SIPView

User Guide

VISUALLY HANDICAPPED

OPERATOR CONSOLE SYSTEM

FOR SIP PHONE

SISTEL SRL
Information Technologies

SIPView

Visually Handicapped Operator Console System for sip Phone

Index

Product Description

SIPView is a software attendant (VoIP softphone) that allows you to manage calls via PC, using a Braille (Sistel) Speech (Sistel) or Zoom (Sistel)

The interface is simple to use: PC can perform basic operations such as call answer, hold, blind transfer, transfer with consultation, release and commitment.

Main operations are managed by buttons on the main screen, computer keyboard, braille display buttons, those latter two are both configurable.

The mnemonic codes for represent the call informations (status, origin, …) are fully configurable to satisfy the different needs, for example when using a 40/20 characters Braille Display is preferable to use short mnemonic codes to represents more informations on the same line, altought if you use a 80 characters Braille Display, or if you use only the PC's video you can use mnemonic codes more long

The interactions with *RubGes* (optionals) makes it a complete and efficients product for the task of operator also without impaired vision: at the end of search in the phonebook, by pressing of a single button you can perform automated dial the number.

SIPVIew uses the SIP protocol, so it is compatible with all private telephone exchanges (PBX) or 'SIP Service Provider' that support this standard.
For voice uses PC sound card (which you can connect headphones / microphone) or any handset or headset USB.
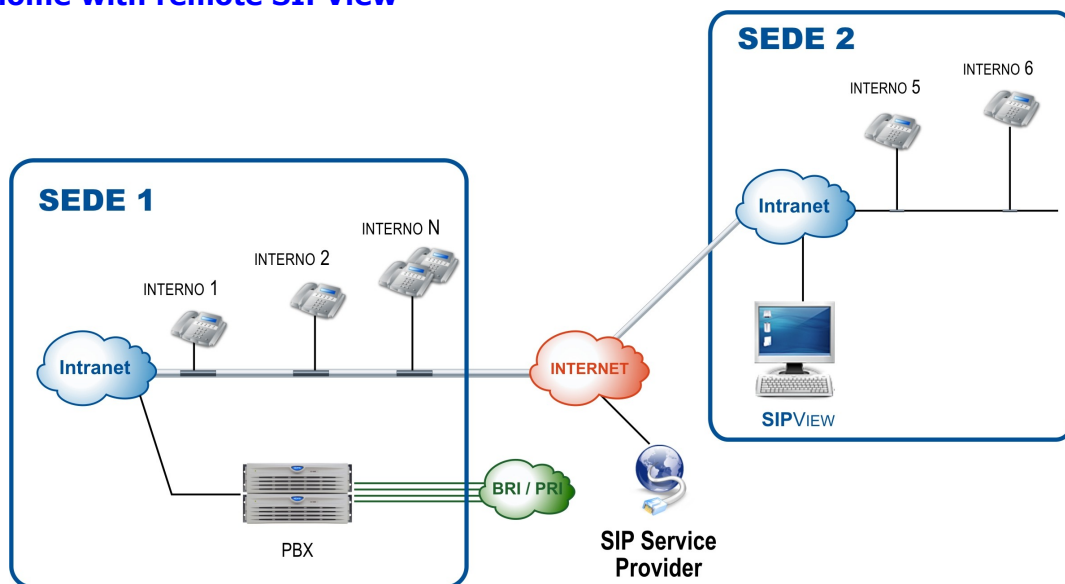
Examples of use

