

Product Datasheet

Phone Robot



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 Phone Robot description

1.1 Overview

Some configuration changes require manual key strokes actions on the IP Phones using the soft keys and key pad:

- Select a new IP Phone background,
- Delete the CTL / ITL file of the IP Phone (to update certificate),
- Change network settings,
- Execute non regression tests after a firmware update.

In order to automate these tasks, it is necessary to simulate pressing the keys and buttons on the IP Phones.

Telisca has developed a tool that performs this operation on a large number of IP Phones. You can define a script to send keys, execute it on all, or a list, of IP Phones and get an execution reports. It is also possible to capture the IP Phone's configuration status and image.

1.2 Architecture

Phone Robot takes advantage of IPS Framework & Administration and CTI Server. The key strokes are sent using the CTI (JTAPI) interface. Unlike the push via HTTP, this solution eliminates the need to manage authentication and does not require that the IP Phones are 'Web Enabled'.

Phone Robot is able to retrieve the list of all IP Phones via AXL SOAP queries. It is also possible to load a list of IP Phones from a text file.

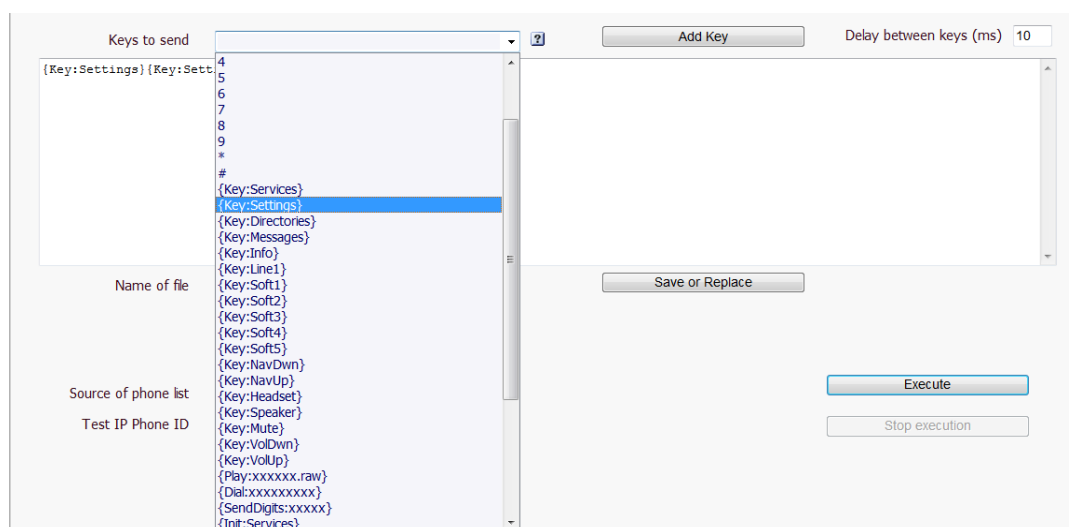
To facilitate the operations for a large number of IP Phones Phone Robot is multi threaded, to be able to send keys simultaneously to several IP phones at the same time.

1.3 Administration and features

The administration Web interface provides a script editor, in order to define the list of IP Phone keys to send, separated by an administrator defined delay.

The script can be tested on one IP Phone. Then it can be applied to a list of IP Phone or all the IP Phones.

During the execution, the amount of IP Phones treated, the total amount of IP Phones selected and the remaining time of execution is displayed.



An execution report is generated, with succeeded and failed information.

```

Report Report_SendKeys_Success_110610_082351.txt
SEP0004F2E1F559;OK;08:23:51
SEP000BD905B86;OK;08:23:52
SEP000F8F28DAE9;OK;08:23:53
SEP000FF76E3C56;OK;08:23:54
SEP0013C412C578;OK;08:23:55
SEP0016C76B2B04;OK;08:23:56
SEP0019306F89D4;OK;08:23:57
SEP001B54CA0D1D;OK;08:23:59
SEP001D452D255A;OK;08:23:59
SEP001E4A92235B;OK;08:24:00
SEP001E4AF355A7;OK;08:24:01
SEP00233341B755;OK;08:24:02
SEP002414B37A58;OK;08:24:03
SEP0024C4FE380F;OK;08:24:04
SEP0024C4FE39D3;OK;08:24:06
SEP0024C4FEACA0;OK;08:24:06
SEP0024E8A7955B;OK;08:24:07
    
```

It is also possible to capture a status parameter from the IP Phone (XML) Web Page and compare it to a target value. In this case, the IP Phones must be Web Enabled.

Phone URL:

Node:

Value for test:

Source of phone list:

Test IP Phone ID:

At least it is also possible to capture the image of the IP Phone's screens and save them for a visual control. In this case, the IP Phones must be Web Enabled.

1.4 Requirements

Supported Cisco CUCM:

- CUCM version 8.5, 8.6, 9.1, 10.5, 11, 11.5, 12, BE 6000, BE 7000
- Windows servers supported:

Windows Server 2008 R2 SP1 or 2008 SP2 Foundation, EN/FR (Upgrade only),
 Windows Server 2008 R2 SP1 or 2008 SP2 Standard, EN/FR (Upgrade only),
 Windows Server 2012 or 2012 R2 Essentials, EN/FR,
 Windows Server 2012 or 2012 R2 Standard, EN/FR,
 Windows Server 2016 Essentials, EN/FR
 Windows Server 2016 Standard, EN/FR

- 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

The following IP Phones have been tested: 6921, 6941, 6945, 6961, 7912, 7921, 7925, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, 7975, 8961, 9951, 9971.