



Documentation

Cisco IP Telephony RTU Guide Version 3.x

OSSI

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Intelli-Site

**Security Management Software
Cisco IP Telephony RTU Guide**

PC Software RTU Interface Guide
For Windows 7 SP1, 2008 R2 SP1, XP SP3 & 2003 SP2

Version 3.x
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Section 1 – Introduction

This section describes the following:

- Overview
- Technical Support Assistance

Overview

A Cisco IP Telephony RTU (Receiver/Transmitter Unit) is the Intelli-Site software representation of the Cisco CallManager Server and associated Cisco IP Telephones. Cisco IP Telephony will be referred to from this point forward in this document simply as 'Cisco'.

Technical Support Assistance

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Technical Support


Technical support is available via Telephone, Fax or Email. Contact OSSI Technical Support 8:00 AM to 5:00 PM Central Standard time. If calling after hours, please leave a detailed voice mail message, and someone will return your call as soon as possible.

E-Mail: support@ossi-usa.com

Fax: 262-522-1872 (Attention Technical Support)

Local: 262-522-1870

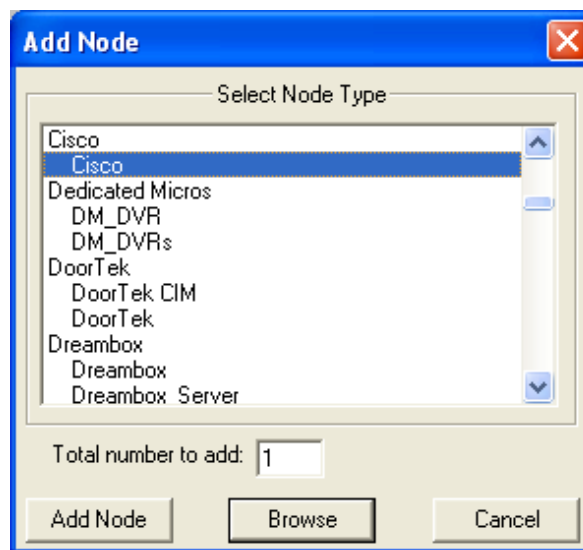
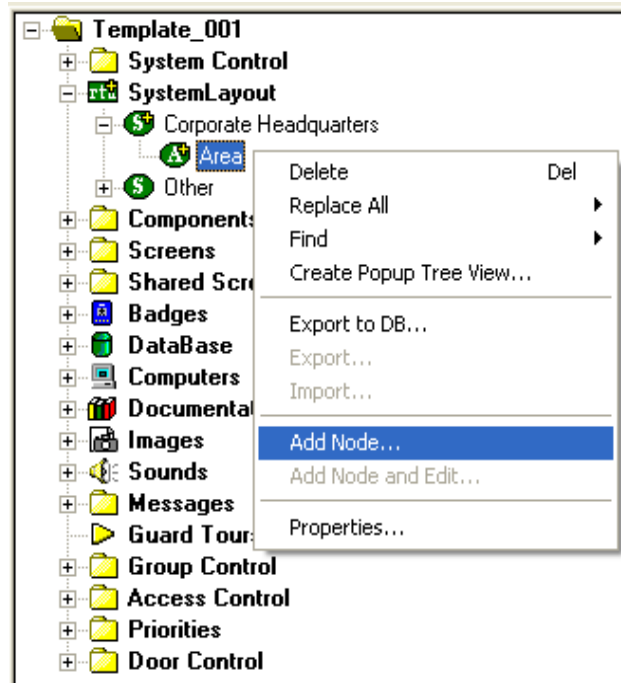
When calling, please be at the computer prepared to provide the following information:

- Product version number, found by selecting the **About**  button from the Intelli-Site Menu Application Bar.
- Product serial number used for registration.
- The type of computer being used including, operating system, processor type, speed, amount of memory, type of display, etc.
- Exact wording of any messages that appear on the screen.
- What was occurring when the problem was detected?
- What steps have been taken to reproduce the problem?

Section 2 – Adding Cisco Server Nodes

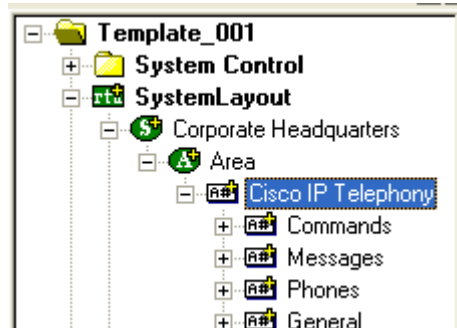
This section discusses the setup of a Cisco node in the project in Graphic Design mode.

Select an Area under the 'SystemLayout' node, right click and select 'Add Node...':