There may be many cases of use of SIPView: the possibility of realization depends largely by type of service that PBX is able to provide and by the type of connectivity available. provide and the type of connectivity available.
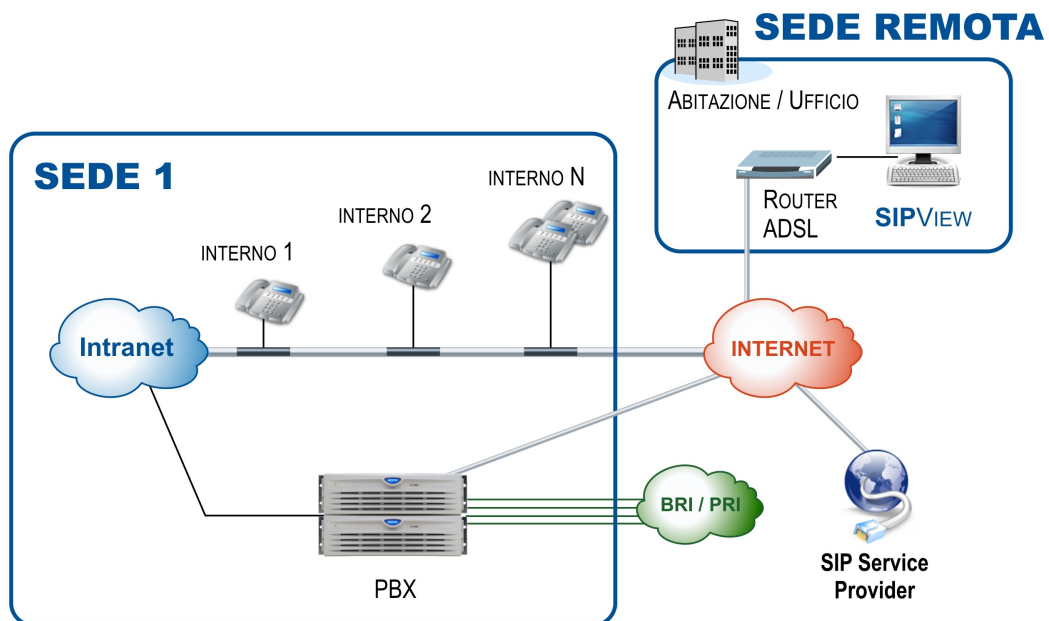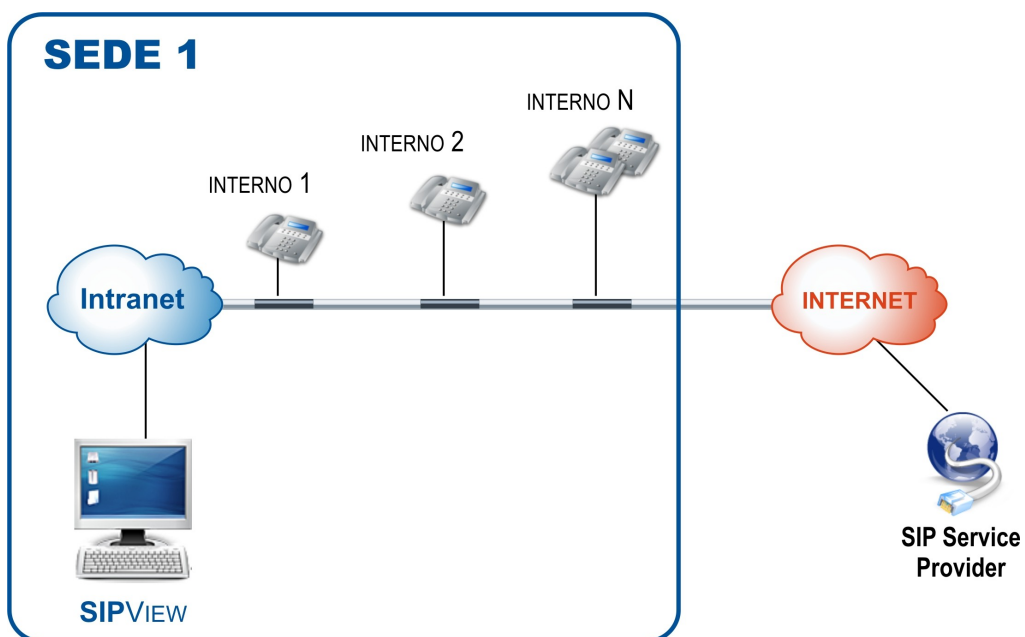
Mono home with local SIPView
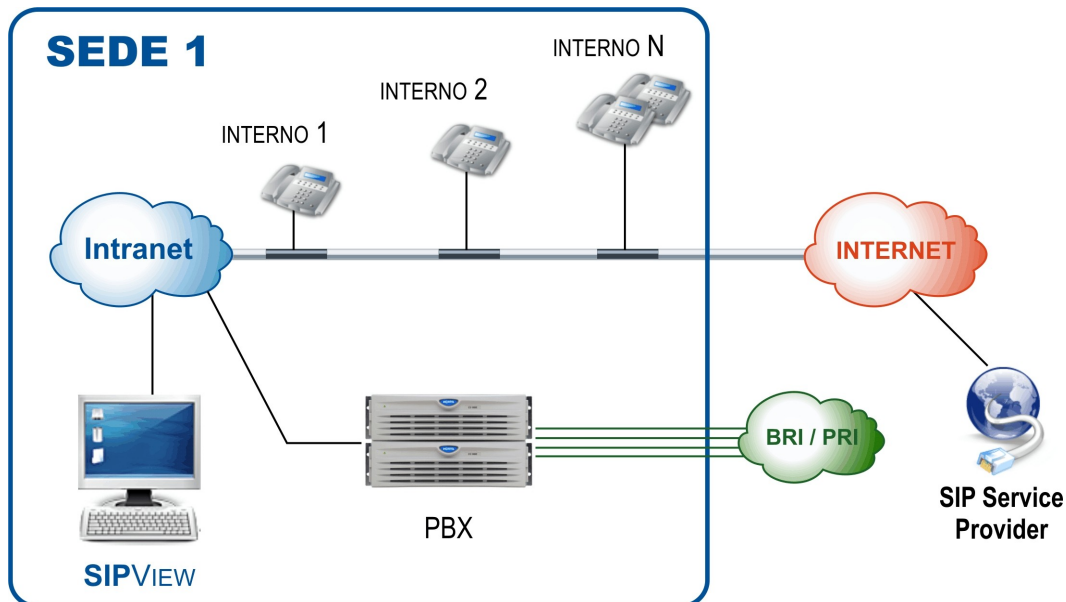
Multi-home with remote SIPView

