

Product Datasheet

Phone Robot



1 Phone Robot description

1.1 Overview

Some configuration changes require manual key strokes actions on the IP Phones using the soft keys and key pad. In order to automate these tasks, it is necessary to simulate pressing the keys and buttons on the IP Phones.

Phone Robot allows to automate these processes on a large number of IP Phones:

- Delete the CTL / ITL file of the IP Phone (to update certificate),
- Select a new IP Phone background,
- Upload IP Phone tailored backgrounds on the TFTP server,
- Change network settings,
- Execute non-regression tests after a firmware update,
- Capture IP Phone screen copies.

You can define any script that send keys, execute it on all, or a list, of IP Phones and get an execution report. It is also possible to capture the IP Phone's configuration status and image.

Different scripts can be executed by phone models. Phone Robot helps by splitting the list of phones by model.

1.2 Architecture

Phone Robot takes advantage of IPS Framework & Administration and CTI Server. The key strokes are sent using the CTI (JTAPI) interface. Unlike the push via HTTP, this solution eliminates the need to manage authentication and does not require that the IP Phones are 'Web Enabled'.

Phone Robot is able to retrieve the list of all IP Phones via AXL SOAP queries. It is also possible to load a list of IP Phones from a text file.

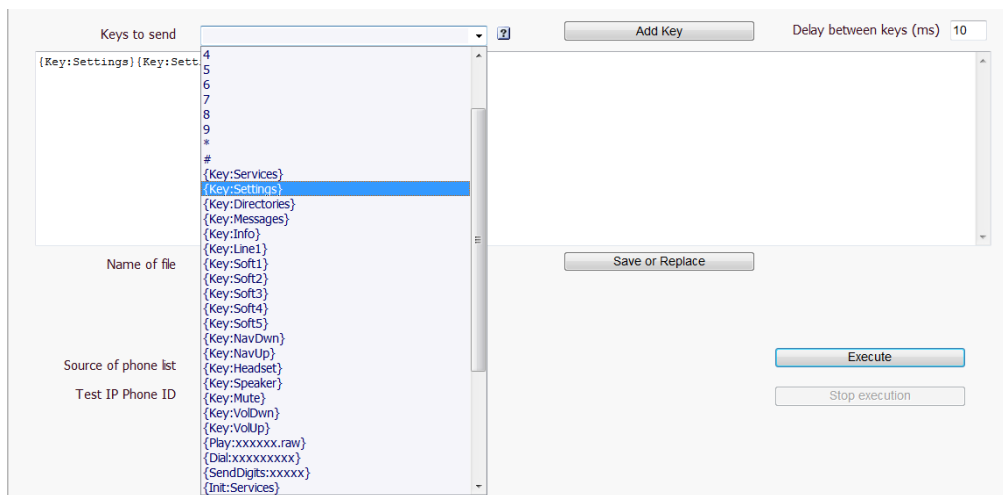
To facilitate the operations for a large number of IP Phones Phone Robot is multi-threaded, to be able to send keys simultaneously to several IP phones at the same time.

1.3 Administration and features

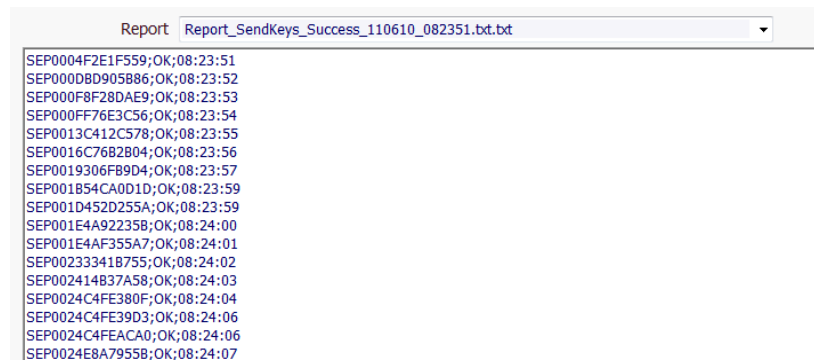
The administration Web interface provides a script editor, in order to define the list of IP Phone keys to send, separated by an administrator defined delay.

