

IP Telephony Software Solution



AddPac IP Telephony Software Solution

- WSMM(Web based Smart Multimedia Manager)
- Smart Messenger
- Smart Window
- Smart NMS
- Smart Billing Software
- Smart Attendant Console

[Learn More >](#)

The banner features a dark blue background with a laptop on the left displaying several software windows, and two server racks on the right. The text is in a light blue and white color scheme.

AddPac

AddPac Technology

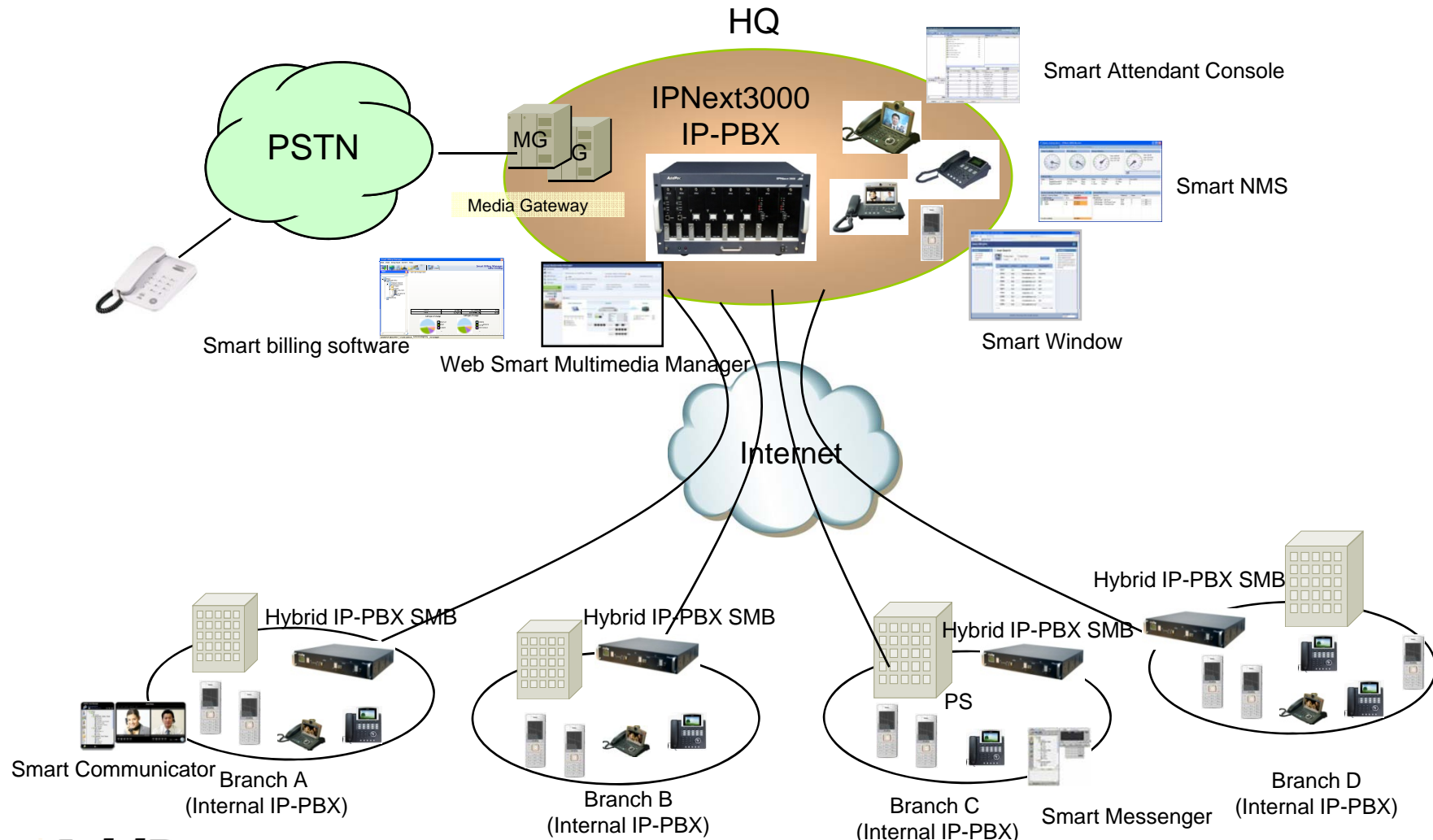
Sales and Marketing

www.addpac.com





Contents

- IP Telephony Service Diagram
- Dual Redundancy IP-PBX Products (example)
- IP Telephony Hardware Terminals
- IP Telephony Software Solution
 - Web based SMM (Smart Multimedia Manager)
 - Smart NMS (Network Management System)
 - Smart Messenger for Click-to-Dial
 - Smart Window for Personal Web Manager
 - Smart Billing Software for Enterprise
 - Smart Attendant Console
 - Smart Communicator (IP Soft Video Phone AP-SMP100)

IPNext IP-PBX Service Diagram











IPNext IP-PBX Comparison Table

Model		IPNext5000	IPNext3000	IPNext2000	IPNext600
Service Features					
Registration User Number		5000	3000	2000	500
Concurrent Call User Number		1000	800	500	100
IPv4/IPv6 Dual Stack Support		Support	Support	Support	Support
VoIP Signaling	Internal	SIP	SIP	SIP	SIP
	External	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP
Powerful IVR, UMS, Media Service, User Presence Service		Support	Support	Support	Support
RTP Proxy Service (IPv6, Private IP)		Support	Support	Support	Support
LAN Port		2	2	2	2
System Duplication		Support(built-in)	Support(built-in)	Support(built-in)	Support(Built-In)
Power Supply		Dual Redundancy Power(Module Type)	Dual Redundancy Power(Module Type)	Dual Redundancy Power(Module Type)	Dual Redundancy Power(Module Type)



IP Video Phones for AddPac IP-PBX

IP Video Phones for AddPac IP-PBX

	AP-VP500	AP-VP350	AP-VP300N	AP-VP280	AP-VP250	AP-VP230	AP-VP150	AP-VP120
								
LCD Size	12.1 Inch Touch Screen	7Inch Touch Screen	7Inch Touch Screen	7Inch Touch Screen	4.3Inch Touch Screen	5Inch Touch Screen	4.3Inch Touch Screen	4.3Inch
Camera	CCD	CCD	CCD	CMOS	CMOS	CMOS	CCD	CMOS
Video Codec	H.263 MPEG4 H.264	H.263 MPEG4 H.264	H.263 MPEG4 H.264	H.263 MPEG4 H.264	H.263 MPEG4 H.264	H.263 MPEG4 H.264	H.263 MPEG4 H.264	H.263 MPEG4 H.264
Signaling	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP
Video MCU	N/A	4-Party Video MCU	N/A	N/A	N/A	N/A	N/A	N/A
Voice MCU	3-Party	3-Party	3-Party	3-Party	3-Party	3-Party	3-Party	3-Party
LAN Port	2	2	2	2	2	2	2	2
PoE	N/A	N/A	Support	Support	Support	Support	Support	Support



IP Phones for AddPac IP-PBX




IP Phones for AddPac IP-PBX

	AP-IP300	AP-IP250	AP-IP230	AP-IP160	AP-IP120	AP-IP90
						
LCD Size	4.3 Inch Color LCD	4.3 Inch Color LCD	5 Inch Color LCD	4 Text Line Graphic LCD	4 Text Line Graphic LCD	4 Text Line Graphic LCD
Touch Screen	N/A	Support	Support	N/A	N/A	N/A
Speed-Dial Keys	25 Key with Presence LED	Touch Screen based 25 Keys	Touch Screen based 25 Keys	16 Key with Presence LED	12 Key with Presence LED	N/A
Voice Codec	G.711/G.726/G.729/G.723	G.711/G.726/G.729/G.723	G.711/G.726/G.729/G.723	G.711/G.726/G.729/G.723	G.711/G.726/G.729/G.723	G.711/G.726/G.729/G.723
Signaling	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP	H.323/SIP
3-Party Conversation	Support	Support	Support	Support	Support	Support
LAN Port	2	2	2	2	2	2
PoE(Optional)	Support	Support	Support	Support	Support	Support
FXO(Optional)	Support	Support	Support	Support	Support	Support



IP Extend Key Pack for AddPac IP-PBX

IP Extend Key Pack Comparison Table

Model	AP-PT100	AP-PT50	AP-PT20
Service Features			
Key Type	7 inch LCD Touch Screen	Push Button with User Presence Indication LAMP	Push Button with User Presence Indication LAMP
Key Number	Default : 9(row) x 4(column) = 36	60 Key	40 Key
User Presence Indication	Support	LED on, LED off, LED Blink	LED on, LED off, LED Blink
Multiple Cascading	Support	Support	Support
Speaker	Support	Support	Support
LAN Port	2	2	2
PoE(Optional)	Support	Support	Support
Application	IP Phone or Video Phone Extend Key Pack	IP Phone or Video Phone Extend Key Pack	IP Phone or Video Phone Extend Key Pack

IP Wifi Phone

AP-WP100 IP Wifi Phone





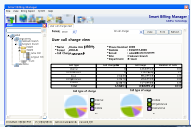
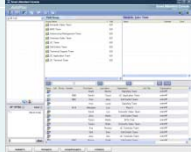

- Wi-Fi IP Phone Solution
- Various Call Scenario Support (IP-PBX)
- State-of-art SIP Signaling
- IEEE802.11b/g up to 54Mbps
- WPA(Wifi Protected Access), 802.11i Security Standard
- Wi-Fi IP Audio Broadcasting Terminal Solution
- External Audio In/Out Port for Headset
- Firmware Upgradeable Architecture
- VoIP Solution with Outstanding Network Service Capability
- Audio Privacy Protection





IP Telephony Software Solution

AddPac IP Telephony Software Product Lists

	WSMM	Web based SMM (Smart Multimedia Manager) for IP-PBX
	Smart NMS	Smart NMS (Network Management System)
	Smart Messenger	Smart Messenger for Click-to-Dial
	Smart Window	Smart Window for Personal Web Manager
	Smart Billing Software	Smart Billing Software for Enterprise
	Smart Attendant Console	Attendant Console Software for Large Company
	Smart Communicator	IP Soft Video Phone AP-SMP100

Web based Smart Multimedia Manager for IP-PBX



Contents

- Overview
- System Requirement
- WSMM Login
- Extension Management
- Trunks Management
- PBX Services Management
- System Admin Management
- Summary
- User Portal web page

Overview

What`s New in WSMM (Web based Smart Multimedia Manager)

- Simple Menu and Easy Configuration
- Provides Built-In IVR Scenario Editor and Service Configuration
- Provides easy-to-user IP-PBX System API Services and ways to integration with 3rd party systems
- Integrated voice line management such as **FXS, FXO, E1, GSM, 3G**
- **User portal** to configure personal information, call forwarding
- **Diagnostic tool** to analyze SIP Call flow, current status and problems for terminal and trunk

System Requirement

WSMM (Web based Smart Multimedia Manager)

- Windows XP, Vista, Windows 7, Windows Server 2000/2003
- Linux / Unix Platform
- Microsoft Internet Explorer 7.0 / 8.0 / 9.0
- Google Chrome / Mozilla Firefox / Safari / Opera
- Javascript + HTML supported browser (Android, iPhone, iPad,...)

Login

WSMM Login
Execute web browser to enter the IP address of IP-PBX then WSMM accessible login screen will be displayed.

Administrator Authentication
Enter administrator ID and password to complete authentication by clicking login Smart Multimedia Manager.

Help

The screenshot displays the 'Smart Multimedia Manager' web interface. The main content area is titled 'Add an User Extension' and contains a form with fields for Extension, First Name, Last Name, Voice Mail Password, User Password, Department, Title, Email, Home Phone, Mobile Phone, User ID, Photo, and Routing Access List. Below the form are 'Advanced Options' and 'General Settings' sections. A red dashed box highlights a help icon (a question mark in a blue circle) located next to the 'User ID' field. A blue arrow points from this icon to a help window titled 'Help :: User Extension'. The help window contains the following text:

- Analog Extension**
- > Analog Port**
You should select one of analog FXS port in this PBX. An analog phone or legacy PBX line can be attached to this analog extension. The analog port already assigned to other analog extension will not be shown at the list.
- User Extension**
- > Extension**
This is a phone number of this user. For convenience, it is recommended to assign same digits length to user extensions. This user extension is also a user id for login user portal and default user id for SIP registration for registering SIP phone unless setting User ID option.
- > First Name / Last Name**
This is user's first name and last name like Michel Jackson.

At the bottom of the screenshot, there is a yellow box with the following text:

HELP
WSMM provides HELP for each functions. Click HELP to display new screen and detail description of setup is clearly explained in homepage.


Related Links

Smart Multimedia Manager
www.addpac.com

Modify the User Extension

Apply Cancel Advanced Options

User Extension

Extension *	1009	3 - 8 digits
First Name	ByoungGoo	
Last Name *	Choi	
Voice Mail Password *	****	4digits and user portal login
User Password *	1111	For SIP registration
Department	root	Search
Title		ex) manager
Email		ex) admin@addpac.com
Home Phone		ex) 123-456-7890
Mobile Phone		ex) 123-456-7890
User ID		SIP registration ID
Photo	 (Maximum File Size: 100KB) Select Photo	

Routing Access List

Routing Access List: internal

Advanced Options

Terminal Profile: default

General Settings

Security Profile: default

Use RTP Proxy:

Back Tone at:

Representation: Default

Description

A user extension is an IP Phone (SIP / SSCP phone) or a soft phone for end user. It is composed of user profile, phone number and terminal belongs to the user.

Related Links

- WSMM User Portal
- Routing Access Lists
- Terminal Profiles
- Security Profiles
- Pickup Group

Related Links

- WSMM User Portal
- Routing Access Lists
- Terminal Profiles
- Security Profiles
- Pickup Group

Copyright © AddPac 1999-2012. All Rights Reserved

Related Links
WSMM setup page provides related link functions. Related links helps easy operation of IP-PBX by providing link.

Diagnostic

Smart Multimedia Manager
www.addpac.com

Terminal Diagnostic 1009 (172.16.18.100)

You can check network connectivity from the PBX to the terminal by **Network Connectivity Test** and also you can check SIP awareness of the terminal by checking response message from the terminal by **SIP Aware Test**.

Step 1.

- 1. **Network Connectivity Test** Successfully pinged 172.16.18.100 which is just provisioned to phone. Reply from 172.16.18.100: time=100ms loss=0% **Succeeded**
- 2. **SIP Aware Test** This phone '172.16.18.100' is successfully responding SIP OPTIONS. **Succeeded**

At this step, you can make a test call on the diagnostic terminal to some destination number. If this terminal has problem on local call, the destination could be a local extension otherwise the destination could be mobile or PSTN number. The call trace shows information whether the call is properly handled or not. This test call can be traced only one administrator at same time and simultaneous test call will not be allowed.

1005 Start Outbound Test

Outbound Call Test Make a test call '1005' **Succeeded**

2012-06-12 20:15:36 deviceId: 70 caller: 1009 callee: 1005 Call Test Start.
----- From 1009 (172.16.18.100:5060) -----

SIP/2.0 200 OK
Via: SIP/2.0/UDP 172.16.17.30:5060;branch=z9hG4bKd84f0b0fa411
From: <sip:dial-service@172.16.17.30>;tag=d84f0b0fa4
To: <sip:1009@172.16.18.100>;tag=dc4fa2c5a4
Call-ID: dca3d74f-519d-a2e8-80c5-0002a4038e2c@172.16.18.100
CSeq: 11 INVITE
Session-Expires: 1800;refresher=uac
User-Agent: AddPac SIP Gateway
Contact: sip:1009@172.16.18.100
Require: timer
Content-Type: application/sdp
Content-Length: 179

v=0
o=1009 1339532254 1339532254 IN IP4 172.16.18.100
s=AddPac Gateway SDP
c=IN IP4 172.16.18.100
t=1339532254 0

/AVP 0
0000/1
(172.16.18.100:5060) -----

172.16.17.30:5060;branch=z9hG4bKd84f0b0fa411
service@172.16.17.30>;tag=d84f0b0fa4
2.16.18.100>;tag=dc4fa2c5a4
f-519d-a2e8-80c5-0002a4038e2c@172.16.18.100

1800;refresher=uac
ic SIP Gateway
9@172.16.18.100

lication/sdp
179

Step 2.

Copyright © AddPac 1999-2012 All Rights Reserved

Diagnostic

It provides to display terminal and trunk status inspection in IP-PBX

Step 1.

- Network Connection Test
- SIP Aware Test

Step 2.

- Outgoing Call Test

Built-in IVR Scenario Editor

Smart Multimedia Manager
www.addpac.com

IVR Scenarios

Apply Save Cancel

IVR Scenario Properties

Name: addpac
Description:

IVR Scenario sequence

- Start
 - Play
 - Menu (AddPac)
 - Multi
 - Check Extension
 - TRUE
 - Play
 - Transfer
 - FALSE
 - Play (Wrong Number)
 - Goto
 - 0
 - Play (Connect)
 - Transfer
 - 1
 - Play (Connect)
 - Transfer (Voice Mail)
 - 2
 - Play (Announcement)
 - Transfer
 - No Match
 - Play (Thank you)
 - Disconnect
 - No Input
 - Play (Please Press Number)
 - Goto

Menu

This action inputs a single digit or multiple digits from user phone and branches to an event handle by matching input digit.

Name * AddPac
File Path: hello_full .Open
 Cancelable
If this option is enabled, you can stop the sound by pressing any key.
Initial Timeout: 10
Allowable Count: 5
Single Digit:
Add Single Digit Event of: 3
Multi Digit:
Add Multi Digit Event with Inter Digit Timeout: 1 Sec
and Max Digit Length: 4

Description

Using this built in IVR scenario editor, you can create a new IVR scenario or modify it. The created scenario is generated to voice XML file and loaded to interpreter when you apply this scenario. This IVR scenario can be tested by call to IVR extension where this scenario is applied.

Copyright © AddPac 1999-2012. All Rights Reserved

Built-in IVR Scenario Editor

WSMM is embedded with IVR Scenario Editor. An administrator may create/edit IVR scenario without using special tool

IVR Scenario Sequence

- Start
- Menu / Play / Transfer / Check Extension / Goto / Disconnect

Main

Smart Multimedia Manager
www.addpac.com

Extensons
Trunks
PBX Services
System Admin
Summary

Welcome to AddPac IP-PBX
root
Last Login at June 08 11:29:56AM (172.16.30.41)

Unread Alarm Message
login user authentication failed 2012-06-01 07:51:12

Quick Menu
 > Add an User Extension
 > Add a VoIP Trunk
 > Extensions
 > Add an Analog Extension
 > Add an Outgoing Call Rule
 > Terminals
 > Add a Conference Room
 > Add an Incoming Call Rule

Status

User Extensions
 Registered (2)
 Unregistered (3)
 Unconfigured (0)
 Unused license (95)

System
 Memory Storage: 0%
 Network: 7%
 Call Manager: 0/100
 MCU: 0/2
 Presence: 0/100
 IVR: 0/100
 Media: 0/100
 UMS: 0/100
 RtpProxy: 0/100

Trunks
 Internal Trunk Gateway (0/0)
 SKN_TG (0/0)
 Dacom_Trunk (0/0)

FXS (1) 0 1 2 3
 E1 (0) 0 1
 FXO (1) 4 5 6 7
 GSM (2) 0 1 2 3

Main Menu
Through left "Main Menu", setup IP-PBX policy.

Alarm Message
It displays IP-PBX system errors

Short Cut
A short cut link.

Status
It displays current IP-PBX system major status

Main - Alarm History

The screenshot shows the Smart Multimedia Manager interface. The top section displays a welcome message for 'root' and an 'Unread Alarm Message' for 'login user authentication' on 2012-06-01 07:51:12. A red dashed box highlights this message, with a blue arrow pointing down to the 'Alarm History' page below. The 'Alarm History' page features a table with columns for Level, Messages, and DateTime, listing various system events such as NTP time sync service started, ftp service disabled, and disk upper quota limit exceeded.

Alarm History
Main page displays alarm message. Click Unread Alarm Message to display alarm history page at the bottom. It also displays IP-PBX system errors.

Level	Messages	DateTime
1	Minor NTP time sync service started!	2012-06-01 07:54:35
2	Major ftp service disabled by operator	2012-06-01 07:54:02
3	Minor network interface fastethernet 0/0 now up	2012-06-01 07:53:35
4	Major disk upper quota limit exceeded	2012-06-01 07:53:04
	Threshold exceeded!	2012-06-01 07:51:55
	Authentication failed	2012-06-01 07:51:12

Main – Quick Menu

The screenshot displays the 'Smart Multimedia Manager' web interface. On the left is a navigation sidebar with options like 'Extensions', 'Trunks', 'PBX Services', 'System Admin', and 'Summary'. The main content area shows a 'Welcome to AddPac IP-PBX' message for user 'root' and an 'Unread Alarm Message' about a failed login. Below this is a 'Quick Menu' section with several options: 'Add an User Extension', 'Add a VoIP Trunk', 'Extensions', 'Add an Analog Extension', 'Add an Outgoing Call Rule', 'Terminals', 'Add a Conference Room', and 'Add an Incoming Call Rule'. A red dashed box highlights the 'Quick Menu' and the 'Add an User Extension' form below it. A blue arrow points from the 'Add an User Extension' link in the Quick Menu to the form. The form includes fields for Extension, First Name, Last Name, Voice Mail Password, User Password, Department, Title, Email, and Home Phone. A 'Description' box explains that a user extension is an IP Phone or soft phone. A 'Related Links' section lists 'Routing Access Lists', 'Terminal Profiles', 'Security Profiles', and 'Pickup Group'. A yellow callout box at the bottom left explains the Quick Menu's purpose.

Quick Menu
A short cut link for favorite. It provides Extension / Conference Room / Trunk / Call Rule / Terminals short cut link to improve the convenience of user.

Main – Follow Us

The screenshot shows the 'Smart Multimedia Manager' web interface. On the left sidebar, there is a 'Follow Us' section with icons for LinkedIn, Facebook, and YouTube. Blue arrows point from these icons to corresponding social media pages overlaid on the main interface. The LinkedIn page shows a post about AddPac Technology Hybrid IP-PBX System. The Facebook page shows the AddPac profile. The YouTube page shows a video titled 'AddPac Hybrid IP-PBX IPNext180 / IPNext187 / IPNext190 (16/24/32 Port)'. A yellow box at the bottom left contains the text: 'Follow Us You may check AddPac product information, solution and etc. through Linked, Facebook, YouTube.'

Main – Status Monitoring

Smart Multimedia Manager
www.addpac.com

Start

Welcome to AddPac IP-PBX

Unread Alarm Message 1
login user authentication failed 2012-06-01 07:51:12

root
Last Login at June 08 11:29:56AM (172.16.30.41)

Quick Menu

- Add a User Extension
- Add a VoIP Trunk
- Extensions
- Add an Analog Extension
- Add an Outgoing Call Rule
- Terminals
- Add a Conference Room
- Add an Incoming Call Rule

Status

User Extensions System Trunks

Memory Storage 0%
Network 7%

Call Manager
MCU
Presence
IVR
Media
UMS
RtpProxy

FXS (1) E1 (0)
FXO (1)
GSM (2)

Registered (2)
Unregistered (3)
Unconfigured (0)
Unused license (95)

Voice Lines

Slot / Port	Type	Status	Pattern	Connection PLAR	Input Gain	Output Gain	Caller ID	Modify
1 1/4	FXO	idle			0	0	Disabled	
2 1/5	FXO	idle			0	0	Disabled	
3 1/6	FXO	idle			0	0	Disabled	
4 1/7	FXO	idle			0	0	Disabled	
5 2/0	GSM	unreg...			0	0	Disabled	
6 2/1	GSM	unreg...			0	0	Disabled	
7 2/2	GSM	unreg...			0	0	Disabled	
8 2/3	GSM	unreg...			0	0	Disabled	

Slot / Port	Type	Status	Pattern	Connection PLAR	Input Gain	Output Gain	Check Source	Protocol Emul	Modify
1 0/0	E1	down			0	0	Master	Network	
2 0/1	E1	down			0	0	Master	Network	

Slot / Port	Type	Status	Number	User ID	Password	Input Gain	Output Gain	Caller ID	Modify
1 1/0	FXS	idle				0	0	Disabled	
2 1/1	FXS	idle				0	0	Disabled	
3 1/2	FXS	idle				0	0	Disabled	
4 1/3	FXS	idle				0	0	Disabled	

Copyright © AddPac 1999-2012 All Rights Reserved

Status
You may check current IP-PBX major information. It supports Terminal, Trunk Register Status, System Status (Memory, Storage, Network, Service), Voice Module Status (FXS, FXO, E1, GSM) Check and main menu short cut function.

Extension - Extensions

Smart Multimedia Manager
www.addpac.com

Start

Welcome to AddPac IP-PBX

root
Last Login at June 11 04:38:52AM (172.16.1.50)

Unread Alarm Message
No Unread Alarm Message

Quick Menu

Status

User Extension

Getting Started

Follow Us

Linked in

facebook

YouTube

Registered (2)
Unregistered (3)
Unconfigured (0)
Unused license (95)

Smart Multimedia Manager
www.addpac.com

Start Extensions

Extensions

All Extensions Input an Extension Search Add an Extension Refresh

	Modify	Delete	Extension Number	Type	Name	Date Created
1			1007	User Extension	Jinsuk Choi	2012-06-08 17:54:53
2			1009	User Extension	ByoungGoo Choi	2012-06-08 17:58:05
3			3000	User Extension	BongYoung Jeong	2012-06-08 17:59:14
4			1008	User Extension	SeongHyun Lee	2012-06-08 18:59:48
5			1010	Analog Extension	JongHwee Kwon	2012-06-08 18:36:34
6				Conference Room	Ad-Hoc Defaults	1999-11-30 08:00:00
7			0001	Voice Mail	vmal_rec	2012-06-08 17:49:53
8			0002	Voice Mail	vmal	2012-06-08 17:49:54
9			0003	Voice Mail	vmal_noauth	2012-06-08 17:49:54

Add an Extension

Cancel

Analog Extension
An analog extension is a kind of user extension who has FXS (Foreign eXchange Station) analog voice line. Normal analog phone is connected at this extension.

Hunt Group
A hunt group has members of user extensions. Within a hunt group, an available member (user extension) can receive a call to the hunt group extension. A hunt group has one of simultaneous, sequential or random call hunting mode.

Pickup Group
A pickup group has members of user extensions who can pick up a ringing call within the group. The pickup group extension number is used for picking up a call by other group member.

Conference Room
A conference room extension is used for making a conference room. In case of dial-out conference, when a privileged user calls to conference room extension, all conference participants receive call to join. In case of meet-me conference, conference participants call to conference extension to join.

IVR Extension
An IVR (Interactive Voice Response) extension has a role of auto attendant for incoming calls from trunks. If incoming calls from trunk are routed to an IVR extension by incoming call rule, the interactive scenario will be proceed to transfer the call to a proper user extension.

Copyright © AddPac 1999-2012 All Rights Reserved

Extension

Extension setup is possible to operate IP-PBX operation. User Extension / Analog Extension / Hunt Group / Pickup Group / Conference Room / IVR Extension

Extension - Directory

Smart Multimedia Manager

www.addpac.com

Start

Welcome to AddPac IP-PBX

Unread Alarm Message

No Unread Alarm Message

root
Last Login at June 11 04:38:52AM (172.16.1.50)

Quick Menu

Extensions

Directory

Routing Access Lists

Terminal Profiles

Terminals

Trunks

PBX Services

System Admin

Summary

Getting Started

Follow Us

Linked in

facebook

YouTube

Status

User Extension

Registered (2)

Unregistered (3)

Unconfigured (0)

Unused license (95)

Smart Multimedia Manager

www.addpac.com

Start Directory Extensions

Directory

Add Modify Delete Refresh

BongY Jeong	1101	
SeongHyun Lee	1008	
연구소		
Hardware		
DongHee Jang	1020	
Smart work		
Smart Management		
BongYong Jeong	3000	Hello ~ I am Jeong BongYong
Smart Framework		
BY Jeong	1100	
SangGyun Lee	1005	
HyungSuk Oh	1006	Have a nice day ~
ByoungGoo Choi	1009	

Description

In this directory page, you can add / delete / modify departments of your organization. The users can be added at User Extension page. This directory is used for showing user profile and click to call at user portal web page.

Status

User Extensions

System

Trunks

Memory Storage 1%

MCU 8%

Network

Call Manager 0/100

IVR 0/100

Media 0/100

UNIS 0/100

RtpProxy 0/100

Internal Trunk Gateway (0/0)

SKN_TG (0/0)

Dacom_Trunk (0/0)

Registered (4)

Unregistered (4)

Unconfigured (0)

Unused license (92)

FXS (1)

E1 (0)

FXO (1)

Copyright © AddPac 1999-2012 All Rights Reserved

Directory
It displays user organization department. Each user may setup department in User Extension. Use directory to use click to call function in user portal web page.

Extension - Routing Access List

Smart Multimedia Manager
www.addpac.com

Start | Directory | Routing Access Lists

Routing Access Lists

+ Add a Routing Access List Refresh

Modify	Delete	Name	Description	Date Created
1		internal	internal access control	2012-06-08 17:49:54

Status | Routing Access List

Add a Routing Access List

✓ Add ✗ Cancel

Routing Access List

Name *

Description

Select Outgoing Call Rules to allow routing. You can adjust routing priority by drag and drop a rule among Allowed Outgoing Call Rules.

Outgoing Call Rules	
Name	

Allowed Outgoing Call Rules	
Name	

Allowed Outgoing Call Rules

Description

You can permit outgoing call routings to specific trunk by adding Outgoing Call Rules.

Related Links

- Outgoing Call Rules

Copyright © AddPac 1999-2012 All Rights Reserved

Routing Access List
Apply call rules regarding outgoing call routing for external bound trunk in IP-PBX.

Extension - Terminal Profile

The screenshot shows the Smart Multimedia Manager web interface. On the left, a navigation menu is visible with a red dashed box around the 'Extensions' section. A yellow starburst icon is placed over the 'Terminal Profiles' link, with a blue arrow pointing to the 'Terminal Profiles' tab in the main content area. The main content area is divided into two sections: 'Terminal Profiles' and 'Global Terminal Settings'.

Terminal Profiles

Modify	Delete	Name	Description	Date Created
1		default		2012-06-08 17:49:40

Global Terminal Settings

Apply Cancel

General Settings

- Calling Party Presentation: allowed Restricted
- Language: Korean
- Call Duration Limit: Call Duration Limit: 24 (1~48 Hour)
- Off-net Transfer: Off-net Transfer

Digit Timeout Settings

- Initial Digit Timeout: 15000 (1000~100000ms)
- First Inter Digit Timeout: 3000 (1000~10000ms)
- Second Inter Digit Timeout: 3000 (1000~10000ms)
- Number of Digit(First Inter Digit Timeout): 4 (1~100)

Distinctive Ring Settings

- Internal Call: default
- External Call: default
- Internal Forwarded Call: default
- External Forwarded Call: default
- Keapalive Timeout: 30 (10~86400sec)

Description

Below settings are applied whole terminals in this system including trunks. Some VoIP settings can be customized to terminals by Terminal Profile.

Terminal Profile
Setup SIP/SSCP/Timeout/Ring/VoIP setting in IP-PBX. It supports global setting and terminal profile.

Extension - Terminals

Smart Multimedia Manager

Welcome to AddPac IP-PBX

Unread Alarm Message

No Unread Alarm Message

root
Last Login at June 11 04:38:52AM (172.16.1.50)

Terminals

	Modify	Delete	Diagnose	Extension	Name	User Agent	IP Address	State	MAC Address	Create Time
1				1007	Jinsuk Choi			Unregistered		2012-06-08 17:54:53
2				1008	SeongHyun Lee			Unregistered		2012-06-08 18:59:49
3				1010	JongHwee Kwon	AddPac SIP ...	172.16.17.30	Unregistered		2012-06-08 18:36:35
4				1009	ByoungGoo Choi	AddPac AP-V...	172.16.18.100	Registered	0002.a403.8...	2012-06-08 17:58:06
5				3000	BongYoung Jeong	AddPac SIP ...	172.16.18.101	Registered		2012-06-08 17:59:15

Modify the User Extension

Apply Cancel Advanced Options

Extension * 3000 3 ~ 8 digits

First Name BongYoung

Last Name * Jeong

Voice Mail Password * **** 4digits and user portal login

User Password * 1111 For SIP registration

Department Search

Title ex) manager

Email ex) admin@addpac.com

Home Phone ex) 123-456-7890

Mobile Phone ex) 123-456-7890

User ID SIP registration ID

Photo (Maximum File Size: 100KB)

Description

A user extension is an IP Phone (SIP / SSCP phone) or a soft phone for end user. It is composed of user profile, phone number and terminal belongs to the user.

Related Links

- WSMM User Portal
- Routing Access Lists
- Terminal Profiles
- Security Profiles
- Pickup Group

Terminals
You may search/setup/change the status of SIP, SSCP, External Terminal status in IP-PBX. Extension, Name, User Agent, IP Address, Register Status, Mac Address, Terminal Create Time

Trunk - Trunks

The screenshot displays the Smart Multimedia Manager web interface. The left sidebar contains navigation menus for Extensions, Trunks, PBX Services, System Admin, and Summary. The main content area shows a 'Welcome to AddPac IP-PBX' message for user 'root' and an 'Unread Alarm Message' section. Below this is a 'Quick Menu' and a 'User Extension' section with a status bar showing 2 Registered, 3 Unregistered, 0 Unconfigured, and 95 Unused licenses. The 'Trunks' section is highlighted with a red dashed border and contains a table of existing trunks and an 'Add a Trunk' form.

Modify	Delete	Diagnose	Name	Type	IP Address	State	Description	Date Created
1			Internal Trunk Gateway	VoIP Trunk	127.0.0.1	Registered		2012-06-08 17:...
2			Dacom_Trunk	SIP Proxy Server	172.16.19.201	Unregistered		2012-06-08 18:...
3			SKN_TG	VoIP Trunk	172.16.19.200	Registered		2012-06-08 18:...

Add a Trunk

- VoIP Trunk**
This is a generic VoIP Trunk which can register to this PBX or communicate without registration. The VoIP Trunk could be VoIP gateway which has analog FXS, FXO, E&M line, digital E1, T1 line or mobile GSM line, or IP-PBX or other SIP / H.323 Trunk.
- SIP Proxy Server**
This could be VoIP service provider who operates SIP Proxy Server and provides VoIP service to public telephone network or mobile network or other VoIP network. Also, this could be an IP-PBX who provides SIP server features. This PBX should register to the SIP Proxy Server for receiving incoming calls and sending outgoing calls.
- H.323 Gatekeeper**
This could be VoIP service provider who operates H.323 Gatekeeper and provides VoIP service to public telephone network or mobile network or other VoIP network. Also, this could be an IP-PBX who provides H.323 Gatekeeper features. This PBX should register to the H.323 Gatekeeper for receiving incoming calls and sending outgoing calls.

Description
Using the trunks, user extensions in this PBX can communicate with remote users in public telephone network or mobile network or other VoIP network including branches.

Trunk
A trunk setup for IP-PBX in order to make a call. You may setup VoIP Trunk, SIP Proxy Server, and H.323 Gatekeeper as well as to check the register status in accordance with Trunk types.

Trunk - Outgoing Call Rules

The screenshot shows the Smart Multimedia Manager interface. The left sidebar contains navigation options: Extensions, Trunks, PBX Services, System Admin, and Summary. The 'Trunks' menu is expanded, showing 'Trunks', 'Outgoing Call Rule', and 'Incoming Call Rules'. The main content area displays the 'Outgoing Call Rules' configuration page. It includes a table of existing rules and a form to add a new rule.

Modify	Delete	Name	Pattern	Trunk	Date Created
		external rule	8T		2012-04-04 09:39:48

Add an Outgoing Call Rule

Name *

Patterns *

Trunks of Outgoing Call *

Called Number Translation

Number Translation

Description: An Outgoing Call Rule controls outgoing call routing to a specific trunk. An outgoing call from user extension can be routed to trunk by selecting an Outgoing Call Rule which has matched pattern with dialed digits of the call. Also, an incoming call from a trunk can be applied to Outgoing Call Rules by an Incoming Call Rule for routing to other trunk.

Related Links: Trunks

Outgoing Call Rules
A call rule for external call routing. You may apply various options such as Outgoing call rule (Number Translation, Routing Mode, Display Name Presentation, P-Asserted Identity Presentation) for outgoing call rule.

Trunk - Incoming Call Rules

Incoming Call Rules
A call rule for incoming call through trunk . You may apply various options such as (Number Translation, DID)

Smart Multimedia Manager
www.addpac.com

Welcome to AddPac IP-PBX
root
Last Login at June 11 04:38:52AM (172.16.1.50)

Unread Alarm Message
No Unread Alarm Message

Getting Started GO

Follow Us
LinkedIn
facebook
YouTube

User Extension
Getting Started GO

Follow Us
LinkedIn
facebook
YouTube

Registered (2)
Unregistered (3)
Unconfigured (0)
Unused license (95)

Smart Multimedia Manager
www.addpac.com

Status Incoming Call Rules

Add an Incoming Call Rule
Add Cancel

Name *

Trunks of Incoming Call *

- Internal Trunk Gateway
- SM_SIP_Provider
- ss
- jschoI_gk

The incoming call can be routed to an IVR extension or a single user extension by pattern matching to called party number and calling party number of the call.

Route to an extension by called number + Add Rule
Transfer Rule Modify Delete

Route to an extension by calling number + Add Rule
Transfer Rule Modify Delete

If the called party number of the incoming call contains user extension number, it can be routed to the destination extension using DID (Direct Inward Dialing) rule.

Route to multiple extension by called number(DID) + Add Rule
Route DID Rule Modify De

The incoming call from a trunk can be routed to other trunks by applying Outgoing Call Rules.

Called Pattern to delete digits from the front and adding

Trunk Routing to outgoing call rules external rule

Description
The Incoming Call Rule controls incoming call routing from specific trunks by looking up calling party number and called party number of the call. Applying this rule, the incoming calls are routed to IVR extension, user extensions, or other trunks. Using malicious call filter, call might be dropped.

Related Links
Trunks
Outgoing Call Rules

Copyright © AddPac 1999-2012. All Rights Reserved.

PBX Service - Speed Button Profiles

Speed Button Profile
 A function for IP/VP-Phone. A newly created speed button list may check in phone. Use idle/Ring/Connect status and touch to call function for each extension.

The screenshot shows the 'Smart Multimedia Manager' interface. The left sidebar contains a navigation menu with 'PBX Services' expanded to show 'Speed Button Profiles'. The main content area displays the 'Speed Button Profile' configuration page, which includes a table of existing profiles and a form for adding a new one. The table shows one profile named 'button profile' created on 2012-04-02. The configuration form includes fields for 'Profile Name*', 'Description', and a table for 'Add a Speed Button' with columns for Name, Extension, Type, and a dropdown menu. A 'Description' sidebar on the right explains that speed buttons can be applied to IP phones and that their maximum number is determined by the phone's OSD or physical buttons.