Mono-home with remote SIPView

Mono-home with local SIPView and only SIP provider

Specifications

SIPVIew has the following features and characteristics:

- ✔   compatible SIP/SDP/RTP/RTCP
- ✔   multiline
- ✔   waiting
- ✔   blind transfer or consult transfer
- ✔   deviation
- ✔   codec G.711u, G.711a, Speex, iLBC, GSM
- ✔   encoding DTMF via INFO o RFC2833
- ✔   list of last dialed
- ✔   multiply SIP profile
- ✔   SIP proxy support
- ✔   STUN and TURN server support
- ✔   audio device for input / output, and selectable ring tones
- ✔   RTP, SIP UDP, SIP TCP, STUN ports selectable
- ✔   multiply network interfaces
- ✔   interfacing with phonebook Sistel RubGes

Main screen

Calls table/list

Control buttons for the functions of the phone/PO

SW Status

B = Braille Display
S = Speech
Z = Zoom

Verde: run
Rosso: not found
Grigio: disabled
(See 'Activation Key')

Information sent to the Braille on the active call (selected)

Information sent to the Speech on the active call (selected)
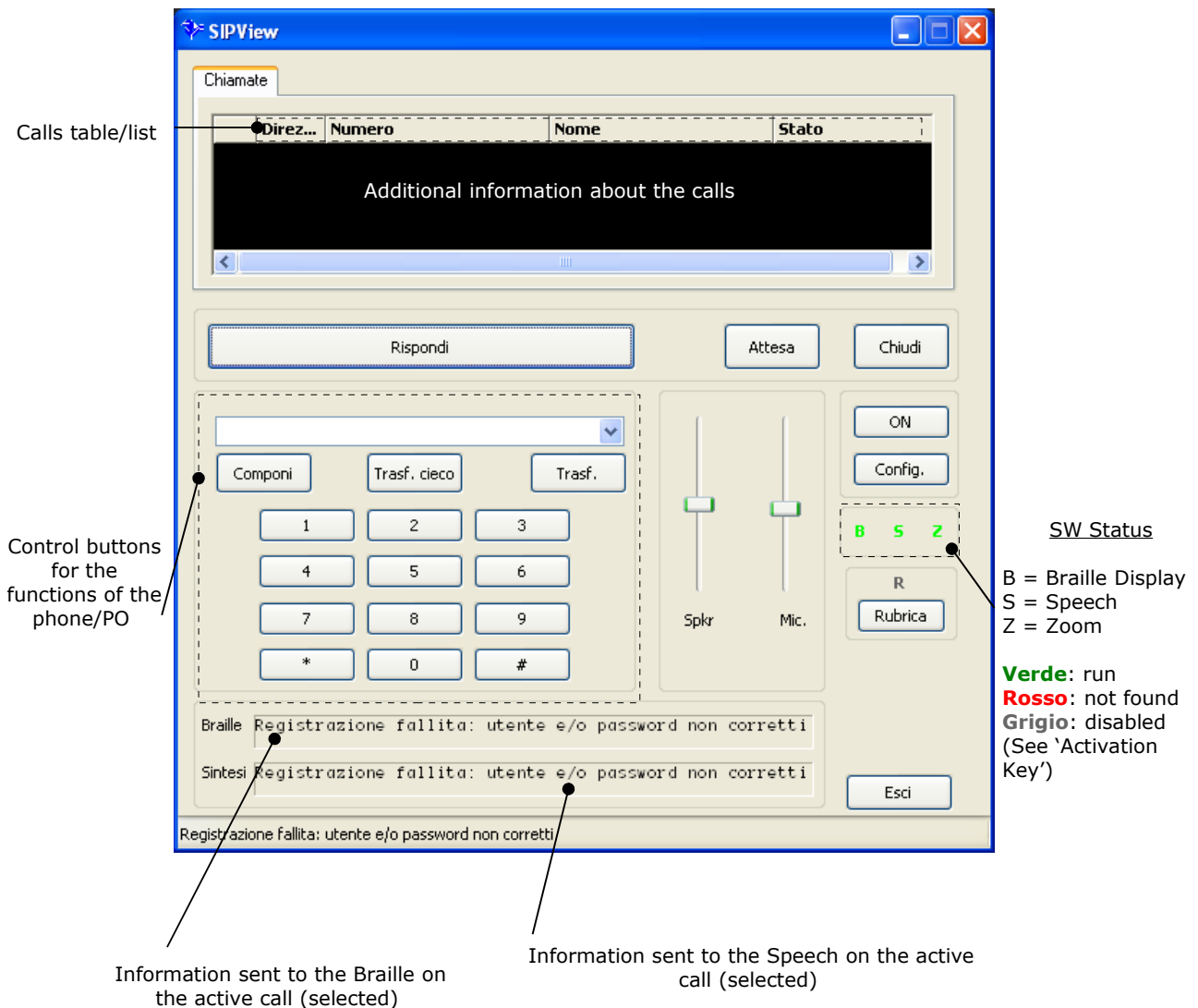
In the "CALLS" section provides informations about the "source" call (entering call external/internal, commitment to a line) and a "destination" (derivative which switch the "source" call).

Direction
Call direction

Number
Number of source call

Name
Name of source call

State
State of source call (incoming, pending, …)

Dialing off-line

SIPView provides a window where type the number that will made up completly after SIPView provides a window where type the number that will made up completly after confirmation.

It displayed by pressing ”.” (dot) button on the numeric keypad and after entering and confirming with ENTER and ESC to cancel.

It is completely supported by Braille Display and Speech

Settings

SIPView is configurable via graphical interface which is activated by button "Config" on the main form.

number to which to divert the calls
when the operator is absent

NB.
On Mitel5550 systems must set Sip port at 1064 instead of 5060.

