

# Blaser Software

## EMergency Phone Broadcaster [EMP] Broadcaster 1.0

Version 1.0

## Introduction

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For the latest information, please see <http://www.blaser.us/software/emp/>

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### **Abstract**

This introduction to the Blaser Software Emergency Phone Broadcaster System provides a basic understanding of the system, its intent and purpose and the value that can be derived by using the program. In addition, this introduction is designed to provide its audience with the ability to explore the full documentation set in a meaningful context in order to realize maximum benefit when implementing the software.

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*Blaser Software • PO Box 4159 • Pittsburgh, PA 15202 • USA*

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# Executive Summary

The **Blaser Software Emergency Phone Broadcaster** is an advanced, Windows application whose purpose is to provide simultaneously, live audio paging to Cisco IP telephones in your organization. It can be used to sending an audio announcements or pages to all the phones within an organization with the push of a button.

**Totally Unattended Kiosk** is ideal for all market segments that have made an investment in Cisco IP telephony communications such as schools, government, business, and industry. The application is activated from the *Services* menu screen of a Cisco IP Telephone and can literally broadcast an audio message at the push of a button.

**Blaser Software Emergency Phone Broadcaster** is a powerful software application that runs as a system service on all modern versions of Windows Server including: Windows 2000, Windows 2003, Windows 2008, Windows 2008 R2 and Windows Server 2012.

For more information and to download a fully-functioning demo, please visit the **Blaser Software Emergency Phone Broadcaster** website at <http://www.blaser.us/software/emp/>

# Introduction

This document provides the information needed to install and use Blaser Software's Emergency Phone Broadcaster.

## Who Should Read This Document

This introduction is intended for audiences who are installing Emergency Phone Broadcaster or make decisions in the planning, development, deployment, or operational aspects of the application in their IT infrastructure. The document aims to educate the audience sufficiently to help determine what value can be derived from Emergency Phone Broadcaster in their environment.

## Approach & Design Goals

**Emergency Phone Broadcaster** was designed from the start to be an unattended platform. **Emergency Phone Broadcaster** runs as a system service, so it starts with the operating system. This means that there is no user intervention required to start the application. All configuration is done beforehand, and is designed to be easy to install and maintain.

# Benefits

Blaser Software Emergency Phone Broadcaster is a software solution that transforms your Cisco phones, overhead speakers, and other devices into a powerful IP paging and emergency notification system. This lightweight system works with all versions of Cisco CallManager and Cisco Unified Communications Manager making it easy to deploy to older and newer communication infrastructures alike.

The initial setup takes only minutes and, in a production environment, requires little to no maintenance. The system can be activated from the Cisco IP Phone *Services* menu at the push of a button to initiate a broadcast page to other IP Phones in the network environment.

## Customer Value

Customers who use **Emergency Phone Broadcaster** as part of their communication and emergency notification platform will experience many benefits:

- Provide live audio paging from any one phone to all other Cisco IP phones.
- Install it, configure it, and let it run! No need to monitor yet another system. Blaser EMP is designed to be installed and configured once and used repeatedly.
- Retain your current investment in existing Cisco IP Telephony. There is no need to upgrade your call manager infrastructure to install and use Blaser **Emergency Phone Broadcaster**. EMP will work with all versions of CallManager and Cisco IP Phones from the 7912 all the way up to the latest.
- Licensing available in any quantity: as little as one or as much as a site license. Volume licensing pricing can be negotiated via [sales@blaser.us](mailto:sales@blaser.us)

