

Office@Hand
Device Status
Reports
User Guide



Table of Contents

1	Device Status Report
2	Overview Page
3	<i>Current Snapshot</i>
3	<i>GeoIP Location</i>
5	<i>Locations with Problematic Devices</i>
6	Device History Page
6	<i>Filters</i>
7	<i>Download Offline Devices</i>
7	<i>Offline Devices Trend</i>
8	<i>Problematic Devices Table</i>
9	Unprovisioned Devices Page
9	<i>Download Unprovisioned Devices</i>



Device Status Report

The Office@Hand Device Status Report gives the system administrator the ability to pro-actively monitor the global health of the company’s hard-phone infrastructure, to track issues impacting users with regards to hard-phone connectivity, network stability, as well as to troubleshoot problems reported by users regarding service availability on the hard phones.

Here are some of the questions the report helps to answer:

- What is the overall health of the hard-phone infrastructure?
- How many hard phones are off-line now?
- Is there a particular region or location that needs to be investigated?
- How many hard phones had trouble registering in the past 7 days?
- Is there a particular trend in the hard-phone registration behavior?

The report structure is located in **Phones & Devices** section of the Analytics Portal and includes three pages: *Overview*, *Devices History*, and *Unprovisioned Devices*.

Step 1. From the **Admin Portal**, select **Reports > Analytics Portal**.

Step 2. In the left column, click **Phones & Devices**.

Figure 1 shows the Overview tab result.

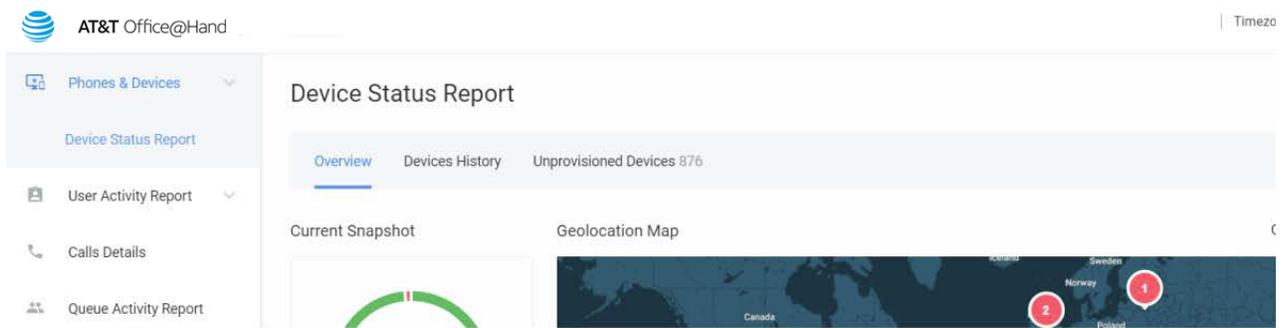


Figure 1 Device Status Report Access



Overview Page

The Overview page provides visibility into the current state of the hard-phone infrastructure globally for proactive monitoring and investigation of the locations with devices that have registration issues.

The report is based on the registration events that translate into three states:

- Online
- Offline
- Unprovisioned

The refresh frequency is every 15 minutes.

The reported time zone is the current user's time zone according to their Office@Hand settings.

