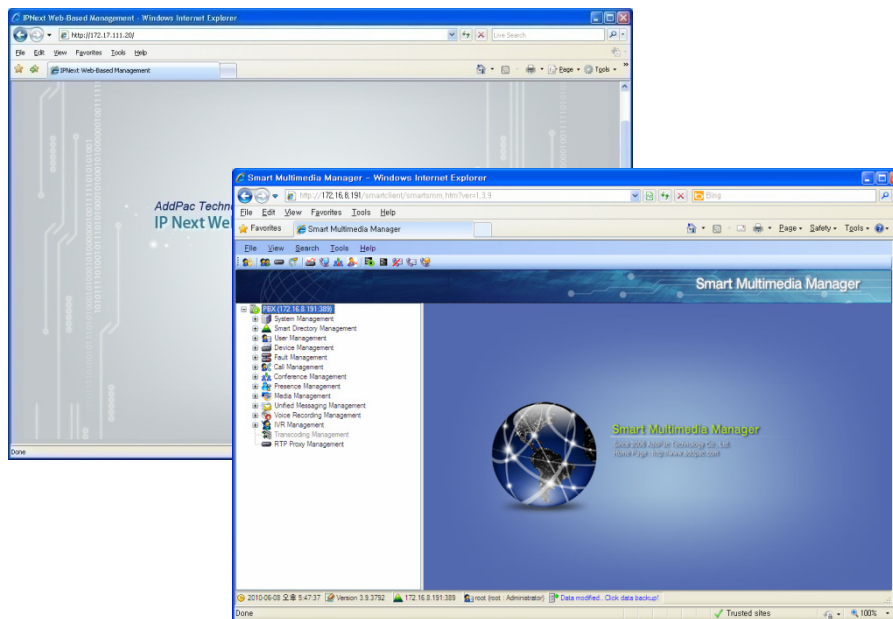




# Smart Multimedia Manager

## Smart Multimedia Manager Overview



**AddPac**

**AddPac Technology**

Sales and Marketing

# Contents

- System Requirements
- Main Features
- System Management
- Smart Directory Management
- User Management
- Device Management
- Fault Management
- Call Management
- PTT Management
- Conference Management
- User Presence Management
- Media Management
- Unified Message Management
- Voice Recording Management
- IVR Management



# System Requirements

- OS : Windows XP, Vista, Windows7, Windows Server 2000/2003
- CPU : Intel Pentium processor or compatible architecture ( 32 bit and 64-bit )
- Internet browser : Microsoft Internet Explorer 6.0 or higher
- Free hard disk space : 200 MB or more
- Physical memory : 256 MB or higher
- Monitor : super VGA ( 1024 x 768 ) resolution or higher

# Main Features

- Provides PBX system information such as voice line, network interfaces(LAN/WAN) and network services.
- Manages phone user , department and devices within a business.
- Supports standard PBX functions such as routing pattern, partition, music on hold, waiting queues and trunk management.
- Manages various PBX-related services such as voicemail, call recording, presence, IVR (Interactive Voice Response) , PTT ( Push-To-Talk) and audio & video conference.
- Manages different levels of administrator access.
- Monitors system performance like a CPU utilization, memory, disk usage and current service session in use.
- Provides fault management with fault status board, fault history and reports and statistics view.



# System Management

# System Information

**System Information** shows the system general information such as system model, host, system, account, version information, system performance (CPU, memory), network configuration information and etc.

**System Management** manages IP-PBX general system information such as network, services, Voice Line and monitoring

**Service, Voice Line, Storage** provides service state, voice line information, and shows storage usage.

Name	Value	
System Model	IPNEXT200_G2	
Host Name	IP-PBX	<input type="button" value="Edit"/>
System Password	*****	<input type="button" value="Edit"/>
APOS Version	8.50.006	
SMM Version	3.9.3812	
Time Zone		<input type="button" value="Edit"/>
Current Time	Wed Jun 9 11:56:43 2010	<input type="button" value="Edit"/>
Running Time	1 days 00:49:17	
CPU Utilization	100%	
Memory Utilization	Total: 131072 KB, Used: 112697 KB, Free: 18375 KB	
WAN Interface	IP address: 172.16.19.200, Subnet mask: 255.255.0.0.	
LAN Interface		

Name	Status
ftp	enable
telnet	enable
http	enable
syslog	enable
ntp	disable
ddns	disable
ldap	enable
dns	disable

Port	Type	Status
0/0	Phone(FXS)	idle
0/1	Phone(FXS)	idle
0/2	Phone(FXS)	idle
0/3	Phone(FXS)	idle
1/0	Phone(FXS)	idle

Partition Name	Total	Used	Available	Usage
/hd	38137M	615M	37521M	<input type="text" value=""/>

# Network

The screenshot displays the 'Smart Multimedia Manager' web interface in a Windows Internet Explorer browser. The browser's address bar shows the URL `http://172.16.19.200/smartclient/smartsmm.htm?ver=1,3,9`. The interface features a navigation tree on the left with categories like 'System Management', 'Network', 'Service', and 'System Monitoring'. The main content area is titled 'Network' and is divided into two sections: 'WAN (Lan0) Interface' and 'LAN (Lan1) Interface'. The 'WAN (Lan0) Interface' section is highlighted with a red dashed border and contains configuration fields for 'Static IP' (IP Address: 172.16.19.200, Subnet Mask: 255.255.0.0, Default Gateway: 172.16.1.1), 'MAC(Hardware) Address' (0002.a4ad.edfa), and 'MAC Address Clone'. The 'LAN (Lan1) Interface' section is below it and shows options for 'None', 'Bridge', 'IP Share', and 'NAT', along with fields for 'IP Address', 'Subnet Mask', and 'DHCP Server' (On/Off). A blue callout box with a dashed border points to the 'Network' section, containing the text: 'Network shows and configures network interfaces of the IP-PBX system'. The browser's status bar at the bottom shows the date '2010-06-09 오전 11:57:49', version '3.9.3812', and the IP address '172.16.19.200:389'.

# Service

The screenshot shows the 'Service' configuration page in the Smart Multimedia Manager web interface. The page is titled 'Service' and contains several sections for configuring various services. A red dashed box highlights the 'Service' section, and a blue dashed box with an arrow points to it from a text box.