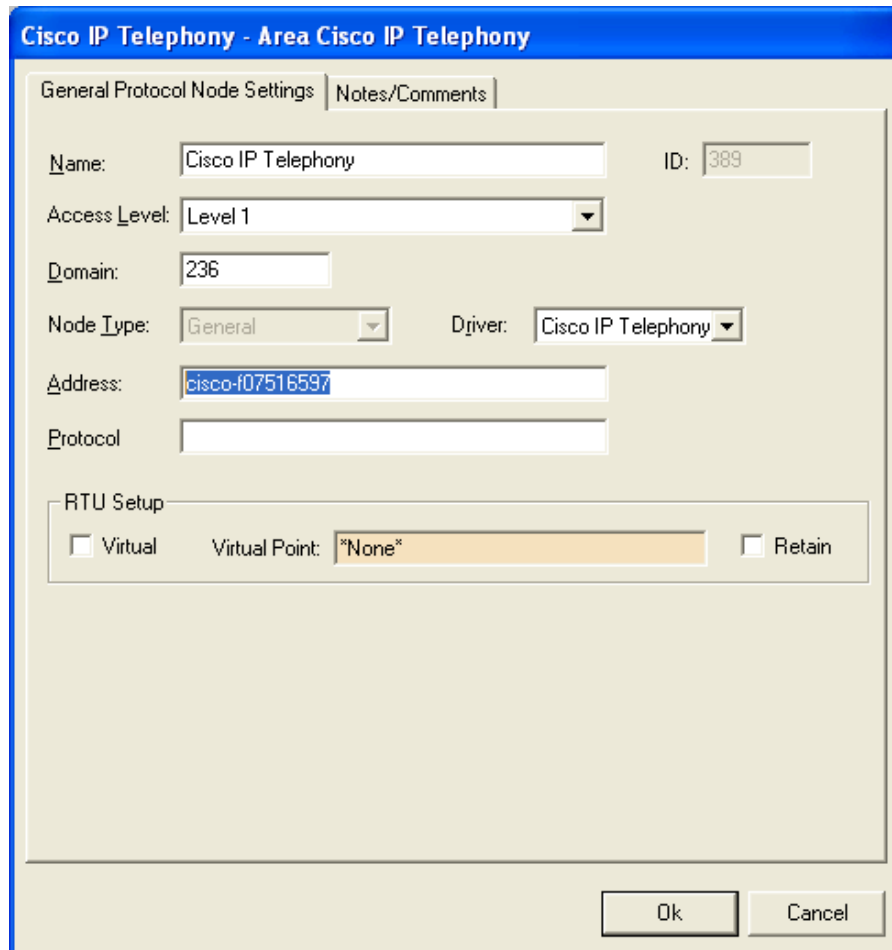


As displayed above, the first step is to add a 'Cisco' node from the list in the 'Add Node' dialog.

The RTU has the following layout:



Select 'Properties' on the Cisco RTU and Configure as follows:



The screenshot shows the 'Cisco IP Telephony - Area Cisco IP Telephony' configuration dialog box. The dialog has two tabs: 'General Protocol Node Settings' (selected) and 'Notes/Comments'. The 'General Protocol Node Settings' tab contains the following fields:

- Name:** Cisco IP Telephony
- ID:** 389
- Access Level:** Level 1
- Domain:** 236
- Node Type:** General
- Driver:** Cisco IP Telephony
- Address:** cisco-f07516597
- Protocol:** (empty field)

Below these fields is the 'RTU Setup' section, which includes:

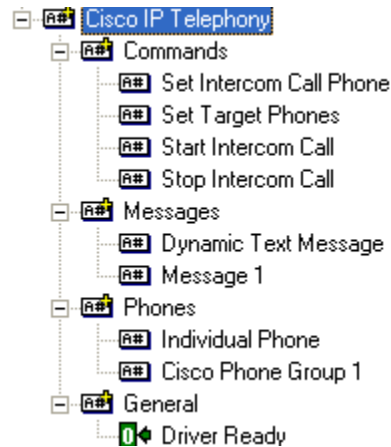
- Virtual
- Virtual Point: *None*
- Retain

At the bottom right of the dialog are 'Ok' and 'Cancel' buttons.

Configuration simply consists of entering the name of the Cisco CallManager in the 'Address' field.

Section 3 - Cisco Tree Structure and Configuration

The Cisco subnode structure contains 4 main child nodes:



Commands: These are the commands issued that setup the sending of a text message or an Intercom Call.

- 1.) Set Intercom Call Phone- This command specifies that the next command sent will represent the phone to be used by the speaker or person performing the announcement.
- 2.) Set Target Phones- This command specifies that the next command(s) define the target phones of either a text message or Intercom call (the recipients).
- 3.) Start Intercom Call- This command initiates a call.
- 4.) Stop Intercom Call- This command terminates a call.

Messages: These nodes represent text messages. A text message consists of a title and the body of the message. There are 2 types:

- 1.) Static Message- These types of messages represent preset text messages.

The screenshot shows a dialog box titled "Cisco IP Telephony - Messages Message 1". It has two tabs: "General Protocol Node Settings" (which is active) and "Notes/Comments". The "General Protocol Node Settings" tab contains the following fields:

- Name:** Message 1
- ID:** 397
- Access Level:** Level 1 (dropdown menu)
- Domain:** 85
- Node Type:** General (dropdown menu)
- Address:** [TITLE]Title of Message[BODY]Body of text mes
- Protocol:** (empty text box)

At the bottom right of the dialog, there are two buttons: "Ok" and "Cancel".

The above is a static text message. The Address field defines the title/body of the text message using the following format: [TITLE]your title here[BODY]your message here

2.) Dynamic Message- This type of message is used when the User wants to type in a message at runtime.

