CALLISTO

PROFALARM

ADMINISTRATION MANUAL

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Setup

Installation

ProfAlarm is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter Options of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the ProfAlarm application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

AlarmTrigger	Provides access to the *Alarm Triggers* tab.
ReceiverGroup	Provides access to the *Receiver Groups* tab.
AlarmPlan	Provides access to the *Alarm Plans* tab.
Messages	Provides access to the *Messages* tab.
Reports	Provides access to the *Reports* tab.
TriggerAlarm	Allows the user to use the alarm URLs to trigger, stop and monitor alarms (see chapter Alarm triggers)

Access

Configure icon

Administrators can access the ProfAlarm configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the ProfAlarm instance and click on the *Configure* icon.

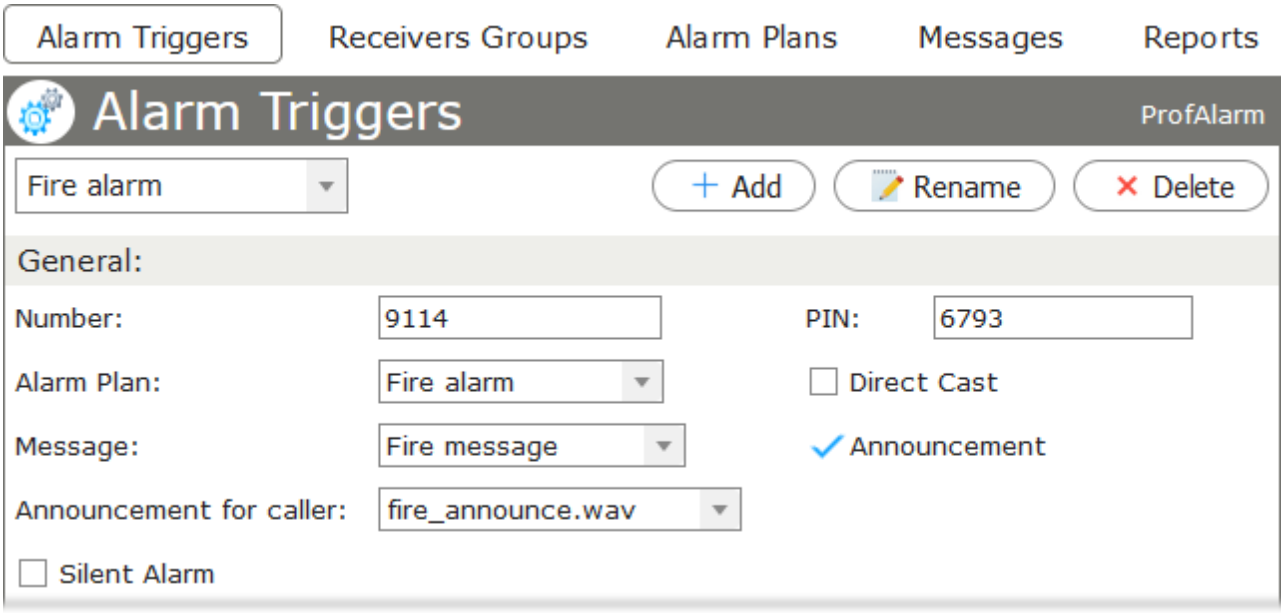
Users who were granted privileges to access the ProfAlarm instance can do so by navigating to Applications in the main menu and clicking on the name of the ProfAlarm instance.

Alarm triggers

In the *Alarm Triggers* tab, parameters for triggering alarms and other general parameters can be set. To create a new alarm trigger, click the Add button in the top right corner and type a name for the new alarm trigger in the field labeled Alarm Trigger name. To edit an existing alarm trigger, choose it from the drop-down list labeled Choose…. The selected alarm trigger can be renamed or deleted by clicking the respective button in the top right corner.

General settings

This section defines the basic properties of the alarm trigger.



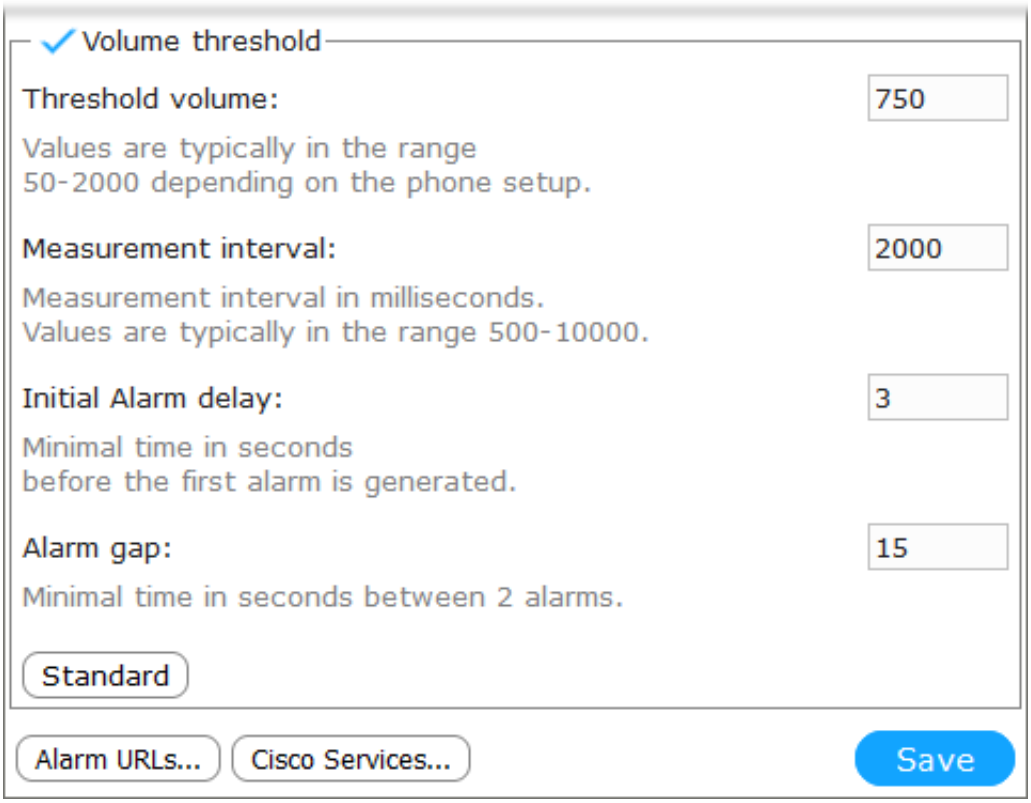
Number	Dialing this number will trigger the alarm. The correspondence with the assigned OIM lines can be checked here.
PIN	If set, this PIN has to be entered after dialing the number before the alarm triggers. Leave this field blank to trigger the alarm immediately when dialing the number.
Alarm Plan	The alarm plan to use when the alarm is triggered. Alarm plans are set in the corresponding tab.
Direct Cast	If checked, the phone that triggered the alarm will be used as multicast transmitter. If unchecked, the Callisto server will conduct the multicast transmission instead. This function requires a network that allows a transmitted multicast stream to reach multicast receivers. Beware that any transmitter calls must be ended before the multicast can be transmitted, as Cisco phones cannot transmit through two channels at the

	same time.
Message	The message to use when the alarm is triggered. Messages are set in the corresponding tab.
Announcement	If checked, the agent who triggered the alarm has the possibility to make live announcements which will be transmitted to all receivers. receiver will hear live announcements. After playing an optional wave file, a beep will indicate that the caller can make an announcement. If this this option is not checked, a voice message as defined in the *Messages* tab will be played. This option is always active if the option Direct Cast is activated, since the pre-recorded wave files on the Callisto server are not available when using direct cast.
Announcement for caller	Select an audio file which will be played to the user who called the alarm trigger number. The alarm will be triggered after the announcement playback has finished.
Silent Alarm	If checked, no data will be shown on the phone that triggered the alarm.