**Service**  
IP-PBX system service configurations for each service

**Service Configuration Details:**

- TELNET: Server Port 23 <1-65535> (default: 23)
- SNMP: Server Port 161 <1-65535> (default: 161)
- HTTP: Server Port 80 <1-65535> (default: 80)
  - Authentication
- FTP: Control Port 21 <1-65535> (default: 21), Data Port 20 <1-65535> (default: 20)
- Syslog: Server Port 514 <1-65535> (default: 514), Log Life Time 30 <1-300 day>, Log File Root /hd/log
- LDAP: Server Port 389 <1-65535> (default: 389), User ID Manager, Password \*\*\*\*\*
- Dynamic DNS: Dynamic DNS Server, Host Name, User Name, Password, Life Time 0 (in days, default 27)
- NTP: Primary NTP Server, Secondary NTP Server (Hostname or A.B.C.D), Interval 0 NTP time resynchronize interval, in hour (default 24 ho)
- CDR (Call Detail Records): CDR over RADIUS



# Voice Line

**Voice Line** shows IP-PBX System with Voice Line & Trunk to manage the status and settings.

Port	Type	Destination-Pattern	Caller ID	Input Gain	Output Gain
0/0	Phone(FXS)		enable	0	0
0/1	Phone(FXS)		enable	0	0
0/2	Phone(FXS)		enable	0	0
0/3	Phone(FXS)		enable	0	0
1/0	Phone(FXS)		enable	0	0
1/1	Phone(FXS)		enable	0	0
1/2	Line(FXO)		disable	0	0
1/3	Line(FXO)		disable	0	0

**VoIP Configuration** Digit Map settings, SIP server settings and other preferences to configure VoIP features.

# System Monitoring

The screenshot displays the 'System Monitoring' page for IPNEXT230\_A (172.16.8.191). The interface includes a navigation tree on the left and a main content area with several monitoring panels. A red dashed box highlights the CPU, Memory, Storage, and Service Quota sections. A blue dashed box highlights the Service Quota section.

**System Monitoring**  
IPNEXT230\_A (172.16.8.191)

**CPU Usage**  
11 %

**CPU Usage History**  
Current: 11 %  
Max: 17 %  
Min: 10 %

**Memory Usage**  
120.4 MB

**Memory Usage History**  
Total: 131,072  
Used: 123,337  
Free: 7,735

**Storage**

Partition Name	Total(KB)	Used(KB)	Free(KB)	Used(%)
/hd	491,520	282,624	207,872	57%

**Service Quota**

11% 13% 13% 13% 52%

System UMS RBT VoiceRecord Free

Service Name	Total(KB)	Used(KB)	Free(KB)	Used(%)
Voice Record	61,440	2,343	59,097	4%
RBT	61,440	0	61,440	0%
UMS	61,440	0	61,440	0%

(172,16,8,191:80) Connected ok!

2010-06-09 오후 2:00:29 Version 3.9.3792 172.16.8.191:389 root (root : Administrator) Data modified.. Click data backup!

**System Monitoring** monitors system performance such as CPU utilization, memory usage, and disk usage in real-time mode.

**Service Quota** shows IP-PBX system's disk storage information with total, used and free space.



# Smart Directory Management

# Smart Directory Management

The screenshot displays the Smart Multimedia Manager web interface in Internet Explorer. The browser address bar shows the URL `http://172.16.8.191/smartclient/smartsmm.htm?ver=1.3.9`. The left sidebar contains a tree view with the following items: PBX (172.16.8.191:389), System Management, Smart Directory Management, Smart Directory Cluster (highlighted), Smart Directory Preference, User Management, Device Management, Fault Management, Call Management, Conference Management, Presence Management, Media Management, Unified Messaging Management, Voice Recording Management, IVR Management, Transcoding Management, and RTP Proxy Management.

The main content area is titled "Smart Directory Cluster" and contains a table with the following data:

Name	IP Address	Port	Status	SMM	Description
default	172.16.8.191	389	In service	Connected	

A callout box with a dashed blue border points to the table, containing the text: "Smart Directory Cluster the database server (Smart Directory Server) clustering information with IP address, port and status".

The status bar at the bottom of the browser shows the date and time "2010-06-09 오후 2:04:48", the version "Version 3.9.3792", the IP address "172.16.8.191:389", and the user "root (root: Administrator)".



# User Management

# User Management

The screenshot displays the Smart Multimedia Manager web interface in a Windows Internet Explorer browser window. The interface includes a left-hand navigation tree, a central 'Phone Users' section with a filter and a table, and an 'Add User' dialog box.

**Filter**  
search phone user with various conditions.

**User Management**  
manages IP-PBX system administrators for phone users.

**Phone Users**  
shows department information with hierarchical form in left tree menu and enlisted phone users of the department in right tabular list.

**User Properties**  
User name, account information and personal information such as phone numbers can be specified.

Name	User ID	Type	Phone Number	Terminal	Description
Bgkim [5]		Organization			
5000	5000	User	5000		
5001	5001	User	5001		
5002	5002	User	5002		
5003	5003	User	5003		
5004	5004	User	5004		
5005	5005	User	5005		
5006	5006	User	5006		
5007	5007	User	5007		
5008	5008	User	5008		
5009	5009	User	5009		
5010	5010	User	5010		

**Add User** dialog box fields:

- First Name
- Last Name
- Title
- Description
- User ID
- User Password
- Home Phone No.
- Mobile Phone No.
- E-Mail
- Unified Message Password (4 Digits Number)



# Device Management

# Device Management

The screenshot shows the Smart Multimedia Manager web interface in a Windows Internet Explorer browser. The browser address bar shows the URL: http://172.16.19.200/smartclient/smartsmm.htm?ver=1,3,9. The interface includes a navigation menu on the left with options like System Management, Smart Directory Management, User Management, Device Management, Fault Management, Call Management, and Conference Management. The main content area is titled 'Devices' and features a 'Location' filter with tabs for Organization (2), Server (1), Trunk (0), and Terminal (17). Below this is a 'Filter' section with fields for Filter Name, Rule, and Word, and buttons for 'Advanced Search' and 'Full Search'. A table displays a list of devices with columns for Terminal Name, Type, Model, Version, Status, IP Address, Phone Number, and Call M. The table contains 14 rows of data for various IP-Phone models. At the bottom, there are summary statistics: Total: 3, Terminal Total: 0, and Terminal License: 300. The status bar at the bottom shows the date and time (2010-06-09 오후 9:11:29), version (3.9.3812), IP address (172.16.19.200:389), and user (root : Administrator).

device type such server, trunk and terminal is displayed in a tabbed form. shows device list with hierarchical form.

Filter search device terminal with various conditions.

**Device Management** manages IP-PBX systems, servers and terminals with registration status and configuration.

**Devices** A list of each enlisted device information (name, model, version, status, IP address, phone number, etc.) is displayed.