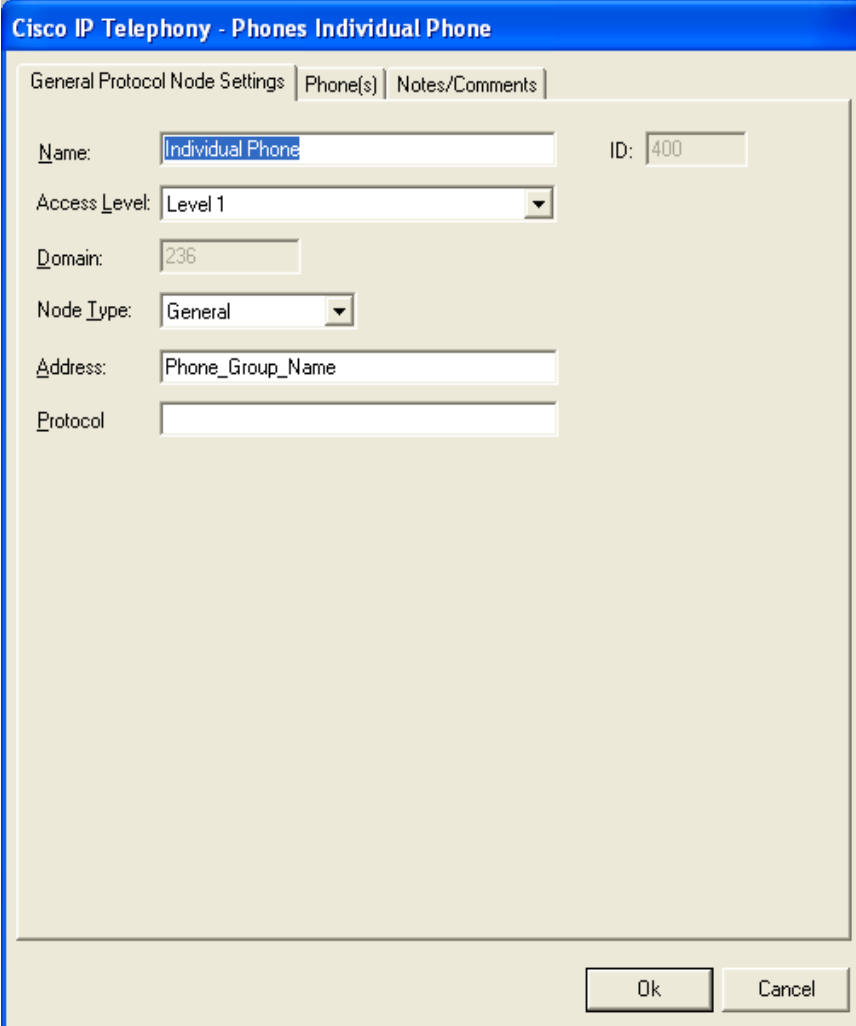
The screenshot shows a configuration window titled "Cisco IP Telephony - Messages Dynamic Text Message". It has two tabs: "General Protocol Node Settings" (selected) and "Notes/Comments". The fields are as follows:

Name:	Dynamic Text Message	ID:	396
Access Level:	Level 1		
Domain:	85		
Node Type:	General		
Address:	DYNAMIC		
Protocol:			

At the bottom right, there are "Ok" and "Cancel" buttons.

The address field, which specifies 'DYNAMIC', should not be altered. This text indicates to the system that this is to be a message sent which the User will be prompted to type in the content.

Phones: These nodes represent groups of Cisco IP Phones. A group can consist of a single phone, which is required when setting up the Intercom 'announcer' phone from which a User will speak the announcement.



The screenshot shows a configuration window titled "Cisco IP Telephony - Phones Individual Phone". It has three tabs: "General Protocol Node Settings" (selected), "Phone(s)", and "Notes/Comments". The "General Protocol Node Settings" tab contains the following fields:

- Name:** Individual Phone
- ID:** 400
- Access Level:** Level 1 (dropdown menu)
- Domain:** 236
- Node Type:** General (dropdown menu)
- Address:** Phone_Group_Name
- Protocol:** (empty text field)

At the bottom right of the window are "Ok" and "Cancel" buttons.

The Address field should be populated with a unique name to identify this phone group. For example, if this group contains only phones for the Accounting Department, the name could be 'Accounting'.

Cisco IP Telephony - Phones Individual Phone

General Protocol Node Settings | Phone(s) | Notes/Comments

CallManager Credentials:

User: testing

Password: *****

Get Phones

Assigned Phones:

Auto 2002 - SEP0019E850F8EC
Auto 2004 - SEP0019E850F8C2

-->
<--
<-- All
All -->

Ok Cancel

CallManager Credentials: These correspond to a user who has been associated, in the CallManager, with the phones to be used in this group. These credentials are used when a call is performed or message is sent for this Group of phones.

Get Pones: Select this button to retrieve the list of IP Phones available in this CallManager. Once the phones have been retrieved, the phones can be assigned to this Phone Group by using the 'Arrow' buttons between the 2 list boxes.

