# Administrators Guide IPS Pager & Audio Broadcast

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## **1 IPS Pager & Audio Broadcast description**

#### 1.1 Overview

telisca IPS Pager is a perfect solution to broadcast text messages, presentations (several graphic or text slides) or play audio announcements to a large groups of Cisco IP Phone users or from user to user.

Text messages defined may be sent from an IP Phone service or from a web interface (that fit in a Jabber's tab). Depending of his profile, the user can use predefined distribution list or send to define phone numbers, he may also use predefined message or enter a new message. Message priority are pushed with an audio notification and can clear after a while. Information messages or presentations may remain availables for reading afterward, through Services menu.

Audio announcement can be sent live (push to talk) from an IP Phones to a list of IP Phones or from a recorded audio file or Text to Speech. Audio announcements are sent from one IP Phone or from IPS Pager server to a group of IP Phones, using multicast ip technology which reduce the bandwidth required. The audio announcement is played on the IP Phone loudspeaker or if the user is online, on the phone handset. Audio level can be forced depending of alert priority. It is also possible to broadcast to external IP Speakers.

Text messages or audio announcements can be sent from the IP Phone XML interface, a full screen map based Web interface, a JabberTab, a third party application (REST API) or automatically on schedule, taking into account the time range of the phones.

#### **1.2 Architecture**

There are two ways of sending text messages to Cisco IP Phones:

-By CTI: An authorized application user is dynamically associated to the destination IP phone and sends a URL to display via JTAPI. This method is simple to deploy but limited to several hundred IP phones per transmission. -By http: The application dynamically loads IP phone IP addresses and sends an http post request toward the IP phones. The IP phones must be authorized for web access. IPS Pager includes a proxy authentication (of type 'One type password'), which secures the push and unloads the CUCM cluster. This method is appropriate to massive transmissions.

To secure authentication requirement when pushing to IP Phone, IPS Pager integrates an authentication proxy. The proxy is based on a one-time password mechanism that enhances security and free Cisco Unified Communications Manager from the load occurred when pushing to a large number of IP Phones.

Audio message broadcast places the IP phones in listening mode on a port and multicast IP address. This multicast IP address must be routed to reach the IP phones on the different sites concerned.



The IPS Pager server effects a simultaneous 'push' on several IP Phones to cause them to display the selected message or place them in listening mode on a multicast IP address. The number of simultaneous pushes is configurable according to server performance.

IPS Pager supports multi-cluster CUCM architecture and message can be pushed to IP Phones from different CUCM clusters.



#### 1.3 User Interfaces

Message transmission may be triggered via a web interface or Jabber, protected by key or by AD/LDAP security group. According to the profile, users may access pre-defined distribution lists and pre-defined messages. The interface also permits the creation of temporary messages and to define their priority level.

		×		Cisco Jabber	
< 🔿 (🕘) 🥌 http://localh	ost/ipspush/user/wet ♀ < ¢ 🦉 WebSend ×	<u>^</u> ↑ ★ ↔	asst1@telisca.loc	c	
		0,	Rech./Appeler		
Select a destination list:	Send message to IP Phones	ca	1 Intacts	Send mess Phon	age to IP es
Global					
	1		Select	a destination list:	
Predefined messages	New message		Glot	oai	
Select a message:			Prec	defined messages	New message
Domino NOT AVAILABLI		Me	ssages		
Message text:			Select	a message:	
The Domino system is un	dergoing maintenance and will be unavailable until tomorrow morning.	Ré	Dom	nino NOT AVAILABLI	E
			Messa	ge text:	
			The main tomo	Domino system is un tenance and will be prrow morning.	ndergoing unavailable until
	Send now !		SPUSH		12
				Send no	w !
			2 -		

Messages may also be sent directly from the IP Phone

9007	15/04/2015 15:25		9007	15/04/2015 16:2	9		9007	15/04/2015 16:29	
- m	IT Department-IPS Pager	1.0		IT Department-IPS Pager		1+	a the	Domino NOT AVAILABLE	1+
	Select destination list			Select a message				Confirm sending this message	Ĩ
	1 Global D	•		1 >Enter message	٥	•		The Domino system is undergoing maintenance and will be unavailable until tomorrow morning.	•
	2 Paris			2 Domino NOT AVAILABLE	0				
	3 London			3 Domino Available	0				
Selec	t Back	Quit	Sele	ct Back	k Qu	Jit	Send	! Back Q	Quit

Administrator uses a Web interface to define different user profiles. For each profile, he will defined destination groups. Groups can be defined by: 'locations', 'device pools', 'calling search spaces', 'IP Address ranges', 'IP Phone list', all IP Phones, list of users, list of departments. It is possible to create lists of lists on different CUCM clusters.

	Nom Type Liste	IP Phones	•				
	Filtre sur N° Num	éro téléphone 🔻				Filtrer	Effacer
Numéro	Identifiant	Description	Profil (CSS)	Pool	Location	Туре	Adresse
	SEP000000000000			Default	Hub_None	Third-party SIP Device (Basic)	192.168.0.70
	SEP64168DBA800F	7301 (9951)		Default	Hub_None	Cisco 9951	
	SEP0024C4FEACA0	Auto 7013		Default	Hub_None	Cisco 7906	
70140001	SEP0013C412C578	Auto 7014		Default	Hub_None	Cisco 7960	192.168.0.18
	SEP0019306FB9D4	Auto 7015		Default	Hub_None	Cisco 7931	
	SEP0016C76B2B04	Auto 7016		Default	Hub_None	Cisco 7961	
	SEP000F8F28DAE9	Auto 7017	VMRestrictedCSS	Default	Hub_None	Cisco 7970	192.168.0.25
	SEP001E4A92235B	Auto 7019		Default	Hub_None	Cisco 7942	
	SEP000FF76E3C56	Auto 7020		Default	Hub_None	Cisco 7940	
	SEP0024E8A7955B	Auto 7025		Default	Hub_None	Cisco IP Communicator	

It is possible to send text messages and presentation automatically at different time of day, depending of the week day. Multiple time zones are taken into account for large CUCM clusters.

Jours de travail 🗹 Lundi 🗹 Mardi 🗹 Mercredi 🗹 Jeudi 🗹 Vendredi 🗌 Samedi 🗌 Dimanche

									Ajouter
		Groupe éditorial	Listes de destinations	Messages/Présentations	Horaire 1	Horaire 2	Horaire 3	Horaire 4	Horaire 5
Modifier	Supprimer	User message	TEST	Slide show	15:36				
Modifier	Supprimer	GROUP2_5	LIST1	PAGE 1	15:34	15:39	16:10		

Administrator defines different messages ready to be sent. Two level or priority may be set for: Push priority, notification sound, display duration.

Administrator can check, messages sent history, including sender, profile, destination, messages sent and destination list detail.

With optional module, IPS Pager can also send SMS to mobile phone via Cloud Service like Esendex. IPS Pager can also send message to ASCOM DECT phones.

REST APIs are available to send automatically text messages to destination groups, from a third-party application.

#### **1.4 Optional Audio Broadcast Module**

The user may speak directly from his IP phone to recipients by launching the IPS Pager service. According to his profile, he will have access to several distribution lists.

9007	15/04/2015 16:30	i		9007	1	5/04/2015 16:31			9007	15/04/2015 16:31	
8 m	IT Department-IPS Pager			- 10m	IT Department-IPS Pag	ger		10		Talk to All	
- C					Select destination list				and a second		
	1 Talk directly to IP Phones	0	•		1 All		0	•		Hold 'Talk' key down and speak.	•
	2 Send text messages	0			2 Security		0			Ready : 0/40	
Selec	t Quit			Selec	t Back	Quit			Talk	. Refresh Stop	

Audio is played on Cisco IP Phones's speakers. If the IP phone is engaged on a call, the internal calling party will hear the audio message from the handset. It is also possible to play audio message on IP Speakers, like CyberData or Algo Solution SIP-enabled IP Speaker.

Web map user interface allows to select the destination of the audio announce on a map. It also offers a Dashboard to view live operating statistics.



#### **1.5 Optional DECT and SMS messaging**

IPS Page supports an (optional) interface for sending messages toward ASCOM DECT telephones.

IPS Pager supports an (optional) interface with an SMS Cloud service (licke Esendex) for sending messages toward mobile telephones.

IPS Pager is available in French and English.

#### **1.6 Requirements**

Supported Cisco CUCM versions: 10.5, 11.5, 12, 12.5, 14



Supported Cisco IP Phone 6921, 6941, 6961, 7811, 7821, 7841, 7861, 7905, 7911, 7912, 7920, 7921, 7940, 7941, 7960, 7961, 7970, 7971, 8811, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9971, IP Communicator.

For audio announcements, a multicast IP address must be available between IP Phones and between the server and the IP Phones for pre-recorded audio messages,

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
- Cloud ready
- CyberData or Algo Solution IP speakers.

