

# Administrator's Guide

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## Applications for Cisco Video Endpoints



Release 1.6

## Contents

<b>1</b>	<b>CISCO VIDEO ENDPOINTS APPLICATIONS DESCRIPTION .....</b>	<b>3</b>
1.1	OVERVIEW.....	3
1.2	OBTP (ONE BUTTON TO PUSH) SYNCHRONIZE WITH BOOKINGS ON MICROSOFT EXCHANGE .....	3
1.3	USAGE STATISTICS AND SURVEY .....	3
1.4	DISPLAY BOOKINGS OF THE DAY & BOOK ON THE FLY .....	4
1.5	CREATE SPEED DIALS.....	5
1.6	SEARCH FROM TELISCA IPS GLOBAL DIRECTORY.....	6
1.7	ENDPOINTS PROVISIONING.....	6
1.8	IPS MANAGER ASSISTANT UX .....	7
<b>2</b>	<b>REQUIREMENTS.....</b>	<b>8</b>
<b>3</b>	<b>ADMINISTRATION .....</b>	<b>9</b>
3.1	VIDEO ENDPOINTS DEFINITION .....	9
3.2	APPLICATIONS PROFILES.....	10
3.3	SUBSCRIPTION.....	12
3.4	FREQUENT NUMBERS .....	13
3.5	DIRECTORY APPLICATIONS SETTINGS .....	14
3.5.1	<i>Search screen configuration.....</i>	<i>15</i>
3.5.2	<i>Result screen configuration.....</i>	<i>15</i>
3.5.3	<i>Presence .....</i>	<i>15</i>
3.5.4	<i>Details fields configuration.....</i>	<i>17</i>
3.6	INTERFACE LANGUAGE.....	17
3.7	VIDEO COLLABORATION SERVICE .....	17
3.8	HELP & SUPPORT .....	18

## 1 Cisco Video Endpoints applications description

### 1.1 Overview

telisca propose a new suite of applications for Cisco Video Conference Endpoints.

These applications are displayed on Cisco Touch 10 control panel and benefit from Cisco Collaboration Endpoint APIs.

The first version available includes:

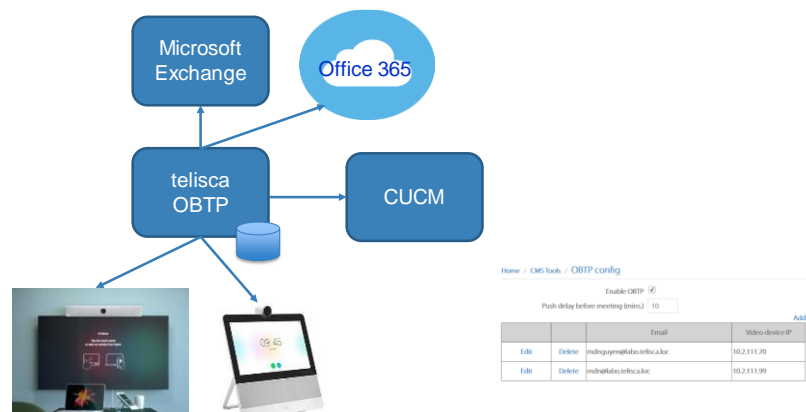
- One Button to Push (OBTP) synchronisation with bookings in Exchange,
- Room usage statistics including survey's statistics,
- From the panel you can display bookings for that meeting room for that day,
- Book on the fly if the room is available,
- Access Speed dials via the panel,
- IPS Global Directory search facility from the panel,
- Endpoint provisioning,
- IPS Manager Assistant UX.

### 1.2 OBTP (One Button To Push) synchronize with bookings on Microsoft Exchange

The OBTP application can push a button on the video screen which allow by a simple click to enter the video conference. The button can be pushed at the exact time the conference should start or a few minutes before.

Usually, the video terminals as well as the meeting room is associated to a dumb Active Directory user. When booking a video conference, this user is booked as well in Microsoft Exchange for the meetings. The booking then includes the Endpoint's URI to start the meeting.

This application browses periodically Microsoft Exchange for the defined end users. When it detects a meeting with an URI it is able to display an OBTP on the associated video terminal.



The administration allows to associate the video terminals to the Microsoft Exchange users.

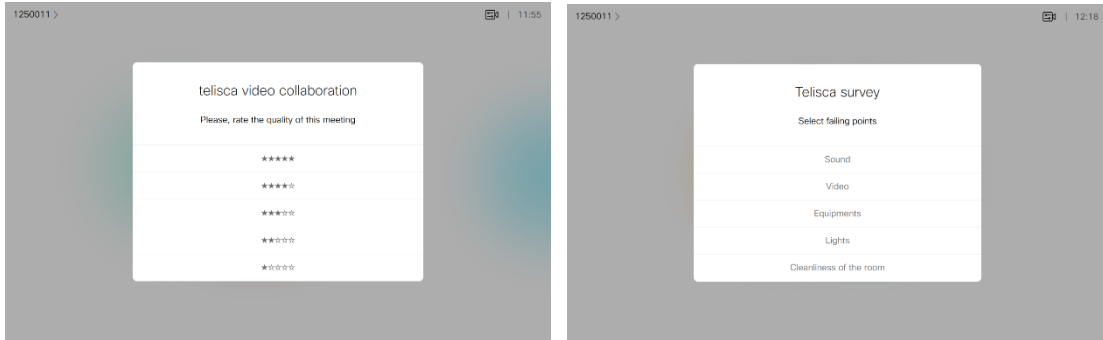
### 1.3 Usage statistics and survey

This application provides usage and survey statistics of Cisco Video Endpoint by:

