Nortel Networks Communication Server 1000

Nortel Networks Integrated Conference Bridge

Administrator Guide

Revision history

July 2004

Standard 1.00. This document is issued to support Nortel Networks Integrated Conference Bridge Release 4.0.

Contents

Introduction

Nortel Networks Integrated Conference Bridge allows users to schedule and administer multiple, simultaneous conferences using a web, telephone, or Microsoft® Outlook® user interface.

User levels

Nortel Networks Integrated Conference Bridge (ICB) supports the following four user levels:

- **Administrator —** An administrator can set up the ICB card, add one or more users (including super-users), and delete one or more users.
- **Super user —** A super user can view and change *any* conference scheduled on the ICB.
- **Executive user —** An executive user can create and modify *their own* conferences. An executive user can also view *any* conference scheduled on the ICB.
- **Regular user —** A regular user can create and modify *their own* conferences. A regular user cannot view or change the conferences of others.

This document describes ICB operations for the Administrator. Operations for the super user, executive user, and regular user levels are described in *Nortel Networks Integrated Conference Bridge User Guide*.

Integrated Conference Bridge interfaces

A conference on the Nortel Networks Integrated Conference Bridge (ICB) can be configured in three ways:

1. Use the Browser User Interface
2. Use the Microsoft Outlook User Interface.
3. Use the Telephone User Interface.

Browser User Interface

The ICB Browser User Interface (BUI) offers one set of configuration options for administrators and a second set for other users.

- For information about BUI options for administrators, see “Browser User Interface” on page 11.
- For information about BUI options for non-administrators, refer to *Nortel Networks Integrated Conference Bridge User Guide*.

Microsoft Outlook User Interface

The Microsoft Outlook User Interface enables users to schedule and manage ICB conferences. The interface includes a subset of the options available in the BUI.

- For information about Microsoft Outlook User Interface options for administrators, see “Microsoft Outlook User Interface” on page 68.
- For information about Microsoft Outlook User Interface options for non-administrators, refer to *Nortel Networks Integrated Conference Bridge User Guide*.

Telephone User Interface

The ICB Telephone User Interface (TUI) lets administrators and other users enter commands on a telephone keypad to configure conferences.

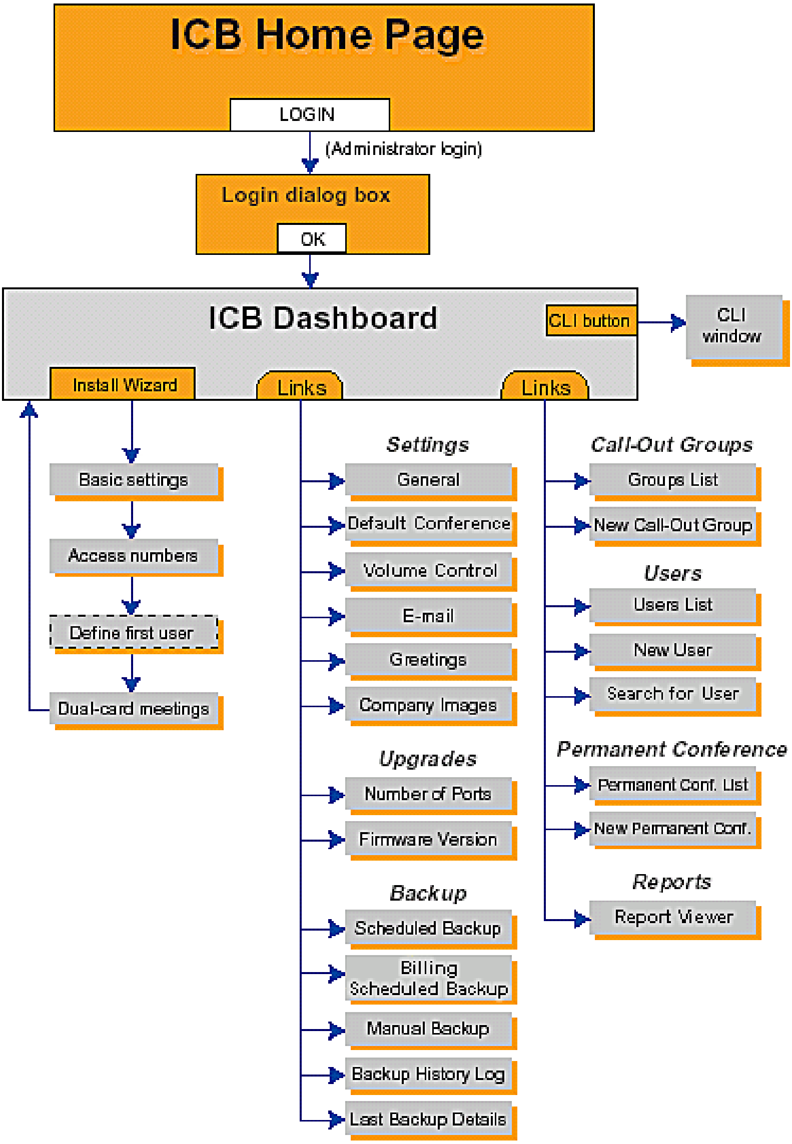
- For information about TUI options for administrators, see “Telephone User Interface” on page 76.
- For information about TUI options for non-administrators, refer to *Nortel Networks Integrated Conference Bridge User Guide*.

Browser User Interface

Overview

Figure 1 on **page 12** depicts the logical layout of the Nortel Networks Integrated Conference Bridge Browser User Interface (BUI) administration system.

Figure 1: BUI navigation flowchart – administration



3-A.

Accessing the BUI

This section contains instructions on accessing the BUI and changing the administrator's password.

General information

The ICB BUI supports open access from anywhere on the Internet, including gateways and firewalls. The ICB web server is accessed over an Ethernet connection. The system does not support browsers running on MacIntosh computers. When using the BUI, do not disable the cookies function in the browsers.

Preparing to use the BUI

Follow the steps below before using the BUI.

1. Check the web browser version.
   — Netscape Communicator® users must run version 4.5 or later. To check the version, choose **Help > About Netscape**.
   — Microsoft Internet Explorer® users must run version 4.01 or later with Service Pack 1. To check the version, select **Help > About Internet Explorer**.

   To upgrade the web browser, ask your system administrator about the upgrade procedure.
2. Obtain the following information:
   — your ICB UserID name
   — your ICB login password
   — the ICB IP address (URL or DNS Name)

Logging in to the BUI

Follow the steps below to log in to the BUI.

1. Enter the ICB IP address in the browser's **Location** or **Address** field, and press **Enter** or **Return**.

   The **ICB Login** window opens. See Figure 2 on page 14.

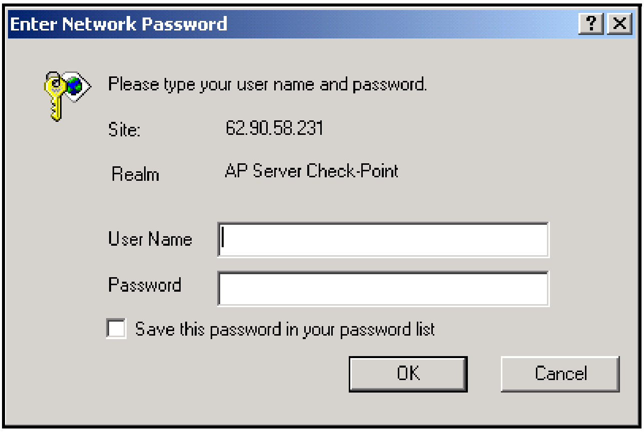
Note: By default, the **ICB Login** window has a generic image. Administrators can replace this image with their own. See "Customizing images" on page 38.

Figure 2: ICB Login window

2. Bookmark this URL for future use.
3. Click **LOGIN.**

   The **Network Password** window opens. See Figure 3 on **page 15**.

Figure 3: Network Password window



4. Enter your administrator ID in the **User Name** field.
5. Enter your six-digit administrator password in the **Password** field.
6. Select **Save this password in your password list** (optional).
7. Click **OK**.

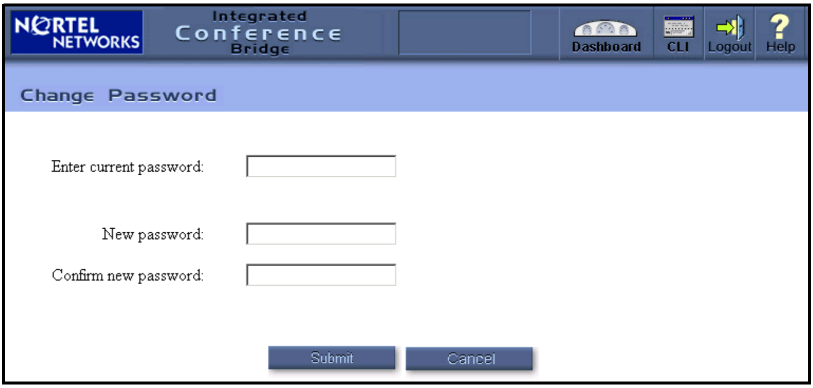
Changing the administrator password

Follow the steps below to change the administrator password.

1. Log in to the BUI. See “Logging in to the BUI” on page 13.
2. Click **Change Password** in the **Dashboard**.

   The **Change Password** window opens. See Figure 4 on page 16.

Figure 4: Change Password window

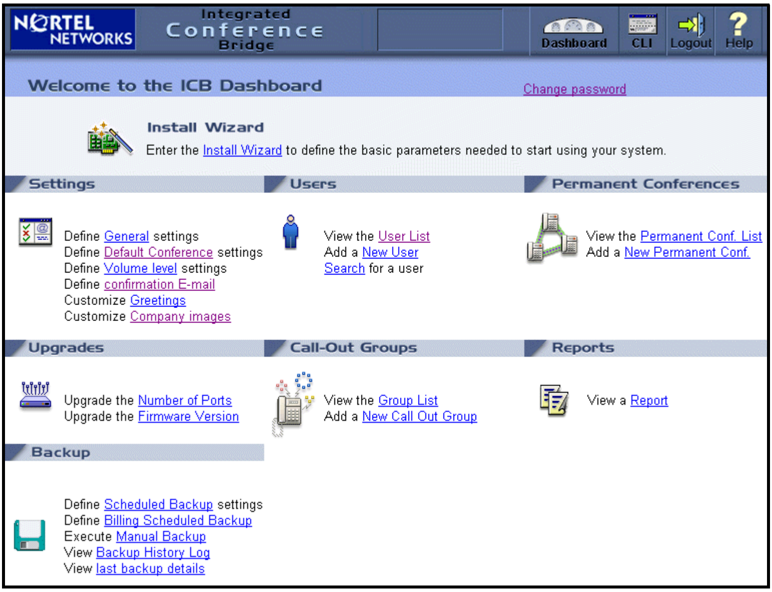


3. Enter the current password in the **Enter current password** field.
4. Enter the new password in the **New password** field.
5. Reenter the new password in the **Confirm new password** field.
6. Click **Submit**.

Integrated Conference Bridge (ICB) Dashboard

Figure 5 on page 17 shows the ICB **Dashboard**, which is the home screen for the ICB administrative system. It opens when an administrator logs in to the system. The **Dashboard**, which is organized as an Internet portal, contains links to the following key configurable options: Settings, Users, Permanent Conferences, Upgrades, Call-Out Groups, Reports, and Backup.

Figure 5: Administration ICB Dashboard window

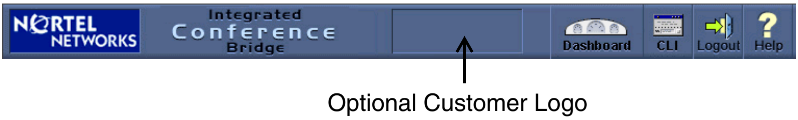


Title frame

The title frame sits at the top of the **Dashboard** window and all administration windows (see Figure 6 on page 18). It contains the following buttons:

- **Dashboard –** Returns to the **Dashboard**. New settings will not be saved.
- **CLI —** Opens an additional window for input and output of Command Line Interface (CLI) commands. See “Using the Command Line Interface (CLI)” on page 66.
- **Logout —** Terminates the session and returns the user to the home page login window.
- **Help —** Displays help information relevant to the current window. The information is displayed in a separate window.

Figure 6: Administration ICB Dashboard title frame



Installing ICB using the Installation Wizard

The **ICB Installation Wizard** provides an easy method for configuring new systems. To access the **Installation Wizard**, click **Install Wizard** on the **Dashboard**.

All **Installation Wizard** windows list steps on the left side of the window. During installation, the **Submit & Continue** buttons advance users step-by-step. After installation is complete, users can reach a specific step by clicking its name.

The **Installation Wizard** has four main groups: **Basic Card Settings**, **Access Numbers**, **First User**, and **Dual Card Meeting**.

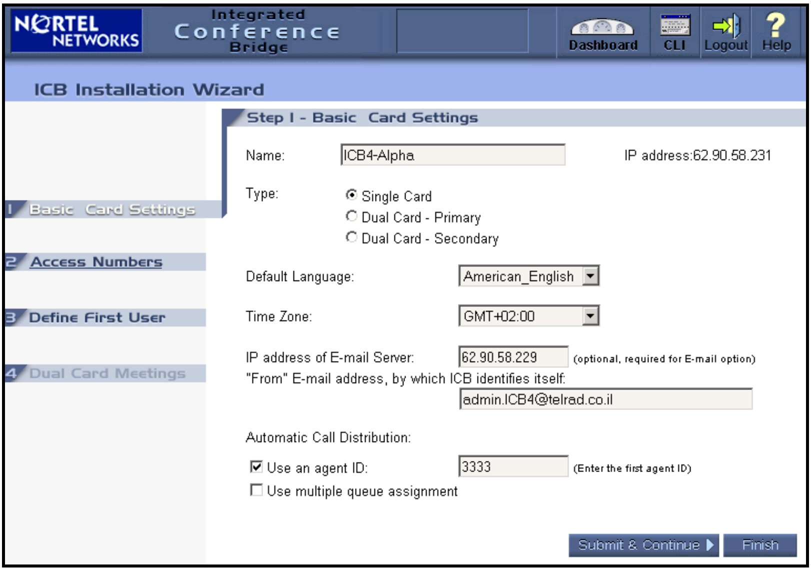
Follow the Wizard step-by-step — the panels for each step open automatically. To modify one of more fields in installed systems, click a specific step to open the window for that step.

