

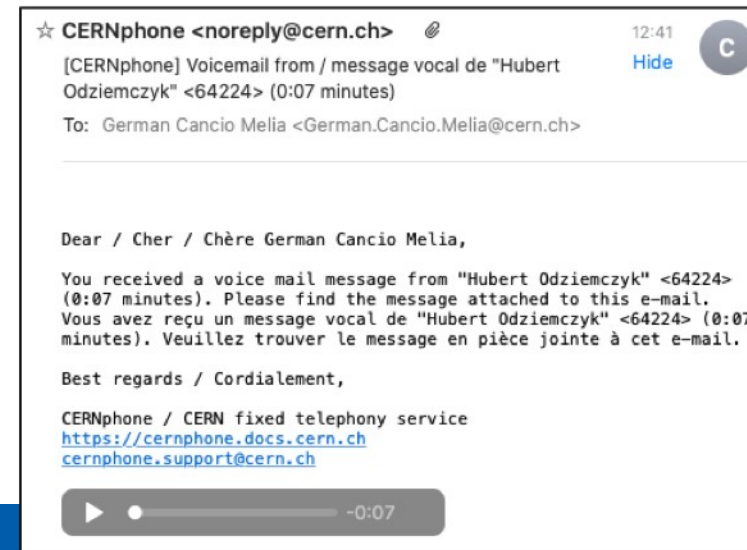
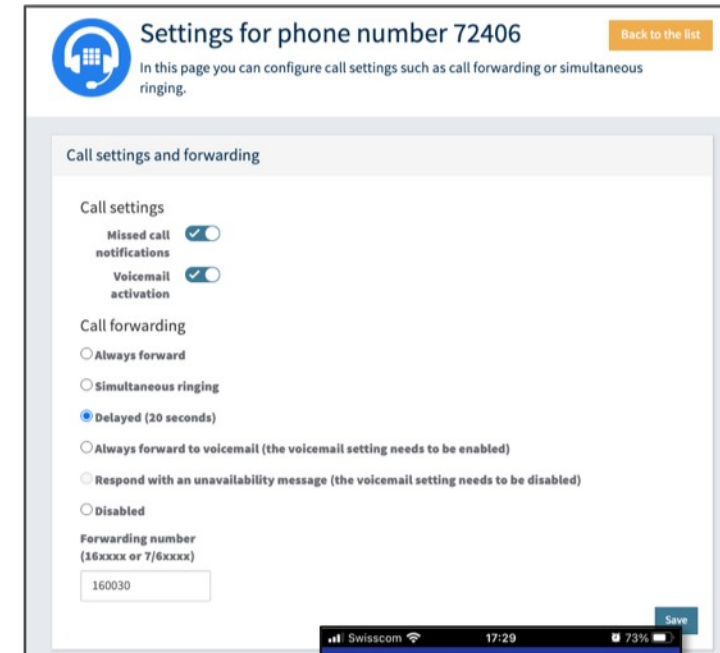
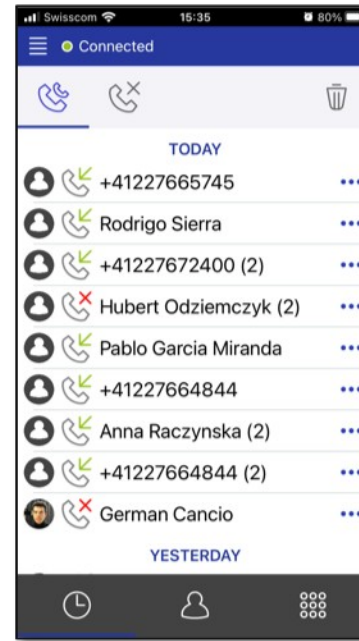
# CERNphone update



