



## CHAPTER 5

# Monitoring Phone Activities

---

These topics describe how to monitor phone activities:

- [How to Use the Phone Activities Display, page 5-1](#)
- [Starting the Phone Activities Display, page 5-1](#)
- [Getting Phone Alert Details, page 5-4](#)
- [Customizing the Phone Activities Display, page 5-5](#)

## How to Use the Phone Activities Display

The Phone Activities display provides real-time information about the operational status of your IP phones. The displays are designed so that you can set them up and leave them running, providing an ongoing monitoring tool that signals you when something needs attention.

The Phone Activities display shows information about the IP phones in your network that have become disconnected from the switch, are no longer registered to a Cisco Unified Communications Manager, or have gone into SRST mode.

## Starting the Phone Activities Display

To start the Phone Activities display, select **Monitoring Dashboard > IP Phone Status**. [Figure 5-1](#) shows an example of a Phone Activities display.



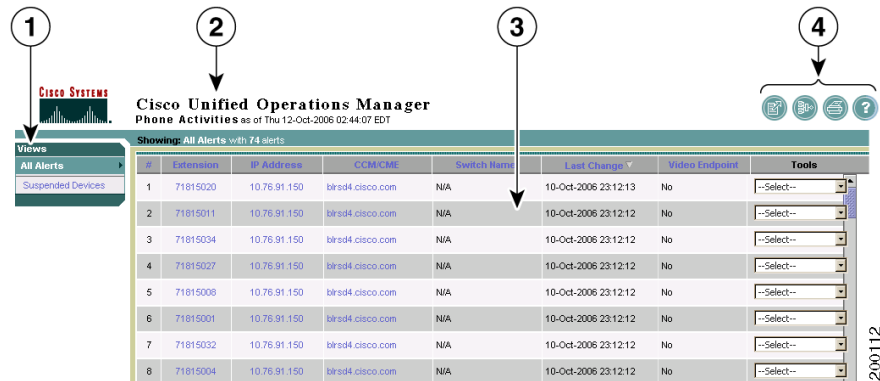
**Tip**

---

After you become familiar with the Phone Activities display, you can edit the information it provides as described in [Customizing the Phone Activities Display, page 5-5](#).

---

Figure 5-1 Phone Activities Display



1	View pane. See <a href="#">View Pane</a> , page 5-2.	3	Tabular display pane. See <a href="#">Tabular Display Pane</a> , page 5-3.
2	Launch information and view status bar area. See <a href="#">Launch Information and View Status Bar Area</a> , page 5-3.	4	Window tools area. See <a href="#">Window Tools Area</a> , page 5-3.

## Understanding the Layout of the Phone Activities Display

These topics provide details about the information in the Phone Activities display.

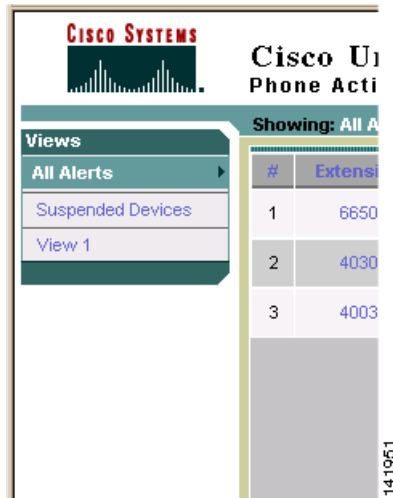
### View Pane

The view pane lists the currently available *views*, or logical groupings of devices. Views must be created and activated before they will be shown in the Phone Activities display. By default, the All Alerts view is always shown, and cannot be deleted from your Phone Activities display. (To create and activate a view or remove an unwanted view from your display, see [Managing Views](#), page 6-1.)

The *current view* is highlighted in the view pane. The contents of the current view are shown in the tabular display pane to the right of the view pane. To select another view, simply click the view name in the view pane.

[Figure 5-2](#) shows three active views; the current view is All Alerts.

Figure 5-2 Phone Activities Display—View Pane



You can have up to 18 views in the view pane in a single Phone Activities display.

#### Launch Information and View Status Bar Area

The launch information area shows the time on the server when the Phone Activities display was started.

The view status bar lists the selected view, which is shown in the tabular display pane.

#### Tabular Display Pane

The tabular display pane is the core of the Phone Activities display. It contains a list of all the phones that have become disconnected or unregistered, or gone into SRST mode on the devices in your current view. This pane is refreshed every five minutes. For an explanation of all of the items in the tabular display, see [Getting Phone Alert Details, page 5-4](#).



The diamond symbols in the Last Change column indicate which phones have experienced recent activity. When no icon appears in the Last Change column, the alert is no longer current, or *stale*.

The tabular display pane is scrollable and can store up to 1,000 records.



#### Window Tools Area

The top-right corner of the Phone Activities display contains available tools buttons. All buttons are described in [Table 5-1](#).