Configuring Basic Card Settings

1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Click **Install Wizard** on the **Dashboard**.

   The **ICB Installation Wizard** window opens to the **Basic Card Settings** panel, as shown in Figure 7 on page 19.

Figure 7: Installation Wizard: Basic Card Settings panel



3. In the **Name** field, enter up to 15 characters of alphanumeric text for the card's name.

   The **IP address** field is a read-only field that shows the IP address of the card. Users define the card address using the CLI.

4. In the **Type** field, select the card's configuration type:

   — Single card — Stand-alone

   — Dual-card – Primary — primary card in a dual-card pair

   — Dual-card – Secondary — secondary card in a dual-card pair

   A dual-card meeting uses the Type information. If the information is changed here, a window opens to change the settings of a dual-card meeting.

5. In the **Default Language** field, select the default voice-prompt language for conferences and the TUI. When scheduling a conference, users can select a language from the available set. However, if the user does not specify a language, this parameter applies. The default is American English.

6. In the **Time Zone** field, select the time zone of the area where the card is located. For example, if the card is located in the Eastern time zone (Eastern United States and Canada), select **GMT-05:00**. The default is **GMT**.
7. In the **IP address of E-mail Server** field, enter the IP address of the server that the ICB uses to send scheduling confirmation and to administer e-mail messages. If this field is empty, or specified incorrectly, the ICB does not send e-mail messages. However, the rest of the system operates properly.

   Note: The ICB card uses SMTP. The e-mail server must support this protocol.

8. In the **From E-mail address** field, enter the e-mail address which the ICB uses to identify itself. This e-mail address appears in the **From** field of sent e-mail messages. Some e-mail servers require this information.
9. In the **Automatic Call Distribution** field, define the ACD setup according to the ACD configuration.
   a. Select **Use an agent ID** if ACD is configured with the agent ID option. If selected, enter the four-digit agent ID in the first ICB port in the adjacent text box. Other ports use the succeeding agent IDs.
   b. Select **Use multiple queue assignment** if ACD is configured with the multiple-queue option. This entry is required because this option impacts the agent login process that the system applies to ports.
10. Do one of the following:
    a. Click **Submit & Continue** to save the settings and continue to the next step.
    b. Click **Finish** to save the changes and return to the **Dashboard**. This option is available only when editing the settings after installation, not during a first installation.
    c. Click **Dashboard** in the title frame to return to the **Dashboard** without saving the changes.

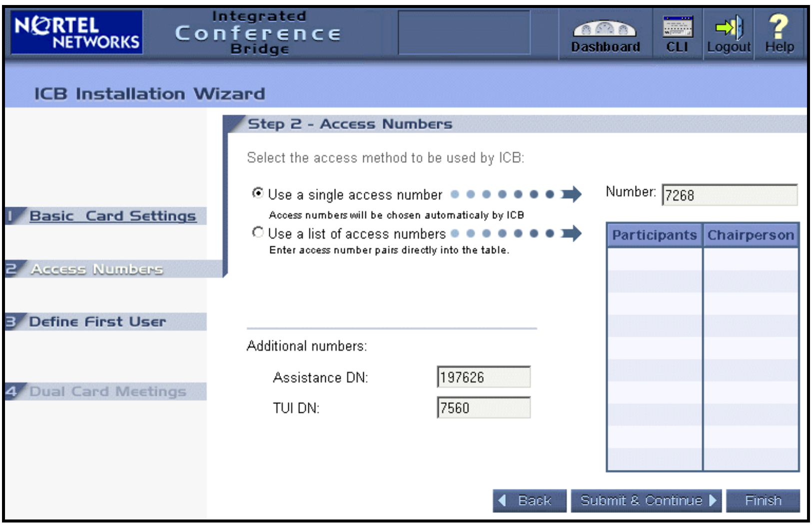
Configuring Access Numbers

1. Log in to the BUI. See "Accessing the BUI" on page 13.
2. Click **Install Wizard** on the **Dashboard**.

   The **ICB Installation Wizard** window opens to the **Basic Card Settings** panel, as shown in Figure 7 on page 19.
3. Click **Access Numbers** on the left-hand side of the **ICB Installation Wizard** window.

   The **Access Numbers** panel opens, as shown in Figure 8.

Figure 8: Installation Wizard: Access Numbers panel



4. Select the access method. The following are two mutually exclusive access methods:
   — Select **Use a single access number**, and enter one DN to access all conferences.
   — Select **Use a list of access numbers**, and enter a list of DN pairs. Users must dial the conference DN or the chairperson DN to enter the conference. The number of defined DNs equals the maximum number of simultaneous conferences allowed.

     In a single-card configuration, you can configure up to ten DN pairs. In a dual-card configuration, you define up to nine DN pairs for primary or secondary cards, because one DN pair must be reserved for dual-card meetings (see “Configuring parameters for a Dual-card Meeting” on page 24).

To delete DNs, select a table cell and press the **Delete** key. DNs dedicated to a current or future conference cannot be deleted. If you attempt to delete such a DN, an error message appears.

5. In the **Assistance DN** field, enter the DN of an operator or attendant. The system dials this DN when the chairperson in an active conference selects “Call assistant” when dialing out from the TUI or BUI.
6. In the **TUI DN** field, enter the DN to access TUI services.
7. Do one of the following:
   a. Click **Submit & Continue** to save the settings and continue to the next step.
   b. Click **Back** to return to the previous step without saving the changes.
   c. Click **Finish** to save the changes and return to the **Dashboard**. This option is available only when editing the settings after installation, not during a first installation.
   d. Click **Dashboard** in the title frame to return to the **Dashboard** without saving the changes.

Defining the First User

This task is required only during initial installation and cannot be performed after successful installation (the link is disabled). Perform normal user administration from a separate window in the Administration BUI (see “Administering users” on page 40).

Steps

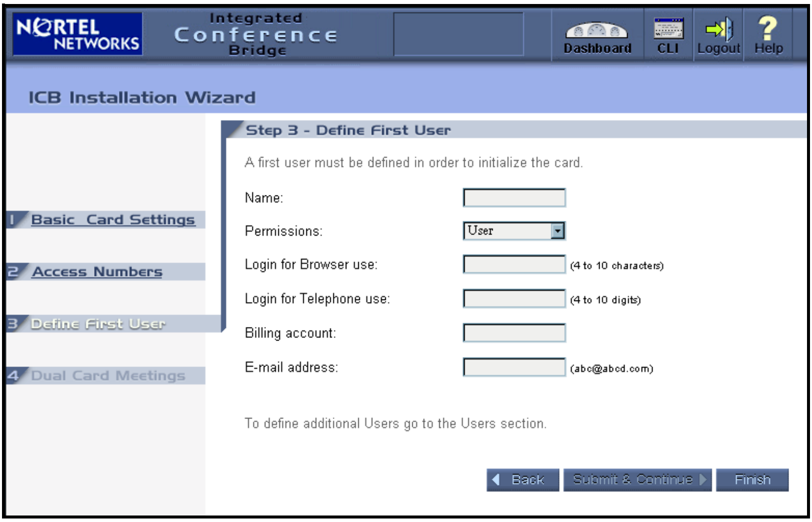
1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Click **Install Wizard** on the **Dashboard**.

   The **ICB Installation Wizard** window opens to the **Basic Card Settings** panel, as shown in Figure 7 on **page 19**.

3. Click **Define First User** on the left-hand side of the **ICB Installation Wizard** window.

   The **Define First User** panel opens, as shown in Figure 9.

Figure 9: Installation Wizard: Define First User panel



4. Define at least one user to perform sanity tests, such as scheduling conferences and placing calls. Define a user that can be deleted or modified from the regular User Administration window. This step eliminates the need to open a separate window to define a user and perform basic testing after the Wizard is finished.

5. Do one of the following:

   a. Click **Submit & Continue** to save the changes and return to the **Dashboard** (if configuring a single-port ICB), or continue to the next step (if configuring a dual-port ICB).

   b. Click **Back** to return to the previous step without saving the changes.

   c. Click **Finish** to save the changes and return to the **Dashboard**, configuring a single-card (stand-alone) ICB.

   d. Click **Dashboard** in the title frame to return to the **Dashboard** without saving the changes.

Configuring parameters for a Dual-card Meeting

This task can be performed only when the card is a member of a dual-card set, that is, when the card was configured as a “Dual-card – Primary” or “Dual-card – Secondary” in “Configuring Basic Card Settings” on page 18. Users can input data only on the primary card. This field is view-only for the secondary card.

All DNs must be configured in the Communication Server 1000 and Meridian 1 systems.

Define all DNs if the access method is single-number access. Single-number access does not apply to dual-card meetings.

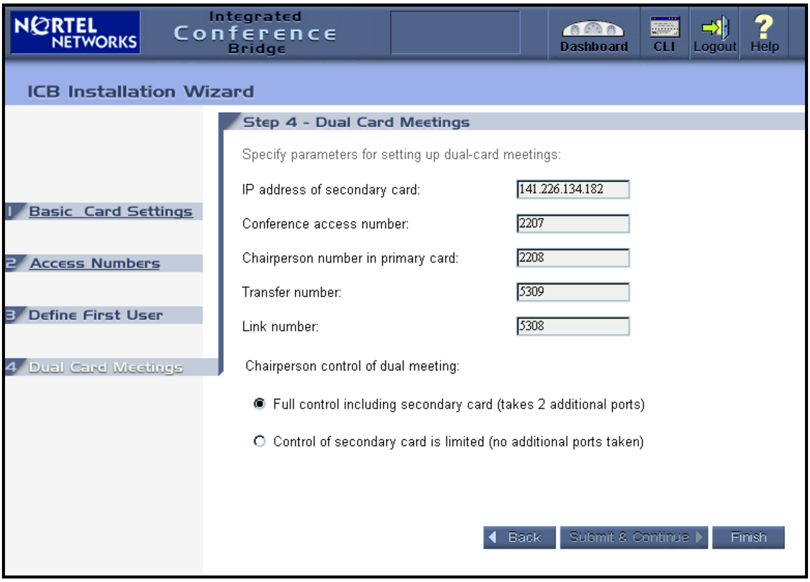
Steps

1. Log in to the BUI.
2. Click **Install Wizard** on the **Dashboard**.

   The **ICB Installation Wizard** window opens to the **Basic Card Settings** panel, as shown in Figure 7 on **page 19**.
3. Click **Dual Card Meeting** on the left-hand side of the **ICB Installation Wizard** window.

   The **Dual Card Meeting** panel opens, as shown in Figure 10 on **page 25**.

Figure 10: Installation Wizard: Dual Card Meetings panel



4. In the **IP address of secondary card** field, enter the IP address of the secondary card.
5. In the **Conference access number** field, enter the DN for the dual-card meeting. Callers dial this number to access the conference.
6. In the **Chairperson number in primary card** field, enter the chairperson DN for the dual-card meeting. The chairperson uses this number to access the dual-card meeting.
7. In the **Transfer number** field, enter the DN that the ICB uses to transfer calls from the primary card to the secondary card. This number is hidden from end users.
8. In the **Link number** field, enter the DN that the ICB uses to create a voice path between both cards. This number is hidden from end users.
9. In the **Chairperson control of dual meeting** field, select one of the following options.
   — **Full control including secondary card —** The chairperson commands apply to both cards. In this case, the maximum conference size for a 64-port card pair is 60 ports.

— **Control of secondary card is limited —** Some chairperson commands apply only to the primary card (for example, the TUI roll call command and dial out). The maximum conference size in a 64-port card pair is 62-ports.

10. Do one of the following:

    a. Click **Back** to return to the previous step without saving the changes.

    b. Click **Finish** to save the changes and return to the **Dashboard**.

    c. Click **Dashboard** in the title frame to return to the **Dashboard** without saving the changes.

Scheduling a test conference

1. After the Wizard setup session is complete, schedule a conference and place a call to test the card.
2. If necessary, return to the **ICB Installation Wizard** to change system definitions.

   Refer to *Nortel Networks Integrated Conference Bridge User Guide* for instructions on scheduling a conference.

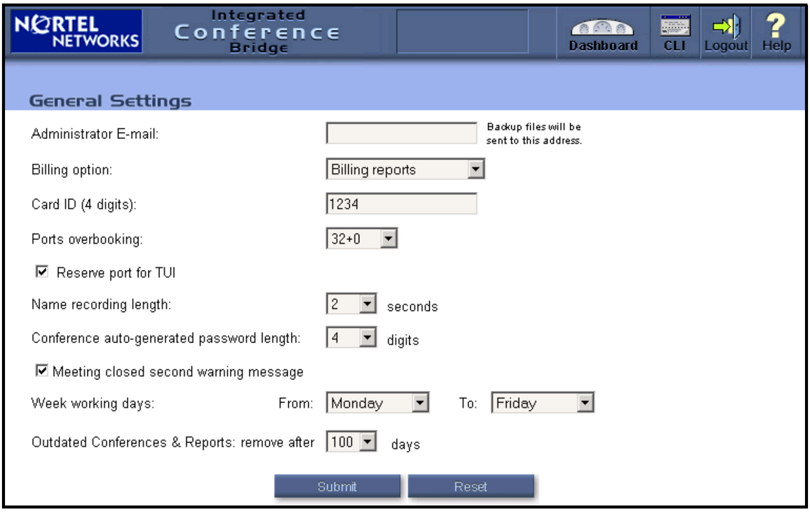
Defining general settings

Follow the procedures below to define general conference settings.