PBX Service - Announcement and Tones

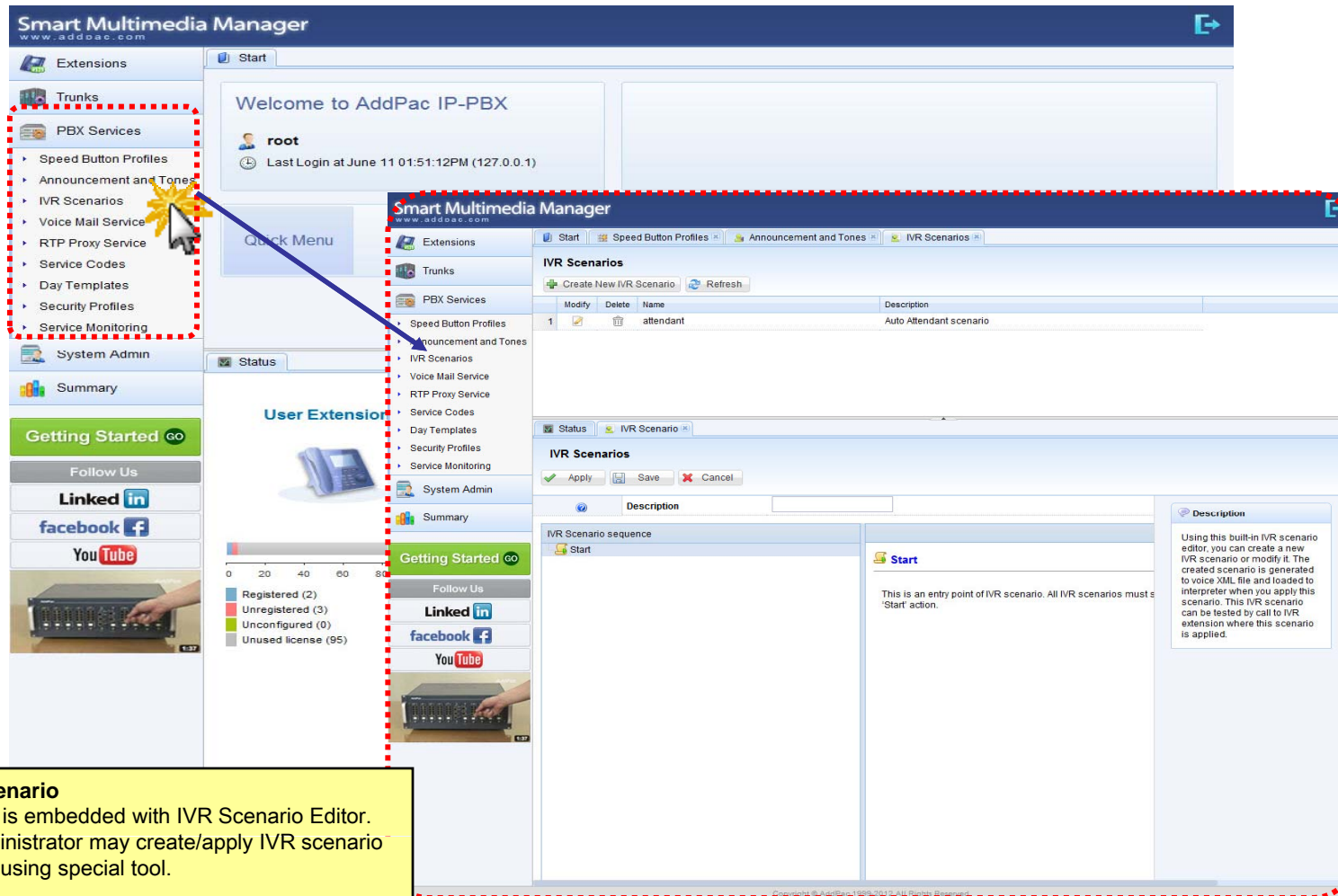
The screenshot displays the 'Smart Multimedia Manager' web interface. The left sidebar menu is highlighted with a red dashed box, and a yellow starburst icon points to the 'Announcement and Tones' option. The main content area shows a table of announcements with columns for ID, Description, and Scheduled status. Below the table, there is a detailed view for an announcement with ID 400110, including fields for Description, Language, File List, and Schedule Settings.

Modify	ID	Announcement	Description	Custom File	Scheduled
	400110	Connect	연결 중 안내		
	400120	Retry	내선 번호 재 시도 안내		
	400130	No Number	없는 내선 안내		
	400140	Over Count	최수 초과 안내		
	410110	Greeting	인사말		
	410120	Connected to attendant	안내원과 연결		
	410130	Connected 2	연결 중 안내		
	410140	No Number 2	번호 입력 오류		
	410150	Over Time	입력 내용 오류		
	420110	Busy	통화 중 안내		
	420120	No Answer	부재 중 안내		
	420130	System Normal Fail	통화 실패 안내		
	420400	Thank you	미용 감사 안내		
	430110	Press Password	비밀번호 입력 안내		
	430120	Over Count 2	최수 초과 안내		
	430130	Connected 3	연결 중 안내		
	430140	Over Time 2	번호 입력 오류		

No.	Name	Start date	End Date	Start Time	End T
Create New Schedule.					

Announcement and Tones
 A setup to manage an announcement (Dial-tone, Consult-tone, Waiting-tone) in IP-PBX service. Announcement may select either Korean/English and administrator may upload Ment File directly.

PBX Service - IVR Scenarios



The screenshot displays the Smart Multimedia Manager (WSMM) interface. The left sidebar contains a navigation menu with 'PBX Services' expanded to show 'IVR Scenarios'. A red dashed box highlights this menu item, with a yellow starburst and a blue arrow pointing to the 'IVR Scenarios' section of the main interface. The main interface shows a 'Welcome to AddPac IP-PBX' message for user 'root'. Below this is a 'Quick Menu' and a 'User Extension' status bar. The 'IVR Scenarios' section is active, showing a table with one scenario: 'attendant' (Auto Attendant scenario). Below the table are buttons for 'Apply', 'Save', and 'Cancel'. The 'Description' field is empty. The 'IVR Scenario sequence' section shows a 'Start' action. A 'Description' box on the right explains that this is a built-in IVR scenario editor that generates XML files for testing.

IVR Scenario
WSMM is embedded with IVR Scenario Editor. An administrator may create/apply IVR scenario without using special tool.

PBX Service - Voice Mail Services

The screenshot displays the Smart Multimedia Manager web interface. The left sidebar contains a navigation menu with 'PBX Services' highlighted. A red dashed box encloses the 'PBX Services' menu and the 'Voice Mail Service' configuration page. A blue arrow points from the 'Voice Mail Service' menu item to the configuration page. The configuration page includes fields for 'Retrieving Extension by Other Phone', 'Retrieving Extension by Owner Phone', and 'Leave Extension'. It also features 'Advanced Options' for 'Audio Message Length', 'Per Extension Hdd Quota', 'Over HDD Quota', 'Use Account Blocking', 'Password Fail Count', 'Enable E-mail Notification', 'Attach File to Email', 'Delete File After Email Notification', 'Enable SMS Notification', and 'SIP Port'. A 'Description' box on the right explains the purpose of the settings.

Voice Mail Service
Voice Mail Service let you setup Voice Mail Extension, Message Box, Notification, and SMS related setup. Each user may check the received voice-mail, SMS through user portal web page.

PBX Service - RTP Proxy Service

Smart Multimedia Manager
www.addpac.com

Welcome to AddPac IP-PBX
root
Last Login at June 11 01:51:12PM (127.0.0.1)

RTP Proxy Service
Apply Cancel

RTP Proxy Settings
Idle Timeout: 600 (0-7200, default: 600sec)
Packet Loss Event Count: 0 (0-65535, default: 0)

***IPv4**
Add Network Domain

Network Domain	Minimum	Maximum	DSCP	Modify	Delete
----------------	---------	---------	------	--------	--------

***IPv6**
Add Network Domain

Network Domain	Minimum	Maximum	DSCP	Modify	Delete
----------------	---------	---------	------	--------	--------

Description
Manage RTP Proxy Service for NAT traversal. Normally, RTP proxying between private network and public network will be automatically handled by PBX. If you got problem to hear voice from remote side, enable option of RTP proxying in trunk setting or user extension setting.

RTP Proxy Service
RTP Proxy supports smooth call conversation by acting as rtp packet relay for each different network (private/ public) Call. RTP Proxy Service provides various options such as (Port range / DSCP)

PBX Service - Service Codes

Service Codes
 A function to setup additional service phone number in IP-PBX. It is a service code to use additional service in SIP terminal and start with # or * and may assign maximum of two phone numbers.

The screenshot shows the 'Smart Multimedia Manager' interface. The left sidebar contains a 'PBX Services' menu with 'Service Codes' highlighted. The main content area shows the 'Service Codes' configuration page, which includes a 'General Code' section and an 'Advanced Options' section. The 'General Code' section has fields for 'Call Park', 'Call Pickup', 'Call Forwarding All Register', 'Call Forwarding All Activation', and 'Call Forwarding All Deactivation'. The 'Advanced Options' section includes various call handling options like 'Call Reject(Absence) Activation', 'Call Reject(Do Not Disturb) Activation', 'Call Waiting Activation', etc. A 'Description' box on the right explains that the service code is a special digit starting with # or *.

PBX Service - Day Templates

The screenshot displays the Smart Multimedia Manager web interface. The left sidebar contains a navigation menu with categories: Extensions, Trunks, PBX Services, System Admin, and Summary. The 'PBX Services' category is expanded, showing sub-items: Speed Button Profiles, Announcement and Tones, IVR Scenarios, Voice Mail Service, RTP Proxy Service, Service Codes, Day Templates, Security Profiles, and Service Monitoring. A red dashed box highlights the 'Day Templates' link in the sidebar and the corresponding 'Day Templates' section in the main content area. A blue arrow points from the sidebar link to the main content area. The main content area shows a 'Welcome to AddPac IP-PBX' message for user 'root', a 'Quick Menu', and a 'User Extension' status bar. The 'Day Templates' section includes a table with one entry: 'holiday' created on 2012-03-30 11:24:41. Below the table is a form for adding a new day template with fields for Name and Description.

Day Templates
Day Template function provides a service in accordance with registered date after registering special date/day as template (date / Day of Week / Weekly)

PBX Service - Security Profiles

The screenshot displays the Smart Multimedia Manager web interface. The left sidebar contains a navigation menu with categories like Extensions, Trunks, PBX Services, and System Admin. The 'PBX Services' category is expanded, showing options such as Speed Button Profiles, Announcement and Tones, IVR Scenarios, Voice Mail Service, RTP Proxy Service, Service Codes, Day Templates, Security Profiles, and Service Monitoring. A mouse cursor is pointing at the 'Security Profiles' option. The main content area shows a 'Welcome to AddPac IP-PBX' message for user 'root'. Below this, there is a 'Quick Menu' and a 'User Extension' section. The 'Security Profiles' section is highlighted with a red dashed border and contains a table with one entry: 'default' with a description 'default security profile' and a creation date of '2012-06-08 19:49:52'. Below the table is a 'Global Security Setting' section with an 'Apply' button and a 'Cancel' button. A dropdown menu for 'TLS Cipher Suites' is open, showing a list of options: N/A, RC4_40, RC4_128, DES_CBC, 3DES_CBC, AES_128_CBC, AES_256_CBC, SEED_CBC, and ARIA_CBC. A yellow callout box on the left provides additional information about these cipher suites.

Security Profiles
IP-PBX supports TLS Cipher Suites. User may select priority with 3 TLS Suites and may select RC4_40, RC4_128, DES_CBC, 3DES_CBC, AES_128_CBC, AES_256_CBC, SEED_CBC, ARIA_CBC in each suites.

PBX Service - Service Monitoring

Service Monitoring
It displays Active Call & Conference information in IP-PBX. User may setup monitoring screen renew, interval time setup, and provides active call & conference information.

The screenshot shows the 'Smart Multimedia Manager' interface. The left sidebar contains a navigation menu with 'Service Monitoring' highlighted. The main content area displays the 'Service Monitoring' page, which includes a 'Service Monitoring' tab, an interval selector set to '10 sec.', and a table for 'Active Calls' and 'Conference'. The status section at the bottom shows system health indicators for 'User Extensions', 'System', and 'Trunks'.

ID	Established Time	Duration	Calling Number	Called Number	Audio Codec	Video Codec	Recording	Drop Call
[Table content is currently empty]								

System Admin - Network Interface

Network Interface
IP-PBX Network interface setup.

WAN Interface

- IPv4 / IPv6 Address, DNS, DHCP Client

LAN Interface

- IPv4 / IPv6 Address, DHCP Server

The screenshot shows the 'Smart Multimedia Manager' interface with the 'System Admin' menu open. The 'Network Interfaces' configuration page is displayed, showing settings for WAN and LAN interfaces. The WAN interface is configured with DHCP mode, and the LAN interface is configured with None mode. The DHCP server is set to On for the LAN interface.

System Admin - Network Services

Network Service
IP-PBX network service setup.
User may setup NTP, TELNET, SNMP, HTTP, FTP, LDAP, SYSLOG, Dynamic DNS, CDR, SMTP, DDoS function detail setup.

Service	Configuration Options
NTP	Time zone: % Unknown command (show clock-http) server enable: <input type="radio"/> On <input checked="" type="radio"/> Off System Datetime: [] - [] - [] : [] : [] Primary NTP Server: [] Secondary NTP Server: [] Interval: [] NTP time resynchronize, in hour (default: 27)
TELNET	Service Enable: <input checked="" type="radio"/> On <input type="radio"/> Off Service Port: 23 (default: 23) Service Enable: <input type="radio"/> On <input checked="" type="radio"/> Off
SNMP	Service Port: [] (default: 161) Community: [] Trap Service IP Address: [] Trap Community: []
HTTP	Service Enable: <input checked="" type="radio"/> On <input type="radio"/> Off Service Port: 80 (default: 80) Authentication: <input type="radio"/> NONE <input checked="" type="radio"/> Basic <input type="radio"/> Digest
FTP	Service Enable: <input checked="" type="radio"/> On <input type="radio"/> Off Control Port: 21 (default: 21) Data Port: 20 (default: 20)
LDAP	Server Port: 389 (default: 389) Service Enable: <input type="radio"/> On <input checked="" type="radio"/> Off
SYSLOG	Service Port: [] (default: 514) Log Life Time: [] (1 ~ 300 Day)

System Admin - Administrators

The screenshot shows the Smart Multimedia Manager interface. The left sidebar contains a 'System Admin' menu with a red dashed box around it. A blue arrow points from this menu to the 'Administrators' page. The 'Administrators' page displays a table of administrators and a form for creating or editing one.

Modify	Delete	Name	ID	Level	Description
1		root	root	Administrator	System Administrator
2		administrator	administrator	Administrator	Addpac Administrator

Administrator
An administrator creation/change is possible to operate IP-PBX. Level (Administrator / Operator / Monitor) application is possible and may assign additional Application Permission (Door Access Control Manager / Time and Attendance Manager)

System Admin - Licenses

Smart Multimedia Manager
www.addpac.com

Start

Welcome to AddPac IP-PBX

root
Last Login at June 11 01:51:12PM (127.0.0.1)

Quick Menu

System Admin

- Network Interfaces
- Network Services
- Administrators
- Licenses
- Voice Lines
- Alarm History
- Call History
- Show Command

Summary

Getting Started GO

Follow Us

LinkedIn

facebook

YouTube

User Extension

Registered (2)
Unregistered (3)
Unconfigured (0)
Unused license (95)

Smart Multimedia Manager
www.addpac.com

Status Licenses

Upload License Download License Cancel

Service	License	Value
1 Call Manager	Max Calls	100
2 Call Manager	Max Devices	100
3 Call Manager	Max Subscribers	100
4 MCU	Max Sessions	2
5 MCU	Max Party per Sessions	4
6 Presence	Max Sessions	100
7 IVR	Max Sessions	100
8 IVR	Max Scenarios	100
9 Media	Max Sessions	100
10 UMS	Max Sessions	100
11 UMS	Max Mail-boxes	100
12 RtpProxy	Max Sessions	100

License Settings

Description

Manage licenses for Call Manager, MCU, Presence, Media, Voice Mail, IVR, RTP Proxy services.

Getting Started GO

Follow Us

LinkedIn

facebook

YouTube

License
To use various service of IP-PBX, License must be created. In accordance with License policy, Max Service is restricted and license upload/download is possible in accordance with policy.

System Admin - Voice Lines

Smart Multimedia Manager
www.addpac.com

Start

Welcome to AddPac IP-PBX

root
Last Login at June 11 01:51:12PM (127.0.0.1)

Click Menu

System Admin

- Network Interfaces
- Network Services
- Administrators
- Licenses
- Voice Lines
- Alarm History
- Call History
- Show Command

Summary

Getting Started GO

Follow Us

LinkedIn

facebook

YouTube

User Extension

Registered (2)

Unregistered (3)

Unconfigured (0)

Unused license (95)

Smart Multimedia Manager

www.addpac.com

Status IVR Scenarios Voice Lines

Voice Lines

Apply Cancel

Slot / Port	Type	Status	Pattern	Connection PLAR	Input Gain	Output Gain	Caller ID	Modify
1 1/4	FXO	idle			0	0	Disabled	✓
2 1/5	FXO	idle			0	0	Disabled	✓
3 1/6	FXO	idle			0	0	Disabled	✓
4 1/7	FXO	idle			0	0	Disabled	✓
5 2/0	GSM	unreg...			0	0	Disabled	✓
6 2/1	GSM	unreg...			0	0	Disabled	✓
7 2/2	GSM	unreg...			0	0	Disabled	✓
8 2/3	GSM	unreg...			0	0	Disabled	✓

Analog & Mobile

Trunk

Slot / Port	Type	Status	Pattern	Connection PLAR	Input Gain	Output Gain	Clock Source	Protocol Emulat	Modify
1 0/0/0	E1	down			0	0	Master	Network	✓
2 0/1/0	E1	down			0	0	Master	Network	✓

Digital

Extension Analog

Slot / Port	Type	Status	Number	User ID	Password	Input Gain	Output Gain	Caller ID	Modify
1 1/0	FXS	idle	1100	1100	1111	0	0	Disabled	✓
2 1/1	FXS	idle	1101	1101	1111	0	0	Disabled	✓
3 1/2	FXS	idle				0	0	Disabled	✓
4 1/3	FXS	idle				0	0	Disabled	✓

Description

This is a built-in voice lines such as FXS lines for analog extensions and FXO, E&M, E1, T1, GSM lines for internal trunk gateway. You can add analog extension at extension menu and set internal trunk gateway property at trunk menu. You can set some physical settings at here and detail settings by Smart Web Manager(Internal Voice Line).

Related Links

- Smart Web Manager (Internal Voice Line)
- Analog Extension
- Internal Trunk Gateway

Getting Started GO

Follow Us

LinkedIn

facebook

YouTube

Copyright © AddPac 1998-2012. All Rights Reserved

Voice Line
It displays Voice Module information in IP-PBX. Voice modules are including FXS, FXO, E&M, E1, T1, GSM, and 3G. Each module may setup Gain, Caller ID, and Pattern.

System Admin - Alarm History

Smart Multimedia Manager
www.addpac.com

Welcome to AddPac IP-PBX
root
Last Login at June 11 01:51:12PM (127.0.0.1)

System Admin

- Network Interfaces
- Network Services
- Administrators
- Licenses
- Voice Lines
- Alarm History
- Call History
- Show Command

Alarm History

Level: All | Ack: All | Period: 2012-06-05 ~ 2012-06-12 | Search | Refresh

Level	Messages	DateTime
1 Critical	The Call Manager SERVER on node Router , MX250(172.16.17.30) Server is REGISTERED	2012-06-12 19:48:39
2 Major	The Call Manager TERMINAL on node Router , BongY&Jeong(172.16.17.30) Terminal is REGISTERED	2012-06-12 19:27:39
3 Major	The Call Manager TERMINAL on node Router , BY&Jeong(172.16.17.30) Terminal is UNREGISTERED	2012-06-12 19:27:19
4 Major	The Call Manager TERMINAL on node Router , BY&Jeong(172.16.17.30) Terminal is REGISTERED	2012-06-12 19:27:19
5 Major	The Call Manager TERMINAL on node Router , BY&Jeong(172.16.17.30) Terminal is REGISTERED	2012-06-12 19:26:54
6 Major	The Call Manager TERMINAL on node Router , BongYong&Jeong(172.16.18.101) Terminal is REGISTERED	2012-06-12 19:25:16
7 Minor	An Authentication/Connection Success has been identified on network device 172.16.1.50. This message is usually gen...	2012-06-12 19:22:58
8 Major	The Call Manager TERMINAL on node Router , ByoungGoo&Choi(172.16.18.100) Terminal is REGISTERED	2012-06-12 19:21:55
9 Critical	The Call Manager SERVER on node Router , MX250(172.16.17.30) Server is REGISTERED	2012-06-12 19:21:43
10 Critical	The Call Manager SERVER on node Router , MX250(172.16.17.30) Server is REGISTERED	2012-06-12 19:21:43
11 Critical	The Call Manager Service on node Router which was previously OutOfService is now In Service	2012-06-12 19:21:37
12 Critical	The Call Manager SERVER on node Router , MX250(172.16.17.30) Server is REGISTERED	2012-06-12 19:21:37
13 Critical	The Call Manager TRUNK on node Router , Internal Trunk Gateway(127.0.0.1) Trunk is REGISTERED	2012-06-12 19:21:37
14 Critical	The Call Manager SERVER on node Router , MX250(172.16.17.30) Server is REGISTERED	2012-06-12 19:21:37

System Status

User Extensions: Registered (2), Unregistered (3), Unconfigured (0), Unused license (95)

System Resources: Memory Storage (1%), Network (7%), Call Manager (0/100), MCU (0/2), Presence (0/100), IVR (0/100), Media (0/100), UMS (0/100), RtpProxy (0/100)

Trunks: Internal Trunk Gateway (0/0), SKN_TG (0/0), Dacom_Trunk (0/0)

Alarm History
It displays trouble in IP-PBX system. Level (All / Critical / Major / Minor), ACK (All / Acknowledge / Not Acknowledge). User may check various information through period filter.

System Admin - Call History

Smart Multimedia Manager
www.addpac.com

Start | Call History

Welcome to AddPac IP-PBX

root
Last Login at June 11 01:51:12PM (127.0.0.1)

Click Menu

System Admin

- Network Interfaces
- Network Services
- Administrators
- Licenses
- Voice Lines
- Alarm History
- Call History
- Show Command

Summary

Getting Started GO

Follow Us

Linked in

facebook f

YouTube

User Extension

Registered (2)
Unregistered (3)
Unconfigured (0)
Unused license (95)

Getting Started GO

Follow Us

Linked in

facebook f

YouTube

Registered (0)
Unregistered (6)
Unconfigured (0)
Unused license (94)

Smart Multimedia Manager

www.addpac.com

Start | Call History

Call History

Trunk Call Type: NIA | Period: 2012-06-01 ~ 2012-06-08 | Search Number: | Search | Refresh

Summary	Total Call Duration	Total Call Count	ASR	Longest Call Duration	Call Fail Count
472	472	11	81%	90 (sec)	2

Calling Number	Called Number	Established Time	duration (sec)	Call State	State Cause	datetime
No data to display						

Page 1 of 1

Status

User Extensions

System

Trunks

Memory Storage 0%
Network 8%

Call Manager 0/100
MCU 0/2
Presence 0/100
IVR 0/100
Media 0/100
UMS 0/100
RtpProxy 0/100

Internal Trunk Gateway (0/0)
ss (0/0)
SM_SIP_Provider (0/0)
Jschoi_gk (0/0)

Copyright © AddPac 1999-2012. All Rights Reserved.

Call History
It displays device error which was occurred in IP-PBX System. User may check various information through Call Type (Unspecified / Inter-Site Call / PSTN Backup / Service Provider), Period, Number

System Admin - Show Command

The screenshot displays the Smart Multimedia Manager web interface. The left sidebar contains a navigation menu with 'System Admin' selected, which is further expanded to show 'Show Command'. A red dashed box highlights the 'Show Command' option in the menu and the corresponding 'Show Command' tab in the main content area. A blue arrow points from the menu item to the main content area. The main content area shows the 'Show Command' interface with a 'Request Command' field containing 'show call-manager sscp'. Below this, the system output is displayed in a code block format. A yellow callout box at the bottom left explains the purpose of the 'Show Command' feature.

Show Command
User may check the status of IP-PBX System through category and CLI (Command Line Interface)

```
Smart Multimedia Manager
www.addpac.com

Welcome to AddPac IP-PBX
root
Last Login at June 11 01:51:12PM (127.0.0.1)

Smart Multimedia Manager
www.addpac.com

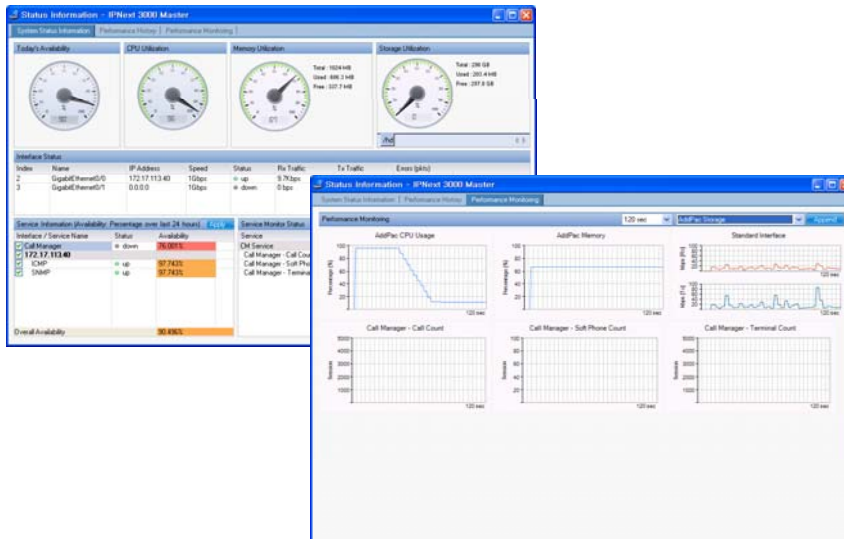
Show Command

* Categories
System
VoIP
Call Manager
Command Line Interface

* Request Command : show call-manager sscp
SSCP Timer Information.
  retry-counter = 1
  retry-timeout = 5000 (msec)
  keepalive-timeout = 30 (sec)
CM <-> CM_Servers SSCP Information.
  retry-counter = 3
  retry-timeout = 5000 (msec)
  keepalive-timeout = 3 (sec)
  keepalive-retry-timeout = 1000 (msec)
  keepalive-retry-timeout(other server) = 3000 (msec)
  binding accept status = TRUE
SSCP Policy Information.
  cm service status = on
  signaling-port = 8855
  packet-size = 1472
  client-session logging count = 0
  client-session registering count = 0
  event store time = 3(sec)
  event store count = 10
  event total store count = 0
Client Auth Session Information.
  id          ip          timerCount
  -----
Client Sesion Information.
  session-id  user-id      ip address      port  status
  -----
  2001        1009        172.16.18.100  5060  in-service
  2002        3000        172.16.18.101  5060  in-service
Servers Information.
  server-id   binding-id   ip address      port  state
  -----
  10200000    1            172.16.17.30   5101  BIND  ums
  10100000    1            172.16.17.30   5041  BIND  rdt
  10600000    1            172.16.17.30   5021  BIND  tvr
SessionClientGroup
Group(0) sessionsize(0) :
Group(2) sessionsize(0) :
```


Smart NMS

Smart Network Management System



Contents

- System Requirement
- Smart NMS Networking Diagram
- Web-based Management
- Network Resource Management
- Device Fault Management
- Device Fault History Management
- Device Status Information
- Notification Management
- Fault Statistics
- Model & Service Management

System Requirement

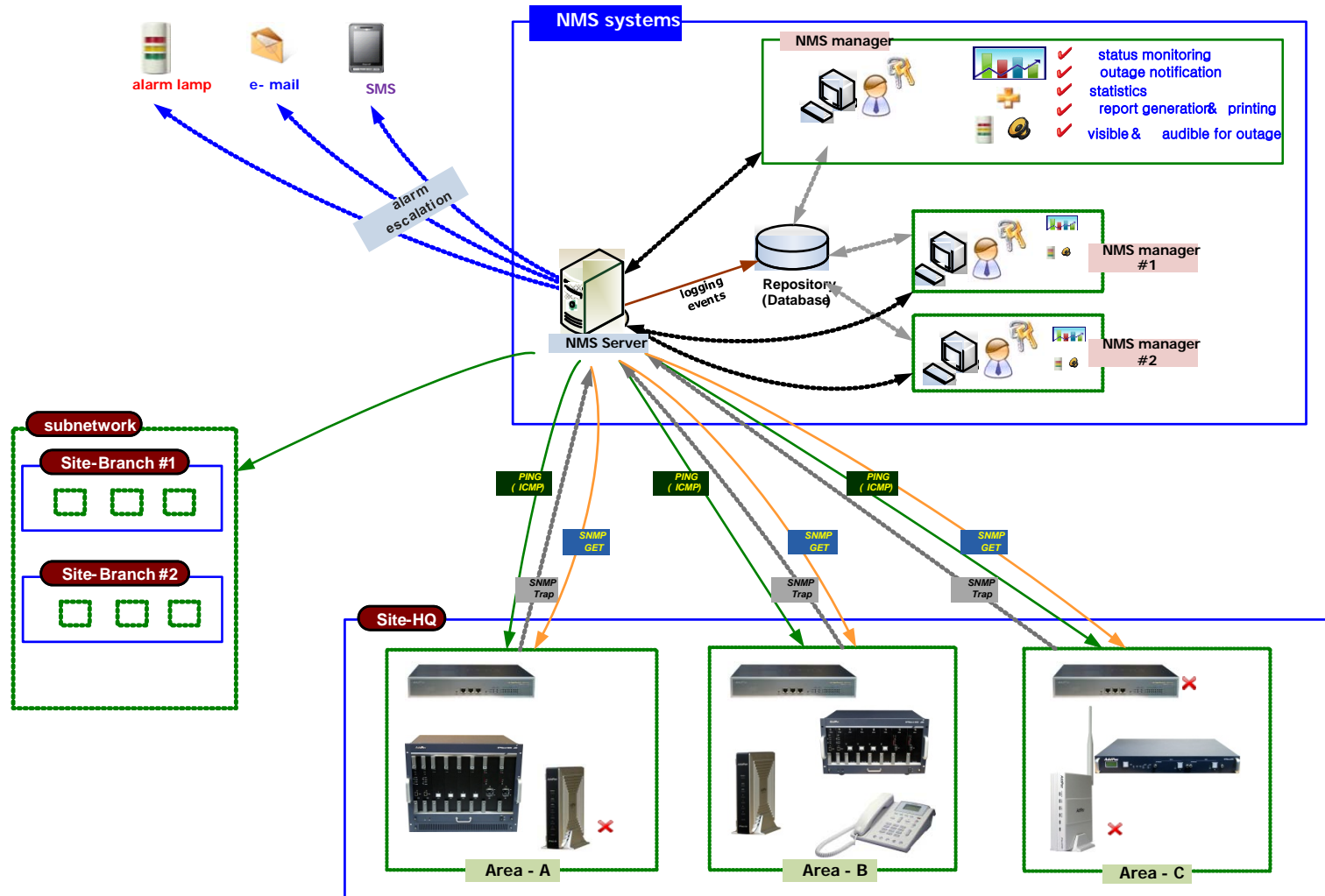
NMS Server

- OS : RHEL (Redhat Enterprise Linux) 5.0 or higher
- CPU : Quad-Core 2.0 GHz / 1333MHz FSB 2x4 MB cache
- Physical Memory : 4 GB
- HDD : 300 G
- JRE (Java Runtime Environment) 1.5.1 or Higher
- Database : PostgreSQL 8.1.11

NMS Client

- Windows XP, Vista, Windows Server 2000/2003
- Microsoft Internet Explorer 6.0 or higher

NMS Networking Diagram



Web-based Management

- Easy Access via Web browser
 - Microsoft Internet Explorer 6.0 or higher compatible
- Version Control
 - Automatic version check
 - New version software download feature
- UI control
 - User friendly GUI management

Version Control

The screenshot displays the IPNext Web-Based Management interface within a Windows Internet Explorer browser window. The browser's address bar shows the URL `http://172.16.31.20/`. The main content area features a dark blue background with a world map and a person using a laptop, with the text "AddPac Technology Smart Network Management System" and a copyright notice "© AddPac Technology, all rights reserved".

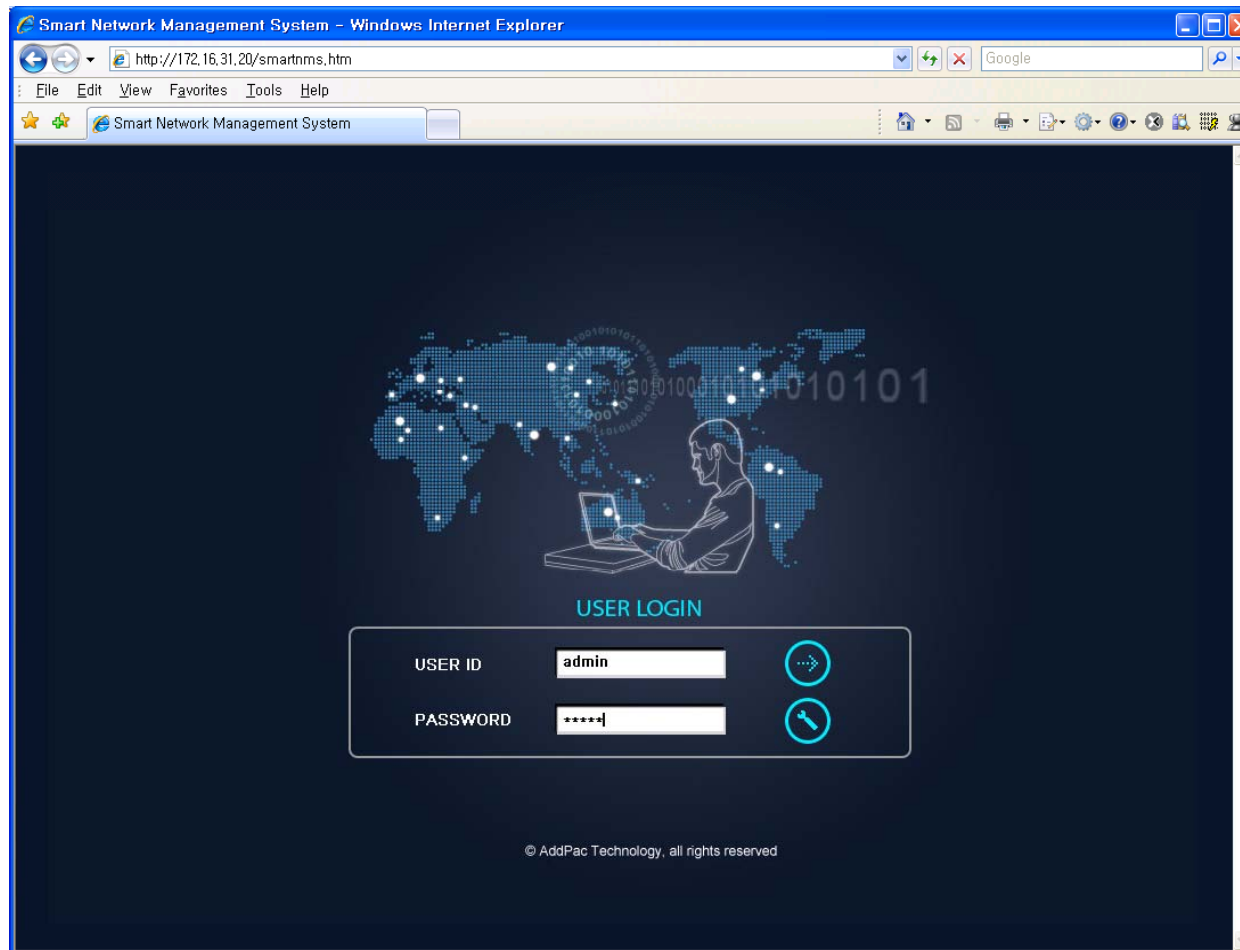
Two callout boxes highlight specific features:

- Automatic version check:** A yellow box with an arrow pointing to the top of the main interface.
- New S/W version update:** A yellow box with an arrow pointing to the bottom of the main interface.

Two Windows dialog boxes are overlaid on the interface:

- Launching Application:** A dialog box with a blue title bar and a close button. It contains a progress bar and the text "Verifying application requirements. This may take a few moments." Below the progress bar are icons of a computer and a globe.
- (61%) Downloading installnms:** A dialog box with a blue title bar and standard window controls. It contains the text "Downloading installnms" and "This may take several minutes. You can use your computer to do other tasks during the installation." Below this is a progress bar showing 61% completion. The details include: "Name: installnms", "From: 172.16.31.20", and "Downloading: 6.29 MB of 10.1 MB". A "Cancel" button is at the bottom right.

Web-based Login



Network Resource Management

- Network resource management with hierarchical structure
- Role-based resource management for each administrator

The screenshot displays the AddPac Network Resource Management interface. On the left, a hierarchical tree structure shows the organization of network resources, including sites like 'AddPac' and 'Seoul', and various sub-networks and centers. A context menu is open over the 'GangNamGu' node, with options like 'Add Sub Network', 'Add Site', 'Delete', 'Execute SMM', 'Search', 'Refresh', and 'Properties'. The 'Execute SMM' option is highlighted. In the center, a table lists device categories such as Desktop, Network Camera, Phone, Server, Switch, and VoIP Gateway. On the right, a 'User Properties' dialog box is open, showing a tree view of the same hierarchical structure, with several nodes selected. Three orange callout boxes provide additional context: one points to the tree structure stating 'manage the complex network with a structured, hierarchical form'; another points to the 'Execute SMM' option stating 'can assign the hierarchical node to the operator and manage role-based policy'; and a third points to the 'Execute SMM' option stating 'can cooperate with the application executables such as SMM'. The bottom of the interface shows a search bar with 'Total Categories : 6' and the AddPac logo.

Device Fault Management

- Centralized fault summary information in main window
- Display current fault device through tree view
- Notify administrator with detailed fault information
- Provide device availability information for 24hrs

Device Fault Management

main window

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a navigation menu with options like NMS, Account, Configuration, Monitoring, Notification, Fault, Statistics, View, and Help. The central area is divided into several sections:

- Current Outage Devices [11]:** A tree view showing a hierarchy of devices under sites like AddPac, Branch AQ, Branch GX, and HeadQuarter. Each device entry includes its name, service status, and availability percentage.
- Service Outages:** A table showing site-level fault summaries.

Site	Type	Outages	Availability	Description
AddPac	Sub Netw...	28 / 10 / 32	53%	AddPac Technology C...
Seoul	Sub Netw...	2 / 1 / 2	98%	Seoul subnetwork
- Device Categories:** A table showing fault summaries for different device classifications.

Category	Outages	Availability
Desktop	0 / 0 / 1	100%
Network Camera	6 / 1 / 2	54%
Phone	0 / 0 / 3	98%
Server	24 / 10 / 22	58%
Switch	0 / 0 / 0	100%
VoIP Gateway	0 / 0 / 6	98%
- Your Outstanding Notices [16]:** A table listing individual fault events with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message.

