

# Product Datasheet

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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

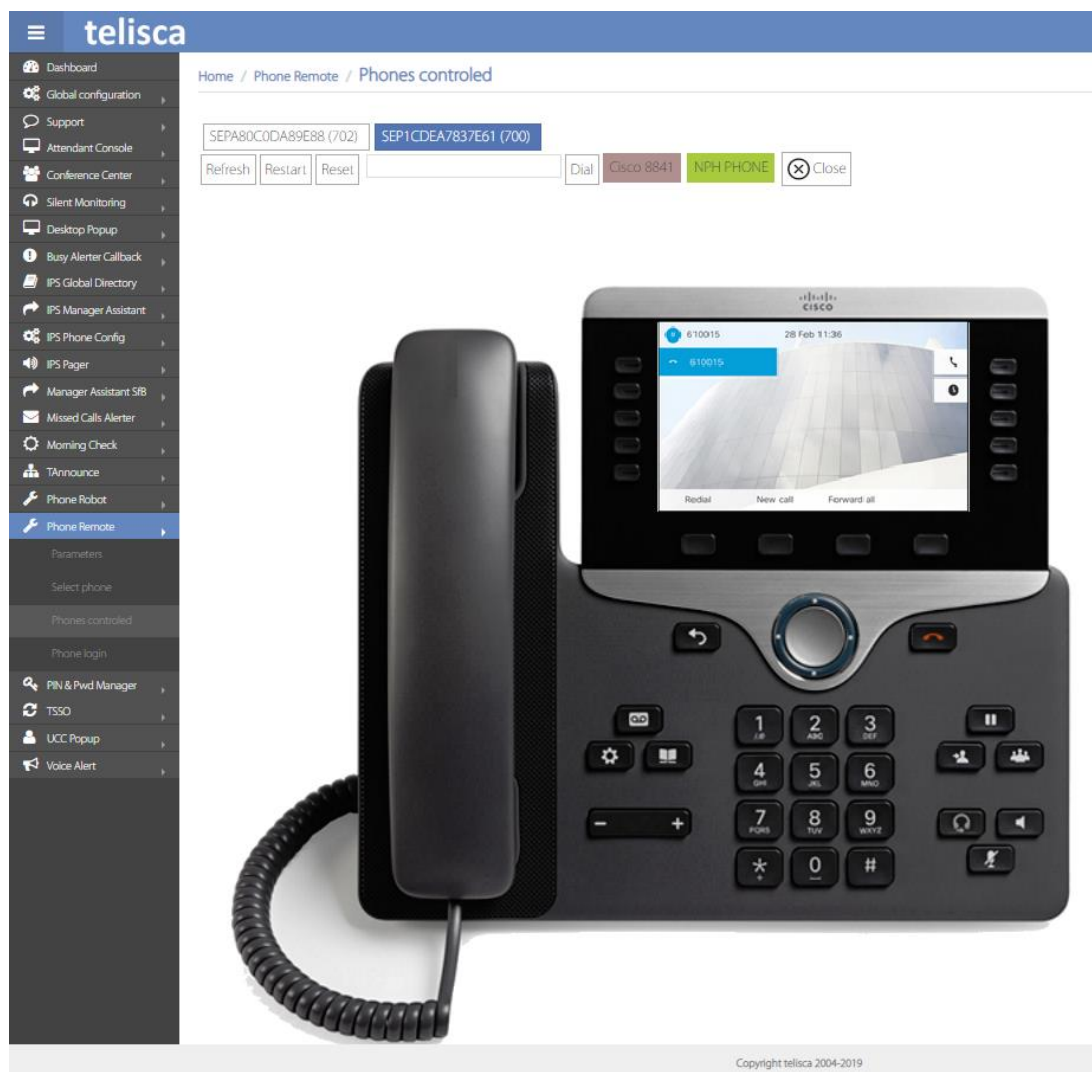
This product is part of the range of administration tools offered by telisca. Installed on a single server, these applications are useful for administering, monitoring and operating the Cisco telephony infrastructure.

- 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
CSFITDNG	JB ITdng	932100	Cisco Unified Client Services Framework			
CSFRHTNG1N	JB RHtng1	931101	Cisco Unified Client Services Framework			
CSFRHTNG2	JB RHtng2	931102	Cisco Unified Client Services Framework			
CSFRHTNG3	JB RHtng3	931103	Cisco Unified Client Services Framework			
CSFRHTNG4	JB RHtng4	931104	Cisco Unified Client Services Framework			
SEP00077D42BA24	Auto 105006	231103	Cisco 8941	192.168.0.14	Registered	Display phone
SEP0026CBA839EC	Auto 105023	105023	Cisco 6941	10.2.105.52	Registered	Display phone

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.

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

**Available on private cloud company.telisca.cloud**

**On premise installation:**

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
  - Windows Server 2016 Essentials or Standard
  - Windows Server 2019 Essentials or Standard
  - Windows Server 2022 Standard
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- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
  - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

### 1.4.1 Cloud readyCUCM

**Supported CUCM Versions**

CUCM versions 10.5 to 14 are 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, 8821, 8841, 8845, 8851, 8851NR, 8861, 8865, 8865NR, 8941, 8945, 9961, 9951, 9971