

User Guide

Optima Service Panel

March 2018

Version : 5.5.3

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Greetings!!! Welcome to the Optima Saver service Panel v5.5.3, the most advanced & dynamic panel ever built!!!

We would like to Introduce you with many new and interactive features those have been introduced to Optima Saver service Panel v5.5.3 supported by the most advanced Optima OS - Optima Saver 5.5.3 Edge puppy which is the minimum requirement for the new features. We will describe the latest features & interface one after another:

1. Home:

Optima Saver service Panel v5.5.3 got an Informative home page. Here you may see the required information at a glance. Figure 1 is showing the home page as:

1. Server Time is shown with date and time.
2. Server info: Server ip, **Call limit** (Our previous drawback was our system can handle 128 ports/call limit, now there is no limitation), **Server Uptime**(each day you must restart the server from utility at your convenient time or you can do it by scheduler, read page no 21)
3. Current calls: Total, Active, Ringing.
4. Today's Statistics: **ASR**, **ACD** , Duration.
5. Active Clients: Up(green)>client pc is ip , Down (red+pending)>client pc is down, Down(red)>communication between server and client pc is being interrupted e.g. by ISP net blocking.
6. Optima Saver service Panel V5.5.3.

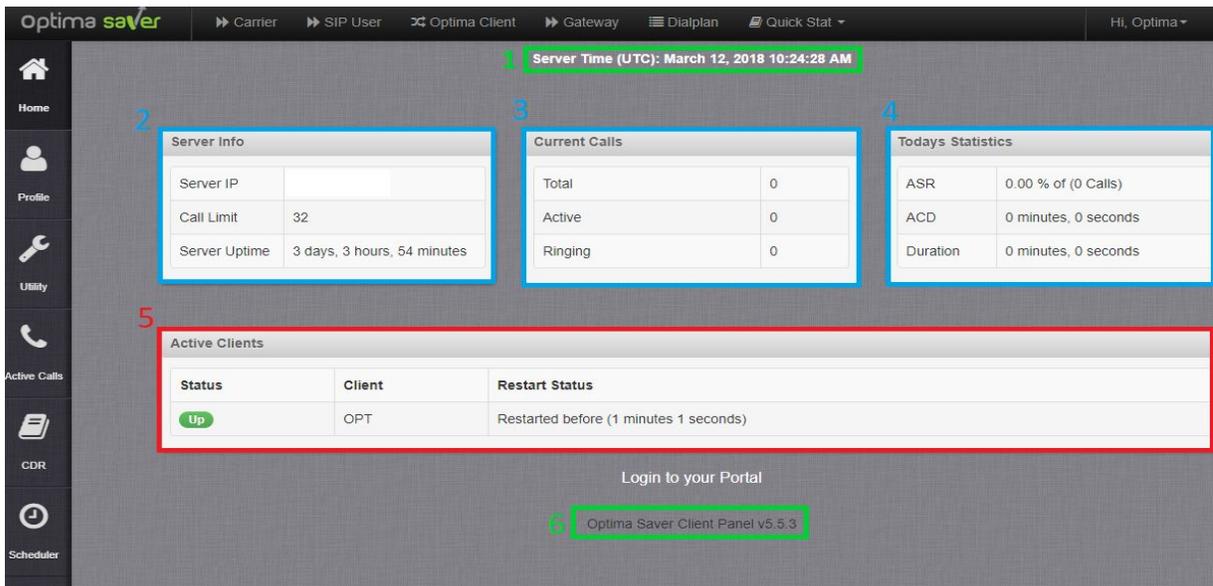


Figure-1 (Home Page)

you may also view quick stats for last 3 hours / last day / last 7 days from our panel too easily.

shown(Fig-1a) below:

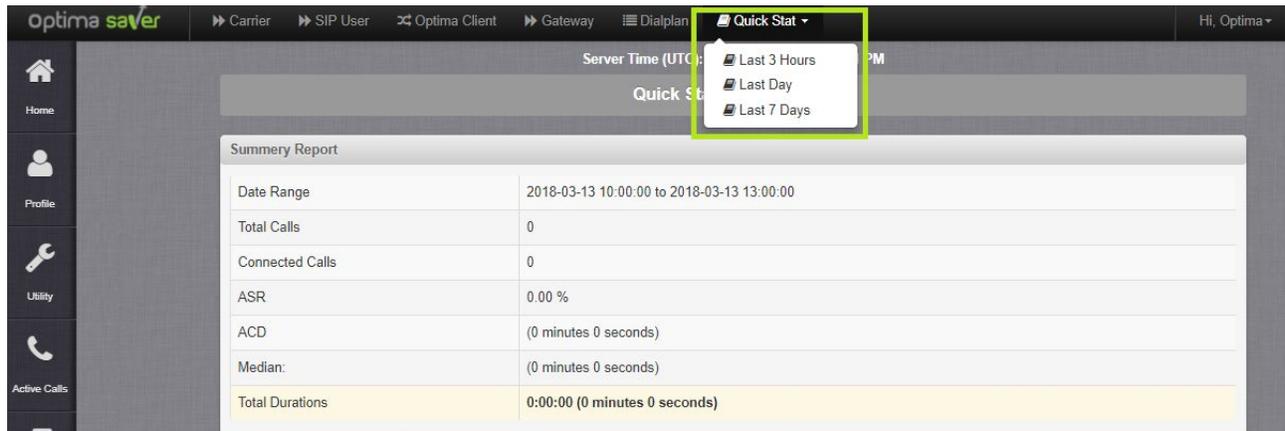


Figure-1a (Home Page)

2. Carrier:

In this segment carrier information can be added as usual but the interesting part is, now you may also define & control the codecs as well as provide CDR panel web access only to your carrier for CDR checking from Optima Saver service Panel v5.5.3. These awesome features will provide you more control over the codecs which you may want to receive from your carrier end as well as will give transparency to your carrier side with your CDR access.

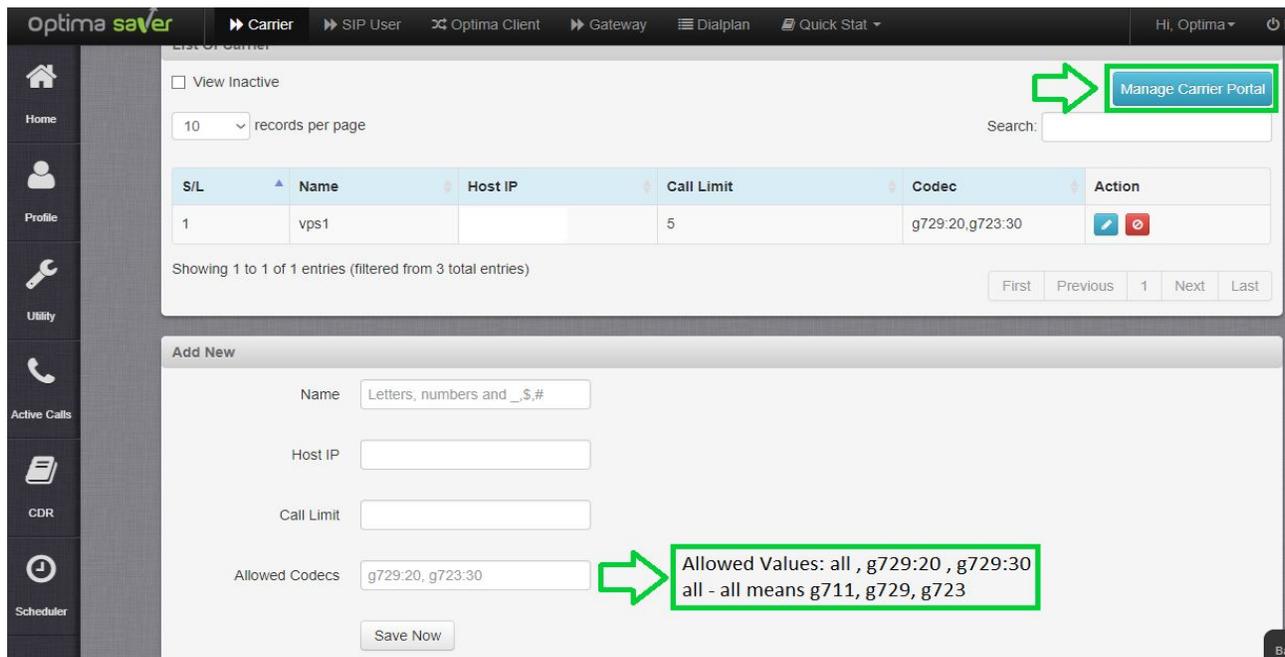


Figure-2 (Carrier Page with Allowed Codec option & Manage Carrier CDR only web access)

we will explain how you may do it, in following section:

Here, in Fig 2 we can see the option Allowed [Codecs](#).

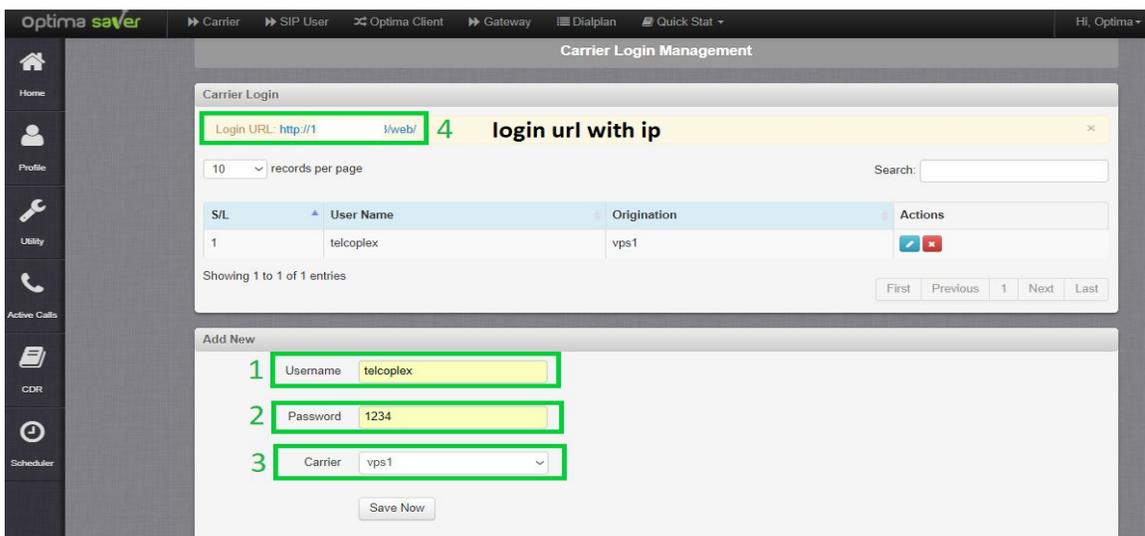
- Here, by default g729:20 & g723:30 codecs are allowed. g729 is the codec here and 20 is the payload. shown in fig 2
- If you want to allow g711 codecs then we may do it by typing “all” in the allowed codecs box, so that all codecs will be enabled e.g: g711a , g711u, g729 , g723 , shown in fig 3.
- You can change the payload if required. like g729:40 and g723:60, shown in fig 4.

