



Cisco Virtual Update

Cisco Jabber and Endpoint

Speaker: Michael Ahrensburg, CSE

Q&A: Morten Skanner, SE

18. april 2017

Agenda

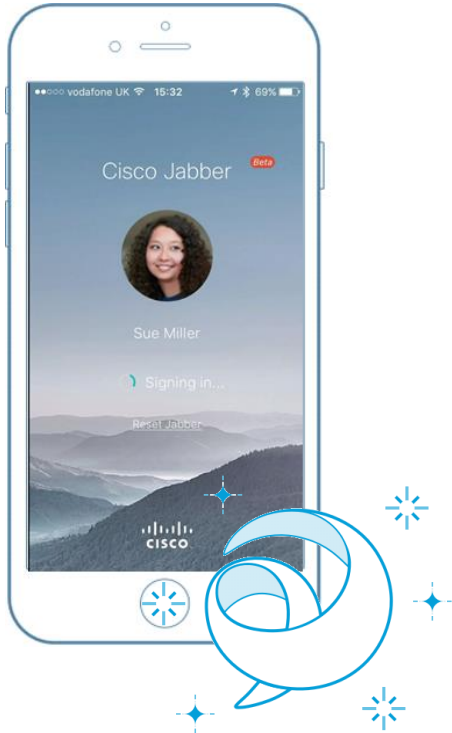


Cisco Jabber 11.8

Spark Room Kit and Spark Room Kit Plus



Introducing Cisco Jabber 11.8



- 11.8 is the latest Jabber client for Windows, Mac, iPhone, iPad & Android devices.
- In this presentation....
 - Core Release Features
 - Platform Specific Features
 - Diagnostic Features
 - iOS Changes
 - What's Next?



Cisco Jabber 11.8

**December
2016**



**User Experience
Updates**



**Voicemail
Forward**



**Apple
iOS CallKit**



**Apple
iOS SiriKit**



**Fastlane
Support**



**Enhanced
LDAP Support**



**Large & New
Emoji's**



**Mac Address
Book installer**



**vCard/CSV
Import**



**E911
Warning**



**Diagnostics
Tool +**



**WebEx
Enhancements**



**Bubble
Chat UE**



**Mac/Win
Sound Align**



**Disable
Calling in UE**



**Persistent
Notifications**



**Save Chat to
Outlook(mac)**



**Media
Assure**



**macOS
Sierra**



**Android N
Support**



**Call Management
Records**



**Custom Tabs
for mobile**



**Accessibility
Enhancements**



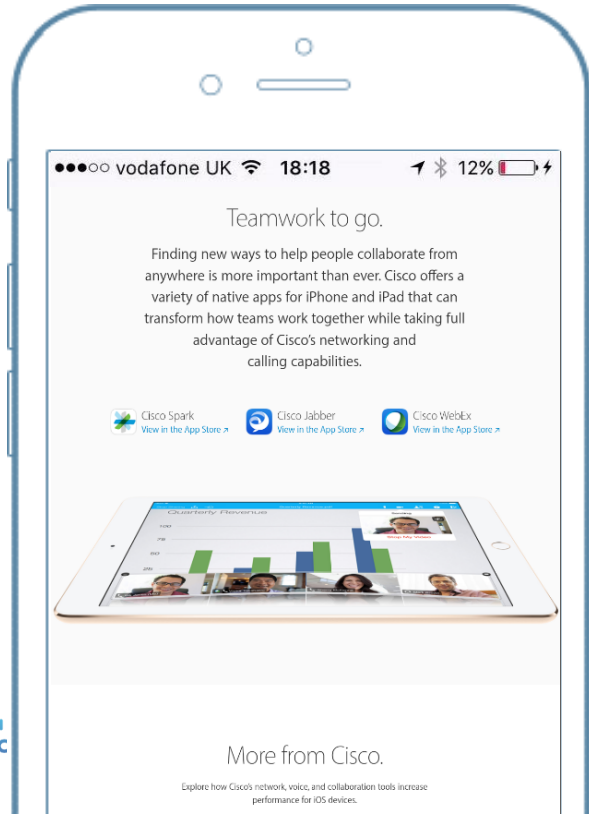
Plus more



Feature Overview

Core Release Features

Cisco / Apple Partnership



- Jabber 11.8 provides multiple features leveraging relationships with apple



Apple iOS10 Call-Kit
Provides application integration API for calling functions



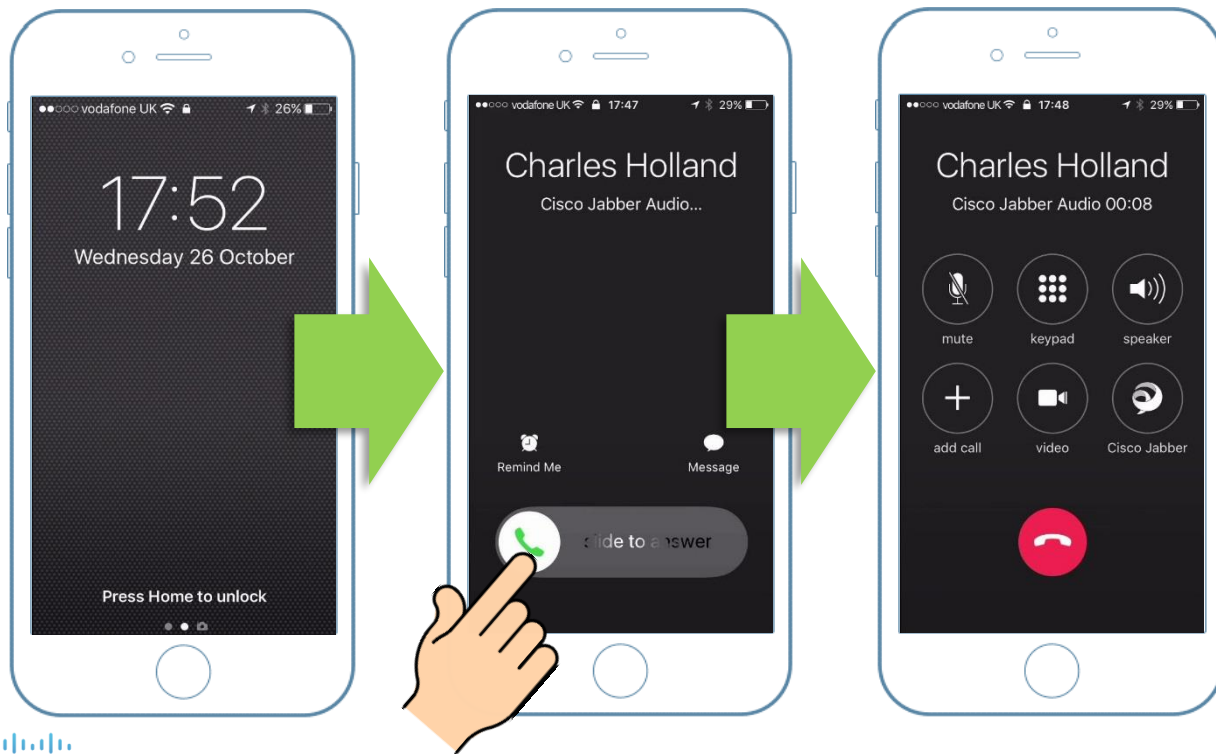
Apple iOS10 Siri-Kit
Provides application integration API for voice control



Apple/Cisco Fast Lane
Provides enhanced QoS functionality with Apple



CallKit Native Integration Answer Jabber Calls Without Unlocking



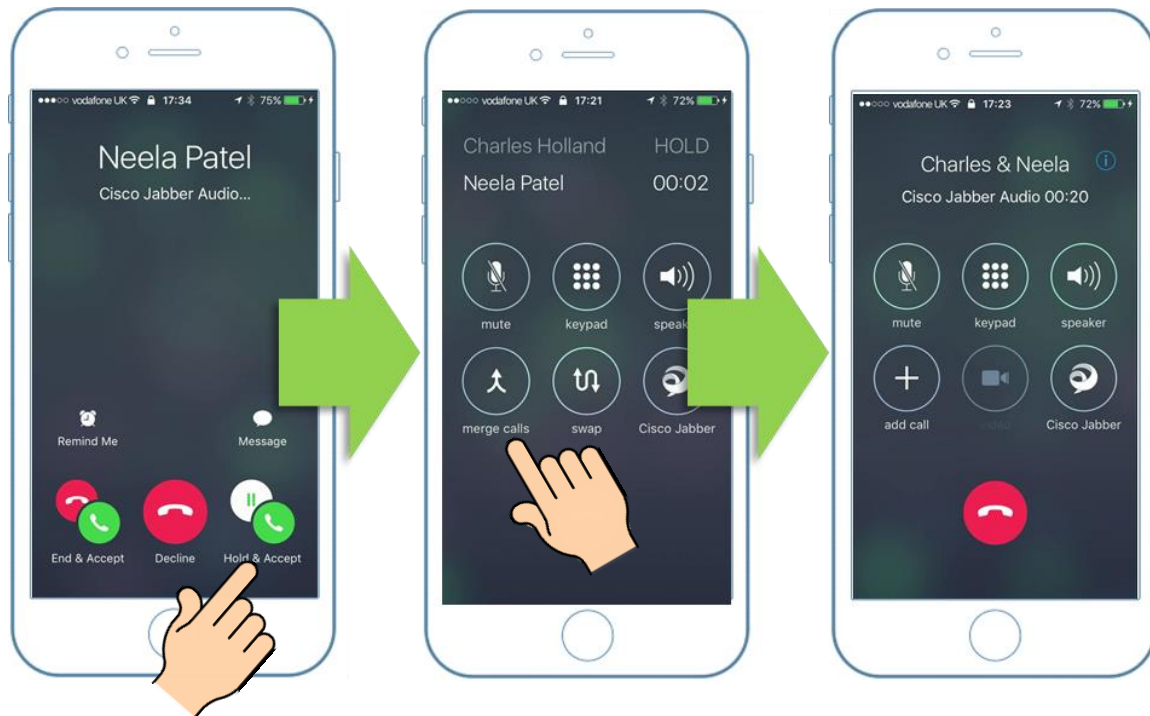
The iPhone native call view will be displayed for Jabber calls when the screen is locked



