

Voispeed Integration Command List

VOIspeed PBX offers several services which can be asked by means of its HTTP interface and following the CGI standard. Particularly those services can be accessed invoking the script:

`http://192.168.1.65:3541/services.cgi`

If no parameter is specified this HTML help page will be served, otherwise the parameter indicating the requested service is needed, that is the **srv** parameter. Values and meanings of this parameter are summed up in the following table:

srv parameter

Value	Meaning
0	Place a call between two party numbers
1	Disconnect a call
2	Record a conversation
3	Ask information about the PBX status
4	Set the properties of a user
5	Send a sms to a user
6	Set the properties/members of a group
7	Execute the transfer between two calls
8	Join two calls and carry out a conference
9	Set IVR mode
10	Playback an audio message
11	Create/edit/delete a meeting room
12	Add/edit/delete a user
13	Park/retrieve a call
14	Pick a call
15	Get/edit/delete sms report
16	Get/edit/delete vocalbox messages
17	Get call report
18	Add/edit/delete a group

Each service also needs a variable set of parameters. Below you can find a quick reference about supported services and parameters.

0 - Place a call between two party numbers

Parameter	Meaning	Info
first_number *	The first party number to be called by the PBX.	first_interface parameter is used to call this number.
second_number *	The party number to be called after the first party is connected.	PBX routing algorithm is used to call this number.
first_interface	The physical interface the first party number belongs to.	It can assume the values: IVR, LAN, SIP, WAN, ISDN, FAX . If not specified the default value is IVR .
timeout	The maximum time to wait for the call to be connected.	This value is expressed in seconds. If not specified the default value is 60

(*) Mandatory parameters.

The output for this service is a string containing the following keywords (separated by ';')

Keyword	Meaning
result	It shows the outcome of the requested service. Possible values are listed in the table below.
call_id	The ID of the call the PBX has just set up.

result keyword

Value	Meaning
0	OK
1	Unknown or unsupported service
2	Bad CGI parameters
3	Missing call ID parameter
4	Missing extension parameter

- 5 Invalid call ID parameter
- 6 Missing Enable parameter
- 7 Call ID not found
- 8 Service failure, check Log files
- 9 Missing recipient parameter
- 10 Missing property parameter
- 11 Invalid property parameter
- 12 Missing value parameter
- 13 Missing body parameter
- 14 Missing transfer id parameter
- 15 Invalid call status
- 16 Invalid transfer party
- 17 Transfer ID not found
- 18 Missing confernce id parameter
- 19 Missing IVR ID parameter
- 20 IVR not found
- 21 Bad action and/or index parameter
- 22 File not found
- 23 Bad file format
- 24 User not found
- 25 Bad user parameters
- 26 Missing owner parameter
- 27 Bad date selection parameters
- 28 Bad sms ID list
- 29 Picking user must have pick capability
- 30 Picking and picked must be both Pbx users
- 31 Picking user is offline
- 32 Picking user is already in the ringing group.
- 33 Pick call routing failure.
- 34 Missing pick params (ext or picked_ext param not found)
- 35 Missing park params.
- 36 Wrong com status.
- 37 Parking channel not found.
- 38 Parking com not found.
- 39 Unparking request sender unkonwn.
- 40 Internal server error.
- 41 Missing user info params.
- 42 Bad group parameters
- 43 Group not found
- 44 Missing number parameter
- 45 You don't have the capability to use this interface.

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=0&first_number=02189655&second_number=315&first_interface=ISDN&timeout=15**
output: **result=0;call_id=12345**

1 - Disconnect a call

Parameter	Meaning
call_id *	The ID of the call to disconnect.

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=1&call_id=12345**
output: **result=0**

2 - Record a conversation

Parameter Meaning

call_id * The ID of the call referring to the conversation to be recorded.

enable * Indicates whether the recording is to be started (value = 1) or stopped (value = 0).

info A string prefix to use in the wave files naming.