#### **1.7 List of supported IP Phones**

#### 1.7.1 Text messages

IP Phones models	Send immediately
7940, 7960	Supported
7937	Supported
7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975, IP Communicator	Supported
7921, 7925, 7926	Supported
7811, 7821, 7841, 7861	Supported
6921, 6941, 6945, 6961	Supported <sup>1</sup>
8811, 8841, 8845, 8851, 8861, 8865	Supported
8941, 8945	Supported
8961, 9951, 9971	Supported

#### 1.7.2 Audio broadcasts

IP Phones models	Send immediately
7940, 7960	
7937	
7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975, IP Communicator	Supported
7921, 7925, 7926	Supported
7821, 7841, 7861	Supported

<sup>&</sup>lt;sup>1</sup> Does not support authentication proxy redirection (use CTI or Associated User instead)

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6921, 6941, 6945, 6961	Supported <sup>2</sup>
8811, 8841, 8845, 8851, 8861, 8865	Supported
8941, 8945	Supported
8961, 9951, 9971	Supported

**Note:** For some IP Phones models, it may be necessary to upgrade the firmware to get the maximum compatibility:

- 69XX : firmware 9.3.1.3
- 894x : firmware 9.3.2.11
- 896X et 99X : firmware 9.3.2.10

## 2 Administration

#### 2.1 Parameters

IPS Pager can send text messages, directly on the phones and makes it possible to speak directly into the speakers of many phones (voice announcements). Some parameters apply only to text messaging, while others apply only to voice broadcasting.

One must first define Editors groups. Then for each of these groups, one must create (for Text and voice) recipient's lists and message templates (for text only). Each group will have access to its own set of recipients and message templates (for text only).

Text messages can be sent from the phones, from a web interface, or through a special URL.

≡	telisca				telisca Demo	🖺 🔎 🔺 Unknown user
🚯 Das	hboard	Home / IPS Pager / IPS Pager parameters				⊘ Cancel ✓ Save
📽 Glo	bal configuration +					
0.60		Push to IP phone mode	By direct HTTP to IP Phone	× 8		
100	port r	Detailed send status on IP Phone	Number sent & errors	~ 0		
🖵 Atte	endant Console 🛛 🕨	Send daily report by email	Disabled	✓ ⑦ Test sending report		
👹 Cor	ference Center +	Reports' destination emails (separated by ,)		Lumot .		

#### 2.1.1.1 Push to IP Phone mode

This is where you choose if you want to send text messages by HTTP or by CTI.

• **CTI** means **easier configuration** for the phones, no authentication URL change, and no need to enable Web Access for each device.

Please refer to Telisca Framework guide on how to configure the CTI component. For IPS Pager "Automatic and Dynamic Monitoring" mode is supported.

• **HTTP Push** is recommended to send a lot of messages simultaneously (or setting a lot of IP Phones ready to listen an audio broadcast) and when enabling Web Access is not an issue. It is recommended for more than **200 simultaneous messages** sent.

Note: CTI Push needs to configure CTI, in the administration, Global Config menu, CTI Config folder. See Install & exploitation guide **IPSCFG\_ADMIN\_EN.pdf** for more information.

*Note:* HTTP Push needs a special CUCM configuration in order to allows the push on the IP Phone using minimum CUCM resources. **See Deployment / Authentication Proxy setting.** 

#### 2.1.1.2 Show detailed send status on sender's IP Phone

This displays a report from the sender phone (or the web interface) including the number of text messages (or voice listening commands) sent, the number of errors, and the total expected.







Send status on IP Phone

No status on phone

Note: it may be necessary to press the "Update" button to refresh the numbers.

#### 2.1.1.3 Check IP Phone has really displayed the message

Improves the accuracy of the Message delivery report by counting the requests to display the message from the recipient's phones rather than counting the number of message pushes made by the telisca server. This will delay the sent report slightly. This will increase significantly the server load.

#### 2.1.1.4 Save send history

You can select to save the send history which will then show in the send history report.

#### 2.1.1.5 <u>Send history retention (days)</u>

Messages tagged to be kept on the phones, can be browsed by the recipients subscribed to the IPS Pager service for messages browsing. This defines how long the messages will be kept.

#### 2.1.1.6 <u>Send mail report</u>

An email report mode can be :

- Disabled
- everyday
- every day if not empty

The email reports are sent every day at 23:50 server time. When the email report option is selected, a new tab is activated in Global Configuration, which lets you enter your SMTP server details.

The recipient of those reports are the email addresses entered, separated by commas.

≡	telisca				telisca Demo	0	Unknown user
🚯 Di	ashboard	Home / Global configuration / Email config				0	Cancel 🗸 Save
<b>0</b> 8 G	lobal configuration 🔸	Mail Server type	chem.	0			
¢	EUCM Config	CMTD best	SWIF				
P	arameters	SMTE HOSE	smtp.gmail.com	<b>U</b>			
ŀ	lot Standby config	SMTP Port	587				
Ŀ	nstall Services	Sender email address	jmlacoste92@gmail.com	0			
c	TI config	SMTP login	jmlacoste92@gmail.com	0			
c	TTI control	SMTP password		0			
P	hone push config	Secured password authentication					
E	mail config	e-mail address to send test message	jmlacoste64@free.fr				
S	iMS Gateway		Test email settings				
	ID/I DAP confin						

The SMTP Configuration tab in Global Config The Sender email address is used as the recipient for the daily reports

The emails contain the following information:

SEND\_DT;GRP\_NAME;SENDER;MSG\_TITLE;LST\_NAME;NB\_DEST;NB\_SENT;NB\_DISP;NB\_ERROR;

#### 2.1.2 Text settings



Text settings					
Message title enabled	$\checkmark$				
Add sender phone number to message		Normal priority		High priority & audio	
Push message priority	Push immediately		$\sim$	Push immediately	~
Alarm TFTP audio file	(non	e)	$\sim$	Chime	$\sim$
Clear message delay (s), 0 never	60	0		0	
Session duration (mn)	5	0			
Nb. of simultaneous push	30	0			
Nb. of simultaneous push with alarm file	15	0			
Reload phones' IP address before sending	$\checkmark$	0			
Stop phone screen saver	$\checkmark$	0			

#### 2.1.2.1 <u>Message title enabled</u>

When sending a text message, it is possible to enter a title (approx 30 characters long) which will display in the message differently depending on the phone model.

<ul> <li>18:04 02/11/13</li> <li>sandwich van it has arrived !</li> </ul>	10/07/13 18:04 8611	
	flood in park	
		title
		Everyone
		► content
reception		content
Quit	Quit	Quit

What a message title looks like on CIPC, 8945, 6941 phones (message title highlighted)

#### 2.1.2.2 Add sender phone number to message

This option allows the receivers of the message to view the sender's editor group's name or the <u>parameter</u> <u>User set in the phone subscription</u> if it is set (like a number or a name).



Sender's editor group name is displayed in the messages (screenshots from CIPC and 8945 phones)

#### 2.1.2.3 <u>Normal or high priority profiles</u>

We can define two priority levels for our messages. The priority level can be selected when sending a message from the web or set for each predefined messages.

Both priorities behave the same way: they are pushed immediately regardless of the status of the recipient (on a call or idle), the only use is to play a different audio notification and to have a different display duration.

Each priority level has two characteristics:



#### • Push Message Priority

Immediately: for audio, mixes into the user's current conversation if on a call – only to be used for Urgent messages

- Alarm file (optional): note that the alarm sound is played immediately, regardless of the destination communication status. It is less distracting to only use sound notification for High Priority types of messages.
- **Clear message delay**: defines how long the message displays on the phone before it closes automatically.

#### 2.1.2.4 <u>Session duration</u>

Defines how long the IPS Pager menu on the phone will stay opened if there is no user input.

#### 2.1.2.5 Nb. of simultaneous push

The number of simultaneous message pushes defines the speed at which IPS Pager will send simultaneous HTTP or CTI Commands. For large destination groups or when users send messages simultaneously, this limit can be increased. The capacity is limited by the version of CallManager used.

The average sending time of one message on a phone is 500ms. The number of messages sent per second is approximately double the simultaneous push limit.

This speed depends on telisca server's and CUCM's capacities. The speed is also affected by whether or not a sound file from the TFTP server is played and whether an authentication proxy is used. Tests show that the maximum number of supported is 200 to 500, depending of the IPS Pager server performance.

#### 2.1.2.6 Nb. of simultaneous push with alarm file

Maximum number of simultaneous push of text message plus alarm notification file sent to IP phone is 200 to 250, depending of call manager TFTP server performance.

#### 2.1.2.7 <u>Reload phones IP address before sending</u>

When pushing by http, the selected phones IP address may be reloaded (200 by 200) using serviceability API before sending, to take into account a possible DHCP reset. However, the serviceability API is limited to 15/mn, so this limits the number of phones that could be pushed to 3000/mn. If a higher rate of push is required by settings a high number of simultaneous push, this option may be unchecked.

#### 2.1.2.8 <u>Stop phone screensaver</u>

Will get the phone out of standby and display the message when screen saver is active. Not all the phone models support this feature.

#### 2.1.3 Audio settings

These parameters are enabled only if the license installed does have the IPS Pager Audio option. Audio option allows to play live and recorded audio broadcast. When using a live audio broadcast from the IP Phone, the user press and hold the "Talk" soft key on the phone when speaking (Talky Walkie mode).

Note: IPS Pager used to have an option to use a start-stop mode, which has been removed.



