

How to - Action URL

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Syntax

Action URLs are basically HTTP "GET" requests and may contain **variable** names starting with \$ as values in the query part of the url. Starting with version 8.9.3.X also the URL fragment can contain these variables. Key and value are separated by '=', key value pairs by '&':

```
http://192.168.X.X/test.php?key1=$variable1&key2=$variable2&... http://192.168.X.X/test.xml?key1=$variable1&key2=$variable2&...
```

The following **variables** may be used for your own pattern:

Static variables



Note: that you have to put a dollar sign (\$) in front of the variable. **Configuration Parameters stored on the phone's [Settings page](#).**

Note: private settings e.g. passwords are replaced by empty strings

Runtime variables

\$local	the SIP URI of callee
\$remote	the SIP URI of caller
\$active_url	the SIP URI of the active outgoing identity
\$active_user	the user part of the SIP URI for the active outgoing identity
\$active_host	the host part of the SIP URI for the active outgoing identity
\$csta_id	CSTA ID
\$call-id	the call-id of the active call
\$display_local	used to display the name of callee

\$display_remote	used to display the name of caller.
\$expansion_module	used to show which Expansion Module (D3 / D7) do you use
\$active_key	the Function Key (e.g. P1, P5, P32,..) associated with a call.
\$phone_ip	the current ip address of the phone (the L2TP ip address if the phone is connected via L2TP and \$local_ip otherwise)
\$local_ip	the local ip address of the phone (the wlan or cable interface ip address)
\$nr_ongoing_calls	contains the number of active calls
\$context_url	used in log_on/off-action to provide the sip-uri of the logged-on/off
\$cancel_reason	when a call has been canceled/terminated via sip-cancel this will paste the content of the reason-header
\$longpress_key	returns the name of the Function Key , which was long pressed (longer than 2 seconds), if Settings/action_longpress_url is set (e.g. P1)
\$sip_header	returns the value of the sip_header name indicated. If inside an action url this is specified: sip_header=\$sip_header(HEADER_NAME), then the value of the first incoming INVITE of that header is replaced inside the action url. The following exceptions exists, and cannot be named: Via, To, From, Call-ID, Expires, Route, Record-Route, Contact, Content-Type, CSeq, Content-Length, Max-Forwards. A subsequent Re-Invite will not update the header information concerning action URLs.



Note: These variables don't work with all events.

Example:



[http://some.server.com/path/to/app.php?mac=\\$mac&user=\\$user_name1](http://some.server.com/path/to/app.php?mac=$mac&user=$user_name1)

The variable "**\$mac**" will be dynamically replaced with the MAC-Address of the phone and "**\$user_name1**" will be replaced with the username of the first identity.

More Examples:



- [http://192.168.X.X/test.php?language=\\$language](http://192.168.X.X/test.php?language=$language)
- [http://192.168.X.X/test.php?redirectnr=\\$redirect_number&redirecttime=\\$redirect_time](http://192.168.X.X/test.php?redirectnr=$redirect_number&redirecttime=$redirect_time)
- [http://192.168.X.X/test.php?callingto=\\$remote&callingid=\\$local](http://192.168.X.X/test.php?callingto=$remote&callingid=$local)

See the [Examples](#) section below to get a further understanding.

Events

On the [Web User Interface](#) --> [Action URL Settings](#) page predefined events for Action URL triggering are listed:

- DND on
- DND off
- Call Forwarding on
- Call Forwarding off
- Incoming call
- Outgoing call
- Setup finished
- On offhook
- On onhook
- Missed call
- Registration failed
- On Connected
- On Disconnected
- Log on
- Log off
- Hold call
- Unhold call
- Transfer call
- Blind transfer
- Attended transfer
- Received Attended transfer
- Line Key Long Press
- Check for blacklisting

Logging

The execution is logged on the phone and can be easily verified on the phone's Log page:

```
[2] 11/4/2006 10:52:43: Sending post request host = 192.168.X.X:80, file = /test.php?your_pattern1=$variable1
```

Applications

Dedicated Keys

Type	Number	
Key Event	Voicemail	Voicemail
Key Event	DND	DND
Key Event	LDAP Directory	Directory
Transfer		Transfer
Key Event	Hold	Hold
Key Event	Settings	Settings
Key Event	Next Page	Labels Forward

