



IP Office

Conferencing Center 2.1 Installation and Configuration Manual

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Conferencing Center

Overview

IP Office Conferencing Center is comprised of two web-based graphic user interfaces (GUI), the Scheduler and the Web Client. The Conferencing Center Scheduler allows users to schedule and manage conferences; the Web Client allows participants to join web conferences that act as supplements to scheduled audio conferences. A conference can be booked as a stand-alone audio conference or booked in conjunction with a web conference where real-time voting, presentation display and mute all can be initiated by the conference host.

Related Topics:

- Key Features
- [Various access levels](#)
- [Joining a conference](#)
- [SoftConsole's interaction with Conferencing Center](#)
- [Phone Manager and Conferencing Center](#)

Key Features

Conferencing Center has the following key features:

- Up to 64 concurrent conferences available, depending on the IP Office Control Unit.
- A web-based GUI for both the Conferencing Center administrator and user.
- Real-time voting and presentation capabilities via the Web Client.
- Conference host can change participants' speak/listen capabilities during the conference.
- The host can initiate a private whisper session with other participants during an active conference.
- Multiple ways to join a booked conference.
- Host initiated mute/un-mute all capability via the Web Client.
- Email notification to all conference participants.
- Web-based reporting on conference usage and voting results.

Access Levels

There are varying levels of access to Conferencing Center, depending on the user's interaction needs with the product. In this documentation, the varying access levels are broken down to the following:

- **Conferencing Center User(s)**

The number of Conferencing Center users is dependent on the number of user accounts set up by the Conferencing Center Administrator. User accounts can be created by the Conferencing Center administrator on a need basis. With a valid user account, a user can access the Scheduler by entering the Conferencing Center URL (obtained from the administrator) into an IE window. A Conferencing Center user has access to the following facilities via the Scheduler:

- Access to the Conferencing Center Scheduler.
 - Conference booking.
 - Managing your individual user account.
 - Viewing and managing only the conferences you have set up.
 - View conference resources by date and participant count.
- Joining conferences in which you are also a participant.

- **Participant(s)**

People who are scheduled to join or have joined a conference, so their number will vary. Anyone can be a participant, as long as s/he has access to a booked conference. A participant only has access to the following facilities:

- Joining a scheduled audio conference.
- Joining a scheduled web conference via the Web Client.

- **Conference Host**

A host is a conference participant with additional conferencing capabilities. A host is required if web support is activated, but one is not required for booking only an audio conference. There can only be one host per conference. The host is assigned at the time of conference booking and has the following capabilities in addition to those of a participant's:

- Upload and synchronize an HTML file.
- Amend participant status in real-time during a conference.
- Initiate whispering with another participant.
- Enter voting questions.
- Update participants' details in real-time during a conference.
- Mute/un-mute all conference participants.
- Receive voting results via email.

- **Conferencing Center Administrator**

Only one per licensed Conferencing Center software. This account is set up at the time of software installation. This person may or may not be the same as the System Administrator. As a Conferencing Center Administrator, you will have access to the following via the Scheduler GUI:

- Conference booking.
- View **all** pending and in-progress conferences.
- Updating all pending conferences.
- Updating system configuration.
- Managing all user accounts.



- Managing all conferencing and voting reports.
- Database Backup
- **System Administrator**

This person will have access to and knowledge of the entire system, along with all related IP Office suites. As a System Administrator, you will also need to set up a virtual directory on the web server to allow conference hosts access to presentation files.

Certain customized settings will require interaction with other IP Office suites. These settings will be outlined in their respective sections.

Conferencing Center via Phone Manager

If IP Office Phone Manager v.2.1 or higher is installed and configured to interact with Conferencing Center, the Scheduler and Web Client GUI can also be accessed via the following method:

- : Clicking this icon within Phone Manager will bring up the log on screen for the Conferencing Center Scheduler. If a Conferencing Center user account has been created for the Phone Manager user, this user can log on and schedule a conference.
- : Clicking this icon within Phone Manager will bring up the Conferencing Center Web Client. If you are scheduled to join a web conference and it is presently active, you can enter the conference ID and PIN number to join the conference. This is for joining the Web Client side of the conference only.

Joining a Conference

Joining a Conference

There are 3 ways to join the audio conference once it has gone live.

1. **Dial-In**: Dial-in access is available to a bridge number when assigned to a conference at the time it was booked. The bridge number must be made available to all participants. If Voicemail Pro version 2.1 mappings have been created, internal participants can dial into a conference via that short-code.
2. **Voice Conference Notification (VCN)**: Available if VCN was enabled when adding participant details. Via VCN, participants join a conference by receiving an automated telephone call from the Conferencing Center system inviting them to join.
3. **SoftConsole**: Participants join a conference by calling the operator and requesting to be connected. This is a last case scenario because you are relying on the operator to recognize and confirm that the participant phoning in is a valid conference participant.

Once you have joined an audio conference, a tone indication will sound when there is a change in participant log on/off or whisper status .

- 1 beep tone: A participant has joined the conference or a participant has exited a whisper session.
- 2 beep tones: A participant has left the conference or a participant has joined a whisper session.

Dial-In

Participants can join a conference by dialing into a bridge number that was assigned to the conference during the booking process.

To join a conference via the dialing in method, do the following

1. Dial the bridge number or short code (if a short code has been created).
2. Respond to the following voice prompt: "Please enter your conference ID and press # (hash) to finish." If PIN Checking was not enabled, then you are now logged onto the conference.
3. If PIN Checking was enabled, then you will be prompted to enter a PIN number.
4. Once the correct information is entered, a single beep will sound indicating that you have successfully dialed into the conference.

If an incorrect conference ID or PIN is entered, the action taken will depend on the call flow set up by the system administrator.

Voice Conference Notification (VCN)

If VCN was enabled when the conference was booked, participants scheduled to join a particular conference can do so by accepting a voice notification via the telephone. You will be asked to:

- Press 1 to accept. (If PIN checking was enabled, you will be asked to enter the PIN number after pressing 1.)
- Press 2 to decline.
- Press 3 if the participant is not available.

If a participant's phone line is engaged, VCN dials the line again two additional times, every 3 minutes, and informs the participant of the conference if the line is free.

Note: Please be aware that external calls to join a conference must record **Conf_Prompt24.wav** file on VM Pro. This will play this greeting message prior to the **Press 1 to accept** prompt.