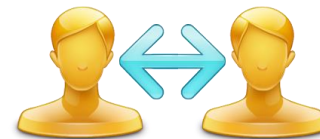


CallKit Native Integration

Handling a second Jabber call



Jabber calling function
exposed in native
experience



Switch Caller

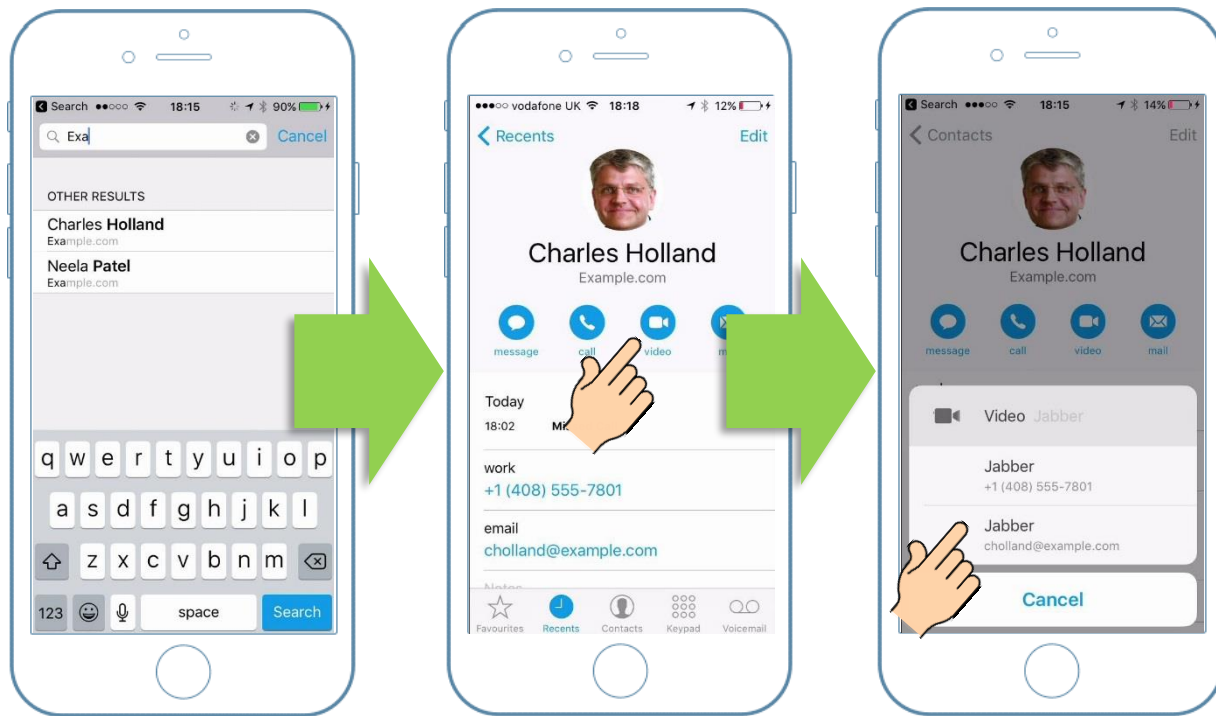


Merge/Conference
(Jabber only)



CallKit Native Integration

Jabber calls to native contacts



Make Jabber calls
from native iOS call
and video buttons





CallKit Native Integration

Jabber calls in native iOS call history



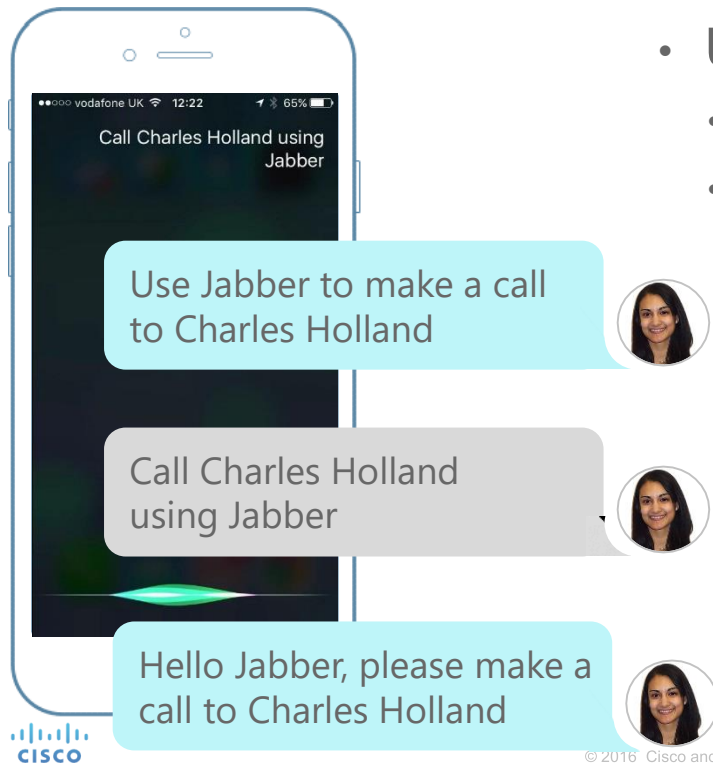
Jabber calls appear in native iOS call history.

Call back directly from recents screen



Apple iOS SiriKit

- Use Siri voice control to make Jabber calls
 - Contacts in the native address book
 - Contacts in Jabber contact list

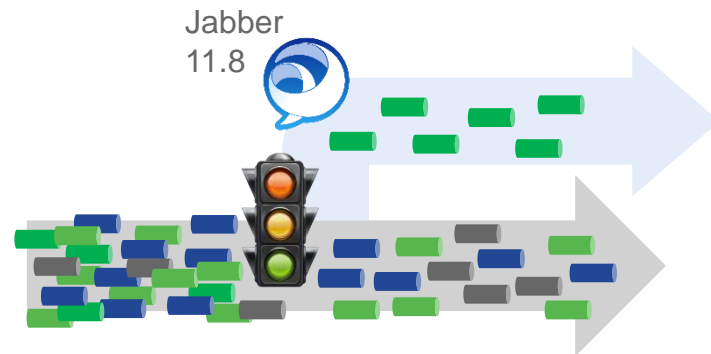


There is no need to input the PIN to make a call with Siri, when the device is locked

Fast Lane Support



- Best QoS configuration globally
 - Platinum QoS profile with WMM
 - Expedited bandwidth
 - DSCP is trusted upstream
- Admin provisions iOS devices with a QoS profile
- Admin whitelists Jabber to get QoS marking (via MAM or Apple Configurator)
- Cisco WLC 8.3 or later
- Apple iOS 10 or later



Apple Press Info – Apple and Cisco Partner to Deliver Fast Lane for iOS Enterprise Users

(<http://www.apple.com/pr/library/2015/08/31Apple-and-Cisco-Partner-to-Deliver-Fast-Lane-for-iOS-Enterprise-Users.html>)

Jabber Media Assure Support

With Media Assure, Jabber will be able to:

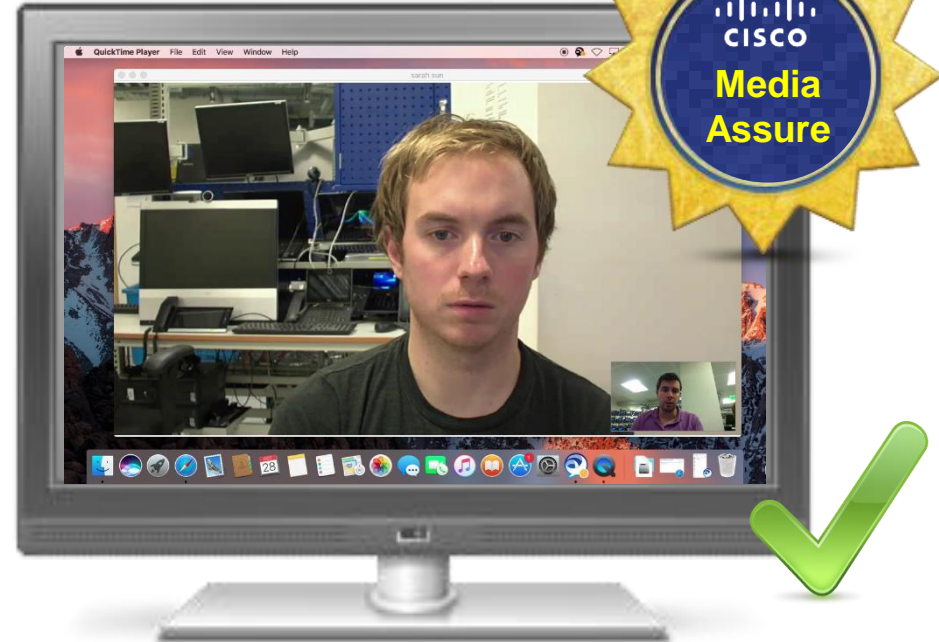
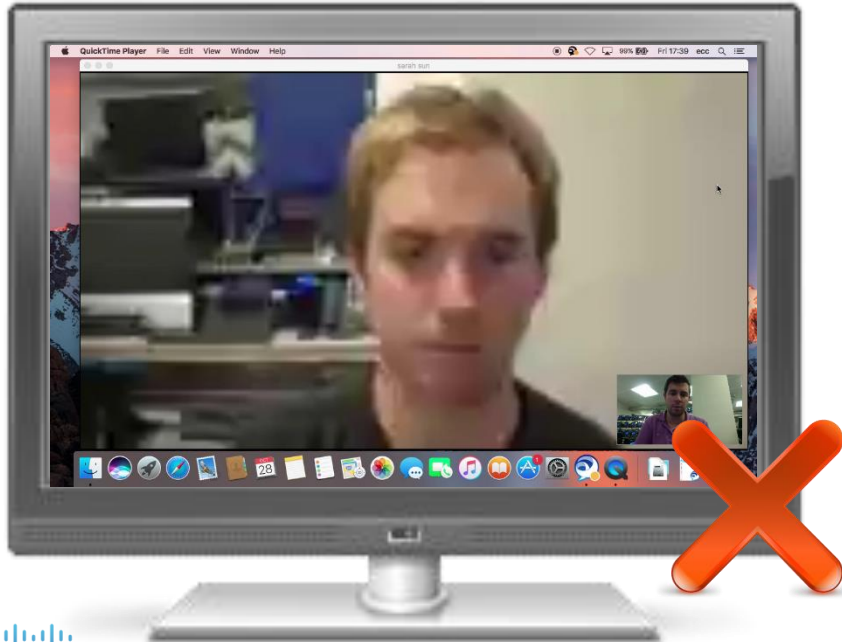
- Temporarily limit bandwidth on streams
- Re-sync video
- Pace packets to avoid unnecessary congestion based burst losses
- Provide resilience mechanisms by using upfront SDP signaling from first media packet
- Protect packet loss using Reed-Solomon FEC (RS FEC)
- Avoid congestion based loss because of over production of media
- Improve protection of low frame rate / low bit rate streams
- Support authenticated and encrypted FEC