Codec Payload Size

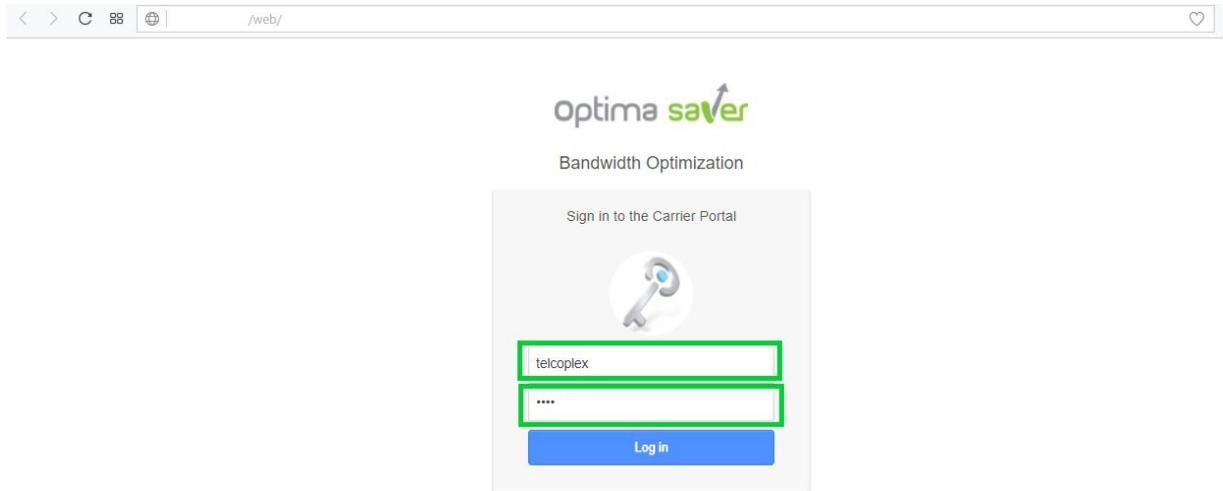
Codec	Payload Sizes (ms) default in bold	Profile Used	Payload Type	Base Rate (ms)
G.711 u-Law	10, 20 , 30	4,5,7	0x00	5
G.711 A-law	10, 20 , 30	4,5,7	0x08	5
G.723 53k	30 , 60, 90	5,7	0x04	30
G.729 A/B	10, 20 , 30, 40, 50, 60	5,7	0x12	10

Table-1 (Details about Codec payload format)

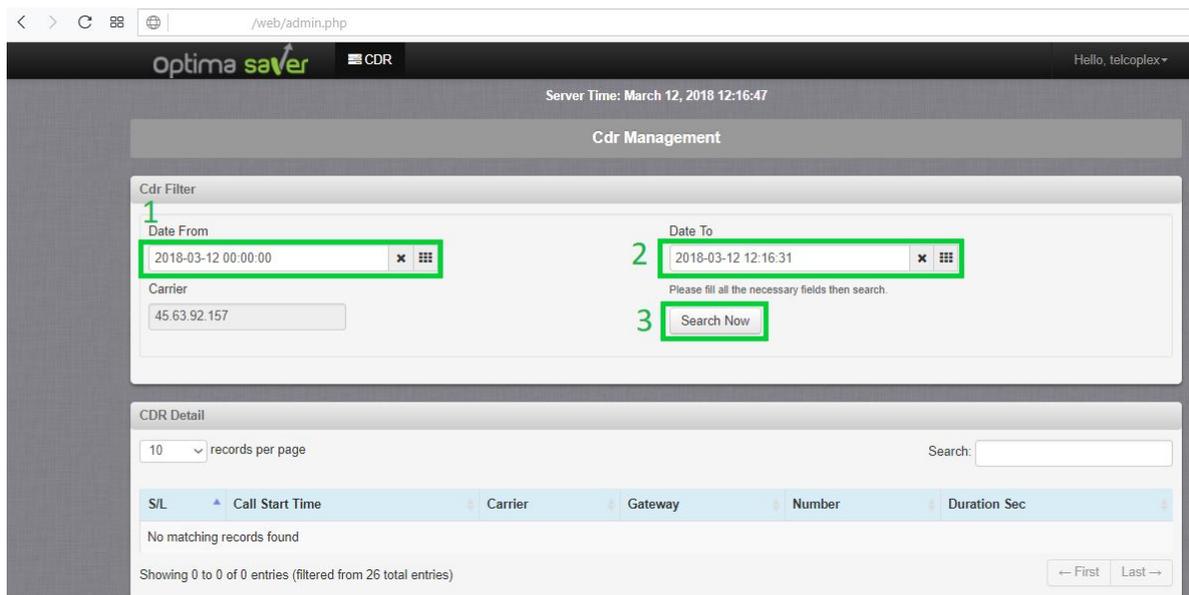
Manage Carrier option will provide the web access of CDR only for carriers. First, Need to create a username, password and assign specific carrier name.



second, provide the login url, username and password to your carrier to access the CDR only.



Third, above page will show with the login url, need to enter username and password to access it.

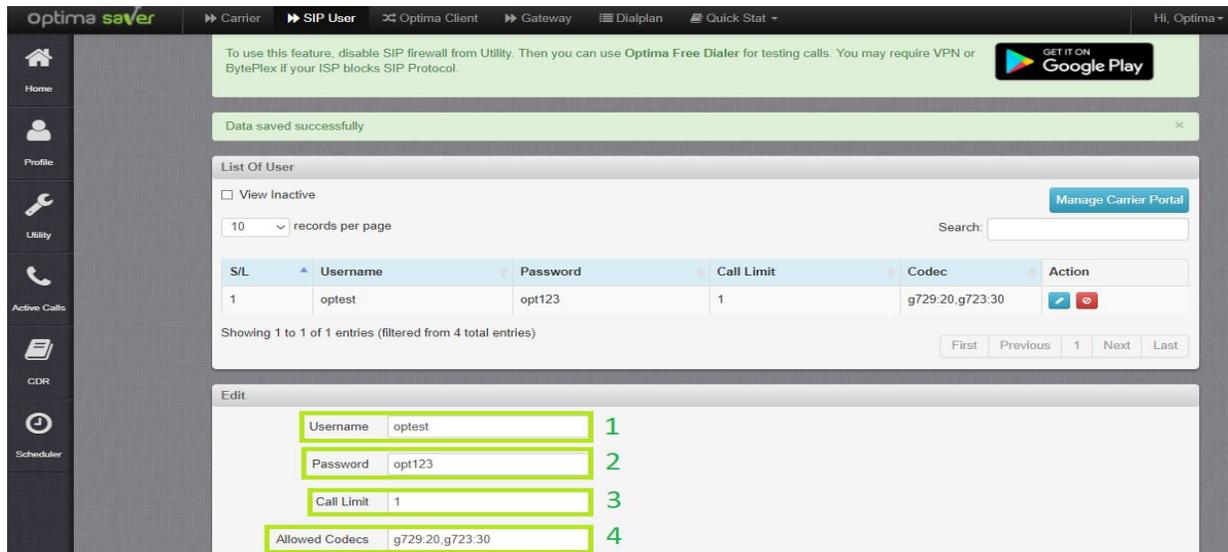


Fourth, now your carrier may select date range and click on search to check the CDR.

3. Sip User Now you may create sip users directly from our Optima and test calls through any mobile sip dialer. Steps for creating sip users are:

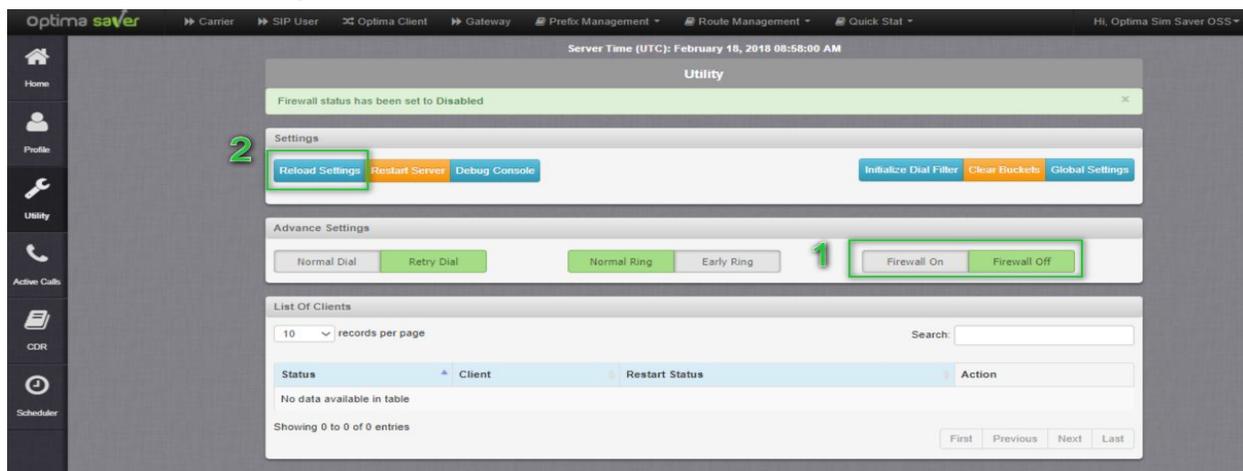
1. Assign a username.
2. Assign a password
3. Assign Call Limit.
4. Assign Codec.

***To use this feature, disable SIP firewall from Utility. Then you can use **Optima Free Dialer** for testing calls. You may require VPN or BytePlex if your ISP blocks SIP Protocol.



Now will explain steps for making calls:

1. From Utility , disable firewall.
2. Reload All Settings.



3. Now download the android application **Optima Free Dialer** from google play store , Open Optima free dialer, go to settings and provide info like below to test calls:





4. When Dialer got registered , then you may test call according to your dial plan in the panel. You may require VPN or BytePlex if your ISP blocks SIP Protocol.

3. Optima Client:

In Optima Saver service Panel v5.5.3, Optima Client section.

Clients may add the [MAC Address](#) of the optima client pc along with other related info, which is a mandatory part as well as can enable tunnels on their own if there is any sorts of protocol/ port blocking with the internet they use, e.g.:

→ SX , TX(new port added 5967), UX

TX tunnel got multiple range of ports except for SX and UX only.

