



User Guide of Action URL and Active URI

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1 Introduction

Overview

Action URL is used by the phone to report the current status to the remote console. The remote console uses Active URI to control the phone to perform various operations.

Action URL and Active URI are mainly used in Computer Telephony Integration (CTI) scenarios. The phone reports its own status to the PC, and the PC controls various operations of the phone. The call center is a typical application scenario, the operator uses the CTI software on the PC to control the phone.

2 Action URL

2.1 Introduction

Each action on the phone will generate a URL, which is Action URL, such as Off-hook, On-hook, Incoming call, Outgoing call, etc. The URL can be customized by the user. When there is a certain action, the phone will send an HTTP Get request to the URL to report its own status.

2.2 Protocol Description

The HTTP URL format of Action URL is defined by the HTTP Server of the console, and the phone is only responsible for sending HTTP Get requests when the status changes. In general, the HTTP URL format of Action URL as follows.

[http://192.168.20.76/outgoing.xml?ip=\\$ip](http://192.168.20.76/outgoing.xml?ip=$ip)

- **192.168.20.76** is the IP address of the remote console.
- **outgoing** indicates the phone status, **ip=\$ip** indicates the phone's IP address.

The URL means when the phone makes an outgoing call, the remote console (with IP address 192.168.20.76) receives the phone(with IP address \$IP) status is making outgoing call.

2.3 Action URL Configuration

Log in to the phone's management page and go to **Phone -> Action URL**, enter the URL for the corresponding event. For example, for an outgoing call event, enter the URL [http://192.168.20.76/outgoing.xml?ip=\\$ip](http://192.168.20.76/outgoing.xml?ip=$ip).

When there is an outgoing call, the phone will send an HTTP Get request

GET /outgoing.xml?ip=192.168.20.134

Status Network Wireless SIP Account **Phone** Administration
 Preferences Programmable Key Line Key Dial Rule Phone Book Call Log **Action URL** Web Dial Multicast IP

Action URL **Help**

URL Config

Off-hook	<input type="text"/>
On-hook	<input type="text"/>
Outgoing Call	<input type="text"/>
Incoming Call	<input type="text"/>
Established	<input type="text"/>
Terminated	<input type="text"/>
Missed Call	<input type="text"/>
Activate DND	<input type="text"/>
De-activate DND	<input type="text"/>
Activate Always Forward	<input type="text"/>
De-activate Always Forward	<input type="text"/>
Activate Busy Forward	<input type="text"/>
De-activate Busy Forward	<input type="text"/>
Activate No Answer Forward	<input type="text"/>
De-activate No Answer Forward	<input type="text"/>
Hold	<input type="text"/>
Unhold	<input type="text"/>
Registered	<input type="text"/>
Registration Failed	<input type="text"/>
Unregistered	<input type="text"/>
Transfer Call	<input type="text"/>
Blind Transfer	<input type="text"/>
Attended Transfer	<input type="text"/>
Idle to Busy	<input type="text"/>
Busy to Idle	<input type="text"/>
Setup Completed	<input type="text"/>
IP Changed	<input type="text"/>

Action URL:
Action URL reports IP phone status to the server

2.4 Predefined Events List

Event	Description
Off-hook	When the IP phone is off hook.
On-hook	When the IP phone is on hook.
Outgoing Call	When the IP phone places a call.
Incoming Call	When the IP phone receives a call.
Established	When the IP phone establishes a call.
Terminated	When the IP phone terminates a call.
Missed Call	When the IP phone misses a call.
Activate DND	When the IP phone enables the DND mode.
De-activate DND	When the IP phone disables the DND mode.
Activate Always Forward	When the IP phone enables the Always Forward.
De-activate Always Forward	When the IP phone disables the Always Forward.

Activate Busy Forward	When the IP phone enables the Busy Forward
De-activate Busy Forward	When the IP phone disables the Busy Forward.
Activate No Answer Forward	When the IP phone enables the No Answer Forward.
De-activate No Answer Forward	When the IP phone disables the No Answer Forward
Hold	When the IP phone places a call on hold.
Unhold	When the IP phone resumes a held call.
Registered	When the IP phone successfully registers an account.
Registration Failed	When the IP phone fails to register an account.
Unregistered	When the IP phone logs out of the registered account.
Transfer Call	When the IP phone transfers a call.
Blind Transfer	When the IP phone performs the blind transfer.
Attended Transfer	When the IP phone performs the attended transfer.
Idle to Busy	When the state of the IP phone changes from idle to busy.
Busy to Idle	When the state of the IP phone changes from busy to idle.
Setup Completed	When the IP phone setup completed.
IP Changed	When the IP address of the IP phone changes.

