

# IPsession Version 5.4

## 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 also provides organizations a way to enhance their employees' desktop experience via the IP Phone. IPcelerate's IPsession comes with over 40 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. ♦

## New Features

### Address Book (Personal and Global)

Users upload their contact information (name, email, telephone number, mobile number and additional notes) using the IPsession web interface. The contact information can be set to be either personal or global (available to all IPsession users). When a matching contact calls, his or her contact information that is now stored in IPsession will be displayed on the Cisco IP Phone. An import/export from/to MS Excel is available to expedite contact information for use with either the Personal or Global Address Book.

### Calendar Scheduling

Calendar Scheduling is an enhancement to existing IPsession applications where scheduling is done. Now users/administrators can access a 'calendar view' scheduling interface vs. the current interface which uses the MM/DD/YYYY format.

### Cisco Unified Communications Manager Version 4.3 – 7.0 Support

IPsession 5.4 not only includes new features and enhancements, it is tested and verified to integrate to Cisco Unified Communications Manager Versions 4.3 – 7.0.

### Picture ID

Internal calling party ID will now include the image of those users whose picture has been uploaded into the IPsession application.

### Push-to-Talk for 7921

Users of the Cisco Unified Wireless IP Phone 7921 can now enjoy the benefits of Push-To-Talk. Push-To-Talk provides users a feature similar to using a walkie-talkie, providing instantaneous communication between two phones. The feature is invoked on the 7921 using the PTT button on the phone. A speed dial/line/URL button on the Cisco IP Phone can also be configured with the Push-to-Talk feature.

### Quick Text Messaging

Quick Text Messaging allows users to send text messages from a Cisco IP Phone to another phone or paging zone. Using a Cisco IP Phone, users choose from a list of pre-configured text messages (which can be edited, similar to status messages), then send it to a single phone (directory number) or paging zone.

♦ Some features may require purchase of third-party software/hardware

## Vacation Planner

IPsession will provide a new calendar interface to identify holidays. On these days certain schedules can be executed differently or ignored. This will significantly increase usability for the administrators. Recurring schedules can be skipped on a holidays. Similarly some schedules can be delayed as opposed to the regular execution time. All these things can be managed beforehand.

## Weather

US weather information can be provided to IP phones of IPsession users. The weather service is provided as a service URL that the administrator configures in the Cisco CallManager, or on the IPsession Dashboard users' URLs. Weather information will be available on all the phone models. Color phones will display color images, current temperature, wind condition and tomorrow's forecast.

## Enhancements

- **Buddy Status** - Users have the ability to see their buddy's status using the IPsession web interface. Users will be able to view line state status (busy/idle) as well as the configurable set status (out to lunch, in a meeting, etc.).
- **Conference Page Zone** - Using the CCM's ad-hoc conference function, users are now able to conference a paging zone. This provides organizations a way to broadcast a conference call using a one-way mechanism to a large group of users.
- **Time Card** - When users clock in via a Cisco IP Phone, they will have the ability to enter a job code. Users with administrative access will have access to the time card logs. An additional field has been added to indicate the location/phone device from which the user clocked in/out. Also added to time card is an auto sign-off feature.

## Additional Information

### Platforms

- IPsession 200
- IPsession 2500

### Bundled Software

- IPsession Version 5.4 - VoIP/Business Applications
- Network IP Application (NIPA) Framework - open APIs, standards-based protocols
- IPsession administration software - used to configure, manage and operate IPsession
- 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.
- i.Patch Integration Module - supports integration to Systimax/Commscope's i.Patch.
- IP Speaker Integration Module - supports integration to IP Speakers from Digital Acoustics, Inc.
- Click-2-Call Interface - support for the add-on module capability

## Capability Descriptions

Items marked with an asterisk (\*) are new or enhanced for IPsession 5.4.

### Address Book (Personal and Global)\*

Users can upload information from their contacts lists (name, email, telephone number, mobile number and additional notes) into IPsession using the IPsession web interface. The contact information can be set to personal use or global use (available to all IPsession users). When a matching contact calls, the contact information that has been stored in IPsession will be displayed on the Cisco IP Phone. The Address Book only applies to contacts that are NOT IPsession users. For information on IPsession users, see picture Picture ID\*.

### 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, 7945, 7961, 7965, 7970, 7971, 7975 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. New to IPsession 5.4 is the ability for users to see their buddy's status using the IPsession web interface. Users will be able to view line state status (busy/idle) as well as the configurable set status (out to lunch, in a meeting, etc.).

### Calendar Scheduling

Calendar Scheduling is an enhancement to existing IPsession applications where scheduling is done. Now users/administrators will see a 'calendar view' scheduling interface vs. the current interface that uses the MM/DD/YYYY format.