SIP profiles

Being based on SIP standard, SIPView needs appropriate parameters to register in the SIP Server/Proxy. The appropriate configuration dialog allows you to enter multiple profiles selectable according to their needs.

SIPView commands

Any operation that can be made on PO/phone is associated with a key on keyboard and braille Display

Following lists the features and their default settings found in the configuration window by witch you can change them.

Command list (default keys):

Comando	Keyboard	Braille display
Make a call	(Numeric keypad) digit (Dot) followed by desired number (inverted keypad like fig.). and confirm with **Enter** (keyboard) or **P6 key** (braille display)	
Answer a call	(Space bar)	(P5 key)
Holding a call	(Function key F3)	(P7 key)
Resume a call on hold	(Space bar)	(P5 key)

Manage queue calls

Comando	Keyboard	Braille display
Select a call	With keypad arrow up and arrow down keys select the desired call	
Answer a call	(Space bar)	(P5 key)
End open call (released)	(Function key F4)	(P3 key)

Manage call transfer

Comando	Keyboard	Braille dislay
Blind transfer	Answer with (Space bar) (dot) to activate the dialing dialing (inverted keypad) followed by (function key F1) end transfer NB. the operations of the keypad can be customized by configuration.	Answer with (P5 key) (dot) to activate the dialing dialing (inverted keypad) (P4 key) end transfer
Transfer with music on hold of incoming call **without consultation**	Answer with (Space bar) (Function key F3) to turn the music on hold (dot) to activate the dialing dialing (inverted keypad) followed by (function key F1) end transfer NB. the operations of the keypad can be customized by configuration.	Answer with (P5 key) (P7 key) to turn the music on hold (dot) to activate the dialing dialing (inverted keypad) followed by (P4 key) end transfer NB. the operations of the keypad can be customized by configuration.
Transfer incoming call without consultation on unavailable recipient	Answer with (Space bar) (dot) to activate the dialing If the number is occupied is marked as "UNAVAILABLE" Then continue the call with (Space bar)	Answer with (P5 key) (dot) to activate the dialing If the number is occupied is marked as "UNAVAILABLE" Then continue the call with (Space bar)

Comando	Keyboard	Braille display
Transfer	Answer with (Space bar) (dot) to activate the dialing dialing (inverted keypad) (Function key F2) Park the call and calls requested user ends with (Function key F2)	Answer with (P5 key) (dot) to activate the dialing dialing (inverted keypad) (P2 key) Park the call and calls requested user ends with (P2 key)
Transfer (recipient will not accept the call)	Answer with (Space bar) (dot) to activate the dialing dialing (inverted keypad) (Function key F2) Park the call and calls requested user The recipient will not accept the calls, ends with (function key F4) Resume the call with (Space bar)	Answer with (P5 key) (dot) to activate the dialing dialing (inverted keypad) (P2 key) Park the call and calls requested user The recipient will not accept the calls, ends with (P3 key) Resume the call with (P5 key)
Transfer (recipient unavailable)	Answer with (Space bar) (dot) to activate the dialing dialing (inverted keypad) (Function key F2) Park the call and calls requested user The recipient are unavailable Resume the call with (Space bar)	Answer with (P5 key) (dot) to activate the dialing dialing (inverted keypad) (P2 key) Park the call and calls requested user The recipient are unavailable Resume the call with (P5 key)

Ring simulation

If PO/phone   does not provide an alarm for incoming call is possible to use PC (with sound card) to simulate this function.
The simulation is performed by playing in loop a wave file (.wav) on a repetitive basis.
In the "Program" box of configuration window, the parameter "Ring" specifies the file name to use
If the file is not specify the simulation will be disabled.

Signalation for calls in queue

When the PO has at least one call in queue, is possible to alert the operator by an acoustic signal.
The signal is generated by playing a wave file (.wav)
In the "Program" box of configuration window, the parameter "calls in queue signal" specifies the file name to use.

In the same box is possible to specify how often generate this signal by the parameter (in sec) "Check calls in queue"

If the file is not specify or the time is set to zero, then the signalation of calls in queue will be not generated.