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service. Wave files containing the recorded conversations are saved in a directory that can be configured thru the *RecCallsPath* key under the *SystemSettings* section in *confPBX.ini* (the default directory is '\Rec\'). Wave files naming accords to the following syntax:

info_counter_year_month_day_hours_minutes_seconds_calling_called.wav

where *info* is the info parameter and *counter* is a simple progressive number added by the PBX. There are no limits on the number of wave files that can be stored by the PBX (except disk space, of course).

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=2&call_id=12345&enable=1&info=voispeed**

output: **result=0**

3 - Ask information about the PBX status

Parameter Meaning

info * Indicates the type of requested information. Possible values and outputs are listed in the table below.

filter The name of the group to use for filtering the result. It is used only when asking users' status.

ext User extension when asking a single user information and data (mandatory) or when filtering current calls.

(*) Mandatory parameters.

info parameter

Value	Meaning	Output
0	Ask information about the users' status	A sequence of 'extension=status' strings separated by ','
1	Ask information about the status of ISDN lines	A sequence of 'ctrl=busy-lines/total-lines' strings separated by ','
2	Ask information about the composition of groups	A sequence of 'group-name=extensions-list' strings separated by ';'. Extension-list strings are sequences of extension numbers separated by ','
3	Ask information about the status of WAN lines	A string formed as busy-lines/total-lines
4	Ask information about the users' names	A sequence of 'extension=surname name' strings separated by ','
5	Ask information about the users' statistics	A sequence of 'extension=login time/conversation time/received calls' strings separated by ';'. Note. These information are available only for logged users.
6	Ask information about a single user' information and status	name=name; sur=surname; userext=extension; tel_hom=home_number; tel_mob=mobile_number; tel_oth=other_number; email=email; usr_username; vcb_code=PIN; predefined=profile; status=status (0 = logged off 1 = free 2 = ringing 3 = busy 4 = pause 5 = after call work); mode=mode (0 = normal 1 = vocalbox 2 = divert 3 = pause 4 = locked); divNr=divert number; outlook_status=last outlook status detected (0 or 1 = free 2 = busy 3 = out of office); subject=Outlook's busy status subject; location=Outlook's busy status location; date_time_start=Outlook's busy status start date time ; date_time_end=Outlook's busy status end date time ; net1=network; ip1=ip_address; port1=port; net2=network; ip2=ip_address; port2=port;
7	Ask information about current calls	A series of CSV text row, each one representing a single call. Call format is: id , date_time , status , calling_network , called_network , calling_party , called_party , called_group
8	Ask information about current meeting rooms	A series of CSV text row, each one representing a single call. Call format is: access_code , description , status (0 = scheduled 1 = running 2 = expired) , creator , start_time , end_time , call_id (is different from 0 only if status = 1) ; meeting room member list Note. ';' separates meeting room information from meeting room members

status

Value	Meaning
0	Off line
1	Free
2	Ringing
3	Busy
4	Paused
5	After call work (ACD)

Examples:

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=0**
output: **200=1;201=2;202=2;203=3;204=1;205=3;206=0;207=4;208=0;209=1;**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=0&filter=SalesOffice**
output: **201=2;202=2;203=3;**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=1**
output: **1=30/30;2=8/30;3=0/30;**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=2**
output: **AdminOffice=200,300;SalesOffice=201,202,203;TechOffice=214,215,216,217;**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=3**
output: **7/16**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=4**
output: **201=Coppola Jenny;202=Macintosh Peter;203=Smith John**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=5**
output: **200=3600/800/7;201=7450/1230/14;202=2780/354/3;203=4520/980/12;**

script: **http://192.168.1.65:3541/services.cgi?srv=3&info=6&ext=201**
output: name=John; sur=Smith; userext=201; tel_hom=02112233; tel_mob=3401122333; tel_oth=06554433;
email=john.smith@mycompany.com; usr_=_john201; vcb_code=1234; predefined=normal; status=1; mode=0;divNr=;
outlook_status=2; subject=meeting; location=meeting room; date_time_start=2,3,2010,9,30; date_time_end=2,3,2010,12,30;
net1=LAN; ip1=192.168.0.10; port1=52001; net2=SIP; ip2=192.168.0.20; port2=5060;