Soft Console v2.1

IP Office SoftConsole displays active conferences booked via Conferencing Center. From the SoftConsole screen, the operator can then add valid participants into those active conferences by first establishing a call (either incoming or outgoing) to the valid participants.

This method of joining a conference should only be used as a last resort because it is dependent on the following criteria:

- IP Office SoftConsole is available and configured properly.
- The SoftConsole operator recognizing you as a valid conference participant.

Conferencing Center Installation

Overview

This document covers the installation and administration of IP Office Conferencing Center level 2.1 software. It is intended for the System Administrator and the Conferencing Center administrator. These two people may or may not be the same person.

Conferencing Center for IP Office is comprised of a Windows Service that handles the communication with IP Office, Voicemail Pro 2.1 and SoftConsole via the IP switch. More specifically, Conferencing Center is a licensed version of conferencing for IP Office that interacts with IP Office in the following ways:

- Shares ports and audio channels with the IP Office.
- Uses bridge number/s from which participants can join a conference.
- The SoftConsole operator can transfer participants to a conference and create an "immediate"/last minute conference.
- Phone Manager can be configured to connect directly to the Conferencing Center Scheduler and Web Client GUI.

Conferencing Center is comprised of two graphic user interfaces (GUI):

- Conferencing Center Scheduler - Allows access to the scheduling of conferences and general maintenance.
- Web Client - A web conference interface to supplement the audio conference.

Note: This document is written with the assumption that the System Administrator is an experienced Manager, Phone Manager, Voicemail Pro and SoftConsole administrator.

Related Documentation

The following documents contain information related to IP Office conferencing operations:

- IP Office Job Aid 008: Conferencing
- IP Office Job Aid 048: Voicemail Pro 2.0 Example Exercises

Pre-Installation Requirements

Check the following requirements before attempting to install Conferencing Center. The software is installed from the IP Office Conferencing Center CD.

IP Office Systems

Conferencing Center is supported on the following IP Office Control Units with IP Office Software version 2.1:

- IP 403 Office
- IP 406 Office
- IP 412 Office

General

- If not already installed, an IP Office Feature Key Server and a licensed Voicemail Pro 2.1 must be installed.
- License for IP Office Conferencing Center 2.1 required.
- IP Office Conferencing Center CD.
- Switch off any PC and hard disk sleep/power down modes.

Minimum PC Specification

The minimum PC specification for the Conferencing Center server is as follows:

- Pentium 450Mhz (1.4Mhz recommended) or above with 256MB RAM (512MB+ recommended).
- Windows 2000 Server or Windows 2003 Server, (Windows XP Professional or Windows 2000 Professional could be used but would typically support a maximum of 10 web clients).
- 80MB of free disk space.
- MS Internet Explorer (IE) 6.0 or higher.

PC running Windows 2000	PC running Windows 2003
<ul style="list-style-type: none"> • MS Internet Explorer (IE) 6.0 or higher: Once IE is installed, do the following only if you are using a proxy server. <ol style="list-style-type: none"> 1. From an IE window, select Tools 2. Select Internet Options 3. Select Connections tab 4. Select LAN Settings 5. Check Bypass proxy server for local addresses 6. Click OK 	<ul style="list-style-type: none"> • MS Internet Explorer 6.0 or higher: The machine you are installing Conferencing Center onto must be running IE 6.0 or higher.

<ul style="list-style-type: none"> • IIS 5 or higher: Needs to be activated. <ol style="list-style-type: none"> 1. Insert Windows 2000 CD. 2. Click the Start Windows button. 3. Select Settings Control Panel. 4. Double click Add/Remove Programs. 5. Click Add/Remove Windows Components. 6. Select IIS. 7. Click Next. 8. Click Finish to the Windows Component Wizard prompt. • ASP.NET: If .NET RunTime or Framework version 1.1 is not installed, the Conferencing Center install script will automatically install it and everything is activated by default. 	<ul style="list-style-type: none"> • IIS 5 or higher and ASP.NET: Both need to be activated <ol style="list-style-type: none"> 1. Insert Windows 2003 CD. 2. Click the Start Windows button. 3. Select Control Panel. 4. Double click Add or Remove Programs. 5. Single click Add/Remove Windows Components. 6. Select Application Server. 7. Click Details. 8. Select ASP.NET and IIS. 9. Click OK. 10. Click Next. 11. Click Finish.
	<ul style="list-style-type: none"> • IIS Configuration: IIS needs to be configured to a local system setting. <ol style="list-style-type: none"> 1. Click the Start Windows button. 2. Select Control Panel. 3. Double click Administrative Tools. 4. Double click Internet Information Services (IIS) Manager. 5. Select PCName (local computer). 6. Double click Application Pools. 7. Select DefaultAppPool, right click and select Properties. 8. Select Identity tab. 9. Select the drop down box and set to Local System. 10. Select OK.

Network

To allow external access to Conferencing Center's Web Client, the web server must be made accessible either by placing it outside your firewall or enabling a path through the firewall.

The PC should be configured and tested for TCP/IP networking.

- We strongly recommend that the Conferencing Center server PC is connected to the IP Office Control Unit via a switching LAN hub. If this is not possible, then the server should be directly connected to the IP Office Control Unit.
- The PC must have a fixed IP address. While PC's in a DHCP network may retain the same IP address between reboots, this is not guaranteed.

- IF the IP Office is acting as a DHCP server, it defaults to using 192.168.42.1 to 192.168.42.200 for DHCP clients. This leaves 192.168.42.201 to 192.168.42.254 for devices that require fixed IP addresses.

Conferencing Center and Voicemail Pro

Conferencing Center can be installed onto a separate server PC from Voicemail Pro. Even though Voicemail Pro configuration is necessary to make full use of Conferencing Center features, Conferencing Center communicates with VM Pro via the IP Office Control Unit, not with VM Pro directly.

Email

The Conferencing Center server PC must have at least one SMTP server defined and available. This is necessary if you plan to use email for sending conference notifications and voting results to conference hosts.

Optional IP Office Software

- Phone Manager Pro version 2.0 or higher (optional)
- SoftConsole version 2.0 or higher (optional)

Client PCs

- Internet Explorer 6.0 or higher.
- Email Client: MS Exchange Client, Outlook 97, 98 or 2000 if Conferencing Center participants want to receive email notifications.