Terminal Name	Type	Model	Version	Status	IP Address	Phone Number	Call M
autoreg2	IP-Phone	AP-IP200	8.41.073	Unregistered	20.1.1.11	2004	
2001	IP-Phone	AP-VP200	8.41.073	Unregistered	172.17.111.7	2001	
2002	IP-Phone	AP-VP200	8.41.073	Unregistered	20.1.1.12	2002	
autoreg6	IP-Phone	AP-VP350MCU	8.43.042	Registered	172.17.113.109	5001	N180
autoreg7	IP-Phone	AP-VP200	8.41.073	Registered	172.17.113.87	5002	N180
autoreg8	IP-Phone	AP-IP150	8.42.026	Unregistered	20.1.1.101	5005	
2003	IP-Phone	AP-IP200	8.41.073	Unregistered	2001:e78:b01:1...	2003	
autoreg10	IP-Phone	AP-VP350MCU	8.43.042	Registered	172.17.113.85	5000	N180
autoreg11	IP-Phone	AP-VP350MCU	8.41.073	Registered	172.17.113.115	5003	N180
autoreg12	IP-Phone	AP-VP300	8.46.010	Registered	2001:e78:b01:1...	5004	N180
autoreg14	IP-Phone	AP-VP300	8.30.05	Unregistered	172.16.31.55		





# Fault Management

# Event Monitoring

**Fault Management** manages fault management functions such as monitoring, history and statistics.

**Fault History** shows fault events from the registered servers with host IP, fault severity and fault message when fault occurs.

**Event Monitoring** displays events in standard syslog format that occur in the server to collect and analyze data.

Date/Time	Host	Severity	Message
2010-06-10 오후 1:21:05	172.16.19.200	Alert	System Time Thu Jun 10 13:21:05 2010
2010-06-10 오후 1:20:47	172.16.19.200	Alert	Telnet Authentication CLOSE from 172.16.1.51

Datetime	Host	Severity	Module	Description
Jun 10 13:23:46	172.1...	Informational	ftp	login success from 172.16.1.51, login root
Jun 10 13:23:46	172.1...	Informational	apcm	1 ldap 100c 00040609 0 <> <DM ( 6260)> : result=0 req.id=6260 cmd=UNKNOWN (UNKNOWN)
Jun 10 13:23:47	172.1...	Informational	ftp	connection from 172.16.1.51
Jun 10 13:23:47	172.1...	Informational	ftp	login success from 172.16.1.51, login root
Jun 10 13:23:49	172.1...	Informational	ftp	connection from 172.16.1.51
Jun 10 13:23:49	172.1...	Informational	ftp	login success from 172.16.1.51, login root
Jun 10 13:23:50	172.1...	Informational	apcm	1 repl 102d 00000000 0 <> <rep smb ( 0)> : REP
Jun 10 13:23:55	172.1...	Informational	apcm	1 repl 102d 00000000 0 <> <rep smb ( 0)> : REP
Jun 10 13:23:58	172.1...	Informational	ftp	connection from 172.16.1.51
Jun 10 13:23:58	172.1...	Informational	ftp	login success from 172.16.1.51, login root
Jun 10 13:24:00	172.1...	Informational	apcm	1 repl 102d 00000000 0 <> <rep smb ( 0)> : REP_log_run : replication stopped : use_repl

# Fault Status

The screenshot displays the 'Smart Multimedia Manager' web interface in Internet Explorer. The left sidebar shows a tree view of system components, with 'Fault Status' selected under 'Event Monitoring'. The main content area, titled 'Fault Status', is enclosed in a red dashed box and contains four panels:

- NEXT200 (172.16.19.200) IPNEXT200**: Status 'In Service'. Metrics: CPU (blue bar), MEM (blue bar), DISK (blue bar).
- Next100 AP-MC1000**: Status 'Out of Service'. Metrics: CPU (red bar), MEM (red bar), DISK (red bar).
- Trunks (60%)**: Total: 5, Registered: 3, Unregistered: 2.
- Phones (50%)**: Total: 4, Registered: 2, Unregistered: 2.

A blue dashed box highlights the 'In Service' status of the NEXT200 component, with an arrow pointing to a text box:

**Fault Status** shows all devices current status for the server, trunk and terminal type. In server type, you can view various current information such as operation status ( normal or abnormal ) and system performance ( CPU, memory and disk usage ). In other type, you can monitor current operation status and registration result to the server.

The browser window title is 'Smart Multimedia Manager - Windows Internet Explorer'. The address bar shows 'http://172.16.19.200/smartclient/smartsmm.htm?ver=1,3,9'. The status bar at the bottom shows 'Done', 'Trusted sites', and '100%' zoom.

# Fault Statistics

**View Mode**  
specify the fault period for statistics

**Target Device**  
specify target device that you want

**Print**  
print out the current statistics view

**Alarm Statistics (<All>)**

Hour	TIME_SYNC	AUTH_CLO...	AUTH_SUC...	Total
10:00	0	0	0	0
11:00	2	1	1	4
12:00	0	0	0	0
13:00	1	2	0	3
14:00	0	0	0	0

**Fault Statistics**  
fault categories to show statistical information with time-scale.



# Call Management

# Phone Number

**Call Management**  
IP-PBX Call Manager settings for the operating functions (Dial Plan, QoS & CAC, Supplementary Service, Advanced Service), monitoring, and provides statistics.

**Filter**  
search phone number with various search conditions.

No.	Phone Number	Partition	Pickup Group	Partition Access List	Park Group	Hunt Group	Address Pool
1	2001						default
2	2002						
3	2003						
4	2004						
5	3001						
6	3002						
7	3003						
8	3004						
9	3005						
10	3006						
11	3007						
12	3008						
13	3009						
14	3010						
15	3011						
16	3012						
17	3013						
18	3014						

**Phone Number Properties**  
specify User phone number, number groups, voice mail, Call Forward, Find Me and other services

