



Telstra IP Telephony (TIPT)

Using TAGs to add
features to handsets
and UC-One clients
(DMS only)

June 2017.

Table of Contents

1.1 Using TAGs to add additional features to TIPT handsets and UC-One	3
1.2 Common Handset TAG sets.	3
1.3 Common UC-One TAG sets	7
1.4 How to implement custom tags.	10

1.1 Using TAGs to add additional features to TIPT handsets and UC-One

This guide will show a group administrator how use TAGs to add features to handsets and UC-One clients at a site.

Prerequisites

- Site must be using DMS (device management system)for the handset configurations. If you are unsure please go to step 3 of the guide. If your handsets have DMS after the name of the device , such as polycom VVX 500 DMS then the site is on DMS.
- Group administrator rights required.

1.2 Common Handset TAG sets.

Add a Speed Dial

Enable a Speed Dial to the soft keys on a VVX handset under the screen.

Note : Softkey location can be changed – eg 1,2,3

TAG Name	TAG Value
SOFTKEY_1_ACTION	value needs to be entered by user
SOFTKEY_1_DIALTONE	1
SOFTKEY_1_ENABLE	1
SOFTKEY_1_IDLE	1
SOFTKEY_1_LABEL	value needs to be entered by user

Park / Retrieve – Pickup

Enable a combination of park / retrieve keys and pickup key to the soft keys on a VVX handset under the screen.

Note : Softkey location can be changed – eg 1,2,3

TAG Name	TAG Value
SOFTKEY_1_ACTION	*98
SOFTKEY_1_DIALTONE	1
SOFTKEY_1_ENABLE	1
SOFTKEY_1_IDLE	1
SOFTKEY_1_LABEL	Pickup
SOFTKEY_2_ACTION	\$Chold\$*68
SOFTKEY_2_ACTIVE	1
SOFTKEY_2_ENABLE	1
SOFTKEY_2_LABEL	Park
SOFTKEY_2_PRECEDE	1
SOFTKEY_3_ACTION	*88#
SOFTKEY_3_DIALTONE	1
SOFTKEY_3_ENABLE	1
SOFTKEY_3_IDLE	1
SOFTKEY_3_LABEL	Retrieve

Pickup Key Only

Enable a pickup key to the soft keys on a VVX handset under the screen.

Note : Softkey location can be changed – eg 1,2,3

TAG Name	TAG Value
SOFTKEY_1_ACTION	*98
SOFTKEY_1_DIALTONE	1
SOFTKEY_1_ENABLE	1
SOFTKEY_1_IDLE	1
SOFTKEY_1_LABEL	Pickup

Hoteling Guest in Key

Enable a hoteling guest login key to the soft keys on a VVX handset under the screen.

- Note : only works with a hoteling host pack – will not appear if you mix with standard / executive packs

TAG Name	TAG Value
HOTELING	1

Multiline for Reception phones.

Used to create multiple appearances of the handsets main number on additional line keys. Allows the users to manage multiple calls on separate line keys for each call

Valid multi line values are 2/3/4/6 – enter these in the REG-LINEKEYS value

TAG Name	TAG Value
REG_LINEKEYS	enter number of line keys - eg 3
REG_CALLSPERLINEKEY	1
CALL_MISSEDCALLTRACKING1	1
CALL_MISSEDCALLTRACKING	1

Apply Call Centre Soft keys to handset.

Used to provide login / out and availability keys on a handset for call centre agents.
Usually bestowed by provisioning.