Default audio volume (%)	600 <b>?</b> 70% <b>?</b>	
Default delay before playing audio	80% IP Phones, max 3s	
Title displayed while playing audio	%DESTINATION_GROUP%	0
Text displayed while playing audio	Ongoing alert %DESTINATION_GROUP%, please do not hang up	0

#### 2.1.3.1 Pager mode (audio) clear delay

When the sender releases the "Speak" button on the sending phone, the destination phones stop listening to the RTP stream. If there is an error during this action, a security timer will force the destination phones to stop listening after the number of seconds defined here.

This delay must be more than the maximum RTP stream broadcast length or recorded audio file length to avoid cutting off the broadcast before the end.

If the value is set to zero, it disables this feature. However, by default IPS Pager's application will recycle at 5:30am so the audio broadcast will then be stopped.

#### 2.1.3.2 <u>RTP Volume</u>

It is possible to set the audio volume on the IP Phone Speaker or let the user settings. This define the default value when creating an audio announce in the administration or from WebSend or Map user interface.

#### 2.1.3.3 Default delay before playing recorded audio

When starting an audio alert, the application push to all the destination phone to set them in a mode where they listed to the multicast IP. If there is a large number of phones, this make take a few seconds. Depending of the purpose of the message you may choose to wait for most of the phones to be ready or start as soon as possible the message, which should not be a problem if the message is repeated several times. The value define here is used as a default value when creating an audio content from the administration and as the value used when creating a Text To Speech audio message from WebSend or Map URL

#### 2.1.3.4 <u>Title displayed while playing audio</u>

The title header is the popup screen on the end users' phone.

#### 2.1.3.5 <u>Text displayed while playing audio</u>

In the same window that appears on the end user IP phone with title, you can give a brief description of the announcement being made.

#### 2.1.4 Advanced parameters

Advanced parameters												
Authorized IP addresses for http://host/IPSPUSH /user/send.aspx URL, separated by ",				0								
Report purge delay	62											
Authentication's cooky duration (h)	24											
Report's email subject	Rapport alerte %LIST%	- %MSG% exécuté	ée à %TIME%	0								
Report's email body	🛛 Source 🔒 🗋		6 6 6 4 *	Q ta ∭	₩	¥ 0 [						0
	B I <u>U</u> <del>S</del> ×₂	x <sup>2</sup> 💰 <u>I</u> <sub>x</sub>   :	:=   : : : : : : : : : : : : : : : : : :	8 2 3 8	I⇒¶ ¶⊂ j	話- @	n 🖻 🗄	•	- •	Ω	\$	
	Styles - Forma	t - Police	- Taille - <u>A</u> -	A- 23 80	?							
	L'alerte %LIST% - %M	SG% a été déclenc	chée à %TIME%, par %SENI	DER%.							^	
	Liste destination	%LIST%										
	Message	%MSG%										
	Nombre destination	%NB_DEST%										
	Nombre envoyés	%NB_SENT%										
	Nombre recue	WIND OK%									~	



#### 2.1.4.1 <u>Authorized IP addresses to send by http</u>

This is the list of IPs authorized to trigger messages by <u>HTTP POST</u> (third party applications), using the IPSPUH/send.aspx URL.

#### 2.1.4.2 <u>Report purge delay</u>

Detailed reports are purged after the defined delay (in days).

#### 2.1.4.3 <u>Authentication's cooky</u>

When Map.aspx URL Windows authentication is enabled (in IIS) and anonymous authentication is disabled, then a IIS/Windows may require to enter a login/password. It is possible to reduce the frequency to enter a credential by saving a Web cooky. The validity duration of the cooky can be defined here.

#### 2.1.4.4 <u>Reports' email subject and body</u>

It is possible to receive an email each time an alert has been triggered. You can configure the subject and content of the email and include the following variables: %ID%, %TIME%, %LIST%, %MSG%, %NB\_DEST%, %NB\_SENT%, %NB\_OK%, %NB\_FAILED%, %SENDER%.

#### 2.2 Entities

You can define as many entities (organization, location, building), which will be assigned to groups of people who will be able to send text messages or broadcast voice announcements. Each group will have access to its own set of recipients and message templates.

		ID	Group label	Send by Web page	Key	Group name	Send by IP phone	Kev
Edit	Delete	1	Brighton office	Windows user group		security.ou	Free access	
Edit	Delete	2	Ground Floor	Free access			Key required	5432
Edit	Delete	3	First Floor	Free access			Key required	9876
Edit	Delete	4	Paris office	Free access			Free access	
Edit	Delete	5	Reception	Free access			Free access	
Edit	<u>Delete</u>	6	Whole office	Free access			Free access	

Users can define the group label for each group, as it will appear as the title of text messages.

#### 2.2.1.1 Send by Web Page settings (text messaging)

The authentication method to send text messages from the web interface is as follows:

#### 2.2.1.2 <u>No authentication</u>

Anyone with the default URL will be able to send messages

#### 2.2.2 Key required

#### 2.2.2.1 <u>Send by IP Phone</u>

		ID	Group label	Send by Web page	Кеу	Group name	Send by IP phone	Кеу
Edit	<u>Delete</u>	1	Brighton office	Windows user group		security.ou	Free access	
Edit	<u>Delete</u>	2	Ground Floor	Key required	5432		Key required	5432

The key may be added to the key parameter in IP Phone Service subscription.

If a key has been defined for the editor group and is not provided in the IP Phone Service parameter, the user is prompted to enter a PIN code. In this case, make sure that the key entered only contains numerical characters.



#### 2.2.2.2 Send by Web Page

		ID	Group label	Send by Web page	Key
Edit	<u>Delete</u>	1	Brighton office	Windows user group	
Edit	Delete	2	Ground Floor	Key required	5432

This key will have to be added to the URL (key=XXX) to be granted access. From the screenshot above, you will provide Editor Group 2 (Reception) a URL to send their messages like this:

```
http://host/IPSPUSH/user/WebSend.aspx?grp=2&key=5432
```

http://host/IPSPUSH/user/Map.aspx?grp=2&key=5432

Read more about accessing IPS Pager from the web.

#### 2.2.2.3 Windows User Group

This authentication method for the Pager from a web page is based on Windows authentication.

		ID	Group label	Send by Web page	Key	Group name
Edit	<u>Delete</u>	1	Brighton office	Windows user group		security.ou
Edit	Delete	2	Ground Floor	Key required	5432	· · · · · · · · · · · · · · · · · · ·

The web page will check the Windows login of the user against the Group defined here.

The way the Windows authentication works is this:

- 1. User provides credentials through browser
- 2. IIS on telisca server makes sure the user is defined (either locally or on the server's domain)
- 3. The browser starts opening the page (or not if denied by IIS)
- 4. Telisca server does a lookup on the <u>AD defined in administration</u>, to find if the user name can be found in the access group
- 5. Telisca server displays the page with the appropriate options (or <u>an error message</u> if the user cannot be found)

In this mode, it is necessary to force the users to authenticate on <u>IPSPUSH/user/WebSend.aspx</u> and <u>IPSPUSH/user/map.aspx d</u> in IIS.

- Launch IIS Manager, select default Web Site,
- Select the URL IPSPUSH/user,
- Right click and select 'Switch to content display',
- Select WebSend.aspx or Map.aspx,
- Right click and select 'Switch to features display',
- Click on authentication icon
- Disable 'Anonymous authentication'
- Enable 'Windows authentication'

Also, you can configure <u>Internet Explorer to use integrated Windows Authentication</u> to hide the login prompt.

Administrator needs to define AD settigns to be able to check if the users have access to WebSend or Map, and to check it's AD's Security Group.

**Important:** Once Windows User Group is chosen and the anonymous access is disabled on the page in IIS, all groups will have to authenticate even if they are still showing "Free Access" on the parameters page.



#### 2.2.3 Active Directory parameters for group authentication

If you are using authentication by <u>Windows User Group</u> for the access to IPS Pager web, you must configure the Active Directory section under 'Global config' where the groups and users are defined.

≡ telisca	1		telisca Demo	🖺 🔎 🐣 Unknown user
🚯 Dashboard	Home / Global configuration / AD/LDAP config			⊘ Cancel ✓ Save
Clobal configuration +	Config AD/LDAP			
CUCM Config	Туре	AD 🗸		
Parameters	Primary AD or LDAP host	srvad01.teliscatest.lo	Test	
Hot Standby config.	Backup AD or LDAP host		Test	
Install Services	AD or LDAP Port	389		
CTI control	Timeout (s)	10		
Phone push config	AD or LDAP proxy user	teliscatest\administrator		
Email config	AD or LDAP provide particular			
SMS Gateway				
AD/LDAP config	Conirm password			
© Support →	Organisation unit to search userid	CN=Users,DC=teliscatest,DC=local	8	
Attendant Console +	Authentication mode	Security ~		

Tip: To check your settings and connectivity, we recommend you use an AD client such as:
AD Explorer <u>http://technet.microsoft.com/en-us/sysinternals/bb963907</u>

