

Camp-On Module - User Guide

This module is deprecated as of version 13 of the PBX GUI software.

This is disabled by default and needs to be enabled in advanced settings by setting "Enable Camp-On functionality" to yes.

Overview

This module implements the Call Completion Supplemental Services (CCSS) often referred to as Call Camping or Camp-On. It allows a caller to request the system call them back when a busy or non-responding extension becomes available. Requires Asterisk 1.8 or higher.

Settings

This module is configured at the user level and in **Advanced Settings**.

Extension

These settings can be seen by going in to a users extension.

- On the top menu click **Connectivity**
- In the drop down click **Extensions**
- Click on the desired extension or create a new extension

- Call Camp-On Services

Forcing default settings: 

Caller Policy 

Generic Device ▼

Callee Policy 

Generic Device ▼

Forcing default settings

This indicates individual parameters are not set at a user level. All users use the globally defined parameters in Advanced settings

Caller Policy

Asterisk: `cc_agent_policy`. Used to enable Camp-On for this user and set the Technology Mode that will be used when engaging the feature. In most cases 'Generic Device' should be chosen unless you have phones designed to work with channel specific capabilities.

Callee Policy

Asterisk: `cc_monitor_policy`. Used to control if other phones are allowed to Camp On to this extension. If so, it sets the technology mode used to monitor the availability of the extension. If no specific technology support is available then it should be set to a 'Generic Device'. In this mode, a callback will be initiated to this extension when it changes from an InUse state to NotInUse. If it was busy when first attempted, this will be when the current call has ended. If it simply did not answer, then this will be the next time this phone is used to make or answer a call and then hangs up. It is possible to set this to take advantage of 'Native Technology Support' if available and automatically fallback to the 'Generic Mode' when not.

Advance Settings

Camp-On Module

Maximum Active Camp-On Requests	<input type="text" value="20"/>
Non Extensions Callee Policy	<input type="text" value="never"/>
Only Use Default Camp-On Settings	<input checked="" type="checkbox"/> True <input type="checkbox"/> False
Caller Policy Default	<input type="text" value="generic"/>
Callee Policy Default	<input type="text" value="generic"/>
Caller Timeout to Request Default	<input type="text" value="30"/>
Max Camp-On Life Busy Default	<input type="text" value="4800"/>
Max Camp-On Life No Answer Default	<input type="text" value="7200"/>
Default Time to Ring Back Caller	<input type="text" value="15"/>
Default Caller Callback Mode	<input type="text" value="extension"/>
Default Max Camped-On Extensions	<input type="text" value="5"/>
Default Callback Alert-Info	<input type="text"/>
Default Callback CID Prepend	<input type="text"/>
Announce the Callee Extension	<input checked="" type="checkbox"/> True <input type="checkbox"/> False
Default Callee Alert-Info	<input type="text"/>
Default Callee CID Prepend	<input type="text"/>
Default Max Queued Callers	<input type="text" value="5"/>
BLF Camp-On Available State	<input type="text" value="NOT_INUSE"/>
BLF Camp-On Pending State	<input type="text" value="INUSE"/>
BLF Camp-On Busy Caller State	<input type="text" value="ONHOLD"/>
BLF Camp-On Recalling State	<input type="text" value="RINGING"/>

Maximum Active Camp-On Requests

System wide maximum number of outstanding Camp-On requests that can be active. This limit is useful on a system that may have memory constraints since the internal state machine takes up system resources relative to the number of active requests it has to track. Restart Asterisk for changes to take effect.

Non Extensions Callee Policy

If this is set to 'generic' or 'always' then it will be possible to attempt call completion requests when dialing non-extensions such as ring groups and other possible destinations that could work with call completion. Setting this will bypass any Callee Policies and can result in inconsistent behavior. If set, 'generic' is the most common, 'always' will attempt to use technology specific capabilities if the called extension uses a channel that supports that.

Only Use Default Camp-On Settings

You can force all extensions on a system to only use the default Camp-On settings. When in this mode, the individual settings will not be shown on the extension page. If there were unique settings previously configured, the data will be retained but not used unless you switch this back to false. With this set, the Caller Policy (`cc_agent_policy`) and Callee Policy (`cc_monitor_policy`) settings will still be configurable for each user so you can still enable/disable Call Camping ability on select extensions.

Caller Policy Default

Asterisk: `cc_agent_policy`. Used to enable Camp-On for a user and set the Technology Mode that will be used when engaging the feature. In most cases 'generic' should be chosen unless you have phones designed to work with channel specific capabilities.