Volume threshold

If the option Volume threshold is checked, the alarm will be triggered if the caller's microphone exceedes a certain sound level. ProfAlarm keeps the call permanently active and will re-trigger the alarm every time the volume threshold is exceeded. The call is ended manually through the device that dialed the alarming number.

If the volume threshold feature is used in combination with the option Direct Cast, the alarm will only be triggered once because the call that triggered the alarm will be ended in order for the direct cast to be transmitted.

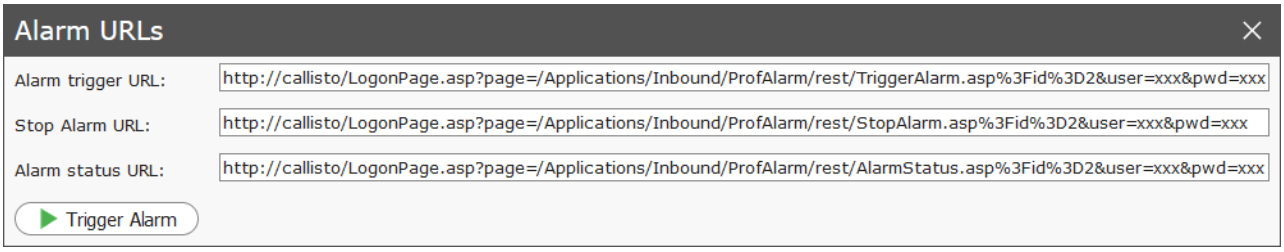


If activated, the volume threshold feature can be configured with the following settings:

Threshold volume	Sets the volume at which the alarm is triggered. How the value applies to the device's actual volume threshold may vary depending on the type of telephone used. Refer to the documentation of the devices in use.
Measurement interval	Set in milliseconds. To trigger the alarm, the avarage sound volume must exceeded the threshold during the set interval.
Initial Alarm delay	Set in seconds. During the set time, the sound volume is ignored in order to avoid false alarms.
Alarm gap	Set in seconds. After the alarm has been triggered, the sound volume is ignored for the set time before sound monitoring is reactivated (and potentially triggering the alarm again).
Standard	Clicking this button restores all volume threshold settings to default.

Alarm URLs

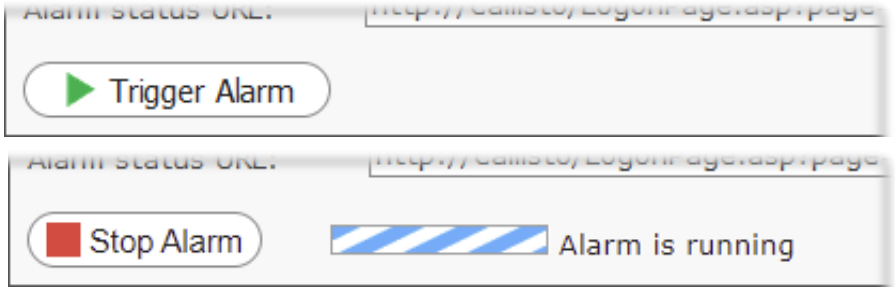
Alarm URLs are used to trigger, stop or monitor an alarm by calling a single URL. This can be used to control an alarm quickly through a variety of devices, e.g. by creating a shortlink on a PC or mobile phone, or by assigning the URLs to a Cisco IP Phone using Cisco services (see platform administration manual).



Clicking the button labeled Alarm URLs… will display a dialog box containing three URLs:

- The Alarm trigger URL will start the alarm when called.
- The Stop Alarm URL will end the alarm when called.
- The Alarm status URL will return an XML output containing the current status of the alarm.

Each of the three URLs end with the query string &user=xxx&pwd=xxx. To use the URLs, replace the two xxx placeholders with the user name and password of a user who has the privilege to trigger alarms (see chapter Setup – Privileges). Other ways to authenticate are available as well: see Integration of Callisto Gadgets in the platform administration manual.



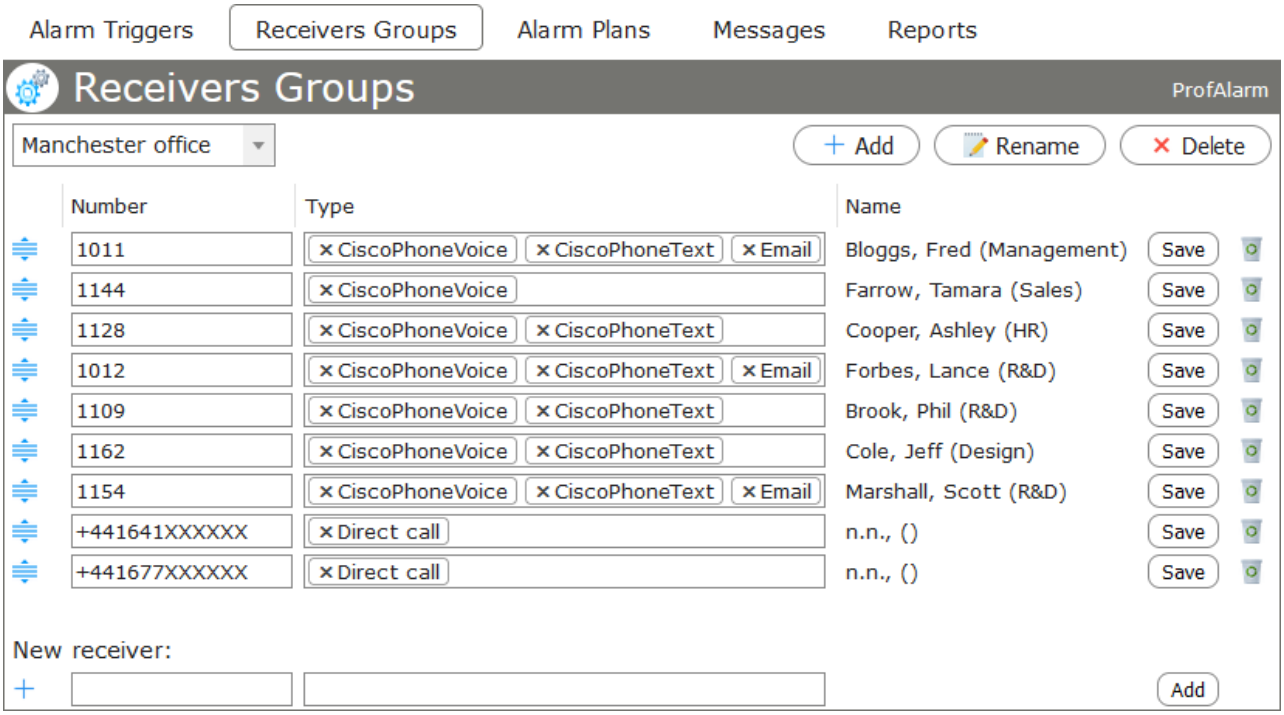
In the same dialog window, the alarm can be triggered manually by clicking the button labeled Trigger Alarm. Manually triggered alarms will ignore the options *Announcement* and *Volume threshold*, i.e. they will behave as if as they are unchecked. After starting the alarm, it can be stopped again by clicking on the button labeled Stop Alarm.

Cisco services

Clicking the button Cisco Services… will provide the URLs needed to create CUCM phone services controlling the alarm. The available services are described in detail in the chapter Phone functions.