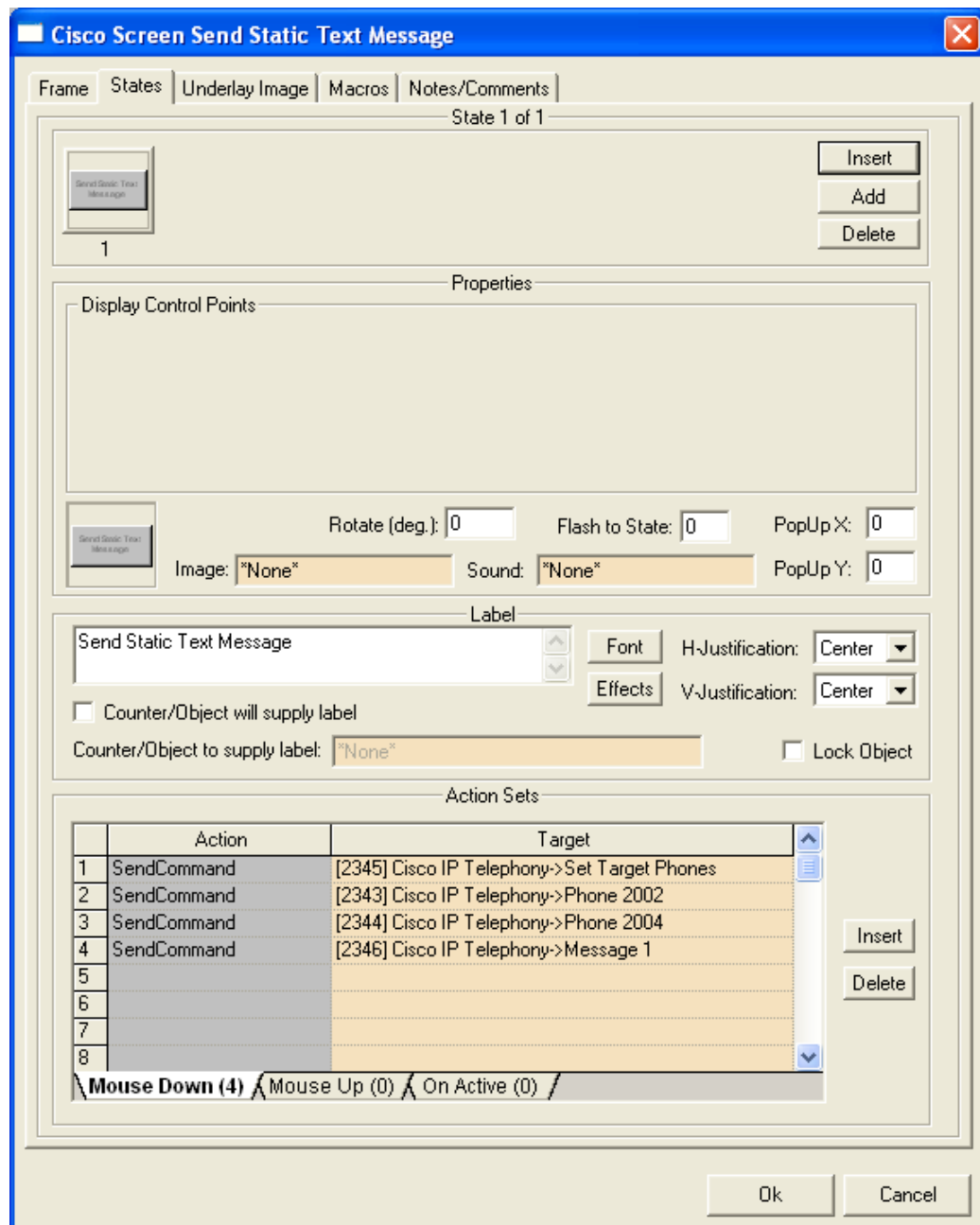
General: The 'Driver Ready' I/O point is Active when the driver for this Cisco RTU is ready for use. The driver is ready once it has successfully retrieved the IP addresses for the assigned phones in all its Phone Group nodes.

Section 4 – Programming Examples

This section demonstrates how to perform project programming for the Cisco Driver.

For each example, create a button on a screen and edit the properties.