Overall Availability: 30 / 11 / 34, 78.650%

Overall Categories Availability: 30 / 11 / 34, 61.282%

current device fault list with hierarchy view

site device fault summary

device fault summary for category (classification)

overall total device fault statistics

current device fault event message are shown as below

Device Fault Management

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

NMS Account Configuration Monitoring Notification Fault Statistics View Help

Current Outage Devices (12)

Name	Service...	Availability
Branch AQ		
NMS Camera	6 of 12	48.934 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GX		
00_IVR_server	3 of 3	0.000 %
00_IVR_slave...	3 of 3	0.000 %
00_NR_server	1 of 2	98.015 %
00_PS_server	3 of 3	0.000 %
00_PS_Slave...	2 of 3	32.703 %
IPNext 3000 ...	1 of 3	90.536 %
IPNext 3000 S...	1 of 3	90.584 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
UMS server(o...	3 of 3	0.000 %
Subnetwork #2		
NMS_SOHO_...	2 of 2	92.939 %

Service Outages Device Monitoring - <All>

Group Type Value View Mode Refresh Import

display message icon when the device have a notification for event

device status matrix with several severity such as critical, major, minor

- * severity color
- 1) red : critical
- 2) orange : major
- 3) light blue : normal

Total Monitoring Devices : 34

ACK ID	Send time	Site	Device Name	IP Address	Service	Message
9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX	00_IVR_server	172.17.111.21	SNMP	인터페이스 172.17.111.21 (172.17.111.21)의 장비명(00_IVR_server)의 서비스 SNMP가 2009년 4월 10일 금요일 오후 5시 21분 06초에 실패함.
9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Center	NMS_SOHO_PBX			device NMS_SOHO_PBX, all services are down
9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed
9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down

Your Outstanding Notices (17)

4/10/2009 5:16:30 PM 172.16.31.20:5101 admin Version 1.2.3384

Device Fault Management

The screenshot displays the Smart Network Management System (NMS) interface. The main area shows a grid of device status icons, each representing a different device type and its current status. A red arrow points to the grid, with a callout box stating "device status matrix with small view mode".

Below the grid, there is a table of "Your Outstanding Notices (18)".

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SOHO_PBX			device NMS_SOHO_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator
<input type="checkbox"/>	9238	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) service ICMP not response or deleted by administrator

Device Fault History Management

- Provide both summary view and detailed event message
- Can Write troubleshooting job note for each event manually
- Administrator can query for a history fault with search condition
- Each fault is related to the several raw events

Device Fault History Management

The screenshot displays the Smart Network Management System (NMS) interface. The top navigation bar includes 'NMS', 'Account', 'Configuration', 'Monitoring', 'Notification', 'Fault', 'Statistics', 'View', and 'Help'. The main content area is divided into two sections:

- Notification Summary:** A table showing daily event summary statistics information. The table has columns for 'Date/Time', 'Outstanding', and 'Acknowledge'.

Date/Time	Outstanding	Acknowledge
2009-04-10	4	27
2009-04-09	2	76
2009-04-08	0	96
2009-04-07	0	40
2009-04-06	7	489
2009-04-05	0	722
2009-04-04	0	708
2009-04-03	1	476
2009-04-02	0	248
2009-04-01	0	19
2009-03-31	0	37
2009-03-30	0	9
2009-03-29	0	3
2009-03-28	0	1
2009-03-27	0	14
2009-03-26	0	52
2009-03-25	0	8
2009-03-24	0	19
2009-03-23	0	59
2009-03-22	0	102
2009-03-21	0	17
2009-03-20	0	21
2009-03-18	0	48
2009-03-17	0	41
2009-03-13	0	36
2009-03-07	0	1
2009-03-06	0	482
2009-03-05	0	38
2009-03-04	0	13
- Device Monitoring - <All>:** A table showing detailed fault event history list up with filter condition (advanced search). The table has columns for 'Ack', 'ID', 'Send Time', 'Site', 'Device Name', 'IP Address', 'Service', 'Message', 'Status', and 'Respond Time'.

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message	Status	Respond Time
<input type="checkbox"/>	9528	4/10/2009 5:51:06 PM	/AddPac/Branch AQ	NMS Camera	172.16.4.180	SNMP	interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	auto-acknowledged	4/10/2009 5:51:35 PM
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting room phone device			device 5th floor meeting room phone device, all services are down.	auto-acknowledged	4/10/2009 5:35:25 PM
<input type="checkbox"/>	9526	4/10/2009 5:33:42 PM	/AddPac/Branch GX	00_NR_server	172.17.11			auto-acknowledged	4/10/2009 5:22:43 PM
<input type="checkbox"/>	9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX	00_NR_server	172.17.11			auto-acknowledged	4/10/2009 5:17:56 PM
<input type="checkbox"/>	9524	4/10/2009 5:17:29 PM	/AddPac/Branch GX	00_NR_server	172.17.11			auto-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9522	4/10/2009 3:36:26 PM	/AddPac/HeadQuarter	IP_PBX_Slave(our company)				auto-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9521	4/10/2009 3:36:18 PM	/AddPac/HeadQuarter	PS_server(our co...				auto-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9520	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	RBT_server(our co...				auto-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9519	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	UMS_server #2				auto-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9518	4/10/2009 3:36:09 PM	/AddPac/HeadQuarter	Recording Server (our company)				auto-acknowledged	4/10/2009 4:03:14 PM
<input type="checkbox"/>	9517	4/10/2009 3:36:08 PM	/AddPac/HeadQuarter	company_MCU_s...				auto-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9516	4/10/2009 3:36:00 PM	/AddPac/Branch GX	00_PS_Slave_ser...				auto-acknowledged	4/10/2009 4:02:54 PM
<input type="checkbox"/>	9514	4/10/2009 3:35:50 PM	/AddPac/Branch GX	00_PS_server				auto-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9513	4/10/2009 3:35:41 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				auto-acknowledged	4/10/2009 4:02:44 PM
<input type="checkbox"/>	9512	4/10/2009 3:35:41 PM	/AddPac/HeadQuarter	IP_PBX_Master (our company)				auto-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9511	4/10/2009 3:35:33 PM	/AddPac/Branch KT	172.16.51.12					

An 'Advanced Search' dialog box is open, showing filter conditions for 'Sub Network' (AddPac), 'Site' (GangNamGu), and 'IP Address Contains' (Gangseo Area). The search results show 1 to 20 of 6701 items.

daily fault event summary statistics information

detail fault event history list up with filter condition (advanced search)

Device Fault History Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a table of device fault history with the following columns: Ack, ID, Send Time, Site, Device Name, IP Address, Service, Message, Responder, and Respond Time. The table contains several entries, with some highlighted in orange. Two pop-up windows are visible: 'Troubleshooting Note (Event ID : 45393)' and 'Troubleshooting Note'. The 'Troubleshooting Note' window has a text area for writing notes and buttons for 'Add', 'Edit', and 'Delete'. An orange callout box points to the 'Troubleshooting Note' window with the text 'Can write troubleshooting note if needed'.

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message	Responder	Respond Time
<input checked="" type="checkbox"/>	9528	4/10/2009 5:51:06 PM	/AddPac/Branch AQ	NMS Camera	172.16.4.180	SNMP	interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	auto-acknowledged	4/10/2009 5:51:35 PM
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting room phone device			5th floor meeting room phone device, all services are down.	to-acknowledged	4/10/2009 5:35:25 PM
<input type="checkbox"/>	9526	4/10/2009 5:33:42 PM	/AddPac/Branch GX					to-acknowledged	4/10/2009 5:22:43 PM
<input type="checkbox"/>	9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX					to-acknowledged	4/10/2009 5:17:56 PM
<input type="checkbox"/>	9524	4/10/2009 5:17:29 PM	/AddPac/Branch GX					to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9522	4/10/2009 3:36:26 PM	/AddPac/HeadQuarter	IP_cot				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9521	4/10/2009 3:36:18 PM	/AddPac/HeadQuarter	PB_cot				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9520	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	IP_cot				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9519	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	UM				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9518	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	IP_cot				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9517	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:54 PM
<input type="checkbox"/>	9516	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9515	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:44 PM
<input type="checkbox"/>	9514	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:43 PM

Current Device Fault (Outage)

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of network devices and a table of current outages. An 'Event Detail' window is open, showing information for a specific event (ID: 45412).

Current Outage Devices Table:

Name	Service...	Availability
AddPac		
Branch AQ		
NMS Camera	6 of 12	50.000 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GX		
00_IVR_server	3 of 3	0.000 %
00_IVR_slave...	3 of 3	0.000 %
00_PS_server	3 of 3	0.000 %
00_PS_slave...	2 of 3	33.333 %
00_RBT_server	3 of 3	0.000 %
IPNext 3000 S...	1 of 3	66.667 %
IPNext 3000 S...	1 of 3	66.667 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
5th floor meeti...	1 of 1	0.000 %
UMS serverfo...	3 of 3	0.000 %
Subnetwork #2		
Center		
NMS_SOHO ID...	2 of 2	0.000 %

Service Outages Table:

Outage ID	Site	Device Name	IP Address	Service	Time Down
13968	/AddPac/Branch GX	00_RBT_server	172.17.114.60	Media	4/10/2009 9:26:04 PM
13967	/AddPac/Branch GX	00_RBT_server	172.17.114.60	ICMP	4/10/2009 9:26:04 PM
13966	/AddPac/Branch GX	00_RBT_server	172.17.114.60	ICMP	4/10/2009 9:26:04 PM
13948	/AddPac/HeadQuarter	5th floor meeting room p...	172.17.114.60	SNMP	4/10/2009 9:26:04 PM
13907	/Subnetwork #2/Cent.	NMS_SOHO_PBX	172.16.53.101	ICMP	4/10/2009 5:34:10 PM
13906	/Subnetwork #2/Cent.	NMS_SOHO_PBX	172.16.19.50	ICMP	4/10/2009 3:34:29 PM
13906	/Subnetwork #2/Cent.	NMS_SOHO_PBX	172.16.19.50	SNMP	4/10/2009 3:34:29 PM

Event Detail (ID: 45412) Information:

- Event Time: 4/10/2009 9:26:04 PM
- Site: /AddPac/Branch GX
- Device Name: 00_RBT_server
- IP Address: [Empty]
- Severity: Critical
- Device Model: AP-RBT1000
- Log Message: device 00_RBT_server down
- Description: device 00_RBT_server's all interface down. A new Outage record has been created and service level availability calculations will be impacted until this outage is resolved.

Outstanding Notices Table:

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server		device	device 00_RBT_server's all interface down. A new Outage record has been created and service level availability calculations will be impacted until this outage is resolved.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...		device	device 00_IVR_server all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent.	NMS_SOHO_PBX		device	device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	Call Manager 2009-4-10 11:37:12 failed.
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9419	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server		device	device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...		device	device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	device	device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

Device Event History

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

NMS Account Configuration Monitoring Notification Fault Statistics View Help

Site Event Summary Service Outages Event Notification Destination Paths Users View Current Outages View Outages View Events

Limit: 20 Refresh Advanced Search Acknowledge Events Troubleshooting Note

Event Time	Outsta...	Ackno...	Not Clea...	Cleared	In Pr...
2009-04-13	40	0	40	0	0
2009-04-12	6	0	6	0	0
2009-04-11	314	0	314	0	0
2009-04-10	182	0	182	0	0
2009-04-09	290	0	290	0	0
2009-04-08	412	0	412	0	0
2009-04-07	448	0	448	0	0
2009-04-06	1453	0	1453	0	0
2009-04-05	1704	0	1704	0	0
2009-04-04	1712	0	1712	0	0
2009-04-03	1276	0	1276	0	0
2009-04-02	799	0	799	0	0
2009-04-01	271	0	271	0	0
2009-03-31	277	0	277	0	0
2009-03-30	212	0	212	0	0
2009-03-29	17	0	17	0	0
2009-03-28	2	0	2	0	0
2009-03-27	108	0	108	0	0
2009-03-26	292	0	292	0	0
2009-03-25	46	0	46	0	0
2009-03-24	121	0	121	0	0
2009-03-23	1904	0	1904	0	0
2009-03-22	2643	0	2643	0	0
2009-03-21	354	0	354	0	0
2009-03-20	172	0	172	0	0
2009-03-19	1	0	1	0	0
2009-03-18	1294	0	1294	0	0
2009-03-17	788	0	788	0	0
2009-03-16	14	0	14	0	0
2009-03-15	3	0	3	0	0

Ack	ID	Severity	Event Time	Site	Device Name	IP Address	Service	Message
	45786	Critical	4/13/2009 11:24:42 AM	/AddPac/Branch GX	SE_MG3000N_A	172.17.111.25		Agent Up with Possible Changes (1.3.6.1.4.1.4855.3.2.255) enterprise: 1.3.6.1.4.1.4855.3.2.255) args [1]: 1.3.6.1.4.1.4855.3.2.10" 1.3.6.1.4.1.4855.3.2.10" args [1]: 1.3.6.1.4.1.4855.3.2.10" 1.3.6.1.4.1.4855.3.2.10"
	45785	Cleared	4/13/2009 11:15:59 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	SNMP data collection on interface 172.17.111.21 previously failed and has been restored.
	45784	Cleared	4/13/2009 11:15:52 AM	/AddPac/Branch GX	00_NR_server			Node 00_NR_server is up.
	45783	Critical	4/13/2009 11:15:51 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21		Agent Up with Possible Changes (cukStart Trap) enterprise: 1.3.6.1.4.1.4855.3.2.10) [1]: 1.3.6.1.4.1.4855.3.2.10" args [1]: 1.3.6.1.4.1.4855.3.2.10" 1.3.6.1.4.1.4855.3.2.10"
	45782	Critical	4/13/2009 11:15:13 AM	/AddPac/Branch GX	00_NR_server			Node 00_NR_server is down.
	45781	Warning	4/13/2009 11:14:57 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	SNMP data collection on interface 172.17.111.21 failed.
	45780	Warning	4/13/2009 10:00:15 AM	/AddPac/Branch AQ	NMS_IP_PBX_31...	172.16.31.13	SNMP	SNMP thresholding on interface 172.16.31.13 failed.
	45779	Warning	4/13/2009 10:00:15 AM	/Subnetwork #2/Cen...	NMS_IP_PBX_31...	172.16.31.16	SNMP	SNMP thresholding on interface 172.16.31.16 failed.
	45778	Warning	4/13/2009 9:59:51 AM	/AddPac/Branch GX	UMS slave	172.17.113.201	SNMP	SNMP data collection on interface 172.17.113.201 failed.
	45777	Warning	4/13/2009 9:59:46 AM	/AddPac/Branch GX	UMS slave	172.17.113.201	SNMP	SNMP data collection on interface 172.17.113.201 failed.
	45776	Warning	4/13/2009 9:59:42 AM	/AddPac/HeadQuater	UMS server(our co...	61.33.161.43	SNMP	SNMP data collection on interface 61.33.161.43 failed.
	45775	Warning	4/13/2009 9:59:41 AM	/AddPac/HeadQuater	UMS server(our co...	61.33.161.43	SNMP	SNMP data collection on interface 61.33.161.43 failed.
	45774	Warning	4/13/2009 9:59:36 AM	/Subnetwork #2/Cen...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
	45773	Warning	4/13/2009 9:59:33 AM	/Subnetwork #2/Cen...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
	45772	Warning	4/13/2009 9:59:32 AM	/Subnetwork #2/Cen...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
	45771	Warning	4/13/2009 9:59:27 AM	/Subnetwork #2/Cen...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
	45770	Warning	4/13/2009 9:59:24 AM	/Subnetwork #2/Cen...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
	45769	Warning	4/13/2009 9:59:23 AM	/Subnetwork #2/Cen...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
	45768	Warning	4/13/2009 9:59:18 AM	/AddPac/Branch AQ	NMS_IP_PBX_31...	172.16.31.13	SNMP	SNMP data collection on interface 172.16.31.13 failed.
	45767	Warning	4/13/2009 9:59:15 AM	/AddPac/Branch AQ	NMS_IP_PBX_31...	172.16.31.13	SNMP	SNMP data collection on interface 172.16.31.13 failed.

Results: 1 to 20 of 25346 Search Constraints: user=admin

Site	Device Name	IP Address	Service	Message
/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
/AddPac/HeadQuater	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
/Subnetwork #2/Cen...	NMS_SOHO_PBX			device NMS_SOHO_PBX: all services are down
/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed.
/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

Your Outstanding Notices (18) All Outstanding Notices (18)

4/13/2009 11:46:45 AM 172.16.31.20:5101 admin Version 1.2.3384

Can view all events for devices with search condition

summarize daily event statistics data

Device Status Information


- System Performance Information (CPU, HDD, Memory,...)
- Provide device current service status (up/down)
- Provide device main status (max value vs current value)
- Display Graph Series with System Performance Information
- Monitor Main Status Flow with System Monitoring View

Device Status Information

Status Information - IPNext 3000 Master


System Status Information | Performance History | Performance Monitoring

Today's Availability




90

CPU Utilization



96


Memory Utilization



67

Total : 1024 MB
Used : 686.3 MB
Free : 337.7 MB

Storage Utilization



0

Total : 298 GB
Used : 203.4 MB
Free : 297.8 GB

/hd

Interface Status

Index	Name	IP Address	Speed	Status	Rx Traffic	Tx Traffic	Errors (pkts)
2	GigabitEthernet0/0	172.17.113.40	1Gbps	● up	9.7Kbps	10.1Kbps	0
3	GigabitEthernet0/1	0.0.0.0	1Gbps	● down	0 bps	0 bps	0

Service Information (Availability: Percentage over last 24 hours) [Apply](#)

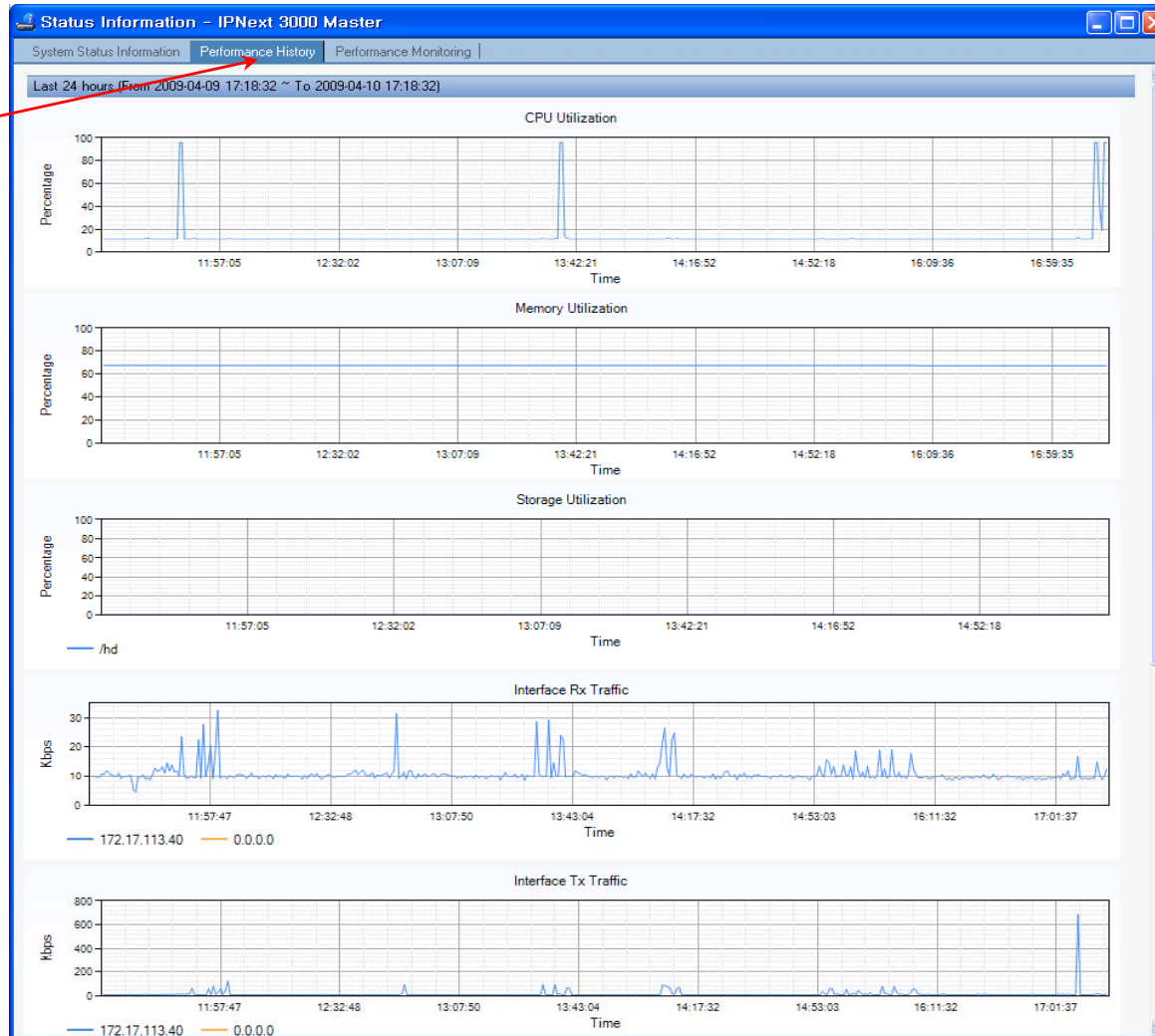
Interface / Service Name	Status	Availability
✓ Call Manager	● down	76.001%
✓ 172.17.113.40		
✓ ICMP	● up	97.743%
✓ SNMP	● up	97.743%
Overall Availability		90.496%

Service Monitor Status

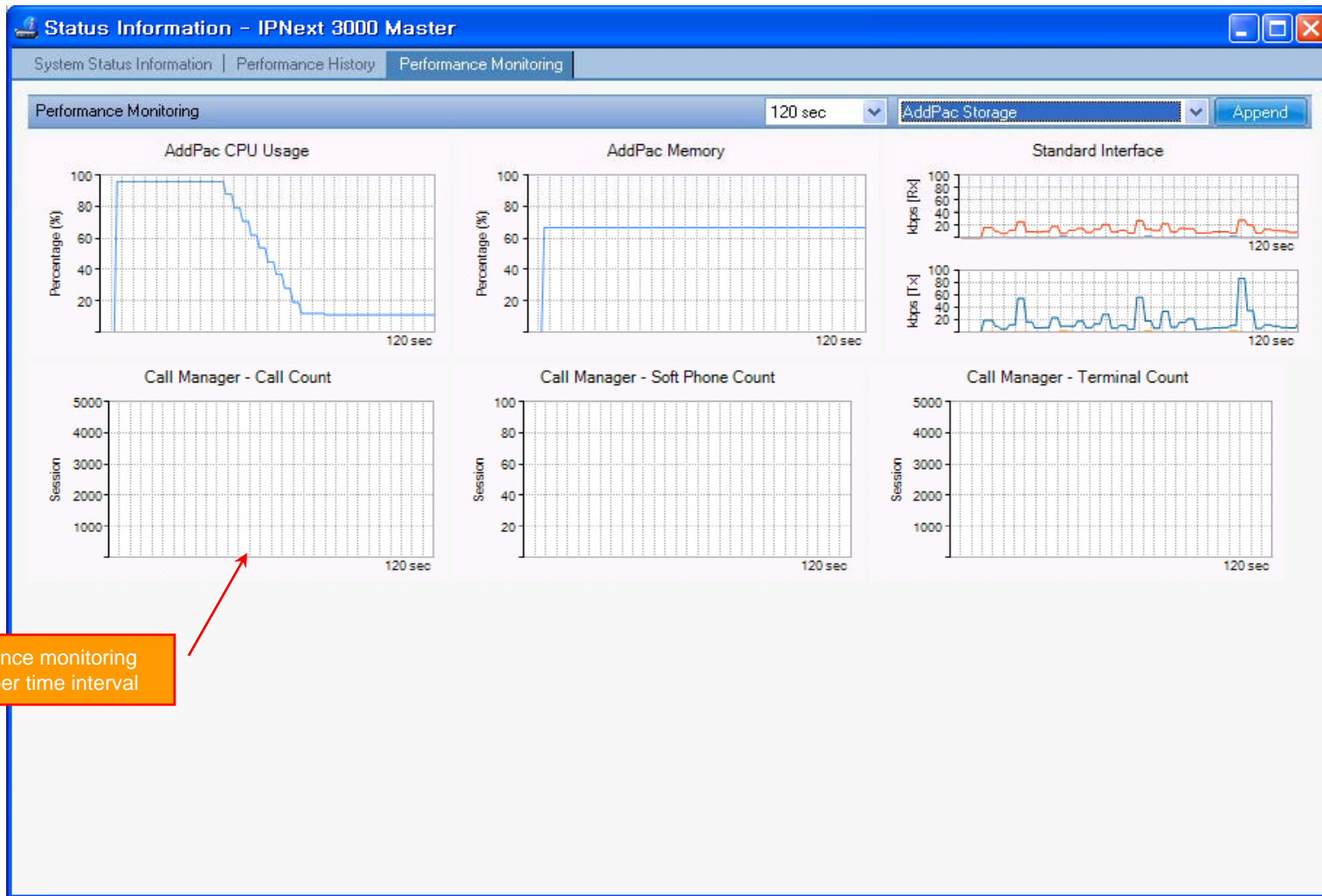
Service	Maximum	Value	Used
CM Service			
Call Manager - Call Count	5000	0	0%
Call Manager - Soft Phone Count	100	0	0%
Call Manager - Terminal Count	5000	7	0%

Device Status Information

performance analysis graph for last 24 hours



Device Status Information



Notification Management

- Notify administrator for important event such as critical device fault when proper action needs
- Provide several notification channel such as SMS, e-mail, alarm lamp
- Notification channel configuration for each event
- Manage notification with device category such as Server, Terminal, PC, etc
- Provide Alarm with audible (play sound), visible (alarm lamp) form

Event Notification Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of devices on the left, a table of event notifications in the center, and a detailed 'Event Notification Properties' dialog box on the right. Three orange callout boxes provide instructions:

- apply notification policy with event-based filter** (example : notify me when network link of device is down through SMS, e-mail)
- specify category when each event occurs**
- describe notification message content for e-mail or SMS**

The 'Event Notification Properties' dialog box shows the following configuration:

- Notification Name: serviceUnresponsive
- Description: test
- Event: Node event: serviceUnresponsive
- Destination Path: default
- Notification Type: sms, alarmLamp, email
- Current Rule: IPADDR IPLIKE ****
- Apply Category: Desktop, Network Camera, Phone, Server, Switch
- Email Subject: Notice #noticeid% %service% service on %interfaceresolve% (%interface%)
- Text Message: The %service% poll to interface %interfaceresolve% (%interface%) on node %nodelabel% successfully completed a synthetic connection to the service listener on the remote machine. However, the synthetic transaction failed to complete within %iparam[timeout]% milliseconds, over %iparam[attempts]% attempts. This event will NOT impact service level agreements, but may be an indicator of other problems on that node.
- Special Values: Can be used in both the text message and email subject: %noticeid% = notification ID number, %time% = time sent, %severity% = event severity, %nodelabel% = may be IP address or empty, %interface% = IP address, may be empty, %service% = service name, may be empty, %eventid% = event ID, may be empty.
- Note: If the alert exceeds 80 bytes then the notification will be dispatched in two or more sms.
- Enable Notification:

The 'Your Outstanding Notices (18)' table at the bottom shows the following data:

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server is all services...
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent.	NMS_SOHO_PBX			
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		

Event Notification Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of network devices and their service availability. A 'Destination Paths' tab is active, and a 'Destination Path Properties' dialog box is open. The dialog box allows configuration of notification channels for a specific destination path. A red callout box highlights the 'email' and 'sms' options in the notification type list, with the text: "define notification channel such as e-mail, sms, or alarmlamp".

Destination Path Properties

Destination Path Name: default

Initial Target: onlyAlarmLamp

Initial Delay: 0m

Notification Type	Target	Auto Notify
alarmLamp	alarmLamp	on
email	admin	on
sms	admin	on

Buttons: Add, Delete, Help, Ok, Cancel

Escalation: Delay 0m

Notification Type	Target	Auto Notify
-------------------	--------	-------------

Buttons: Add, Delete

Total destination paths : 2

Your Outstanding Notices (18)

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th_floor_meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork_#2/Cent...	NMS_SDHD_PBX			device NMS_SDHD_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9229	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.119		device (NMS_Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

4/13/2009 11:22:46 AM 172.16.31.20:5101 admin Version 1.2.3384

Event Notification Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of network devices and their service availability. Two dialog boxes are open: 'Destination Path Properties' and 'Target Properties'.

Destination Path Properties Dialog:

Notification Type	Target	Auto Notify
alarmLamp	alarmLamp	on
email	admin	on
sms	admin	on

Target Properties Dialog:

Choose the notification type: sms

Target Information:

- Send to select user: Account Administrator
- Send to Email or Mobile: Mobile Number

Choose the desired behavior for automatic notification on responded events: on

Annotation: A red box highlights the 'Account Administrator' setting in the 'Target Properties' dialog, with the text: "user account (administrator) setting for SMS, E-mail Notification or specify e-mail address or SMS phone number".

Your Outstanding Notices (18):

Ack	ID	Send Time	Site	Device Name	IP Address	Message
<input type="checkbox"/>	9536	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server		device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting		device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SOHO_PBX		device NMS_SOHO_PBX, all services are down.
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed.
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed.
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server		device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...		device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	device (NMS_Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

Configuration

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

Smart Network Management System

NMS Account Configuration Monitoring Notification Fault Statistics View Help

Current Outage Devices [13] Site

Service Outages Event Notification Destination Paths Users

Name Service... Availability

AddPac

Branch AQ

- NMS Camera 6 of 12 50.000 %
- NMS_IP_PBX... 3 of 3 0.000 %

Branch GX

- 00_IVR_server 3 of 3 0.000 %
- 00_IVR_slave... 3 of 3 0.000 %
- 00_FS_server 3 of 3 0.000 %
- 00_IPS_slave... 2 of 3 33.333 %
- 00_RBT_server 3 of 3 0.000 %
- IPNext 3000 ... 1 of 3 66.667 %
- IPNext 3000 S... 1 of 3 66.667 %
- UMS slave 3 of 3 0.000 %

HeadQuarter

- 5th floor meeti... 1 of 1 0.000 %
- UMS serverfo... 3 of 3 0.000 %

Subnetwork #2

- Center
- NMS_S0HD_... 2 of 2 0.000 %

Configure Notification

External Notification Alarm Lamp

E-Mail SMS

Sender Email Address nms@addpac.com

SMTP Server Host 61.33.161.2

Authentication

Username

Password

Help Ok Cancel

global notification channel configuration

Total destination paths : 2

Your Outstanding Notices (18)

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_S0HD_PBX			device NMS_S0HD_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS_Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

Your Outstanding Notices (18) All Outstanding Notices (18)

4/13/2009 11:26:16 AM 172.16.31.20:5101 admin Version 1.2.3384

Audible & Visible Alarm

The screenshot displays the Smart Network Management System (NMS) interface. A notification for a service outage is visible, with a red box highlighting the notification details:

notify operator (or administrator)
 1. Alarm lamp blink (on&off) (visible)
 2. play alarm sound (audible)

Below the notification, a table shows the availability of various device categories:

Category	Outages	Availability
Desktop	0 / 0 / 1	100%
Network Camera	6 / 1 / 2	57%
Phone	1 / 1 / 3	66%
Server	27 / 11 / 22	42%
Switch	0 / 0 / 0	100%
VoIP Gateway	0 / 0 / 6	100%

Overall Categories Availability: 34 / 13 / 34, 49.470 %

Below the table, a list of outstanding notices is shown, including details such as Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message.

can synchronize with alarm lamp equipment

Fault Statistics

- analyze for a fault event with graph and detailed list data
- Report form generation and print out for statistics result

Fault Statistics

The screenshot displays the Smart Network Management System (NMS) interface. The top navigation bar includes 'NMS', 'Account', 'Configuration', 'Monitoring', 'Notification', 'Fault', 'Statistics', 'View', and 'Help'. The main content area shows a search bar with 'Hour' set to '4/ 9/2009' and 'Site' set to 'Branch A, Branch AQ, B'. Below the search bar is a bar chart titled 'Fault Statistics (Site)' showing fault counts over time for various sites. A detailed data table for '4/9/2009' is displayed below the chart, showing fault counts for each site and a total. Two red callout boxes highlight the search conditions and the detailed data table.

Event Summary Table:

Event Time	Outsta...	Ackno...	Not Clo...	Cleared	In Pr
2009-04-13	40	0	40	0	0
2009-04-12	6	0	6	0	0
2009-04-11	314	0	314	0	0
2009-04-10	182	0	182	0	0
2009-04-09	290	0	290	0	0
2009-04-08	412	0	412	0	0
2009-04-07	448	0	448	0	0
2009-04-06	1453	0	1453	0	0
2009-04-05	1704	0	1704	0	0
2009-04-04	1712	0	1712	0	0

Fault Statistics (Site) - 4/9/2009

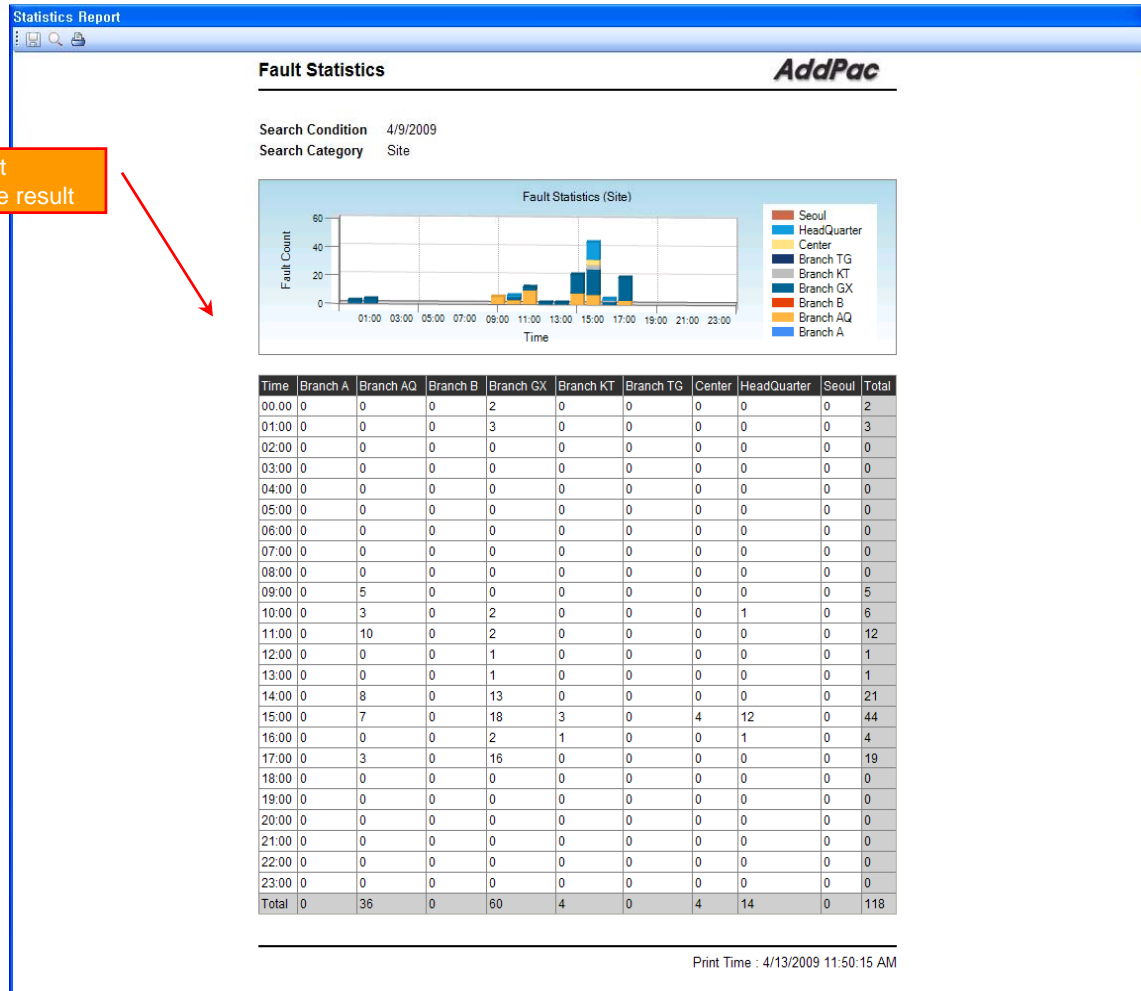
Time	Branch A	Branch AQ	Branch B	Branch GX	Branch KT	Branch TG	Center	HeadQuarter	Seoul	Total
07:00	0	0	0	0	0	0	0	0	0	0
08:00	0	0	0	0	0	0	0	0	0	0
09:00	0	5	0	0	0	0	0	0	0	5
10:00	0	3	0	2	0	0	0	1	0	6
11:00	0	10	0	2	0	0	0	0	0	12
12:00	0	0	0	1	0	0	0	0	0	1
13:00	0	0	0	1	0	0	0	0	0	1
14:00	0	8	0	13	0	0	0	0	0	21
15:00	0	7	0	18	3	0	4	12	0	44
16:00	0	0	0	2	1	0	0	1	0	4
17:00	0	3	0	16	0	0	0	0	0	19
18:00	0	0	0	0	0	0	0	0	0	0
19:00	0	0	0	0	0	0	0	0	0	0
20:00	0	0	0	0	0	0	0	0	0	0
21:00	0	0	0	0	0	0	0	0	0	0
22:00	0	0	0	0	0	0	0	0	0	0
23:00	0	0	0	0	0	0	0	0	0	0
Total	0	36	0	60	4	0	4	14	0	118

Your Outstanding Notices (18)

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th_floor_meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SOHO_PBX			device NMS_SOHO_PBX, all services are down.
<input type="checkbox"/>	9505	4/10/2009 11:23:13 AM	/AddPac/Branch GX	IPNext_3000_Slave1	172.17.113.41	Call	interface 172.17.113.41 (172.17.113.41) device IPNext_3000_Slave1 service

Fault Statistics – Report Generation

report generation for fault statistics and print out the result



Model & Service Management

- Define new model with provided template image & properties
- Customize data collection with standard protocol such as TCP, SNMP

Device Model Management

manage device model with various properties such as model image

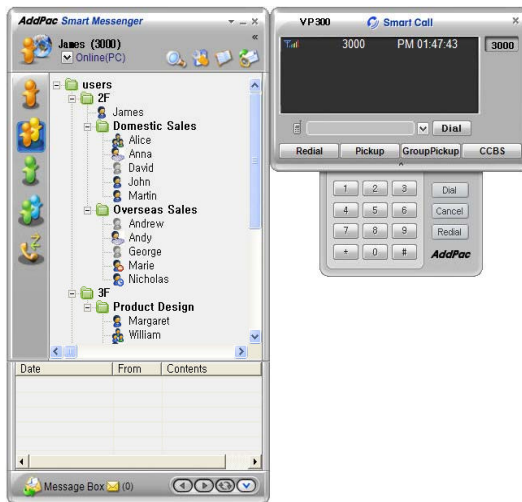
model image repository for selection

Name	Description
AddPac	AddPac Technology C...
Branch AQ	Branch AQ
Branch GX	Branch GX description
Branch KT	
HeadQuarter	Main HeadQuarter Cen...
Seoul	Seoul subnetwork
Seoul East Area	Seoul East Area
Branch B	
GangNamGu	GangNamGu
Branch TG	Yeoksam Area
SeoChoGu	seoul seocho district
Seoul West Area	Seoul West Area
Gangseo Area	Gangseo Area
Seoul	
MokDong Area	MokDong Area

Model Name	Category
AP-IP200	Phone
AP-IP300	Phone
AP-IPC	Network Camera
AP-IPC250M	Network Camera
AP-IVR1000	Server
AP-MC1000	Server
AP-MC3000	Server
AP-MC5000	Server
AP-NR2000	Server
AP-PS2000	Server
AP-RBT1000	Server
AP-RS2000	Server
AP-UMS1000	Server
AP-UMS2000	Server
AP-VC2000	Phone
AP-VP200	Phone
AP-VP300	Phone
AP-VP350	Phone
AP-VP500	Phone
IPNext100	Server
IPNext1000	Server
IPNext180	Server
IPNext200	Server

