



## Interpreting SPA-Phone stats in BYE

The SPA phones allow you to configure the phone to send call statistics in the SIP BYE message. These statistics can be useful in the event you want to proactively look for network issues.

Enable stats in BYE [default is off/no] using either of the following two methods:

- **Configuration File:**

```
<Stats_In_BYE ua="na">Yes</Stats_In_BYE>
```

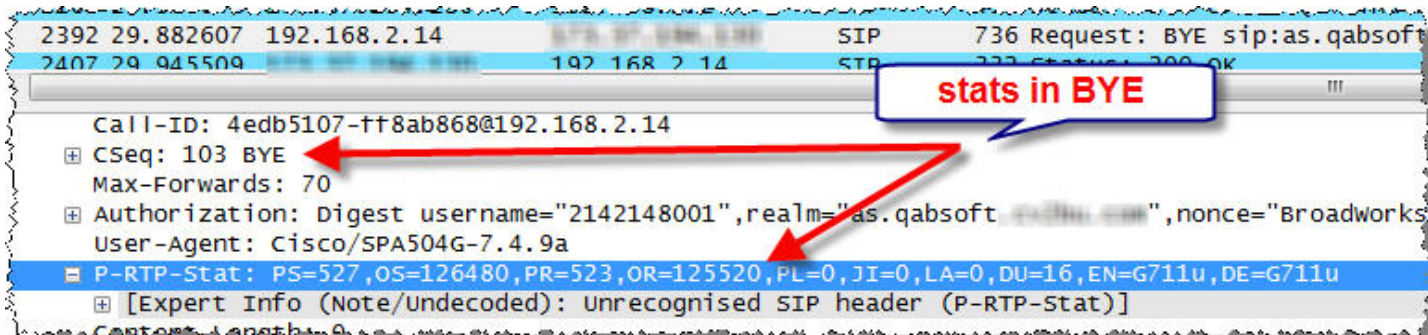
- **Web User Interface:**

Voice tab > SIP tab > RTP Parameters > Stats in BYE: **yes**



### Viewing the Results

Use Wireshark or a similar network analysis utility and view the SIP BYE message to see the stats in BYE:





## Interpreting P-RTP-Stat Results

- PS=1810
- OS=92700
- PR=1378
- OR=34280
- PL=41504
- JI=0
- LA=0
- DU=36
- EN=G729a
- DE=G729a

The [SPA Phone Admin Guide](#) describes the P-RTP-Stat header in the Configuring RTP Parameters and in the Stats In BYE sections as follows:

P-RTP-State:

- PS=<packets sent>
- OS=<octets sent>
- PR=<packets received>
- OR=<octets received>
- PL=<packets lost>
- JI=<jitter in ms>
- LA=<delay in ms>
- DU=<call duration in s>
- EN=<encoder>
- DE=<decoder>

[RFC3550](#) describes how the counter calculations are computed.

### Note:

The packets sent (PS) counter is the count of packets that **your phone has sent**.

The packets lost (PL) counter is based on what the **remote device sent to your phone** and is compared with what your phone received. There is no correlation between PS and PL, they are totally separate and not related in any way.

The packets received (PR) counter is related to the PL counter. The sum of your phone's PR and PL counters should equal the remote side's packet sent counter. Keep in mind that you have no visibility to the remote side's PS counter.

<end>