4 - Set the properties of a user

Parameter	Meaning
ext *	Extension number of the user.
prty *	Indicates the property to be set. Supported properties are listed in the table below.
value *	Indicates the value of the property. Possible values are listed in the table below.
filter	Indicates a filtering string that can be applied for some properties
subject **	Indicates a subject for the Outlook's busy or out of office status.
location **	Indicates a location where the user is busy or out of office .
date_time_start **	Indicates start date time of a user's busy period with CSV values. Format: D,M,Y,h,m
date_time_end **	Indicates end date time of a user's busy period with CSV values. Format: D,M,Y,h,m
number ***	Indicates the divert number
time	Indicates the delay of the answering machine (in seconds)
voiMail	Indicates if vocal message e-mail delivery is enabled
email	Indicates the e-mail address for vocal message delivery

(*) Mandatory parameters.

(**) Mandatory parameters only with prty=3 and value=2,3.

(***) Mandatory parameters only with prty=2 and value=2.

prty, *value* and *filter* parameters

Value	Meaning	<i>value</i> parameter	<i>filter</i> parameter
0	Enable/disable outgoing calls.	0 = disable, 1 = enable.	not used
1	Enable/disable a user	0 = disable, 1 = enable.	List of group names separated by ','; * is used

	within a group		to indicate all groups.
2	Set user mode	0 = normal 1 = vocalbox 2 = divert 3 = pause 4 = locked	not used
3	Set user's Outlook status	0 or 1 = Free 2 = Busy 3 = Out of office	not used

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=4&ext=203&prty=0&value=1**
output: **result=0**

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=4&ext=203&prty=1&value=0&filter=TechOffice,SalesOffice**
output: **result=0**

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=4&ext=203&prty=3&value=2&subject=Sales meeting&location=Meeting room&date_time_start=10,3,2010,15,00&date_time_end=10,3,2010,18,30**
output: **result=0**

5 - Send a sms to a user

Parameter	Meaning	Info
recipient *	Recipient number	It can be an extension number or a mobile number as well
body *	Body of the text message (max length: 160 characters).	Special characters (like <i>space</i> , <i>&</i> , <i>+</i> ...) must be encoded as % followed by their ascii hex value. Example: <i>space</i> = %20
sender	Sender number the recipient can reply to.	If not specified, the default value is <i>null</i>
info	Sender name.	If not specified, the default value is ' VOIspeedLtd '

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=5&recipient=201&body=hello%20Jenny!&sender=202&info=Peter**
output: **result=0**

6 - Set the properties/members of a group

Parameter	Meaning
name *	Name of the group.
prty *	Indicates the property to be set. Supported properties are listed in the table below.
value *	Indicates the value of the property. Possible values are listed in the table below.

(*) Mandatory parameters.

prty and *value* parameter

Value	Meaning	<i>value</i> parameter
0	Set the members of the group.	extension numbers separated by ','

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=6&name=TechOffice&prty=0&value=200,201,202,203,204**
output: **result=0**

7 - Execute the transfer between two calls

Parameter	Meaning	Info
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call_id *	The ID of the call to transfer.	This call must necessarily be in the busy state
xfer_id *	The ID of the transferring call.	If this call is in the early connect state a blind transfer will be performed
call_party	The call party to transfer. Admitted values are: 'calling', 'called'	If not specified the default value is 'calling'
xfer_party	The call party of the transferring call. Admitted values are: 'calling', 'called'	If not specified the default value is 'called'. If the transferring call is not in the busy state, value must be 'called'

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service. After the transfer the resulting call will be the one identified by the *call_id* parameter.