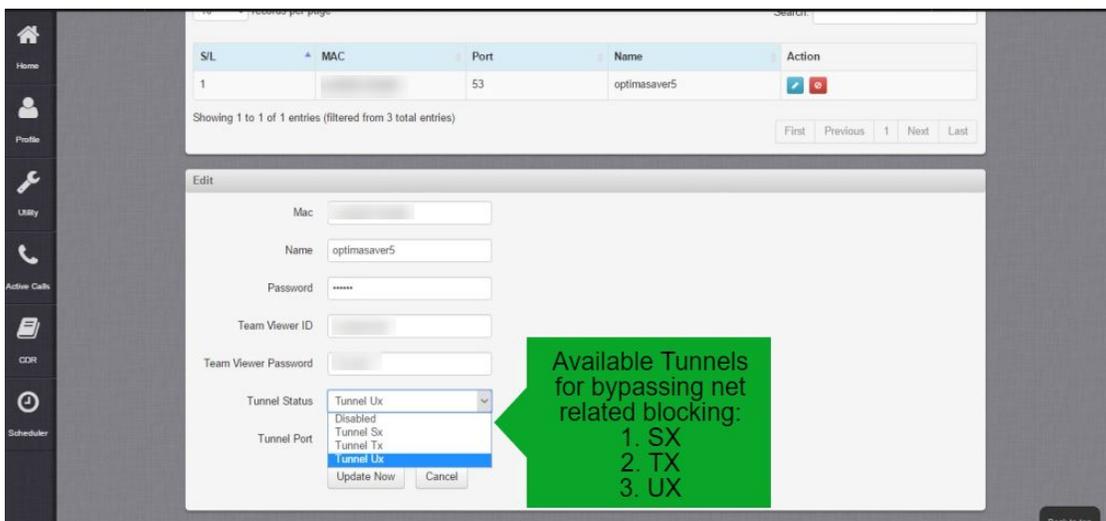
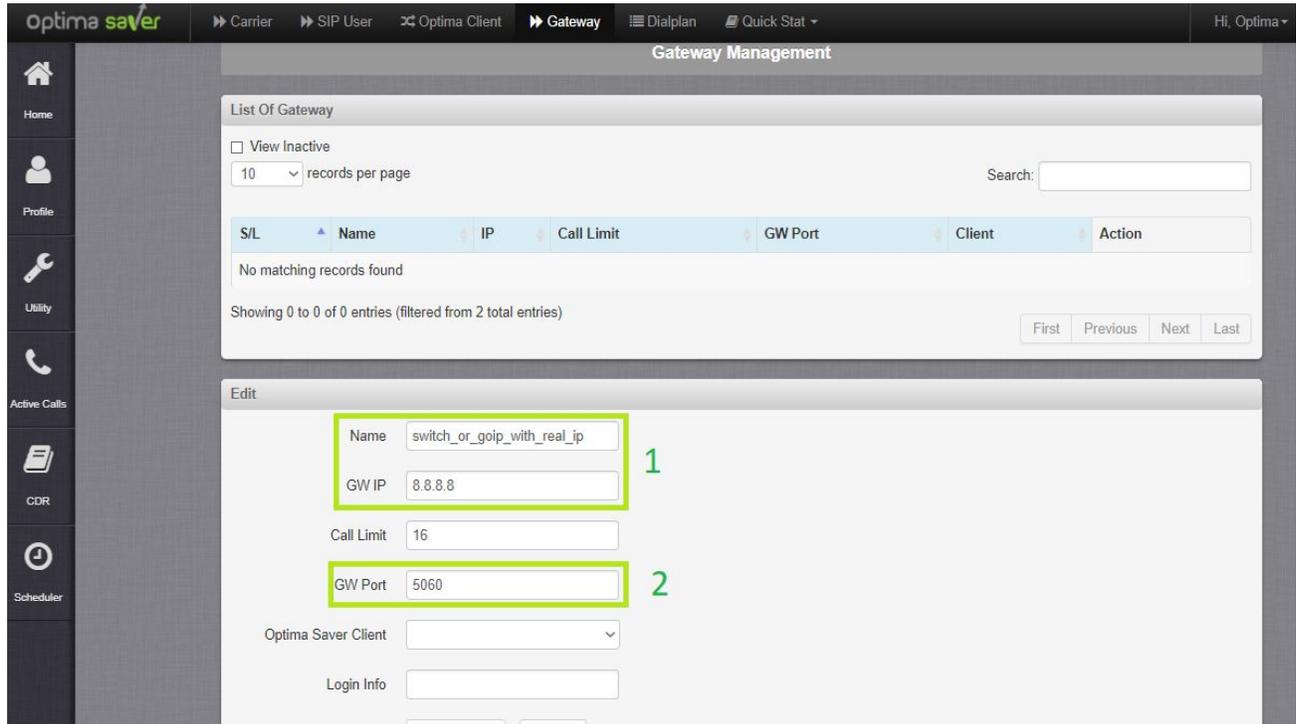


Figure-5 (Optima client page showing available Tunnels)

5. Gateway:

In Optima Saver service Panel v5.5.3 gateway section, we have introduced some important and unique features. e.g:

- **Real IP as Gateway IP** can be set now in optima service pane v5.5.3. You may send calls directly to any real/ public ip of switch/ server or Gateway IP(1) with any specific GW port(2) from now onwards.



- **Gateway wise specific call limit set** is an important feature, which was not functional before, but now it's on. That means, the calls will hit the gateway(s) according to the call limit exactly, e.g. if you set call limit as 9, then only 9 calls will hit the specific gateway. (shown in Fig 6)
- **Gateway Browsing** is the unique feature has been added called, with the icon in the action section. (shown from Fig 7 to Fig 12)

N.B. Gateway browsing will not work for Real/ Public IP. Optima Edge 5.00 operating system

is required for Gateway Browsing Feature at least.

From now onwards, you may browse your gateway from here which ips are added in gateway section. Once it is enabled (it may need up to one minute) it will be disabled by system after 30 minutes for your security. you may again enable it when you will need it.

ATTENTION: if you want to enable this feature you must have to set strong password in the gateway access password section, e.g: (user: admin, pass: 1@Admin1). There is a box named Login Info, there you can save the gateway access info for the gateway.(fig 6)

Benefit: when teamviewer is blocked by ISP, then Gateway Browsing option will be so much effective. you may save Login info of your gateway access username and pass for gateway browsing.
Splendid! isn't it.

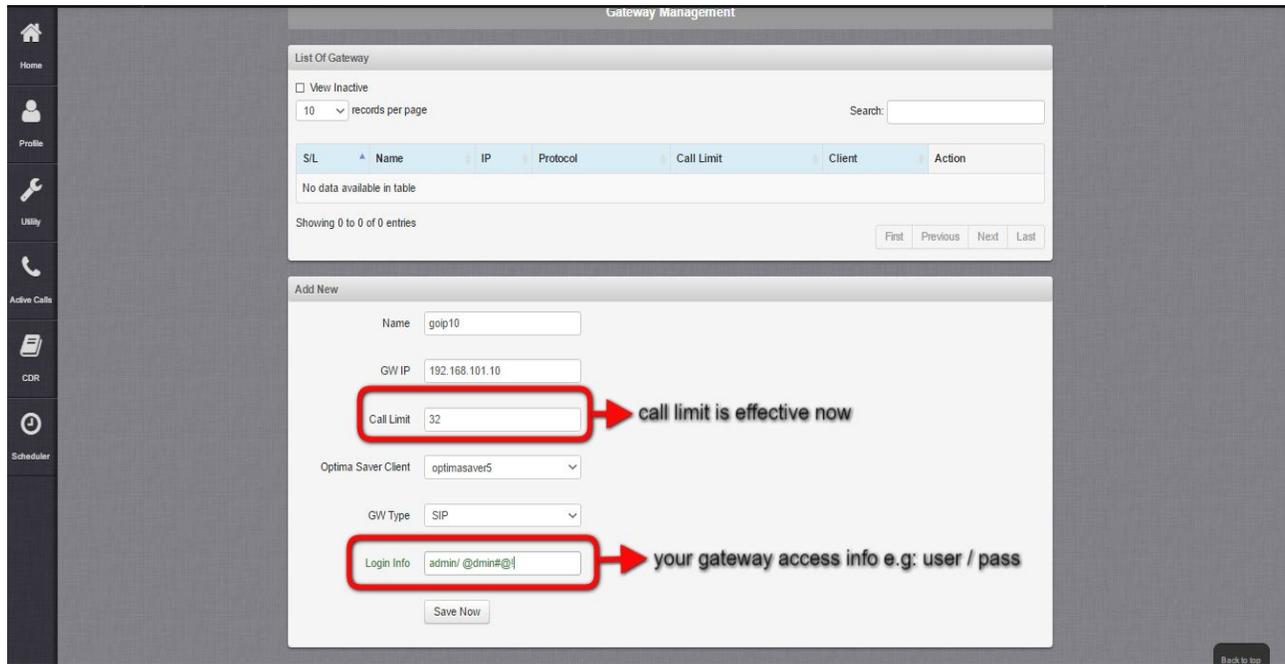


Figure-6 (Call limit is now functional)

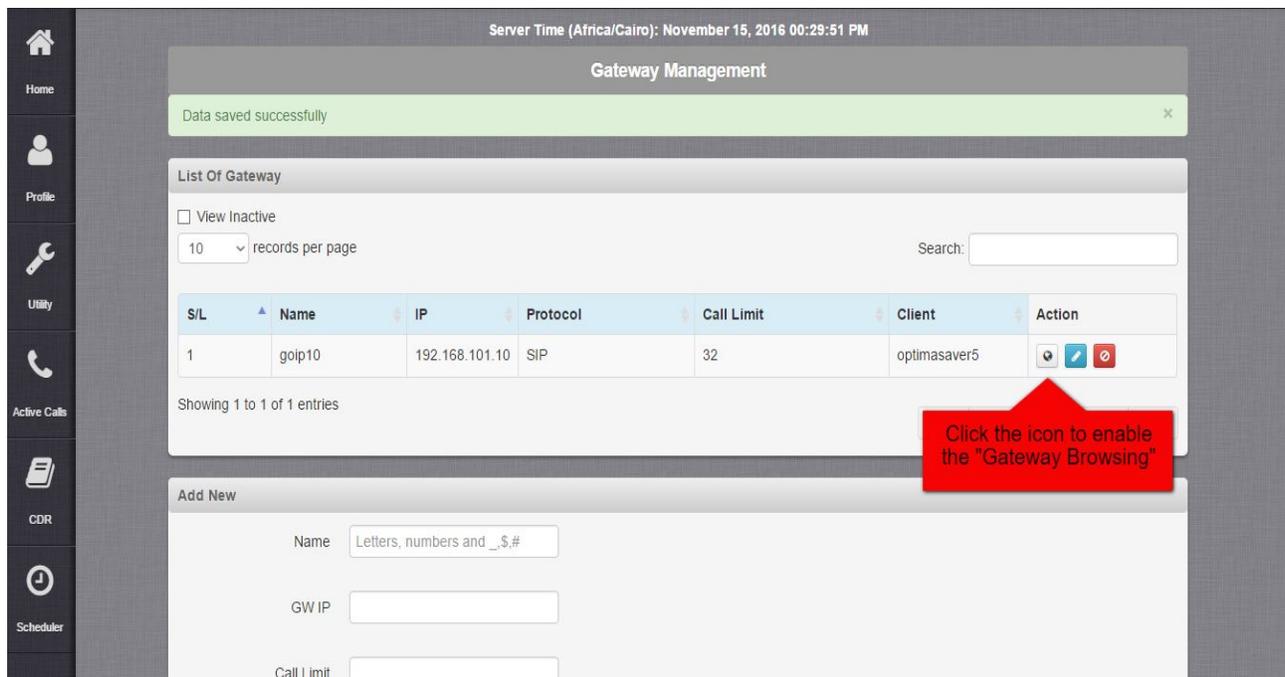


Figure-7 (Gateway Browsing Enable/ Disable Icon)