### 2.3 Text recipients

Enable phone numbers destination creation from Web Enable phone numbers destination creation from IP Phone Add   Add   Edit Delete   Building_ISSY List of ip address ranges   36D7K9   Edit Delete   Security_ISSY     It of ip address ranges     36D7K9     Cancel     Image: Building_ISSY   It of ip address ranges     Image: Building_ISSY   It of ip address ranges     Image: Building_ISSY   It of ip address ranges     It of ip address ranges	me / IPS Pager / [	Destina	ation list [ISSY]				
Add          Add       Destination lists       Type       ID         Edit       Delete       Building_ISSY       List of ip address ranges       36D7K9         Edit       Delete       Security_ISSY       List of directory numbers       36D7NV         Image: Security_ISSY       List of directory numbers       36D7NV         Image: Security_ISSY       List of directory numbers       36D7NV         Image: Security / Destinations list       Image: Security / Destinations list         Image: Security / Destinations list         Image: Security / Beload cache P         Image: Security / Id36D7K9         Type       List of ip address ranges         Image: Security / Id36D7K9         Its of ip address ranges	able phone numbers	rs destina	tion creation from Web 🗌 Enab	ole phone numbers destination creat	ion from IP Phone		
Image: Building_ISSY     List of ip address ranges     36D7K9       Edit     Delete     Building_ISSY     List of ip address ranges     36D7K9       Edit     Delete     Security_ISSY     List of directory numbers     36D7K9	d						
Edit Delete Building_ISSY List of ip address ranges 36D7K9 Edit Delete Security_ISSY List of directory numbers 36D7NV Acome / IPS Global Directory / Destinations list Clast cache load date time : 5/3/2019 6-31 PM0 Reload cache Name Building_ISSY Id-36D7K9 Type List of ip address ranges			Destination lists		Туре	ID	
Edit Delete Security_ISSY List of directory numbers 36D7NV     4ome / IPS Global Directory / Destinations list     Destinations list     (Last cache load date time: 5/3/2019 631 PM)     Reload cache     (Last cache load date time: 5/3/2019 631 PM)     Reload cache     Type     List of ip address ranges	Edit D	Delete	Building_ISSY	List of ip address ranges		36D7K9	
Image: Destinations list     Destinations list     (Last cache load date time: 5/3/2019 631 PM)     Reload cache     Name   Building_ISSY   Id36D7K9   Type     List of ip address ranges	Edit D	Delete	Security_ISSY	List of directory numbers		36D7NV	
Name     Building_ISSY     Id:36D7K9       Type     List of ip address ranges	Destinations list	(Last cache	load date time : 5/3/2019 6:31 PM)	Reload cache			
Type List of ip address ranges	Name	e Building	g_ISSY k	d:36D7K9			
	Туре	e List of i	ip address ranges				
IP address Add	IP address	22		Add			
Show only selected 🗁 Page size 20 🖌	Show only selected	d 🔽	Page size 20 V				
Prefoxe adresse ip			Prefixe adresse ip				
☑ 102.111.0/24		10.2	.111.0/24				
		< >					

For each editor group, access can be given to text messages' recipient lists, which are created in this screen.

This is what the recipients list look like on an IP Phone:





Lists can be populated by using CUCM groups:

- All IP Phones in CUCM
- Calling Search Spaces
- Locations
- Users
- Device pools
- Departments
- IP Address ranges
- Specific IP Phones
- List of list

Name		Id:
Туре	ALL IP Phones 🔻	
	List of device pools	
	List of Calling Search Spaces	
	List of location	
	List of ip address ranges	
	List of users	
	List of departments	
	List of IP Phones	
	List of directory numbers	
	ALL IP Phones	

As well as creating these destination lists, Editors can be allowed to enter their message recipients themselves (up to five).

Enable phone numbers des	tination creation fron	n Web 🔲 Enable p	hone numbe	rs destination ci	eation from IP Ph	one 🗆
	13:58 0	2/12/13		8609		
		on				
	>Enter	destination				
	<sup>2</sup> AllPhor	nes				
	<sup>3</sup> Trading	, floor				
	Select destin	ation list		and the second		
	Select	Back	Quit			

Phone screen with "Enable phone numbers destination creation from IP Phone"

# telisca

09/0	7/2012 15:42 86	580			
🗢 Vii	Input dest. phone	numbers	~		
	Phone	86007	123#*		
	Phone				
Su	Submit 🛛 Back Quit				

Entering up to five recipient to a text message from a phone

		telisca
Send	message to IP Phones	
Enter destination	Destination lists	
Destination phone nur	mbers:	

Ad-hoc recipients from the web page

### 2.4 Audio recipients

#### 2.4.1 List of destinations

Like for text message destination lists, access can be given to lists of destinations for each editor group.

Destinations list Audio settings	Select map		
<u> </u>	· · ·		(Last cache
Name Athéna		ld:26AL8B	Reload cache
Type List of ip add	lress ranges 🛛 🗸 🗸	]	
IP address		Add	
Show only selected 🔽			
Prefixe adress	e ip		
10.2.105			

Lists can be populated by using these CUCM groups or IPs:

- Single Unicast IP: to broadcast to a single destination IP Address
- All IP Phones in CUCM
- Calling Search Spaces
- Locations
- IP Address ranges
- Specific IP Phones



Note: The classifications of the phones are based on the list of phones loaded in cache at different times of day, as defined in CUCM Config screen, in Global Config menu. Just after enabling IPS Pager or after adding phone, it may be useful to reload the cache. However, if thousands of phones' list is reloaded, this can take a few minutes.

#### 2.4.2 Audio settings

This define the different audio modes available from Phone or Web user interface.

Destinations	list Audio settings Select map	
Audio Mode	☐ Press to talk (IP Phone) ☐ Press to talk + Talkback (IP ☑ Text to Speech (Web) ☑ Recorded Audio	Phone)
	Multicast IP address 239.0.0.1	0
l	Pager RTP port (20480 to 32768) 22480 ⑦	

#### 2.4.2.1 <u>Audio modes</u>

The audio broadcast can be used in different modes:

- Press to Talk: live broadcast from an IP Phone to one or many, by pressing the Talk Softkey,
- Press to Talk + Talkback: The destination also has a Talk button and can answer to everyone,
- Text to Speech (Web): Create new audio message from WebSend or Map URL
- Recorded audio: allows to play an audio file loaded by the administrator or entered in Text to Speech.

#### 2.4.2.2 <u>Multicast IP Address</u>

Enter multicast IP Address which will be accessible through the phones is available for each destination list. This IP address will need to be routed between the sender IP Phone and other phones (or SIP speakers) for live broadcast and between IPS Pager server and the destination phones for recorded audio.

A typical Multicast IP address is 239.0.0.X.

#### 2.4.2.3 <u>RTP Port</u>

This is the IP Port on which the destination phones will listen the RTP stream. The value needs to be even, between 20480 and 32768.

When sending audio broadcast to SIP speaker the RTP Port can be used to differentiate the different speakers by location.

#### 2.4.3 Association to a map

From the Map URL, it is possible to trigger an alert by clicking on the area of map.

This is possible by selecting a map and a color for each audio recipient.



Destinations list	Audio settings	Select map		
		Maps ALL_SITE	HEX #4472C4 R 68 G 11	4 B 196
			Athéna	l

By selecting the map 'ALL\_SITE' and clicking on the Athéna blue area, the configuration memorizes the ID of the map and the exact blue color code which will be associated to the audio recipient.

Note: Firefox may have an issue by selecting a wrong color code. The workaround is to change a setting in Firefox, by entering URI 'about:config', then filtering on gfx.color and changing parameter gfx.color\_management.mode from 2 to 0.

← → ⊂ ŵ	😢 Firefox	about:config	
Rechercher: O gfx.color			
Nom de l'option	Statut	Туре	Valeur
gfx.color_management.display_profile	par défaut	chaîne	
gfx.color_management.enablev4	par défaut	booléen	false
gfx.color_management.mode	par défaut	nombre entier	2
gfx.color_management.rendering_intent	par défaut	nombre entier	0
Saisissez u	ine nouvelle valeur	(type nombre entier)	×
	gfx.color_managem	ent.mode	
	0		
	ОК	Annuler	

Note: Take care to select an uniform color zone.

#### 2.5 Audio content



ID	26D1HP
Name	PLEASE_EVACUATE
Audio volume	30% 🗸 🔊
Duration or # times	3 times 🗸 🗸
Delay before audio broadcast	2 sec. 🗸 🗸
Load recorded audio message	
Concatenate languages	1 language 🗸
Voices	Microsoft Server Speech Text to Speech Voice (en-US, Helen) $\sim$
Text to speech	Please evacuate the office, as soon as possible. <u>Generate Play</u> Please, do not push or run.
	G <sub>. O</sub>
Or upload audio file	Parcourir Aucun fichier sélectionné.
	c:\inetpub\wwwroot\IPSCFG\data\IPSPUSH\AUDIO\audio_36.wav

#### 2.5.1.1 Load speaker volume for pager

When left to -1, IPS Pager will play the broadcast without changing the recipients' phone volumes. To make sure everyone will hear the broadcast, it is advised to force the volume to a positive value. Over 80 percent volume is likely to deteriorate the sound quality.

**Note:** the forced volume only applies to audio broadcasts (not the alarm sound of text messages) and is set only for the duration of the message. It goes back to the original speaker volume after the broadcast.

**Note**: the voice is in whisper mode when playing over a conversation and cannot be heard by the other users on the call.

#### 2.5.1.2 <u>Recorded audio duration</u>

When sending a recorded audio alert, it is helpful to define the duration of the audio broadcast. The audio file will loop until the duration is met. You can also define the number of times the audio file is played.