Additional informations about the call

On the selected call in the list is possible to obtain, if present, additional informations about the call that may be the same visualized on the phone display, or the name associated to the number, ...

In the [MAIN] section of the configuration file SIPView.ini, the parameter CallInfo_VK specify the code ("Virtual Key") of key of the keyboard to assign.

Ex.
[MAIN]
:
:
CallInfo_VK=73   (*I*)

Low-vision mode (Zoom)

If the visually impaired mode has been enabled with the appropriated key, switching from sighted to low-vision and vice versa is possible by pushing F9 (for compatibility with Rubges)
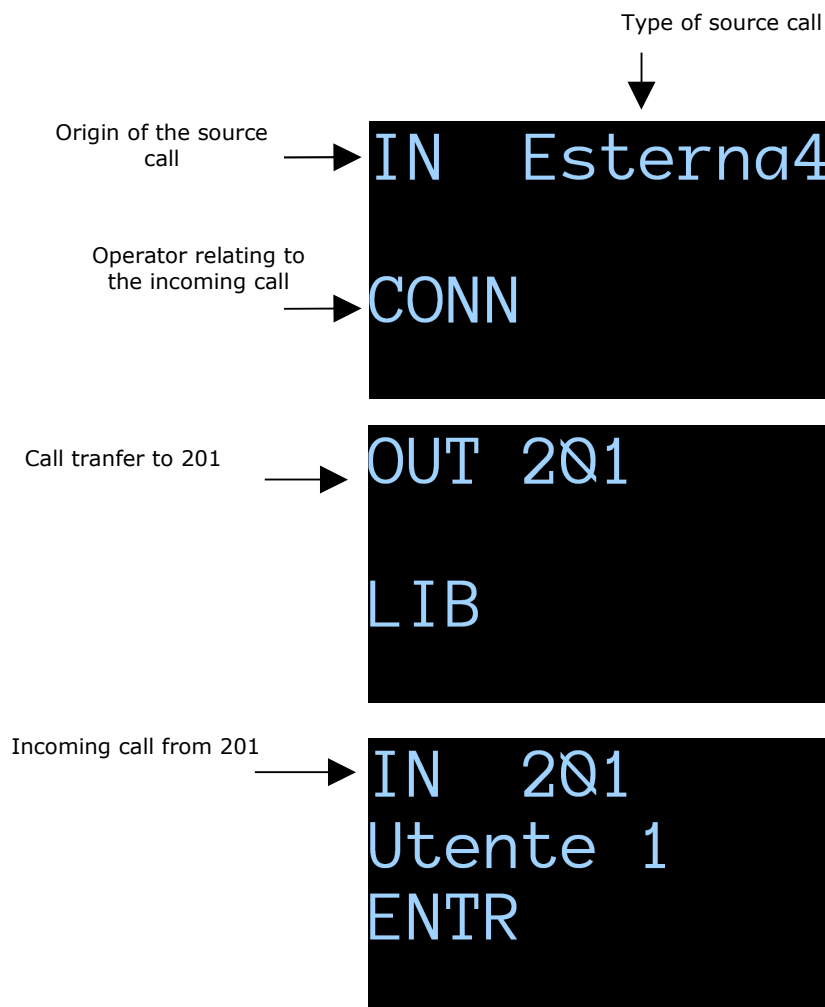
(
Is also modifiable in the [MAIN] section of configuration file: the parameter DisplayMode_VK assign the code Virtual Key of the key of the keyboard.

Ex.

[MAIN]
:
DisplayMode_VK=120
)

In this mode the entire screen is occupied by the application to represent the information about the selected call.

Here's an example of what appears in the low-vision mode.

