.0\(1\), page 2-2](#)
- [Cisco Unified Communications Manager Release 7.1\(3\), page 2-3](#)
- [Cisco Unified Communications Manager Release 7.1\(2\), page 2-3](#)
- [Cisco Unified Communications Manager Release 7.0\(1\), page 2-3](#)
- [Cisco Unified Communications Manager Release 6.1\(x\), page 2-4](#)
- [Cisco Unified Communications Manager Release 6.0\(1\), page 2-4](#)
- [Cisco Unified Communications Manager Release 5.1, page 2-4](#)
- [Cisco Unified Communications Manager Release 5.0, page 2-5](#)
- [Cisco Unified Communications Manager Release 4.x, page 2-5](#)
- [Cisco Unified Communications Manager Releases Prior to 4.x, page 2-5](#)

Cisco Unified Communications Manager Release 8.0(1)

This section describes new and changed features that are supported in Cisco Unified Communications Manager Release 8.0(1) and contains the following topics:

- [Call Control Discovery, page 3-4](#)
- [Call Pickup, page 3-5](#)
- [CallFwdAll Notification, page 3-6](#)
- [End-to-End Call Trace, page 3-20](#)

- [Extension Mobility Cross Cluster](#), page 3-21
- [External Call Control](#), page 3-22
- [Hunt List](#), page 3-24
- [New Cisco Media Driver](#), page 3-32
- [Secured Monitoring and Recording](#), page 3-42
- [Support for 100 + Directory Numbers](#), page 3-51

Cisco Unified Communications Manager Release 7.1(3)

This section describes new and changed features that are supported in Cisco Unified Communications Manager Release 7.1(3) and contains the following topics:

- [Support for Cisco Unified IP Phone 6900 and 9900 Series](#), page 3-48

Cisco Unified Communications Manager Release 7.1(2)

This section describes new and changed features that are supported in Cisco Unified Communications Manager Release 7.1(2) and contains the following topics:

- [IPv6](#), page 3-26
- [Direct Transfer Across Lines](#), page 3-10
- [Message Waiting Indicator Enhancement](#), page 3-30
- [Swap and Cancel Softkey](#), page 3-51
- [Drop-Any-Party](#), page 3-13
- [Park Monitoring](#), page 3-34
- [Logical Partitioning](#), page 3-30
- [Support for Cisco Unified IP Phone 6900 and 9900 Series](#), page 3-48
- [Device State Server](#), page 3-9

Cisco Unified Communications Manager Release 7.0(1)

This section describes new and changed features supported in Cisco Unified Communications Manager Release 7.0(1) and contains the following:

- [Join Across Lines \(SIP\)](#), page 3-28
- [Localization Infrastructure Changes](#), page 3-29
- [Secure Conference](#), page 3-38
- [Calling Party Normalization](#), page 3-5
- [Click to Conference](#), page 3-7
- [Microsoft Windows Vista](#), page 3-31

**Note**

For the features, Join Across Lines, Do Not Disturb-Reject, and Calling Party Normalization, each TAPI application must be upgraded to a version that is compatible with these features. Additionally, if you are upgrading from Release 5.1 and you use Join Across Lines, the Conference Chaining feature must not be enabled or used until all applications are either upgraded to a version compatible with the new CUCM version. Also, you should verify that the applications are not impacted by the Conference Chaining feature.

Cisco Unified Communications Manager Release 6.1(x)

This section describes new and changed features that Cisco Unified Communications Manager Release 6.1(x) supports and contains the following topic:

- [Join Across Lines \(SCCP\), page 3-28](#)

Cisco Unified Communications Manager Release 6.0(1)

This section describes new and changed features that are supported in Cisco Unified Communications Manager Release 6.0(1), and contains the following topics:

- [Intercom, page 3-25](#)
- [Secure Conference, page 3-38](#)
- [Do Not Disturb, page 3-11](#)
- [Conference Enhancements, page 3-7](#)
- [Arabic and Hebrew Language, page 3-4](#)
- [Additional Features Supported on SIP Phones, page 3-1](#)
- [Silent Monitoring, page 3-44](#)
- [Silent Recording, page 3-45](#)
- [Calling Party IP Address, page 3-4](#)

Cisco Unified Communications Manager Release 5.1

This section describes new and changed features supported in Cisco Unified Communications Manager, Release 5.1 and contains the following topics:

- [Partition, page 3-35](#)
- [Alternate Script, page 3-3](#)
- [Secure RTP, page 3-38](#)
- [Unicode, page 3-52](#)
- [Refer and Replaces for Phones that are Running SIP, page 3-37](#)
- [SIP URL Address, page 3-46](#)
- [Unicode, page 3-52](#)
- [Unicode, page 3-52](#)

- [Unicode, page 3-52](#)
- [Unicode, page 3-52](#)

Cisco Unified Communications Manager Release 5.0

This section describes new and changed features that are supported in Cisco Unified Communications Manager, Release 5.0, and contains the following topics:

- [Unicode, page 3-52](#)
- [Line-Side Phones That Run SIP, page 3-29](#)

Cisco Unified Communications Manager Release 4.x

This section describes new and changed features that are supported in Cisco Unified Communications Manager, Release 4.x, and contains the following topics:

Release 4.0

- [Redirect and Blind Transfer, page 3-36](#)
- [Direct Transfer, page 3-10](#)
- [Join, page 3-27](#)
- [Set the Original Called Party upon Redirect, page 3-43](#)
- [Cisco Unified TSP Auto Update, page 3-6](#)
- [Shared Line Appearance, page 3-43](#)
- [Shared Line Appearance, page 3-43](#)
- [XSI Object Pass Through, page 3-56](#)

Release 4.1

- [Forced Authorization Code and Client Matter Code, page 3-23](#)
- [CTI Port Third-Party Monitoring Port, page 3-8](#)
- [Translation Pattern, page 3-52](#)
- [Hold Reversion, page 3-24](#)

Cisco Unified Communications Manager Releases Prior to 4.x

The chapter includes the following list of all features that are available in the Cisco Unified TSP implementation of Cisco Unified Communications Manager, prior to Release 4.x:

- [Forwarding, page 3-24](#)
- [Extension Mobility, page 3-20](#)
- [Privacy Release, page 3-35](#)
- [Join, page 3-27](#)
- [Privacy Release, page 3-35](#)
- [Barge and cBarge, page 3-4](#)

- [XSI Object Pass Through, page 3-56](#)
- [Silent Install, page 3-44](#)