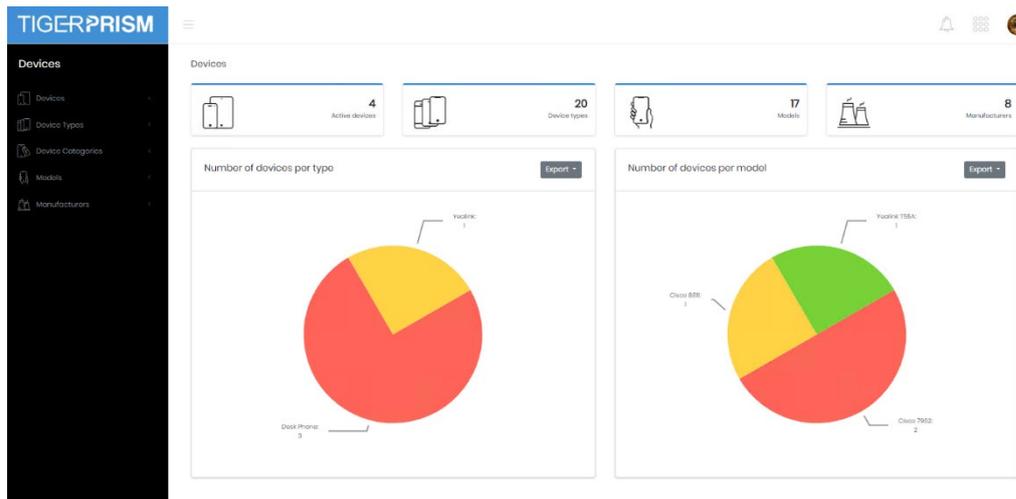


## Telephony \ Devices

### Overview

This section covers the definition of devices available on the Prism system. From the manufacturer and model, to the type of device, either hardware or software. The home page for devices shows summary information for the estate.



### Devices

The basic item is an individual device. This may represent a desktop phone or a softphone client but is uniquely identifiable by the device name which is often included in call data<sup>1</sup>. Prism can hold a lot of information about each device, including type, manufacturer, model, and serial number. In addition, notes are available for each individual device.

### Search

The search grid displays all devices currently configured in the system. For grid controls see Common Features.

Devices | Search

Device name	Device type	Model	Manufacturer	Description	Serial number	Asset tag
SEP1258663321457	Desk Phone	Cisco 7962	Cisco	Bob's phone	1234	54321
SEP4702987340982734	Desk Phone	Cisco 8811	Cisco	Mikas Phone		
SEP9h5h54hfw4	Desk Phone	Cisco 7962	Cisco			
YEALINKB3483483	Yealink	Yealink T55A	Yealink	Yealink 55 Phon3		

### Create

Device creation is a three step wizard.

<sup>1</sup> CDR Source dependant

## Details

The first step requires the device name. If your CDR Source provides device identifiers, then this must match them exactly.

Devices | Create

1 Details 2 Notes 3 Completed

Details

Device\*  
SEPI2341234

Device type  
Desk Phone

Model  
Cisco 7821

Description  
Example phone

Serial number

Asset tag

> Next

The device type is determined by Comparing the format of the device name against the defined types in Prism, see [Device Types](#) for more information. The model selection is from those defined in the [Models](#) section. Description, Serial number and Asset tag fields are free to fill in as required.

## Notes

The second step allows notes for the device to be entered.

Devices | Create

1 Details 2 Notes 3 Completed

Notes

Format B I U [Rich text editor toolbar]

Rich text with pictures, tables and links

< Previous > Next

## Completed

The final stage shows a summary of the information entered for confirmation before it is created.

Devices | Create

Summary Expand All

1. Details

Device	SEP234234	Description	Example phone
Device type	Desk Phone	Serial number	
Model	Cisco 7821	Asset tag	

2. Notes

Rich text with pictures, tables and links

< Previous Submit

## Recycle Bin

The recycle bin looks and functions like the search grid, with an extra control on the far right to restore the record.

## Device Types

A device type is used to specify the type of one or more devices. The device type assigned to a device is established through the case-insensitive matching of the device's name with the regular expression of a device type. There are a number of non-editable predefined device types, representing common telephony hardware and software clients.

## Manage

The manage grid shows all defined device types. For grid controls see common features.

Device Types | Manage

A device type is used to specify the type of one or more devices. The device type assigned to a device is established through the case-insensitive matching of the device's name with the regular expression of a device type. If there is more than one matching device type, then the one with the highest precedence will be selected, where a precedence of 1 is considered higher than a precedence of 2 etc.