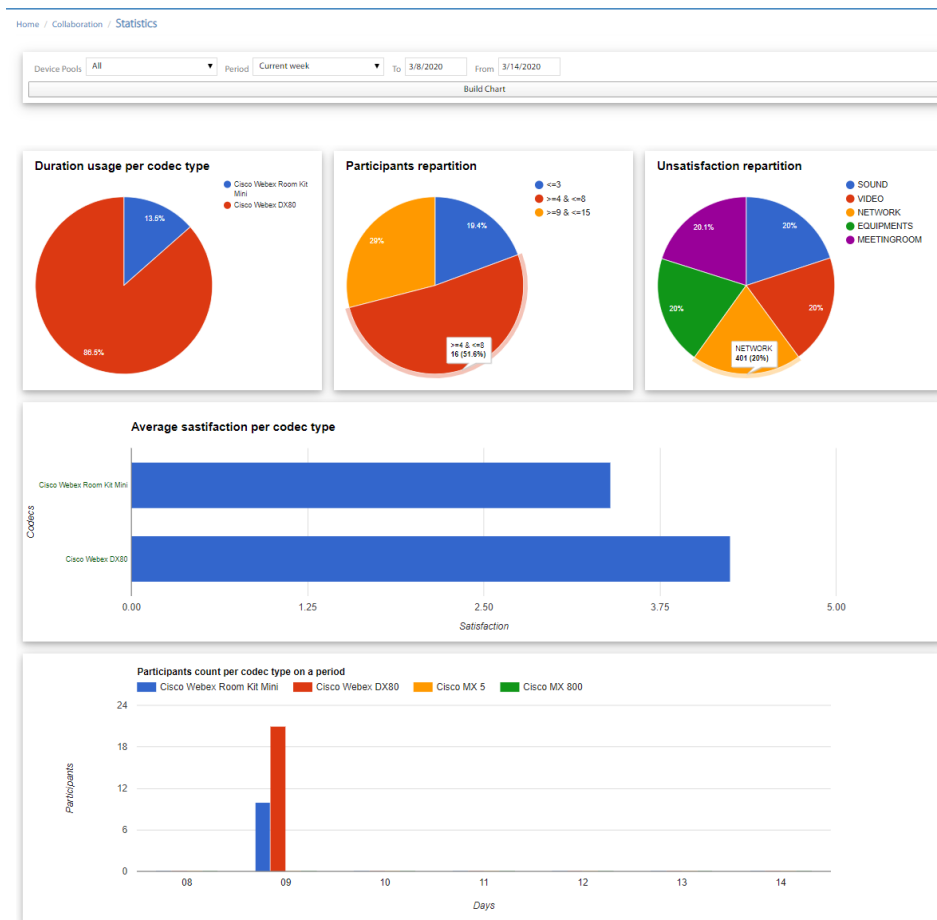
- Dates,
- Duration,
- Site (related to device pool),
- Endpoint model,
- # of participants (\*),
- Survey's answer.

*Note: The number of participants is provided by the Roomkit API based on face detection. Some of the terminals does not support it even with the required 9.6 firmware version.*

A survey defined by the administration is displayed on the Touch 10 control panel at the end of the video conference. The user has to choose a notation between 1 and 5. If the first answer is not the top one, a sub-question can be pushed.