**Phone Number**  
shows enlisted phone numbers with other properties.

# Routing Pattern

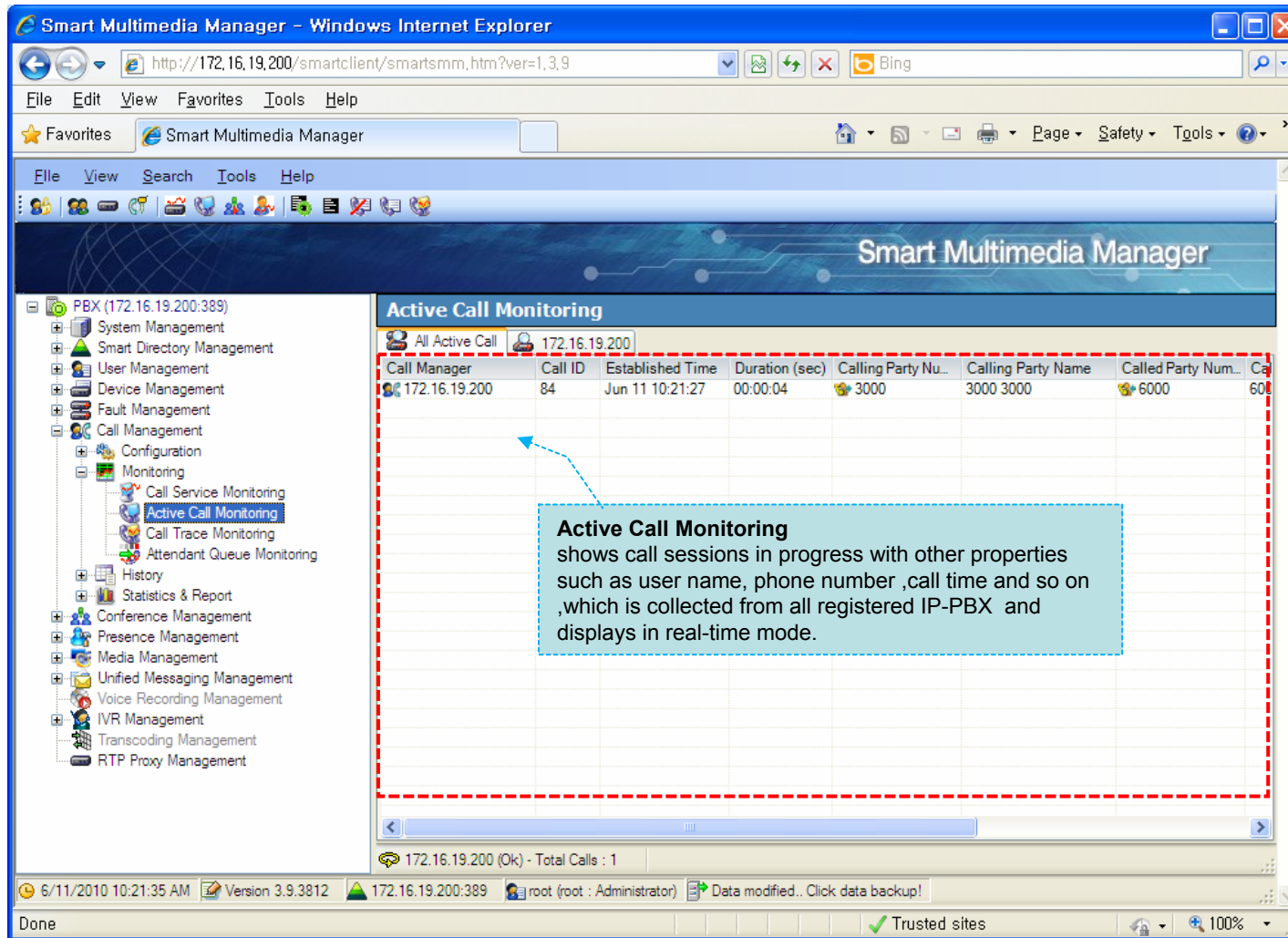
**Filter**  
search the routing pattern with various search conditions.

No.	Routing Pattern	Partition	Routing List	Routing Mode	Description
1	53T		AP1200_Test	Preference	
2	311.		AP1100_TG	Preference	
3	5401		Local Trunk G.W	Preference	default local routing pattern
4	5402		Local Trunk G.W	Preference	default local routing pattern
5	5403		Local Trunk G.W	Preference	default local routing pattern
6	6T		Local Trunk G.W	Preference	default local routing pattern
7	7T		Local Trunk G.W	Preference	default local routing pattern
8	8T		Local Trunk G.W	Preference	default local routing pattern
9	9T		Local Trunk G.W	Preference	default local routing pattern

**Routing Pattern**  
shows one or more routing patterns and each routing pattern may have one or more call routes.

Total Routing Patterns : 0 | Search Results : 0

# Active Call Monitoring



The screenshot shows the Smart Multimedia Manager web interface in Internet Explorer. The left sidebar contains a tree view of system management options, with 'Active Call Monitoring' selected under the 'Monitoring' section. The main content area displays a table of active calls. A red dashed box highlights the table, and a blue callout box with an arrow points to it, containing the following text:

**Active Call Monitoring** shows call sessions in progress with other properties such as user name, phone number ,call time and so on ,which is collected from all registered IP-PBX and displays in real-time mode.

Call Manager	Call ID	Established Time	Duration (sec)	Calling Party Nu...	Calling Party Name	Called Party Num...	Ca
172.16.19.200	84	Jun 11 10:21:27	00:00:04	3000	3000 3000	6000	6000

At the bottom of the interface, a status bar indicates '172.16.19.200 (Ok) - Total Calls : 1'.



# Call History

**Call Log Source** specifies call history source which is PC or Call Manager.

**Excel export** export the call history result to the MS-excel document.

**History** shows call history search results with group on a daily basis.

Date/Time	Call ID	Call Type	Call State	State Cause	Call Number	Call IP
2010-04-10	60704	Unknown				
2010-04-10	60705	Unknown				
2010-04-10	60706	Unknown				
2010-04-10	60707	Unknown			8901	211.201.39.145
2010-04-10	60708	Unknown			4118	175.223.185.207
2010-04-10	60709	Unknown			1905	120.142.142.21
2010-04-10	60710	Unknown			901067706529	172.17.250.252
2010-04-10	60711	Unknown				19.70.71.152
2010-04-10	60712	Unknown				25.129.72.49
2010-04-10	60713	Unknown				75.223.185.207
2010-04-10	60714	Unknown				75.223.185.207
2010-04-11	60715	Unknown			901037446978	172.17.250.252

# Statistics and Report

**View Mode**  
specify call statistics period

**Target Device**  
specify "from device" for caller and "to device" for callee.

**Print**  
print out the current statistics view

**Call Usage Statistics**

View Mode: Hourly, 2010-03-29

Category:  Location  Device

Device: From: <ALL> To: <ALL>

**Call Usage Statistics <ALL> to <ALL>**

Second

Hour

2010-03-29

Hour	Call Usage (sec)
0:00	0
1:00	0
2:00	0
3:00	0
4:00	0
5:00	0
6:00	0
7:00	0
8:00	0
9:00	0
10:00	11000
11:00	13000
12:00	12000
13:00	8000
14:00	7000
15:00	6000
16:00	10000
17:00	8000
18:00	6000
19:00	2000
20:00	2000
21:00	2000
22:00	2000
23:00	2000
<b>Total</b>	<b>85025</b>

**Call Usage Statistics**  
shows call usage statistics with graph and tabular form.



# PTT(Push-to-Talk) Management

# PTT Group

The screenshot displays the Smart Multimedia Manager web interface in Internet Explorer. The main content area shows a table titled "PTT Group" with the following data:

No.	Name	Number	Partition	Description
1	Default			

On the left, a navigation tree lists various management functions, with "PTT Group" highlighted. A red dashed box encloses this tree and the "Add PTT Group" dialog box. The dialog box contains the following fields and options:

- Group Name:
- Description:
- Number:
- Partition:  Edit
- Audio Codec Class:  Edit
- Group Priority:  (Zero is high priority)
- Max Session Idle Time:  seconds
- Max Floor Hold Time:  seconds
- Close on Chair Out

Buttons for "Ok" and "Cancel" are at the bottom of the dialog.

