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# Web Services API Reference

Device resource

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# Device resource

This resource is part of the [Voice API](#) section of the [Web Services API](#).

## Overview

Device resources include properties that show the current state of the user's device and the available operations for the current state. Devices are returned from GET requests to **/api/v2/me/devices** or GET requests to **/api/v2/me?subresources=\***. See [Recovering existing state](#) for examples. The device resource is also present in [DeviceStateChangeMessages](#) delivered to the client via CometD. The format of the device resource is identical in these two contexts, which lets clients more conveniently update their state.

## Sample data

```
{
  "id": "efelab32-53f9-43ce-b65e-5768c61f7d4a",
  "deviceState": "Active",
  "userState": {
    "id": "9430250E-0A1B-421F-B372-F29E69366DED",
    "displayName": "Ready",
    "state": "Ready"
  },
  "phoneNumber": "5005",
  "e164Number": "5005",
  "telephonyNetwork": "Private",
  "doNotDisturb": "Off",
  "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
  "capabilities": [
    "ForwardCallsOn",
    "DoNotDisturbOn",
    "ListenIn",
    "Coach",
    "BargeIn",
    "CancelSupervisorMonitoring"
  ],
  "supervisorMonitoringState": {
    "state": "ListenIn",
    "mode": "AllCalls",
    "scope": "Call",
    "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/9c14cad7-17c4-48d0-8492-7cf0ff92c224"
  }
}
```

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Resource details

Field	Description
id	The unique identifier for the call.
deviceState	The state of the device (Active, Inactive).
userState	<p>The state of the user for this device. The userState contains the following list of structures:</p> <ul style="list-style-type: none"><li>• id — The ID of the user state.</li><li>• displayName — The display name for the user state.</li><li>• state — The user state.</li></ul>
phoneNumber	The phone number assigned to this device.
e164Number	The phone number in e.164 format.
telephonyNetwork	<p>The type of telephony network the device is associated with. The possible values are:</p> <ul style="list-style-type: none"><li>• Public — A device that is connected over the PSTN via SIP Server.</li><li>• Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.</li></ul>
doNotDisturb	The Do Not Disturb state for this device (On, Off).
voiceEnvironmentUri	The URI for the voice environment to which this device belongs.
capabilities	A list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, Bargain, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.
supervisorMonitoringState	<p>The current state of the supervisor monitoring the device. This property is only present when supervisor monitoring is active on the device. The supervisorMonitoringState contains the following list of structures:</p> <ul style="list-style-type: none"><li>• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargain.</li><li>• mode — The supervisor monitoring mode on this device. Possible values are NextCall or AllCalls.</li></ul>

Field	Description
	<ul style="list-style-type: none"><li>• scope — The scope of supervisor monitoring. Possible values are Call or Agent.</li><li>• targetDeviceUri — The URI of the device being monitored.</li><li>• phoneNumber — The monitored phone number.</li><li>• switchName — The name of the switch owning the phone number.</li></ul>