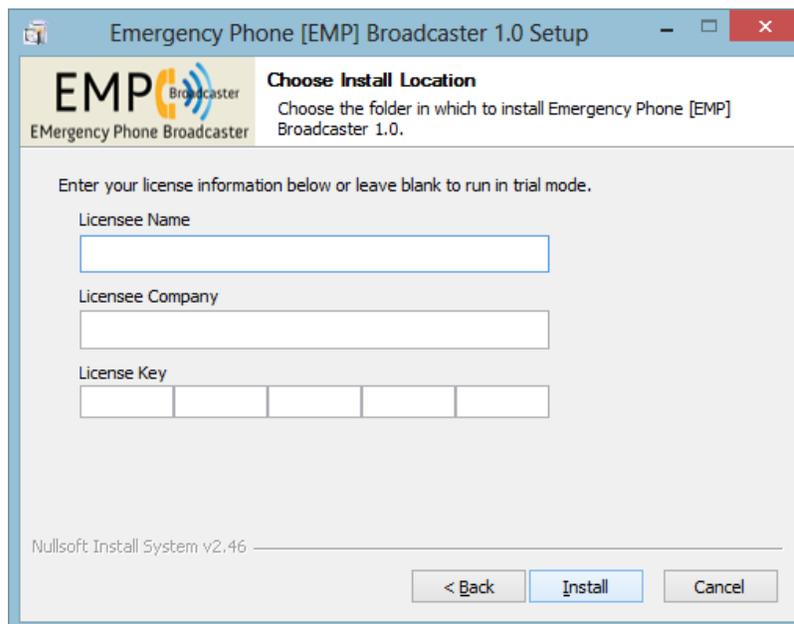
# Installation and Configuration

The steps below will outline the installation and configuration of Emergency Phone Broadcaster.

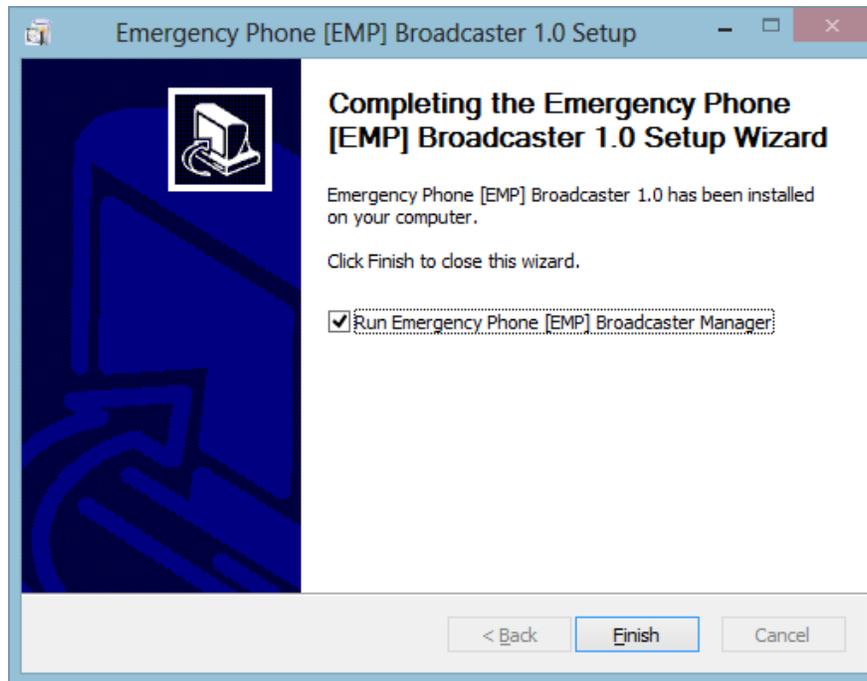
1. Download and execute the Emergency Phone Broadcaster installer.



When you reach the License Information screen, please enter your license information. If you wish to evaluate the software, you may leave this information blank and Emergency Phone Broadcaster will run in trial mode.



After installation has completed, you will need to run the Emergency Phone Broadcaster Manager to configure your options.



If you wish to configure these options at a later time, or if you ever want to modify your settings, you can access the Emergency Phone Broadcaster Manager via the Start Menu.

All user defined settings of Emergency Phone Broadcaster can be set with the accompanying Manager application.

## Settings

Each of the four sections on the *Settings* page must be completed in order for the Blaser Emergency Phone Broadcaster to function properly. This portion of the documentation will go into detail about these requirements.