#### 2.5.1.3 <u>Recorded audio send delay</u>

Before playing a recorded audio alert and depending the number of IP Phones destination, it may be necessary to wait a few seconds so that all or most of the IP Phones are ready to listen the audio broadcast on the multicast IP address. The delay will also vary depending of the number of parallel push defined in IPS Pager global parameters, so it is convenient to define a percentage of IP Phones ready. If you want to play an urgent message which loops you can play immediately.

#### 2.5.1.4 <u>Text to speech</u>

You can enter a text to speech in up to four languages. They are merged together. It is possible to include XML markup language to change the way the text is played.



Can use the Speech Synthesis Markup (SSML) to control various characteristics of synthetic speech (text-to-speech) output including pitch, rate, volume, pause. break: An empty element used to control the prosodic boundaries between words. Syntax: <break time="xxxms" /> or <break time="xxxs" /> emphasis: Increases the level of stress with which the contained text is spoken. Syntax: <emphasis level="strong|moderate|none|reduced">text-to-speech</emphasis> prosody: Controls the pitch, rate, and volume of the speech output. Syntax: <prosody pitch="value" contour="value" range="value" rate="value" duration="value" volume="value">text-to-speech</prosody> -pitch: Optional.Indicates the baseline pitch for the contained text.This value may be expressed in one of three ways: An absolute value, expressed as a number followed by "Hz"(Hertz). For example, 600Hz. A relative value, expressed as a number preceded by "+" or "-" and followed by "Hz" or "st", that specifies an amount to change the pitch. For example + 80Hz or - 2st. The "st" indicates the change unit is semitone, which is half of a tone(a half step) on the standard diatonic scale. An enumeration value, from among the following: x - low, low, medium, high, x - high, or default. contour: Optional. Represents changes in pitch for speech content as an array of targets at specified time positions in the speech output. Each target is defined by sets of parameter pairs, for example: contour="(0 %, +20Hz)(10 %, -2st)(40 %, +10Hz)"> The first value in each set of parameters specifies the location of the pitch change as a percentage of the duration of the contained text (a number followed by "%"). The second value specifies the amount to raise or lower the pitch, using a relative value or an enumeration value for pitch, see above. -range: Optional.A value that represents the range of pitch for the contained speech content.This value may be expressed using the same absolute values, relative values, or enumeration values used to describe pitch, see above. -rate: Optional. Indicates the speaking rate of the contained text. This value may be expressed in one of two ways: A relative value, expressed as a number that acts as a multiplier of the default. For example, a value of 1 results in no change in the rate. A value of .5 results in a halving of the rate. A value of 3 results in a tripling of the rate. An enumeration value, from among the following: x-slow, slow, medium, fast, x-fast, or default. -duration: Optional. A value in seconds or milliseconds for the period of time that should elapse while the speech synthesis (TTS) engine reads the contents of the element. For example 2s or 1800ms. -volume: Optional. Indicates the volume level of the speaking voice. This value may be expressed in one of three ways: An absolute value, expressed as a number in the range of 0.0 to 100.0, from quietest to loudest. For example, 75. The default is 100.0. A relative value, expressed as a number preceded by "+" or "-" that specifies an amount to change the volume. For example +10 or -5.5. An enumeration value, from among the following: silent, x-soft, soft, medium, loud, x-loud, or default.

You can test a generated text to speech message by clicking on the 'Generate' link they downloading the audio file by clicking on the 'Play' link.

#### 2.5.1.5 Load an audio file

Instead of using the text to speech it is possible to load a ready-made audio file. Most of the format are supported and are converted to adequate format to be played by telisca audio server.

#### 2.6 Messages/Presentations tab

Users can create predefined text messages from this page.

**Note:** The number of characters displayed in messages on IP Phones is limited by the Cisco XML Object which supports up to 4000 characters.

#### 2.6.1 Enable message creation

This option lets the users of the web or phone interface type in an ad-hoc text message rather than selecting from the predefined list.

# telisca

14 01 02/12/13 80	609
Reception	
Enter message	
<sup>2</sup> urgent message	
<sup>3</sup> sandwich van	
Select a message Select Back Quit	

Message creation menu enabled on phone

	10/07/13 17	7:25	861	1	_
86	Input mes	ssage text			
	Title		[	sandwich van	
	>			come d	
	>		[	d e f	
	>		[		
	>		[		
Submit		<<		Back	
-					

Composing a message on a 8945

Services	Services				
Input messa	age text				
Title: alert					
>: flood in park ik					
Submit << Back (					
Composing a message on a 6941					

			telisca
Send	message to	IP Phones	
Enter destination	Destination lists		
Select a destination lis	t:		
Telisca_office			•
Predefined messag	New messag	e	
Message title:			
Message text:			
Priority level:			
Standard			•
	Send now		

New message enabled from the web interface

# 2.6.2 Adding a new predefined message/presentations

First select the editor group for which you want to create a predefined message.



Then you can choose to create ad-hoc messages/presentations from the web and from the phones for this group.

And add a new message or edit an existing one.

Enable message <u>Add</u>	Enable message creation from Web 🗹 Enable message creation from IP Phone 🗌					
		Messages	type			
Edit	Delete	TEST	Message			
Edit	Delete	SCHEDULE #3	Text presentation			
Edit	Delete	New Service Announce	Graphic presentation			
<>						

When selecting to 'Add' a new message you can either choose a 'Text message' or 'Slide show'

#### 2.6.3 Text message

Home / IPS Pager / Message def	inition	⊘ Cancel ✓ Save
Internal ID	36D7R7	
Туре	Text message	0
Main title	ISSY	
Priority level	Normal priority ~	0
Visible in list from service		
Slide title	CLOSING	
Text	Fermeture des portes	

So with the text message, you can add a title and text to your message, set a priority level and make it available to recipients subscribed to IPS Pager history service.

#### 2.6.3.1 <u>Recipient message history</u>

Gives access to the message history on a destination phone. The phone needs to be subscribed to the <u>IPS</u> <u>Pager service</u> with the Mode parameter left empty. And the <u>message history option enabled</u>.

#### 2.6.4 Slide show

Home / IPS Pager / Message	e definition	Tancel 🗸 Save
Internal ID	36D7R7	
Туре	Graphic slide show V	
Main title	ISSY	
Images ordered in zip file	Parcourir business-directory.jpg	
# images loaded	0	
Delay between slides (s)	0	
# loops on slide show	1 0	
Priority level	Normal priority	
Visible in list from service		
Slide title	Directory	

So with the slide show type, you can add a title then you need to load up the images you require.

Choose to load a zip file which contains the images in the following format: png, jpg or gif From a PowerPoint presentation you can choose to export this into one of those formats.

You can choose to delay in seconds between the slides, a value of 0 will disable the automatic slide show.

Choose the number of times the slide show will loop or a value of 0 will disable this loop.



Setting a priority level and make it available to recipients subscribed to IPS Pager service.

You have the option to assign a title for this slide show.

#### 2.6.5 Text & graphic slide show

Home / IPS Pager / M	essage definition	⊘ Cancel ✓ Sa
Internal ID	36D7V3	
Туре	Text & graphic slide show 🗸 🖓	
Main title	Annonce Avril	
Delay between slides (s)	0	
# loops on slide show	2	
Priority level	Normal priority 🗸 🖓	
Visible in list from service	⊇0	
Slide title	Annonce produit	
Slide type	Imac v Parcourir DX7080.png Upload	
	< Add 2/2 Remove >	

With the text and graphic slide show type, you can add a title then you can load up a mixture of text and images you require.

You can choose to delay in seconds between the slides, a value of 0 will disable the automatic slide show.

Choose the number of times the slide show will loop or a value of 0 will loop indefinitely.

Setting a priority level and make it available to recipients subscribed to IPS Pager service.

The 'Visible for display' option will allow all IP phones subscribed to IPS pager server (without any command parameter), to display all the messages defined in the specified editor group, for which this option has been enabled.

If the title option has been enabled in IPS Pager parameters, you can then add a slide title for the presentation. Select the slide type, if text, input text into the text window below then hit 'add'.

For image, select 'image' then choose file, then hit add. Choose to load a zip file which contains the image in the following format: png, jpg or gif.

You can add several pages, remove and add along the way then once complete hit validate.

#### 2.7 Scheduled push

With the scheduled push feature, you can send pushes of a message/presentation 5 times a day and select the days of the week for when you want this to be scheduled.

Working days @ Monday @ Tuesday @ Wednesday @ Thursday @ Friday @ Saturday @ Sunday

									Add
		Editor group	Destination list	Messages/Presentations	Time 1	Time 2	Time 3	Time 4	Time 5
Edit	<u>Delete</u>	TEST	All_phones	TEST	15:15	08:00	10:45		

The selection options you have when adding a schedule via the 'add' link are:

Editor group Destination list Message/Presentations Times of the day x5 . . .



Hit the 'update' link to add the scheduling and then you can create several schedules.

To remove a schedule, simply hit the 'delete' button for the relevant schedule.

Currently the working days cannot differ for each schedule, this selection will apply to all of the schedule pushes.

The time of day the message will be pushed takes into account the difference between the time zone of the IP Phone's device pool and IPS Pager's time zone.

#### 2.8 Send history

Contains a report of sent messages with details.