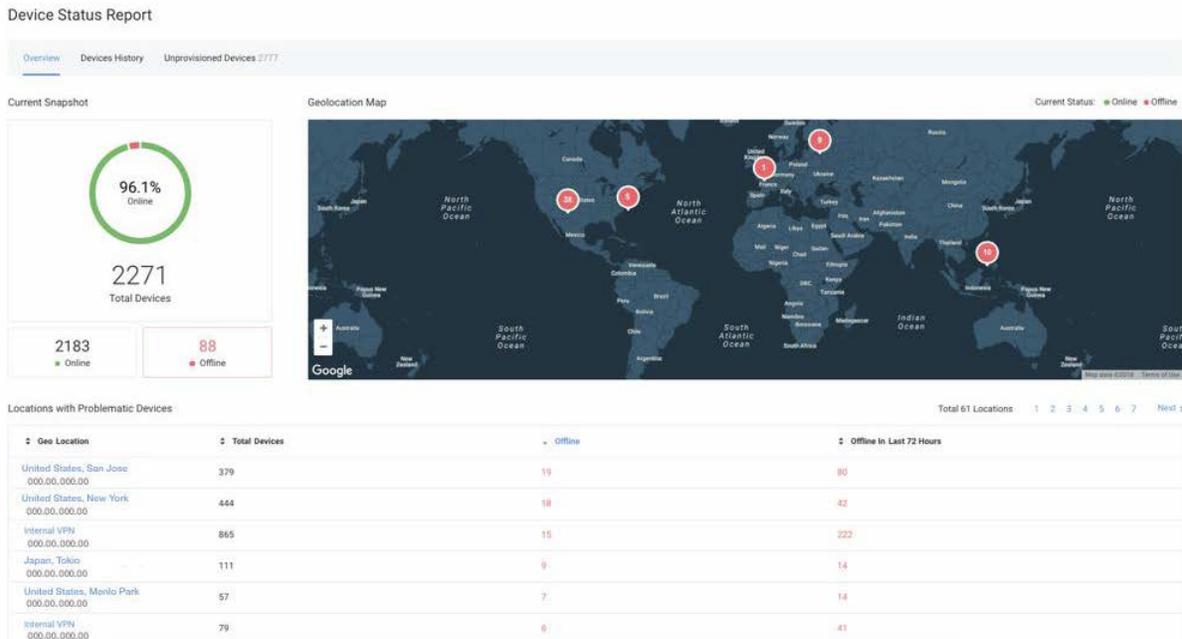


Figure 2 Overview Page

The page includes three main elements: *Current Snapshot*, *Geo location Map*, and *Locations with Problematic Devices* table. The Overview page is designed to provide a bird's eye view of all the company's hard phones and be an entry point for further investigation.



Current Snapshot

The Current Snapshot shows online and offline devices represented as percentages related to the total number of provisioned hard-phones.

In addition, the total number of devices is represented to allow the administrator to monitor the number of provisioned devices in the system.

The administrator can access details for the offline devices by clicking on the absolute numbers provided below. This action leads to the list of all offline devices across all locations.

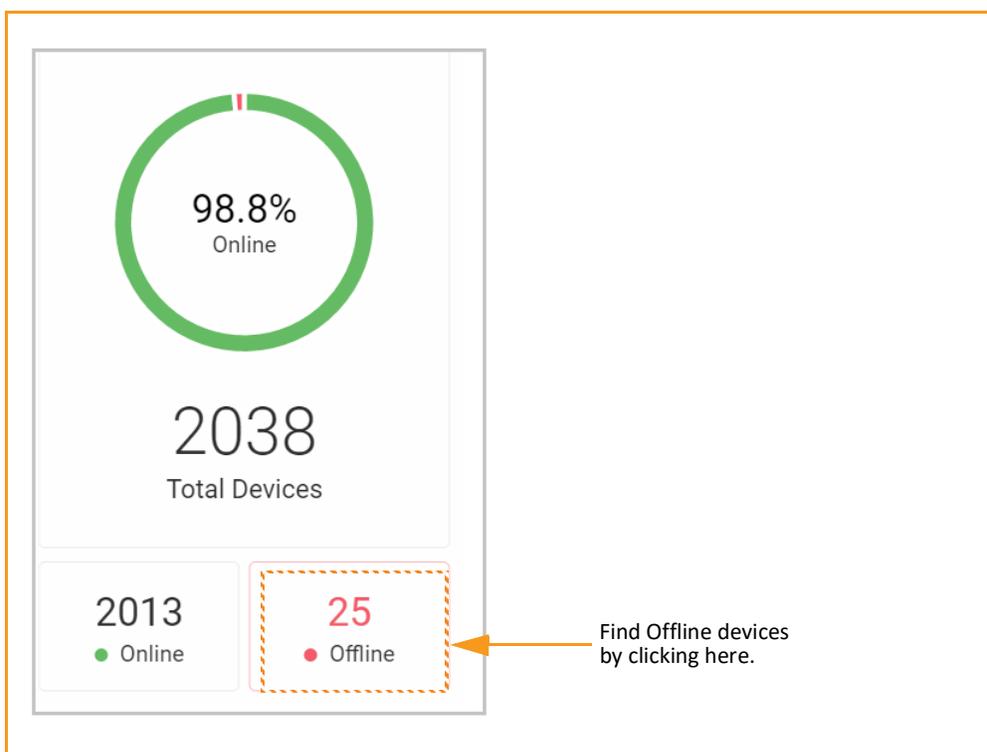


Figure 3 Current Snapshot

GeoIP Location

The GeoIP map, shown in Figure 4, provides a bird's eye view of all locations with at least one offline device over the last 15 minutes. The GeoIP Locations are defined by the IP addresses of the devices. One can zoom in/out the map to see either a 360 view or to identify individual locations at risk. When several locations are situated close to each other, they become aggregated into one bubble when zooming out.