Example:

script: http://192.168.1.65:3541/services.cgi?srv=7&call_id=12345&xfer_id=12346&call_party=calling&xfer_party=called
output: **result=0**

8 - Join two calls and carry out a conference

Parameter	Meaning	Info
call_id *	The ID of the call that will host the conference.	This call must necessarily be in the busy state
conf_id *	The ID of the call that will join the conference.	This call must necessarily be in the busy state

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service. After carrying out the conference the resulting call will be the one identified by the *call_id* parameter.

Example:

script: http://192.168.1.65:3541/services.cgi?srv=8&call_id=12345&xfer_id=12346
output: **result=0**

9 - Set IVR mode

Parameter	Meaning	Info
id *	The ID of the IVR.	
mode	IVR mode to set	IVR mode values are listed in the table below. If not specified the default value is 1

(*) Mandatory parameters.

mode parameter

Value	Meaning
0	Off
1	Time bands
2	Day
3	Night
4	Custom_1
5	Custom_2

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: <http://192.168.1.65:3541/services.cgi?srv=9&id=42&mode=2>
output: **result=0**

10 - Playback an audio message

Parameter	Meaning	Info
call_id *	The ID of the call associated to the message playback.	
value *	File name or string to use for the playback.	It depends on the 'mode' parameter.
loop	Determines if the message playback loops (value = 1) or not (value = 0)	If not specified the default value is 0

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: <http://192.168.1.65:3541/services.cgi?srv=10&value=C:\audio\rockmusic.wav&loop=1>
output: **result=0**

11 - Create/edit/delete a meeting room

Parameter	Meaning	Info
act *	Action to perform	Meaning and values are listed in the table below
ind *	Access code to identify the meeting room	This parameter is mandatory only for 'edit' and 'del' actions
desc	Description of the meeting room	
meet_start	Start date-time of the meeting	It must be coded as a 17 characters string: year (4) month (2) day (2) hour (2) minute (2) second (2) milliseconds (3)
meet_end	Validity end date-time of the meeting	See 'meet_start' parameter

(*) Mandatory parameters.

act parameter

Value	Meaning
add	Create a new meeting room
edit	Modify an existing meeting room
del	Delete an existing meeting room

The output for this service is a string containing the following keywords (separated by ';')

Keyword	Meaning
result	It shows the outcome of the requested service. Meaning and values are the same as the call service.
id	The access code to identify the meeting room (only for 'add' action).

Example:

script: <http://192.168.1.65:3541/services.cgi?srv=11&act=add&desc=Marketing%20Meeting>
output: **result=0;id=0003**

12 - Add/edit/delete a user

Parameter	Meaning	Info
act *	Action to perform	Meaning and values are listed in the table below
ext *	Extension number of the user	This parameter is mandatory only for 'edit' and 'del' actions
name *	Name of the user	
sur *	Surname of the user	
userext *	Extension number	
tel_hom *	Home phone number	
tel_mob *	Mobile phone number	
tel_oth *	Other phone number	
email *	E-mail of the user	
usr *	Username	
pwd *	Password	
vcb_code *	PIN code (user for vocalbox and other service calls)	
predefined *	The name of an existing profile to be associated to the user	

(*) Mandatory parameters.

act parameter

Value	Meaning
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add Add a new user
 edit Modify an existing user
 del Delete an existing user

13 - Park/retrieve a call

Parameter	Meaning	Info
action *	Action to perform.	11 to park and 12 to unpark
ext *	User's extension sender of the request.	Parking\unparking extension.
call_id *	Call's identifier to be parked.	This parameter is mandatory only for park action
line_id *	Call's identifier to be retrieved from park.	This parameter is mandatory only for unpark action

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword and line id where call has been parked. Meaning and values are the same as the call service.

Park example:

script: **http://192.168.1.65:3541/services.cgi?srv=13&action=11&ext=35&call_id=242535**
 output: **result=0;line_id=1**

Unpark example:

script: **http://192.168.1.65:3541/services.cgi?srv=13&action=12&ext=35&line_id=1**
 output: **result=0**

14 - Pick a call

Parameter	Meaning	Info
ext *	User's extension which wants to pick call	Picking user must be logged
picked_ext *	User's extension to be picked.	This user must be logged and must have a ringing call

(*) Mandatory parameters.