Device Name	IP Address	Service	Message
00_PBT_server			device 00_PBT_server's all services are down.
5th_floor_meeting...			device 5th floor meeting room phone device, all se
NMS_SDHO_PBX			device NMS_SDHO_PBX, all services are down
IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (I
IPNext 3000 Master	172.17.113.4		Call Manager 2009-4-10 11:37:12 failed.
00_IVR_server			device (I
NMS_IP_PBX_3...			...
NMS Camera 2	172.16.253.1		...
NMS Camera 2	172.16.253.118	ICMP	device (NMS Camera 2) interface 172.16.253.118
NMS Camera 2	172.16.253.118	SNMP	device (NMS Camera 2) interface 172.16.253.118
NMS Camera 2	172.16.253.118	ICMP	device(NMS Camera 2) interface 172.16.253.118
NMS Camera 2	172.16.253.118	ICMP	device(NMS Camera 2) interface 172.16.253.118

Smart Messenger for Click-to-Dial (version 2.3)



Contents

- Overview
- Smart Messenger Structure
- Smart Messenger System Diagram
- Smart Messenger Feature
- Smart Messenger UI
 - Login
 - Main Screen Feature
 - Call Window Screen and Feature
 - Environment Configuration



AP-VP300



AP-VP280



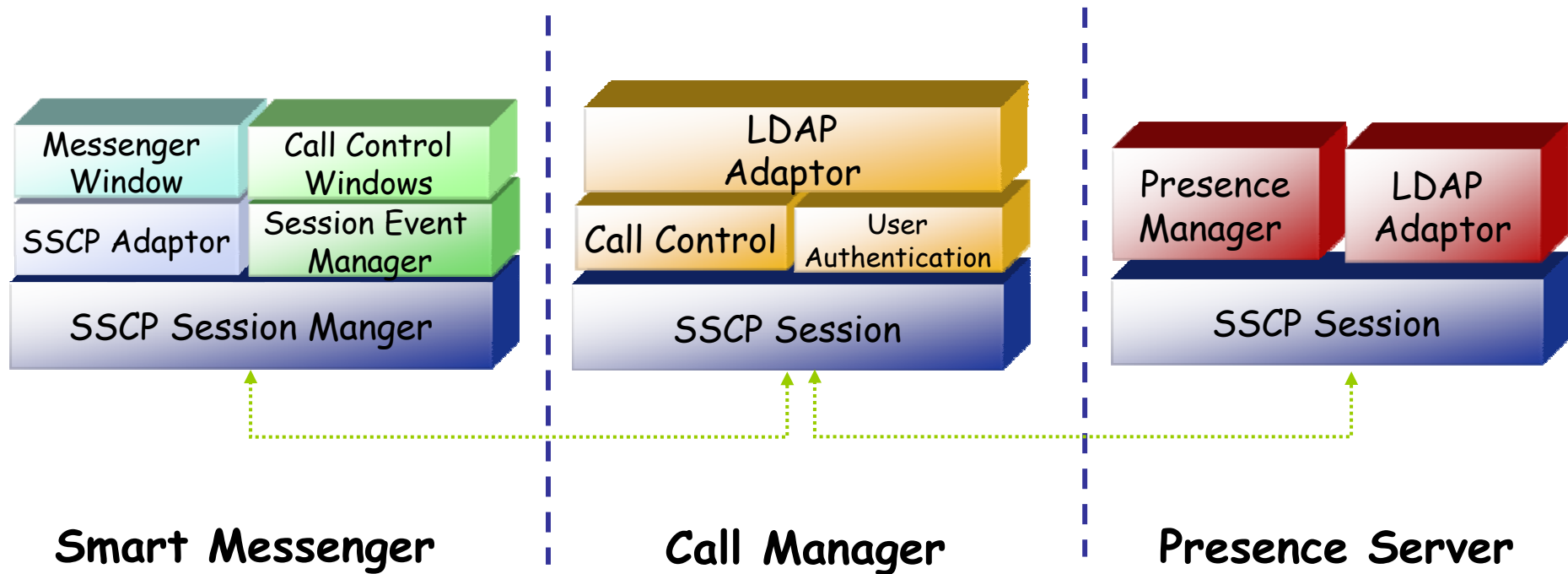
Smart Messenger

Overview

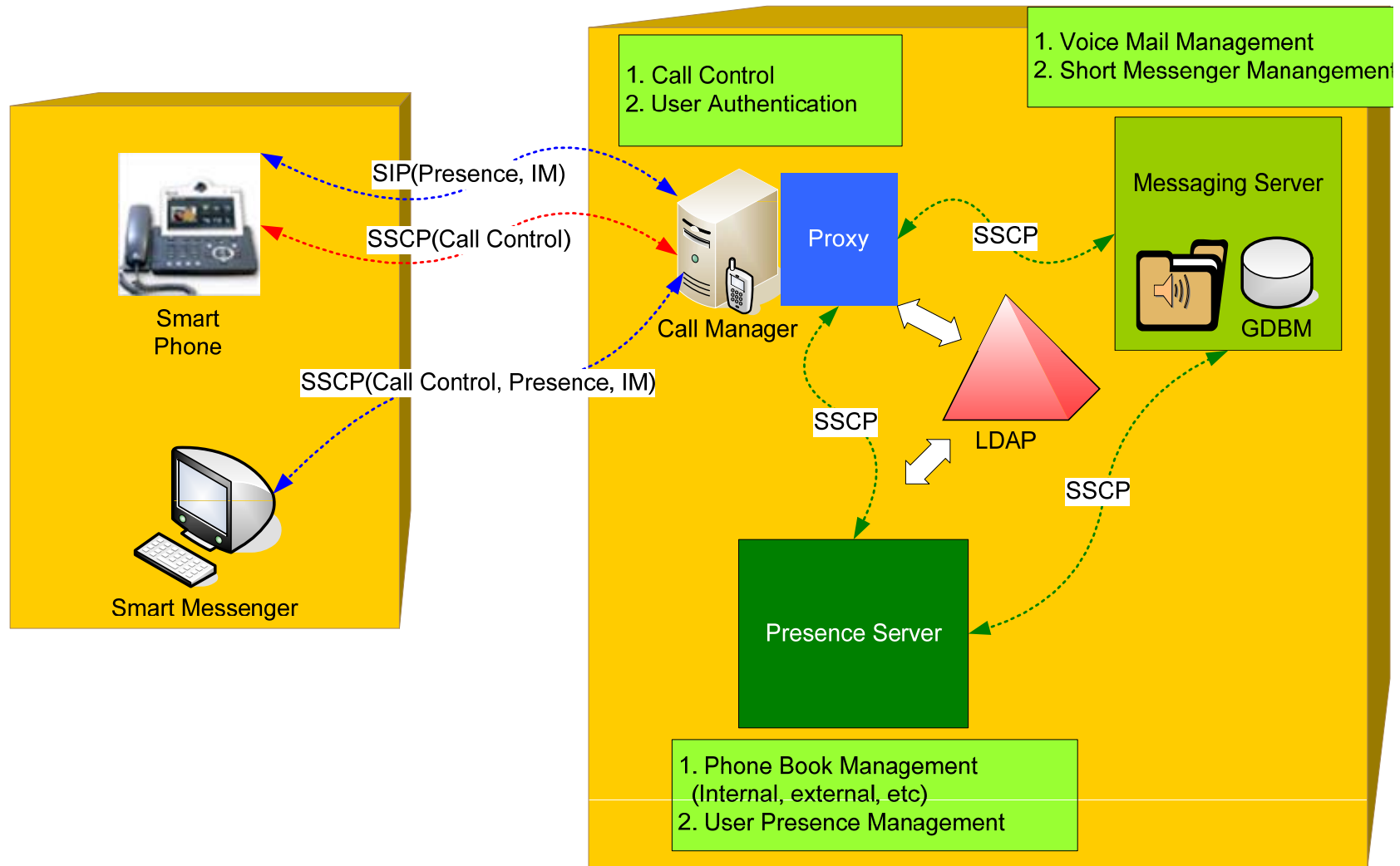
Support Smart Phone and User Presence Service MS Window based Application

- Smart Messenger Function
 - Support Messenger Service
 - Support Various Address Book
 - Support User Presence Information
 - Support User Search Feature
 - Interoperation with Address Book and Smart Phone
 - Support Smart Phone Control and Setup
 - Call Control and Forward Setup
 - Support Unified Message Box
 - Voice Mail Box
 - Short Message Box

Smart Messenger Structure



Smart Messenger System Diagram



Smart Messenger Feature (cont.)

- Messenger Service
 - User Login / Logout Feature
 - Address Book Feature
 - Presence Support Address Book
 - Intra Private Contacts (New)
 - » Group Create, Modify, Delete
 - » User Add, Delete
 - » Add User from Intra Public Contacts
 - Intra Public Contacts
 - Common Feature
 - » Dial, Send Short Message
 - » Conference (New)
 - » View User Profile
 - » Send e-mail
 - » Display User Status
 - Dial, Send Short Message, Send e-mail, Conference Using Address Book
 - Private Contacts Managing Feature (New)
 - User Profile Information View (New)

Smart Messenger Feature (cont.)

- Messenger Service
 - Address Book Feature
 - Presence not Support Address Book
 - External Private Contacts (New)
 - » Address Group Create, Modify, Delete
 - » Address Item Create, Add, Delete
 - » Add Address Item from External Public Contacts
 - External Public Contacts (New)
 - Common Feature
 - » Dial to Home, Office, Mobile
 - » Send e-mail
 - Dial, Send e-mail, Using Address Book
 - Private Contacts Managing Feature(New)
 - User Search Feature(New)

Smart Messenger Feature (cont.)

- Messenger Service
 - Presence Service Feature
 - My Status Setting
 - User Presence Status View and Update
 - Online, Working, Away, Absence
 - Be In Conference
 - User Profile Setting Feature (New)
 - Unified Message Box Feature
 - Voice Mail Box
 - Play, Save, Delete
 - Short Message Box
 - New Message, Open, Reply, Forward, Save, Delete
 - New Message Notify
 - Message Store In User PC

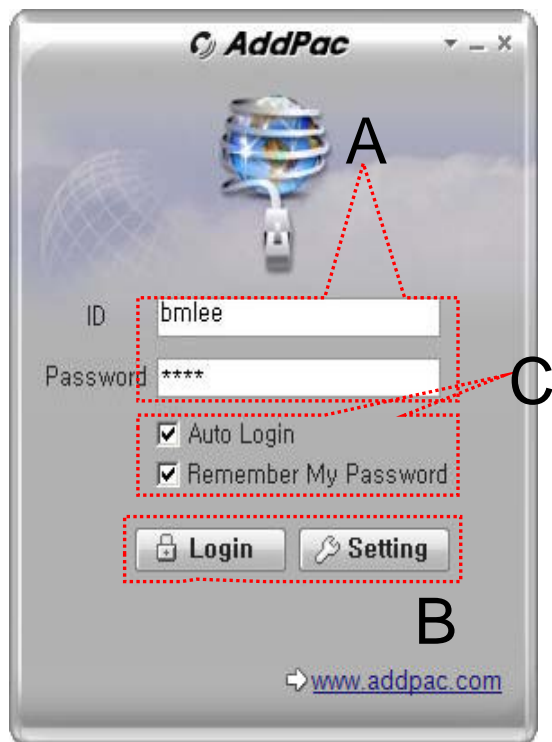
Smart Messenger Feature (cont.)

- Messenger Service
 - Recent Call Log Feature
 - Call Log Store In User PC
 - Call Log View
 - Call Log Remove and Clear
 - Privacy Information Setup (New)
 - Display Name Setup
 - Login Password
 - Voice Mail Box Password
 - Etc
 - Forward Setup (New)
 - Multi Address Forward Setting
 - Auto Upgrade Feature (New)

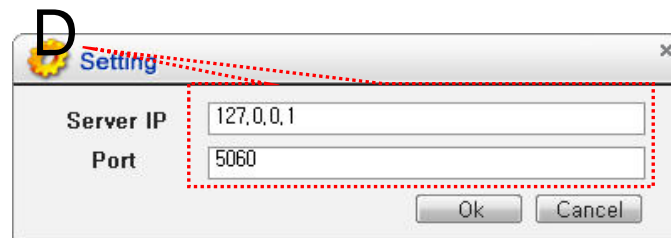
Smart Messenger Feature

- Call Control Service
 - Call Information Display
 - Support Soft-Key
 - Support Smart Phone Feature
 - Support Multi-Terminal User (New)
 - Support Multi-Address User (New)

Smart Messenger Login



[Figure 1]



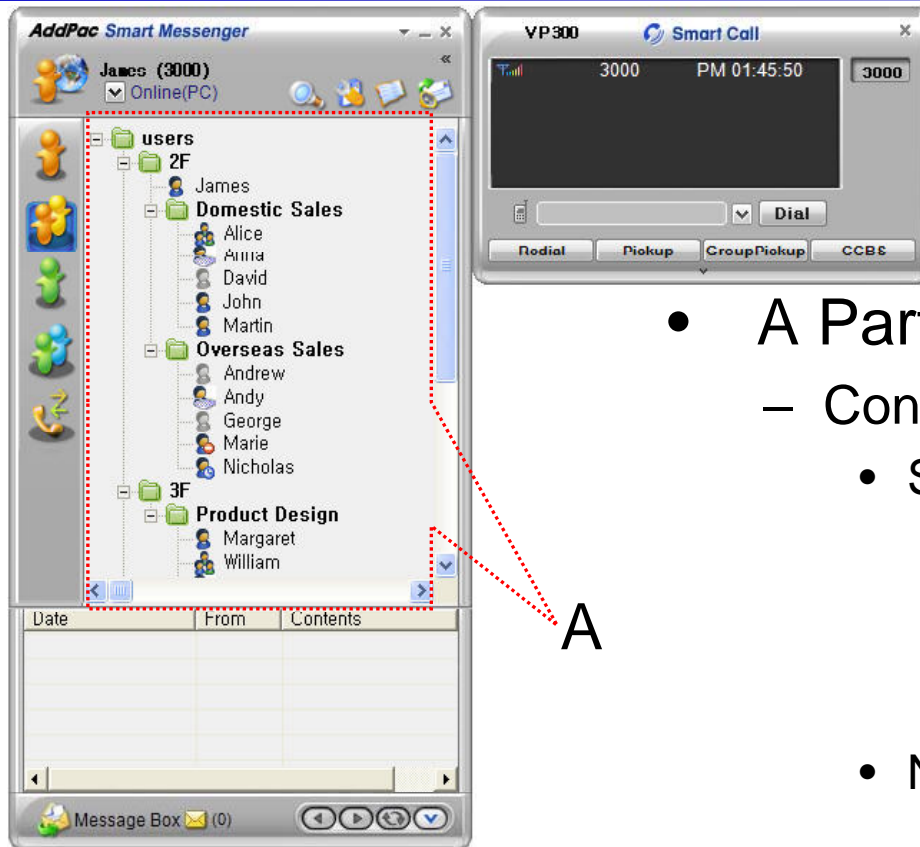
[Figure 2]



[Figure 3]

- Messenger Login
 - [Figure 1] shows the login picture of smart messenger program. “E” of [Figure3] is ICON of Smart Messenger Program.
 - When program is started initially, user should set the network configuration parameter such as IP address, Port number of Presence Server.[Figure2]
 - After inputting ID and Password, press the login button

Smart Messenger Main Screen Feature

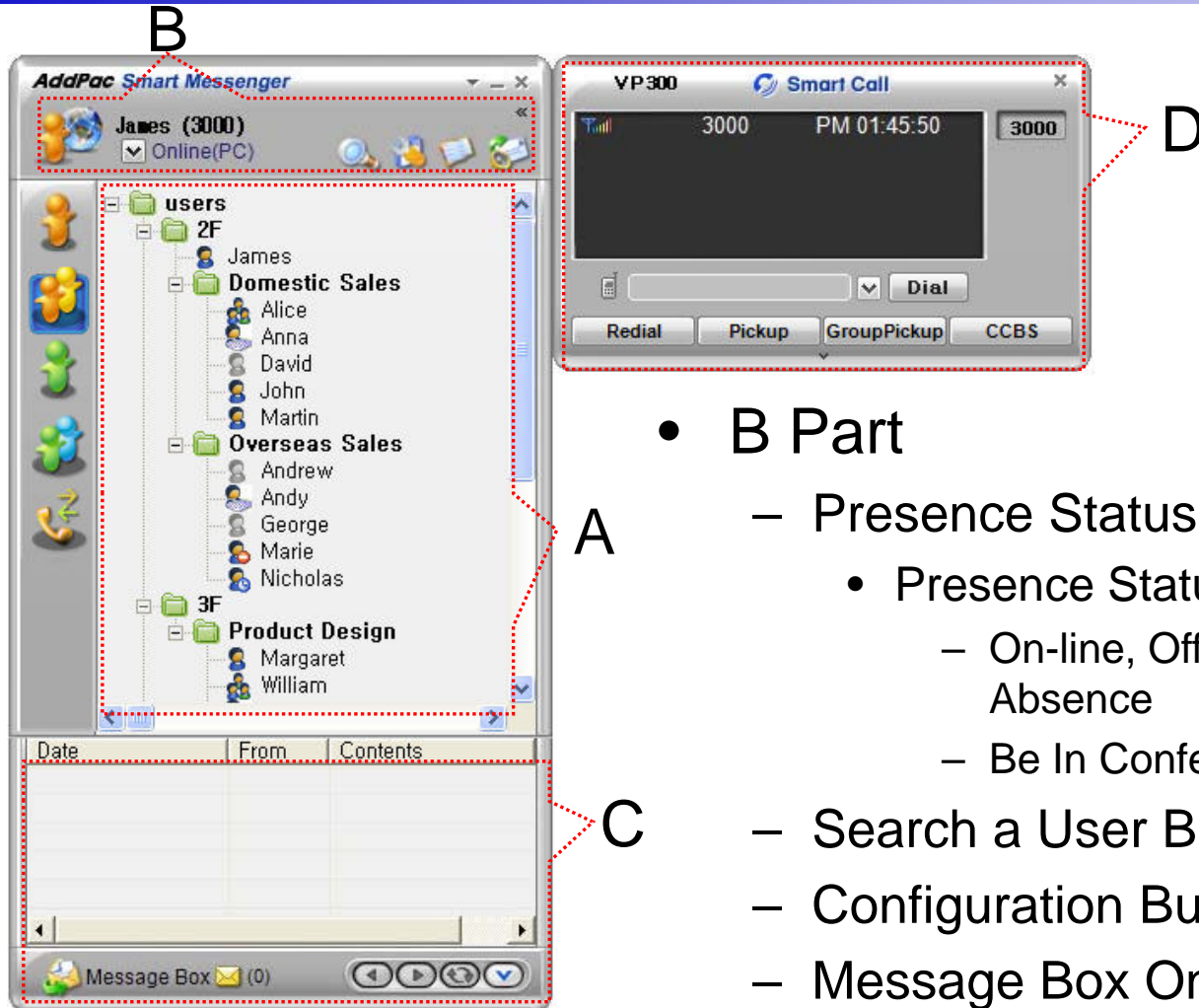


- A Part

- Contact List Part

- Support Presence Service Contacts
 - Intra Private Contacts – Company Personal Phone Book
 - Intra Public Contacts – Company Phone Book
- Not Support Presence Service Contacts
 - Extra Private Contacts – Personal Phone Book
 - Extra Public Contacts – customer list Phone Book, etc
- Recent Call Logs – Recent call history

Smart Messenger Main Screen Feature



- **B Part**

- Presence Status Display Part

- Presence Status Display

- On-line, Off-Line, Working, Away, Absence

- Be In Conference, Call Busy

- Search a User Button

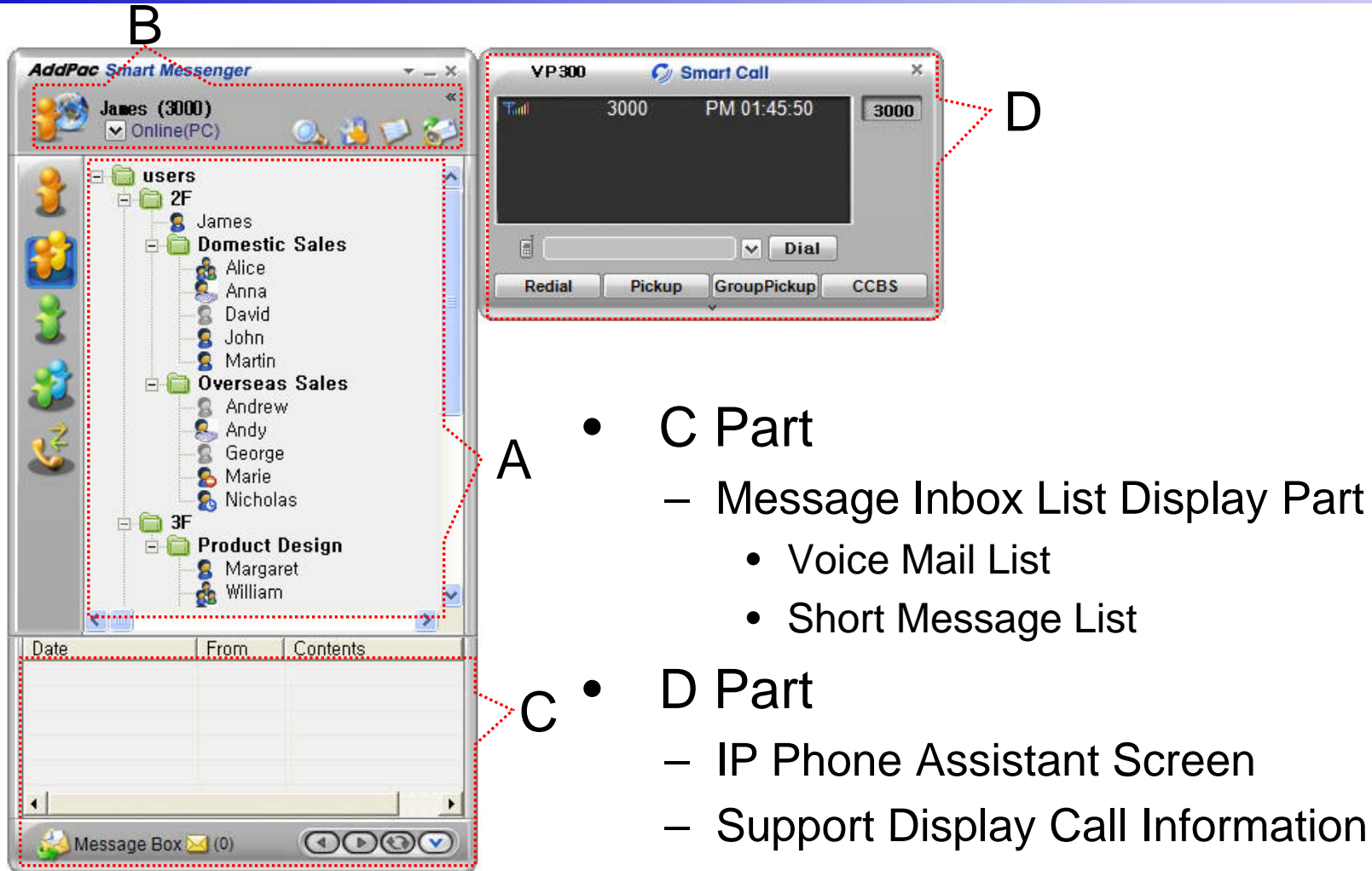
- Configuration Button

- Message Box On/Off Button

- Contact List Refresh Button


www.addpac.com

Smart Messenger Main Screen Feature



- C Part
 - Message Inbox List Display Part
 - Voice Mail List
 - Short Message List
- D Part
 - IP Phone Assistant Screen
 - Support Display Call Information
 - Support Soft-Key

Smart Messenger Main Screen Feature

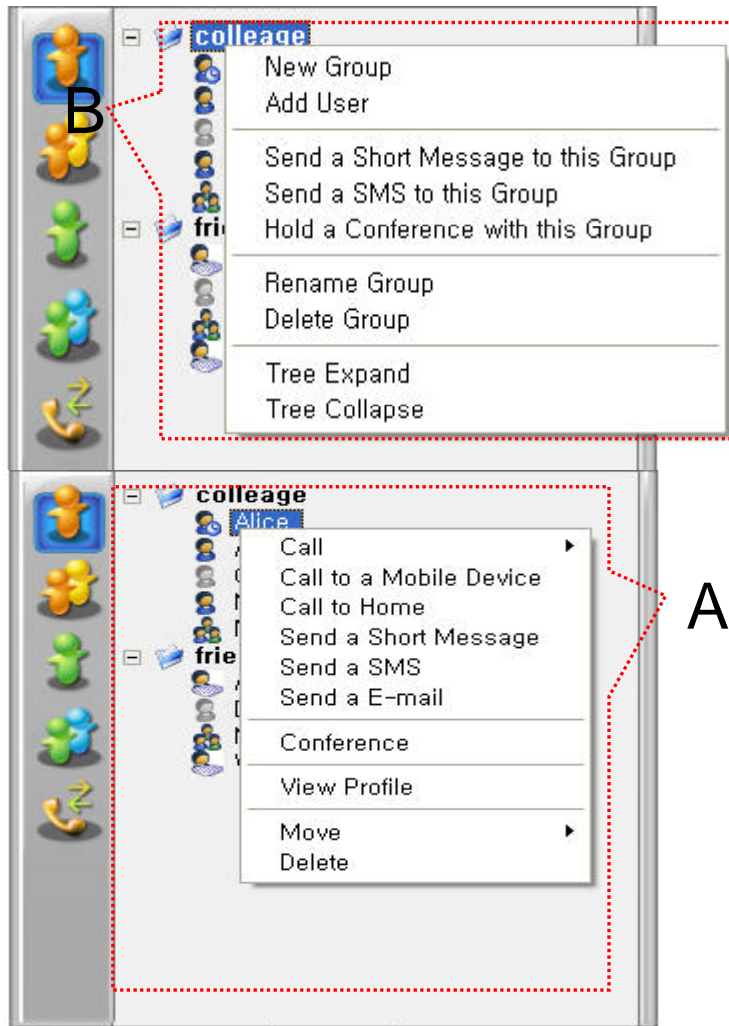


The screenshot shows the AddPac Smart Messenger main screen. The top bar displays the local user's name and presence status. The main area shows a directory tree with folders for 'users', '2F', 'Overseas Sales', and '3F'. The '2F' folder is expanded, showing a list of users including James, Alice, Anna, David, John, Martin, Andrew, Andy, George, Marie, and Nicholas. The '3F' folder is also expanded, showing Margaret and William. A red dashed box labeled 'B' highlights the top bar, and a red dashed box labeled 'A' highlights the user list. A green dotted box highlights a grid of six presence status cards for James (3000) with various status icons and labels. A green dotted box at the bottom highlights a grid of six small user presence cards for James.

- Presence Status Display
 - “B” Part
 - Local User Presence Status Display
 - “A” Part
 - Other User Presence Status Display
 - Intra Private Contacts, Intra Public Contacts (Presence Server Support)

AddPac

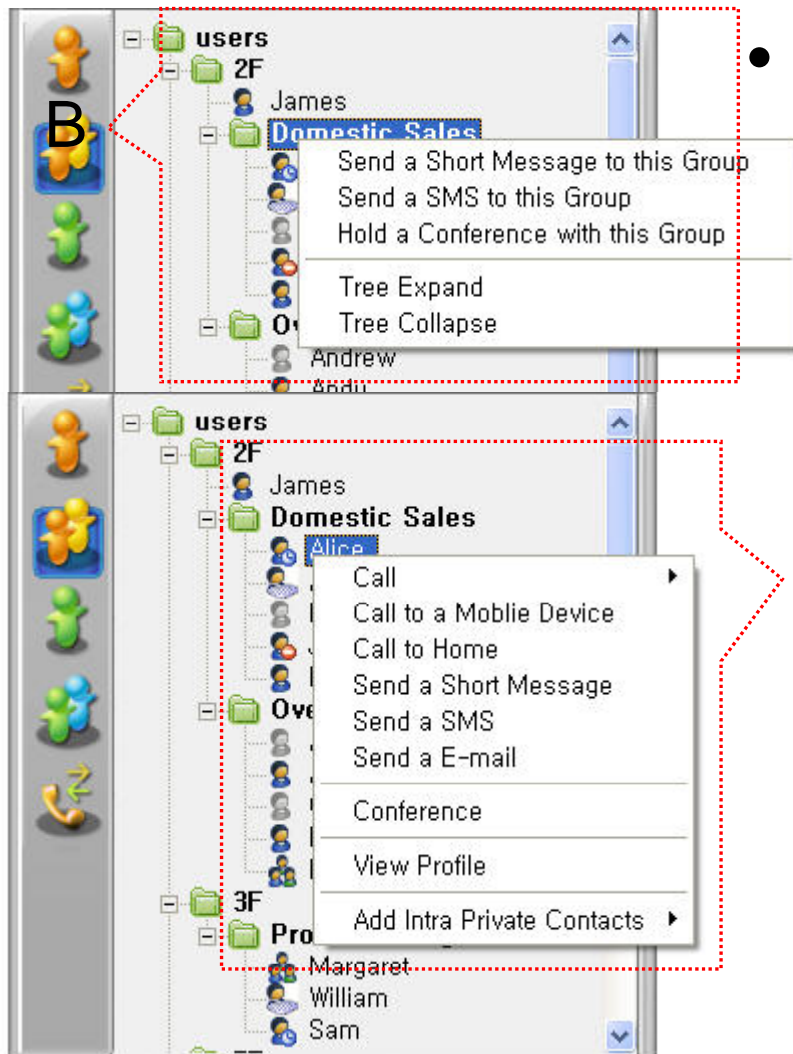
Smart Messenger Main Screen Feature



• Intra Private Contacts

- Support User Presence Status
- Group Create, Modify, Delete
- User Add, Delete
- Add User from Intra Public Contacts
- Common Feature
 - Dial, Send Short Message
 - Conference (New)
 - View User Profile
 - Send e-mail
 - Display User Status
- Dial, Send Short Message, Send e-mail, Conference Using Address Book
- Private Contacts Managing Feature
- User Profile Information View

Smart Messenger Main Screen Feature



- Intra Public Contacts

- Support User Presence Status

- Common Feature

- Dial, Send Short Message

- Conference (New)

- View User Profile

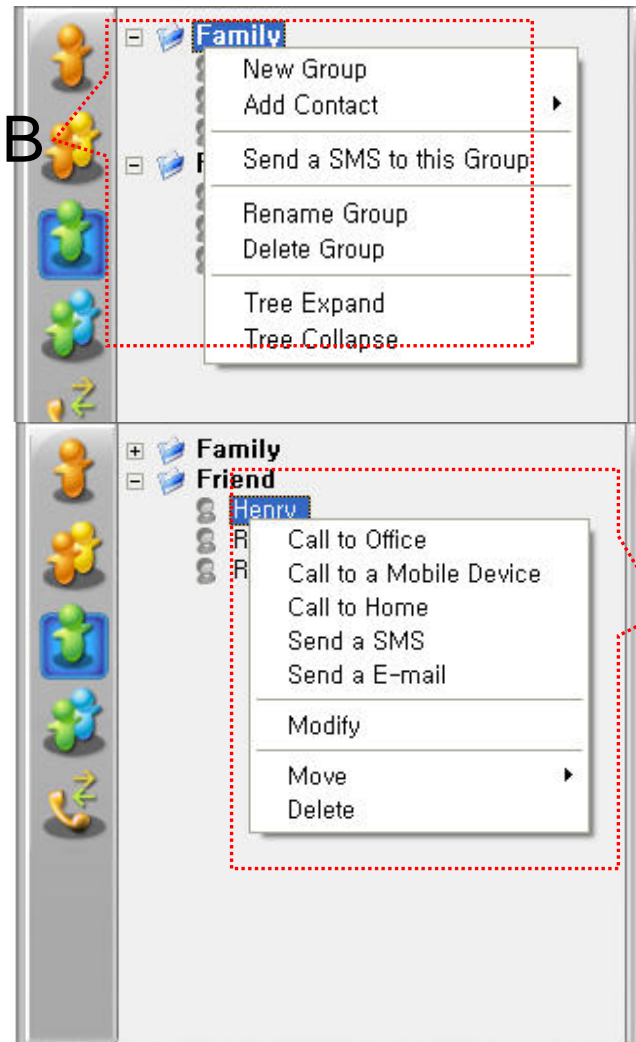
- Send e-mail

- Display User Status

- Dial, Send Short Message, Send e-mail, Conference Using Address Book

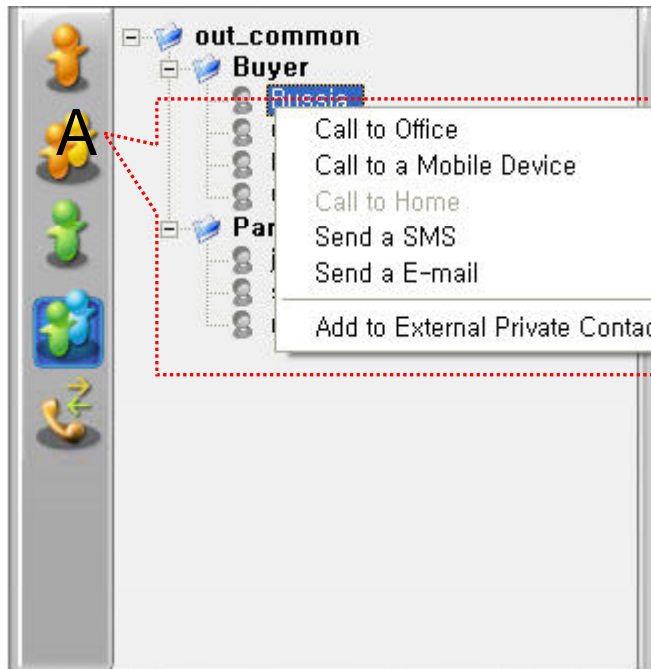
- User Profile Information View

Smart Messenger Main Screen Feature



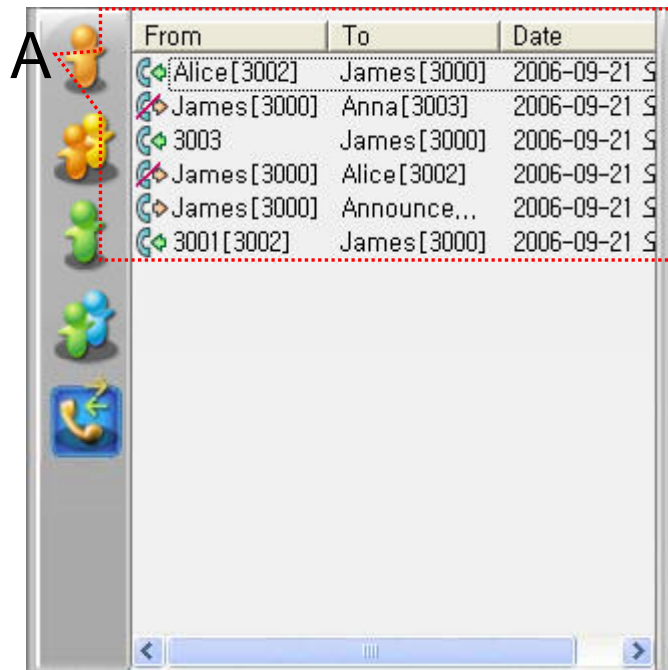
- Extra Private Contacts
 - Not Support User Presence Status
 - Address Group Create, Modify, Delete
 - Address Item Create, Add, Delete
 - Add Address Item from External Public Contacts
 - Common Feature
 - Dial to Home, Office, Mobile
 - Send e-mail
 - Dial, Send e-mail, Using Address Book
 - Private Contacts Managing Feature

Smart Messenger Main Screen Feature



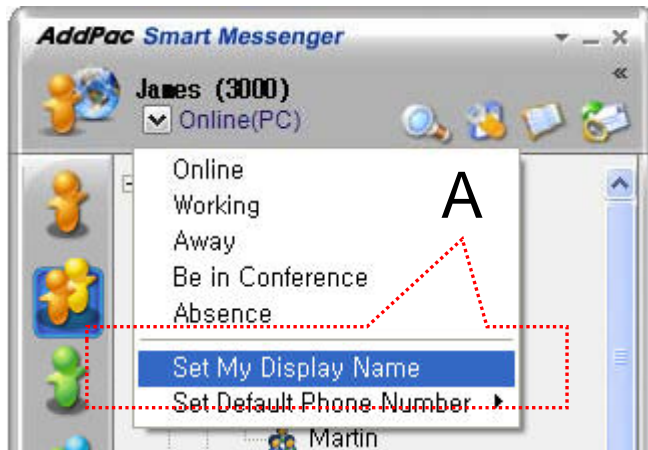
- Extra Public Contacts
 - Not Support User Presence Status
 - Common Feature
 - Dial to Home, Office, Mobile
 - Send e-mail
 - Dial, Send e-mail, Using Address Book

Smart Messenger Main Screen Feature

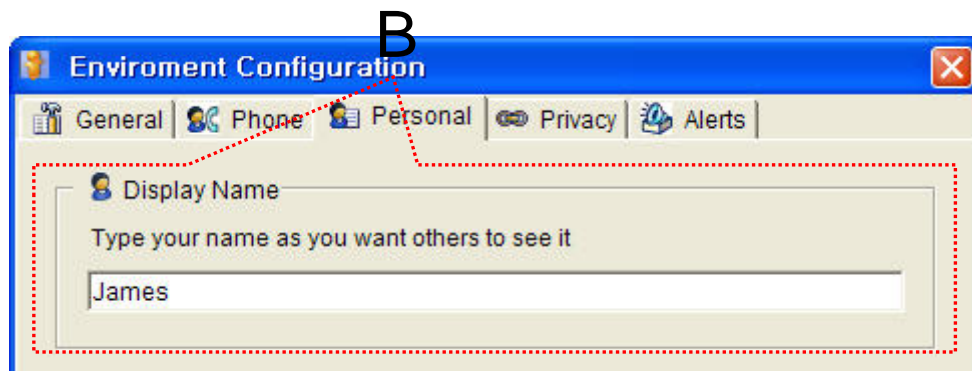


- Recent Call Logs
 - View In/Out Call Log
 - Support Call Log Remove/Clear
 - Dial Using Recent Call Logs