**PTT Management** manages PTT (Push-to-Talk) service for configuring and monitoring.

**PTT Group** shows PTT group list and each PTT group may have one or more PTT service users

**PTT Group Properties** specify a PTT group with properties such as phone numbers, priorities, participants and so on

# Active Session Monitoring

The screenshot displays the Smart Multimedia Manager web interface in Internet Explorer. The left sidebar shows a tree view of system management options, with 'Active Session Monitoring' selected under 'PTT Service Monitoring'. The main content area is titled 'PTT Active Session Monitoring' and shows a table of active sessions and a list of participants.

**PTT Session** monitors current PTT service in progress with various information such as name, number, and processing time.

Name	Number	Start Time	Duration	No. of P
Push-to-Talk#8C	N/A	20100319-15:4	00:00:59	

**Participants** displays PTT participants with phone number, ip and status for the selected PTT group.

Participant Name	Phone Number	IP	Status
Alice	8001	20.1.113.7	Joined
Bob	8002	20.1.113.57	Joined
Carol	8003	20.1.113.121	Joined

2010-06-15 오후 7:18:40 Version 3.9.3818 172.16.19.200:389 root (root : Administrator) Data modified.. Click data backup!



# Conference Management

# Conference Rooms

**Conference Rooms** shows conference rooms the administrator made with number, type and status.

**Conference Management** manages conference services for audio and video conference setting

No.	Conference Name	Conference Number	Partition	Conference Type	Status	Description
1	Ad-Hoc Defaults			Ad Hoc	Running	
2	Conference 1	1		Dial-Out		

**Add Conference** dialog fields:

- Conference Name: [Text Field]
- Description: [Text Field]
- Conference Number: [Text Field]
- Conference Type: [Dropdown: Dial-Out Conference]
- Media Type: [Dropdown: Audio]
- Partition: [Dropdown: N/A]
- Media Class: [Dropdown: default]
- Secondary Media Class: [Dropdown: N/A]
- Third Media Class: [Dropdown: N/A]
- Max Participant: [Spinner: 16]
- Conference Priority: [Spinner: 3] (Zero is high priority)
- Speaking Mode: [Dropdown: All Participants]
- Encryption Mode: [Dropdown: off]
- Video settings: Target Rate (384K), Frame Rate (30 fps), Picture Size (CIF), Dynamic Picture Size (enable)
- Room Password: [Text Field] (4 digit)

**Conference Properties** specify conference room properties, which is conference type like a dial-out, meet-me and etc and you can set other optional property according to the participants type.

# Active Conferences

**Active Conference** shows conference session in progress with name, number, conference type, the processing time and so on in real-time mode.

Active Conferences											
Conference											
Conference Name	Conference Number	Status	Conference Type	Start Time	Duration	Media Type	Floor to Full..	Layout Mode	Arrange Mode	Layout	Ng
업무회의7	7002	Running	Dial-Out	20050714-15:30:22	121	Video	Off	Manual	Dynamic	[Layout Icon]	4
업무회의8	7002	Running	Dial-Out	20050714-15:30:22	121	Video	Off	Manual	Dynamic	[Layout Icon]	4
업무회의9	7002	Running	Dial-Out	20050714-15:30:22	121	Video	Off	Manual	Dynamic	[Layout Icon]	4
업무회의10	7002	Running	Dial-Out	20050714-15:30:22	121	Video	Off	Manual	Dynamic	[Layout Icon]	4

Participants										
Participant Name	Phone Number	IP	Status	Audio	Video	Mic.	Speaker	Floor	In Picture	Reason
ihkown	7030	172.16.10.1	Joined	[Audio Icon]	[Video Icon]	8	10	[Floor Icon]	[In Picture Icon]	
jschoi	7031	172.16.10.2	Joined	[Audio Icon]	[Video Icon]	8	10	[Floor Icon]	[In Picture Icon]	
이민지	7032	172.16.10.3	Joined	[Audio Icon]	[Video Icon]	8	10	[Floor Icon]	[In Picture Icon]	
장화구	7033	172.16.10.3	Left	[Audio Icon]	[Video Icon]	8				

**Participants** shows the participants for the selected conferences with phone number, ip, status and other properties.





# User Presence Management

# Presence Group

The screenshot shows the Smart Multimedia Manager web interface. At the top, there is a navigation tree with the following items: Conference Management, Presence Management, Configuration, Phone Book, Public Phone Book, Presence Group, Speed Button Profile, Monitoring, Media Management, Unified Messaging Management, Voice Recording Management, IVR Management, Transcoding Management, and RTP Proxy Management. The 'Presence Group' item is highlighted with a red dashed box. Below the tree is a table titled 'Presence Group' with the following data:

No.	Group Name	Description
1	PresenceGroup_1	

**Presence Management** manages status information of the phone device, messenger and attendant console.

**Presence Group** show list presence groups and each presence group have one or more phone device, messenger or attendant console.

The 'Add a New Presence Group' dialog box has several tabs: General, Phone Book, Public Phone Book, and Speed Button. The 'General' tab is active and contains the following fields:

- Presence Group Name:
- Description:
- Presence Server Preference:

Below these fields is a 'Members' section with a tree view and a 'Selected Members' table. The tree view shows a hierarchy: Users > hong gildong (6000) > kwon hj (3000). The 'Selected Members' table has the following columns:

Path	Name

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

**Presence Group Properties** select user member, phone book and speed button for the presence group

# Presence Session Monitoring

Smart Multimedia Manager - Windows Internet Explorer

http://172.16.19.200/smartclient/smartsmm.htm?ver=1,3,9

File Edit View Favorites Tools Help

Smart Multimedia Manager

File View Search Tools Help

Smart Multimedia Manager

PBX (172.16.19.200:389)

- System Management
- Smart Directory Management
- User Management
- Device Management
- Fault Management
- Call Management
- Conference Management
- Presence Management
  - Configuration
  - Monitoring
    - Presence Service Monitoring
    - Presence Session Monitoring**
- Media Management
- Unified Messaging Management
- Voice Recording Management
- IVR Management
- Transcoding Management
- RTP Proxy Management

**Presence Session Monitoring**

172.16.19.200

Messenger IP-Phone

No.	Presence Group Name	Login Sessions	On-Line	Away	Working	Absence	Conference	Latest Directory	Old Directory
1	PresenceGroup_1	1	1	0	0	0	0	1	0
Total		1	1	0	0	0	0	1	0

172.16.19.200 : Connected ok!

