SIP-DECT
User Monitoring

RELEASE 6.1
ADMINISTRATION GUIDE
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SIP-DECT User Monitoring Guide
Release 6.1
November 2015

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USER MONITORING
OM User Monitoring is a feature that constantly monitors the status of specific DECT phone users. The OpenMobility Manager (OMM) checks its internal database for status information and also acquires status information dynamically.

The OM User Monitoring feature can be used for fixed DECT phone/user account associations, as well as for dynamic DECT phone/user account relations (with login and logout). In addition, the OM User Monitoring feature can be individually enabled or disabled for each user account.

USE CASES

The monitored status information can be used for additional purposes. See the figure below for some examples.

The user account (“User A”) is configured for user monitoring. The OMM performs a continuous status check on the user’s DECT phone.
• If the user becomes unavailable, a text message may be sent to one or more other users via the OM Integrated Messaging & Alerting Application.

• The current user status can be checked at any time in the status display of the OM Management Portal (OMP).

• It is also possible to start an (escalating) alarm scenario that can be handled by the OM Locating application operator.

• It is also possible to use the status information with a 3rd party application by querying the status data via OM Application XML Interface (OM AXI).

NOTES ON LICENSES AND SYSTEM CAPACITY

The OM User Monitoring feature does not require a specific license. However, the OM Locating application license (OM Locating Server License) must be available to use the Locating escalation feature and the “LOC-ERR-USERSTATE” alarm trigger.

The number of monitored users is limited. The following constraints apply for the different OpenMobility Manager (OMM) modes:

<table>
<thead>
<tr>
<th>MONITORING TYPE</th>
<th>OMM ON RFP</th>
<th>OMM ON PC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passive</td>
<td>30 users</td>
<td>300 users</td>
</tr>
<tr>
<td>Active</td>
<td>20 users</td>
<td>200 users</td>
</tr>
</tbody>
</table>

An OMM system health state is set if the number of monitored users exceeds the system capabilities. In this case an associated health state alarm trigger (“OMM-WARNING-*) is generated.
This user guide describes the configuration of the OM User Monitoring feature. Please see also the information provided in the documentation for other parts of your SIP-DECT® solution:

- **SIP-DECT OM System Manual**
  Describes installation, administration, and maintenance of a SIP-DECT system.

- **SIP-DECT OM Locating Application**
  Describes how to install and use the DECT phone locating application.

- **SIP-DECT Integrated Messaging & Alerting Application**
  Describes messaging features and the integrated messaging solution.

- **SIP-DECT DECT Phone Sharing & Provisioning**
  Describes the enhanced user and DECT phone management features and OM DECT phone provisioning concepts.

- **SIP-DECT Mitel 600 Messaging & Alerting Applications**
  Describes the messaging features specific to the Mitel 600 DECT phones.

- **Mitel 600 series DECT Phone User Guide**
  Describes using the Mitel 600 DECT phones on the SIP-DECT system.
OPERATING USER MONITORING

The following sections describe how to operate the OM User Monitoring feature, including how to:

- activate the OM User Monitoring feature for one or more user accounts (see “Activating User Monitoring” on page 6).
- view the monitoring status of the activated user accounts (see “Viewing Monitor Status” on page 8).
- customize specific settings for your SIP-DECT® system (see “Configure User Monitoring” on page 9).

To set up alarm scenarios triggered by the OM User Monitoring feature, you must set up the OM Integrated Messaging & Alerting Application and / or the OM Locating application. See the information presented later in this section, as well as the relevant documents listed under “Other Documentation” on page 5.

ACTIVATING USER MONITORING

You can activate the OM User Monitoring feature for each user account individually. However, you can only activate the OM User Monitoring feature for a limited number of user accounts only (see “Notes on Licenses and System Capacity” on page 4 for more information)

SIP-DECT supports Java web start to launch the OMP. You must have Java 1.7 or later runtime environment installed on your PC to run the OMP. The OMP.jar file is available in the OMM software installation directory, or you can download the jar file from the OM Web service interface.
Operating User Monitoring

1. Double-click on the OMP.jar file to launch the OMP.

2. Enter the IP address of the DECT base station or Linux server hosting the OMM, and the User name and Password required to access the OMM (i.e., “Full access” account, default is “omm”). Click OK to log in.

3. Navigate to the DECT Phones -> Users page. In the following screen shot, the User rel. type and Monitoring mode columns are also shown (you can choose which columns to display using the Select columns command in the Tasks pane).

4. Double click a user entry to show the corresponding configuration tabs. Alternatively, select multiple user entries and click the Configure link in the Tasks pane.