Figure 4 GeoIP Map

- Clicking on an aggregated bubble automatically zooms in to analyze the region with offline devices.
- Clicking on an individual; for example, non-aggregated bubble, results in drilling down to the list of offline devices in the location.

Office@Hand uses industry leading IP intelligence services by MaxMind® to associate customers' IP addresses with Geo Addresses. VPN IP addresses cannot be associated with the Geo Addresses and are displayed only as IP addresses that are identified by the internal network or system administrators.

You may submit a Geo IP data correction request at the following address: <https://support.maxmind.com/geoip-data-correction-request/>



Figure 5 GeoIP Map Zoom-in View



Locations with Problematic Devices

In the lower part of the **Overview Page** is the **Locations with Problematic Devices** table. This table lists all locations (see GeolIP Location on page 3) that had at least a single instance of a device that went offline over the past 72 hours, meaning the device can be online right now but it was offline at least once over the last 72 hours.

The “Offline” column in the table shows the number of devices that are currently offline per location. For example, in the San Jose location, there are currently 19 devices offline, but 39 devices have gone offline in the past 72 hours.

Locations with Problematic Devices		Total 58 Locations		1	2	3	4	5	6	Next >
Geo Location	Total Devices	Offline	Offline In Last 72 Hours							
United States, San Jose <small>200.30.300.30</small>	444	19	39							
United States, New York <small>200.30.300.30</small>	379	18	78							
Internal VPN <small>200.30.300.30</small>	865	18	220							
Japan, Tokio <small>205.54.200.49</small>	111	9	14							
Canada, Brampton <small>200.30.300.30</small>	57	8	14							
Internal VPN <small>200.30.300.30</small>	80	7	11							
United States, Menlo Park <small>200.30.300.30</small>	1	1	1							

Figure 6 Problematic Devices

By default, the table is sorted descending by the number of devices that are offline currently. Both the “Offline” and “Offline in Last 72 Hours” numbers can be selected and provide a hierarchical path to the list of problematic devices, allowing you to pro-actively investigate based on the location and the offline device state within the selected time interval.



Device History Page

The **Device History** page provides a list of offline devices with detailed information now and in relation to a historic (within last 7 days) time period, to allow you to see the overall trending of offline events of the devices listed. to find the Device History page:

- Step 1. From the **Admin Portal**, select **Reports > Analytics Portal**.
- Step 2. In the left column, click **Phones & Devices**.
- Step 3. Click the **Device History** tab.

You can filter by location and offline period, or click to see specific results identified on the trend line. It helps you to investigate immediate anomalies with individual devices and also offers trend information for the selected location or for the company overall.

- View the history of a particular location with registration issues to better understand the nature of the problem. See inset Figure 7.
- Review detailed information of individual devices with registration issues to determine a course of action