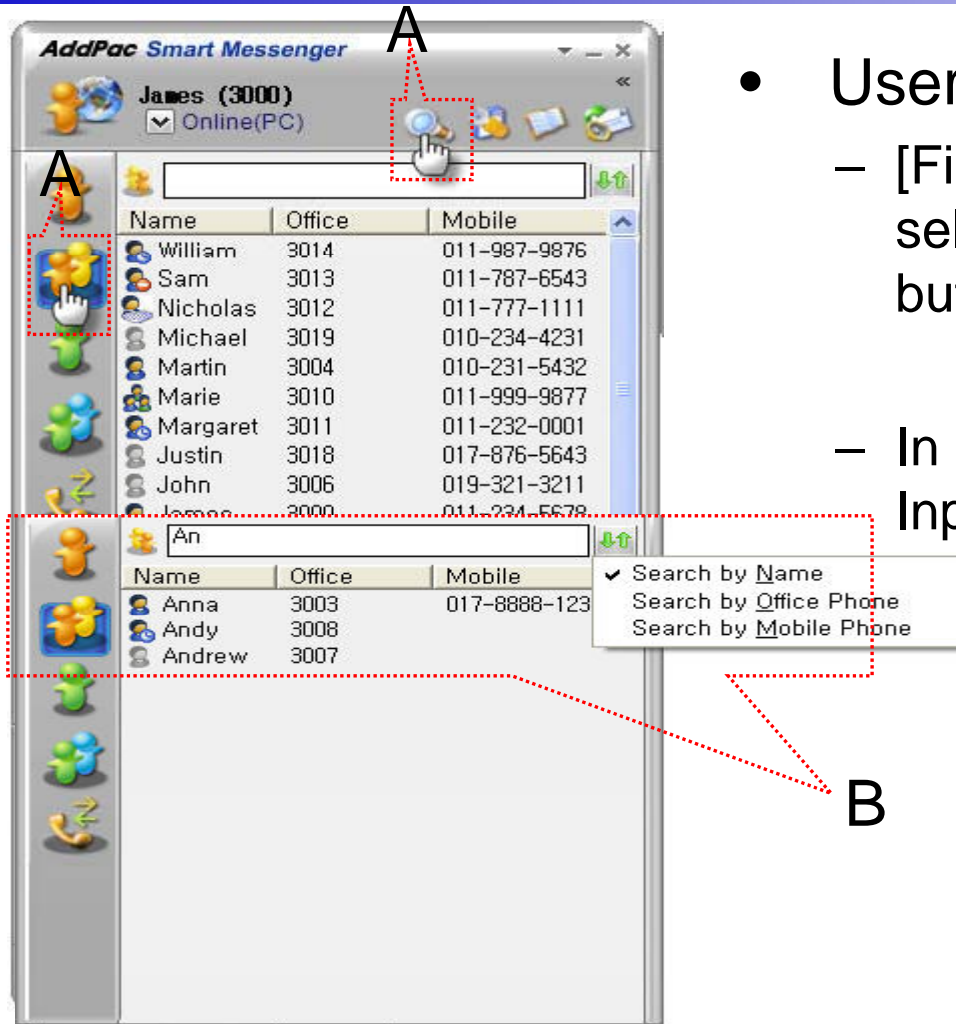
Smart Messenger Main Screen Feature



- Change Display Name
 - [Figure A] “Set My Display Name” Menu Select , pop up the [Figure B]
 - In [Figure B], type the Display Name user want, and then press “OK” button



Smart Messenger Main Screen Feature

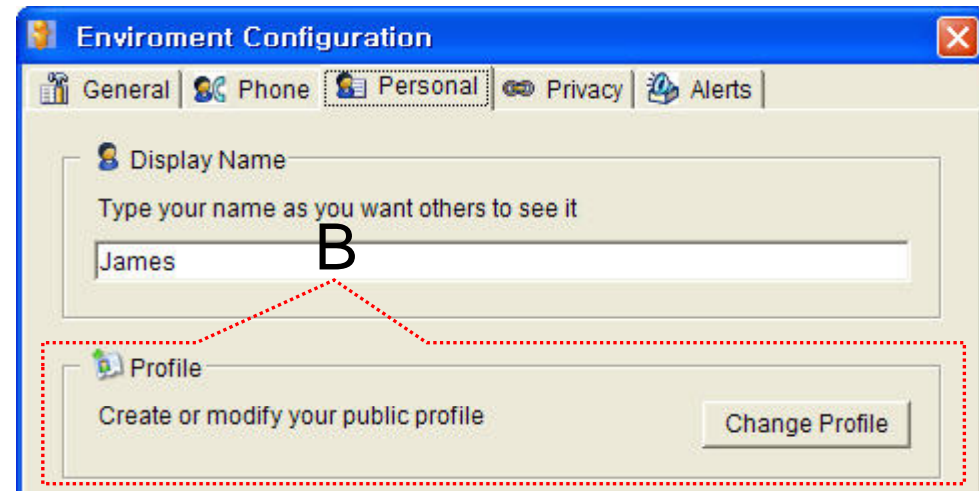
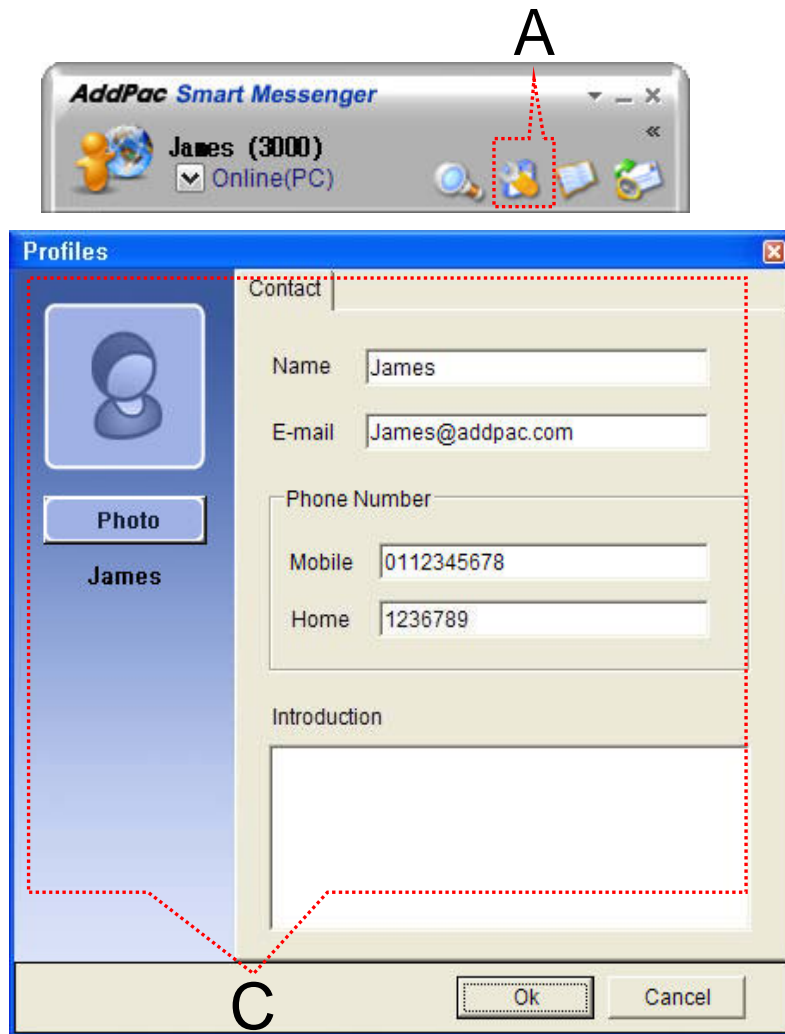


- User Search

- [Figure A] “Search a User button” select or press “Intra Public Contacts button”

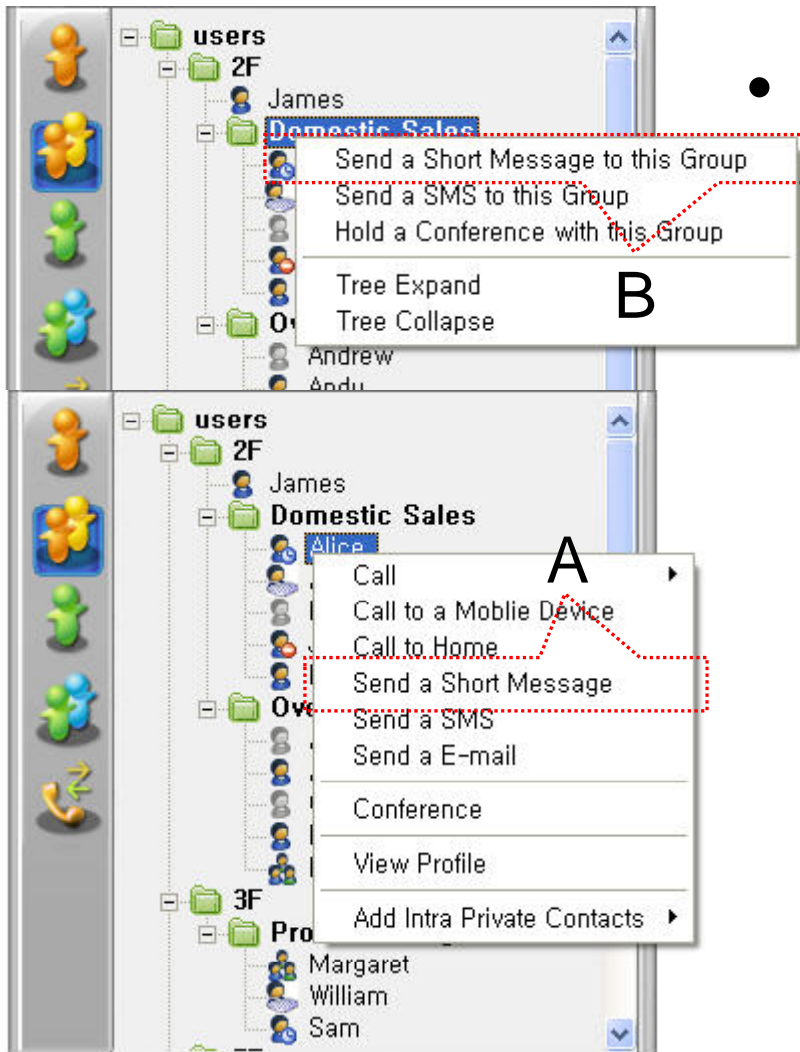
- In [Figure B], type the Search and then Input User Name or Phone Number

Smart Messenger Main Screen Feature



- **Change Profile**
 - [Figure A] Configuration button select, [Figure B] Change Profile button select
 - In [Figure C], change the Profile List, and then press "OK" button.

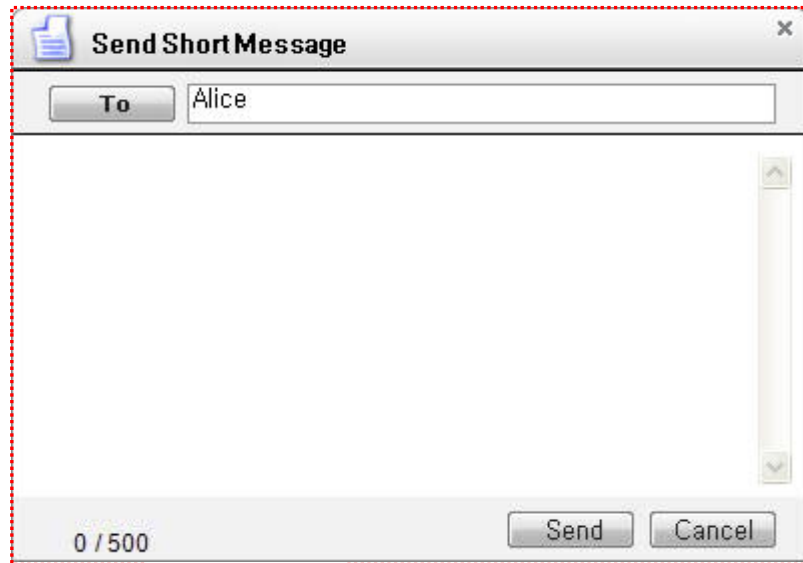
Smart Messenger Main Screen Feature



- Send a Short Message

- Use in Intra Contacts
- User can send a Short Message to Group using mouse right button menu like as [Figure B] in Group Name of Phone Book
- User can send a Short Message to Personal User using mouse right button menu like as [Figure A] in Personal Name of Phone Book

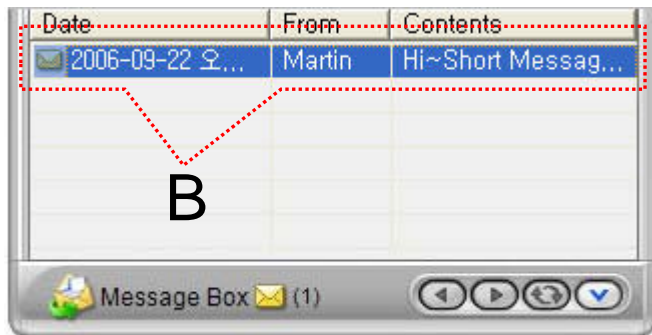
Smart Messenger Main Screen Feature



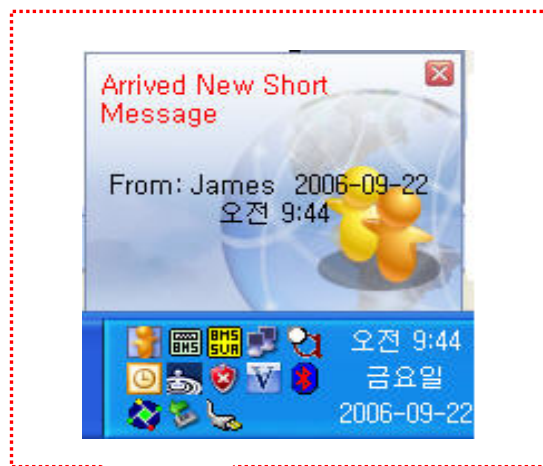
A

- Send a Short Message
 - If press the “Send” button after inputting Short Message, User can send a Short Message.
 - To add the short message receiving users, use the “To” button.

Smart Messenger Main Screen Feature



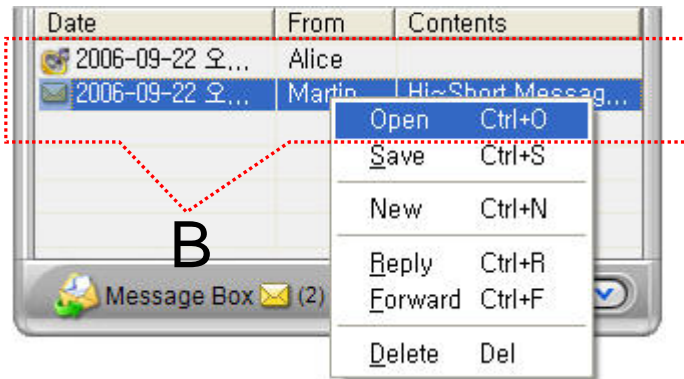
B



A

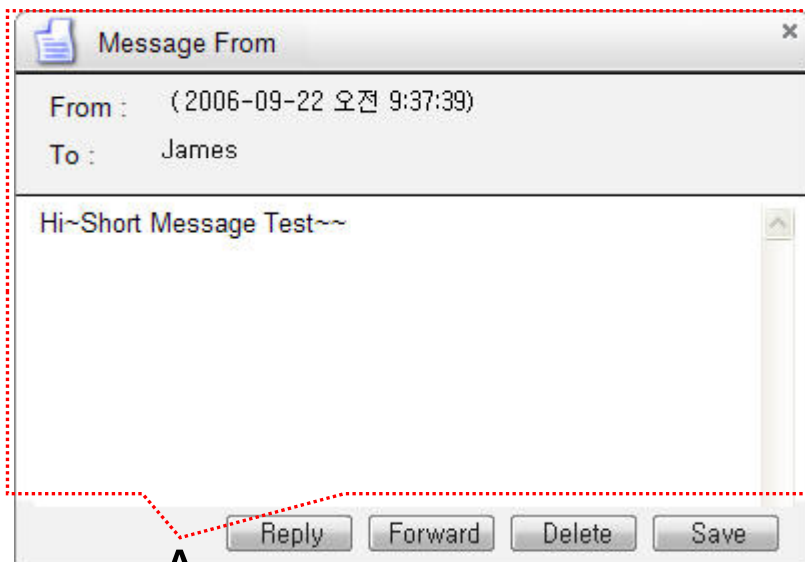
- Short Message New Arrival Notify
 - When new Short Message is arrived , notify message shown as [Figure A] is displayed in User PC terminal.
 - Short Message List is updated newly shown as [Figure B].

Smart Messenger Main Screen Feature

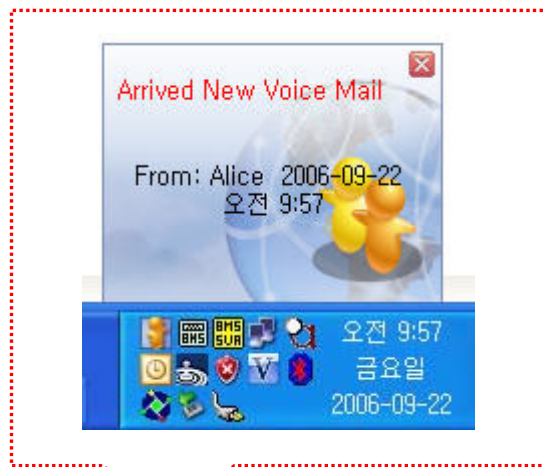
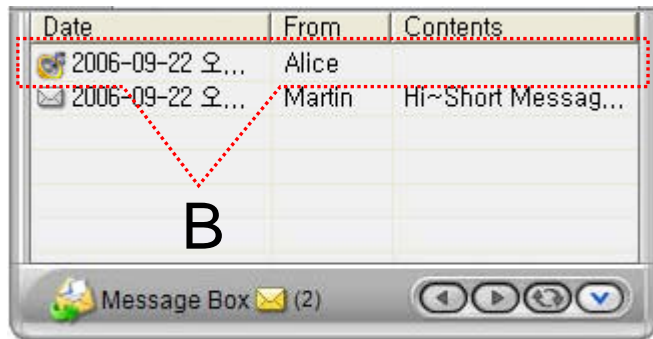


- Short Message Read

- Click the message user want to read in Message List. Select “Open Menu”.
- User can see the “ Short Message “ Like as [Figure A]
- Forward, Delete, Save Command is possible.



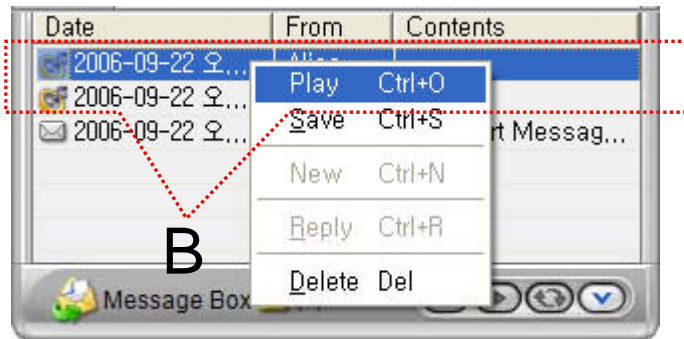
Smart Messenger Main Screen Feature



A

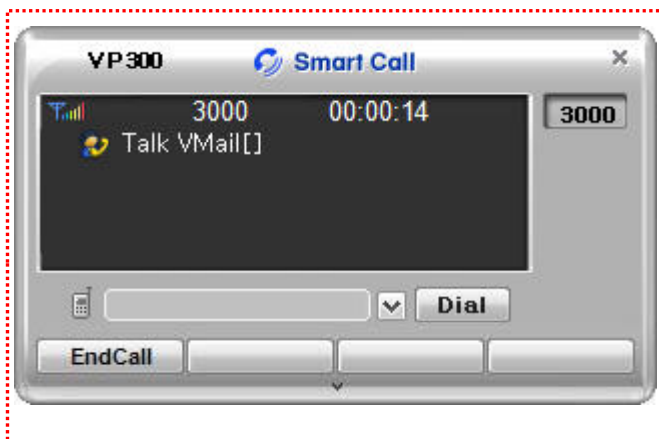
- Voice Mail Received Notify
 - When new Voice Mail is arrived , notify message shown as [Figure A] is displayed in User PC terminal.
 - Voice Mail List is updated newly shown as [Figure B].

Smart Messenger Main Screen Feature

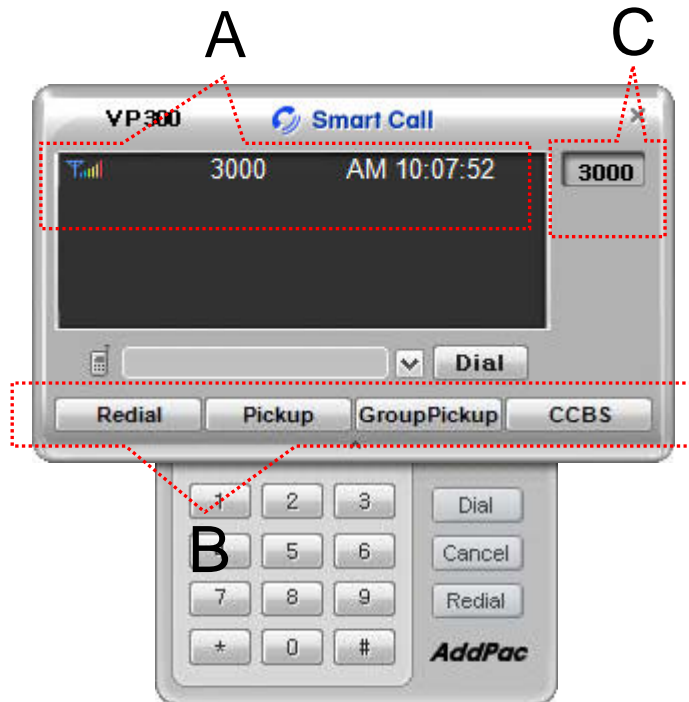


- Voice Mail Play

- Click the voice mail user want to read in Message List. Select “Play Menu”.
- User can receive (listen) the voice mail via IP phone (or video phone).
- In this time, “Talk Vmail” message is displayed in Smart Call View Finder.
- Delete, Save Command is possible.

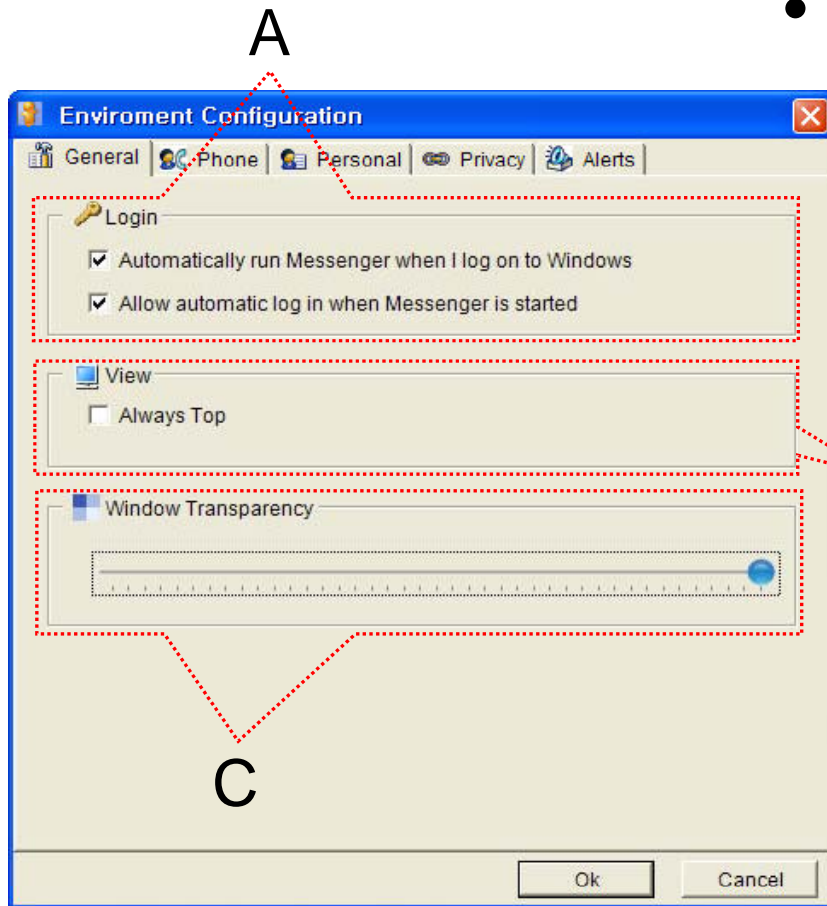


Smart Messenger Main Screen Feature



- Smart Call
 - IP Phone Assistant Program
 - “A” Part display the Smart Call status, Terminal Enable/Disable, User Phone Address, Current Time.
 - “B” part display the Soft-key, Soft-key is varied to call state.
 - “C” part display the multiple phone address list.

Smart Messenger Configuration Feature



- General Setting

- “A” Part

- Automatic Messenger running mode setting
 - Automatic login mode setting

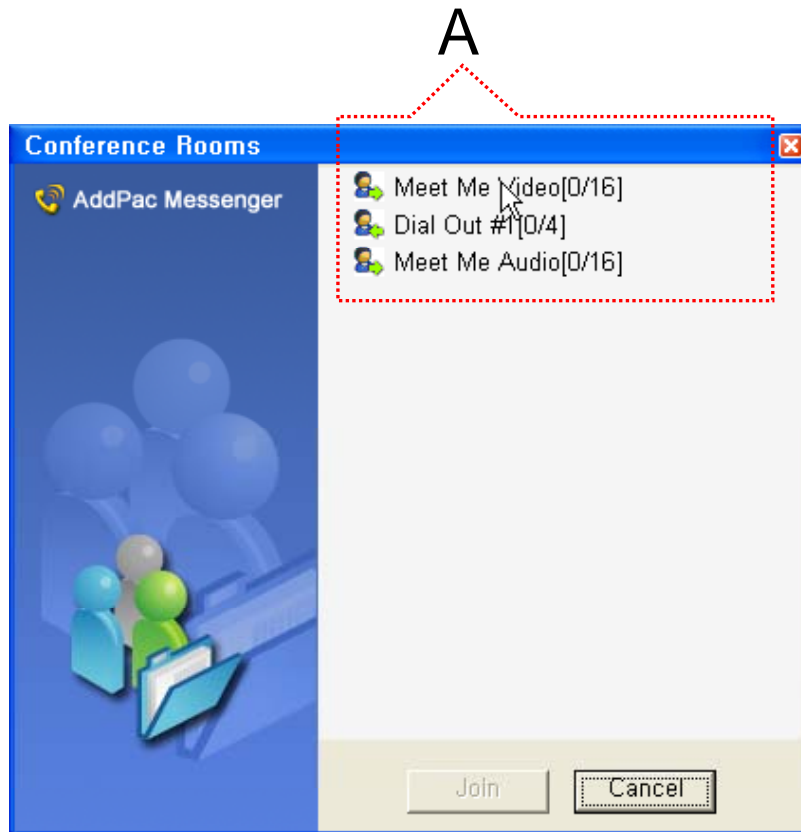
- “B” Part

- Messenger View Mode setting

- “C” Part

- Messenger Window Transparency setting

Smart Messenger Main Screen Feature



- Conference Rooms
 - User can see the Conference Room in IP-PBX if Click the “Action Command” in Smart Messenger.
 - “A” part display Conference Room List
 - Dial – Out Conference
 - Meet-Me Conference

Smart Messenger Configuration Feature

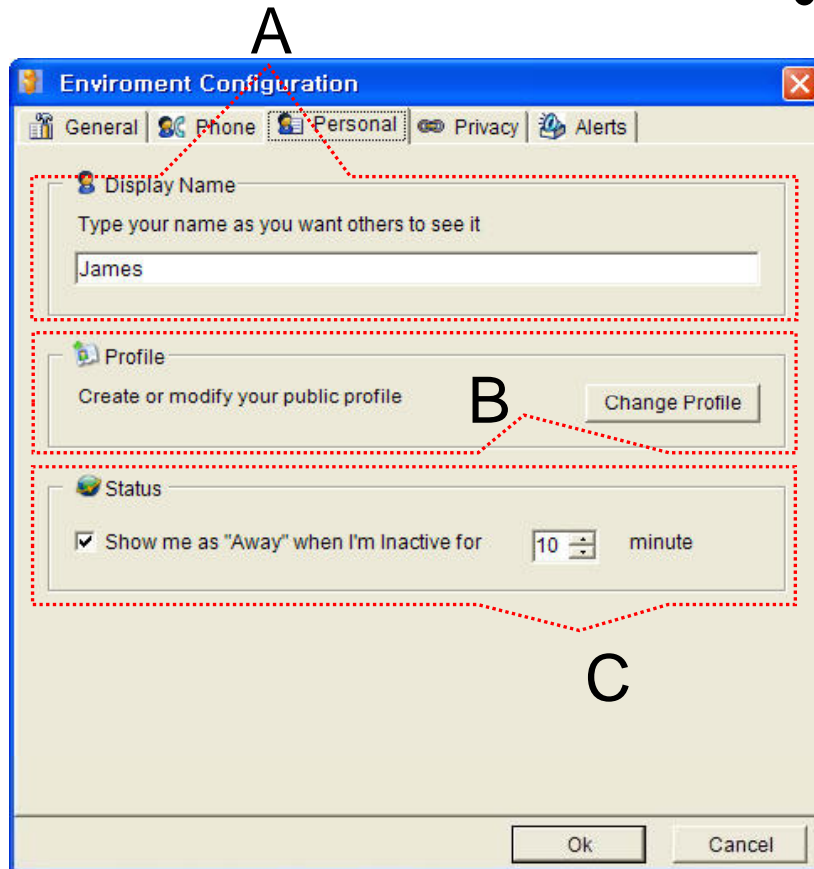
The screenshot shows the 'Environment Configuration' dialog box with the following sections highlighted by red dashed boxes and labeled with letters:

- A:** 'Select Phone Number' section, containing a dropdown menu with '3000' selected.
- B:** 'Call Forwarding' section, containing a table with columns 'Forward to Number' and 'Voice Mail'. It has three rows: 'Unconditional' (checked), 'Busy' (unchecked), and 'No Answer' (unchecked).
- C:** 'Access Code' section, containing a checked 'Use External Prefix' checkbox with a text box containing '9', and a 'Conference Code' text box.
- D:** 'Call Waiting' section, containing an unchecked 'Use Call Waiting' checkbox.

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

- Phone Setting
 - “A” Part
 - Address Select
 - “B” Part
 - Setting Call Forward of Selected Address
 - “C” Part
 - Setting Call Waiting of Selected Address
 - “D” Part
 - PSTN Prefix Number Setting
 - Add-Hoc Dial Out Conference Code Setting

Smart Messenger Configuration Feature



- Personal Setting
 - “A” Part
 - User Display Name Setting
 - “B” Part
 - User Profile Setting
 - “C” Part
 - Display me as “Away” When I’m inactive (mouse, keyboard inactive time) for “a specific” time.

Smart Messenger Configuration Feature

The screenshot shows the 'Environment Configuration' dialog box with the 'Privacy' tab selected. A red dashed line labeled 'A' encloses the 'Login Password' section, which includes three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Another red dashed line labeled 'B' encloses the 'Voice Mail Password' section, which also includes three input fields: 'Current Password', 'New Password', and 'Confirm Password'. The dialog box has tabs for 'General', 'Phone', 'Personal', 'Privacy', and 'Alerts'. At the bottom, there are 'Ok' and 'Cancel' buttons.

- Privacy Setting

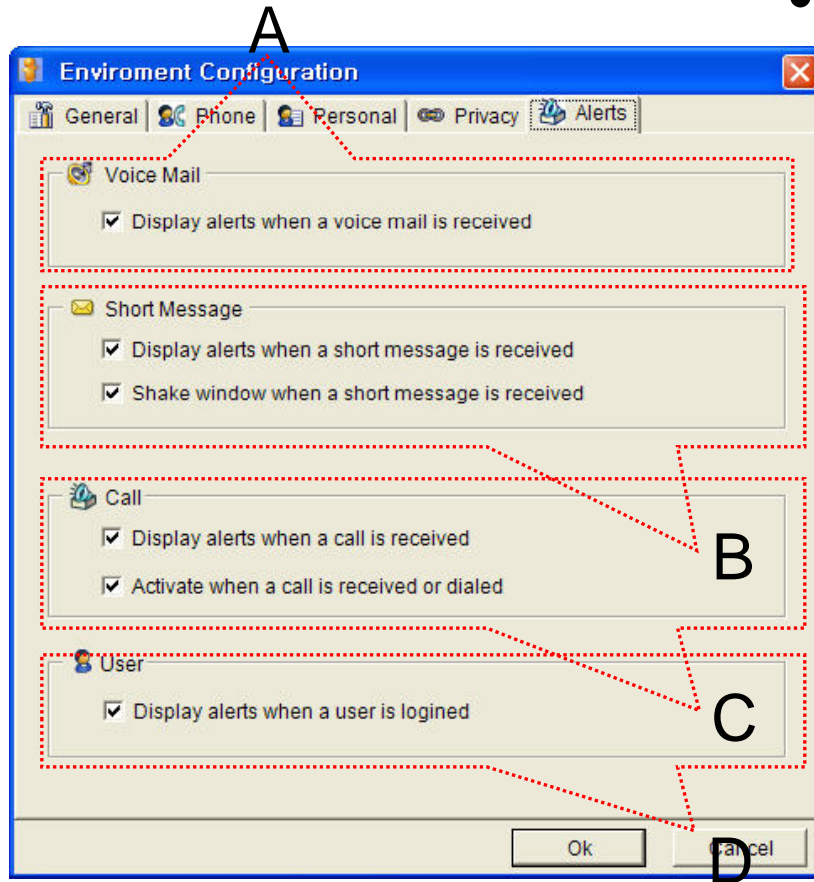
- “A” Part

- Messenger Login Password

- “B” Part

- Voice Mail Password

Smart Messenger Configuration Feature



- Alerts Setting

- “A” Part

- Display Voice Mail alerts setting

- “B” Part

- Display Short Message alerts setting
- Shake Messenger window setting

- “C” Part

- Display Call alerts setting

- “D” Part

- Display login User alerts setting

Smart Window

Personal Web Manager for AddPac IP-PBX



AddPac

www.addpac.com

Contents

- What is smart window?
- User Login
- Main Layout
- Service Features



Smart Window?

Smart Window is simple web based personal information management program for IP-PBX, Call Manager, etc.

Service Features

- User Information
 - Personal information configuration
- Alarm
 - Alarm event configuration
- User Search
 - User search using search keyword
- Call Forwarding
 - Call forwarding configuration
- Speed Dial
 - Speed dial configuration
- Conference*
 - Configuration of audio, video multiparty conference

User Login Service

Start the “Smart Window Service” via Inputting Personal Login Information like as USER ID, PASSWORD

AddPac
www.addpac.com

Smart Window
Web Portal for IP multimedia telephony solution
High Performance & Powerful Smart Network Management System

USER LOGIN

USER ID

PASSWORD

Login

view page in
English

User Login Service
Input the User ID &
Password for login

Language Service
Language Configuration
Language Support :
English, Korea

Main Layout

Main Layout of Smart Window consists of Menu, Contents, Help Message, etc.

The screenshot shows a web browser window displaying the 'Smart Window' portal. The main content area is titled 'User Search' and features a search form with a 'Search Type' dropdown set to 'User ID' and a 'Search Word' input field. Below the search form is a table of user information. To the left of the main content is a 'Service' menu with options: Call Transfer, User Search, Speed Dial, and Alarm. Below the service menu is a 'Personal Information' section with 'User Information'. To the right of the main content is a 'Description' box. Dashed lines connect callout boxes to these elements: 'Main Menu' points to the Service and Personal Information sections; 'Main Layout' points to the central User Search content; 'Help Message' points to the Description box.

[User Name]	[User ID]	[E-mail]	[Phone Number]
대만석	1001	yslee@addpac.com	1001
권익한	1000	khkwon@addpac.com	123456789
서연호	1003	shseo@addpac.com	1003
홍광동	4000	dghond@addpac.com	4000
김민규	1002	mkim@addpac.com	1002
김희구	1005	ghjang@addpac.com	1005
오원석	1004	ohw@addpac.com	1004
김성환	1007	pkwon@addpac.com	
김성태	1006	smkim@addpac.com	1006
김혁동	1009	bdseong@addpac.com	

Main Menu

Help Message

Main Layout

User Information

User Information Service of Smart Window provide the personal information configuration, and nick name configuration of AddPac smart messenger program.

User Information

Standard Data

User Name ★ Dan Connor

User ID ★ 4000

Password ●●●● Update

Home Phone 02-568-3848

Mobile Phone 010-568-3848

E-mail ★ dan@addpac.com

Voice Mail Password ★ ●●●● Update

Addition Data

Nick Name Dan Connor
Nick Name is often used for Messenger Name

★ mark must be entered

Personal Information Configuration
Configure Password, Home Phone
Number, Mobile Phone Number,
Voice Mail Password, Email Address

Nick Name Configuration
Configure the Nick Name of AddPac
Smart Messenger

Call Transfer

Call Transfer Service of Smart Window is used for incoming call forward to another line number, voice mail, user absent message announcement.

Call Transfer Setup

Forward line : 4000

The Number to be Transferred

Voice Mail

User Absent Message

★ To enable Call Transfer for the extension number
★ Choose one of the number to be transferred, voice mail or user absent message

Call Transfer Service Activation
If click the Forward Line Check Box ,
Call Transfer Service is enabled.

Call Transfer Service Mode
Configuration
For incoming call forwarding
destination, user can select among
another line number, voice mail,
absent announcement.

User Search

User Search function provides the user information such as user name, id, e-mail address, phone number via keyword searching

The screenshot shows a 'User Search' interface. At the top left is a user icon. Below it are two search filters: 'Search Type' with a dropdown menu showing 'User ID', 'User Name', and 'Phone Number'; and 'Search Word' with a text input field containing '00'. A blue 'Search' button is to the right. Below the filters is a table with columns: [User Name], [User ID], [E-mail], and [Phone Number]. The table contains 10 rows of user data. At the bottom left of the table are page numbers '1 2'. At the bottom right is a 'Page Per: 10' dropdown menu.

[User Name]	[User ID]	[E-mail]	[Phone Number]
David. Choi	1001	david@addpac.com	1001
Thomas	1000	Thomas@addpac.com	1000
Brady Quinn	1003	brady@addpac.com	1003
Dan Connor	4000	dan@addpac.com	4000
Calvin Johnson	1002	John@addpac.com	1002
Leon hall	1005	leon@addpac.com	1005
Ted Ginn Jr	1004	ginn@addpac.com	1004
Jake Long	1007	jake@addpac.com	1009
Troy Smith	1006	troy@addpac.com	1006
Levi Brown	1009	levi@addpac.com	1008

Select search type and search keyword
-Select keyword type among user id, user name, phone number
-Input keyword according to keyword type for user search

Search Result Layout
- Display the user name, user id, e-mail, phone number

Display number of user via search result and page moving
-Display the search result via page jump
-Limit maximum user search result per page

Speed Dial

Speed Dial function is used for user id and phone number matching to speed dial number.

NO	Name	Phone Number	NO	Name	Phone Number
01	David. Choi	1000	02	Calvin Johnso	1001
03	Thomas	1002	04	Leon hall	1003
05	Brady Quinn	1004	06	Ted Ginn Jr	1005
07	Dan Connor	1006	08	Jake Long	1007
09	Troy Smith	1008	10	Levi Brown	1009
11	Justin Blalock	1010	12	Jarvis moss	1011
13			14		
15			16		

Select IP Terminal
-Select a IP terminal among IP terminals assigned to user

Speed dial number configuration
-User id & phone number matching to speed dial number

Maximum speed dial entry setting and page moving
-Display speed dial entry via page jump
-Limit maximum speed dial entry per page

Alarm

This function is used for generating alarm event in a specific user IP terminal

Alarm

Enabling the service

day selection ALL
 Mon Tue Wed Thu Fri Sat Sun

Hour Selection 07:10 AM PM

Repetition 3Cycle

Alarm Interval 5minutes

Alarm Note 카라- Honey

Alarm function activation

-If click the check box, alarm service is enabled.

Alarm Configuration

-Day, Hour, Repetition, Alarm Interval , Alarm Note

-Repetition is from 1 to 5.

-Alarm interval is from 5min to 20 min. Resolution is 5min.

