

Administrators Guide

telisca Voice Alarm



Directory

- Phone Directory
- Jabber UDS Server
- Web Directory
- IPS Popup / Reverse Lookup
- Personal Directory
- Video Collaboration Endpoints
- Corporate Speed Dials
- ClickNDial

Switchboard/IVR/Group

- Attendant Console
- Tannounce
- Line Group Manager
- Silent Monitoring

Admin tools

- Morning Check
- Phone Remote
- Phone Robot
- Provisioning
- Phone Deployment

Manager Assistant

- IP Phone / Jabber Interface

Productivity tools

- IPS Phone Config
- IPS Lock
- Wakeup Call
- Missed Call Alerter
- Conference Center
- Busy Alerter Callback
- Desktop Popup for CRM
- Finesse Gadgets

Alerting

- Voice Alert
- IPS Pager

Extension Mobility tools

- TSSO
- Delog / Relog
- Pin & Password Manager

Recording

- Call Recording
- Recording Notification

Video Collaboration Endpoints

- Applications Suite

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!

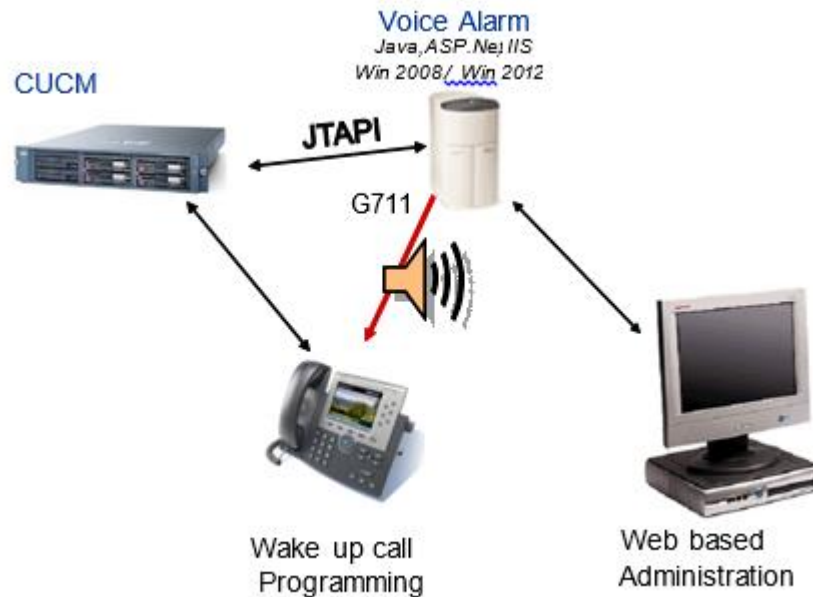
Server: MENU>Support>Zip Logs

Summary

1	PRESENTATION PRODUCT	3
2	PRE-REQUISITES, INSTALLATION.....	4
3	ADMINISTRATION	5
3.1	CONFIGURATION OF VOICE ALARM SERVER	5
3.2	SETUP OF CTI.....	5
3.3	PARAMETER SCREEN VOICE ALARM	5
3.4	VOICE ALARM SET SCREEN	7
3.5	HISTORY SCREEN VOICE ALARM.....	7

1 Presentation Product

Voice Alarm is an audio service that allows programming an alarm or a wakeup call. This service is available from any phone, including analogical, DECT, SIP basic phones or Cisco 6901/6911 (screen less) phones.



To program a Wakeup call, the user rings Voice Alarm's directory number (may be a short number). Voice Alarm detects the calling number, which will be used to call back. It should be noted that if the calling number is a shared line, the phones sharing the line will be both called back by Voice Alarm.

Voice Alarm plays a message asking to enter the time to be called back on four digits (for instance: 0730 for seven and a half AM). To simplify the interface, the call back date is thus limited to the same day or the following day, if the entered time is lower than the current time.

A confirmation message is played, reading the entered time eventually prefixed by the word 'tomorrow'.

If the user calls Voice Alarm, while an alarm has already been programmed for the calling directory number, a greeting message informs that an alarm is already set, reading the specified time. The user may then press 1) to cancel the alarm, 2) to update the time of the alarm.



At the time set, the application rings the number detected during the initial request to program the wakeup call.

When the user answers, Voice Alarm plays a message including the current alarm time.