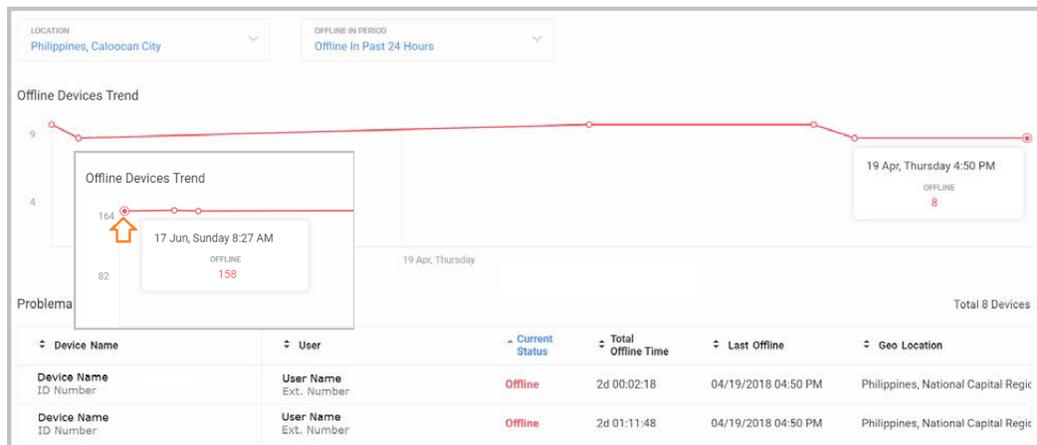


Figure 7 Device History Page

Filters

These filters are included at the top of the Device History page:

- Time Frame Filter – displays all locations where at least one offline device was identified over the last 7 days.



Figure 8 Time frame filter

- Offline in Period (See Figure 8.) filters data based on predefined time periods:
 - • Offline in past 24 hours
 - • Offline in past 3 days
 - • Offline in past 7 days

Download Offline Devices

The **Devices History** page provides download functionality. The download file is .csv format. It collects the detailed information for problematic devices in the selection.

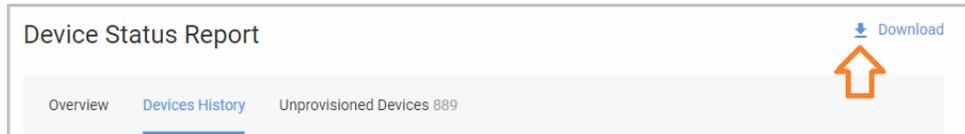


Figure 9 Download button

Offline Devices Trend

Under the **Devices History** tab, the Offline Devices Trend provides the distribution of offline devices over time. The time period can be adjusted in the "Offline in Period" filter. Each point of the trend represents a change in the number of offline devices. The rightmost point in the graph represents the current status of offline devices.

All displayed points are actionable. Clicking the trend point will update the list of the problematic devices that were offline at the particular (selected by click) time snapshot.



Figure 10 Offline Device Trend



Problematic Devices Table

The Problematic Devices table in the lower portion of the **Devices History** tab, shows all devices that are/were offline within the scope of the chosen location(s) and time period. The table columns include:

- Device name and serial number
- User: Extension associated with the device
- Current Status: offline or online within the last 15 minutes
- Total Offline Time provides an understanding of how long a device was offline over the chosen (in filter) period of time
- Last Offline: the last time stamp of the offline discovery. For devices in the current offline status the time is within the last 15 minutes
- Location of the offline device

Problematic Devices Total 137 Devices 1 2 3 4 5 6 7 ... 14 Next >

Device Name	User	Current Status	Total Offline Time	Last Offline	Geo Location	History
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	05:08:18	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	1d 00:00:00	04/28/2018 05:22 AM	Country, State, City	Details >
Device Name 000000000000	User Name Ext. 101	Offline	16:15:48	04/28/2018 05:22 AM	Country, State, City	Details >

Total 137 Devices 1 2 3 4 5 6 7 ... 14 Next >

Figure 11 Problematic Devices table

Click details to provide a 7-day history of a single device's offline history.

