A MITEL
PRODUCT
GUIDE

Mitel SIP-DECT 9.1SP1 Event Manager

System Manual

Version SIP-DECT 9.1SP1

Document Version 0.6

Mitel

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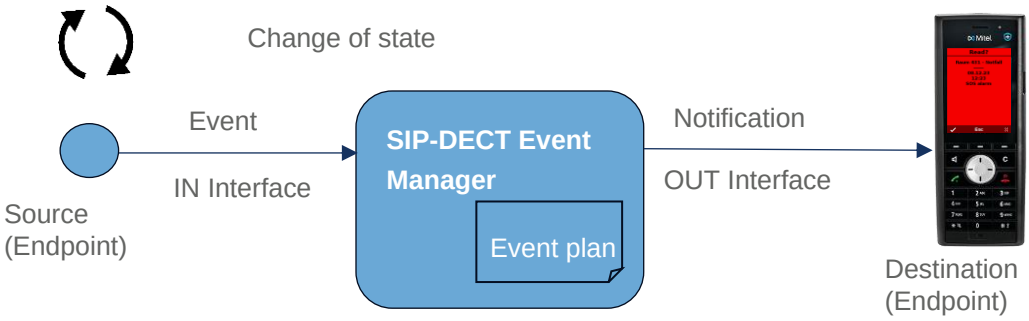
Overview

Introduction

The SIP-DECT Event Manager is an integrated software component of a Mitel SIP-DECT system. It is used for the automated processing of incoming events and the sending of outgoing notifications. The SIP-DECT Event Manager can process events from various sources, including SIP-DECT terminals, the SIP-DECT system itself, and other external systems. The processing of the events is carried out according to user-defined rules set by the administrator.



The primary flow is to send notifications as text messages to SIP-DECT phones, which are triggered by incoming events. In this way, SIP-DECT supports customer workflows beyond voice calls, e.g., text messages can be sent to DECT phones to inform about events from nurse call systems without the need for additional hardware.

Processing rules for different types of events consist of event plans, their event phases, notification profiles and different types of confirmation requests.

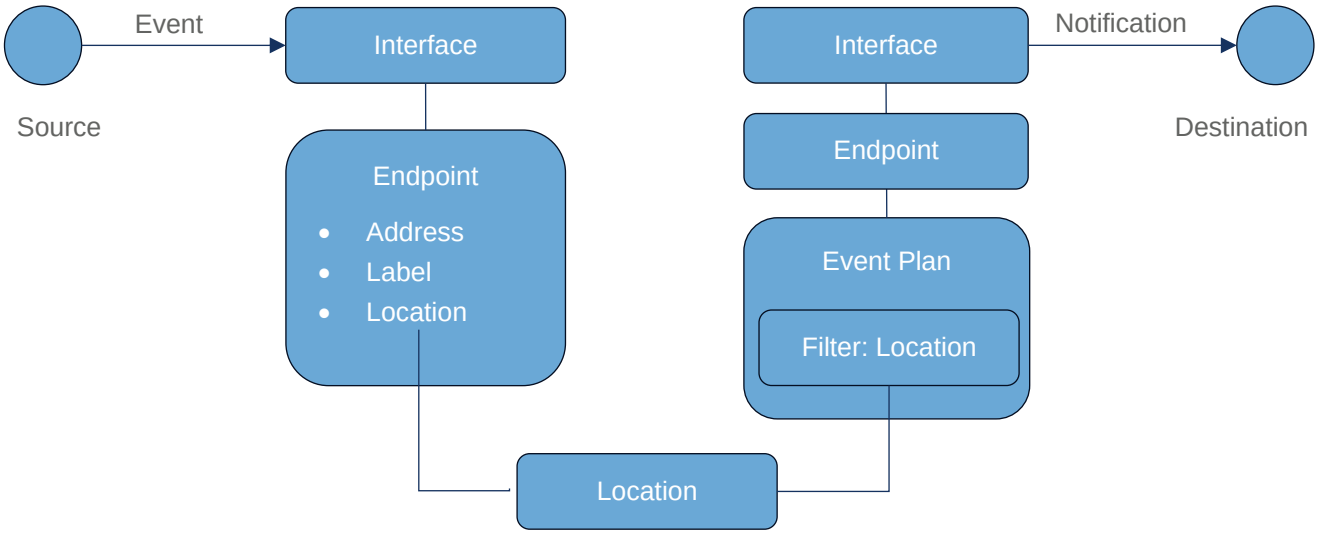
If there is a change in status, e.g., a key press, a source sends an event to the SIP-DECT Event Manager via an input interface. The SIP-DECT Event Manager generates notifications, e.g., text messages, and sends them to destinations, e.g., DECT telephones via outgoing interfaces according to a suitable event plan.

Some interface types are only incoming or only outgoing interfaces, and some can be both incoming and outgoing.

Sources and destinations are called endpoints. They are assigned to the interfaces through which they communicate with the SIP-DECT Event Manager. Endpoints have a unique identification e.g., a telephone number.

Endpoints are also assigned to locations. Depending on the location, a specific event plan can be selected. This allows the same event to be treated differently depending on where it originated.

The following illustration is intended to visualize the relationships between endpoint location and the event plan location filter.



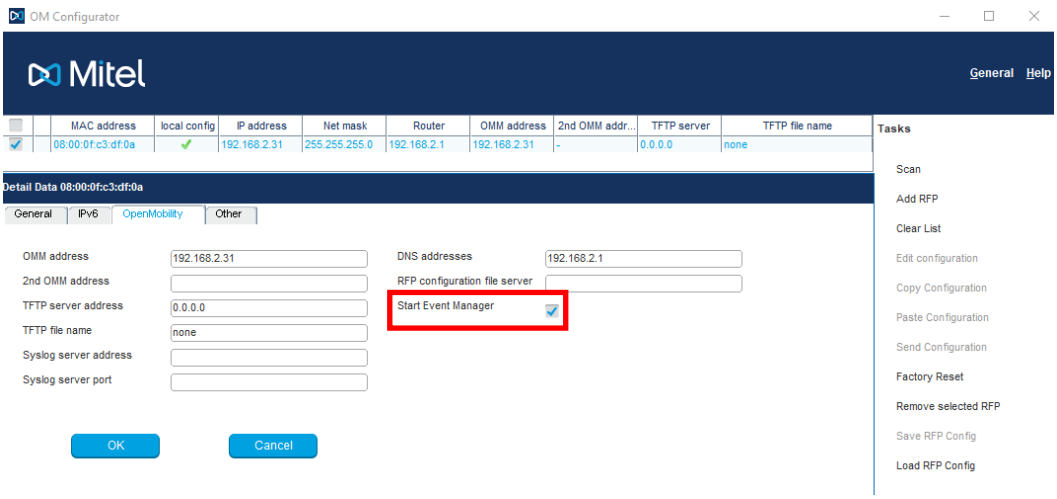
Where is the SIP-DECT Event Manager running?

The SIP-DECT Event Manager may run on a 4th generation RFP (RFP44, RFP45, RFP47 or RFP48 WLAN) and is part of the iprfp4G.dnld SW package.

The SIP-DECT administrator determines in the OMC (OM Configurator) on which RFP the SIP-DECT Event Manager is started. This allows a different RFP to be used than the RFP used by the OMM, so that the OMM and SIP-DECT Event Manager do not compete for the same resources.

This also implies that the SIP-DECT Event Manager RFP (the RFP on which the SIP-DECT Event Manager runs) has a local static IP configuration. This ensures that the SIP-DECT Event Manager can be started independently of other services and is always accessible under the same IP address, as is usual for services. Only one SIP-DECT Event Manager per SIP-DECT installation is supported.

To start the SIP-DECT Event Manager the “Start Event Manager” flag must be set as shown below.

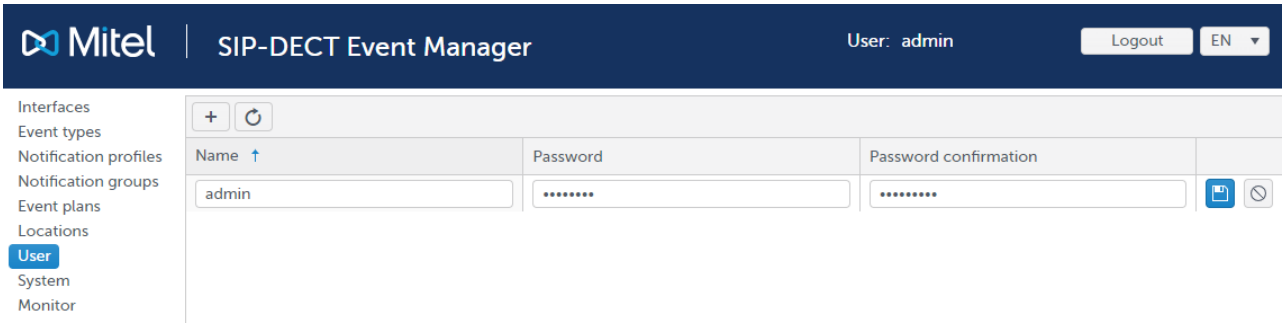


If this “Start Event Manager” flag will be removed again from an RFP via the OMC, the Event Manager will be stopped, and its database will be removed only during the next start of this RFP.

Accessing the SIP-DECT Event Manager

The SIP-DECT Event Manager has its own web administration interface which is available via https://<RFP IP address>:8444.

Use **admin** as the username and password to login for the first time. During login for the first time, user is asked to change the password.



License Requirements for the SIP-DECT Event Manager

The SIP-DECT Event Manager requires a license for the configured and activated endpoints. There is a built-in license available for 5 endpoints.

For additional endpoint licenses a SIP-DECT license is required which covers the amount of configured SIP-DECT Event Manager endpoints. It is strongly recommended to import his license into the OMM before configuration of the Event Manager.

If the number of configured SIP DECT Event Manager endpoints exceeds the number of licensed endpoints, a warning is displayed on the administrator web interface and notifications are sent to various randomly selected SIP DECT endpoints every 15 minutes. These notification messages are not monitored by the Event Manager and could not be deleted from within the application (also in case the license would be updated to cover the configured number of endpoints). The notifications will be visible on the SIP-DECT terminals as long they are not read and deleted on the terminals itself.

The SIP-DECT Event Manager uses advanced SIP-DECT messaging and alerting features without requiring a “Mitel SIP-DECT Messaging & Alerting License Enterprise” license.

The SIP-DECT Event Manager provides location information for SIP-DECT alarm trigger e.g., SOS-Key or Man-Down automatically without requiring locating license “Mitel SIP-DECT Locating User License XXX”. The OM Locating application is also not needed to operate SIP-DECT Event Manager.