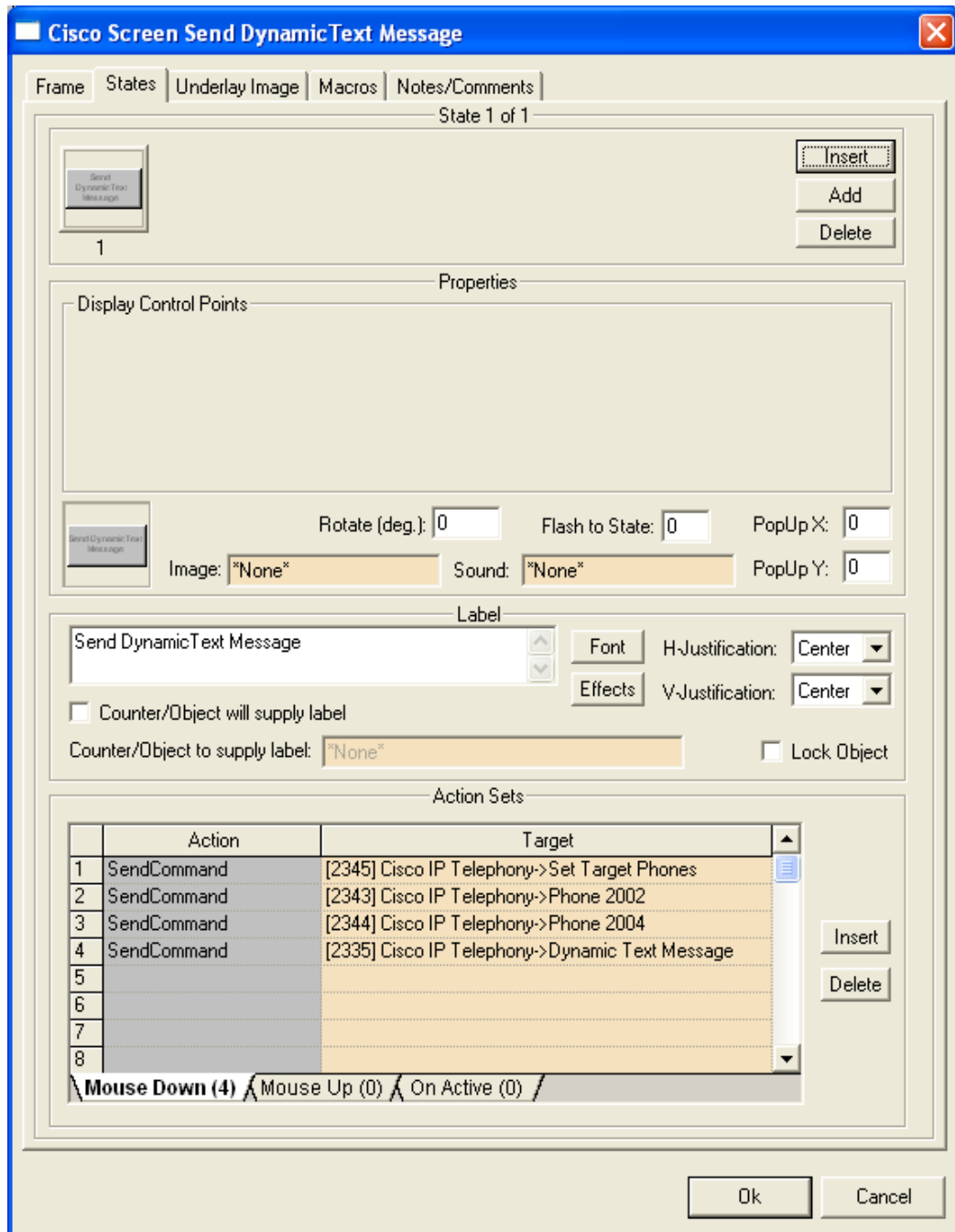
Sending a Static text message



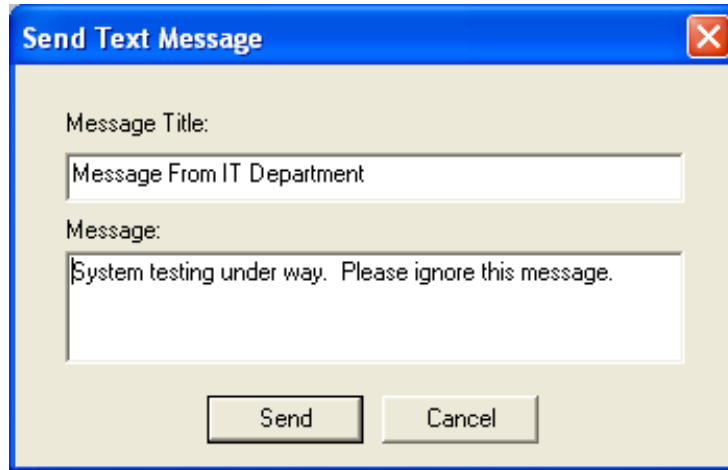
Step 1: Set the target phones. These are the phones that will receive the text message to be sent. Any number of Phone Groups may be specified after the 'Set Target Phones' command.

Step 2: Send the text message.