The output for this service is a string containing the **result** keyword. Meaning and values are the same as the call service.

Example:

script: **http://192.168.1.65:3541/services.cgi?srv=14&ext=35&picked_ext=38**
 output: **result=0**

15 - Get/edit/delete sms report

Parameter	Meaning	Info
act *	Action to perform	Meaning and values are listed in the table below
owner *	Username of the messages owner	
id	Name of the user	* This parameter is mandatory only for 'edit' and 'del' actions. On action 'del' this parameter must be a list of sms ID separated by ','
day_from	Beginning day for time filtering	* This parameter is mandatory only for 'getall' action
month_from	Beginning month for time filtering	* This parameter is mandatory only for 'getall' action
year_from	Beginning year for time filtering	* This parameter is mandatory only for 'getall' action
day_to	Ending day for time filtering	* This parameter is mandatory only for 'getall' action
month_to	Ending month for time filtering	* This parameter is mandatory only for 'getall' action
year_to	Ending year for time filtering	* This parameter is mandatory only for 'getall' action

(*) Mandatory parameters.

act parameter

Value	Meaning
getall	Get sms list of a user
edit	Set a sms as read
del	Delete many sms

16 - Get/edit/delete vocalbox messages

Parameter	Meaning	Info
act *	Action to perform	Meaning and values are listed in the table below
owner *	Username of the vocalbox messages owner	
id	id of the vocalbox message	* This parameter is mandatory only for 'edit' and 'del' actions.
time		date time of the vocalbox message. * This parameter is mandatory only for 'edit' and 'del' actions. Format is: YYYYMMDDhhmmss

(*) Mandatory parameters.

act parameter

Value	Meaning
getall	Get vocalbox message list of a user
edit	Set a vocalbox message as listened
del	Delete a vocalbox message

17 - Get call report

Parameter	Meaning	Info
day_from *	Beginning day for time filtering	
month_from *	Beginning month for time filtering	
year_from *	Beginning year for time filtering	
day_to *	Ending day for time filtering	
month_to *	Ending month for time filtering	
year_to *	Ending year for time filtering	
calling	Calling party number for call filtering	
called	Called party number for call filtering	
grpnum	Called group number for call filtering	
call_result	Call outcome for call filtering (0 = call accepted (default), 14 = all outcomes (none))	

(*) Mandatory parameters.

The output for this service is a series of CSV text row, each one representing a single call. Call format is: calling party network , called party network , calling party , called party , call arrival time , call duration (hh.mm.ss) , original calling party , original called party , called group , call id , carrier name , call outcome

18 - Add/edit/delete a group

Parameter	Meaning	Info
act *	Action to perform	Meaning and values are listed in the table below
name *	Name/description of the group	This parameter is mandatory only for 'edit' and 'del' actions
desc *	Name/description of the group	
usr_ *	Username	
pwd_ *	Password	
vcb_code *	PIN code (user for vocalbox and other service calls)	
grpnum *	Group number	
grpext *	Extension of group members separated by ,	
grpvbox *	Vocalbox extension	
ring *	Ringling mode	
ringtm *	Max ringling time	
sliptm *	Ringling slip time	

waitEn * Operator wait enabled (when group rings)
waitDly * Operator wait delay (when group rings)
waitmsg * Operator wait message filename (when group rings)
busyact * On busy action
busymsg * On busy message filename
busyfwd * On busy forward number
unract * On unreachable action
unrmmsg * On unreachable message filename
unrfwd * On unreachable forward number
maxact * On max ring time action
maxmsg * On max ring time message filename
maxfwd * On max ring time forward number
 (*) Mandatory parameters.

act parameter

Value	Meaning
add	Add a new group
edit	Modify an existing group
del	Delete an existing group

A.N.S. ® (Activity Notification System)

VOIspeed PBX also offers an event notification service thru HTTP. This means any time a significant event (login/logout, incoming call, call transfer ...) occurs a determined URL is invoked. This URL is made up of three parts: **server_host**, **script_filename**, **parameters_list**, that can be configured in the Diag Options page.

http://server_host/script_filename?parameters_list

The following table illustrates the meaning of the main parameters, that are present every time an event is notified.

