

## Data sheet

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# telisca Phone Remote



### **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 telisca Phone Remote description

## 1.1 Administration Tools Bundle

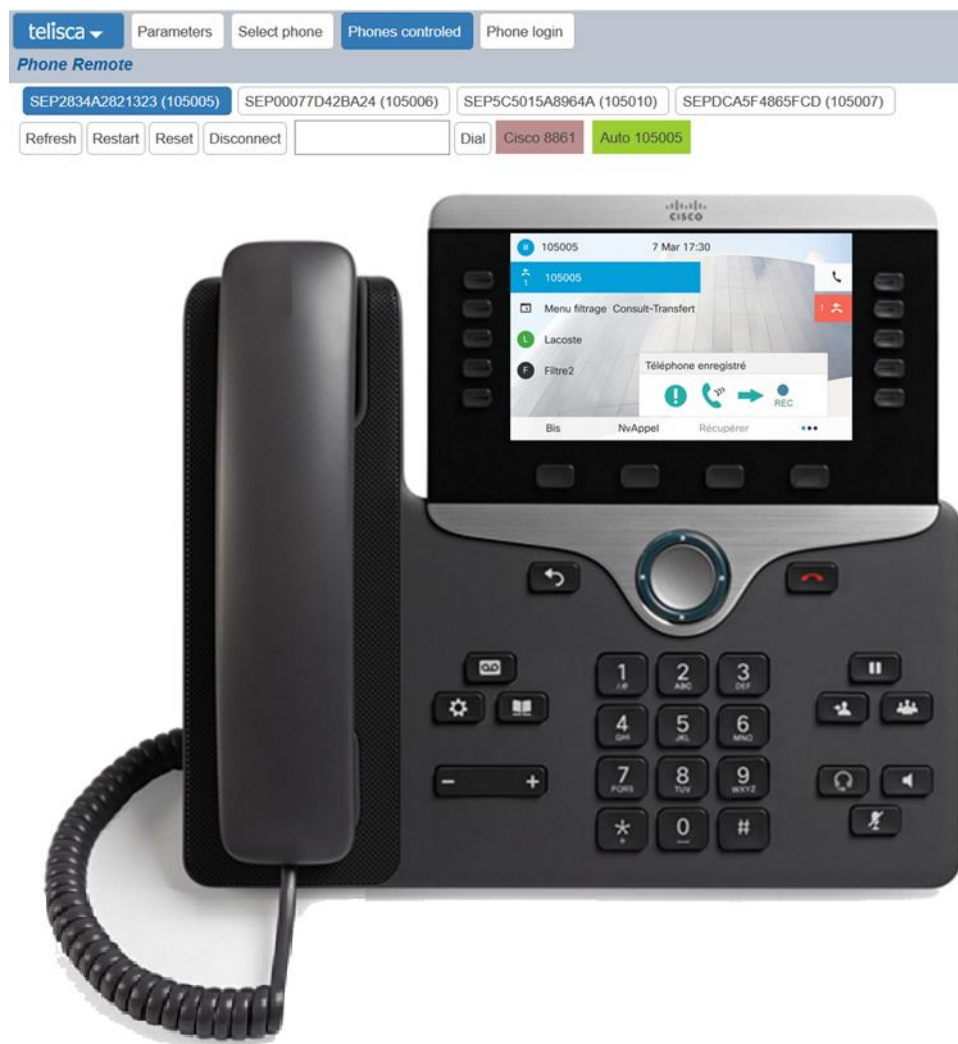
This product is part of the range of administration tools offered by telisca. Installed on a single server, these applications are useful for administering, monitoring and operating the Cisco telephony infrastructure.

- Morning Check: Anticipates failures on the CUCM cluster by performing tests and notifying the operation / administration team in the event of an error.
- Phone Robot: Launches a series of keys in mass on the telephones of the cluster. Very handy for removing CTL or changing wallpapers on a large number of phones in an instant.
- Delog Relog: Disconnects the "mobility extension" from all users and reconnects them to the same stations later. May be useful during migration but also to improve cluster security.

These applications can be ordered all together as a bundle.