Conference: Discovery Room

Display available conference rooms

Browse Conference Room

[Create Conference](#)

Number	Title	Type	Participants	
9000	Meet Me	Meet Me	1/10	Join
9001	IR	Dial Out	17/32	Join
9002	Sales and Maketting	Meet Me	10/64	Join
9005	Soft Switch Team	Meet Me	3/10	Join
9006	Design Team	Meet Me	4/10	Join

[1] [2] [3] ... [Next]

Conference room creation
Create New Conference Room

Conference room list
Display available conference room

Conference Participant
Display conference room join is available or not

Conference: Create Room

Easy Conference Room Creation


Create Conference Room

Title

Description

Room Number

Room Type

Layout 

Max Participants

Participants David, Tomas, Jason ... and more [Edit](#)

Virtual Audience Broadcasting Server, ConfRoom2 ... [Edit](#)

[Confirm](#) [Cancel](#)

Title and Explanation
Input the conference room title and explanation

Conference Room Number
Room number representing conference

Conference Type
Meet Me, Dial-Out , etc

Video Conference Layout
Automatic, User defined layout, Symmetric, Asymmetric

Participant Edit
Edit conference room's participant

Conference: Add Participants

Easy Conference Room Join via Web

The screenshot shows a web interface for adding participants to a conference. It features a search bar on the left with the letter 'J' entered. Below the search bar is a list of users: Jake (1000), Jason (1024), Jackson (1028), Jennie (4012), and an empty row. To the right is a table with columns for 'Participants', 'User Class', and 'Media'. The table lists several users with their respective user classes and media types. Callouts point to specific elements: 'User Search' points to the search bar; 'Participant Enrollment' points to a right-pointing arrow next to the user 'Rain (1123)'; 'Authority' points to the 'User Class' dropdown for 'David (4120)'; and 'Media Type' points to the 'Media' dropdown for 'Hui (5812)'. At the bottom of the interface are 'Confirm' and 'Cancel' buttons.

Add Participants

Search	Participants	User Class	Media
Jake (1000)	Mike (1214)	Chair ▼	Video ▼
Jason (1024)	Thomas (1058)	Operator ▼	Audio ▼
Jackson (1028)	Sandara (8123)	Participa ▼	Video ▼
Jennie (4012)	Rain (1123)	Participa ▼	Video ▼
..	David (4120)	Participa ▼	Video ▼
	Hui (5812)	Participa ▼	Audio ▼

User Search
Display the user list matching to search keyword

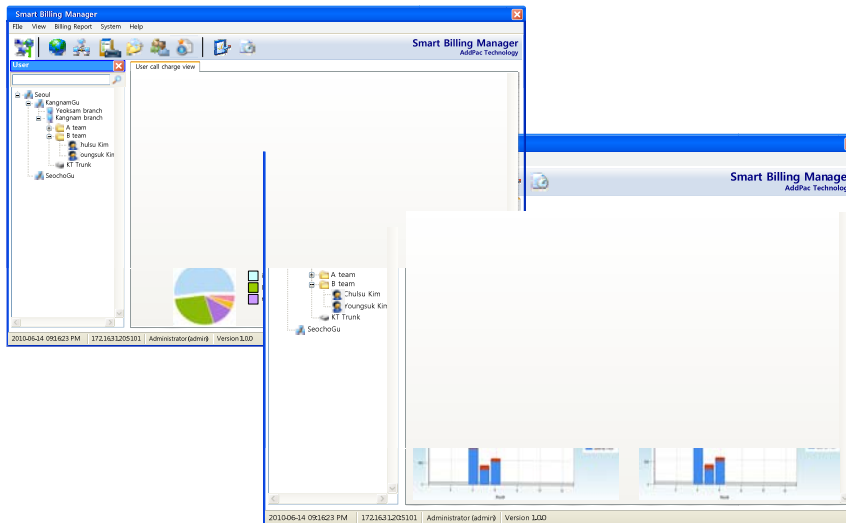
Participant Enrollment
Conference room participant enrollment via button click to selected user

Authority
Participant Authority
* Chair, Operator, Participant, Audience

Media Type
Select audio or video according to participant's media capability

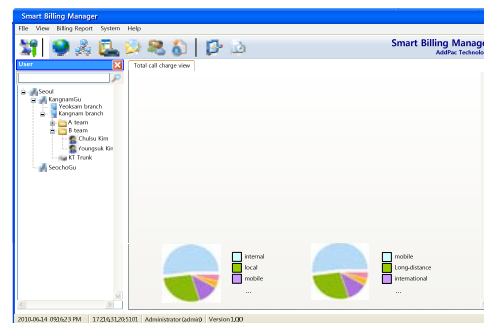
[Confirm](#) [Cancel](#)

Smart Billing Software for enterprise



Contents

- System Requirement
- Main Features
- System Configuration
- Site / Phone User / Department / Trunk Management
- Call Report Generation
- Call Report Notification
- System Performance Monitoring
- Access Level Management



System Requirement

Billing Server

- OS : Linux CentOS 5.4 or higher
- CPU : Intel Quad-Core 2.0 GHz / 1333 MHz FSB 2x4 MB cache
- Physical Memory : 8 GB
- HDD : 300G
- JRE (Java Runtime Environment) 1.5.1 or Higher
- Database : PostgreSQL 8.1.11

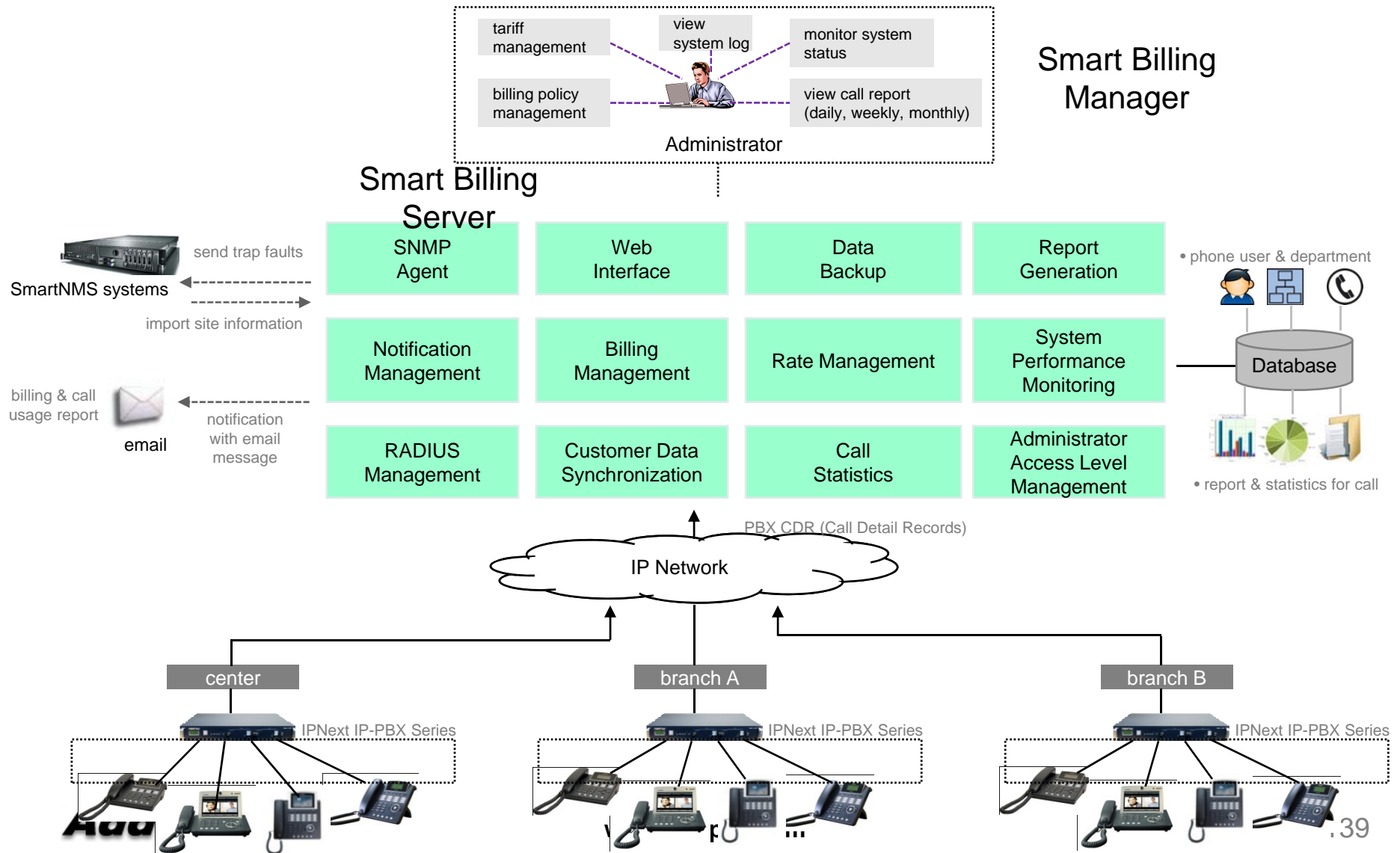
Billing Manager

- Windows XP, Vista, Windows 7, windows Server2000/2003
- Microsoft Internet Explorer 6.0 or higher

Main Features

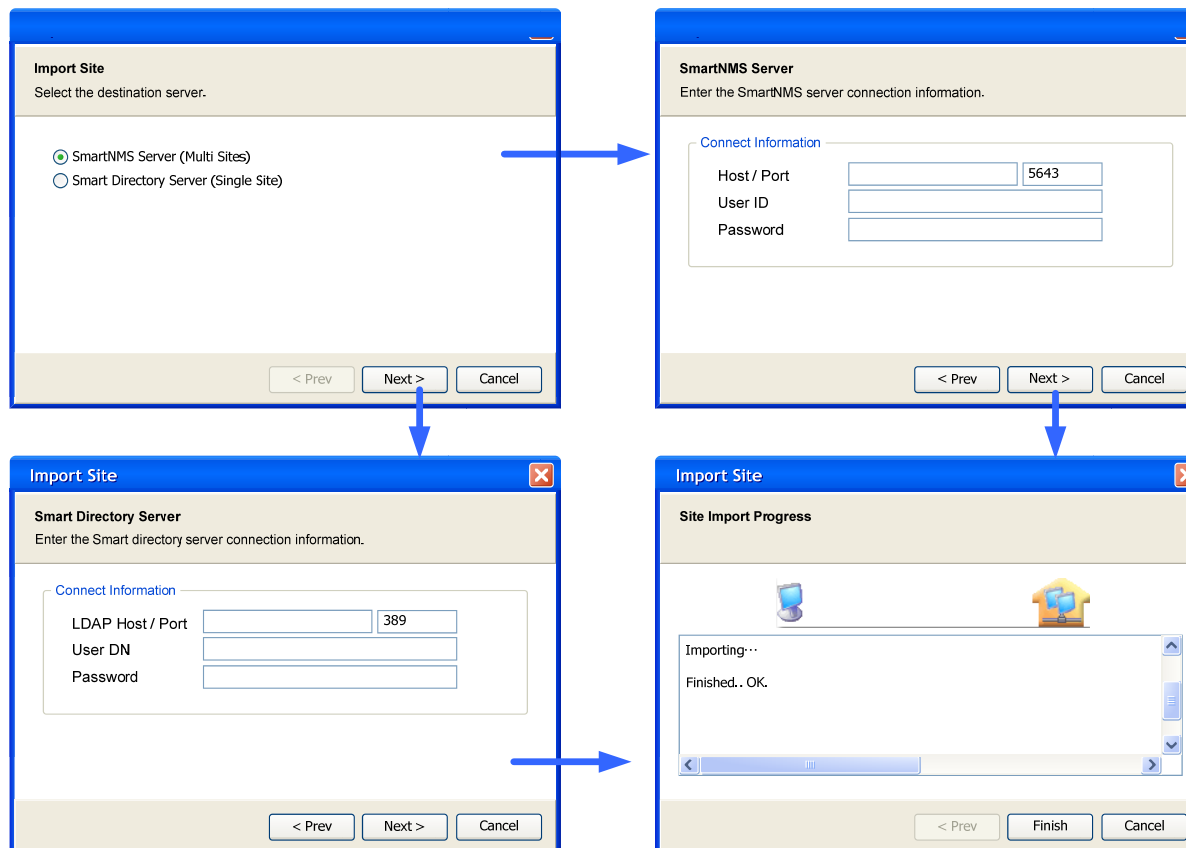
- Generate call reports based on daily / weekly / monthly and call type for site, trunk, department and phone user.
- Notify phone user or department of call report through email attachments with various policy.
- Import site / trunk / department / phone user data from NMS and PBX system.
- Manage different levels of administrator access.
- Monitor system performance for cpu utilization, memory and disk usage.
- Provide billing operating database backup with monthly based scheduling.

System Configuration



Site / Trunk / Department / Phone User Management

- Import sites information from Smart NMS operating data.
- Get trunk, department and phone user from PBX data through import wizard.





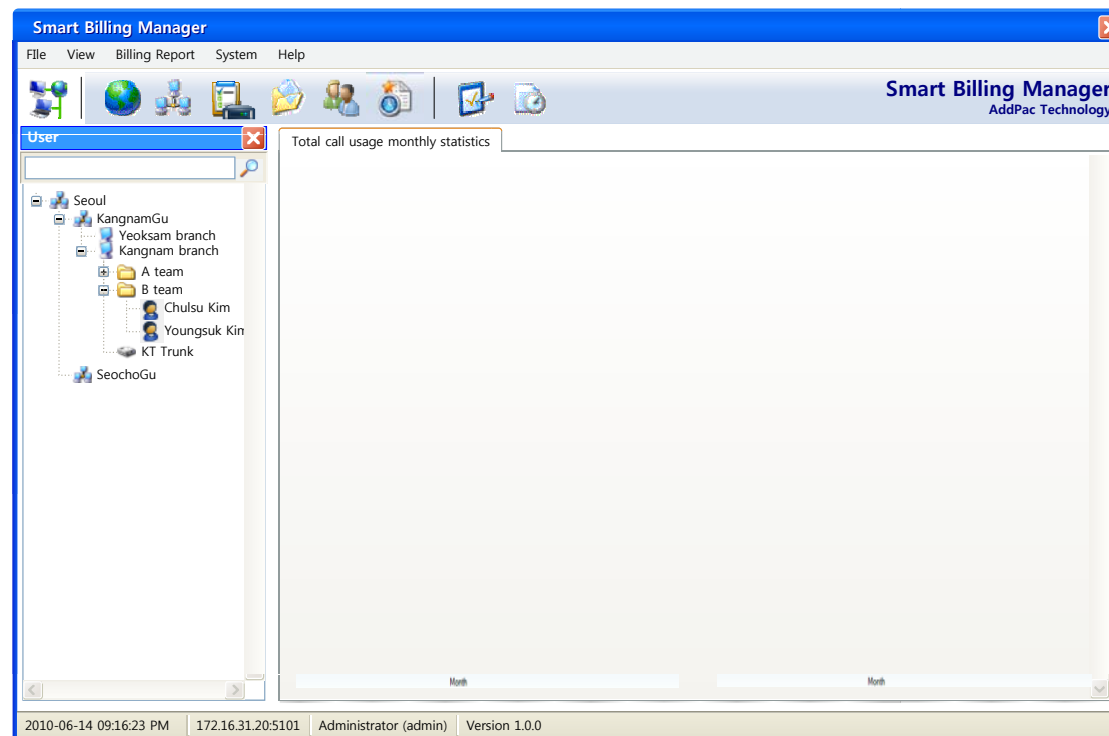
Call Report Generation

Call Report Generation

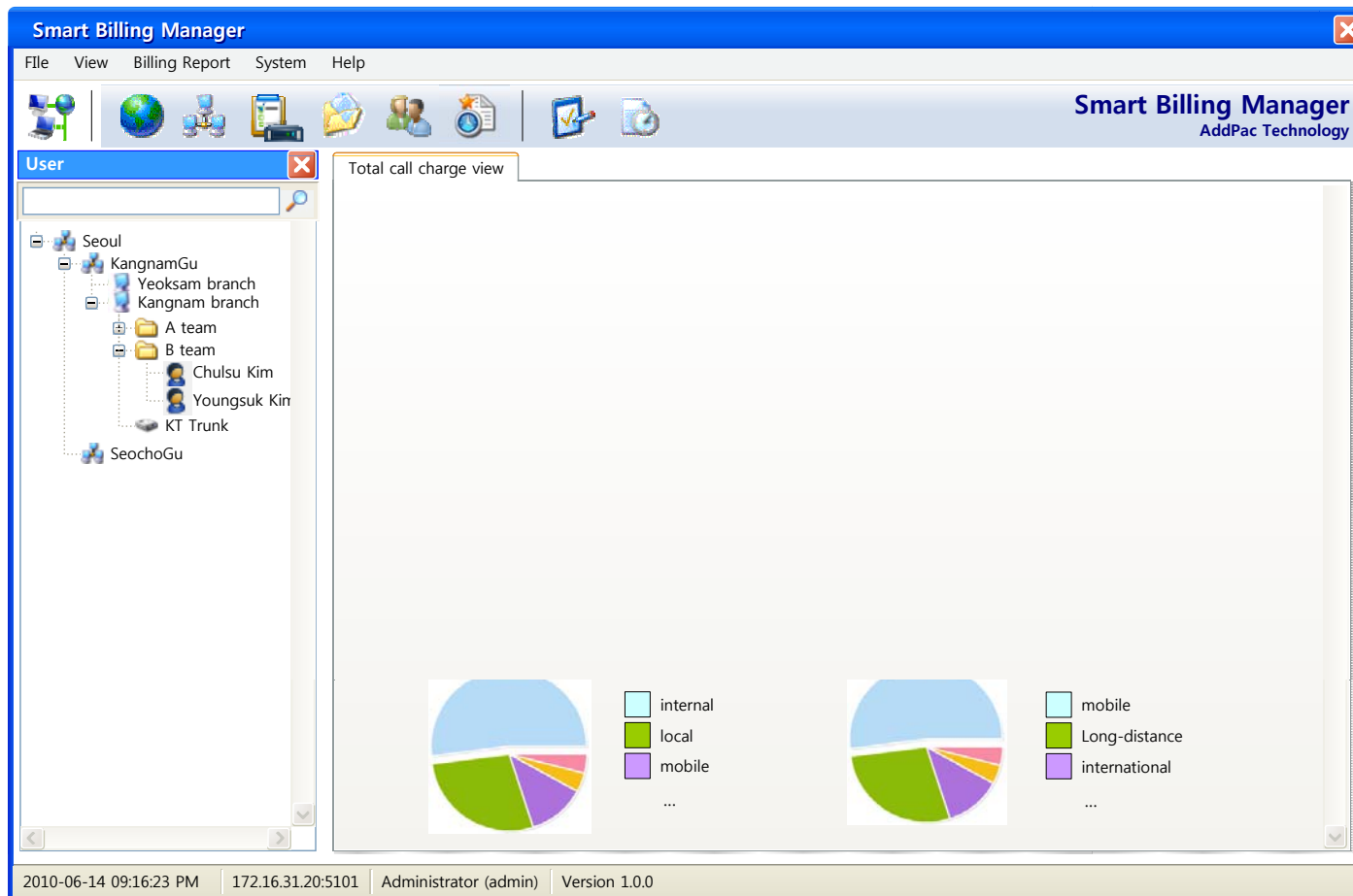
- Total Call Usage Monthly Statistic
- Total Call Charge View
- Site Call Charge View
- Trunk Call Charge View
- Department Call Charge View
- User Call Charge View
- Total Call Charge Monthly Statistic
- Total Number of Call Monthly Statistic
- Total Call Type Monthly Statistic
- Incompletion Calls by reason for Monthly Statistics of total sites
- Call Charge View for each site
- Call Usage Monthly Statistic for each site
- Number of Calls Monthly Statistic for each site
- Call Charge Monthly Statistic for each site

Call Report Generation

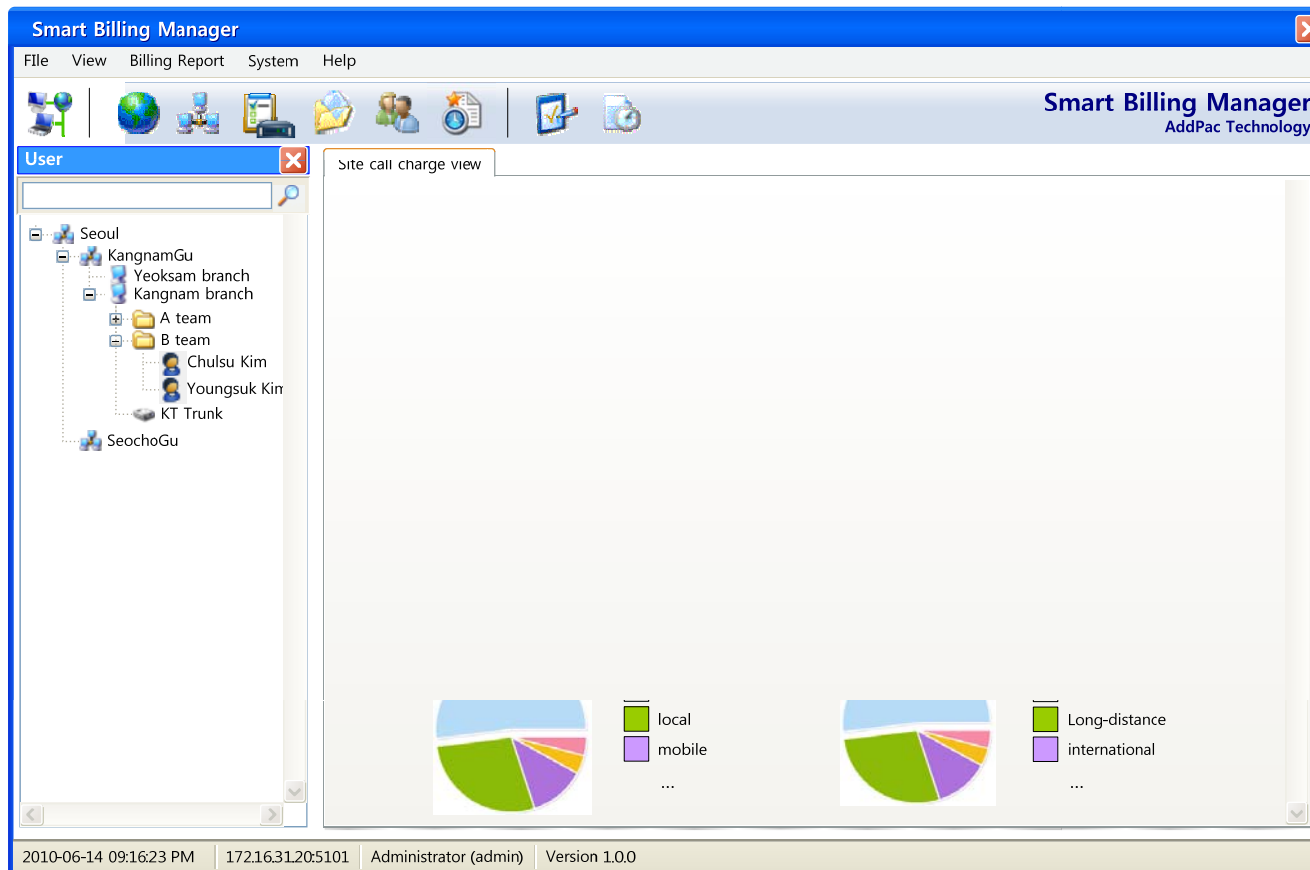
- Generate daily, weekly, monthly call usage report for site, trunk, department and phone users.
- Provide call usage with summary and chart type.



