

IPsession Version 5.2

An IPcelerate VoIP Application Appliance

IPsession takes advantage of placing an 'always-on' workstation (IP Phone) on the network, to provide organizations of all sizes the ability to impact key business initiatives using VoIP. IPsession provides organizations a way to enhance their employee's desktop experience via the IP Phone. IPcelerate's IPsession comes with over 30 VoIP capabilities ranging from basic telephony features such as paging, to solution-oriented capabilities such as situational awareness, RFID, shift-management and integrated building control systems. Additional services such as call recording, call monitoring, video blogging, nurse call system integration, dynamic phone location updates and an open application development platform are made possible through IPsession's APIs and NIPA Framework.

Additional Information

Platforms

- IPsession 200
- IPsession 2500

Bundled Software

- IPsession Version 5.2 - VoIP/Business Applications
- Network IP Application (NIPA) Framework - open APIs, standards-based protocols
- IPsession administration software - used to configure, manage and operate IPsession
- Status Alert Module (SAM) - Situational Awareness and Response Assistant (SARA) provided by Status Solutions, Inc.
- SAM administration software - used to configure, manage and operate SAM
- IPsession Call Log database - used to collect, store, and produce an exportable format of logs and records related to all IPsession tasks.
- MS Excel Import/Export module - provides an easy to use method to import or export data, configuration settings and logs.
- IP Speaker Integration Module - supports integration to IP Speakers from Digital Acoustics, Inc.
- Nurse Call Module - supports integration to Status Solutions, Inc. Nurse Call Interface.

Capability Descriptions

Album

IPsession provides users the option to upload, store, and then display images, through their Cisco IP Phones, using the IPsession Album feature. In addition to displaying images, IPsession also provides the option to define the time each image displays and generate text and audio with each image. Cisco IP Phone models that support the IPsession Album feature are the 7941, 7961, 7970, 7971 and Communicator.

Buddy Status (i.BuddyStatus)

Buddy Status enables users to view colleague status settings (in a meeting, out to lunch, etc) from a Cisco IP Phone. Colleagues set their status using the My Status feature of IPsession.

When calling an individual with Buddy Status active, callers receive a text status message, as defined by the called colleague, informing them of their status. This is especially helpful for virtual teams and personnel users that have frequent interaction. Buddy Status helps users stay informed of where colleagues are and what they are doing without having to call someone else and ask or travel to their work area.

Call Block (i.Block, Block)

Call Blocking capability blocks outgoing calls in a Cisco IP Communications environment from the 'Do-Not-Call' list maintained in IPsession. The 'Do-Not-Call' list is available for download from the 'Do-Not-Call' website at <http://www.ftc.gov/donotcall/>. Once the list is downloaded it will need to be imported to IPsession. Cisco CallManager allows blocking of calls at the routing level. Call Block can be useful when it is required to block calls individually based on a 'Do-Not-Call' list. Users have the ability to override the blocked numbers in the 'Do Not Call List' if the user wants to make a forced call to the blocked number. If a user chooses to use the 'override' capability, it will be logged in IPsession.

Call Tag (i.CallTag)

Call Tag capability enables callers to leave a call tag message to Cisco IP Phones. When a call is placed to a Cisco IP Phone and caller intends to leave a call tag, they will invoke the Call Tag service and select a pre-configured text message. When the called Cisco IP Phone is on-hook the selected message is displayed. This is similar to leaving a note on the Cisco IP Phone.

Cisco IP Phone Panic Button Alerts (PBA)

Cisco IP Phone Panic Button Alerts (PBA) offers users the option to define and send text or text-to-speech messages to defined zones within the Cisco CCM environment from user defined IP Phones using a display icon, a line or speed dial appearance. Any of the Panic Button options give users the capability of quickly initiating Panic Alerts.

Dashboard

IPsession leverages the Cisco touch screen feature to deliver Icon interface for any of the IPsession features or capabilities. Just like a mobile phone or PDA, IPsession offers several Icon types for each feature and provides users the choice of selecting, creating, and using their own Icons. For Cisco phones that do not offer the touch screen option, IPsession gives users the ability to use a combination of line appearance, speed dial, or Scroll/Rocker Arm options to drive feature activations. Cisco IP Phone models that support the IPsession Dashboard feature are 7941/61/70/71 and Communicator.

DBBackup (Database Backup and Restore)

IPsession Database Backup Capability allows weekly Backup of the IPsession Database. It backs up the IPsession configuration daily to restore when needed. Backup is done on the local drive***. This feature allows restoring the database from any one of the 7 backup files that are stored locally. Administrators are encouraged to schedule backing up these files to another network location or drive.

***For more information on backing up the file to a redundant cold standby IPsession server visit our website at www.ipcelerate.com.