Installing Conferencing Center

Make sure that you have followed all the [pre-installation requirements](#) before continuing with the installation of Conferencing Center.

The following process is for a typical Conferencing Center installation.

1. Insert Conferencing Center CD.
2. Double click the **MSDE** folder.
3. Double click **PowerConferencing_MSDE_SP3.exe**. This will install the Microsoft SQL Server Desktop Engine (MSDE).
4. You must restart the PC when prompted.
5. Double click the **Power_Conference_Install** folder.
6. Double click **setup.exe**.
7. If prompted, click **Yes** to **Do you want to install .NET 1.1?**
8. If prompted, click **Yes** to **Update Windows Installer?**
9. Click **Install**.
10. Click **OK** to prompts.
11. Select the type of installation required. We recommend the Typical install.
 - **Typical:** Installs all Conferencing Center components.
 - **Custom:** Allows amendment to the installation directory.
10. Click **Next**.
11. Click **Next** on the confirmation screen.
12. Enter the IP Office IP Address and Password, then click **Next**.
13. Enter a user name and password to create a Conferencing Center Administrator's account, then click **Next**. Password must be between 5-50 alpha numeric characters. Make note of the user name and password.

Note: You are setting up a user account for the Conferencing Center administrator. This administrator will have the following added capabilities, along with booking conferences and managing his/her own user account:

 - Updating Conferencing Center configurations: From this screen, the Conferencing Center administrator have the ability to make changes that can greatly effect system performance.
 - Running & printing conference reports.
 - Create and delete user accounts.
14. Click **Finish**.
15. Restart the PC.

Note: Conferencing Center installs by default to port 80 to communicate with the web server and to port 25 for email.

Configuring Conferencing Center

Warning: Any configuration changes made here can greatly affect system performance. Please consult the System Administrator before making any changes.

The direct configuration for Conferencing Center is available on the Conferencing Center Scheduler.

More Information:

To configure Conferencing Center settings:

1. Open an IE window.
2. Enter **http://<webserver_name>/avecs** into the address field. Ensure that the PC name does not contain an underscore or any other non-standard character prohibited by standard PC naming conventions. Permissible characters include a-z, A-Z, 0-9 and hyphens (-).
3. Enter the user name and password for the Conferencing Center administrator that was created during installation.

The following system parameters and settings are configurable via the **Configure** tab in the Conferencing Center Scheduler:

- **SMTP Server (Empty for Local):**

Enter the email server's address. This is required only if you are not using the SMTP service on the local machine.

- **IP Office IP Address:**

Enter the IP address of the IP Office control unit.

- **IP Office Password/Confirm IP Office Password:**

Enter the system password of the IP Office control unit. This is required by the conferencing server to access the IP Office if the IP Office is password protected.

- **Maximum Conference Duration:***Default = 60 minutes.*

This will set the maximum conference length (in minutes) in which a conference can be scheduled.

- **Email From Address:**

Enter an Email address from which conference confirmation/reminders are sent. The email account should represent a user account created for the Conferencing Center server.

- **Percent of Audio Resources Allocated :***Default = 50%*

Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount of audio resources allocated for the entire IP Office suite. This percentage of available resources can be altered if needed. Available resources will depend on the audio channels being taken up by the VoiceMail system and other systems that may use this resource. Audio channels are released after the end of every conference.

If more resources need to be allocated because of user demand, move the bar accordingly, but remember that these resources are also used by other systems. Increasing resources for conferencing may greatly effect other systems, such as the Voicemail system.

Note: Reducing resources may invalidate existing data. For example, if there are booked conferences that are relying on the pre-existing resources, configuration changes may make those conferences obsolete.

- **Percent of Conference Resources Allocated:***Default = 50%*

Conference resources reflect the conferencing channels available on the Control Unit. Conferencing channels are released after the end of every conference.

- **Default Conference Language:**

Language in which every conference will be defaulted to.

- **Default Conference Bridge Number:**

Enter the bridge number for external participants to call and join an audio conference. This number will be offered as the default bridge number when a conference is scheduled. The conference scheduler can remove or update this number at that time. This conference bridge number will be available on participants' confirmation emails if the email option is enabled.

- **URL for Web Client:**

Enter the path to the web server as follows: `http://<web_server_name>/AVECSWEB`. This URL will be available on participants' confirmation emails if Web Support and email options are enabled as part of the conference scheduling process.

- **Conference End Warning (Mins):***Default = 10 minutes*

An audio warning will be played X minutes prior the conference's scheduled end time, where X represents the number of minutes defined in this field. This value can be configured by the Conferencing Center user on a per conference basis.

4. All configuration updates will not be reflected until the **ECS Conference Service** (the name given to the Conferencing Center service) is stopped and restarted.

Troubleshooting

This section is intended to aid in the installation and administration of Conferencing Center, should any of the following issues are encountered.

Problem/Symptom	Suggested Solution
<p>Problems Accessing Web Sites - Although on the local PC http://127.0.0.1/AVECS and http://127.0.0.1/AVECSWEB both load their respective pages correctly, http://pc_name/AVECS and http://pc_name/AVECSWEB does not load.</p>	<p>Ensure that the name of the PC does not contain an underscore or any other non-standard characters prohibited from the standard PC naming conventions. Permissible characters include: a-z, A-Z, 0-9 and hyphens (-).</p>
<p>Maximum Logon Attempts Exceeded - When the AVECS page is loaded, a grey error message is loaded, clicking Refresh loads the page successfully. However, after logging in, a message stating that the maximum logon attempts have been exceeded is displayed.</p>	<p>Check that the user ASPNET exists on the local PC.</p>
<p>NT Authority\Network Service Error - The error displayed on the grey background refers to NTAuthority\Network Service and is followed by the Max logon attempts error.</p> <p>Similarly, if the error states NTAuthority\Local Service, the corresponding procedure will need to be followed.</p>	<p>If this is running on a Windows 2003 Server, the following settings should be verified:</p> <p>IIS Manager Local PC Name Application Pools DefaultAppPool</p> <ul style="list-style-type: none"> - Select Properties. - Select Identity and ensure Local System is set.
<p>Emails not sent from the Conferencing Center Server: Mail is not being received correctly to either the mailbox or the Drop directory.</p>	<p>On machines with IIS5, mail sent from the Conferencing Center Server will collect in .../InetPub/mailroot/Drop. If a POP3 Server has been installed on the PC, it will be taken from the Drop directory and delivered to the appropriate mailbox.</p> <p>On machines with IIS6 installed, provided the POP3 Server has been configured (this ships by default with Windows 2003), mail from the Conferencing Center Server will be routed correctly to the mailbox.</p> <p>It may be necessary to configure the SMTP Mail in IIS.</p> <ol style="list-style-type: none"> 1. From the Control Panel, open Internet Services Manager. 2. Expand the tree and expand Default SMTP Virtual Server. 3. If the domain name is not in the