Supported DECT Phones

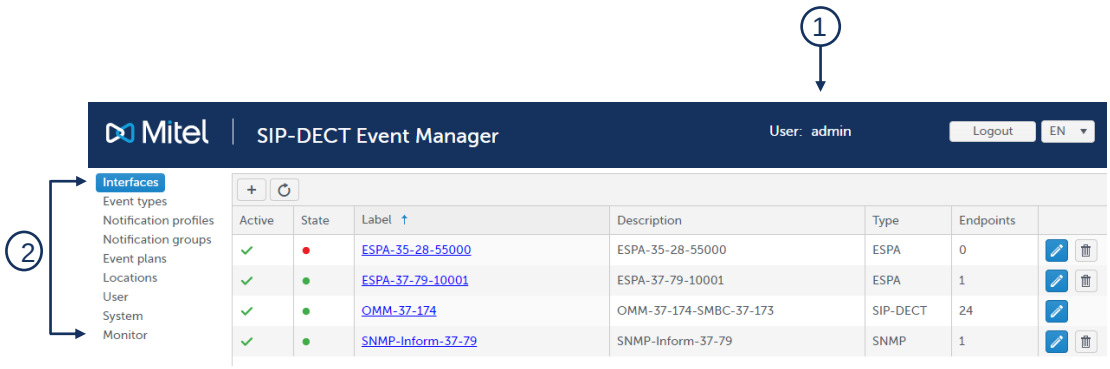
The SIP-DECT Event Manager supports the 700d DECT phone family. The SIP-DECT 600d V2 DECT phone family is also generally supported. Older generations of the 600d device family or their older SW versions may not support all SIP-DECT messaging features and may therefore have limitations. Please also note the information in the Mitel 600/700 DECT Phone Messaging and Alerting Applications user guide.

Using the SIP-DECT Event Manager

To take the first practical steps with the SIP-DECT Event Manager as quickly as possible, you can start with section Quick Start Configuration Guide SIP-DECT Event Manager.

SIP-DECT Event Manager GUI

The SIP-DECT Event Manager has its own web administration interface which is available via https://<RFP IP address>:8444. The web interface consists of a series of web pages that are used to configure the various settings of the SIP-DECT Event Manager and can be accessed from any computer or device with a web browser on the same network. The web service is implemented as a single-page application (SPA).



1 Login area

2 Configuration panes

Login Area

Language Selection

The following languages are available: German, English, French and Spanish. When creating the configuration there are numbers of standard values (e.g., event types) set up in the language selected at this time. The values contained in the configuration are not affected by switching the language.

Use ‘admin’ as the username and password to login for the first time. During login for the first time, user is asked to change the password.

Configuration panes

The SIP-DECT Event Manager includes multiple panes that contain different information about the SIP-DECT Event Manager.

Configuration Pane	Description
Interfaces	The Interfaces pane provides an overview of the status of systems connected to the SIP-DECT Event Manager. Currently only ESPA, SIP-DECT (OMM) and SNMP (experimental) interfaces are available. The number of interfaces to be set up is currently limited to 5 interfaces.
Event types	The Event types pane allows to create new or change existing Event types. There are **3 default** Event types (‘Man Down’, ‘SOS-key' and ‘System Info’) available. These types cannot be deleted.

Configuration Pane	Description
	The Event type serves as a kind of filter in an Event plan to control the escalation of an event. Based on the assigned priority, the system can be informed in which order the event should be processed.
Notification profiles	The display and acoustic signaling of an event on the SIP-DECT terminals can be configured within a notification profile.
Notification groups	Endpoints that can receive notifications (e.g., SIP-DECT phone endpoints) can be combined into a notification group. This simplifies the configuration.
Event plans	The Event plans pane allows to create, edit and delete event plans. An Event plan specifies how received events should be handled depending on the location of the originating endpoint. i.e., who (endpoints) should receive notifications and how to react if acknowledgements are not received. An event plan can include one or more event types and one or more locations. It means that the event plan will only be used for events of the configured type and if the originating endpoint belongs to the specified location.
Locations	The Event Manager supports the management of locations to which endpoints are assigned as sources of events. Locations are assigned to event plans too. This allows the location-specific definition of event plans, i.e., it is possible to notify different recipients depending on the location of the sender of an event.
User	The Users pane allows to create, edit and delete users. The default user **admin** cannot be deleted.
System	The System pane includes the configuration of a Watchdog and to perform functions such as Restart, Restart with factory defaults, Export log, Import config, and Export config.
Monitor	The Monitor pane shows a list of active event handlings and allows the administrator to end a single event or all events.

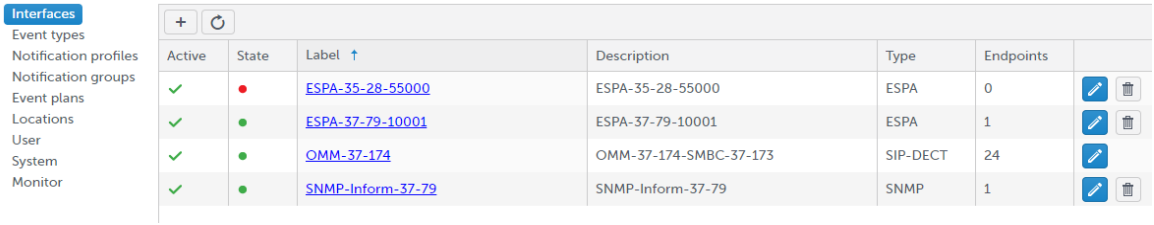
Interfaces

Interfaces connect the SIP-DECT Event Manager to other devices and services. Depending on the type, these interfaces support receiving events or sending notifications, sometimes both.

The following three types of interfaces can be configured:

- SIP-DECT (OMM)
- ESPA
- SNMP (experimental)

Under the **Interfaces** configuration pane, all configured interfaces are displayed, and can be selected and edited.

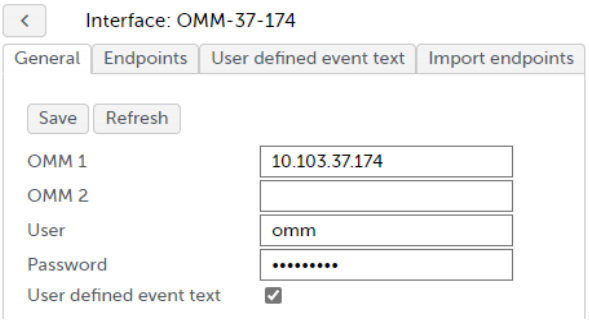


SIP-DECT (OMM) Interface

The SIP-DECT (OMM) interface contains the following tabs:

1. General
2. Endpoints
3. User defined event text
4. Import endpoints

This interface is created by default and cannot be deleted.



The following settings can be carried out for the **SIP-DECT** interface.

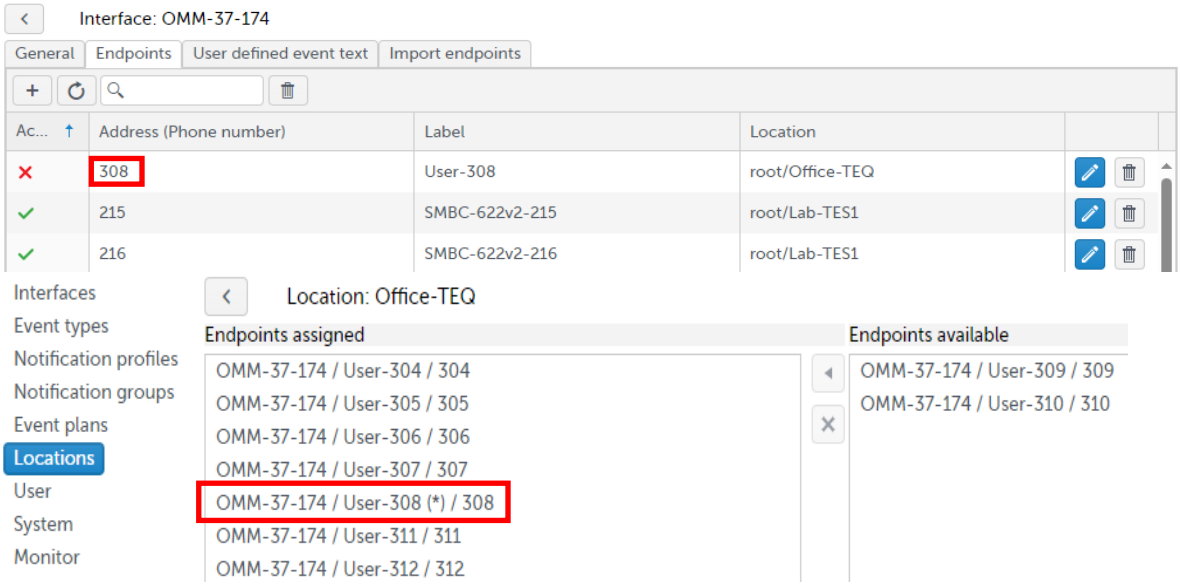
General Tab

The **General** tab is used to enter the OMM IP address(es), user and password so that the SIP-DECT Event Manager could connect with the OMM. This is indicated by the interface status turning to green. Select the 'User defined event text' box if you want the changes under the tab 'User defined event text' to take effect.

Endpoints Tab

The **Endpoints** tab is used to define the destinations or receivers of messages from the SIP-DECT system. To simplify setting up the endpoints on the SIP-DECT interface, they can be imported.

Please be aware that an endpoint which is not marked as active, cannot be used to trigger an event, and is not counted as a licensed endpoint. Inactive endpoints are marked with (*) in other configuration panes as shown below.



User defined event text Tab

The **User defined event text** tab is used to customize special types of text to be sent to the DECT phones when an event is handled.

This function allows organizations, agencies, or individuals to create and send emergency messages with specific details or instructions that are relevant for a special situation.

The texts defined in this section only take effect when the checkbox ‘User defined event text’ under tab ‘General’ is selected.

The message text is normally made up of the event type and the location of the originating endpoint. The composition of alarm texts can be flexibly configured for each interface with user defined alarm texts.

The text delivered by the interface during the triggering of the event can be changed before the further editing by replacing individual character strings. The character strings to be replaced should be entered in ‘Text’ and ‘Replaced by’.

Up to four texts can be used for the composition of the alarm text. A maximum length should be defined for each of these texts. Either a space or a line feed can be used as a spacer between the texts. Since line feeds cannot be displayed on all endpoints, they are automatically replaced with spaces where necessary.

The following texts are available:

- Event type
- Event type short – max 8 characters
- Priority – Priority of the alarm defined by the alarm type
- Originating endpoint (name) – Name of the endpoint at which the alarm has been triggered
- Originating endpoint (address) – Address (e.g. phone number) for the endpoint at which the alarm has been triggered
- Location of originating endpoint – Environment to which the alarm which has been triggered is assigned by the configuration or by DECT locating
- Received text from interface – Permits the use of composed alarm texts based on special interface settings (e.g., ESPA)
- Event phase – The designation of the current escalation phase

Import endpoints Tab

The **Import endpoints** tab allows the automatic import of the DECT devices configured in the SIP-DECT system as endpoints to the SIP-DECT Event Manager configuration. This function can only be used if a connection has been established between the SIP-DECT Event Manager and the SIP-DECT system (OMM).

If the number of endpoints permitted by the license is exceeded by the import, a warning will be displayed.

Only the endpoints that are needed should be imported.

The imported endpoints can be deleted under the Endpoints tab.

ESPA Interface

The ESPA interface enables the connection of devices that support data exchange in accordance with the ESPA 4.4.4 protocol. This protocol was defined by the European Selective Paging Manufacturer's Association for controlling radio paging equipment and for connecting fire alarm and light signaling systems.

The SIP-DECT Event Manager supports the ESPA 4.4.4 protocol over IP. This permits the exchange of messages with fire alarm systems, light signaling systems, radio paging equipment and similar systems which also support this interface. An ESPA interface can only operate as an input (SIP-DECT Event Manager receives messages) and not as an output (SIP-DECT Event Manager sends messages).