Line Keys

Page

	Context	Type	Number	Label	XML Label
	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="P43"/>
<input type="text" value="P37"/>	<input type="text" value="Active"/>	<input type="text" value="Action URL"/>	<input type="text"/>	<input type="text"/>	
	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="P44"/>
<input type="text" value="P38"/>	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	
	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="P45"/>
<input type="text" value="P39"/>	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	
	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="P46"/>
<input type="text" value="P40"/>	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	
	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="P47"/>
<input type="text" value="P41"/>	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	
	<input type="text" value="Active"/>	<input type="text" value="None"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="P48"/>
<input type="text" value="P42"/>	<input type="text" value="Active"/>	<input type="text" value="Line"/>	<input type="text"/>	<input type="text"/>	

Figure 1: "Function Keys" Overview

Figure 1 shows the "Function Keys" page which is accessible through the left menu of the web interface of your phone. Here you can change the behaviour of the function keys on the phone. This is the main page we will refer to in the following screenshots and descriptions.

A simple example: Let's suppose we have a Call Center. We have several agents, some are calling, some are busy preparing the call notes, some are out for lunch. Now an agent who was busy before is available for a call again, obviously he/she has to tell the call distributor about it. By provisioning a function key with such an option we can make the operators' life easier (see also the [Auto Provisioning information](#)). That's how it's done:

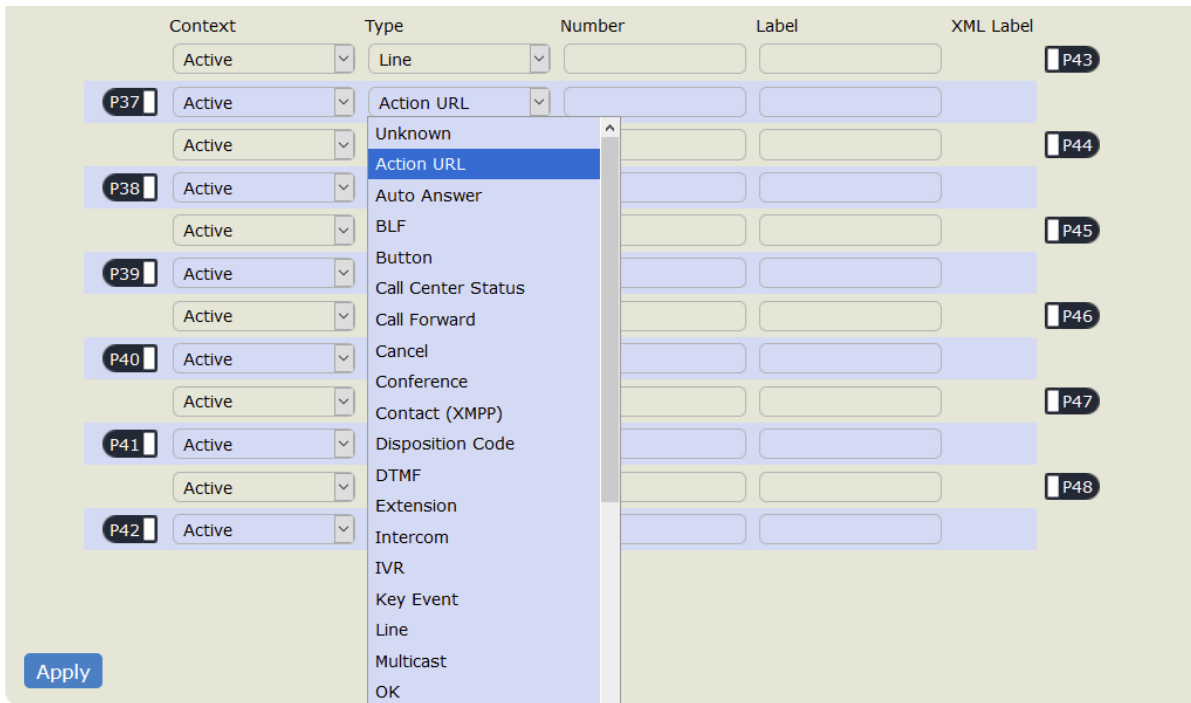


Figure 2: Select 'Action URL' from the menu

Go to the "Function Keys" page on the web interface and choose a function key to use. Select "Action URL" from the "Type" fields (see Figure 2).