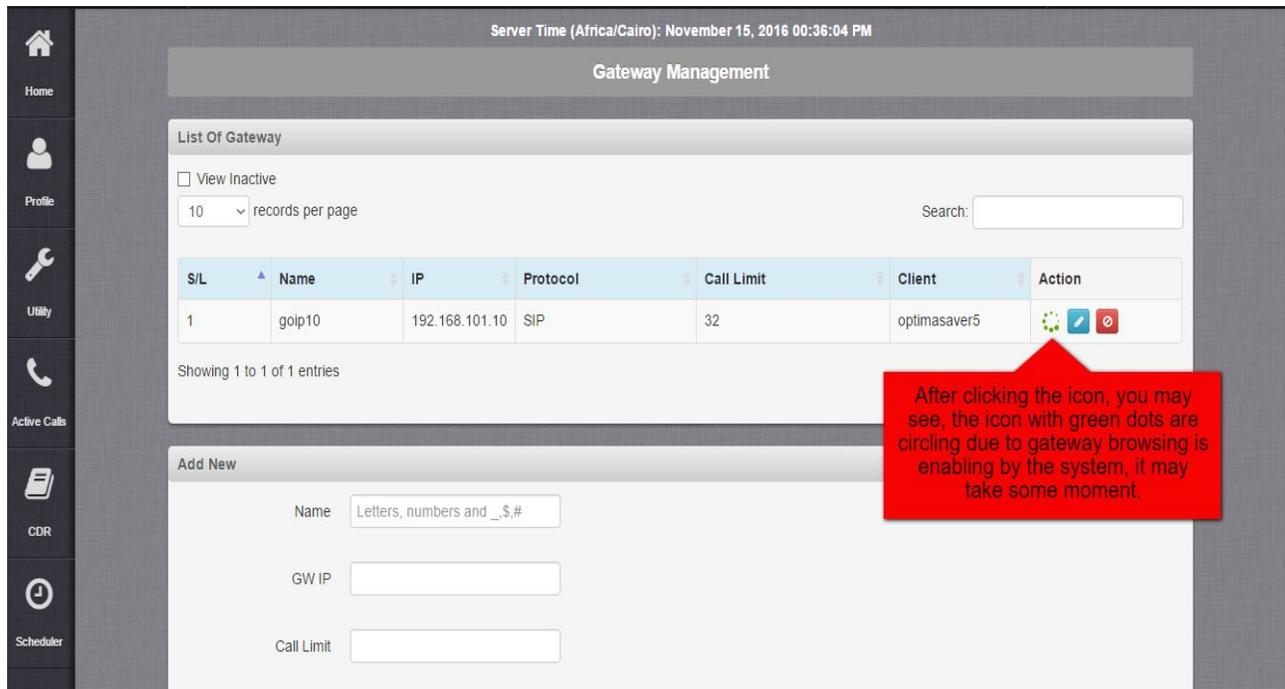


Figure-8 (After clicking the icon, gateway browsing is enabling)

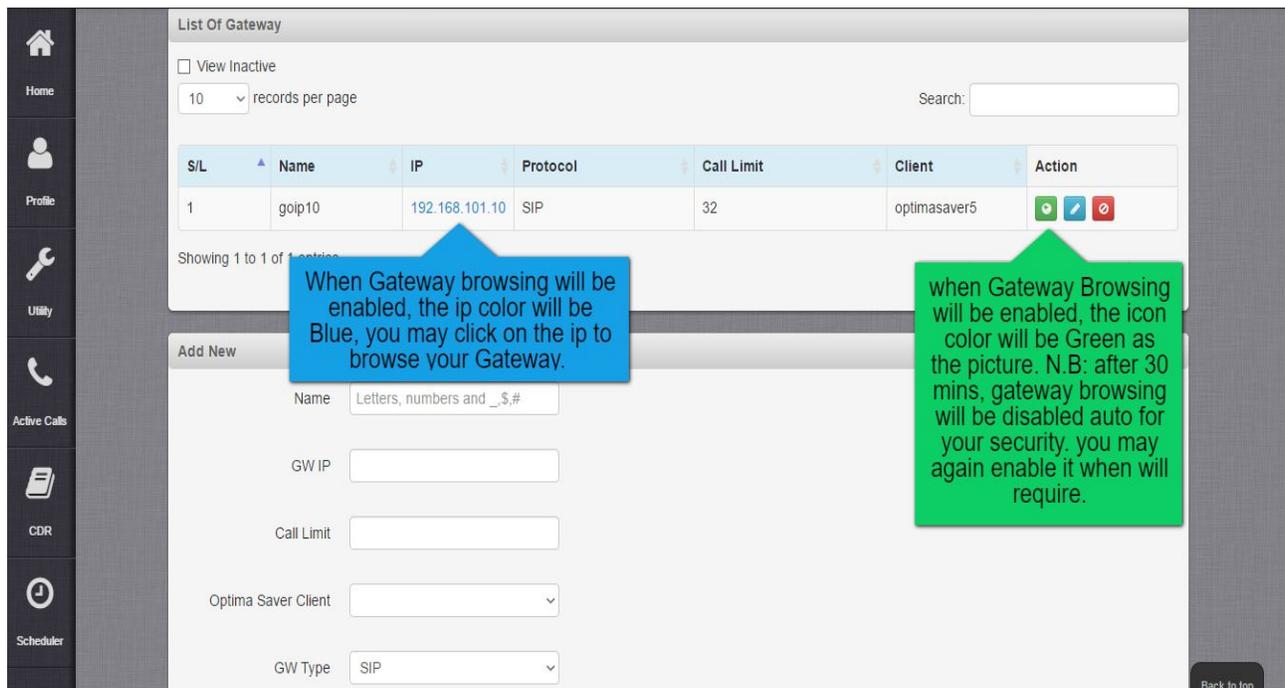


Figure-9 (Now Gateway Browsing in on, click on the Gateway IP)

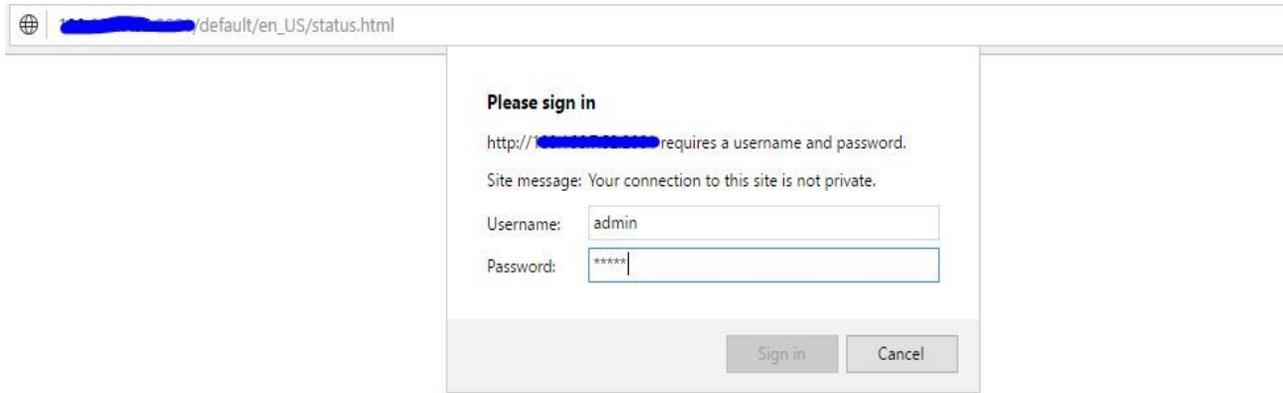


Figure-10 (After Clicking Gateway IP, gateway admin panel will open)

CH	Line	M	SIM	GSM	VOIP	Status	SMS	ACD(S)	ASR(%)	Duration(S)	Count	CDR Start	RSSI	Carrier	BST ID	Idle	Remain	SMS Remain	Reset
<input type="checkbox"/>	1	Y	N	N	N	IDLE	0	0	0	0	0	1970-01-01 08:00:55	99			342	475	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	2	Y	Y	Y	Y	CONNECTED:0	376	28	10528	28/100		1970-01-01 17:55:39	31	vodafone EG		0	305	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	3	Y	Y	Y	Y	CONNECTED:01	73	27	5329	73/270		1970-01-01 17:55:39	29	vodafone EG		0	60	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	4	Y	Y	Y	Y	CONNECTED:0	89	29	7476	84/290		1970-01-01 17:55:39	31	vodafone EG		0	60	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	5	Y	Y	Y	N	IDLE	0	25	0	40/160		1970-01-01 17:55:39	30	vodafone EG		342	182	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	6	Y	Y	Y	N	IDLE	0	24	0	39/163		1970-01-01 17:55:39	26	vodafone EG		342	167	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	7	Y	Y	Y	N	IDLE	0	24	0	48/200		1970-01-01 17:55:39	26	vodafone EG		342	182	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	8	Y	Y	Y	N	IDLE	2	25	102	51/204		1970-01-01 17:55:39	31	vodafone EG		213	175	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	9	Y	Y	Y	N	IDLE	0	18	0	36/200		1970-01-01 17:55:39	31	vodafone EG		342	168	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	10	Y	Y	Y	N	IDLE	4	26	192	48/185		1970-01-01 17:55:39	31	vodafone EG		214	172	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	11	Y	Y	Y	Y	CONNECTED:0	146	24	6716	46/192		1970-01-01 17:55:39	31	vodafone EG		0	198	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	12	Y	Y	Y	N	IDLE	0	22	0	40/182		1970-01-01 17:55:39	29	vodafone EG		342	162	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	13	Y	Y	Y	Y	CONNECTED:0	63	25	4410	70/280		1970-01-01 17:55:39	24	vodafone EG		0	76	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	14	Y	Y	N	N	IDLE	246	24	7380	30/125		1970-01-01 17:55:39	26			342	347	NO LIMIT	Remain SMS ACD&ASR
<input type="checkbox"/>	15	Y	Y	Y	N	IDLE	0	31	0	63/203		1970-01-01 17:55:39	26	vodafone EG		342	125	NO LIMIT	Remain SMS ACD&ASR

Figure-11 (After providing user and pass, gateway page is open in your browser)