Better network adaptation
More resilient to packet loss
Best voice/video quality

Jabber Media Assure Support

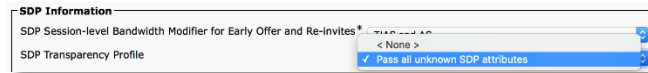
Video with 20% Packet loss, with and without Media Assure





Requirements for Media Assure

- Unified CM 11.5 or later to fully support Media Assure
 - Unified CM 10.0 implemented Media Assure requirements except RS FEC (Reed-Solomon FEC) for audio
 - RS FEC audio was implemented in Unified CM 11.5
- In Unified CM, the following must be configured:
 - SDP Transparency Profile in device's SIP Profile
 - The profile set to Pass all unknown SDP attributes
- Expressway (or VCS) X8.8.1 or later
- Jabber 11.8 or later
 - <EnableMari> in jabber-config.xml (default set to true)





Cisco Directory Integration

- Jabber 11.8 introduces a new LDAP Integration
 - **Replaces** EDI/BDI Configuration
 - Cross Platform common configuration
 - Cross platform DNS LDAP discovery
 - GSSAPI Authentication on Desktop

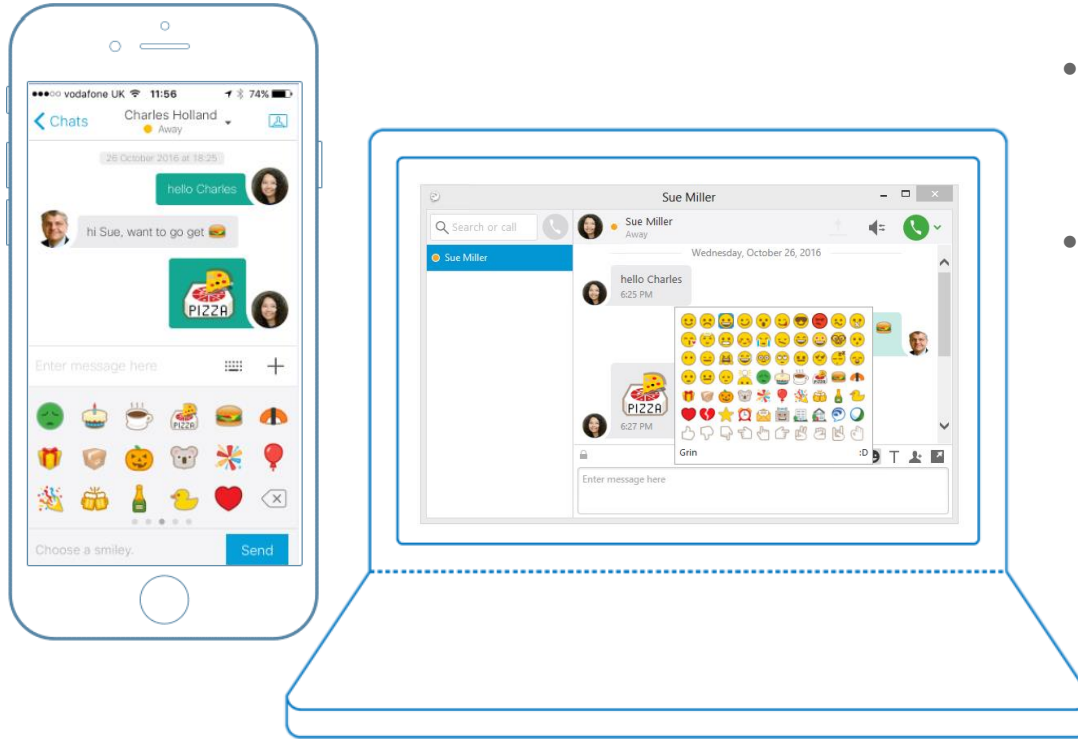
EDI Configuration settings now used across all platforms.

Please verify your configuration before moving to 11.8

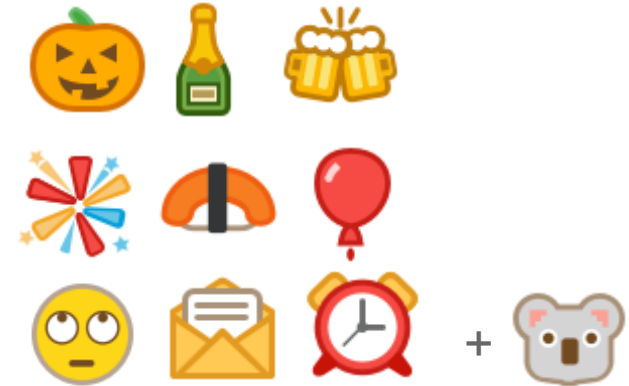
CDI LDAP
Configuration



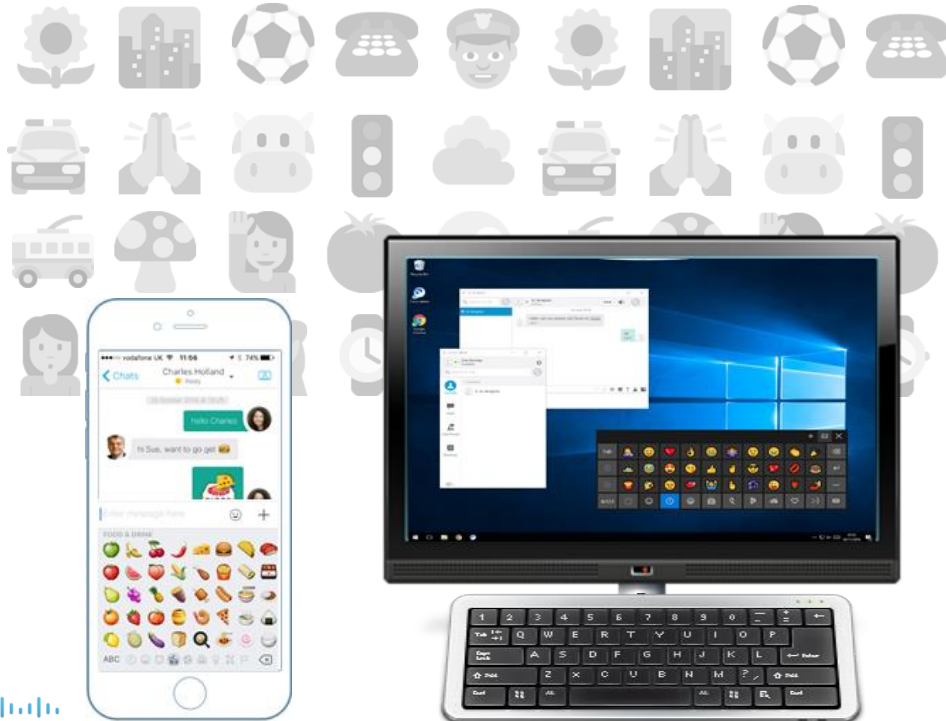
New Emoticons and behaviours



- New expanded Jabber emoticon Library
- 3x sized emoticon if sent on its own in a message



Unicode Emoji Support

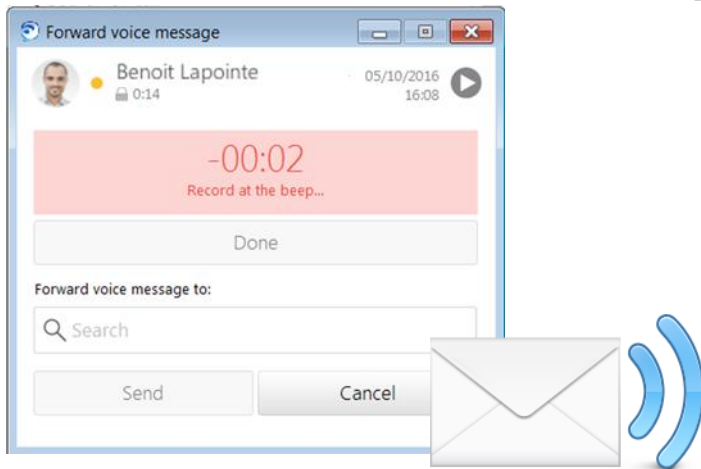


- Unicode Consortium have defined a standard characters for exchanging emoji
- This allows cross platform emoji exchange
- All Jabber 11.8 platforms now support Unicode Emoji in addition to Emoticons
- Emoji are selected using OS tools on each platform