Germán Cancio on behalf of the CERNphone team  
ITUM, 01/03/2021

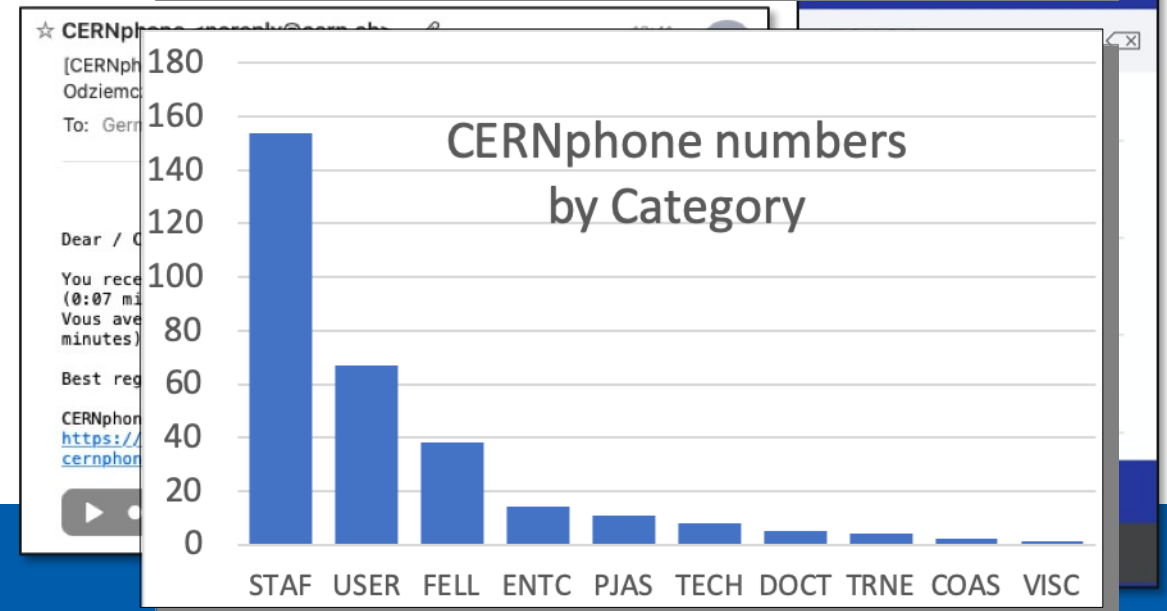
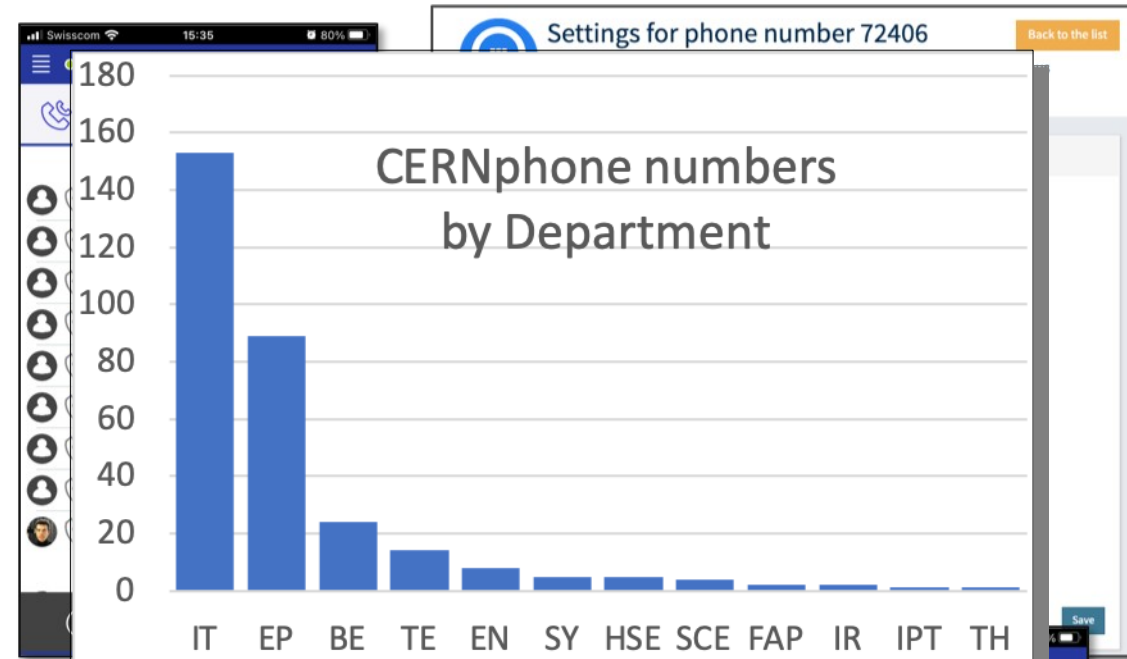
# CERNphone mobile