Table 5-1 Phone Activities Display—Window Tools Buttons

Icon	Meaning	Described in...
	Exports the current tabular display to a PDF file.	<a href="#">Exporting Data from a Display or Report, page 1-18</a>
	Opens the Filter page, for refining the tabular display in the Phone Activities display.	<a href="#">Filtering Phone Activities, page 5-6</a>

**Table 5-1** Phone Activities Display—Window Tools Buttons (continued)

Icon	Meaning	Described in...
	Opens a printer-friendly version for printing.	<a href="#">Printing Displays or Reports, page 1-19</a>
	Opens the Operations Manager online help.	<a href="#">Using Help, page 1-16</a>

## Getting Phone Alert Details

Use the tabular display in the Phone Activities display to obtain more information about the phone alerts that are occurring in your current view.

When a phone alert is generated, it remains in the Phone Activities display for 24 hours. In the case where a disconnected phone is moved to a different switch, the phone will be removed from the display.

[Table 5-2](#) defines the table elements. All elements are updated every 5 minutes.

**Table 5-2** Phone Activities Display—Contents







Heading	Description
!	Severity of alert
	 Critical
	 Warning
	 Informational Unidentified Trap alert
(no icon)	Informational (for all other alerts)
Extension	The phone's extension number. Clicking this link opens the IP Phone Detail page (see <a href="#">Understanding IP Phone Inventory Reports, page 13-11</a> ).
IP Address	The phone's IP address. Clicking this link opens the IP phone search page (see <a href="#">Generating the Inventory Analysis Report, page 13-5</a> ).
CCM/CME	The Cisco Unified Communications Manager or Cisco Unified Communications Manager Express that the phone is associated with. Clicking this link opens the Detailed Device View (see the <a href="#">“Viewing Device Elements in Detail” section on page 3-22</a> ).
Switch Name	The switch that the phone is connected to. Clicking this link opens the Detailed Device View (see the <a href="#">“Viewing Device Elements in Detail” section on page 3-22</a> ).

Table 5-2 Phone Activities Display—Contents (continued)

Heading	Description	
Last Change	Date and time the phone alert last occurred or was changed. Diamonds indicate alert activity, such as a new event, alert acknowledgement, new user annotation, and so forth; no diamonds indicates that the alert is stale. Alerts are grouped by severity, and within severities, alerts with the latest change are listed first.	
		Alert was updated within last 15 minutes.
		Alert was updated within last 16-30 minutes.
		Alert was updated within last 31-45 minutes.
	No diamonds	Alert was updated 46 or more minutes ago.
Description	Registration status of the phone: Registered or Unregistered.	
Video Endpoint	Yes or No. <b>Note</b> Your license controls whether Operations Manager collects data on video endpoints.	
Tools	Links to tools that allow you to perform additional tasks. For example: <ul style="list-style-type: none"> <li>Run a phone status test (see <a href="#">Using Phone Status Testing, page 8-1</a>).</li> <li>Configure synthetic tests (see <a href="#">Using Synthetic Tests, page 9-1</a>).</li> <li>Access the Cisco Unified Communications Manager's administration pages.</li> </ul>	

## Customizing the Phone Activities Display

After setting up a view, you can customize your Phone Activities display by selecting specific *views* and using *filters*:

- Views control the *device groups* that appear on the Phone Activities display. See [Selecting Views for the Phone Activities Display, page 5-5](#).
- Filters control the *specific phone model* you monitor, along with alert *severities* and their *status*. See [Filtering Phone Activities, page 5-6](#).

## Selecting Views for the Phone Activities Display

When you select **Monitoring Dashboard > IP Phone Status** to open the Phone Activities display, all available views are listed in the view pane on the left side of the display. If the views shown do not meet your needs, you can create a new view as described in [Managing Views, page 6-1](#).

The view pane is updated every two minutes. You can have up to 18 views in the view pane in a single Phone Activities display. See [Managing Views, page 6-1](#) for information on how to manage your views.

## Filtering Phone Activities

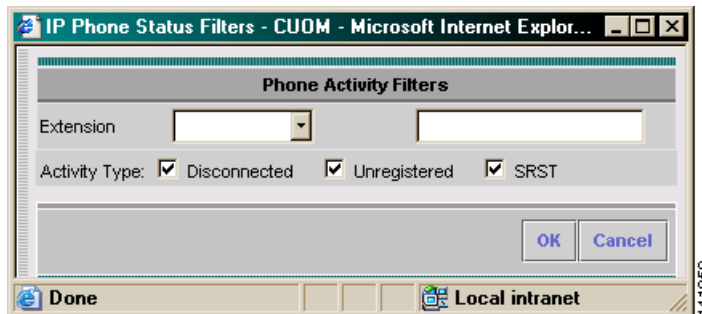
Filters allow you to manipulate the Phone Activities display to show alerts based on their extension number, phone model, and activity type.


**Note**

Once you use an alert filter, the filter is applied to all of your views until you change the filter; other clients are not affected. When you close the Phone Activities display, your filters are lost. Filters do not affect severity icons in the view pane.

- Step 1** Select **Monitoring Dashboard > IP Phone Status**. The Phone Activities display opens.
- Step 2** Click the filtering button in the tool button area at the top-right of the Phone Activities display. [Figure 5-3](#) shows the Phone Activity Filters dialog box.

**Figure 5-3** Phone Activity Filters Dialog Box



- Step 3** Specify the following filter criteria:
- Extension number
  - Activity type
- Step 4** Click **OK**.