Type of source call

Origin of the source call →

```
IN  Esterna4


CONN
```

Operator relating to the incoming call →

Call tranfer to 201 →

```
OUT 201


LIB
```

Incoming call from 201 →

```
IN  201
Utente 1
ENTR
```

Character size

With a simple command by keyboard is possible to zoom instantly the dimension of the character utilized by the windows of zoom

CTRL + '**+**' (the + key of keypad) and **CTRL** + '**-**' (the – key of keypad) allow, respectively, enlarge and reduce the font size.

```
USC  DIR
207 Rossi Mario
LIB
```

CTRL +

```
USC  DIR
207 Rossi Mario
LIB
```
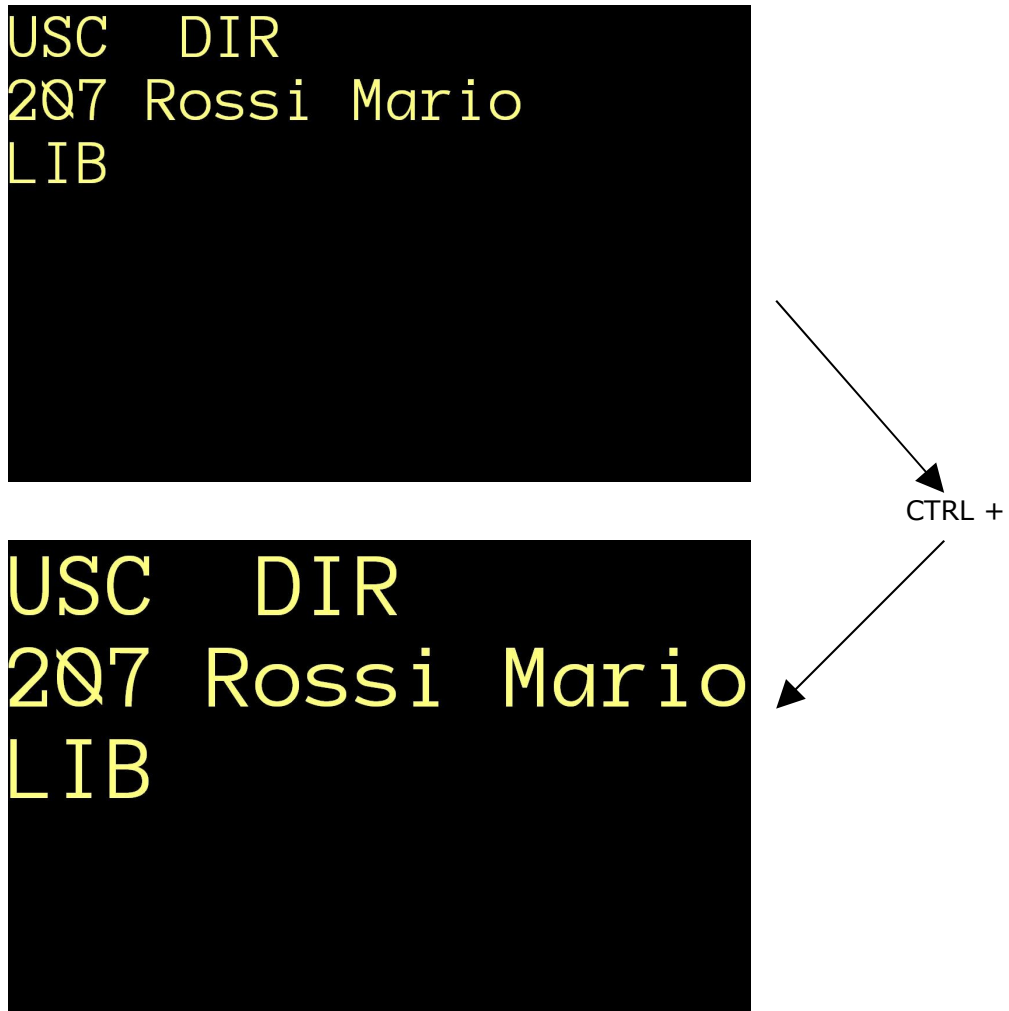
Minimum requirements

- ✔ Windows XP/Vista/Win7
- ✔ Processore da 1 GHz
- ✔ 1 GB RAM
- ✔ 20 MB free space onHD
- ✔ audio device in/out
- ✔ network connection
- ✔ Recommended handset or headset / microphone, USB