From Bicom Systems Wiki

The monitoring window allows the administrator to monitor all PBXware extensions, trunks, conferences, queues, and live channels in real time

Monitor

Contents

Extensions

Extensions

Monitored extensions are displayed in real time with the following details:

- **Name**

  Name to which the user extension is registered
  (ex. Peter Doyle)
  (Display)

- **Extension**

  Protocol used by the extension/extension network number
  (ex. SIP/2002)
  (Display)

- **IP address**

  IP address:port UAD/Phone registered to
  (ex. 192.168.1.1:5060)
  (Display)

- **Status**

  UAD/Phone network status (Online/Offline)
  (ex. Online/Offline)
  (Display)

- **User Agent**

  UAD/Phone Brand/Version
  (ex. Grandstream 101)
  (Display)

- **On Call**

    Is the user participating in conversation at this moment
    (ex. Yes, No)
    (Display)

If you click on an IP address, it will open up a new window showing the phone's web interface, if it has one enabled.

TIP

Certain call actions (such as transferring calls, hanging up, etc...) can be performed on active calls as well

Search

Search

- **Refresh**

    Time interval in seconds at which the data details should be refreshed
    (ex. Select '10 sec' in this field for example to refresh every 10 seconds)
    (Select box)

- **Protocol**

    Filter the data based on the protocol type (ALL, SIP, IAX)
    (ex. Select 'ALL' for example, to display both SIP and IAX extensions)
    (Select box)

- **Status**

    Sort extensions based on their network status (ALL, Online, Offline)
    (ex. Select 'Online' for example, to display extensions that are registered/online only)
   (Select box)

- **Letter**

    Sort extensions based on the user name they belong to
    (ex. Select 'B' for example, to display extensions that belong to users whose names start with letter B (e.g. Brown James))
    (Select box)

Actions

Actions

- **Monitor**

  Listen to active conversations. Select one of the active conversations by clicking on checkbox next to the extension, click this button, and provide the extension number that is to listen to active conversation.

  Actions dialog box
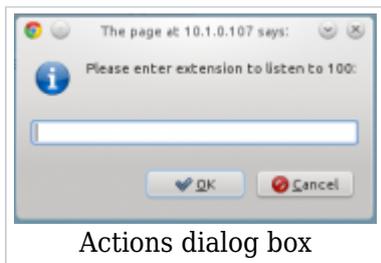
  NOTE: You may listen to active conversations by dialing *199 + $EXTENSION number as well. But, no matter which method you listen to calls with, the listening service has to be enabled in the enhanced services of the extension that listens the call
  (ex. Let's say that extensions 1000 and 1001 are in conversation. Select this button and type 1005 into the popup window. Extension 1005 will ring and once the handset is picked up, the active conversation will be heard).
  (Button)

- **Transfer**

  Transfer a party from the active conversation to a different destination
  (ex. Let's say that extensions 1000 and 1001 are in conversation. Select one extension (e.g. 1000) under 'Channels' and click this button. Type 1005 in the popup window. Extension '1001' will be transferred to extension '1005')
  (Button)

- **Hangup**

  Hang up the active conversation
  (ex. Let's say that extensions 1000 and 1001 are in conversation. Select one extension (e.g. 1000) under 'Channels' and click this button. Conversation between these two extensions will be terminated).
  (Button)

- **Reboot**

  This option is currently used to reboot the Snom phones
  (ex. If you have a Snom phone that is online, select 'Reboot' from 'Channels' select box of that phone, and click on the 'Reboot' button)

(Button)

Trunks

Trunks

Monitored trunks are displayed in realtime with the following details:

- **Trunk**

  Trunk name
  (ex. Depending on your provider settings this can be set to a phone number, IP address, or some context)
  (Display)

- **IP address**

  Provider IP address
  (ex. Ex.203.196.128.5)
  (Display)

- **Status**

  Displays the trunk status (online/offline)
  NOTE: Please set the 'Qualify' = '8000' in the Trunk settings to see its status
  (ex. If the 'Qualify' trunk option is empty, 'Unmonitored' is displayed here)
  (Display)

If you click on an IP address of a trunk, it will open up a new window with the trunk's IP address as a destination.