Receivers

The tab *Receivers Groups* is used to manage who will recieve the alarms when triggered. To create a new reveivers group, click the Add button in the top right corner and type a name for the new group in the field labeled Receivers Group name. To edit an existing group, choose it from the drop-down list labeled Choose…. The selected group can be renamed or deleted by clicking the respective button in the top right corner.



All members of the selected receivers group are listed here. Receivers can be added, removed, reordered, and their phone number or type can be changed. Column labeled Number shows the phone number of the device which will receive the multicast or text message. In the column labeled Type, you can configure how the device will inform the receiver of the alarm. The following options are available:

Cisco Phone Voice*	The device will play a voice message through the multicast stream. Depending on the alarm trigger configuration, the receiver will either hear a pre-recorded message or an announcement made from the device that triggered the alarm. This stream is transmitted from the Callisto server, so the network configuration must allow the Callisto server to transmit multicast streams to the phone.
Cisco Phone Text*	The device will show a text message. This message is defined in the *Messages* tab.
Direct call	Similar to Cisco Phone Voice, but the device will receive a regular phone call instead of a multicast stream. This option is suitable for phones without Cisco IP Phone functionalities.

	The options Cisco Phone Voice and Cisco Phone Text become unavailable to phones that are alarmed via direct calls. Every direct call occupies a voice channel on Callisto. Make sure that enough voice channels are licensed to carry every direct call.
Email	Send an email message to the user's address.

*These alarming types can only be used with Cisco IP Phones.

In the Name column, the name of the receiver is displayed if the phone number is assigned to a Callisto user.

Reorder icon

Delete icon

Receivers can be reordered by dragging and dropping the *reorder* icon. The receivers' order in the list is relevant when used alongside an alarm plan with the Distribution option set to *Top-Down* or *Round-Robin* (see chapter Alarm plans).

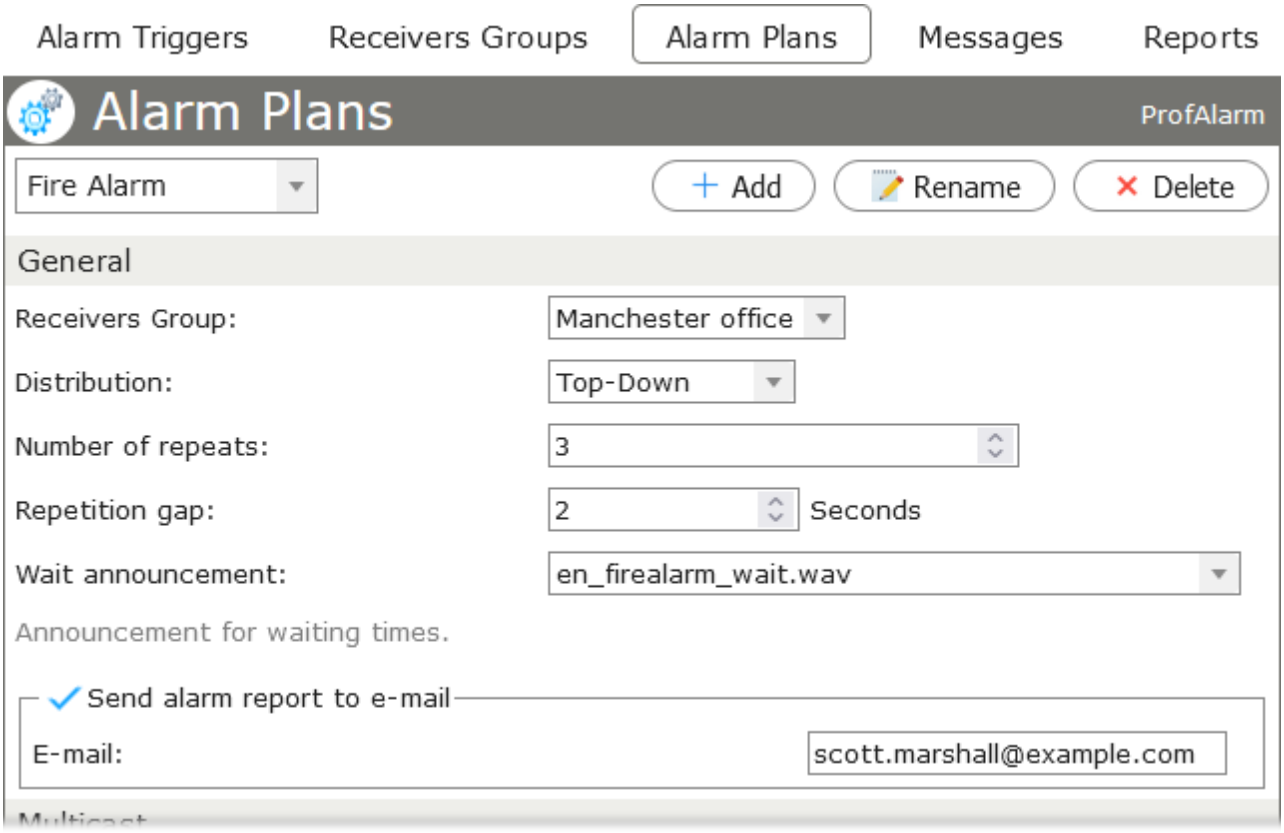
Clicking the *delete* icon will remove the receiver from the group.

Alarm plans

In the *Alarm Plan* tab, the behavior of the alarms can be configured in detail. To create a new alarm plan, click the Add button in the top right corner and type a name for the new alarm plan in the field labeled Alarm Plan name. To edit an existing alarm plan, choose it from the drop-down list labeled Choose…. The selected alarm plan can be renamed or deleted by clicking the respective button in the top right corner.

Clicking the Standard button will reset all settings to default.

General settings



Receivers Group

The group of agents that will be informed when the alarm triggers. Receivers groups are configured in the corresponding tab.

Distribution

Select in which manner the receivers will be alarmed.

- Parallel: All receivers will be alarmed simultaneously.
- Top-Down: Receivers will be alarmed one after another in the order they appear in the receivers group's list.
- Round-Robin: Same as *Top-Down*, but once the last receiver in the list has been alarmed, the first receiver is alarmed again.

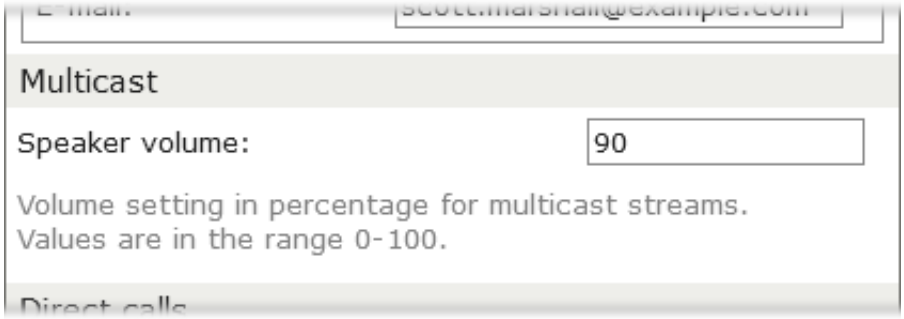
If *Top-Down* or *Round-Robin* is set, an ongoing alarm will be stopped if one of the following cases occur:

- A confirmation is received (see Confirmation settings).
- The global time limit of 180 seconds is reached.
- The alarm is stopped manually.

Number of repeats	The number of times all receivers will receive the alarm. If the value is set to 0, then the alarm will be repeated indefinitely.
Repetition gap	Set in seconds. The time ProfACD will wait before repeating the alarm.
Wait announcement	The announcement that is played to the caller during waiting times (see Direct calls).
Send alarm report to e?mail	If checked, a report on the alarm will be sent to the address entered in the E?mail field.