If supported by the other side, the SIP-DECT Event Manager facilitates monitoring of the ESPA connection protocol-wise.

Components are connected directly via TCP/IP byte stream or via RS-232 / IP converter. The SIP-DECT Event Manager acts as a TCP client in an ESPA slave mode.

An ESPA message contains information organized in numbered fields. The following fields are important for configuring the SIP-DECT Event Manager

No.	Designation	ESPA Standard Designation	Remarks
1	Call address	Call Address	16 characters max.
2	Display message	Display Message	128 characters max.
3	Ringtone	Beep coding	
4	Ring type	Call type	
6	Priority	Priority	

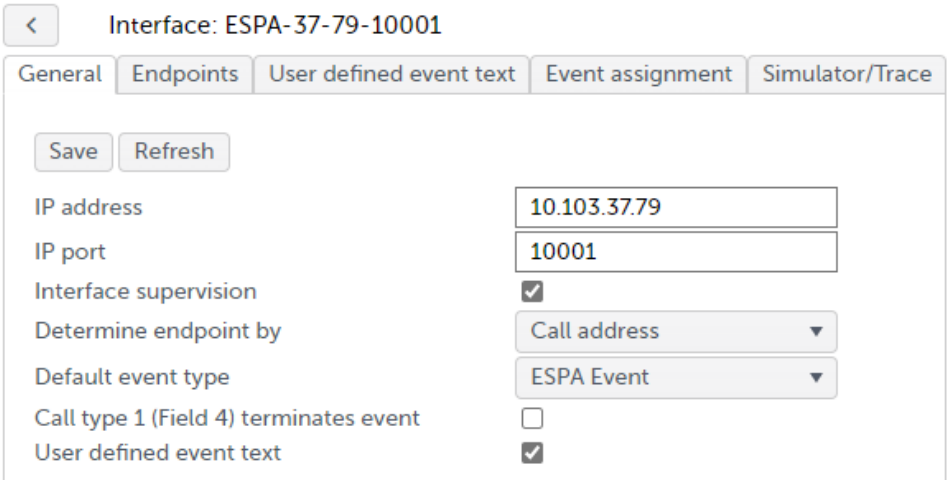
Please note: ESPA messages in the wrong format will not be processed. The fields ‘Call address’ (1) and ‘Display message’ (2) must be present in an ESPA record.

The fields ‘Beep coding’ (3), ‘Call type’ (4), and ‘Priority’ (6) have no direct influence on the notifications to the SIP-DECT phones. They are only used to select the right event type.

The ESPA interface contains the following tabs:

- General
- Endpoints
- User defined event text
- Event assignment
- Simulator/Trace

Note: The changes made in the **User defined event text** tab take effect only when the checkbox under the **General** tab is selected.



The following settings can be carried out for the ESPA interface.

General Tab

The **General** tab allows configuring the basic settings of the ESPA interface. The following settings can be configured:

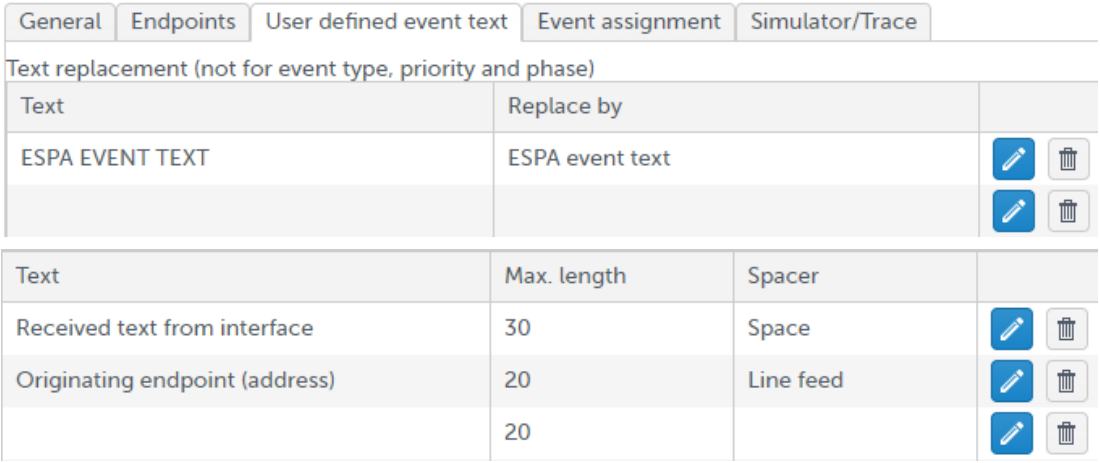
- **IP address**: IP address to which the SIP-DECT Event Manager should connect to
- **IP port**: The IP port to which the SIP-DECT Event Manager should connect to
- **Interface supervision**: Select this check box if this interface should be supervised.
- **Determine endpoint by**: Select the method by which the endpoint should be determined. Options available are ‘Call address’ (which is the default setting) and ‘Message text‘.
- **Default event type**: Select the default event type. A specific event type must be created for it in the Event type section. This default event type is used as fallback if nothing else is defined in the Event assignment tab or if nothing fits to the made configuration.
- **Call type 1 (Field 4) terminates event**: Select this check box to terminate the event.
- **User defined event text**: Select this check box if ‘User defined event text’ should be used.

Endpoints Tab

The **Endpoints** tab allows the definition of senders of ESPA messages. The assignment of an endpoint to an ESPA message is done based on the call address. The call address can be determined by the ESPA field 1 (Call address) or by the ESPA field 2 (Message text). If ‘Determine endpoint by: Message Text’ is set, then the message text must contain only the call address and nothing else.

User defined event text Tab

In the **User defined event text** tab it is possible to define special content for the notification messages to addressed endpoints (e.g. SIP-DECT handsets). If this feature is not enabled in the General tab, the ESPA message text (field 2) is used for the notification message. There are two tables available under this tab where a simple text replacement and/or a complete text definition depending on some known parameters is possible.



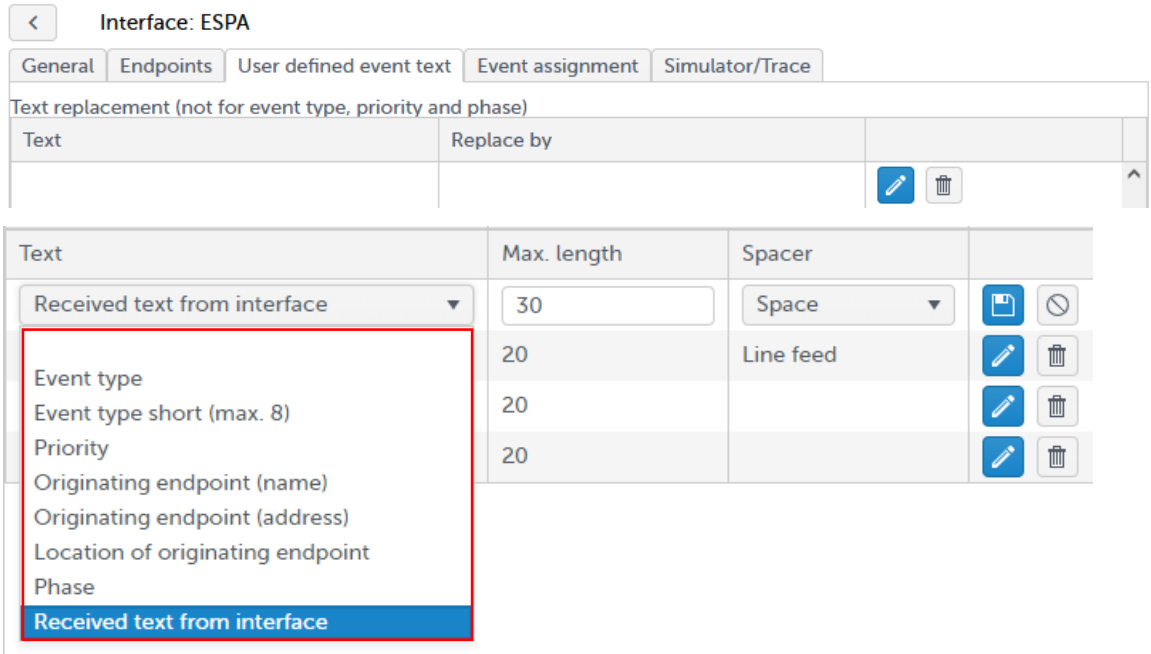
Simple Text replacement

In the table at the top of this tab the received text (field 2) from the ESPA message can be modified.

Text (field 2) of the ESPA message	Replacement rule		Resulting notification text
ESPA EVENT TEXT	Text	Replace by	ESPA event text
	ESPA EVENT TEXT	ESPA event text	

Compose a new event text based on an ESPA message

In the table at the bottom of this tab the event text can be recomposed from up to 4 elements. These 4 elements can be selected from 8 different event information elements. These information elements are shown in the example below.

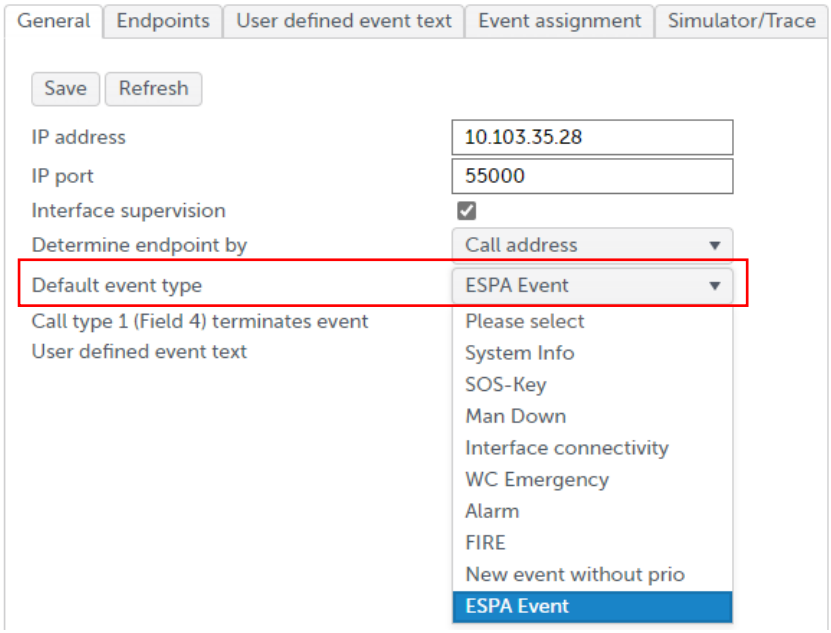


Event assignment Tab

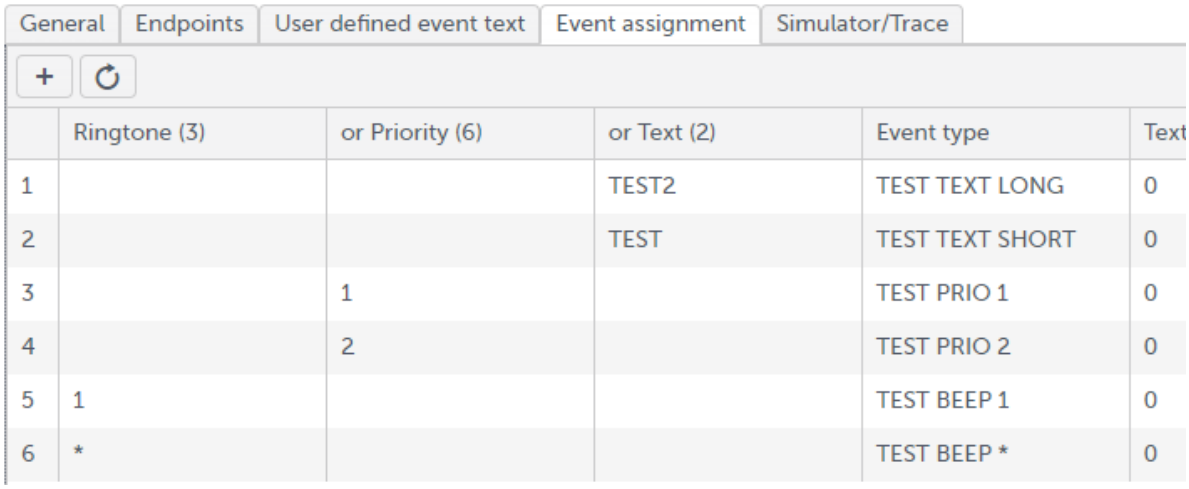
The **Event assignment** tab allows to define the process of designating or assigning specific

tasks, roles, or responsibilities to individuals or teams in response to an emergency event. It is a crucial part of coordinating an effective response to emergencies.

