3. Monitor and watch line button separator

Monitor (m) separator allows receptionist or assistant phone to monitor your ephone-dn and examine your currently calls. Receptionist can optionally take care about your call and take message for you.

Example of config is:

```
cme(config)#ephone-dn 1

cme(config-ephone-dn)#number 2001

cme(config-ephone-dn)#ephone-dn 2

cme(config-ephone-dn)#number 2002

cme(config-ephone-dn)#exit

cme(config)#ephone 1

cme(config-ephone)#button 1:1

cme(config-ephone)#ephone 2

cme(config-ephone)#button 1:2 2m1        — line 2 on receptionist ephone monitor activity of ephone-dn 1

cme(config-ephone)# end
```

Possible problem will arise when there is 2 or more ephone-dn configured on monitored ephone. Then you need configure multiple monitor button on monitoring receptionist ephone.
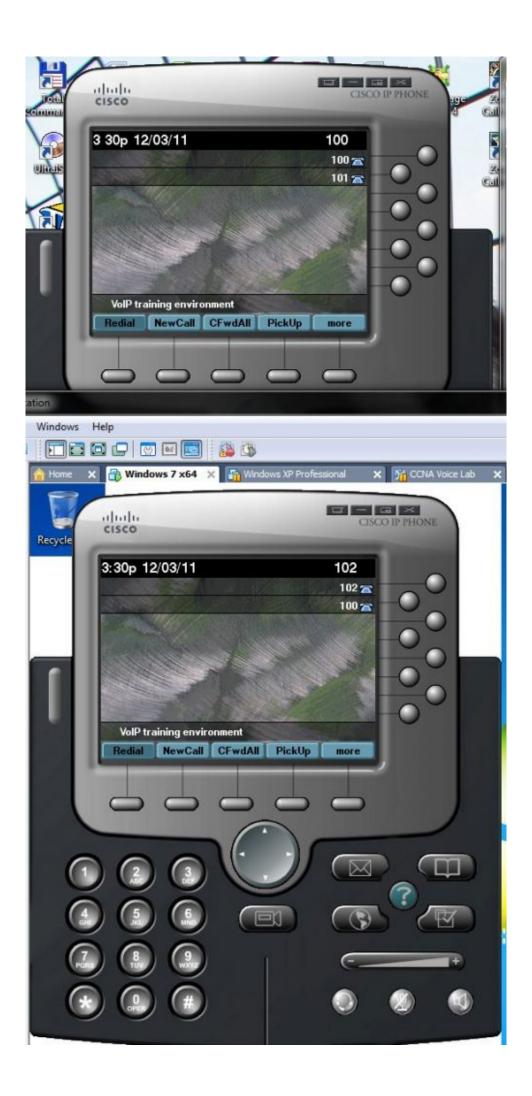
Possible and preferred solution is configure watch phone (w) button options that does same thing with exception that it monitors all the ephone-dn instead of just one (m – mode).

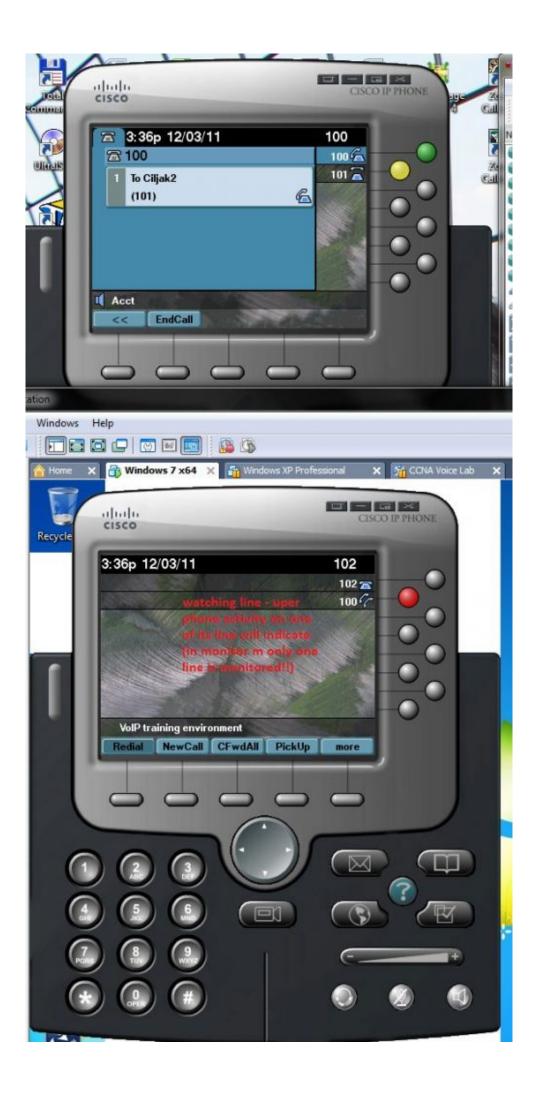Implementation of watch line feature for phone line in our testing environment:

1) *Configuration commands*

2) *Look at prepared ephones in idle state*

3) *Watch line activity during call on upper ephone (watch line is second line on bottom ephone that monitor upper ephone line active — call to 101 or 100 number)*

Home   ×   Windows 7 x64   ×   Windows XP Professional   ×   CCNA Voice Lab   ×

Phone 1 screen:

☎ 3:36p 12/03/11   100

☎ 100   100 ☎

1 To Ciljak2   101 ☎

   (101)

🔊 Acct

<<   EndCall

CISCO IP PHONE

Phone 2 screen:

3:36p 12/03/11   102

                               102 ☎

watching line - uper   100

phone activity on one

of its line will indicate

(in monitor m only one

line is monitored!!)

VoIP training environment

Redial   NewCall   CFwdAll   PickUp   more

CISCO IP PHONE

Recycle

Call to 101 Ciljak 2 ephone-dn on upper ephone

CISCO IP PHONE

3:41p 12/03/11 — 100

101

100
101

1 From Watching line asistent
(102) — 48

Connected

Hold | EndCall | Trnsfer | Confrn | more

Windows   Help

Home ✕ | Windows 7 x64 ✕ | Windows XP Professional ✕ | CCNA Voice L

CISCO IP PHONE

Recycle

3 41p 12/03/11 — 102

102

102
100

1 To Ciljak2
(101) — 48

Connected

Hold | EndCall | Trnsfer | Confrn | more