Feature Overview
Additional Features
by Platform

Visual Voicemail forwarding



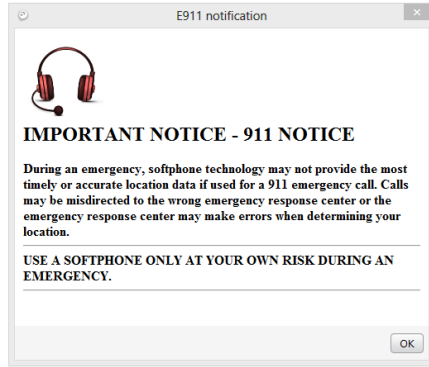
- Voicemail forwarding has been upgrade from a BETA feature to fully supported across platforms

Call Management Records



- Support for additional CMR attributes
 - Audio Concealed Seconds
 - Severely Concealed Second.
 - Video Round Trip Time.
- Cisco Prime Collaboration Assurance

E911 Warning Popup

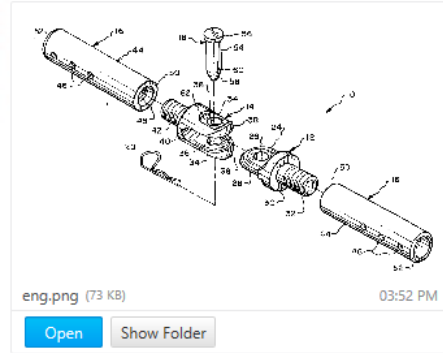


- Admin defined acknowledged popup on Jabber start-up.
- Can be used to display E911 calling policy/warning

Inline image display

Chuck Holland

Hello



- Animated GIFs
- Automatically download and display chat images
- Admin controlled

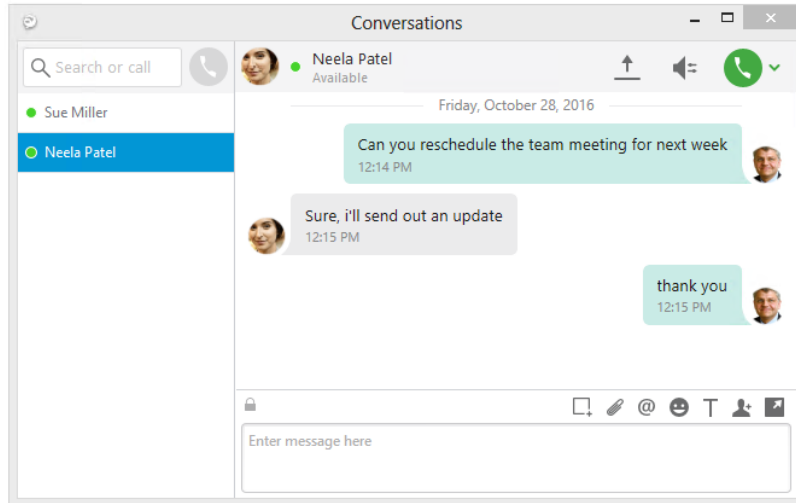
Conference Support



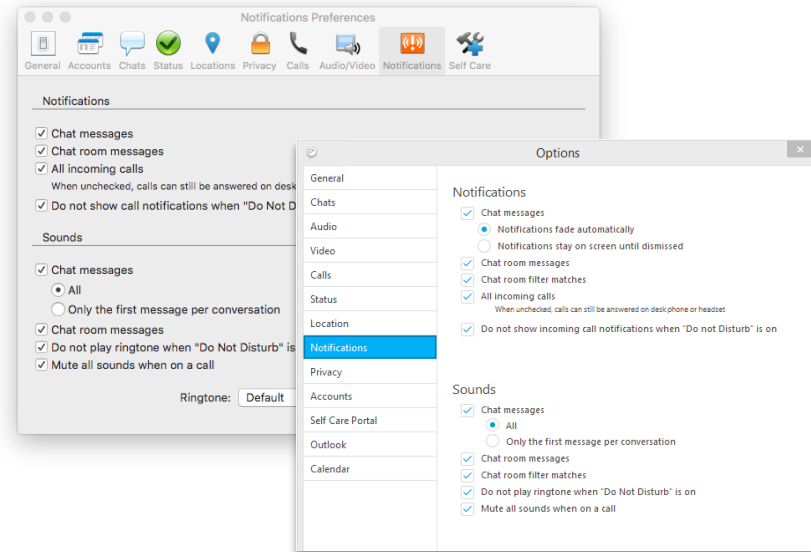
- Jabber support for Cisco Meetings Server
 - Conference Resource
 - Skype Interoperability



Focus on Cross Platform Alignments



Bubble conversation style
available across platforms



Jabber Settings alignment across
platforms

Desktop Enhancements In 11.8

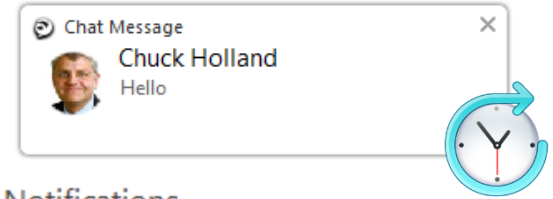


New message count on taskbar



- The Jabber icon in the task bar now includes a count of missed notifications

Persistent Notifications



Notifications

- Chat messages
 - Notifications fade automatically
 - Notifications stay on screen until dismissed

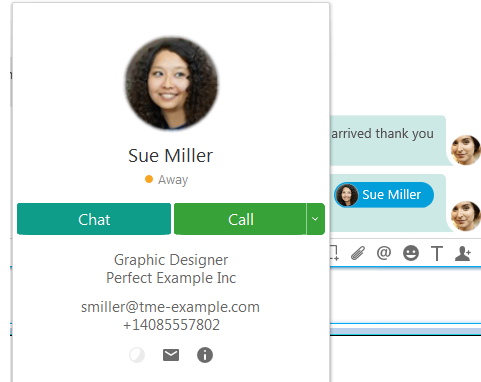
- New option to disable notification time out
- Notification displayed until user dismisses
- Alignment with MacOS

Enhanced Contact Import



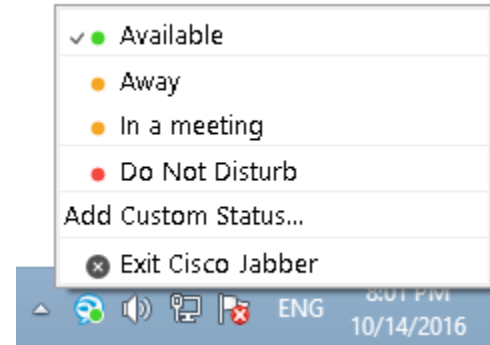
- Enhanced contact Import
- Import contacts using vCard and CSV file formats

Contact Card for mentions



- Floating the pointer over a @mention now displays the contact card

Custom Presence in system tray



- Add custom presence states from system tray
- Delete individual custom presence state

WebEx PMR Integration



- Support for Joining “WebEx Personal Meeting Room” from Jabber meetings tab



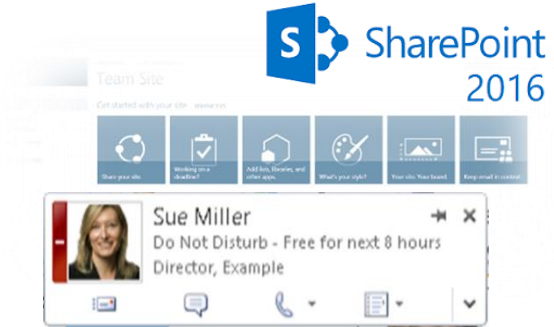
Accessibility Enhancements



- Improvements to speech response, icon recognition and navigation
- ARIA hidden attributes for chat time stamps when using JAWS reader

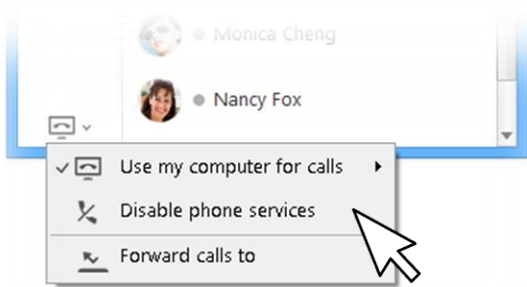
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SharePoint 2016 Support



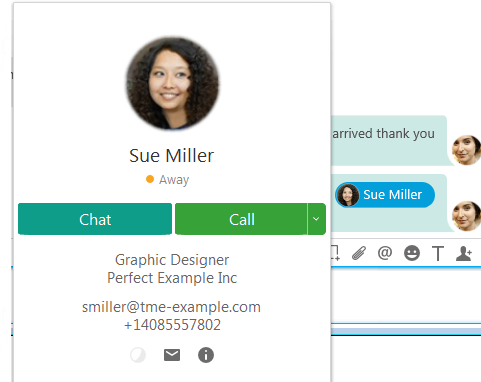
- Support for presence with SharePoint Server 2016
- Office 365 SharePoint in classic mode
- Requires use of supported browser

Disable Voice in User Interface



- User can choose to disable softphone capability if required
- Example: restricted bandwidth like airplane Wi-Fi

Contact Card for mentions



- Floating the pointer over a @mention now displays the contact card

Plantronics Headset support



- Mac client now provides support headset controls for Plantronics products
- Jabra, Logitech and Sennheiser already supported

Save Chat to Outlook (Mac)



Chat with Neela Patel



Neela Patel

Monday, October 17, 2016 at 5:59 PM

To: Neela Patel; Chuck Holland

17 October 2016

Neela Patel

Hello Chuck

Chuck Holland

Hello Neela

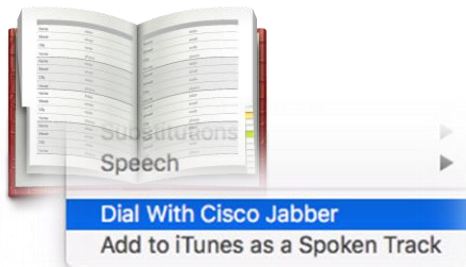
Did the delivery arrive this morning?