The screenshot shows the configuration window for Blaser Software - Emergency Phone Broadcaster (EMP). The window title is "Blaser Software - Emergency Phone Broadcaster (EMP) - Configuration" and it has standard window controls (minimize, maximize, close) in the top right corner. The window is divided into four sections, each with a tabbed header and a description:

- Cisco Credentials:** "Specify the CTI credentials that have the appropriate privileges in CallManager." It includes a server icon and two input fields: "Username:" with the value "e911" and "Password:" with the value "12345".
- Network Settings (Multicast):** "Specify the Multicast IP address and port you wish to use for audio." It includes a network diagram icon and two input fields: "Multicast IP Target:" with the value "239.0.0.55" and "Multicast Port:" with the value "22224".
- Alert Settings:** "Specify the phone alert settings." It includes a phone icon and three input fields: "Alert Sound:" with the value "chime.raw", "Alert Text:" with the value "Emergency Alert Broadcast", and "Alert Volume:" with the value "80".
- IP Phone List:** "Semicolon-delimited list of Cisco Phone IP addresses." It includes a globe and phone icon and a large text area containing the IP list: "10.1.100.50;10.1.100.51;10.1.100.52;10.1.100.53;10.1.100.54;10.1.100.55".

At the bottom of the window are three buttons: "OK", "Cancel", and "Apply".

### ***Cisco Credentials***

In order for Blaser Emergency Phone Broadcaster to communicate with the Cisco IP phones, a CTI User must be created and assigned the appropriate privileges within CallManager. Please see the appendices of this document for instructions on how to do this.

Enter the Username and Password associated with the CTI account that is able to manage the phones you wish to send broadcast page messages to.

### ***Network Settings (Multicast)***

This setting specifies the multicast IP address and port to target for the audio transmission. Please ensure that multicast is configured and enabled on your network switches. For some helpful hints, please see the appendices of this document.

### ***Alert Settings***

These settings specify the phone alert options.

*Alert Sound:* The alerting sound that is played before the audio broadcast page begins. This file must be in the TFTP path specified for the Cisco IP telephone.

*Alert Text:* The text to appear on the IP phone screen to correspond with an audio alert message or broadcast page.

*Alert Volume:* This is the audio volume on the IP phone speaker. Value from 0-100. Default value is 80.

### ***IP Phone List***

A semicolon (;) delimited list of IP addresses for the Cisco IP phones you wish to be alerted during a broadcast page.

## License

The screenshot shows a Windows-style configuration dialog box titled "Blaser Software - Emergency Phone Broadcaster (EMP) - Configuration". It has three tabs: "Settings", "License", and "About". The "License" tab is active. On the left side of the dialog, there is a framed image of a "Certificate of Authenticity" for Blaser Software. On the right side, there are three input fields: "Name" (a single text box), "Company" (a single text box), and "License Key" (a row of five individual character input boxes). At the bottom right of the dialog, there are three buttons: "OK", "Cancel", and "Apply".

### *Name*

The name of the licensee.