Sending a Dynamic text message

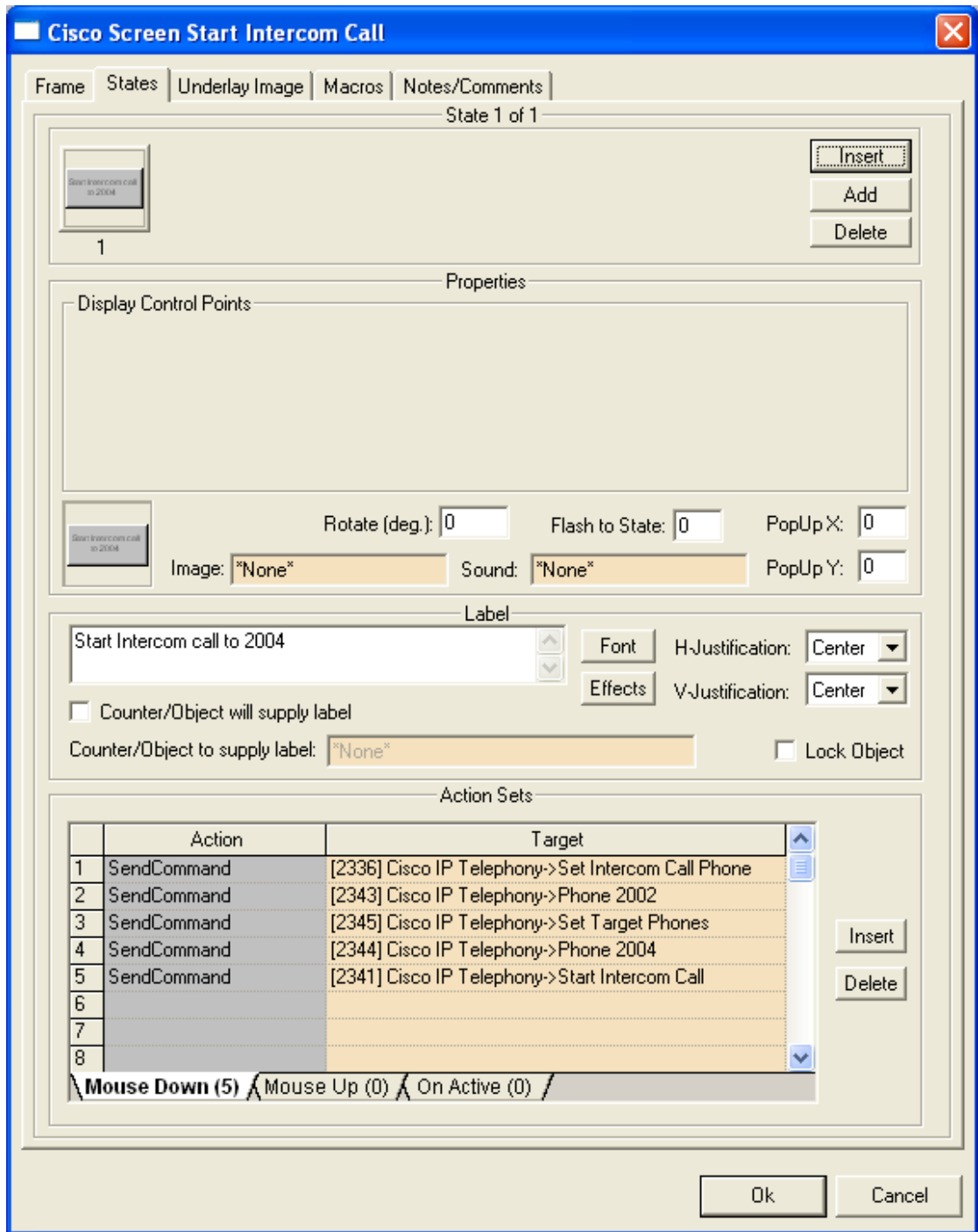


Setup is identical to that of a static message, the exception being that the target of the last 'SendCommand' is a text message that has been setup to be Dynamic. Once this button has been setup, clicking it will prompt the user with the 'Send Text Message' dialog:



Once the user hits 'Enter' or clicks the 'Send' button, the message is sent.

Starting an Intercom Call

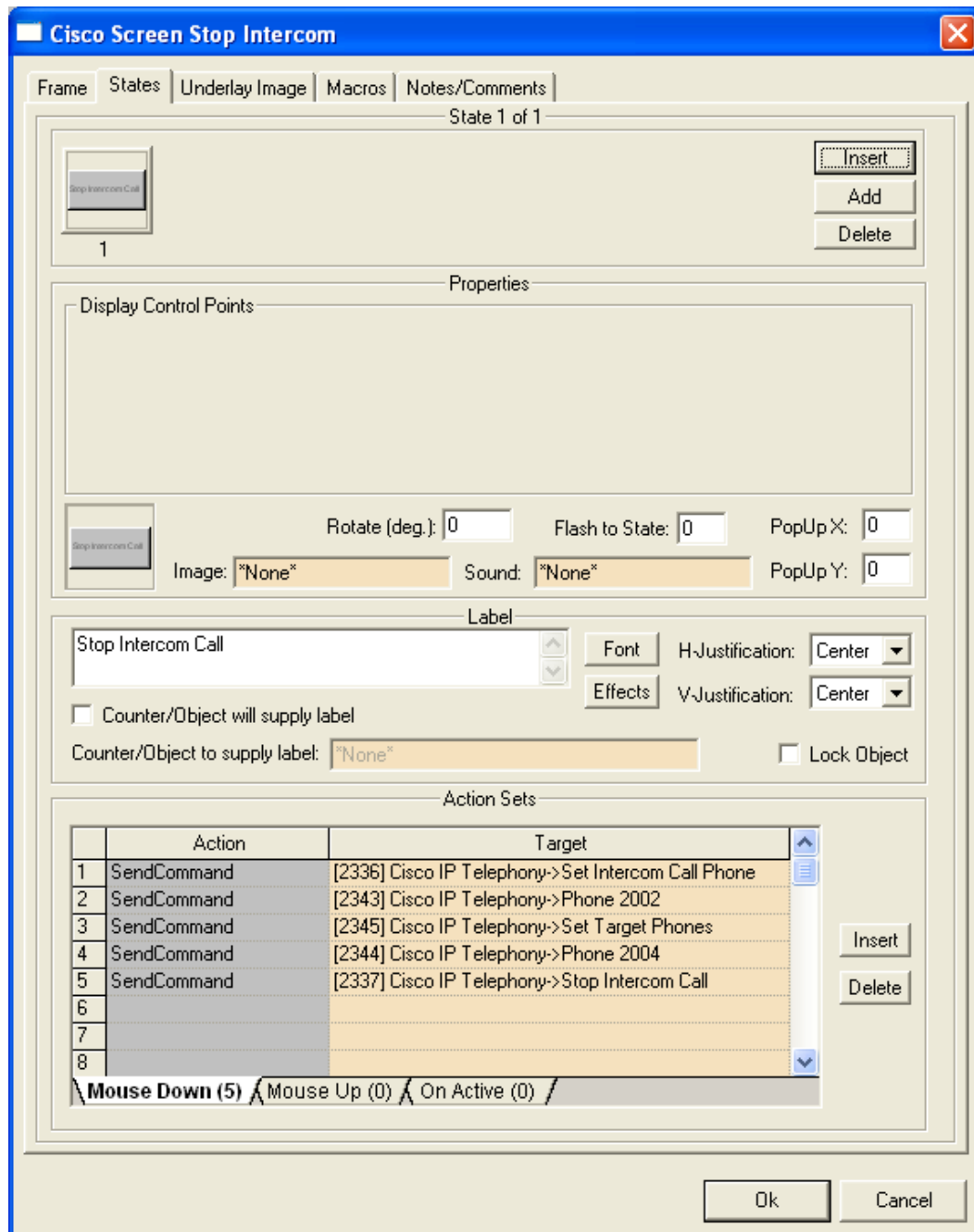


Step 1: Set the Intercom Phone. Following this should be a setting a Phone Group that comprises a single phone.