TAG Name	TAG Value
ACD_AVAILABLE	1
ACD_LOGIN	1
ACD_PREMIUM	1
ACD_SERVICEURI	1
ACD_SIG_METHOD	1
ACD_SIGNINSTATE	1
EFKLIST_1_ACTION	^\$Chold\$#83\$Tinvite\$
EFKLIST_1_LABEL	Escalate
EFKLIST_1_MNAME	EscalateToSupervisor
EFKLIST_1_STATUS	1
SOFTKEY_1_ACTION	!EscalateToSupervisor
SOFTKEY_1_ACTIVE	1
SOFTKEY_1_ENABLE	1
SOFTKEY_1_HOLD	1
SOFTKEY_1_LABEL	Escalate

Change Handset Codec Type

Used to change the preferred codec on the handset

Valid values include – g711, g729, g722

TAG Name	TAG Value
TIPT_CODEC	enter value

Enable LDAP on handset.

Please see link below. – Note : Not supported by TIPT provisioning or assurance.

[Link to Guide](#)

1.3 Common UC-One TAG sets

Enable / Disable features within UC-One

TAG value = true for enable and false for disabled.

TAG Name	TAG Value
UC One Desktop	
ENABLE_CHAT	true
ENABLE_MYROOM	true
ENABLE_PRESENCE	true
ENABLE_XMPP	true
ENABLE_AUDOCALLS	true
ENABLE_VIDEOCALLS	true
ENABLE_FILE_TRANSFER	true
ENABLE_MEDIA_SHARE	true
ENABLE_WEB_COLLAB	true
UC One Mobile	
ENABLE_CHAT_MOBILE	true
ENABLE_MYROOM_MOBILE	true
ENABLE_PRESENCE_MOBILE	true
ENABLE_XMPP_GROUP_CHAT_MOBILE	true
ENABLE_AUDOCALLS_MOBILE	true
ENABLE_VIDEOCALLS_MOBILE	true
ENABLE_FILE_TRANSFER	true
ENABLE_MEDIA_SHARE	true
ENABLE_WEB_COLLAB	true
UC One Tablet	
ENABLE_CHAT_TABLET	true
ENABLE_MYROOM_TABLET	true
ENABLE_PRESENCE_TABLET	true
ENABLE_XMPP_GROUP_CHAT_TABLET	true
ENABLE_AUDOCALLS_TABLET	true
ENABLE_VIDEOCALLS_TABLET	true
ENABLE_FILE_TRANSFER	true
ENABLE_MEDIA_SHARE	true
ENABLE_WEB_COLLAB	true

Enable Skype / Lync Integration

- Must use the Lync/ Skype Integration version of UC-One
- This version must be installed with administrator rights to enable the Skype integration

TAG Name	TAG Value
ENABLE_LYNC_INTEGRATION	true
MINIMIZE_AFTER_LOGIN	true

Enable LDAP on UC-One

Adds LDAP directory search option to UC-One desktop client

Note : Not supported by TIPT provisioning or assurance.

TAGs

ENABLE_LDAP_SEARCH	true
LDAP_SERVER_URI	
LDAP_SERVER_PORT	
LDAP_BASE_OBJECT	
LDAP_DOMAIN_NAME	

Server parameters – Specify the LDAP server to which the client connects:

- URI – Server address
- Port – Port to be used
- –Object filter – Object filters limit values to actual persons, it is not recommended that is be changed in this release.
- Base object – The name of the LDAP base object entry (or possibly the root) relative to the search that is to be performed. Currently only the domain component (DC) parameters have been tested.
- Protocol – The supported values are “2” or “3”. This used to correspond to LDAPv2 and LDAPv3. In the past, this has been required, for example, to handle special characters like “ä”.
- Security – Only <tls> is currently supported. “Kerberos” and “ssl” are not supported.
- Authentication – Only SASL is currently supported. In addition, authentication needs to be enabled for LDAP search to work.

Enable Call Centre Options with UC-One.

Note : Not supported by TIPT provisioning or assurance.