### *Company*

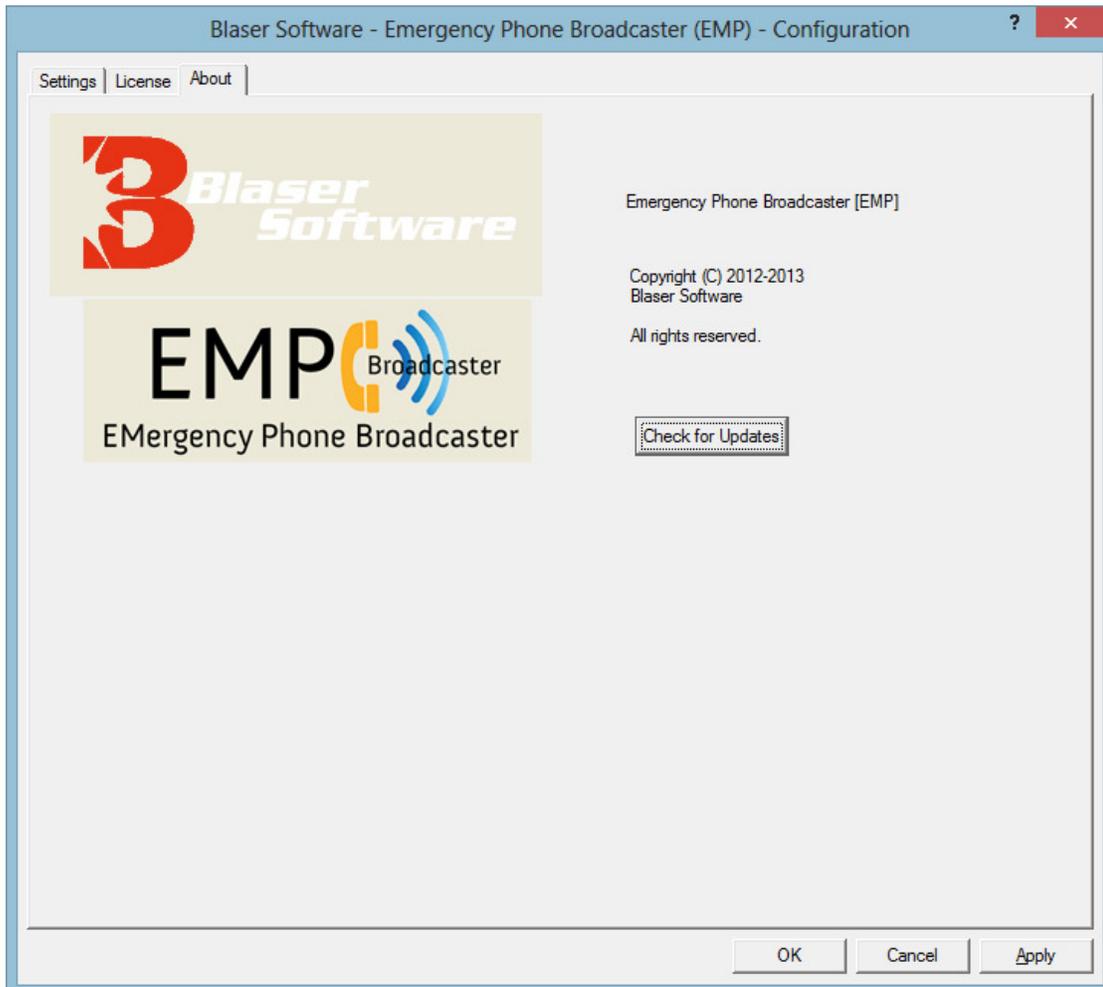
The name of the company.

### *License Key*

Enter your license key in the boxes provided. Emergency Phone Broadcaster uses a 25 character alpha-numeric license key.

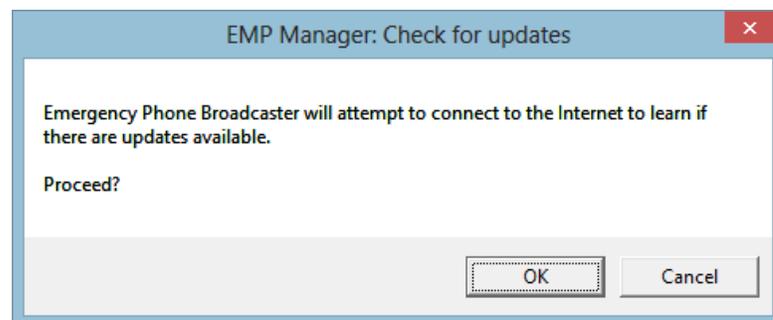
To purchase a license key, visit <http://www.blaser.us/software/emp/>