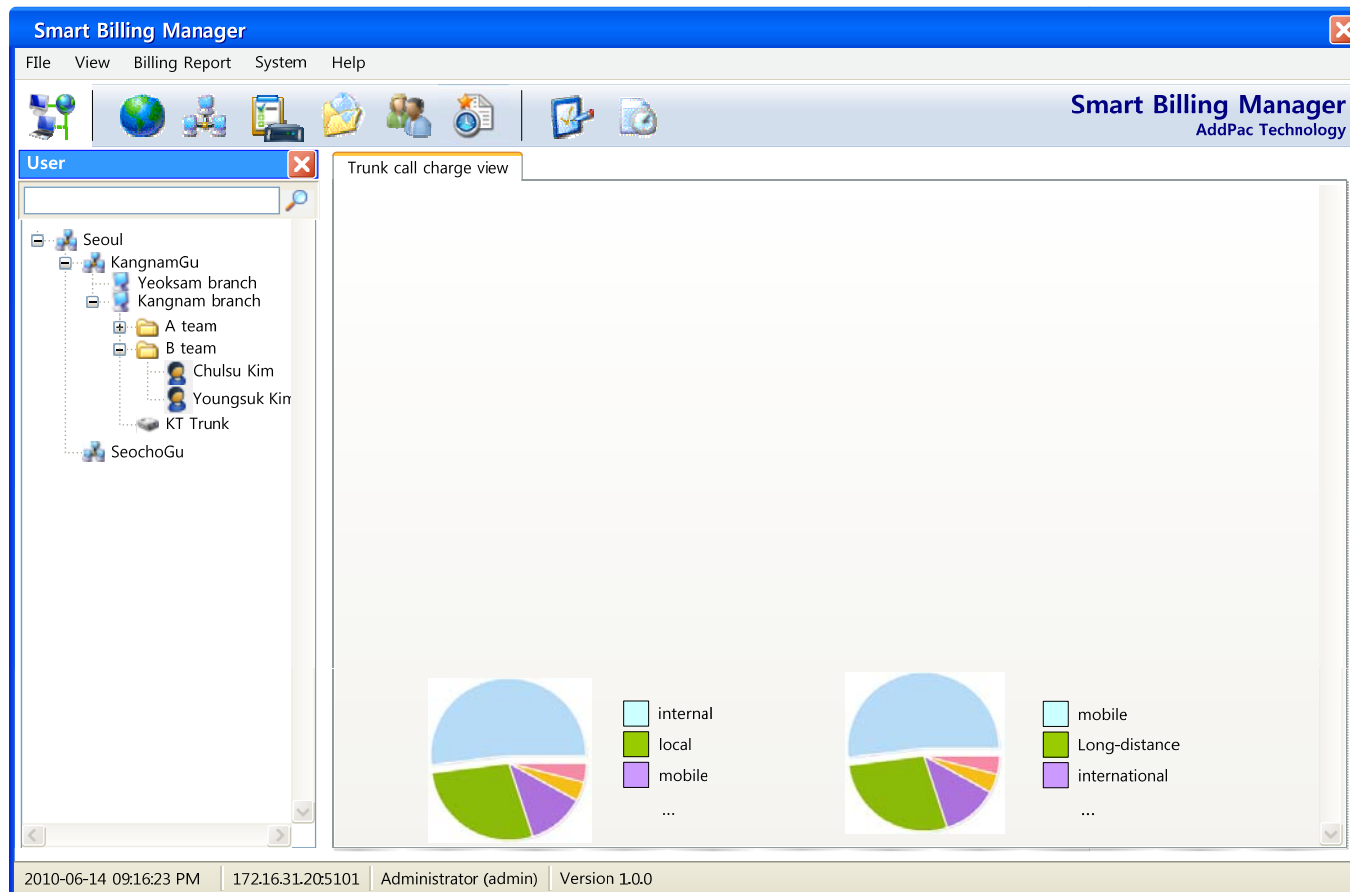
Call Report Generation



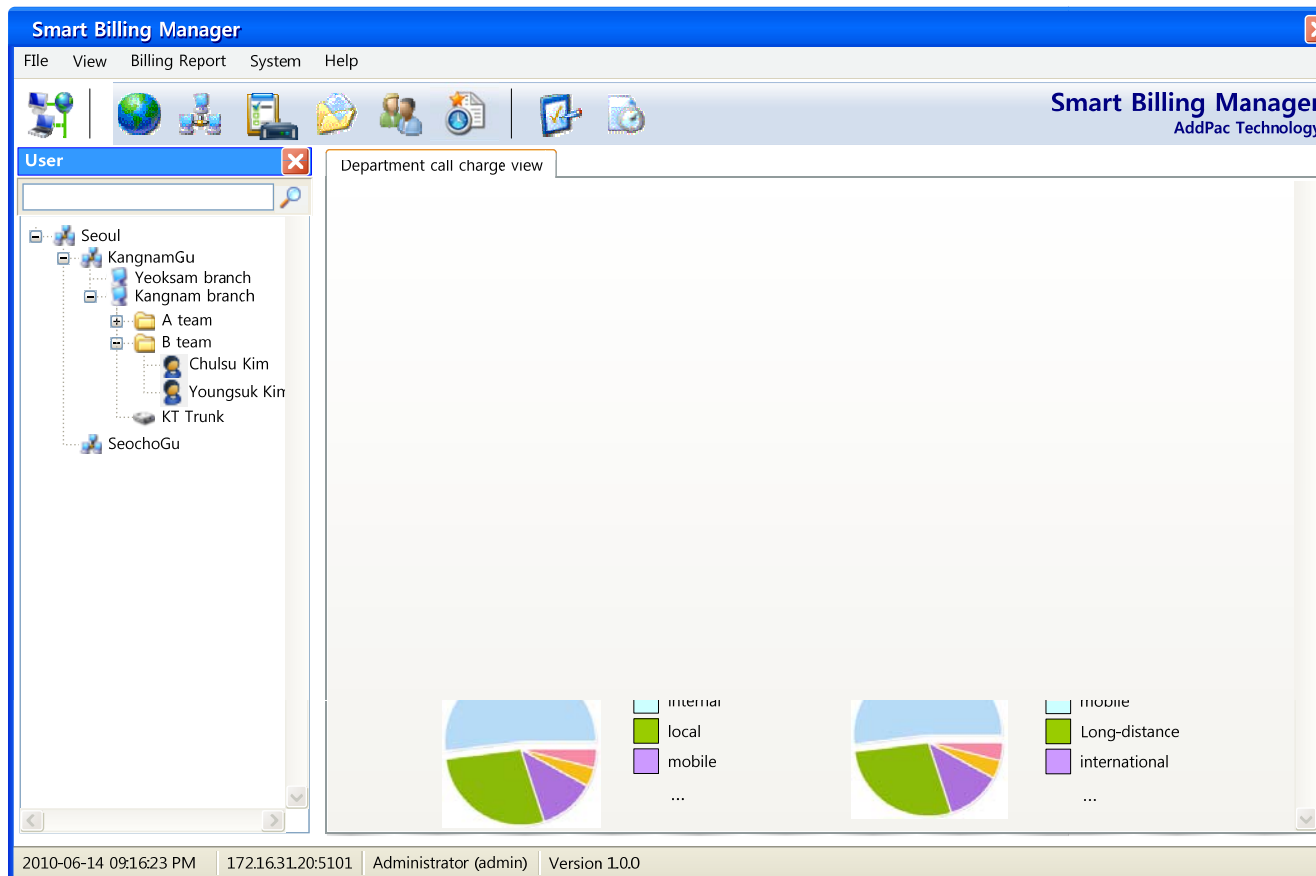
Call Report Generation



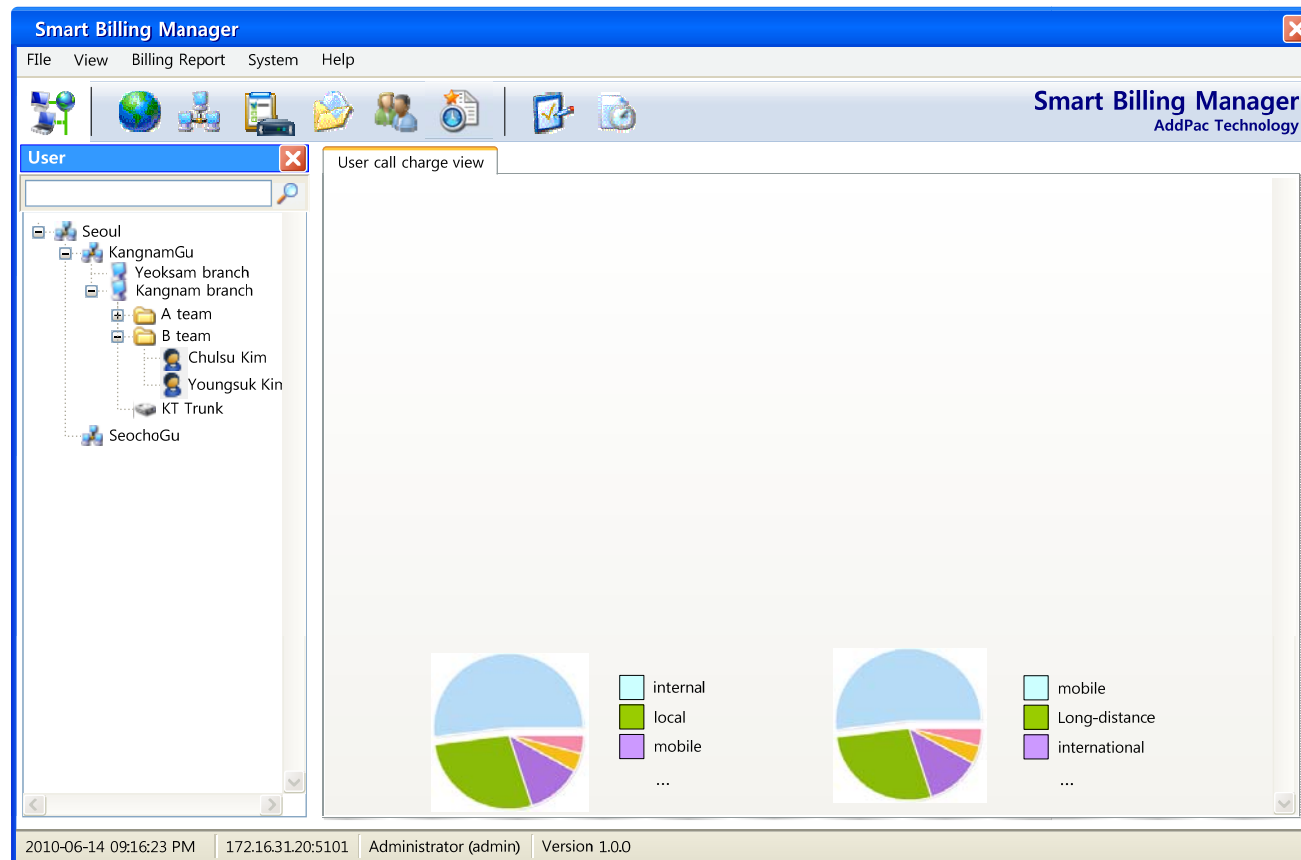
Call Report Generation



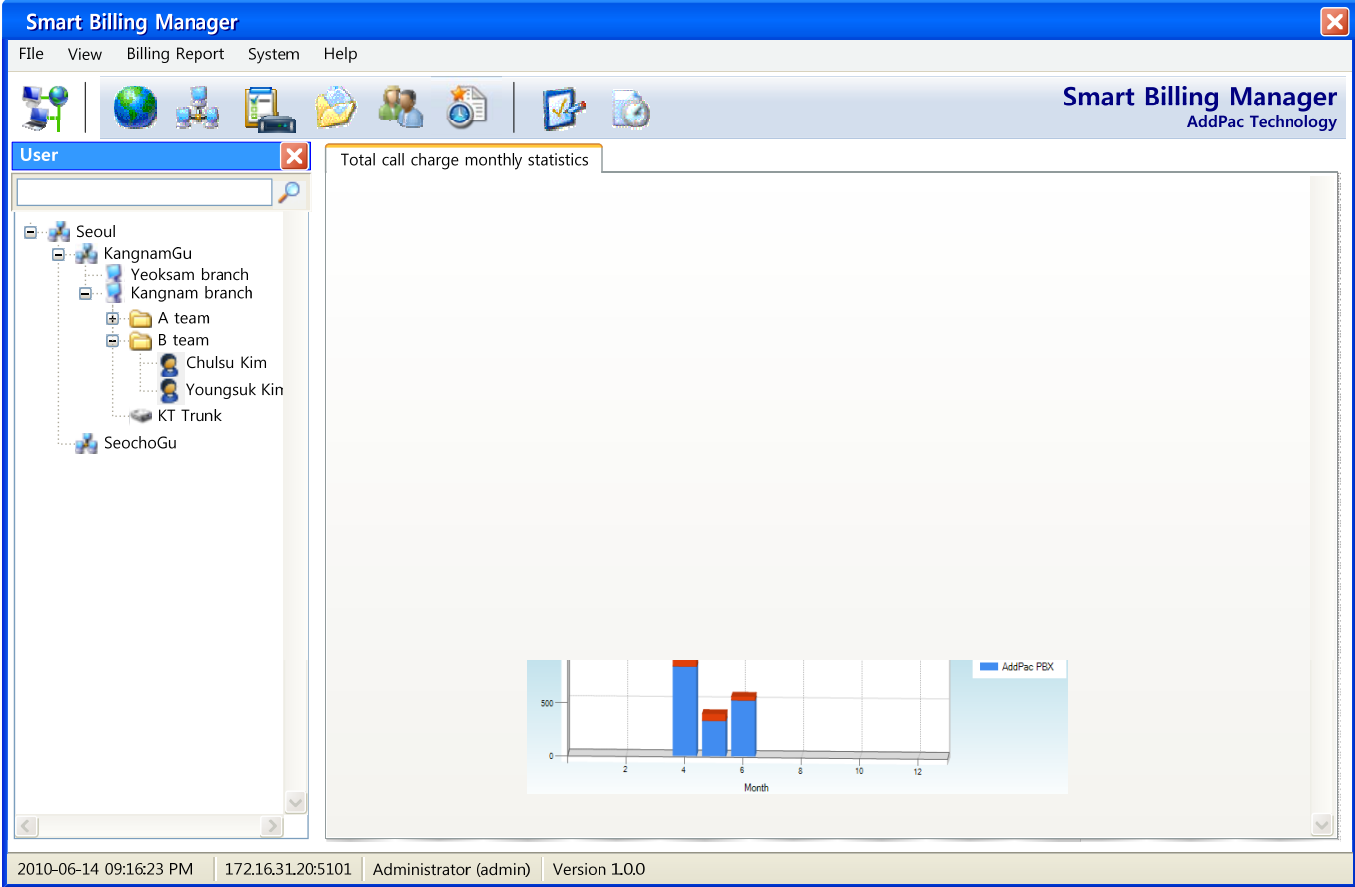
Call Report Generation



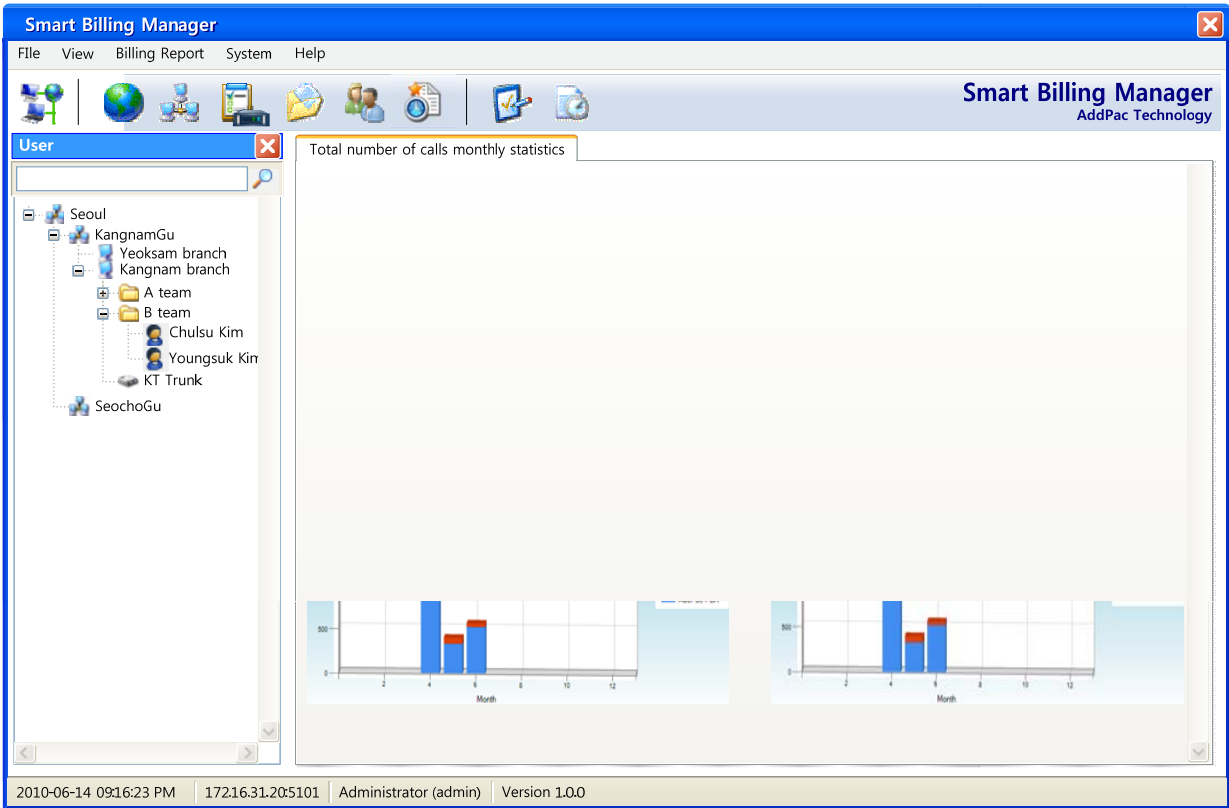
Call Report Generation



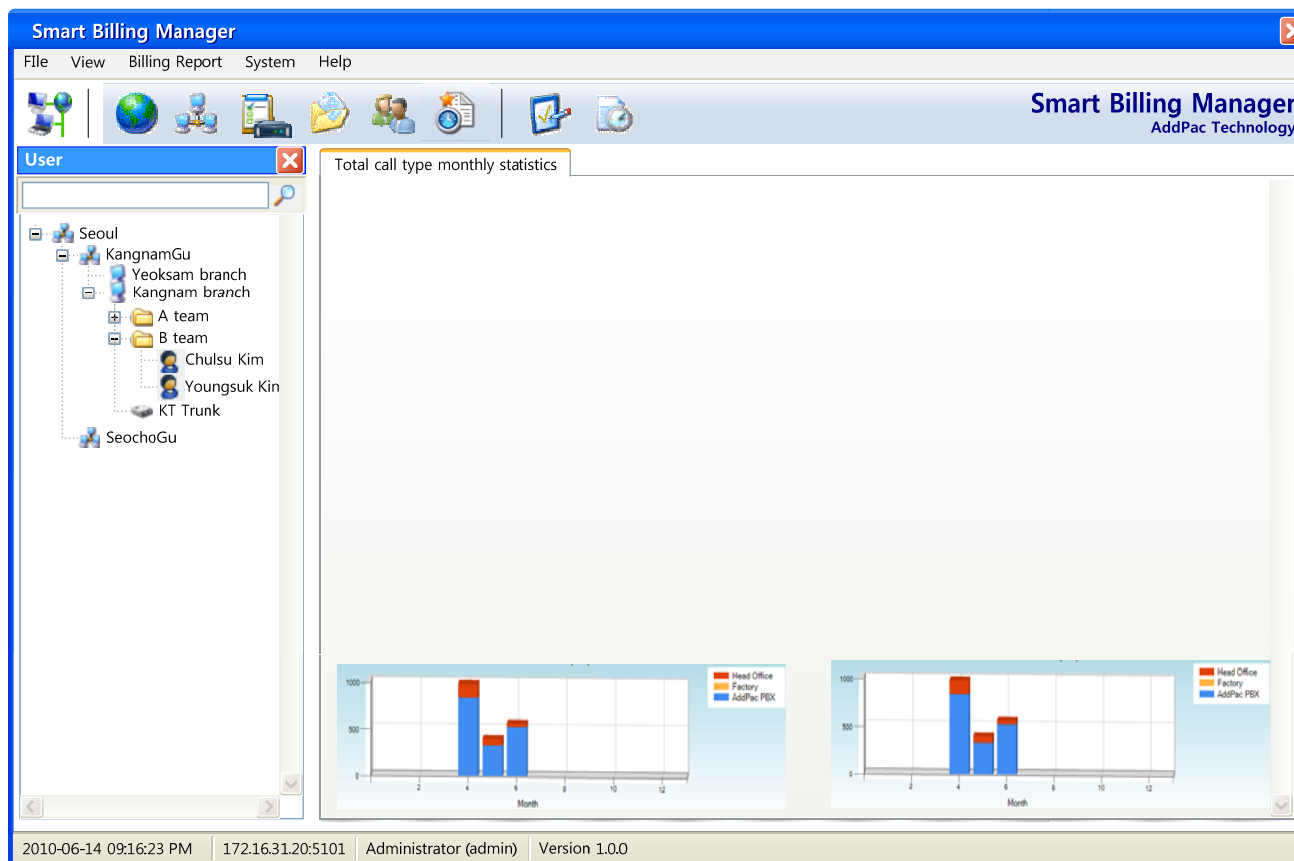
Call Report Generation



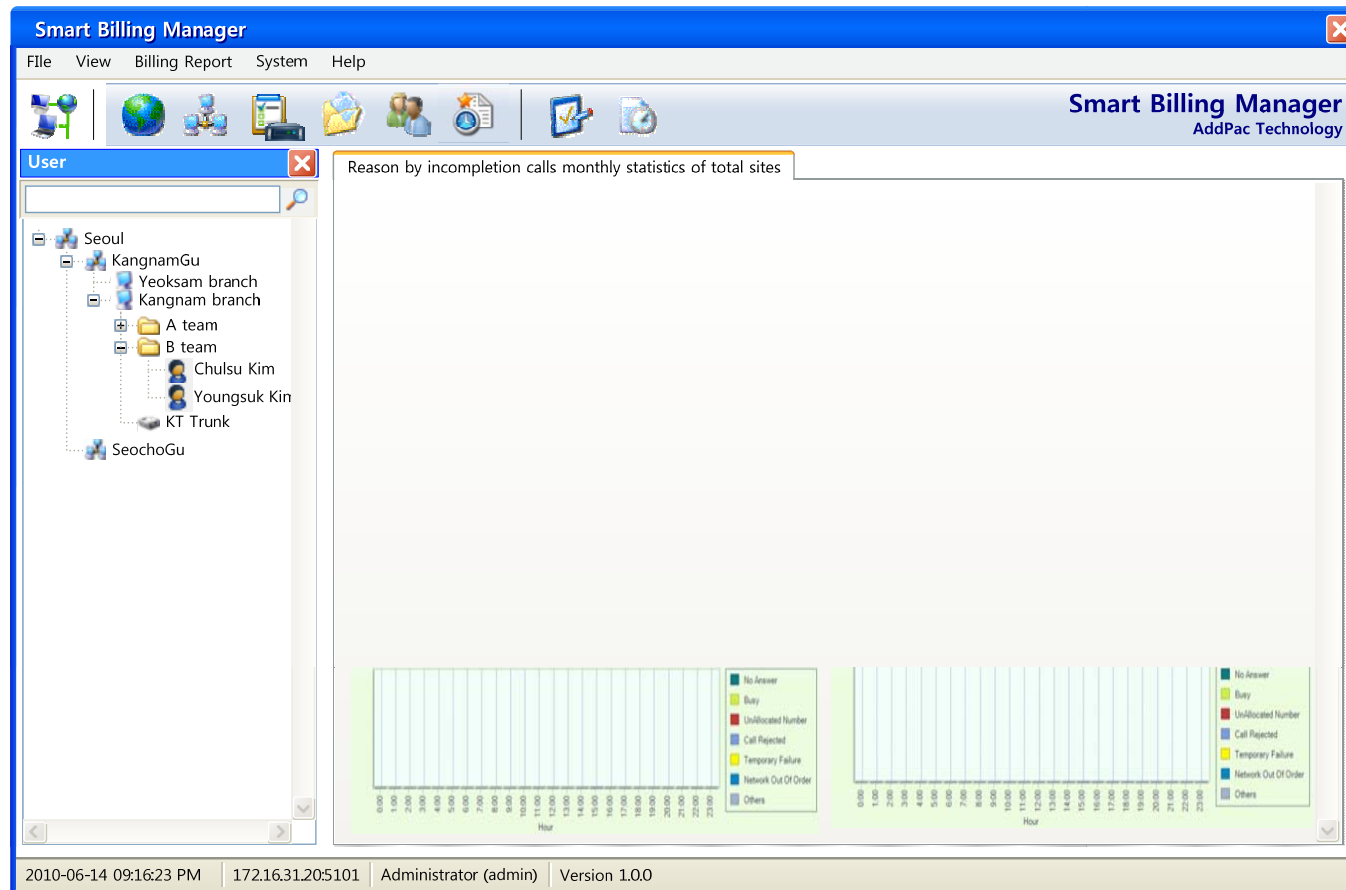
Call Report Generation



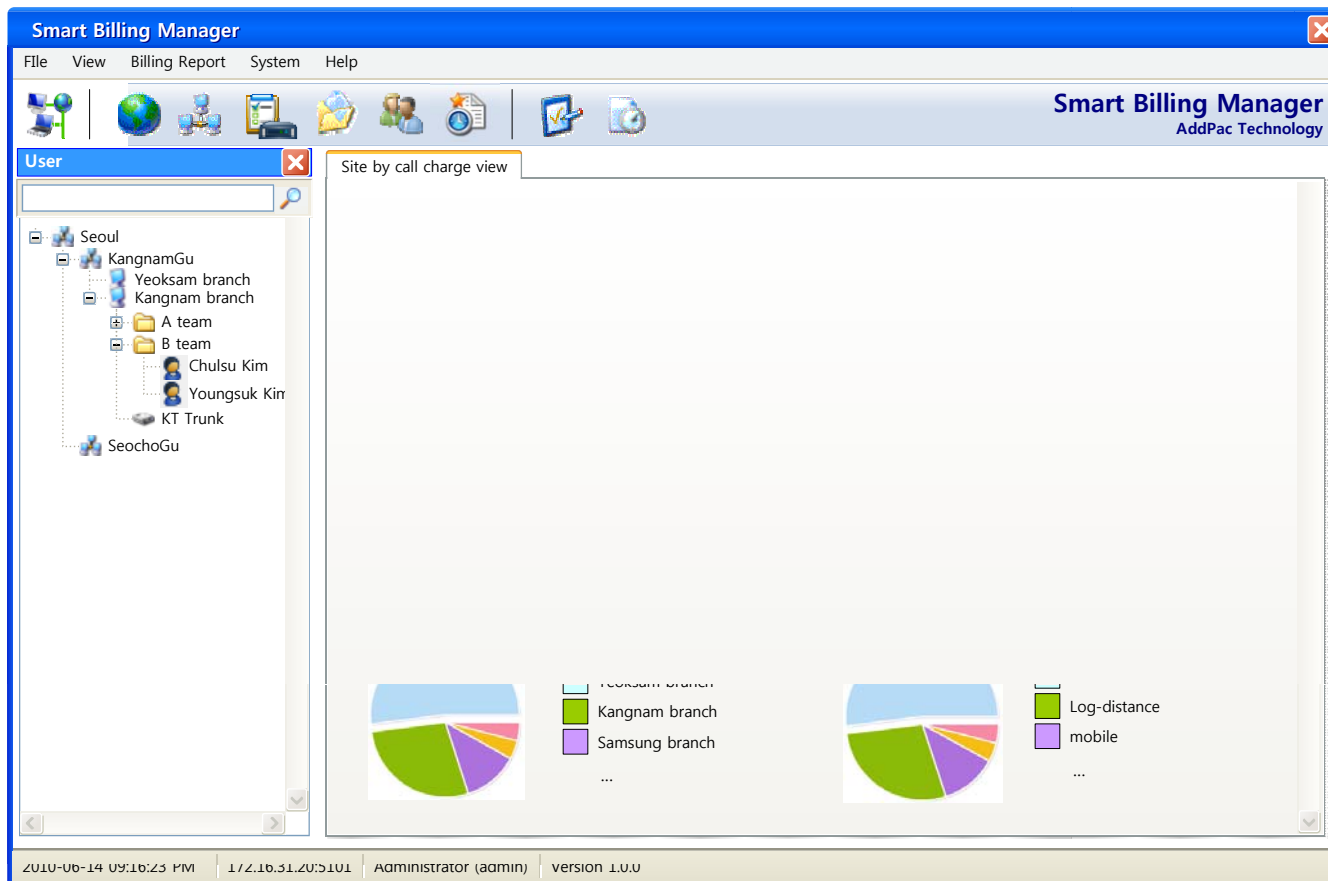
Call Report Generation



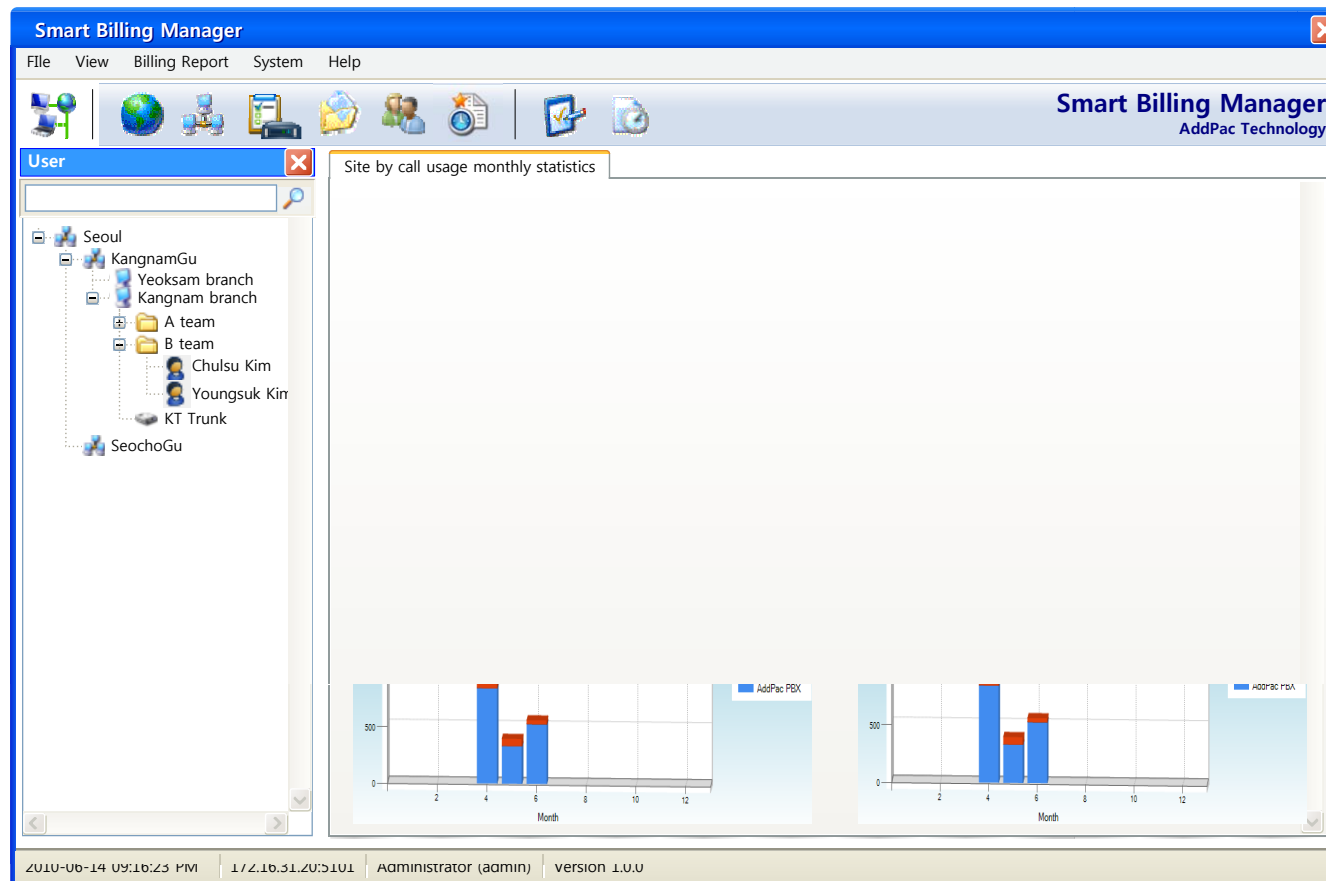
Call Report Generation



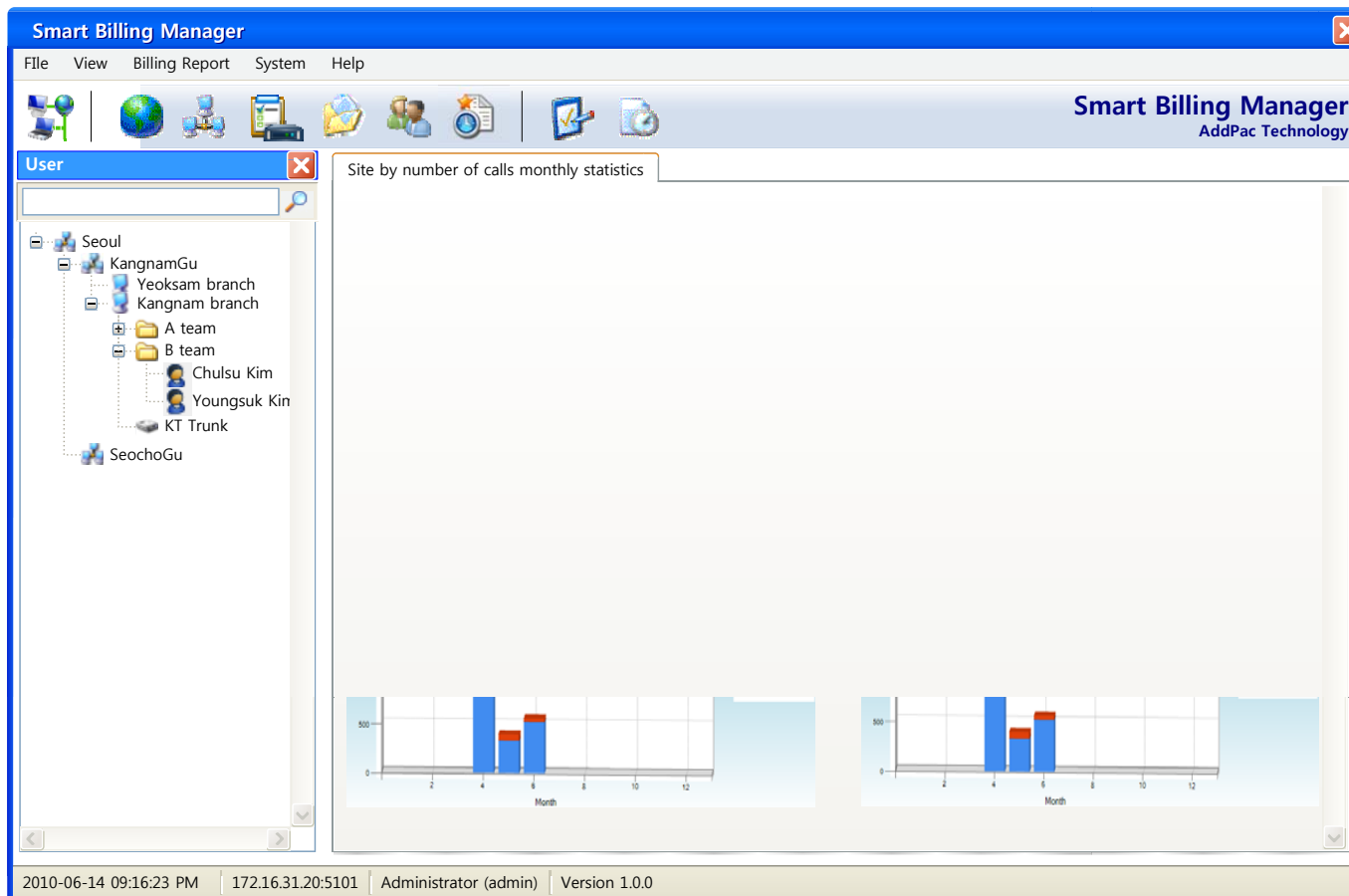
Call Report Generation



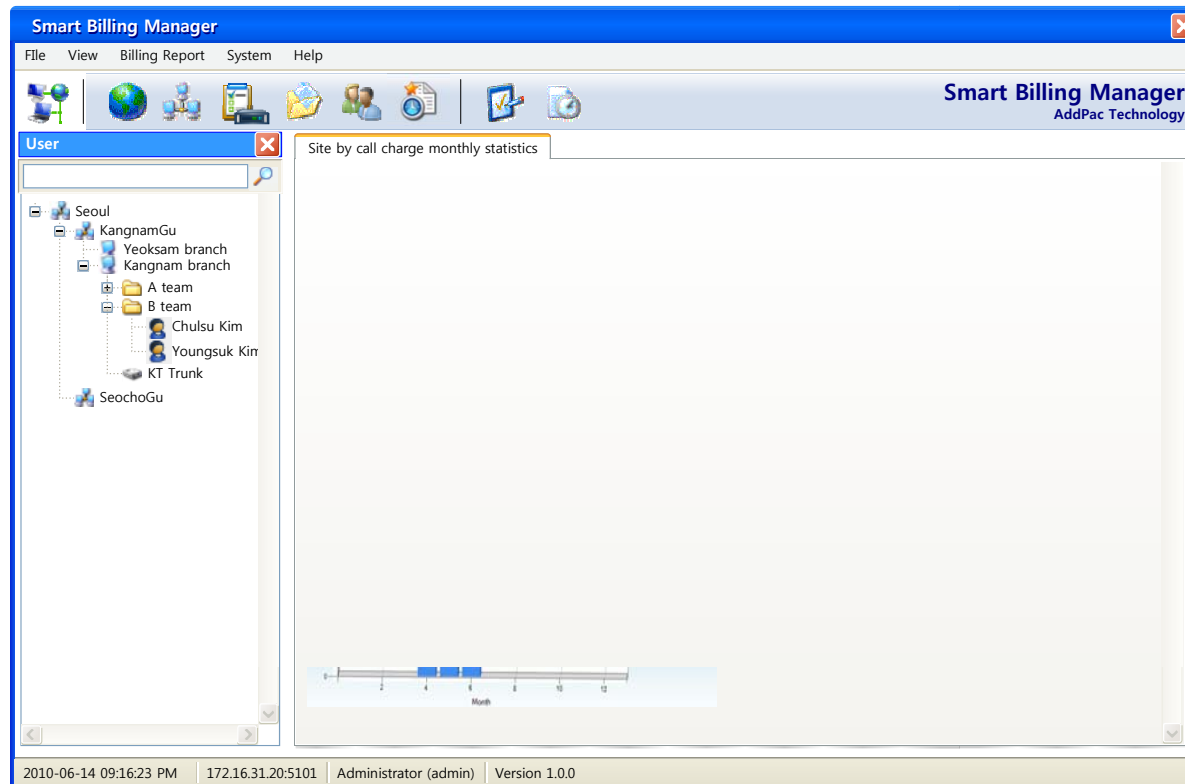
Call Report Generation



Call Report Generation

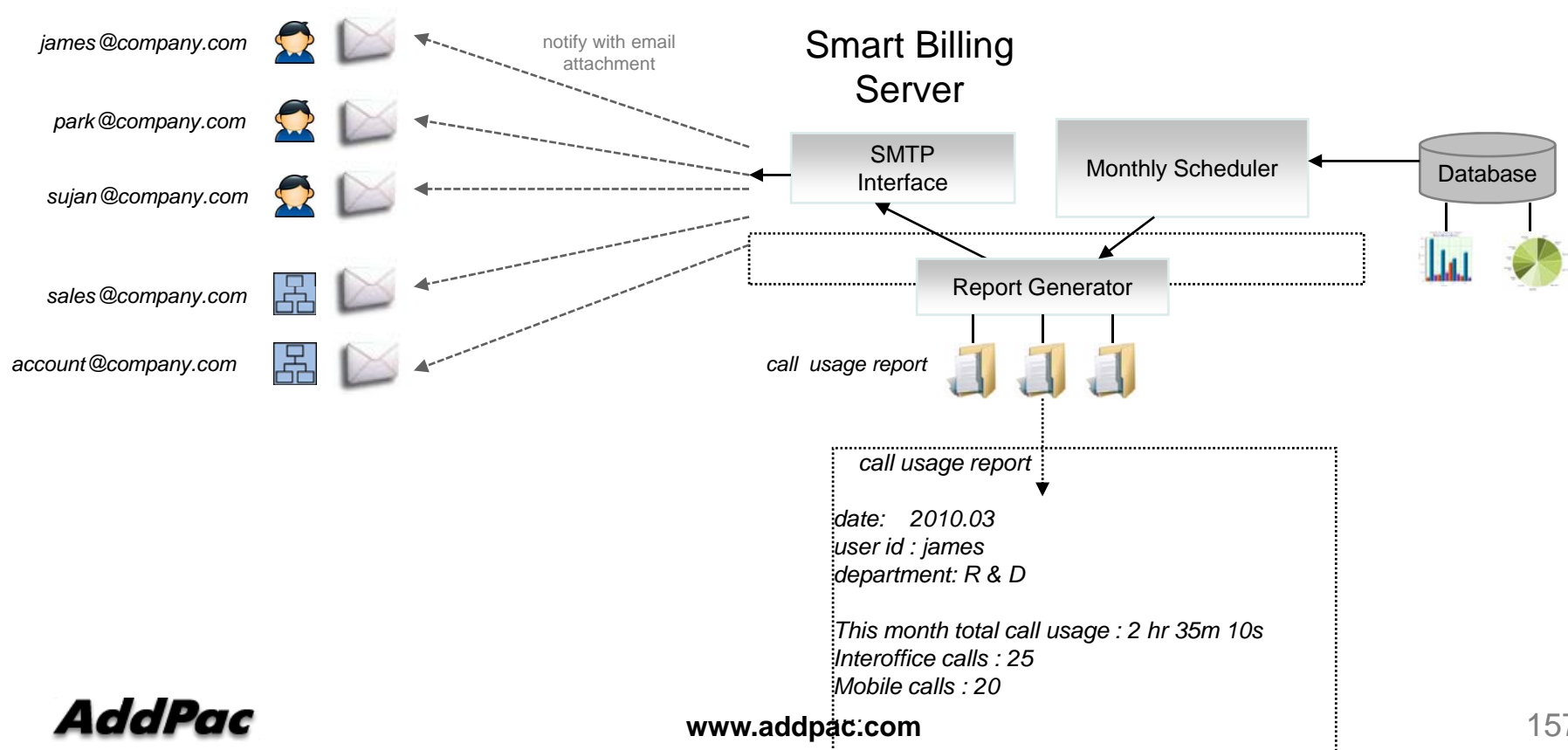


Call Report Generation



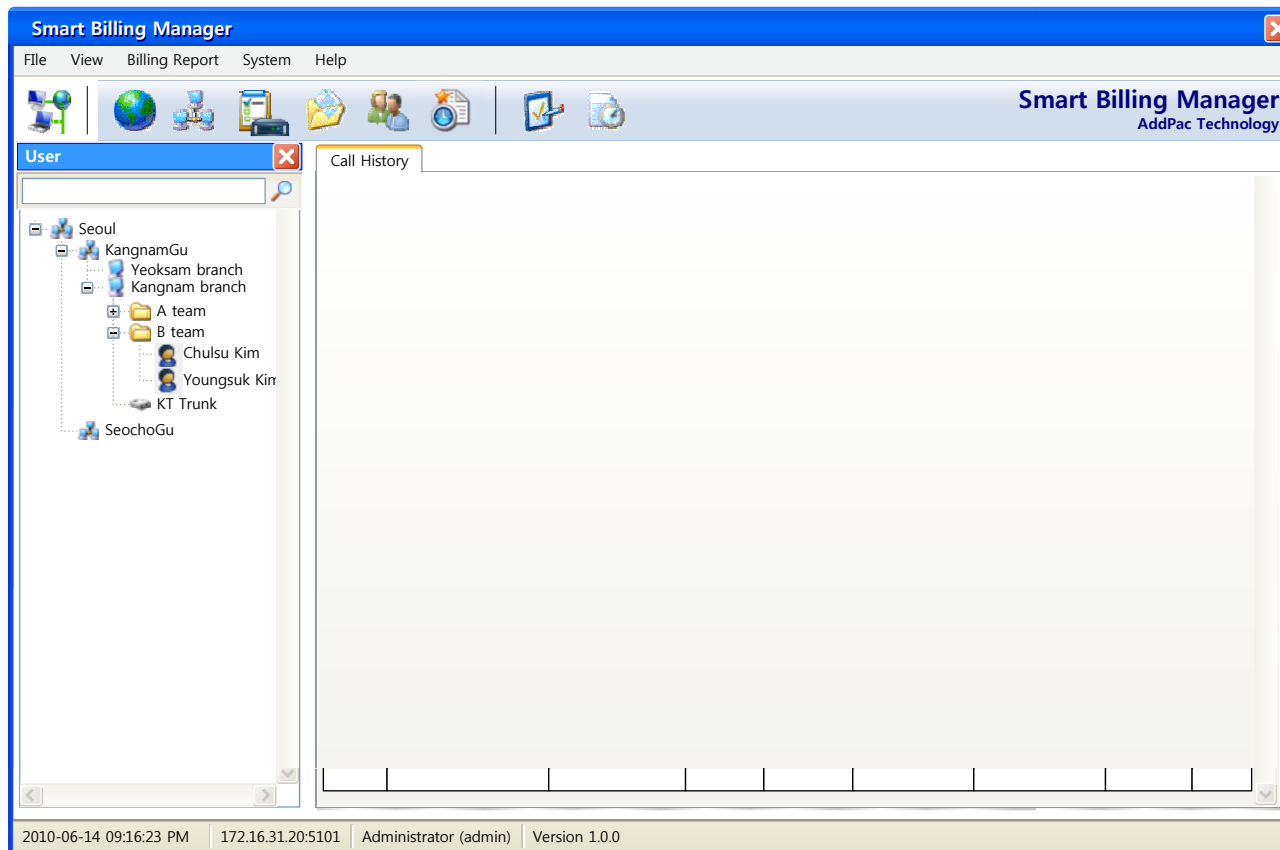
Call Report Notification

- Notify phone user or department with email attachment for call usage report.
- Manage notification list such as all, phone user or department.



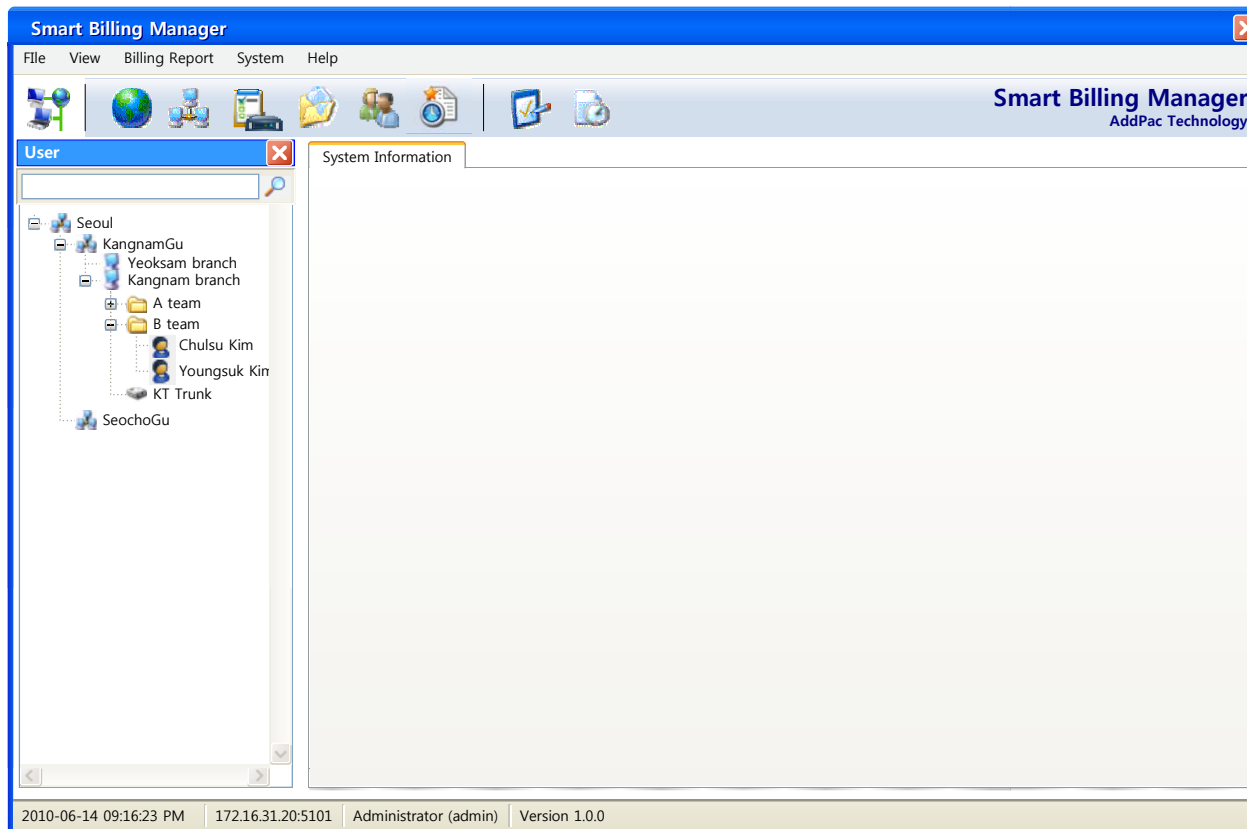
Call History

- View call detail record history with various search conditions.
- Export call history data to MS-Excel, PDF and HTML.



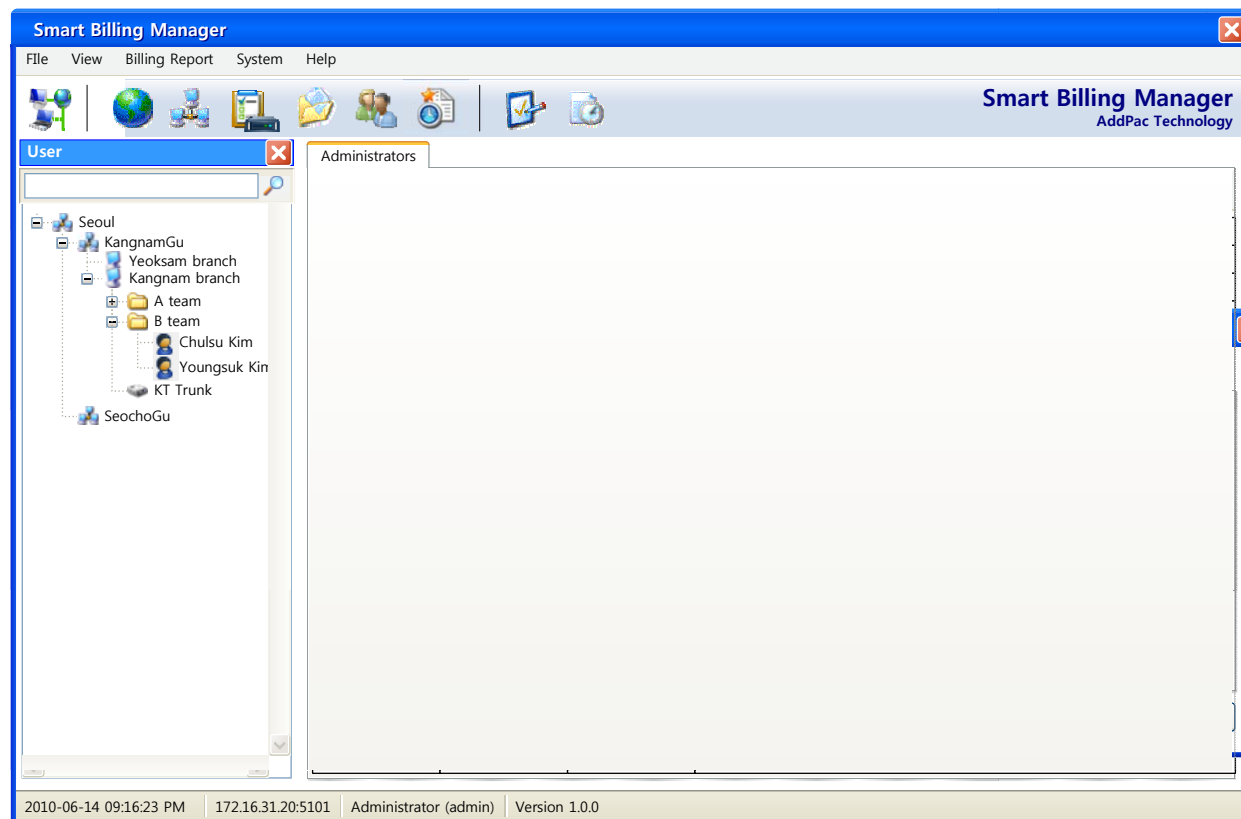
System Performance Monitoring

- Monitor system performance such as CPU utilization, memory usage and disk space.



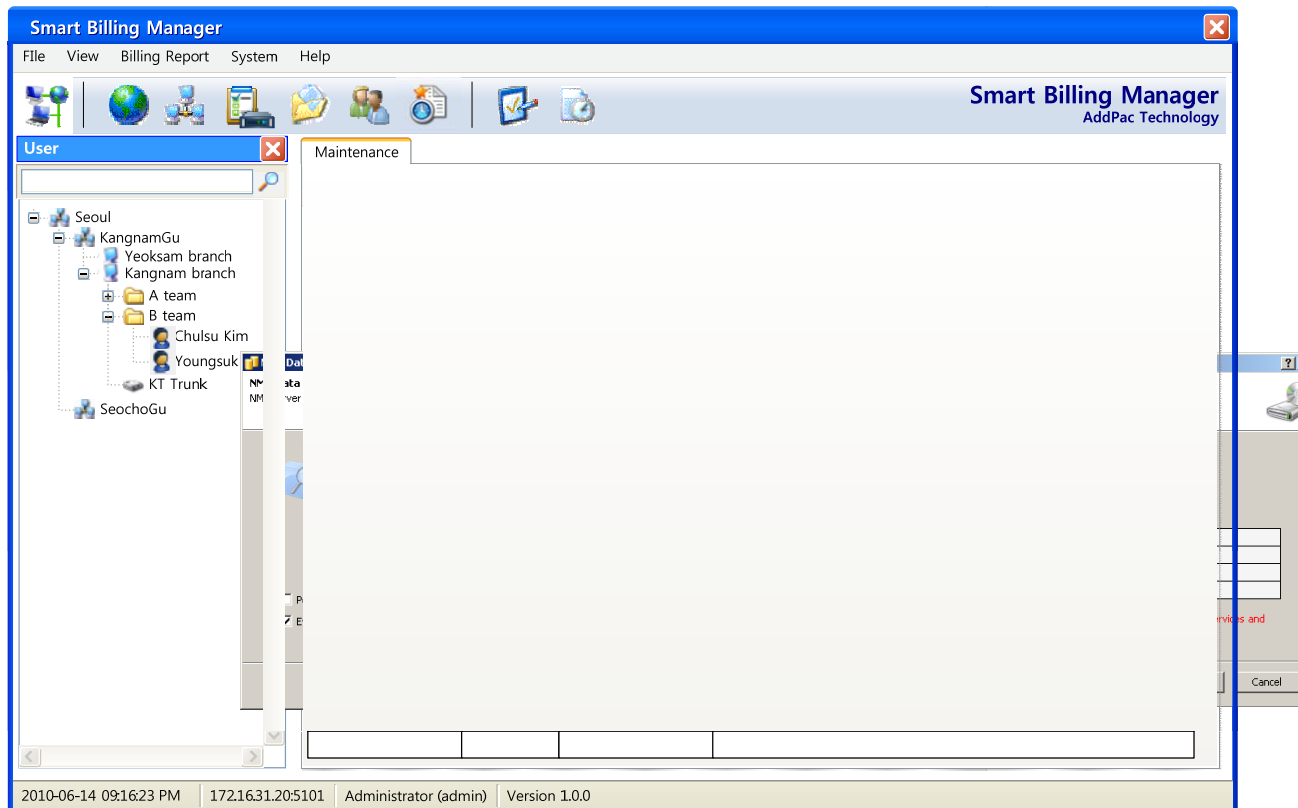
Administrator Access Level Management

- Provide different levels of administrator access in view and menus.
- Manage multiple site and assign resources to administrator.