Callee Policy Default

Asterisk: `cc_monitor_policy`. Used to control if other phones are allowed to Camp On to an extension. If so, it sets the technology mode used to monitor the availability of the extension. If no specific technology support is available then it should be set to a 'generic'. In this mode, a callback will be initiated to the extension when it changes from an InUse state to NotInUse. If it was busy when first attempted, this will be when the current call has ended. If it simply did not answer, then this will be the next time this phone is used to make or answer a call and then hangs up. It is possible to set this to take advantage of 'native' technology support if available and automatically fall-back to 'generic' when not by setting it to 'always'.

Caller Timeout to Request Default

Asterisk: cc_offer_timer. How many seconds after dialing an extension a user has to make a call completion request.

Max Camp-On Life Busy Default

Asterisk: ccbs_available_timer. How long a call completion request will remain active, in seconds, before expiring if the phone rang busy when first attempting the call.

Max Camp-On Life No Answer Default

Asterisk: ccnr_available_timer. How long a call completion request will remain active, in seconds, before expiring if the phone was simply unanswered when first attempting the call.

Default Time to Ring Back Caller

Asterisk: cc_recall_timer. How long in seconds to ring back a caller who's Caller Policy is set to 'Generic Device'. This has no affect if set to any other setting.

Default Caller Callback Mode

Affects Asterisk: cc_agent_dialstring. If not set a callback request will be dialled straight to the specific device that made the call. If using 'native' technology support this may be the preferred mode. The 'internal' (Callback Standard) option will initiate a call back to the caller just as if someone else on the system placed the call, which means the call can pursue Follow-Me. To avoid Follow-Me setting, choose 'extension' (Callback Extension).

Default Max Camped-On Extensions

Asterisk: cc_max_agents. Only valid for when using 'native' technology support for Caller Policy. This is the number of outstanding Call Completion requests that can be pending to different extensions. With 'generic' device mode you can only have a single request outstanding and this will be ignored.

Default Callback Alert-Info

An optional Alert-Info setting that can be used when initiating a callback. Only valid when 'Caller Policy' is set to 'generic' device'

Default Callback CID Prepend

An optional CID Prepend setting that can be used when initiating a callback. Only valid when 'Caller Policy' is set to a 'generic' device

Announce the Callee Extension

When set to true the target extension being called will be announced upon answering the Callback prior to ringing the extension. Setting this to false will go directly to ringing the extension, the CID information will still reflect who is being called back.

Default Callee Alert-Info

An optional Alert-Info setting that can be used to send to the extension being called back.

Default Callee CID Prepend

An optional CID Prepend setting that can be used to send to the extension being called back.

Default Max Queued Callers

Asterisk: cc_max_monitors. This is the maximum number of callers that are allowed to queue up call completion requests against this extension.

BLF Camp-On Available State

This is the state that will be set for BLF subscriptions after attempting a call while it is still possible to Camp-On to the last called number, prior to the offer_timer expiring. Restart Asterisk for changes to take effect.

BLF Camp-On Pending State

This is the state that will be set for BLF subscriptions upon a successful Camp-On request, pending a callback when the party becomes available. Restart Asterisk for changes to take effect

BLF Camp-On Busy Caller State

This is the state that will be set for BLF subscriptions once the callee becomes available if the caller is not busy. Restart Asterisk for changes to take effect.

Default Callback Alert-Info

An optional Alert-Info setting that can be used when initiating a callback. Only valid when 'Caller Policy' is set to 'generic' device' No Default Provided, field can be left blank

Default Callback CID Prepend

An optional CID Prepend setting that can be used when initiating a callback. Only valid when 'Caller Policy' is set to a 'generic' device' No Default Provided, field can be left blank

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Default Max Queued Callers

Asterisk: cc_max_monitors. This is the maximum number of callers that are allowed to queue up call completion requests against this extension.

BLF Camp-On Available State

This is the state that will be set for BLF subscriptions after attempting a call while it is still possible to Camp-On to the last called number, prior to the offer_timer expiring.

Restart Asterisk for changes to take effect.

BLF Camp-On Pending State

This is the state that will be set for BLF subscriptions upon a successful Camp-On request, pending a callback when the party becomes available.

Restart Asterisk for changes to take effect.

BLF Camp-On Busy Caller State

This is the state that will be set for BLF subscriptions once the callee becomes available if the caller is not busy.

Restart Asterisk for changes to take effect.