Multicast settings

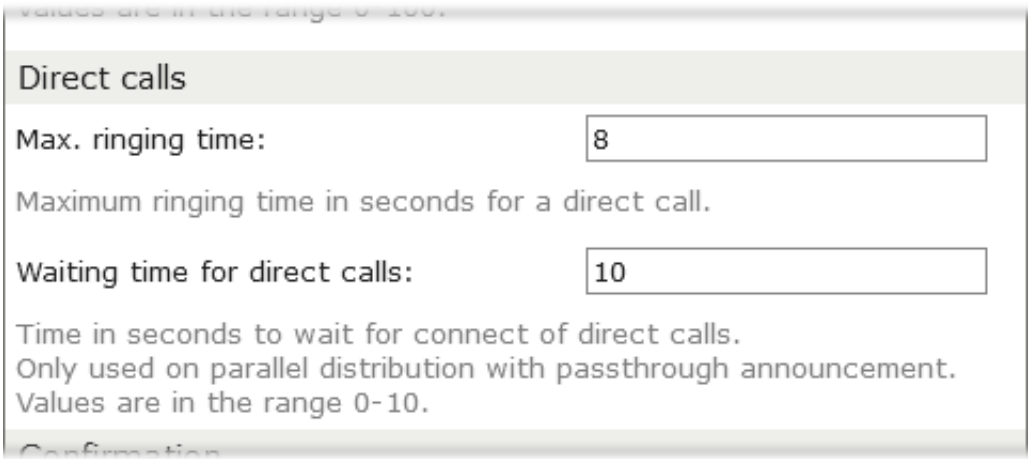
This setting only applies to receivers whose alarming type is set to either Cisco Phone Voice or Cisco Phone Voice+Text.



The option Speaker volume sets the sound volume with which multicast announcments are played on receiving devices. It is set in percent, with 100 being the phone speaker's full volume.

Direct call settings

These settings only apply to receivers whose alarming type is set to Direct call.



Max. ringing time	Set in seconds. Defines how long a reciever's phone will ring before the call is cancelled.
Waiting time for direct calls	Set in seconds. Defines how long ProfAlarm waits for the receiver to accept the call. Once the waiting time

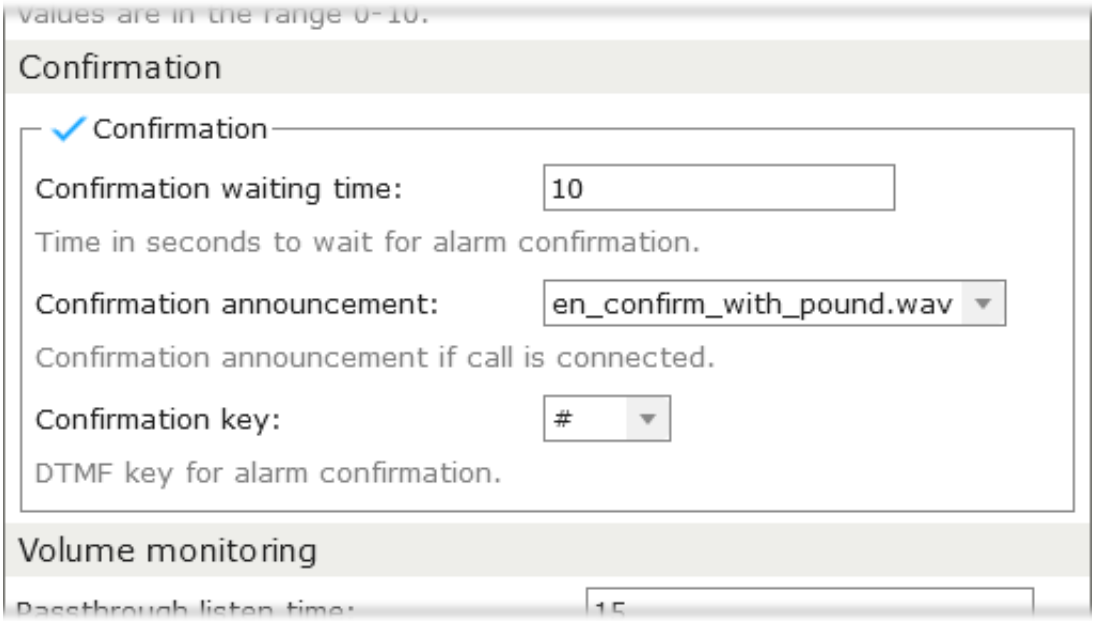
is exceeded, no further direct calls are made and ProfAlarm will continue the alarming procedure for receivers of text message and multicast alarms, releasing the live announcement.

This option is only active if the Distribution option is set to *Parallel* (see General settings) and the alarm trigger's Announcement option is checked (see Alarm triggers).

Confirmation settings

Checking the option Confirmation will prompt receivers to confirm that they were informed of the alarm. If the Distribution option is set to *Parallel*, the confirmation can be made by multiple receivers; if set to *Top-Down* or *Round-Robin*,the alarm is terminated as soon as a single alarm message is confirmed.

Depending on the alarm type set for the receiver, the confirmation is made with a soft key on the Cisco phone, or by pressing a key on the telephone.

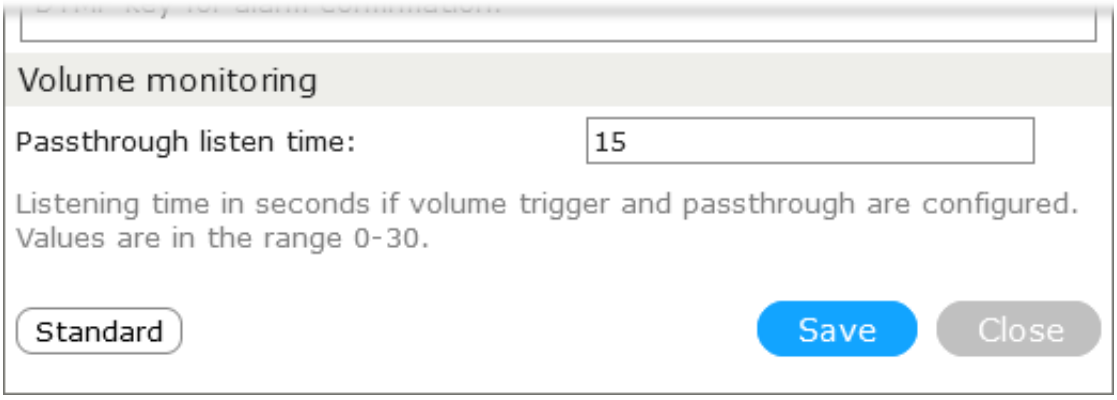


The confirmation feature is not available to receivers whose alarming type is set to *Cisco Phone Voice*.

Confirmation waiting time	Set in seconds. Defines how long Callisto will wait for recipients to confirm an alarm.
Confirmation announcement*	The audio file played to receivers when they're prompted to confirm the alarm.
Confirmation key*	Sets which phone key receivers have to press to confirm the alarm.

*These options only apply to receivers whose alarming type is set to *Direct call*.