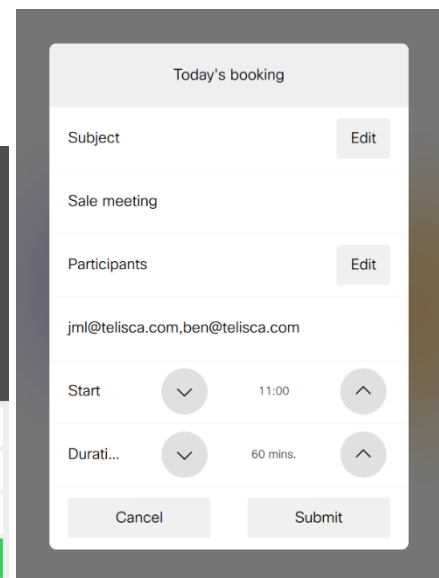
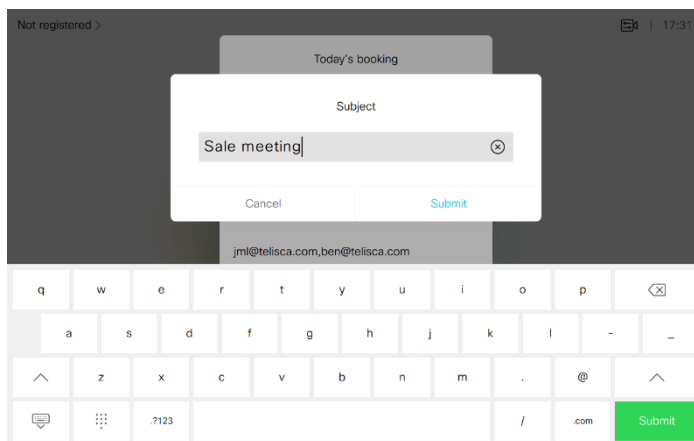
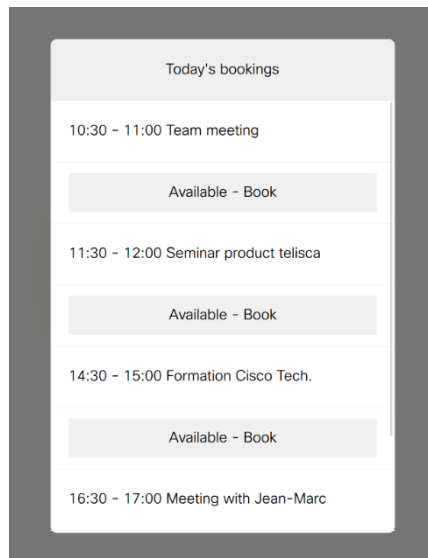


The application Web Interface allows to display different reports and graphics showing duration, # of participants, survey notation, by model, time and site.



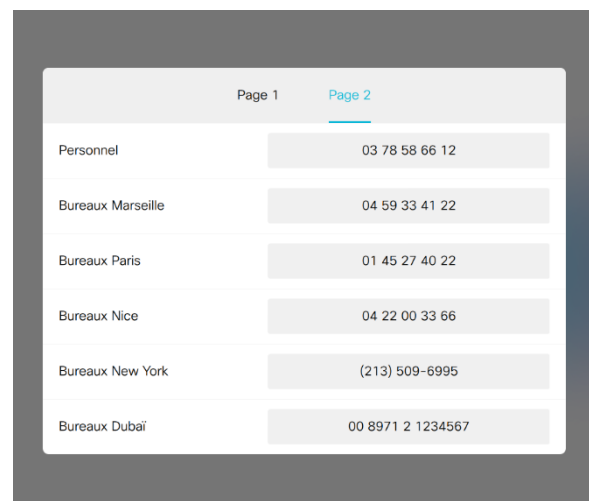
## 1.4 Display bookings of the day & book on the fly

A user that sees the meeting room is vacant can display on the Touch 10 panel the different booking of the video Endpoint for the current day. If it is available, he can book it on the fly. The booking will be added to Microsoft Exchange. He can also add participants that will receive the invitation.