	<p>format X.X</p> <ul style="list-style-type: none"> i. Right click, select New Domain. ii. Select Alias and enter a name in the format X.X (e.g. PCSServer.Avaya.com).
<p>AVECS Blank Page - When the AVECS web page is loaded, it is blank. When the AVECSWEB web page is loaded, a single line of text is displayed.</p>	<p>Verify that there is a .aspx extension listed in IIS Manager. IIS Manager can be accessed by doing the following:</p> <ol style="list-style-type: none"> 1. Right click on the default web site. 2. Select Properties. 3. Click Home Directory. 4. Click Configuration. The .aspx entry should be listed there. <p>If not, it is likely that .NET 1.1 was installed prior to the installation of IIS. In this case, all of the system updates required have not been carried out. From Add/Remove Programs, remove .NET 1.1 and re-install it. No separate steps need to be taken if .NET 1.0 is also listed, because the process for .NET 1.1 will resolve the issue.</p>

Additional Configurations

Overview

Upon proper installation and configuration of IP Office Conferencing Center, conferences can immediately be booked and conference participants can join conferences via Voice Conference Notification (VCN). However, to take full advantage of the Conferencing Center capabilities, additional configuration will be required. We highly recommend you take the time to review these additional configuration options:

- [Configuring Voicemail Pro 2.1 for Conferencing Center](#)
- [Configuring Manager for Conferencing Center](#)
- [Setting up a Bridge Number](#)
- [Administering the Web Client](#)

Configuring Manager for Conferencing Center

If Phone Manager 2.1 is available, this configuration will enable access to the Conferencing Center Scheduler and Web Client via two buttons within Phone Manager.


There are two primary configurations necessary in Manager to make Conferencing Center accessible via Phone Manager - configuring the system and then configuring individual Phone Manager users.

Configuring the system



1. Open Manager and log on.
2. Click the folder to receive configuration.
3. Double click **System (Name)**.
4. Within the **System** tab, enter the following information:
 - **Conferencing Center IP Address:** The IP address of the Conferencing Center machine.
 - **Conferencing Center URL:** http://ConferencingCenterMachineName/
5. Within the Voicemail tab, enter the following information:
 - **Voicemail IP Address:** The IP address of the Voicemail machine.
 - **Voicemail Password/Confirm Password:** If there is a password on the Voicemail system, then enter the same password here.
6. Click **OK**.

Configuring individual Phone Manager users

For those Phone Manager users who want direct access to Conferencing Center via the Phone Manager GUI, the following configuration changes in Manager need to be made:

1. Repeat steps 1-3 from "Configuring the System" above if necessary.
2. Click  **User**.
3. Double click the user name/extension for whom you are making the configuration.
4. Select the **Telephony** tab.
5. Tick **Book a Conferencing Center in Phone Manager**.
6. Click **OK**.
7. Save and merge configuration.

When all the systems are configured properly, the following two icons on Phone Manager will be displayed:

-  **Book an Enhanced Conference:** Opens a Conferencing Center Scheduler GUI.
-  **Join an Enhanced Conference:** Opens a Conferencing Center Web Client GUI.

Voicemail Pro for Conferencing Center

Configuring Voicemail Pro 2.1 for Conferencing Center

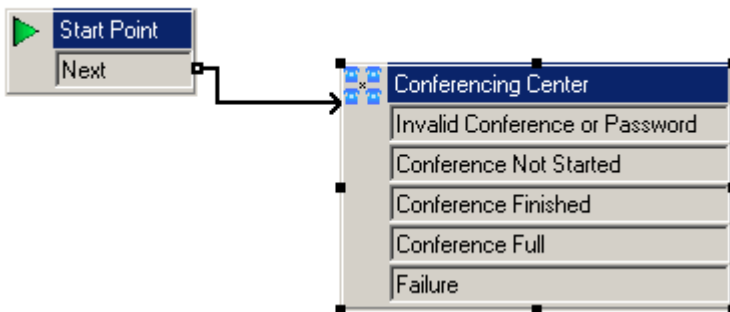
Upon proper installation and configuration of Conferencing Center, it is already connected to Voicemail via the switch. The basic function of inviting a participant to join a conference is set up. However, if customized actions are needed, such as when a participant enters the wrong conference ID or PIN, among many others, then Voicemail Pro 2.1 needs to be configured.






Creating a conference access short-code

For internal Conferencing Center participants, they can join an active conference via a short-code, rather than dialing a bridge number each time. To enable this method of joining a scheduled conference, steps need to be taken in Voicemail Pro and Manager.

1. In Voicemail Pro: Create a Conferencing Center module to handle conference actions.

Modules > Conferenc



- From **Start | Programs | IP Office** open **Voicemail Pro**.
 - Right-click  **Modules** and select **Add**.
 - In **Name** enter **Conferenc** (because the name field has a limit of 9 characters) and select **OK**.
 - Click in the right-hand pane of the application to place the start point.
 - Click the  **Telephony Actions** in the toolbar and select  **Conferencing Center**.
 - Click in the right-hand pane of the application to place the action.
 - Connect **Start Point** to  **Conferencing Center**.
 - Click  **Save & Make Live** on the toolbar.
2. In Manager, select Shortcode and add a new shortcode for Conferencing Center. Remember to set the **Telephone Number** field to the name of the Conferencing Center module (name must be exact because Conferencing Center is case sensitive) and the **Feature** field to **VoicemailCollect**.
 3. Test the shortcode by dialing *shortcodeNumber. The phrase, "Please enter your conference ID and press # (pound/hash) to finish" should be played.