2.5 Variable Values List

Variable Value	Description
\$mac	The MAC address of the IP phone.
\$ip	The IP address of the IP phone.
\$model	The model number of the IP phone.
\$firmware	The firmware version of the IP phone.
\$active_url	The SIP URI of the current account when the IP phone places a call, receives an incoming call or in a conversation.
\$active_user	The user part of the SIP URI for the current account when the IP phone places a call, receives an incoming call or in a conversation.
\$active_host	The host part of the SIP URI for the current account when the IP phone places a call, receives an incoming call or in a conversation.

\$local	The SIP URI of the callee (valid in outgoing calls and incoming calls).
\$remote	The SIP URI of the caller when the IP phone receives an incoming call.
\$display_local	The display name of the callee (valid in outgoing calls and incoming calls).
\$display_remote	The display name of the caller when the IP phone receives an incoming call.
\$call_id	The call-id of the active call. (Valid in incoming calls, outgoing calls, and conversations)

3 Active URI

3.1 Introduction

Active URI is the HTTP Get request initiated by the remote console, then the phone's HTTP Server parses the command and responds to the request for the console to control the phone remotely.

3.2 Variable Values List

Variable Value	Description
key=ok key=Enter	Confirm key, you can answer the phone; pick up the phone; send the number; enter the menu under standby.
key=Speaker	Turn on the Speakerphone mode.
key=F_TRANSFER	Transfer a call to another party.
key=VOLUME_UP	Increase the volume.
key=VOLUME_DOWN	Decrease the volume.
key=MUTE	Mute a call.
key=F_HOLD	Place an active call on hold.
key=X	Cancel actions, reject incoming calls or mute or un-mute calls.
key=F_CONFERENCE	Press the Conf/Conference key.
key=F1	Press the first soft key.
key=F2	Press the second soft key.
key=F3	Press the third soft key.
key=F4	Press the fourth soft key.
key=MSG	Press the MESSAGE key.
key=HEADSET	Press the HEADSET key.
key=RD	Press the Redial key.
key=UP	Press the UP navigation key.
key=DOWN	Press the DOWN navigation key.
key=LEFT	Press the LEFT navigation key.
key=RIGHT	Press the RIGHT navigation key.
key=Reboot	Reboot the phone.
key=AutoP	Detect auto provision update.
key=DNDOOn	Activate DND mode.
key=DNDOOff	Deactivate DND mode.
key=0-9	Press the keypad 0-9.
key=*	Press the keypad *.
key=POUND	Press the keypad #.

key=L1-L8	Press the Line keys.
key=D1-D10	Press the DSS key.

3.3 Protocol Description

The format of HTTP URL of Active URI is as follows.

<http://192.168.1.190/cgi-bin/ConfigManApp.com?key=OK>”

- **192.168.1.190** is the IP address of the phone.
- **/cgi-bin/ConfigManApp.com** is the Active URI, it is the fixed format of Active URI.
- **?key=OK** is the instruction type, it indicates the action to be performed by the phone. Generally, this instruction is a key event.

When using the URI function, you will be redirected to a login interface, enter the login username and password to continue, the default username and password are **admin**.

3.4 Send a Number with Active URI

The preceding Active URI instruction only supports initiating one event to the phone at a time, which is inconvenient. Active URI supports sending the number in the URI. For the following Active URI, we can replace **phoneIP** with the phone’s IP address, replace the **number=xxx** to the number that you want to dial, replace the **outgoing_uri=xxx** to the number that you used to dial.

http://phoneIP/cgi-bin/ConfigManApp.com?number=xxx&outgoing_uri=xxx

For example:

http://192.168.20.177/cgi-bin/ConfigManApp.com?number=2&outgoing_uri=3@192.168.20.22

number=2 indicates will dial number 2, **outgoing_uri=3@192.168.20.22** indicates the phone use number 3 to make the outgoing call, the PBX server’s IP address is 192.168.20.22.