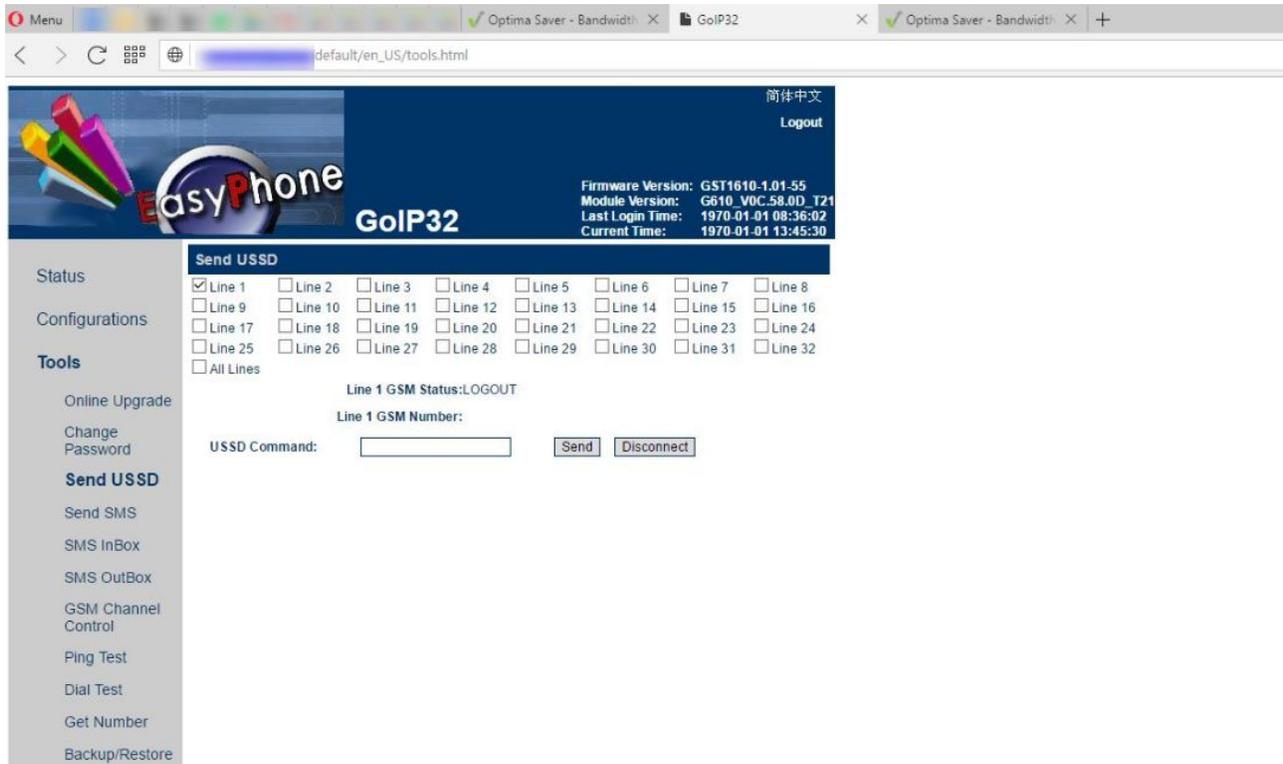


Figure-12 (Browse to any page as per your requirement, e.g: “Send USSD” page)

6. Dialplan

In Optima Saver service Panel v5.5.3 dial plan segment, we have made some practically useful changes. like:

1. Prefix Manipulation:

- a. you may use null value as mod prefix for some countries trunk prefix is null like 967 (yemen cellular), here truck prefix is not 0, now you may keep the mod prefix blank, it means prefix will be fully stripped as shown in fig 13.
 - b. from now, you may use special characters, like `_`, `#`, `$`, `*` and `+` in the prefix and mod prefix field. e.g: for some package sim dialing options with special characters, like `92> *123#0`, you may use it, depends upon bundle offer from your operator.
2. **Priority** - Here the priority works just like any other switch. Calls will jump to next priority in ascending order. e.g: priority 0 means, calls will hit that termination first, priority 1 means, calls will hit the termination if any call fails/ rejected from priority 0 termination and same rule will apply priority wise for priority no 2, 3, 4 etc.
 3. **Allowed Length** - is a very effective feature which will allow, to pass the calls with the exact length of the number digits provided here. e.g:

- a. suppose calls will come with 008801212033220, this number have 15 digit. SO allowed length will be 15. No calls will pass less than or more than 15 digits.

Allowed Length option, will prevent the unwanted junk calls with wrong number format.

optima saver Carrier SIP User Optima Client Gateway Dialplan Quick Stat Hi, Optima

List Of Dialplan

10 records per page Search:

S/L	Prefix	Mod. Prefix	Allowed Length	Termination	Priority	Action
1	967		12	goip10	0	
2	00880	0	15	goip11	1	
3	9230	*123*030	12	goip12	2	

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

Edit

Incoming Prefix: 00880

Outgoing Prefix: 0

3 Allowed Length: 15

Gateway: goip11

Priority: 1

Update Now Cancel

Figure-13 (Dial Plan)

Profile

Profile segment is an important area of Optima Saver service Panel v5.5.3. The most important thing is your password here. Always use a strong password and change it every week for your own security. you may also input here your name, user login address, email and timezone as per your requirement.

Server Time (Africa/Cairo): November 17, 2016 00:02:57 PM

Server Management

List of Server

10 records per page Search:

S/L	Name	Login Id	Timezone	IP	Action
1	optimatest	optimatest	Africa/Cairo	107.6.184.244	

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Edit

Your Name: optimatest

User Login: optimatest

Password: [masked]

Address: NA

Cell/Phone: NA

Email: NA

IP: 107.6.184.244

Timezone: Africa/Cairo

Please match the requested format. Must be at least 6 to 12 characters with at least 1 normal character, 1 digit and 1 special character among !@#%_

N.B: Will need a strong password for your better security

All Timezones are synced, when you change here only, also a standard range of time zones have been added in the list.

Figure-14 (Profile)

8. Utility

In Optima Saver service Panel v5.5.3 utility segment, we have introduced some new technical features in the advanced settings section, Fig:15-16, like:

- Normal Dial / Retry Dial.
- Normal Ring/ Early Ring.
- Firewall on/ Firewall Off.

also added some new features like:

- Debug Console.
- Ping Response.

we will explain the features below:

- **Normal Dial / Retry Dial:** Normal Dial will ring the call once then drop, whereas with retry dial, calls will dial the 2nd time if first attempt failed. With retry dial option on, ASR may increase a bit as well as Failed Calls may reduce if there are many with Normal Dial. Fig 15
Default Settings: Normal Dial.
- **Normal Ring/ Early Ring :** If early ring is enable, asterisk will send immediate 183 session with a ringback tone to caller, before calle get the call, it may lower the **PDD**, whereas normal ring sends the ringback tone when the call reaches to the callee. Fig 15
Default Settings: Normal Ring.
- **Firewall on/ Firewall Off:** with firewall on no calls will hit without the IP listed in the carrier section, with firewall off calls may hit from other ips but will not succeed to pass the server. with this option on we may see from which ips calls are coming from debug console sections if required. Fig 15
Default Settings: Firewall on.
- **Debug Console:** From here we may see the switch end codec and from which ip's, calls are hitting our server from, Sip debug console fig 17, channel debug console, fig: 18.
- **Ping Response:** Now you may see the ping **Latency** from optima server to optima client pc end in the utility page. Standard ping time time response in below 300, if it exceeds 300, then we can suspect that there might be any issue with the connectivity like net monitoring, protocol blocking or **packet-loss** etc. Fig 19

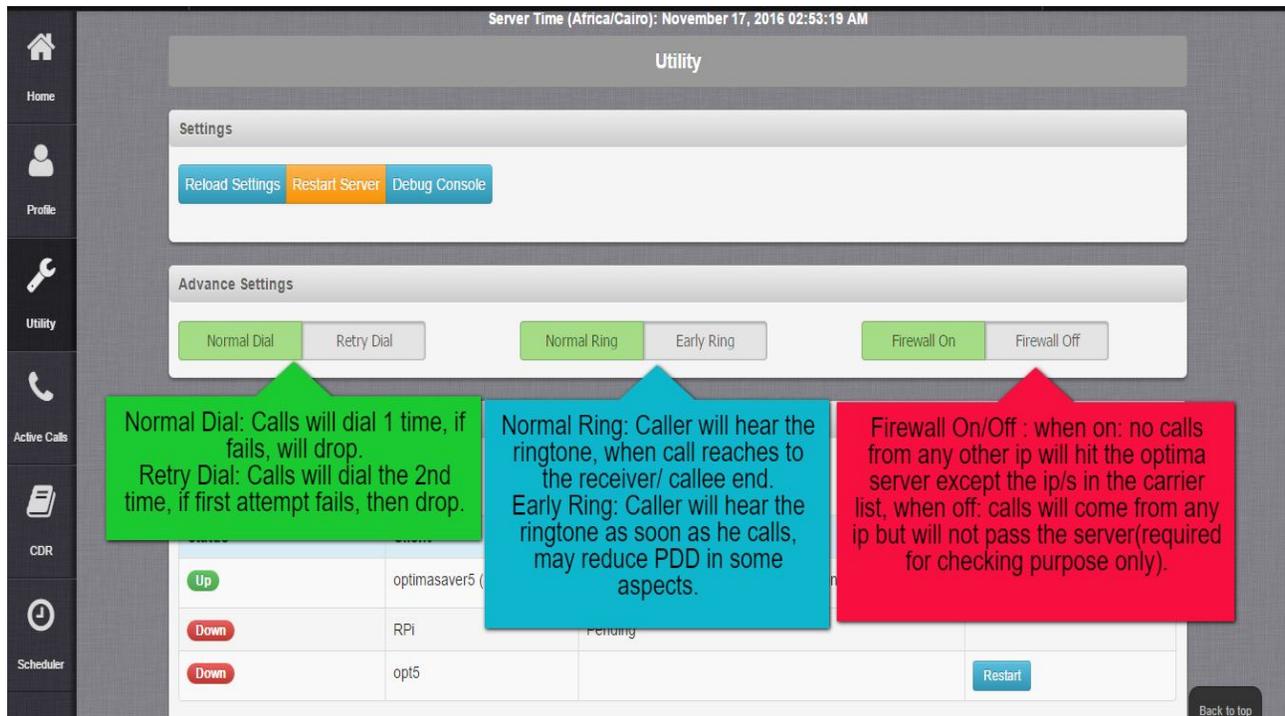


Figure-15 (Advanced Settings)

