

Product Datasheet

IPS Pager & Audio Broadcast



Directory

- Phone Directory
- Jabber UDS Server
- Web Directory
- IPS Popup / Reverse Lookup
- Personal Directory
- H350 Video Conf directory
- Corporate Speed Dials
- ClickNDial

Alerting

- Voice Alert
- IPS Pager

Admin tools

- Morning Check
- Phone Remote
- Phone Robot
- Provisioning
- Phone Deployment
- CMS Admin & Selfcare
- Extension Mobility Report

Manager Assistant

- IP Phone / Jabber Interface

Productivity tools

- IPS Phone Config
- IPS Alarm Callback
- IPS Lock
- Wakeup Call
- Missed Call Alerter
- Conference Center
- Busy Alerter Callback
- Desktop Popup
- Finesse Gadgets
- Spark Bot

Attendant Console / IVR / Group

- Tannounce
- Line Group Manager
- Silent Monitoring

Extension Mobility tools

- TSSO
- Delog / Relog
- Pin & Password Manager

Recording

- Call Recording
- Recording Notification

1 IPS Pager 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

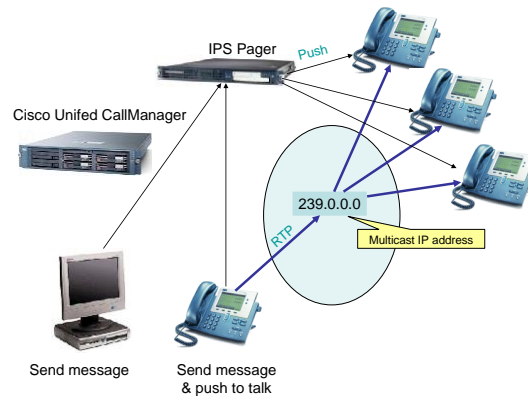
There are two ways of sending text messages to Cisco IP Phones:

- 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.

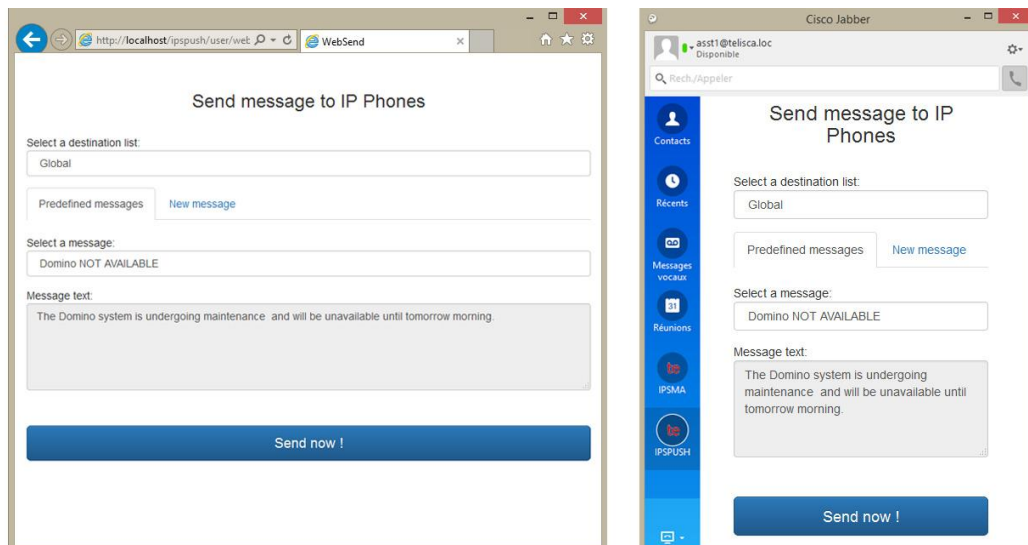


The IPS Pager server effects a simultaneous 'push' on several IP Phones to cause them to display the selected message or place them in listening mode on a multicast IP address. The number of simultaneous pushes is configurable according to server performance.

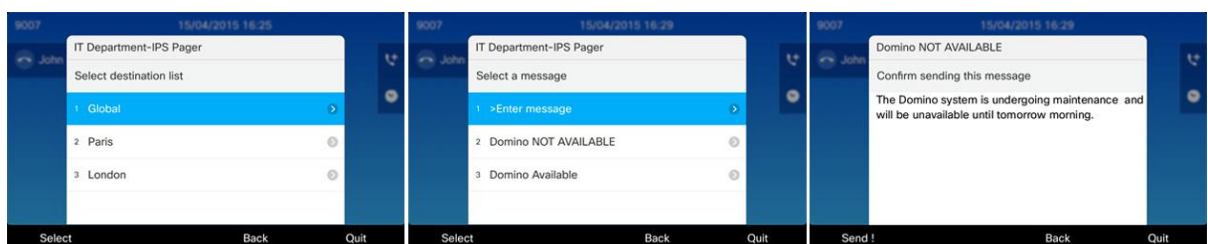
IPS Pager supports multi-cluster CUCM architecture and message can be pushed to IP Phones from different CUCM clusters.