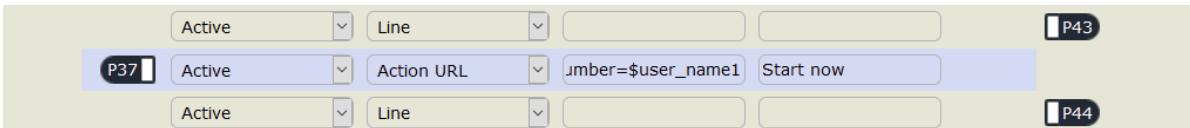


Figure 3: Enter the desired URL in the field

Now type in the URL of your application server that needs to know about the current status of the agent.

e.g. [http://192.168.0.1/free.php?number=\\$user_name1](http://192.168.0.1/free.php?number=$user_name1)

Explanation: The phone will place a HTTP GET to <http://192.168.0.1/free.php> give the user name of the first identity in the parameter number. This can then be caught in the application and update the status of an agent.

Minibrowser

The Action URLs can also retrieve Minibrowser applications. Further details can be found at the [Minibrowser XML Objects page](#).

Examples

Special Mailbox number on the 'Retrieve' button

Similar to modern cellular phones the 'Retrieve' Button takes the place of the Mailbox key, which is used to go to the mailbox of the account. Normally you don't have to worry about the number to dial to achieve this, since it is implemented in the MWI message from the server. But in some cases you want to use a special number on the retrieve key. That's how it's done:

Go to the 'Function Keys' page on the web-interface of your phone and select 'Speed Dial' as the type in the 'Retrieve' row, (see Figure 4).

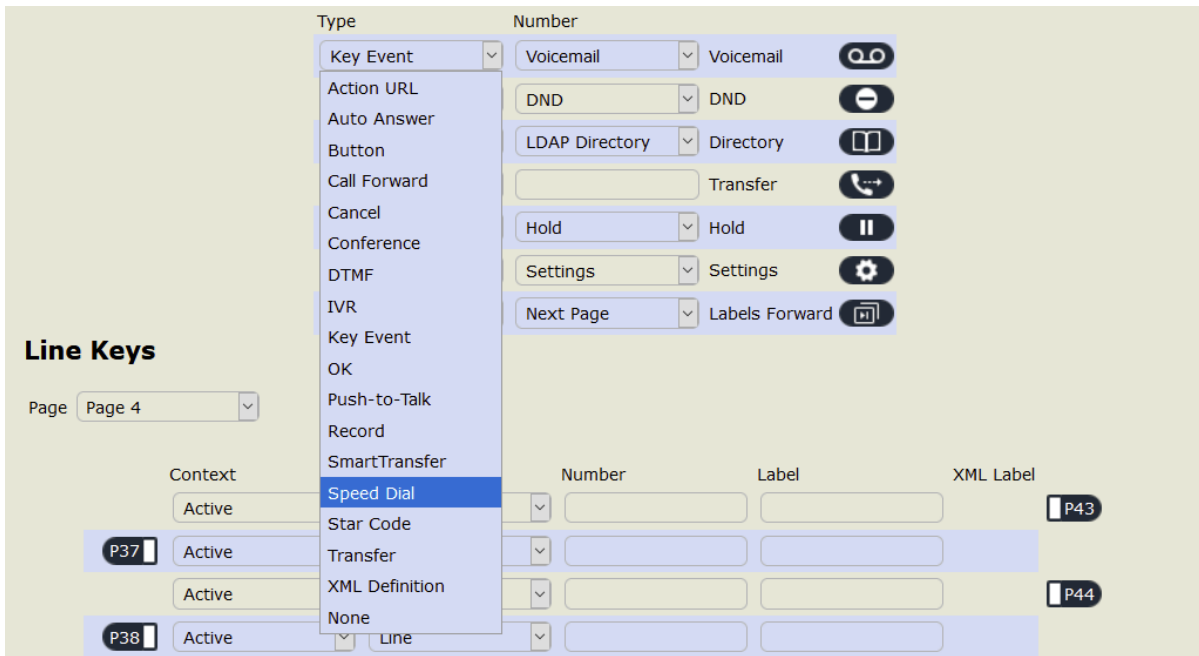


Figure 4: Select "Speed Dial" from the menu

In the "Number" field, right next to the "Type" field, enter the number of your Mailbox. Please ask your operator for the proper number. Usually it is your own number, or a star code, e.g. *99.