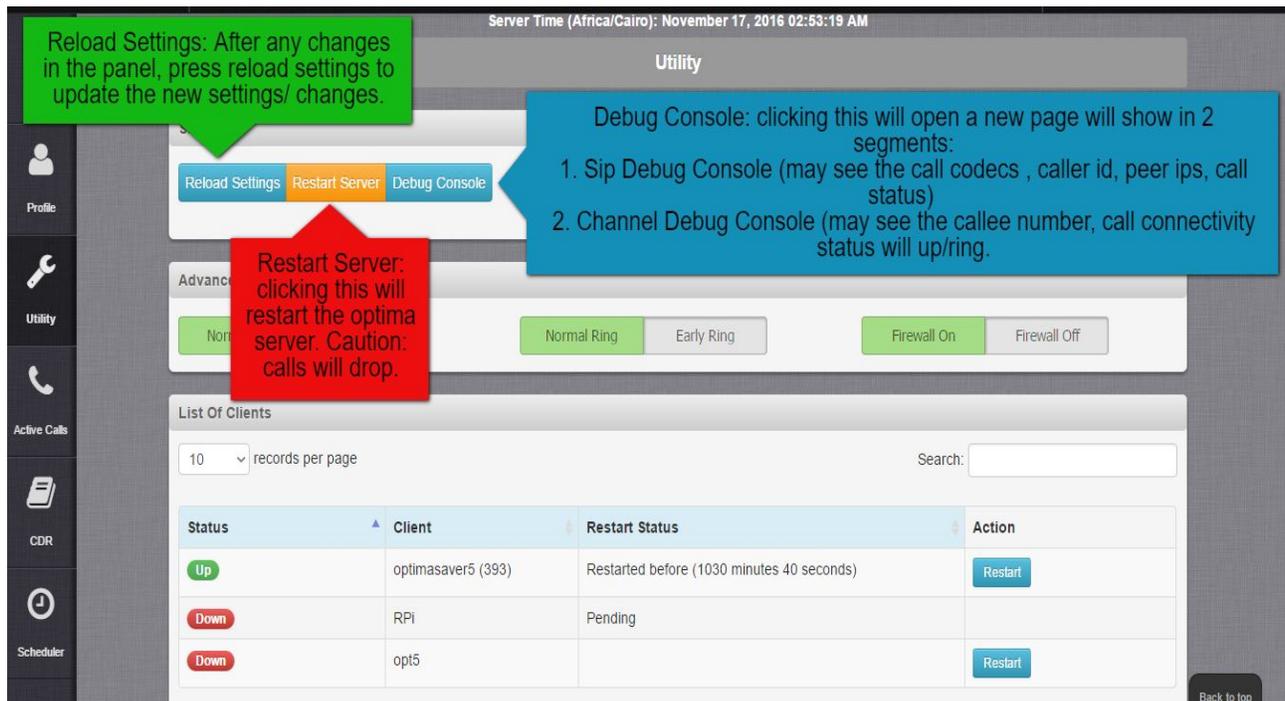


Figure-16 (Settings)

Debug Console(Sip Debug):

Utility : Debug Console

SIP Debug Console Refresh

Peer	User/ANR	Call ID	Format	Hold	Last Message	Expiry	Peer
174.1	8641	28f48ee363616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	557	171c1f7d63616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	9771	5d9ad4f663616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	1544	73c3f34a63616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	7674	4e480ce963616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	11157873	21451049-368800	0x100 (g729)	No	Rx: ACK		carrier
174.1	49	06ac31b663616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	3933371868	21425547-368800	0x100 (g729)	No	Rx: ACK		carrier
174.1	8094	34bd55f63616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	52420	Dhxnjs69gR@72.2	0x100 (g729)	No	Rx: ACK		carrier
174.1	283	behgegiakothcc9	0x100 (g729)	No	Rx: ACK		carrier
174.1	14181	77e02d8363616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	61	5ac9cb763616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	845211	17ab0f9163616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	87	2d7871e963616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	162	04be486e63616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	6971	5009e4fc63616c6	0x100 (g729)	No	Rx: ACK		carrier
174.1	4	75917ea463616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	8	67416e1863616c6	0x100 (g729)	No	Rx: INVITE		carrier
174.1	238	377087ff63616c6	0x0 (nothing)	No	Rx: INVITE		carrier
174.1	26	17734e8963616c6	0x0 (nothing)	No	Rx: BYE		carrier
174.1	117	1kk17a2463616c6	0x100 (g729)	No	Rx: INVITE		carrier

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Figure-17 (SIP Debug Console, check codec & carrier ip here)

Debug (Channel Debug) :

CHANNEL Debug Console Refresh

SIP/carrier-000088f3	4484@defau Up	Dial(IAX2/	2#01021684
SIP/carrier-00008a7a	8133@defau Up	Dial(IAX2/	2#01011908
SIP/carrier-00008a7b	4978@defau Up	Dial(IAX2/	1#01016054
SIP/carrier-00008a7f	8620@defau Up	Dial(IAX2/	1#01004428
SIP/carrier-00008a51	4209@defau Up	Dial(IAX2/	1#01017234
SIP/carrier-00008a24	7548@defau Up	Dial(IAX2/	1#01060517
SIP/carrier-00008a1f	3871@defau Up	Dial(IAX2/	1#01020223
SIP/carrier-00008a34	8743@defau Up	Dial(IAX2/	2#01028768
SIP/carrier-00008a36	1192@defau Up	Dial(IAX2/	1#01006981
SIP/carrier-00008a32	1900@defau Up	Dial(IAX2/	2#01005691
SIP/carrier-00008a6	4506@defau Ring	Dial(IAX2/	2#01066554
SIP/carrier-00008a2d	8343@defau Up	Dial(IAX2/	2#01010208
SIP/carrier-00008aa4	5371@defau Ring	Dial(IAX2/	2#01090605
SIP/carrier-00008aa5	5012@defau Ring	Dial(IAX2/	2#01016635
SIP/carrier-00008aa3	1501@defau Ring	Dial(IAX2/	2#01007601
SIP/carrier-00008aa1	0887@defau Ring	Dial(IAX2/	1#01002810
SIP/carrier-00008a8c	9919@defau Up	Dial(IAX2/	2#01062839
SIP/carrier-00008a9f	1555@defau Ring	Dial(IAX2/	2#01064991
SIP/carrier-00008a9d	5068@defau Up	Dial(IAX2/	2#01065105
SIP/carrier-00008a9e	9148@defau Ring	Dial(IAX2/	1#01011259
SIP/carrier-00008a9b	7352@defau Ring	Dial(IAX2/	2#01023867
SIP/carrier-00008a9c	9051@defau Up	Dial(IAX2/	2#01065659
SIP/carrier-00008a88	8137@defau Up	Dial(IAX2/	1#01068268
SIP/carrier-00008a99	5452@defau Up	Dial(IAX2/	2#01013775
SIP/carrier-00008a9	5442@defau Up	Dial(IAX2/	2#01060005

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Figure-18 (Channel Debug Console, check gw & call status here)

Server Time (Africa/Cairo): November 17, 2016 02:53:19 AM

Utility

Settings

Reload Settings Restart Server Debug Console

Advance Settings

Normal Dial Retry Dial Normal Ring Early Ring Firewall On Firewall Off

List Of Clients

Up(Green) indicates > Optima Client pc is up, server to client communication is ok

Up(Green) + Pending indicates > optima client pc mac address duplicate issue (not shown)

Status	Client	Restart Status	Action
Up	optimasaver5 (393)	Restarted before (1030 minutes 40 seconds)	Restart
Down	RPI	Pending	Restart

This is the ping response time Between sever and client. Recommended value below 400

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Figure-19 (list of clients)

Server Time (Africa/Cairo): December 06, 2016 07:00:07 AM

Utility

Server Restarted Successfully...

Settings

Reload Settings Restart Server Debug Console

Advance Settings

Normal Dial Retry Dial Normal Ring Early Ring Firewall On Firewall Off

if Optima up(green)+ pending is shown here for more than 3/4 mins after you restart the client from action button, then it means, there must be a duplicate mac entry of same mac with any other ip with the system

Status	Client	Restart Status	Action
Up	RPI (368)	Pending	

Figure -19a (if mac duplicate in the system)

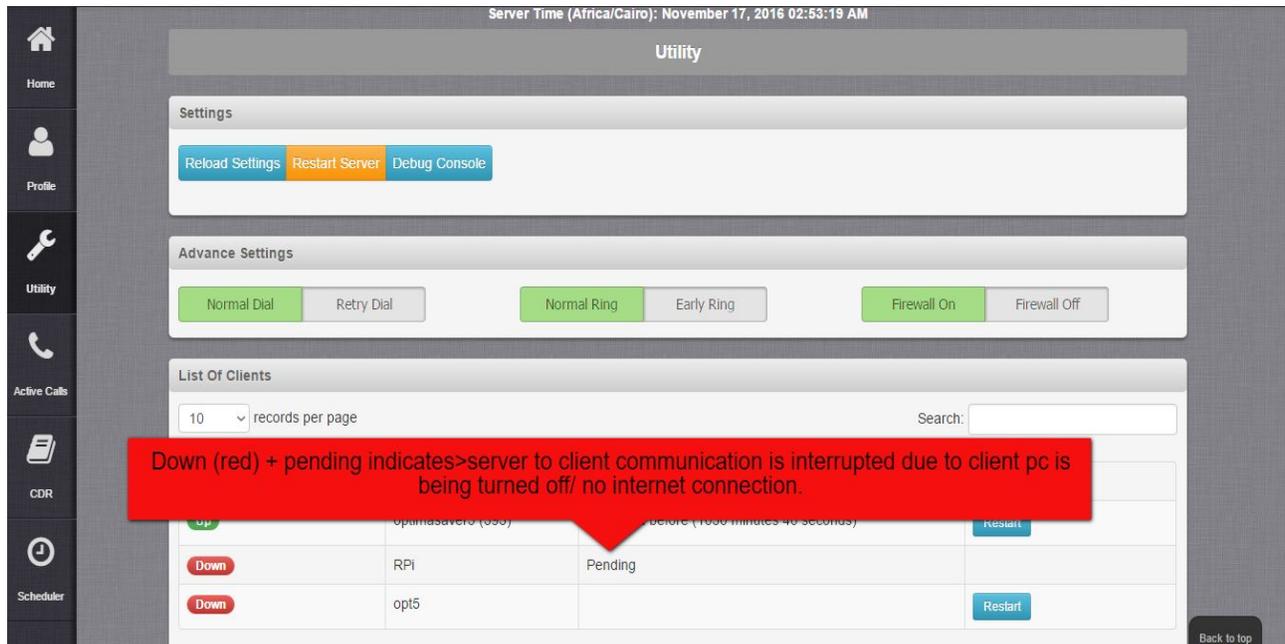


Figure-20 (Down, red + pending indicates)

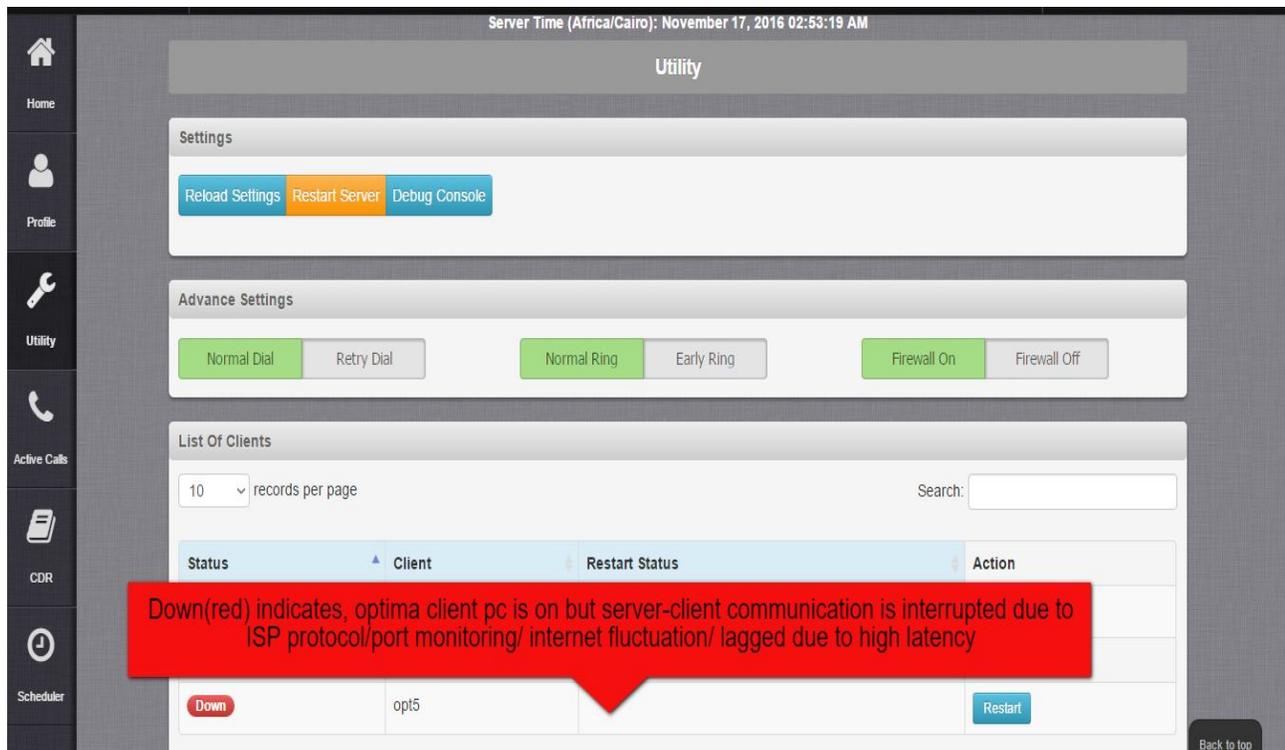


Figure-21 (Down, red Indicates)