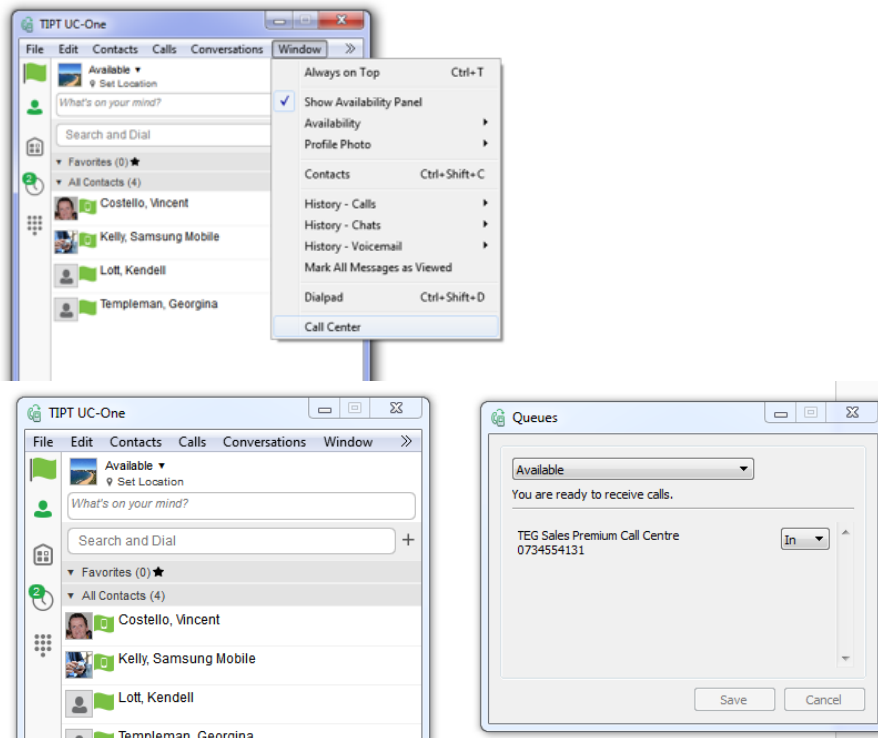
Enable Integration with Call Centre web client and MiReception

TAG Name	TAG Value
ENABLE_REMOTE_CONTROL_EVENTS_DESKTOPS	true

Enable Call Centre Queue Management from within UC-One for Agents.

- Allows agents to join queues and set availability status.
- Available under the window menu

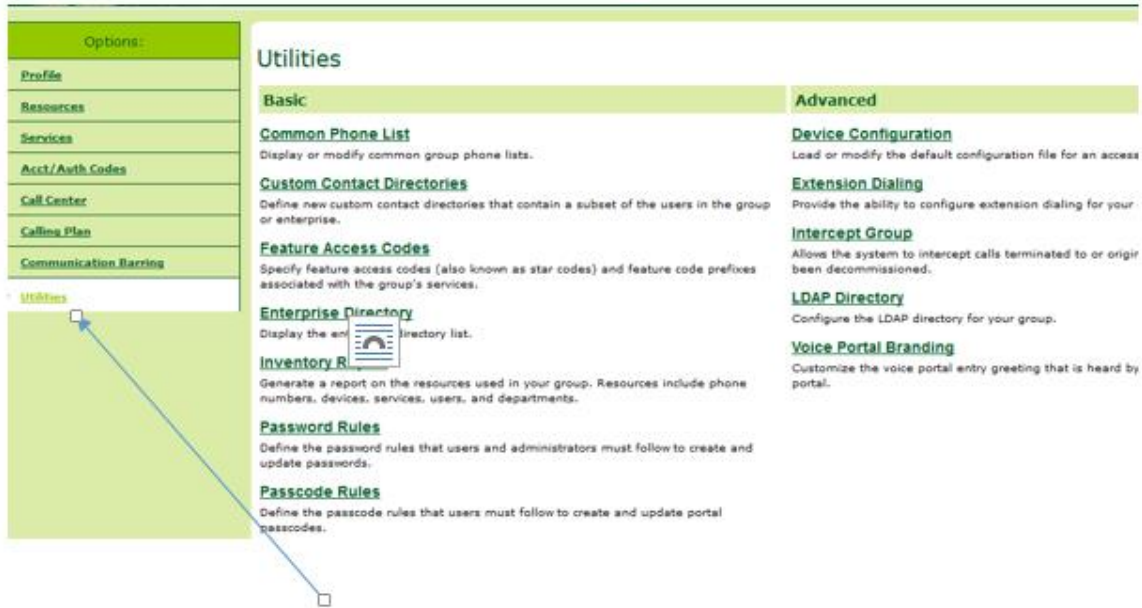
TAG Name	TAG Value
ENABLE_CALL_CENTER_DESKTOP	true