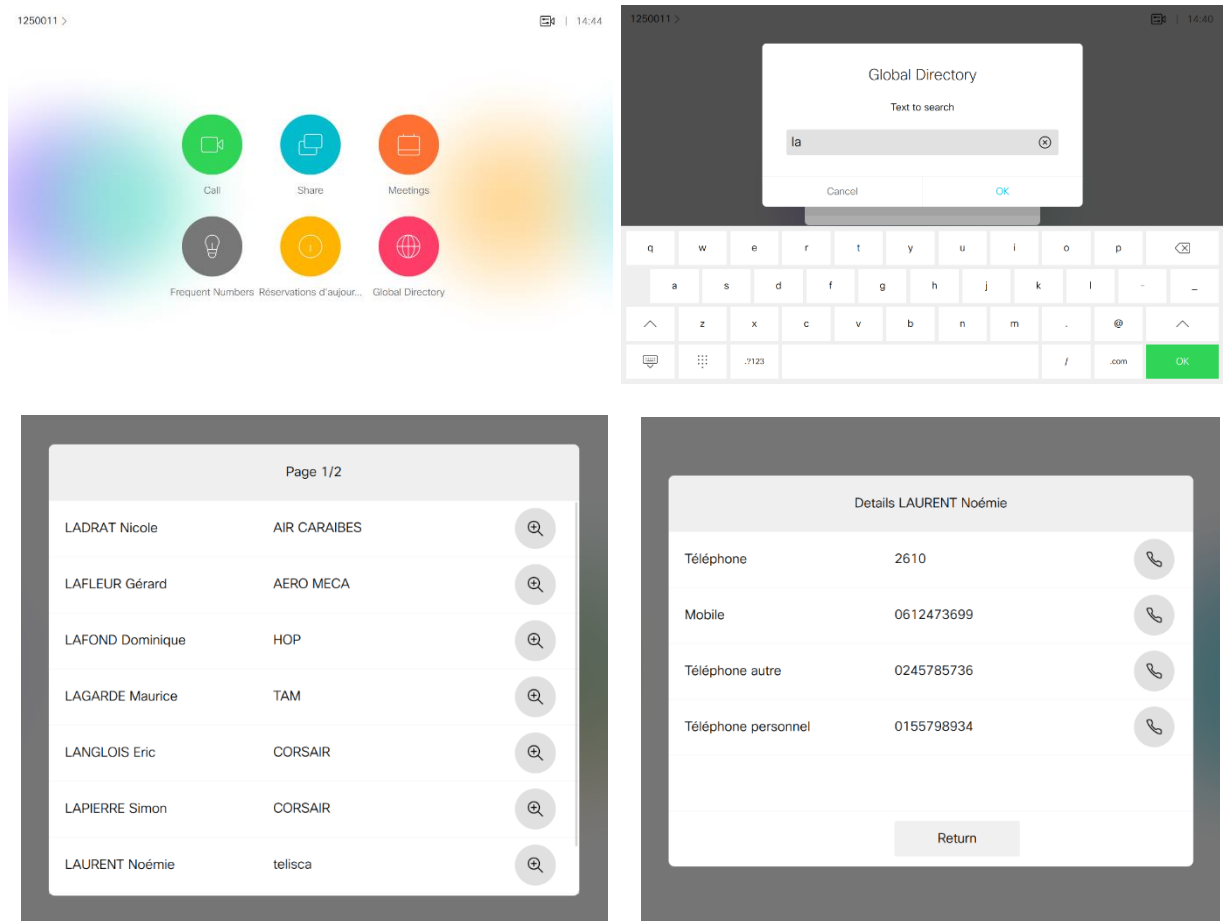
## 1.5 Create speed dials

The administrator can define two pages of speed dials that are displayed on the Touch 10 control panel. These speed dials can be used to dial other video Endpoint or IP phones, for example for support.



## 1.6 Search from telisca IPS Global Directory

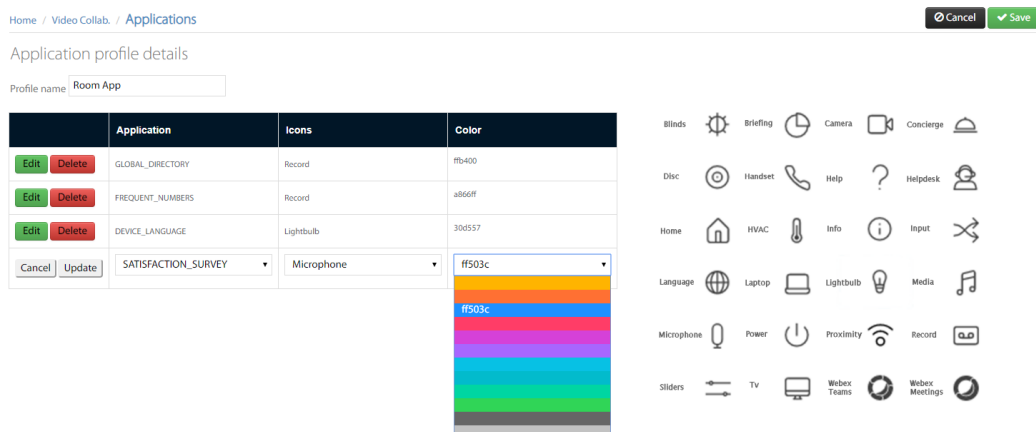
The users can search from the Touch 10 panel in a directory hosted by telisca IPS Global Directory. A list of contacts is displayed and the detail of the contact can be displayed with several directory number. An audio or video call can be dialed by clicking on the icon.



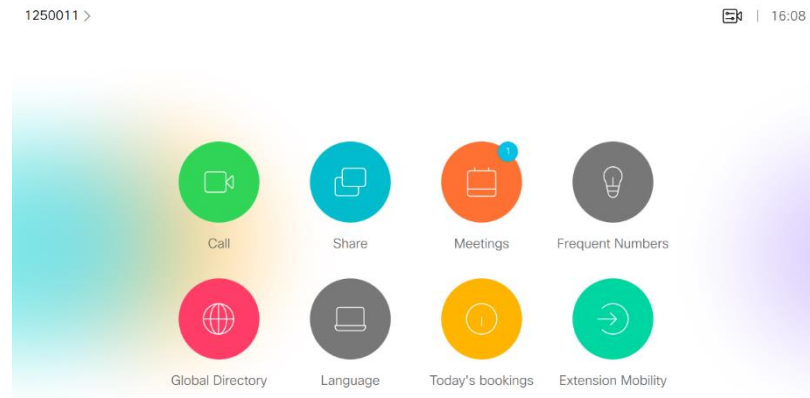
## 1.7 Endpoints provisioning

The administrator can retrieve the endpoints connected to CUCM and complete authentication parameters. Or the endpoints definition can be loaded from an external file.

The applications can be grouped by layout's profiles with a selected list of icons and colours. The profiles can be associated to the Endpoints.