Conferencing Center Failure Routes

The default path when a participant dials into an active conference will ask for the conference ID and/or PIN, but if the wrong information is entered or if the conference has not yet started, you need to define how the system will handle those instances. To set up these failure routes, the Conferencing Center module in Voicemail Pro must be developed further. We have provided 5 sample failure routes that you can set up. Again, these are only sample set ups; they are meant for you to draw upon to define your own failure routes based on your needs.

The 5 failure instance samples are:

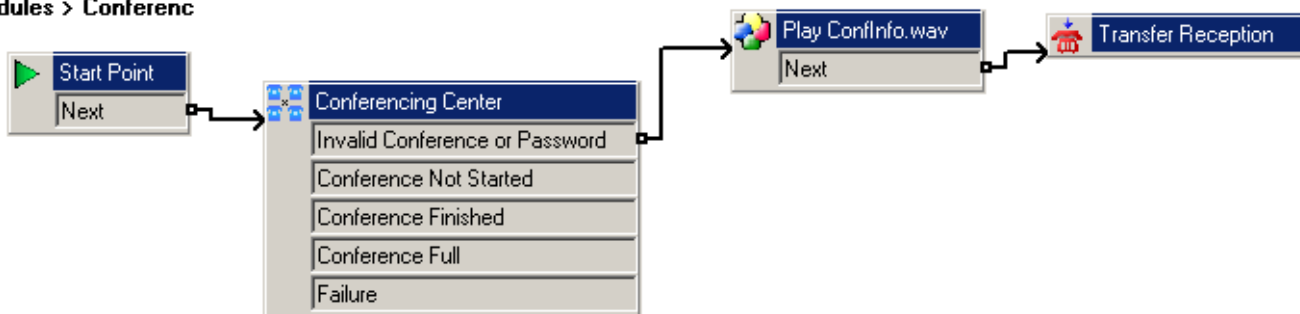
- [Invalid Conference ID or Password](#)
- [Conference Not Started](#)
- [Conference Finished](#)
- [Conference Full](#)
- [Conference Failure](#)






Invalid ID or Password









This sample failure route will define the action taken by the system when a participant enters an invalid conference ID or PIN. Again, this is only a sample route in which the conference participant gets transferred to the receptionist.

To set up this failure route:

Modules > Conferenc



1. In Voicemail Pro, open the  **Conferenc** module.
2. Right-click on the  **Conferencing Center** action and select **Properties**.
 - In the **Specific** tab, configure the following properties:
 - Gather conference and pin information before validation: This option is designed as an added security measure for joining a conference. If selected, the caller will be asked for the conference ID and PIN. The results are collected and then verified. If either entry is invalid, the caller is notified but not told which entry is incorrect. If this option is not selected, then the entries are validated as they are entered.
 - Allow the delegate to try and enter the conference ID a total of ? times: The number of times a conference ID can be entered before the failure route is activated is controlled in this section. Up to 10 re-tries can be set.
 - Select **OK**.
3. Click  **Basic Actions** on the tool bar and select  **Generic**.
4. Click in the right-hand pane to place the action.
5. Open the **Properties** for  **Generic**.
 - Change the **Token Name** to **Play ConfInfo.wav**.

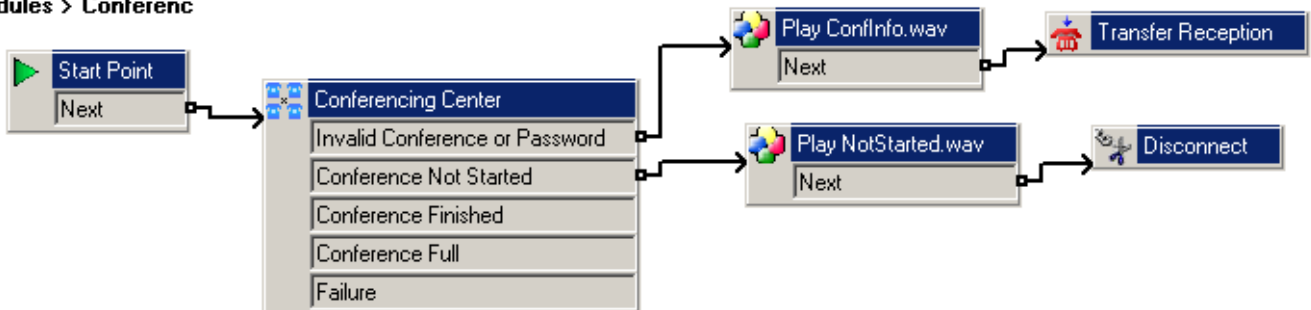
-
- In the **Entry Prompts** tab, click the **+** (green cross), click  and select **CONF_05.wav**; this wav file will play, “Your conference ID or pin is not valid.”
 - Click **Close** and **OK**.
6. Connect **Invalid Conference or Password** to  **Play ConflInfo.wav**.
 7. Click  **Telephony Actions** on the tool bar and select  **Transfer**.
 8. Click in the right-hand pane to place the action.
 9. Open the **Properties** for  **Transfer**.
 - Change the **Token Name** to **Transfer Reception**.
 - In the **Specific** tab, enter **300** (your reception’s extension) in the **Destination** field.
 - Click **OK**.
 10. Connect  **Play ConflInfo.wav** to  **Transfer Reception**.
 11. Click  **Save & Make Live** on the toolbar.











Conference Not Started

This sample failure route will define the action taken by the system when a participant dials into a conference that has yet to start. Again, this is only a sample route in which the conference participant is played a message stating that the conference has yet to start.

To set up this failure route:

Modules > Conferenc



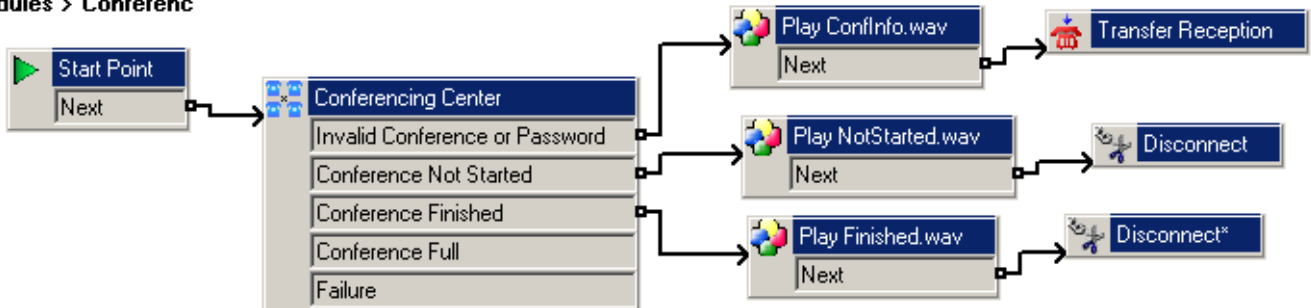
1. Create a recording similar to the following:
 - "Sorry, the conference you are trying to join has not started yet. Please call back later."
2. Click  **Basic Actions** on the tool bar and select  **Generic**.
3. Click in the right-hand pane to place the action.
4. Open the **Properties** for  **Generic**.
 - Change the **Token Name** to **Play NotStarted.wav**.
 - In the **Entry Prompts** tab, click the **+** (green cross), click  and select the name of the wav file you created in step 1.
 - Click **Close** and **OK**.
5. Connect **Conference Not Started** to  **Play NotStarted.wav**.
6. Click  **Telephony Actions** on the tool bar and select  **Disconnect**.
7. Click in the right-hand pane to place the action.
8. Connect  **Play NotStarted.wav** to  **Disconnect**.
9. Click  **Save & Make Live** on the toolbar.











Conference Finished

This sample failure route will define the action taken by the system when a participant dials into a conference that has already ended. Again, this is only a sample route in which the conference participant is played a message stating that the conference already finished.

To set up this failure route:

Modules > Conferenc



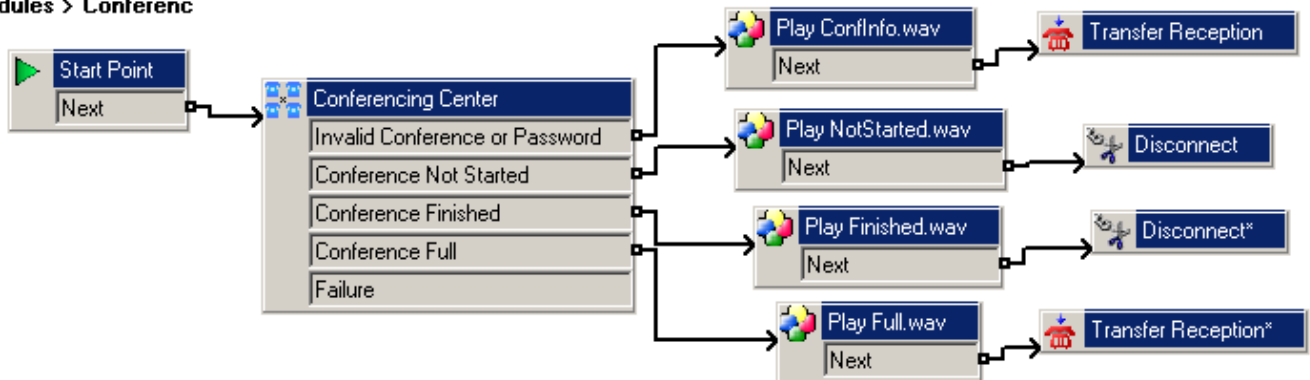
1. Create a recording similar to the following:
 - "Sorry, the conference you are trying to join has already finished."
2. Click  **Basic Actions** on the tool bar and select  **Generic**.
3. Click in the right-hand pane to place the action.
4. Open the **Properties** for  **Generic**.
 - Change the **Token Name** to **Play Finished.wav**.
 - In the Entry Prompts tab, click the **+** (green cross), click  and select the name of the wav file you created in step 1.
 - Click **Close** and **OK**.
5. Connect **Conference Finished** to  **Play Finished.wav**.
6. Click  **Telephony Actions** on the tool bar and select  **Disconnect**.
7. Click in the right-hand pane to place the action.
8. Connect  **Play Finished.wav** to  **Disconnect**.
9. Click  **Save & Make Live** on the toolbar.

Conference Full

This sample failure route defines the action taken by the system when a participant dials into a conference that has reached its set number of participants. Again, this is only a sample route in which the conference participant is played a "conference is full" message and then transferred to the receptionist.

To set up this failure route:

Modules > Conferenc



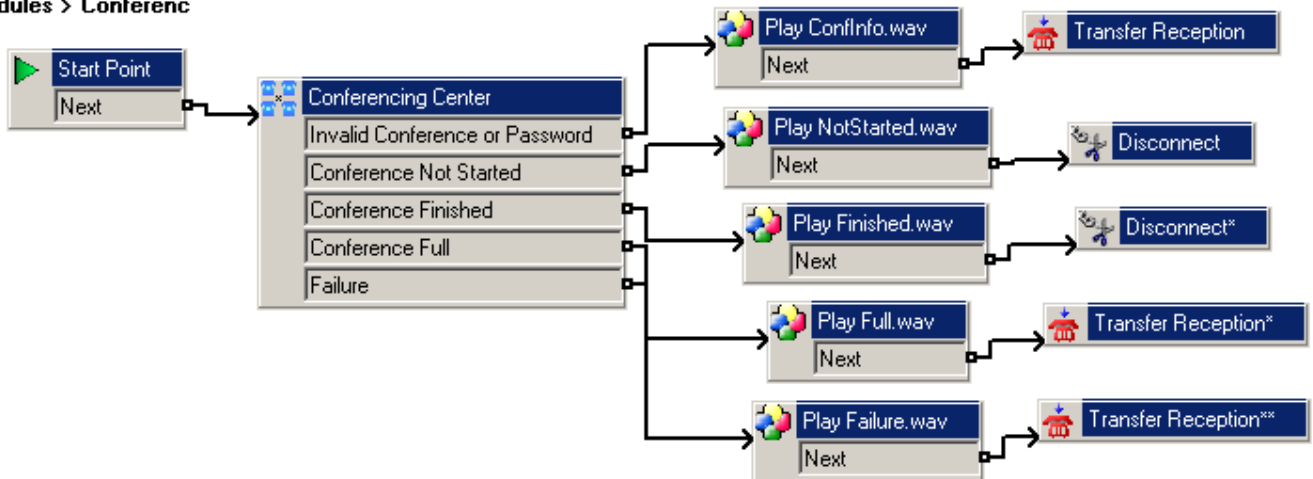
1. Create a recording similar to the following:
 - "Sorry, the conference you are trying to join is full."
2. Click **Basic Actions** on the tool bar and select **Generic**.
3. Click in the right-hand pane to place the action.
4. Open the **Properties** for **Generic**.
 - Change the **Token Name** to **Play Full.wav**.
 - In the **Entry Prompts** tab, click the **+** (green cross), click and select the name of the wav file you created in step 1.
 - Click **Close** and **OK**.
5. Connect Conference Finished to **Play Full.wav**.
6. Click **Telephony Actions** on the tool bar and select **Transfer**.
7. Click in the right-hand pane to place the action.
8. Open the **Properties** for **Transfer**.
 - Change the **Token Name** to **Transfer Reception**.
 - In the **Specific** tab, enter **300** (your reception's extension) in the **Destination** field.
 - Click **OK**.
9. Connect **Play Full.wav** to **Transfer Reception**.
10. Click **Save & Make Live** on the toolbar.