The script can be tested on one IP Phone. Then it can be applied to a list of IP Phone or all the IP Phones.

During the execution, the amount of IP Phones treated, the total amount of IP Phones selected and the remaining time of execution is displayed.



An execution report is generated, with succeeded and failed information.



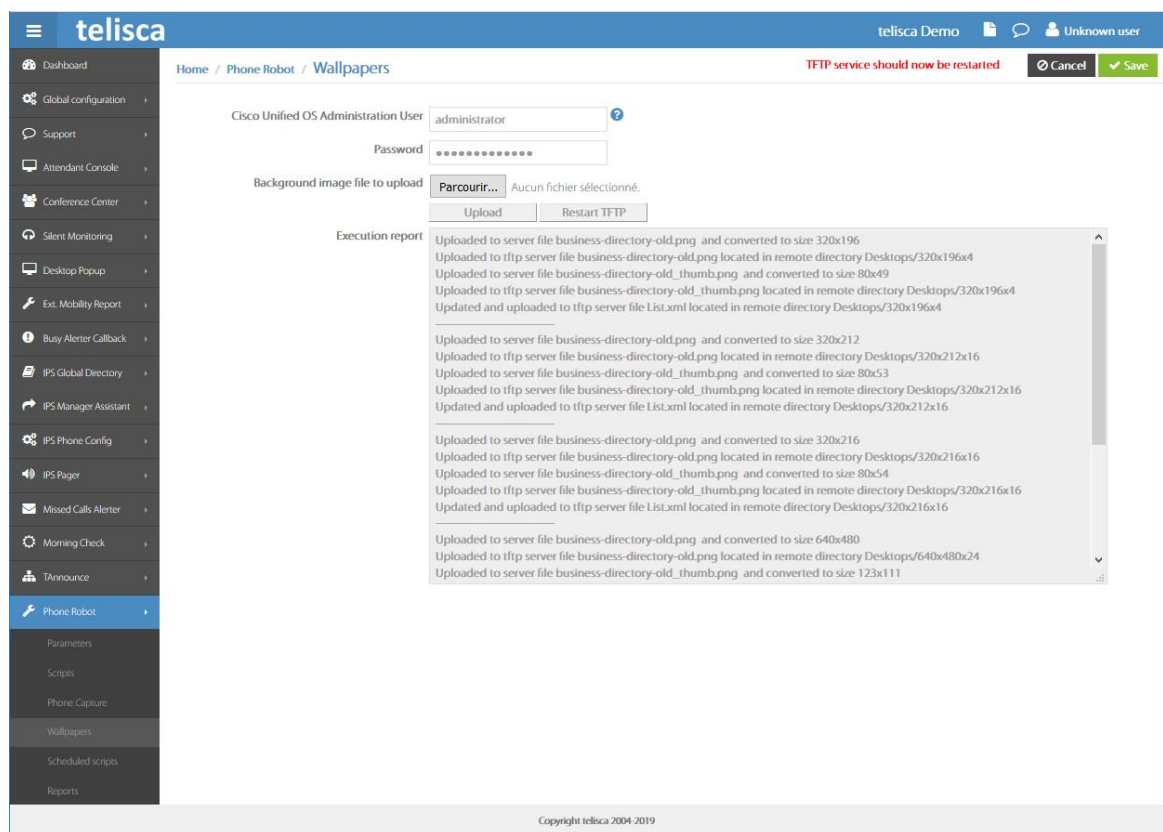
It is also possible to capture a status parameter from the IP Phone (XML) Web Page and compare it to a target value. In this case, the IP Phones must be Web Enabled.



At last it is also possible to capture the image of the IP Phone's screens and save them for a visual control. In this case, the IP Phones must be Web Enabled.

Phone Robot ease the task to load a new background screen on the TFTP server to make it available to IP Phones.

It adapts the size and colors to the different models, upload the image as well as the thumb images and update the XML list files. It is also possible to reset the TFTP from Phone Robot.



1.4 Requirements

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14

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
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E