Parameter	Meaning
pbx_id	PBX ID that univocally identifies the PBX the event comes from
key	Progressive number generated by the PBX in order to keep track of the chronological sequence of the events.
event	Event type, possible values and meanings are listed in the table below.
datetime	Local PBX date and time the event occurred. It's a 17 characters string containing: year (4) month (2) day (2) hour (2) minute (2) second (2) milliseconds (3).
interface	The physical interface the event is associated to. It can assume the values: IVR, LAN, SIP, WAN, ISDN, FAX, none

event parameter

Value	Meaning
0	User login
1	User logout
2	Incoming call
3	Call routing
4	Outgoing call
5	Call answered
6	Incoming disconnect
7	Outgoing disconnect
8	Call transfer
9	DTMF
10	IVR tree navigation
11	Info indication (ISDN protocol)
12	Timeout
13	Call progress (ISDN protocol)
14	Incoming sms
15	Calls limit exceeded
16	Info element (ISDN protocol)
17	Hold
18	Calling/called number change
19	PBX status
20	Route status

- 21 User list change
- 22 Group list change
- 23 Route list change
- 24 unknown

Each events acquaints a variable set of parameters in order to carry the related information. Below you can find a quick reference about events and parameters.

0 - User login

Parameter	Meaning
ext	Extension of the user that logged in or out.
info	IP address of the user's client or IP phone
host	Hostname of the user's client or IP phone

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=0&datetime=20060201171529343&interface=LAN&ext=201&info=192.168.0.124&host=MyComputer**

1 - User logout

Parameter	Meaning
ext	Extension of the user that logged in or out.
info	IP address of the user's client or IP phone
login_time	Time (in seconds) the user has been logged in (since last login)
conv_time	Total time (in seconds) the user has been in conversation (since last login)
calls	Number of calls the user has received since last login

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=1&datetime=20060201171529343&interface=SIP&ext=201&login_time=9542&conv_time=3268&calls=7**

2 - Incoming call

Parameter	Meaning
call_id	ID of the incoming call
calling	Calling party number
called	Called party number
info	Additional information, they vary depending on call type or <i>interface</i> parameter. See the table below.

Additional information

Call type	Interface	Info
Normal	IVR	Tree node description
Normal	LAN	Client IP address
Normal	SIP	Phone or Carrier IP address / Carrier name
Normal	WAN	Remote IP address / Static route name or carrier name
Normal	ISDN	Physical controller / Carrier name
Normal	FAX	-
SERVICE	-	vocalbox divert set_user_mode off_hook pick pager recall_on_busy set_ivr_mode park

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=2&datetime=20060201171529343&interface=SIP&call_id=12345&calling=201&called=02189655&info=192.168.0.201**

3 - Call routing

Parameter	Meaning
call_id	ID of the call the PBX is routing.
result	Outcome of routing, possible values and meanings are listed in the table below.
info	Routing entity / additional entity information. See table below.

result parameter

Value	Meaning
0	OK
2	no free resources
3	destination unreachable
4	busy
5	call refused
7	timeout
8	service unabled for this user
11	playing message ...

info parameter

Entity	Additional information
SERVICE	vocalbox divert set_user_mode off_hook pick pager recall_on_busy set_ivr_mode park
FAX	-
IVR	Tree node description
GROUP	Group name
USER	User name
WAN	Route name
LCR	First selected carrier name

Example:

**[http://192.168.0.5/pbx_events.php?
key=8765&event=3&datetime=20060201171529343&interface=none&call_id=12345&result=0&info=GROUP/tech_area](http://192.168.0.5/pbx_events.php?key=8765&event=3&datetime=20060201171529343&interface=none&call_id=12345&result=0&info=GROUP/tech_area)**

4 - Outgoing call

Parameter	Meaning
call_id	ID of the outgoing call
calling	Calling party number
called	Called party number
act_called	Actual party number called thru the physical interface
result	Outcome of the outgoing call thru the physical interface. Possible values are the same as the call routing event.
info	Additional information. Possible values are the same as the incoming call event.