5. Select the User monitoring tab. In the Monitoring mode field, select the desired monitoring mode:
   - Off: disables user monitoring.
   - Passive or Active: enables user monitoring and controls the mode of the DECT phone activity status supervision.
The default setting for a new user account is “Off”.

6. Click **OK** to confirm your settings.

**Note:** If user monitoring is activated, the **VIP** option in the **SIP** tab of the configured user accounts is automatically enabled. The VIP option is not changed if the user monitoring mode is set to “Off”.

### VIEWING MONITOR STATUS

If you activated the OM User Monitoring feature for one or more user accounts, you can view the monitored status information.

1. Start the OpenMobility Manager (OMP) and log in (see “Activating User Monitoring” on page 6).
2. Click the Monitoring Mode icon ( ) in the upper tool bar to enter OMP Monitoring Mode.
3. Navigate to the **DECT Phones -> User monitoring** page.
4. Evaluate the displayed status information. The display updates automatically, as status information changes.

For a detailed description of the different status flags see “Monitored Status Information” on page 11.
You can change a number of parameters that control the general behaviour of the OM User Monitoring feature.

1. Start the OpenMobility Manager (OMP) and log in (see “Activating User Monitoring” on page 6). Configuration mode ( ) is enabled by default.

2. Navigate to the System -> Advanced settings page and select the User monitoring tab.

3. You can configure the following system-level parameters:
   - **Locating escalation**: Enables or disables generation of the “LOC-ERR-USERSTATE” alarm trigger by the OMM. Default setting is “off”.
   - **Start-up delay**: Specifies the period of time the user monitoring start-up is delayed (between 2 and 15 minutes) after fail-over or system start-up.
   - **Escalation delay**: Specifies the period of time the user monitoring feature waits before escalating an “Unavailable” status.
• **Activity timeout 1**: Specifies the maximum time (between 30 and 1440 minutes, default 720 minutes) between user activities in Passive monitoring mode.

• **Activity timeout 2**: Specifies the maximum time (between 5 and 60 minutes, default 30 minutes) between user activities in Active monitoring mode.

• **Battery threshold**: Specifies the minimum battery load (between 0 and 100%, in increments of 5%).

4. Click **OK** to confirm your settings.
**USER MONITORING DETAILS**

**MONITORED STATUS INFORMATION**

The OM User Monitoring feature manages a fixed set of status information.

<table>
<thead>
<tr>
<th></th>
<th>Handset Assignment Status</th>
<th>DECT phone assigned to the user?</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAS</td>
<td>Handset Subscription Status</td>
<td>DECT phone subscribed to the DECT system?</td>
</tr>
<tr>
<td>HSS</td>
<td>Handset Registration Status</td>
<td>DECT phone currently registered/signed in?</td>
</tr>
<tr>
<td>HRS</td>
<td>Handset Activity Status</td>
<td>Activity of the DECT phone within a specific time-frame?</td>
</tr>
<tr>
<td>HCS</td>
<td>SIP user Registration Status</td>
<td>User registered at the SIP registrar?</td>
</tr>
<tr>
<td>SRS</td>
<td>Silent Charging Status</td>
<td>DECT phone not in silent charging mode (silent charging option active and in the charger cradle)?</td>
</tr>
<tr>
<td>SCS</td>
<td>Call Diversion Status</td>
<td>Feature “immediate call diversion” inactive”?</td>
</tr>
<tr>
<td>CDS</td>
<td>Handset Battery State</td>
<td>Battery charge higher than the configured threshold?</td>
</tr>
<tr>
<td>HBS</td>
<td>Software Status</td>
<td>Does DECT phone have the minimum required software version?</td>
</tr>
</tbody>
</table>

If all questions above can be answered with “Yes” then the “Combined User Status” (CUS) is set to “Available”. This set of status information is monitored only if user monitoring is enabled for a user.
The status of all monitored users is displayed in the **DECT Phones -> User monitoring** page (see also “Viewing Monitor Status” on page 8). The OMP provides a legend of the possible values in the right pane:

```
Legend:
✅ Available
⚠️ Warning
❌ Unavailable
 egret Escalated
```

The sum of all specific states is shown in the “Combined User Status” (CUS) column. If one of the states is set to unavailable, the resulting Combined User Status (CUS) is set to unavailable as well.

Because of dependencies between the states, some states cannot be determined if a higher level state is not known. For example, if the user has no DECT phone assigned (HAS is “Unavailable”), the DECT phone registration status cannot be determined. If a status cannot be determined, the corresponding status value is set to “Unknown” (shown as an empty field in the OMP status display).