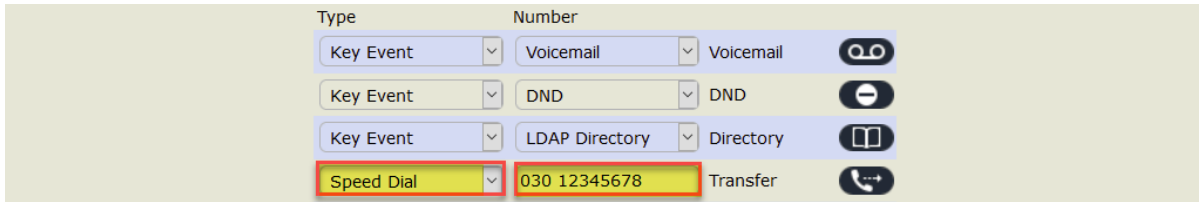


Figure 5: Enter the number to dial

Note : The call will be made in the currently selected context, i.e. you have to manually select the identity you wish to use first. Also keep the active dial plans in mind.

... And Action! The "Action URL Settings"

Betrieb

- Startseite
- Telefonbuch

Einrichtung

- Präferenzen
- Kurzwahl
- Funktionstasten
- Identität 1
- Identität 2
- Identität 3
- Identität 4
- Identität 5
- Identität 6
- Identität 7
- Identität 8
- Identität 9
- Identität 10
- Identität 11
- Identität 12
- Aktions-URL**
- Erweitert
- Zertifikate
- Software-Update

Status

- Systeminformationen
- Log
- SIP-Protokollierung
- DNS-Cache
- Subskriptionen
- PCAP-Trace
- Speicher
- Einstellungen
- Handbuch

Action URLs sind im Grunde HTTP GET Anfragen, die das Telefon bei bestimmten Ereignissen aufruft.

Aktions-URL

DND an	<input type="text"/>	?
DND aus	<input type="text"/>	?
Weiterleitung an	<input type="text"/>	?
Weiterleitung aus	<input type="text"/>	?
Eingehender Anruf	<input type="text"/>	?
Ausgehender Anruf	<input type="text"/>	?
Telefon betriebsbereit	<input type="text"/>	?
Off-hook	<input type="text"/>	?
On-hook	<input type="text"/>	?
Verpasster Anruf	<input type="text"/>	?
Registrierung fehlgeschlagen	<input type="text"/>	?
Anruf verbunden	<input type="text"/>	?
Anruf beendet	<input type="text"/>	?
Identität Anmelden	<input type="text"/>	?
Identität Abmelden	<input type="text"/>	?
Anruf halten	<input type="text"/>	?
Anruf wiederaufnehmen	<input type="text"/>	?
Anruf durchstellen	<input type="text"/>	?
Anruf direkt durchstellen	<input type="text"/>	?
Durchstellen mit Nachfrage	<input type="text"/>	?
SIP INVITE erhalten	<input type="text"/>	?
Leitungstaste lange gedrückt	<input type="text"/>	?
Überprüfung der Abweisungsliste	<input type="text"/>	?
Received NOTIFY Subscription	<input type="text"/>	?
Received CSTA Message Firetest	<input type="text"/>	?

Figure 6: The 'Action URL Settings' page

As you can see in Figure 6, we are using the 'Action URL Settings' to tell a server that the phone is in DND mode.

e.g. [http://server.com/dnd.php?mac=\\$mac](http://server.com/dnd.php?mac=$mac)

i Explanation: We tell the dnd.php application that the phone with the MAC address \$mac is in DND mode. The server could for example update a presence setting in a database.

Imagine another scenario: You are listening to your favourite MP3s at work and want to stop the player automatically when you have an incoming call. Or: You want to be alerted on your cell phone or your favourite Instant Messaging client, when you have missed a call.

As an Administrator: Keep an eye of the phones in your company and make sure, all phones are set up. And so on...



Further Information

- [VoIP Essentials](#)
- [Visit the Snom Forum](#)
- [Open a support ticket](#)
- [Find a local partner](#)

Related articles

- [Action URLs](#)
- [Can I configure my phone to redial always the last dialled number automatically](#)
- [Can I set or change phone settings via HTTP requests](#)
- [How to - Action URL](#)