Neela Patel

yes it arrived thank you

- Mac now supports saving Jabber conversations via Exchange integration

Address book installer for Mac



- The Jabber for Mac installer has been enhanced to install the Jabber Address book plugin



Mobile Enhancements In 11.8

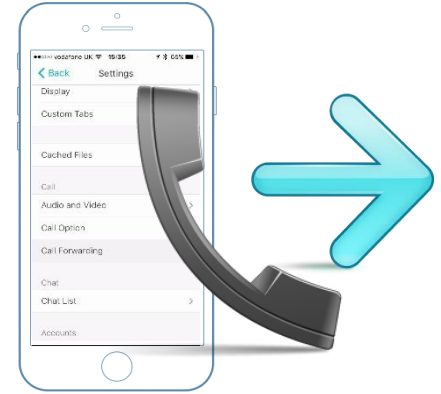


Custom HTML Tab



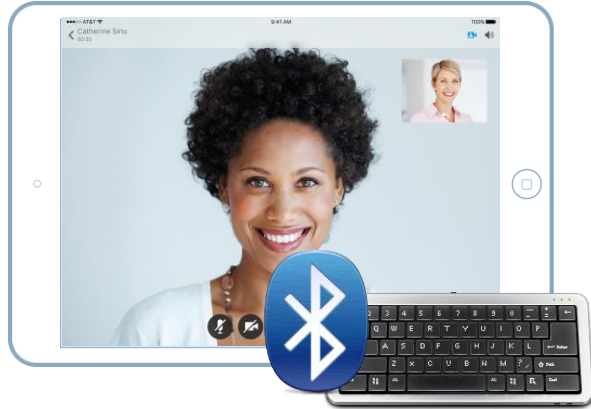
- Custom tabs extended to support mobile clients
- Mobile clients support up to 10 admin / user tabs

Call Forward



- Enabled / Disable Call Forwarding
- Enter Forwarding number on mobile devices

Bluetooth Keyboard



- Input DTMF tones from a Bluetooth keyboard
- Alignment with Android feature

Enforce Device Pin



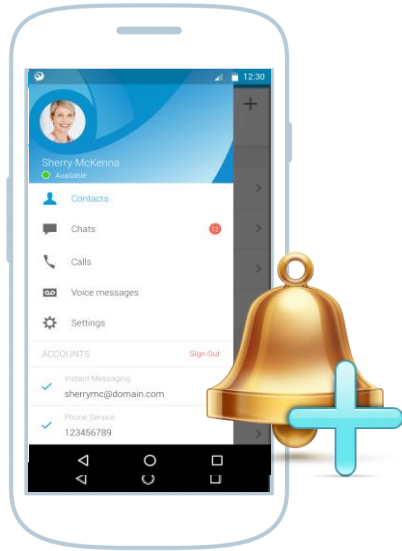
- Administrator Policy to Block Jabber usage on devices not protected by PIN code.
- Alignment with Android

Calendar integration



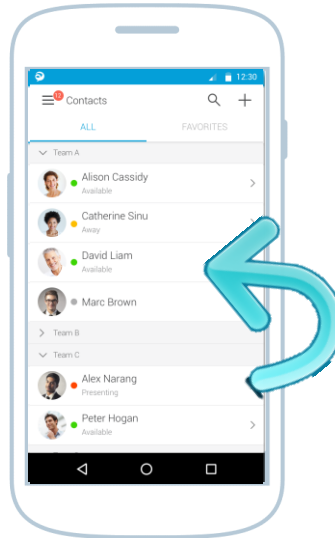
- Calendar integration on mobile platforms
- Alignment with desktop platforms

Ringtone & Alert



- Customize ringtone and alert sound on Android platform

Contact List Enhancements



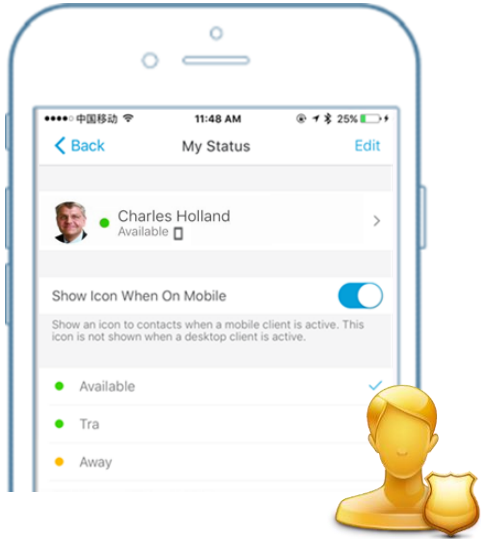
- Move Contacts between Groups
- Sort Contact by Status

MRA Certificates



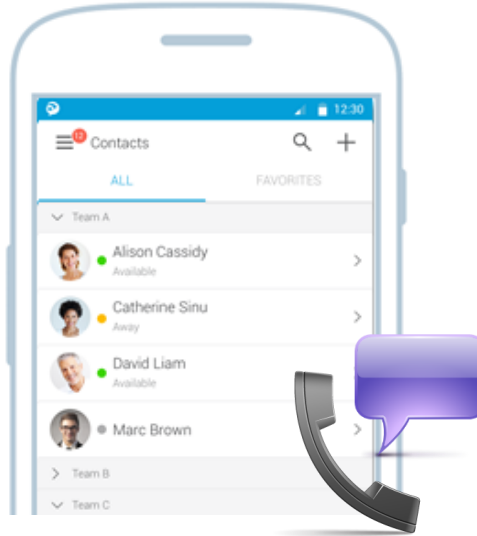
- Support for Certificate based IDP authentication when using Mobile Remote Access.
- Expressway x8.9

Mobile Icon Policy



- Admin control to enable/disable “On mobile” icon display

Mobile Default Action



- Admin control to define default action (Chat/Call) for contact search



New OS Support & Device Support

Support for updated operating systems



MacOS Sierra



Android N

Support for additional handsets



Moto X



Huawei
M2



Xiaomi
4C, Max, Pad2



Oneplus
One



Panasonic
Toughpad FZ-X1



Apple
iPhone 7, 7plus



Apple
Watch Series 2

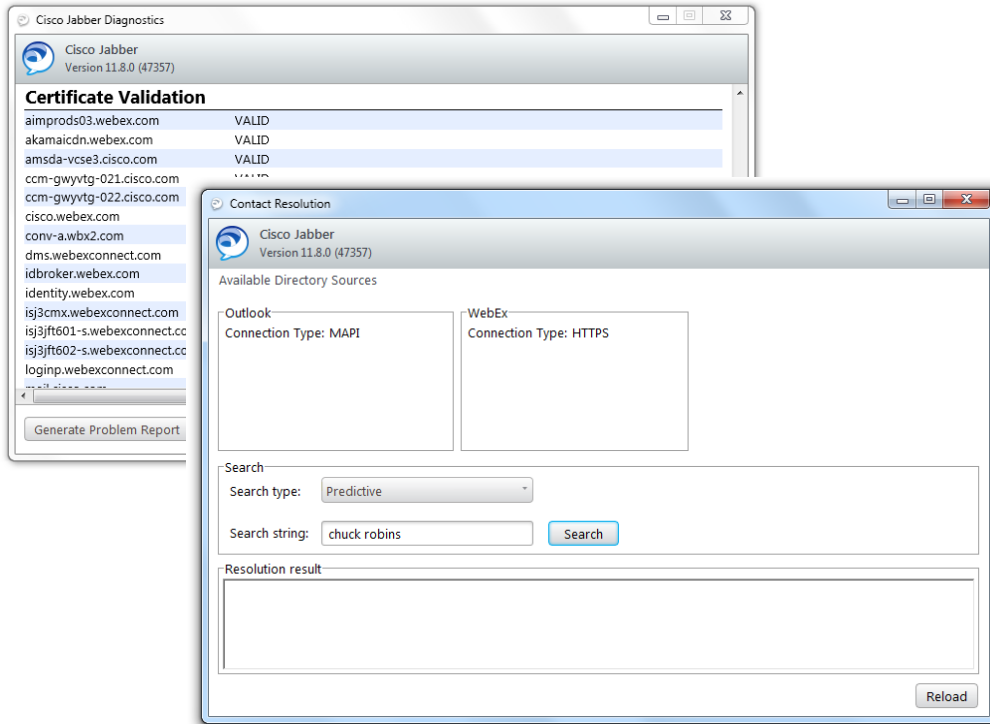
Feature Overview

Diagnostics





Enhanced Diagnostics Tool



Enhanced Diagnostics tool now provides support for contact sources testing

Ctrl-Shift-D
Show Diagnostics

Ctrl-Shift-C
Show Contacts tool



Diagnostics Tool for Mac

Service Discovery Tool

Discovery

Discovery Outcome	Success: Cisco IM & Presence
Edge Domain	tme-example.com
Edge Required	No
Edge Visibility	Not Visible
Excluded Services	None
FIPS	OFF
Internal Visibility	Visible
JID created from	username + presence domain
Jabber ID	cholland@tme-example.com
Services Domain	tme-example.com
Services Domain Source	Email Address from UserInput
User Image	No image source
Voice Services Domain	tme-example.com

WebEx

Allow embedded Safari	FALSE
CAS lookup url	https://login.webexconnect.com/cas/FederatedSSO?org=tme-example.com
CI Endpoint	None
Supports SSO	FALSE
WebEx Customer	FALSE

UCM Summary

Device Configuration	http://ucm105.tme-example.com:6970/CHOLLANDCSF.cnf.xml
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Generate Problem Report Save Reload

Configuration Diagnostics tool now available on Mac Client

Note: Contacts tool only available on windows



Feature Overview iOS Call to Action

Apple Push Notification Support

Future iOS release:

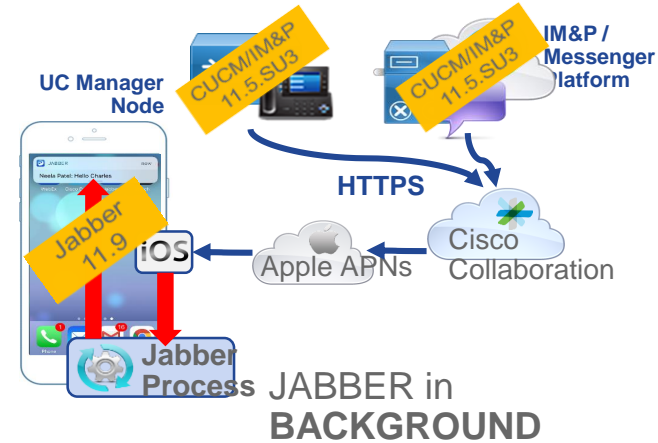
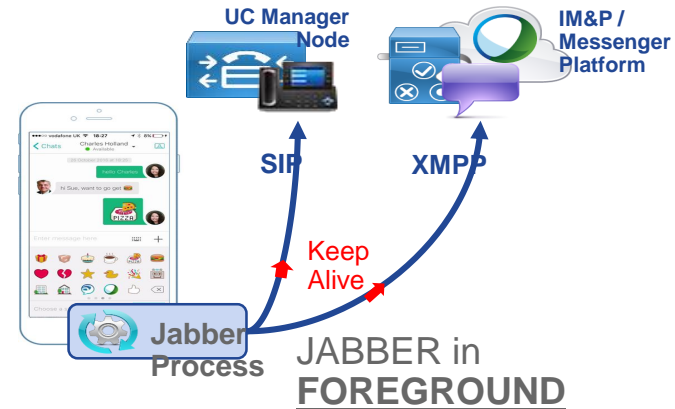
- Jabber to no longer run in background for an extended period
- Jabber terminated if not running in foreground after some time

APNS:

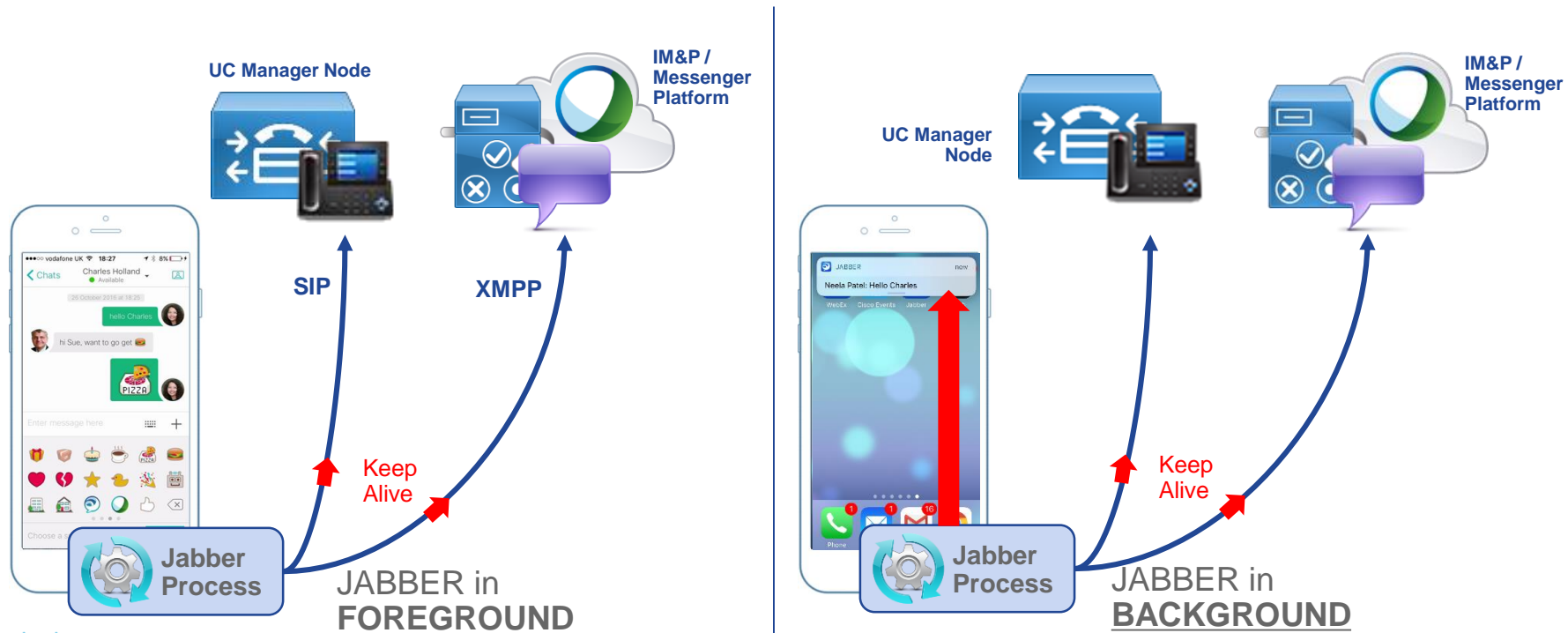
- Support released in two phases
- **Upgrade UC Environment before September 2017**
- Failure to upgrade will result in loss of voice, video and IM notifications

Call to Action:

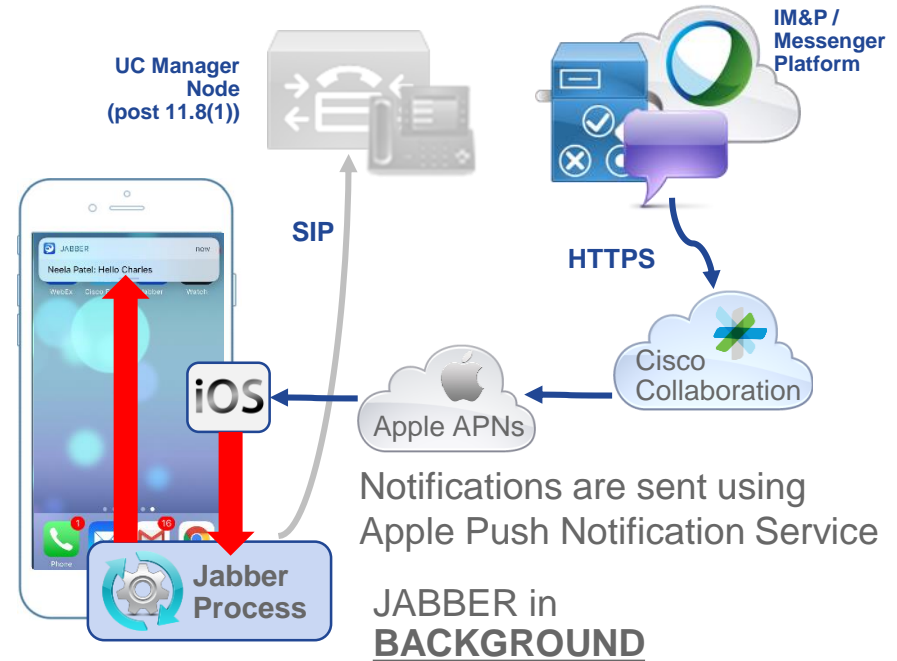
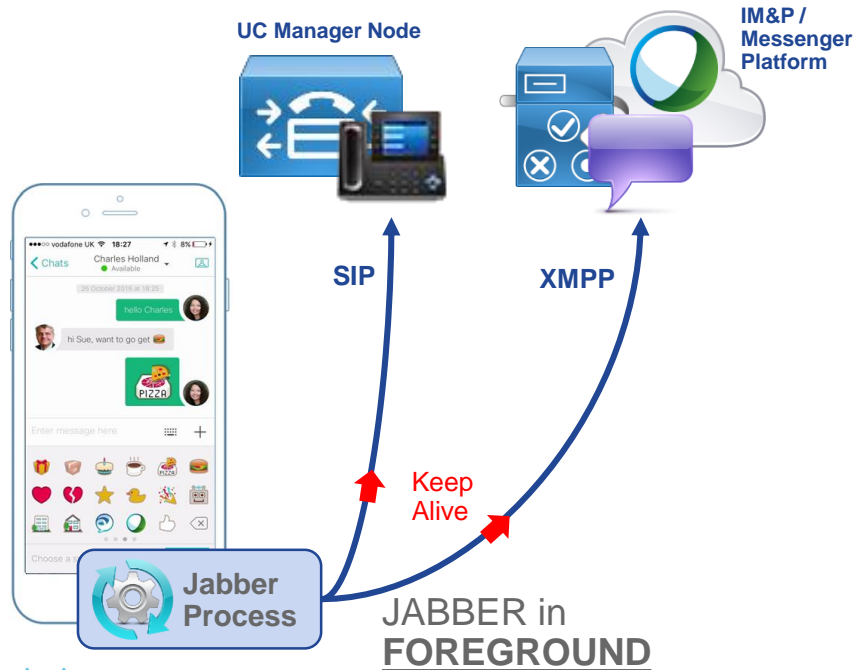
- Phase 1: Support for IM&P- CUCM11.5(1)SU2, Expressway 8.9, Jabber 11.8.1. **PLAN NOW TO UPGRADE!**
- Phase 2: Support for Voice/Video calls - CUCM 11.5(1)SU3, Expressway 8.10, Jabber 11.9
- Cisco Communications Manager to register and stay connected to Cisco Collaboration Cloud
- iPhone / iPad to connect to Apple Cloud / APN service



How Jabber for iOS works today... Jabber 11.8 and prior versions

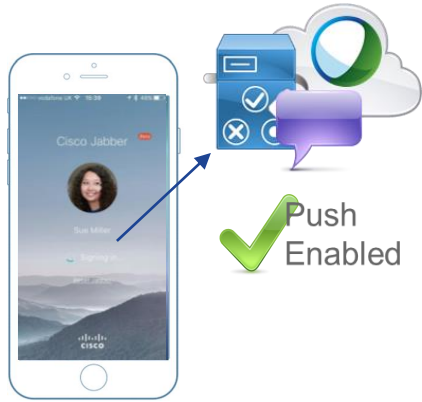


How Jabber for iOS will work in the future Jabber 11.8(1)MR and later



under the hood...

Some Answers for common questions...