1. Click **Define General settings** in the **Dashboard**.

   The **General Settings** window opens, as shown in Figure 11 on page 27.

Figure 11: General Settings window



2. Define default general settings as described in Table 1.

   These values can be changed when scheduling a specific conference.

3. Click **Submit**.

Table 1: General Settings window fields (Part 1 of 2)

Field	Description
Administrator E-mail	Enter the e-mail address to which the ICB sends administration material, including backup files.
Billing option	Select a billing option for this card from the drop-down list. The options are as follows: • No billing – The ICB does not issue a billing report. • Billing reports – The ICB issues a billing report. • Billing Reports & Call Detail Recording (CDR).
Card ID	Enter the card ID (a four-digit decimal number) that the system uses for billing purposes.

Table 1: General Settings window fields (Part 2 of 2)

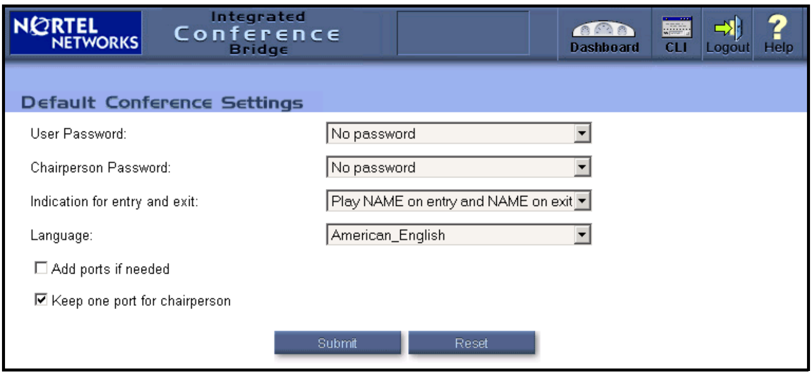
Field	Description
Ports overbooking	Enter the number of ports added by the Overbooking feature. The available values are shown in the form of 32 + N, where 32 is the physical capacity and N is the addition for overbooking. Valid values are from 32 + 0 (no overbooking) to 32 + 8 for cards with 32 ports. In cards with less than 32 ports, the maximum N is the proportional fraction of 8 (for example, 16 + 4 for a card with 16 ports. The default is N = 0 (no overbooking).
Reserve port for TUI	Select this option to dedicate one of the card's ports for TUI services access. This option is not available for conferences. When cleared, no port is reserved for the TUI, so the TUI is not accessible if all the card's ports are booked. The default for new systems is cleared.
Name recording length	Enter the duration, in seconds, of the spoken name in the name-entry option. When the system prompts a caller for their name, recording takes place for the specified duration after the beep. Valid entries are 2-10 seconds. The default is 2 seconds.
Conference auto-generated password length	Enter the length of the conference and chairperson passwords. Valid entries are 4-8 characters. The default is 4 characters.
Meeting closed second warning message	Select this option to set a second and final warning to be played to all conferees to indicate that the conference will close in 2 minutes. The default is cleared.
Weekly working days	Select the range of working days. The ICB uses this information when creating recurrent conferences with the option “Workday”. Valid values are any day of the week. The default is **From:** Monday and **To:** Friday.
Outdated conferences and reports	From the drop-down list, select the number of days the files are kept before deletion. For scheduling data, this field applies to conferences that have already taken place. The system keeps future conferences as long as required. Valid values are 1 to 120 days. The default is 32 days.

Defining default conference settings

1. Click **Define Default Conference settings** in the **Dashboard**.

   The **Default Conference Settings** window opens, as shown in Figure 12.

Figure 12: Default Conference Settings window



2. Define the default conference settings, as described in Table 2.

   These values can be changed when scheduling a specific conference.

3. Click **Submit**.

Table 2: Default Conference Settings window fields (Part 1 of 2)

Field	Description
User Password	Select a default password which participants must use to enter the conference. The options are as follows: • No password (default) • Automatically assigned — generated automatically by the ICB, of a length defined in General Settings (see “Defining general settings” on page 26)

Table 2: Default Conference Settings window fields (Part 2 of 2)

Field	Description
Chairperson Password	Select a default password that the chairperson must use to authenticate himself or herself. The options are as follows: • No password (default) • Automatically assigned — generated automatically by the ICB, of a length defined in General Settings (see "Defining general settings" on page 26)
Indication for entry and exit	Select how the system announces the entry or exit of a participant. The options are as follows: • Play name on entry and name on exit (default) • Play name on entry and tone on exit • Play tone on entry and name on exit • Silence — no indication
Language	Select the default voice-prompt language for conferences and the TUI. The default is American English.
Add ports if needed	Select this option to have the system reserve additional ports to accommodate unexpected participants. The default is cleared.
Keep one port for chairperson	Select this option to reserve a port for the chairperson. If this option is not selected, the system makes ports available on a first-come, first-serve basis. Therefore, if all the ports are in use when the chairperson tries to join the conference, the system does not allow the chairperson to enter the conference. The default is selected.

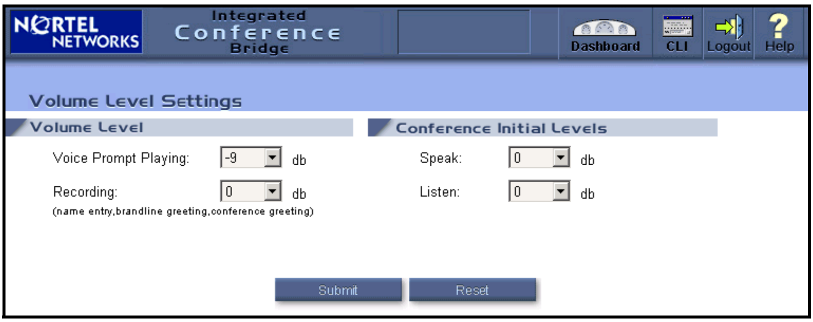
Defining volume levels

Follow the steps below to define initial volume levels.

1. Click **Define Volume Level settings** in the **Dashboard**.

   The **Volume Level Settings** window opens, as shown in Figure 13.

Figure 13: Volume Level Settings window



2. Define the volume settings, as described in Table 3.

   These values can be changed when scheduling a specific conference.

3. Click **Submit.**

Table 3: Volume Level Settings window fields

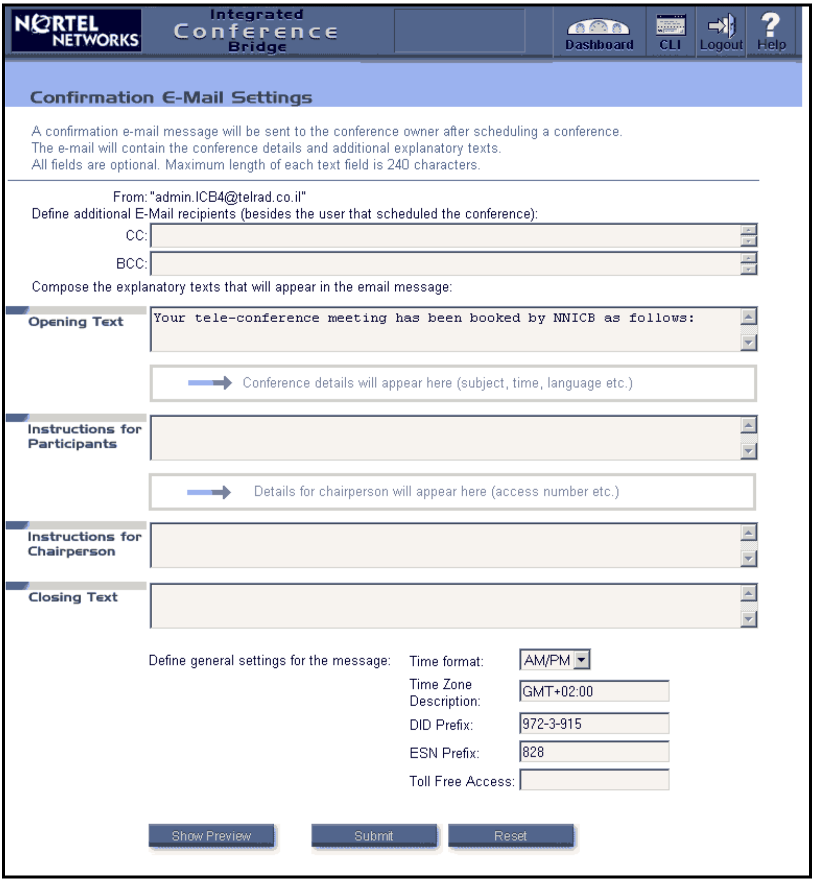
Field	Description
Voice Prompt Playing	Select a volume level for playing a prompt to the conferee. The default is 0.
Recording	Select a level for the speech volume of the conferee while recording. The default is 0.
Speak	Select the initial “talk” level of a conferee in a conference. The default is 0.
Listen	Select the initial “hear” level of a conferee in a conference. The default is 0.

Defining a confirmation e-mail

1. Click **Define Confirmation E-mail** in the **Dashboard**.

   The **Confirmation E-mail Settings** window opens, as shown in Figure 14.

Figure 14: Confirmation E-Mail Settings window



2. Define the template settings, as described in Table 4 on page 33.

   These values can be changed when scheduling a specific conference. The body of the e-mail is inserted when the corresponding conference is scheduled.

3. Click **Show Preview** to see what the e-mail will look like when the template is applied (optional).
4. Click **Submit**.

Table 4: Confirmation E-mail Settings (Part 1 of 2)

Field	Description
From	The sender's e-mail address defined in the first step of the Installation Wizard.This field cannot be edited; it is view-only.
CC	Enter the e-mail address or a list of addresses to receive a copy of all confirmation e-mails. Separate addresses with a space. All e-mail addresses must be entered in full, including their domain (for example, xxx@yyy.com).
BCC	Enter the e-mail address or a list of addresses to receive a copy of all confirmation e-mails. The system hides these addresses; they do not appear on the e-mails. All e-mail addresses must be entered in full, including their domain (for example, xxx@yyy.com).
Opening Text	Enter the header that appears before the fixed part of the e-mail (the conference details). For example, a company name or slogan.
Instructions for Participants	Enter the information that appears after the conference details, for example, dialing instructions and list of TUI commands.
Instructions for Chairperson	Enter information for the chairperson in this field. For example, chairperson TUI commands and other tips for the chairperson.
Closing Text	Enter the information that appears as a footer at the bottom of the e-mail body.
Time format	Select the time format used in the e-mail (24-hour or AM/PM).

Table 4: Confirmation E-mail Settings (Part 2 of 2)

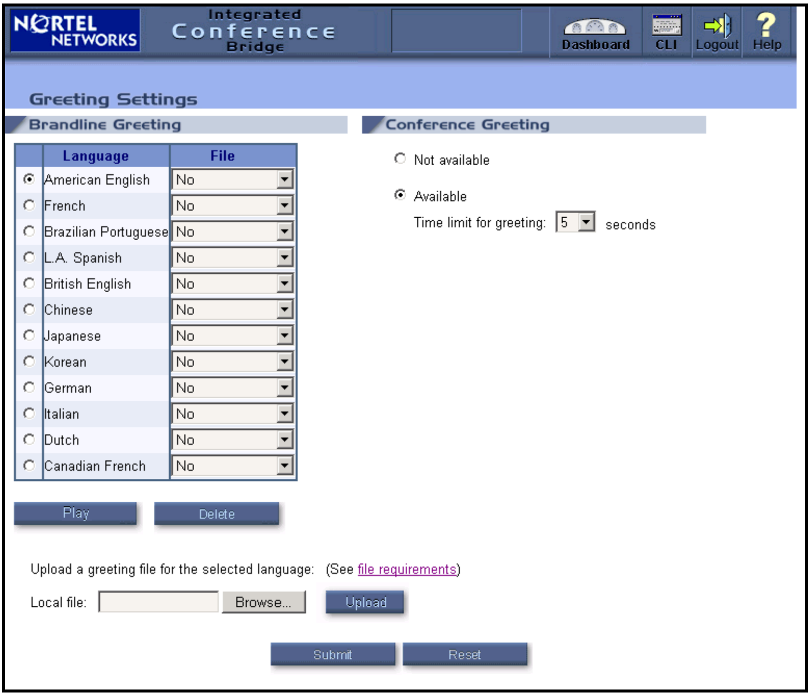
Field	Description
Time Zone Description	Enter the time zone of the ICB in text. The ICB does not check the syntax. For example, GMT-5 (EST), Eastern Standard Time, or New York (GMT-5).
DID Prefix	Enter the DID prefix that callers use to access the card from the public network. Enter this value as text. For example, (613) 961.
ESN Prefix	Enter the prefix that callers use when accessing the card by Electronic Switched Network (ESN). For example, 846.
Toll Free Access	Enter the number for toll-free access. Enter this value as text. For example, 800-123-1234.

Customizing greetings

Greetings Settings window

Click **Customize Greetings** in the **Dashboard** to access the **Greetings Settings** window, shown in Figure 15 on **page 35**, from which you can customize the Brandline greeting and enable a default Conference greeting.