2010-06-11 오후 4:56:03 Version 3.9.3812 172.16.19.200:389 root (root : Administrator) Data modified.. Click data backup!

Done Trusted sites 100%

**Presence Session Monitoring** monitors presence groups with login session, on-line, away, working, absence and so on. each group have one or more phone users



# Media Management

# Announcement Setting

**Media Management** manages media services for setting and monitoring functions.

specify media cluster and select proper language

select announcement package version.

**Announcement Setting**

Media Server Cluster: default  
 Language: en  
 Package Version: 8.50  
 Include Custom File

**Announcement List**  
 assign announcement source file in the server for each announcement ID or upload custom announcement source file to the server.  
 provides announcement playback settings with different ring back tone for different times and days.

ID	Announcement	Description	Custom File	8.50
400110	Connect	connecting announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
400120	Retry	push down internal number...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
400130	No Number	no exist internal number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
400140	Over Count	call fail over count announc...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
410110	Greeting	greeting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
410120	Connect to attendant	connect to attendant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
410130	Connect 2	connecting announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
410140	No Number 2	fail to push number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
410150	Over Time	fail to push number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
420110	Busy	call busy announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
420120	No Answer	absence announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
420130	System Normal Fail	call fail announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
420400	Thank you	thank you	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430110	Press Password	password announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430120	Over Count 2	call fail over count announc...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430130	Connect 3	connecting announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430140	Over Time 2	fail to push number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430150	Invalid Password	invalid password	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430200	Network Busy	network busy announceme...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430201	System overload	call limit by license announ...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
430202	All Lines Busy	all lines are busy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
440110	Normal Dial Tone	off-hook tone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
440120	Virtual Dial Tone	external call tone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
440130	Consult Tone	call transfer tone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
440210	default RBT	default RBT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
440220	Call Waiting Tone	call waiting tone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
440230	default MoH	default MoH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10201a	first	first	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
102100	hundredth	hundredth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1024000	thousandth	thousandth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Service Phone Users

**Filter**  
search phone user with various search conditions.

**Service Phone Users**  
assign different MoH and RBT file to each phone user.

Name	Type	Address	RBT File	MoH File	CID File	Description
3000 group [50]	Organization					
4000 group [50]	Organization					
Bgkim group [5]	Organization					
5000	User	5000	koujin.mp3	koujin.mp3		
5001	User	5001	Bad Boy.mp3	Bad Boy.mp3		
5002	User	5002	Flying.mp3	Flying.mp3		
5003	User	5003	One.mp3	One.mp3		
5004	User	5004				
5005	User	5005	8eight.mp3	8eight.mp3		
5006	User	5006				
5007	User	5007				
5008	User	5008				
5009	User	5009				
5010	User	5010				

Total Users : 2      Search Results : 4

Media File Management  
Properties  
Refresh      F5

# Media Session Monitoring

**Media Session Monitoring**

172.16.19.200 172.16.8.191

No.	Call Manager	Media Type	Calling Address	Calling User	Called Address	Called User	Start Time	File Name
1	172.16.19.200	Audio			1000		2010-06-14 09:3...	440210_kr_v8.48

MoH

No.	Call Manager	Media Type	Calling Address	Calling User	Called Address	Called User	Start Time	File Name
1	172.16.19.200	Audio			1001		2010-06-14 09:3...	440230_kr_v8.48

CID

No.	Call Manager	Media Type	Calling
-----	--------------	------------	---------

Announcement

No.	Call Manager	Media Type	Calling Address	Calling User	Called Address	Called User	Id	Language	Start Time
-----	--------------	------------	-----------------	--------------	----------------	-------------	----	----------	------------

(172.16.19.200:5041) Connected ok!

2010-06-14 오전 9:32:15 Version 3.9.3812 172.16.19.200:389 root (root : Administrator) Data modified. Click data backup!

Done Trusted sites 100%

**Media Session Monitoring** monitors current sessions in progress of the media server with the four type which is RBT(Ringbacktone), MoH ( Music on Hold), CID (Caller Identification) and announcement.



# Unified Messaging Management



# Unified Message Box

**Unified Messaging Management** provides UMS services related to setting and monitoring functions.

**Unified Message Box** shows phone users' message box information which are SMS such as undelivered messages and voice mail.

**Unified Messaging List** shows selected user's undelivered SMS and voice mail such as inbox and savebox. search and remove functions also provided.

