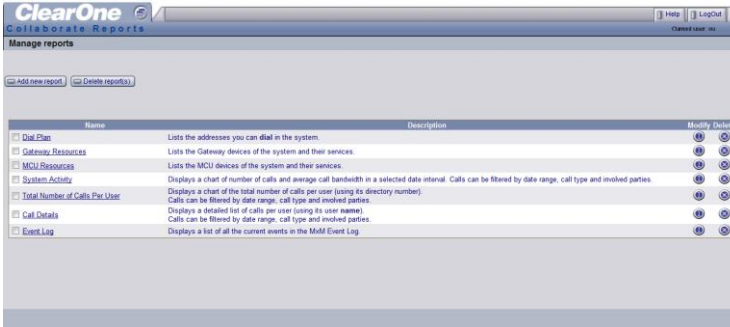


# ClearOne®

## COLLABORATE REPORTS USER GUIDE



The screenshot shows the 'ClearOne Collaborate Reports' web interface. At the top, there is a navigation bar with 'ClearOne Collaborate Reports' and 'Help' and 'Logout' buttons. Below the navigation bar, there is a 'Manage reports' section with two buttons: 'Add new report' and 'Delete report(s)'. The main content area contains a table with the following columns: Name, Description, Modify, and Delete. The table lists several reports, each with a checkbox on the left and icons for Modify and Delete on the right.

Name	Description	Modify	Delete
<input type="checkbox"/> Dial Plan	Lists the addresses you can dial in the system.		
<input type="checkbox"/> Gateway Resources	Lists the Gateway devices of the system and their services.		
<input type="checkbox"/> MCU Resources	Lists the MCU devices of the system and their services.		
<input type="checkbox"/> System Activity	Displays a chart of number of calls and average call bandwidth in a selected date interval. Calls can be filtered by date range, call type and involved parties.		
<input type="checkbox"/> Total Number of Calls Per User	Displays a chart of the total number of calls per user (using its directory number). Calls can be filtered by date range, call type and involved parties.		
<input type="checkbox"/> Call Details	Displays a detailed list of calls per user (using its user name). Calls can be filtered by date range, call type and involved parties.		
<input type="checkbox"/> Event Log	Displays a list of all the current events in the MxM Event Log.		



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## Collaborate Reports

USER GUIDE

CLEARONE DOCUMENT  
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**WARNING: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.**



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# Chapter 1: Welcome to ClearOne's Collaborate Central Reporting Option

ClearOne's Collaborate Central™ Reporting Option provides the means for collecting, displaying, sorting and printing records detailing the communication traffic throughout your videoconferencing network. The Collaborate Central records information about every successful video call established through the Collaborate Central Server.

Administrators can analyze this information in detail for departmental accounting or network planning purposes. The Reporting application contains both a report generating tool as well as numerous pre-defined reports. The pre-defined reports include:

- Call Details Report
- Dial Plan Report
- Gateway Resources Report
- System Activity Report
- MCU Resources Report
- Total Number of Calls per User Report
- Event Log Report





## Chapter 2: Login

To log in to the Reporting application

1. Verify that you have a valid license for the Reporting option.
2. Type the same **User** name and **Password** as you use for logging in to your Collaborate Central Administrator application.
3. Click **Log in** to continue.



## Chapter 3: Managing Reports

In the Report Management page, you may:

- Add a customized report to the Collaborate Central Server (see Adding Reports).
- Edit the name and description of an existing report (see Editing Reports).
- Delete reports that are not relevant to your organization's needs from the Collaborate Central Server (see Deleting Reports).
- Display any of the reports generated by the Collaborate Central (see Displaying Reports).

### ADDING REPORTS

In addition to the standard reports provided by the Reporting application, you may add customized reports to reflect the activity accounting needs of your organization.

To add a report to the Collaborate Central Server:

1. Click **Add new report**. The Add report screen appears.

The screenshot shows the 'Add report' interface in the ClearOne Collaborate Reports application. The page title is 'ClearOne Collaborate Reports' and the breadcrumb is 'Manage reports > Add report'. The form contains the following fields and controls:

- Report name:** A text input field.
- Report description:** A large text area with a scroll bar. A note below it states: 'You can use the HTML format for the description for the additional formatting'.
- Primary file to upload:** A file selection field with a 'Clear' button.
- Additional file #1:** A file selection field with a 'Clear' button.
- Additional file #2:** A file selection field with a 'Clear' button.
- Additional file #3:** A file selection field with a 'Clear' button.