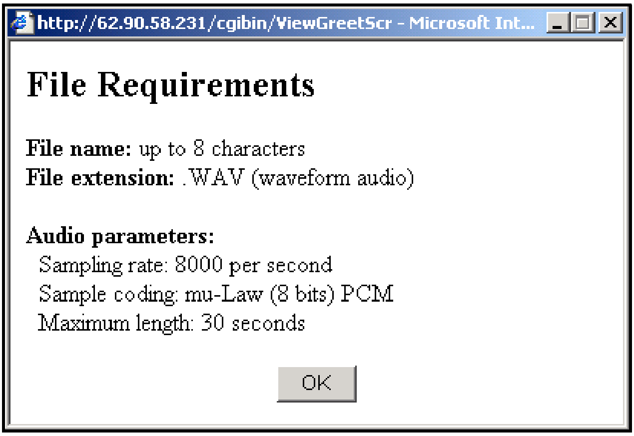
Figure 15: Greeting Settings window



The **Greetings Settings** window lists available languages. For each language, users can replace the factory-made greeting with a customized greeting in the form of a .WAV file. See “Customizing the Brandline Greeting” on page 36.

Click **file requirements** to open the **File Requirements** window (see Figure 16 on **page 36**), which shows the requirements for the .WAV files.

Figure 16: File Requirements window



Customizing the Brandline Greeting

1. Select the appropriate language in the table in the **Brandline Greeting** panel of the **Greeting Settings** window. The table shows all languages configured for the card.
2. Upload the .WAV file to the ICB.
   a. Click **Browse** to locate the file.
   b. Select the file and click **Open**.
   c. Click **Upload**.

   When the upload completes successfully, the .WAV file name appears in the File list next to the language selected in the table in the **Brandline Greeting** panel. See Figure 15 on page 35.
3. Select the desired .WAV file in the **File** column for that language.

   Note: A Brandline greeting recorded in the TUI (see “Dial the TUI Services DN and log in.” on page 77) appears in the file list as TUIBRAND.WAV.
4. Click **Submit.**

Previewing a Brandline greeting

1. Select a language and a corresponding .WAV file.
2. Click **Play**.

Deleting a Brandline greeting

> ***Note:*** The factory default greeting cannot be deleted.

1. Select a language and a corresponding .WAV file.
2. Click **Delete**.
3. Click **Yes** in the confirmation dialog box.

Enabling a conference-specific greeting

Follow the steps below to enable users to create conference-specific greetings.

1. Select **Available** in the **Conference Greeting** panel of the **Greeting Settings** window (see Figure 15 on page 35).
2. Enter the maximum length of the greeting, from two to ten seconds. The default is five seconds.
3. Click **Submit.**

Disallowing a conference-specific greeting

Follow the steps below to prevent users from creating conference-specific greetings.

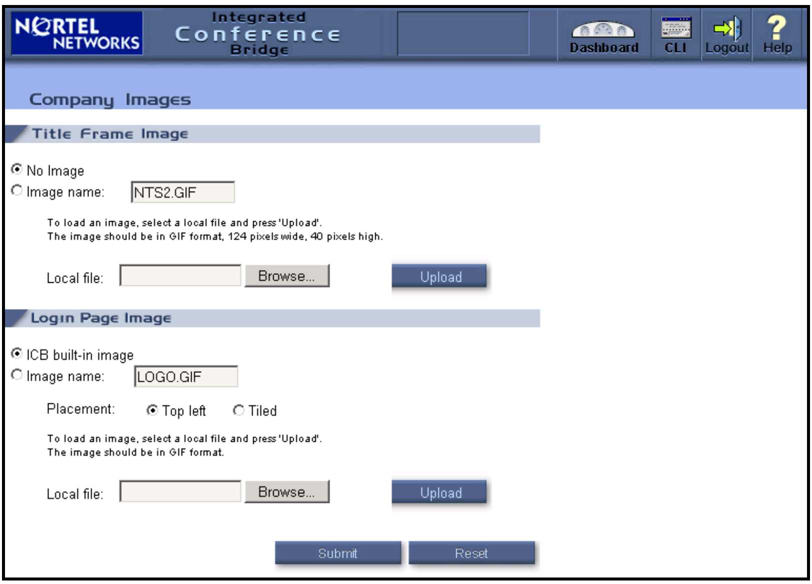
1. Select **Not Available** in the **Conference Greeting** panel of the **Greeting Settings** window (see Figure 15 on page 35).
2. Click **Submit.**

Customizing images

Follow the steps below to customize the images in the ICB title frame and the ICB Login window.

1. Click **Customize Company images** in the **Dashboard**.
2. The **Company Images** window opens, as shown in Figure 17.

Figure 17: Company Images window



3. To customize the image in the ICB title frame, select one of the following options in the **Title Frame Image** panel:
   — To use no image, select **No Image**.
   — To replace the image, select **Image Name** and do the following.
      a. Click **Browse**.
      b. Navigate to the folder that contains the file to be uploaded.
      c. Select the file, and click **Open**.

      Maximum image size is 124 pixels wide by 40 pixels high. ICB does not check image size. You must verify the correct size.

The image must be in GIF format.

If a customer image is not supplied, the customer's logo on the home page remains blank.

d. Click **Upload** to upload the file to the ICB card. The file name appears in the box next to **Image name**.

e. Click **Submit** to activate the image. The new image becomes the customer logo. The previous image is saved in the system and can be accessed if required.

If **Reset** is clicked instead of **Submit**, the system discards the new image.

4. To customize the image in the ICB Login window, select one of the following options in the **Login Page Image** panel:

— To use the default image, select **ICB built-in image**.

— To replace the image, select **Image Name** and do the following:

a. Click **Browse**.

b. Navigate to the folder that contains the file to be uploaded.

c. Select the file and click **Open**.

Maximum image size is 687 pixels wide by 419 pixels high. ICB does not check image size. You must verify the correct size.

The image must be in GIF format.

d. Click **Upload** to upload the file to the ICB card. The file name appears in the box next to **Image name**.

e. Place the graphic. Select **Top Left** to place the image in the top left of the window and leave the background empty. This is the default location. Select **Tiled** to duplicate the image as many times as needed to fill the window.

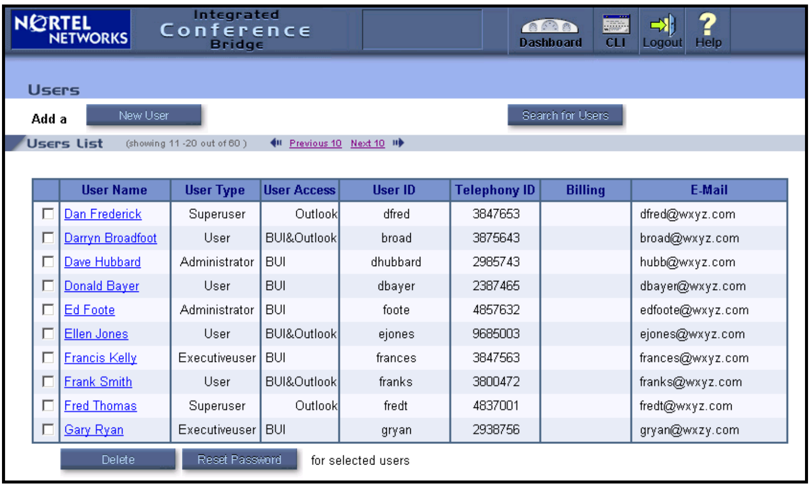
f. Click **Submit**.

Administering users

Users list

Click **View the User List** on the **Dashboard** to open the **Users** window, shown in Figure 18. This window displays the **User List** in alphabetical order, ten users at a time. Click **Next 10** or **Previous 10** to view additional users.

Figure 18: Users window



	User Name	User Type	User Access	User ID	Telephony ID	Billing	E-Mail
☐	Dan Frederick	Superuser	Outlook	dfred	3847653		dfred@wxyz.com
☐	Darryn Broadfoot	User	BUI&Outlook	broad	3875643		broad@wxyz.com
☐	Dave Hubbard	Administrator	BUI	dhubbard	2985743		hubb@wxyz.com
☐	Donald Bayer	User	BUI	dbayer	2387465		dbayer@wxyz.com
☐	Ed Foote	Administrator	BUI	foote	4857632		edfoote@wxyz.com
☐	Ellen Jones	User	BUI&Outlook	ejones	9685003		ejones@wxyz.com
☐	Francis Kelly	Executiveuser	BUI	frances	3847563		frances@wxyz.com
☐	Frank Smith	User	BUI&Outlook	franks	3800472		franks@wxyz.com
☐	Fred Thomas	Superuser	Outlook	fredt	4837001		fredt@wxyz.com
☐	Gary Ryan	Executiveuser	BUI	gryan	2938756		gryan@wxzy.com

The **Users List** can be searched by Name, Permission, or Login ID.

Table 5 describes the fields in the main **Users** screen.

Table 5: User List table columns (Part 1 of 2)

Field	Description
[check boxes]	Select a user by selecting the check box next to the user's name. Click **Delete** to delete the user. Click **Reset Password** to reset the password to '000000'.

Table 5: User List table columns (Part 2 of 2)

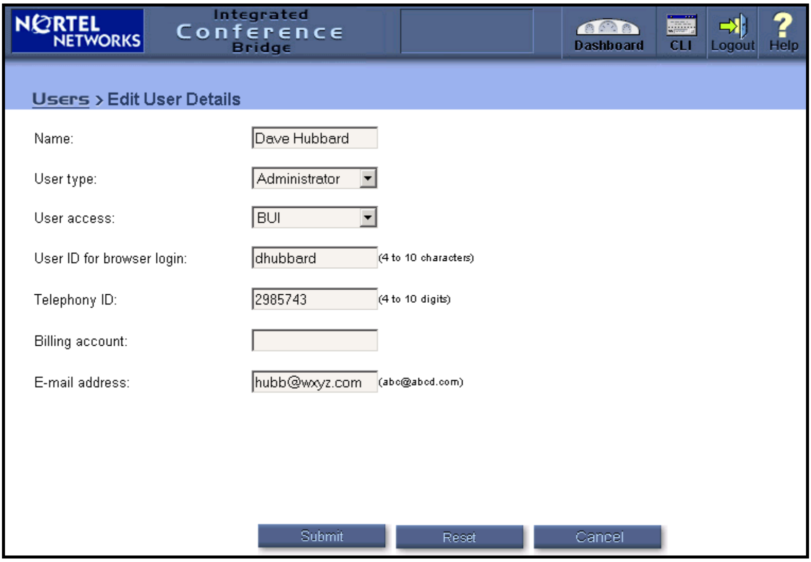
Field	Description
User Name	Up to 20 characters of text. The BUI treats the entire name as a string; no distinction is made between first and last name. The name is a link. Click the name to open the Edit User window (see Figure 19 on **page 42**).
User Type	The user type: User, Executiveuser, Superuser, or Administrator.
User Access	The interfaces to which the user has access: BUI, Outlook, or BUI&Outlook.
User ID	The login ID for the BUI, up to 10 characters.
Telephony ID	The TUI Login ID, up to 10 digits.
Billing	An account number for the user, used by the system for billing purposes.
E-mail	The user's e-mail address for receiving scheduling confirmation by e-mail. If the field is empty, the user does not receive scheduling confirmation e-mails.

Editing a user

1. Click a User Name in the **Users** window (see Figure 18 on **page 40**).

   The **Edit User Details** window opens, as shown in Figure 19 on **page 42**. This window shows all the properties of the selected user.

Figure 19: Users > Edit User Details window



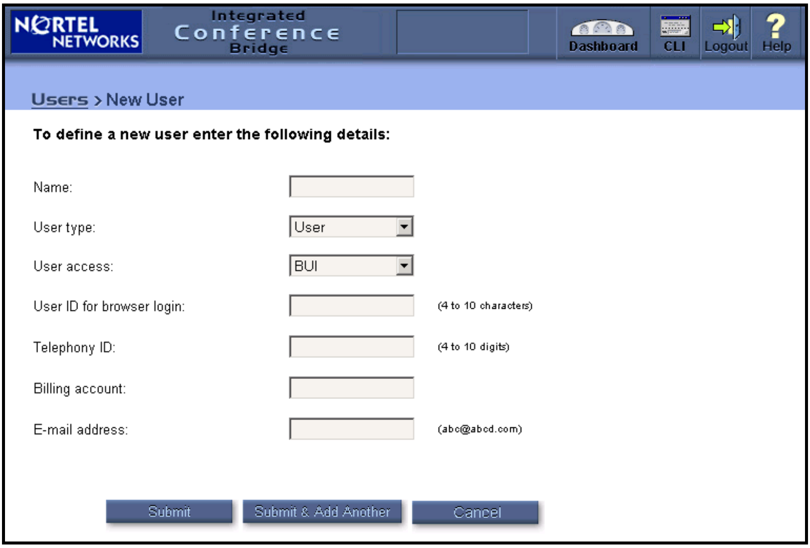
2. Modify the properties of the user, as described in Table 5 on page 40.
3. Click **Submit**.

Adding a user

1. Click **New User** in the **Users** window (see Table 18 on page 40) or **Add a New User** on the **Dashboard**.

   The **New User** window opens, as shown in Figure 20 on page 43.

Figure 20: Users > New User window



2. Enter the properties of the user, as described in Table 5 on page 40.

   Note: The password for a new user is initially ‘000000’ (six zeros). Nortel Networks recommends that the user change the password during the first login session.

3. Do one of the following:

   — Click **Submit** to save the new member and return to the **Users** window.

   — Click **Submit & Add Another** to save the new member and clear the fields to add another member. Repeat step 2.

4. Notify the new user(s) by sending them their username and password, along with instructions on accessing the User Guide and other material as appropriate.