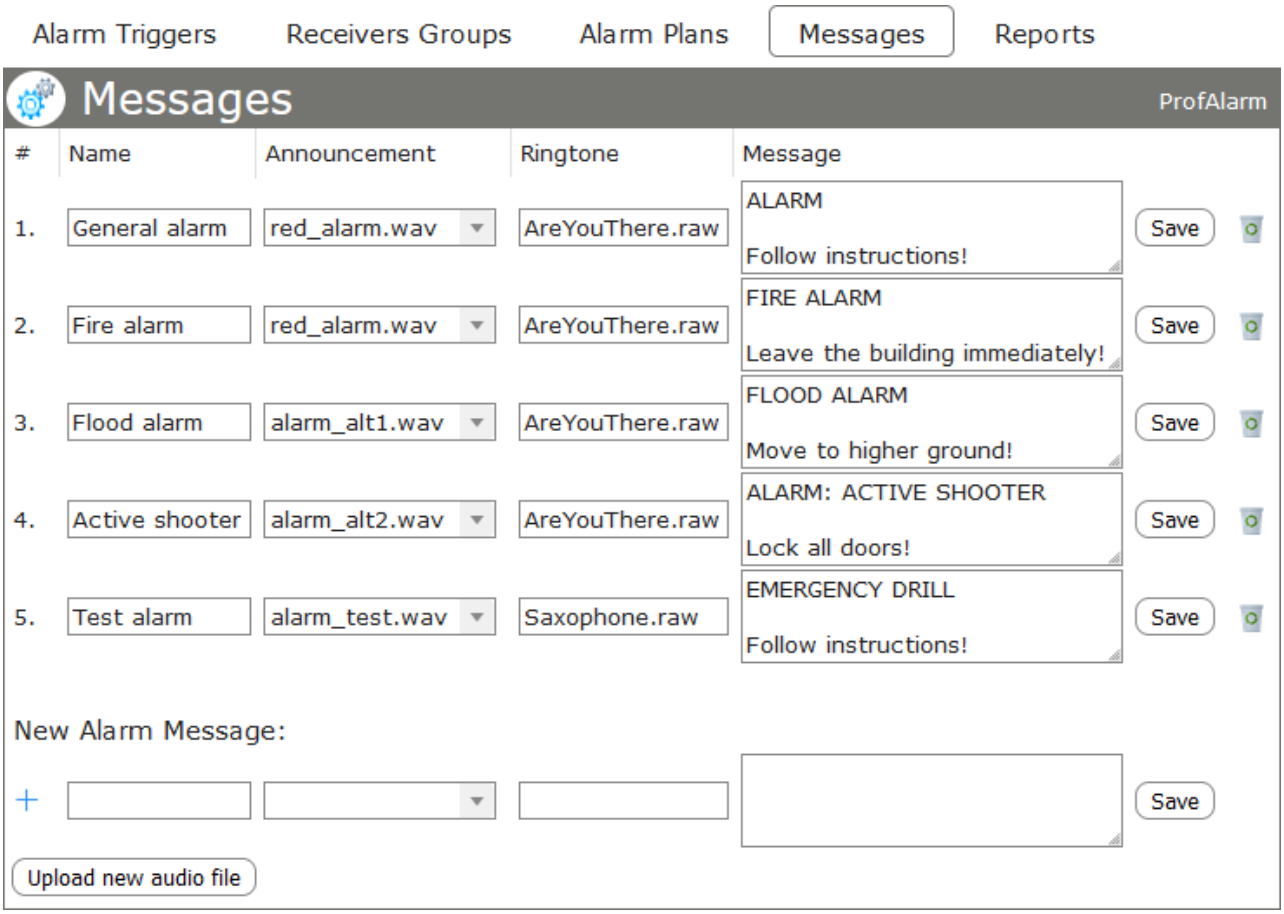
Volume monitoring



The option Passthrough listen time is only active if the alarm trigger's Announcement option is activated (see Alarm triggers). Set in seconds, this option sets the time during which the receivers are to listen to an active alarm's announcement.

Messages

In the *Messages* tab, the messages being sent to the receivers are configured. Saved messages can be selected for use in the *Alarm Triggers* tab by selecting a message from the Messages drop-down list.

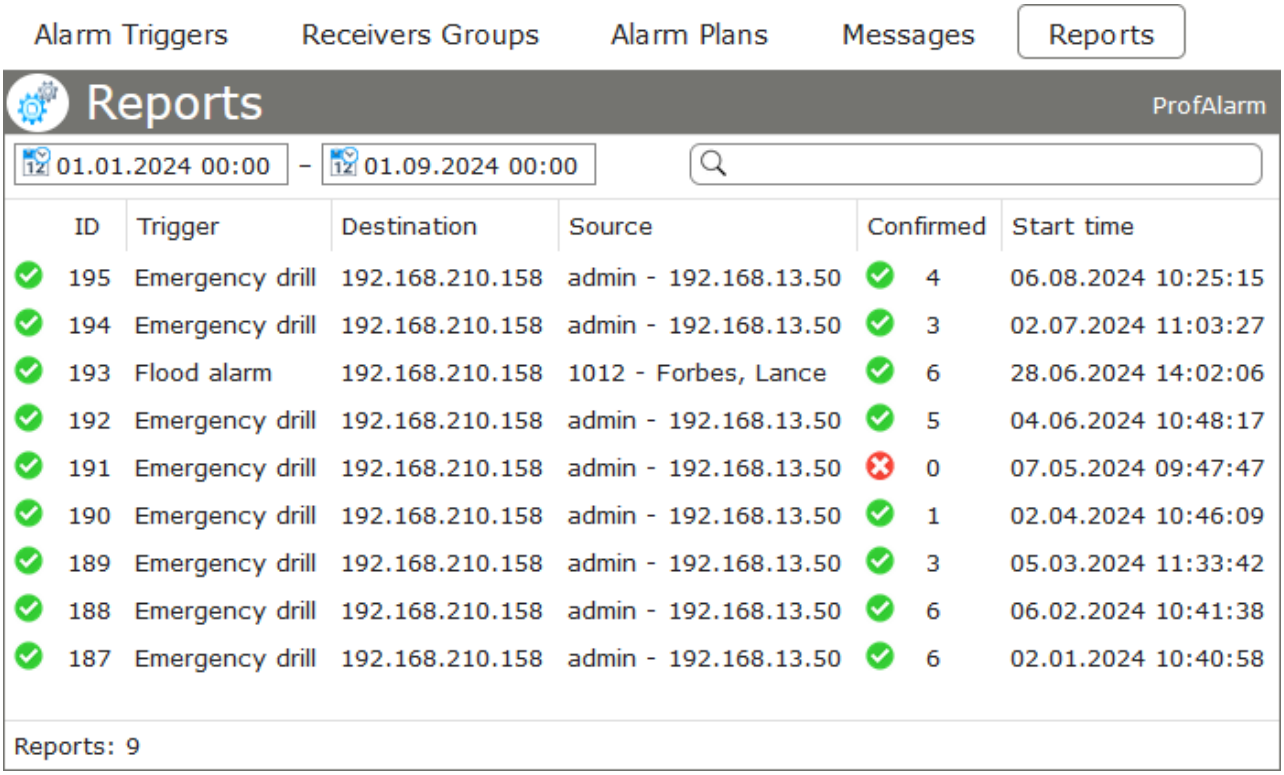


Each messasge configuration consists of the following parameters:

Name	The name to identify the message in the *Alarm Triggers* tab. Changing the name will not affect any other configurations or assignments.
Announcement	The selected audio file will be played to the receivers. Leave the selection blank to omit the announcement. Audio files can be added by clicking the Upload new audio file button in the bottom left corner.
Ringtone	The ringtone used on the phones receiving the alarm.
Message	The text message that will be displayed on all Cisco IP Phones that have the Type option set to *Cisco Phone Text* (see chapter Receivers). Depending on the phone model, the length of text messages might be limited. If the set message exceeds the length of the receiving phone's character limit, the message text will be cut short.