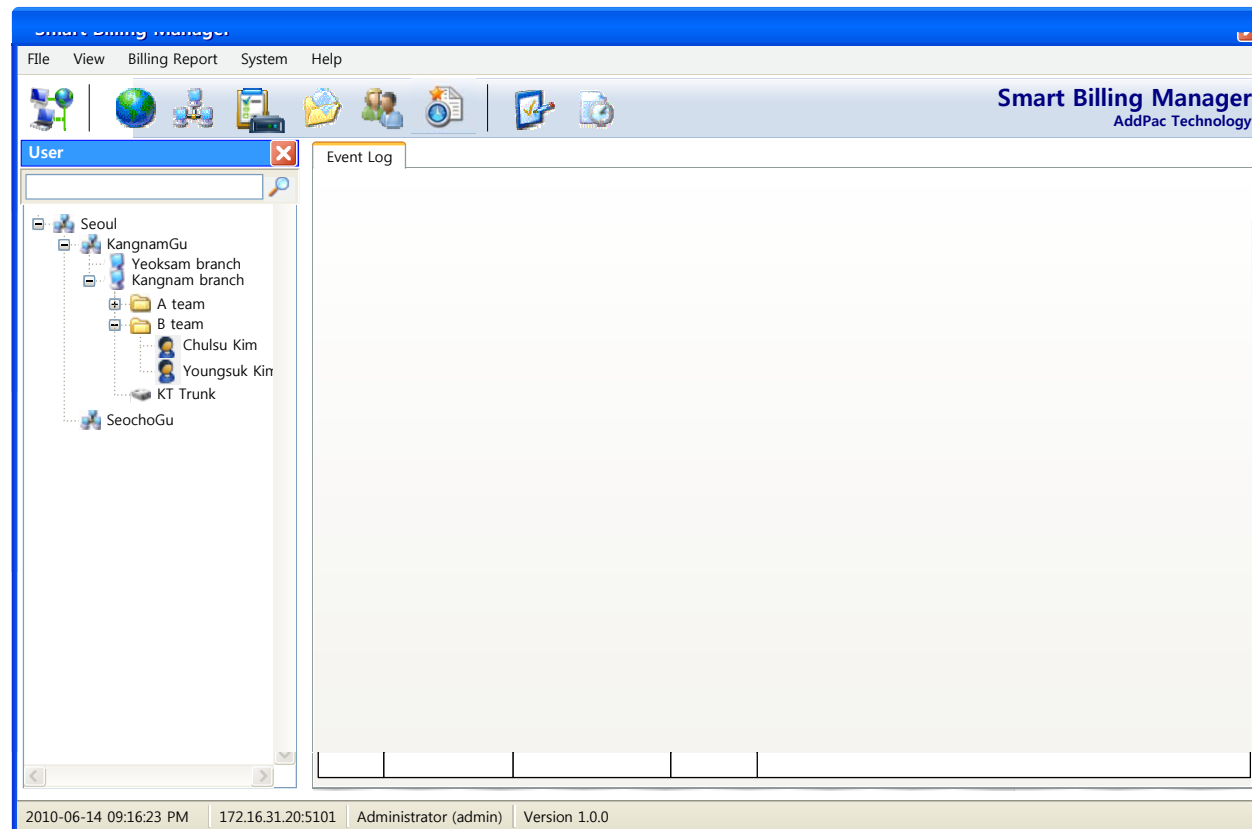
Billing Operating Database Backup

- Provide schedule-based monthly backup of operating billing data.
- Backup manually with wizard style if need arise.

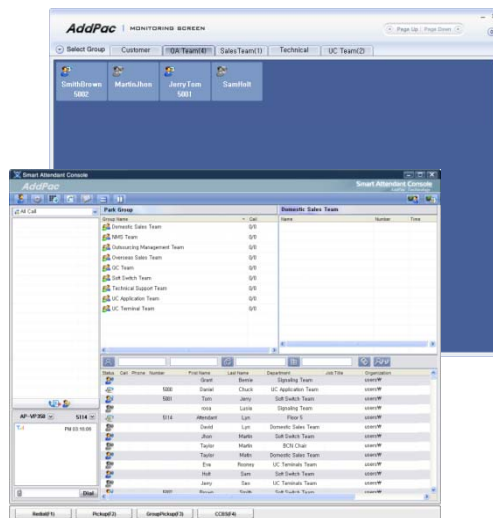


View System Event Log

- View system event log with different levels and message.
- Search event log with various search conditions.



Smart Attendant Console (version 1.0)



Contents

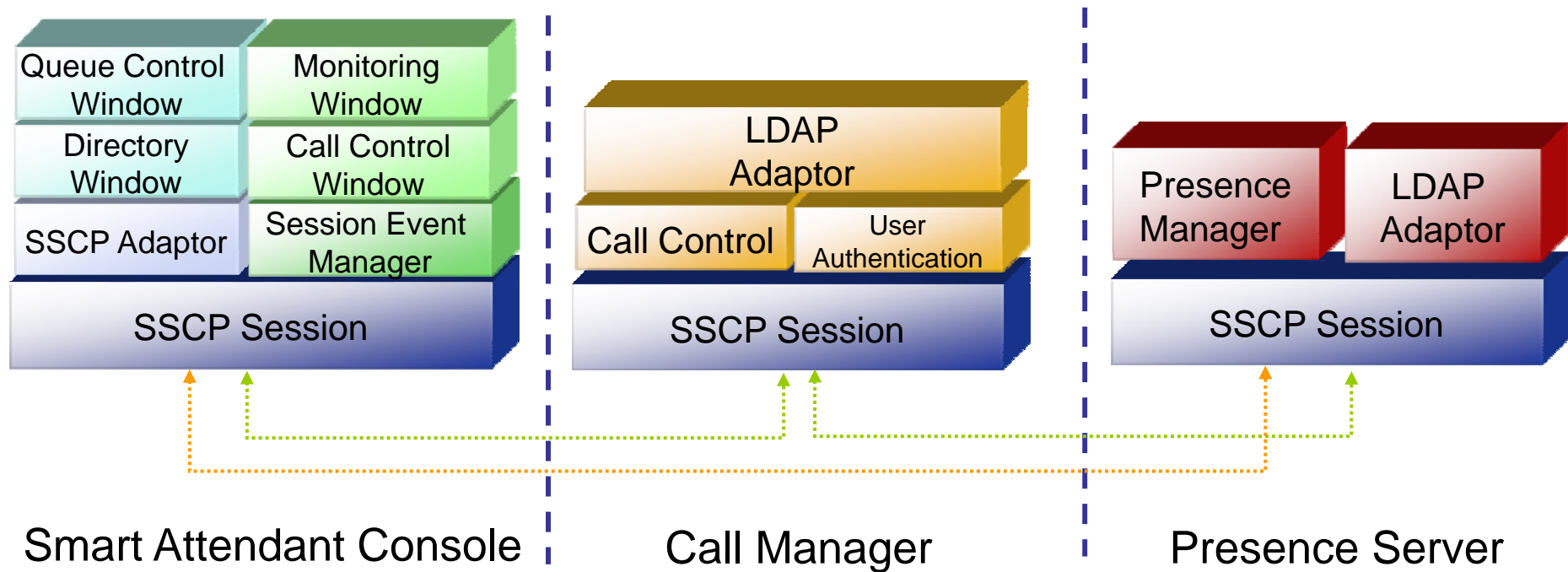
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
- Smart Attendant Console Feature
- Smart Attendant Console UI
 - Main Screen Feature
 - Monitoring Screen and Feature
 - Broadcasting Screen and Feature
 - Fire Alerting Screen And Feature

Overview

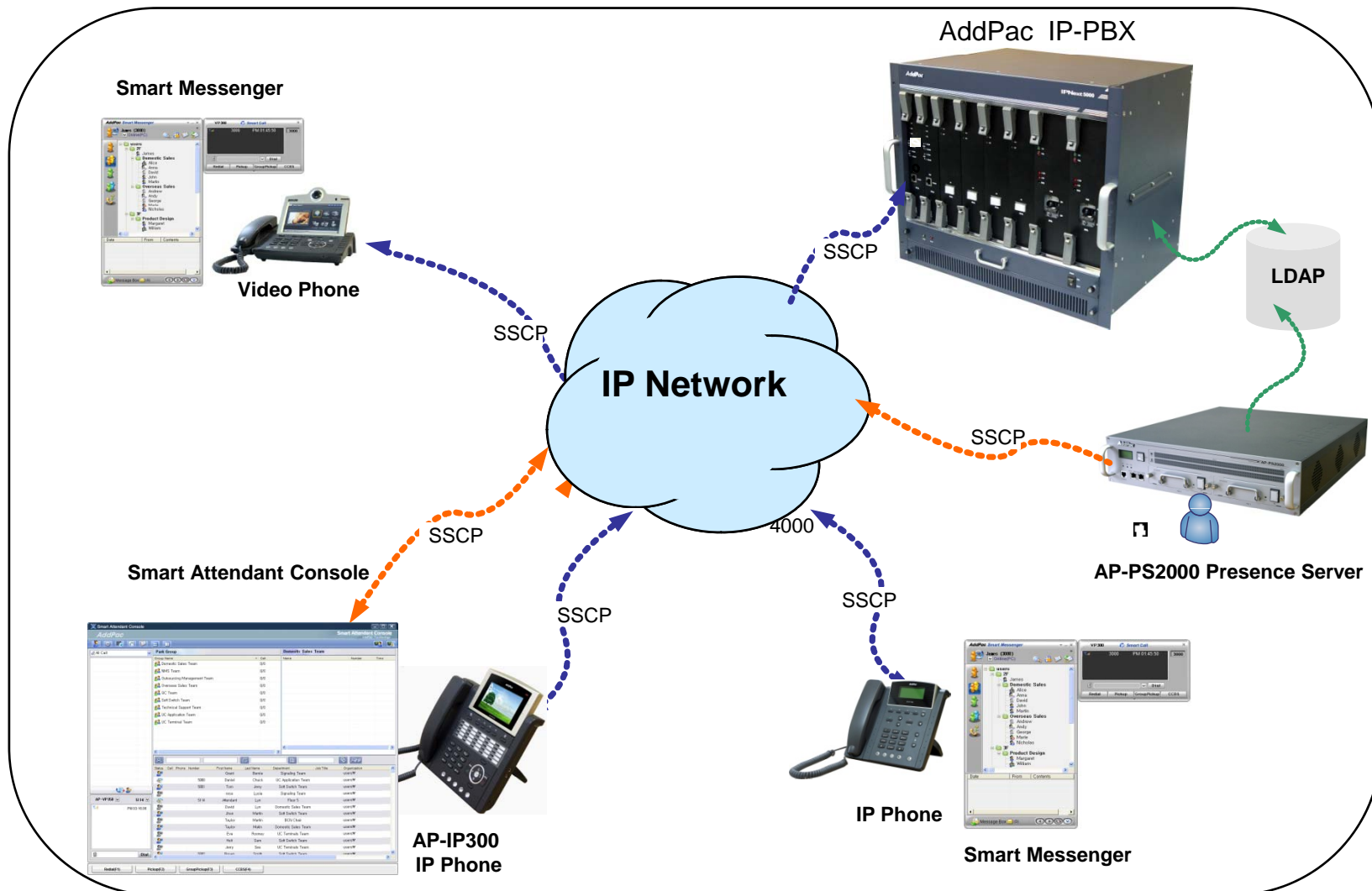
Support Efficiently Call Routing and Smart Presence Service

- Smart Attendant Console Function
 - Support Call Routing Service
 - Support Directory Search
 - Support User Presence Information
 - Support Phone Number Presence Information
 - Interoperation with Directory and Smart Attendant Console
 - Support Smart Call Control and Additional Service Control
 - Support Longest Wait Time based Incoming Call Process
 - Support Private Phone Book
 - Support Drag and Drop Call Control Service
 - Support Remote Broadcasting Control Feature

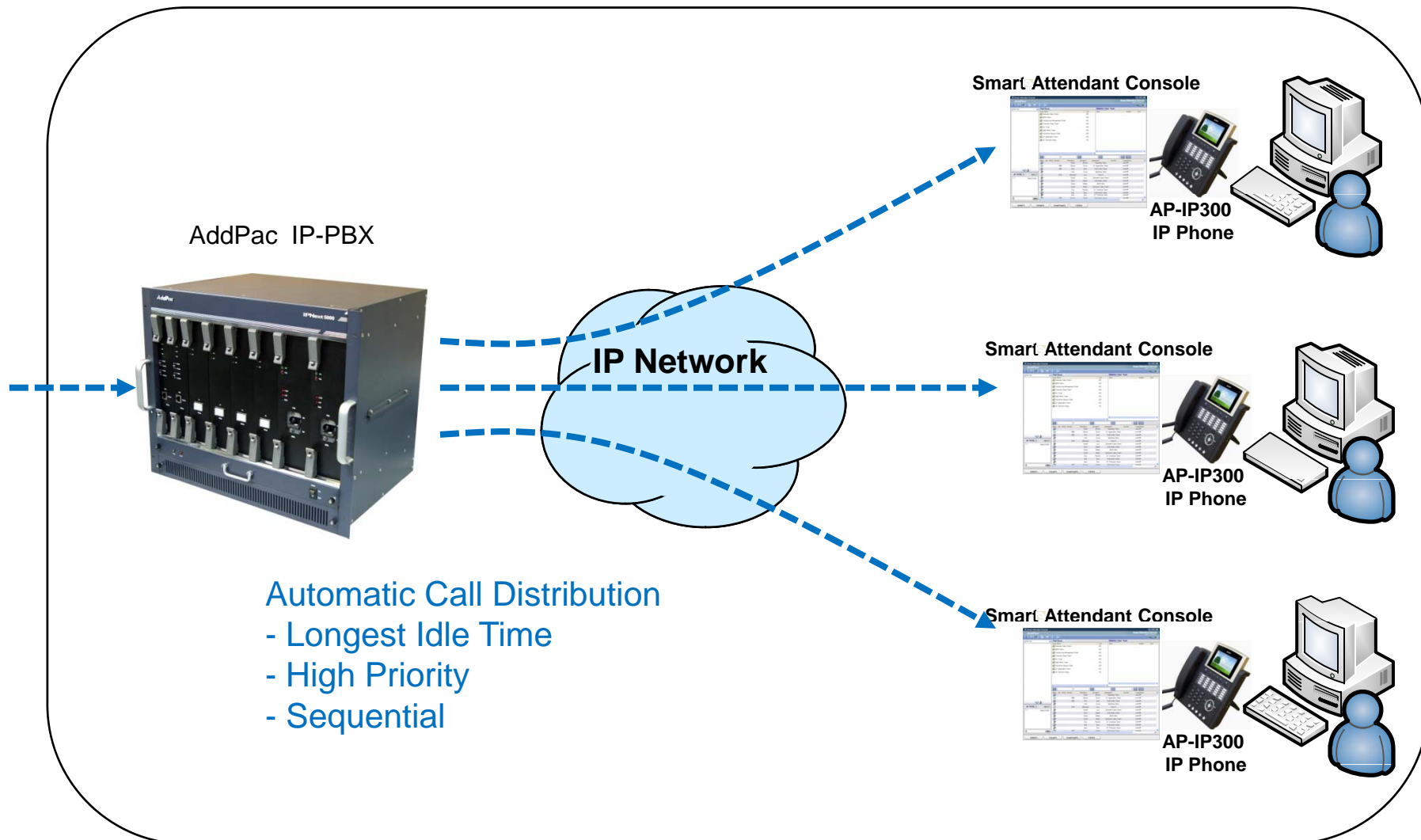
Smart Attendant Console Structure



Smart Attendant Console System Diagram



Smart Attendant Console Automatic Call Distribution



Smart Attendant Console Feature

- Smart Login Service
 - User Login and Logout Feature
- Automatic Call Distribution Feature
 - No Call Distribution Mode
 - An Available Attendant Manually Answer a Call in the Queue
 - Longest Idle Time Mode
 - Call Manager Automatically Send a Call to Longest Idle Attendant
 - Preference Mode
 - Call Manager Automatically Send a Call to High Priority Attendant
 - Sequential Mode
 - Call Manager Automatically Send a Call to an Attendant Sequentially

Smart Attendant Console Feature (cont.)

- Queue Call Control Feature
 - Wait Time Based Call Answer
 - Longest Wait Call Answer
 - Show Incoming Call by Call Type
 - Internal Call Show
 - External Call Show
 - Show All Call
 - Display Call Status Icon for Waiting Time
 - Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- Additional Call Service
 - Park Group Monitoring
 - Show Park Group Call Status for All Park Group
 - Show Detail Park Group Call List for Specify Park Group
 - Call Group Park, Park Group Call Pickup
 - Display Call Status Icon for Waiting Time
 - Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- **Additional Call Service**
 - Phone Book Feature
 - Group Create, Modify, Delete
 - Contact Add, Delete, Modify
 - Common Feature
 - Dial
 - View Detail Contact Information
 - Send e-mail
 - Dial, Send e-mail Using Phone Book
 - Private Contacts Managing Feature
 - Detail Contact Information View
 - Support Emergency / Night Mode (ToDo)
 - Configure Emergency Voice Content and Enable/Disable Emergency Mode
 - Enable/Disable Night Mode

Smart Attendant Console Feature (cont.)

- Directory Search Service
 - User Search Feature
 - Various Search Options
 - First Name, Last Name, Department, Phone Number
 - Search User Presence Status View
 - PC Online, Phone Online, PC-Phone Online
 - Working, Away, Absence
 - Be In Conference, Call Busy
 - Interoperate with Directory Search User Information
 - Double Click Call Dial and Manual Call Dial
 - Drag and Drop Call Transfer and Manual Call Transfer
 - Dynamic Conference

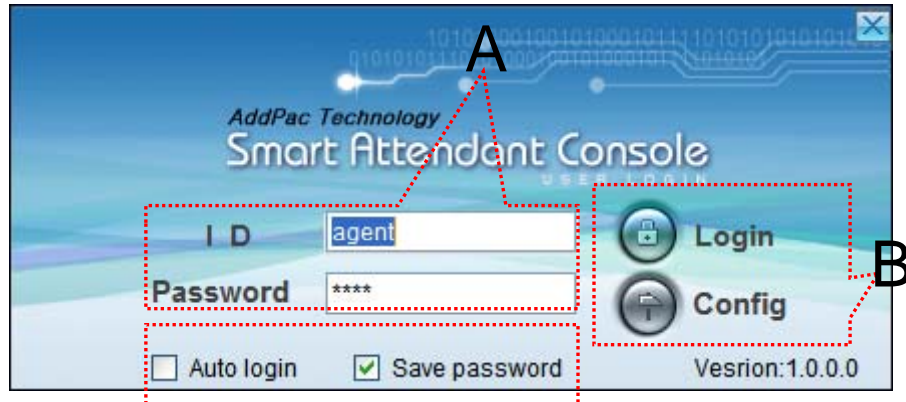
Smart Attendant Console Feature (cont.)

- **Monitoring Presence Service**
 - Support Monitoring Group
 - Add, Modify, Delete Monitoring Group and User
 - Add Group from Public Contacts
 - Phone Presence Status
 - Online, Working, Away, Absence
 - Be In Conference, Call Busy
 - Display Call Information
 - Caller Name, Phone Number
 - Phone Type (Phone, Mobile), Call Type (In/Out-Bound Call)
 - Display Call Status Icon for Waiting Time
 - Call Idle, Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- **Broadcasting Service**
 - Support Broadcasting Control Feature
 - Easy to Start/Stop Broadcasting
 - Show Broadcasting Group Status
 - Set Broadcasting Volume
 - Support User Friendly Design
- **Fire Alerting Service**
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status

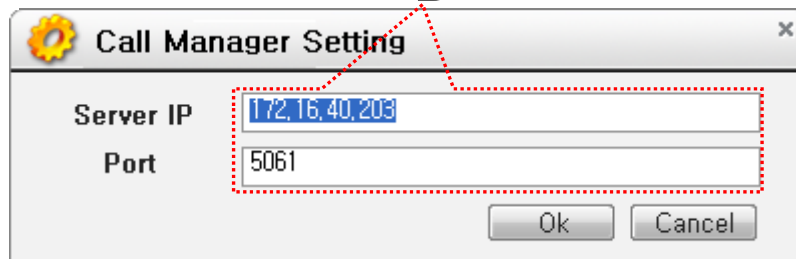
Smart Attendant Console Login



[Figure 1]

C

D



[Figure 2]

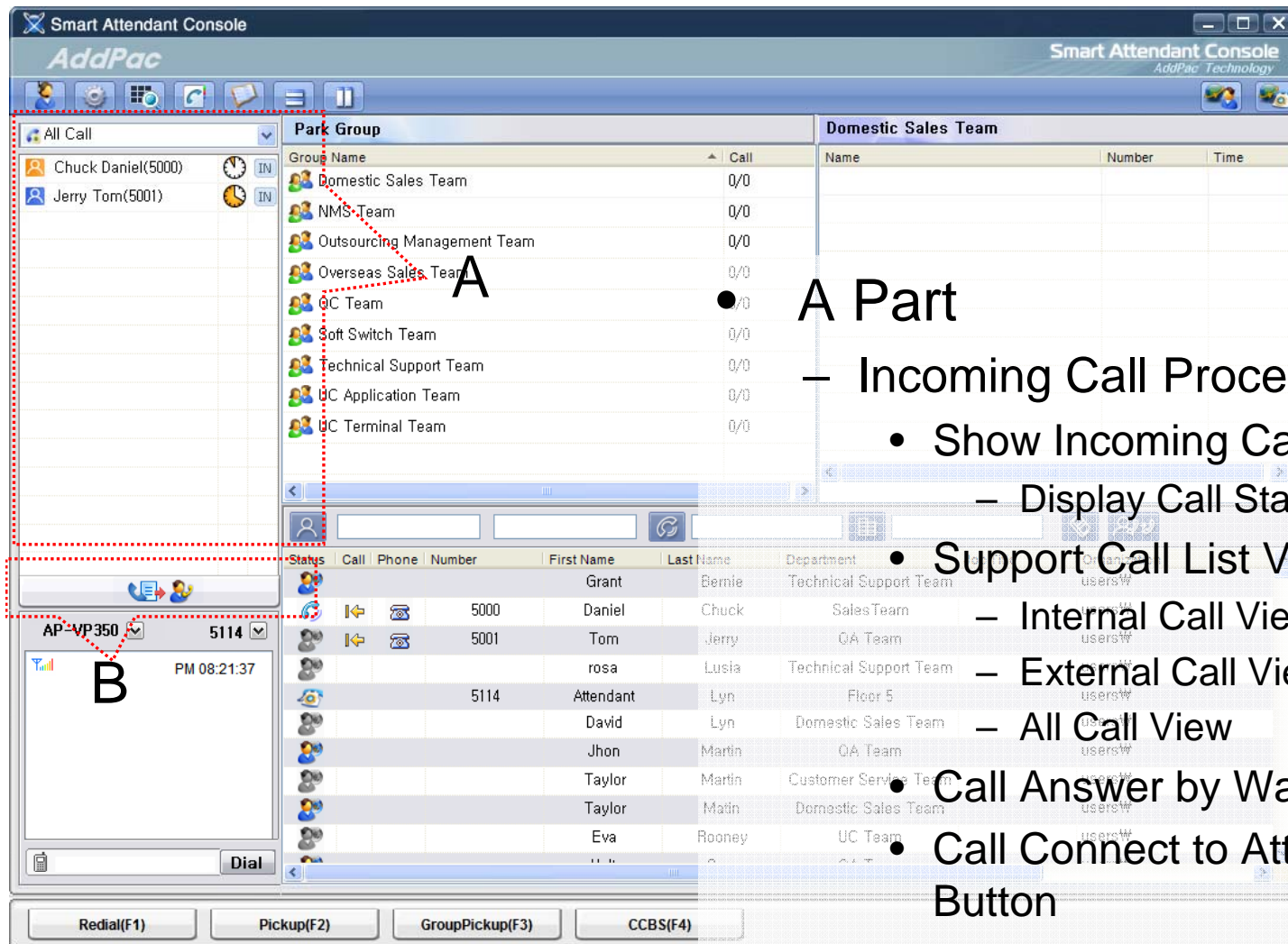


[Figure 3]

- Attendant Console Login
 - [Figure 1] shows the login picture of smart attendant Console program. “E” of [Figure3] is ICON of Smart Attendant Console Program.
 - When program is started initially, user should set the network configuration parameter such as IP address, Port number of Presence Server.[Figure2]
 - After inputting ID and Password, press the login button

Smart Attendant Console

Main Screen Feature



A Part

– Incoming Call Process Part

- Show Incoming Call Status
- Display Call Status by Wait Time Icon
- Support Call List View Option

– Internal Call View

– External Call View

– All Call View

• Call Answer by Wait Time

• Call Connect to Attendant Using “B” Button

Smart Attendant Console Main Screen Feature (cont.)

- **B Part**

- Additional Service Run Part

- Service On/Off Button
 - Configuration Button
 - Monitoring Screen Run Button
 - Phone Book Button
 - Directory Refresh Button
 - Program Arrange Layout Button

- **C Part**

- Call Control

- Connected Call Control Soft-Key
 - Support Dynamic Soft-Key
 - Input Dial Number and Dial

Smart Attendant Console Main Screen Feature (cont.)

- D Part
 - Directory Search Part
 - Provide Various Search Options
 - First Name, Second Name
 - Department
 - Phone Number
 - Support User Presence Service
 - Interoperation with Directory Search User

The screenshot displays the Smart Attendant Console interface. A search window is open, showing a list of groups under the heading 'Park Group'. The 'Domestic Sales Team' is selected, and a table of call records is visible. Below this, a larger table shows user presence information with columns for Status, Call, Phone, Number, First Name, Last Name, Department, Job Title, and Organization. A red dashed box highlights the search and user presence sections, with a red 'D' label pointing to the search area. A green dashed circle highlights the user presence table. At the bottom, there are buttons for 'Redial(F1)', 'Pickup(F2)', 'GroupPickup(F3)', and 'CCBS(F4)'. The 'CCBS(F4)' button is circled in green.

Group Name	Call
Domestic Sales Team	0/0
Overseas Sales Team	0/0
Outsourcing Management Team	0/0
QC Team	0/0
Soft Switch Team	0/0
Technical Support Team	0/0
UC Application Team	0/0

Status	Call	Phone	Number	First Name	Last Name	Department	Job Title	Organization
				Grant	Bernie	Technical Support Team		users\
			5000	Daniel	Chuck	Sales Team		users\
			5001	Tom	Jerry	QA Team		users\
				rosa	Lusia	Technical Support Team		users\
			5114	Attendant	Lyn	Floor 5		users\
				David	Lyn	Domestic Sales Team		users\
				Jhon	Martin	QA Team		users\
				Taylor	Martin	Customer Service Team		users\
				Taylor	Matin	Domestic Sales Team		users\
				Eva	Rooney	UC Team		users\

Smart Attendant Console Main Screen Feature (cont.)

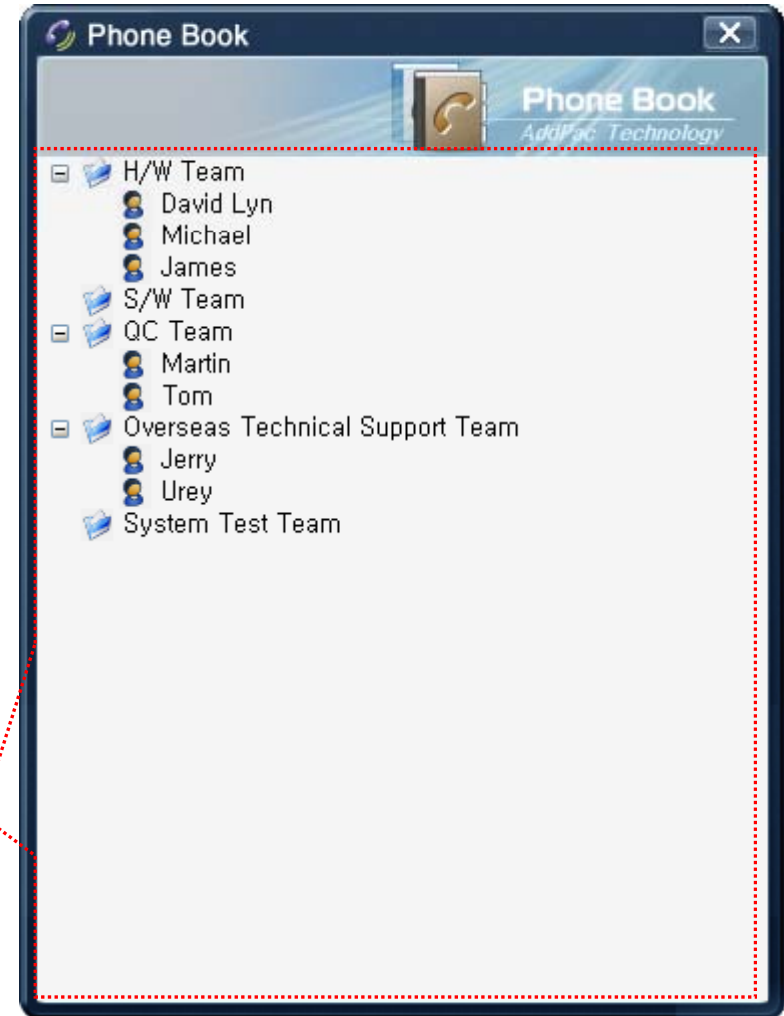
The screenshot displays the Smart Attendant Console interface. At the top, there's a title bar with 'Smart Attendant Console' and 'AddPac Technology'. Below it is a toolbar with various icons. The main area is divided into several sections:

- Left Panel:** A dropdown menu labeled 'All Call' and a large empty area with a red 'E' and a red dotted line pointing to the 'Park Group' table.
- Park Group Table:** A table with columns 'Group Name' and 'Call'. It lists various teams like 'Domestic Sales Team', 'NMS Team', etc., with 'Technical Support Team' highlighted.
- Technical Support Team Detail:** A sub-table with columns 'Name', 'Number', and 'Time', showing 'DanielChuck' (5000, 62) and 'TomJerry' (5001, 38).
- Bottom Panel:** A call list table with columns 'Status', 'Call', 'Phone', 'Number', 'First Name', 'Last Name', 'Department', 'Job Title', and 'Organization'. It shows a list of active calls with details like '5114' and '5000'.
- Bottom Bar:** A row of buttons: 'Redial(F1)', 'Pickup(F2)', 'GroupPickup(F3)', and 'CCBS(F4)'.

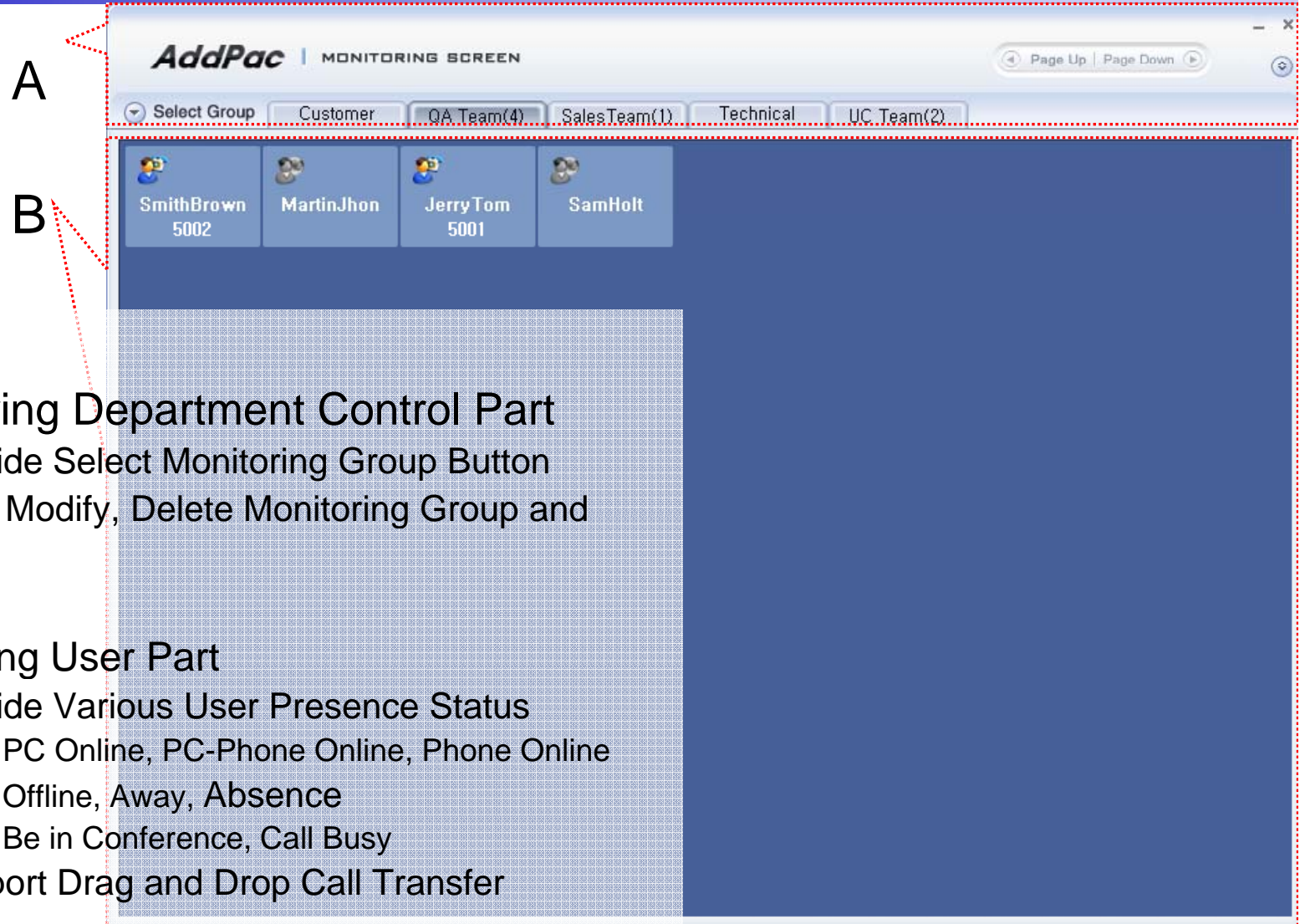
- E Part
 - Park Group Management Part
 - Show Park Group Call Status
 - Show Detail Park Group Call List
 - Support Group Park, Group Park Call Pickup

Smart Attendant Console Main Screen Feature (cont.)

- F Part
 - Phone Book Management Part
 - Group Create, Modify, Delete
 - Contact Add, Delete, Modify
 - Common Feature
 - Dial
 - View Detail Contact Information
 - Send e-mail
 - Dial, Send e-mail Using Phone Book
 - Private Contacts Managing Feature
 - Detail Contact Information View



Smart Attendant Console Monitoring Screen Feature



- A Part
 - Monitoring Department Control Part
 - Provide Select Monitoring Group Button
 - Add, Modify, Delete Monitoring Group and User
- B Part
 - Monitoring User Part
 - Provide Various User Presence Status
 - PC Online, PC-Phone Online, Phone Online
 - Offline, Away, Absence
 - Be in Conference, Call Busy
 - Support Drag and Drop Call Transfer

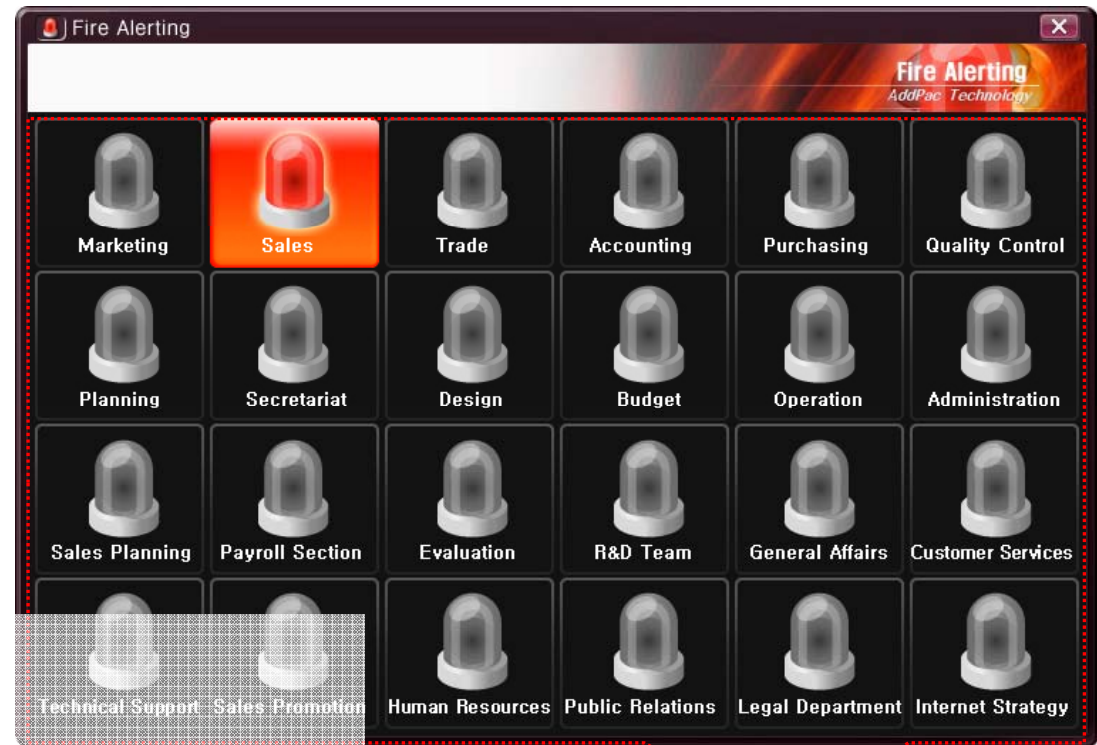
Smart Attendant Console Broadcasting Screen Feature

- A Part
 - Broadcasting Status Part
 - Show Group Broadcasting Status
 - Broadcasting, Idle, Other Service
- B Part
 - Broadcasting Control Part
 - Broadcasting Start/Stop Button
 - Chime Bell Play Button
 - Volume Control Button



Smart Attendant Console

Fire Alerting Screen Feature



- A Part
 - Fire Alerting Part
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status



Smart Communicator for IP soft video phone service

Smart Communicator

AP-SMP100 Soft Phone (Video/Voice)

- MS-Window based Soft-Phone
- Smart Multimedia (Video/Voice) Soft-Phone
- IP Real-time Audio/Video Broadcasting Terminal Solution
- Built-In Smart Messenger Function
- Up to 30fps with VGA-Resolution(MPEG-4)
- Video Conference Call Support (AddPac External MCU Inter-working)
- Advanced Voice/Video Traffic QoS
- SIP, H.323* Signaling Support
- Support Various Call Signal via AddPac IP-PBX Inter-working





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