Send date	Editor group	Sender	Message	Destination list	Dest nb	Sent nb	Recv nb	Err nb	Detail
11/02/2013 16:53	reception	SEP000C298087E5	urgent message	AllPhones	3	3	2	1	<u>Detail</u>
11/02/2013 16:47	reception	SEP000C298087E5	urgent message	AllPhones	4	4	2	2	<u>Detail</u>
11/02/2013 16:37	reception	SEP002414B37A58	urgent message	AllPhones	3	3	3	0	<u>Detail</u>
11/02/2013 16:27	reception	SEP002414B37A58	sandwich van	AllPhones	3	3	3	0	<u>Detail</u>
11/02/2013 16:25	reception	SEP1CE6C79A0FA3	urgent message	AllPhones	3	3	2	1	<u>Detail</u>
11/02/2013 16:23	reception	SEP1CE6C79A0FA3	urgent message	right	2	2	1	1	<u>Detail</u>
11/02/2013 16:22	reception	SEP1CE6C79A0FA3	urgent message	right	2	2	1	1	<u>Detail</u>
11/02/2013 14:10	reception	10.5.1.87	urgent message	right	2	2	1	1	<u>Detail</u>
< >									

When sending from an IP Phone Sender can contain a user provided in the 'user' parameter when subscribing to CUCM IP Phone Service.

When sending from the Map Web Interfaced, if Windows authentication has been enabled then it can be the user login, otherwise it will show the IP address of the PC.

Reports are purged delay is defined in IPS Pager menu, Parameters' Tab, advanced parameters section.



### **3** Deployment

Once everything is configured, users need to create the service on Call Manager to enable the IPS Pager interface on the phones. The user can then subscribe the broadcasters' phones to the service and set the parameters to customise access level, text and/or voice capability, and which destinations accessible.

#### 3.1 Define the service on Call Manager

Can be done from telisca Admin > Global Config > Install Services Tab. It is only useful if IPS Pager is used to browse information. If Pager used only for alerting this is required only to send the alert from the IP Phone.

≡ telisca	1			telisca Demo	<b>b</b>	🐣 Unknown user
Dashboard	Home / Global configuration / In	stall Services		✓ Close	✓ View alrea	dy installed services
Global configuration						
CUCM Config	Select a service	IPS Pager	~			
Parameters	Service Name	News Service				
Hot Standby config	XML application host	192.168.0.138				
hered Constants	Enterprise Subscription	2 0				
install Services	Directory Service	0				
CTI config	Use HTTPS	0				
CTI control	Description language	English 🗸				
Phone push config		Create service				

The IP phone service created has several parameters.

IP Phone Services Configuration									
Save X Delete Update Subscriptions 🕂 Add New									
_ Status									
i Status: Ready	i Status: Ready								
⊂ Service Informatio	on								
Service Name*	IPS Pager								
Service Description	Speak or send message from IP Phone								
Service URL*	http://172.16.5.5:80/IPSPUSH/user/Default.aspx?pn=#DEVICEf								
Secure-Service URL									
Service Category*	XML Service 🔻								
Service Type*	Standard IP Phone Service								
Service Vendor									
Service Version									
🗹 Enable									
Service Parameter	Information								
Parameters grp									
lst	New Parameter								
mod	Edit Parameter								
msg user									

#### The Service URL is:

http://[TELISCA\_SERVER\_IP]:80/IPSPUSH/user/Default.aspx?pn=#DEVICENAME#

#### pn

Is the phone name. If the service is subscribed, you can use the dynamic value #DEVICENAME# which is replaced by CUCM with the calling's IP Phone name. If accessing the service by URL (for instance a SURL) depending on the model and firmware, it may be necessary to enter the phone name because #DEVICENAME# isn't supported. <u>See troubleshooting</u>



#### 3.2 Set IP Phone Service Parameters

Each phone that will be used to send an alert will subscribe to the IPS Pager service and have parameters customised for the individual user.

#### 3.2.1 grp: entity index

The entity index (1 to n) can be found in the list of entities

		ID	Entity name	Web page authorization	Key for Web URL	AD Security Group	IP phone authorization	Key for IP Phone
Edit	Delete	1	Global	Windows user group		pager-admin	Key required	12345
Edit	Delete	2	LYON	Free access			Free access	

#### key (optional depends on config)

If an access key is defined to send by IP Phone.

		ID	Entity name	Web page authorization	Key for Web URL	AD Security Group	IP phone authorization	Key for IP Phone
Edit	Delete	1	Global	Windows user group		pager-admin	Key required	12345
Edit	Delete	2	LYON	Free access			Free access	

If an access key is defined but this parameter is empty, then the user is prompter to enter a PIN code. If the user fails to enter the PIN code after 7 attempts, the user interface is locked for 5mn.

1	4/09/18 1 Global	0:28	105006		_	
<del>~</del> 10!	Try 1/7					<b>4</b> 10
	Enter PIN	code	****			
🕄 Lao						
🕄 Filt						
Su	ıbmit	<<	I	)uit		

#### 3.2.2 mod : mode

Defines if IPS Pager will only be used for texting, voice or both

- PG: audio broadcast (talk to speech or recorded audio messages)
- MSG: text messages
- S: audio and text messages
- if left empty, users can access the text messages defined in persistent mode. <u>This option</u> must be enabled first.

#### 3.2.3 lst: optional list ID

The recipient (text or audio) list ID(s) if needs to be restricted. Can be found in text or audio recipients list.

		Destination lists	Туре	ID
<u>Edit</u>	Delete	ALL_SITE	ALL IP Phones	26AL5K
Edit	Delete	Athéna	List of ip address ranges	26AL8B
<u>Edit</u>	Delete	Athéna-1st-floor	List of IP Phones	26ALBT
<u>Edit</u>	Delete	Athéna-2nd-floor	List of IP Phones	26ALDD
<u>Edit</u>	Delete	Athéna-Lobby	List of IP Phones	26ALAX
<u>Edit</u>	Delete	Hestia	List of device pools	26AL9L
<u>Edit</u>	Delete	Poséidon	List of ip address ranges	26AL6M

Multiple IDs can be provided separated with a comma.



If a destination list is predefined, then the user goes directly to the select text or audio content screen.

Subscribed Cisco IP Phor	e Services for SEP28	34A2821323	
📄 Save 🢡 Help			
_ Status			
i Status: Ready			
Service Information			
Service Subscription: IPS P	ager JML TEST		
Service Name*	IPS Pager JML TEST		
Destination list ID	26AL5K		(Description)
Mode	PG		(Description)
Text or audio message ID			(Description)
Sender user name			(Description)
14/09/18 10 Global	:39   105	006	
10! Select aud	lio alert		
PLEASE_E	VACUATE		
SECURTIY-	OUT		2
🕄 Lac WELCOME			3
Filt			
Select	Back	Ouit	

#### 3.2.4 msg: optional text or audio message ID

The text or audio message template ID. Using a SURL Button associated to the IPS Pager

		Audio message	Description\Text to speech	ID
Edit	Delete	PLEASE_EVACUATE	Please evacuate the office, as soon as possible. Please, do not push or run.	26D1HP
Edit	Delete	SECURTIY-OUT	Please evacuate, all of you!	26ALNW
Edit	Delete	WELCOME	Welcome everybody in our office. please, do not escape!	27TYJP

IP Phone Service with the lst and msg parameter predefined, the the user go directly to the confirmation screen.

Subscribed Cisco IP Phon	e Services for SEP2834A2821323	
🔜 Save 🢡 Help		
- Status		
Update successful		
Service Information		
Service Subscription: IPS Pa	ager JML TEST	
Service Name*	IPS Pager JML TEST	
Destination list ID	26AL5K	(Description)
Mode	PG	(Description)
Text or audio message ID	27TYJP	(Description)
Sender user name		(Description)

# telisca



#### 3.2.5 user: optional send user name

Used to display the sender's name or number as a signature of a text message. See here for the option

#### **3.3 Service URL buttons**

It is possible to use Service URL buttons to trigger directly an alert to a predefined destination and optionally with a predefined alert message (text or audio). This can be done by subscribing several time to the IPS Pager IP Phone Service and by setting different parameters. Then associate the SURL button to the different IP Phone services.

		Subscribed Service	s
		IPS Manager Ass	sistant
		IPS Pager JML E	MPTY
		IPS Pager JML T	EST
		IPSPCFG JML	
		PAGER ALL SIT	E_EVACUATE
		_	
Ser	vice URL Sett	ings on base Phone	
But	ton Service		Label
1	IPS Pager	JML TEST V	PAGER_TEST
2	PAGER_A	LL_SITE_EVACUATE ~	PAGER_ALL_SITE_EVACUATE
#	105005	14 Sep	t 11:00
^	105005		L
K	PAGER_TE	ST	G
	PAGER_AL	L_SITE_EVACUAT	E
C	Lacoste Filtre2		
	Bis	NvAppel	Récupérer •••



#### 3.4 Push by http settings

This mode can be set in IPS Pager Parameters screen. IPS Pager send http request directly to the IP Phones. It provides the best performances, however it's configuration is more complex. See the steps below.

#### 3.4.1 Set Web enabled option on the IP Phones

In CUCM administration, set the parameter 'Web Access' to 'Enabled' for every destination phones.

Web Access*	Enabled	
THE ACCESS	Ellableu	Ľ.

This can be changed globally by setting it in 'Common Phone Profile' and applying the updated Common Phone Profile by CCMBAT.

