

Mida Phone Lock



Overview

Mida PhoneLock is a CTI XML application that allows the emulation of “keyboard lock” on Cisco™ IP Phones. It can be used in order to preserve privacy and security, so that no one can use a phone or access private call history without authorization.

It is used generally by employees during their vacation, breaks or meetings, after working hours and it is activated before leaving the office.

It can be configured via the phone display or via WEB interface; each user can be associated to one physical phone or to multiple lines. The lock status can also be managed remotely using a compatible smartphone and the dedicated mobile app.

How it works

The service can be accessed directly from Cisco IP Phone, using the “Service Key” and selecting the corresponding menu.



The user is requested to enter a numeric password (i.e. PIN) in order to modify the lock/unlock status of his phone.

The phone will be locked/unlocked only if the entered PIN corresponds to the one associated with that phone. Once the action is completed, the phone lock status is updated on the device display and an audio alert is issued to confirm.

When a user locks his telephone, personal call history (both dialed and incoming) is cleared, so that whenever another person tries to access a locked handset he/she will not get any private information.

In a similar way, when a user tries to use a locked phone to make an outgoing call, he/she is blocked (call is intercepted and immediately terminated by the system). A warning message is displayed on the telephone (and optionally an audio message can be played).

Whitelist numbers, e.g. emergency numbers, are managed and can be dialed at any time. Emergency and/or white list can be configured via the Web administration interface by any user having system administration privileges.

The service provides also AutoLock features: “Autolock” is used if it is needed to configure the service to be active in a specified period of time for one or more users.



The screenshot shows the 'PhoneLock' web interface. At the top, there is a red padlock icon and the title 'PhoneLock'. Below the title, the text 'Impostazioni di auto lock' is displayed. A central area contains two buttons: 'Blocca selezionati' with a red padlock icon and 'Sblocca selezionati' with a green padlock icon. Below this is a table with the following columns: 'Utente', 'Linea', 'Blocco Auto', 'Orario di blocco auto', 'Orario di sblocco auto', 'Ultimo cambio di stato', and 'Stato'. The table contains one row of data.

| Utente | Linea | Blocco Auto | Orario di blocco auto | Orario di sblocco auto | Ultimo cambio di stato | Stato |
|-----------------------|-------|-------------------------------------|-----------------------|------------------------|------------------------|-------|
| 4205(SEPC80AA951348E) | 4205 | <input checked="" type="checkbox"/> | 08:00 | 20:00 | 12/11/12 11:52 | |



Users can also manage their personal phone or line status using any compatible smartphone and a suitable data connection. Lock or unlock can be performed over WiFi, if the smartphone user is in the office, or via 3G using a proper VPN connection to the corporate network.

The app (M4PhoneLock) can be used anytime the user is far away from its Cisco IP phone and wants to lock the device or line without having to get back to the office desk.

Architecture and Administration

Mida PhoneLock service interacts with Cisco Call Manager via JTAPI in order to block outgoing calls, and via XML over HTTP in order to provide menu and service interfaces to phone displays and smartphone apps.

Administration is managed with an easy to use WEB interface that allows remote and centralized management. Access to the web interface is secured with user ID and password.

The administration console allows:

- enable/disable phone lock service on a single telephone or globally;
- set automatic lock during predefined periods of time;
- define and associate personal PIN;
- reset user's PIN (used to override personal one when it has been forgotten);
- enable/disable features on locked phones (cleaning of call history, block incoming calls, block outgoing calls);
- modify string messages (i.e. idle and warning messages);
- monitor system status.

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Software features

Mida Phone Lock is an XML service part of Mida eFramework suite.

Main features are:

- Lock/Unlock with a simple and personal numeric PIN on the phone;
- clean call history for both incoming and outgoing calls;
- lock outgoing calls;
- lock incoming calls;
- manages emergency numbers;
- smartphone PhoneLock app.

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TECHNICAL INFORMATION

Mida PhoneLock is included in the Mida PhoneServices app, part of the [Mida eFramework UC App Suite \(www.midasolutions.com/products/\)](http://www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from

www.midasolutions.com/download/



Other specifications

For details on Mida PhoneServices compatibility with the most used web browsers, please refer to www.midasolutions.com/browsercompatibility/.

For further details, please refer to www.midasolutions.com/generalcompatibility/.

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.

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