An event type is assigned for incoming ESPA messages based on the Ringtone (field 3), Priority (field 6) or Text (field 2). In addition, a Default event type must be entered for non-assigned types in the **General** tab.



Rules can be defined in the **Event assignment** tab of the ESPA interface configuration, as shown below.



They are displayed in the order of creation and are also processed in this order: top down. The first matching rule will be applied. Hence, the more specific rules need to be configured first.

The fields are linked “OR”, not “AND”!

A “*” can be used as a wildcard in the fields “Ringtone” and “Priority”. The assignment is then made for all values used in this fields.

Leading or trailing spaces in the Text field will be removed automatically.

An event is searched for in the following order:

1. a search is made for matching values without wildcards.

2. if no rule applies, the system now searches for wildcards in the Ringtone and Priority fields.
3. if it is not possible to assign an event type, the default event type is used.

For example, TEST2 is more specific than TEST. To avoid that the TEST will always be applied before TEST2, TEST2 rule needs to be configured first as shown above.

The following table shows how these rules are applied to some ESPA message input examples.

ESPA message input			Matching rule			Resulting event type	Comment
Ringtone (3)	Priority (6)	Text (2)	Ringtone	Priority	Text		
Any or not provided	Any or not provided	TEST2			TEST2	TEST TEXT LONG	Rule 1
Any or not provided	Any or not provided	TEST3			TEST	TEST TEXT SHORT	Rule 2
1	1	Hello!		1		TEST PRIO 1	Rule 3
1	3	Hello!	1			TEST BEEP 1	Rule 5
Any, except 1	Any (except 1 and 3) or not provided	Hello!	*			TEST BEEP *	Rule 6
Not provided	Not provided	Hello!				ESPA Event	no match, default event type

Event Text Replacement

Normally the text (field 2) of the ESPA message is used as the notification text. Leading and trailing spaces in this text field are not supported and will be removed automatically during the configuration.

If there is an event text defined, then the event text will replace the content of the text (field 2) of the ESPA message.

If a text position > 0 is set, then the text (field 2) of the ESPA message is also included in the notification text starting at the specified position.

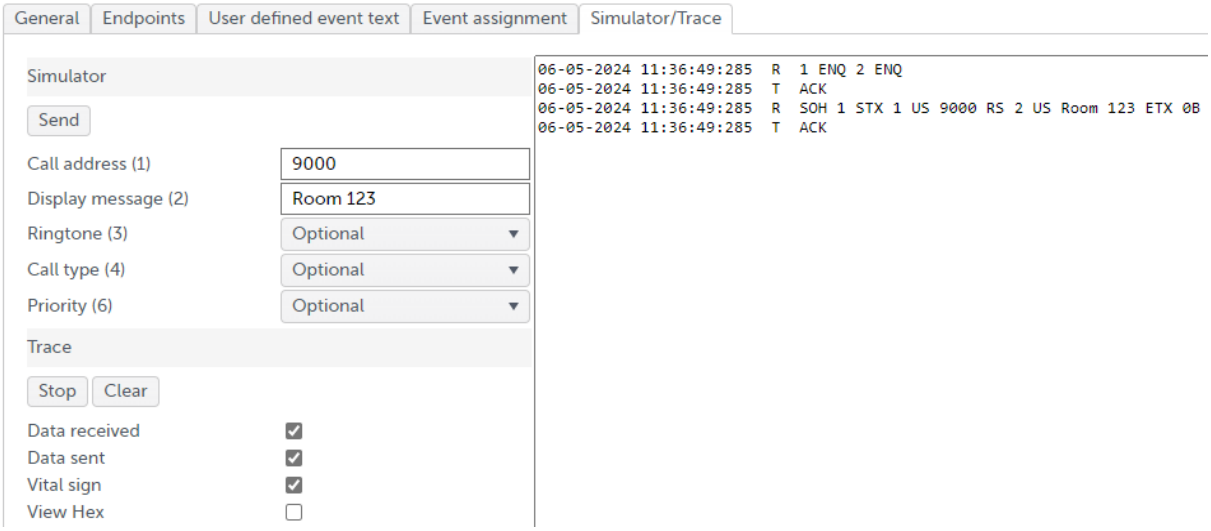
If there is additionally a text length set, then only the specified portion of the text (field 2) of the ESPA message is also included in the notification text.

Settings – Text position, Text length and Event text	Resulting notification text
Text (2): ESPA EVENT TEXT; Event type: New ESPA Type; Text position: 0; Text length: 0; Event text: Replacement	Replacement
Text (2): ESPA EVENT TEXT; Event type: New ESPA Type; Text position: 0; Text length: 0; Event text:	ESPA EVENT TEXT
Text (2): ESPA EVENT TEXT; Event type: New ESPA Type; Text position: 1; Text length: 0; Event text: Addition -	Addition - ESPA EVENT TEXT
Text (2): ESPA EVENT TEXT; Event type: New ESPA Type; Text position: 6; Text length: 0; Event text: Addition -	Addition - EVENT TEXT
Text (2): ESPA EVENT TEXT; Event type: New ESPA Type; Text position: 6; Text length: 5; Event text: Addition -	Addition - EVENT
Text (2): ESPA EVENT TEXT; Event type: New ESPA Type; Text position: 6; Text length: 5; Event text:	EVENT

Simulator/Trace Tab

The **Simulator** function can be used to check if an ESPA message sent is escalated correctly. Hence, it only must be created for an ESPA endpoint with a location. Also, in the **General** tab, a Default event type must be selected by configuring any IP address and port. However, The ESPA interface itself needs not to be running (state: green) for the Simulator function to work.

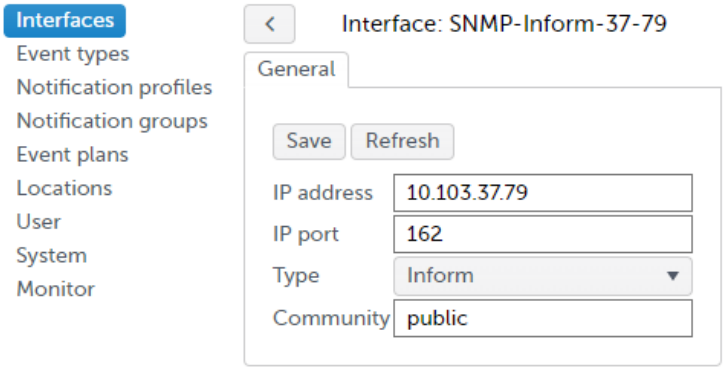
Communication between the SIP-DECT Event Manager and the ESPA interface can be recorded at the protocol level as needed. The **Trace** function can be used to monitor the data sent and received by the ESPA interface. The trace functionality can be started and stopped by the same button.



SNMP interface (experimental)

SNMP (Simple Network Management Protocol) can be used to send notifications as SNMP traps or inform messages to an SNMP receiver.

These trap messages contain information about the nature of the notification, the affected device, and potentially other details.



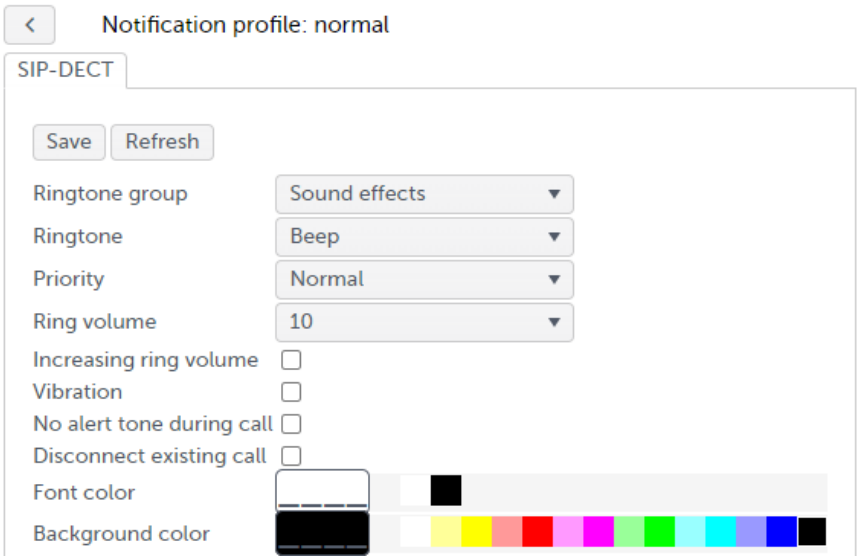
Event types

There are three default Event types (‘Man Down’, ‘SOS-Key' and ‘System Info’) available. These types can be changed but cannot be deleted. The default Event types ‘Man Down’ and ‘SOS-Key’ correspond to the Alarm triggers available as standard in SIP-DECT.
To handle additional Alarm triggers that may be defined in SIP-DECT OMP, Event types with the same name or short name as the name of the Trigger ID in OMP must be configured in the SIP-DECT Event Manager.
All Event types serve as a kind of filter in an Event plan to control the escalation of an event. Based on the assigned priority, the system knows in which order the events should be processed. Important events should therefore be configured with a higher priority.

Note: An event displayed on a DECT phone will be overwritten by a higher priority event.

Notification profiles

Notification profiles determine how a notification should be presented to the recipient. It is assigned to the receiving endpoint within the event plan. Only one notification and only the one with the highest priority (Event type priority) is displayed on a DECT phone. Notifications with lower priority are not transmitted to the DECT phone if a message with higher priority is to be displayed. If there are several messages with the same priority at the same time, they will be transmitted one after the other to the DECT phone, with each message being displayed for at least 20 seconds before it is replaced by the next one. Selecting the interface when configuring a new notification profile displays the configurable parameters. Notification profiles are very different depending on the interface. One notification profile (‘normal’) is created by default, this profile cannot be deleted. Click the link under the column ‘Label’ to change the profile settings (Melody, Ringtone, Volume, etc.) for a profile.



A Ringtone group is a set or collection of ringtones that can be assigned to specific contacts, groups, or categories. Ringtone groups are used to customize the incoming call alert sounds for different callers or types of calls. The ringtone group can be specifically selected from all the ringtones available from SIP-DECT.