Examples:

**[http://192.168.0.5/pbx_events.php?
key=8765&event=4&datetime=20060201171529343&interface=ISDN&call_id=12345&calling=201&called=02189655
&act_called=102202189655&result=0&info=1/Tele2](http://192.168.0.5/pbx_events.php?key=8765&event=4&datetime=20060201171529343&interface=ISDN&call_id=12345&calling=201&called=02189655&act_called=102202189655&result=0&info=1/Tele2)**

5 - Call answered

Parameter	Meaning
call_id	ID of the call that has been answered
result	Outcome of the answer. Possible values are the same as the call routing event
final	It tells if the answer is final (value = 1) or provisional (value = 0)
connected_number	Actual number of the called party, after the answer
info	Additional information. Possible values are the same as the incoming call event.

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=5&datetime=20060201171529343&interface=ISDN&call_id=12345&result=0&final=1&connected_number=02189655&info=1/Telecom**

6 - Incoming disconnect

Parameter	Meaning
call_id	ID of the call that has been disconnected
number	Number of the disconnecting party
info	Additional information. Possible values are the same as the incoming call event.

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=6&datetime=20060201171529343&interface=SIP&call_id=12345&info=**

7 - Outgoing disconnect

See Incoming call disconnect event.

8 - Call transfer

Parameter	Meaning
call_id	ID of the transferred call
calling	Original calling party number before the transfer
called	Original called party number before the transfer
act_called	Actual party number called thru the physical interface
connected_number	Actual number of the called party, after the answer (only in supervised transfer)
xfer_id	ID of the transferring call associated to the transfer event
mode	It tells if the transfer mode is blind (value = 0) or supervised (value = 1)
xfer_info	Routing entity / additional entity information about the recipient party of the transfer. See call routing event info parameter.
xfer_interface	Physical interface of the recipient party of the transfer (only in supervised transfer)

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=8&datetime=20060201171529343&interface=none&call_id=12347&calling=02189655&called=02152433
&act_called=200&connected_number=209&xfer_id=12348&mode=1&xfer_info=GROUP/tech_area&xfer_interface=LAN**

9 - DTMF

Parameter	Meaning
call_id	ID of the call associated to the DTMF event
number	Number associated to the incoming DTMF
info	Tone code

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=9&datetime=20060201171529343&interface=ISDN&call_id=12345&info=5**

10 - IVR tree navigation

Parameter	Meaning
call_id	ID of the call associated to the IVR
info	Name of the IVR tree node the user has just entered

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=10&datetime=20060201171529343&interface=IVR&call_id=12345&info=welcome**

11 - Info indication (ISDN protocol)

Parameter	Meaning
call_id	ID of the call associated to the indication event
info	Info element carrying ISDN protocol information (click here to see info element causes)

This event could be associated to the WAN interface as well, because ISDN info indications are propagated thru the WAN protocol.

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=11&datetime=20060201171529343&interface=ISDN&call_id=12345&info=16**

12 - Timeout

Parameter	Meaning
call_id	ID of the call associated to the timeout event
info	Call timeout reason. This parameter can assume the values listed in the table below

Timeout reasons

Value	Meaning
0	data stream has been lost
1	nobody answered the call
2	a failure has occurred during the call
3	call transfer time has expired

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=12&datetime=20060201171529343&interface=ISDN&call_id=12345&info=1**

13 - Call progress (ISDN protocol)

Parameter	Meaning
call_id	ID of the call associated to the progress indication
info	Info element string carrying ISDN protocol information