1.4 How to implement custom tags.

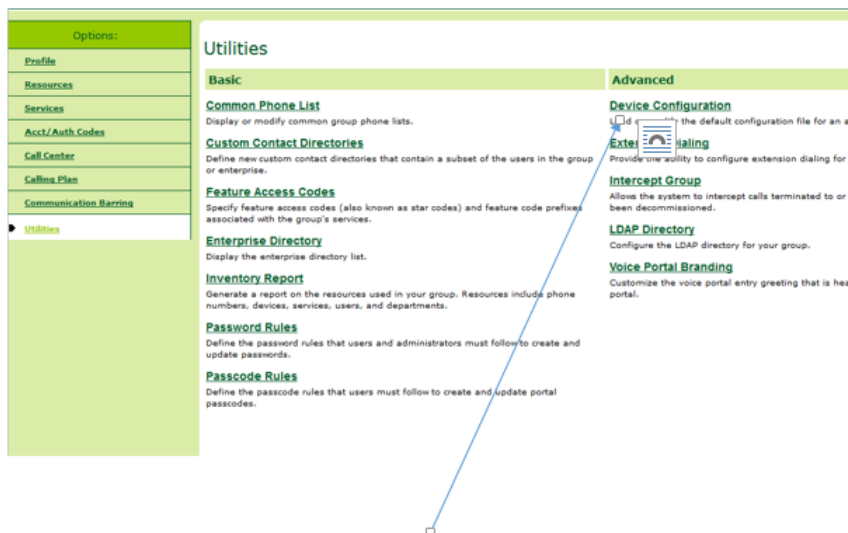
Step 1.

Login as the site administrator and click on utilities .



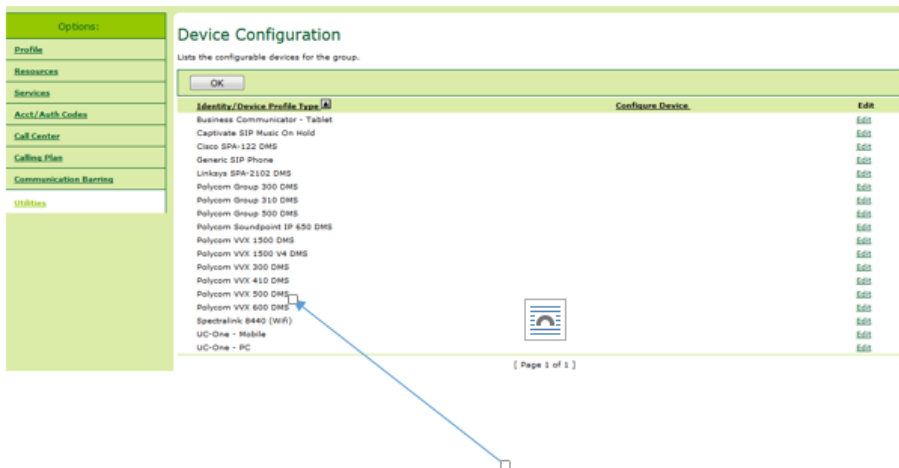
Step 2.

Select configure device



Step 3.

Select the device you wish to modify.