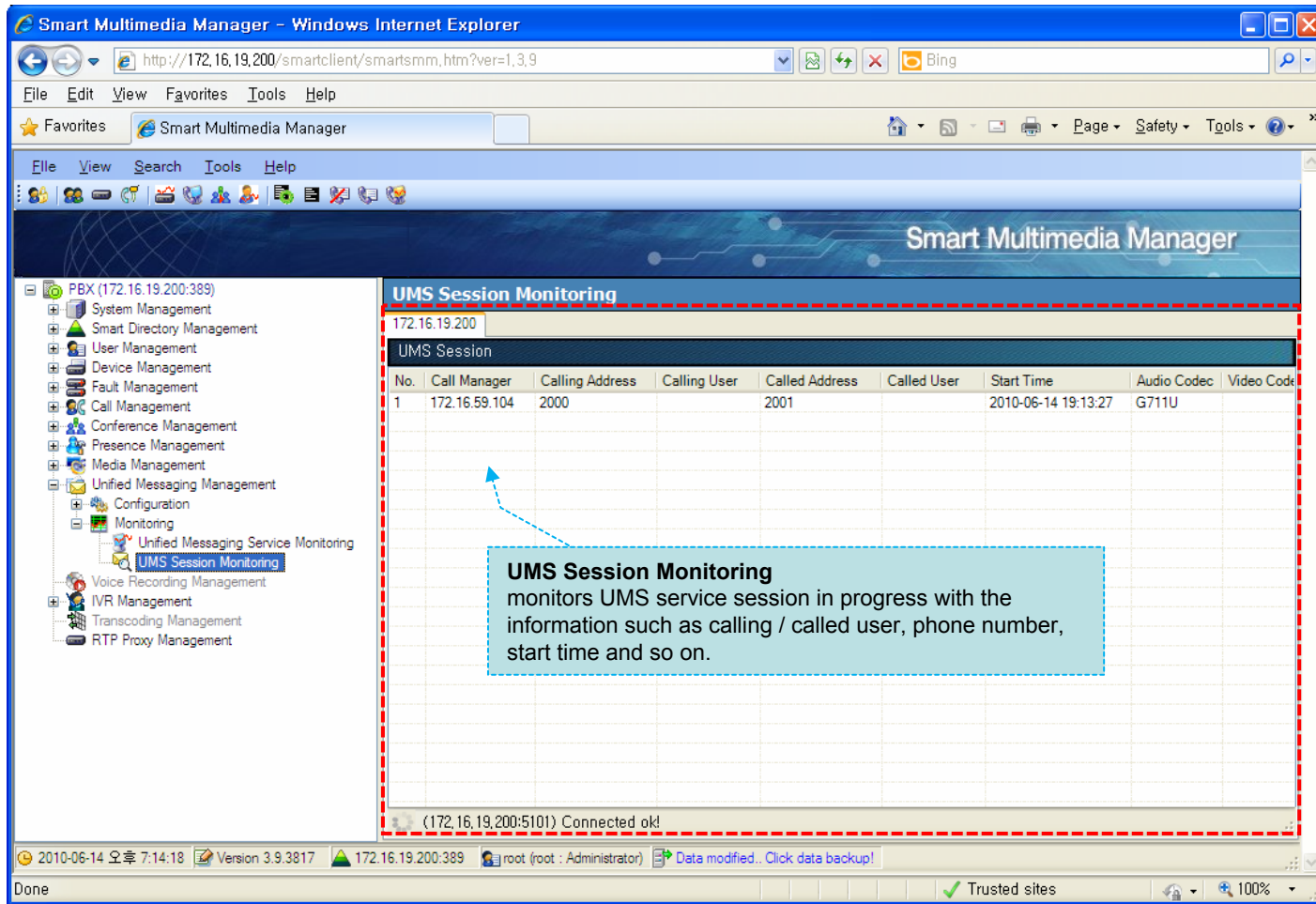
Move Mail  
Delete Mail  
Delete Mail Option  
Delete Directory  
Refresh F5

No.	Address Pool	Address	Partition	Path	User ID	Message	Inbox	Savebox	Undelivered	SMS state
1	default	1001			1001	0	0	0	95737564	UnRegiste
2	default	1003	3Floor		1003	0	0	0	95737564	UnRegiste

Inbox[1]										
No.	Address	Partition	Path	User	Start Time	Duration	Size(KB)	Type	Audio Codec	Video Codec
1	1000		/	gildong	2010-06-14 15:51:30	00:01:04	17	audio		

Address : 1001      User : hjkwon      Quota : IMB      Used : UnRegister

# Unified Session Monitoring



The screenshot shows the Smart Multimedia Manager web interface in Internet Explorer. The left sidebar contains a tree view of management categories, with 'UMS Session Monitoring' selected under 'Unified Messaging Management'. The main content area displays a table titled 'UMS Session Monitoring' for IP 172.16.19.200. The table has columns for No., Call Manager, Calling Address, Calling User, Called Address, Called User, Start Time, Audio Codec, and Video Code. A single session is listed with No. 1, Call Manager 172.16.59.104, Calling Address 2000, Called Address 2001, and Start Time 2010-06-14 19:13:27. A status bar at the bottom shows '(172.16.19.200:5101) Connected ok!'.

No.	Call Manager	Calling Address	Calling User	Called Address	Called User	Start Time	Audio Codec	Video Code
1	172.16.59.104	2000		2001		2010-06-14 19:13:27	G711U	

**UMS Session Monitoring**  
monitors UMS service session in progress with the information such as calling / called user, phone number, start time and so on.



# Voice Recording Management

# Record Search

**Smart Multimedia Manager**

Record Search

IPNEXT230\_LA(172.16.8.191) | Last 1 hour | Detail Search | 1 / 1 | Total : 20

No.	Call ID	Source IP	Rec StartTime	Rec EndTime	Rec Duration	Call Duration	Calling
1	8	172.16.59.111	2010-05-06 16:37:18	2010-05-06 16:37:22	00:00:04	00:00:05	1001
2	7	172.16.59.111	2010-05-06 16:20:42	2010-05-06 16:20:44	00:00:02	00:00:02	1001
3	6	172.16.59.111	2010-05-06 16:20:33	2010-05-06 16:20:46	00:00:13	00:00:14	1001
4	5	172.16.59.111	2010-05-06 16:20:00	2010-05-06 16:20:02	00:00:02	00:00:02	1001
5	4	172.16.59.111	2010-05-06 16:19:47	2010-05-06 16:20:03	00:00:16	00:00:16	1001
6	2	172.16.59.111	2010-05-06 16:17:44	2010-05-06 16:18:00	00:00:16	00:00:16	1001
7	11	172.16.59.111	2010-05-06 14:35:04	2010-05-06 14:35:04	00:00:00	00:00:21	1001
8	1	172.16.59.111	2010-05-06 11:02:21	2010-05-06 11:02:21	00:00:00	00:00:02	1001
9	17	172.16.59.113	2010-05-04 14:29:29	2010-05-04 14:29:44	00:00:15	00:00:15	1001
10	15	172.16.59.113	2010-05-04 14:19:05	2010-05-04 14:19:15	00:00:10	00:00:11	1001
11	12	172.16.59.113	2010-05-04 14:12:36	2010-05-04 14:12:42	00:00:06	00:00:07	1001
12	22	172.16.59.111	2010-05-04 14:09:52	2010-05-04 14:09:54	00:00:02	00:00:02	1001
13	19	172.16.59.111	2010-05-04 14:09:32	2010-05-04 14:09:34	00:00:02	00:00:02	1001
14	72	172.16.59.113	2010-05-04 13:47:52	2010-05-04 13:47:52	00:00:00	00:00:01	1003
15	69	172.16.59.113	2010-05-04 13:35:24	2010-05-04 13:35:34	00:00:10	00:00:10	1003
16	11	172.16.59.111	2010-05-04 05:35:06	2010-05-04 05:35:11	00:00:05	00:00:05	1001
17	19	172.16.59.111	2010-05-03 21:42:23	2010-05-03 21:42:27	00:00:04	00:00:04	1001
18	55	172.16.59.113	2010-05-03 21:42:01	2010-05-03 21:42:06	00:00:05	00:00:06	1001
19	13	172.16.59.111	2010-05-03 20:38:19	2010-05-03 20:38:25	00:00:06	00:00:07	1001
20	12	172.16.59.111	2010-05-03 20:38:14	2010-05-03 20:38:15	00:00:01	00:00:01	1001

2010-06-17 오후 5:10:53 | Version 3.9.3792 | 172.16.8.191:389 | root (root : Administrator) | Data modified.. Click data backup!