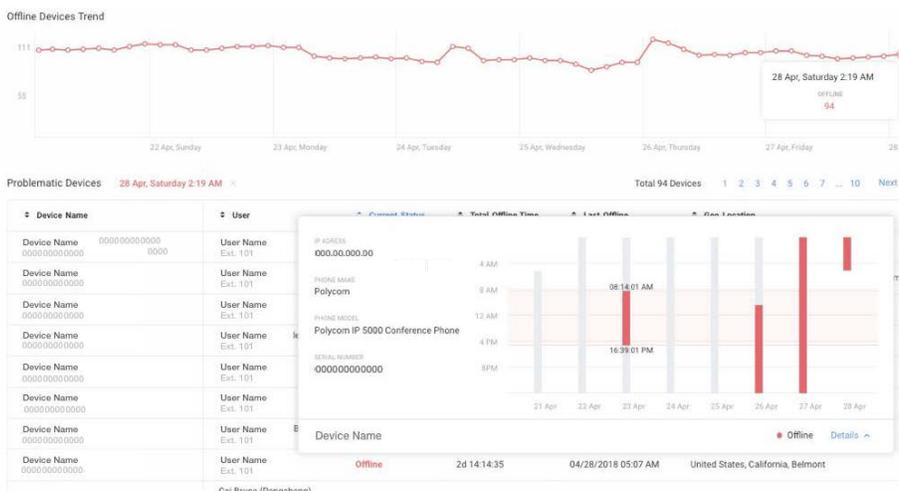


Figure 12 Offline Devices Trend



Unprovisioned Devices Page

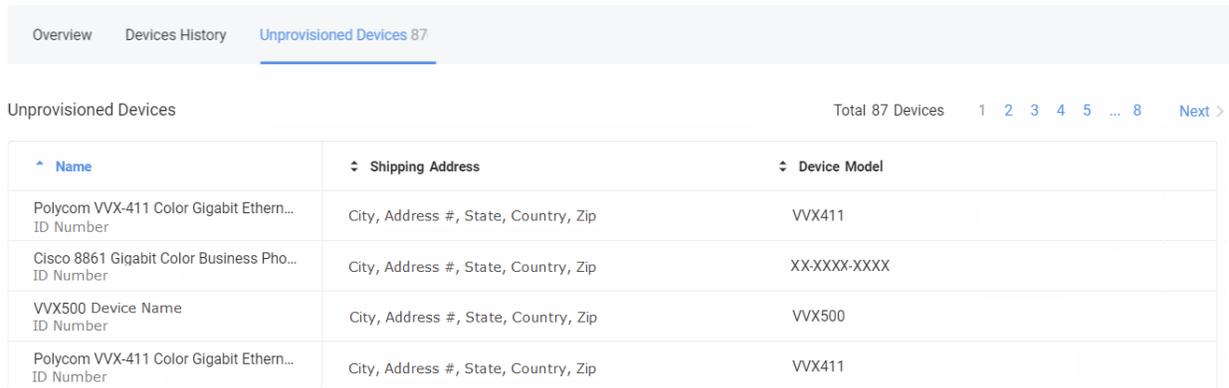
Devices that have not been provisioned can be found by clicking the **Unprovisioned Devices** tab. These are devices that were recorded in the Office@Hand system but have never been set up and have not been tied to any extension, or were unconnected at some point and were never reassigned or removed from the system.

The **Unprovisioned Devices** table lists all unprovisioned devices across all locations. To find the unprovisioned devices:

- Step 1. From the **Admin Portal**, select **Reports > Analytics Portal**.
- Step 2. In the left column, click **Phones & Devices**.
- Step 3. Click the **Unprovisioned Devices** tab.

The table that appears has three columns to identify the devices:

- Device Name and ID Number
- Shipping Address, when available
- Device Model



The screenshot shows the 'Unprovisioned Devices' page with a navigation bar containing 'Overview', 'Devices History', and 'Unprovisioned Devices 87'. Below the navigation bar, the page title 'Unprovisioned Devices' is on the left, and 'Total 87 Devices' followed by pagination links '1 2 3 4 5 ... 8 Next >' is on the right. The main content is a table with three columns: 'Name', 'Shipping Address', and 'Device Model'. The table contains four rows of device information.

Name	Shipping Address	Device Model
Polycom VVX-411 Color Gigabit Ethern... ID Number	City, Address #, State, Country, Zip	VVX411
Cisco 8861 Gigabit Color Business Pho... ID Number	City, Address #, State, Country, Zip	XX-XXXX-XXXX
VVX500 Device Name ID Number	City, Address #, State, Country, Zip	VVX500
Polycom VVX-411 Color Gigabit Ethern... ID Number	City, Address #, State, Country, Zip	VVX411

Figure 13 Unprovisioned Devices

Download Unprovisioned Devices

The Unprovisioned Devices page can be downloaded. The download file is .CSV format. It collects the information for not currently provisioned devices.

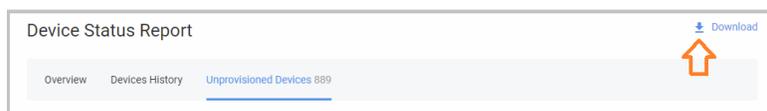


Figure 14 Unprovisioned Device download button



©2018 AT&T Intellectual Property. All rights reserved. AT&T and the Globe logo are registered trademarks of AT&T Intellectual Property. All other marks are the property of their respective owners. PDOC - 12544 v. 10.3