- **CERNphone mobile is production ready**
  - All core features implemented (Wifi+mobile data, caller ID, call forwarding, voicemail, HD audio, web User Portal, etc)
  - **Android & iOS clients via App Stores**
  - Available to CERN employees, users and contractors
  - **Installable on CERN and private smartphones**
- Over 300 numbers (>280 users) already migrated or created:
  - “personal” numbers, used on CERN and private smartphones
  - “shared” numbers for piquet services (first numbers in use in CCC, BE-OP; ATLAS and CMS teams evaluating)
- **Join us!** <https://cernphone.docs.cern.ch>



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# CERNphone desktop

- App for Windows, Mac and Linux desktops and laptops
- Functional in-and outside CERN
- Usable in parallel to CERNphone mobile
- Enhanced features (CERN phone book, Mattermost integration, attended call transfers etc)
- Internal pilot started in IT-CS (and other volunteers)
- **Public pilot in April, release in May**

The screenshot displays the CERNphone desktop application interface. On the left, a contact list is visible with the following entries:

- CERN Emergency Services**
- Alberto Pace** (IT-ST)
- Anna Raczynska** (IT-CS-TR)
- Aurelie Pascal** (IT-CS-DO)
- Christoph Merscher** (IT-CS-TR)
- David Gutierrez Rueda** (IT-CS-CE)
- German Cancio** (IT-CS-TR)
- Hubert Odziemczyk** (IT-CS-TR)
- Ihor Olkhovskiy** (IT-CS-TR)
- Joao Florencio**

The main area shows a call log for contact 72406 with a search bar and an input field for a number or SIP address. A numeric keypad is visible below the input field.

Overlaid on the interface are three call control windows:

- Top right window:** Contact information for **Joel Closier** (EP-LBC), including email (Joel.Closier@cern.ch), extension (2 R-001), and phone numbers (+41754110381 and +41227677172). A button for "Send Mattermost message" is present.
- Bottom left window:** "Receiving an incoming call" from 72406. It shows a transfer message: "Transfer: 66326 via German Cancio Melia (66326)". Buttons for "Reject" and "Answer" are at the bottom.
- Bottom right window:** "On call with" 72406, identified as **German Cancio Melia**. The call duration is 00:22. It features standard call control icons: mute, end call, hold, and transfer.

# Physical IP phones

- IP phone integration **will be for justified cases only** (receptions, control rooms, secretariats, other specific service needs) – and not for individual or shared offices
  - **minimise hardware and infrastructure costs** (cabling, switches)
  - IP phones are not future-proof (security exploits, device obsolescence): **Majority of CERN IP phones at or approaching end of sales / support!**
- Support will be limited to basic integration of selected Polycom VVX 2XX/4XX devices
- **Activity just started. Foreseen for June**



# Advanced functions

- *Team call* groups: distributing calls to a given “team” number
  - for support teams, piquets and for replacing “shared office” phones
  - calls broadcasted according to strategies – parallel, sequential, random
- *Delegates*: enable team members to place calls on behalf of a team number
- **e-groups support for managing numbers**
- **Progressive releases between ~now and April**

Settings for phone number 88406 [Back to the list](#)

In this page you can configure call settings such as call forwarding or simultaneous ringing.

### Settings

Team number settings

Team number  (the call forwarding needs to be disabled)

Ringing type

Note: changing from one ringing type to another may take up to...

Parallel

Sequential

Random

List of members subscribed to this team number

Member number	Paused	Add/Remove
66326	<input type="checkbox"/>	
160030	<input type="checkbox"/>	
88406	<input type="checkbox"/>	
72406	<input checked="" type="checkbox"/>	
<input type="text"/>	<input type="checkbox"/>	<input type="button" value="Add"/>

INCOMING CALL

Team: German Cancio Melia via 88406  
+41227672406

# Migration to CERNphone

## Skype for Business:

- Creation of new SfB numbers is now subject to justification ([banner](#) added to Resources Portal)
  - Exceptions: joining SfB teams, service phones, secretariats etc – see [KB article](#)
  - **CERN newcomers should use CERNphone!**
  - New SfB number creation will be **stopped** once CERNphone desktop and IP phones available
- Existing SfB numbers will be migrated to CERNphone **by March 2022**
- A plan will be presented to the departments **during H2 2021**
- **No need to wait: You can migrate to CERNphone as of now by following the [instructions](#)!**

## Alcatel analogue / IP:

- Installation of Alcatel analogue and IP phones stopped several years ago
- Obsolete/unused phones (~2800) have been cleaned up during recent consolidation
- **Active** migration of Alcatel analogue and IP phones has been **put on hold for after SfB phaseout completion (2022-2023)**, but Alcatel users are welcome to migrate to CERNphone by themselves as of now!