Search

- **Refresh Interval:**

Search

  Time interval in seconds at which the data details should be refreshed
  (ex. Select '10 sec' in this field, for example, and click the 'Update' button)
  (Select box)

- **Protocol:**

  Filter the data based on the protocol type (ALL, SIP, IAX)

(ex. Select 'ALL', for example, and click the 'Sort' button to display both SIP and IAX extensions)
(Select box)

- **Status:**

    Sort extensions based on their network status (ALL, Online, Offline)
    (ex. Select 'Online', for example, and click the 'Sort' button to display extensions that are registered/online only)
    (Select box)

Conferences

Conferences

Monitored conferences are displayed in realtime with the following details:

- **Refresh:**

    Time interval in seconds at which the data details should be refreshed
    (ex. Select '10 sec' in this field, for example, and click the 'Update' button)
    (Select box)

- **Conference**

    Conference name and number
    (ex. Conference #1 (1003))
    (Display)

- **Activity:**

    Time conference is active
    (ex. 00:00:15)
    (Display)

- **Members**

    List of participants in a conference
    (ex. Accounting (1005))
    (Display)

You can also select the refresh rate at which this page will reload data from the system.
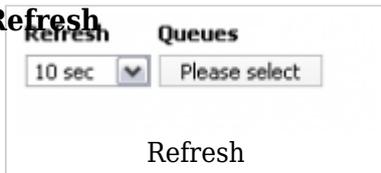
Queues

Queues

Refresh

- **Refresh**

Refresh

    Time interval in seconds at which data details should be refreshed automatically
    (ex. Select '10 sec' in this field, for example, to automatically refresh data every 10
    seconds)
    (Select box)

- **Queues**

    Select which queue data is to be displayed
    (ex. By default all queues are selected and shown on the screen. You can check only the
    ones you want to see)
    (Select box)

Monitored queues are displayed in realtime with the following details:

- **Exclude unavailable agents**

    Don't show unavailable agents in statistics.
    (ex. Yes)
    (Check box)

- **Queue**

    Queue name
    (ex. MainTest)
    (Display)

- **Waiting**

    Number of the calls waiting in the queue
    (ex. 1)
    (Display)

- **Avg. Wait**

    Average wait time in a queue.
    (ex. 5 s)
    (Display)

- **A. Logged**

    Number of agents that are logged in the queue.
    (ex. 5)
    (Display)

- **A. On Calls**

    Agents currently on a call.
    (ex. 2)
    (Display)

- **A. Idle**

    Currently idle Agents.
    (ex. 1)
    (Display)

- **A. Not Logged**

    Number of agents not logged in.
    (ex. 1)
    (Display)

- **A. Not Ready**

    Number of agents which are on pause - Not Ready.
    (ex. 1)
    (Display)

- **Ans. Calls**

    Number of answered calls.
    (ex. 4)
    (Display)

- **Abandoned**

    Number of abandoned calls.
    (ex. 10)
    (Display)

- **Max Calls**

    Maximum number of queue calls at the same time
    (ex. 4)
    (Display)

- **Agent**

    Number of the agent which is logged in given queue
    (ex. 1001)
    (Display)

- **Name**

    Name of the agent in given queue
    (ex. Agent #1)
    (Display)

- **Extension**

    Number of the extension which is logged in this agent
    (ex. 1010)
    (Display)

- **Status**

    Status of the given agent
   (ex. Shows whether agent is busy or idle)
    (Display)

Actions

- **Monitor**

    Listen active conversations. Select one of the agents, on the call, by clicking on the checkbox next to its number, click this button and provide the extension number that is to listen to active conversation.

    NOTE: You may listen active conversations by dialing *199 + $EXTENSION number as well. But no matter which method you listen to the calls with, the listen service has to be enabled in the enhanced services of the extension that listens the call.

    (ex. Let's say that the extension 1000 is waiting in queue. Select the box under 'Calls', click this button and type 1005 into the pop up window. Extension 1005 will ring and once the handset is picked up, the conversation between ext 1000 and the queue member will be heard).
    (Button)
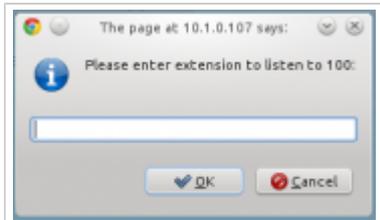
Actions dialog box

- **Transfer**

  'Transfer a party from the active conversation to a different destination
  (ex. Let's say that extension 1000 is waiting in queue. Select the box under 'Calls', click
  this button, and type 1005 into the pop up window. Extension 1000 will be transferred to
  extension 1005)
  (Button)

  - **Hangup**

  Hang up active conversation
  (ex. Let's say that extension 1000 is talking with queue agent 1001. Select the extension
  1000 under 'Calls' and click this button. Conversation between these two extensions will
  be terminated).
  (Button)

Queues Panel

This is the same option as Monitor->Queues except that it opens up a new window for this
purpose. This is useful since the new window opened, takes up all of the screen and can be
shown on big screens for monitoring purposes.