If the ‘Increasing ring volume’ option is used, the ringtone starts quietly and then gradually reaches the ring volume set. In addition, notification can also be signaled by telephone vibration (if supported by the phone type).

If the ‘No alert tone during call’ option is active, a notification is delivered without acoustic signaling while the terminal is on a call. If ‘Disconnect existing call’ is selected, an existing call will be disconnected at the time of the notification.

If the telephone supports ‘Font color’ and ‘Background color’, the font and color display of the message can be controlled by the SIP-DECT Event Manager.

Restrictions and behavior:

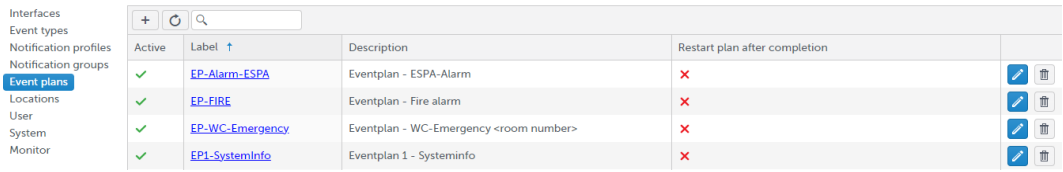
- Settings not supported by the used telephone are ignored.
- ‘Priority Low’: ‘Ringtone group’, ‘Ringtone’, ‘Ring volume’ and ‘Increasing ring volume’ has no effect.
- ‘Priority Emergency’: Pop-up window during call only available with this priority
- Further information about the behavior of displayed messages: Please see the document ‘Mitel 600/700 DECT Phone Messaging and Alerting Applications’!

Notification groups

Endpoints that can receive an event can be combined into a notification group. This simplifies the configuration regarding the escalation of an event.

Event plans

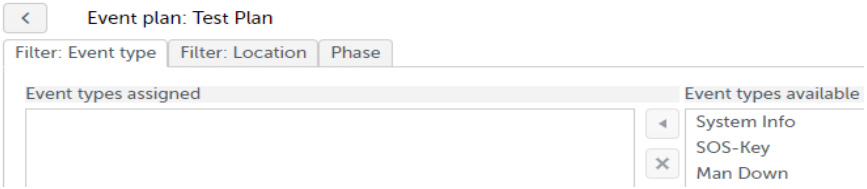
Event plans describe how to react to certain types of events that occur at different locations. Event plans can consist of up to 10 escalation phases and define the process for handling these events and the resulting notifications in the different phases.



The following settings can be carried out in the **Event plans** configuration pane:

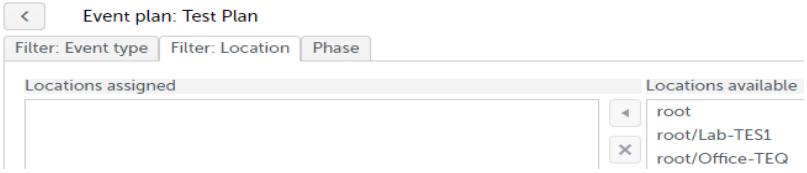
Filter: Event type Tab

Different types of events can be assigned here to the Event plan. At least the following default Event types are available: **System Info**, **SOS-Key,** and **Man Down.**



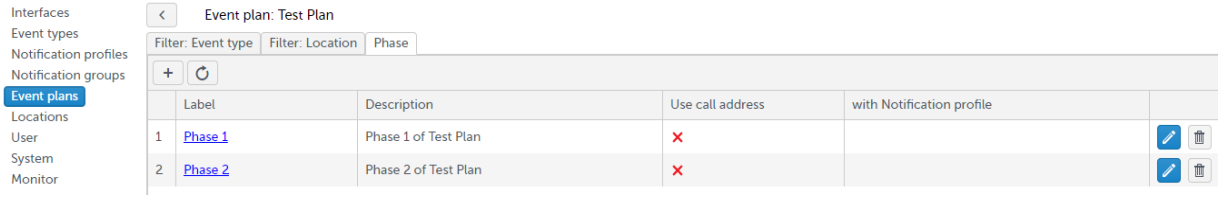
Filter: Location Tab

Formerly created locations (to which endpoints are assigned) can be assigned here to the Event plan.



Phase Tab

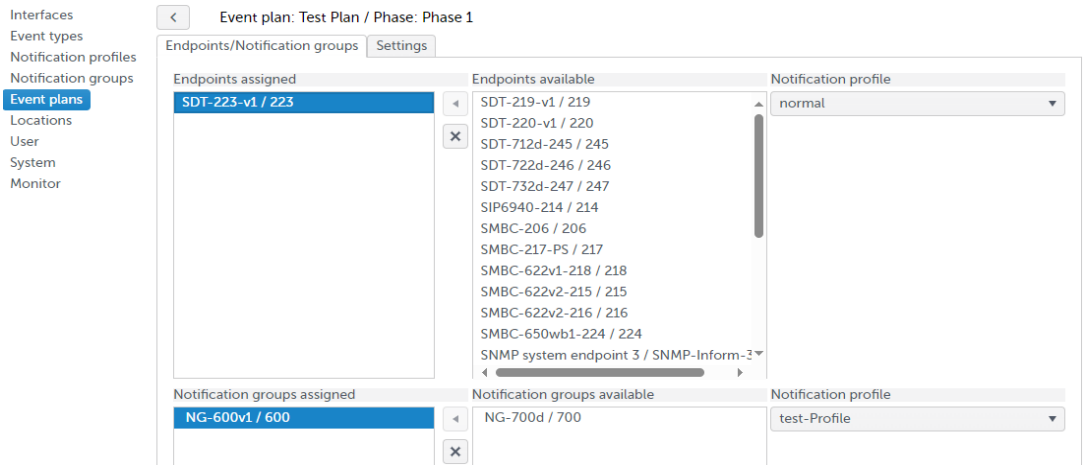
Up to 10 phases can be added to an Event plan in the Phase tab with the following configurations:



By editing the phase settings, the ‘Use call address’ flag can be enabled, and a notification profile may be assigned. With this kind of configuration, a direct assignment of call addresses to a notification group with this address can be realized. In the incoming interface (e.g. ESPA) an endpoint with this call address must be configured.

Endpoints/Notification groups Tab

Up to 1000 endpoints and/or up to 50 notification groups can be added to a phase or deleted from a phase in the **Endpoints/Notification groups** tab. To each endpoint or notification group a formerly created notification profile can be assigned here also.

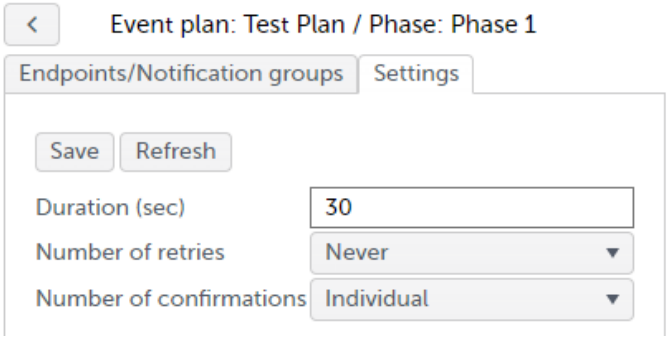


Settings Tab

The following settings can be carried out in the **Settings** tab for a phase:

- The duration in seconds for this phase
- Number of retries (repetitions of this phase)
- Number of confirmations (needed for successful ending of the phase)

Note: ‘Individual’ implies that all to this phase assigned endpoints must confirm the received notification before the phase ends successful. If the number of confirmations is not reached, it moves on to the next phase (if configured), is repeated (if configured) or is terminated after the phase has expired.

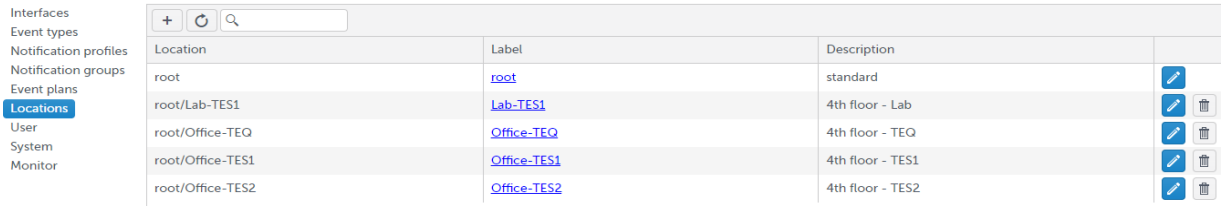


Locations

By defining the locations, a spatial environment can be mapped in a tree structure. A location means the origin of an event. Endpoints that should be used to trigger an event can be assigned to a location here. Endpoints that are not assigned to a location cannot trigger an event.

The root location is always present and cannot be deleted.

To create a new location, a table line must be selected and the button + must be pressed. The new location is then based on the location that was selected before.



All endpoints can be assigned to a desired location by following the link under the column ‘Label’. The assignment can also be changed via the **Endpoints** tab in the **Interfaces** configuration pane.

User

The **User** pane allows to create, edit and delete users and to change the passwords of the users. The default user ‘admin’ cannot be deleted.

System

The **System** pane consist of the following tabs:

General Tab

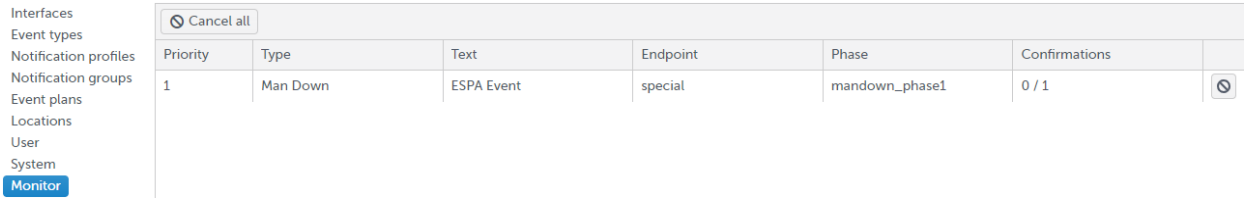
Here can be configured an external IP-Watchdog outside of the system which observes a ping from the Event Manager (normally send at regular interval every 30 seconds as long as it is working correctly. The IP-Watchdog can trigger an alert by Email, SMS or SNMP Trap, or activate a relay for interruption of power for the monitored device to restart the RFP where the Event Manager is configured in case of missing ping from the monitored device.

Backup/Restart Tab

- **Restart**: The SIP-DECT Event Manager can be re-started with this menu item. The SIP-DECT Event Manager is briefly unavailable.
- **Restart with factory defaults**: All data and settings on the SIP-DECT Event Manager are irreversibly deleted when the factory defaults are restored.
- **Export log**: Log files can be downloaded from the SIP-DECT Event Manager. The log files consist of two csv files which contain the event summary and the event execution details. Depending on the traffic on the Event Manager there are saved the logs from the last days or weeks (maximum size of the details log is 6 MByte).
- **Export config**: A running configuration of the SIP-DECT Event Manager can be downloaded and saved on the local computer of the administrator.
- **Import config**: Allows to restore an existing configuration to the SIP-DECT Event Manager as zipped file (.gz) but also as normal text file. A validity check is conducted before activation, a configuration recognized as defective or incomplete will not be activated. During the import the user data will be used from the running SIP-DECT Event Manager system. If the configuration file was recognized as complete the SIP-DECT Event Manager system will be restarted automatically to activate the data backup.