Step 2: Set the target phones.

Step 3: Send the 'Start Intercom Call' command. This will send a message to all target phones first. Lastly, the intercom phone will be invoked and the announcement may commence.

Stopping an Intercom Call

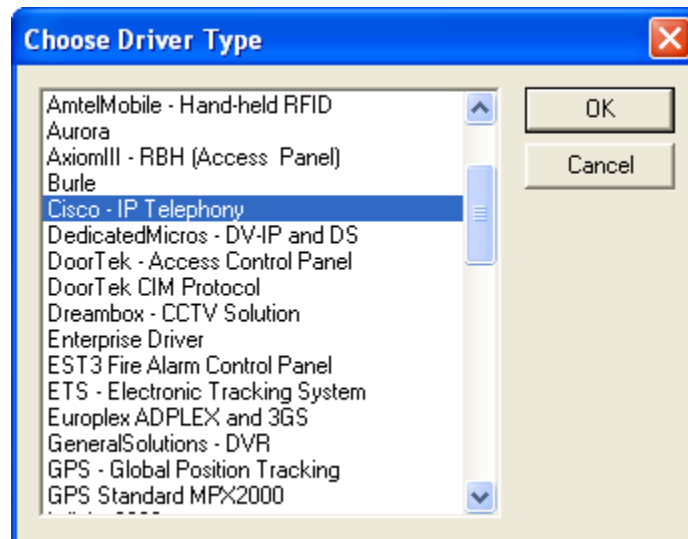


The steps are identical to those for a 'Start Intercom Call'. The difference being the last command, which is the 'Stop Intercom Call' command.

Section 5 - Cisco Driver Setup

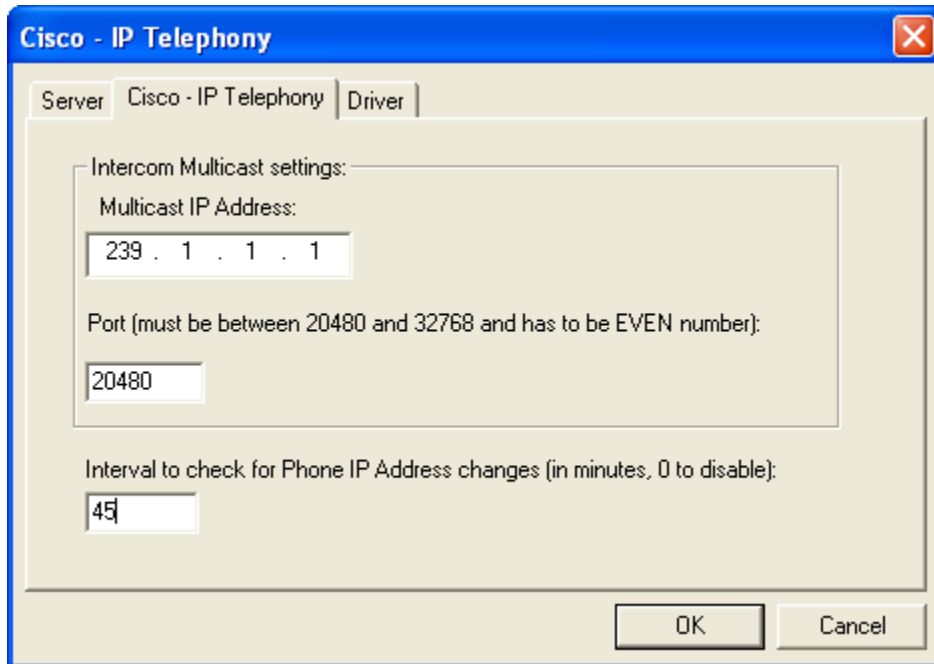
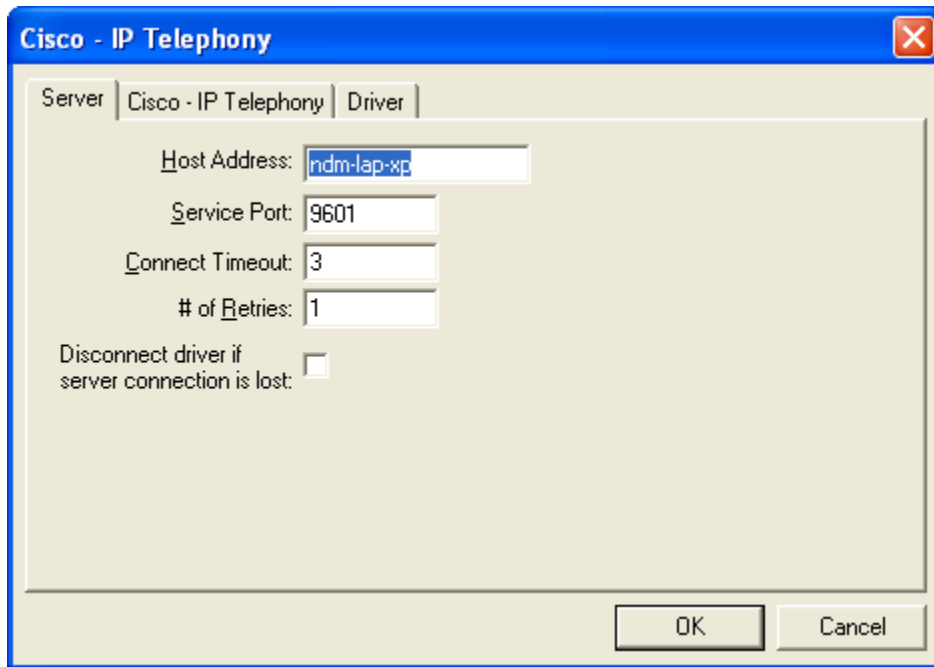
This section discusses the setup of the Cisco Driver.

