



# CHAPTER 11

## Port Monitor

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This chapter provides information on the Port Monitor for Cisco Unity Connection in the Real-Time Monitoring Tool (RTMT) and contains the following topics:

- [Port Monitor Overview, page 11-1](#)
- [Using the Port Monitor, page 11-1](#)

## Port Monitor Overview

The RTMT Port Monitor lets you monitor the activity of each Cisco Unity Connection voice messaging port in real time. This information can help you determine whether they system has too many or too few ports.

This tool displays the following information for each port:

<b>Port Name</b>	The display name of the port in Cisco Unity Connection Administration.
<b>Caller ID</b>	For incoming calls, the phone number of the caller.
<b>Application Status</b>	The name of the conversation that Cisco Unity Connection is playing for the caller. When the port is not handling a call, the status is “Idle.”
<b>Display Status</b>	The action that the conversation is currently performing. When the port is not handling a call, the status is “Idle.”
<b>Conversation Status</b>	Specific details about the action that the conversation is performing. When the port is not handling a call, the status is “Idle.”

### Additional Information

See the [“Related Topics”](#) section on page 11-2.

## Using the Port Monitor

This section describes how to use the Port Monitor for Cisco Unity Connection.

### Procedure

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- Step 1** In RTMT, do one of the following:

- On the Quick Launch Channel in the left pane, click **Unity Connection**, then click **Port Monitor**.
- In the Unity Connection menu, click **Port Monitor**.

The Port Monitor tab displays.

- Step 2** In the Polling Rate field, accept the default or enter the number of seconds between updates in the data on the Port Monitor tab, then click **Set Polling Rate**.



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**Note** Setting a low polling rate may impact system performance.

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- Step 3** Click **Start Polling**.

The Port Monitor tab displays the status of all voice messaging ports on Cisco Unity Connection.

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#### **Additional Information**

See the [“Related Topics”](#) section on page 11-2.

## Related Topics

- [Port Monitor Overview, page 11-1](#)
- [Using the Port Monitor, page 11-1](#)