



Enable different IP Phone lock notification methods, for different Cisco phone models/series

Applies to:

Stonelock application, starting from IAS 2020.Winter.1 release

Description:

An internal IAS settings allows to apply different lock notification methods, for different IP Phone models

Solution:

Please access to Imagicle server's file system through a Remote Desktop session

Edit the following file:

```
C:\Program Files (x86)\StonevoiceAS\Apps\ApplicationSuite\Settings\ApplicationSuite.ini
```

Add a line for each phone model you want to customize, with the following format (i.e. Cisco 7941):

```
Phone.Features.Cisco 7941=LineText,StatusText,StatusFile
```

Available argument for above command are:

- **StatusFile**: XML popup is pushed to phone display, including "lock" icon and text notification
- **StatusText**: XML popup is pushed to phone display, including text-only notification
- **LineText**: Text-only notification is added beside existing phone line

Phone device tries to use above methods in the same order they are entered in *phone.feature.cisco* command

If the LineText status is used, it's highly suggested disable the **TAPI** text-only lock notification, that is enabled by default on all phones monitored through CTI/TAPI, and it can only be disabled at global level by adding the following command into same *ApplicationSuite.ini* file:

```
Phone.DisableSetPhoneDisplay = 1
```

Lock notification message is fixed and localized for **StatusFile**, **StatusText** and **TAPI** methods.

If you assign **LineText** as a preferred notification method, you can customize lock text by editing the following file:

```
C:\Program Files (x86)\StonevoiceAS\Apps\StoneLock\Settings\StoneLock.ini
```

Please add the following command:

```
PhoneLockedLineTextPrefix=Phone is locked
```

Above "Phone is Locked" custom message is added before existing line text label, between brackets . As an example: "*Line text*" becomes "*(Phone is locked) Line text*".

In same StoneLock.ini file, you can also configure max concurrent threads used to globally refresh IP Phones' displays. Default value is 20 threads:

```
MaxParallelThreads=20
```

Troubleshooting:

Two log files available for troubleshooting:

- \\Var\Log\StoneLock.Core.Service\StoneLock.log
 - ◆ Need to raise logs to «DEBUG» level
 - ◆ It includes logs about lock/unlock notification messages sent to devices
- \\Var\Log\ApplicationSuite.Phone.ControlService\StoneLock.log
 - ◆ Includes additional, useful logs about status notifications