Live Channels

Live Channels

Refresh

- **Refresh**

Refresh

  Time interval in seconds at which data details should be refreshed
  (ex. Select '10 sec' in this field, for example, to refresh data every 10 seconds)
  (Select box)

Actions

Actions

- **Monitor**

  Listen to active conversations. Select the box next to one of the active conversations, click this button and provide an extension number that is to listen to the active conversation.

  NOTE: You may listen to active conversations by dialing *199 + $EXTENSION number as well. But, no matter which method you listen to the calls with, the Listen service has to be enabled in the enhanced services of the extension that listens the call.
  (ex. Let's say that extension 1000 is waiting in queue. Select the box under 'Calls', click this button, type 1005 into the pop-up window. Extension 1005 will ring and once the handset is picked up, the conversation between ext 1000 and queue member will be heard).
  (Button)

- **Transfer**

  Transfer a party from the active conversation to a different destination
  (ex. Let's say that extension 1000 is waiting in the queue. Select the box under the active call line, click this button and type 1005 into the popup window. Extension 1000 will be transferred to extension 1005)
  (Button)

- **Hangup:**

  Hang up active conversation
  (ex. Let's say that extension 1000 is talking with queue agent 1001. Select the box under the 1000 and click this button. The conversation between these two extensions will be terminated).
  (Button)

Monitored live channels are displayed in realtime with the following details:

- **From**

  CallerID of the number from which the call is coming
  (ex. Sales <1010>)
  (Display)

- **CallerID**

  CallerID of the number from which the call is coming
  (ex. 1001)
  ([0-9])

- **To**

    Extension number and context of the user receiving the call
    (ex. 1005@default)
    (Display)

Monitor Settings

This screen lists monitor settings that can be changed

Monitor Settings

The warning system monitors all SIP/IAX peers (extensions and trunks) on a PBXware system. If that peer is unreachable, an email notification is sent to the administrator(s).

- **Monitor SIP peers**

    The PBXware warning system needs to know which of its peers are to be monitored, and when this option is checked the system will monitor SIP extensions
    (ex. Click on checkbox to monitor SIP extensions)
    (Check box)

- **Monitor IAX peers**

    If this option is checked, the system will monitor IAX extensions
    (ex. Click on checkbox to monitor IAX extensions)
    (Checkbox)

- **Monitor Trunks**

    When this option is checked, the system will monitor trunks.

    NOTE: When monitoring trunks, PBXware will try to dial a test number, provided to Test number field under a trunk. If the received signal does not match 'ANSWER', 'BUSY', 'CANCEL', or 'NOANSWER' reply, the test call is considered non functional and will trigger the warning system to send a notification email.

A number that can be used for this instance is an automated time service which many telephone service providers offer for free, for example.
(ex. Check on checkbox to monitor trunks)
(Checkbox)

- **Send emails from:**

In order to customize the email address from which the notification email will appear to be sent from, set preferred email address in this field. When the administrator receives a warning email, that email will look like it has been sent from the email address provided here.
NOTE: This email address does not have to be a valid email account but in case SMTP server used for sending e-mails from PBXware does not support this, e-mail will be sent from e-mail address associated with account you are using for PBXware registration to the server. In some cases, server won't even send e-mails "from:" address is set to non existing value.
(ex. warning@example.com)
([a-z][0-9], @)

- **Message re-send delay [min]:**

To prevent PBXware from sending lots of notification emails about every peer that is unavailable, a time frame can be set at which notifications are sent. Once the notification email is sent and another extension becomes unavailable, the notification about the latter unavailable extension will be sent only
(ex. 15)
([0-9])

- **Check cycle [sec]**

How many seconds pass between checks
(ex. 120)
([0-9])

- **Send warning messages to below email addresses:**

Notification emails can be sent to as many email addresses as needed. In order to add a new destination, click on the 'Add' button and type the email address into the appropriate field
(ex. johndoe@somemail.com)
([a-z][0-9], @)

- **E-mail template:**

Customize email warnings sent to the above email addresses
(ex. Change the default email template here)
([0-9][a-z], @)

TIP

After all steps have been completed, you should restart PBXware.