Searching for a user

1. Click **Search for User** in the **Users** window, or click **Search for a user** on the **Dashboard**.

   The **Search for a User** window opens, as shown in Figure 21 on page 44. This window displays a subset of users based on entered criteria.

Figure 21: Users > Search for a User window

2. Select a **Search by** field to specify the field to search.

   Note: For the **Name** option, the whole name is treated as one string. No distinction is made between the first and last name.

3. Enter the search criteria in the **Find letters** field.

   All values that begin with this string are returned. The search is not case-sensitive. For example, assume the Name field is to be searched and the letter to find is “k”. The system displays all names that begin with “k” and “K”.

4. Click **Back to Users** to return to the **Users** window.

Importing users

Before importing users, define the Dual-card Meeting parameters (see “Configuring parameters for a Dual-card Meeting” on page 24). If the second card’s IP address is not configured, an error message appears.

Follow the steps below to import users from one ICB card in a dual-card pair to the other ICB card. This procedure enables you to define the same users on both cards, instead of reentering all user data twice.

1. Click **Import Users** in the **Users** window (see Figure 18 on **page 40**).

   This button appears only in a primary or secondary ICB card. It does not appear in stand-alone ICB configurations.

   The confirmation dialog box opens (see Figure 22 on **page 45**). Table 6 on page 45 describes the information given in this message.

Figure 22: Import Users confirmation

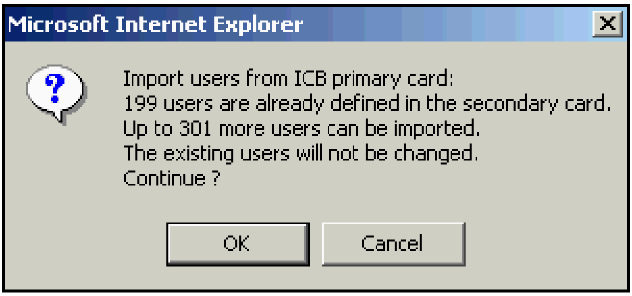


Table 6: Import Users confirmation fields

Field	Description
First line	Indicates from which card the users will be imported. If the importing card is the primary card, the IP address of the secondary card is displayed. If the card is the secondary card, the IP address of the secondary card is displayed.
Second line	Shows how many users are already defined in this card.
Third line	Shows how many users can be imported. An ICB card can have up to 500 users. When the number of users reaches 500 per card, the system terminates the import process.
Fourth line	States that existing users will not be changed. The system does not import a User Name if an identical User Name already exists on the card.
Fifth line	Confirm or cancel the import.

2. Click **OK** to start the import process.

   When the system completes the import, it updates the **User List** to include imported users. At this point, the user can be modified or deleted.

Configuring permanent conferences

Permanent Conferences window

Click **View the Permanent Conf. List** in the **Dashboard** to open the **Permanent Conferences** window, shown in Figure 23.

Figure 23: Permanent Conferences window

The **Conference List** table shows a list of permanent conferences in the card. Because a permanent conference is always active, the **Control** icon (a gavel) appears for all conferences.

In the **Permanent Conferences** window, you can:

- Schedule a new permanent conference. Click **New Permanent Conference** to open the **New Permanent Conference** window.
- Edit an existing conference. Click the **Edit** icon (a pencil) for the conference in the **Conference List** table. The **Edit Permanent Conference** window opens.

  Note: These two windows are identical, except during the edit operation the window's title shows **Edit Permanent Conference**.

Follow the steps below to schedule a new permanent conference or edit an existing one.

Scheduling or editing a permanent conference

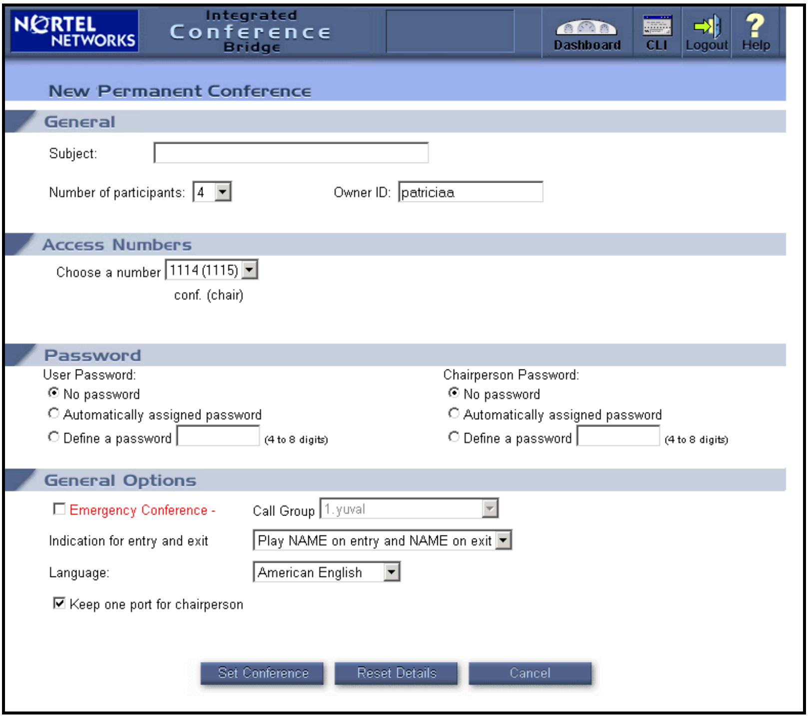
1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Do one of the following:
   - To schedule a new permanent conference, click **Add a New Permanent Conf.** on the **Dashboard**.

     The **New Permanent Conference** window opens (see Figure 24 on **page 48**).
   - To edit an existing permanent conference:
     a. Select **View the Permanent Conf. List** on the **Dashboard**.
     b. Click the **Edit** icon (a pencil) for the conference to be modified.

     An **Edit Permanent Conference** window opens, similar to that shown in Figure 24 on **page 48**, displaying the current parameters of the selected conference.

     The **New Permanent Conference** and **Edit Permanent Conference** windows are identical, except for the title.

Figure 24: New/Edit Permanent Conference window



3. Configure the parameters in the **General** section:

   a. In the **Subject** field, enter up to 20 characters of text that describes the purpose of the conference (optional). The default is empty.

   b. In the **Number of participants** field, enter the number of ports reserved for the conference, including chairperson ports. The application ensures that the total number of reserved ports for the time period does not exceed system capacity. The system performs validation after submission. Valid values are 3 to 32; the default is 4.

   c. In the **Owner ID** field, enter the User ID of a conferee, to be used for billing reports and logs. Any user on the card can be defined as the owner. However, the owner cannot modify or delete the conference unless the owner is also the administrator. The field defaults to the User ID of the administrator defining the permanent conference.

4. Configure the access numbers in the **Access Numbers** section. Select a number pair from the drop-down list. The list contains number pairs in the format: **[conference (chairperson)]**. The system checks the availability of the number when a form is submitted. If the numbers are not available, the scheduling fails.

5. Configure passwords in the **Passwords** section (optional).

   a. To create a password for participants to use to join the conference, select one of the following options from the **User Password** field:

      — **No password**

      — **Automatically assigned password —** The system automatically generates the password. The length of the password is configured by the administrator and can be from 4 to 8 digits.

      — **Choose a password —** Enter a 4- to 8-digit password in this field. The password is shown in the window as it is entered. The system does not check the password for uniqueness. Different conferences can use the same password.

   b. To create a password to authenticate the chairperson, select one of the following options from the **Chairperson Password** field:

      — **No password**

      — **Automatically assigned password —** The system automatically generates the password. The length of the password is configured by the administrator and can be from 4 to 8 digits.

      — **Choose a password —** Enter a 4- to 8-digit password in this field. The password is shown in the window as it is entered. The system does not check the password for uniqueness. Different conferences can use the same password.

6. Configure General Options in the **General Options** section (optional).

   a. Select **Emergency Conference** to define an emergency conference with an associated call group. The system automatically calls the specified group's members from the conference when the chairperson dials the conference. The selection box lists existing groups in the card. This type of conference can be used for dispatching emergency personnel.

b. In the **Indication for entry and exit** field, define how the system indicates the entry or exit of a participant. Select one of the following:

  — Play name on entry and name on exit (the default)

  — Play name on entry and tone on exit

  — Play tone on entry and tone on exit

  — Silence (no indication for entry or exit)

c. In the **Language** field, select the language the system uses for voice prompts. The pull-down menu offers the languages available in the system. The default is the ICB card's default language. When using single-number access, the selected language takes effect after the caller enters the conference ID and password. Before that, the system uses the default language.

d. Select **Add ports if needed** to have the system reserve additional ports to accommodate unanticipated participants. The system adds ports only if available (that is, if they are not reserved for another conference).

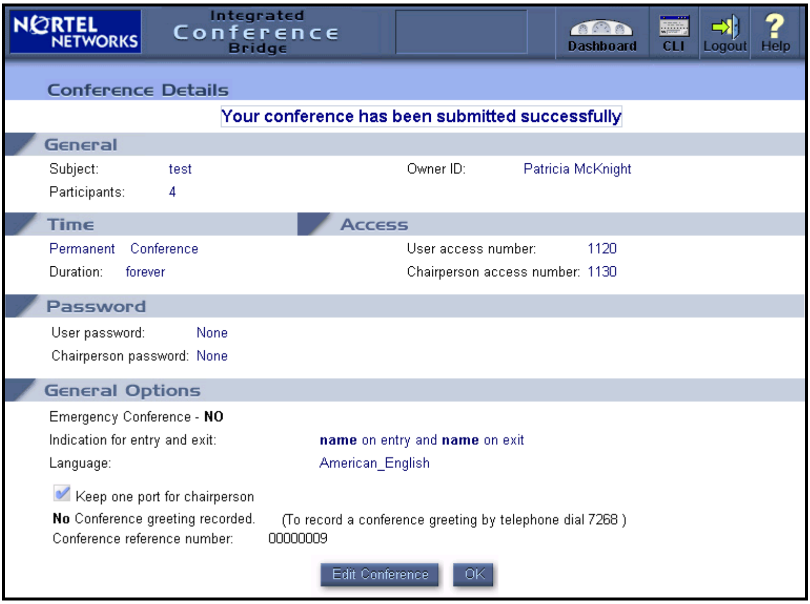
e. Select **Keep one port for the chairperson** to reserve a port for the chairperson. If this option is not selected, the system makes ports available on a first-come, first-serve basis. In this case, if all the ports are in use when the chairperson tries to join the conference, the system does not allow the chairperson to enter the conference.

7. Select **Set Conference** to save the conference.

   After the conference details are saved, the **Conference Details** window opens (see Figure 25 on **page 51**). This window displays conference details and options in the same layout as the **New/Edit Permanent Conferences** window.

   Use the Conference reference number, shown in the **General Options** section, when recording a conference-specific greeting. See "Recording a conference-specific greeting" on page 77.

Figure 25: Conference Details window



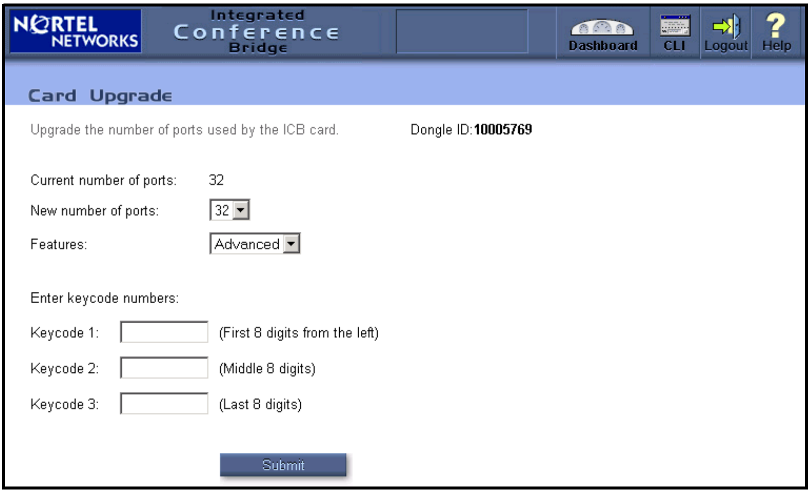
8. Click **OK** to return to the **Conference List** window, or **Edit Conference** to make any changes to the conference.

Upgrading the number of ports

1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Click **Upgrade the Number of Ports** in the **Dashboard**.

   The **Card Upgrade** window opens. See Figure 26 on page 52.

Figure 26: Card Upgrade window



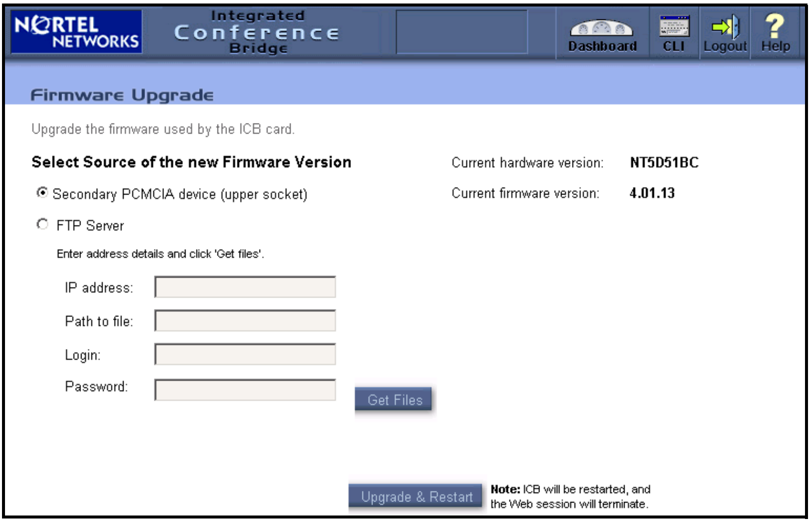
3. Select a value in the **New number of ports** drop-down list.
4. In the **Features** field, select one of the following options:
   - **Advanced** if the ports will be accessible by MS Outlook
   - **Basic** if the ports will not be accessible by MS Outlook
5. In the **Keycode** fields, enter keycodes as required.
6. Click **Submit**.