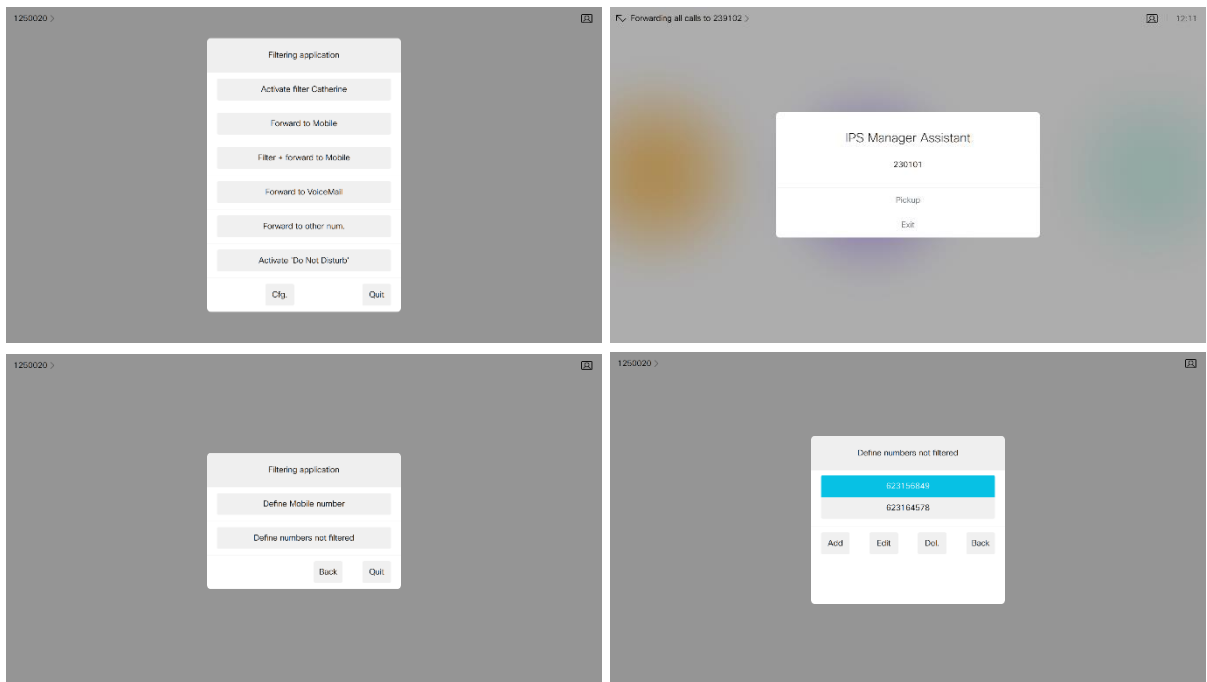


The application then pushes the layout menu to the selected endpoints and they are displayed on the Touch 10 panel.



## 1.8 IPS Manager Assistant UX

IPS Manager Assistant users can benefit of a new user interface on DX 70 & DX 80. It offers the same features already available on IP Phone or Cisco Jabber.



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## 2 Requirements

CUCM supported versions: 10.5, 11.5, 12, 12.5, 14

Supported video endpoints:

DX Series: • DX70 • DX80

MX Series: • MX200 G2 • MX300 G2 • MX700 • MX800

SX Series: • SX10 Quick Set • SX20 Quick Set • SX80 Codec

Room Series: • Room Kit • Room Kit Mini • Codec Plus 1 • Codec Pro 2 • Room 55 • Room 55 Dual • Room 70 • Room 70 G2

Webex Boards: • Webex Board 55 and 55S • Webex Board 70 and 70S • Webex Board 85S

Firmware: 9.6 minimum (9.8 for Help Button, OBTP via ExpressWay & WebEx boards).

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

Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk

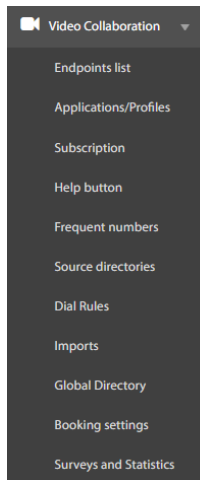
Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

Cloud ready



### 3 Administration

When Video Collaboration Endpoint Apps license is installed a new menu's item is available in the left menu.



From this menu you can:

- Load the list of devices controlled by the application
- Deploy the application icons on the endpoint
- Configure the different applications according to the license
  - o Frequent numbers
  - o Help button
  - o Language selection
  - o Directory search (with optional license)
  - o Survey and statistics (with optional license)
  - o OBTP & Booking (with optional license)

#### 3.1 Video Endpoints definition

Home / Video Collaboration / Endpoints list

Default authentication ?

Username  Password

Video conference devices list

[Add an endpoint](#) [Import](#) [Refresh list](#) 5 / 16 endpoints (license)

	Filter	Product ID	Friendly name	IP address	MAC Address	DN	Applications profile
<a href="#">Edit</a>		Cisco Webex Room Kit Mini	Auto 1250011		SEPD8C37BF5ADC	1250011	Par default
<a href="#">Edit</a>		Codec Plus 1	Auto 1250020	10.168.0.80	SEP3C510EA0462C	1250020	Par default
<a href="#">Edit</a>		Codec Plus 1	Cisco TelePresence SX10		SEPE4AA5DA244F	1250025	Site Nice
<a href="#">Edit</a>	<a href="#">Delete</a>	Room 70	Salle Jupiter 2	192.168.0.100	SEP54DD4554AF02	1255001	Site Paris
<a href="#">Edit</a>	<a href="#">Delete</a>	Codec Plus 1	Salle Helios	192.168.0.150	SEP45454AAFE212	helios@telisca.loc	Par default

This screen displays devices registered on cucm and devices manually added, so cucm devices can not be removed. It is possible to defined a main username and password. These parameters can also be defined for each device if necessary.