Note: Web Access is secured by our 'Authentication Proxy' (see after).

#### 3.4.2 Change IP Phone's authentication URL

The authentication URL needs to be changed to redirect the authentication request to IPS Pager server instead of CUCM.

This can be done for test on the device setting or globally in Enterprise parameters.

– External Data Locations I	ntormation (Leave blank to use detault)	
Information		
Directory		
Messages		
Services		
Authentication Server	http://IPSPAGER:80/IPSCFG/authenticate/default.aspx	
Proxy Server		
Idle		
Idle Timer (seconds)		
Secure Authentication URL	http://IPSPAGER:80/IPSCFG/authenticate/default.aspx	
Secure Directory URL		
Secure Idle URL		
Secure Information URL		
Secure Messages URL		
Secure Services URL		

The new URL should be <u>http://ipsPagerHost:80/IPSCFG/authenticate/default.aspx</u>. If HTTPS support has not been configured in telisca and CUCM (see Install & Exploitation guide IPSCFG\_ADMIN\_EN.pdf), then you can force the HTTP URL on the Secured Phones URL Parameters as well.

terprise Parameters Configuration	
]] Save 🧬 Set to Default  🌑 Reset 🥒 Apply Config	
Phone URL Parameters	
URL Authentication	http://IPSPAGER:80/IPSCFG/authenticate/default.aspx
URL Directories	http://cucm11.telisca.loc:8080/ccmcip/xmldirectory.jsp
URL Idle	
<u>URL Idle Time</u>	0
URL Information	http://cucm11_telisca_loc/8080/ccmcin/GetTelecasterHelp
URL Messages	Nor the definition of the operation of the second of the s
IP Phone Prover Address	
IT FIDILE FIDAY Address	
URL Services	http://cucm11.telisca.loc:8080/ccmcip/getservicesmenu.j
Secured Phone URL Parameters	
Secured Authentication URL	http://IPSPAGER:80/IPSCFG/authenticate/default.aspx
Secured Directory URL	https://cucm11.telisca.loc:8443/ccmcip/xmldirectory.jsp
Secured Idle URL	
Secured Information URL	, https://cucm11.telisca.loc:8443/ccmcip/GetTelecasterHel
Secured Messages URL	
Secured Services URL	, https://cucm11.telisca.loc:8443/ccmcip/getservicesmenu

The IP phones need to be restarted to take into account the change.

#### 3.4.3 telisca Push setting configuration

From Global Configuration menu, Push Config folder, select the Push mode 'User secure authenticate proxy'.

≡	telisca			telisca Demo	<u>ې</u>	) 🐣 Unknown user
🚯 Da	shboard	Home / Global configuration / IP Phone push				⊘ Cancel ✓ Save
Gld Gld	obal configuration 🔹	IP Phone authentication for IPS Pager, P	hone Robot, Phone Remote,			
	UCM Config	IP Phone authentication mode	IP Phones associated to Application User			
	arameters	Associated application user	x			
	ot Standby config	Password				
	stall Services	Request timeout (s)	4			
	TI config		4			
	TI control	Link to another authentication URL				9
	hone push config	Test device name (SEPXXXXXXXXXX)	SEP00077D42BA24			
	mail config		Test Push			

The user login and password is disabled. IPS Pager will generate a one-time user and password.

You can configure the CUCM Host to the CUCM Publisher, so that the authentication is redirected to CUCM if the user is not the one pushed by a telisca application.

The authentication is normally very fast (a few milliseconds) however is the server is 100% busy by pushing with a too high number of threads, it can be usefull to accept a few seconds for the timeout.

You can test the authentication by entering a phone name (MAC address), after validating the configuration. It should display the services menu on the phone. If this does not work, please check the Web Access settings and authentication URL. If it still does not work, you can check the authentication logs from Support Menu, Application logs folder. If you do not see the authentication request in the logs, this may be a problem with one of the previous CUCM settings.



### 4 Usage

#### 4.1 From the IP Phones: IP Phone Service

The senders' phones need to be subscribed to the Phone Service on Call Manager with the appropriate settings.



Accessing IPS Pager from the Service Button

#### 4.2 From WebSend web interface

		telisca
S	Send message to IP Phones	
Enter destination	Destination lists	
Destination phone nu	nbers:	
Predefined messag	es New message	
Vessage title:		
Normal text		
Message text:		
Hello		
Priority level:		
Standard		
	Cond now I	

http://host/IPSPUSH/user/WebSend.aspx?grp=XXX&key=XXX

- grp is the editor group ID
- key is only required if defined as <u>authentication from Web</u>

If grp parameter is empty, the first editor group (1) is used.



If key parameter is empty, either a free access or an authentication by Windows Security group need to be configured. More info on <u>Windows Authentication</u> for this page.

#### 4.3 From Map Web interface



http://host/IPSPUSH/user/Map.aspx?grp=XXX&key=XXX

- grp is the editor group ID
- key is only required if defined as authentication from Web

See User Guide hereafter

# **IPS Pager Map User Guide**

To connect, please enter in your browser the URL: <u>http://host/IPSPUSH/user/Map.aspx</u>

If you get the authentication error message below, please check with your administrator. In order to open the Public Alert System Web page, you need to be part of adequate Active Directory Security Group.

Current user is not authorized for entity WHO HQ

Select one of the maps: 'Geneva Site' or 'Main building All floors'.





Click on a building or floor zone to select a destination. Click on the back arrow in the top right corner, to select another map.



Dashboard for ongoing alert shows real time statistics. Click on an alert on the right tab to display the dashboard. You can click on Stop button to stop the alert.





sending.

Then select the audio alert to

Check the destination, the alert, then click on Send to confirm



If you select an audio 'Text to	Text to speech						
Speech', you are	TEST						
able to create a new temporary audio message.	FR EN DE NL ES IT 3 times ~						
Click on the language to add a tag, then enter the text to speech. The different	<fr>Bonjour, ceci est un test! <en>Hello, <u>this is</u> a test! </en></fr>						
languages will be concatenated.	Listen						
· · · · · · ·	Cancel						
You can listen to check the	Send						
message before							

In case of malfunctioning, you may have an error message like this one. If the error does not clear after 3mn, please contact your administrator.



For each alert, the administrator receives an email with the alert's statistics in the body and a detailed report attached, in CSV file format, that can be loaded on Excel.

#### 4.4 Direct from an URL

It is possible to trigger text message delivery by calling an URL with http get and parameters. This setup enables integration with other software.

http://host/IPSPUSH/user/send.aspx?g=i&list=XXX&msg=YYY

Example: http://10.5.1.2/IPSPUSH/user/send.aspx?g=1&dn=8610&txt=backup%20failure



• g=broadcasters group (1 to n, 1 by default)

#### 4.4.1 Send text message

- recipients
  - **list**=destination list ID,
  - or **dn**=directory numbers separated by commas,
- Text message
  - msg=predefined message ID,
  - or **txt**=text message itself: needs to be <u>URL encoded</u>.
- Audio notification
  - **audio**=tftpFileName[.raw], this is a short audio file available on the CUCM TFTP server

#### 4.4.2 Send audio message

- recipients
  - alst=audio list ID
- audio content
  - rec=predefined audio content ID,

**Important:** The URL is only accessible to IP addresses defined in the <u>Parameters Tab ></u> <u>Advanced parameters</u>

The audio parameter is used to force the notification with a specific audio file available on CUCM's TFTP server.

If the push has succeeded, the URL will return "OK." The push is asynchronous; if it is correctly sent but not guaranteed to have reached its destination, this can be confirmed in the send history report tab.

Returned error codes: INVALID\_LICENSE UNAUTHORIZED IP ADDRESS BOTH\_LIST\_AND\_DN BOTH\_MSG\_AND\_TXT NO\_LIST\_NO\_DN NO\_MSG\_NO\_TXT INVALID\_EDITOR\_GROUP INVALID LIST ID INVALID\_MESSAGE\_ID INVALID\_MESSAGE\_TEXT INVALID\_DIR\_NUMBER INTERNAL\_ERROR NOT\_RECORDED\_AUDIO\_LIST TXT\_TOO\_LONG TXT EMPTY

#### 4.5 Multicast with PA speakers

The sound mode, using multicast groups to broadcast the audio stream can be interfaced with external IP speakers using multicast.

These speakers connected directly to the local network must be configured to automatically connect to a multicast group identified by a multicast address corresponding to the multicast address configured on the list of recipients PA IPS Pager.

**IMPORTANT NOTE:** The routers / switches, used to connect the speaker / phones need to be configured to allow multicast protocol and router if necessary multicast streams between VLANs (phones / server IPS Pager / speakers multicast).

Example speaker multicast:

Speaker IP SIP (<u>http://www.cyberdata.net/products/voip/digitalanalog/ceilingspkr2/index.html</u>)



Setting speaker with SIP IP multicast group:

#### • Multicast IP Address

- IP multicast address corresponding to the sound list of recipients.
- Port

Intercom RTP port used by IPS Pager (see Audio settings)

#### **4.5.1** Cyberdata configuration

#### 4.5.1.1 <u>IP Address</u>

The loudspeaker is PoE. Connect it to the network and both lights (Link and Status) must be on. Once the startup is done, the status light stops blinking.