Options:

- Profile
- Resources
- Services
- Acct/ Auth Codes
- Call Center
- Callmg Files
- Communication Barriers
- Utilities

Device Configuration

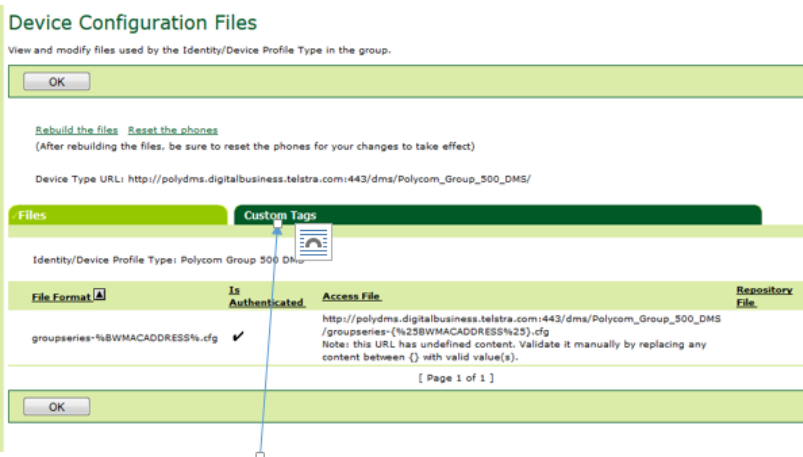
Lists the configurable devices for the group.

Identity/Device Profile Type	Configure Device	Edit
Business Communicator - Tablet	Edit	Edit
Captriate SIP Music On Hold	Edit	Edit
Cisco SPA-122 DMS	Edit	Edit
Generic SIP Phone	Edit	Edit
Linksys SPA-2102 DMS	Edit	Edit
Polycm Group 300 DMS	Edit	Edit
Polycm Group 310 DMS	Edit	Edit
Polycm Group 500 DMS	Edit	Edit
Polycm Soundpoint IP 650 DMS	Edit	Edit
Polycm VVX 1500 DMS	Edit	Edit
Polycm VVX 1500 V4 DMS	Edit	Edit
Polycm VVX 300 DMS	Edit	Edit
Polycm VVX 410 DMS	Edit	Edit
Polycm VVX 500 DMS	Edit	Edit
Polycm VVX 600 DMS	Edit	Edit
Spectralink B440 (WiFi)	Edit	Edit
UC-One - Mobile	Edit	Edit
UC-One - PC	Edit	Edit

[Page 1 of 1]

Step 4.

Select custom tags to change the firmware version.



Device Configuration Files

View and modify files used by the Identity/Device Profile Type in the group.

[Rebuild the files](#) [Reset the phones](#)
 (After rebuilding the files, be sure to reset the phones for your changes to take effect)

Device Type URL: http://polydms.digitalbusiness.telstra.com:443/dms/Polycm_Group_500_DMS/

Files **Custom Tags**

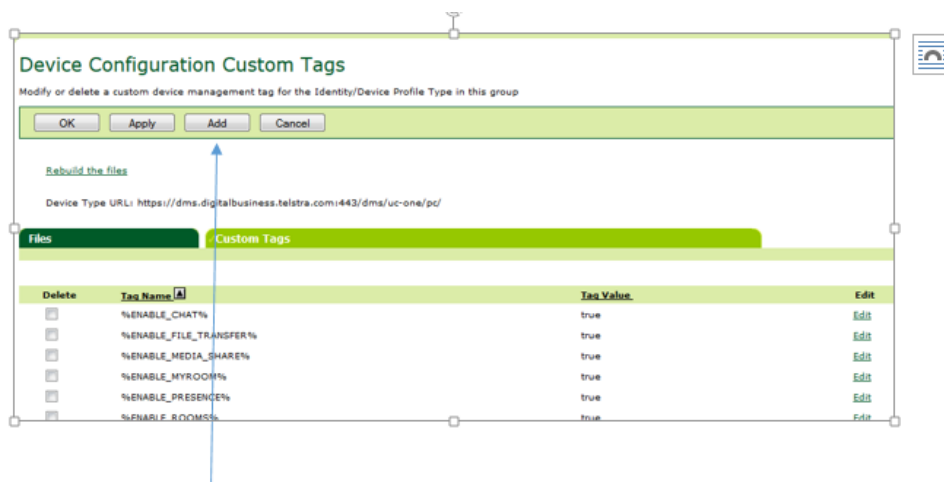
Identity/Device Profile Type: Polycm Group 500 DMS

