

Administrators Guide

IPS Alarm callback



Version: 4.X

SUPPORT@TELISCA.COM
TEL. +33 (0)1 46 45 05 12

HELP

Open a ticket with your logs on <http://support.telisca.com> for a prompt and efficient response!

Server: MENU>Support>Zip Logs

Summary

1	PRESENTATION PRODUCT	3
2	PRE-REQUISITES, INSTALLATION.....	5
3	ADMINISTRATION	5
4	DEPLOYMENT	8
5	APPENDIX	9
5.1	ALARMS DATABASE	9

1 Presentation Product

Telisca IPS Alarm Callback enables a Cisco IP Phone user to program alarms and callbacks directly on the IP Phone.

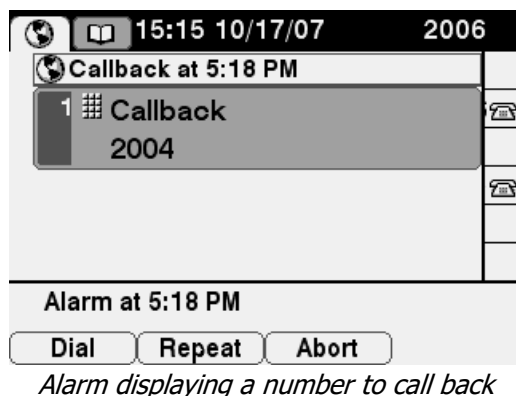
It helps users not to forget important meetings or calls, even if the computer is turned off. Users will be notified by an alarm sound and image on the IP Phone, which will much more attract the user's attention than some alarm programmed on the PC.

The user may select the date (default: the same day), the time, and either a phone number or, if desired, a short reminder message.

At the programmed time, the Cisco IP Phone will ring (a specific ring is selectable) and display the phone number that may be dialled directly or an image with the reminder message.

The alarm is repeated at specific intervals until the user has accepted, postponed (user-defined delay) or cancelled it. After several minutes, if no user action is detected, the alarm is considered as missed but still appears in programmed alarms list.

An IP Phone display is provided for the review, update, or cancellation of all programmed alarms.



IPS Alarm Callback features are fully configurable using IPS Alarm Callback Administrator web interface. The user may also define a personal configuration by setting IPS Alarm Callback service parameters using the Cisco ccmuser interface.

2 Pre-requisites, installation

Supported Cisco CUCM:

- CUCM version 10.5, 11, 11.5, 12, 12.5, 14

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
 - Windows Server 2016 Essentials or Standard
 - Windows Server 2019 Essentials or Standard
 - Windows Server 2022 Standard
-
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
 - SMTP or Exchange Server

3 Administration

IPS Alarm requires the global configuration to be set first. This section presents IPS Alarm specific settings.

IPS Alarm Callback - Alarm parameters

MENU Parameters

> > > > Validate Cancel

Ask for alarm date ?

Ask phone number to callback first ?

Default delay to set alarm/callback (mn) ?

Alarm delete confirmation required ?

User is prompted to set repeat delay ?

Default repeat delay (mn) ?

External number dial prefix ?

Dial automatically when callback is pushed ?

Alarm priority ?

Push alarm/callback with sound ?

Specify sound file ?

Alarm/callback push refresh period (s) ?

Maximum delay to refresh alarm/callback (mn) ?

Alarm purge delay (days) ?

Send alarm by CTI Server ?

Trace parameter

IP Phone application and Web Service trace level ?

IPS Alarm Parameters page in Web Administration

3.1.1.1 Ask for alarm date

Specify a date for the alarm to ring, otherwise it will be programmed for today.

3.1.1.2 Ask phone number to callback first

Puts the number in first position when programming an alarm.

3.1.1.3 Default delay to set alarm/callback (mn)

Defaults the alarm time to current hour + default delay.

3.1.1.4 Alarm delete confirmation required

Warns the user that the alarm will be deleted.

3.1.1.5 User is prompted to set repeat delay

Let's the user choose when to ring again when pressing repeat.

3.1.1.6 Default repeat delay (mn)

Self-explanatory.

3.1.1.7 External number dial prefix

Adds an external number to the number typed in the alarm programming menu.

3.1.1.8 Dial automatically when callback is pushed

The alarm will make a call automatically when triggered.

3.1.1.9 Alarm priority

- Push immediately: the alarm rings anyways
- Push when available: will trigger when user no longer on a call
- Push if available: the alarm will be dismissed if user on a call

3.1.1.10 Push alarm/callback with sound

Self-explanatory. Uses sound files from Call Manager.

3.1.1.11 Specify sound file

Select the sound file to play when showing an alarm.

3.1.1.12 Alarm/callback push refresh period (s)

Alarm is repeated until an action of the user with this frequency.

3.1.1.13 Maximum delay to refresh alarm/callback (mn)

To stop repeats of an alarm after a certain time (it won't stop ringing otherwise)

3.1.1.14 Alarm purge delay (days)

Delete all alarms history in server database that are older than this.

3.1.1.15 Send alarm by CTI Server

Pushes an alarm by CTI (CTI configuration needed in Global Configuration)
Otherwise the push is done by http, only recommended if Alarms are trigger too many simultaneous request on the CUCM CTI. This mode requires all phones to be Web Enabled and their Authentication URL modified to the Authentication Proxy URL on telisca server (you can test an http push from Global Configuration > Push Configuration)

3.1.1.16 IP Phone application and Web Service trace level

Default is methods, during initial setup or for troubleshooting we can set this to Maximum.

4 Deployment

Service Subscription: IPS Alarm Callback	
Service Information	
Service Name*	IPS Alarm Callback
ASCII Service Name*	IPS Alarm Callback
Dial automatically pushed number	
action	
Enter Alarm date (Y or N)	
Ask for alarm deletion (Y or N)	
Push priority	
Enter phone number first	
Change repeat delay	
Default alarm delay (mn)	
key	
UserId password	
Refresh alarm period (s)	
Default repeat delay (mn)	
Max refresh duration (mn)	
Refresh alarm with sound (Y or N)	1
Alarm sound	
user	

Service subscription parameters

5 Appendix

5.1 Alarms database

The alarm database is stored on the server in Access format in

C:\inetpub\wwwroot\IPSLARM\data\IPSLARM.mdb

All the alarms history is saved here

The fields contained in this file are:

Field Name	Data Type
ALARM_ID	AutoNumber
ALARM_KEY	Short Text
ALARM_STATUS	Number
ALARM_DT	Date/Time
PUSH_DT	Date/Time
CCM_USER	Short Text
CCM_PWD	Short Text
IS_MOBILITY	Number
PHONE_NAME	Short Text
PHONE_IP_ADDRESS	Short Text
ALARM_MESSAGE	Short Text
ALARM_PHONE_NUMBER	Short Text
AUTO_CALL	Number
ASK_REPEAT_DELAY	Number
DEFAULT_REPEAT_DELAY	Number
REFRESH_TIMEOUT	Number
REFRESH_WITH_SOUND	Number
SOUND_FILE	Short Text
ALARM_PRIORITY	Number
LOCALE	Short Text
CREATED_DT	Date/Time

The IPSLARM.mdb field