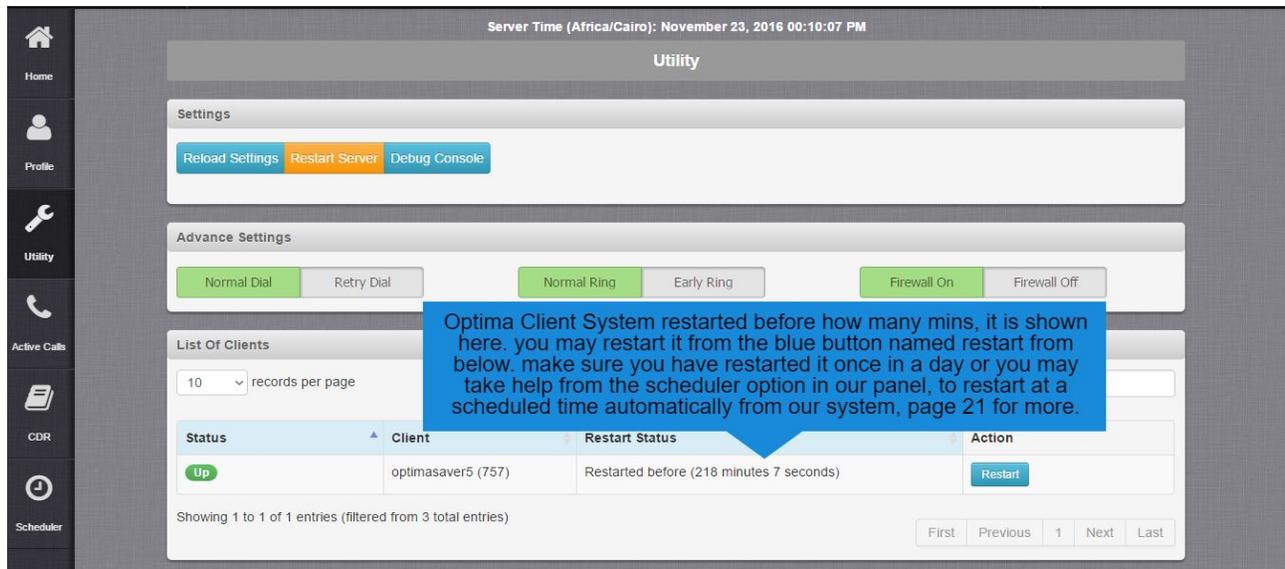


Figure-22 (Client system restart time, client restart will drop calls for that specific client)

9. Active Calls

In Optima Saver service Panel v5.5.3, you may see your active calls here.

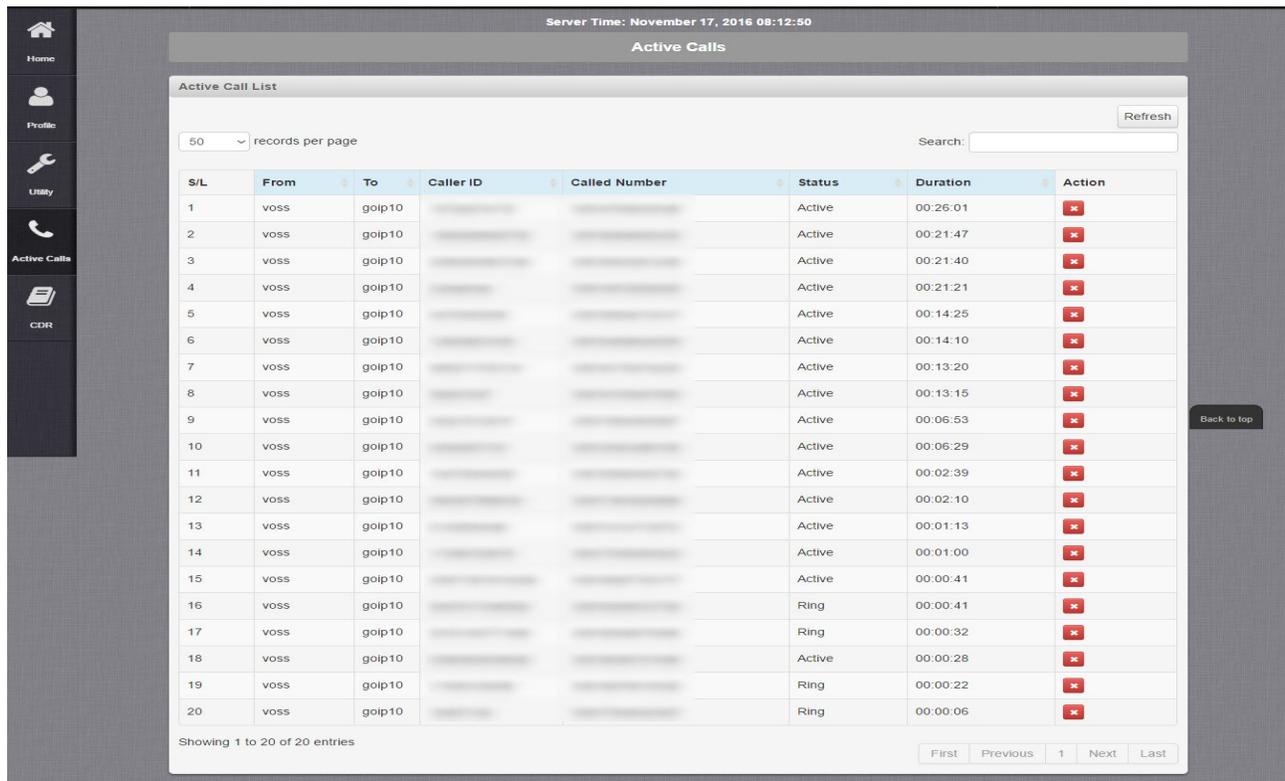


Figure-23 (Active Calls)

10. CDR:

Optima Saver service Panel v5.5.3 CDR is now more informative than before:

- You may get your total minutes sorting by prefix also along with gateway and carrier. also if you add the rate and currency, your total rate will show in the CDR., shown fig 24
- Client can generate and download PDF invoice using Rate and Currency, shown fig 25

CDR Filter

Date From: 2016-11-17 00:00:00

Carrier: carrier_1

Rate/Sec: 0.001

Date To: 2016-11-17 02:19:29

Gateway: All

Currency: usd

View Option: All

Prefix: 1062

Please fill all the necessary fields then search.

Search Now

CDR Filter Options: Date wise, Carrier wise, Gateway wise, prefix wise, with rate & currency

Save your CDR in PDF format

Dial Prefix	1062
Carrier IP	
Total Calls	46
Connected Calls	12
ASR	26.09 %
ACD	(7 minutes 22 seconds)
Median	(4 minutes 40 seconds)
Total Amount	5.312 USD (0.001 USD/sec)
Total Durations	1:28:32 (88 minutes 32 seconds)

CDR Detail

10 records per page Search:

S/L	Call Start Date	Carrier	Gateway	Calling Number	Duration Sec
1	2016-11-17 00:07:40	carrier_1	gw106	1062	13
2	2016-11-17 00:10:27	carrier_1	gw106	1062	56
3	2016-11-17 00:18:01	carrier_1	gw106	1062	20
4	2016-11-17 00:18:39	carrier_1	gw106	1062	1039
5	2016-11-17 00:36:22	carrier_1	gw106	1062	316
6	2016-11-17 00:42:59	carrier_1	gw106	1062	1026
7	2016-11-17 01:02:13	carrier_1	gw106	1062	145
8	2016-11-17 01:05:01	carrier_1	gw106	1062	4
9	2016-11-17 01:05:12	carrier_1	gw106	1062	1261
10	2016-11-17 01:26:54	carrier_1	gw106	1062	244

Showing 1 to 10 of 12 entries (filtered from 1,024,647 total entries)

Figure-24 (CDR)

- Now you may find 3 types of CDR report from View Options in CDR segment:
 - CDR Summary, Fig-24a
 - Hourly CDR, Fig-24b
 - Call log/ History - you may all call log here with caller id, callee number, carrier name, codec, Fig-24c

- CDR Summary

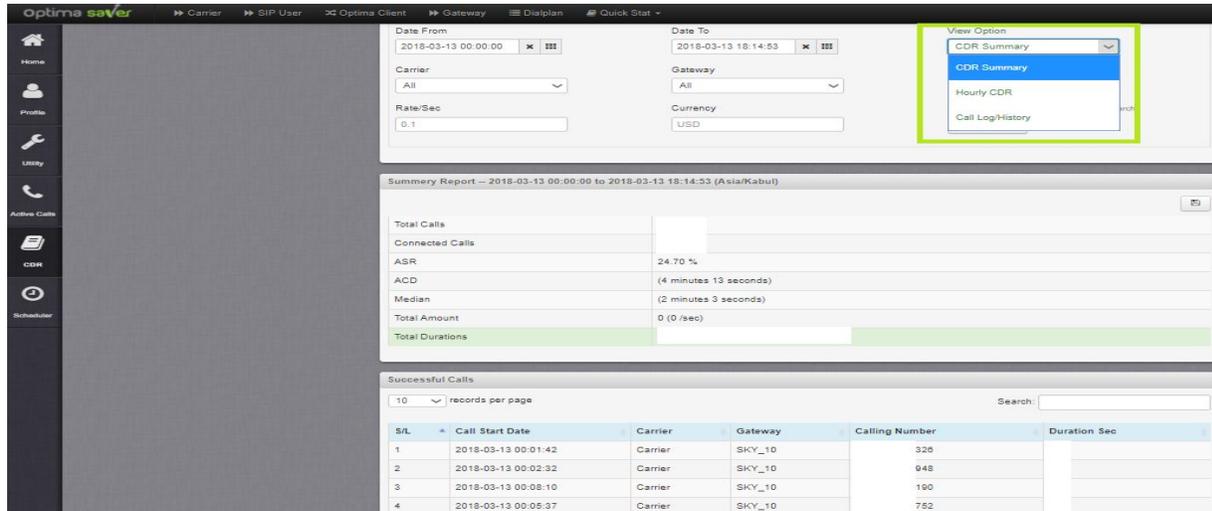


Figure-24a (CDR Summary)