Reports

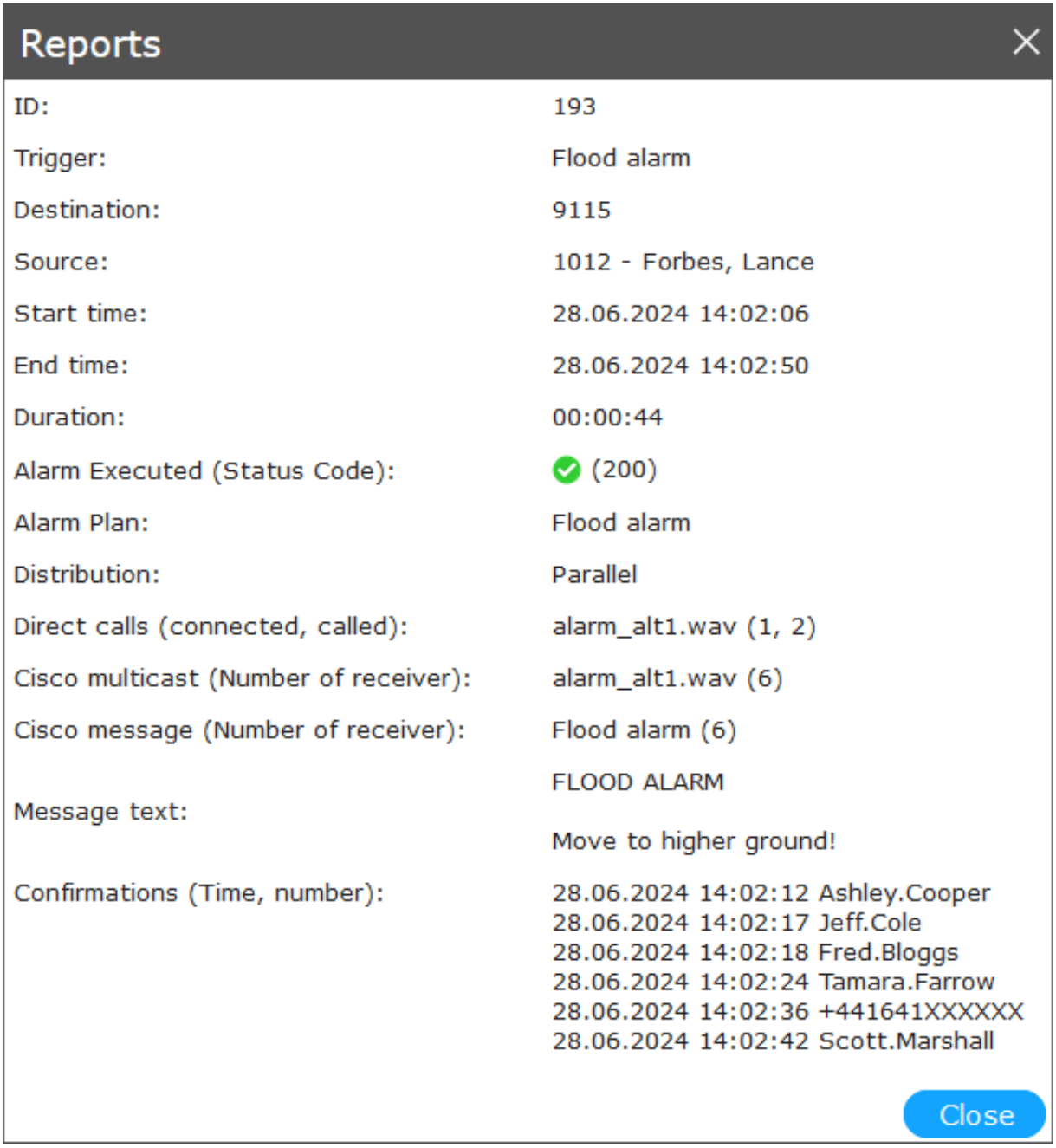
The *Reports* tab shows details on all alarms that have been excecuted in the past.



To show the alarms triggered during a certain time, set the time frame with the two date/time input fields on the top left corner. With the search field, alarms can be filtered by any available metadata:

- Source (phone number or user name)
- Destination number
- Name of alarm trigger, alarm plan, or message
- Numbers of the receivers who confirmed the alarm.

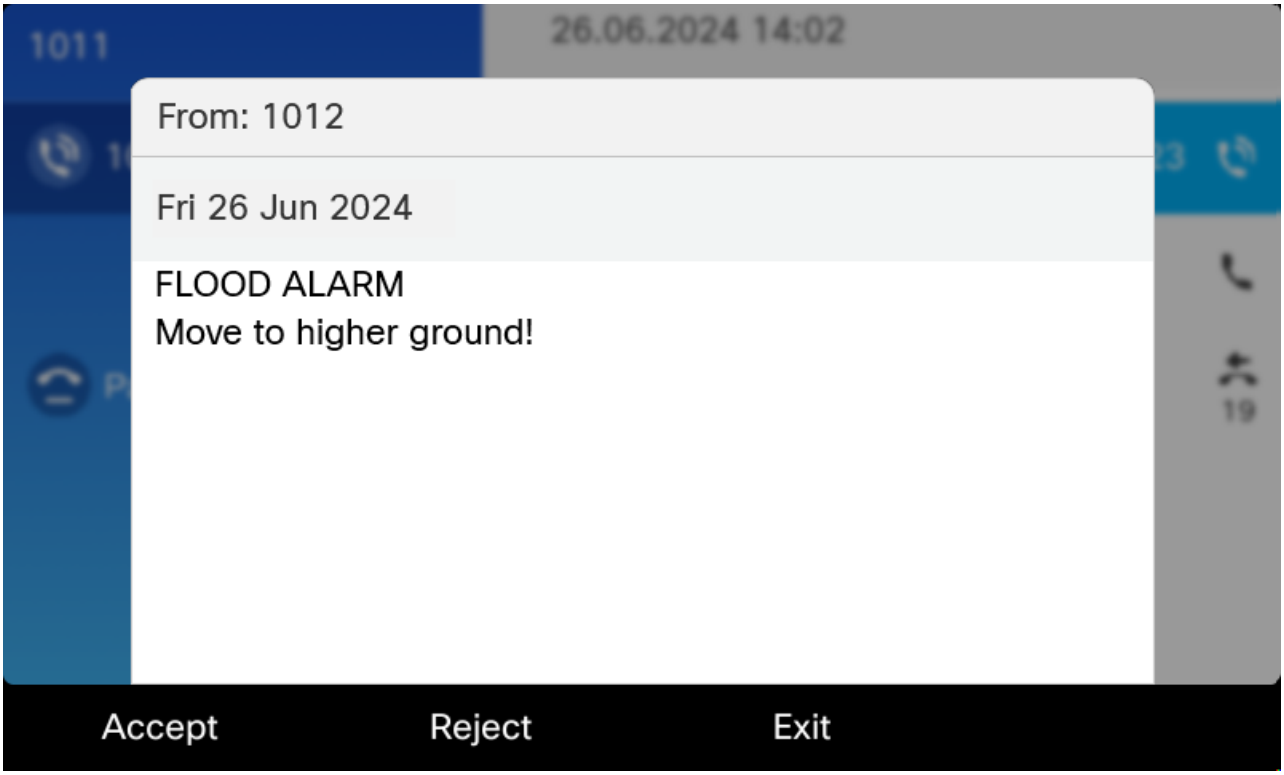
Clicking on an entry opens a detail window. If an error has occurred, detailed information is shown here.