A filter section is available to retrieve a device easily.

Device details

Unique ID	SEP3C510EA0462C
IP address	10.168.0.80
Serial number	
DN or URI	1250020
Product ID	Codec Plus 1
Friendly name	Cisco Webex DX80
DevicePool	Default
Username	
Password	
Password confirm	
Email address	
Application profile	Default
Alias	

Cancel Valid

Device details

Unique ID	SEP12345678
IP address	10.11.12.13
Serial number	BZ5465454DD
DN or URI	demo@telisca.loc
Product ID	Room 70 G2
Friendly name	Meeting room
DevicePool	PARIS
Username	admin
Password	.....
Password confirm	.....
Email address	meetingroom@telisca.com
Application profile	Default
Alias	

Cancel Valid

For cucm devices, some fields are readonly counter to those which are manually defined.

## 3.2 Applications profiles

To push application on devices, almost one application profile needs to be defined. An application profile contains a set of applications for a special context.

One named "default" already exists and can be updated with applications a choice, this one is applied when no profile has been set on a device.

Home / Video Collaboration / Applications/Profiles

Profiles list

Add a profile Push applications icons on endpoints immediately

Action	Profile name
<a href="#">Edit</a>	Par default
<a href="#">Edit</a> <a href="#">Delete</a>	MX700
<a href="#">Edit</a> <a href="#">Delete</a>	Site Nice
<a href="#">Edit</a> <a href="#">Delete</a>	Site Paris

Click on edit to provide changes to an application profile.

It is possible to add, update, remove or reorder an application.

Home / Video Collaboration / Applications/Profiles

## Application profile details

Profile name  (Default profile)

[Add an application](#) [Reorder applications](#)

	Application	Icon	Color
<a href="#">Edit</a> <a href="#">Delete</a>	Frequent numbers	Lightbulb	
<a href="#">Edit</a> <a href="#">Delete</a>	Device language	Microphone	
<a href="#">Edit</a> <a href="#">Delete</a>	Help button	Blinds	
<a href="#">Edit</a> <a href="#">Delete</a>	Satisfaction survey	No icon	
<a href="#">Edit</a> <a href="#">Delete</a>	Directory search	Blinds	



For each application, an icon and a color have to be defined. The list can be reordered by clicking on "Reorder applications". Some applications have no interface and so, no icon or color is useful for this, that's the case of "Satisfaction survey" or "OBTP" applications.

Once changes are set, push configuration by using the button below.

[Push applications icons on endpoints immediately](#)

A sample of configuration and the result on the roomkit screen below.

	Application	Icon	Color
<a href="#">Edit</a> <a href="#">Delete</a>	Directory search	Blinds	
<a href="#">Edit</a> <a href="#">Delete</a>	Frequent numbers	Lightbulb	
<a href="#">Edit</a> <a href="#">Delete</a>	Device language	Microphone	
<a href="#">Edit</a> <a href="#">Delete</a>	Satisfaction survey	No icon	

1250020 >



### 3.3 Subscription

[Home](#) / [Video Collaboration](#) / [Subscription](#)

Subscribed Video Collaboration Endpoints [?](#)

All endpoints

SEP546DD854544, SEP878452EEFC44, SEP545AAC441A

16 devices maximum

Schedule push of applications icons on endpoints [?](#)

Push of applications icons scheduled at:   Hr  Mn

In some case, it is fine to push applications on some specific devices just for test purpose. "All endpoints" or "List of endpoints" can be defined to adjust provisioning targets.

To update devices, changes can be pushed immediately and on a production phase, a push can be planed on a specific day and time at night for sample. A push can take a while if the are a lot a devices.

### 3.4 Frequent numbers

Up to 4 pages of 12 frequent numbers per page can be defined.

[Home](#) / [Video Collaboration](#) / [Frequent numbers](#)

Category #1	Category #2	Category #3	Category #4
Category 1	Site Paris		
Description	Frequent numbers		
Welcome desk	125000		
Support	125005		
Accounting	125006		
Management	125010		
Security	999		
Cleanning	800		

Frequent numbers application on roomkit screen

Site Paris	
Welcome desk	125000
Support	125005
Accounting	125006
Management	125010
Security	999
Cleanning	800

## 3.5 Directory applications settings

To be able to search contacts, a target directory must be defined by using Global Directory section. Select necessary source directories. (Refer to Global Directory administration guide to setup source and target directories.)