At the bottom right of the page, there are 'Apply' and 'Main' buttons.


2. Enter the following information:
  - **Report name** – Name of the new report type.
  - **Report description** – Description that appears when the mouse pointer passes over the report type's name in the Reporting page's list of reports.
  - **Primary file to upload** – Enter the name of the source file of the new report's data. If necessary, browse to locate and select the file.

- **Additional file** – You can add up to 3 additional source files for this report. Enter the names of the additional source files. If necessary, browse to locate and select the files.
3. Click **Apply** to finish adding the report and to display it in your browser.

## EDITING REPORTS

If necessary, you can change the name and description of an existing report.


To edit a report's name and/or description

1. Click the **Modify Report** button  beside the report you want to modify. The Edit Report screen appears.
2. Make any required changes.
3. Click **Apply**.

## DELETING REPORTS

You can delete reports that are not relevant to your organization's needs from the Collaborate Central Server.

To delete a report from the Collaborate Central Server:

1. Click the appropriate report's **Delete Report** button .
- or

Select the report's checkbox and click **Delete report(s)**.

2. To confirm the deletion, click **OK**.

The report is deleted from the Reports list and the source data file is deleted from the Collaborate Central Server.

## DISPLAYING REPORTS

Click any report to open it in your browser. Depending on the report, you may be prompted to define specific report sorting and filter options.

### REPORT SORTING SETTINGS

After clicking a report, the Report setting page appears, enabling you to set the sorting policy of the selected report. You can set the sorting of items by three different categories. The possible categories reflect the type of information relevant to the report subject.

The screenshot shows the 'ClearOne Collaborate Reports' interface. The breadcrumb trail is 'Manage reports > Report setting Gateway Resources'. The 'Sorting' section is active, showing three sorting criteria:

Sort by:	Gateway Alias	Ascending
Then by:	Gateway Version ID	Ascending
Then by:	Gateway Vendor ID	Ascending

At the bottom right, there are 'View' and 'Main' buttons.

After setting the sorting policy, choose the order of sorting:

- **Ascending** – For example, 1 to 1000, A to Z, etc.
- **Descending** – For example, 1000 to 1, Z to A, etc.

Then, click **View** to continue opening the report.

## FILTERING REPORTS

After clicking a report, the Report setting page appears, enabling you to define the period, from earliest date to most recent date, that the report will present data.

The screenshot shows the 'ClearOne Collaborate Reports' interface. The breadcrumb trail is 'Manage reports > Report setting' for the report 'Total Number of Calls Per User'. The user is logged in as 'Current User 911'. The 'Filtering' section is active, with 'Disable date filtering' checked. The date range is set from '4-October-2012-' to '4-October-2012-'. The 'Advanced' section is also active, showing various call types and destinations that can be selected or deselected for the report.

**Filtering**

**Disable date filtering**  
Start Date/Time from  to

**Advanced**

Select types:

- Point-to-Point
- Interactive Multicast
- Neighbor Zone
- ISDN - Outgoing
- Adhoc conference
- Remote Call Initiation
- ISDN - Incoming
- Remote Initiation - ISDN

Select callers:

Name	Number
<input type="checkbox"/> 1000	1000

Select call destination:

Name	Number
<input type="checkbox"/> ADIJ	018500

To display a report covering the period from Collaborate Central installation to the present, select **Disable Date Filtering**.

To narrow the scope of a report, click **Advanced**. Select and deselect the various items that you want the report to cover. For example, you can request a report for specific callers and destinations or for certain types of calls only.

After setting the reporting period, click **View** to continue opening the report.

## Chapter 4: Call Details Report

The Call Details report displays a detailed list of calls per user. Calls can be filtered by date range, call type and involved parties.