## 1.2 Description

telisca Phone Remote is an application that allows the administrator to take control of a Cisco IP phone remotely. The administrator can see the phone screen and launch keys on the phone.



It will enable operations teams to offer remote support to telephony users. It allows the administrator to check configuration changes. It is useful to collect phone copies in order to create a user guide.

The various remote actions possible thanks to Phone Remote:

- Use all the keys accessible on the keyboard (directory key, messaging, transfer, conference ...),
- Use the soft keys,
- Use the line / Speed Dials keys,
- Send the procedure to restart or reset the phone,
- Dial a number from the phone,
- Login/logout from a user in "extension mobility" on a phone.

Each time you send a remote key, the screen automatically updates. The administrator can therefore easily check the result of his action.

A dedicated menu makes it easy to search for phones: by identifier (MAC), line number, description, phone model or IP address. Remote control of the phone is possible with one click.

Name	Description	Dir. number(1)	Model	IP Address	Status	Display phone
SEP001D7060E8A2	Auto 610012	610012	Cisco 8961	10.2.111.52	Registered	<a href="#">Display phone</a>
SEP04DAD2BF1AB9	Auto 610025	610025	Cisco 8961	10.2.111.85	UnRegistered	
SEP04DAD2BF23B8	+18627	\+18727	Cisco 8961	10.2.111.51	Registered	<a href="#">Display phone</a>
SEP080027911E67	Auto 610043	610043	Cisco IP Communicator			
SEP10BD18DD4428	+18626	\+18626	Cisco 9951	10.2.111.92	Registered	<a href="#">Display phone</a>
SEP1CDEA7837E61	Auto 610015	610015	Cisco 8841	10.2.111.63	Registered	<a href="#">Display phone</a>
SEP1CDEA7837EDC	610014	610014	Cisco 8841	10.2.111.64	Registered	<a href="#">Display phone</a>
SEP2C36F8591BE2	+18624	\+18624	Cisco 7962	10.2.111.68	Registered	<a href="#">Display phone</a>

In addition, several phones can be controlled at the same time. Controlled phones are all accessible from a single menu. The control for each phone can be manually stopped at any time or automatically after a predefined period of inactivity.

SEP1CDEA7837E61 (610015) SEP001D7060E8A2 (610012) SEP1CDEA7837EDC (610014)

Refresh Restart Reset Disconnect Cisco 8841 610014

The telisca solution administrator can allow an operator role to be defined in the application to allow only the access to the phone control functionality to identified individuals. The operating role does not allow changes to the telisca server configurations or the global settings of Phone Remote.

## 1.3 Architecture

The architecture is based on a telisca IPS Framework & Administration modules. Keys are sent via http requests.

The application automatically enables the "Web Access" on the phone when the administrator takes control of the phone remotely. It is disabled when the administrator logs out or after a period of inactivity.

Two methods of access authorization are possible. Either the authentication requests are handled by the telisca server Secured Authentication Proxy, which give access to the phones for a limited time thanks to a temporary user / password.

Otherwise, the authentication can be managed by the CUCM. Then the application authenticates via an "Application User". The association with the Application User is processed automatically by Phone Remote. When the phone control is stopped the application disassociates the phone from the user.

## 1.4 Requirements

- Windows servers supported:
  - 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

### 1.4.1 CUCM

#### Supported CUCM Versions

CUCM versions 8.6 to 12 are supported. BE6000 and BE7000 are also supported.

#### CUCM configuration

Choose from the following:

- Create a user application
- Or modify the authentication URLs of the CUCM to user telisca Secured Proxy.

#### Supported phones

Cisco 6921, 6941, 6945, 6961, 7811, 7821, 7841, 7861, 7937, 7937G, 7940 / 7940G, 7941 / 7941G / 7941G-E, 7942 / 7942G, 7960 / 7960G, 7961 / 7961G / 7961G-GE, 7962 / 7962G, 7945 / 7945G, 7965 / 7965G, IP Communicator, 7970, 7971 / 7971G-GE, 7975 / 7975G, 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, 8865NR, 8941, 8945, 9961, 9951, 9971