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.



Messages may also be sent directly from the IP Phone



Administrator uses a Web interface to define different user profiles. For each profile, he will be 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° Numéro téléphone Filtrer Effacer

Número	Identifiant	Description	Profil (CSS)	Pool	Location	Type	Adresse
<input type="checkbox"/>	SEP000000000000			Default	Hub_None	Third-party SIP Device (Basic)	192.168.0.70
<input type="checkbox"/>	SEP64168DBA800F	7301 (9951)		Default	Hub_None	Cisco 9951	
<input type="checkbox"/>	SEP0024C4FEACA0	Auto 7013		Default	Hub_None	Cisco 7906	
<input type="checkbox"/>	70140001 SEP0013C412C578	Auto 7014		Default	Hub_None	Cisco 7960	192.168.0.18
<input type="checkbox"/>	SEP0019306FB9D4	Auto 7015		Default	Hub_None	Cisco 7931	
<input type="checkbox"/>	SEP0016C76B2B04	Auto 7016		Default	Hub_None	Cisco 7961	
<input type="checkbox"/>	SEP000F8F28DAE9	Auto 7017	VMRestrictedCSS	Default	Hub_None	Cisco 7970	192.168.0.25
<input type="checkbox"/>	SEP001E4A922358	Auto 7019		Default	Hub_None	Cisco 7942	
<input type="checkbox"/>	SEP000FF76E3C56	Auto 7020		Default	Hub_None	Cisco 7940	
<input type="checkbox"/>	SEP0024E8A79558	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.

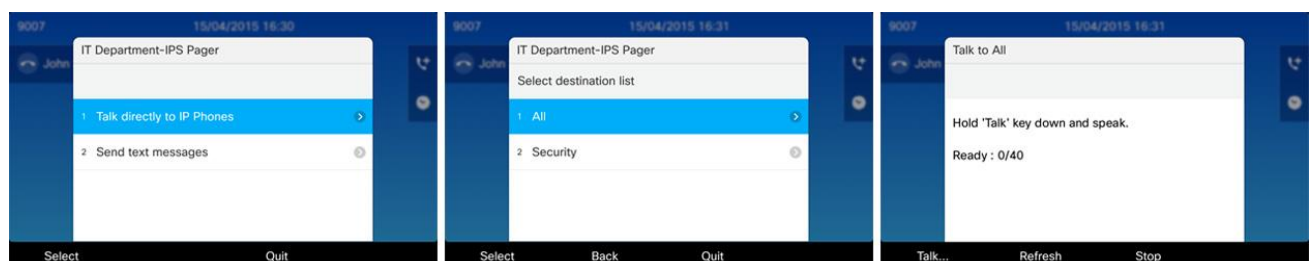
Administrator can check, messages sent history, including sender, profile, destination, messages sent and destination list detail.

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.

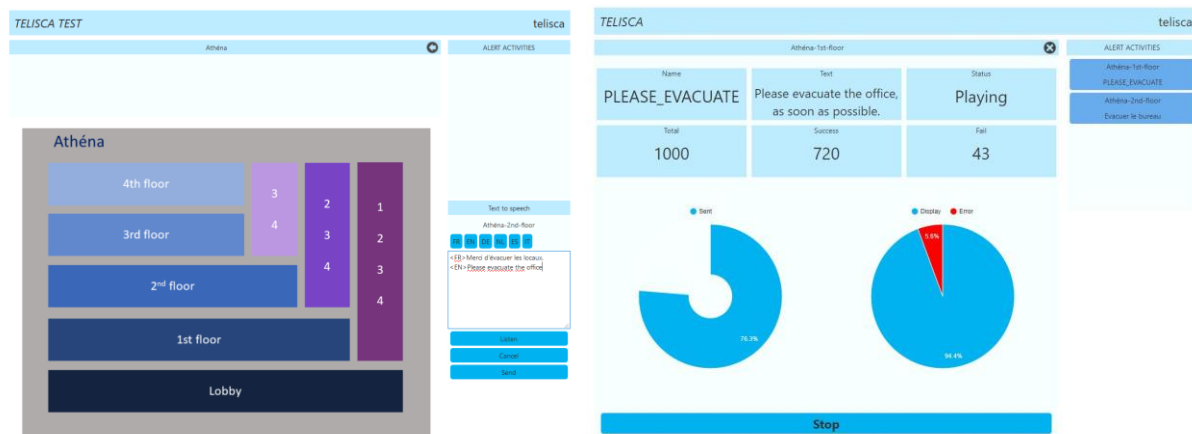
1.4 Optional Audio Broadcast Module

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.



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:

- CUCM version 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, 8821, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9971, IP Communicator.

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. For audio announcements, a multicast IP address must be available between sending and destination IP Phones. For pre-recorded audio messages, between the IPS Pager's server and destination phones.

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

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