If the user does not answer, Voice Alarm retries a defined number of times, every x amount minutes.

2 Pre-requisites, installation

For more information, please read the common requirements for all telisca apps in [IPS Framework Administration Guide](#)

Supported Cisco CUCM:

- CUCM version 10.5, 11, 11.5, 12, 12.5, 14
- 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
- DotNet 4.5.1 (minimum) up to 4.6.2 (advised)
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS-E

3 Administration

The administration interface is accessible from any web browser at this address:

```
Short URL:http ://IP_SERVEUR
Full URL:http ://IP_SERVEUR/IPSCFG/admin
```

Access with https is also supported.

3.1 Configuration of Voice Alarm server

Voice Alarm consist of the following applications:

- IPS Administration and Framework
- CTI Server
- Cisco JTAPI Client
- Audio Files for Voice Alarm

Windows services installed:

- Telisca CTI Server - Autostart (SIC engine)
- Telisca Startup Service - Autostart (starts admin and framework, watchdog CTI Server)

3.2 Setup of CTI

The CTI Server connects to the main priority CTI Manager service. In case of disconnection, the CTI Server tries to reconnect every minute.

No phone is supervised. The CTI server oversees however CTI Route Point automatically used to broadcast audio messages, and CTI ports for numbering and possibly test a CTI Port (used as a guard dog).

The CTI server (telisca CTI Server service) are rebooted every night by the Telisca Startup service that also serves as a watchdog and can restart the CTI Server in case of no reply.

The restart time with 100 CTI ports is about a minute.

3.3 Parameter Screen Voice Alarm

Voice Alarm - Voice Alarm parameters

MENU Parameters Audio Files Alarms set History

> > > Validate Cancel

Enable Voice Alarm

Vocal server CTI Route Point name

RTP base port for audio server

Max internal DN length

Minimum internal numbers length

CTI ports to dial for alarms [Create CTI ports pool to dial destination](#)