The status information is available via OM AXI and OMP.
STATUS ATTRIBUTES AND VALIDATION MECHANISMS

The Combined User Status (CUS) is the aggregate of specific status information. The CUS is calculated based on the following rules:

- Specific states that are set to “Unknown” are ignored.
- CUS is set to “Available” if none of the specific states is set to “Warning”, “Unavailable” or “Escalated”.
- CUS is set to “Warning” if at least one of the specific states is set to “Warning” and none of the other states is set to “Unavailable” or “Escalated”.
- CUS is set to “Unavailable” if at least one of the specific states is set to “Unavailable” and none of the other states is set to “Escalated”.
- CUS is set to “Escalated” if at least one of the specific states is set to “Escalated”.
- The “Unavailable” status is changed to “Escalated” after the Escalation delay has elapsed and the corresponding alarm trigger has been generated (see “Unavailability Escalation” on page 18).

HANDSET ASSIGNMENT STATUS (HAS)

A DECT phone must be assigned to the user, otherwise the status is “Unavailable”.

- Fixed user device relation: a DECT phone is assigned permanently to a user. The status is always “available”.
- Dynamic user device relation: a DECT phone can be dynamically assigned to a user. This means that the login and logout procedures are used on the DECT phone.
If the user is logged out (unbound), the status is “Unavailable”. If the user is logged in, the status is “Available”. Note that login and logout also change the SIP Registration Status (SRS).

**Precondition:** The user must exist in the OMM database.

**HANDSET SUBSCRIPTION STATUS (HSS)**

The DECT phone must be subscribed, otherwise the status is “Unavailable”.

**Precondition:** A DECT phone must be assigned to the user.

**HANDSET REGISTRATION STATUS (HRS)**

The DECT phone must be attached / signed in (successful location registration) otherwise the status is “Unavailable”.

Note that the DECT phone may send a detach message if it is switched off.

**Precondition:** A DECT phone must be assigned to the user (fixed relation or user logged in) and the DECT phone is subscribed.

**HANDSET ACTIVITY STATUS (HCS)**

A communication over the air must occur at regular intervals, otherwise the status is “Unavailable”.

**Passive monitoring**

With every activity between DECT phone and the SIP-DECT system (e.g., call setup), the activity information is updated (last activity, current activity status). This indicates the last time the DECT phone was able to communicate with the DECT system (i.e., within the coverage area, sufficient battery level, etc). There must be an activity within the time-frame defined by the **Activity timeout 1** setting (minimum 30 minutes, maximum 1440 minutes). Any activity between the DECT phone and the SIP-DECT system sets the status to “Available”.

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SIP-DECT User Monitoring Guide
Active monitoring
Each DECT phone that is monitored actively refreshes its registration automatically within the Activity timeout 2 value (min. 5 minutes, max. 60 minutes). This system-triggered activity, as well as any other activity between the DECT phone and the SIP-DECT system sets the status to “Available”.

Active and passive monitoring
If the DECT phone was not active for the period of time defined by the activity timeouts (see “Configure User Monitoring” on page 9), the OMM automatically initiates an activity between the DECT phone and the DECT system to check connectivity. If this fails, the OMM sets the status to “Unavailable” but makes two more attempts to connect to the DECT phone within the next 2 minutes.

The OMM continues to check the DECT connectivity based on the configured time frame. If the status is already “Unavailable”, the OMM does not verify the status by two additional tests within 2 minutes. If a check succeeds, the status is set to “Available”.

If a DECT phone cannot be reached (e.g., during call setup or message delivery), the OMM makes two more attempts to tries to connect to the DECT phone within the next 2 minutes before the status is set to “Unavailable”.

Precondition: A DECT phone must be assigned to the user (fixed relation or user logged in). The DECT phone is subscribed and attached (at least once).

SIP USER REGISTRATION STATUS (SRS)

The user must be successfully registered at the configured SIP registrar, otherwise the status is “Unavailable”.

A SIP registration is initiated automatically by the OMM during start-up if the user’s DECT phone was attached to the DECT system before restart / failover. The OMM does not initiate SIP registration automatically during start-up if:
• the user has no assigned DECT phone (fixed user device relation, login)
• the DECT phone is not subscribed
• the DECT phone was detached (e.g. switched off) before restart/failover.

A user is de-registered if:
• the DECT phone subscription is deleted / terminated
• the user logs off from a DECT phone
• the DECT phone is detached (e.g. switched off)

**Precondition:** A DECT phone must be assigned to the user (fixed relation or user logged in). The DECT phone is subscribed and attached (at least once).