Monitor

The **Monitor** pane shows a table with the currently active event handlings. Single event lines from this table or all active event handlings can be canceled from here.



Quick Start Configuration Guide SIP-DECT Event Manager

The following steps need to be followed to get a basic working configuration. There are two basic scenarios.

- Configuring a SOS alarm trigger from a DECT phone
- Configuring an ESPA message

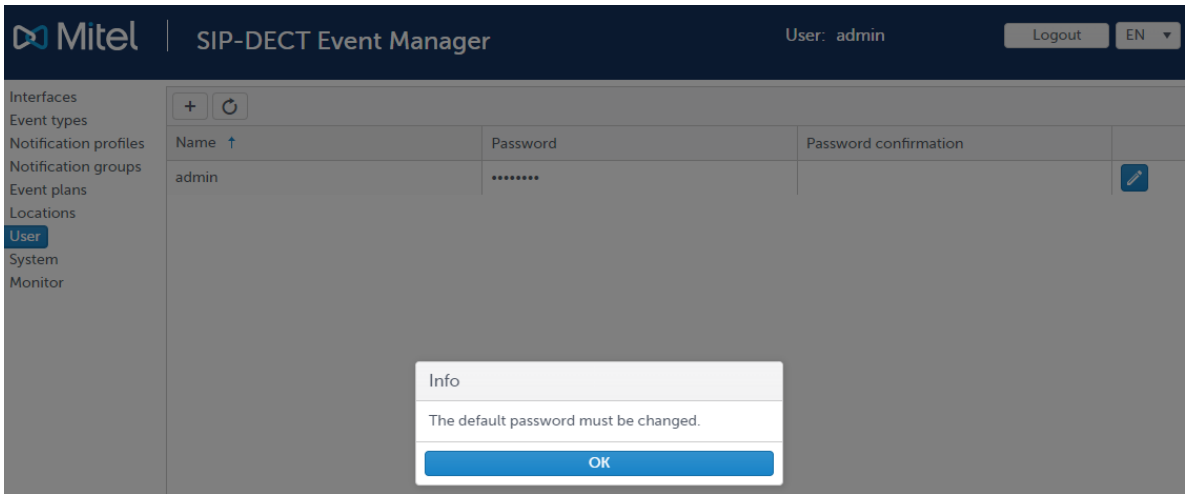
The prerequisite for the following steps is a functioning SIP DECT installation with several Mitel DECT 602d v2 / 700d telephones. The DECT phones are already updated to the SW provided with the SIP-DECT SW.

The SIP-DECT Event Manager was started on an RFP using the OM Configurator (OMC) and has the default configuration.

Configuring SOS alarm trigger from a DECT phone

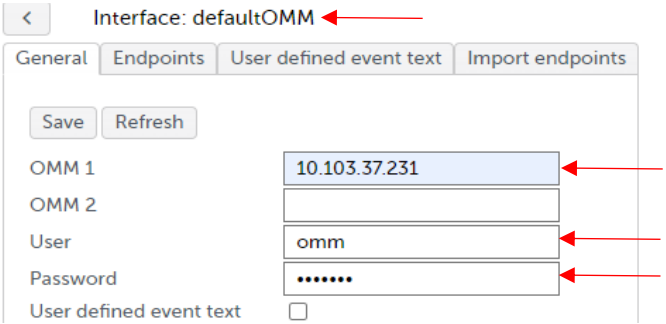
1. Log in to the SIP-DECT Event Manager web service https://<RFP IP address>:8444 with default login “admin” and password “admin”.

2. Change the default password.



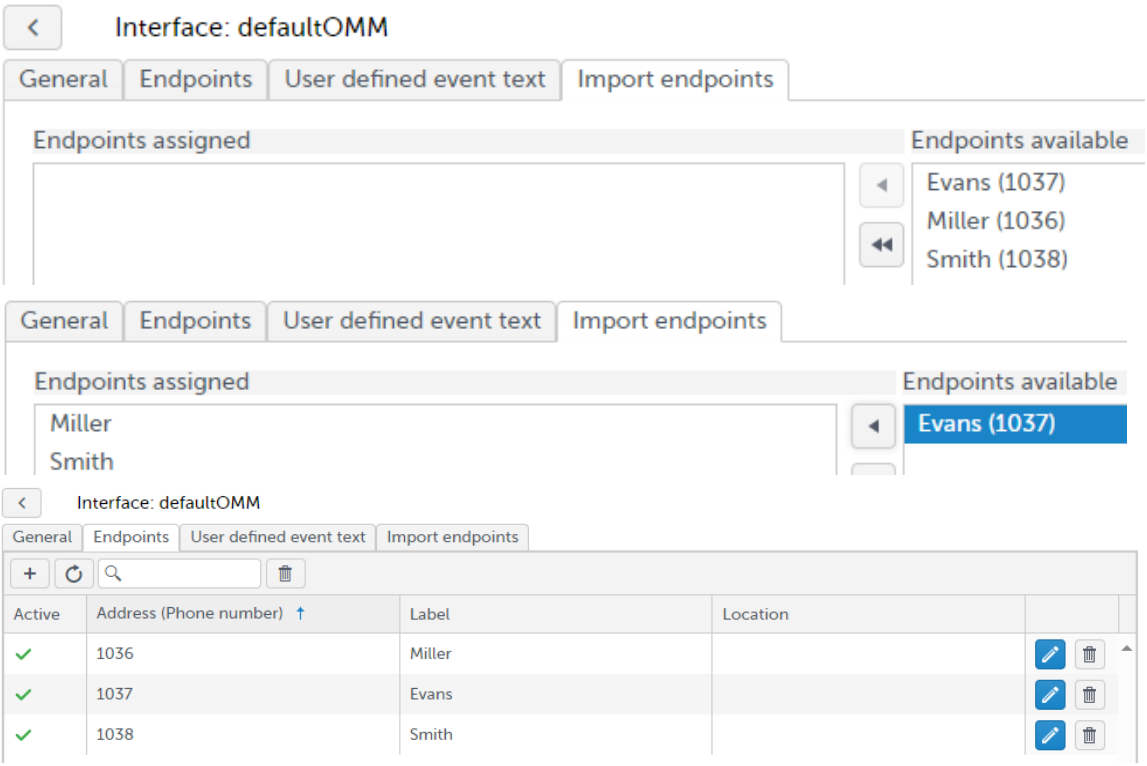
3. Open OMM interface configuration dialog by clicking on the link as shown below.

4. Enter the OMM IP address(es), user and password and confirm with Save. Return to the interface overview by clicking the Back button .

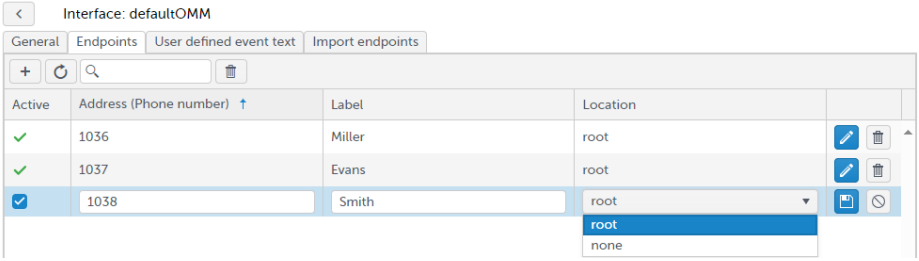


5. The interface status should change to green, indicating that the SIP-DECT Event Manager could connect with the OMM.

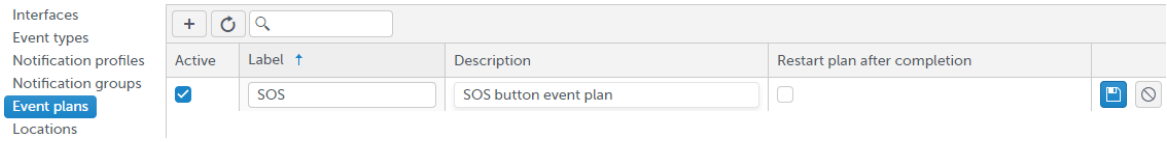
6. Go back into the OMM interface configuration dialog, click the Import endpoints tab and transfer the SIP-DECT users into the SIP-DECT Event Manager configuration by selecting one by one and clicking or all by clicking . The endpoints appear in the endpoint list.



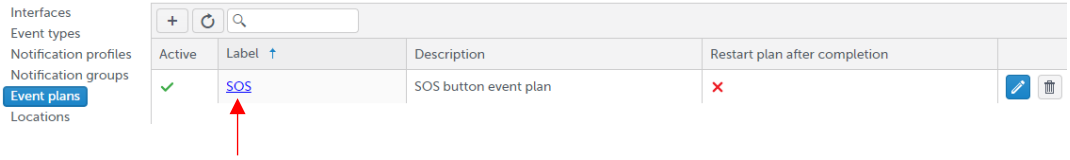
7. Assign the endpoints to the default location root as shown below.



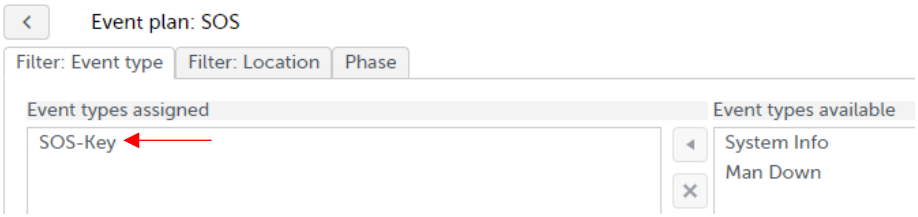
8. Click the Event plans configuration pane and create a new event plan by clicking . Set the name and description and confirm with .



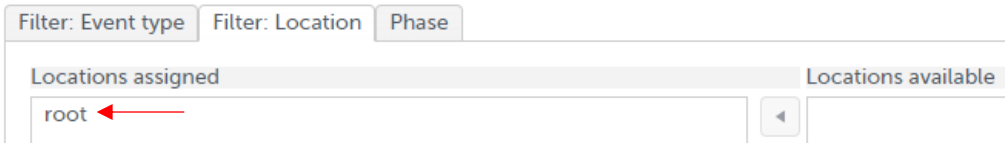
9. Click on the newly created plan.



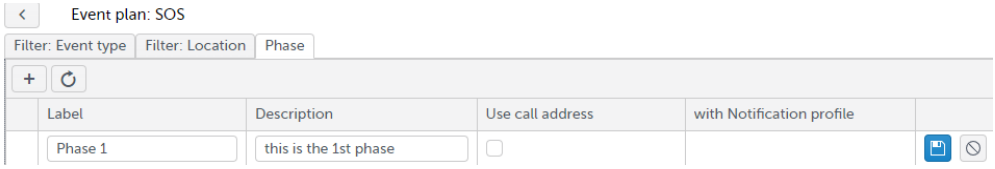
10. Under the Filter: Event type tab, add the default event type SOS-Key to the event type filter.