File Format	Is Authenticated	Access File	Repository File
groupseries-%BWMACADDRESS%.cfg	<input checked="" type="checkbox"/>	http://polydms.digitalbusiness.telstra.com:443/dms/Polycm_Group_500_DMS/groupseries-(!%25BWMACADDRESS%25).cfg	Note: this URL has undefined content. Validate it manually by replacing any content between () with valid value(s).

[Page 1 of 1]

Step 4.

Select add.



Device Configuration Custom Tags

Modify or delete a custom device management tag for the Identity/Device Profile Type in this group

[Rebuild the files](#)

Device Type URL: <https://dms.digitalbusiness.telstra.com:443/dms/uc-one/pc/>

Files **Custom Tags**

Delete	Tag Name	Tag Value	Edit
<input type="checkbox"/>	%ENABLE_CHAT%	true	Edit
<input type="checkbox"/>	%ENABLE_FILE_TRANSFER%	true	Edit
<input type="checkbox"/>	%ENABLE_MEDIA_SHARE%	true	Edit
<input type="checkbox"/>	%ENABLE_MYROOM%	true	Edit
<input type="checkbox"/>	%ENABLE_PRESENCE%	true	Edit
<input type="checkbox"/>	%ENABLE_ROOMS%	true	Edit

Step 5.

Enter the new tag value (Note : case sensitive). Press ok to save.

Device Configuration Custom Tag Add

Add a new custom device management tag for the Identity/Device Profile Type in this group.

OKCancel

Identity/Device Profile Type: UC-One - PC

Tag Name: %| %

Tag Value:

OKCancel

Step 6.

Press rebuild files to re compile the configuration files for the handsets and assign the new tag features.

When ready press reset phones to reboot all phones of that type at the site. This will force the phones to all reboot and pull down the new features . (not applicable for UC-One)

- UC-One users will need to log out and back in for changes to take effect.

Device Configuration Files

View and modify files used by the Identity/Device Profile Type in the group.

[Rebuild the files](#) [Reset the phones](#)
 (After rebuilding the files, be sure to reset the phones for your changes to take effect)

Device Type URL: http://polydms.digitalbusiness.telstra.com:443/dms/Polycom_Group_500_DMS/

Files
Custom Tags

Identity/Device Profile Type: Polycom Group 500 DMS

File Format	Is Authenticated	Access File	Repository File	File
groupseries-%BWMACADDRESS%.cfg	✓	<a %25bwmacaddress%25"}.cfg"="" href="http://polydms.digitalbusiness.telstra.com:443/dms/Polycom_Group_500_DMS/groupseries-{">http://polydms.digitalbusiness.telstra.com:443/dms/Polycom_Group_500_DMS/groupseries-{"%25BWMACADDRESS%25"}.cfg <small>Note: this URL has undefined content. Validate it manually by replacing any content between {} with valid value(s).</small>		Ds

[Page 1 of 1]

Assign TAG to one phone only for testing/ single use.

To assign new TAG to one phone only to test the new feature prior to upgrading the whole site the following process can be followed.

1. Login to the site as an administrator
2. Select the user
3. Select addresses
4. Click on the hyperlink – configure identity device profile
5. Select custom tags
6. Add custom tag
7. Tag name = (case sensitive)
8. Tag Value = (case sensitive)
9. Click rebuild files
10. Click reset phones