Dial Out (i.DialOut, DialOut, Mass Message Alert)

Dial Out provides users the ability to broadcast individual, group, or groups of notification messages and/or alerts to any phone number, using pre-recorded or text-to-speech messages, based on user defined delivery times and dates. Message confirmation choices include the ability to inform and request a phone keypad number sequence to validate acknowledgement. If selected by the user, IPsession generates Dial Out message/alerts to specified numbers until the number is answered or the reattempt limit has been reached.

Do Not Disturb (i.DND, DND)

Do-Not-Disturb (D-N-D) is added to MyStatus and allows the setting call forward and do not disturb on directory numbers. If a user calls from their Cisco IP Phone to a Cisco IP Phone that is in a DND state, the calling party gets the DND status message on their phone during ring back. This directory number based feature enables users to activate or de-activate incoming call ring tone on their IP Phones. If there is no answer calls will follow the Cisco CallManager “Call No Answer” setting for that DN. When DND is enabled on shared lines, all calls to the extension (all lines for shared line) will have DND enabled when a new call arrives on that DN. Instead of the Cisco IP Phone ringing, the line icon for Cisco IP Phone will show the incoming call information. DND options include DND Intercom, DND Paging and DND Call Forward All settings. Cisco Unified Communications Manager supports setting the phone device in a DND state instead of a directory number.

DND Call Forward All (DND CFwdAll)

DND Call Forward All expands the executive/administrative assistant flexibility for DND to include the choice to forward all calls to a destination number. IPsession includes the capability to set the call forward parameters remotely so the executive/administrative support is free to activate this remotely.

DND Intercom

DND Intercom provides users the option to allow or deny intercom sessions to their IP Phone.

DND Paging

DND Paging provides users the option to allow or deny paging to their IP Phone.

Facilities Scheduler (i.Reservation)

Facilities Scheduler provides a way to reserve resources or facilities that are shared by groups, departments or individuals. For example, conference rooms, projectors, auditorium, demo kits, and more.

Forced Account Codes (i.Forced, Forced, FAC)

Forced Account Codes (FAC) provides a way to enforce account codes prior to calls being made. FAC restricts calls being made by the user based on their privileges (PIN number). Every user has to login first to make calls. This will allow organizations to control unauthorized calls, billing info for individual users, per user usage.

Hoot-N-Holler (HNH)

Hoot-n-Holler conference is a pre-scheduled conference solution. At the configured time IPsession will establish a conference bridge utilizing Cisco CallManager conferencing resources

and will remain open for the duration of the configured time. If the conference bridge is terminated during the time the conference bridge is configured to be open, IPsession will re-establish the conference bridge. Users are able to join established HNH sessions at any point within the configured time frame of the HNH session. Calendar Scheduling is now available.

Intercom (i.Intercom)

This capability enables users to browse through user directory entries or enter an extension to open a one-way voice stream from one Cisco IP Phone to another Cisco IP Phone. If a user has an associated picture, a user can invoke the intercom capability, by selecting the user's picture from the newer Cisco IP Phones. This will not interfere with the current call; instead the message will come in as a barged in messages or just a notification ring depending on whether the user is on a call or not. Based on configuration, the user may need to acknowledge the intercom request via a soft key then the user can now hear, talk back or text-reply to the intercom originator.

Intercom Text Reply

The intercom text-reply option provides an alternative to responding audibly to the intercom initiator. The intercom receiver will select from a list of pre-canned text messages as a reply back message.

Intercom Whisper (Whisper)

Intercom whisper is inherently available with IPsession Intercom and becomes useful, when the intercom receiver is on the phone. Intercom whisper is an announcement sent to another extension that is active on a call where only the person on the extension hears the announcement; any other parties on the call cannot hear the announcement.

Internal 911 Alert Notification (i.Alert, 911 Alert Notifier)

Internal 911 Alert Notification allows organizations to monitor Cisco IP Phones looking for specific dialing patterns, typically 911. When dialing patterns are matched, IPsession sends an internal alert notification to Cisco IP Phones, email addresses and the i.Alert client. Alert notification information can be gathered using IPsession Location Enforcer or use the Cisco IP Phone description configured in Cisco CallManager. Information will include caller number, caller name, called number, physical Cisco IP Phone location information. Typically 911 dialing patterns are monitored; however multiple dialing patterns can be monitored.

IP Phone Presence

IP Phone Presence leverages IPsession's Buddy Status and My Status capabilities so employees can view and set status settings as well as view the on-hook and off-hook status of the Cisco IP Phones.

Location Enforcer (i.Location Enforcer)

Location enforcer is an enhancement to the i.Alert capability. This capability prompts users of Cisco IP Phones to enter their address information when the Cisco IP Phone is reset or rebooted. When a user moves a Cisco IP Phone and Location Enforcer is enabled, the user will need to verify, edit and submit their new location information via the Cisco IP Phone. When emergency calls are place this information is shown in i.Alert.