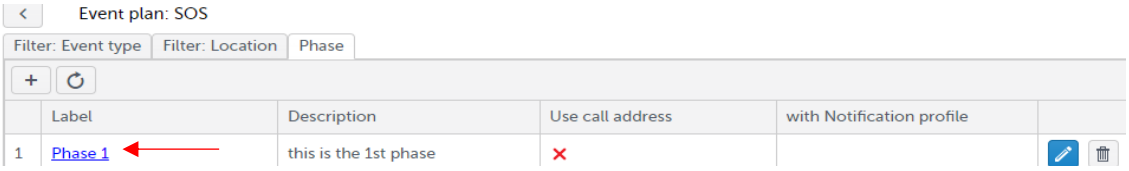
11. Click Filter: Location tab and add the default location root to the location filter.



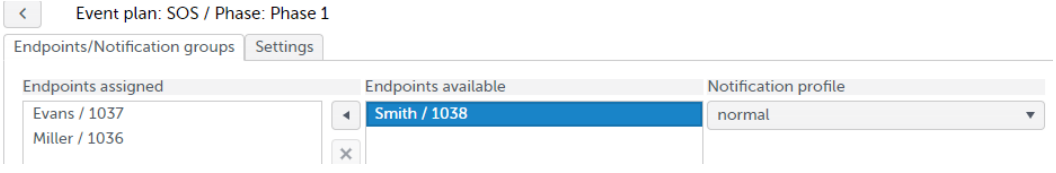
12. Click the Phase tab and create a phase for the event plan by clicking New. Set the name and description and confirm with .



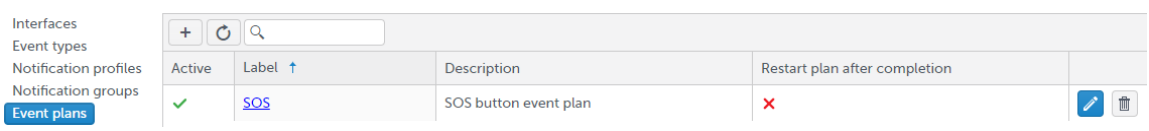
13. Open the Phase configuration dialog by clicking the link as shown below.



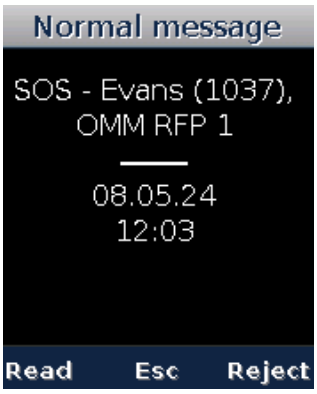
14. Transfer the endpoints you want to be notified into the endpoint list by selecting one by one and by clicking . The default notification profile normal is automatically assigned.



15. No further phase settings need to be changed. Return to the main level dialog by .



16. If the SOS button is pressed on one of the Mitel DECT phones (in this case by the user Evans with the phone number 1037), a notification should now appear on the phones that were assigned to the event plan.

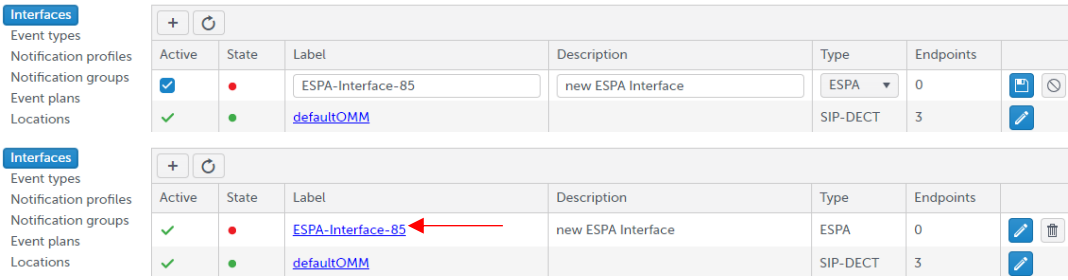


Configuring ESPA interface

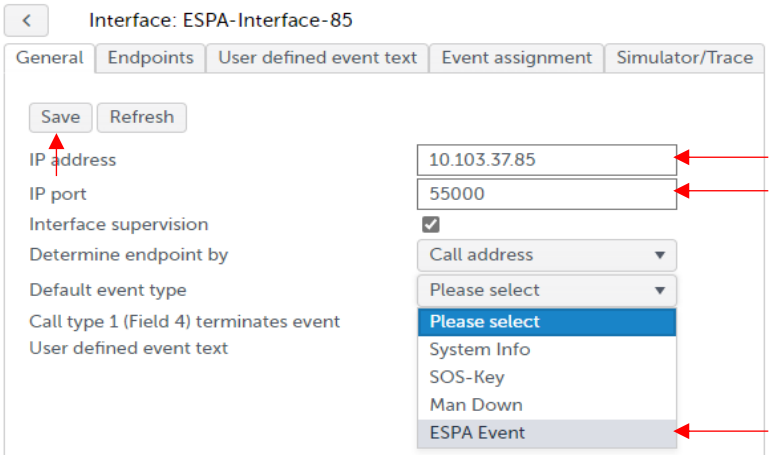
Execute the same steps to setup the ESPA interface, add the ESPA interface endpoints and assign the default location “root” as described in the Configuring SOS alarm trigger from a DECT phone section. Before a new event plan is created, the ESPA interface must be set up and a new event type must be created.

1. Click the Event types configuration pane.
2. Add a new entry by clicking +. Set a unique label and short text and confirm with .

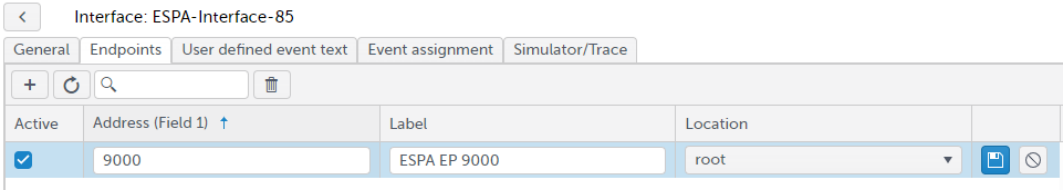
3. Click the Interfaces configuration pane.
4. Add a new entry by clicking +. Set a unique label and description and confirm with . Ensure that the interface type ESPA is selected under Type.



5. Open the Interface configuration dialog by clicking the link.
6. Enter the IP address and port that the ESPA 4.4.4 of the SIP-DECT Event Manager should connect to, select the Default event type and confirm with Save.

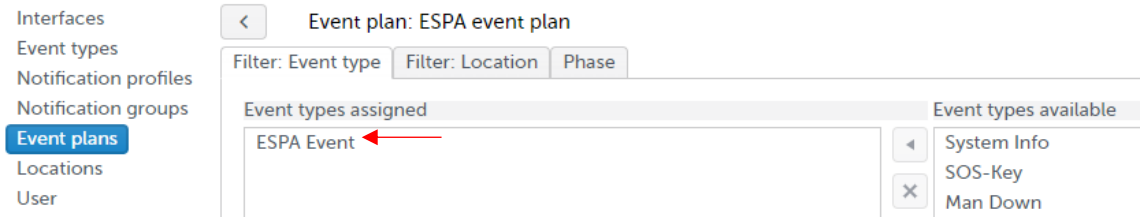


7. Add an ESPA endpoint in the Endpoints tab. Set the endpoint address (ESPA field 1 – Call address), assign a name and the default location root and confirm with .

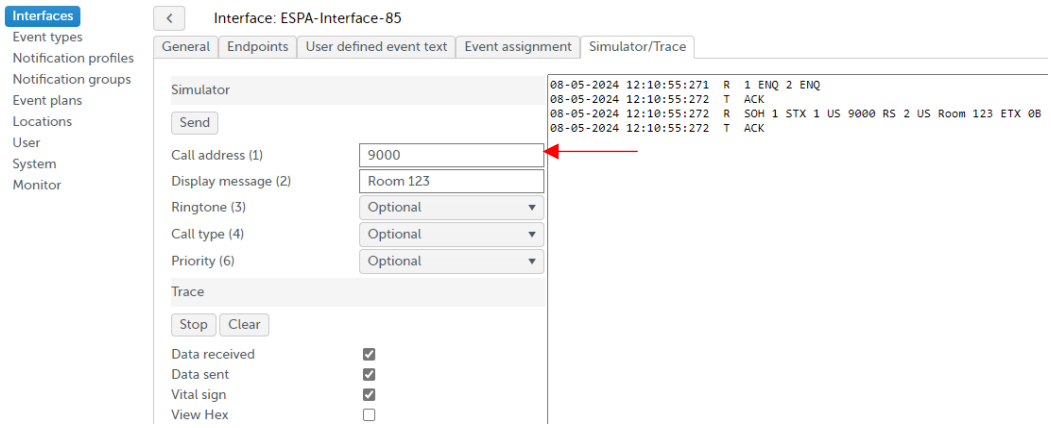


8. Return to the interface overview by clicking . If the SIP-DECT Event Manager could connect with the nurse call system or similar the interface status turns to green.

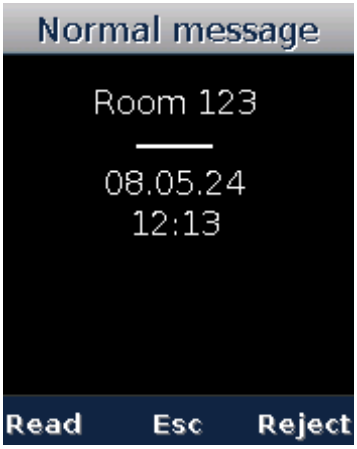
9. Create an event plan. Follow steps 8-15 as described in the Configuring SOS alarm trigger from a DECT phone section. However, this time the newly created event type should be assigned to the ESPA interface as the default event type to use.



10. To trigger an event even without a connected system, there is useable the simulator function of the ESPA interface.



11. When an ESPA message is received, a notification with the received text message should now appear on the Mitel DECT phones assigned to the event schedule.



Appendix

Sitemap

The following table provides an overview of the Event Manager Web service structure.