- Hourly CDR

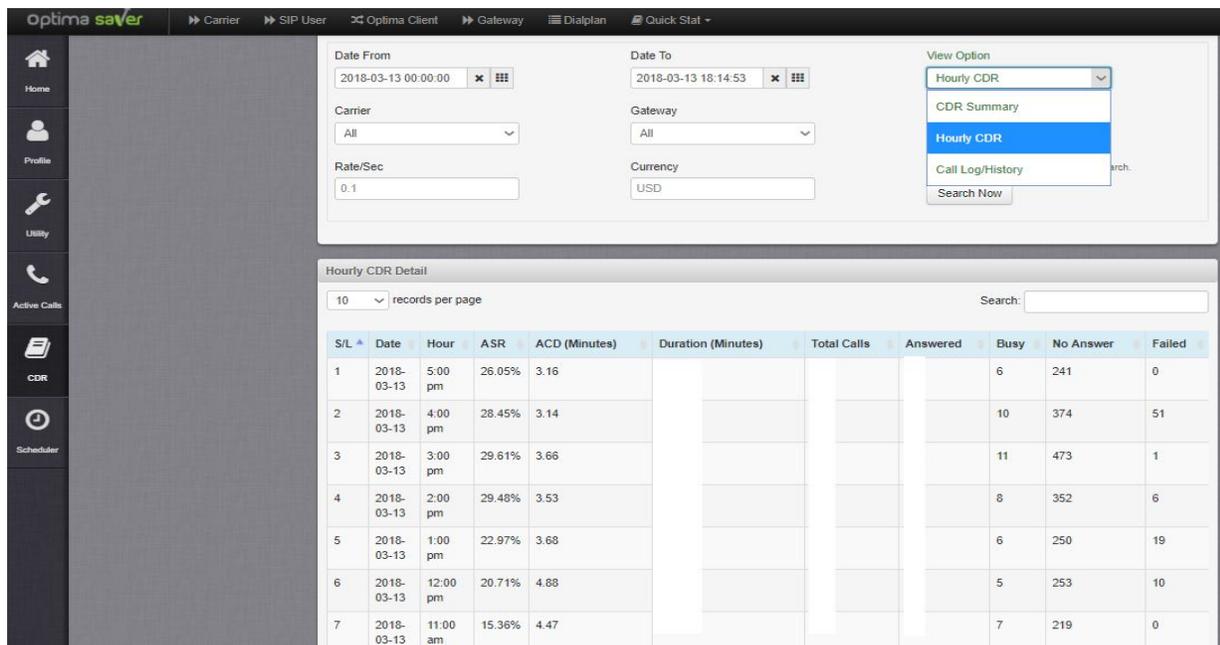


Figure-24b (Hourly CDR)

- Call Log/ History

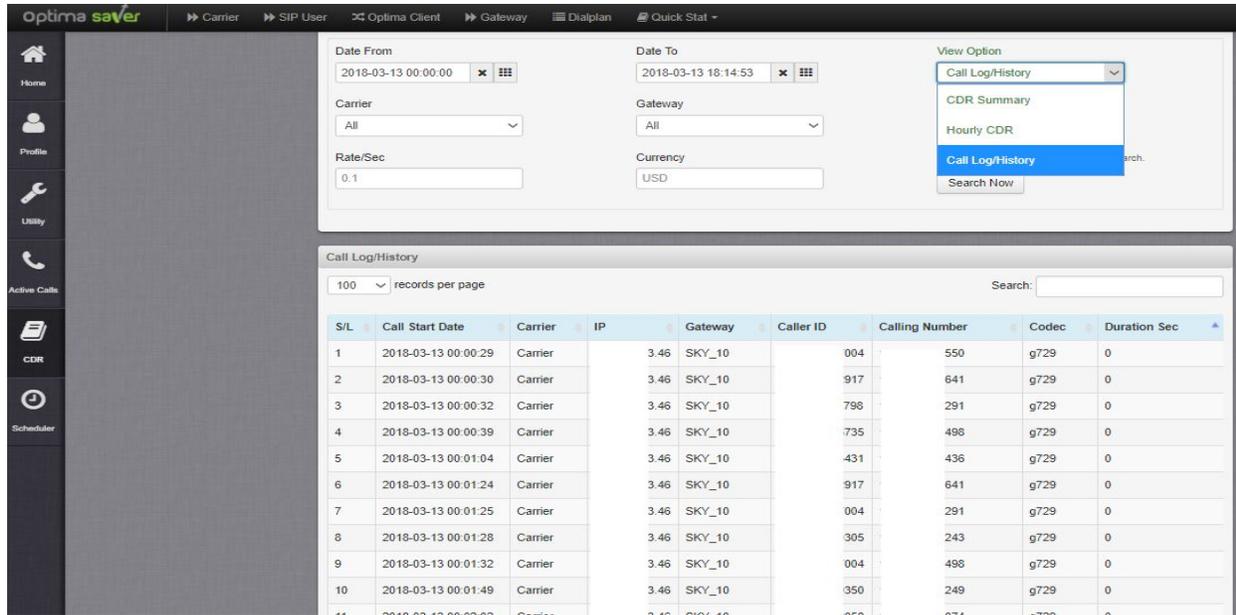


Figure-24c (Call Log/ History)

Invoice PDF:

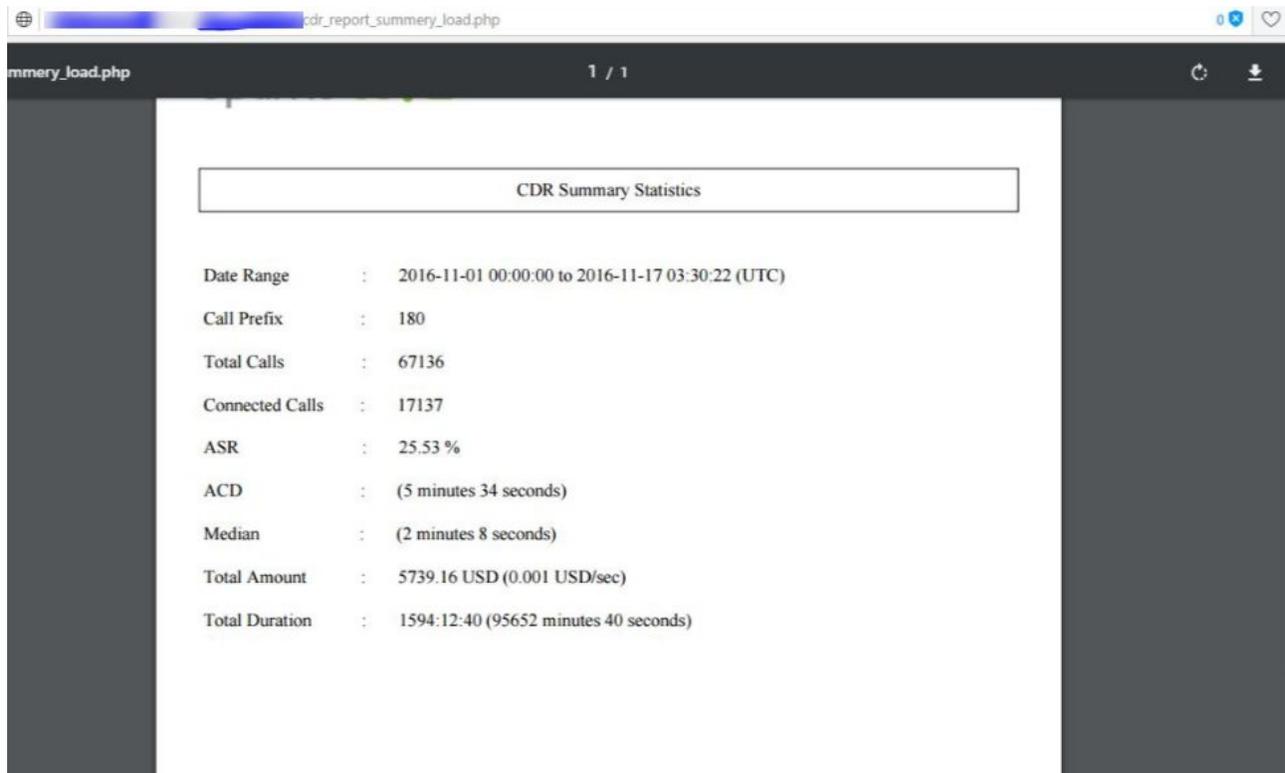


Figure-25 (Invoice PDF, after clicking the save button from Fig 24)

11. Scheduler :

You said, we heard!

We have introduced the scheduled restart facility of your server or client in a scheduled time in the Optima Saver service Panel v5.5.3, the most advanced panel ever built!. shown on fig 26.

Server Time (Africa/Cairo): November 17, 2016 03:59:35 AM

Schedule Restart

List Of Scheduler

You may set & Restart Server at any scheduled time, it will repeat daily in the same time.

S/L	Restart	Optima Client	Time (Africa/Cairo)	Action
1	Server	N/A	04:00 AM	
2	Client	optimasaver5	05:00 AM	
3	Client	RPI	06:00 AM	

You can set & restart the multiple client side config at any scheduled time, it will repeat daily

Add New

Restart:

Client: All

Time (Africa/Cairo): 03:59 AM

You may add your scheduled restart time of server and client from here at your own time zone, which can be changed from the Profile(timezone) Page.

First Previous 1 Next Last

Back to top

Figure-26 (Scheduler settings)

N.B: If you change the timezone in profile section then all the time zone's will be changed in the panel as well as the time will be adjusted as per new time zone. e.g: suppose you have set the timezone as UTC and time 12:00 am, if you change the timezone in profile section as Africa/Cairo, then time will be adjusted to 2:00 AM automatically as Africa/Cairo time is UTC+2.

Glossary

ACD - Average Call Duration.

ASR - Answer-Seizure Ratio.

CDR - Call Details Record.

Codec - Compression decompression, e.g: g729 , g723, g711u, g711a.

MAC Address - Media Access Control Address, which may consists 12 alpha-numeric/ numeric, within the range of 0 to 9 & A to F. This is known as physical address of NIC (Network Interface card) like lan card, wlan card etc.

SIP - Session Initiation Protocol, is an application layer communications protocol for signaling and controlling multimedia communication session such as voice and video calls. The most common applications of SIP are in Internet telephony, as well as instant messaging, over Internet Protocol (IP) networks.

Latency - The amount of time it takes a packet to travel from source to destination. Together, latency and bandwidth define the speed and capacity of a network.

PDD (Post Dial Delay) - Time between the last number of the called phone is pressed and the audio signal ring or the called party is heard by the caller.

Packet Loss - The losses of data in a packet based network, usually due to congestion and consequent buffer overflow. In VoIP (Real Time communication) the packets lost are not sent again and should not be over 5%.