## About

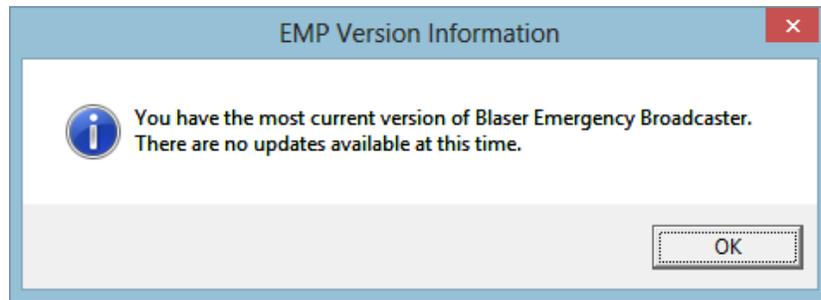


The “About” screen displays some basic information about Emergency Phone Broadcaster. In addition, there is a “Check for Updates” button. When clicked, a dialog will ask if it is permissible for the Emergency Phone Broadcaster Manager to contact the Blaser Software Homepage to see if there are updates available.

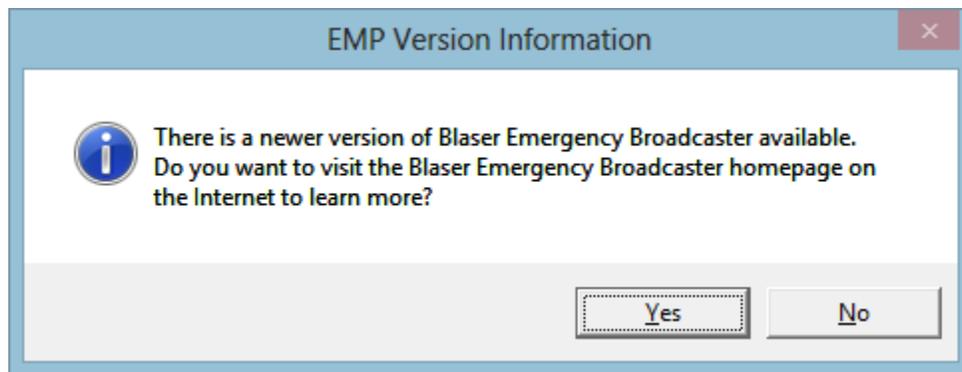
This process simply asks the Blaser Software servers for the Current Version of Emergency Phone Broadcaster. No information about your system is transmitted to the Blaser Software servers. Your privacy is our chief concern.



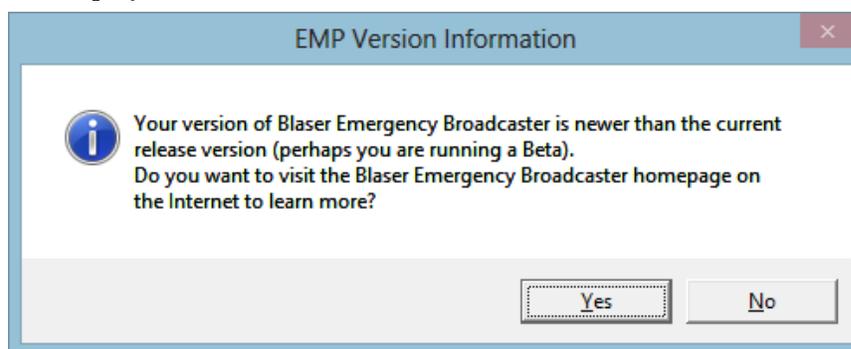
If you are running the most current version of Emergency Phone Broadcaster the following dialog will appear.



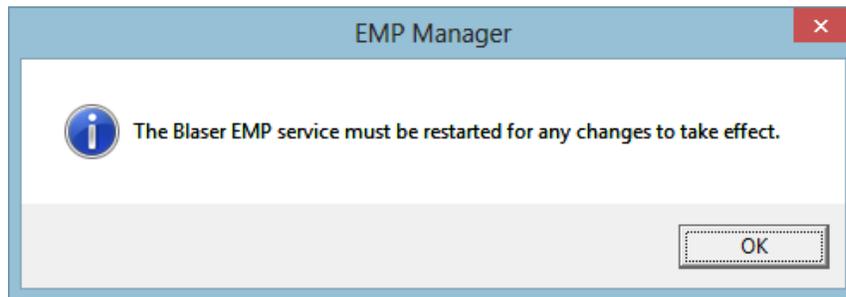
If there is a newer version of Emergency Phone Broadcaster available the following dialog will appear.