Interfaces			
	Interface SIP-DECT		
		General	
		Endpoints	
		User defined event text	
			Text replacement
			Event text structure
		Import endpoints	
			Endpoints assigned
			Endpoints available
	Interface ESPA		
		General	
		Endpoints	
		User defined event text	
			Text replacement
			Event text structure
		Event assignment	
		Simulator/Trace	
			Simulator
			Trace
	Interface SNMP (experimental)		
		General	
Event types			
Notification profiles			
	SIP-DECT profile		
Notification groups			
	Notification group		
		Endpoints assigned	
		Endpoints available	
Event plans			
	Plan		
		Filter: Event type	
		Filter: Location	
		Phase	
			Endpoints

				Endpoints assigned Endpoints available Notification groups assigned Notification groups available
			Settings	
Locations				
	Location			
		Endpoints assigned		
		Endpoints available		
User				
System				
	General			
	Backup/Restart			
Monitor				

Web UI Parameter, Action & Status Information overview

Web UI Parameter, Action & Status Information		Description
Interfaces	Configuration pane to administrate the Event Manager's interfaces. Up to 5 interfaces are supported. There is always one SIP-DECT interface which cannot be deleted. Up to 4 incoming ESPA interfaces can be configured.	
	Active	Switch to activate or deactivate the interface
	State	Shows the state of the interface (running, misconfigured, inactive)
	Label	Name to identify the interface
	Description	Additional information
	Type	SIP-DECT, ESPA, SNMP (experimental)
	Endpoints	Shows the number of configured endpoints for the interface. Up to 2000 endpoints in total are supported across all interfaces.
Type SIP-DECT	There is one interface to connect with the SIP-DECT OMM. Standby-OMM configuration is supported. Via this interface, messages are sent to SIP-DECT telephones, confirmations as well as alarm triggers are received from telephones, e.g., SOS, Man Down or Alarm Trigger.	
	General	General settings for the SIP-DECT interface
	OMM 1	OMM IP address
	OMM 2	Standby OMM IP address
	User	Username to authenticate with the OMM
	Password	Password to authenticate with the OMM
	User defined event text	Switch to activate or deactivate the user defined event text function
	Endpoints	Via SIP-DECT reachable endpoints (SIP-DECT users)
	Active	Switch to activate or deactivate the endpoint
	Address	Endpoint identifier e.g., telephone number
	Label	Endpoint name
	Location	Location to which the endpoint is assigned
	User defined event text	The user defined event text feature allows to modify or replace the received event text to generate an appropriate notification.
	Text replacement	Simple text replacement function. Up to 10 text replacement rules can be defined.
	Text	Text to be replaced
	Replace by	Replacing text

Web UI Parameter, Action & Status Information		Description
	Event text structure	Function to create a new text from predefined elements. The user defined event text can be composed of up to 4 elements.
	Text	One of the following elements: Event type, Event type short, Priority, Originating endpoint (name), Originating endpoint (address), Location of originating endpoint, Event phase, Received text from interface
	Max. length	Maximum length of text to be inserted
	Spacer	Separator to separate the text elements
	Import endpoints	Function to simplify the setup of SIP-DECT endpoints
	Endpoints assigned	Endpoints which are already imported from SIP-DECT into EVM
	Endpoints available	SIP-DECT endpoints that can still be imported
Type ESPA	Incoming Interface to connect with a nurse call system, fire alarm system or similar via ESPA 4.4.4 over IP.	
	General	General settings for the ESPA interface.
	IP address	IP address of the nurse call system or similar or of the serial IP converter to connect with
	IP port	IP port of the nurse call system or similar or of the serial IP converter to connect with
	Interface supervision	Switch to enable or disable interface monitoring
	Determine endpoint by	Switch for defining the method for determining the endpoint. One of the two options: Call address, Message text
	Default event type	Event type that should be used if no other event type was determined
	Call type 1 (Field 4) terminates event	Switch to activate or deactivate the option that Call type 1 (ESPA Field 4) shall terminate the event
	User defined event text	Switch to activate or deactivate the user defined event text function
	Endpoints	Endpoints that can send events to the Event Manager via the ESPA interface.
	Active	Switch to activate or deactivate the endpoint
	Address	Endpoint identifier e.g., ESPA call address
	Label	Name to identify the endpoint
	Location	Location to which the endpoint is assigned

Web UI Parameter, Action & Status Information		Description
	User defined event text	The user defined event text feature allows to modify or replace the received event text to generate an appropriate notification.
	Text replacement	Simple text replacement function. Up to 10 text replacement rules can be defined (not usable for event type, priority and phase)
	Text	Text to be replaced
	Replace by	Replacing text
	Event text structure	Function to create a new text from predefined elements. The user defined event text can be composed of up to 4 elements.
	Text	One of the following elements: Event type, Event type short, Priority, Originating endpoint (name), Originating endpoint (address), Location of originating endpoint, Phase, Received text from interface
	Max. length	Maximum length of text to be inserted
	Spacer	Separator to separate the text elements
	Event assignment	Function for assigning an event type based on different ESPA 4.4.4 message contents.
	Position	Position of the rule in the list of rules. First matching rule will be applied.
	Ringtone (3)	Ringtone value (ESPA field 3) which should be mapped to the specified event type.
	Priority (6)	Priority value (ESPA field 6) which should be mapped to the specified event type.
	Text (2)	Text value (ESPA field 2) which should be mapped to the specified event type.
	Event type	Event type to be used.
	Text position	Start position in the received event text from which the event text should be copied. 0 - the original event text will be used.
	Text length	Number of characters that should be taken over from the received event text from the start position.
	Event text	Alternative text to replace or add the original event message text.
	Separator	Delimiter which will be followed by a phone number, e.g. for callback
	Simulator/Trace	

Web UI Parameter, Action & Status Information		Description
	Simulator	The simulator function allows to send ESPA messages into the Event Manager to emulate traffic even when the interface is not connected to another system.
	Call address	ESPA Field 1 Call address (mandatory field)
	Display message	ESPA Field 2 Display message (mandatory field)
	Ring tone	ESPA Field 3 Ringtone
	Call type	ESPA Field 4 Call type
	Priority	ESPA Field 6 Priority (1 – alarm, 2 – high, 3 – normal)
	Trace	Function to display traffic on the ESPA interface
	Data received	Switch to enable display of received data
	Data sent	Switch to enable display of sent data
	Vital sign	Switch to enable display of keep alive messages / ESPA polling messages
	View Hex	Switch to enable display of data additionally in hexadecimal format
	Trace window	ESPA traffic display window
Type SNMP (experimental**)**	The SNMP interface allows to send SNMP trap or inform messages to a trap destination.	
	General	General settings of the SNMP interface.
	IP address	IP address of the trap receiver.
	IP port	IP port address of the trap receiver.
	Type	Either trap or inform message can be selected.
	Community	SNMP trap community, e.g. ‘public’.
Event types	Configuration pane to administrate up to 100 event types. Individual events are mapped to these event types for further processing.	
	Label	Event type name
	Short text	Short (max. 8 character long) event type name
	Priority	Event priority
	Description	Additional information

Web UI Parameter, Action & Status Information		Description
Notification profiles	Configuration pane to administrate up to 50 notification profiles. Notification profiles define the way notifications are presented by the receiving device.	
	Label	Notification profile name
	Description	Additional information
	SIP-DECT profile	The profile contains various parameter to control the way a notification is indicated on the Mitel 6x2d/700d DECT phone.
	Ringtone group	The Event Manager can control the ringtone to alert the message received on the DECT phone. Various options are available: a) Not to be used for now: None b) Using the device settings with selection of a specific melody setting: Local settings c) Selecting a ringtone from a group: one of the available ringtone groups
	Ringtone	a) If the ringtone group is set to “Local settings”, a specific melody setting of the device can be selected. B) If a ringtone group is set, a melody or sound effect can be selected.
	Priority	SIP-DECT message priority: Low, Normal, High, Emergency
	Ring volume	Ring tone volume which shall be used to indicate the notification.
	Increasing ring volume	Enables the automatic volume increase
	Vibration	Enables the vibrator if not automatically activated by the phone based on the message priority.
	No alert tone during call	Switch to turn off the audible indication (in-band) of the received message.
	Disconnect exiting call	If activated, then ends an existing telephone conversation when the message arrives.
	Font color	Display color of the message text
	Background color	Background color of the message text

Web UI Parameter, Action & Status Information		Description
Notification groups	Configuration pane to administrate up to 50 notification groups. (maximum 2000 endpoints in total across all groups). Notification groups group endpoints to be notified for easier management. Groups can be assigned to phases of event plans instead of individual endpoints. In addition, notification groups can have addresses to use the "Use call address" function in event plans.	
	Label	Notification group name
	Description	Additional information
	Address	Unique id e.g., telephone number / extension number
	Endpoints assigned	List of endpoints assigned to this group
	Label/Address	Endpoint name / Endpoint address
	Endpoints available	List of endpoints which could be assigned to this group.
	Label/Address	Endpoint name / Endpoint address
Event plans	Configuration pane to administrate up to 500 event plans. Event plans define processes for handling received events sent by endpoints at the various locations to notify receiving endpoints	
	Active	Switch to activate or deactivate the event plan.
	Label	Event plan name
	Description	Additional information
	Restart plan after completion	Switch to enable or disable the restart of the plan after completion (default: off)
	Filter: Event type	
	Event types assigned	List of Event types for which the plan is applied, i.e., should be executed.
	Event types available	List of Event types that have not yet been assigned to the plan, i.e., to which the plan is not applied
	Filter: Location	
	Locations assigned	List of Locations to which the plan applies, i.e., the plan is applied to events sent from endpoints at these locations.
	Locations available	List of Locations that have not yet been assigned to the plan, i.e., to which the plan does not apply
	Phase	Event plan phases: up to 10 phases in a single plan and up to 1000 phases in total across all event plans.

Web UI Parameter, Action & Status Information		Description
	Label	Phase name
	Description	Additional description for the phase.
	Use call address	Option to enable selecting the notification group based on the receiving endpoints address. A notification group with the same address must exist.
	with Notification profile	If the notification group is selected by the endpoints call address, then the specified notification profile will be applied when processing this phase.
	Endpoints/Notification groups	Tab in which endpoints or notification groups to be notified are assigned to the phase.
	Endpoints assigned	Endpoints assigned to this phase.
	Label/Address	Endpoint name / Endpoint address
	Endpoints available	Endpoints which could assigned to this phase.
	Label/Address	Endpoint name / Endpoint address
	Notification profile	Notification profile to be used in this phase for the endpoint
	Notification groups assigned	Notification group assigned to this phase.
	Label/Address	Notification group name / Notification group address
	Notification groups available	Notification group which could assigned to this phase.
	Label/Address	Notification group name / Notification group address
	Notification profile	Notification profile to be used in this phase for the group
	Settings	Tab for configuring general phase settings.
	Duration	Duration in seconds
	Number of retries	Never / Permanently / 1..49
	Number of confirmations	Individual (each endpoint) or value between 1 and 49
Locations	Configuration pane to administrate up to 500 endpoint locations. Locations where there are endpoints that send events to the Event Manager. Event plans can also be assigned to these locations using location-based filters so that location-dependent processes can be defined.	

Web UI Parameter, Action & Status Information		Description
	Location	Complete location information with parent locations
	Label	Location name
	Description	Additional information
	Endpoints assigned	List of endpoints assigned to this location.
	Label/Address	Endpoint name / Endpoint address
	Endpoints available	List of endpoints which are not assigned to any location and could assigned to this location.
	Label/Address	Endpoint name / Endpoint address
User	Configuration pane to administrate up to 10 users who have access to the Event Manager's Web service.	
	Name	Username, login name
	Password	User password
	Password confirmation	User password confirmation
System	Administration area for various administrative activities for the operation of the event manager.	
	General	General system settings
	Watchdog	Switch to enable or disable triggering of a watchdog
	Watchdog IP address	IP address of the watchdog that is to be triggered
	Backup/Restart	Options to restart the Event Manager, backup the configuration and the event log.
	Restart	Restart the Event Manager
	Restart with factory defaults	Restart the Event Manager and resets the Event Manager configuration to default
	Export log	Allows to store the alarm log on the PC as a <date>-<time>_evp_summary_log.csv file and <date>-<time>_evp_details_log.csv file
	Export config	Allows to store the Event Manager's configuration on the PC as a <date>-<time>_evp_conf.gz file
	Import config	Allows to restore the Event Manager's configuration from a PC
Monitor	Area to display the currently active event processing activities and their status and option to terminate them.	
	Cancel all	Cancel all active alarms

Web UI Parameter, Action & Status Information		Description
	Priority	Event type priority
	Type	Event type
	Text	Event message text
	Endpoint	Endpoint that received the event
	Phase	Current event plan phase
	Confirms	Received Confirmations/Required Confirmations
	Cancel	Cancel a single active alarm