Conference Failure

This sample failure route defines the action taken by the system when there is a general failure in connecting to the conferencing system. Again, this is only a sample route in which the conference participant is played a "conference failure" message and then transferred to the receptionist.

To set up this failure route:

Modules > Conferenc





1. Click  **Basic Actions** on the tool bar and select  **Generic**.
2. Click in the right-hand pane to place the action.
3. Open the Properties for  **Generic**.
 - Change the **Token Name** to **Play Failure.wav**.
 - In the **Entry Prompts** tab, click the **+** (green cross), click  and select **CONF_23.wav**; this wav file will play, "Conference not accessible."
 - Click **Close** and **OK**.
4. Connect **Failure** to  **Play Failure.wav**.
5. Click  **Telephony Actions** on the tool bar and select  **Transfer**.
6. Click in the right-hand pane to place the action.
7. Open the **Properties** for  **Transfer**.
 - Change the **Token Name** to **Transfer Reception**.
 - In the **Specific** tab, enter your reception's extension in the **Destination** field.
 - Click **OK**.
8. Connect  **Play Failure.wav** to  **Transfer Reception**.
9. Click  **Save & Make Live** on the toolbar.

Setting up a Bridge Number

One way to join a booked conference is by dialing in via a Bridge Number. Before this can take place, a bridge number must be set up. There are several methods for setting up a bridge number, depending on how the site's telephone system is configured with the local telephone company. We have provided one sample method, based on an incoming call route.

Sample Bridge Number set-up

Again, this is only one of several ways to set up a Bridge Number for use with Conferencing Center.

1. In Voicemail Pro 2.1, create a Conferencing Center module, if you have not already created one.
2. In Manager:
 - Create an incoming call route by clicking  **Incoming Call Route**.
 - In the **Line group ID** field, enter a line group number you want to assign for Conferencing Center.
 - In the **Destination** field, input the Conferencing Center module name that was created in Voicemail Pro, preceded by **VM:**.
 - Define which line(s) you want assigned for conferencing under  **Line**.
 - In the **Incoming Group ID** field, enter the line group number that was set up in the incoming call route.
 - Save and merge configuration.
3. Contact your local telephone company to complete the set-up for a bridge number.

Conferencing Center Administrator Functions

Overview

The Conferencing Center administrator can manage administrative tasks in addition to scheduling conferences via the Conferencing Center Scheduler GUI. This person may or may not be the same as the system administrator. The administrator's GUI will give access to the following:

- Creating conferences
- Updating Conferencing Center configuration
- Managing user accounts
- Conference Reporting facilities
- Database Management

Administering the Web Client

The Web Client is designed to act as a supplement to the audio conference. Once a conference that is booked with web support selected has become active, the Web Client is accessible via a web-based GUI.

The system administrator may be relied upon to make files accessible for uploading onto the Web Client. There are several points to keep in mind when administering the uploading of files:

- All files uploaded to the Web Client must first be converted to HTML. Thus, some formats and features available on the original file could be altered.
- All files to be uploaded must be published to the Conferencing Center's website or a website that is on the same domain as the Web Client PC. A [virtual directory for publishing these HTML files](#) needs to be set up.
- The URL for accessing these HTML files must be made available to the conference host for use during the conference.
- Depending on how much space is available on the web server machine, extremely large files may be an issue.

Setting up a File Upload Path

IP Office Conferencing Center allows for users of the Web Client to view HTML files uploaded by the conference host. These files need to be published onto a website that is on the same domain as the Web Client PC. A virtual directory for the HTML files needs to be set up.

To tell the web server where to look for these files by creating a virtual directory:

1. On the web server PC, create a folder for storing all the HTML files.
2. Open the IIS Manager.
3. Double-click the server name.
4. Click **Web Sites | Default Web Sites**.
5. Click **Action** in the tool bar. Select **New | Virtual Directory**.
6. The Virtual Directory Creation Wizard appears. Click **Next**.
7. Enter a name for the directory in the **Alias** text box. Click **Next**.
8. Click the **Browse** button and browse to the folder containing the HTML files. Click **OK**, the browse window is now closed.
9. Click **Next**.
10. Click **Finish**. You should now see the newly created virtual directory.

WARNING: If you do not want users to view all files in the directory, be sure to enable a default content page for the directory and create a default HTML page.

Once this directory is set up, you can give the URL to Conferencing Center users who request it. The URL should be in the following format: *http://<server name>/<alias directory name>/<file name.htm>*.

Update Configuration

The fields on this page have been configured by the system administrator at the time of installation. Updating any of these fields can drastically affect Conferencing Center usage and performance. **Do Not** update any fields on this page without first consulting the system administrator.

For more information on updating the configuration, see *Configuring Conferencing Center*.

Database Backup

Backing up the Conferencing Center's database is a vital maintenance requirement. On the Conferencing Center Scheduler, the administrator can perform a manual backup or create a scheduled backup. Once set up, the scheduled backup will automatically save a copy of the database at the specified time and into the specified folder directory. A manual backup is typically required prior to any system or software upgrade. Conferencing Center will continue to operate while the backup is being performed.

More Information:

To perform a manual backup:

1. Click **Database**.
2. Click **Backup Database**.
3. In the **Perform Immediate Backup** section:
 - In the text field labeled **Location on Server for Backup**, enter the folder directory path where you want to save the backup database.
 - Click **Backup Now**.