Filter

Precedence	Device type	Device type regular expression	Device category name	Is hardware	Is user defined	Devices count
1	Yealink	^Yealink(.*)	Skype 4 B Handsets	✓	✓	1
2	Analogous Phone	^AALN\([0-9]+\)\([0-9]+\)\@(-)	Desk Phone	✓	×	0
3	Cisco Jabber Device	^JBB(.*)	UC Client	×	✓	0
4	Bill Device Type 28052020	^BIL(.*)	Android Client	✓	✓	0
5	Not Provided	Not Provided	Not Provided	×	×	0
6	Unknown	Not Matched	Unknown	×	×	0
7	Desk Phone	^SEP(.*)	Desk Phone	✓	×	4
8	Cisco Unified Personal Communicator	^UCPC(.*)	UC Client	×	×	0
9	Cisco iPhone Client	^ITCI(.*)	iPhone Client	×	×	0
10	Cisco iPad Client	^ITAB(.*)	iPad Client	×	×	0
11	Cisco Android Client	^ABDI(.*)	Android Client	×	×	0
12	Cisco Virtual CTI	^ACTI(.*)	CTI Device	×	×	0
13	Skype for Business Desk Phone	^OCPhono	Desk Phone	✓	×	0
14	Skype for Business iPhone Client	^IPhonoSync	iPhone Client	×	×	0
15	Skype for Business iPad Client	^IPadSync	iPad Client	×	×	0
16	Skype for Business Android Client	^AndroidSync	Android Client	×	×	0
17	Cisco Contact Centre Port	^UCCX(.*)	Contact Centre	×	×	0
18	Cisco Jabber	^ACSR(.*)	UC Client	×	×	0
19	Cisco Analogous Telephone Adaptor	^ATA(.*)	Desk Phone	✓	×	0
20	Cisco Conference Bridge	^ACFB(.*)	Conference Bridge	✓	✓	0

Editing the grid sets all user defined rows into line edit mode, allowing multiple changes at one time. It also provides a Create Device Type button.

A new device type has several important fields

**Precedence** – This is the order that the records are searched in. Once a match to the device type regular expression is found the search will stop and it is possible to have more or less specific search parameters which should have different end results.

**Device Type** – the name of the record. This will show on Device records which match the regular expression.

**Device type regular expression** – This is a standard regular expression to match the device name string to determine the correct type. Regular expressions can be complex or simple, but the basic options used here are ^ for begins with and (.\*) for may have any number of additional characters. E.g. ^EXM(.\*) represents a string which must start with EXM (or exm) and may contain any number of characters (of any type) after that.

**Device category name** – Selected from those configured in [Device Categories](#).

**Is hardware** – defines whether these are hardware or software clients

Also note that a new device type is given precedence value 1 by default (the top of the table). Please ensure that this will not clash with another, more specific expression.

There is no recycle bin for device types, if they are deleted from here the record will need to be recreated.

## Device Categories

Device categories are collections of similar [device types](#). For example, there are iPhone apps for Lync and Skype for Business whose device types both belong to the 'iPhone Client' device category. As with device types there are several predefined categories.

## Manage

The manage grid shows all currently defined device categories. For standard grid controls see common features.

Device Categories | Manage

Device category name	Is user defined	Device types count	
Android Client	×	3	
Conference Bridge	✓	1	✎ ✕ <span style="background-color: #007bff; color: white; border-radius: 50%; padding: 2px 5px;">1</span>
Contact Centre	×	1	
CTI Device	×	1	
Desk Phone	×	5	
iPad Client	×	2	
iPhone Client	×	2	
Not Provided	×	1	
Skype 4 B Handsets	✓	1	✎ ✕
Soft Phone	✓	0	✎ ✕
UC Client	×	3	
Unknown	×	1	

There are additional controls (1) on all user defined records to edit the name or delete the record. Records may only be deleted if no device types are currently using them.

## Models

Hardware devices can have a model defined to show what they are. The models available are defined in this section.

## Search

The search grid shows all models currently defined in Prism. For grid controls see common features.

Models | Search

		Model name	Manufacturer name
≡		Avaya 5610 Deskphone	Avaya Aura
≡		Cisco 7821	Cisco
≡		Cisco 7842	Cisco
≡		Cisco 7962	Cisco
≡		Cisco 8811	Cisco
≡		Yealink T55A	Yealink
≡		Yealink W52P DECT	Yealink

## Create

Creating a new model is simple. Just enter a name for the model and select a [manufacturer](#). Optionally a picture can be added for easy identification.

Models | Create

**New Model**

Model name

Manufacturer

Image  
 Cisco-IP-Phone-7821-2-600x600.jpg

Image



Thumbnail



Image controls: camera icon, zoom slider, crop icon, rotate 90° icon, reset icon.

If the model's manufacturer is not in the list, then it can be created by clicking the '+' button next to the drop-down menu. This opens a dialogue to enter the new manufacturer name.

Manufacturers - Create ×

Name

## Manufacturers

Prism maintains a list of the manufacturers of the models defined as used on the system.

## Manage

The manage grid displays all currently configured manufacturers and the number of [models](#) using each entry. For standard grid controls see common features.

Manufacturers | Manage

...

Manufacturer name	Models count	
Avaya Aura	1	 
Cisco	4	 
Microsoft	0	 
Nortel	0	 
Panasonic	0	 
Unify	0	 
Yealink	2	 

Filter

50 Items Per Page 1 - 7 of 7 items

To the right of each row are controls to edit the name of a manufacturer or delete the record. Records can only be deleted if they are not in use on any model records. Adding a new record inserts a new row and requires a name only.