Reports
ID:
193
Trigger:
Flood alarm
Destination:
9115
Source:
1012 - Forbes, Lance
Start time:
28.06.2024 14:02:06
End time:
28.06.2024 14:02:50
Duration:
00:00:44
Alarm Executed (Status Code):
(200)
Alarm Plan:
Flood alarm
Distribution:
Parallel
Direct calls (connected, called):
alarm_alt1.wav (1, 2)
Cisco multicast (Number of receiver):
alarm_alt1.wav (6)
Cisco message (Number of receiver):
Flood alarm (6)
Message text:
FLOOD ALARM
Move to higher ground!
Confirmations (Time, number):
28.06.2024 14:02:12 Ashley.Cooper
28.06.2024 14:02:17 Jeff.Cole
28.06.2024 14:02:18 Fred.Bloggs
28.06.2024 14:02:24 Tamara.Farrow
28.06.2024 14:02:36 +441641XXXXXX
28.06.2024 14:02:42 Scott.Marshall
Close

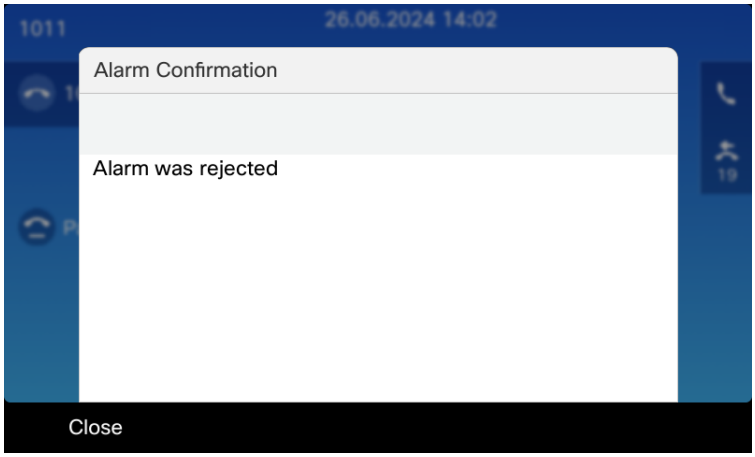
Phone functions

Receiving alarms

If a receiver's phone has the Type option *Cisco Phone Text* enabled (see Receivers), a text message will be shown on the phone's screen when it receives an alarm.

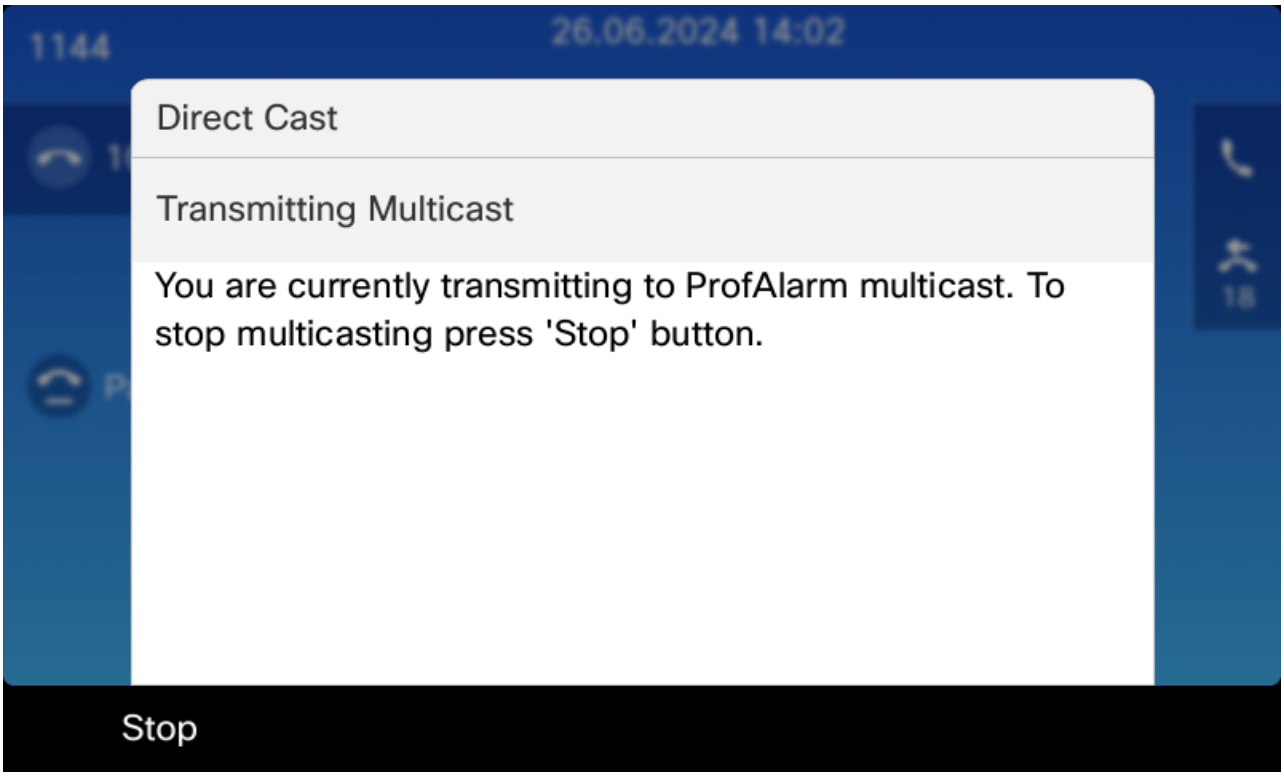


If the option Confirmation is enabled for the alarm plan (see Confirmation settings), two buttons will be available on the receiver's phone to either Accept or Reject the alarm. A respective message will be shown upon pressing either button.



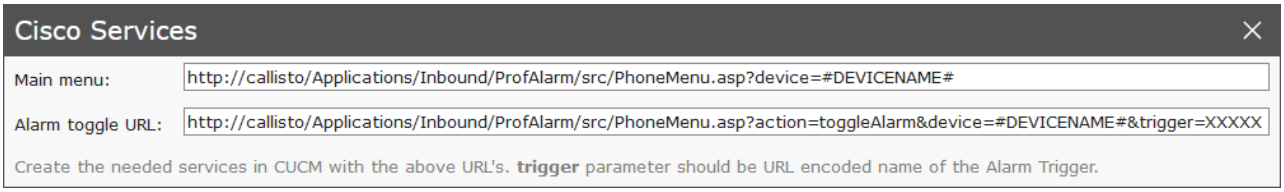
Transmitting alarms

When using a phone to transmit an alarm through direct cast, a message is displayed on the phone alongside a button to Stop the multicast. This view is only available if the option Silent Alarm is disabled in the *Alarm Trigger* tab.



