Model Information, Status, and Statistics

Model Information, Status, and Statistics Overview

This chapter describes how to use the following menus and screens on the Cisco Unified IP Conference Phone to view conference station information such as model, device, and network information:

- Model Information screen: Displays hardware and software information about the conference phone.
- Status menu: Provides access to screens that display network and call statistics and device information.

You can use the information on these screens to monitor the operation of a conference phone and to assist with troubleshooting.

You can also obtain much of this information, and obtain other related information, remotely through the conference phone web page. For more information, see Remote Monitoring.

For more information about troubleshooting the conference phone, see Troubleshooting and Maintenance.

Note There are certain options on the Network Configuration menu, Device Configuration menu, and Security Configuration menu that are for display only. These options are described in Cisco Unified IP Conference Phone Settings.

Model Information Screen

The Model Information screen displays this information:

- Model Number: Model number of the conference phone.
- MAC Address: Media Access Control (MAC) address of the conference phone.
- Software Version: Version of the firmware running on the conference phone.
- BootROM Version: Identifier of the factory-installed load running on the conference phone.

- App Load ID: Identifies the firmware running on the conference phone.
- Active load:xxx: Current active firmware running on the conference phone.
- Inactive load: xxx: Inactive firmware kept on the conference phone.
- Last Upgrade: <time date>: Time and date for last firmware upgrade
- Active Server: xxx: Current active server.
- Stand-by-Server:xxx: Current stand by server.
- Mic 1: (xx) connected/disconnected: Mic connection state
- Mic 2: (xx) connected/disconnected: Mic connection state
- Wireless Mic 1ID: Mic ID
- Wireless Mic 2ID: Mic ID
- System ID:xxx: System ID
- Linked Mode: ON/OFF: Linked mode state
- Backlight On Time: <time>: Back light on time
- Backlight On Duration: <time>: Back light on duration
- Days Backlight Not Active: <days>: Days of the week when backlight is inactive

Display Model Information Screen

Procedure

Step 1 To display the Model Information screen, press the **Settings** button and then select **Model Information**.

Step 2 To exit the Model Information screen, press **Exit**.

Status Menu

The Status menu includes these options, which provides information about the conference phone and its operation:

- Network Statistics: Displays the Network Statistics screen, which shows Ethernet traffic statistics.
- Call Statistics: Displays information about the last call on the conference phone.
- Device Information: Displays device settings and related information for the conference phone.

Note The Status menu also contains a Ping menu that allows you to test network connectivity to another conference phone.

Display Status Menu

Procedure

Step 1 Press **Apps**.

Step 2 Select **Admin Settings** > **Status Menu**.

Network Statistics Screen

The Network Statistics screen displays information about the conference phone and network performance.

The following table describes the information that appears in this screen.

Table 1: Network Statistics Items

Item	Description
Rx Frames	Number of packets received by the conference phone.
Rx Broadcasts	Number of broadcast packets received by the conference phone.
Rx Unicast	Total number of unicast packets received by the conference phone.
Tx Frames	Number of packets transmitted by the conference phone.
Tx Broadcasts	
Tx Unicast	
CDP Neighbor Device ID	
CDP Neighbor IP Address	
CDP Neighbor Port	
Restart Cause	Displays the cause of a restart, for example: `Port X 100 Full`.
IPv4	Displays the message: `DHCP DISABLED` or `DHCP ENABLED`.

Display Network Statistics Screen

To display the Network Statistics screen, perform these steps:

Procedure

Step 1 Press **Applications**.
Step 2 Select **Settings**.
Step 3 Select **Status**.
Step 4 Select **Network Statistics**.
Step 5 To reset the Rx Frames, Tx Frames, and Rx Broadcasts statistics to 0, press **Clear**.

Call Statistics Screen

The Call Statistics screen displays information about the last call on the conference phone.

Note You can remotely view the call statistics information by using a web browser to access the Streaming Statistics web page. For more information about remote monitoring, see Remote Monitoring.

A single call can have multiple voice streams, but data is captured for only the last voice stream. A voice stream is a packet stream between two endpoints. If one endpoint is put on hold, the voice stream stops even though the call is still connected. When the call resumes, a new voice packet stream begins, and the new call data overwrites the former call data.

Call Statistics Information

The following table describes the information displayed on the screen.

Table 2: Call Statistics Items

Item	Description
Receiver Codec Type (Rcvr Codec)	Type of voice stream received (RTP streaming audio): G.729, G.711 u-law, G.711 A-law, G.722, G.722.1, or Lin16k.
Sender Codec Type	Type of voice stream transmitted (RTP streaming audio): G.729, G.711 u-law, G.711 A-law, G.722, or Lin16k.
Receiver Size (Rcvr Size)	Number of bytes of voice packets received since voice stream was opened.
Sender Size	Number of bytes of voice packets sent since voice stream was opened.

Item	Description
Rcvr Packets	Number of RTP voice packets received since voice stream was opened. **Note** This number is not necessarily identical to the number of RTP voice packets received since the call began because the call might have been placed on hold.
Sender Packets	Number of RTP voice packets transmitted since voice stream was opened. **Note** This number is not necessarily identical to the number of RTP voice packets transmitted since the call began because the call might have been placed on hold.
Avg Jitter	Estimated average RTP packet jitter (dynamic delay that a packet encounters when going through the network) observed since the receiving voice stream was opened.
Max Jitter	Maximum jitter observed since the receiving voice stream was opened.
Rcvr Discarded	Number of RTP packets discarded by the receiver.
Rcvr Lost Packets	Missing RTP packets (lost in transit).
Voice Quality Metrics	
MOS LQK	Score that is an objective estimate of the mean opinion score (MOS) for listening quality (LQK) that rates from 5 (excellent) to 1 (bad). This score is based on audible concealment events due to frame loss in the preceding 8-second interval of the voice stream.
Avg MOS LQK	Average MOS LQK score observed for the entire voice stream.
Min MOS LQK	Lowest MOS LQK score observed from start of the voice stream.
Max MOS LQK	Baseline or highest MOS LQK score observed from start of the voice stream.
Cumulative Conceal Ratio	Total number of concealment frames divided by total number of speech frames received from start of the voice stream.
Max Conceal Ratio	Maximum concealment ratio that is observed during the call.
Conceal Secs	Number of seconds that have concealment events (lost frames) from the start of the voice stream (includes severely concealed seconds).

Item	Description
Severely Conceal Secs	Number of seconds that have more than 5 percent concealment events (lost frames) from the start of the voice stream.
Latency	Estimate of the network latency, expressed in milliseconds. Represents a running average of the round-trip delay, measured when RTCP receiver report blocks are received.

Display Call Statistics Screen

To display the Call Statistics screen for information about the last voice stream, follow these steps:

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status**.

Step 3 Select **Call Statistics**.