If you are participating in the Beta program, and consequently running a newer version of Emergency Phone Broadcaster than what is in General Availability, then the following dialog will be displayed:



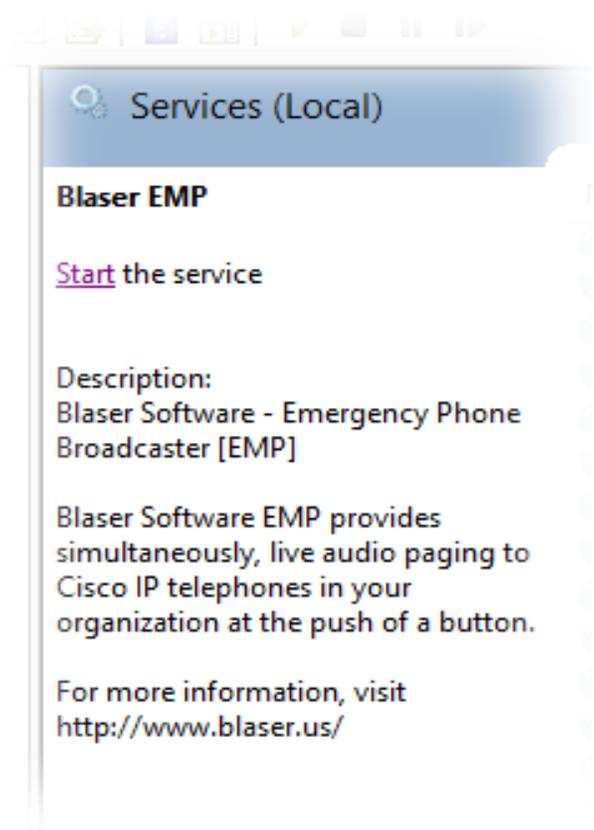
When you have finished establishing your settings, click the **OK** button and you will see the following dialog:



Emergency Phone Broadcaster loads its settings from the registry at startup. For any new changes to take effect, the Emergency Phone Broadcaster service must be restarted.

To do this, go to: **Control Panel, Administrative Tools, Services**

Find and **Restart** (or **Start** if Blaser EMP is not running) the service named **Blaser EMP [Emergency Phone Broadcaster]**



# Summary

The goal of **Emergency Phone Broadcaster** is to provide broadcast paging and emergency notification capabilities to an organization that has already made an investment in a Cisco IP telephony infrastructure.

We encourage you to download a fully-functioning demo of **Emergency Phone Broadcaster** and try it for yourself. If you have suggestions that would improve the product, or requirements that you need in the product that would make you purchase it, let us know!

Blaser Software is committed to making software that is easy to install, configure and use; and software that is useful! All of our products are coded in C++ using documented standards. Our code is clean (not messy) and we pride ourselves on robust and efficient products that are fast and easy to setup and use.

## References

Emergency Phone Broadcaster program information and available details can be found at:

<http://www.blaser.us/software/emp/>

For feedback and information, send e-mail to:

[contact@blaser.us](mailto:contact@blaser.us)

## A few words from Beau...

I hope you like Emergency Phone Broadcaster. It was created because of a lack of a paging feature in the full-fledged Cisco CallManager solution. While there are other paging solutions out there, I think our solution is a clean one and is able to offer the features organizations want and need at a very competitive price.

While our company is small, it is my goal to develop and deliver software that is of the highest quality (and at least slightly innovative). Feedback, criticism, advice and comments are all things that I want! The only way for the products to improve and become more useful is for people to let me know if I'm achieving my goal. I invite you to send me an e-mail and let me know what you think.

Sincerely,

Beau