Upgrading the ICB firmware version

1. Log in to the BUI. See "Accessing the BUI" on page 13.
2. Click **Upgrade the Firmware Version** in the **Dashboard**.

   The **Firmware Upgrade** window opens. See Figure 27 on page 53.

Figure 27: Firmware Upgrade window



3. Select the source of the new firmware version. If the source is an FTP server, specify the IP address, path, login user name, and password.
4. Click **Upgrade & Restart.**

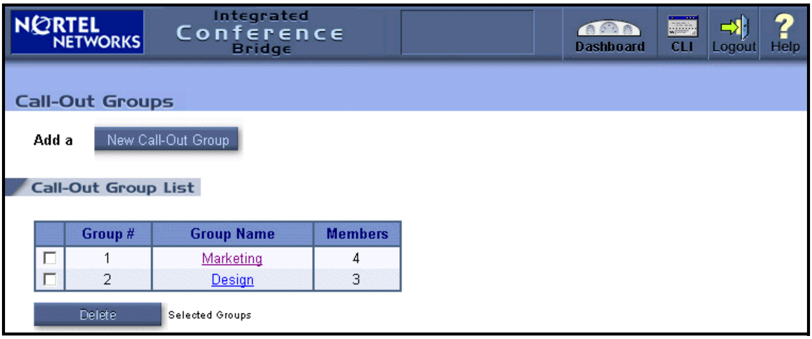
After upgrading the firmware, you must publish the new upgraded ICB form that comes with the firmware. See "Upgrading the ICB form" on page 72.

Configuring call-out groups

Call-Out Groups window

Click **View the Group List** on the **Dashboard** to open the **Call-Out Groups** window, shown in Figure 28 on page 54. Use this window to view a list of Call-Out Groups and to add a new Call-Out Group.

Figure 28: Call-Out Groups window



The **Call-Out Groups** window displays a list of groups, sorted by group number. Table 7 describes the fields in the list.

Table 7: Call-Out Group List fields

Field	Description
[check boxes]	Select a check box next to a group to select the group. Click **Delete** to delete the group.
Group #	The number that identifies the group. The chairperson uses this number when calling a group from the TUI. Valid entries are 1 to 64.
Group Name	Up to 20 characters of text that describes the group. The name displayed is a link. Click the name to open the **Group Details** window (see Figure 29 on page 55) for the group.
Members	The number of members in the group.

Viewing group details

Click a **Group Name** in the **Groups List** window to open the **Group Details** window, shown in Figure 29 on page 55. The **Group Details** window displays group members and properties. Click **Next 10** or **Previous 10** to view additional group members.

Figure 29: Group Details window

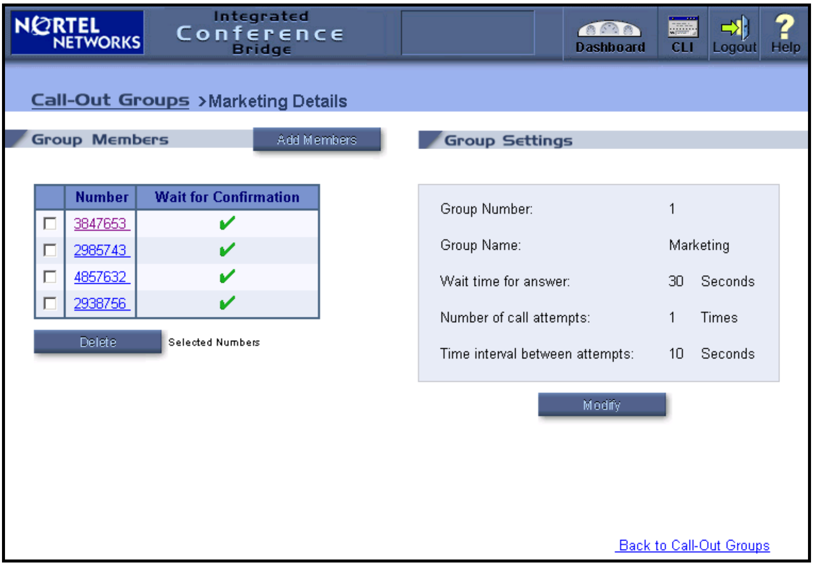


Table 8 describes the columns in the table in the **Group Members** section.

Table 8: Group Members table columns (Part 1 of 2)

Field	Description
[check boxes]	Click to select a group. • Click **Delete** to delete the group member(s). • Click **Add Members** to add a member to the group. See “Adding members to an existing group” on page 58.
Number	The telephone number of this member. The system dials this number when a chairperson calls this group. The number displayed is also a link. Click the number to open the **Edit Member** window and edit the group member. ***Note:*** The telephone numbers are dialed in their order of appearance on the list. If there are not enough free ports, only as many numbers are dialed as there are free ports.

Table 8: Group Members table columns (Part 2 of 2)

Field	Description
Wait for Confirmation	Activate, or de-activate, the answer confirmation for this member as follows: • **Activated** (a checkmark icon) — When the system calls this number due to group call-out activation, the ICB waits for a “human” answer confirmation. The system prompts the called party to enter an asterisk (*) from the DTMF keypad. If the system does not receive this confirmation, the ICB retries the call as defined in the group’s properties. The system does not connect the called party to the conference until it receives the answer confirmation. This is the default value when adding members and is the recommended mode when the destination is a person and not a machine. • **Not activated** (an X icon) — The ICB does not wait for confirmation. Upon call origination, the system connects the call to the conference.

The right side of the window displays the group’s properties for out-calling retries. These settings apply only to members with the **Wait for Confirmation** option activated. Table 9 describes these settings, which are view-only.

Table 9: Group Settings Retry parameters

Field	Description
Wait time for answer	The number of seconds to wait for the called party to answer when calling numbers in this group. An answer here refers to the asterisk (*) pressed on the DTMF keypad. The time is measured from call origination, so it includes the dialing and ringing stages. Valid entries are 15 to 90 seconds. The default is 30 seconds.
Number of call attempts	The number of times to try each number in case of failure. A value of 1 means only 1 attempt with no retries. Valid entries are 1 to 3. The default is 1.

Table 9: Group Settings Retry parameters

Field	Description
Time interval between attempts	The number of seconds the system waits before retrying the same number. Valid entries are 5 to 30 seconds. The default is 10 seconds.

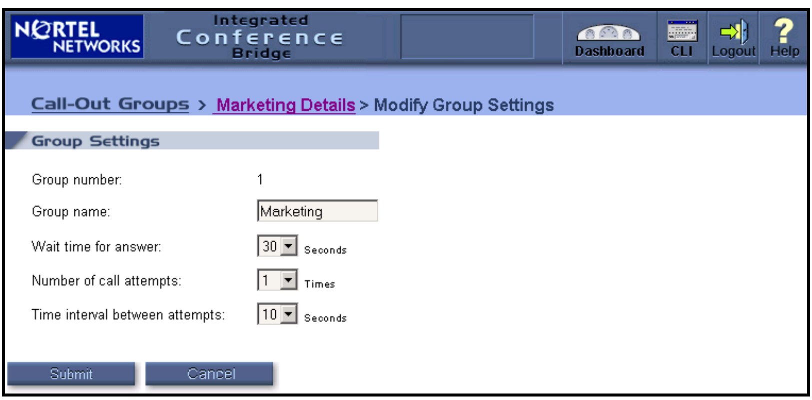
Modifying group settings

Follow the steps below to modify the settings for an existing call-out group.

1. In the **Group Details** window, select a call-out group number and click **Modify** to modify the settings for the group.

   The **Modify Group Settings** window opens (see Figure 30). The fields match those listed in Table 8 on page 55 and Table 9 on page 56.

Figure 30: Modify Group Settings window



2. Modify the settings as described in Table 8 on page 55 and Table 9 on page 56.
3. Click **Submit.**

Adding members to an existing group

1. Click a **Group Name** in the **Call-Out Groups** window (see Figure 28 on **page 54**).

   The **Group Details** window opens. See Figure 29 on **page 55**.

2. Click **Add Members**.

   The **Add Members** window opens. See Figure 31.

Figure 31: Add Members window

3. For each new member:

   a. Enter a telephone number for each member you want to add.

   b. Select the corresponding check box to set the **Wait for Confirmation** option.

   c. Click **Submit & Add Rows**, as necessary, to save the new members and add additional empty rows in which to continue adding more members.

4. Click **Submit** to save the new member(s).

Editing a member

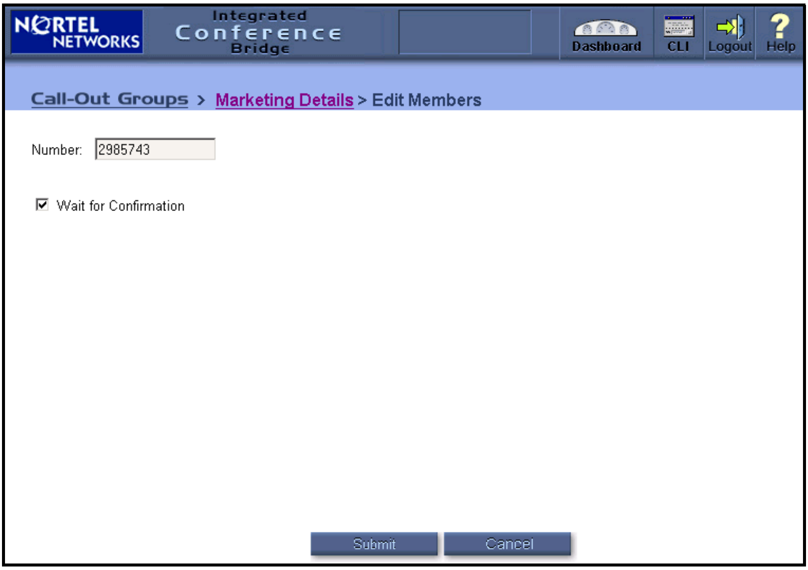
1. Click a **Group Name** in the **Call-Out Groups** window (see Figure 28 on page 54).

   The **Group Details** window opens. See Figure 29 on page 55.

2. Select **Modify** in the **Group Details** window.

   The **Edit Members** window opens. See Figure 32.

Figure 32: Edit Members window



3. In the **Edit Member** window, do one or both of the following actions.

   — Edit the number directly in the text box.

   — Select **Wait for Confirmation** to change the **Wait for Confirmation** option.

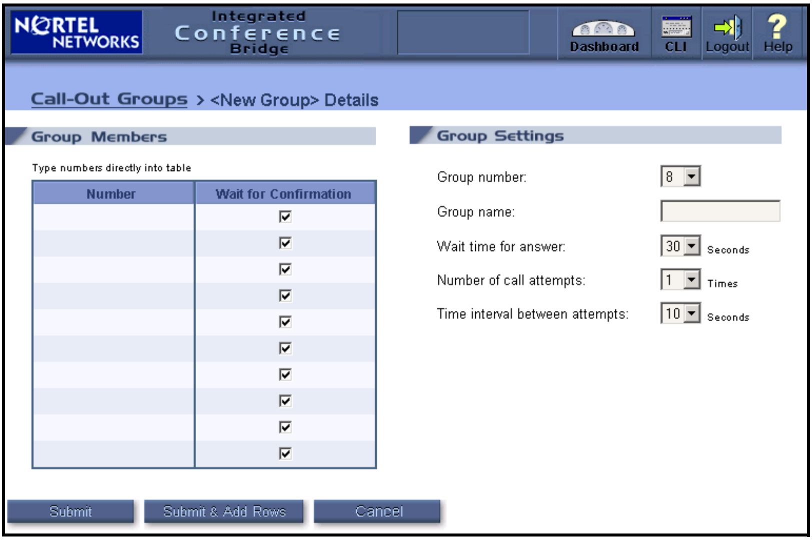
4. Click **Submit**.

Adding a new group

1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Click **Add a New Call Out Group** in the **Dashboard**.

The **New Group Details** window opens, as shown in Figure 33. This window has the same layout and fields as the **Group Details** window (see Figure 29 on **page 55**, Table 8 on page 55, and Table 9 on page 56). The **Group Number** drop-down list shows only available numbers (numbers not used by other groups).

Figure 33: New Group Details window

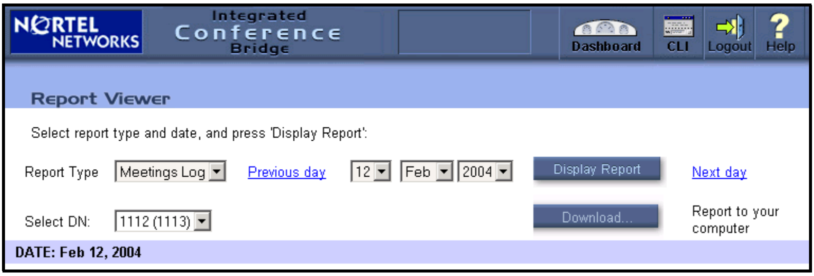


3. In the **Group Settings** section, enter the group name and retry parameters for the new group.
4. In the **Group Members** section, add each member of the group as follows:
   a. Enter the telephone number of the member.
   b. Select the corresponding check box to set the **Wait for Confirmation** option.
5. Do one of the following:
   — Click **Submit & Add Rows** to save the new group and its members and to add additional empty rows in which to continue adding members.
   — Click **Submit** to save the new group and its members.