To set up a scheduled backup:

1. Click **Database**.
2. Click **Backup Database**.
3. In the **Create Backup Schedule** section:
 - Tick the box labeled **Perform Scheduled Backups**.
 - Select either **Daily** or **Weekly** for the backup schedule to be performed. If weekly is selected, choose the day of the week in which you want the backup performed.
 - In the text field labeled **Location on Server for Backup**, enter the folder directory path where you want to save the backup database.
 - Enter the time of day you want the backup performed.
 - Click **Update Schedule**.

A backup of the Conferencing Center's database will be performed based upon the specified schedule.

Upgrading Conferencing Center

Once MSDE has been installed with the first installation of Conferencing Center, performing an upgrade does not require re-installing the software. To upgrade Conferencing Center, do the following:

1. Via the **Control Panel**, stop the **ECS Conference Service**.
2. Insert the Conferencing Center CD.
3. Double click **setup.exe**.
4. When prompted with, "This setup will perform an upgrade of 'Conferencing Center', do you want to continue?", click **Yes**.
5. Reboot the PC.
6. Via the **Control Panel**, start the **ECS Conference Service**.

Pending Conferences

The administrator's Pending Conference window differs from that of a regular user's in that it has the additional option to view conferences scheduled by ALL users. Enable this option by clicking the **Display Conferences for All Users** check box.

In-Progress Conferences

The administrator's In-Progress Conferences window differs from that of a regular user's in that it has the additional option to view conferences scheduled by ALL users. Enable this option by clicking the **Display Conferences for All Users** check box.

User Accounts

Managing User Accounts

The Conferencing Center administrator can create user accounts based on a need basis. Once created, users can manager their own accounts up to a certain extent but only the Conferencing Center administrator can delete and create a user account.

From the **Users** tab, you have the ability to manage the following aspects of a user's account:

- Create a New User
- Update a User Account
- Delete a User Account

Creating a New User

User accounts can be created by the Conferencing Center administrator on a need basis.

From the **Users** tab:

1. Click **Create New User**.
2. Enter information into the provided fields. The password must comprise of 5 - 50 mixed alphanumeric characters.

Note: Conferencing Center is case sensitive.

3. Click **Create**.

Note: The new user account must be unique.

Deleting a User Account

From the **Users** tab:

1. Click **Show User Accounts**.
2. Click corresponding to the user account to be deleted.
3. Click **Delete**.

Note: A user account that has a pending conference cannot be deleted.

Updating a User Account

As a Conferencing Center administrator, you can update a user's password.

From the **Users** tab:

1. Click **Show User Accounts**.
2. Click corresponding to the user account to be updated.
3. Make the desired changes.
4. Click **Update**.

Note: Conferencing Center is case sensitive.

Conference Reports

Conference Reports

Conferencing Center enables the administrator to run reports of past conferences. Reports are useful for getting an indication of how heavily the Conferencing Center is being used. Conference reports can be requested in the following ways:

- List conferences for reporting - Provides a list of past conferences for reporting.
- [Running general conference reports](#) - General conference reports based on a block of dates.

Running a General Report

Conference reports can be requested based on specific dates. This request will provide a list of all the conferences that took place within the specified dates.

To generate a report based on specific dates:

1. Click the **Reports** tab if not already there.
2. Click **General Report**.
3. Enter the desired **Start** and **End** dates or click in the corresponding fields and select the date.
4. Click **Run Report**.

Reports will list conferences in the order that they occurred, oldest first, with the following information:

- **Conference Details:** Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- **Participant Details:** Details of participants who joined the conference, such as their status and the time they left and joined the conference.

List of Conferences for Reporting

One way to run a report is by requesting for a list of conferences that have already taken place. From this list, you can select the specific conference for reporting and the report type.

If your PC is connected to a printer, a printout of the report can be requested by clicking.

More Information:

To list all the conferences for reporting:

1. Click the **Reports** tab if not already there.
2. Click **List Conferences for Reporting**.

For each conference on the list, the following information is displayed:

- Conference ID.
- Conference name.
- Conference date and start time.
- If Music On Hold (MOH) was selected, then the MOH start time is shown.
- The length of time the conference was scheduled for.
- The number of participants scheduled to join the conference.
- A choice of report types.

For each conference on the list, the following reports can be requested:

- **Individual Report**

Displays information relating to specific conferences with the following categories:

- **Conference Details:** Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- **Participant Details:** Details of participants who joined the conference, such as their status and the time they left and joined the conference.

- **Voting Summary**

If voting occurred during a conference, this report displays information relating to a specific conference with the following categories:

- **Conference Details:** Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- **Participant Details:** Details of participants who joined the conference, such as their status and the time they left and joined the conference.
- **Questions Raised:** Questions raised by the conference host for voting.
- **Votes Recorded:** Shows how each participant voted for all questions raised.

Glossary

B

Bridge Number: The (telephone) number delegates are given to dial to join a conference. This number must be defined by the system administrator.

C

CLI: Calling Line Identity: An additional security measure for joining a conference. If enabled, the system checks that the phone number of the incoming caller matches that of the number defined by the conference host at the time the conference was booked.

Conference ID: Number that uniquely identifies one conference from another. This number is also used by delegates to gain entrance into conferences in which they are scheduled to join.

D

Delegate(s): Person or people scheduled to join or is presently in a conference.

G

GUI: Graphic user interface. A graphical (rather than purely textual) user interface to a computer.

H

Host: The person running the conference. This person has additional conference related capabilities that are not available to other delegates.

I

IM: The ability to easily see whether a chosen person is connected to the Internet and, if they are, to exchange messages with them. Messages from both parties appear instantly in a conversational format.

M

MOH: Music on hold: Music to be played when delegates log onto a conference before the start time.

P

PIN: Personal Identification Number used by the system to differentiate one delegate from another. It is also used by the delegate to join a web conference or gain access to an audio conference if PIN Checking was enabled.

R

Resources: The amount of Conference and Audio Channel resources available on the IP Office Control Unit.

S

Synchronize: Making a presentation accessible to other delegates who are logged onto the web conference.

U

User: Person able to access some of the conferencing features via the GUI, but not necessarily all. The user has an account and is able to book conferences and manage his/her own account details. The user's account must be set up by the system administrator.

V

VCN: Voice Conference Notification: An automated voice notification via the telephone inviting a delegate to join a conference.

W

Whisper: The capability to hold a private conversation with a delegate while participating in a conference.

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