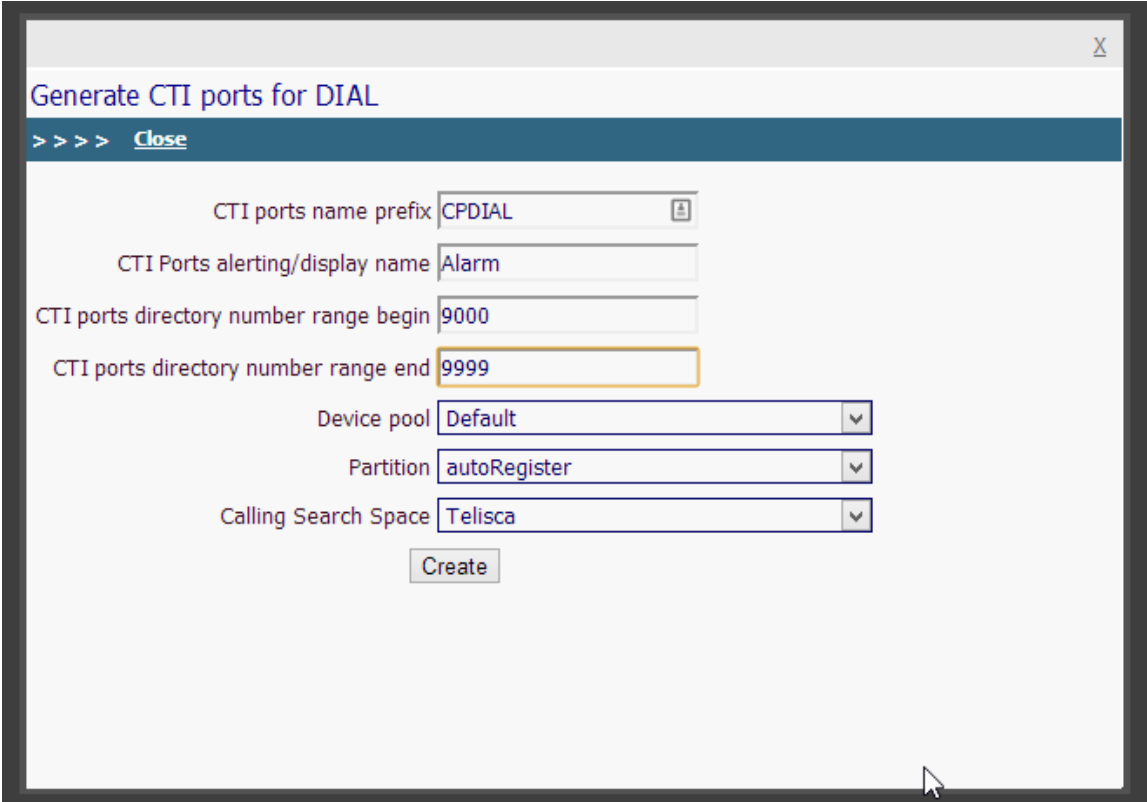
Nb. call attempts on no answer/busy

Delay between attempts (mn)

DTMF enter timeout(s)

No answer delay(s)

CTI Route Point must be defined in CUCM, with a line number, it is used to broadcast audio messages.



Generate CTI ports for DIAL

> > > Close

CTI ports name prefix CPDIAL

CTI Ports alerting/display name Alarm

CTI ports directory number range begin 9000

CTI ports directory number range end 9999

Device pool Default

Partition autoRegister

Calling Search Space Telisca

Create

The basic IP port is used to calculate the port used to spread the message Audio RTP stream (IP port + 2 x session).

The minimum and maximum length of internal numbers enables Voice Alarm determine if there is an external call. It is however not taken into account or not to accept the programming of an alarm.

CTI ports must be defined for the application Voice Alarm. They are used to dial when an alarm occurs. If no port is available, the alarm is retried 2 seconds before the timeout on no answer. If again no port is available, the call is considered as failed and the alarm is re-emitted again depending on the time set for between attempts (example 5 minutes).

When the number of call attempts (example 4) without hook is reached, the call is considered as failed and deleted.

The time between each attempt is set reminders (example 5 minutes).

The deadline is set to enter the reminder time (here 20s). After this time the message is rebroadcast. After three reruns, the message hook.

We define the non-response detection time (here 20s) from which the call is considered failed and a new attempt is scheduled.

Voice Alarm - Define audio announcements

MENU Parameters Audio Files Alarms set History

> > > Validate Cancel

Language English

Welcome w/o alarm set No file chosen
C:\inetpub\wwwroot\IPSCFG\data\audio\Message_wo_alarm_Emily_EN.wav

Welcome with alarm set No file chosen
C:\inetpub\wwwroot\IPSCFG\data\audio\Message_with_alarm_Emily_EN.wav

Confirm alarm registered No file chosen
C:\inetpub\wwwroot\IPSCFG\data\audio\Alarm_confirm_Emily_EN.wav

Error on alarm input No file chosen
C:\inetpub\wwwroot\IPSCFG\data\audio\Alarm_error_EN.wav

Confirm alarm deleted No file chosen
C:\inetpub\wwwroot\IPSCFG\data\audio\Alarm_deleted_Emily_EN.wav

Alarm notification No file chosen
C:\inetpub\wwwroot\IPSCFG\data\audio\Alarm_notification_Emily_EN.wav

Dial number range [Add to grid](#)

		Start	End
Edit	Delete	1	2
1			

The audio files are set to greetings in French and English. However, messages indicating tomorrow, hour and minute of the alarm may no longer be consistent with the voice of the audio message.

You can define ranges of telephone numbers to determine the language of the messages to use.

CAUTION: If new audio files are loaded, it is necessary to restart the CTI server. The CTI server is automatically reloaded every night.

In the operating mode selected, the Voice Alarm application saves the CTI route points of the audio server and the CTI dialing ports.

3.4 Voice alarm set screen

This screen shows the programmed alarms (in progress). The data is stored in the file d: \ inetpub \ wwwroot \ IPSCFG \ data \ VCEALRM_ALARMS.XML. This file is also used in the Voice Alarm reboot to reload the programmed alarms.

The state can be "SET" (programmed) or 'RETRY' and in this case we have the number of failed attempts. When the alarm is successful or abandoned (maximum number of attempts reached), it is no longer visible in this screen.

3.5 History Screen Voice Alarm

This screen allows you to view the actions concerning alarms:

- SET: scheduled
- DELETED: deleted
- RING: phone call with programmed alarm
- RETRY: reprogrammed at no answer
- NOTIFICATION_S UCCEEDED: on-hook alarm
- FAILED: abandoned following maximum attempts reached.