Open the Driver Service window and select the Add button:



Select the 'Cisco - IP Telephony' item and select OK.

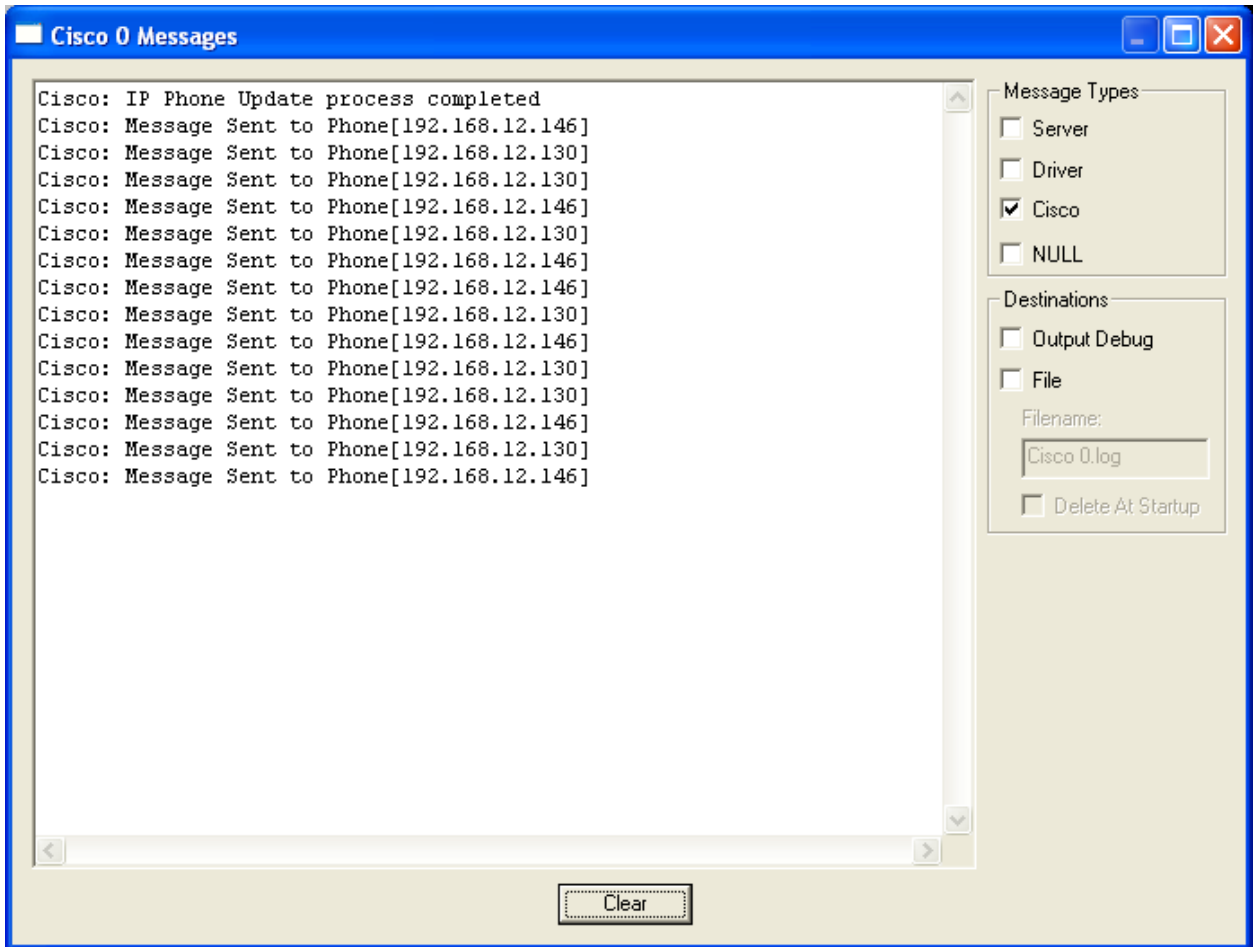
As with any driver, fill out the Host Address, Domain and other fields accordingly.



Multicast IP Address and Port: When performing Intercom calls, the phones involved use a multi-cast IP address and port. The announcer's voice is streamed to the given address and port. The phones receiving the announcement are listening at the address and port in order to receive the audio. Consult your IT department to ensure that Multicasting is enabled should the phones exist in more than one subnet/vlan.

"Interval to check for Phone IP Address changes" This is the value, in minutes, that the driver will update it's phone IP address information. This is done because IP addresses of phones can change. If this value is set to 0, this checking feature is disabled. This disabling may be desired if the phones are set to use static IP addresses.

Messages can be viewed in the driver's messages window:



Any errors will be seen here and also reported to the system and logged for later review.

IMPORTANT NOTE

If system usage is high, meaning many phones are to be used during the sending of Text Messages or Intercom Calls, the following is recommended. The Authentication Server for the IP Telephones should be changed to an IIS server running on a system other than the CallManager.