Generating reports

Click **View a Report** in the **Dashboard** to open the **Report Viewer** window shown in Figure 34. The report can be displayed on the screen or downloaded to a computer.

Figure 34: Report Viewer window



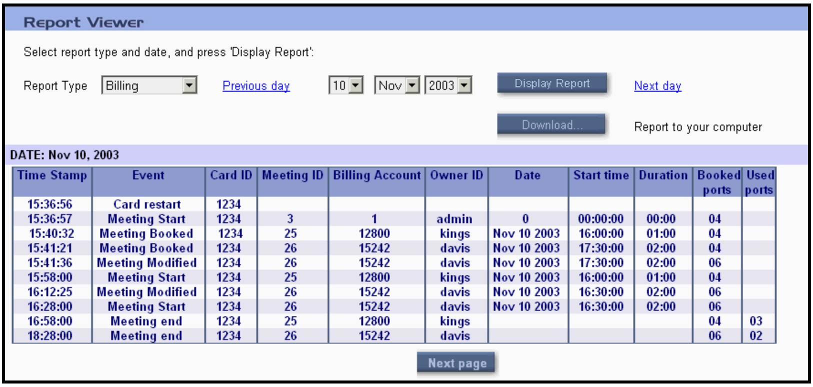
> ***Note:*** The **Select DN** field appears only when **Meetings Log** is selected in the **Report Type** field.

Five types of reports can be generated, as follows:

- Short Connection — faulty behavior (users are not being serviced)
- Meetings Log — conferences activity log
- Over-booking — actual usage of ports
- Billing — billing records (see Figure 35 on **page 62**)
- Maintenance — errors log (see Figure 36 on **page 62**)

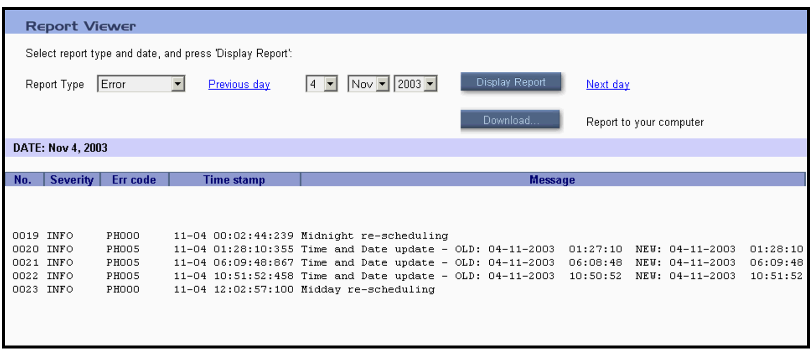
Follow the steps on **page 62** to generate reports.

Figure 35: Example — Billing report



Time Stamp	Event	Card ID	Meeting ID	Billing Account	Owner ID	Date	Start time	Duration	Booked ports	Used ports
15:36:56	Card restart	1234								
15:36:57	Meeting Start	1234	3	1	admin	0	00:00:00	00:00	04	
15:40:32	Meeting Booked	1234	25	12800	kings	Nov 10 2003	16:00:00	01:00	04	
15:41:21	Meeting Booked	1234	26	15242	davis	Nov 10 2003	17:30:00	02:00	04	
15:41:36	Meeting Modified	1234	26	15242	davis	Nov 10 2003	17:30:00	02:00	06	
15:58:00	Meeting Start	1234	25	12800	kings	Nov 10 2003	16:00:00	01:00	04	
16:12:25	Meeting Modified	1234	26	15242	davis	Nov 10 2003	16:30:00	02:00	06	
16:28:00	Meeting Start	1234	26	15242	davis	Nov 10 2003	16:30:00	02:00	06	
16:58:00	Meeting end	1234	25	12800	kings				04	03
18:28:00	Meeting end	1234	26	15242	davis				06	02

Figure 36: Example — Maintenance report



No.	Severity	Err code	Time stamp	Message
0019	INFO	PH000	11-04 00:02:44:239	Midnight re-scheduling
0020	INFO	PH005	11-04 01:28:10:355	Time and Date update - OLD: 04-11-2003 01:27:10 NEW: 04-11-2003 01:28:10
0021	INFO	PH005	11-04 06:09:48:867	Time and Date update - OLD: 04-11-2003 06:08:48 NEW: 04-11-2003 06:09:48
0022	INFO	PH005	11-04 10:51:52:458	Time and Date update - OLD: 04-11-2003 10:50:52 NEW: 04-11-2003 10:51:52
0023	INFO	PH000	11-04 12:02:57:100	Midday re-scheduling

Steps

1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Click **View a Report** in the **Dashboard**.

   The **Report Viewer** window opens. See Figure 34 on **page 61**.
3. Select the **Report Type** to be generated.
4. If generating a Meetings Log, select a DN pair in the **Select DN** field.
5. Generate the report:
   a. To display the report on the screen, select the time frame by doing one of the following:
      — Select a date and click **Display**

— Click **Previous day** or **Next day**

b. To download the report (optional):

i. Select a date.

ii. Click **Download**.

iii. Save the report to a local file.

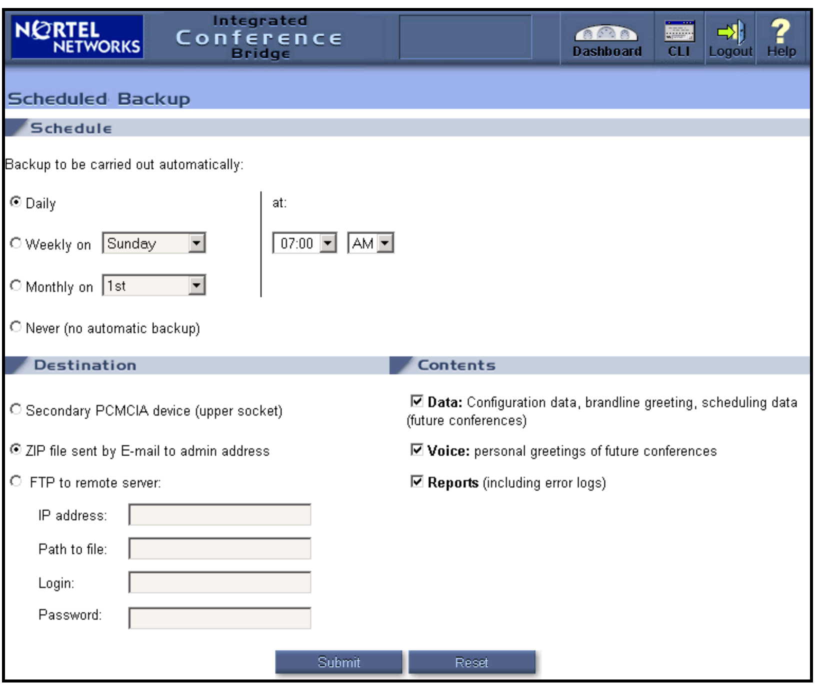
Backing up data

Configuring a scheduled backup

1. Log in to the BUI. See "Accessing the BUI" on page 13.
2. Click **Define Scheduled Backup** in the **Dashboard**.

   The **Scheduled Backup** window opens. See Figure 37.

Figure 37: Scheduled Backup window



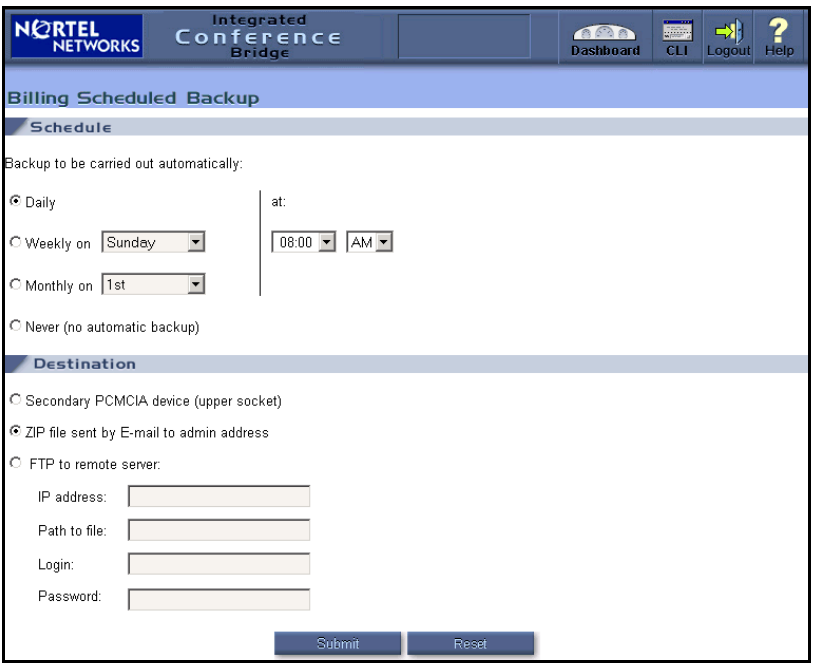
3. Select an interval and date in the **Schedule** section.
4. Select a destination for the backup files in the **Destination** section. If you are sending the files to an FTP server, enter the **IP address**, **Path to file**, **Login**, and **Password** information for the remote server.
5. Select the type of data to be backed up in the **Contents** section. This can be any combination of **Data**, **Voice**, and **Reports**.
6. Click **Submit**.

Configuring a Billing Scheduled Backup

1. Log in to the BUI. See "Accessing the BUI" on page 13.
2. Click **Define Billing Scheduled Backup** on the Dashboard.

   The **Scheduled Backup** window opens. See Figure 38.

Figure 38: Billing Scheduled Backup window



3. Select an interval and date in the **Schedule** section.

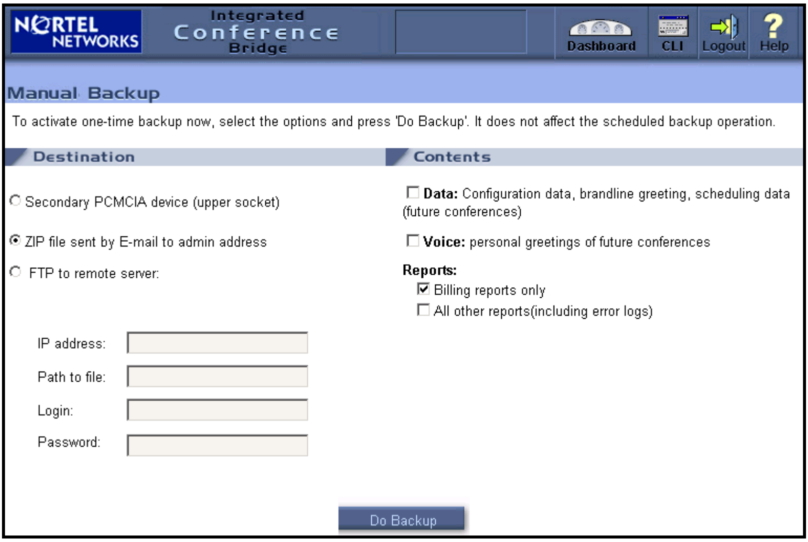
4. Select a destination for the backup files in the **Destination** section. If you are sending the files to an FTP server, enter the **IP address**, **Path to file**, **Login**, and **Password** information for the remote server.
5. Click **Submit**.

Executing a manual backup

1. Log in to the BUI. See “Accessing the BUI” on page 13.
2. Click **Execute Manual Backup** in the **Dashboard**.

   The **Manual Backup** window opens. See Figure 39.

Figure 39: Manual Backup window



3. Select a destination for the backup files in the **Destination** section. If you are sending the files to an FTP server, enter the **IP address**, **Path to file**, **Login**, and **Password** information for the remote server.
4. Select the type of data to be backed up in the **Contents** section. This can be any combination of **Data**, **Voice**, and **Reports**.
5. Click **Do Backup**.

Viewing backup history log

Select **View Backup History Log** on the **Dashboard** to view a log file of past backup sessions. The report is displayed on the screen and cannot be edited.

Viewing last backup details

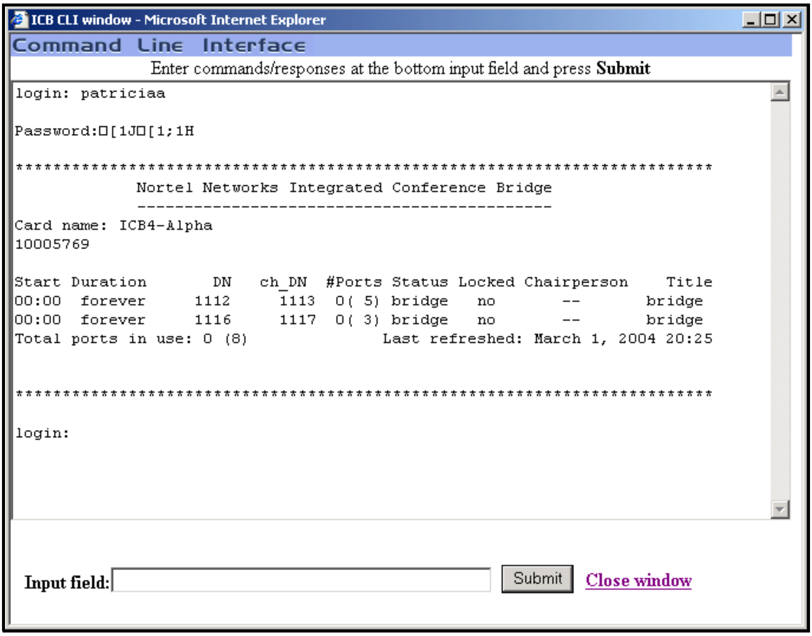
Select **View last backup details** on the **Dashboard** to view the details of the last backup attempt, either scheduled or manual. The report is displayed on the screen and cannot be edited.