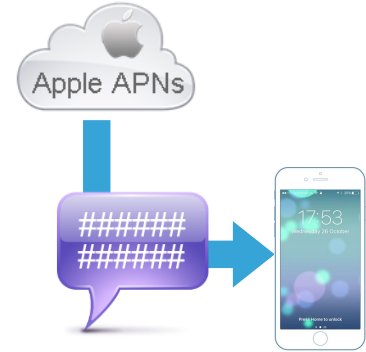
Servers will tell Jabber on start-up if PUSH has been enabled



Jabber will be suspended and terminated when put in background



An APNs notification will wake OR start Jabber running.
(Jabber will then login to UC Service)



Chat messages carried in APNs payload are encrypted

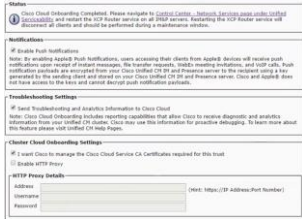
What I will need to do?



1. CUCM, IM&P will require upgrades to 11.5(1) SU2 for IM, SU3 for calls
2. CUCM Cluster will require registration to Cisco collaboration cloud (direct / proxy / expressway)
3. Firewall ACLs may require modification
4. Expressway will require an upgrade to 8.9.1 (IM) or 8.10 (calls) if using Mobile Remote Access
5. Jabber will require upgrading to 11.8.1 (IM) or 11.9 (voice & video)
6. If using SSO with iOS upgrade to 11.5 but wait for SU3 before turning on Push. (i.e. oAuth)

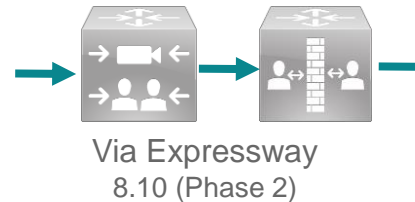
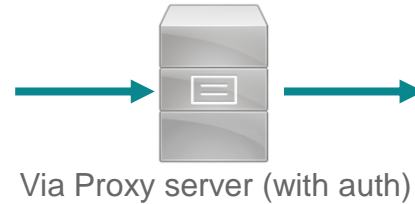
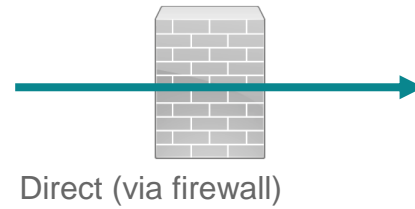
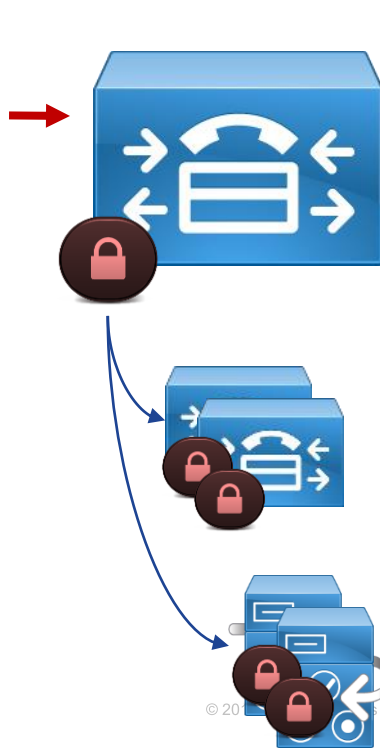
Communication with the cloud

UC Manager connection to Cloud



Registration creates a token which is distributed to all nodes in cluster

This token allows all nodes to send APNs request to Cisco cloud.



CUCM must be able to connect Cisco cloud

These hosts
fos-a.wbx2.com
push.webexconnect.com
idbroker.webex.com

On this port
TCP/443





Please start planning your upgrade for iOS Push Notifications

Spark Room Kit and Spark Room Kit Plus

Introducing Cisco Spark Room Kit & Room Kit Plus

Built for both



Cloud



On-premise

Great meeting
experience

Smarter meeting
rooms

Seamless
workflow



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Designed to fit medium and large meeting rooms

Cisco Spark Room Kit



Cisco Spark Room Kit Plus



High quality meeting experience

Now for every room



Built-in microphones

Great voice pick up and speaker tracking

Built-in speakers

Optimized for voice, great lip sync and echo cancelling

Focus on the meeting

Unobtrusive fixed lens with automated intelligent framing

Intelligent framing for clearer communication

Auto-detects people in room



Best Overview



Selects best framing



Detects person speaking



Speaker Tracking



Selects best framing for speaker



Smarter meeting rooms

With a frictionless experience

Smart meetings with no delays

- Auto wake-up
- Activity based UI menu
- Auto pair with BYOD
- One button to join scheduled calls
- Usage metrics (people count)

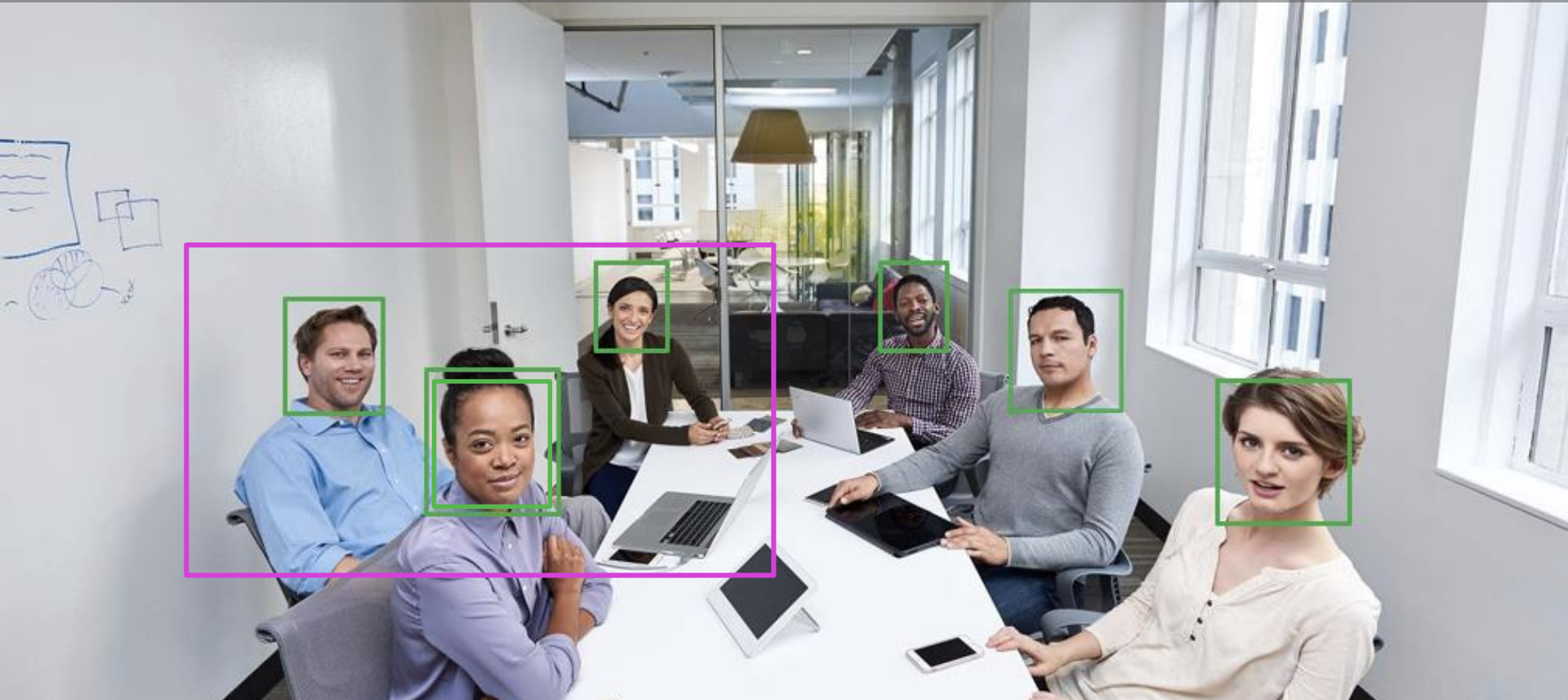


Smart presentation to quickly align

- 4k content
- Single or dual display
- Compare content
- Wireless or wired

Smart Integration

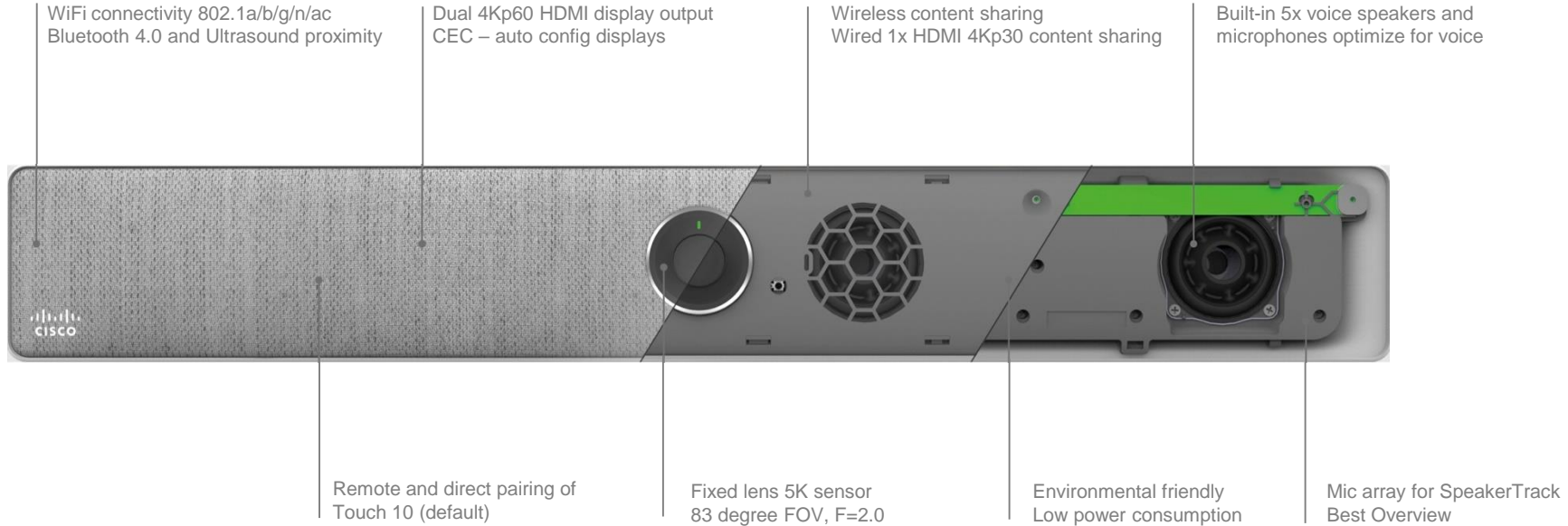
- Unified UI on Touch 10
- Auto display control (CEC)
- Touch 10 in-room controls
- API for developers
- Metrics and analytics
- Wireless with Wifi and Bluetooth
- Voice and facial recognition (beta)