The DHCP is configured by default. Without DHCP, the loudspeaker takes 10.10.10.10/8 as IP address.

The loudspeaker gives its IP address if you click to RTMF less than 5 second. You can restore the factory configuration by clicking more than 5 second RTMF.

#### 4.5.1.2 Basic configuration

You can configure the loudspeaker via a browser with its IP address as URL. Default credentials: admin/admin

Change the password on the first menu:

		-								
	Home	Device	Network	SIP	Multicast	Sensor	Audiofiles	Events	Autoprov	Firmware
				_				_		
			Cvb	erD	)ata	V3.	1 Sp	eake	er	
			• , ~					• • • • •		
C	Current Sta	atus		Ac	dmin Settin	gs		Import Se	ttings	
s	erial Number:	394100463		Use	ername: ac	İmin		Choisissez un fi	chier Aucun fichier	choisi
F	lac Address: irmware Version:	00:20:f7:03: v11.6.6	7c:de	Pas	sword:			land Oracle		
	7 <b>A dd</b>	Chattin		Cor	nfirm Password:			Import Config	J	
IF	<sup>2</sup> Addressing: P Address:	10.2.111.48		_				Export Se	ttings	
s	ubnet Mask:	255.255.255	.0	Si	ave Reboot	Toggle Help				
D	letault Gateway: NS Server 1:	10.2.111.25	2					Export Config		
п	NS Server 2:	10.0.0.1								

Go to device and disable the volume button on the front of the loudspeaker (you can also force the multicast volume):





If needed you can force the IP address on the network menu:

Home Device	e Network	SIP	Multicast	Sensor	Audiofiles	Events	Autoprov	Firmware
	Cyb	erD	ata	V3. <sup>-</sup>	1 Sp	eake	er	
	-				Ē			
Charad Natural	Cottingo				Cottingo			
Stored Network	Settings			VLAN	Settings			
Addressing Mode:	<ul> <li>Static</li> <li>DHCP</li> </ul>			VLAN ID	(0-4095): 0			
Hostname:	SipDevice037cde			VLAN Prid	ority (0-7): 0			
IP Address:	10.2.111.48							
Subnet Mask:	255.255.255.0							
Default Gateway:	10.2.111.252							
DNS Server 1:	10.1.1.254							
DNS Server 2:	10.0.0.1							
DHCP Timeout in seconds*	: 60							
" A Value of -1 will retry torev	ler							
				Save	Reboot Toggle	Help		
Current Network	Settings							
IP Address: 10.2.111.4	48							
Subnet Mask: 255.255.2	55.0							
DNS Server 1: 10.1.1.254	1							
DNS Server 2: 10.0.0.1								

Go to SIP and disable SIP and go to multicast to enable multicast and configure your alerts:

Home	Device	Network	sp erC	Multicast	Senso	6.1 S	diofiles Sp	e	event	s ke	Autopro	v	Firmware	
Multicast Settings Enable Multicast Operation:														
		Pric	rity Address	Port	Name		Buffer	Веер	Relay					
			200.0.0.1	20400	Alert age			-	-					
		8	239.168.3	.9 10000	MG8									
		7	239.168.3	.8 9000	МС									
		e	239.168.3	.7 8000	MG6									
		5	239.168.3	.6 7000	MG5	Destinution	ns list	Au	idio set	ttings				
		4	239.168.3	.5 6000	MG4				Au	idio aler	t mode 🗔	ecorded au	Idio	
		3	239.168.3	.4 5000	MG3			X	Multic	ast IP a	ddress 23	9.0.0.1	1010	_
		2	239.168.3	.3 4000	MG2		Page	r RTP	port (20	0480 to	32768) 20	480 (	0	
		1	239.168.3	.2 3000	MG1						,			
			239,168.3	.1 20480	Backgrour	nd Music								
1     239.168.3.2     3000     MG1     Image: Constraint of the second seco														

The address and ports must be the same as it configured on your alert (name is not important).

Once the configuration is done click save and reboot (~1 minute).



# **5** Appendix

#### 5.1 Enabling Windows Authentication on Web Send or Map page

These instructions are related to using the Windows Authentication for IPS Pager Web Access. To force Windows Authentication on this page, go to the IIS Management tool and untick "allow anonymous access" on IPSPUSH/user/WebSend.aspx or IPSPUSH/user/Map.aspx

On Internet Information Services (IIS) Manager v7. Select the aspx file:



Then switch to features view for this page:



#### Then go in Authentication:





Disable anonymous access and enable Windows authentication:

Web Site   IPSPUSH   user   WebSend.aspx	
Authentication	
Group by: No Grouping -	
Name	Status
Anonymous Authentication	Disabled
ASP.NET Impersonation	Disabled
Basic Authentication	Disabled
Digest Authentication	Disabled
Forms Authentication	Disabled
Windows Authentication	Enabled

Done, now from the admin you can enter the <u>User Group's name which will be granted access</u>. To remove the authentication prompt from the browser read below.

#### 5.2 Hide the login prompt on WebSend or Map

When <u>Windows authentication is enabled on the IPS Pager web</u>, when accessing the URL, the browser will prompt the user for his Windows credentials.

You can configure Internet Explorer to use the integrated Windows Authentication method to hide this prompt.



#### This setting is "Automatic logon with current user name and password".

By default if the telisca server is identified as "Local intranet" in Internet Explorer this setting will be enabled.

Internet Options	Security Settings - Local Intranet Zone
- Vi P P - Vi P P - Vi EXP - Vi EXP - Vi - Vi	Connection       Settings         ty settings,       Disable         ed sites       Enable XSS filter         act are       Disable         bat are       Fnable         ps, click Custi       Finable         weak settings       Finable         *Takes effect after you restart Internet Explorer
Enable Protected Mode (requir	Reset custom settings Reset to: Medium-low (default)  Reset OK Cancel Cancel Apply

Automatic Windows Authentication for the Texting from a Web page

#### 5.3 Encoding of text message sent by URL

A URL cannot contain all characters so a <u>text message sent from URL</u> must be formatted in a special way.

• Line breaks= \n

```
Example: For "[line break] *** WARNING ***" the URL will be:
http://192.168.0.117/IPSPUSH/user/send.aspx?list=W8W1P7&txt=\n***+WARNING+***
```

• **Spaces**= %20

To encode automatically you can use this online tool: <u>http://meyerweb.com/eric/tools/dencoder/</u>



### 6 Troubleshooting

#### 6.1 From WebSend

#### 6.1.1 Error message when accessing the page

No predefined destination list and destination list creation from web disabled. Please contact your administrator.



Possible causes:

- 1. no destination or messages configured for this editor group
- 2. if using <u>Windows Authentication</u>: IPS PAGER cannot match the authorised Windows User Group with the credentials passed through the browser. (check the <u>AD parameters</u> and that the user belongs to the defined group).

#### 6.1.2 Error Message when sending a message

#### Message text is empty

When trying to send a message, even if something is typed in the message title and body boxes, an error message is displayed.

Also the settings for this editor group could be different from the ones expected (different predefined destination groups, ability to type destination numbers and message).

Logs in "C:\inetpub\wwwroot\IPSPUSH\LOGS\IPSPushUser\_[date]\_[time].log" may indicate: ##ERROR##;WebSend.aspx;CreateOrSelectMSG;Index was outside the bounds of the array. ERROR STACK TRACE ===> at IPSPushServ.WebSend.CreateOrSelectMSG(String& msgId) Possible cause: This can indicate that the user is not ontitled to cond touts at all

This can indicate that the user is not entitled to send texts at all.

Solution:

If using Windows Authentication, make sure the user belongs to the Access Group defined in AD/LDAP for the editor group being accessed (grp=X in url)

#### 6.1.3 Nothing is displayed when sending messages

After having confirmed that the message needs to be send, a page opens showing the status of the message sent, with the close button.

In this case you only see the close button and nothing else, the messages are not sent.

Logs may indicate:

```
T;Push.asax;isLocalClient;## DISCARDED BY SECURITY, userHostAddress=[SOME IPv6 ADDRESS], URL host=[NAME]
##ERROR##;Push.asmx;PushMessage2List;WEB REQUEST FROM LOCAL HOST ONLY ARE AUTHORIZED : client host=[IPV6
ADDRESS]
```

Solution:

This is due to IPv6 not being supported by IPS Pager, please disable the IPv6 on the server network adapter.



#### 6.2 From IP Phones

#### 6.2.1 No document found

When accessing the IPS Pager service, this message indicates missing parameters in the service subscription. Check that all <u>the compulsory parameters</u> are present.

Additionally when accessing through a SURL, the phone name is not passed automatically with the #DEVICENAME# variable, so the actual phone name must be entered in the service URL, with pn=SEP\*\*\*\*.

#### 6.2.2 Delivery reports discrepancies

If the number of recipients doesn't match the expected number it could be because the device sending the messages is not recognised by IPS Pager, check the pn parameter. Also check the list of recipients if using a predefined lists and make sure they contain the phones you want to send messages to. You can check delivery reports from the administration.

#### 6.2.3 Message not showing on phone

Make sure the IP Phone is in the <u>supported phone models list</u>, and always use the latest available firmware if possible. Check if opening a menu opens the message, in which case you can force the messages to be sent as "Send Immediately" to ensure they will be displayed without user interaction.