**SILENT CHARGING STATUS (SCS)**

If silent charging is enabled on the DECT phone and the DECT phone is put into the charger, the DECT phone is in silent charging mode and does not indicate incoming calls with an audible signal. The DECT phone must not be in silent charging mode, otherwise the status is “Unavailable”.

**Precondition:** A DECT phone must be assigned to the user (fixed relation or user logged in). The DECT phone is subscribed and attached/signed in to the SIP-DECT system.

**CALL DIVERSION STATUS (CDS)**

The user has no immediate call diversion (unconditional call forwarding) configured, otherwise the status is “Unavailable”.

If the user has configured a call diversion for “No answer” / “Busy no answer” with a forward time of ‘0’, this is handled by the OM User Monitoring feature user in the same way as unconditional call forwarding.
**User Monitoring Details**

**Precondition**: The user must exist in the OMM database. The SIP Call forwarding / Diversion setting is enabled in the OMM under **System -> SIP -> Supplementary services**.

**HANDSET BATTERY STATUS (HBS)**

The battery level of the DECT phone must be greater than the configured Battery threshold system setting, otherwise the status is set to “Warning”.

**Precondition**: A DECT phone must be assigned to the user (fixed relation or user logged in). The DECT phone is subscribed and attached. Delivery of battery level is supported.

**SOFTWARE STATUS (SWS)**

The DECT phone software must provide the minimum required features that can be controlled by the current OMM version. Therefore, the minimum DECT phone software version is hard-coded in the OMM and validated by the OM User Monitoring feature. The status is set to “Warning” if the DECT phone software version is older than the OMM hard-coded value.

**Note**: Delivery of the software version is only supported by Mitel 600 DECT phones.

**Precondition**: A DECT phone must be assigned to the user (fixed relation or user logged in). The DECT phone is subscribed and attached.
UNAVAILABILITY ESCALATION

If the OMM detects the unavailability of a user (CUS is marked as “Unavailable”), the OMM signals the condition only once by submitting a “UMON-WARN-USERSTATE” alarm trigger via OM AXI.

If the OMM finally detects the unavailability of a user (CUS is marked as “Unavailable/Escalated”), the OMM escalates the condition only once by submitting a “UMON-ERR-USERSTATE” alarm trigger and an optional “LOC-ERR-USERSTATE” alarm trigger via OM AXI.

If the OMM detects the availability of a user (CUS is marked as “Available”), the OMM signals the condition only once by submitting a “UMON-OK-USERSTATE” alarm trigger via OM AXI.

The alarm triggers may also be handled with an alarm scenario configured for the OM IMA Application (see “OM Integrated Messaging and Alerting Application” on page 20).

**Note:** The user must become available again before the unavailability of a user is escalated again.
OM LOCATING APPLICATION

It is possible to signal an alarm in the OM Locating Application if monitored users become unavailable.

1. Start the OM Management Portal (OMP) and log in.
2. Navigate to the **System -> Advanced settings** page and select the **User monitoring** tab.
3. Activate the **Locating escalation** option (see “Configure User Monitoring” on page 9 for a parameter description). You may also change the **Escalation delay** setting.
4. Navigate to the **DECT Phones -> Users** page.
5. Select one or more user accounts and click the **Configure** link in the Tasks pane.
6. Select the **Locating** tab.
7. Enable the **DECT locatable** option and (optionally) the **Tracking** option.
8. Click **OK** to confirm your settings.

After configuration, switch to the Web console of the OM Locating application. If a monitored user becomes unavailable, the corresponding alarm event is displayed in the **Distress Events** tab of the OM Locating Application.
• The “LOC-ERR-USERSTATE” alarm trigger is displayed as a Customer-specific event (▁▁).

• The “LOC-ERR-USERSTATE” alarm trigger is handled as an SOS (▁▁) or ManDown (▁▁) event, but no voice call will be established.

Please refer to the *SIP-DECT OM Locating Application* guide for more information.

**OM INTEGRATED MESSAGING AND ALERTING APPLICATION**

You can configure the OM Integrated Messaging and Alerting (IMA) Application to send messages or define escalating alarm scenarios for the OM Monitoring feature (see “Unavailability Escalation” on page 18). The following alarm triggers can be used:

• The “UMON-WARN-USERSTATE” alarm trigger is sent if the “Unavailable” condition is detected.

• The “UMON-ERR-USERSTATE” and the “LOC-ERR-USERSTATE” alarm triggers are sent to signal the escalation of the “Unavailable” condition after some time. You can configure the *Escalation delay* in the system settings (see “Configure User Monitoring” on page 9). Note that the “LOC-ERR-USERSTATE” alarm trigger is only sent, if the *Locating escalation* setting is enabled.