Measure the collaboration workflow and optimize facility and resource usage
Diagnostics and analytics for performance and ROI metrics

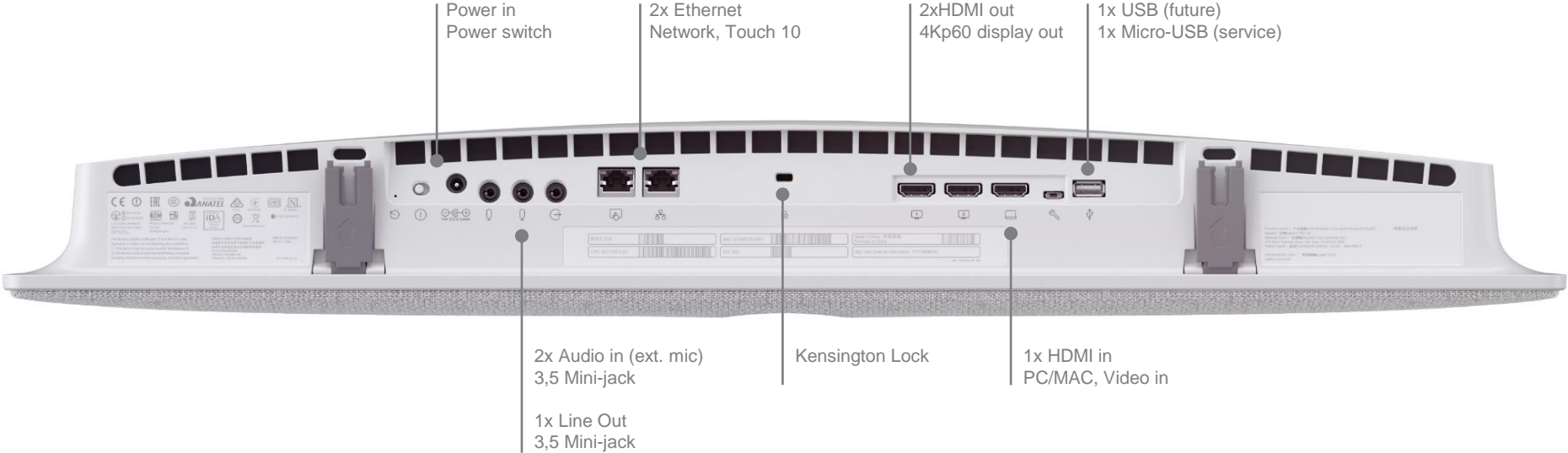
Technical

Spark Room Kit



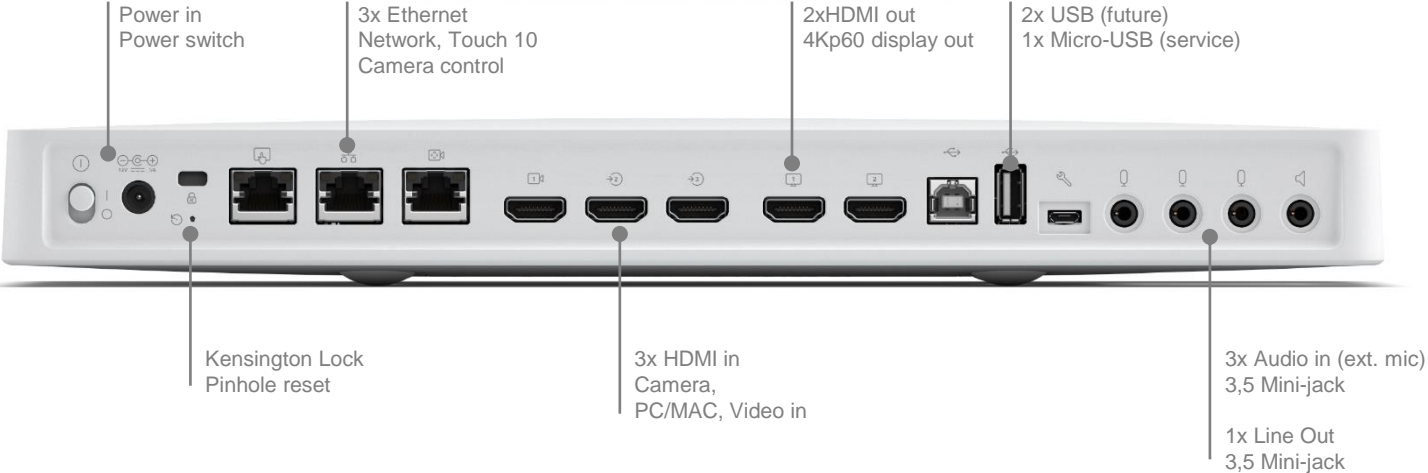
Technical specifications

Spark Room Kit

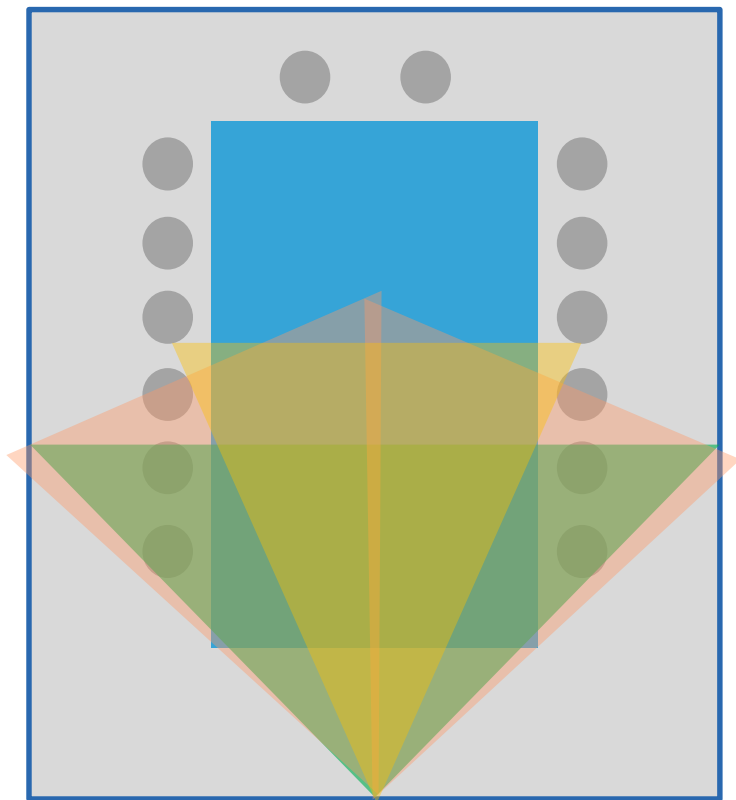


Technical specifications

Spark Room Kit Plus

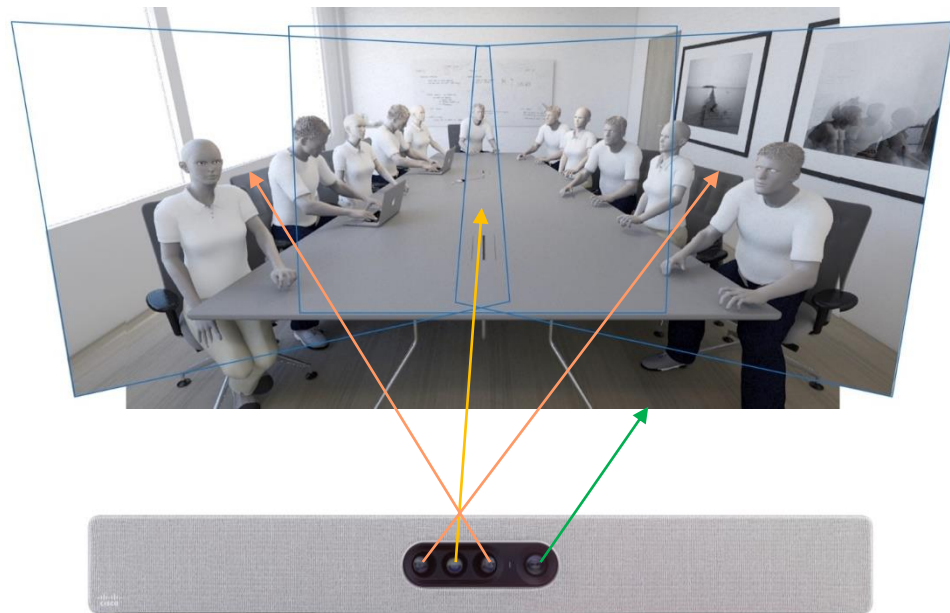


How the Quad Camera works



1x Overview lens, FOV 83 degree
3x Tele lens, FOV 50 degree

6x digital zoom => Maintain native 1080p
More light => Less noise => Less bandwidth needed



World class endpoint portfolio

All devices on Spark



Spark Board 55 & 70



MX800 Dual



MX800



MX700



MX300 G2



MX200 G2



DX80



DX70



SX80



SX20



SX10



Spark Room Kit



Spark Room Kit Plus



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