[Home](#) / [IPS Global Directory](#) / [Directory configuration : DEMO2](#)

Directory unique identifier

**Video collaboration**

Available source directories		Selected source directories
CUCM		DEMO
GOOGLEPERSO		
CSV		
ROOMKIT		
LDAPS		
EX		
MERGE		
BIG		
PERSOEX		

<< >>

[Home](#) / [IPS Global Directory](#) / [Define directory : DEMO2](#)

**Target directory definition**

- Directory configuration ?
- Search fields ?
- Results fields ?
- Details fields ?

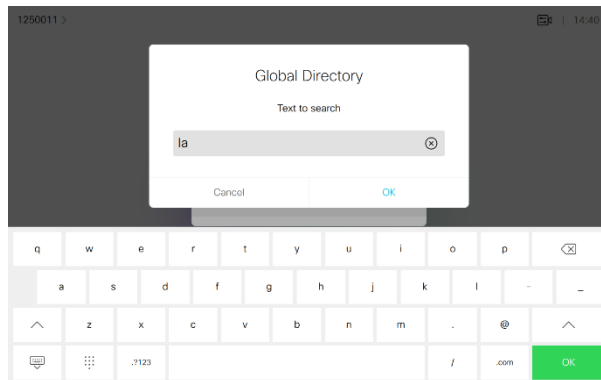
Search, results and details fields must also be defined.

## 3.5.1 Search screen configuration

[Home](#) / [IPS Global Directory](#) / [Search form design : DEMO2](#)

Column name

Last name	▼
First name	▼
Mobile	▼



One input zone for search on 3 fields max.

## 3.5.2 Result screen configuration

[Home](#) / [IPS Global Directory](#) / [Define directory : DEMO2](#)

Columns displayed in the list

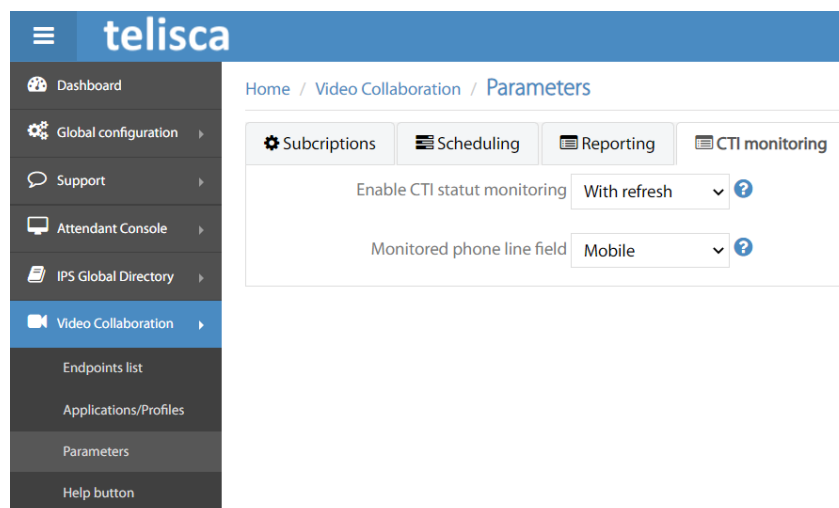
Column name	▼
Last name	▼
First name	▼

Page 1/2		
LADRAT Nicole	AIR CARAIBES	🔍
LAFLEUR Gérard	AERO MECA	🔍
LAFOND Dominique	HOP	🔍
LAGARDE Maurice	TAM	🔍
LANGLOIS Eric	CORSAIR	🔍
LAPIERRE Simon	CORSAIR	🔍
LAURENT Noémie	telisca	🔍

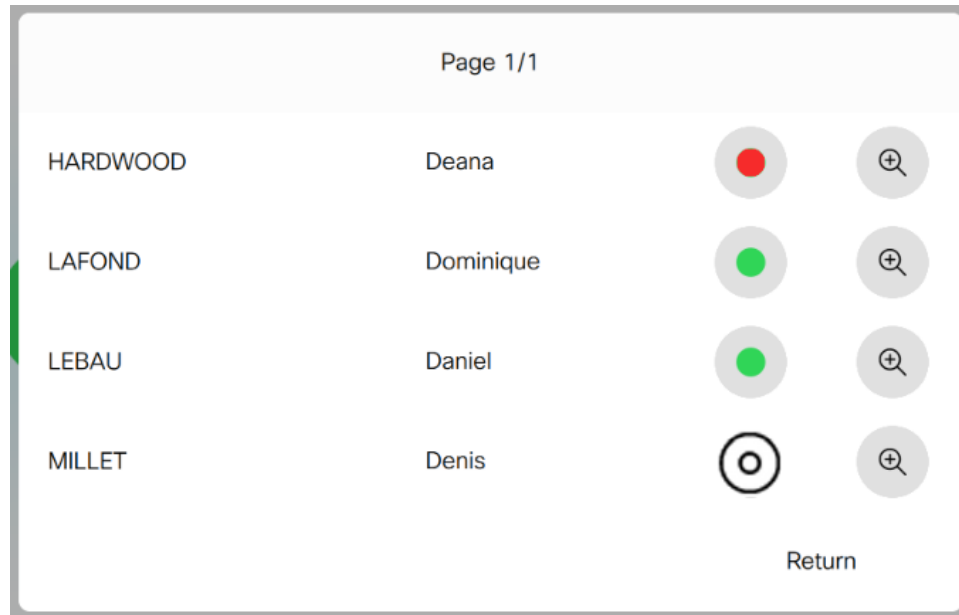
Details icon allows to get more values.