Multi-Line Join (i.Conference)

Multi-Line Join enables users to efficiently conference calls that are on separate lines on a Cisco IP Phone in order to mimic a PBX 'join' functionality. This capability can also be used in a shared line environment to conference lines that are in-use remotely. Users are comfortable having a physical button associated to a line appearance on their phone, however joining those multiple calls on the separate lines into a conference is a 6 step process, the multi-line conference feature provides a single button, 'JOIN', to efficiently conference those calls.

My Status (i.MyStatus, MyStatus)

My Status allows a user to select a status from a list, for example; On a Conference Call, Out to Lunch, On Vacation and more. The selected status messages can be edited to provide more information, for example 'On a Conference Call until 1:00 pm'.

Network Voice Recorder (i.NVR, NVR)

Network Voice Recorder is a basic IPsession voice response that is used to record messages for the purpose of broadcasting. Once a message is recorded it can be broadcasted immediately to a zone page group, dial out group or phone number. Recorded messages can be used with Pre-scheduled paging, dial out tasks and immediate zone paging.

Paging (i.Cast, Zone Page, Cast)

Paging (i.Cast-ZonePage) is a capability that provides real-time audio/text/text-to-speech (TTS) messages to Cisco IP Phones. Paging allows a person using a Cisco IP Phone to select a predefined 'Zone' phone number and then multicast their message to multiple phones within that 'Zone' instantly. The following list shows some of the capabilities of i.Cast:

- Audio
- Text
- Text-to-Speech
- Analog Overhead Paging System Integration
- Live Audio Broadcast
- Pre-recorded—Audio/Text/TTS
- Pre-scheduled—Audio/Text/TTS
- Short email format to mobile devices****

****Mobile devices include cellular phones, PDAs, etc.

PIN-Based Paging

PIN-Based Paging is a security capability for the IPsession paging capabilities. An authorized paging user will need to enter a PIN to use the IPsession paging capabilities.

Pre-Recorded/Audio Paging

IPsession supports paging using pre-recorded or uploaded audio files. Audio files can then be accessed with a pre-scheduled page, an ad-hoc page or used with Dial Out.

Pre-Scheduled Paging (i.PreCast, PreCast)

Pre-Scheduled Paging capability allows users to schedule voice, text or text-to-speech messages to be broadcasted using the IPsession web interface. This capability allows users to schedule messages delivery by date/time, for one time, or for reoccurring dates/times. Calendar Scheduling is now available.

Text Paging (i.Text, Text)

Text Paging allows the user to send dynamic and pre-configured text messages to a Cisco IP Phone or a zone paging group using the IPsession web interface.

Text-To-Speech Paging (TTS Paging)

Text-To-Speech (TTS) Paging allows the user to send dynamic and pre-configured text-to-speech messages to a Cisco IP Phone or a zone paging group using the IPsession web interface.

Pre-Programmed Conference (i.Conference, PPC)

The pre-programmed conference capability allows you to pre-configure groups of phone numbers, (Cisco IP Phones, PSTN and cellular), that you would like to instantly bring into a group conference call, for example, administrators, emergency teams, security teams, executives, sales teams, support teams and more. When the pre-programmed conference group is selected, a call is initiated to all phone numbers in that group placing them all into a conference call. Cisco IP Phones will auto-answer and join the conference automatically, PSTN and cellular phones will be prompted to join and when acknowledged, will be placed into the conference call.

Pre-Scheduled Conference

The pre-scheduled conference capability allows you to pre-configure groups of phone numbers, (Cisco IP Phones, PSTN and cellular), that you would like to instantly bring into a group conference call at a scheduled time, for example, weekly sales calls, monthly company meetings, quarterly financial calls and more. Calendar Scheduling is now available.

Streaming Audio (i.Musix, Musix)

Streaming Audio (i.Musix) allows real-time audio broadcast (for example, using Satellite/FM/AM radio or MP3 player) to a Cisco IP Phone. The user will be able to press a service button on the Cisco IP Phone to listen to the audio. Users can select from the fixed source configured by the administrator, a list of stored audio files configured by the administrator or a list of stored audio files uploaded by the end user.

Timecard (i.Timecard)

Time Card (i.Timecard) turns every Cisco IP Phone into a time clock device where employees can sign-in and sign-out for work. Hours per employee are logged into a database that can easily be exported. IPsession will also provide the location information (either phone description or location information from Location Enforcer) to indicate the terminal the user signed in/out at. An automatic sign out timer is available to configure as well as a job code option. The job code option provides a way for users to sign in/out using their same user id and provide tracking of the multiple jobs they may need to perform throughout the workday.