• The “UMON-OK-USERSTATE” alarm trigger is sent if a user becomes available.

If messages are to be sent by the OM IMA application, you need an OM IMA configuration file to configure corresponding alarm scenarios for the alarm triggers.
You can include the following example lines in your configuration:

```xml
<AlarmScenario>
    <as alarmTriggerId="UMON-OK-USERSTATE"
        level="1" recipients="tel:1001" priority="PrioHigh"
        popUp="true"
        alarmMsg="User available: %n Cause: %c"/>
</AlarmScenario>

<AlarmScenario>
    <as alarmTriggerId="UMON-WARN-USERSTATE"
        level="1" recipients="tel:1001" priority="PrioHigh"
        popUp="true"
        alarmMsg="User probably unavailable: %n Cause: %c"/>
</AlarmScenario>

<AlarmScenario>
    <as alarmTriggerId="UMON-ERR-USERSTATE"
        level="1" recipients="tel:1001" priority="PrioHigh"
        popUp="true"
        alarmMsg="User unavailable: %n Cause: %c"/>
</AlarmScenario>
```

The alarm triggers provide information about the alarm cause in the “%c” alarm parameter. You can include this parameter in your IMA configuration file to include status attribute IDs such as HAS, HSS, HRS, etc in the alarm message. In addition, these static, predefined alarm triggers behave in a way similar to the “SOS” and “MANDOWN” alarm triggers (i.e., they do not have a destination telephone number to call).

Refer to the *OM Integrated Messaging and Alerting Application* guide for more information.
Appendix A

REFERENCE
START-UP AND FAILOVER

The availability status is set to “Unknown” at start-up. The user monitoring feature does not escalate any user status during start-up until a configurable delay (between 2 and 15 minutes set in the Startup delay parameter) has elapsed. See “Configure User Monitoring” on page 9.

The start-up delay should be adjusted according to the system start-up. The system start-up depends on the actual physical configuration, infrastructure components and parameter settings.

Use the “Sync RFP start-up time” and “Sync Cluster start-up time” statistic counters to determine an appropriate value for the start-up delay.

When the start-up delay has elapsed, the status attributes are checked and the availability status is determined. If the result is “Unavailable”, the status is escalated.

The SIP registration process runs independently from the user monitoring start-up and infrastructure start-up. Monitored users and users who have the VIP option enabled are registered first.
The “UD_UserMonitoring” parameter in the OMM user configuration file controls the monitoring setting for a user. The parameter can be set to “Off”, “Passive” or “Active”.
The OM Monitoring feature is fully supported on the Mitel 600series of DECT phones.

The following states are managed for all DECT phone types:

- Handset assignment status (HAS)
- Handset subscription status (HSS)
- Handset registration status (HRS)
- Handset activity status (HCS)
- SIP user registration status (SRS)
- Call diversion status (CDS)

Notes on Mitel 142d
The Mitel 142d DECT phones are supported by SIP-DECT and have an enhanced feature set compared to GAP DECT phones. For the Mitel 142d, the availability status is always set to “Warning” because of the limited feature set.

The following states are not supported:

- Handset battery state (HBS): always set to “Unknown”
- Software Status (SWS): always set to “Warning”, indicates the limited feature set
- Silent charging state (SCS): always “Unknown”

If the handset is put into silent charging mode, it sends a “Detach” event, as if it is switched off.

Comments on GAP DECT phones
GAP handsets are supported by SIP-DECT® with a basic feature set. The availability status is always set to “Warning” because of the limited feature set.
The following states are not supported:

- Handset battery state (HBS): always set to “Unknown”
- Software Status (SWS): always set to “Warning”, indicates the limited feature set
- Silent charging state (SCS): always “Unknown”

GAP DECT phones do not support the active monitoring (Handset activity status /HCS). In general, there is no guarantee of correct interoperability of 3rd party DECT phones with SIP-DECT.
RESTRICTIONS

The OMM determines the availability of a DECT phone, which does not necessarily represent the availability of the user. Therefore, the OM Monitoring feature has some limitations that you should consider.

• It is not possible to determine whether a user is actually carrying the DECT phone or not.

• Checking the user’s availability does not include the infrastructure to which the OMM is connected (e.g. call manager, etc.). A user may appear as available even if the call manager fails. Some call manager features (especially call diversions) may further prevent the user from receiving calls.

• If a user is removed from the OMM, monitoring stops without escalation. Verification of whether or not the user belongs to an alarm scenario configured in the alarm server or any other application scenario is not possible.