## 3.5.3 Presence

Since this release, it is possible to get the status of a line registered on the call manager. For this, a valid username/password must be define in CTI config parameters, the line must be supervised by telisca CTI service.



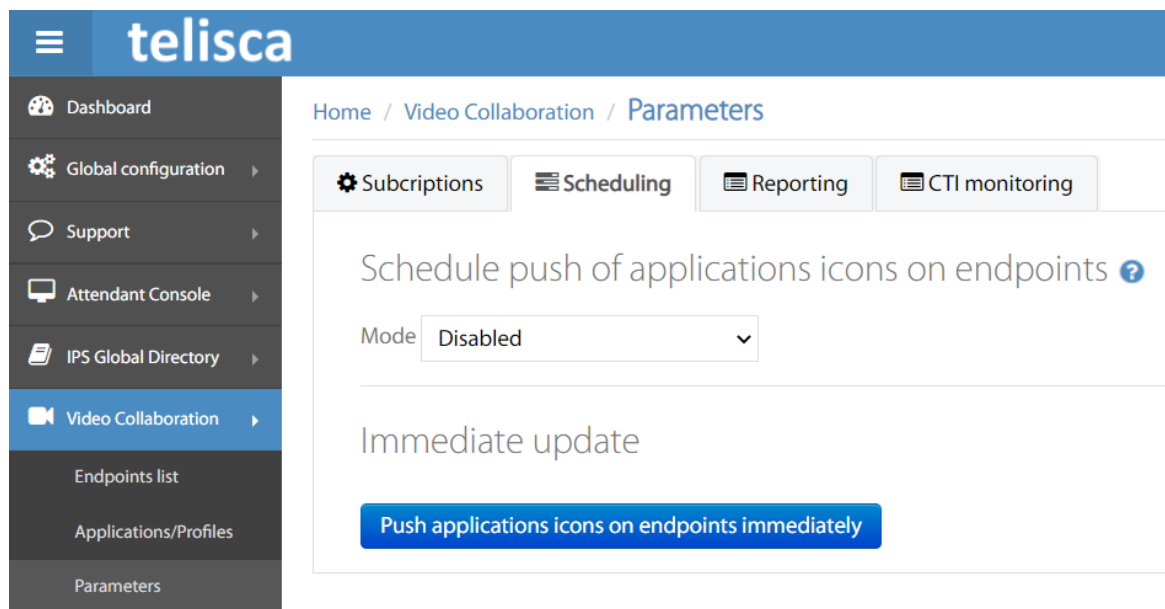
There are 2 modes : with or without refresh. In case of refresh, the roomkit sends a query to video collaboration service to get the last status of lines displayed each 2 seconds. This can generate a network load depending of how many devices display a search results at the same time.



Here are the 3 type of status : Red for busy, green available and a white one for an unknown status.

In addition to that, the field containing line number value must also be defined.

Once this has been defined, configuration must be updated on each device by using "Push applications icons" button or by using a planned update. This will install on each device, a script that will send a query each time the results or details page is visible.



Update progress can be checked in Reporting tab.



## 3.5.4 Details fields configuration

Home / IPS Global Directory / Detail form : DEMO2

Language: English

Label	Column name
Title: Results for	Last name
LastName	Last name
FirstName	First name
Phone number	Phone number
Phone other 1	Other phone
Phone other 2	Personal's phone number

Details LAURENT Noémie

Téléphone	2610	
Mobile	0612473699	
Téléphone autre	0245785736	
Téléphone personnel	0155798934	

Return

## 3.6 Interface language

Language application allows to update interface language. All applications are push after any change.

Select a language

Français

English

Deutsh

Italiano

Española

## 3.7 Video Collaboration service

To manage all devices, the setup install a service named "Video Collaboration service". This one needs to be started to manage provisioning and to answer to user actions.

telisca IPS startup	telisca IPS startup - Watchdog	Running
telisca Proxy	telisca Proxy Service	Running
telisca Video Collaboration Service		
Themes	Provides user experience theme management.	Running
Time Broker	Coordinates execution of background work for WinRT application. If this service i...	Running

## 3.8 Help & Support

Home / Support / Support information

Close

Please, contact the support by email at [support@telisca.com](mailto:support@telisca.com) or by phone at +33 1 4645 0512 or +44 1273 89 43 99.

Download the latest software updates, documentation and access the telisca forum at: <http://support.telisca.com>.

To accelerate and facilitate the support, always send the application logs :

Application:  Date:  Start Hour:  End Hour:

- ClickNDial
- IPS Global Directory
- TAnnounce
- Video Collaboration

In case of issue, you can provide us logs by using Support section > Zip logs. Define the time span. Send us zip file to [support@telisca.com](mailto:support@telisca.com)