Using the Command Line Interface (CLI)

Click **CLI** on the **Dashboard** title frame to open the **Command Line Interface** window (see Figure 40 on **page 67**). The CLI can be used to manage system administration, maintenance, and security. For more information about CLI login and CLI commands, refer to the *Nortel Networks Integrated Conference Bridge: Service Implementation Guide* (553-3001-358).

> ***Note:*** The CLI is also accessible from a TTY terminal, or a PC emulating a terminal, connected to the ICB card. For more information, refer to *Nortel Networks Integrated Conference Bridge: Service Implementation Guide* (553-3001-358).

Figure 40: Command Line Interface window



Microsoft Outlook User Interface

Overview

Nortel Networks Integrated Conference Bridge uses the Appointment and Meeting functionality in the Microsoft Outlook Calendar to schedule ICB conferences.

System requirements

The Microsoft Outlook ICB User Interface requires the following:

- Microsoft Outlook version 2000 or later
- Microsoft Exchange® version 5.5 or later

Contact your system administrator for instructions on upgrading your system.

Microsoft Outlook settings

ICB conferences are configurable in 15-minute increments, and start and end on the quarter-hours (:00, :15, :30, and :45). To take full advantage of these capabilities, Nortel Networks recommends that you configure your Microsoft Outlook Calendar with 15-minute increments, following the steps below.

Steps

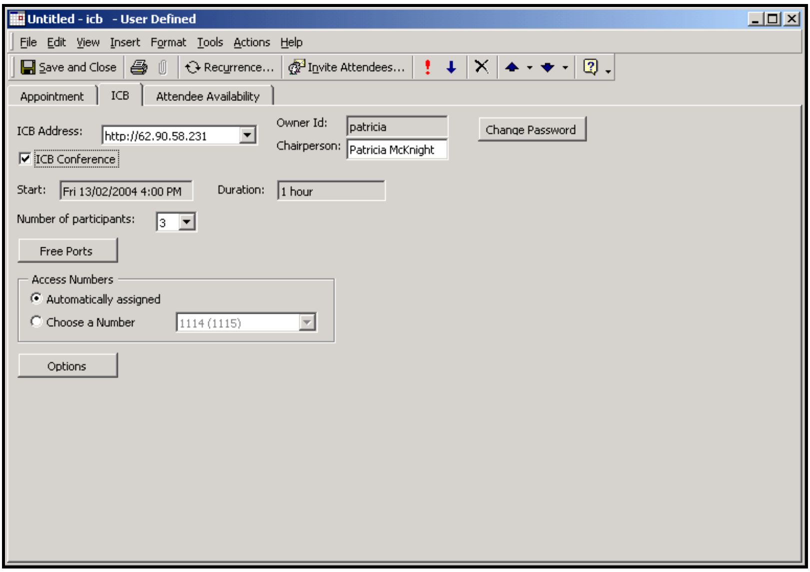
1. Open Microsoft Outlook.
2. Click **Calendar** in the **Folder List**.
3. If your Calendar view is set to Week or Month, click **Day** in the Tool bar to display the time scale on the left of the Calendar.
4. Right-click in the time scale on the left of the Calendar.
5. Choose **15 Minutes**.

   The time scale now displays in 15-minute increments.

ICB form

Audio-conference details are added to a Microsoft Outlook meeting or appointment using an ICB form. This form appears as the ICB tab in the Appointment Window in Microsoft Outlook (see Figure 41 on page 69).

Figure 41: ICB form



ICB files

The ICB form is based on the following ICB files:

- form file required for all ICB applications — icbf.oft
- language files, one or more required for each ICB application:
    - icbsjc.oft — for the Japanese and Chinese languages
    - icbsk.oft — for the Korean language
    - icbs.oft — for all other supported languages

Getting started

To use the ICB form for the first time, go to “Publishing the ICB files” below.

To upgrade the ICB form, go to “Upgrading the ICB form” on page 72.

Publishing the ICB files

ICB files must be published in Microsoft Outlook before ICB users can access and use the ICB form to schedule ICB conferences.

Nortel Networks recommends that the Microsoft Outlook administrator publish the ICB files in the Organizational Forms Library. If the ICB files are not published by the Microsoft Outlook Administrator, users themselves must publish the ICB files in the Personal Forms Library (refer to *Nortel Networks Integrated Conference Bridge User Guide*).

When publishing upgraded files, be sure to remove the older versions from the library. Use the steps in “Removing ICB files from the Organizational Forms Library” on page 73.

Steps

> ***Note:*** These instructions are specific to Microsoft Exchange 5.5. For other systems, contact your Microsoft Outlook administrator for specific instructions on publishing form files.

1. For each language file (icbs.oft, icbsjc.oft, and icbsk.oft) you are publishing:
   a. Double-click the name of the file, for example **icbs.oft**.

      Note: Click **No** if asked to **Enable macros**.

   b. Click **OK** in the **Select Folder** window.

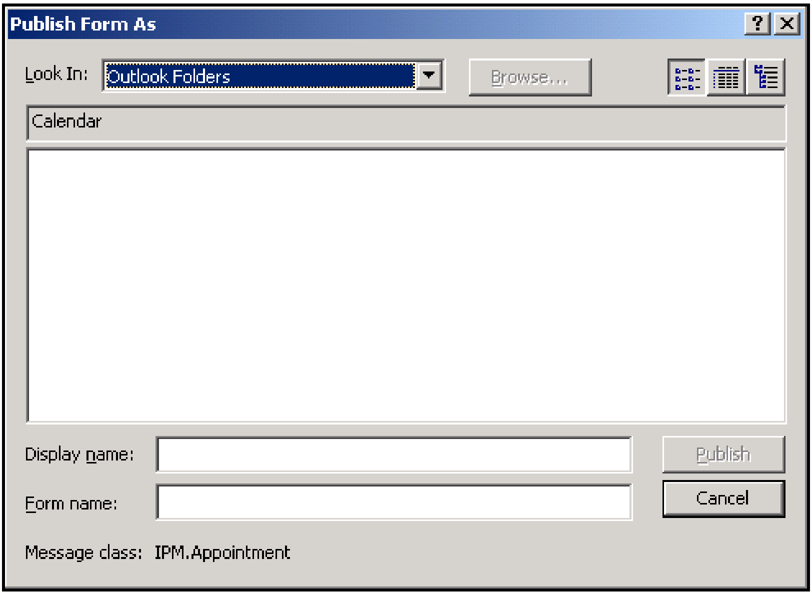
      Note: Do not select a folder from the folder list in the **Select Folder** window.

      The **Calendar** window opens.

   c. Choose **Tools > Forms > Publish Form As**.

      The **Publish Form As** window opens. See Figure 42 on page 71.

Figure 42: Publish Form As window



d. Select **Organizational Forms Library** in the **Look In** field.

e. Enter a **Display name** and **Form name** as follows:

- If you are publishing icbs.oft, enter **icbs**”
- If you are publishing icbsjc.oft, enter **icbsjc**.
- If you are publishing icbsk.oft, enter **icbsk**.

f. Click **Publish**.

Note: Click **Yes** if asked to replace an existing form.

g. Close the **Calendar** window. Do not save the appointment.

2. Publish the ICB form file icbf.oft.

a. Go to the folder where the ICB files are located.

b. Double-click **icbf.oft**.

Note: Click **No** if asked to **Enable macros**.

The **Calendar** window opens.

c. Choose **Tools > Forms > Publish Form As**.

   The **Publish Form As** window opens. See Figure 42 on page 71.

d. Select **Organizational Forms Library** in the **Look In** field.

e. Enter a **Display name** and **Form name**, such as **icbf**.

f. Click **Publish**.

   Note: Click **Yes** if asked to replace an existing form.

g. Close the **Calendar** window. Do not save the appointment.

Refer to *Nortel Networks Integrated Conference Bridge User Guide* for directions on installing and using the ICB form with individual Microsoft Outlook accounts.

Upgrading the ICB form

Each upgrade of ICB firmware (see “Upgrading the ICB firmware version” on page 52) comes with upgraded ICB files, which must be retrieved and published.

Steps

1. Retrieve the upgraded ICB files. Follow the steps in Obtaining the upgraded ICB files.
2. Remove older versions from the library. Follow the steps in “Removing ICB files from the Organizational Forms Library” on page 73.
3. Publish the new upgraded forms. Follow the steps in “Publishing the ICB files” on page 70.
4. Clear the Microsoft Outlook forms cache. Follow the steps in “Clearing the Microsoft Outlook forms cache” on page 74.

Users can now install the new form as their default form (see *Nortel Networks Integrated Conference Bridge User Guide*).

Obtaining the upgraded ICB files

1. Go to the folder where the ICB files are stored.
2. Delete all .OFT files except icbf.oft, icbs.oft, icbsjc.oft, and icbsk.oft.

3. Rename any existing ICB form files, using names such as “icbf_old.oft”, “icbs_old.oft”, “icbsjc_old.oft”, and “icbsk-old.oft”.

   Note: Nortel Networks recommends that customers keep only one previous version of the ICB files.

4. Go to the location of the ICB PC Card, and log in using the following username and password:

   Username: **micb**

   Password: **admin**

5. Copy the icbf.oft, icbs.oft, icbsjc.oft, and icbsk.oft files from the **OUTLOOK** directory.

Removing ICB files from the Organizational Forms Library

When searching for published ICB files, Microsoft Outlook searches first in the Personal Forms Library, then in the Organizational Forms Library. If there are upgraded ICB files in the Organizational Forms Library, and older versions in the Personal Forms Library, the new upgraded ICB files will never be used.

Follow the steps below to remove previously published ICB files from the Organizational Forms Library.

Steps

1. Open Microsoft Outlook.
2. Right-click **Calendar** in the Folder List.
3. Choose **Properties**.

   The **Calendar Properties** window opens.
4. Select the **Forms** tab.
5. Click **Manage...**.

   The **Forms Manager** window opens.
6. Select the ICB form(s) to be deleted from the list in the panel on the left side of the window.
7. Click **Delete**.

8. Click **Yes** in the confirmation dialog box.
9. Click **Close** to close the **Forms Manager** window.
10. Click **OK** to close the **Calendar Properties** window.

Refer to *Nortel Networks Integrated Conference Bridge User Guide* for instructions on removing ICB files from the Personal Forms Library.

Clearing the Microsoft Outlook forms cache

1. Open Microsoft Outlook.
2. Choose **Tools > Options**.

   The **Options** window opens.
3. Select the **Other** tab.
4. Click **Advanced Options**.

   The **Advanced Options** window opens.
5. Click **Custom Forms**.

   The **Options** window opens.
6. Click **Manage Forms**.

   The **Forms Manager** window opens.
7. Click **Clear Cache**.

   If no **Clear Cache** button is available, you must delete the forms cache file manually, following the steps in Deleting the forms cache file manually.
8. Click **Close** to close the **Forms Manager** window.
9. Click **OK** to close the **Options** window.
10. Click **OK** to close the **Advanced Options** window.
11. Click **OK** to close the **Options** window.

Deleting the forms cache file manually

Some versions of Microsoft Outlook 2000 may not have a **Clear Cache** button. In this case, you must delete the forms cache file manually, following the steps below.

1. Close Microsoft Outlook.
2. Go to the folder where the forms cache file is located.
   - If you are using User Profiles, go to

     C:\Windows\Profiles\<username>\Local Settings\
     Application Data\Microsoft\Forms
   - If you are not using User Profiles, go to

     C:\Windows\Local Settings\Application Data\Microsoft\Forms
3. Delete the file **Frmcache.dat**.

Telephone User Interface

Overview

The Nortel Networks Integrated Conference Bridge provides a Dual-Tone Multi-Frequency (DTMF), menu-driven Telephone User Interface (TUI). The TUI enables the chairperson and conferees to initiate commands during an active conference (for example, to mute a caller).

Configuring the TUI

In ICB, define a new DN for the TUI scheduler through the BUI Installation Wizard. See “Configuring Access Numbers” on page 21 on for more information.

Use the BUI to define a TUI User Name for each user. See “Administering users” on page 40 for more information.

Users dial this unique DN to access the TUI service, then schedule a conference or record a greeting by following the voice menu’s instructions.

Recording a brandline greeting

The system plays the brandline greeting before the conference-specific greeting (recorded by the user for each conference).

Follow the steps below to record a customized brandline greeting using the TUI.

Steps

1. Dial in to the TUI DN. The system responds with a menu and provides step-by-step operating instructions. The maximum length of the greeting is 30 seconds.
2. Record a separate greeting for each language the system uses.
3. The chairperson must activate the brandline greeting from the BUI.

Recording a conference-specific greeting

The administrator can record a conference-specific greeting for a permanent conference.

The maximum length of a conference-specific greeting is ten seconds. The system deletes the voice file at the end of the conference, and it cannot be used for other conferences.

Follow the steps below to configure a conference-specific greeting for a permanent conference.

Steps

1. Dial the TUI Services DN and log in.
2. Select “Record customer greeting” from the voice menu.
3. At the prompt, enter the reference number of the conference.

   When a conference is scheduled using TUI or BUI, the system generates a reference number that uniquely identifies the conference. The system displays this reference number in the BUI (see Figure 25 on **page 51**) and in the confirmation e-mail.

   The system repeats the number and prompts the user to confirm it or reenter it.
4. Confirm or reenter the number.

   The system presents a menu for recording the greeting similar to that used for the brandline greeting.

   A recorded greeting can be verified, re-recorded, or deleted later. Conference details displayed in the BUI indicate whether or not a greeting exists.

   A greeting recorded for a conference that is part of a recurrent chain applies to all occurrences of the chain.

Nortel Networks Communication Server 1000

Nortel Networks Integrated Conference Bridge

Administrator Guide

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