**Voice Recording Management**  
manages Recording Service for setting and monitoring functions.

**Record Search**  
search phone calls made with various search conditions

# System Monitoring

The screenshot displays the Smart Multimedia Manager web interface in Internet Explorer. The browser address bar shows the URL `http://172.16.8.191/smartclient/smartsmm.htm?ver=1,3,9`. The interface features a navigation tree on the left with categories like PBX, Unified Messaging Management, Voice Recording Management, and IVR Management. The main content area is titled "System Monitoring - Recording Servers" and shows monitoring data for the server "IPNEXT230\_A (172.16.8.191)".

Monitoring Category	Current Count	Max Count
Total Recording Session	0	200
CM Recording Session	0	0
Phone RecordingSession	0	0
Gateway Recording Session	0	0

A callout box points to the "Gateway Recording Session History" chart with the text: "System Monitoring (Recording Server) monitors total recording session grouped with IP-PBX, phone and gateway".



# IVR Management

# IVR Service

**IVR Management** manages IVR (Interactive Voice Response) services for setting and monitoring.

No.	Service Name	Phone Number	Codec	Enable	Scenario Name	Schedule	Description
1	6565	6565	G.711 ulaw	disable	attendant		

**IVR Service** binds phone number to the service name which is directly linked to the IVR scenario file made by applications bundled together as a package software.

**Add a New IVR Service**

Service Name:

Description:

Service Number:

IVR Server Cluster: default

Scenario Name: attendant

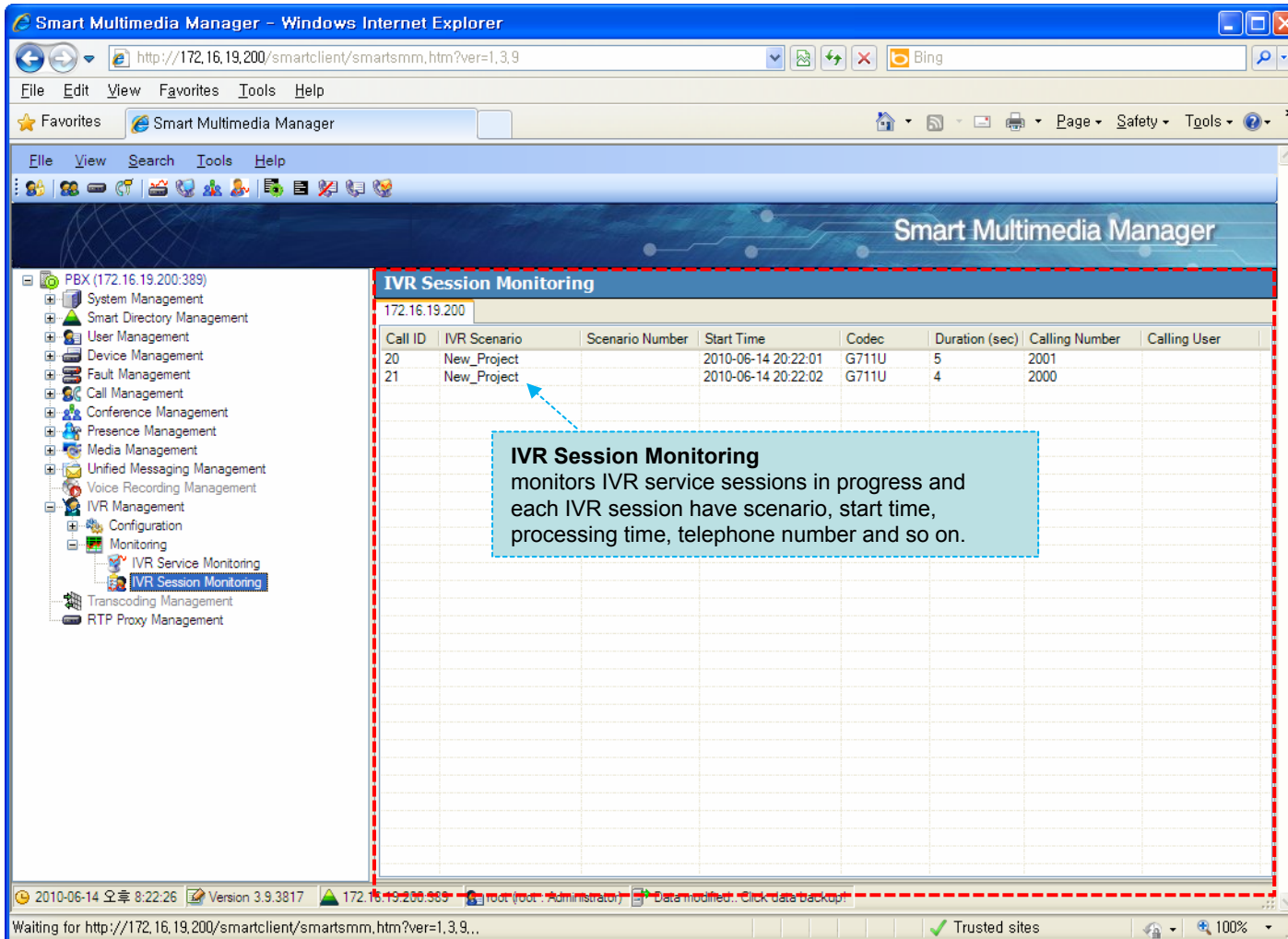
Partition: N/A

Codec: G.711 ulaw

Frame per Packet: 2

Enable IVR Service [IVR Schedule](#)

# IVR Session Monitoring



The screenshot shows the Smart Multimedia Manager web interface in Internet Explorer. The left sidebar contains a tree view of system management options, with 'IVR Session Monitoring' selected. The main content area displays a table of IVR sessions. A callout box points to the table with the text: 'IVR Session Monitoring monitors IVR service sessions in progress and each IVR session have scenario, start time, processing time, telephone number and so on.'

Call ID	IVR Scenario	Scenario Number	Start Time	Codec	Duration (sec)	Calling Number	Calling User
20	New_Project		2010-06-14 20:22:01	G711U	5	2001	
21	New_Project		2010-06-14 20:22:02	G711U	4	2000	





# Thank you!

**AddPac Technology Co., Ltd.**  
Sales and Marketing

Phone +82.2.568.3848 (KOREA)

FAX +82.2.568.3847 (KOREA)

E-mail [sales@addpac.com](mailto:sales@addpac.com)