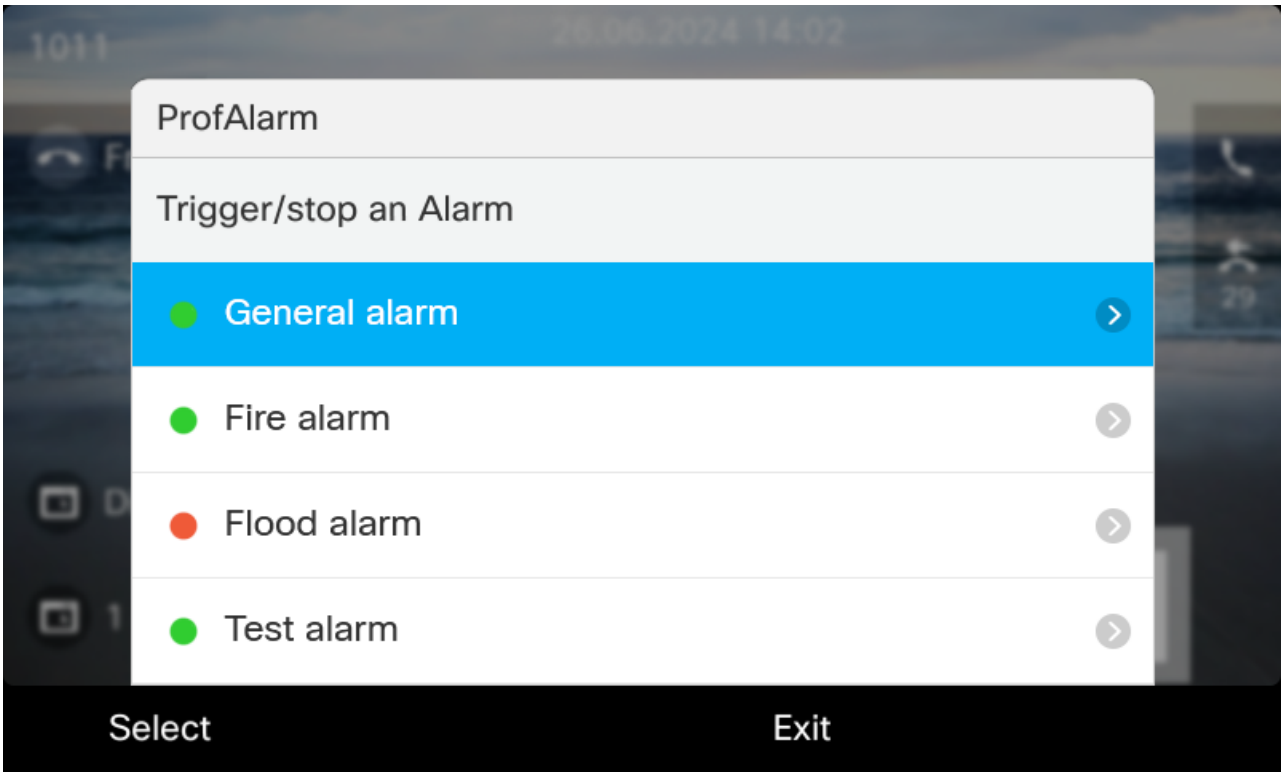
Phone Services

Two dedicated phone services are available to control alarms via Cisco IP Phones. The links can be found by navigating to the *Alarm Triggers* tab and clicking on the Cisco Services… button at the bottom.



Main menu

The first link is called Main menu. This service will show a list of all alarm triggers and their statuses (*idle* or *active*).



The main menu screen will be refreshed every seven seconds to show the updated state of alarms. If an idle alarm trigger is selected, the alarm will be triggered. Selecting an active alarm trigger will send a request to stop the alarm. On each action, the screen will update and a message will be shown immediately.

Triggering an alarm this way is equivalent to triggering an alarm over the web GUI; unlike making a phone call to trigger the alarm, voice announcements and the volume threshold feature will not be available. To make use of those features, trigger the alarm using a call.

By adding the alarm trigger number to a speed dial button, a call-based alarm can be triggered in the same manner as a service-based trigger.

Alarm toggle URL

The second service link is called Alarm toggle URL. With this service, a specific alarm can be triggered or stopped.

The last part of this URL's query string reads &trigger=XXXXX. To configure this URL for a specific alarm, replace the XXXXX placeholder with the percent-encoded name of the alarm trigger.

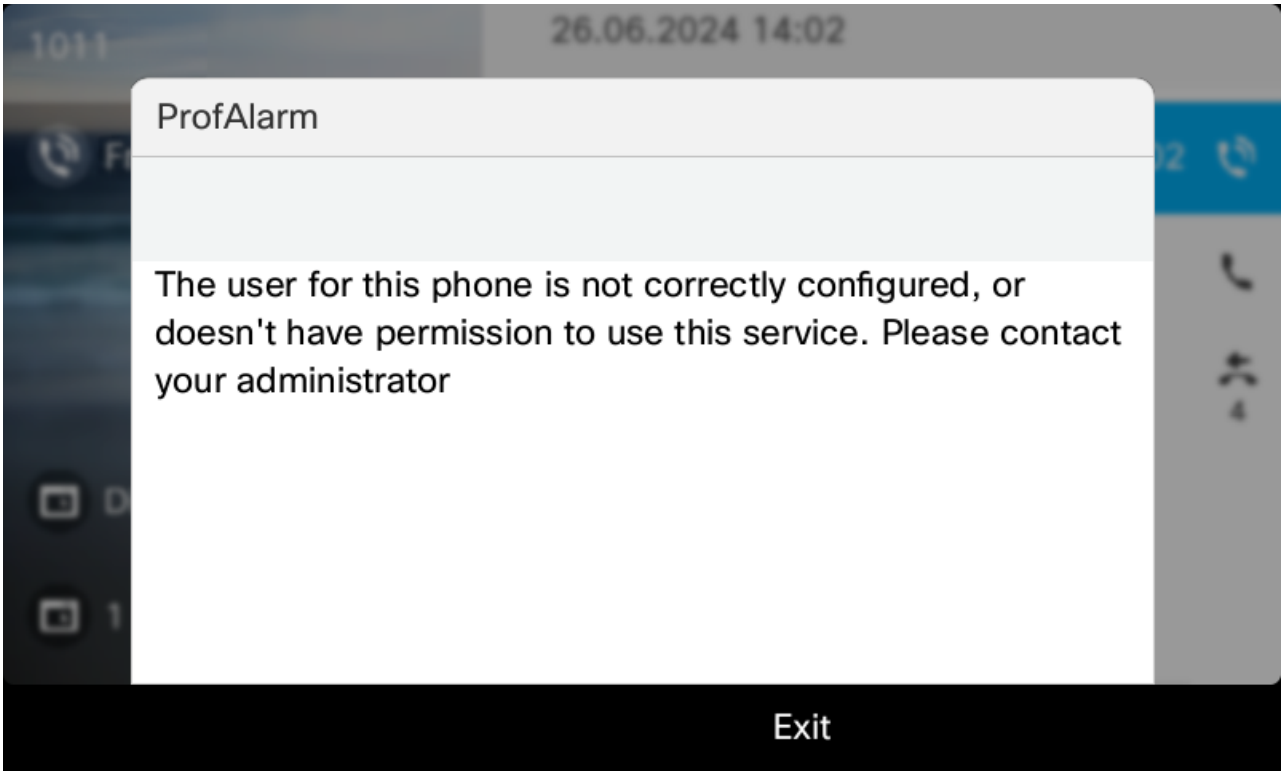
To assign an alarm trigger named Fire alarm to an a Cisco Service, the alarm toggle URL should look like

this:

```
http://<callisto>
/Applications/Inbound/ProfAlarm/src/PhoneMenu.asp?action=toggleAlarm&device=#DE
VICENAME#&trigger=Fire%20alarm
```

After triggering or stopping an alarm, a respective message reading either *“Alarm is triggered”* or *“Alarm is stopped”* will be displayed. This message will only be shown if the option Silent Alarm in the *Alarm Triggers* tab is unchecked.

Triggering an alarm using Cisco Services is only available to users who have the privilege TriggerAlarm enabled (see Privileges). If the user lacks this privilege, or the phone isn’t assigned to any user at all, the service will return an error message.



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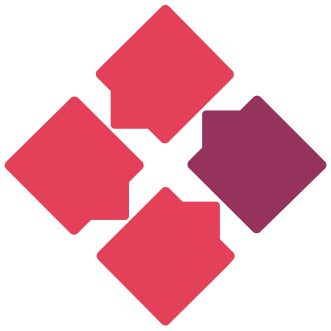

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