The Call Details report displays the call details for successful calls during the specified period. The left side of the table lists all users to be charged for successful calls. Each entry includes the following information:

- **Call Type** – Type of videoconference, such as Point-to-point or Interactive Multicast.
- **Caller Number** – Directory number of the user that initiated the videoconference.
- **Dialed Address** – Address of the call's destination party.
- **Receiving Extension** – Directory number and name of the receiving party.
- **Start Date/Time** – Date and time that the videoconference was initiated.
- **Duration (minutes)** – Amount of time that the videoconference connection was open.
- **Bandwidth (Kbps)** – Data rate used during the videoconference.
- **Remote Initiation** – Details of calls that were initiated through the Collaborate Central Administrator.
  - **Initiator** – Address of the user that's listed as the initiator of the call.
  - **Call Name** – Description of the call (as listed in the Point-to-point Call Properties when the call was initiated through the Collaborate Central Administrator).
- **Cost** – The total cost of the call.

The number of calls and the average bandwidth per call by each user during the reporting period is also provided.





## Chapter 5: Dial Plan Report

The Dial Plan report lists addresses that may be dialed through the local Collaborate Central. The Dial Plan report provides the following details:

- **Node Description** – Name and type of the node as it appears in the Collaborate Central Administrator's Main View.
- **Directory Number/Alias** – The upper number is the directory number of the node. The lower number or string is the name of the node as it appears in the Collaborate Central Administrator's Main View.
- **Address Type** – The type of address, alias or ID of the corresponding number or name, such as E.164 number or H.323 ID.



## Chapter 6: Gateway Resources Report

The Gateway Resources Report lists gateways and gateway services listed in the local Collaborate Central. The Gateway Resources report provides the following details:

- **Gateway Description** – Name of the gateway as it appears in the Collaborate Central Administrator's Main View.
- **Network Address** – Address of the gateway.
- **Alias** – The gateway's alias name.
- **Alias Type** – The type of address used by the gateway for registering with the Collaborate Central.
- **Product ID** – Manufacturer's ID of the gateway product.
- **Vendor ID** – Identity of the gateway's manufacturer.
- **Version ID** – Manufacturer's version ID of the gateway product.



## Chapter 7: System Activity Report

The System Activity chart displays a graphical indication of the number of calls and average bandwidth used during the specified intervals and period. From the left side of the chart, check the average bandwidth (bps). From the right side of the chart, check the number of calls during each interval.

Below the chart, a table lists the same data numerically for each interval.



## Chapter 8: System Activity Time Interval

When you open a System Activity Report, choose the time interval for showing the amount of videoconferencing usage on the chart.

- **Day** – Videoconferencing usage during each day of the report period.
- **Week** – Videoconferencing usage during each week of the report period.
- **Month** – Videoconferencing usage during each month of the report period.

Click **View Report** to continue opening the report.





## Chapter 9: MCU Resources Report

The MCU Resources Report lists all MCUs and MCU services listed in the local Collaborate Central. The MCU Resources report provides the following details:

### MCU

- **MCU Description** – Name of the MCU as it appears in the Collaborate Central Administrator's Main View.
- **Network Address** – Address of the MCU.
- **Alias** – The MCU's alias name.
- **Alias Type** – The type of address used by the MCU for registering with the Collaborate Central.
- **Product ID** – Manufacturer's ID of the MCU product.
- **Vendor ID** – Identity of the MCU's manufacturer.
- **Version ID** – Manufacturer's version ID of the MCU product.

### MCU SERVICES

- **Service Description** – Name of each service as it appears in the Collaborate Central Administrator's Main View.
- **Directory Number** – Directory number of each available MCU service.
- **Alias** – The MCU service's alias name.
- **Alias Type** – The type of address used by the MCU for registering services with the Collaborate Central.
- **Used for Ad-hoc** – Indicates if the service may be used for expansion to ad-hoc conferences.



## Chapter 10: Total Number of Calls Per User Report

The Total Number of Calls Per User Report displays a graphical indication of the number of successful calls made by each registered Collaborate Central node during the specified period. From the left side of the chart, check the number of calls during each interval. The bottom of the chart shows the directory numbers of all registered nodes that made calls during the interval.

Below the chart, a table lists the same data numerically for each user.



## Chapter 11: Event Log Report

The ClearOne Event Log Report displays information about system events and operating conditions. The report provides the following details:

- **Application Type** – The type of node or group in which the event occurred.
- **IP Address** – The IP address of the node or group shown in the Application Type column.
- **Name** – The system's user name.
- **Severity** – Classification of the type of event that occurred. The severity can be used to determine the level of attention required from the system administrator.
- **Date/Time** – The date/time in which the event occurred.
- **Code** – Indication of the type of error or event.
- **Details** – Description of the event.