### 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) offer users the option to define and send text or text-to-speech messages to defined zones within the Cisco CallManager 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**

The dashboard is a collection of icons that are grouped and presented on the Cisco IP Phone touch screen that are specific to a user's needs or function, i.e. Executive, Administrative, Lobby, etc. 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. The Cisco IP Phone models that support the IPsession Dashboard feature are 7941/45/61/65/70/71/75 and Communicator.

### **DBBackup (Database Backup and Restore)**

The IPsession Database Backup capability allows for daily backup of the IPsession database. Each daily backup is stored on the local drive\*\*\* for 7 days then is overwritten. Administrators are encouraged to routinely schedule backups of 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](http://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) functionality has been added to MyStatus and allows the user to invoke the 'call forward' and 'do-not-disturb' functions on directory numbers (DN). 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 deactivate 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.

♦ Some features may require purchase of third-party software/hardware

**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, from the Cisco IP Phone, resources or facilities that are shared by groups, departments or individuals, such as conference rooms, projectors, demo kits, et cetera.

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

The Forced Account Codes (FAC) feature forces users to enter an account code or PIN prior to calls being made. This allows organizations to control unauthorized calls.

**Hoot-N-Holler (HNN)**

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 HNN sessions at any point within the configured time frame of the HNN session. Calendar Scheduling is now available.

**Intercom (i.Intercom)**

This capability enables users to open a one-way voice stream from one Cisco IP Phone to another on the same system. Users may browse the user extension or picture directories to find and select the intercom recipient, or simply enter the extension of the recipient to initiate the intercom request. The request will arrive as a barge-in message or notification ring, depending whether or not the recipient is on a call. Based on configuration, the recipient may need to acknowledge the intercom request via a soft key. The user can now hear, talk back or text-reply to the intercom originator. Cisco Unified Communications Manager 6.0 and next generation Cisco IP Phones do not allow the talking back function if the phone is already on a call.

**Intercom Text Reply**

The intercom text-reply option provides an alternative to responding audibly to the intercom initiator. The intercom recipient will select from a list of 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 recipient is already on a call. Intercom whisper is an announcement sent to the recipient extension that only the recipient hears; any other parties on the call cannot hear it.

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

Internal 911 Alert Notification looks for specific dialing patterns coming from Cisco IP phones, such as 911. When the dialing patterns are matched, IPsession sends an internal alert notification to designated 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, and physical Cisco IP phone location information. Typically, calls to 911 are monitored most routinely; however other dialing patterns can be monitored as well.

### **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. Location Enforcer ensures your organization's records are accurate and up-to-date, so when emergency calls are placed, the information shown in i.Alert is accurate for first responders and emergency workers.

### **Multi-Line Join (i.Conference)**

Multi-Line Join enables users to efficiently conference together 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 his or her status from a list (i.e. On a Conference Call, Out to Lunch, On Vacation, etc). The selected status messages can be edited to provide more information, for example 'On a Conference Call until 1:00 pm'. The status will be displayed as a text message on internal Cisco IP phones that call or check status using the Buddy Status feature.

### **Network Voice Recorder (i.NVR, NVR)**

Network Voice Recorder is an IPsession voice application 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
  - Conference Page Zone
  - Pre-recorded—Audio/Text/TTS
  - Pre-scheduled—Audio/Text/TTS
  - Quick Text Message from Cisco IP Phone
  - Short email format to mobile devices\*\*\*\*
- \*\*\*\*Mobile devices include cellular phones, PDAs, etc.

### **Conference Page Zone**

Conference Page Zone provides a way for users to conference in a paging zone. By using the Cisco Unified Communication Manager's ad-hoc conferencing feature, users can now enter a paging zone number to conference the paging zone into an existing call.

### **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 view scheduling is now available.

### **Quick Text Messaging\***

Quick Text Messaging allows users to send text messages from a Cisco IP Phone to another phone or paging zone. Using a Cisco IP Phone, users are able to select from a list of pre-configured text messages (which can be edited, similar to status messages), then send the message to a single phone (directory number) or paging zone.

### **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.

### **Picture ID\***

Internal caller ID will now include the picture of the caller if their picture has been uploaded to the IPsession application. For information about non-IPsession user contact information being displayed on an incoming call, see "Address Book (Personal and Global)\*"

**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 and places them 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.

**Push-To-Talk (PTT)\***

Push-To-Talk provides users a feature similar to using a walkie-talkie, providing instantaneous communication between two Cisco wireless IP 7921 phones using the PTT button.

**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.

**Vacation Planner\***

IPsession will provide a new calendar interface to identify holidays. On these days certain schedules can be executed differently or ignored. This will significantly increase usability for the administrators. Recurring schedules can be skipped on a holidays. Similarly some schedules can be delayed as opposed to its regular execution time. All these things can be managed beforehand.

**Weather\***

Weather provides a quick and easy way to check the weather in any US city from your Cisco IP phone. Color phones will display color images, current temperature, wind condition and tomorrow's forecast.