



# **IP Office**

## Call Status Application



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# Call Status

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## Overview of Call Status

The Call Status utility allows a PC to display all telephone calls that are currently active on your system. It is a relatively easy application to use. It has few commands and is simply set up.

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## Setting Up Call Status

Call Status gets all of its telephone call information from the IP Office control unit. To do this it must communicate directly with the control unit. Setting up Call Status thus involves entering the unit's IP Address and Password via the **File | Open** menu option, see Commands.

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## Display

When Call Status is first started, it displays two window panes, one on top of the other, in one window.

The top window pane is a status of all of the active telephone calls on your system, see The Active Calls List. The lower pane will collect a list of incoming calls that have not been answered, see The Missed Calls List.

Above both panes is are a toolbar and menu bar, see Commands.

The tool bar and menu bar are semi-dockable and so may be moved around in order to economize window real estate.

The application will remember its size, its position, the tool bar layout and the unit it was connected to when it was last run.

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## The Active Calls List











The Active Calls List displays a number of details about each call.

- **Time**  
The time the call was made in hours and minutes.
- **Extension**  
The extension either making or receiving the given call. This will be a service name for a data call.
- **Number**  
When making a call the number dialed. When receiving a call the number received via CLI (if any). If no number has been received via CLI then this field is left blank.
- **Other Party**  
The party at the other end of the call (if known). Thus if a user has made an internal call to another extension the name of this other extension is displayed. If an outgoing call has been placed by an extension, then the number of this external destination is placed in here. If the destination has an entry in the system directory the name is placed in this field instead. If an incoming external call is received, then again, either the number or the name is placed here. If the number is not known or withheld, that fact is indicated here.
- **Dirn.**  
The direction with which the call is being conducted with respect to the extension making or receiving the call.
- **Status**  
The current status of the call. A given call can at any one time be in one of a number

of different states; Idle, Ringing, Connected, Disconnected, Suspended, Resuming, Dialing, Queued, Parked, or Held (see also the icons listed below).

- **Length**  
The length of time the call has been active, in minutes and seconds.

The call display also uses a number of icons to indicate the call's status.

-  - Extension/call is idle.
-  - Extension/call is ringing.
-  - Call is connected.
-  - Call has been disconnected.
-  - Call has been suspended.
-  - Call has been resumed.
-  - Extension is dialling a number.
-  - Call is held in a queue.
-  - Call has been parked.
-  - Call is being held.

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## The Missed Calls List

The missed calls list shows details about unanswered incoming (external) calls.

- **Date & Time**  
The date and time the call was received.
- **Extension**  
The extension that was receiving the given call.
- **Number**  
The number received via CLI (if any). If no number has been received then this field is left blank.
- **Other Party**  
The party at the other end of the call (if known). Either the number or the name of the incoming call is placed here. If the number is not known or withheld, that fact is indicated here.
- **Wait**  
The length of time the third party waited for an answer before hanging up.






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## Commands

A number of commands are available for use in Call Status. These commands are accessed either via the **File** menu, via the tool bar icons or via a pop up menu that appears when you right-click the mouse.



Where appropriate each of these commands or actions has been assigned an icon and this icon is shared between the menu, the tool bar and the pop up menu. Note that an short cut key is associated to most commands.

The following commands are available:

-  **Open**  
This command brings up a dialogue box into which you can enter the IP Address and Password of the unit CallStatus should monitor.
-  **Refresh**  
This command allows a user to refresh the current list of active calls. Normally Call Status only monitors changes in the state of the calls.
-  **Show RAS Calls**  
This is a toggling operation that includes or excludes the display of data calls in the Active Calls List window pane.
-  **Show Missed Calls**  
This is a toggling operation that shows or hides the Missed Calls List window pane.
-  **Clear Missed Calls**  
Clears the Missed Calls List of all entries.
- **Exit**  
Close the application.

Two further commands are available that are not visible via the **File** menu. These commands are available via the tool bar or right-clicking the mouse. They are also accessible by double clicking an entry in the Active Calls List or the Missed Calls List.

Both the commands below also require you to also be running one of the following phone management utilities; Phone Manager, Phone Manager Pro or the SoftConsole. The phone associated with that utility will then be used by the following two functions.

-  **Steal Call**  
This command is only available for entries in the Active Calls List. It allows a user to steal the selected call. To steal a call between another user and a third party, first pick up the handset and then click on Steal Call. The third party will be connected with you and the other user will become disconnected.
-  **Dial Missed Call**  
This command is only available for entries in the Missed Calls List. It allows a user to return a call to those missed calls that have indicated a source phone number via CLI. To return a call, simply pick up the handset and then click on Dial Missed Call and the call will be placed.





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Avaya  
Sterling Court  
15 - 21 Mundells  
Welwyn Garden City  
Hertfordshire  
AL7 1LZ  
England

Tel: +44 (0) 1707 392200

Fax: +44 (0) 1707 376933

Web: <http://www.avaya.com>