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=13&datetime=20060201171529343&interface=ISDN&call_id=12345&info=CALL%20PROCEEDING**

14 - Incoming sms

Parameter	Meaning
sms_id	ID of the incoming sms
sender	Sender number
sender_realm	Sender realm
recipient	Recipient number
recipient_realm	Recipient realm
body	Body of the text message

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=14&datetime=20060201171529343&interface=none&sms_id=12345&sender=201&sender_realm=mycompany%2Ecom&recipient=202&recipient_realm=mycompany%2Ecom&body=hello%20Peter!**

15 - Calls limit exceeded

Parameter	Meaning
call_id	ID of the call that exceeded limit
info	Group description (only when the call is assigned to a group).

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=15&datetime=20060201171529343&interface=none&call_id=12345&info=TechArea**

16 - Info element (ISDN protocol)

Parameter	Meaning
call_id	ID of the call associated to the indication event
info	Info number carrying ISDN protocol information
value	Element protocol information

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=16&datetime=20060201171529343&interface=ISDN&call_id=12345&info=126&value=xxxxxxxxxx**

17 - Hold

Parameter	Meaning
call_id	ID of the call associated to the hold event
number	Number associated to the party that put the call on hold
info	Indicates the reason of the hold. Possible values are: 'operator_wait' 'queueing' 'park'

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=17&datetime=20060201171529343&interface=none&call_id=12345&info=queueing**

18 - Calling/called number change

Parameter	Meaning
call_id	ID of the call associated to the number change event
info	Indicates the reason of the number change. Possible values are: 'dialing' 'xfer'
calling	New calling party number
called	New called party number

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=18&datetime=20060201171529343&interface=none&call_id=12345&calling=209&called=02123456**

19 - PBX status

Parameter	Meaning
host	PBX hostname
ver	PBX version
user	Super administrator username
pwd	Super administrator password
status	PBX status. Possible values are: 0 = stopped, 1 = started

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=19&datetime=20060201171529343&interface=none&host=PLATFORM-
SERVER&ver=4%2E5%2E13&user=super&pwd=voispeed&status=1**

20 - Route status

Parameter	Meaning
name	Name of the WAN route
remote_pbx_id	ID of the remote PBX
ver	Version of the remote PBX
info	Hostname/IP address of the remote PBX
status	Status of the WAN link. Possible values are: 0 = route down, 1 = route up

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=20&datetime=20060201171529343&interface=WAN&name=RomeOffice&remote_pbx_id=9876543210&
ver=4.4.2&infoRomeServer/212.190.19.153&status=1**

21 - User list change

Parameter	Meaning
info	Information about the event reason. Possible values are listed in the table below
ext	User extension
name	Surname and name of the user

info parameter

Value	Meaning
load	A user has just been loaded
add	A new user has been added
update	A user has been updated
delete	A user has been removed

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=21&datetime=20060201171529343&interface=none&info=load&ext=201&name=Macintosh%20Peter**

22 - Group list change

Parameter	Meaning
info	Information about the event reason. Possible values are listed in the table below
name	Group description
ext	Extension list of users belonging to the group

info parameter

Value	Meaning
load	A group has just been loaded
add	A new group has been added
update	A group has been updated
delete	A group has been removed

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=22&datetime=20060201171529343&interface=none&info=load&nameSalesOffice&ext=201;202;203**

23 - Route list change

Parameter	Meaning
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info Information about the event reason. Possible values are listed in the table below
name Route hostname
info parameter

Value	Meaning
load	A route has just been loaded
add	A new route has been added
update	A route has been updated
delete	A route has been removed

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=23&datetime=20060201171529343&interface=none&info=load&nameRomeOffice**

24 - unknown

Parameter	Meaning
call_id	ID of the call associated to the playback end event
info	Audio message associated to the playback end event

Example:

**http://192.168.0.5/pbx_events.php?
key=8765&event=24&datetime=20060201171529343&interface=none&call_id=12345&info=WelcomeMessage.wav**